REPORT TO THE LEGISLATURE

ON

METRO MOBILITY CUSTOMER SERVICE

PROCEDURE

Date 1992

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EXECUTIVE SUMMARY

This is the fourth annual report prepared in response to Minnesota Statute 473.386, Subdivision 2, Section C requiring the Regional Transit Board (RTB) to submit a report on Metro Mobility service quality to the Commissioner of Transportation and to the legislature. The stated purpose of this legislative mandate is to ensure that the Metro Mobility Administrative Center (MMAC), which is a part of the Metropolitan Transit Commission (MTC), establishes a customer service procedure which creates a system for registering and expeditiously responding to complaints by users, informing users how to register complaints, and requiring providers to report on incidents that impair the safety and well-being of users or the quality of the service.

Further, the legislative report is to address:

* customer service quality and provider reports;
* MMAC response to customer service quality; and
* steps taken by the RTB and MMAC to identify causes and provide remedies to recurring problems.

The RTB, the MMAC, and the providers under contract to provide Metro Mobility service, will continue to cooperate in focusing efforts on customer satisfaction. It is the goal of the RTB to make the Metro Mobility system even more responsive to customer needs, so that persons who rely on the service have the best possible access to it.

Performance Statistics

The Metro Mobility program has experienced a number of changes which have had a strong correlation to the number of complaints and commendations received at the MMAC. An increase in fare and a change in the trip assurance program resulted in an increase in complaints.

With the implementation of the Trip Assurance Program, virtually every rider is ensured a ride. Monthly customer service data indicates that the most prevalent complaint is late pick ups which is primarily due to increased scheduling of TAP. Passenger assistance, the second highest complaint category, indicates that timely arrival and quality of service provided is of importance to the ridership. Failure of a vehicle to show for a scheduled ride ranked the third highest complaint.

Summary of Consultant Report

In 1991, the RTB hired a consultant, Mary O'Hara-Anderson, to review Metro Mobility policies and procedures to determine how service quality and safety can be improved. The effort is an independent evaluation of existing Metro Mobility Administrative Center and provider practices and procedures to ensure that follow-up investigations occur with consequences and that customers receive satisfaction. The four objectives of the study relate to customer service and quality, safety, order taking and billing procedures, and policy decisions. The conclusions from this study have provided the RTB and the MMAC with useful information regarding Metro Mobility service, as well suggested ideas to improve customer service and safety. Key recommendations dealt with the compliance of data privacy laws and improving Metro Mobility eligibility criteria.

Highlights of 1991 Activities

Highlights of accomplishments during 1991 include:

* The RTB faced severe financial challenges after legislative budget reductions. Additionally, the Legislature stipulated that no funds could be transferred from other transit programs. Without sufficient funding, service levels were reduced to match available resources. Metro Mobility funds were reduced in RTB's revised budget by $4 million. A number of changes were made to offset the deficit, which impacted Metro Mobility service including an increase in fares and elimination of over-8-mile coupons.

    1. Regular route transit and Metro Mobility fares increased during the year, in April and July, respectively, in an effort to increase revenues for operating budgets. As a result of a Human Rights complaint about the Metro Mobility fare increase, a revised fare structure was implemented in November.

    2. The RTB over-8-mile coupon program, which subsidized fares for persons who travel long distances, was eliminated to comply with ADA requirements, which require that paratransit fares must be comparable to fixed route fares and are not based on trip length, and to offset the budget reduction.

* Other changes were made to Metro Mobility Trip Assurance Program (TAP) to improve service. TAP virtually ensures rides to all Metro Mobility certified riders. To ensure more on-time trips, trips placed in TAP had to be phoned in by 10:00 a.m. Providers were then allowed more time to schedule these trips into their schedule.

* Another TAP administrative change was made related to timely service during peak-hours. Metro Mobility providers have a 30-minute window in which to deliver rides. Metro Mobility providers were given a "60-minute window" for TAP rides only. This means that they must pick up a passenger within 60 minutes of the requested time and reach the destination within 60 minutes of the requested time. This allowed the provider to operate within compliance of the window.

* In compliance with ADA regulations and Minnesota Department of Human Services, RTB endorsed that personal care attendants who accompany Metro Mobility riders are no longer charged a fare.

* In July 1991, standing order fees were changed from a one-time fee to an annual fee in addition to an annual registration fee.

Americans with Disabilities Act Impacts on Metro Mobility

The Americans with Disabilities Act (ADA) rules and regulations were released in September, 1991. The ADA Paratransit Plan for the Twin Cities Metropolitan Area will be approved by the RTB and submitted to the Federal Transit Administration, formerly Urban Mass Transit Administration, in January 1992. Topics that will impact Metro Mobility are eligibility, service area, days and hours of service, response time, comparable fares, capacity constraints. Commencing in 1992, RTB staff will implement compliance with ADA regulations.

INTRODUCTION

This is the fourth annual report prepared in response to Minnesota Statute 473.386, Subdivision 2 , Section C requiring the Regional Transit Board (RTB) to submit a report on Metro Mobility service quality to the commissioner of transportation and to the legislature. The stated purpose of this legislative mandate is to ensure that the Metro Mobility Administrative Center (MMAC), which is a part of the Metropolitan Transit Commission (MTC), establishes a customer service procedure for registering and expeditiously responding to complaints by users, informing users how to register complaints, and requiring providers to report on incidents that impair the safety and well-being of users or the quality of the service.

Further, the legislative report is to address:

- customer service quality and provider reports;
- MMAC response to customer service quality;
- steps taken by the RTB and MMAC to identify causes and provide remedies to recurring problems.

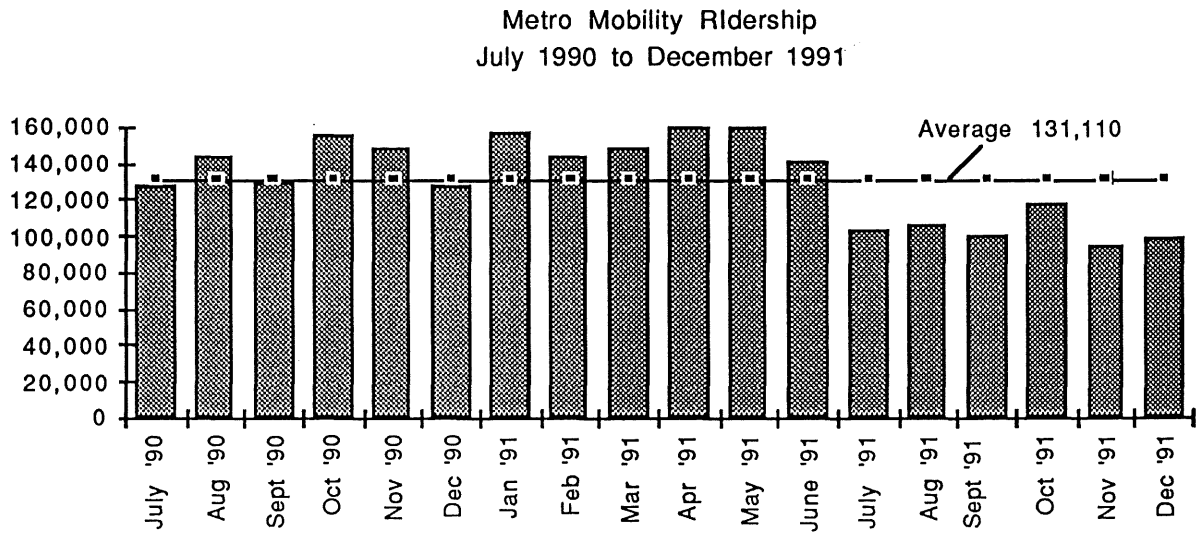
The remainder of this report is organized as follows:

* Description of the Metro Mobility customer service procedure to collect and resolve service quality reports (complaints);
* Customer research findings derived from MMAC monthly reports;
* Metro Mobility provider performance statistics which documents information about operational performance collected by the MMAC from customer service reports;
* July 1990-December 1991 changes made to the Metro Mobility program;
* An executive summary of Metro Mobility Customer Service Quality and Safety Report conducted by Mary O'Hara Anderson, disability consultant.

METRO MOBILITY PROVIDER PERFORMANCE STATISTICS

Historical Trends

The Metro Mobility program has experienced a tremendous amount of growth in ridership and the number of certified riders since its restructuring in 1986 by the RTB. In the months of May, 1988 through May, 1989, a total of 1,421,459 trips were provided to Metro Mobility riders by fourteen service providers, for a monthly average of over 109,000 rides. In the months from June, 1989 through June, 1990, a total of 1,626,411 trips were provided, resulting in a monthly average of over 125,000 trips. This is a tremendous increase in ridership of 16% for that year. The total trips from July, 1990 to December, 1991 were 2,359,978 averaging over 131,000 rides per month by thirteen service providers (National bought out Suburban and Morley in December, 1990). The present average monthly ridership is 10 percent higher from June, 1989 to June, 1990. The number of riders increased roughly proportionate to the increase in ridership. The last 18-month period had a 9% overall increase in the number of riders; from approximately 17,000 in July, 1990 to just over 19,000 by the end of December, 1991.



Since its inception, the Metro Mobility program has continued to grow. However, the figure above shows that Metro Mobility ridership has declined noticeably since June, 1991. A significant factor to the decrease in ridership was the 100% increase in rider fares on July 1, 1991. (Even though fares were restructured again in November, confusion of the fare structure has kept ridership from rebounding.) Average ridership has decreased roughly over 41,800 trips per month. Secondly, several day training and habilitation centers discontinued use of Metro Mobility on July 1, 1991. This alone affected Metro Mobility ridership by 1,100 rides each day.

