

## **Fayette Area Coordinated Transportation (FACT)**

### **Proposed Service Standards**

5/29/2008

The following standards are in addition to those required by, submitted to and approved by PennDOT:

1. FACT's goal is to provide high-quality, cost-effective transportation to its customers, the citizens of Fayette County.
2. It is recognized that FACT staff members have internal customers as well as external customers. Internal customers include subcontractors and their staffs, as well as other FACT staff members. It is expected that staff members will treat internal and external customers with equal respect and enthusiastic response.
3. All complaints will be investigated as quickly as possible, and all individuals making complaints will receive a response to the investigations. The response to the complaint will be received within 48 hours. The complainant will be made aware of the response within 5 business days following the complaint.
4. A passenger's ride time should be no longer than 75 minutes on fixed-route service and up to 120 for Pittsburgh commuter route. For shared-ride service, the maximum will be 60 minutes for individual trips and 120 minutes for group trips and out of county trips.
5. For fixed-route service, "on-time" is defined as between 0 and 6 minutes late, according to the posted schedule.
6. The goal for on-time performance, both fixed-route and shared-ride services as a whole, and for each subcontractors, will be 93%. Further, it is unacceptable for any shared-ride trip to be more than one hour late.
7. All drivers, before providing service for FACT, whether FACT employees or those of a subcontractor, will undergo a motor vehicle record check, criminal record check, and FTA-protocol drug test, according to the standards defined in FACT's subcontracts.
8. All drivers providing service for FACT, whether FACT employees or those of a subcontractor, will be trained to proficiency in defensive driving, passenger assistance, and sensitivity to individuals with special needs. During their first six months on the job, drivers will receive formal training in each of these subjects.
9. In all cases where a pick-up will be more than 15 minutes after the scheduled pick-up time, the driver will notify the dispatcher and the dispatcher will attempt to call passengers and so advise them.
10. Exteriors of all vehicles will be washed at least weekly. They will be swept and trash removed daily. Interiors will be thoroughly cleaned at least monthly.
11. When a client calls in to schedule a ride with an appointment time of 10am the scheduler will tell the client their pick up time will be 9am but they must be

ready for pick up ½ hour before or after the 9am pick up time. The same principal will apply for return trips. The client will be told that longer trips will require earlier pick up times and later return times.

12. The call center will not schedule a return trip that would extend past 5pm. Depending on the length of the trip and appointment time, the return trip should be scheduled so the driver is returning the clients to their homes no later than 5pm. The call center can offer a one way trip if the client insists they do not need a return trip or they may ask the client to try to schedule an earlier appointment. Medical appointments should be made no later than 3:00 p.m.
13. The Dispatcher will monitor scheduled Pittsburgh Shared Ride trips, once the capacity is reached for a 12 passenger bus with 2 wheel chair slots, the Dispatcher or Operations Manager will notify the Shared Ride Department supervisor or manager. If there are additional appointment requests in the call center, the supervisor or manager will then notify the operations department to determine if a larger capacity bus is available.
14. If an additional bus or a special medical trip is needed for MATP clients, this determination will be made by the Operations Department and the Shared Ride Department in order to meet the needs of the clients. Drivers will begin picking up all return trips by 3pm. Appointments should be made keeping these criteria in mind.
15. Cancellations are not recorded as a no-show if the client calls within two hours prior to the appointment time and cancels the trip. A notice is sent to the client after 3 no-shows within a 30 day period will be given a 15 day suspension and then after 3 more no-shows the client is sent a notice suspending them for 30 days. Further infractions may result in permanent suspension.