
REPORT

TO: MEMBERS ADA Transit Subcommittee to the Transit & Parking Commission
FROM: Crystal Martin, Paratransit Program Manager
SUBJECT: **ADA PARATRANSIT CONTRACTING - PERFORMANCE STANDARDS**
DATE: 5/14/09

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

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

Current Contracting Language - City of Madison Purchase of Service Agreement

2.9 Performance Standards

A. CONTRACTOR will be required to meet or exceed the following performance standards:

<u>ACTIVITY</u>	<u>PERFORMANCE STANDARD</u>
Monthly total miles/Road Calls	> 4,500
Level of Service	> 0.5% missed trips
Passenger Comfort	100% on road operative heat/AC
Safety	< 25,000 miles/non-injury accident < 60,000 miles/injury accident

- B. A road call shall mean mechanical vehicle failure requiring a mechanic to inspect the vehicle while it is still in service. Missed trips are scheduled rides where CONTRACTOR failed to show up to pick up the passenger(s) within 60 minutes of the scheduled pick up time.**
- C. Failure to attain these standards in any given month will result in a charge of a one percent (1%) reduction** in the monthly compensation for each standard not met.
- D. Failure to attain one standard for four months in a row or failure to meet all standards in any one month will be consideration for default of this contract under, Section.25. "Termination for Default ," Contract for Purchase of Services.
- E. Performance standards will be waived by CITY in emergency situations (e.g., last-minute scheduling or blizzards) as determined by CITY.
- F. CITY reserves the right to waive performance standards in the event of scheduling or authorization errors caused by METRO.

** Staff is under advisement to change Missed Trips to mean that the rider did not arrive by the stated appointment time. In which case, is the stated penalty appropriate to the definition?