Complaints

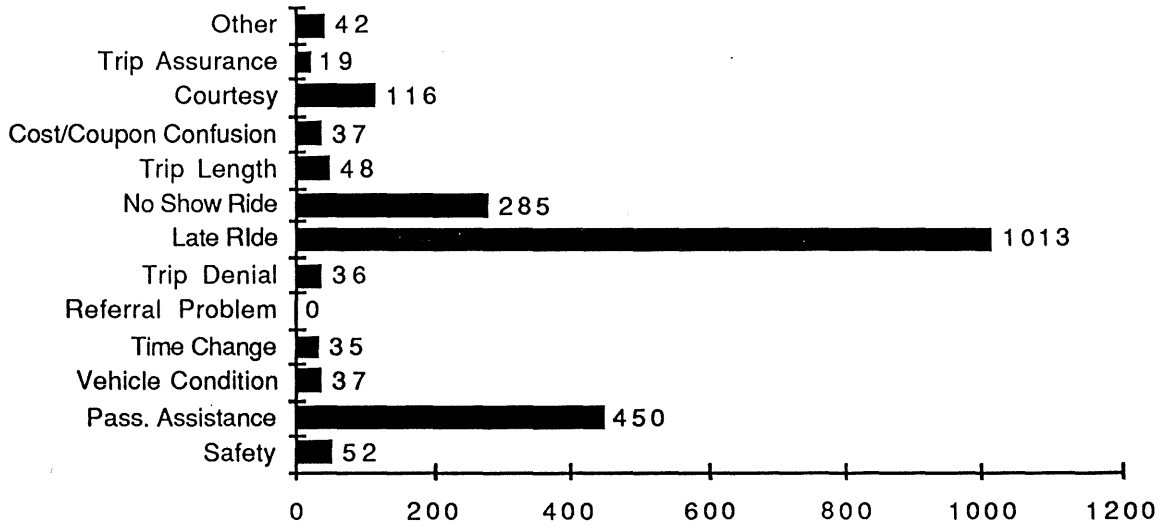
The percent of complaints has increased slightly as the total trips decreased. In the months from July, 1990 to July, 1991, the monthly average number of complaints to the total trips per month was .09%, or nine complaints per 10,000. After the fare increases and changes in TAP, the last six months of 1991 resulted in a monthly average of .10% complaints to the number of trips. The average number of complaints throughout this 18-month period was approximately 120 per month.

Response time to customer complaints averaged approximately 2 days from the date the complaint was filed. The MMAC contacts a customer within one day of receiving a complaint and most problems are resolved in one to two days.

Types of Complaints

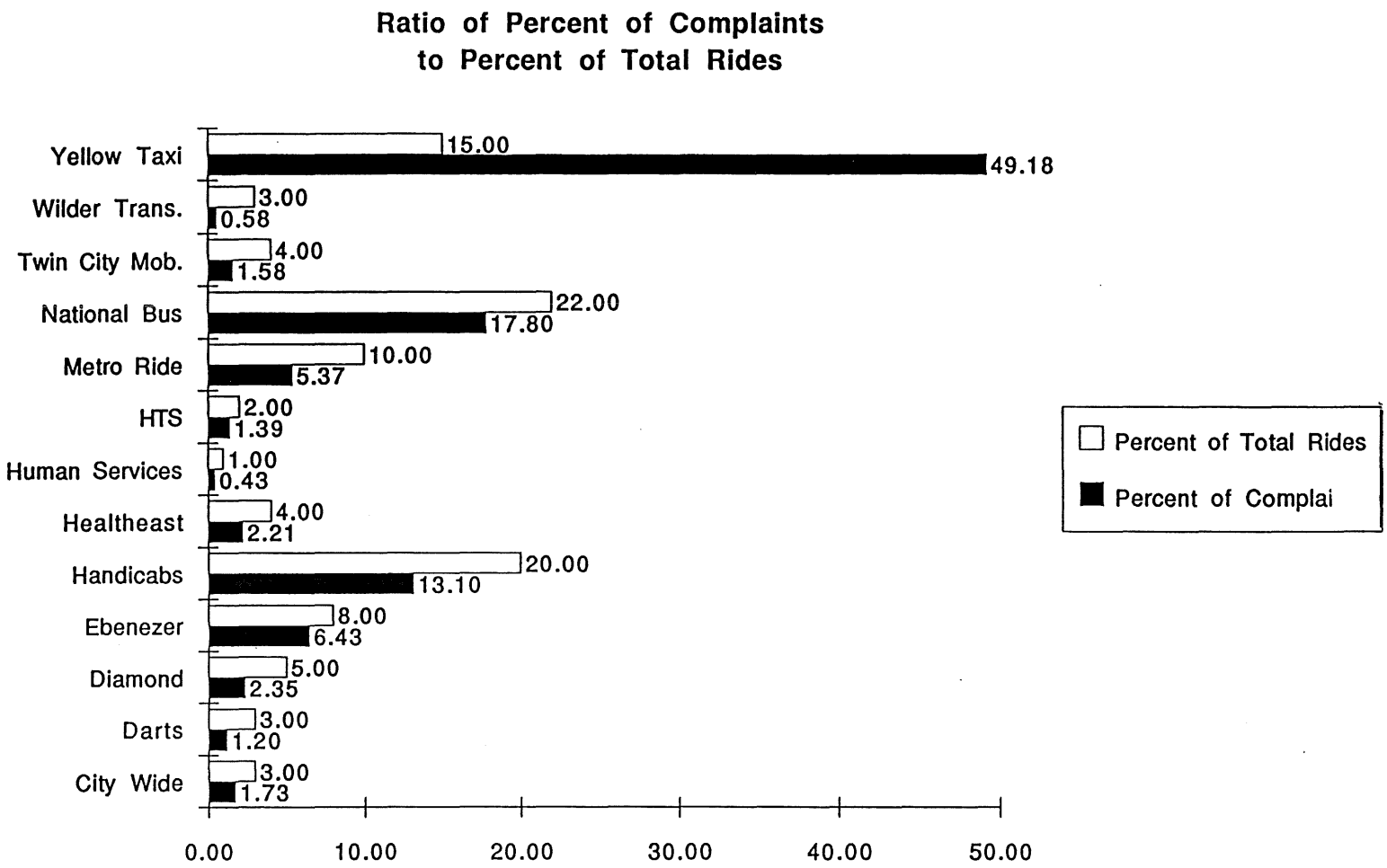
The types of complaints reflected the numerous program changes in Metro Mobility. The number of complaints peaked in May, 1991 with a total of 170 complaints. This can be attributed to the increased demand of rides which were placed in the TAP. Increasing the timeframe from a 30 to a 60 minute window has reduced scheduling constraints for providers and has decreased the number of complaints from riders. Overall, late rides and passenger assistance concerns accounted for the majority of complaints. Passenger assistance complaints are those concerned with the quality of service, as opposed to complaints regarding the ability to access the program. No show rides, which had the third highest number of complaints, were relatively small to the actual number of rides - .01 percent of the average number of rides. No show ride complaints are made by customers when a provider has not arrived to pick them up at the scheduled time, and has not called them to cancel. This often occurs because of misunderstandings in pick up times.

Total Complaints by Category
July 1990 to December 1991



Complaints Towards Providers

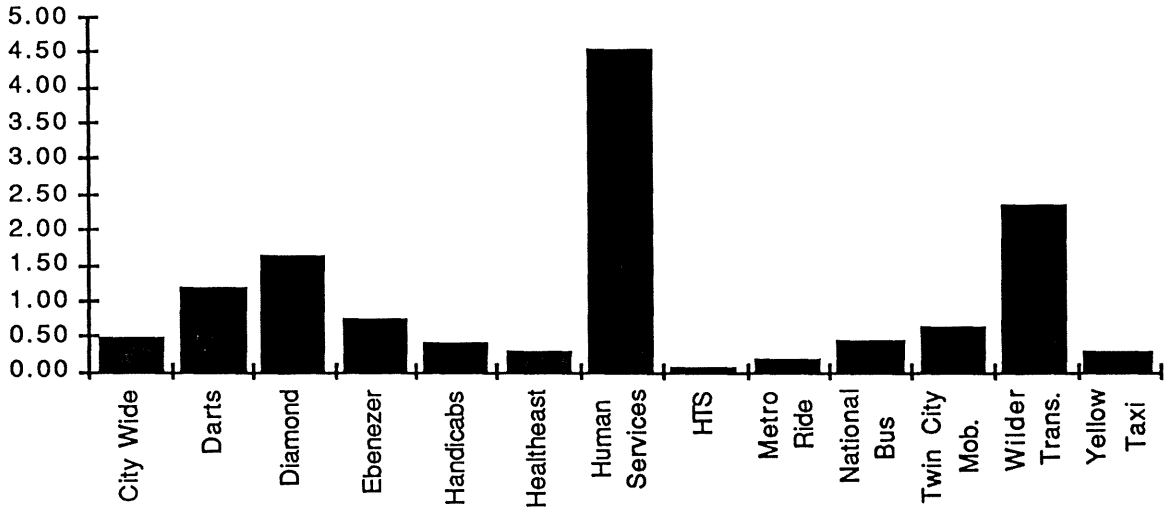
As seen in the following figure, the majority of the complaints were directed to the largest taxi provider in the program, Minneapolis Yellow Taxi. Recent efforts by the MMAC and the provider have resulted in fewer complaints (approximately 9 percent fewer complaints over the last two years) than past years of Yellow Taxi service.



