

THE TRANSIT AUTHORITY OF RIVER CITY

Paratransit Update Feb 2020

WE MOVE THE CITY!



Selection Process

KEY DATES

2/2/18 Project Creation Date

7/15/19 Scope of Work

7/15/19 Executive Director Review

7/17/19 Legal Review

10/3/19 RFP Due Date

10/17/19 Oral Presentations

1/10/20 Board Action

1/10/20 Contract Signature

2/1/20 – 3/31/20 Transition Period

EVALUATION COMMITTEE

4 TARC Members

2 TARC3 Users

3 Community Members

2 Remote Transit Consultants

Who's MV Transit?



MV is the largest privately-owned transportation contract services company in North America.

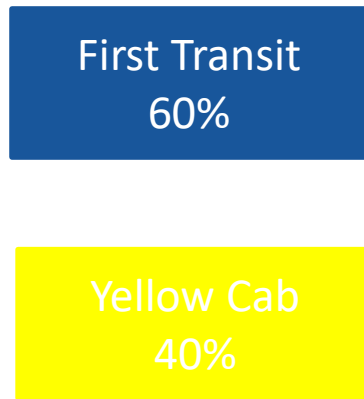
We offer one of the industry's most comprehensive portfolios and deepest operational experience to deliver optimal, safe transportation solutions tailored to the individual needs of our customers.



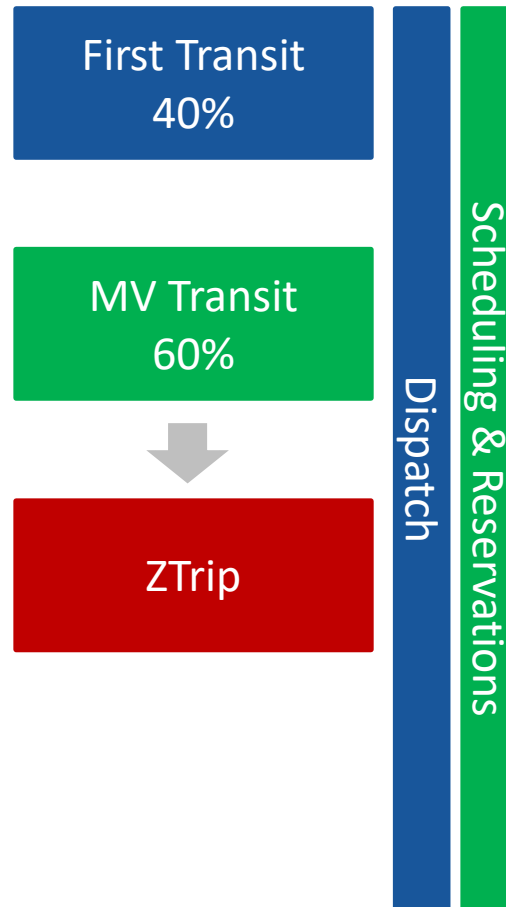
Additional Paratransit operations in Atlanta (MARTA), Orlando (LYNX), West Palm Beach (PALM TRAN), Baton Rouge (CATS), Raleigh Durham (RIDE WAKE), Jacksonville (JTA), Naples (CAT) & Chicago (PACE)

