

ADA Contract Status Report (As of 31 Jan 06)

Under the *Americans with Disabilities Act (ADA)*, public buses that run on regular schedules along specific routes must be accessible to people with disabilities. When fixed-route service is not accessible or when a passenger with a disability is not able to use the fixed-route system, ADA mandates that transit systems operate complementary paratransit service. RTS has a contract with MV Transportation to provide this service.

The RTS ADA coordinator oversees this contract and coordinates with the Center for Independent Living (CIL) as well as MTPO staff to monitor service deficiencies. Efforts to monitor the ADA contract include:

- Imposition of liquidated damages when warranted (See Table 1);
- Prepare Quality Assurance Report (QAP) as a way to evaluate MV’s performance. These figures are reported monthly and briefed to the Community Advisory Board and are required by the Dept of Transportation (See Table 2);
- Complaint tracking and resolution (See Table 3); and
- Coordination with CIL and MTPO to address service deficiencies and provide recommendations to MV transportation.

Table 1. Imposition of Liquidated Damages.

Date of Letter	Time Frame	Reason	Amount
25 Apr 05	15 Mar 05- 20 Apr 05	Telephone hold times, On-time Performance (OTP), Time Changes	\$2,000.00 suspended
20 June 05	31 May 05 – 20 Jun 05	Telephone Hold Times	\$1,200.00
9 August 05	Jun 05 – July 05	OTP, Failure to Respond to Complaint, Missed Trips	\$2,535.00
7 October 05	15 Aug 05 – 2 Oct 05	OTP, Missed Trips, Phone Hold Times, Failure to Respond to Complaints, Improper Vehicle MX	\$10,750.00
8 December 05	3 Oct 05 – 30 Nov 05	OTP, Trip Failures, Missed Trips, Time in Vehicle, Phone System	\$4,725.00
		Total:	\$19,210.00

Table 2 Quality Assurance Program (QAP).

Description	September 2005	October 2005	November 2005	December 2005	January 2006	Comply with Contract
Number of ADA Trips	2476	2931	2371	2029	2233	N/A
Number of ADA Complaints	50	32	45	15	15	Yes
OTP	81.6%	88.9 %	89.2%	90.1%	93%	Yes
Time in Vehicle	30.4 mins	29.2 mins	29.3 mins	31.7 mins	25.6 mins	Yes
Missed Trips	9	2	4	2	1	Yes
Phone Hold Time	Not avail	Not avail	1.27	.55	.58	Yes
Accidents	3 Preventable	4 P / 6 NP	2 P / 1 NP	2 P / 2 NP	2 P / 1 NP	Yes

Table 3. Summary of ADA Complaints

Description	Sep 05	Oct 05	Nov 05	Dec 05	Jan 06	Comments
On Time Performance:	<u>32</u>	<u>18</u>	<u>17</u>	<u>9</u>	<u>4</u>	Continues to be a problem. Currently, they are extremely short of drivers, which causes them to be late picking up and dropping customers at appointments.
Overdue:	19	8	13	6	2	
Trip Failures:	4	8	0	1	1	
Missed Trips	9	2	4	2	1	
Customer Service	3	1	12	3	5	
Training	0	1	3	1	2	November had increase in reports of Staff being rude.
Vehicle Care	0	0	1	0	0	
Phone	12	7	6	2	3	Hiring of more staff and the installation of T1 Line has helped level of complaints.
Safety	2	3	3	0	1	
Time in Vehicle (TIV)	2	1	1	0	1	
Other	1	0	0	0	0	
Totals:	52	31	43	15	16	

Table 3 shows a synopsis of the complaints received by RTS about MV service for the last 5 months. There has been a decrease in the number of complaints received.

On-Going Issues and Efforts:

1. Complaints are not answered in a timely manner and often complete responses are not provided, requiring follow-up and repeated requests for information. RTS ADA Coordinator continues to work with MV in order to get responses in a timely manner.
2. Reports that RTS vehicles are not being taken care of. Damage to vehicles is not accounted for and reports of dirty vehicles have been reported. RTS ADA Coordinator is working with MV in order to resolve this issue.
3. Transportation Disadvantaged funds have been overspent by MV staff and there will be no funds available until June 2006 when the TD fiscal year ends. This affects ADA clients who live outside the city limits, but use TD funds to get into the city, as well as ADA clients that wish to leave the City of Gainesville limits to visit friends or conduct business in unincorporated Gainesville.
4. Operational numbers for RTS reports (QAP & NTD) are not provided in a timely manner. Repeated requests have been made on this issue.
5. Phone: Even with the installation of the T1 line, there are still reports of clients not being able to contact MV, calls won't go through, and clients get disconnected. The options on the phone are not current. The GM's phone mailbox fills up and she can not be reached.