Commendations

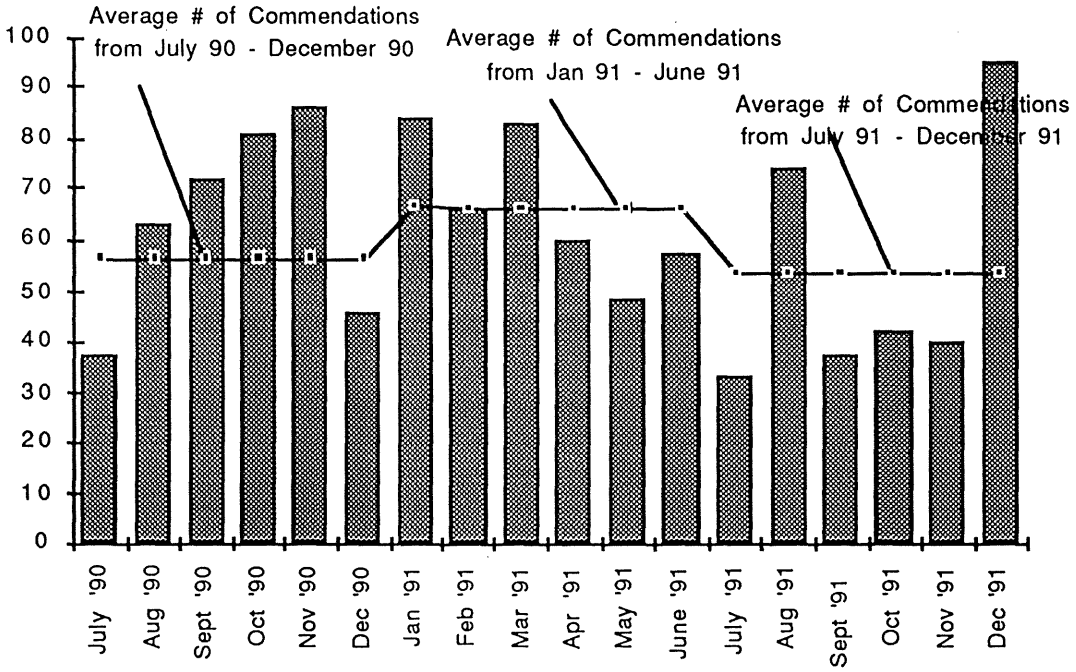
Although the MMAC receives many complaints from customers reporting about problems with the Metro Mobility program, it also receives many commendations for the program. Human Services, Inc. received the highest ratio of commendations per total number of rides.

Percent of Commendations to Total Number of Rides



Throughout the 18-month period from July, 1990 to December, 1991, MMAC averaged 60 commendations for Metro Mobility per month. As indicated in the following chart, the highest number of commendations, averaging 66.3 per month, were made during the period of January, 1991 to June, 1991.

Commendations
July 1990 to December 1991



Incidents and Accidents

From July ,1990 to December, 1991, there were 253 incidents or accidents reported by the MMAC. This includes any accident involving personal injury or property damage as well as any significant incidents occurring during the provision of Metro Mobility service. Of these reported incidents/accidents, 52 percent resulted in personal injury, 35 percent in vehicle damage, 5 percent in property damage, and 8 percent were classified as "other" occurrences.

The "other" category includes such occurrences as accusations of robbery or improper touching by either the driver or passenger, a vulnerable person dropped off at a wrong address, passenger reported missing, harassment by passenger or driver, and driver bitten by dog.

The MMAC currently ranks each of the incidents/accidents by its severity. For instance, during this period, of the 133 accidents/incidents resulting in personal injury, 122 were ranked as minor, 7 as moderate, 3 as substantial and 1 as major.

The Metro Mobility program's safety record has been good. Overall, the ratio of incidents/accidents to trips provided is .01 percent yet MMAC has continued to find ways to improve overall program safety. Most recently, MMAC has provided the field observer with a pager to improve availability to situations requiring safety inspections.

Conclusion

With the onset of ADA and in response to program budget constraints, the Metro Mobility program has had to make changes. As indicated in the previous statistics, Metro Mobility riders have fluctuated in ridership in response to the changes in the program.

The Trip Assurance Program, which was originally implemented in July, 1990 was the RTB's response to a problem with trip denials. The program has undergone some difficult growing pains and unforeseen problems. With an increased number of rides increasing the demand of trips from providers, on-time scheduling presented the major problem. Increasing the time from 30 to 60 minutes for providers to accommodate an on-time ride reduced scheduling constraints. An unexpected problem in the TAP was a significant number of trips in excess of the average number of Metro Mobility miles. This caused providers to make more, longer unprofitable trips.

Existing problems within the Metro Mobility program are constantly monitored and changes will be made to addressing these problems.

SUMMARY OF METRO MOBILITY CUSTOMER SERVICE QUALITY AND SAFETY REPORT

The RTB hired a consultant, Mary O'Hara-Anderson, to review Metro Mobility policies and procedures to determine how service quality and safety can be improved. The effort was an independent evaluation of existing Metro Mobility Administrative Center and provider practices and procedures to ensure that follow-up investigations occur with consequences and that customers receive satisfaction. The four objectives of the study relate to customer service and quality, safety, order taking and billing procedures, and policy decisions. The conclusions from this study have provided the RTB and the MMAC with useful information regarding Metro Mobility service, as well suggested ideas to improve customer service and safety.

Customer Service and Quality

A number of recommendations were made to improve customer service and quality. Due to some changes in the Metro Mobility program and changes in fare structure, communications to and from Metro Mobility customers has increased. It was recommended that a new position should be developed to take calls, document information, route calls to other staff, and give out accurate information about the program. Additionally, it was recommended that all staff who answer phones be educated in handling complaints in a consistent and courteous manner. Overall improvements to customer service and quality will tend to improve customer relations. Eligibility criteria should be revised to provide only objective information. Certification of eligible riders for Metro Mobility should be handled by a panel of medical professionals. The information received on applications should be given under the Tennesson Warning under data privacy laws requiring staff to have knowledge of data privacy laws.

Safety

The report included recommendations related to specific safety-related knowledge and skills in safety sensitive job positions. Concerns were primarily directed at reporting vehicle safety violations and reporting a timely response to the violations. It was suggested that safety issues must be addressed quickly to prevent accidents from happening.

Order Taking and Billing Procedures

The consultant recommended an increase staff in computer data processing to fully utilize and make more efficient the handling administrative procedures. It was also suggested that all new standing orders should be checked against accessible bus routes to determine if the bus system can provide the requested trips.

It was concluded that streamlining and reorganizing administrative procedures will save time and increase program efficiency. Customer forms need to be revised to comply with data privacy laws.

Policy

The roles of the RTB, MN/DOT, MMAC, Metropolitan Transit Commission, Minnesota Department of Public Safety need to be clearly defined for the implementation of the Metro Mobility program. It was recommended that MMAC utilize and solicit from the agencies listed above to develop better relationships and build upon their expertise.

Conclusion

The staff of the RTB and MMAC are presently working to incorporate recommendations of the consultant's report in a timely manner. An immediate effort , while simultaneously conforming with ADA requirements, has been to set up an eligibility certification task force to prepare new eligibility evaluation criteria. (See Americans with Disabilities Section for more information.)

CHANGES IN METRO MOBILITY PROGRAM
July 1990 to December 1991

The 1991 Minnesota legislature appropriated $25 million to be spent on Metro Mobility; a $4 million shortfall of the $29 million program cost. It also restricted the RTB from using other funding sources to supplement the state appropriation. Additionally, the 1990 Metro Mobility budget had a $1.2 million shortfall from the prior year. To operate within available funding levels, changes were made in the Metro Mobility program. Efforts were made to make changes which would least negatively affect customers and maximize the number of rides available to them. The changes that were made were designed to coincide with ADA requirements.

Fare Increase

Both regular route and paratransit service fares increased during the year of 1991, in April and July, respectively. A Human Rights complaint was filed with the Minnesota Department of Human Rights against the increase in paratransit fares asserting that paratransit riders were subjected to a substantially higher fare increase than regular route riders. As a result of the findings, a new fare structure was implemented in November, 1991.

Elimination of Over-8-Mile Coupon

The over-8-mile coupon program was implemented in 1987 to subsidize long distance trips for riders. The program required significant cost and MMAC administrative effort. Elimination of this program resulted in cost savings to the Metro Mobility program and became consistent with ADA requirements; i.e. paratransit fares be comparable to fixed route fares and are not based on trip lengths. The estimated number of riders that was affected by this change is forty riders a day.

Trip Assurance Program Changes

The trip assurance program (TAP) which began implementation in July, 1990, was renewed as part of 1991 contract renewals. This program would provide all trips requested by certified Metro Mobility riders. Riders request a ride from their provider the day before service is needed. If the provider cannot fill the request, the provider enters the trip into the Metro Mobility computer and then any of the other Metro Mobility providers are able to pick up the trip if it fits better into their schedule. The trip is assigned by MMAC if it is not picked up by one of the providers. The program was modified on July 22, 1991, to ensure orders are placed by 10:00 a.m. to allow a time deadline for more efficient scheduling. Passengers are called back and advised of time changes and/or provider change.

The number of denied trips, or trip assurance trips, and complaints on late trips grew considerably from the start of the program in July, 1990 through May, 1991. Metro Mobility providers had a difficult time meeting the demand for peak-hour service within a "30-minute window." As of January 1, 1991, providers began providing a "60 minute window" for TAP rides only. This means a provider must pick up a passenger within 60 minutes of the requested time and reach the destination within 60 minutes of the requested time. As long as a Trip Assurance ride is delivered within this 60-minute window, providers are in compliance with the terms of their contract. Approximately 2,800 trips per month have been placed in TAP since July, 1990.