Network Service Providers

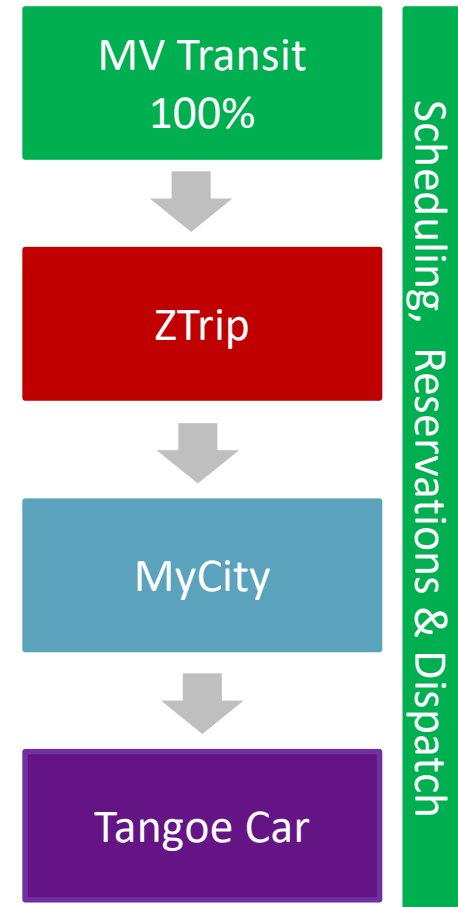
Pre-Transition



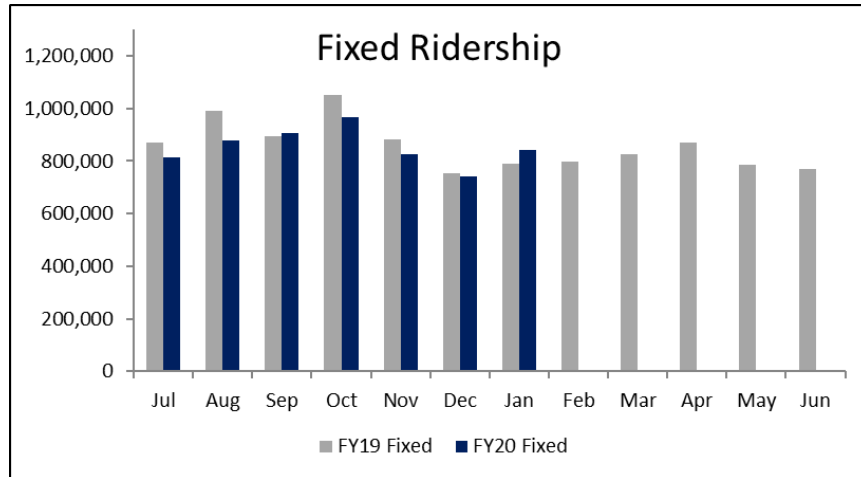
Post- 2/1 Transition



