

QUALITY ASSURANCE PROGRAM  
RESPONSE



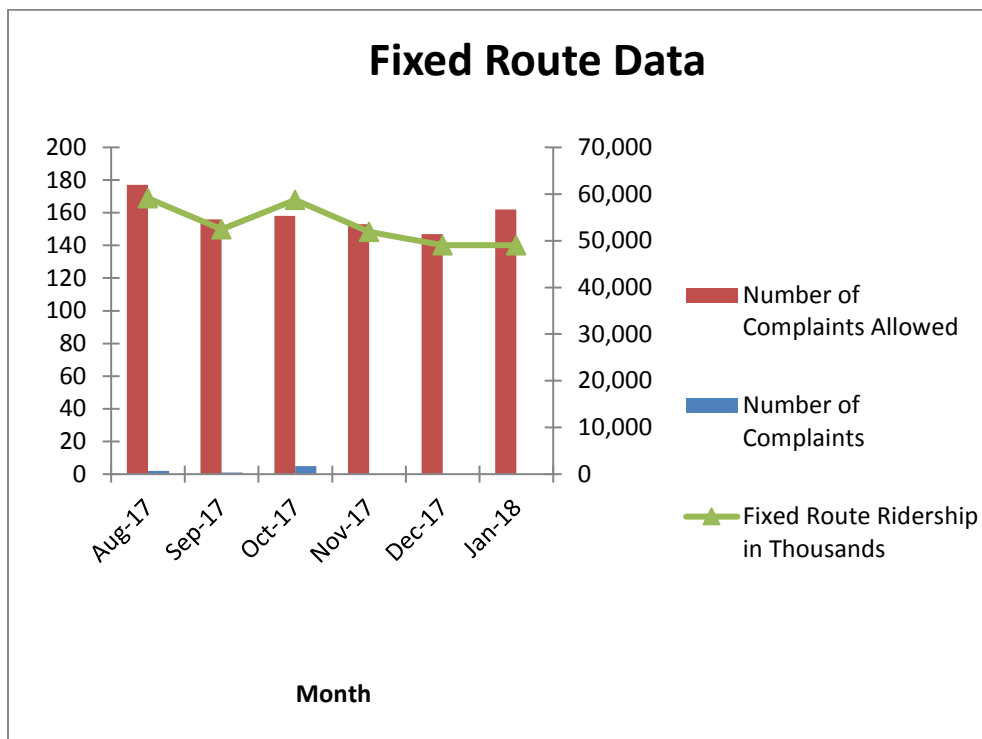
January 2018

**Section I: Fixed Route Quality Assurance**

**Goal 1: Complaints (Goal: Complaints shall not exceed 3 per 1,000 ADA passengers)**

- The ADA Coordinator and Customer Service representative at RTS are monitoring complaints.

**January 2018:** There were no valid ADA Fixed-Route Complaints (Ridership: 54,533) Limit: 162 for the month of January.



**Goal 2: Complaint Resolution (Goal: 10 day resolution for fixed-route complaints)**

- It is RTS' policy that all ADA fixed-route complaints are returned to the ADA Transit Service Coordinator within 10 business days. This goal was met for the month of January 2018.

## Section II: Complementary Paratransit Quality Assurance

### Goal 1: On- time Performance (**Goal: 90% on time performance standard**)

- On- time performance will be based on destination arrival time and pick up window adherence for each one-way trip. Passengers are to be picked up between 0 to 30 minutes after the suggested pick-up time under normal conditions. On-time performance was measured by a random sampling of driver manifests.
- Drop-off Adherence (**Goal: 90% on time drop off performance standard**) Drop off adherence is evaluated by using the industry standard of –30 minutes until the actual time of scheduled drop-off.

### **On-Time Performance Monitoring**

#### **Pick Up Window and Scheduled Drop off Adherence**

ADA ridership for January 2018 was 4695 trips.

<b>Date</b>	<b>Pick Up Going</b>	<b>Return Trip P/up</b>	<b>Number of Trips</b>
January 3	100%	82.7%	61
January 12	100%	96.1%	56
January 19	100%	86.2%	50
January 25	95.8%	92.8%	52
January 30	100%	80.6%	61
<b>Averages/Totals</b>	<b>99.2%</b>	<b>87.6%</b>	<b>280</b>

### Goal 2: Passenger Trips (**A minimum of two one way trips per vehicle hour is the goal.**)

- A 1.41 one-way passenger trip per vehicle hour was achieved for the month of January. This data is for actual trips delivered, not scheduled. This does not meet the goal criteria. This data is for system wide service.

### Goal 3: Complaints (**Industry standard is 3 complaints per 1,000 ADA rides**)

- **January 2018:** There was 3 valid ADA Complaint registered with RTS or MV in January. (ADA rides provided through MV: 4695). Limit for the month of January is 9. This goal criterion was met for the month of January 2018.

#### **Categories and Responses for Service Related Issues:**

- Phone: 3

### Goal 4: Complaint resolution (**Complaints are to be dealt with in 10 day time period.**)

- This goal was met for the month of January.
  - There were 7 commendations reported to MV & RTS for MV in the month of January.

**Goal 5: Safety/Accidents (1.4 accidents per 100,000 vehicle miles)**

**January 2018- There** were two vehicle accidents reported in January. One was non-preventable the other preventable. There were 45,314 total vehicle miles (Limit of the month of January is 2).

- 1. Preventable-** Vehicle #4062 Passengers 1  
**Location:** 2901 NW 16<sup>th</sup> St., Gainesville FL  
**Description:** MV vehicle backed into adverse vehicle in parking lot and scratched rear bumper.  
**Damage:** Minor scrape on adverse bumper <\$200. No damage to MV vehicle  
**Drug/Alcohol Test:** No  
**Driver Cited:** No – but as probationary employee terminated for Safety Points  
**Date** 01-04-2018
- 2. Non-Preventable-** Vehicle #1505 Passengers 0  
**Location:** 3841 SW Archer Rd., Gainesville FL  
**Description:** Driver was in facility parking lot and was struck by adverse making an improper left turn.  
**Damage:** Damage to MV vehicle \$2056.19. Subrogation. Adverse unknown  
**Drug/Alcohol Test:** No  
**Driver Cited:** No  
**Date:** 1-03-2018

- **Accidents:** The ADA goal criterion was met for the month of January.

**Goal 6: Phone reservations**

- The following is a monthly review of the Base Line Service call timeline. The data indicated is for the first “leg” of the incoming call.
  1. Reservation line shall not exceed an on-hold time of more than 2.5 minutes for 90% of calls received. The Customer Service line shall not exceed an on-hold time of 3.5 minutes for 90% of the calls received.
    - Reservation Line hold times 2.5 mins max (150 Sec)

Calls In	Calls in Answered	Overall %
4943	3754	90.4 %

# Ans <=30 sec	# Ans <=60 sec	# Ans <=90 sec	# Ans <=120 sec	# Ans >150 sec	% Ans <=30 sec	% Ans <=60 sec	% Ans <=90 sec	% Ans <=120 sec	% Ans <=150 sec	% Ans >150 sec
2046	365	247	205	891	41.39	48.78	53.77	57.92	61.16	9.53

- Customer Service Line hold times 3.5 mins max (210 sec)

Calls In	Calls in Answered	Overall %
5089	4644	99.0%

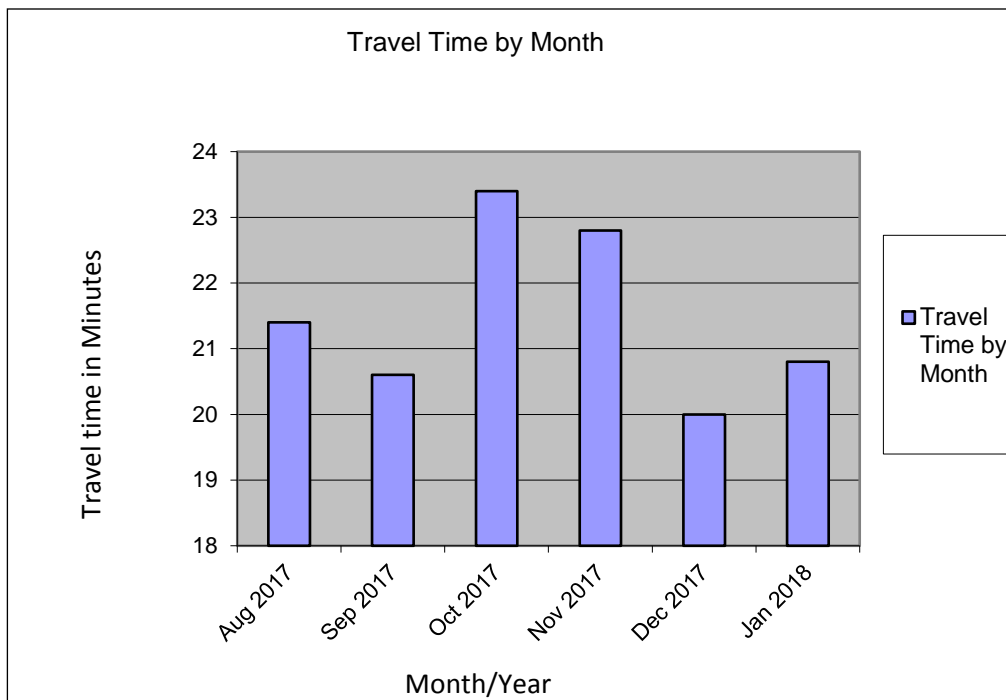
# Ans <=60sec	# Ans <=90sec	# Ans <=180sec	# Ans <=210sec	# Ans >210sec	% Ans <=60sec	% Ans <=90sec	% Ans <=180sec	% Ans <=210sec	% Ans >210sec
4155	207	212	21	49	81.65	85.71	89.88	90.29	.96

- **Phone Reservations:** The ADA goal criterion was met for the month of January.

### Travel Times

**Goal 7:** Travel times (**Goal: Shall not exceed one hour per one way trip**)

**January 2018:** Average for the month of January 2018: 20.8 minutes.



- Note \* Samples were gathered from those rides that were reviewed for monthly on-time performance.

**Goal 8:** Trip denials – (**MV will provide 95% of all trips reserved during the appropriate time frame.**)

There were no ADA passenger denials for the month of January.

**Goal 9:** Missed trips – **(MV will have a 90% success rate for trip completion.) They achieved a 94.1% for ADA No shows.** There were no missed trips. There were 293 no-shows for ADA Paratransit trips for January. This goal was met for the month of January for ADA service. There were 278 system wide client no-shows for the month of January. They achieved a 96.3% for system wide No-shows. No-show goal data for system wide service was met.

QUALITY ASSURANCE PROGRAM  
RESPONSE



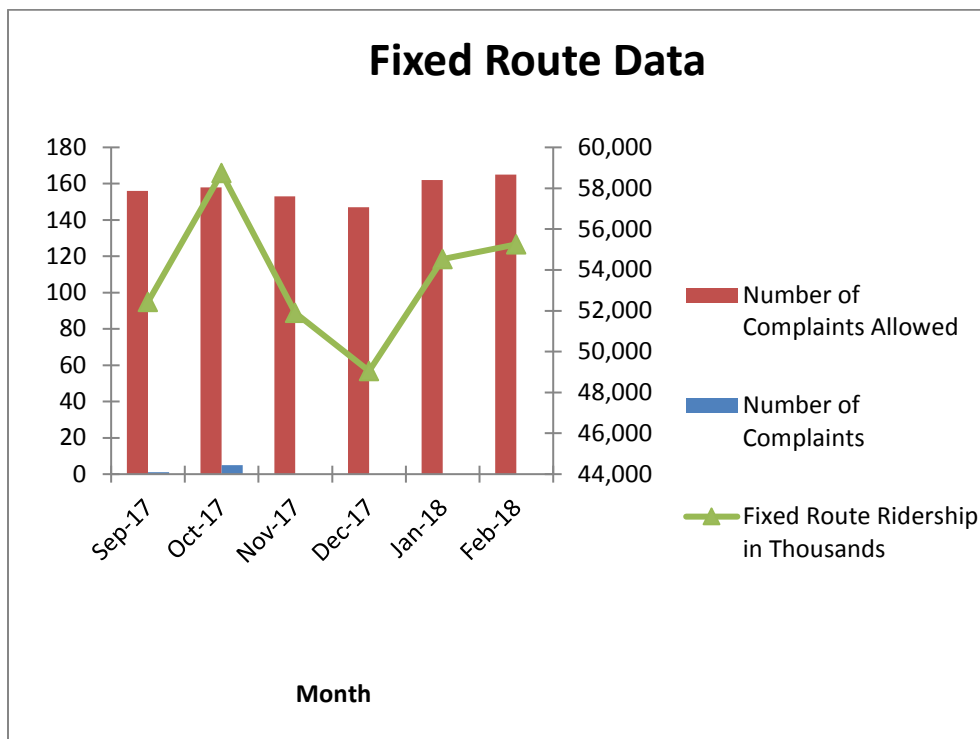
**February 2018**

**Section I: Fixed Route Quality Assurance**

**Goal 1: Complaints (Goal: Complaints shall not exceed 3 per 1,000 ADA passengers)**

- The ADA Coordinator and Customer Service representative at RTS are monitoring complaints.

**February 2018:** There were no valid ADA Fixed-Route Complaints (Ridership: 55,252) Limit: 165 for the month of February.



**Goal 2: Complaint Resolution (Goal: 10 day resolution for fixed-route complaints)**

- It is RTS' policy that all ADA fixed-route complaints are returned to the ADA Transit Service Coordinator within 10 business days. This goal was met for the month of February 2018.

## Section II: Complementary Paratransit Quality Assurance

### Goal 1: On- time Performance (**Goal: 90% on time performance standard**)

- On- time performance will be based on destination arrival time and pick up window adherence for each one-way trip. Passengers are to be picked up between 0 to 30 minutes after the suggested pick-up time under normal conditions. On-time performance was measured by a random sampling of driver manifests.
- Drop-off Adherence (**Goal: 90% on time drop off performance standard**)  
Drop off adherence is evaluated by using the industry standard of –30 minutes until the actual time of scheduled drop-off.

### **On-Time Performance Monitoring**

#### **Pick Up Window and Scheduled Drop off Adherence**

ADA ridership for February 2018 was 4593 trips.

<b>Date</b>	<b>Pick Up Going</b>	<b>Return Trip P/up</b>	<b>Number of Trips</b>
February 1	100%	82.7%	56
February 8	100%	89.6%	68
February 15	100%	89.2%	57
February 22	93.3%	100%	56
February 28	95.4%	88.2%	56
<b>Averages/Totals</b>	<b>97.7%</b>	<b>89.9%</b>	<b>293</b>

### Goal 2: Passenger Trips (**A minimum of two one way trips per vehicle hour is the goal.**)

- A 1.43 one-way passenger trip per vehicle hour was achieved for the month of February. This data is for actual trips delivered, not scheduled. This does not meet the goal criteria. This data is for system wide service.

### Goal 3: Complaints (**Industry standard is 3 complaints per 1,000 ADA rides**)

- **February 2018:** There was 3 valid ADA Complaint registered with RTS or MV in February. (ADA rides provided through MV: 4593). Limit for the month of February is 9. This goal criterion was met for the month of February 2018.

#### **Categories and Responses for Service Related Issues:**

- Phone: 3 Complaints -- MV's phones were down intermittently over 2 weeks and MV worked with their phone provider to get the phones fixed. MV corporate is in the process of replacing their agreement with the current phone provider.

**Goal 4: Complaint resolution (Complaints are to be dealt with in 10 day time period.)**

- This goal was met for the month of February.
  - There were 5 commendations reported to MV & RTS for MV in the month of February.

**Goal 5: Safety/Accidents (1.4 accidents per 100,000 vehicle miles)**

**February 2018- There** were three vehicle accidents reported in February. Three non-preventable accidents. There were 48,673 total vehicle miles (Limit of the month of February is 2).

**1. Non-Preventable-** Route 209 - Passengers 1

**Location:** 4116 NW 16<sup>th</sup> Blvd., Gainesville FL

**Description:** Driver was securing VI passenger while lowering lift and passenger stepped forward just as lift flap engaged to ground, lightly tapping their foot. Passenger apparently went to doctor on own accord but stated before incident that her foot was hurting.