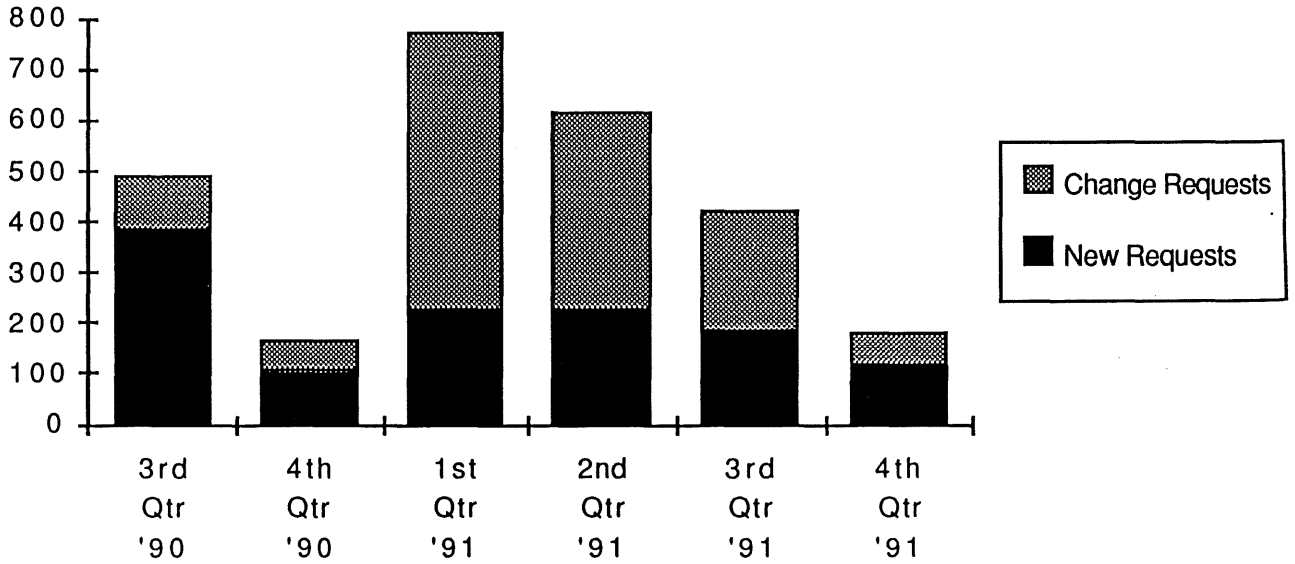
The average TAP trip distance per month during this period has increased from approximately 8 miles when the service started in July 1990 to the present 9.2 miles. The average Metro Mobility trip distance is 6.2 miles.

Elimination of Escort Fares/Subsidies

Eventually, two more service changes affected Metro Mobility riders; elimination of fare/subsidy for escorts and implementation of an annual/renewal fee for standing orders. Until July 1991, Metro Mobility providers received a subsidy for an escort who accompanied a certified rider. As a cost saving measure, the RTB eliminated escort subsidies. In September 1991, in compliance with the ADA final rule, "personal care attendants" and companions who serve in that function were no longer charged a fare for escorting a rider.

Implement Annual Standing Order Fee

Before July, 1991, riders paid a one-time fee of 10 dollars for a standing order. A standing order is the same trip from and to the same location a minimum of three days. After July 1991, new standing orders initially cost the initial 10 dollars and an annual 10 dollars has been added to the annual registration fee. Standing orders have decreased from 57% of total rides per month before July 1991 to 51% in the last six months of 1991. Additionally, several day training and habilitation centers discontinued use of Metro Mobility in July 1991 for transporting their clients to and from centers and entered into private agreements with carriers for transporting their clients at presumably less cost. The impact of these two developments resulted in a decrease in standing orders as well as a decrease in change of standing order requests. See the following figure.



AMERICAN WITH DISABILITIES ACT
IMPACTS ON METRO MOBILITY

The Americans with Disabilities Act, ADA, was signed on July 26, 1990, after two years of consideration in Congress. It was enacted to address the problem of discrimination against individuals with disabilities in such areas as employment, housing, public accommodations, education, transportation, recreation, and access to public services. Rules and regulations of the ADA were released in September, 1991. The ADA Paratransit Plan for the Twin Cities Metropolitan Area was approved by the RTB and submitted to the Federal Transit Administration in January, 1992.

Currently, the Metro Mobility program, with only a few exceptions, meets and generally exceeds the ADA requirements. The proposed, modified service will be developed to ensure that all ADA requirements are met. With minor modifications, the ADA requirements will be fully met by 1995.

Service Area

The Metro Mobility service area has been expanded during the last five years to include the entire Metropolitan Transit Taxing District. Most areas, except for sparsely populated communities, are served by three or more providers, and the rider may choose among them. See Metro Mobility Provider Information in Appendix B for a list of communities served by the providers.

Federal law only requires that paratransit services for persons with disabilities be provided in a comparable manner with regular route transit service. The basic service area is a corridor centered on the fixed route and extending 3/4 of a mile to either side of the route. Corridors can be extended up to 1 1/2 miles on either side of the fixed route. As proposed, Metro Mobility will serve eligible individuals within the mandated ADA core area. The figure in Appendix B depicts the mandated ADA core area.

Eligibility/Certification

The Metro Mobility program currently has an established certification standard and an eligibility process in place. Generally intended for those who are unable to use regular route transit as it exists today, eligibility is determined by meeting one of six criteria. However efforts are underway, as required by ADA regulations, to revise this standard and process of determining who is eligible for ADA paratransit service, as specifically defined by ADA, and for what trips.

Service Hours, Days of Service and Response Time

Service hours and days of service are defined in the Description of Metro Mobility Customer Service Procedure section. The time in which vehicles may arrive to the scheduled pick-up may be up to 15 minutes prior to the scheduled time. A driver is required to wait five minutes for the rider. The MMAC has a "No Show" policy. If a rider does not show up for scheduled rides three times within a 30-day period, the rider is advised s/he may be suspended from the service for 30 days.

To comply with the ADA regulations, the RTB will institute a policy in March, 1992 that sets a 14-day advance reservation period.

Fares

Currently, Metro Mobility fares are exactly double the applicable fixed route fares. New charges were introduced: a peak fare charge and a zone-crossing charge which are twice mainline charges and occur at the same times and in the same places. Any future Metro Mobility fare changes will be implemented in concert with planned fixed route fare changes. It is expected that fares will remain exactly double the applicable fixed route fares.

Trip Purposes

There is no restriction on trip purpose for Metro Mobility service. The implementation of ADA will not affect this type of service.

Capacity Constraints

The Metro Mobility has operated without capacity constraints since implementation of a trip assurance program in July 1990. No capacity constraints will be imposed for the proposed Metro Mobility service in the future. Currently, riders who call before 10:00 a.m. the day before are guaranteed a ride. In 1992, the RTB proposes to apply the TAP in only the ADA mandated core service area. It is also expected that the requirements for calling in by 10:00 a.m. the day before will be eliminated.

On Monday, January 13, 1992, the Regional Transit Board will hold a public hearing to hear comments on the draft ADA Paratransit Plan.

APPENDIX A

Summary
of
Metro Mobility
Customer Service Quality and Safety
Report

METRO MOBILITY
CUSTOMER SERVICE QUALITY AND SAFETY REPORT

SUMMARY REPORT

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Introduction

The Regional Transit Board (RTB) hired a consultant to review Metro Mobility policies and procedures to determine how service quality and safety can be improved. The effort is an independent evaluation of existing Metro Mobility Administrative Center (MMAC) and provider practices and procedures to ensure that follow-up investigations occur with consequences and that customers receive satisfaction.

Objectives

The Regional Transit Board developed four objectives for the study.

1. Customer Service and Quality

   Identify strengths, weaknesses and issues regarding MMAC procedures for accepting, documenting and responding to requests for certification, inquiries and complaints regarding Metro Mobility service.

2. Safety

   Identify safe and unsafe practices and provider compliance with contract responsibilities that ensure the safe transport of Metro Mobility customers.

3. Order Taking and Billing Procedures

   Identify ways to streamline MMAC's policies and procedures for taking orders and billing and determine if current policies are being adhered to.

4. Policy

   Identify situations that can be improved by policy decisions made by the Regional Transit Board and improve understanding of roles and responsibilities between participating agencies and organizations.

The research devised to meet the study objectives involved review and assessment of existing policies and procedures to determine the impact of these policies and procedures on customer service and safety. All previous consultant reports related to Metro Mobility were reviewed. Interviews were held with MMAC employees involved with all areas of operation, Metro Mobility customers, providers, and drivers. Over 300 Metro Mobility

rides were observed both as a passenger and from other vehicles. Customer complaints were tracked through the process to measure accountability. Phone calls were made to MMAC to test customer service. Medical forms were sent to doctors to fill out to test the appropriateness of the forms. Internal and external memorandums, operational data and future were reviewed.

Overview Summary

Metro Mobility is the largest demand-responsive door-through-door transit service of its kind in the United States. Since its restructuring in 1986, the Metro Mobility program has experienced tremendous growth in the size of its service area, the number of certified riders, and the total monthly ridership. Demand for the program is growing 10 to 15 percent annually. Approximately 19,000 people are certified to use Metro Mobility.

As the demand for the program increases, so do safety, service, administrative, and policy concerns. The current Metro Mobility system has evolved over time with increased efficiency. This report contains a number of opportunities and recommendations for improvement.

Significant Findings and Recommendations

The significant findings and recommendations were prepared to address the objectives of the research project and several other issues that surfaced when the research plan was implemented. They have been organized by the following topics:

1. Customer Service and Quality
   - A. Handling Customer Complaints
   - B. Communication and Education
   - C. Driver Contact
   - D. Data Privacy Laws
   - E. Eligibility Criteria
   - F. Transit Service Improvements

2. Safety
   - A. Vulnerable Adults
   - B. Contract Compliance
   - C. Employee Hiring and Training
   - D. Vehicle Safety Violations

3. Order Taking and Billing Procedures
   - A. Computer
   - B. Forms
   - C. Reimbursements

4. Policy Issues
   A. RTB/MTC/MMAC Coordination and Responsibilities
   B. MMAC Staff Structure
   C. Functional Program Policies

Findings: Customer Service and Quality

Metro Mobility customers have special needs. Over the last few years, communication with Metro Mobility customers has increased. However, there are areas where customer service can be improved.

