
Initial Here



Act 44
Transit Performance Review
Site-Visit Work Book/Interview Guide

[Agency Name]
[Agency Address]

[Date]

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On-site Schedule

Start	[Date]	[Date]	End
7:30 AM	Travel		7:45 AM
7:45 AM			8:00 AM
8:00 AM			8:15 AM
8:15 AM			8:30 AM
8:30 AM			8:45 AM
8:45 AM			9:00 AM
9:00 AM	Intros / Background	Round #1 Action Plan, Efforts & Results	9:15 AM
9:15 AM	Peer Comparisons & Targets Review		9:30 AM
9:30 AM	Maintenance, Facilities & Asset Management	Management	9:45 AM
9:45 AM			10:00 AM
10:00 AM			10:15 AM
10:15 AM	Break	Break	10:30 AM
10:30 AM	Break	Operations & Scheduling	10:45 AM
10:45 AM	Safety & Security		11:00 AM
11:00 AM	IT	Shared Ride	11:15 AM
11:15 AM			11:30 AM
11:30 AM			11:45 AM
11:45 AM	Lunch	Lunch	12:00 PM
12:00 PM			12:15 PM
12:15 PM			12:30 PM
12:30 PM			12:45 PM
12:45 PM			1:00 PM
1:00 PM	Finance	Marketing / PR	1:15 PM
1:15 PM		Customer Service	1:30 PM
1:30 PM	Governance	Facility Tour	1:45 PM
1:45 PM			
2:00 PM			2:15 PM
2:15 PM			2:30 PM
2:30 PM	Capital Planning & Programming	Exit Conference	2:45 PM
2:45 PM			3:00 PM
3:00 PM	Return Travel		3:15 PM
3:15 PM			3:30 PM
3:30 PM			3:45 PM
3:45 PM			4:00 PM
4:00 PM			4:15 PM
4:15 PM			4:30 PM
4:30 PM			4:45 PM
4:45 PM		5:00 PM	

*Adjust schedule based on agency availability and distance to/from PennDOT.

Top Areas of Focus1. _____
_____2. _____
_____3. _____
_____4. _____
_____5. _____

Other

Agency Public Transportation Profile

[Agency Name]	[Agency Name] (d.b.a.)		
Year Founded			
Reporting Fiscal Year End (FYE)			
Service Area (square miles)			
Service Area Population			
Annual Operating Statistics*	Fixed-Route	Paratransit (ADA + Shared Ride)	Total
Vehicles in Maximum Service (VOMS)			
Operating Cost			
Operating Revenues			
Total (Actual) Vehicle Miles			
Revenue Miles of Service (RVM)			
Total Vehicle Hours			
Revenue Vehicle Hours (RVH)			
Total Passenger Trips			
Senior Passenger (Lottery) Trips			
Act 44 Performance Statistics			
Passengers / RVH		N/A	N/A
Operating Cost / RVH		N/A	N/A
Operating Revenue / RVH		N/A	N/A
Operating Cost / Passenger			
Other Performance Statistics			
Operating Revenue / Operating Cost			
Operating Cost / Total Vehicle Hours			
Operating Cost / Total Vehicle Miles			
Total Passengers / Total Vehicle Hours			
Operating Cost / RVM		N/A	N/A
RVM / Total Vehicle Miles		N/A	N/A
RVH / Total Vehicle Hours		N/A	N/A
Operating Subsidy / Passenger Trip			

*Source: dotGrants reporting

ACT 44 METRICS TARGET COMPARISON SUMMARY

Act 44 Metrics Target Comparison	Target Annual Rate of Change	FYE 2016 Target	FYE 2016 Observed	Percent Difference	Target Achieved
Pass/Rev Hr					
Op Rev/Rev Hr					
Op Cost/Rev Hr					
Op Cost/Pass					

FYE 2021 PROPOSED PERFORMANCE TARGETS

Performance Criteria	Fiscal Year End (FYE)			Target Annual Increase
	2015 Actual	2016 Actual	2021 Target	
Pass/ Rev Hr				2.0%
Op Rev / Rev Hr				2.0%
Op Cost / Rev Hr				3.0%
Op Cost / Pass				1.0%

