



Oversight of Contracted ADA Complementary Paratransit Procedures adopted October 1, 2018

In order to comply with 49CFR, Part 37 - Transportation Services for Individuals with Disabilities, Porterville Transit has adopted the following performance standards and monitoring procedures.

Performance Standards

The following performance standards for ADA Complementary Paratransit service is as follows:

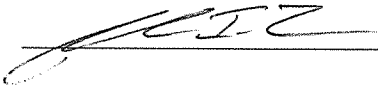
- Average number of passengers per revenue hours shall be 3.5 or more;
- 100% of trips shall be picked up within a 30-minute window (plus or minus 15 minutes from the recorded reservation time);
- 100% of passengers trips shall have a wait time less than 60 minutes;
- 100% of passengers trips shall have a ride time less than 60 minutes;
- On average, there shall be less than 1 no-show per 20 passenger trips;
- There shall be no pattern of trip denials;
- There shall be no limitation of staff or revenue vehicles;
- On average, telephone hold times shall be less than 2 minutes;
- There shall be no use of waiting list, all trips must be scheduled using the RouteMatch scheduling software; and
- There shall be no limit restrictions on the number of trips an individual will be provided.

Monitoring for Compliance

To ensure compliance of the contracted ADA Complementary Paratransit service, Porterville Transit staff will perform and document the following:

- Monthly review and corrective action regarding untimely pickups;
- Monthly review and corrective action regarding trip denials or missed trips;
- Monthly review and corrective action regarding excessive trip lengths;
- Monthly review and corrective action regarding on-time performance;
- Monthly review and corrective action for long telephone hold times for trip reservations; and
- Monthly review of daily staffing levels to ensure compliance.

APPROVED:



DATE

10/1/18