Handling Customer Complaints:

- Customer complaints are not handled in a timely fashion, allowing the same complaint to resurface and have to be dealt with a number of times by a variety of staff members.

- Phone contact with customers is rushed, inconsistent messages are sent by MMAC staff, and customers are often put on hold for long periods of time.

- Many customers are afraid of complaining about the service as they fear they may lose their transportation.

Communication and Education:

- Riders, care givers, housing operations, medical professionals, and social service agencies are confused about how Metro Mobility works and who is eligible to use Metro Mobility.

- Riders, care givers, housing operations, medical professionals, and social service agencies are confused about the differences between Department of Human Service Medical Assistance trips and Metro Mobility.

Driver Contact:

- For many customers, the definition of Metro Mobility is the driver and the vehicle.

- Customers receive most of their information about the Metro Mobility program from drivers.

- Drivers are not always well informed about Metro Mobility policies or program changes.

- Drivers are not consistent in their fare collection, which confuses riders and often results in loss of revenue.

Data Privacy Laws:

- Data privacy laws are not being adhered to throughout the program.
- Personal information about customers is exchanged freely between the MMAC, medical professionals, providers and drivers.
- Data privacy laws require the Tennesson Warning be given to all Metro Mobility applicants, which lets applicants know who may be receiving their personal information.

Eligibility Criteria:

- The existing criteria are unclear and interpreted differently by different individuals.
- There are inequities in the eligibility process as some medical professionals are unfamiliar with the program and have a desire to help their patients access special services.

Transit Service Improvements:

- Many customers do not require door-through-door service.
- Some senior citizens living in senior housing use Metro Mobility for shopping trips as a convenience.

Recommendations: Customer Service and Quality

Handling Customer Complaints:

- More staff time should be dedicated to customer service and dealing with complaints.
- MMAC and MTC staff must be trained to answer the phone with courtesy and to handle each complaint following the same pattern.
- All MMAC and MTC staff on phone duty should have adequate knowledge of the program to answer programmatic questions correctly. Topical fact sheets could be developed for phone use.

- Customers must be encouraged to voice their complaints so they do not feel threatened and program trouble spots are identified.

- To better utilize resources, Metro Mobility complaints should be handled by the MTC Customer Service department.

Communication and Education:

- The senior community should be educated about who is eligible for Metro Mobility and should be made aware of other transportation options available to seniors.

- An advisory should be issued to the medical community explaining what Metro Mobility is and who is eligible. Background should be supplied about the program's budget hardship and struggle to provide rides to people who really need them.

Driver Contact:

- Drivers need to be trained in customer service, the power of positive attitudes, communication styles, and Metro Mobility program policies.

- The *Metro Memo* newsletter should be distributed to all drivers so they are aware of program changes and the messages that have been sent to customers.

- Providers need to make sure drivers are charging the correct amount for each trip and treating each customer in the same way.

Data Privacy Laws:

- The MMAC, MTC and providers should have data privacy training to understand current laws and the purpose for protecting customer privacy.

- Barriers should be constructed to the computer to prevent private information from being accessed by unauthorized staff.

- Medical forms should be changed to require only necessary information and these forms should be reviewed only by authorized staff.

- The data privacy laws require that the Tennesson Warning be given to each Metro Mobility applicant.

Eligibility Criteria:

- The eligibility criteria should be revised. (The Americans with Disabilities Act should be used as a guideline for criteria.)
- A certification panel should be established to ensure criteria is applied in a consistent manner.
- All current Metro Mobility customers should be recertified based on the new eligibility criteria.

Transit Service Improvements:

- Metro Mobility taxi service should be allowed to provide curb-to-curb service rather than door-through-door service to save time and meet customer needs.
- Mainline buses should be re-routed to senior citizen and disabled housing to lessen the demand on Metro Mobility.
- The MMAC should track all rides to determine if Metro Mobility trips can be replaced by bus service.

Findings: Safety

The Metro Mobility customer population includes people who are vulnerable adults, easily confused individuals, and people with mobility limitations. Therefore, the issue of safety includes more than careful loading and unloading and operation of vehicles. Safety encompasses a broad range of program areas.

Vulnerable Adults:

- Metro Mobility customers depend on drivers for reassurance and protection from danger in addition to their ride.
- Customers have been left unattended by drivers.
- The policies on the use of aides and escorts are unclear.

Contract Compliance:

- Provider contracts are not consistently and equitably enforced.

- All violations are not identified in the current policy and procedures manual.

- Consequences are not clear for Class A and Class B violations.

- MMAC is not strictly administering the program's regulations and procedures.

Employee Hiring and Training:

- MMAC staff do not have the necessary knowledge to perform their jobs as well as possible. The MMAC safety administrator and field observer do not have the mechanical knowledge to prevent faulty equipment from creating accidents. The MMAC should have access to all MTC staff.

Vehicle Safety Violations:

- Vehicle safety violations are not always reported or acted on in a timely fashion.

- Providing as many rides as possible outranks vehicle safety as the top priority.

Recommendations: Safety

Vulnerable Adults:

- Drivers need training to better understand their responsibility in protecting customers against danger as well as ways to offer reassurance and make the customer comfortable.

- The field observer should make observations on driver responsibility in regards to the customer and reprimands should be given to a driver who is found abandoning a customer or otherwise neglecting a customer.

- Examine other transit option for serving vulnerable adults.

Contract Compliance:

- Need to develop comprehensive contract enforcement procedures manual and implement the procedures.

- All violations must be identified in the policy procedure manual.

- Consequences must be developd and communicated for Class A and Class B violations.

- The MTC must enforce the MMAC's administration of the program's regulations and procedures.

MMAC Employee Hiring and Training:

- Firm job descriptions containing specific safety-related job skills and knowledge need to be written for the safety administrator and field observer positions.

- Current safety administrator and field observer need education to enable them to find faulty equipment and take it out of service.

- The MMAC should have access to MTC staff for vehicle safety inspections and other technical functions.

Vehicle Safety Violations:

- MMAC staff and Metro Mobility drivers need the support of management to operate safely at all times regardless of the rides not given or disruption a slowdown in service might cause.

- A unit should be established at the Department of Public Safety/Mn/DOT that would investigate and immediately take action on vehicle safety violations.

- A system should be developed for initiating financial penalties to providers if they continue to use vehicles that do not pass inspection.

- Performance indicators should be developed to identify and track safety problems and corrections.

Findings: Order Taking and Billing Procedures

Administrative procedures take up too large a portion of staff time and are confusing to customers and providers. Procedures should be standardized and streamlined to ensure consistency and free up staff time for handling customer complaints. Staff needs additional training to make the best use of the computer's capability and eliminate time-consuming procedures currently being carried out manually.

Computer:

- Progress on computer enhancements/changes is slow.
- MMAC staff are not knowledgeable about computer functions, programming and possible usage.
- The MMAC rider liaison unit is not automated requiring all complaints and customer feedback to be handwritten and filed.

Forms:

- Customer forms do not comply with data privacy laws.
- Forms are confusing and interpreted in a variety of ways.
- Medical verification forms do not obtain adequate information.
- MMAC does not have an efficient process for tracking internal information.

Recommendations: Order Taking and Billing Procedures

Computer:

- RTB should set a timetable and deadline for completion of the computer enhancement/changes project.
- The MTC Information Services Division should be involved in Metro Mobility computer operations.
- The MTC and the MMAC should explore the use of the MTC's mainframe computer for MMAC functions.
- The MMAC rider liaison unit must use the computer to record customer feedback and ensure an adequate response is given to the customer.
- All new standing orders should be checked with bus routes to determine if the bus system can provide the requested trips.
- The MMAC should hire a full-time data processing computer expert to fully utilize computer capabilities.

Forms:

- Customer forms must be rewritten to comply with data privacy laws.
- Forms must be rewritten and tested for clarity.
- Medical verification forms need to be changed to include adequate information.
- Forms could be developed for in-house use by MMAC to process complaints and perform other daily tasks.

Findings: Policy Issues

The roles of the various organizations involved with the Metro Mobility program need to be clearly defined. The RTB is too often pulled into operational matters that are the responsibility of the MMAC and MTC. Policy matters are not always referred to the RTB for rulings. Outside expertise should be sought from appropriate parties, including Mn/DOT and the DPS, to enhance staff capability. Policies differentiating Metro Mobility and Limited Mobility programs must be clearly defined and adhered to. The RTB should designate a liaison to be responsible for seeing that policy recommendations are implemented.

RTB/MTC MMAC Coordination and Responsibilities:

- The MMAC needs help making operational decisions and depends on the RTB for help.
- The MTC does not get involved in Metro Mobility decisions or make Metro Mobility a priority even though they are the contract holder. (The MTC expects the MMAC to make the operational decisions without MTC assistance.)
- The MMAC and MTC do not refer important policy decisions back to the RTB for rulings.
- The RTB's Transit Accessibility Advisory Committee spends too much time on operational issues and not enough time on policy issues.
- The MMAC does not utilize the transportation and safety expertise of Mn/DOT or the Department of Public Safety.
- The MTC does not have a strong disability perspective within the staff.

MMAC Staff Structure:

- MMAC staff are busy doing a variety of tasks, but have difficulty focusing on their assignments.
- MTC light duty staff do not have adequate information to be working at the MMAC.
- Some MMAC staff are inadequately trained to meet the expectations of their job responsibilities.

Functional Program Policies:

- Customers who are capable for taking the bus to take advantage of the Limited Mobility program are also using Metro Mobility.
- The escort policy is not defined and confusing to drivers and customers.
- Non-medical personnel have waived medical personnel recommendations.
- It is unclear as to how some Developmental Activity Centers are using Metro Mobility service.

Recommendations: Policy Issues

RTB/MTC/MMAC Coordination and Responsibilities:

- The MMAC needs help with operational decisions and should solicit the MTC for assistance.
- The MTC should work on operational challenges with the MMAC and refer policy decisions back to the RTB.
- A memo of understanding should be developed between the RTB and the MTC that outlines roles and responsibilities of all the program's policy and operations participants.
- The MTC should organize an advisory committee made up of Metro Mobility customers and providers to advise the MMAC about operational issues.