**Damage:** N/A

**Drug/Alcohol Test:** No

**2. Non-Preventable-** Route 504 - Passengers 1

**Location:** 3841 SW Archer Rd., Gainesville FL

**Description:** Passenger knee gave out while being lowered on lift. Family member stated this happens often. Family member assisted driver in getting passenger up with no injuries.

**Damage:** N/A

**Drug/Alcohol Test:** No

**3. Non-Preventable-** Route 102 - Passengers 1

**Location:** Traveling on Hull Road, Gainesville FL

**Description:** Passenger alleged that they were bit by something on our vehicle. We transported to our clinic Care Spot, then passenger requested EMS to be transported to ER. Passenger stated they did not feel anything crawling on them while on the vehicle. We inspected vehicle after the alleged incident and found no evidence of insects.

**Damage:** N/A

**Drug/Alcohol Test:** No

- **Accidents:** The ADA goal criterion was not met for the month of February.

**Goal 6: Phone reservations**

- The following is a monthly review of the Base Line Service call timeline. The data indicated is for the first “leg” of the incoming call.



- Reservation line shall not exceed an on-hold time of more than 2.5 minutes for 90% of calls received. The Customer Service line shall not exceed an on-hold time of 3.5 minutes for 90% of the calls received.

- Reservation Line hold times 2.5 mins max (150 Sec)

Calls In	Calls in Answered	Overall %
1833	1382	90.1 %

# Ans <=30 sec	# Ans <=60 sec	# Ans <=90 sec	# Ans <=120 sec	# Ans >150 sec	% Ans <=30 sec	% Ans <=60 sec	% Ans <=90 sec	% Ans <=120 sec	% Ans <=150 sec	% Ans >150 sec
842	135	96	67	242	45.94	53.30	58.54	62.19	64.98	9.91

- Customer Service Line hold times 3.5 mins max (210 sec)

Calls In	Calls in Answered	Overall %
1327	1242	99.0%

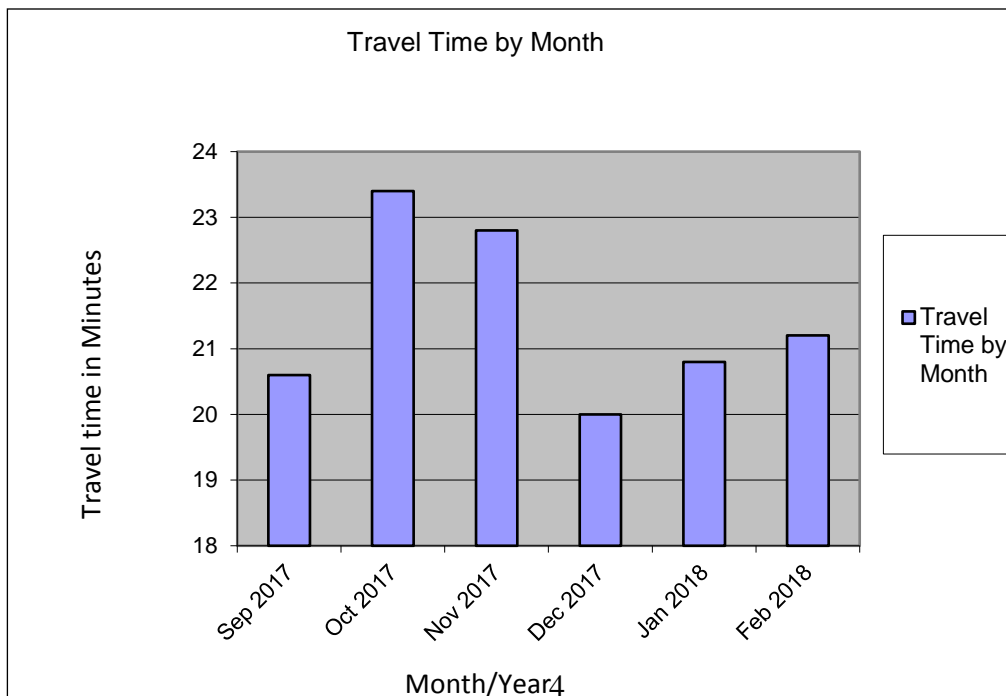
# Ans <=60sec	# Ans <=90sec	# Ans <=180sec	# Ans <=210sec	# Ans >210sec	% Ans <=60sec	% Ans <=90sec	% Ans <=180sec	% Ans <=210sec	% Ans >210sec
1118	61	18	21	24	84.25	88.85	90.20	92.61	.98

- Phone Reservations:** The ADA goal criterion was met for the month of February.

### Travel Times

**Goal 7:** Travel times (Goal: Shall not exceed one hour per one way trip)

**February 2018:** Average for the month of February 2018: 21.2 minutes.



- Note \* Samples were gathered from those rides that were reviewed for monthly on-time performance.

**Goal 8: Trip denials – (MV will provide 95% of all trips reserved during the appropriate time frame.)**

There were no ADA passenger denials for the month of February.

**Goal 9: Missed trips – (MV will have a 90% success rate for trip completion.) They achieved a 93.7% for ADA No shows.** There were no missed trips. There were 306 no-shows for ADA Paratransit trips for February. This goal was met for the month of February for ADA service. There were 300 system wide client no-shows for the month of February. They achieved a 96.0% for system wide No-shows. No-show goal data for system wide service was met.

QUALITY ASSURANCE PROGRAM  
RESPONSE

March 2018

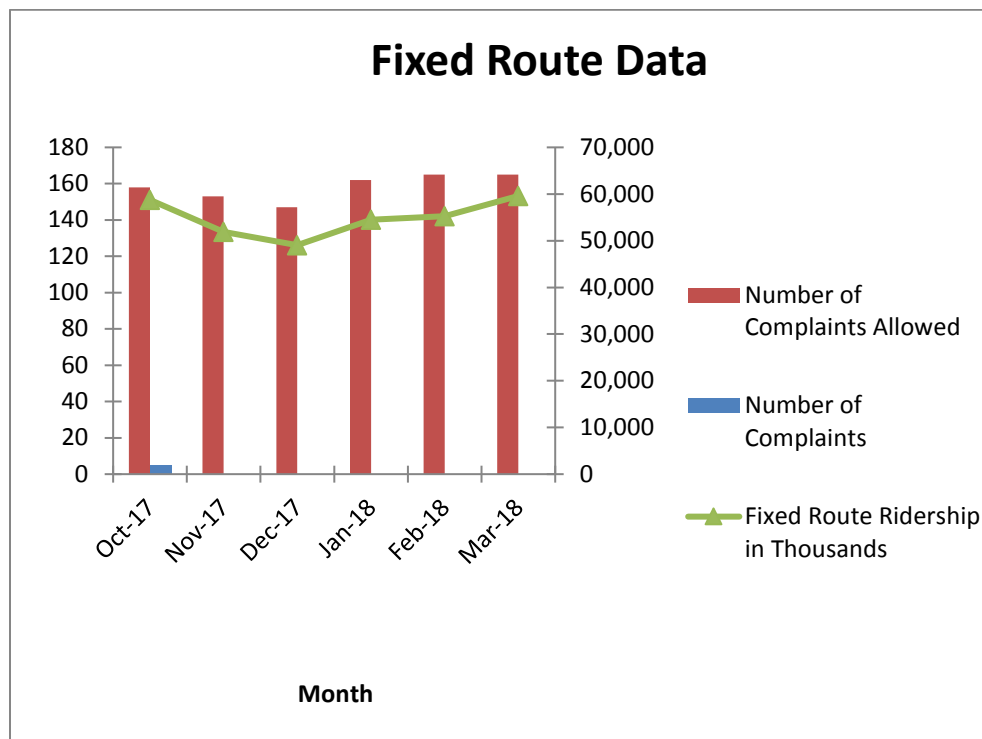


**Section I: Fixed Route Quality Assurance**

**Goal 1: Complaints (Goal: Complaints shall not exceed 3 per 1,000 ADA passengers)**

- The ADA Coordinator and Customer Service representative at RTS are monitoring complaints.

**March 2018:** There were no valid ADA Fixed-Route Complaints (Ridership: 59,596) Limit: 177 for the month of March.



**Goal 2: Complaint Resolution (Goal: 10 day resolution for fixed-route complaints)**

- It is RTS' policy that all ADA fixed-route complaints are returned to the ADA Transit Service Coordinator within 10 business days. This goal was met for the month of March 2018.

## Section II: Complementary Paratransit Quality Assurance

### Goal 1: On- time Performance (**Goal: 90% on time performance standard**)

- On- time performance will be based on destination arrival time and pick up window adherence for each one-way trip. Passengers are to be picked up between 0 to 30 minutes after the suggested pick-up time under normal conditions. On-time performance was measured by a random sampling of driver manifests.
- Drop-off Adherence (**Goal: 90% on time drop off performance standard**) Drop off adherence is evaluated by using the industry standard of –30 minutes until the actual time of scheduled drop-off.

### **On-Time Performance Monitoring**

#### **Pick Up Window and Scheduled Drop off Adherence**

ADA ridership for March 2018 was 5116 trips.

<b>Date</b>	<b>Pick Up Going</b>	<b>Return Trip P/up</b>	<b>Number of Trips</b>
March 2	100%	93.9%	53
March 9	100%	92.5%	51
March 16	100%	87.5%	57
March 23	96.6%	96.1%	56
March 30	100%	89.1%	61
<b>Averages/Totals</b>	<b>99.3%</b>	<b>91.8%</b>	<b>278</b>

### Goal 2: Passenger Trips (**A minimum of two one way trips per vehicle hour is the goal.**)

- A 1.42 one-way passenger trip per vehicle hour was achieved for the month of March. This data is for actual trips delivered, not scheduled. This does not meet the goal criteria. This data is for system wide service.

### Goal 3: Complaints (**Industry standard is 3 complaints per 1,000 ADA rides**)

- **March 2018:** There was 2 valid ADA Complaint registered with RTS or MV in March. (ADA rides provided through MV: 5116). Limit for the month of March is 9. This goal criterion was met for the month of March 2018.

#### **Categories and Responses for Service Related Issues:**

- Phone: 3

### Goal 4: Complaint resolution (**Complaints are to be dealt with in 10 day time period.**)

- This goal was met for the month of March.
  - There were 12 commendations reported to MV & RTS for MV in the month of March.

**Goal 5: Safety/Accidents (1.4 accidents per 100,000 vehicle miles)**

**March 2018- There** were three vehicle accidents reported in March. Three non-preventable accidents. There were 54,557 total vehicle miles (Limit of the month of March is 2).

- 1. Preventable-** Vehicle # 4042 - Passengers 0  
**Location:** 3713 SW 42<sup>nd</sup> Ave., Gainesville FL 32608  
**Description:** Damage to vehicle was noticed by maintenance staff when driver returned from shift. Driver did not notice damage during DVI and we could not confirm damage was caused on previous shift. Cause unknown.  
**Damage:** Right side quarter panel, damage estimated at \$773.80  
**Drug/Alcohol Test:** No
- 2. Non-Preventable-** Vehicle # 3990 - Passengers 0  
**Location:** SW 34<sup>th</sup> St. and SW 41<sup>st</sup> St., Gainesville FL 32608  
**Description:** Driver was just beginning route and had moved from center lane to inside lane when adverse ran a stop sign and hit our vehicle on passenger side. The adverse driver was cited for failure to stop and MV will pursue adverse insurance for repair of vehicle.  
**Damage:** Passenger side of vehicle, damage estimated at \$5000  
**Drug/Alcohol Test:** Yes

**Passenger Incidents**

- 3. Preventable-** Vehicle # 3991 - Passengers 3  
**Location:** NE 12<sup>th</sup> St., Gainesville FL  
**Description:** Two passengers complained that the driver went over a speed bump at too high of a rate of speed and caused them to bounce in their wheelchairs, possibly hurting their backs. Passengers were interviewed with conflicting reports.  
**Damage:** N/A  
**Drug/Alcohol Test:** No

- **Accidents:** The ADA goal criterion was not met for the month of March.

**Goal 6: Phone reservations**

- The following is a monthly review of the Base Line Service call timeline. The data indicated is for the first “leg” of the incoming call.

- Reservation line shall not exceed an on-hold time of more than 2.5 minutes for 90% of calls received. The Customer Service line shall not exceed an on-hold time of 3.5 minutes for 90% of the calls received.

- Reservation Line hold times 2.5 mins max (150 Sec)

Calls In	Calls in Answered	Overall %
4955	3816	90.5 %

# Ans <=30 sec	# Ans <=60 sec	# Ans <=90 sec	# Ans <=120 sec	# Ans >150 sec	% Ans <=30 sec	% Ans <=60 sec	% Ans <=90 sec	% Ans <=120 sec	% Ans <=150 sec	% Ans >150 sec
2067	341	241	195	972	41.09	47.91	52.75	56.69	60.22	9.49

- Customer Service Line hold times 3.5 mins max (210 sec)

Calls In	Calls in Answered	Overall %
4627	4334	99.1%

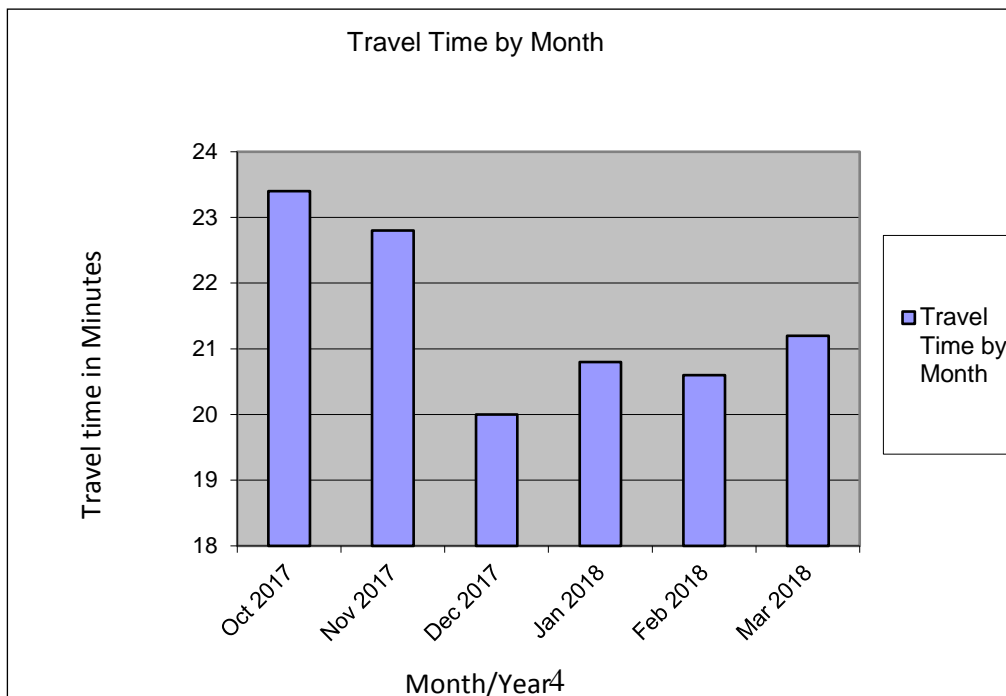
# Ans <=60sec	# Ans <=90sec	# Ans <=180sec	# Ans <=210sec	# Ans >210sec	% Ans <=60sec	% Ans <=90sec	% Ans <=180sec	% Ans <=210sec	% Ans >210sec
3927	179	94	96	38	84.87	88.74	90.77	91.94	.82

- Phone Reservations:** The ADA goal criterion was met for the month of March.

### Travel Times

**Goal 7: Travel times (Goal: Shall not exceed one hour per one way trip)**

**March 2018:** Average for the month of March 2018: 20.6 minutes.



- Note \* Samples were gathered from those rides that were reviewed for monthly on-time performance.

**Goal 8: Trip denials – (MV will provide 95% of all trips reserved during the appropriate time frame.)**

There were no ADA passenger denials for the month of March.

