

CONTRACTOR OVERSIGHT

Oct-18

REVIEW

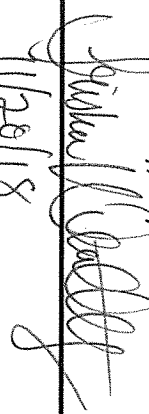
YES NO

CORRECTIVE ACTION

OPERATIONAL CONTRANTS		
Are dispatchers using a waiting list?	X	
After hours voicemail being returned?	X	Contractor is now required to check voicemails at beginning of each day.
UNTIMELY PICK-UPS		
1 late trips		No significant number of untimely pick-ups found this month.
14 early trips		
1.29% untimely pick-ups		
TRIP DENIALS/MISSED TRIPS		
1 trip denial		Requesting that contractor update the trip denial form by hour. Also some dispatcher training to help them to understand what a trip denial is and what negotiation means.
SUBSCRIPTION SERVICES		
Standing orders 60.51%		Compare the trip denial form to the subscription services to see if the subscription services are causing any capacity constraints.
EXCESSIVE TRIP LENGTHS		
3 trips over 55 minutes out of 67 trips.		Review contractors group scheduling procedures to identify possible causes for excessive trip lengths.
ON-TIME PERFORMANCE		
Out of 1,214 trips 98.52% were on-time.		No corrective action needed.
LONG TELEPHONE HOLD TIMES FOR TRIP RESERVATIONS		
Total calls 1,502		We are seeing a pattern of excessive wait times. We will be working with the contractor to insure that every call is handled within two minutes. We found that dispatchers were not checking after hour voicemails for next day trip schedule. Going to work with the contractor to identify potential reasons for calls being abandoned.
Avg wait time - 27 seconds		
Max wait time - 15 minutes 10 seconds		
DAILY STAFFING LEVELS TO ENSURE COMPLIANCE		
N/A		Working with CAD/AVL vendor to create a custom report that will provide us the number of daily revenue vehicals in service in which will compare with no-shows and trip denials to determine any potential capacity constraints.

Trisha Whiteley, City of Porterville - Administrative Aide

Signature



Date

11/28/18