[AGENCY NAME] FIXED-ROUTE STATISTICS (FYE 2011 – 2016)

[Insert Annual Passengers Exhibit]

[Insert Fares and Other Revenues Exhibit]

[Insert Operating Costs Exhibit]

[Insert Revenue Hours Exhibit]

Section	Interviewee(s)	
	Name	Title
Agency Profile	_____	_____
Capital Program	_____	_____
Contracted Service Provider	_____	_____
Customer Service	_____	_____
Facilities	_____	_____
Finance	_____	_____
Governance	_____	_____
Information Technology	_____	_____
Maintenance/Asset Management	_____	_____
Management/Action Plan Review	_____	_____
Marketing	_____	_____
Operations and Scheduling	_____	_____
Safety and Security	_____	_____
Shared-Ride / Demand Response	_____	_____

Action Plan Overview

1. Describe any successes as a result of the Action Plan that attributed to improved agency performance.

2. What recommendations from the Action Plan had the biggest effect?

3. Which recommendations were easiest to implement?

4. Which recommendations were difficult to implement?

5. What other actions did the agency succeed above and beyond?

Agency Profile

1. How are Board members selected?

2. What counties does your agency serve?

3. Describe any special attributes of service area, such as major colleges or universities, major employers, government centers, hospitals or health care centers, demographics, unemployment rate, etc.

4. How many full time employees does your agency have?

5. How many part time employees does your agency have?

6. What has changed in this area since the last performance review? Have there been any major changes that we should be aware of?

Capital Program

1. Describe the process used to establish (AGENCY)'s capital program/planning.

Does the agency have a prioritized, but unconstrained capital plan?

2. How often does (AGENCY) update its capital plan?

Every _____ Year(s) _____ Month(s)

3. Do you have unmet needs in your capital program?

If yes, describe.

4. How is capital planning and programming coordinated with the MPO(s)/RPO(s)?

5. What is the planned replacement life of:

	Miles (K)	Years
Automobiles	_____	_____
Buses	_____	_____
Over-the-road bus	_____	_____
School buses	_____	_____
Taxicab sedan	_____	_____
Taxicab station wagon	_____	_____
Taxicab van	_____	_____
Trolleybuses	_____	_____
Vans	_____	_____
Vintage trolley / streetcar	_____	_____
Computers & Other Technology	_____	_____

6. What types of funding does (AGENCY) pursue for capital initiatives?

7. Are expansions of (AGENCY)'s capital assets planned with concurrent increases in operating funding sources?

Explain.

8. Are major capital projects funded or projected to be shared with other government agencies?

If yes, describe.

9. What major capital expenditures does (AGENCY) have programmed for the next five (5) years?

Item Description

Amount (\$K)

Item Description	Amount (\$K)
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>

10. How do operating funding considerations enter the capital planning process?

11. Does (AGENCY) have a local matching fund account?

Notes and Other Comments:

Contracted Service Provider

1. What year did your company begin services with (AGENCY)?

2. What types of services does your company provide?

- Fixed Route Bus Operations
- Shared-Ride or Other Paratransit Operations
- Vehicle Maintenance
- Scheduling
- Other _____

3. What are the roles and responsibilities of (AGENCY) and the contractor for each service?

- Daily _____
- Weekly _____
- Monthly _____
- Real-time _____

4. How does (AGENCY) monitor contractor-provided service? (Mark all that apply & describe)

- On-time performance records _____
- Customer feedback _____
- Ride checks - covert, overt _____
- AVL _____
- Other observation techniques and technologies _____
- Coordination with contracts or management _____

5. What percentage of your total service business is (AGENCY)?

6. Does your company have service contracts with other transit providers in PA?

If yes, which agencies _____

7. What are the protocols for handling & reporting the following to (AGENCY)?

- Vehicle Breakdowns _____

- Service disruptions _____

Vehicle accidents

Patron injuries

Fare collection

Vehicle safety concerns

Patron safety concerns

Stop safety Concerns

Performance standards

8. How does your company handle service plan disruptions (weather, delays, etc.)?

9. Describe any unique circumstances (strike, flood, special events, etc.) over the last five (5) years that have adversely or positively affected your service delivery to (AGENCY) in a substantial manner (i.e., ridership, cost, etc.).