**Goal 9: Missed trips – (MV will have a 90% success rate for trip completion.) They achieved a 93% for ADA No shows.** There were no missed trips. There were 383 no-shows for ADA Paratransit trips for March. This goal was met for the month of March for ADA service. There were 362 system wide client no-shows for the month of March. They achieved a 95.6% for system wide No-shows. No-show goal data for system wide service was met.

# QUALITY ASSURANCE PROGRAM RESPONSE

## April 2018

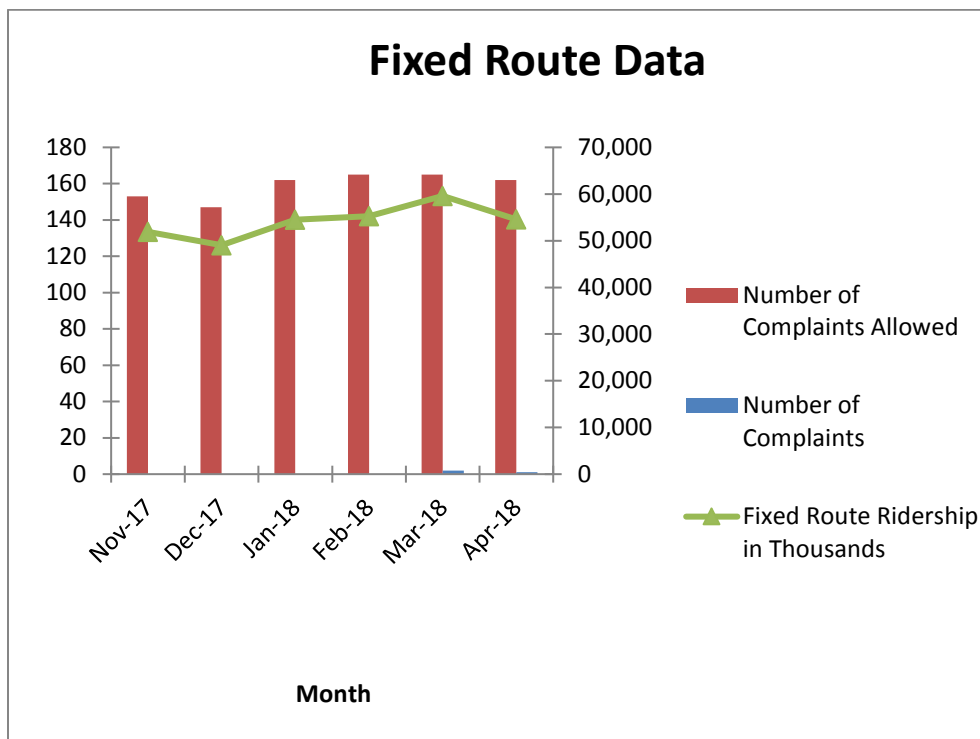


### Section I: Fixed Route Quality Assurance

**Goal 1: Complaints (Goal: Complaints shall not exceed 3 per 1,000 ADA passengers)**

- The ADA Coordinator and Customer Service representative at RTS are monitoring complaints.

**April 2018:** There was one valid ADA Fixed-Route Complaints (Ridership: 54,566) Limit: 162 for the month of April.



**Goal 2: Complaint Resolution (Goal: 10 day resolution for fixed-route complaints)**

- It is RTS' policy that all ADA fixed-route complaints are returned to the ADA Transit Service Coordinator within 10 business days. This goal was met for the month of April 2018.



## Section II: Complementary Paratransit Quality Assurance

### Goal 1: On- time Performance (**Goal: 90% on time performance standard**)

- On- time performance will be based on destination arrival time and pick up window adherence for each one-way trip. Passengers are to be picked up between 0 to 30 minutes after the suggested pick-up time under normal conditions. On-time performance was measured by a random sampling of driver manifests.
- Drop-off Adherence (**Goal: 90% on time drop off performance standard**)  
Drop off adherence is evaluated by using the industry standard of –30 minutes until the actual time of scheduled drop-off.

### **On-Time Performance Monitoring**

#### **Pick Up Window and Scheduled Drop off Adherence**

ADA ridership for April 2018 was 4982 trips.

<b>Date</b>	<b>Pick Up Going</b>	<b>Return Trip P/up</b>	<b>Number of Trips</b>
April 2	96.2%	91.6%	63
April 9	96.7%	92.8%	59
April 13	93.1%	90.9%	62
April 19	100%	82.7%	50
April 30	100%	85.7%	52
<b>Averages/Totals</b>	<b>97.2%</b>	<b>88.7%</b>	<b>286</b>

### Goal 2: Passenger Trips (**A minimum of two one way trips per vehicle hour is the goal.**)

- A 1.44 one-way passenger trip per vehicle hour was achieved for the month of April. This data is for actual trips delivered, not scheduled. This does not meet the goal criteria. This data is for system wide service.

### Goal 3: Complaints (**Industry standard is 3 complaints per 1,000 ADA rides**)

- **April 2018:** There was 2 valid ADA Complaint registered with RTS or MV in April. (ADA rides provided through MV: 4982). Limit for the month of April is 9. This goal criterion was met for the month of April 2018.

#### **Categories and Responses for Service Related Issues:**

- OTP: 2

### Goal 4: Complaint resolution (**Complaints are to be dealt with in 10 day time period.**)

- This goal was met for the month of April.
  - There were 12 commendations reported to MV & RTS for MV in the month of April.

**Goal 5: Safety/Accidents (1.4 accidents per 100,000 vehicle miles)**

**April 2018- There** was one vehicle accident reported in April. One preventable accident. There were 53,570 total vehicle miles (Limit of the month of April is 2).

**1. Preventable- Vehicle # 4064 - Passengers 1**

**Location:** 1951 SE 4<sup>th</sup> St., Gainesville FL

**Description:** Driver was boxed in at a facility parking lot and elected to exit around the rear of the building. The road had some brush and trees that had been removed to make it passable but stumps from trees caused damage to the vehicle.

**Damage:** Right side rear damage lower quarter panel/battery box and bumper and brackets bent. Damage estimated at \$1382.24

**Drug/Alcohol Test:** No

- **Accidents:** The ADA goal criterion was met for the month of April.

**Goal 6: Phone reservations**

- The following is a monthly review of the Base Line Service call timeline. The data indicated is for the first “leg” of the incoming call.

1. Reservation line shall not exceed an on-hold time of more than 2.5 minutes for 90% of calls received. The Customer Service line shall not exceed an on-hold time of 3.5 minutes for 90% of the calls received.

- Reservation Line hold times 2.5 mins max (150 Sec)

Calls In	Calls in Answered	Overall %
3740	2874	90.8 %

# Ans <=30 sec	# Ans <=60 sec	# Ans <=90 sec	# Ans <=120 sec	# Ans >150 sec	% Ans <=30 sec	% Ans <=60 sec	% Ans <=90 sec	% Ans <=120 sec	% Ans <=150 sec	% Ans >150 sec
1490	274	201	157	752	39.84	47.17	52.54	56.74	60.11	9.20

- Customer Service Line hold times 3.5 mins max (210 sec)

Calls In	Calls in Answered	Overall %
2513	2354	98.8%

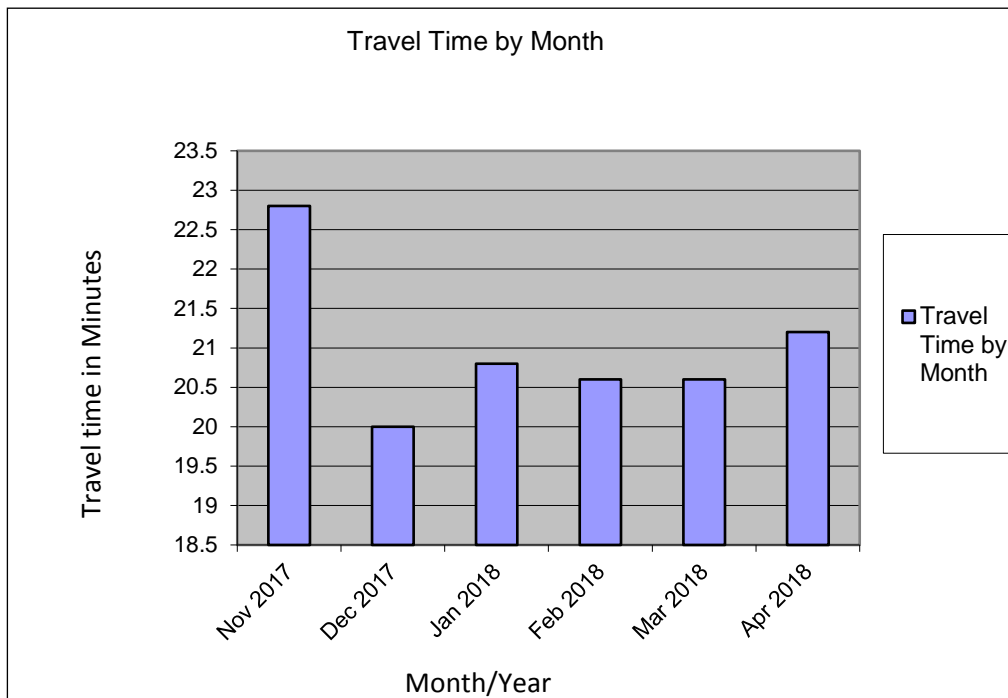
# Ans <=60sec	# Ans <=90sec	# Ans <=180sec	# Ans <=210sec	# Ans >210sec	% Ans <=60sec	% Ans <=90sec	% Ans <=180sec	% Ans <=210sec	% Ans >210sec
2039	133	61	50	41	81.14	86.43	88.86	90.85	1.19

- **Phone Reservations:** The ADA goal criterion was met for the month of April.

### Travel Times

**Goal 7:** Travel times (**Goal: Shall not exceed one hour per one way trip**)

**April 2018:** Average for the month of April 2018: 21.2 minutes.



- Note \* Samples were gathered from those rides that were reviewed for monthly on-time performance.

**Goal 8:** Trip denials – (**MV will provide 95% of all trips reserved during the appropriate time frame.**)

There were no ADA passenger denials for the month of April.

**Goal 9:** Missed trips – (**MV will have a 90% success rate for trip completion.**) They achieved a **93.4% for ADA No shows.** There were no missed trips. There were 351 no-shows for ADA Paratransit trips for April. This goal was met for the month of April for ADA service. There were 334 system wide client no-shows for the month of April. They achieved a 95.9% for system wide No-shows. No-show goal data for system wide service was met.

QUALITY ASSURANCE PROGRAM  
RESPONSE

May 2018

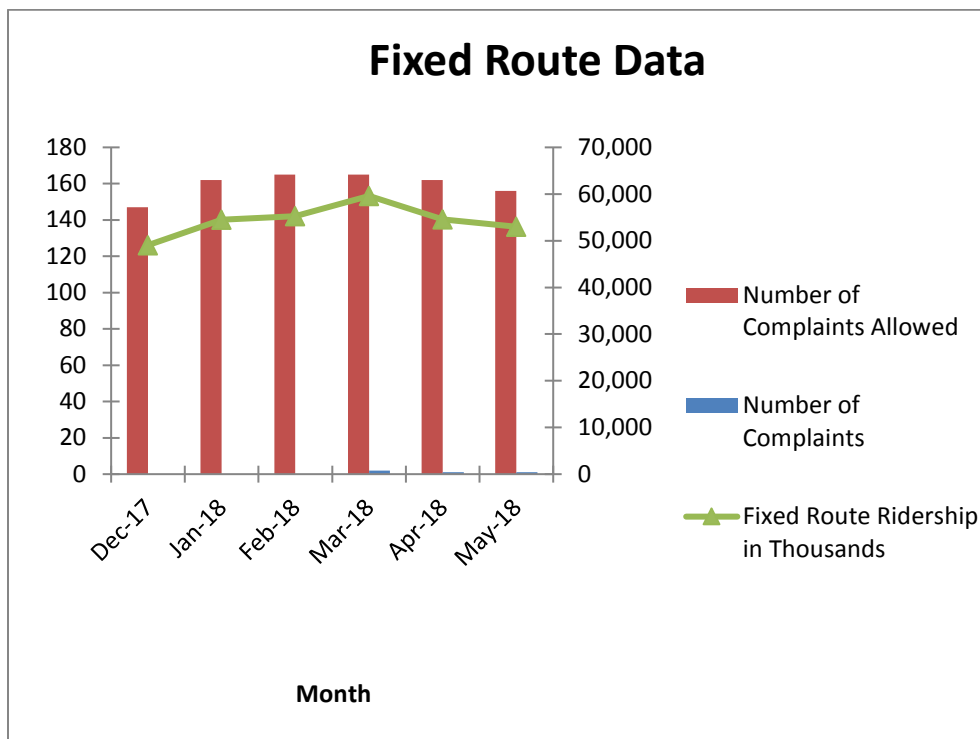


**Section I: Fixed Route Quality Assurance**

**Goal 1: Complaints (Goal: Complaints shall not exceed 3 per 1,000 ADA passengers)**

- The ADA Coordinator and Customer Service representative at RTS are monitoring complaints.

**May 2018:** There was one valid ADA Fixed-Route Complaints (Ridership: 52,975) Limit: 156 for the month of May.



**Goal 2: Complaint Resolution (Goal: 10 day resolution for fixed-route complaints)**

- It is RTS' policy that all ADA fixed-route complaints are returned to the ADA Transit Service Coordinator within 10 business days. This goal was met for the month of May 2018.

## Section II: Complementary Paratransit Quality Assurance

### Goal 1: On- time Performance (**Goal: 90% on time performance standard**)

- On- time performance will be based on destination arrival time and pick up window adherence for each one-way trip. Passengers are to be picked up between 0 to 30 minutes after the suggested pick-up time under normal conditions. On-time performance was measured by a random sampling of driver manifests.
- Drop-off Adherence (**Goal: 90% on time drop off performance standard**) Drop off adherence is evaluated by using the industry standard of –30 minutes until the actual time of scheduled drop-off.

### **On-Time Performance Monitoring**

#### **Pick Up Window and Scheduled Drop off Adherence**

ADA ridership for May 2018 was 5170 trips.

<b>Date</b>	<b>Pick Up Going</b>	<b>Return Trip P/up</b>	<b>Number of Trips</b>
May 1	100%	96.2%	60
May 9	100%	96.6%	53
May 17	100%	88%	57
May 24	96.9%	90.4%	54
May 31	100%	84.6%	62
<b>Averages/Totals</b>	<b>99.3%</b>	<b>91.1%</b>	<b>286</b>

### Goal 2: Passenger Trips (**A minimum of two one way trips per vehicle hour is the goal.**)

- A 1.47 one-way passenger trip per vehicle hour was achieved for the month of May. This data is for actual trips delivered, not scheduled. This does not meet the goal criteria. This data is for system wide service.

### Goal 3: Complaints (**Industry standard is 3 complaints per 1,000 ADA rides**)

- **May 2018:** There was 4 valid ADA Complaint registered with RTS or MV in May. (ADA rides provided through MV: 5170). Limit for the month of May is 15. This goal criterion was met for the month of May 2018.

#### **Categories and Responses for Service Related Issues:**

- OTP: 1
- Customer Service: 1
- Missed Trips:2

**Goal 4: Complaint resolution (Complaints are to be dealt with in 10 day time period.)**

- This goal was met for the month of May.
  - There were 7 commendations reported to MV & RTS for MV in the month of May.

**Goal 5: Safety/Accidents (1.4 accidents per 100,000 vehicle miles)**

**May 2018- There** was one vehicle accident reported in May. One preventable accident. There were 54,661 total vehicle miles (Limit of the month of May is 2).

**1. Preventable- Vehicle # 3716 - Passengers 1**

**Location:** 25538 NW 3<sup>rd</sup> Ave, Newberry, Fl.

**Description:** Driver was backing out of client’s yard and bumped a tree setting off Drive Cam, Which necessitated reporting.

**Damage:** None to vehicle or tree.

**Drug/Alcohol Test:** No

- **Accidents:** The ADA goal criterion was met for the month of May.

