

## **Handy Ride Contractor Performance Metrics and Billing Incentives/Disincentives Structure**

As a mechanism for monitoring the performance and overall success of the Handy Ride Contractor, the City shall provide the following financial incentives and disincentives based on several Key Performance Indicators (KPIs) to the Contractor as a part of the monthly invoice for Handy Ride services.

### **OPERATIONAL EFFECTIVENESS**

#### **On-Time Performance (OTP):**

- Calculated as [completed trips-(late trips + missed trips)]/completed trips
- Current goal is ninety-two percent (92%) of trips for the month
- Current financial incentive/disincentive structure is as follows:

	Major Disincentive	Minor Disincentive	Goal	Minor Incentive	Major Incentive
<i>OTP range</i>	< 88.00%	88.00 - 90.00%	92.00%	94.00 - 96.00%	> 96.00%
<i>Incentive/Disincentive</i>	\$(10,000.00)	\$(5,000.00)	\$0	\$5,000.00	\$10,000.00

#### **Trip Length:**

- Calculated as actual time of pick-up to actual time of drop-off of each completed trip
- Current goal is ninety-three percent (93%) of all trips completed within sixty (60) minutes or less for the month
- Current financial incentive/disincentive structure is as follows:

	Major Disincentive	Minor Disincentive	Goal	Minor Incentive	Major Incentive
<i>Trips &lt;60 Minutes</i>	< 91.00%	91.00 - 92.00%	93.00%	94.00 - 95.00%	> 95.00%
<i>Incentive/Disincentive</i>	\$(10,000.00)	\$(5,000.00)	\$0	\$5,000.00	\$10,000.00

### **CUSTOMER SERVICE**

#### **Average Phone Hold Time:**

- Calculated as the average of the hold times of all answered calls for the month
- Current goal is average hold time of all calls under one and one-half minutes (01:30)
- Current financial incentive/disincentive structure is as follows:

	Major Disincentive	Minor Disincentive	Goal	Minor Incentive	Major Incentive
<i>Average Hold Time</i>	> 01:50	01:50 – 01:40	01:30	01:20 – 01:10	< 01:10
<i>Incentive/Disincentive</i>	\$(10,000.00)	\$(5,000.00)	\$0	\$5,000.00	\$10,000.00

**Phone Calls Abandoned:**

- Calculated as (total unanswered incoming calls – calls held for less than one minute)/total offered incoming calls
- Current goal is only one percent (1.00%) of total offered incoming calls will be abandoned
- Current financial incentive/disincentive structure is as follows:

	Major Disincentive	Minor Disincentive	Goal	Minor Incentive	Major Incentive
<i>Calls Abandoned</i>	> 1.10%	1.10 – 1.05%	1.00%	0.95 - 0.90%	< 0.90%
<i>Incentive/Disincentive</i>	\$(10,000.00)	\$(5,000.00)	\$0	\$5,000.00	\$10,000.00

**Customer Satisfaction:**

- Calculated as total complaints and inquiries received by the City relating to Handy Ride service for the month
- Current goal is only three (3) complaints and inquiries for the month
- Current financial incentive/disincentive structure is as follows:

	Major Disincentive	Minor Disincentive	Goal	Minor Incentive	Major Incentive
<i>Complaints &amp; Inquiries</i>	5 or more	4	3	2	1 or 0
<i>Incentive/Disincentive</i>	\$(10,000.00)	\$(5,000.00)	\$0	\$5,000.00	\$10,000.00

**SAFETY AND RELIABILITY**

**Safety and Security:**

- Calculated as total FTA-reportable injuries<sup>1</sup> for the month
- Current goal is zero (0) FTA-reportable injuries for the month
- There is no incentive structure for this metric. The current financial disincentive structure is as follows:

	Major Disincentive	Minor Disincentive	Goal	Minor Incentive	Major Incentive
<i>Reportable Injuries</i>	2 or more	1	0		
<i>Incentive/Disincentive</i>	\$(10,000.00)	\$(5,000.00)	\$0		

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<sup>1</sup> FTA-reportable injuries are defined as any damage or harm to any passenger, transit employee, or other involved person that requires immediate medical attention away from the scene because of a collision, fire, hazardous material spill, or any other safety or security event occurring on a transit bus or on transit-owned property. Persons receiving first aid at the scene who are not transported for further medical attention are not included in this total. Please see “National Transit Database Safety and Security Policy Manual”, updated January 2019, for further details relating to FTA-reportable injuries.

**Vehicle Reliability:**

- Calculated as total FTA-reportable major mechanical failures<sup>2</sup> and other mechanical failures<sup>3</sup> for the month
- Current goal is seven (7) FTA-reportable major and other mechanical failures for the month
- Current financial incentive/disincentive structure is as follows:

	Major Disincentive	Minor Disincentive	Goal	Minor Incentive	Major Incentive
<i>Mechanical Failures</i>	9 or more	8	7	6	5 or fewer
<i>Incentive/Disincentive</i>	\$(10,000.00)	\$(5,000.00)	\$0	\$5,000.00	\$10,000.00

**Special Considerations:**

For each KPI category, the City reserves the right to increase or decrease the minimum goals and/or their respective financial incentives and disincentives after any three (3) consecutive months of the Contractor meeting such goal, even within a contract period.

The City reserves the right to change, add, remove, or otherwise adjust these KPI metrics, goals, and/or their attached financial incentives and disincentives at each contract extension, irrespective of whether or not they had previously been adjusted.

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<sup>2</sup> FTA-reportable major mechanical failures are defined as any mechanical failure of an essential system of a revenue vehicle that prevents it from starting or completing a scheduled revenue trip due to a mechanical or safety concern. Examples include failures of brakes, doors, engine, transmission, steering, axles or suspension.

<sup>3</sup> FTA-reportable other mechanical failures are defined as a failure of a non-essential system of a revenue vehicle that prevents it from starting or completing a scheduled revenue trip due to agency policy, even though the vehicle is physically able to continue in revenue service. Examples include failures of fareboxes, wheelchair lifts, heating, or air conditioning. Please see “National Transit Database 2018 Policy Manual – Full Reporting” for further details relating to FTA-reportable mechanical failures.