10. Are there any present or future challenges to purchase transportation service operations or contracts?

If yes, describe and provide documentation.

Notes and Other Comments:

Customer Service

1. How many full-time equivalent staff (FTE) are responsible for customer service?

2. Does (AGENCY) perform customer service evaluations:

- | | |
|-------------------------|-------|
| For drivers? | Y / N |
| For dispatchers? | Y / N |
| For ticket sales staff? | Y / N |
| For other staff? | Y / N |

3. How often are passenger satisfaction surveys conducted?

What changes have resulted from findings?

If surveys are not conducted, what other methods are used to determine customer satisfaction?

4. Document & describe trends in the results of customer satisfaction surveys.

5. Describe remedial actions resulting from customer satisfaction surveys.

6. Does (AGENCY) provide real-time information: (mark all that apply)

- | | | |
|--|--|--|
| <input type="checkbox"/> Via telephone | <input type="checkbox"/> At bus stops | <input type="checkbox"/> On board vehicles |
| <input type="checkbox"/> Via the Web | <input type="checkbox"/> At intermodal centers | <input type="checkbox"/> E-mail |

7. Does (AGENCY) provide trip planning services: (mark all that apply)

- | | | |
|--|--|--|
| <input type="checkbox"/> Via telephone | <input type="checkbox"/> At bus stops | <input type="checkbox"/> On board vehicles |
| <input type="checkbox"/> Via the Web | <input type="checkbox"/> At intermodal centers | |

8. How does (AGENCY) evaluate driver knowledge & friendliness?

9. What is (AGENCY)'s policy on ride checks (periodic, triggered)?

10. Does (AGENCY) coordinate with service providers outside the service area?

If yes, describe with what (AGENCY) and by what means.

11. Are there bus stop signs at all official bus stops?

12. Are there bus shelters at major stops and transfer points?

13. Is there a system map that has all routes, transfer points and major facilities served?

14. Is there an informative website that includes essential route, rare and other important information?

15. Describe the process the customer must use to submit a complaint.

16. What are the three most common complaints regarding service delivery from:

Other board members

The local press

Existing customers

The general public

17. Describe (AGENCY)'s compliments/complaints follow up protocols.

18. How are customer complaints evaluated? How are these results communicated to the (AGENCY)?

Notes and Other Comments:

Facilities

1. Describe what comprises the facility: (mark all that apply)

- | | | |
|---|---|--|
| <input type="checkbox"/> Offices | <input type="checkbox"/> Running repairs | <input type="checkbox"/> Vehicle storage (indoor) |
| <input type="checkbox"/> Cash handling | <input type="checkbox"/> Routine maintenance | <input type="checkbox"/> Vehicle storage (outdoor) |
| <input type="checkbox"/> Body Shop | <input type="checkbox"/> Heavy maintenance | <input type="checkbox"/> Parts storage |
| <input type="checkbox"/> Lifts and pits | <input type="checkbox"/> Special provisions/fuels | <input type="checkbox"/> Fueling equipment |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> Other _____ | <input type="checkbox"/> # Buildings |

2. Who maintains facilities? How?

3. Describe the major equipment in the facility:

	Adequate?
Item 1 _____	Y / N
<i>If no, explain.</i> _____	
Item 2 _____	Y / N
<i>If no, explain.</i> _____	
Item 3 _____	Y / N
<i>If no, explain.</i> _____	

4. Is the facility unused or underused?

If yes, explain why. _____

Is the facility over-capacity? If yes, explain why. _____

5. Are there plans or needs for any additional facilities?

6. What are the major issues/deficiencies, if any, regarding the current facilities?

7. Are servicing lanes adequate to prevent backup into street?

8. What are the outdoor vehicle storage issues? (mark all that apply)

- | | | |
|--|---|---------------------------------|
| <input type="checkbox"/> Winter starting | <input type="checkbox"/> Backup onto street | <input type="checkbox"/> Safety |
| <input type="checkbox"/> Fumes | <input type="checkbox"/> Noise | <input type="checkbox"/> Other |

9. Has this facility exceeded or is approaching its useful life?

10. Does (AGENCY) have a preventative maintenance program for facilities?

If yes, explain:

11. Do (AGENCY)'s buildings generally appear to be in a good state of repair?

If no, describe.