**Goal 6: Phone reservations**

- The following is a monthly review of the Base Line Service call timeline. The data indicated is for the first “leg” of the incoming call.
  1. Reservation line shall not exceed an on-hold time of more than 2.5 minutes for 90% of calls received. The Customer Service line shall not exceed an on-hold time of 3.5 minutes for 90% of the calls received.
    - Reservation Line hold times 2.5 mins max (150 Sec)

Calls In	Calls in Answered	Overall %
5526	4276	90.1 %

# Ans <=30 sec	# Ans <=60 sec	# Ans <=90 sec	# Ans <=120 sec	# Ans >150 sec	% Ans <=30 sec	% Ans <=60 sec	% Ans <=90 sec	% Ans <=120 sec	% Ans <=150 sec	% Ans >150 sec
2251	399	286	231	1109	40.73	47.96	53.13	57.31	60.69	9.81

- Customer Service Line hold times 3.5 mins max (210 sec)

Calls In	Calls in Answered	Overall %
5096	47.27	99.1%

# Ans <=60sec	# Ans <=90sec	# Ans <=180sec	# Ans <=210sec	# Ans >210sec	% Ans <=60sec	% Ans <=90sec	% Ans <=180sec	% Ans <=210sec	% Ans >210sec

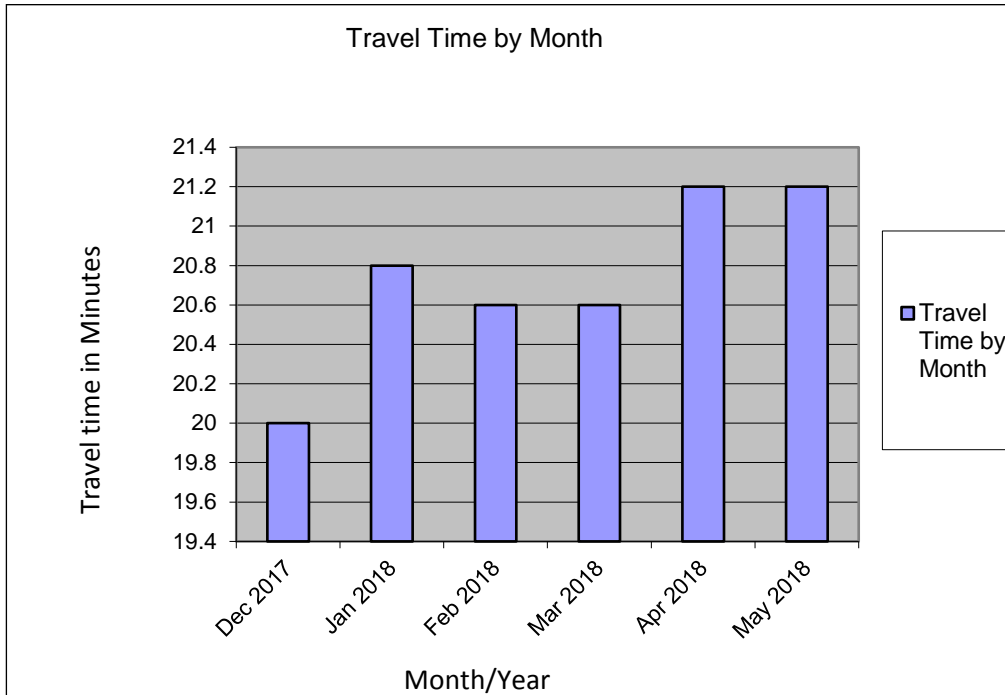
41.88	211	134	69	125	82.18	86.32	88.95	91.90	.86
-------	-----	-----	----	-----	-------	-------	-------	-------	-----

- **Phone Reservations:** The ADA goal criterion was met for the month of May.

### Travel Times

**Goal 7:** Travel times (**Goal: Shall not exceed one hour per one way trip**)

**May 2018:** Average for the month of May 2018: 21.2 minutes.



- Note \* Samples were gathered from those rides that were reviewed for monthly on-time performance.

**Goal 8:** Trip denials – (**MV will provide 95% of all trips reserved during the appropriate time frame.**)

There were no ADA passenger denials for the month of May.

**Goal 9:** Missed trips – (**MV will have a 90% success rate for trip completion.**) They achieved a **93.1%** for **ADA No shows**. There were two missed trips. There were 382 no-shows for ADA Paratransit trips for May. This goal was met for the month of May for ADA service. There were 327 system wide client no-shows for the month of May. They achieved a 96.1% for system wide No-shows. No-show goal data for system wide service was met.

QUALITY ASSURANCE PROGRAM  
RESPONSE

June 2018

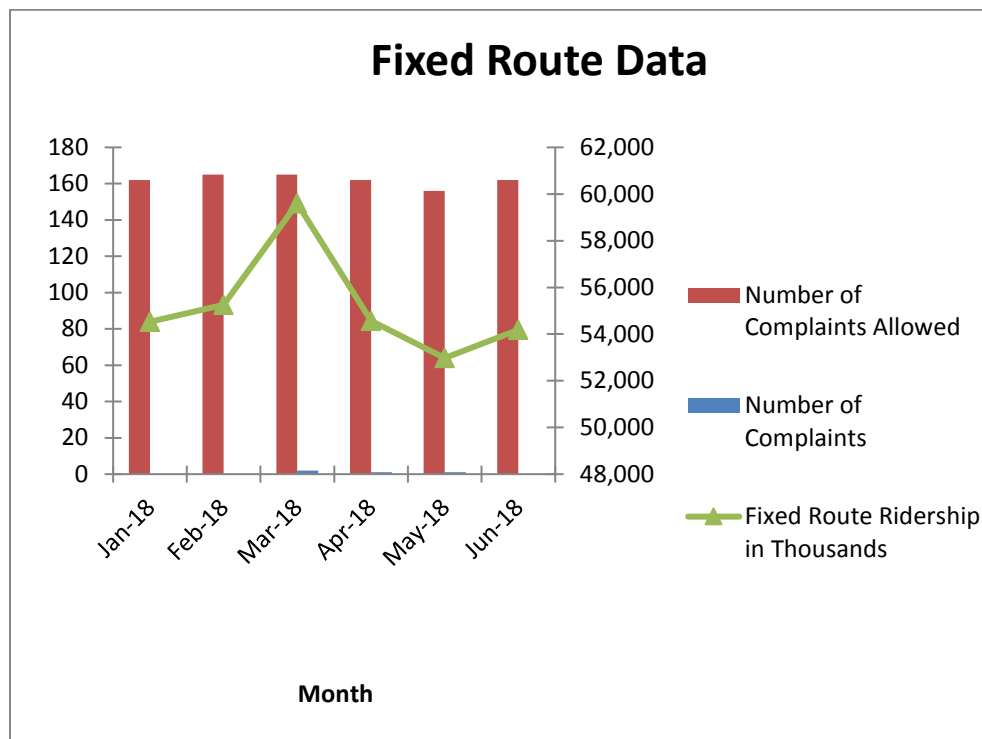


**Section I: Fixed Route Quality Assurance**

**Goal 1: Complaints (Goal: Complaints shall not exceed 3 per 1,000 ADA passengers)**

- The ADA Coordinator and Customer Service representative at RTS are monitoring complaints.

**June 2018:** There was one valid ADA Fixed-Route Complaints (Ridership: 54,178) Limit: 162 for the month of June.



**Goal 2: Complaint Resolution (Goal: 10 day resolution for fixed-route complaints)**

- It is RTS’ policy that all ADA fixed-route complaints are returned to the ADA Transit Service Coordinator within 10 business days. This goal was met for the month of June 2018.



## Section II: Complementary Paratransit Quality Assurance

### Goal 1: On- time Performance (**Goal: 90% on time performance standard**)

- On- time performance will be based on destination arrival time and pick up window adherence for each one-way trip. Passengers are to be picked up between 0 to 30 minutes after the suggested pick-up time under normal conditions. On-time performance was measured by a random sampling of driver manifests.
- Drop-off Adherence (**Goal: 90% on time drop off performance standard**) Drop off adherence is evaluated by using the industry standard of –30 minutes until the actual time of scheduled drop-off.

### **On-Time Performance Monitoring**

#### **Pick Up Window and Scheduled Drop off Adherence**

ADA ridership for June 2018 was 5045 trips.

<b>Date</b>	<b>Pick Up Going</b>	<b>Return Trip P/up</b>	<b>Number of Trips</b>
June 4	100%	89.6%	52
June 11	100%	93.3%	55
June 18	94.7%	90.6%	51
June 25	91.4%	96.4%	63
June 31	100%	90.6%	57
<b>Averages/Totals</b>	<b>97.2%</b>	<b>92.1%</b>	<b>278</b>

### Goal 2: Passenger Trips (**A minimum of two one way trips per vehicle hour is the goal.**)

- A 1.43 one-way passenger trip per vehicle hour was achieved for the month of June. This data is for actual trips delivered, not scheduled. This does not meet the goal criteria. This data is for system wide service.

### Goal 3: Complaints (**Industry standard is 3 complaints per 1,000 ADA rides**)

- **June 2018:** There was 3 valid ADA Complaint registered with RTS or MV in June. (ADA rides provided through MV: 5045). Limit for the month of June is 15. This goal criterion was met for the month of June 2018.

#### **Categories and Responses for Service Related Issues:**

- OTP: 2
- Missed Trips:1

### Goal 4: Complaint resolution (**Complaints are to be dealt with in 10 day time period.**)

- This goal was met for the month of June.
  - There were 13 commendations reported to MV & RTS for MV in the month of June.

**Goal 5: Safety/Accidents (1.4 accidents per 100,000 vehicle miles)**

**June 2018- There** were eight vehicle accidents reported in June. Four preventable accidents and four non-preventable accidents and one passenger incident. There were 57,289 total vehicle miles (Limit of the month of June is 2).

1. **Preventable-** Vehicle # 3716 - Passengers 1  
**Location:** 1901 NE 2<sup>nd</sup> St., Gainesville FL  
**Description:** Driver hit overhang at Pine Grove facility.  
**Damage:** Overhang was slightly damaged and repaired by MV and we worked with the facility to install warning signs. Roof of MV vehicle damaged, est. \$1100.00  
**Drug/Alcohol Test:** No  
**Driver Cited:** No – Safety Points issued, *driver terminated*.
2. **Preventable-** Vehicle # 3990 - Passengers 1  
**Location:** 1014 NW 5<sup>th</sup> St., Gainesville, FL  
**Description:** : Driver backed between two vehicles to exit facility (only one way in and out) and minor sideswiped vehicle with bumper as exiting.  
**Damage:** No damage to MV vehicle, adverse vehicle scraped, est. damage , \$1000.  
**Drug/Alcohol Test:** No  
**Driver Cited:** No – Safety Point issued.
3. **Preventable-** Vehicle # 4039 - Passengers 1  
**Location:** Corner of SW 16<sup>th</sup> Ave. and 15<sup>th</sup> St., Gainesville, FL  
**Description:** Driver attempted U-Turn from outside turning lane and was stuck by adverse vehicle in inside turning lane.  
**Damage:** MV vehicle \$800 to repair tie rods, adverse vehicle est. \$4000.  
**Drug/Alcohol Test:** No  
**Driver Cited:** **Yes** – *Safety Points issued, driver terminated*
4. **Preventable-** Vehicle # 73 - Passengers 2  
**Location:** 6404 NW 9<sup>th</sup> Blvd., Gainesville, FL  
**Description:** Driver entered low clearance overhang and failed to stop in time to brush entrance.  
**Damage:** None to MV vehicle. Minor damage to overhang, handled in house. Worked with facility to put more visible warning signage.  
**Drug/Alcohol Test:** No  
**Driver Cited:** **No** – *Safety Points issued, driver terminated*
5. **Non - Preventable-** Vehicle # 4062 - Passengers 0

**Location:** 6420 W Newberry Rd., Gainesville FL

**Description:** Adverse driver clipped right side bumper of MV unit while we were making a left turn.

**Damage:** \$275 to MV vehicle, adverse minor but responsible for their damage as they were at fault.

**Drug/Alcohol Test:** No

**6. Non - Preventable-** Vehicle # 73 - Passengers 1

**Location:** 4440 SW Archer Rd., Gainesville FL

**Description:** Adverse driver backed into MV vehicle while we were at stop sign.

**Damage:** No damage to MV vehicle or adverse.

**Drug/Alcohol Test:** No

**7. Non - Preventable-** Vehicle # 3716 - Passengers 1

**Location:** Corner of NW 13<sup>th</sup> Ave. and NW 16<sup>th</sup> St., Gainesville FL

**Description:** MV driver was turning left on a green arrow when adverse ran red light through intersection and hit right front of MV vehicle.

**Damage:** MV vehicle damage \$3175.00 Adverse unknown.

**Drug/Alcohol Test:** Yes/ vehicle towed from scene.

**Driver Cited:** No – after review of Drive Cam by field officer from police dept.

**8. Non - Preventable-** Vehicle # 3992 - Passengers 0

**Location:** 25538 NW 3<sup>rd</sup> Ave., Newberry, FL

**Description:** Large water bird flew into windshield and destroyed windshield.

**Damage:** Windshield destroyed \$371.80

**Drug/Alcohol Test:** No

## Passenger Incidents

**9. Non - Preventable-** Vehicle # 3991 - Passengers 0

**Location:** 1901 NE 2<sup>nd</sup> St., Gainesville FL

**Description:** Caregiver called and alleged passenger had caught her foot in the lift while exiting the bus and hurt her foot. Alleged Incident called in seven days after it allegedly took place.

**Damage:** Interviewed driver and the claim cannot be substantiated.

**Drug/Alcohol Test:** No

- **Accidents:** The ADA goal criterion was not met for the month of June.

### **Goal 6:** Phone reservations

- The following is a monthly review of the Base Line Service call timeline. The data indicated is for the first “leg” of the incoming call.

- Reservation line shall not exceed an on-hold time of more than 2.5 minutes for 90% of calls received. The Customer Service line shall not exceed an on-hold time of 3.5 minutes for 90% of the calls received.

- Reservation Line hold times 2.5 mins max (150 Sec)

Calls In	Calls in Answered	Overall %
5619	4051	91.2 %

# Ans <=30 sec	# Ans <=60 sec	# Ans <=90 sec	# Ans <=120 sec	# Ans >150 sec	% Ans <=30 sec	% Ans <=60 sec	% Ans <=90 sec	% Ans <=120 sec	% Ans <=150 sec	% Ans >150 sec
1910	410	319	241	1171	33.99	41.29	46.97	51.25	55.05	8.75

- Customer Service Line hold times 3.5 mins max (210 sec)

Calls In	Calls in Answered	Overall %
5140	4765	98.7%

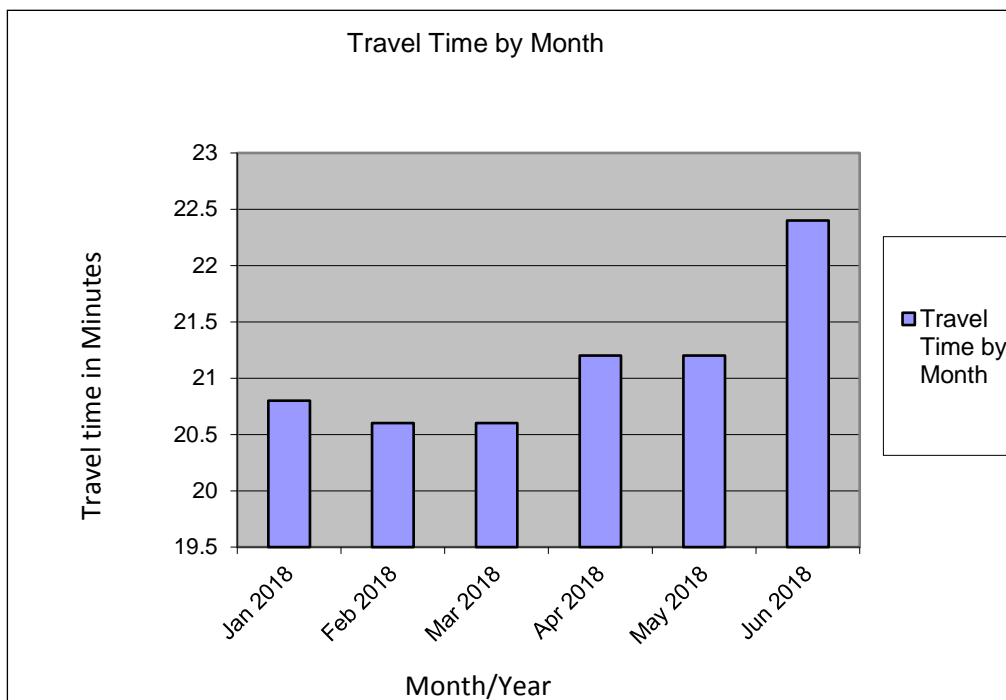
# Ans <=60sec	# Ans <=90sec	# Ans <=180sec	# Ans <=210sec	# Ans >210sec	% Ans <=60sec	% Ans <=90sec	% Ans <=180sec	% Ans <=210sec	% Ans >210sec
41.08	235	151	99	172	79.92	84.49	90.68	91.25	1.28

- Phone Reservations:** The ADA goal criterion was met for the month of June.