- A better relationship should be developed between MMAC staff and Mn/DOT and Department of Public Safety staff in order to use the expertise of transportation professionals outside the Metro Mobility program.

- The RTB should send letters of support for Mn/DOT's proposed rule for special transportation.

- The MTC should hire a disability representative to assist in the Metro Mobility program and other MTC programs.

- The RTB should require Metro Mobility orientation for all MMAC and MTC employees.

- The MTC/RTB contract for the MMAC should be on the same schedule as the Metro Mobility providers. (A three-year contract with yearly renewals.)

MMAC Staff Structure:

- MMAC job assignments should be delineated so each employee focuses on one or two major areas of emphasis.

- MTC light-duty staff should get an overview of the Metro Mobility program before starting work and a daily rundown of current issues they may need to be aware of.

- Hiring for MMAC staff should be done carefully to make sure employees have enough background or knowledge to handle their jobs.

Functional Program Policies:

- The MTC's Limited Mobility Program needs to be eliminated from the MMAC's administration and a marketing/communications effort should be started so MTC and Metro Mobility customers understand the program.

- The escort policy needs to be written clearly and communicated to providers, drivers and customers.

- Non-medical personnel should not be judging the opinions of medical personnel or changing medical classifications in order to provide Metro Mobility service.

- The MMAC should investigate how some Developmental Activity Centers are utilizing Metro Mobility services. The results of this study should be presented to the RTB.

Conclusion

The results from this study have identified customer service and quality improvements, safety concerns, administrative procedures and policy issues that need to be addressed.

The current Metro Mobility system has evolved over time with increased efficiency. Yet, there are a number of opportunities for improvement. Safety issues must be addressed as quickly as possible in order to prevent accidents from happening. Streamlining and reorganizing administrative procedures can save time and increase program efficiency. Improvements made to customer service and quality will continuously provide customers with positive experiences with the program. The report contains a variety of recommendations for clarifying the responsibilities of the organizations that have a role in managing and operating the program. An ongoing commitment by the RTB will be necessary to see these recommendations are put into action.

APPENDIX B

RELEVANT MATERIALS

Summary of Past Customer Service Reports

Description of Metro Mobility Customer Service Procedure

Contract Enforcement Procedures

Vehicle and On-Site Inspection Report Form

Provider Accident/Incident Report Form

Customer Service Report Form

Monthly Complaint Count and Summary

Metro Mobility Provider Information

Map of Mandated ADA Core Area

SUMMARY OF PAST CUSTOMER SERVICE REPORTS

The first report, submitted in August 1988, documented that efforts had been undertaken related to:

* New provider contracts, which became effective May 1988, requiring revised complaint reporting and resolution procedures by providers that had been suggested to the RTB by the Metropolitan Center for Independent Living (MCIL);

* A new customer service enhancement project to examine existing complaint handling procedures, prompted by reports that customers had not always been satisfied with or aware of the resolution of complaints by the MMAC;

* Plans of the MMAC to develop written operational policies and procedures as well as contract compliance standards for monitoring provider performance: and

* Use of the complaint system by the MMAC to monitor systemwide trends in order to identify issues and needs for improvement.

The second report, submitted in August 1989, focused on continuing efforts undertaken on both clarifying the responsibilities and performance expectations of providers, as well as improving the customer's ease of registering complaints and level of satisfaction in getting service problems resolved through communications with the MMAC. In particular, the 1989 report highlighted the following accomplishments:

* The Policy and Procedures manual and Contract Enforcement Procedures document was issued to providers by the MMAC in March 1989. The manual clarifies responsibilities and incorporates contract compliance standards for provider performance;

* The Customer Service Enhancement Project report, the result of a study initiated to improve the MMAC's responsiveness to customer needs, was completed in January 1989 by an organizational and training consultant, and the MMAC has completed implementing the full set of recommendations.

* A standardized Vehicle Operator Training Manual and Resource Guide was also developed by the training consultant and supplied to providers in January 1989 for distribution to all drivers in Metro Mobility service. This manual complements the existing training programs of providers.

* The MMAC proposed staffing level changes to the RTB to improve its system monitoring and customer relations functions. A new budget and a management plan were then approved by the board.

* The RTB enhanced its own role by adding an accessibility specialist to its staff in March of 1989. This position serves as staff liaison to the Transit Accessibility Advisory Committee and analyst for advancing policies and new programs to improve transit accessibility. (Presently the position is not filled.)

The third report, submitted in November 1990, focused on resolving service problems and continuing efforts on customer satisfaction.

* The Trip Assurance Program (TAP) was implemented in July 1990 which provides all requested transportation service to Metro Mobility certified riders. TAP is used when a rider is unable to secure a ride from their provider when requested. The request is placed onto the computer system by the provider and taken by any of the other providers. When no provider takes the trip, MMAC will assign the trip to a provider on a rotating basis.

* Metro Mobility provider contracts were revised to incorporate new procedures resulting from new policies and new programs such as Trip Assurance Program.

* Ilium Associates was hired to conduct a market research study of Metro Mobility users for the development of an accessible mainline bus service, and to assess the use and satisfaction of currently operated door-to-door services. The report, in summary, concluded that most riders are quite satisfied withservice. Those with reoccuring problems with the service are problems with the provider, not the overall system. The two most frequent complaints are having to call the day before to be picked up and pick-up for the return trip home is not punctual. Generally, the level of satisfaction withis quite high. Riders also seem to be satisfied with the complaint procedure and resolution process.

* The Metro Memo newsletter, which is sent out to certified Metro Mobility riders, was revised to make it easier to read and locate specific information.

* An award program called Driver of the Month was established to recognize Metro Mobility Drivers who provide exceptional service.

* Modifications to the MMAC computer system were made to allow for more efficient processing of trip requests, thus increasing providers effectiveness in meeting the demand for service.

* In October 1990, RTB approved a Metro Mobility Vulnerable Adult Protection work plan. The purpose of the work plan is to identify activities that can be conducted by RTB and MMAC to investigate the scope and nature of all incidents of alleged abuse of vulnerable adults riding Metro Mobility.

DESCRIPTION OF METRO MOBILITY CUSTOMER SERVICE PROCEDURE

The Metro Mobility Administrative Center (MMAC) is responsible for the quick and effective resolution of customer service problems. In addition, the MMAC is responsible for the identification of areas of customer dissatisfaction so that new policies to improve service can be considered, developed, and implemented by the Regional Transit Board (RTB).

Customer Service Quality Reports

Currently Metro Mobility passengers who have service quality problems or safety concerns are advised to register a report with the MMAC. The customer service problem procedure is described in the Metro Mobility Rider's Guide, which is distributed to each person certified to use Metro Mobility. The bimonthly newsletter, Metro Memo, sent to all certified riders, is also a way to communicate system changes to customers and encourage them to use the Metro Mobility system effectively.

As described in the Rider's Guide and Metro Memo, customer service reports should be reported directly to the MMAC. Both publications direct customers to call the MMAC for:

- recurring problems such as consistently late vehicles;
- persistent trip denials;
- unsafe rides;
- rude treatment; or
- poor or unsafe vehicle conditions including wheelchair restraints, seatbelts, lift or ramp, and cleanliness.

In some instances, it is appropriate for the customer to contact the provider directly in order to resolve a current service difficulty. Customers are asked to contact the provider when:

- a ride is more than 15 minutes late;
- there are questions about time changes or referrals; or
- something has been lost on the vehicle.

In the event of any customer service report involving personal injury or property damage, customers are urged to contact both the MMAC and the provider. In addition, providers are required by contract to report to the MMAC all incidents and accidents that have resulted in personal injury or property damage.

The MMAC is fully staffed during regular working hours from 8:00 a.m. to 4:30 p.m. Monday through Friday. A Rider Liaison is available to respond to customer problems and inquiries from 6:00 a.m. to 8:00 p.m. Monday through Friday.

In the event of an after-hours emergency (for instance, to assist stranded passengers after hours who have a scheduled ride and are unable to contact their provider), calls to the MMAC are forwarded to the MTC Transit Control Center (TCC) office, which is open 24 hours a day. Staff at the TCC either contact providers who in turn dispatch vehicles to solve the problem, or contacts the on-call MMAC staff person if necessary. The MMAC Rider Liaison follows up on all complaints recorded by the TCC the following day.

With regard to complaint handling, a customer service report may be filed with the MMAC in person, in writing, or by telephone. The MMAC has two individuals who serve as Rider Liaisons, who are responsible for facilitating a relationship between riders and providers, ensuring rider satisfaction, and acting as a liaison. When a customer service report is received by the Rider Liaison or other staff person, the receiver completes a report form. Next, a copy of the report is sent to the identified provider requesting a quick response. When the situation warrants, the provider may be telephoned to help ensure quick resolution.

In most cases, a follow-up letter is sent to the person who reported the incident. In some cases a telephone call is made. In either case, the Rider Liaison apologizes to the person and makes an effort to explain what steps have been taken to remedy the problem.

The MMAC and RTB get involved with recurring problems. An example of a recurring problem would be if a provider failed to follow through on an agreed upon solution.

The MMAC contacts a customer within one day of receiving a complaint and most problems are resolved in one to seven days.

Information taken from the individual service report is summarized monthly by the Rider Liaison into three different reports and presented to the MMAC management. Those reports include: the Complaint Count and Accident/Incident Summary, the Monthly Complaint Count and Summary, and the Provider Complaint Count and Summary.

