

Review and Update Paratransit Contractor Service Standards

Next year, the City of Madison, Metro Transit, will request proposals (RFP) to select contractors for ADA Complementary Paratransit Services as the current contracts will expire. In preparation for the selection process, it is timely to review and update the current qualifications for potential proposers. The current contractor qualifications are listed below. Proposed changes are in red. Please review for discussion.

Current Requirements are as follows:

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 requested or negotiated pick-up time to be on-time. For each instance in which a passenger is picked up outside of this service standard, the following penalty will be applied:

Monthly On-Time Performance Payment

94% On-Time	100% of the total monthly compensation
90-93% On-Time	98% of the total monthly compensation
Less than 90% On-Time	90% of the total monthly compensation

- 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 Paratransit Program Manager of the event and to obtain prior written concurrence that charges will not be assessed.
- C. Service Area: CONTRACTOR shall be only permitted to provide trips within the CITY paratransit service area. A map of the weekday service area is available on-line at mymetrobus.com. In the event that CONTRACTOR is unable to determine or is in doubt about whether the trip request is within the service area, CONTRACTOR shall contact the Metro Transit dispatcher for confirmation.
- D. Door to Door Service: CITY road supervisors and customer reports shall be used by CITY to monitor compliance. Failure to supply curb-to-curb or door-to-door service as defined in § 2.0 Definitions above shall result in forfeiture of 1% of the month's total payment to the CONTRACTOR for each reported occurrence.
- E. Travel Time: Customers shall not be scheduled to remain on board a vehicle longer than 1 hour and 15 minutes to complete a trip of 12 miles or less traveled as calculated by Metro's scheduling software. Customers shall not be scheduled to remain on board a vehicle longer than 1 hour and 30 minutes to complete a trip of more than 12 miles traveled as calculated by Metro's scheduling software. Travel time begins when the driver has engaged the

Customer in service either at the curb or at the door of the pick up as requested and ends when the driver has dropped off the Customer either at the curb or the door of the Customer's destination as requested.

- F. Within three (3) business days, CONTRACTOR shall submit to CITY all no-show tickets

Performance Standards

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

<u>ACTIVITY</u>	<u>MONTHLY PERFORMANCE STANDARD</u>
Monthly total miles/Road Calls	Greater than 4,500 miles per road call
Level of Service	No more than 0.5% missed trips
Late Appointment Trips	No less than 92% On-Time for Appointments
Passenger Comfort	100% on road operative heat/AC
Safety	Greater than 25,000 miles/non-injury accident Greater than 60,000 miles/injury accident
Feedback Responses	100% Responded within 10 days of notification

- B. Failure to attain these standards in any given month will result in a charge of a one percent (~~12~~%) reduction in the monthly compensation for each standard not met.
- C. 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 Attachment E, Section.25. "Termination for Default".
- D. Performance standards will be waived by CITY in emergency situations (e.g., last-minute scheduling or blizzards) as determined by CITY.
- E. CITY reserves the right to waive performance standards in the event of scheduling or authorization errors caused by METRO.