### Travel Times

**Goal 7:** Travel times (**Goal: Shall not exceed one hour per one way trip**)

**June 2018:** Average for the month of June 2018: 22.4 minutes.



- Note \* Samples were gathered from those rides that were reviewed for monthly on-time performance.

**Goal 8: Trip denials – (MV will provide 95% of all trips reserved during the appropriate time frame.)**

There were no ADA passenger denials for the month of June.

**Goal 9: Missed trips – (MV will have a 90% success rate for trip completion.) They achieved a 92.6% for ADA No shows.** There was one missed trip. There were 401 no-shows for ADA Paratransit trips for June. This goal was met for the month of June for ADA service. There were 344 system wide client no-shows for the month of June. They achieved a 95.5% for system wide No-shows. No-show goal data for system wide service was met.

QUALITY ASSURANCE PROGRAM  
RESPONSE

July 2018

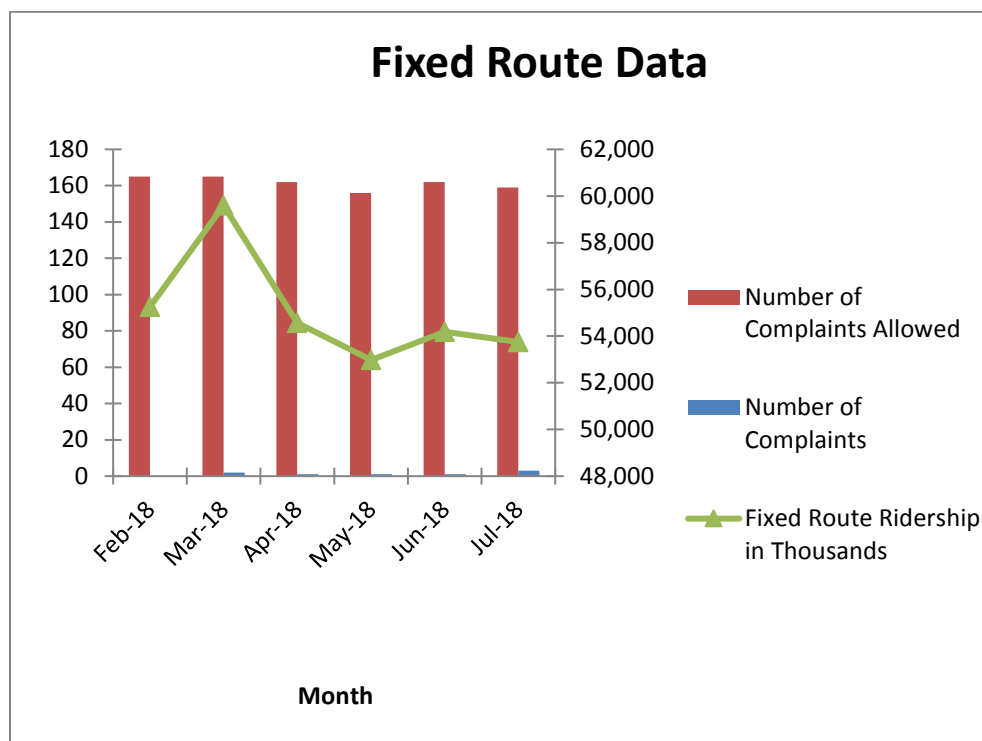


**Section I: Fixed Route Quality Assurance**

**Goal 1: Complaints (Goal: Complaints shall not exceed 3 per 1,000 ADA passengers)**

- The ADA Coordinator and Customer Service representative at RTS are monitoring complaints.

**July 2018:** There were 3 valid ADA Fixed-Route Complaints (Ridership: 53,743) Limit: 159 for the month of July.



**Goal 2: Complaint Resolution (Goal: 10 day resolution for fixed-route complaints)**

- It is RTS' policy that all ADA fixed-route complaints are returned to the ADA Transit Service Coordinator within 10 business days. This goal was met for the month of July 2018.

## Section II: Complementary Paratransit Quality Assurance

### Goal 1: On- time Performance (**Goal: 90% on time performance standard**)

- On- time performance will be based on destination arrival time and pick up window adherence for each one-way trip. Passengers are to be picked up between 0 to 30 minutes after the suggested pick-up time under normal conditions. On-time performance was measured by a random sampling of driver manifests.
- Drop-off Adherence (**Goal: 90% on time drop off performance standard**) Drop off adherence is evaluated by using the industry standard of –30 minutes until the actual time of scheduled drop-off.

### **On-Time Performance Monitoring**

#### **Pick Up Window and Scheduled Drop off Adherence**

ADA ridership for July 2018 was 4876 trips.

<b>Date</b>	<b>Pick Up Going</b>	<b>Return Trip P/up</b>	<b>Number of Trips</b>
July 3	95%	87.5%	52
July 10	100%	74%	55
July 13	100%	87%	62
July 19	100%	87%	54
July 27	100%	83.3%	58
<b>Averages/Totals</b>	<b>99%</b>	<b>83.7%</b>	<b>281</b>

### Goal 2: Passenger Trips (**A minimum of two one way trips per vehicle hour is the goal.**)

- A 1.40 one-way passenger trip per vehicle hour was achieved for the month of July. This data is for actual trips delivered, not scheduled. This does not meet the goal criteria. This data is for system wide service.

### Goal 3: Complaints (**Industry standard is 3 complaints per 1,000 ADA rides**)

- **July 2018:** There was 1 valid ADA Complaints registered with RTS or MV in July. (ADA rides provided through MV: 4876). Limit for the month of July is 12. This goal criterion was met for the month of July 2018.

#### **Categories and Responses for Service Related Issues:**

- OTP: 1

### Goal 4: Complaint resolution (**Complaints are to be dealt with in 10 day time period.**)

- This goal was met for the month of July.
  - There were 13 commendations reported to MV & RTS for MV in the month of July.

**Goal 5: Safety/Accidents (1.4 accidents per 100,000 vehicle miles)**

**July 2018- There** were two vehicle accidents reported in July. There were two preventable accidents one passenger incident. There were 56,826 total vehicle miles (Limit of the month of July is 2).

- 1. Preventable-** Vehicle # 3716 - Passengers 1  
**Location:** 3781 NW 6<sup>th</sup> St., Gainesville FL  
**Description:** Driver exiting client yard and caught gate on left side of bus.  
**Damage:** None to gate, MV vehicle damaged, est. \$750.00  
**Drug/Alcohol Test:** No  
**Driver Cited:** No – Safety points issued, *probationary driver terminated.*
- 2. Preventable-** Vehicle # 4065 - Passengers 2  
**Location:** 306 NW 13<sup>th</sup> St., Gainesville, FL  
**Description:** : Driver forced to back out of parking lot when adverse vehicle blocked him in leaving little room to negotiate.  
**Damage:** No damage to MV vehicle, adverse vehicle scraped damage indiscernible  
**Drug/Alcohol Test:** No  
**Driver Cited:** No – Safety Point issued.

**Passenger Incidents**

- 3. Non - Preventable-** Vehicle # 3991 - Passengers 0  
**Location:** 1901 NE 2<sup>nd</sup> St., Gainesville FL  
**Description:** Caregiver called and alleged passenger had caught her foot in the lift while exiting the bus and hurt her foot. Alleged Incident called in seven days after it allegedly took place.  
**Damage:** Interviewed driver and the claim cannot be substantiated.  
**Drug/Alcohol Test:** No

**Goal 6: Phone reservations**

- The following is a monthly review of the Base Line Service call timeline. The data indicated is for the first “leg” of the incoming call.
- Reservation line shall not exceed an on-hold time of more than 2.5 minutes for 90% of calls received. The Customer Service line shall not exceed an on-hold time of 3.5 minutes for 90% of the calls received.



- Reservation Line hold times 2.5 mins max (150 Sec)

Calls In	Calls in Answered	Overall %
5401	4241	90.6 %

# Ans <=30 sec	# Ans <=60 sec	# Ans <=90 sec	# Ans <=120 sec	# Ans >150 sec	% Ans <=30 sec	% Ans <=60 sec	% Ans <=90 sec	% Ans <=120 sec	% Ans <=150 sec	% Ans >150 sec
2071	359	314	237	1260	38.34	44.99	50.81	55.19	59.04	9.35

- Customer Service Line hold times 3.5 mins max (210 sec)

Calls In	Calls in Answered	Overall %
4578	4156	98.4%

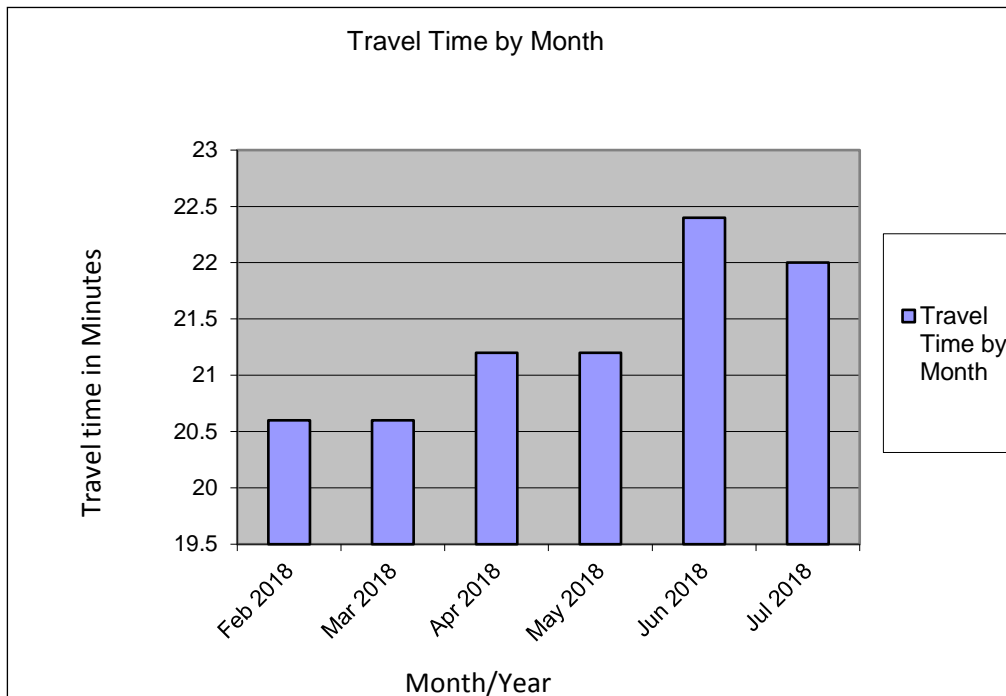
# Ans <=60sec	# Ans <=90sec	# Ans <=180sec	# Ans <=210sec	# Ans >210sec	% Ans <=60sec	% Ans <=90sec	% Ans <=180sec	% Ans <=210sec	% Ans >210sec
3591	214	115	85	151	78.44	83.11	85.63	87.48	1.55

- **Phone Reservations:** The ADA goal criterion was met for the month of July.

### Travel Times

**Goal 7:** Travel times (**Goal: Shall not exceed one hour per one way trip**)

**July 2018:** Average for the month of July 2018: 22 minutes.



- Note \* Samples were gathered from those rides that were reviewed for monthly on-time performance.

**Goal 8: Trip denials – (MV will provide 95% of all trips reserved during the appropriate time frame.)**

There were no ADA passenger denials for the month of July.

**Goal 9: Missed trips – (MV will have a 90% success rate for trip completion.) They achieved a 94.2% for ADA No shows.** There were no missed trips. There were 300 no-shows for ADA Paratransit trips for July. This goal was met for the month of July for ADA service. There were 284 system wide client no-shows for the month of July. They achieved a 96.1% for system wide No-shows. No-show goal data for system wide service was met.

QUALITY ASSURANCE PROGRAM  
RESPONSE



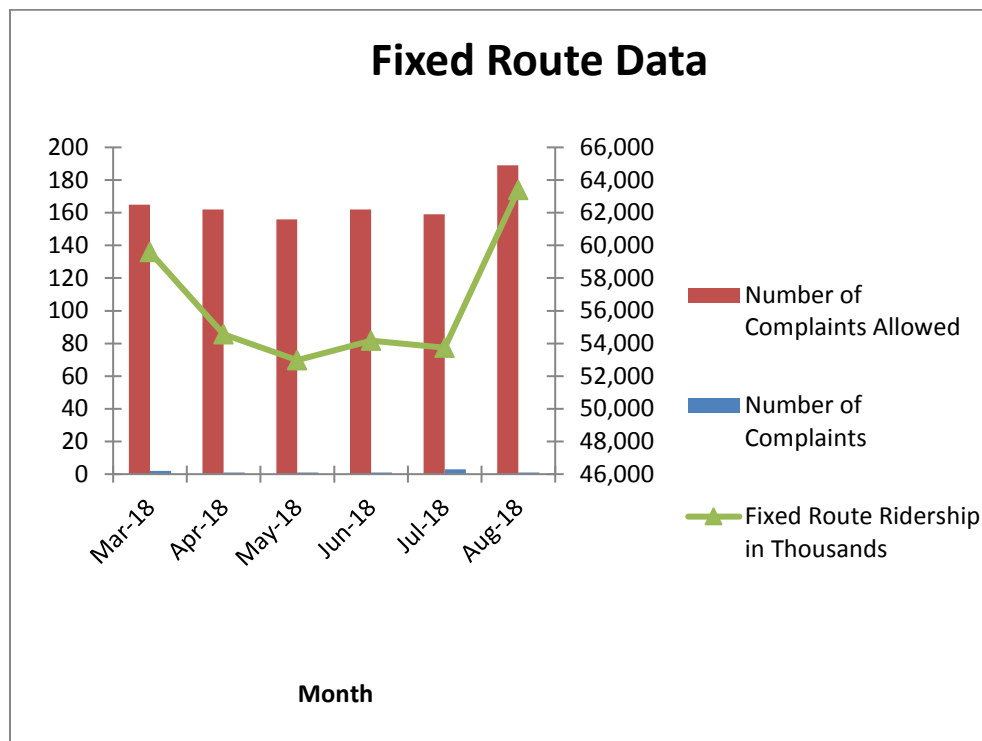
**August 2018**

**Section I: Fixed Route Quality Assurance**

**Goal 1: Complaints (Goal: Complaints shall not exceed 3 per 1,000 ADA passengers)**

- The ADA Coordinator and Customer Service representative at RTS are monitoring complaints.

**August 2018:** There was 1 valid ADA Fixed-Route Complaint (Ridership: 63,400) Limit: 189 for the month of August.



**Goal 2: Complaint Resolution (Goal: 10 day resolution for fixed-route complaints)**

- It is RTS' policy that all ADA fixed-route complaints are returned to the ADA Transit Service Coordinator within 10 business days. This goal was met for the month of August 2018.

## Section II: Complementary Paratransit Quality Assurance

### Goal 1: On- time Performance (**Goal: 90% on time performance standard**)

- On- time performance will be based on destination arrival time and pick up window adherence for each one-way trip. Passengers are to be picked up between 0 to 30 minutes after the suggested pick-up time under normal conditions. On-time performance was measured by a random sampling of driver manifests.
- Drop-off Adherence (**Goal: 90% on time drop off performance standard**) Drop off adherence is evaluated by using the industry standard of –30 minutes until the actual time of scheduled drop-off.