12. Do bus stops and shelters generally appear to be in a good state of repair?

If no, describe.

13. Do other facilities/assets generally appear to be in a good state of repair?

If no, describe.

Notes and Other Comments:

Finance

1. Discuss operating revenue trends.

2. Discuss cost trends.

3. Is accounting performed in-house, or is it outsourced?

If outsourced, who contracts?

If in-house, what software system is used for accounting?

4. Have you experienced a shared-ride deficit? Y / N If yes, how is it funded?

5. Is there a cost allocation plan for fixed-route vs. demand response?

6. Do you have a cost allocation plan for the shared-ride program? Y / N How are costs allocated between public shared-ride, ADA and non-public (contract/MATP)?

7. Do you have any outstanding liabilities from the shared-ride program (i.e. uncollected co-pays or especially uncollected third party sponsorships)? Y / N Describe:

8. Are there operations and/or maintenance staff that service fixed-route and demand response? Y / N If yes, how do you track time and materials to ensure that costs are allocated appropriately?

9. What is the agency's experience in receiving annual local matching funds?

10. Are there any legal or financial judgments against (AGENCY)?

If yes, describe litigant(s), amount(s) & actions (AGENCY) will take to resolve.

Governance

1. Is the Board at full strength with all officer positions filled?

If not, explain.

2. Does the Board have committees/sub committees? If so:

Committee Name

Committee Chair

3. When was the last strategic plan adopted by the Board? How is used to guide the CEO?

4. What are Board's service standards for key activities?¹

5. What are the Board's expectations for GM/ED performance?

6. What is the annual performance review process for the GM/ED (for compensation, etc.)?

7. Describe (AGENCY) senior management team members and their strengths & weaknesses.

8. In what areas (as a Board) do you believe (AGENCY) performs exceptionally well?

¹ Operating expenses/Revenue Vehicle Hour, Operating Revenue/Revenue Vehicle hour Total Passengers/Revenue Vehicle Hour, Operating Expenses/Total Passengers, Percentage of Trips On-Time, Revenue/Expense Ratio by Route and for the System, Pay Hours/Platform Hours, Road calls/Revenue Vehicle Miles, Complaints/Total Passengers.

9. In what areas does the Board believe (AGENCY) needs to improve?

10. Are there challenges to the agency governing body (structure, functions, etc.) that if resolved would make the body more effective?

11. How does the board build political support for transit?

12. How does the Board monitor and promote improved customer satisfaction?

Notes and Other Comments:

Information Technology (IT)

1. How does (AGENCY) manage IT? In house or outsource?

If outsourced, who contracts and what are their responsibilities?

If In house, how many full-time equivalent staff (FTE) are responsible for IT? What technologies do they support?

2. What strategic IT investments has (AGENCY) made in the last five (5) years?

3. What strategic IT investments do you anticipate (AGENCY) making in the next five (5) years?

4. Are you satisfied with the state of (AGENCY)'s IT infrastructure/functionality?

If yes, explain.

If no, explain.

5. Does the agency have a prioritized IT plan?

6. What percentage of vehicles have GPS tracking technology? (As applicable or NA if not)

7. Does (AGENCY) have a current website?

If yes, how many average "hits" does the site receive per month?

Describe the system and how well it is functioning.

