
REPORT

TO: MEMBERS ADA Transit Subcommittee to the Transit & Parking Commission
FROM: Crystal Martin, Paratransit Program Manager
SUBJECT: PARATRANSIT CONTRACTOR OPERATIONS & FLEET REVIEWS
DATE: 06/18/12

In response to suggestions during Metro’s 2010 Federal Transit Administration’s Triennial Review, Metro Transit prepared on-site reviews of paratransit contractors’ operations and fleet. These reviews were announced in March and conducted in April and May of 2012. Activities included physical inspection of contracted vehicles, operations and maintenance facilities, training materials, and performance.

Operational reviews included current licensing, permits, certifications, and background checks for drivers. Training materials were matched to accepted proposals and verification of locally developed sensitivity class attendance. Minimum requirements for dispatcher availability, communications, and computer systems were verified. Timely reporting requirements for incidents, feedback and accidents and policy reviews for performance were completed. Results are charted below.

Desk Review	Qualifications	Training Materials	Operational Review	Timely Reporting	Policies
Abby Vans	✓	✓	✓	✓	✓
Badger Bus Lines	✓	✓	✓	✓	✓
Transit Solutions	✓	✓	✓	✓	✓

Metro staff completed a fleet review for each of Metro paratransit contractors. Each vehicle was inspected and results are charted below.

Fleet Review	Pre-Trip Sheets	Vehicle Starts/ Operates Properly	Lights/ Wipers/ Mirrors	Seatbelts	Securement Straps/ Harnesses	Clean-ness	No. of Vehicles
Abby Vans	✓	✓	✓	✓	✓	✓	22
Badger Bus Lines	✓	✓	✓	✓	✓	✓	32
Transit Solutions	✓	✓	✓	✓	✓	✓	20

Lastly, performance standards for safety per Metro Transit’s paratransit contracted requirements were compiled for compliance. The results for 2011 and 2012 are charted below.

2011	Vehicle Breakdowns		Accidents		Performance	
	Vehicle Towed	Vehicle Replaced	Injury	Non-Injury	Miles	Standard Attained
Abby Vans	0	0	1	0	329,631	✓
Badger Bus Lines	9	16	1	5	575,884	✓
Transit Solutions	0	0	0	0	416,236	✓

2012	Vehicle Breakdowns		Accidents		Performance	
	Vehicle Towed	Vehicle Replaced	Injury	Non-Injury	Miles	Standard Attained
Abby Vans	0	0	1	1	110,989	✓
Badger Bus Lines	5	10	1	6	233,658	✓
Transit Solutions	0	0	0	0	135,962	✓

year to date: April

Contracted Safety Standards are: Greater than 25,000 miles per non-injury accident
Greater than 60,000 miles per injury accident

Performance standards were developed by the ADA Transit Subcommittee members prior to development of the contractor request for proposals.

Conclusion Metro Paratransit contractors met or exceeded specified requirements for operations and fleet. The general condition of the fleets was clean and in proper working order. Abby Vans’s fleet is made up of new vans, Transit Solutions’ fleet has newer vans; and Badger Bus Lines’ fleet had older vehicles. All appeared well-maintained. Managers used this opportunity display their operations, training, and vehicle/ maintenance best efforts. No deficiencies or lapses were evident.