### **On-Time Performance Monitoring**

#### **Pick Up Window and Scheduled Drop off Adherence**

ADA ridership for August 2018 was 5288 trips.

<b>Date</b>	<b>Pick Up Going</b>	<b>Return Trip P/up</b>	<b>Number of Trips</b>
August 1	100%	84.6%	56
August 9	100%	87.5%	58
August 15	100%	69%	64
August 17	96.5%	76.9%	55
August 29	100%	74.2%	54
<b>Averages/Totals</b>	<b>99.3%</b>	<b>78.4%</b>	<b>287</b>

### Goal 2: Passenger Trips (**A minimum of two one way trips per vehicle hour is the goal.**)

- A 1.37 one-way passenger trip per vehicle hour was achieved for the month of August. This data is for actual trips delivered, not scheduled. This does not meet the goal criteria. This data is for system wide service.

### Goal 3: Complaints (**Industry standard is 3 complaints per 1,000 ADA rides**)

- **August 2018:** There were 9 valid ADA Complaints registered with RTS or MV in August. (ADA rides provided through MV: 5288). Limit for the month of August is 12. This goal criterion was met for the month of August 2018.

#### **Categories and Responses for Service Related Issues:**

- OTP: 4
- Missed Trips: 2
- Safety: 1
- Customer Service: 1
- Maintenance: 1

**Goal 4: Complaint resolution (Complaints are to be dealt with in 10 day time period.)**

- This goal was met for the month of August.
  - There were 8 commendations reported to MV & RTS for MV in the month of August.

**Goal 5: Safety/Accidents (1.4 accidents per 100,000 vehicle miles)**

**August 2018- There** were two vehicle accidents reported in August. There were two preventable accidents. There were 56,826 total vehicle miles (Limit of the month of August is 2).

**1. Preventable-** Vehicle # 3716 - Passengers 1

**Location:** 2730 NW 39<sup>th</sup> Ave., Gainesville FL

**Description:** Driver was forced to back from facility with only one way in and out into area and bumped a tree. Met with facility to design safer access.

**Damage:** *NONE to tree or MV vehicle.*

**Drug/Alcohol Test:** No

**Driver Cited:** No – Safety Points issued.

**2. Preventable-** Vehicle # 4065 - Passengers 1

**Location:** 306 NW 13<sup>th</sup> St., Gainesville, FL

**Description:** Driver was attempting to exit from parallel parking area and backed up to gain access and bumped vehicle behind.

**Damage:** *No damage to MV vehicle, adverse vehicle bumper scuffed, damage indiscernible, less than \$100.*

**Drug/Alcohol Test:** No

**Driver Cited:** No – Safety Point issued

**Passenger Incidents**

None

**Goal 6: Phone reservations**

- The following is a monthly review of the Base Line Service call timeline. The data indicated is for the first “leg” of the incoming call.
- Reservation line shall not exceed an on-hold time of more than 2.5 minutes for 90% of calls received. The Customer Service line shall not exceed an on-hold time of 3.5 minutes for 90% of the calls received.
  - Reservation Line hold times 2.5 mins max (150 Sec)

Calls In	Calls in Answered	Overall %
6495	4961	90.7 %

# Ans <=30 sec	# Ans <=60 sec	# Ans <=90 sec	# Ans <=120 sec	# Ans >150 sec	% Ans <=30 sec	% Ans <=60 sec	% Ans <=90 sec	% Ans <=120 sec	% Ans <=150 sec	% Ans >150 sec
2334	448	386	312	1481	35.94	42.83	48.78	53.58	57.21	9.93

- Customer Service Line hold times 3.5 mins max (210 sec)

Calls In	Calls in Answered	Overall %
5825	4875	96.09%

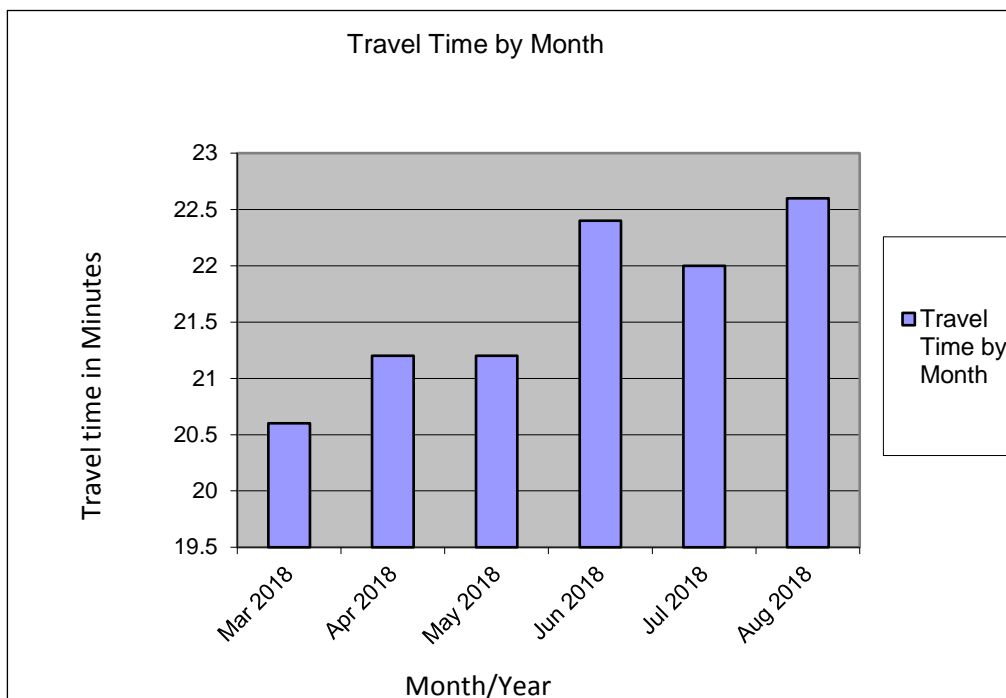
# Ans <=60sec	# Ans <=90sec	# Ans <=180sec	# Ans <=210sec	# Ans >210sec	% Ans <=60sec	% Ans <=90sec	% Ans <=180sec	% Ans <=210sec	% Ans >210sec
3790	297	229	331	228	65.06	70.16	74.09	79.78	3.91

- **Phone Reservations:** The ADA goal criterion was met for the month of August.

### Travel Times

**Goal 7:** Travel times (**Goal: Shall not exceed one hour per one way trip**)

**August 2018:** Average for the month of August 2018: 22.6 minutes.



- Note \* Samples were gathered from those rides that were reviewed for monthly on-time performance.

**Goal 8: Trip denials – (MV will provide 95% of all trips reserved during the appropriate time frame.)**

There were no ADA passenger denials for the month of August.

**Goal 9: Missed trips – (MV will have a 90% success rate for trip completion.) They achieved a 96.2% for ADA No shows.** There were 2 missed trips. There were 205 no-shows for ADA Paratransit trips for August. This goal was met for the month of August for ADA service. There were 213 system wide client no-shows for the month of August. They achieved a 97.2% for system wide No-shows. No-show goal data for system wide service was met.

# QUALITY ASSURANCE PROGRAM RESPONSE



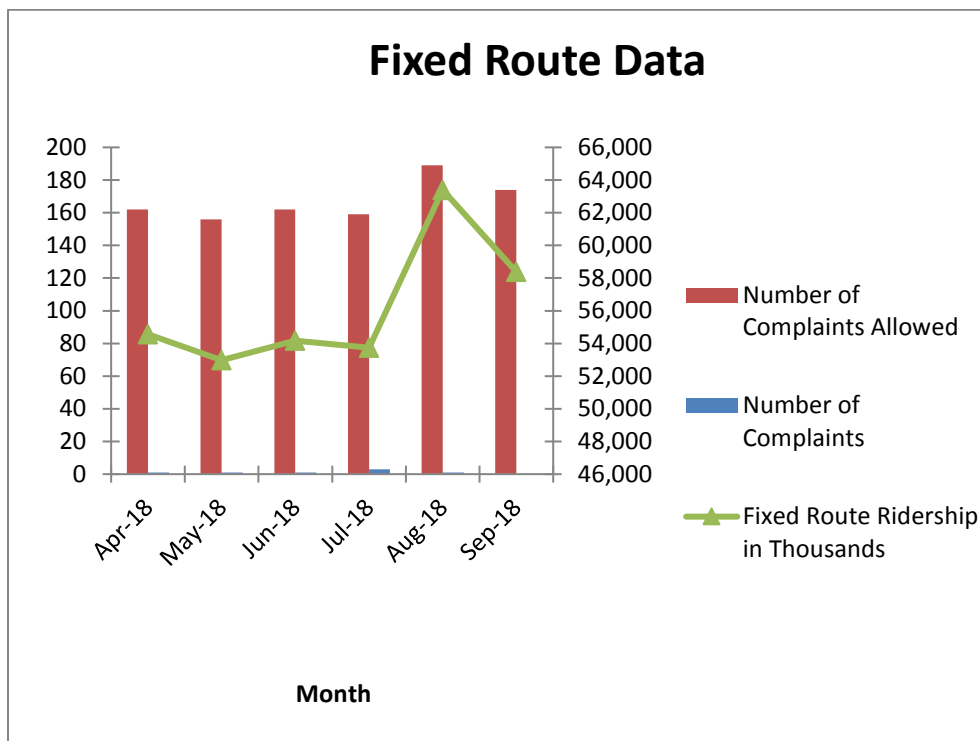
## September 2018

### Section I: Fixed Route Quality Assurance

**Goal 1: Complaints (Goal: Complaints shall not exceed 3 per 1,000 ADA passengers)**

- The ADA Coordinator and Customer Service representative at RTS are monitoring complaints.

**September 2018:** There was 1 valid ADA Fixed-Route Complaint (Ridership: 58,389) Limit: 174 for the month of September.



**Goal 2: Complaint Resolution (Goal: 10 day resolution for fixed-route complaints)**

- It is RTS' policy that all ADA fixed-route complaints are returned to the ADA Transit Service Coordinator within 10 business days. This goal was met for the month of September 2018.



## Section II: Complementary Paratransit Quality Assurance

### Goal 1: On- time Performance (Goal: 90% on time performance standard)

- On- time performance will be based on destination arrival time and pick up window adherence for each one-way trip. Passengers are to be picked up between 0 to 30 minutes after the suggested pick-up time under normal conditions. On-time performance was measured by a random sampling of driver manifests.
- Drop-off Adherence (Goal: 90% on time drop off performance standard)  
Drop off adherence is evaluated by using the industry standard of –30 minutes until the actual time of scheduled drop-off.

### On-Time Performance Monitoring

#### Pick Up Window and Scheduled Drop off Adherence

ADA ridership for September 2018 was 4593 trips.

Date	Pick Up Going	Return Trip P/up	Number of Trips
September 4	100%	94.6%	58
September 7	100%	100%	62
September 14	96.7%	96.2%	58
September 19	96.5%	81.2%	61
September 26	96.1%	91.6%	50
<b>Averages/Totals</b>	<b>97.8%</b>	<b>92.7%</b>	<b>289</b>

### Goal 2: Passenger Trips (A minimum of two one way trips per vehicle hour is the goal.)

- A 1.45 one-way passenger trip per vehicle hour was achieved for the month of September. This data is for actual trips delivered, not scheduled. This does not meet the goal criteria. This data is for system wide service.

### Goal 3: Complaints (Industry standard is 3 complaints per 1,000 ADA rides)

- September 2018:** There were 4 valid ADA Complaints registered with RTS or MV in September. (ADA rides provided through MV: 4593). Limit for the month of September is 12. This goal criterion was met for the month of September 2018.

#### Categories and Responses for Service Related Issues:

- OTP: 4

**Goal 4: Complaint resolution (Complaints are to be dealt with in 10 day time period.)**

- This goal was met for the month of September.
  - There were 7 commendations reported to MV & RTS for MV in the month of September.

**Goal 5: Safety/Accidents (1.4 accidents per 100,000 vehicle miles)**

**September 2018- There** were no vehicle accidents reported in September. There were 46,828 total vehicle miles (Limit of the month of September is 2).

**Passenger Incidents**

None

**Goal 6: Phone reservations**

- The following is a monthly review of the Base Line Service call timeline. The data indicated is for the first “leg” of the incoming call.
- Reservation line shall not exceed an on-hold time of more than 2.5 minutes for 90% of calls received. The Customer Service line shall not exceed an on-hold time of 3.5 minutes for 90% of the calls received.
  - Reservation Line hold times 2.5 mins max (150 Sec)

Calls In	Calls in Answered	Overall %
5367	3909	91.6%

# Ans <=30 sec	# Ans <=60 sec	# Ans <=90 sec	# Ans <=120 sec	# Ans >150 sec	% Ans <=30 sec	% Ans <=60 sec	% Ans <=90 sec	% Ans <=120 sec	% Ans <=150 sec	% Ans >150 sec
2021	368	302	209	1009	37.66	44.51	50.14	54.03	57.57	8.37

- Customer Service Line hold times 3.5 mins max (210 sec)

Calls In	Calls in Answered	Overall %
4551	3892	95.9%

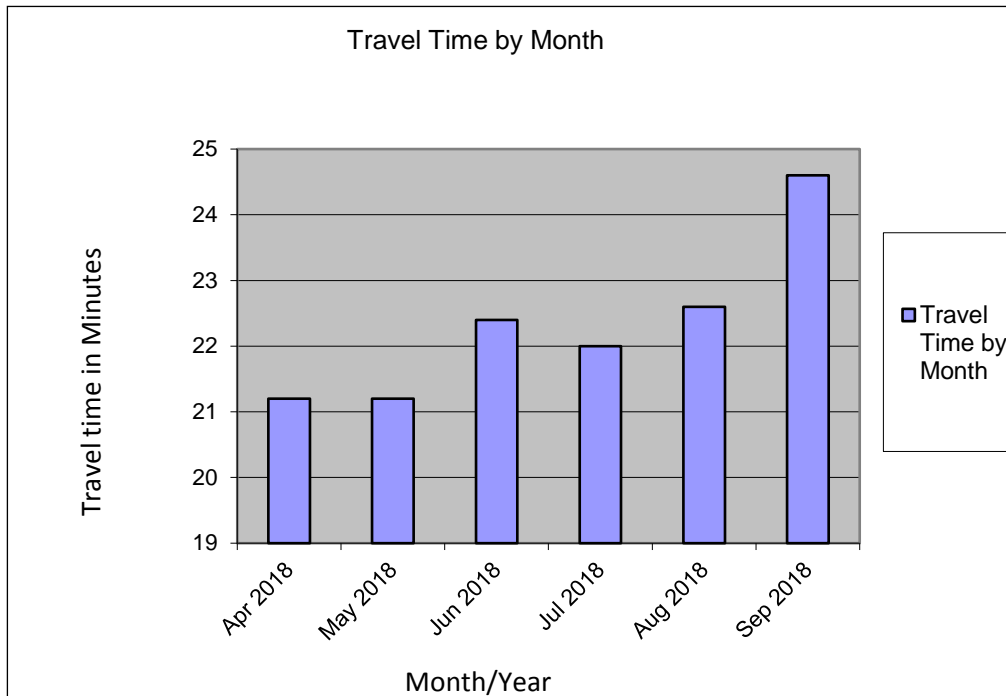
# Ans <=60sec	# Ans <=90sec	# Ans <=180sec	# Ans <=210sec	# Ans >210sec	% Ans <=60sec	% Ans <=90sec	% Ans <=180sec	% Ans <=210sec	% Ans >210sec
2992	274	393	47	186	65.74	71.76	80.40	81.43	4.09

- **Phone Reservations:** The ADA goal criterion was met for the month of September.

## Travel Times

**Goal 7: Travel times (Goal: Shall not exceed one hour per one way trip)**

**September 2018:** Average for the month of September 2018: 24.6 minutes.



- Note \* Samples were gathered from those rides that were reviewed for monthly on-time performance.

