
REPORT

SUBJECT: LONG-TERM ASSIGNMENT PROGRAM – SUMMARY OF CHANGES FOR 2010
FROM: Crystal Martin, Paratransit Program Manager, Metro Transit
DATE: 10/9/09

Based on positive customer feedback and satisfactory performance of the service, Metro intends to request proposals for the Long-Term Assignment Program (LTA) in preparation for the end of the current contracting term.

The program will be updated with the following changes:

1. From 80 to 120 Participants
2. Travel time remains not longer than 75 for trips 12 miles or less, but changes to 90 minutes for trips over 12 miles.
3. Use of mini-vans only to the extent that they are accessible and passenger is able to step up into and down out of the vehicle.
4. Acceptance of 24-hour advance trip requests instead of 72 hours, 3:30pm on Fridays.
5. Minimum layover of 30 minutes from scheduled arrival and next departure for any one customer.
6. Missed trips re-defined as scheduled rides where the contractor failed to deliver the passenger by the scheduled appointment time.
7. Specific response time frame for Feedback reports.
8. No- Shows will be reported to Metro for follow up in accordance with Metro's No Show Policy. Customers will be notified of policy violations and service suspensions, however fines will not be issued.

As a reminder, Metro's objectives for this Program are the following: attracting more contractors to the provision of the service, increasing competitive pricing for services, providing a more consistent provider-passenger relationship for passengers with well-established trip patterns, boosting productivity, and improving monitoring of on-time compliance.

CONTRACTOR goals for the Program shall be safety, on-time compliance, consistency in service delivery, and maximizing capacity and productivity by negotiating pick up times within specified parameters.