8. How does (AGENCY) maintain website information

9. Does (AGENCY) have web-based trip planning available?

10. Does (AGENCY) provide 'real-time' vehicle location information on the web?

11. What software does (AGENCY) use for:

	System	Support Vendor
On-vehicle farebox	<hr/>	<hr/>
Run cutting	<hr/>	<hr/>
Paratransit Scheduling	<hr/>	<hr/>
Finance & Accounting	<hr/>	<hr/>
Asset Management	<hr/>	<hr/>
Timesheets & Payroll	<hr/>	<hr/>
Maintenance	<hr/>	<hr/>
Inventory Management	<hr/>	<hr/>
Geographic Info. Sys.	<hr/>	<hr/>

12. Are you satisfied with the state of (AGENCY)'s IT infrastructure?

If no, describe how it could be improved.

Notes and Other Comments:

Maintenance/ Asset Management

1. How many full-time equivalent staff (FTE) are responsible for maintenance?

2. Does a maintenance plan & procedures exist?

3. Explain any changes in vehicle and non-vehicle cost trends in the last five (5) years.

4. Vehicle Maintenance expenditures by mode (\$1000s):

Direct Op	Purch	Total
-----------	-------	-------

5. What is the largest single cost item in (AGENCY)'s maintenance budget?

6. Do you expect a change in maintenance cost/vehicle mile in the coming year?

Explain if yes.

7. How are maintenance records kept? Is maintenance record keeping computer-based?

If computer based, describe the software system

8. How does (AGENCY) establish parts inventory requirements?

9. How are maintenance trends analyzed?

If yes, describe how often and how the information is used.

10. Directly Operated Average Fleet Age (#):

Average	Minimum	Maximum
---------	---------	---------

11. Describe the non-revenue vehicle fleet.

12. Does the fleet of (AGENCY) vehicles appear to be properly maintained?

If no, describe.

13. What is the agency's target number of vehicles/mechanic?

14. What are the criteria for removing a vehicle from service?

15. What procedures and reports are used to identify fleet or maintenance problems?

Revenue vehicles

Non-revenue vehicles

16. Describe the agency's fleet routine maintenance plan.

Revenue vehicles

Non-revenue vehicles

17. Describe (AGENCY)'s preventative maintenance plan and schedule.

Revenue vehicles

Non-revenue vehicles

18. How are preventative maintenance plans monitored?

19. What is the agency standard for adhering to the preventative maintenance plan schedule?

20. What is the present performance against the preventative maintenance plan standard(s)?

21. How often do running repairs occur? How are running repairs handled?

22. How does (AGENCY) track non-routine maintenance requests?

Revenue vehicles

Non-revenue vehicles

23. How is towing accomplished?

Revenue vehicles

Non-revenue vehicles

24. How are body repairs accomplished?

25. How are heavy repairs (engine, transmission, chassis) accomplished? If (AGENCY)'s parts are sent out for repair, are (AGENCY)'s units returned?

26. Describe the vehicle servicing process at vehicle pull-in.

27. Describe the roles and responsibilities for the following at vehicle pull-in.

Operators

Dedicated service line staff

28. What other responsibilities do service line staff have?

29. Describe the flow of the service line:

Queue and overflow

Farebox dump & probe

Fueling

Exterior wash

Interior cleaning

Parking

Other

30. How frequently are vehicles cleaned?

Routine exterior cleaning

Routine interior cleaning

Heavy interior cleaning

31. What are the record keeping procedures for:

Fuel

Fluids

32. Describe the interface between maintenance, transportation and finance divisions. How do maintenance and operations work together?

33. Does local government(s) provide any vehicle maintenance services?

If yes, describe them and if they are considered local match.

34. Does local government(s) provide any non-vehicle maintenance services?

If yes, describe them and if they are considered local match.

35. Are there any outstanding maintenance needs?

Equipment

Facilities

Staffing

Training

Agency

Other

36. How do you ensure meeting maintenance requirements recommended by manufacturers and suppliers?

37. What training programs does (AGENCY) have in place for maintenance staff?

38. What vehicle maintenance functions do you outsource and to whom?

39. Do you utilize outside contractors for major repairs that require special expertise?

If so, who and for what?

Notes and Other Comments:

Management

1. Is there a formal succession plan for key management positions and functions?

If yes, describe.