To assist the MMAC and the provider in researching a problem, assessing its cause and developing a solution, the following information is requested from a customer reporting a complaint:

- name of passenger
- date and time of incident
- certification number
- phone number
- address
- trip destination
- provider
- employee name/vehicle number
- scheduled pick-up time
- actual pick-up time
- details of incident

In many instances, this level of detail is required in order to achieve effective resolution of a problem. However, the person making the complaint <u>is not required</u> to give his/her name. When the person files the details of a complaint, her/she is informed that a copy of the report will be sent to both him/her and to the provider. The individual is also asked if he/she would like his/her name removed from the report sent to the provider.

As an example of the customer service procedure, a rider may call the MMAC to complain about a late pick-up. The Rider Liaison will talk with the rider over the phone and take down the necessary information on a service report form as described above. The Rider Liaison then calls the provider in question to discuss the reason for the delay in pick-up time. The provider's response is also documented, and if necessary referred to appropriate staff for further action (such as warning of possible contract violation.) The Rider Liaison then calls the rider with the follow-up information, or sends a letter.

It should be noted that filing a complaint requires assertive risk-taking behavior on the part of the passenger since in order to resolve a problem fully, the person shares information that may identify him/her not only to the provider but also to a driver or other

employee with whom the passenger has frequent contact. This is common in all customer service operations but may be particularly problematic when resolving Metro Mobility service complaints because a disabled passenger may fear he/she will receive poor service or not be able to schedule a ride if a complaint is filed.

In general, it is the experience of the MMAC that providers are receptive to receiving complaints and working to keep customers satisfied. The MMAC works to ensure that customers maintain their rights to file a complaint, and that resolutions occur in every instance.

Customer Relations Resolution

In the Metro Mobility program, providers are under contract to the RTB to "coordinate, manage, provide, and control all necessary activities to operate the Special Transportation Service." This includes performing such functions as employee hiring, training, management, and discipline. The provider must "develop methods to maximize service quality and safety" and must "provide competent technical service to handle and correct any and all problems" associated with the delivery of Metro Mobility service.

After receiving a customer service report, the Rider Liaison will contact and send to the provider the complaint report along with supporting material indicating where contract violations or operational procedure infractions may have occurred. The provider must then review the complaint and follow up with a report to the MMAC of how the problem will be resolved. For instance, if a customer reports about rude or inappropriate behavior of a driver, the provider will use the information to identify which driver is involved and document the details of the alleged incident. Based on this investigation, the provider might discipline and/or require remedial training for the employee, establish preventive procedures such as not scheduling the customer to ride with that driver, apologize to the customer on behalf of the driver, communicate to other employees any required behavior changes or warnings at the next safety meeting, and report these actions to the MMAC. It is the provider's responsibility to correct the problem and the MMAC's role to assess the adequacy of the response initiated by the provider.

The MMAC, if satisfied with the provider's response, will communicate to the customer the steps taken to resolve his/her complaint. This communication is generally by letter, but may include telephone updating about the ongoing progress towards addressing the problem.

If the MMAC is not satisfied with the resolution offered by the provider, the range of options available to the MMAC include working with the provider to develop a satisfactory solution, requiring the provider to perform necessary actions or beginning the contract non-performance process to assign fines or penalties. The MMAC Rider Liaison's role is to continue to update the customer about the progress made toward solving the problem. If the customer is not satisfied with the resolution, s/he should contact the MMAC so the Rider Liaison can further pursue the matter. Customer satisfaction is a key component of the customer service enhancement project.

The above outlines the customer service procedure as developed by the MMAC and the RTB. While riders are encouraged to utilize this process for more efficient handling and resolution of service complaints, it is recognized that not all individuals may choose to do so. The MMAC and the RTB continue to work on improving the customer service procedure in order to increase customer comfort and satisfaction in reporting complaints so that service quality can be enhanced.

CONTRACT ENFORCEMENT PROCEDURES

These procedures are established to fairly and consistently address provider violations of the contract and to correct the causes of these violations. The MMAC is granted authority to establish and administer enforcement procedures under X. GENERAL PROVISIONS, D. ENFORCEMENT of the contract between providers the Regional Transit Board.

The MMAC will monitor provider performance and contract compliance. Monitoring methods will include conducting field observations, surveying passengers by telephone, reviewing vehicle inspection reports submitted to the MMAC by the Minnesota Department of Public Safety, analysis of customer complaints, and conducting inspections at provider sites.

It should be noted that the MMAC has procedures for handling service complaints which are separate from these enforcement procedures. Complaints received by the MMAC are generally processed under the complaint procedures rather than under the enforcement procedures. The MMAC may follow the contract enforcement procedures after analysis of a complaint or where a provider fails to comply with the agreed upon solution to a problem.

It should also be noted that the MMAC has separate procedures related to vehicle inspections. The MMAC conducts inspections of vehicles, completes the MMAC Vehicle Inspection Report, and takes follow-up action in accordance with established procedures.

These contract enforcement procedures set forth the steps that may be taken.

I. Processing Violations

A. A Notice of Possible Violation may be written only by MMAC personnel authorized to do so by the MMAC Manager and will be reviewed for approval by the MMAC Manager or his/her designee. A Notice of Possible Violation will be written within 48 hours of the MMAC becoming aware of the possible violation. Each Notice of Possible Violation will contain pertinent information concerning the possible violation.

B. The provider will have three days after receiving written Notice of Possible Violation to respond to the charge. The manager will determine if the provider response is sufficient to warrant that the notice be withdrawn. If the notice is withdrawn, the manager will document this decision and return it along with the provider response and the Notice of Possible Violation to the person who originated it and to the provider. If it is determined that the provider is in violation, a Notice of Violation will be issued to the provider and the provider will have three days after receiving the notice to indicate in writing to the MMAC how it will cure the violation.

C. Once the cure is submitted to the MMAC by the provider, the MMAC Manager will take appropriate disciplinary action as outlined in these procedures. Determination of appropriate disciplinary action may be influenced by factors such as satisfactory nature of the cure, provider cooperation, and past record.

MMAC Vehicle Inspection Report

Provider Name:	Inspection Date / / Time: :
Driver Name:	
Driver License No:	Inspection Location:
Vehicle No.:	
Vehicle License No:	Inspector's Name:
Vehicle Make:	Van _____ Bus _____ Auto _____

Vehicle Interior

_____ 1. Insurance Card
_____ 2. First Aid Kit
_____ 3. Fire Extinguisher - 5 lb.
_____ 4. 2-Way Radio
_____ 5. Flashlight
_____ 6. Emergency Triangles (3)
_____ 7. Blanket (exc. taxi)
_____ 8. Ice Scraper (10/1-4/30)
_____ 9. No Smoking Sign
_____ 10. Provider Telephone No.
_____ 11. Riders Bill of Rights
_____ 12. Passenger Seat Belt
_____ 13. Driver Seat Belt
_____ 14. Child Restraint Device (when needed)
_____ 15. Wheelchair Securement
_____ a. Tracks
_____ b. Buckles/Attachment
_____ c. No. Devices vs. No Passengers
_____ d. Lap Belts
_____ 16. Interior Cleanliness
_____ 17. Windows
_____ a. Cleanliness
_____ b. Cracked/Chipped
_____ 18. Emergency Brake
_____ a. Won't Hold
_____ b. Excessive Pedal Travel
_____ 19. Step Stool Secured
_____ 20. Jagged Edges, Interior
_____ 21. Exhaust Leakage
_____ 22. Rearview Mirror
_____ 23. Horn
_____ 24. Heater
_____ 25. Defroster

Vehicle Exterior

_____ 26. Inspection Sticker Expires _____
_____ 27. Current Wheelchair Sticker
_____ 28. Rearview Mirrors
_____ 29. Brakes Squeal, Unusual Noise
_____ 30. Wheelchair Ramp
_____ a. Non-Skid Surface
_____ b. Attachment to Vehicle
_____ 31. Wheelchair Lift
_____ a. Operation
_____ b. Railing or Spare W/C
_____ 32. Tires _____ Position _____
_____ a. Cuts _____
_____ b. Bulges _____
_____ c. Low Tread _____
_____ 33. Body Condition
_____ a. Loose Body Parts
_____ b. Cleanliness
_____ 34. Exhaust Sound
_____ 35. Doors, Proper Closure/Alignment
_____ 36. Turn Signals
_____ 37. Brake Lights
_____ 38. 4-Way Flashers
_____ 39. Windshield Wipers
_____ 40. Metro Mobility Decal Displayed

✓ - Checked; acceptable X - Defect O - Out of service
— - Not checked or not applicable

Explanation (Refer to item number): _____

Driver's Signature: _____ Date ____/____/____	**Inspector's Signature:** _____
Vehicle Defect(s) Corrected Date: _____	Provider Representative Signature: _____

White - MMAC
Yellow - File

RETURN TO: METRO MOBILITY ADMINISTRATIVE CENTER, 570-6TH AVE. N., MINNEAPOLIS, MN 55411

Phone Report ☐ Follow Up Report ☐

PROVIDER ACCIDENT/INCIDENT REPORT

All accidents or incidents involving personal injury or property damage must be reported to Metro Mobility Administration Center within 24 hours. This written report must be completed and sent to MMAC with 48 hours.