**Goal 8: Trip denials – (MV will provide 95% of all trips reserved during the appropriate time frame.)**

There were no ADA passenger denials for the month of September.

**Goal 9: Missed trips – (MV will have a 90% success rate for trip completion.) They achieved a 95.2% for ADA No shows.** There were no missed trips. There were 228 no-shows for ADA Paratransit trips for September. This goal was met for the month of September for ADA service. There were 244 system wide client no-shows for the month of September. They achieved a 96.5% for system wide No-shows. No-show goal data for system wide service was met.

QUALITY ASSURANCE PROGRAM  
RESPONSE



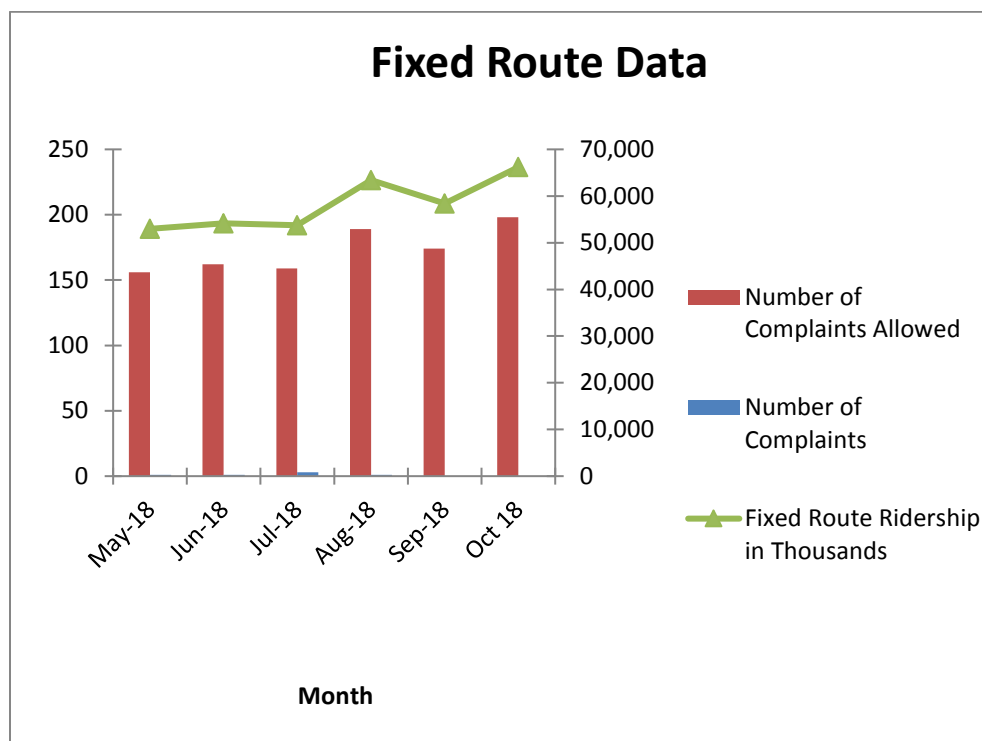
**October 2018**

**Section I: Fixed Route Quality Assurance**

**Goal 1: Complaints (Goal: Complaints shall not exceed 3 per 1,000 ADA passengers)**

- The ADA Coordinator and Customer Service representative at RTS are monitoring complaints.

**October 2018:** There was 1 valid ADA Fixed-Route Complaint (Ridership: 66,195) Limit: 198 for the month of October.



**Goal 2: Complaint Resolution (Goal: 10 day resolution for fixed-route complaints)**

- It is RTS’ policy that all ADA fixed-route complaints are returned to the ADA Transit Service Coordinator within 10 business days. This goal was met for the month of October 2018.

## Section II: Complementary Paratransit Quality Assurance

### Goal 1: On- time Performance (**Goal: 90% on time performance standard**)

- On- time performance will be based on destination arrival time and pick up window adherence for each one-way trip. Passengers are to be picked up between 0 to 30 minutes after the suggested pick-up time under normal conditions. On-time performance was measured by a random sampling of driver manifests.
- Drop-off Adherence (**Goal: 90% on time drop off performance standard**) Drop off adherence is evaluated by using the industry standard of –30 minutes until the actual time of scheduled drop-off.

### ***On-Time Performance Monitoring***

#### **Pick Up Window and Scheduled Drop off Adherence**

ADA ridership for October 2018 was 5106 trips.

<b>Date</b>	<b>Pick Up Going</b>	<b>Return Trip P/up</b>	<b>Number of Trips</b>
October 1	100%	84%	57
October 8	100%	96.4%	59
October 11	100%	96.1%	55
October 17	95.8%	83.3%	54
October 22	100%	89.6%	53
October 30	95.4%	96.7%	53
<b>Averages/Totals</b>	<b>98.5%</b>	<b>91%</b>	<b>331</b>

### Goal 2: Passenger Trips (**A minimum of two one way trips per vehicle hour is the goal.**)

- A 1.42 one-way passenger trip per vehicle hour was achieved for the month of October. This data is for actual trips delivered, not scheduled. This does not meet the goal criteria. This data is for system wide service.

### Goal 3: Complaints (**Industry standard is 3 complaints per 1,000 ADA rides**)

- **October 2018:** There were 5 valid ADA Complaints registered with RTS or MV in October. (ADA rides provided through MV: 5106). Limit for the month of October is 15. This goal criterion was met for the month of October 2018.

#### **Categories and Responses for Service Related Issues:**

- OTP: 3
- Maintenance: 1
- Customer Service: 1

**Goal 4: Complaint resolution (Complaints are to be dealt with in 10 day time period.)**

- This goal was met for the month of October.
  - There were 6 commendations reported to MV & RTS for MV in the month of October.

**Goal 5: Safety/Accidents (1.4 accidents per 100,000 vehicle miles)**

**October 2018- There** were 2 preventable and 1 not preventable vehicle accidents reported in October. There were 55,458 total vehicle miles (Limit of the month of October is 2). The goal was not met for October.

**1. Preventable-** Vehicle # 303 MV owned vehicle - Passengers 0

**Location:** Unknown

**Description:** Unreported damage. Utility worker discovered damages while in process of cleaning. It appears driver unknowingly struck a low tree branch while in a rural service area. Drive Cam did not engage. Issue with questionable safety in these areas addressed in one on one driver meetings.

**Damage:** Small hole at the top back area. Estimated \$900.00

**Drug/Alcohol Test:** No

**Driver Cited:** No.

**Date:** 10-17-2018

**2. Preventable-** Vehicle # 302 MV owned vehicle - Passengers 0

**Location:** Unknown

**Description:** Unreported damage. Utility worker discovered damages while in process of cleaning. It appears driver unknowingly struck a low tree branch while in a rural service area. Drive Cam did not engage. Issue with questionable safety in these areas addressed in one on one driver meetings.

**Damage:** Small hole at the top back area. Estimated \$800.00

**Drug/Alcohol Test:** No

**Driver Cited:** No.

**Date:** 10-17-2018

**3. Non - Preventable-** Vehicle # 21053 MV owned vehicle - Passengers 1

**Location:** Main St. and 39<sup>th</sup> Ave., Gainesville, FL

**Description:** Driver was waiting at a light when adverse vehicle rolled into back of our vehicle. Police contacted, no tickets or action.

**Damage:** No damage to MV or adverse vehicle.

**Drug/Alcohol Test:** No

**Driver Cited:** No

**Date:** 10-17-2018

## Passenger Incidents

None

### Goal 6: Phone reservations

- The following is a monthly review of the Base Line Service call timeline. The data indicated is for the first “leg” of the incoming call.
- Reservation line shall not exceed an on-hold time of more than 2.5 minutes for 90% of calls received. The Customer Service line shall not exceed an on-hold time of 3.5 minutes for 90% of the calls received.
- Reservation Line hold times 2.5 mins max (150 Sec)

Calls In	Calls in Answered	Overall %
5805	4460	90.3%

# Ans <=30 sec	# Ans <=60 sec	# Ans <=90 sec	# Ans <=120 sec	# Ans >150 sec	% Ans <=30 sec	% Ans <=60 sec	% Ans <=90 sec	% Ans <=120 sec	% Ans <=150 sec	% Ans >150 sec
2470	432	314	233	1063	41.83	49.22	54.59	58.55	61.50	9.69

- Customer Service Line hold times 3.5 mins max (210 sec)

Calls In	Calls in Answered	Overall %
5012	4416	96.9%

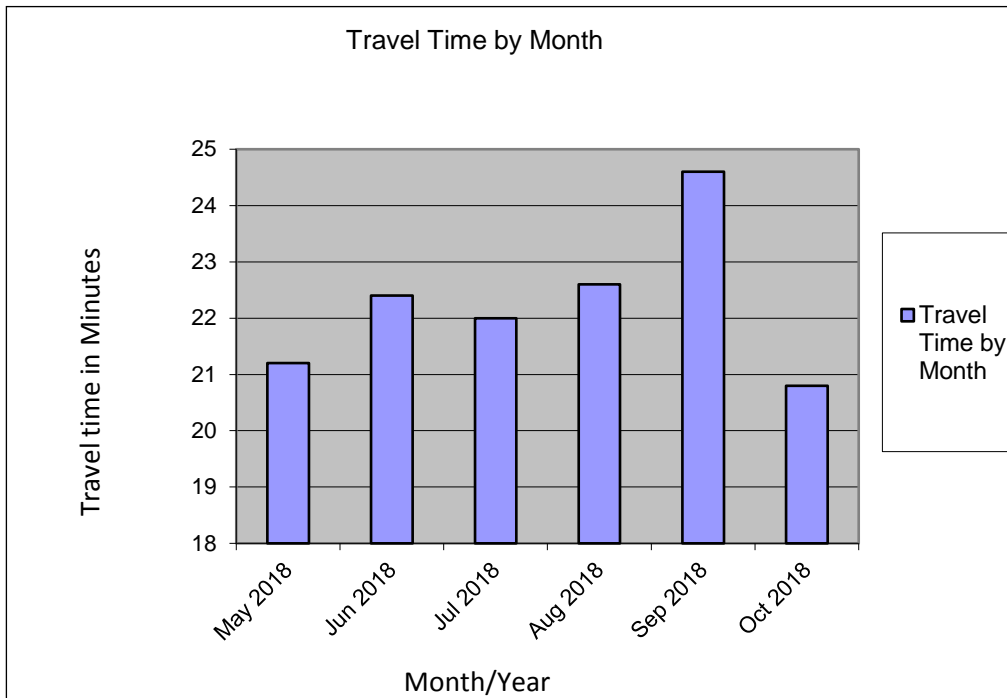
# Ans <=60sec	# Ans <=90sec	# Ans <=180sec	# Ans <=210sec	# Ans >210sec	% Ans <=60sec	% Ans <=90sec	% Ans <=180sec	% Ans <=210sec	% Ans >210sec
3582	286	348	47	153	71.47	77.17	84.12	85.06	3.05

- **Phone Reservations:** The ADA goal criterion was met for the month of October.

## Travel Times

### Goal 7: Travel times (Goal: Shall not exceed one hour per one way trip)

**October 2018:** Average for the month of October 2018: 20.8 minutes.



- Note \* Samples were gathered from those rides that were reviewed for monthly on-time performance.

**Goal 8: Trip denials – (MV will provide 95% of all trips reserved during the appropriate time frame.)**

There were no ADA passenger denials for the month of October.

**Goal 9: Missed trips – (MV will have a 90% success rate for trip completion.) They achieved a 95.1% for ADA No shows.** There were no missed trips. There were 263 no-shows for ADA Paratransit trips for October. This goal was met for the month of October for ADA service. There were 356 system wide client no-shows for the month of October. They achieved a 95.5% for system wide No-shows. No-show goal data for system wide service was met.



# QUALITY ASSURANCE PROGRAM RESPONSE



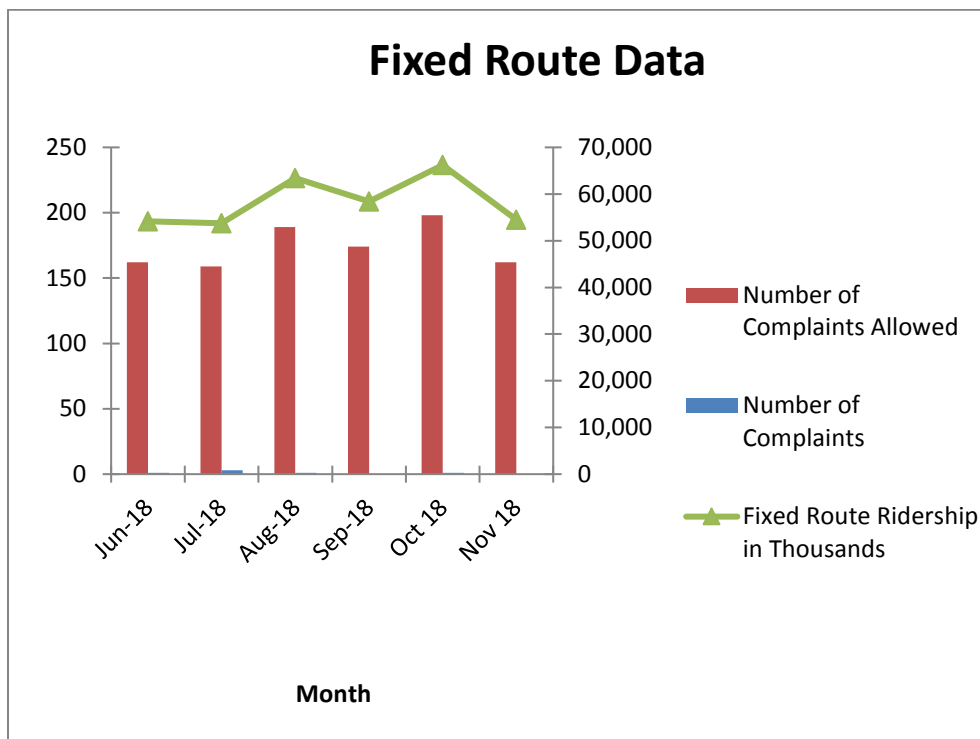
**November 2018**

## Section I: Fixed Route Quality Assurance

**Goal 1: Complaints (Goal: Complaints shall not exceed 3 per 1,000 ADA passengers)**

- The ADA Coordinator and Customer Service representative at RTS are monitoring complaints.

**November 2018:** There were no valid ADA Fixed-Route Complaints (Ridership: 54,509) Limit: 162 for the month of November.



**Goal 2: Complaint Resolution (Goal: 10 day resolution for fixed-route complaints)**

- It is RTS' policy that all ADA fixed-route complaints are returned to the ADA Transit Service Coordinator within 10 business days. This goal was met for the month of November 2018.

## Section II: Complementary Paratransit Quality Assurance

### Goal 1: On- time Performance (**Goal: 90% on time performance standard**)

- On- time performance will be based on destination arrival time and pick up window adherence for each one-way trip. Passengers are to be picked up between 0 to 30 minutes after the suggested pick-up time under normal conditions. On-time performance was measured by a random sampling of driver manifests.
- Drop-off Adherence (Goal: 90% on time drop off performance standard)**  
Drop off adherence is evaluated by using the industry standard of –30 minutes until the actual time of scheduled drop-off.

### ***On-Time Performance Monitoring***

#### **Pick Up Window and Scheduled Drop off Adherence**

ADA ridership for November 2018 was 4668 trips.

<b>Date</b>	<b>Pick Up Going</b>	<b>Return Trip P/up</b>	<b>Number of Trips</b>
November 1	100%	100%	70
November 8	100%	85%	58
November 16	100%	100%	62
November 26	96.8%	87%	63
November 30	96%	82.1%	53
<b>Averages/Totals</b>	<b>98.5%</b>	<b>90.8%</b>	<b>306</b>

### Goal 2: Passenger Trips (**A minimum of two one way trips per vehicle hour is the goal.**)

- A 1.49 one-way passenger trip per vehicle hour was achieved for the month of November. This data is for actual trips delivered, not scheduled. This does not meet the goal criteria. This data is for system wide service.