RTS Recommendations:

RTS will continue to monitor MV's performance for another 90 days, encourage them to maintain the current trend of fewer complaints and to keep improving the existing service until it is brought up to the level the ADA community deserves.

If after 90 days MV has not continued to show improvement and bring the level of service up to an acceptable level, RTS will recommend to the MPTO that a Request of Proposal be issued to bring another company in to provide paratransit service.

If the MPTO does not want to pursue that course of action and the City Commission is not happy with the service MV is providing, RTS has the option of pulling out of the coordinated system and going with another paratransit provider. RTS will put together a Request for Proposal to bring in a company to

provide transportation for the ADA community. With the concurrence of the Commission, RTS can do a cost analysis to determine the cost involved for RTS to provide the service. Whichever decision is made, these steps cannot be accomplished quickly. The process may take as long as six months to one year, or longer if RTS assumes responsibility for providing the service. Currently, the City has budgeted \$800,000 dollars to provide paratransit service for just the ADA community. If RTS takes over as the service provider, the cost would most likely double the first year to include set-up costs. Every time the fixed route expands, the ADA service must expand so the City would incur all associated costs involved in the expansion. RTS would like to provide the best service possible for all of its customers and would need the full support of the Commission to do so.

ADA Complaints (Detailed Information)

Date	Description	Number	Comments
September 05	On Time Performance: Overdue: Trip Failures: Missed Trips:	<u>32</u> 19 4 9	Total number of Complaints Trip is 15 minutes or more late Trip is 45 minutes or more late Trip is not provided
	Customer Service	3	Rude Staff, not following MV procedures, Problems making reservations , Not accommodating customer requests
	Phone	12	Hold times, line problems and could not get through(no answer)
	Safety	2	Did not properly strap wheel chair down,
	Time in Vehicle (TIV)	2	Client on vehicle more than an hour in Gainesville City limits
	Other	1	Co-pays and funding agencies

Date	Description	Number	Comments
October 05	On Time Performance: Overdue: Trip Failures: Missed Trips:	<u>18</u> 8 8 2	Total number of Complaints Trip is 15 minutes or more late Trip is 45 minutes or more late Trip is not provided
	Customer Service: Training	1 1	Rude Staff, not following MV procedures, Problems making reservations , Not guiding Visually impaired properly
	Phone	7	Hold times, line problems and could not get through(no answer), GM's mail box full
	Safety	3	Did not buckle client in
	Time in Vehicle (TIV)	1	Client on vehicle for 2 hours in Gainesville City limits

Date	Description	Number	Comments
November 05	On Time Performance: Overdue: Trip Failures: Missed Trips:	<u>17</u> 13 0 4	Total number of Complaints Trip is 15 minutes or more late Trip is 45 minutes or more late Trip is not provided
	Customer Service: Training Vehicle Care	12 3 1	Increase in Staff being Rude, not following MV procedures, Problems making reservations , Not guiding Visually impaired properly, driver couldn't follow directions, dirty vehicle
	Phone	6	Hold times, line problems and could not get through, GM's mail box full
	Safety	3	Driver speeding, driving reckless, Straps on floor (tripping hazard), Driver on cell phone

	Time in Vehicle (TIV)	1	Client on vehicle for 2 hours in Gainesville City limits
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Date	Description	Number	Comments
December 05	On Time Performance:	<u>9</u>	Total number of Complaints
	Overdue:	6	Trip is 15 minutes or more late
	Trip Failures:	1	Trip is 45 minutes or more late
	Missed Trips:	2	Trip is not provided
	Customer Service:	3	Staff Rude, not following MV procedures, driver could not find location
	Training	1	
	Phone	2	Sunday phone options confusing, GMs mailbox is full

Date	Description	Number	Comments
January 06	On Time Performance:	<u>4</u>	Total number of Complaints
	Overdue:	2	Trip is 15 minutes or more late
	Trip Failures:	1	Trip is 45 minutes or more late
	Missed Trips:	1	Trip is not provided
	Customer Service:	5	Staff Rude, not following MV procedures, driver could not find location
	Training	2	
	Time in Vehicle (TIV)	1	Client on vehicle for 2 hours in Gainesville City limits
	Safety	1	Driver speeding, driving reckless, Straps on floor (tripping hazard), Driver on cell phone
	Phone	3	Hold times, No answer on Sunday