Date of Report _____

Date of Incident _____

Provider _____ Phone # _____

Driver _____ Vehicle # _____

Contact Person _____ Title _____

Passenger _____ Cert. # _____

Address _____ Phone # _____

Passenger _____ Cert. # _____

Address _____ Phone # _____

Day of Incident: _____ Date of Incident: _____ Time of Incident: _____

Location of Incident: _____

Description of Accident/Incident: _____

Immediate Action Taken: _____

(over)

METRO MOBILITY SERVICE REPORT 90

Administrative Center
570-6th Avenue North
Minneapolis, Minnesota 55411
612-349-7480

Caller: _____ Provider: _____

Address: _____ Commendation: ____ Complaint: ____

_____ Type: _____

Commendation: ____ Complaint: ____ Safety: ____ Other ____ Date of Report: ____ Incident: ____

Passenger Problem: _____ Certification: _____

Provider: _____ Vehicle #: _____

Driver/Employee: _____

Passenger: _____ Certification: _____

Address: _____ Phone#: _____

Pick-up Address: _____ Schedl: _____ Actual: _____

Return P.U. Address: _____ Schedl: _____ Actual: _____

Information: _____

Reported by: _____

Resolution: _____

Completed by: _____ Date: _____

Take appropriate action: Response Required: Yes No PR: PS: MR:

METRO MOBILITY MONTHLY COMPLAINT COUNT and SUMMARY

Information from Metro Mobility Service Report File:

SAFETY CONCERNS	_____
PASSENGER ASSISTANCE	_____
VEHICLE CONDITION	_____
TIME CHANGE	_____
REFERRAL PROBLEM	_____
TRIP DENIAL	_____
LATE RIDE	_____
NO SHOW RIDE	_____
TRIP LENGTH	_____
COST/COUPON CONFUSION	_____
COURTESY	_____
OTHER	_____
TOTAL	_____

COMMENDATIONS from PASSENGERS:

TOTAL _____

PASSENGER PROBLEMS: Reported by Providers and MMAC. _____

Month _____ Year _____

COMPLAINT COUNT & ACCIDENT/INCIDENT SUMMARY

	CW	DT	DC	ES	HC	HT	HE	HS	MR	MB	SB	TC	WT	YE	MM	Total	
Safety Concerns																	Safety Concerns
Passenger Assistance																	Passenger Assistance
Vehicle Condition																	Vehicle Condition
Time Change																	Time Change
Referral																	Referral
Trip Denial																	Trip Denial
Late Pick Up																	Late Pick Up
No Show Ride																	No Show Ride
Trip Length																	Trip Length
Cost/Coupon Confusion																	Cost/Coupon Confusion
Courtesy																	Courtesy
Other																	Other
Total																	Total
Passenger Problem																	Passenger Problem
Commendation																	Commendation

Accidents/Incidents

Codes

(A) Personal Injury	(1) Minor
(B) Vehicle Damage	(2) Moderate
(C) Property Damage	(3) Substantial
(D) Other	(4) Major
nc: non-chargeable	(5) Catastrophic

CW	City Wide Cab Co.
DT	DARTS
DC	Diamond Cab Co.
ES	Ebenezer Society
HC	Handicabs, Inc.
HE	Health East Med-Kab
HS	Human Services, Inc.
HT	Handicapped Transport System
MR	Metro Ride
MB	Morley Bus Co.
SB	Suburban Paratransit
TC	Twin City Mobility
WT	Wilder Transportation
YE	Yellow Taxi Co.
MM	Metro Mobility

Metro Mobility Provider Information

Service Provider	Number of Vehicles	Total Number of Trips	Percent of Total Trips	W/C	Ambulatory	Escorts
Amherst/Wilder	12	42,840	2.81	12,556	29,263	1,021
Serving Communities: Falcon Heights, Lauderdale, Little Canada, Maplewood, North St. Paul, Roseville, St. Paul						
Other Contract Service:						
City Wide	37	51,482	3.38	3,255	47,932	295
Serving Communities: St. Paul						
Other Contract Service:						
DARTS	20	50,481	3.31	10,885	39,375	221
Serving Communities: So. St. Paul, Inver Grove Heights, Eagan, West St. Paul, Apple Valley, Burnsville, Mendota Heights, Lillydale, Mendota, Rosemount, Sunfish Lake						
Other Contract Service: Rural/Exurban						
Diamond	29	77,473	5.09	4,243	72,563	667
Serving Communities: St. Paul						
Other Contract Service:						
Ebenezer	33	131,160	8.61	69,517	60,331	1,312
Serving Communities: Golden Valley, Richfield, St. Louis Park, Minneapolis, Robbinsdale, Bloomington, Edina						
Other Contract Service:						
Handicabs	63	308,528	20.25	71,845	234,715	1,968
Serving Communities: Bloomington, Brooklyn Park, Brooklyn Center, Chaska, Chanhassen, Champlin, Columbia Heights, Crystal, Eden Prairie, Edina, Excelsior, Fridley, Golden Valley, Greenwood, Hopkins, Long Lake, Maple Grove, Medicine Lake, Minneapolis, Minnetonka, Mound, New Hope, Orono, Prior Lake, Richfield, Robbinsdale, St. Paul, St. Anthony, St. Louis Park, Savage, Shakopee, Shorewood, Spring Lake Park, Spring Park, Tonka Bay, Wayzata, Woodland, Deephaven, Minnetonka Beach, Osseo, Plymouth						
Other Contract Service: Medical Assistance, DAC						

Metro Mobility Provider Information

Service Provider	Number of Vehicles	Total Number of Trips	Percent of Total Trips	W/C	Ambulatory	Escorts
HTS	20	31,773	2.09	10,435	20,340	998

Serving Communities:
Bloomington, Brooklyn Park, Brooklyn Center, Crystal, Columbia Heights, Edina, Falcon Heights, Fridley, Golden Valley, Hilltop, Hopkins, Lauderdale, Lilydale, Little Canada, Maplewood, Minneapolis, Mendota, Mendota Heights, New Hope, New Port, North St. Paul, Richfield, Robbinsdale, Roseville, Spring Lake Park, South St. Paul, St. Anthony, St. Louis Park, St. Paul, West St. Paul

Other Contract Service:

Health East	38	63,149	4.15	36,640	26,398	111

Serving Communities:
Bloomington, Brooklyn Center, Crystal, Columbia Heights, Edina, Falcon Heights, Golden Valley, Hilltop, Hopkins, Lauderdale, Maplewood, Minneapolis, New Hope, North St. Paul, Richfield, Robbinsdale, Roseville, South St. Paul, St. Anthony, St. Louis Park, St. Paul, West St. Paul

Other Contract Service: Medical Assistance, DAC

HSI	16	12,759	0.84	2,150	10,567	42

Serving Communities:
Bayport, Baytown, Birchwood, Cottage Gove, Dellwood, Lake Elmo, Landfall, Mahtomedi, Oak Park Heights, Oakdale, Pine Springs, St. Paul Park, Stillwater, Willernie, Woodbury

Other Contract Service: Rural/Exurban

Metro Ride	54	145,878	9.58	32,403	110,013	3,462

Serving Communities:
Brooklyn Center, Brooklyn Park, Columbia Heights, Crystal, Edina, Falcon Heights, Fridley, Golden Valley, Hilltop, Lauderdale, Lilydale, Little Canada, Maplewood, Mendota, Mendota Heights, Minneapolis, New Hope, North St. Paul, Richfield, Robbinsdale, Roseville, St. Anthony, St. Louis Park, St. Paul, South St. Paul, Spring Lake Park, West St. Paul

Other Contract Service: Medical Assistance, DAC

Metro Mobility Provider Information

Service Provider	Number of Vehicles	Total Number of Trips	Percent of Total Trips	W/C	Ambulatory	Escorts
National	118	315,259	20.70	110,725	202,674	1,860

Serving Communities:
Anoka, Arden Hills, Bayport, Baytown, Birchwood, Blaine, Bloomington, Brooklyn Center, Brooklyn Park, Centerville, Champlin, Chanhassen, Chaska, Circle Pines, Columbia Heights, Coon Rapids, Cottage Grove, Crystal, Deephaven, Dellwood, Eden Prairie, Edina, Excelsior, Falcon Heights, Fridley, Gem Lake, Golden Valley Greenwood, Hilltop, Hopkins, Lake Elmo, Landfall, Lauderdale, Lexington, Lilydale, Lino Lakes, Little Canada, Long Lake, Mahtomedi, Maple Grove, Maplewood, Medicine Lake, Mendota, Mendota Heights, Minneapolis, Minnetonka, Minnetonka Beach, Mound, Moundsview, New Brighton, New Hope, Newport, North Oaks, North St. Paul, Oak Park Heights, Oakdale, Orono, Osseo, Pine Springs, Plymouth, Prior Lake, Richfield, Robbinsdale, Roseville, Savage, Shakopee, Shoreview, Shorewood, South St. Paul, Spring Lake Park, Spring Park, St. Anthony, St. Louis Park, St. Paul, St. Paul Park, stillwater, Tonka Bay, Vadnais Heights, Wayzata, West St. Paul, White Bear Lake, White Bear Township, Willernie, Woodbury, Woodland

Other Contract Service: Medical Assistance, Anoka Co. Traveler, Roseville Circulator, City of Shakopee

Twin City	16	71,575	4.70	46,885	22,173	2,517

Serving Communities:
Falcon Heights, Lauderdale, Lilydale, Mendota, Mendota Heights, Minneapolis, Roseville, St. Paul, South St. Paul, West St. Paul

Other Contract Service:

Yellow Taxi	99	220,999	14.51	23,520	194,006	3,473

Serving Communities:
Anoka, Arden Hills, Blaine, Bloomington, Brooklyn Center, Brooklyn Park, Centerville, Champlin, Circle Pines, Columbia Heights, Coon Rapids, Crystal, Deephaven, Eden Prairie, Edina, Excelsior, Falcon Heights, Fridley, Gem Lake, Golden Valley Greenwood, Hilltop, Hopkins, Lauderdale, Lexington, Lilydale, Lino Lakes, Little Canada, Long Lake, Maple Grove, Maplewood, Medicine Lake, Mendota, Mendota Heights, Minneapolis, Minnetonka, Minnetonka Beach, Mound, Moundsview, New Brighton, New Hope, North Oaks, Orono, Osseo, Plymouth, Richfield, Robbinsdale, Roseville, Shoreview, Shorewood, Spring Lake Park, Spring Park, St. Anthony, St. Louis Park, Tonka Bay, Vadnais Heights, Wayzata, White Bear Lake, White Bear Township, Woodland

Other Contract Service: Medical Assistance

Mandated ADA Core Area