### Goal 3: Complaints (**Industry standard is 3 complaints per 1,000 ADA rides**)

- November 2018:** There were 6 valid ADA Complaints registered with RTS or MV in November. (ADA rides provided through MV: 4668). Limit for the month of November is 12. This goal criterion was met for the month of November 2018.

#### **Categories and Responses for Service Related Issues:**

- OTP: 4
- Phone: 2

**Goal 4: Complaint resolution (Complaints are to be dealt with in 10 day time period.)**

- This goal was met for the month of November.
  - There were 6 commendations reported to MV & RTS for MV in the month of November.

**Goal 5: Safety/Accidents (1.4 accidents per 100,000 vehicle miles)**

**November 2018- There** were no accidents reported in November. There were 48,354 total vehicle miles (Limit of the month of November is 2). The goal was met for November.

**Passenger Incidents**

None

**Goal 6: Phone reservations**

- The following is a monthly review of the Base Line Service call timeline. The data indicated is for the first “leg” of the incoming call.
- Reservation line shall not exceed an on-hold time of more than 2.5 minutes for 90% of calls received. The Customer Service line shall not exceed an on-hold time of 3.5 minutes for 90% of the calls received.
  - Reservation Line hold times 2.5 mins max (150 Sec)

Calls In	Calls in Answered	Overall %
5121	3759	90.4%

# Ans <=30 sec	# Ans <=60 sec	# Ans <=90 sec	# Ans <=120 sec	# Ans >150 sec	% Ans <=30 sec	% Ans <=60 sec	% Ans <=90 sec	% Ans <=120 sec	% Ans <=150 sec	% Ans >150 sec
2138	385	260	181	795	41.75	49.27	54.34	57.88	61.20	9.60

- Customer Service Line hold times 3.5 mins max (210 sec)

Calls In	Calls in Answered	Overall %
4638	3955	95.7%

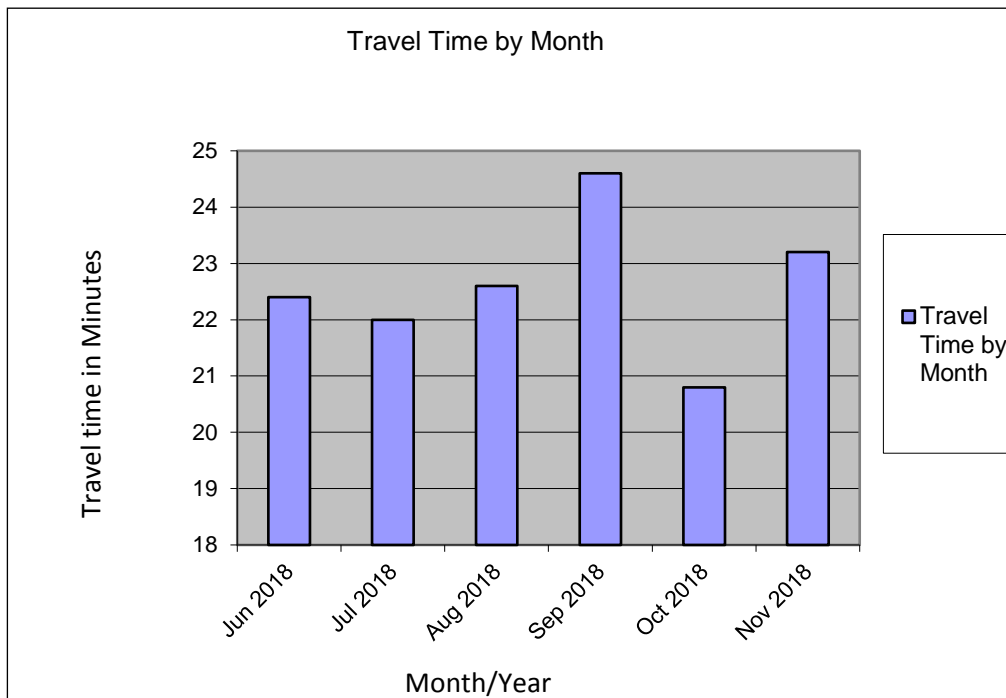
# Ans <=60sec	# Ans <=90sec	# Ans <=180sec	# Ans <=210sec	# Ans >210sec	% Ans <=60sec	% Ans <=90sec	% Ans <=180sec	% Ans <=210sec	% Ans >210sec
2927	315	255	61	197	63.11	69.90	79.71	81.03	4.25

- **Phone Reservations:** The ADA goal criterion was met for the month of November.

### Travel Times

**Goal 7:** Travel times (**Goal: Shall not exceed one hour per one way trip**)

**November 2018:** Average for the month of November 2018: 23.2 minutes.



- Note \* Samples were gathered from those rides that were reviewed for monthly on-time performance.

**Goal 8:** Trip denials – (**MV will provide 95% of all trips reserved during the appropriate time frame.**)

There were no ADA passenger denials for the month of November.

**Goal 9:** Missed trips – (**MV will have a 90% success rate for trip completion.**) **They achieved a 96% for ADA No shows.** There were no missed trips. There were 194 no-shows for ADA Paratransit trips for November. This goal was met for the month of November for ADA service. There were 215 system wide client no-shows for the month of November. They achieved a 97% for system wide No-shows. No-show goal data for system wide service was met.

QUALITY ASSURANCE PROGRAM  
RESPONSE



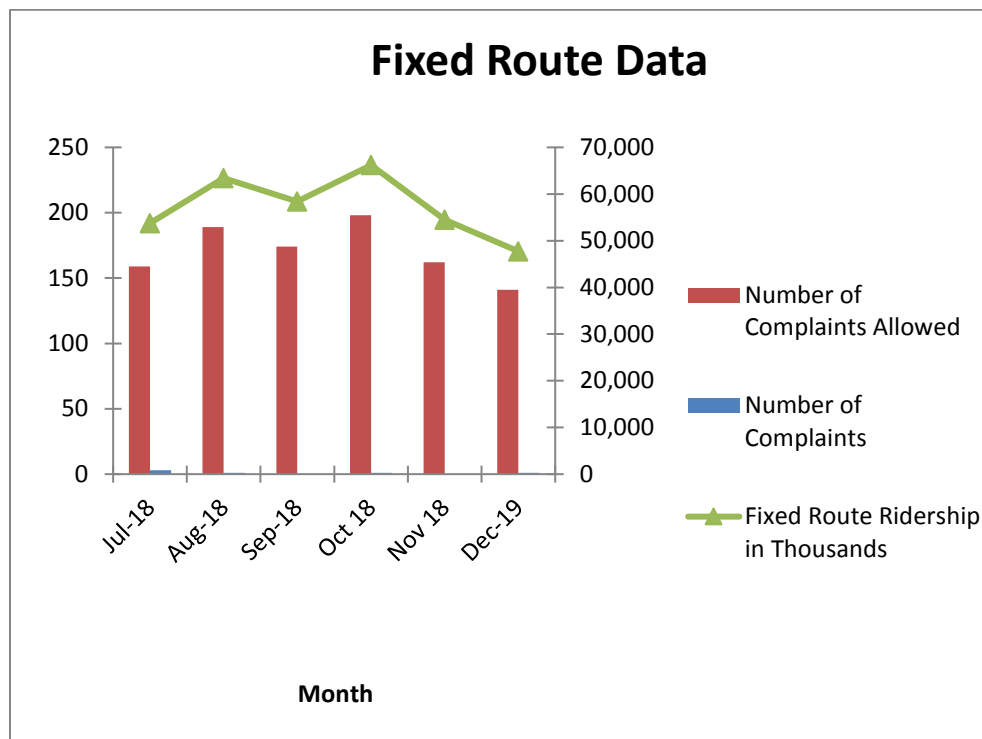
**December 2018**

**Section I: Fixed Route Quality Assurance**

**Goal 1: Complaints (Goal: Complaints shall not exceed 3 per 1,000 ADA passengers)**

- The ADA Coordinator and Customer Service representative at RTS are monitoring complaints.

**December 2018:** There was 1 valid ADA Fixed-Route Complaint (Ridership: 47,731) Limit: 141 for the month of December.



**Goal 2: Complaint Resolution (Goal: 10 day resolution for fixed-route complaints)**

- It is RTS' policy that all ADA fixed-route complaints are returned to the ADA Transit Service Coordinator within 10 business days. This goal was met for the month of December 2018.

## Section II: Complementary Paratransit Quality Assurance

### Goal 1: On- time Performance (**Goal: 90% on time performance standard**)

- On- time performance will be based on destination arrival time and pick up window adherence for each one-way trip. Passengers are to be picked up between 0 to 30 minutes after the suggested pick-up time under normal conditions. On-time performance was measured by a random sampling of driver manifests.
- Drop-off Adherence (**Goal: 90% on time drop off performance standard**) Drop off adherence is evaluated by using the industry standard of –30 minutes until the actual time of scheduled drop-off.

### ***On-Time Performance Monitoring***

#### **Pick Up Window and Scheduled Drop off Adherence**

ADA ridership for December 2018 was 4460 trips.

<b>Date</b>	<b>Pick Up Going</b>	<b>Return Trip P/up</b>	<b>Number of Trips</b>
December 3	100%	93.1%	62
December 10	100%	83.8%	74
December 14	100%	80.6%	56
December 18	95.4%	94.1%	56
December 28	100%	96.1%	54
<b>Averages/Totals</b>	<b>99.0%</b>	<b>89.5%</b>	<b>302</b>

### Goal 2: Passenger Trips (**A minimum of two one way trips per vehicle hour is the goal.**)

- A 1.50 one-way passenger trip per vehicle hour was achieved for the month of December. This data is for actual trips delivered, not scheduled. This does not meet the goal criteria. This data is for system wide service.

### Goal 3: Complaints (**Industry standard is 3 complaints per 1,000 ADA rides**)

- **December 2018:** There was 2 valid ADA Complaints registered with RTS or MV in December. (ADA rides provided through MV: 4460). Limit for the month of December is 12. This goal criterion was met for the month of December 2018.

#### **Categories and Responses for Service Related Issues:**

- OTP: 1
- Phone: 1

**Goal 4: Complaint resolution (Complaints are to be dealt with in 10 day time period.)**

- This goal was met for the month of December.
  - There were 3 commendations reported to MV & RTS for MV in the month of December.

**Goal 5: Safety/Accidents (1.4 accidents per 100,000 vehicle miles)**

**December 2018-** There were 1 preventable and 1 not preventable vehicle accidents and one passenger incident reported in December. There were 43,843 total vehicle miles (Limit of the month of December is 2). The goal was not met for December.

**1. Preventable-** Vehicle # 4069 - Passengers - 0

**Location:** NE 9<sup>th</sup> St. and 16<sup>th</sup> Ave., Gainesville FL

**Description:** Driver was forced to back up slightly at intersection due to truck making a wide left turn. As he slowly backed up he bumped the front bumper of the car behind him.

**Damage:** Very minor scrape to adverse bumper, > \$100, no damage to MV vehicle.

**Drug/Alcohol Test:** No

**Driver Cited:** No – Safety Points issued.

**2. Non Preventable-** Vehicle # 4069 - Passengers 4

**Location:** Hawthorne Rd. and SE 15<sup>th</sup> St., Gainesville FL

**Description:** Driver was in intersection when adverse ran red light and hit MV vehicle broadside. Drive Cam verified adverse at fault. Adverse fled scene, hit and run with no information to confirm adverse driver. All passengers and driver refused medical treatment at scene.

**Damage:** Damage to adverse unknown, MV vehicle \$4933.24

**Drug/Alcohol Test:** No **Driver Cited:** No.

**Passenger Incidents**

**1. Preventable-** Vehicle # 4065 - Passengers - 1

**Location:** 1000 SW 16<sup>th</sup> Ave., Gainesville FL

**Description:** Client caught toe of shoe in crack of lift as it was lowered. Very minor scrape, nursing home staff were notified and treated on scene.

**Damage:** None

**Drug/Alcohol Test:** No

**Driver Cited:** No – Safety Points issued.

**Goal 6: Phone reservations**

- The following is a monthly review of the Base Line Service call timeline. The data indicated is for the first “leg” of the incoming call.
- Reservation line shall not exceed an on-hold time of more than 2.5 minutes for 90% of calls received. The Customer Service line shall not exceed an on-hold time of 3.5 minutes for 90% of the calls received.
- Reservation Line hold times 2.5 mins max (150 Sec)

Calls In	Calls in Answered	Overall %
4424	3519	91.1%

# Ans <=30 sec	# Ans <=60 sec	# Ans <=90 sec	# Ans <=120 sec	# Ans >150 sec	% Ans <=30 sec	% Ans <=60 sec	% Ans <=90 sec	% Ans <=120 sec	% Ans <=150 sec	% Ans >150 sec
2265	292	198	129	635	51.20	57.80	62.27	65.19	67.38	8.93

- Customer Service Line hold times 3.5 mins max (210 sec)

Calls In	Calls in Answered	Overall %
3638	3150	97%

# Ans <=60sec	# Ans <=90sec	# Ans <=180sec	# Ans <=210sec	# Ans >210sec	% Ans <=60sec	% Ans <=90sec	% Ans <=180sec	% Ans <=210sec	% Ans >210sec
2431	216	161	52	117	67	73	82	83	3

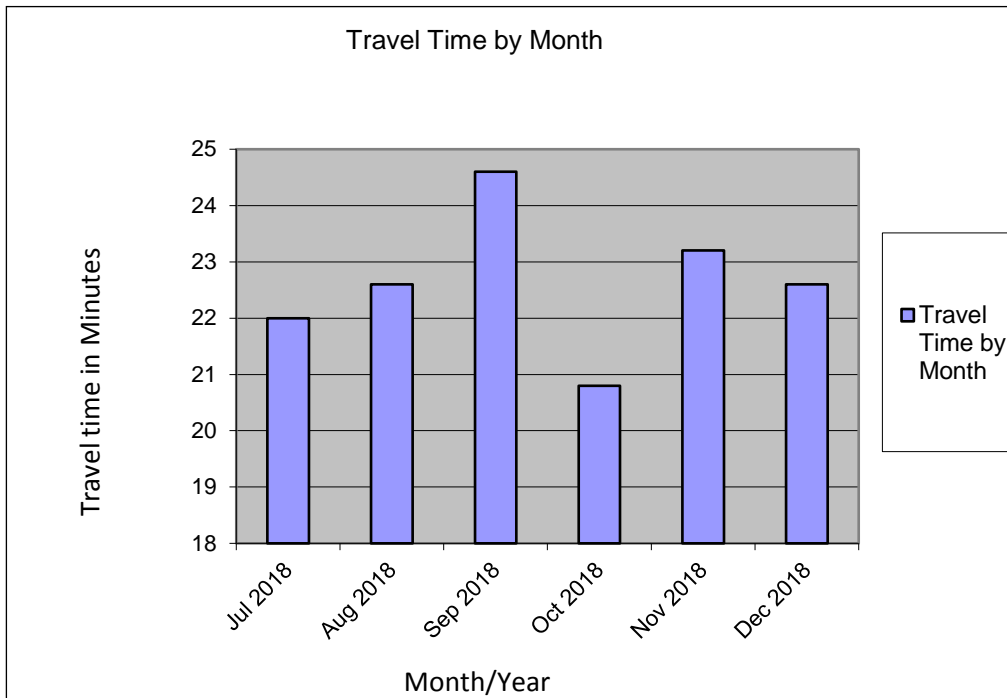
- **Phone Reservations:** The ADA goal criterion was met for the month of December.

**Travel Times**

**Goal 7: Travel times (Goal: Shall not exceed one hour per one way trip)**

**December 2018:** Average for the month of December 2018: 22.6 minutes.





- Note \* Samples were gathered from those rides that were reviewed for monthly on-time performance.

**Goal 8: Trip denials – (MV will provide 95% of all trips reserved during the appropriate time frame.)**

There were no ADA passenger denials for the month of December.

**Goal 9: Missed trips – (MV will have a 90% success rate for trip completion.) They achieved a 95.9% for ADA No shows.** There were no missed trips. There were 189 no-shows for ADA Paratransit trips for December. This goal was met for the month of December for ADA service. There were 204 system wide client no-shows for the month of December. They achieved a 97% for system wide No-shows. No-show goal data for system wide service was met.