2. How are system strategic goals monitored?

3. How does the board track and evaluate management and agency performance?
How often?

4. What system-wide performance measures are tracked on an ongoing basis?

5. Discuss the most recent performance reports/update from CEO to governing board (up to six months').

6. What are the agency projects/initiatives are currently underway? What is the current status of the projects/initiatives?

7. Describe any immediate or future challenges to management of (AGENCY):

Immediate

Short Term (< 5 Yrs.)

Medium Term (5-10 Yrs.)

Long Term (10+ Yrs.) _____

8. Were there any special or unique situations beyond your control that may have affected your data? Such as any unique circumstances (strike, flood, special events, etc.) over the last five (5) years that have adversely or positively affected (AGENCY) in a substantial manner (i.e., ridership, finance, other).

If yes, describe.

9. How would you characterize the financial condition of the agency?

10. What contingency plans do you have in mind to manage any unexpected revenue shortfalls?

11. What do you see as the most likely ways to successfully contain costs in the coming year?

Notes and Other Comments:

Marketing

1. How many full-time equivalent staff (FTE) are responsible for marketing?

2. Does (AGENCY) have a marketing plan?

If yes, provide the current marketing plan/program and policies; reports, input, recommendations, etc.

from riderships, groups, etc.

3. Provide the current marketing plan/program and policies (reports, input, recommendations, ridership, groups, etc.)

4. What is the marketing primary media? What is the marketing budget?

5. Describe and special marketing plans or programs with major employers in the region.

6. In what language(s) does (AGENCY) provide schedules, marketing materials and websites?

English German Chinese

Spanish Korean Other

7. Has (AGENCY) received any special accolades or awards?

If yes, when & describe.

8. What is distinctive about your logo, branding and bus visibility?

9. Provide the service area demographics, customer profiles and marketing documents.

10. How would you describe the nature of the existing (AGENCY) ridership base?

Mostly captive Mostly choice Mix of both N/A

11. Where do you see the potential for increasing ridership?

12. What efforts does (AGENCY) have in place to attract non-captive riders?

13. How do you determine "potential passengers" and plan to attract "choice" riders?

14. Does (AGENCY) archive newspaper articles, editorials and other media?

If yes, describe how the archived material is used.

15. How would you describe 'the press' coverage of (AGENCY) service? (mark one)

Mostly favorable Mostly unfavorable Very mixed

16. Does (AGENCY) have design standards for (check all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Landscaping | <input type="checkbox"/> Advertising & marketing materials |
| <input type="checkbox"/> Signage | <input type="checkbox"/> Bus stops (shelters, trash receptacles, etc.) |
| <input type="checkbox"/> Revenue vehicles | <input type="checkbox"/> Buildings and other structures |
| <input type="checkbox"/> Non-revenue vehicles | |

17. Does (AGENCY) have measures of effectiveness for marketing and PR campaigns?

If yes, describe.

Notes and Other Comments:

Operations and Scheduling

1. Does (AGENCY) use part-time operators? How are they used? Do part-time operators have a different wage scale than full time operators?

2. How are reliefs accomplished?

- Report to garage - self transport to street
 Report to garage - (AGENCY) transport to street
 Directly report to street
 Report to garage - new pullout

3. Does (AGENCY) have a target for unscheduled overtime?

If yes, what is it?

Is the target being met?

If no, why is it not being met?

4. How might the bus operator training be improved?

5. How is an individual operator's performance monitored? (Mark all that apply)

- Covert ride checks
 Overt ride checks
 Customer feedback
 On-time performance records
 AVL
 Other observation techniques and technologies

6. How often are schedules changed?

7. What is (AGENCY)'s 'on-time' and 'missed trip' policy for fixed route service?

8. Has (AGENCY) had major fixed-route service changes over the last 5 years?

If yes, describe.

9. Does (AGENCY) have performance metrics in place for private fixed-route fixed- service providers?

If yes, describe.

How are these monitored? Are they discussed with the governing body?