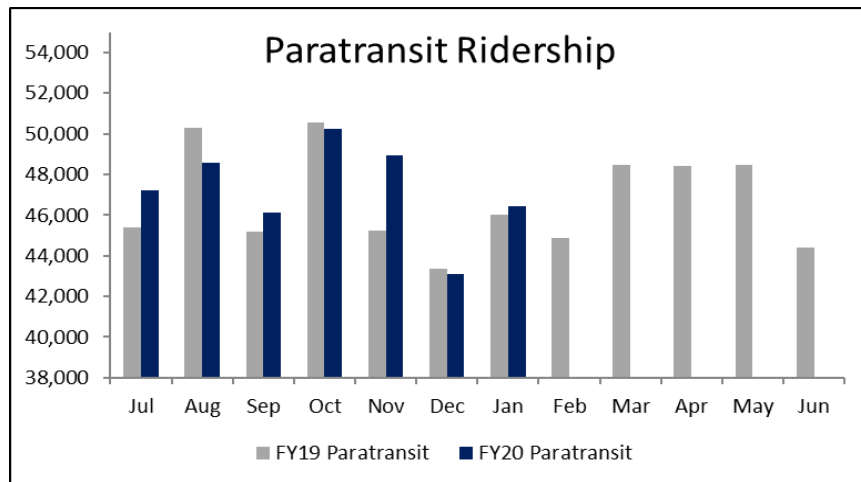
Post- 4/1 Completion



TARC Ridership

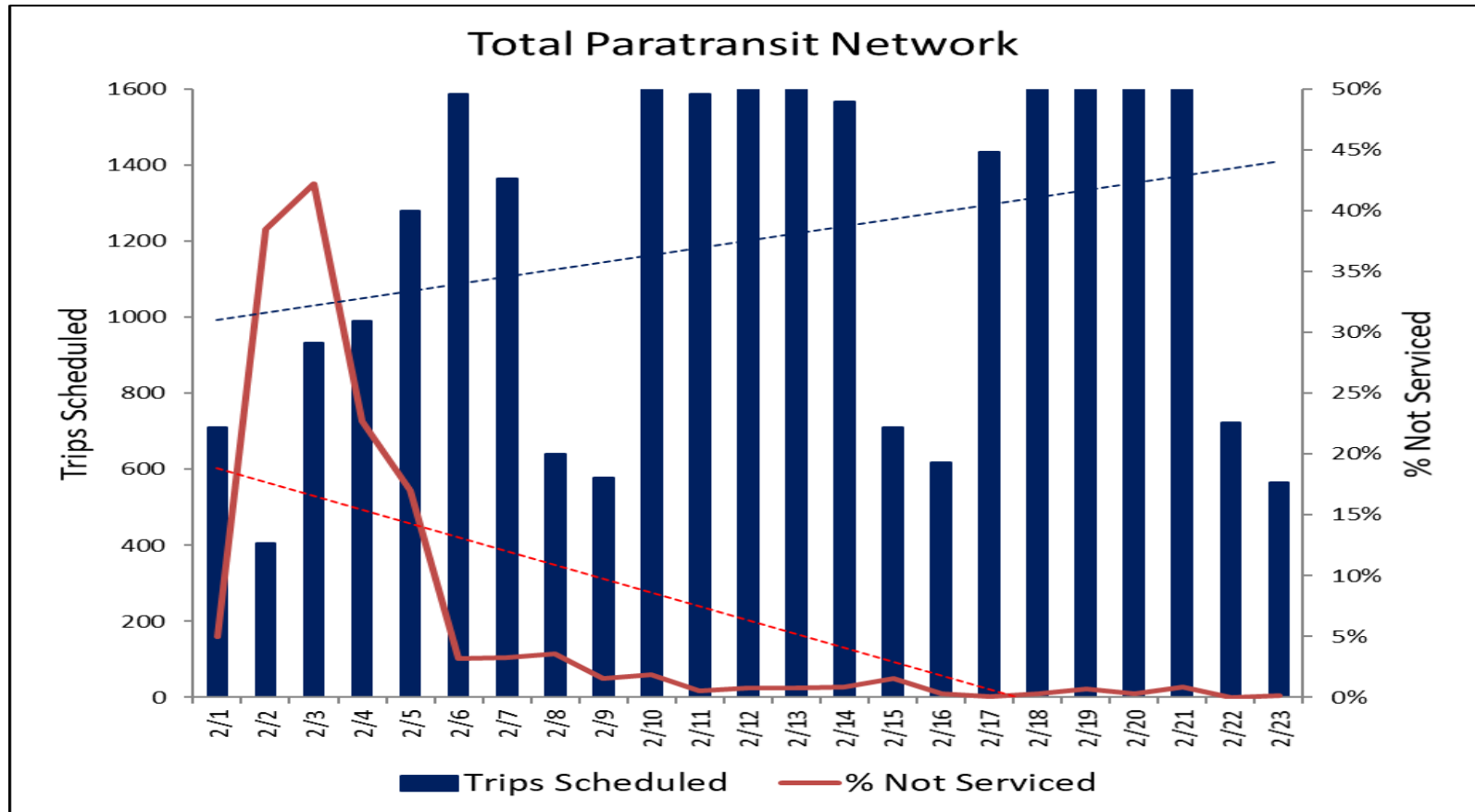


- 840K Jan, +13% VLM, +6% VLY
