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## REPORT

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**TO:** MEMBERS ADA Transit Subcommittee to the Transit & Parking Commission  
**FROM:** Crystal Martin, Paratransit Program Manager  
**SUBJECT:** **ADA PARATRANSIT CONTRACTING - SERVICE STANDARDS**  
**DATE:** 6/22/09

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Below are the excerpted contracting terms for Service Standards in Metro's current agreements.

Staff is requesting feedback from subcommittee members on supplemental service standards to these requirements.

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### **2.8 Service Standards**

- A. It is the responsibility of CONTRACTOR to make every effort to comply with all service standards established by CITY. CITY has established a service standard of passenger pick up no later than twenty (20) minutes after the scheduled time. For each instance in which a passenger is picked up outside of this service standard, the following reimbursement will be applied:

<u>On-Time Performance</u>	<u>Reimbursement</u>
94% On-Time	100% of the reimbursement rate
90-93% On-Time	98% of the reimbursement rate
Less than 90% On-Time	90% the reimbursement rate

- B. Charges will be waived during periods of severe weather when conditions, as determined by CITY, indicate that the delay was unavoidable. This determination is final. If CONTRACTOR believes an event occurring in the city may cause delays, it is the responsibility of CONTRACTOR to notify CITY of the event and to obtain prior written concurrence that charges will not be assessed.
- D. Travel Time: Customers shall not be scheduled to remain on board a vehicle longer than 1 hour and 15 minutes to complete the trip. Travel time begins when the driver has engaged the Customer in service either at the curb or at the door of the pick up and ends when the driver has dropped off the Customer either at the curb or the door of the Customer's destination.

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The Subcommittee may also consider that Metro has tracked Complaints and Late Trip Reports per 1000 trips for each contractor and for directly operated service. Late Trip Reports would be addressed by On-Time Standards, however, a threshold for Complaints per 1000 Trips Performed may encourage companies to be more proactive in addressing systemic issues.