10. What tracking technology is used to monitor and control service on Fixed Route Vehicles?

11. How often is road supervision performed?

12. Describe (AGENCY)'s approach to on-street supervision.

13. How is coverage produced by day of week and time of day?

Safety and Security

1. Who is (AGENCY)'s Designated Safety Officer (DSO)? *Full Name and Contact.*

2. Does (AGENCY) have a Bus Safety Plan (BSP)? Yes No

3. Is it on file with PennDOT? Yes No

4. What is the most recent certification date for (AGENCY)'s BSP? _____ / _____ / _____

5. Has (AGENCY) completed an Annual Plan Review Checklist? Yes No

6. What is the most recent Annual Plan Review Checklist completion date? _____ / _____ / _____

7. What are the primary causes of, how does (AGENCY) track, and what polices are in place to reduce the following:

Incidents

Vehicle Crashes

Patron Injuries/Fatalities

Employee Injuries/Fatalities

Other

8. Does (AGENCY) have emergency response policies and procedures in place? Are they part of the BSP?

9. What do you define as a reportable incident? What procedures are in place to report and respond to an incident?

10. Who is responsible for incident follow-up and what action(s) are taken?

11. Are incident reporting forms readily available on vehicles and at facilities?

12. Have all incidents been reported to PennDOT? Yes No

13. Does (AGENCY) coordinate emergency response with other local agencies?

If yes, describe agencies & mechanisms.

If no, why not?

14. Has (AGENCY) conducted or participated in emergency drills or similar actions?

If yes, describe.

15. Describe the community safety/security outreach activities (AGENCY) has planned for the coming year.

16. Describe your view of (AGENCY) capabilities regarding safety and security.

Employees

Riders:

Non-Riders:

17. Are there any specific locations or activities where safety or security is a concern?

If yes, describe.

18. Does (AGENCY) have a collision reduction plan in place?

If no, do you plan to create one?

If yes, how is it implemented?

19. What is (AGENCY)'s training policy on safety & security for new and existing operations?

Shared-Ride / Demand Response

1. Who is (AGENCY)'s Shared-Ride Manager? *Full Name and Contact.*

2. How many staff are responsible for demand response scheduling? _____

3. How many staff are responsible for demand response dispatch? _____

4. Describe any trends in demand response ridership in recent years.

Shared-Ride: _____

ADA: _____

MATP In-County _____

MATP Out-of-County: _____

Contract / Other: _____

5. Describe the rationale and any adjustments to service design over the last 5 years. _____

6. What productivity factors do you routinely monitor?

7. Describe any actions taken in the last three years to maintain or improve productivity:

8. Are there any major providers of human services transportation in your service area? (if yes, list):

9. Does (AGENCY) have a single-rate agreement with MATP / DHS? Yes No
Which programs are covered in the rate: *In-County, Out-of-County, Mileage Reimbursement*

10. Describe your experience with your agency's paratransit scheduling software / hardware.

Ease of Use: _____

Reporting _____

Staff Training _____

Documentation: _____

Other Issues

11. When was your most recent demand response customer satisfaction survey? _____ / _____ / _____
Describe any findings and actions taken to address them:

12. Describe passenger complaint / complement handling protocols:

13. How do you determine if a passenger eligible for lottery and ADA gets assigned to each funding source?

14. Discuss your next planned shared-ride fare increase:

When?

Why?

Amount?

How often?

15. Describe any issues hiring and retaining demand response drivers?

16. What proportion of demand response drivers have CDL licenses and/or can drive fixed-route buses if needed? _____

17. Where are your paratransit vehicles stored (list locations)?

18. What were the findings of your most recent shared-ride compliance review? Describe any steps taken to correct findings.

Transit Performance Review
Findings Summary

Agency: _____

Date: _____

Agency Profile	
Management	
Governance	
Finance	
Operations and Scheduling	

Contracted Service Provider	
Human Resources/Labor Relations	
Customer Service	
Marketing	
Maintenance	
Facilities	

Planning	
Capital Program	
Safety and Security	
Shared-Ride / Demand Response	
Procurement	
Information Technology	