- 5.9M YTD, -4% YTD
- Avg 853K / Month



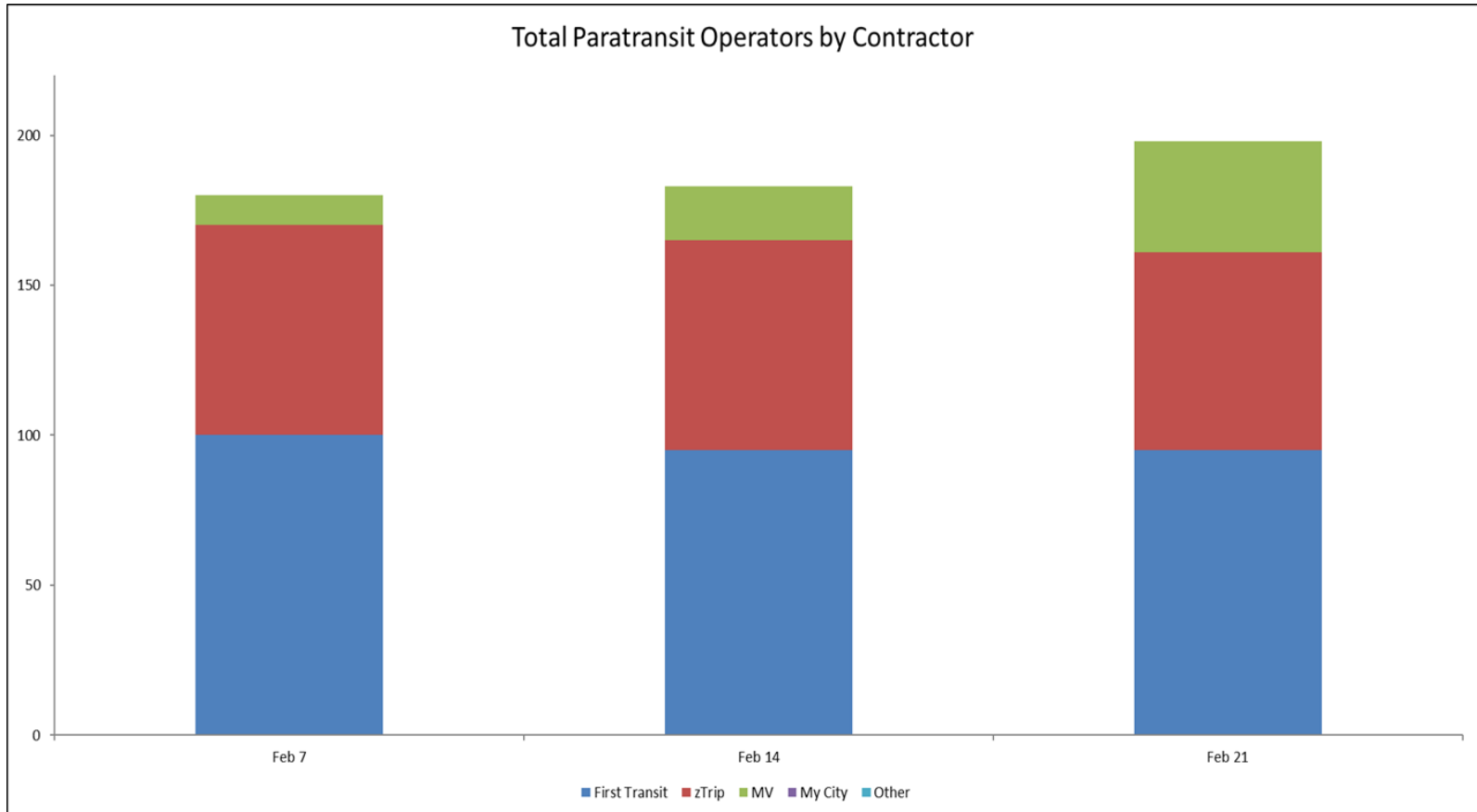
- 46K Jan, 8% VLM, +1% VLY
- 331K YTD, +1% YTD
- Avg 47K / Month

