



March 25, 2015

To: Fox Cities Transit Commission
From: Amy Erickson, Paratransit Coordinator/Operations Supervisor
Subject: Paratransit Oversight Update

Background: Paratransit oversight currently includes the following contracted transportation services:

- Valley Transit II, Connector, and Outagamie County Human Services Transportation provided by Running, Incorporated
- Outagamie County Specialized Employment and Rural demand response provided by Kobussen Buses, Ltd.
- Northern Winnebago Dial-A-Ride (including Neenah, Town of Menasha, and The Heritage) provided by Fox Valley Cab
- Darboy Call-A-Ride provided by Kidz Kab
- Downtown Appleton Trolley Service provided by Lamers Bus Lines
- Calumet County Rural Service provided by Calumet County
- New Hope Center provided by New Hope Center

Summary: Contractor oversight has continued to include annual site audits resulting in records collection for financial and safety audits. Those collections include; vehicle inspection/maintenance records, financial records to verify and maintain client trip/fare integrity, inspection of employee files related to Drug and Alcohol testing requirements mandated by the Federal Transit Administration (FTA). Additionally, random "Ride-a-long" inspections, weekly random telephone calls to our ADA provider to make sure calls are being answered and hold times are not excessive and periodic reviews of scheduling and trip booking data. Post trip telephone surveys to verify trips were actually provided and check client satisfaction are also conducted.

Site audits conducted in 2014 included Running, Inc., (Virocqua, WI and Downtown Appleton sites) Kobussen Buses Ltd., New Hope Center, and Fox Valley Cab. All four of the site audits resulted in satisfactory results, with no major findings.

Customer service complaints received and documented by Valley Transit staff result in corrective action plans being formulated and implemented with the applicable contractors. Currently, Running, Inc. is experiencing

some phone coverage gaps during the evenings and on weekends with their schedulers and dispatching areas. Valley Transit staff is working closely with Running, Inc. to resolve this issue as quickly as possible.

In 2015, Valley Transit will be working to improve the turnaround time for paratransit customer complaints, performing site audits with all contractors including Kidz Kab, Lamers Bus Lines, and Calumet County, and will be holding several provider meetings to discuss any corrective action plans and discuss specific findings.