

Performance Standard
Passengers per Revenue Hour (monthly productivity)
On-Time Performance (monthly productivity)
Missed Trip with Liquidated Damages (Trap 4)
Call Taker Hold Time
Calls Handled Rate (emailed Jacob- wall board daily)
Ride Length
Miscoding Missed Trips (emailed Jacob)

Incomplete
Reservation
Records

Preventable Accidents

Incentive:

Performance Standard

Passengers per Revenue Hour

On-Time Performance

Complaints

Liquidated Damages		Comments
Expected Performance	Liquidated Damages	
The rate of passengers per revenue hour shall be no less than 2.2.	Sliding Scale: 2.00-2.19 = \$1,000 1.80-1.99 = \$3,000 Less than 1.80 = \$5,000 This only applies to ADA Complementary Paratransit Service.	1.92
On-time performance shall be no less than 93%.	If on-time performance for a given month is less than 93%, a liquidated damage of \$3,000 shall be applied. This only applies to ADA Complementary Paratransit Service.	95%
Drivers are expected to arrive during the 30 minute pick-up window. Any trip in which the driver arrives 15 minutes or more after the 30 minute pick-up window and the customer no longer wants the trip shall be considered a missed trip with liquidated damages.	\$100 per occurrence. This only applies to ADA Complementary Paratransit Service.	4
The average daily caller hold time shall be two (2) minutes or less. Reservations and Dispatch are assessed separately.	\$50 per day if the average hold time exceeds two (2) minutes.	5
The average daily number of calls that are handled either in real time or from a holding queue shall be 85% or greater. Reservations and Dispatch are assessed separately.	\$50 per day if the average daily number of call handled is less than 85%.	8
All Scheduled rides for Complementary Paratransit service are not to exceed the same ride length on the equivalent fixed route service by more than 30 minutes.	\$100 per occurrence. This only applies to trips scheduled on the Complementary Paratransit Service.	17
All trips shall be properly coded. Any trip in which the driver arrives outside of the pick-up window shall be coded as a Missed Trip.	Any trip that should have been coded as a Missed Trip that is coded otherwise shall be assessed a liquidated damage of \$75. This only applies to ADA Complementary Paratransit Service.	1

All reservation records (e.g., client profile, subscription templates and, trip booking) must be accurate and fully complete.	\$50 per 100 inaccurate and/or incomplete records. Records must be rectified in 5 business days.	0
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The Contractor shall have no more than one (1) preventable accident per month	\$250 per preventable accident when the Contractor exceeds more than one (1) preventable accident in a given month.	0
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Incentive	
In those months where the passengers per revenue hour meets or	1.92
In those months where on-time performance meets or exceed 97%, an	94.67%
In those months where 0 valid complaints occur, an incentive of \$250	Pending

Costs	Notes
\$3,000	
\$0	
\$400	
\$250	Reservations: 2/2, 2/13, 2/18, 2/25, 2/26; Dispatch 2/11; no LDs on 2
\$400	Reservations: 2/2, 2/13, 2/18, 2/25; Dispatch 2/4, 2/11, 2/18, 2/19; r
\$1,700	See reports and COM 44186 (45 minute trip on FR took 1:59 on Para)
\$75	Willie Murray on 2/4

\$0	
\$5,825	
0	

\$0
\$0
\$0

no LDs on 2/15 due to inclement weather