Service Performance



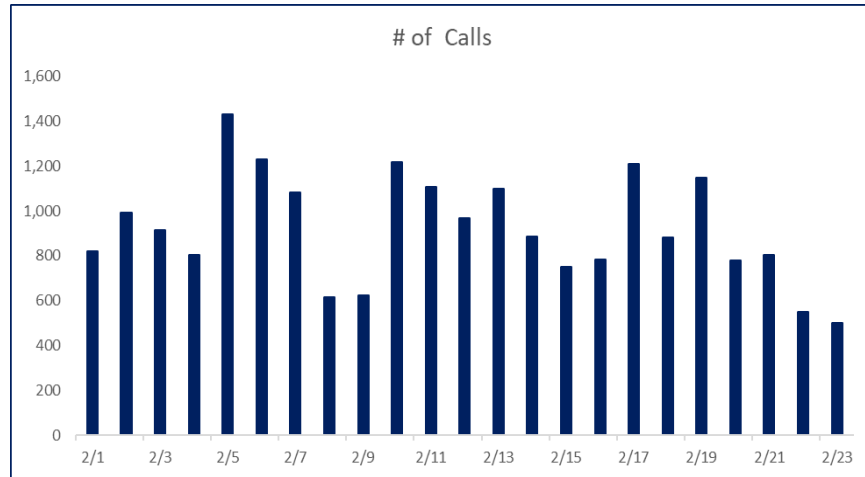
2/2-2/5 Service Disruptions
Continuous Communication with all Parties
Sustained Service, Not Letting Off the Gas!

Network Headcount

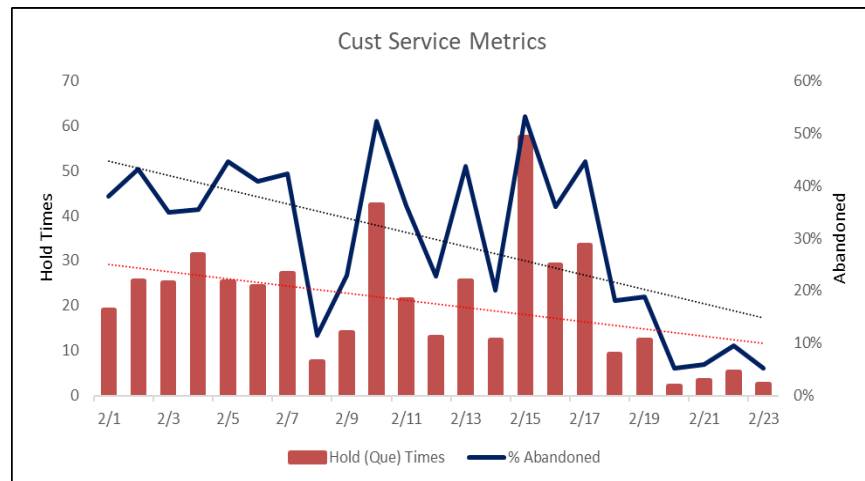


198 Total Network Operators, +10%
Monitoring Mix as it Relates to Key Dates
Community Partnership Support
30+ Potential New Hires in Qualification Process

Customer Service- Reservations



- Avg 1,036 calls/weekday, 733 calls/weekend
- Staffing, Staffing, Staffing
 - 10 total reservation CSRs
 - 3 remote additions
 - Hiring 3 additional CSRs
 - TARC support



- 2/10 & 2/15 Trapeze Issues
- Last Weeks Metrics
 - 5,868 total calls
 - Abandoned 22% (12%-15% Industry Avg)
 - Hold time: 9:56
 - Call duration 3:59

Continued emphasis on QOS

KPI's... Measures of Success

Compliance

Drug Screening

Alcohol Screening

Background Checks

Vehicle Inspections

Accidents

Hours of Service

Performance

Trips Scheduled

Unscheduled

% Not Serviced

Headcount

On Time

Complaints

Customer Service

Call Volume

Hold Time

Talk Time

Abandoned Rate

Headcount

Complaints

Continue to measure and act

A historical black and white photograph of Union Station in River City. The station is a large, multi-story brick building with a prominent clock tower and a sign that reads "UNION STATION". The street in front of the station is busy with early 20th-century automobiles and a trolley. Several people are visible walking on the sidewalks. The image has a faded, sepia-like tone.

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Questions?