

# Contracted Metro Bus Service



# Contracted Metro Bus Service Overview

- **22 Metro Bus Lines (3 to be cancelled in Dec 2010)**
- **196 Buses from 20-40 ft**
- **549,254 Annual Revenue Service Hours FY11 (approx 7% of Metro Bus Service)**
- **Service divided among three regions:**
  - **MV Transportation operates the South Region**
  - **Southland Transit operates the East Region**
  - **Veolia Transportation operates the North Region**

# Key Contract Provisions

- **Contractor provides:**

Management

Bus operators

Insurance

Radios

Fare collection

Dispatchers

Training

Uniforms

Supervision

Maintenance

Facility & Fuel

Supplies

- **Metro provides:**

Buses

Schedules

Marketing

Project Management

Fareboxes and Fare Collections System

Timetables and other public materials

Operations Policies and Procedures

Coordination

# Key Contract Provisions, continued

## Contractor Must:

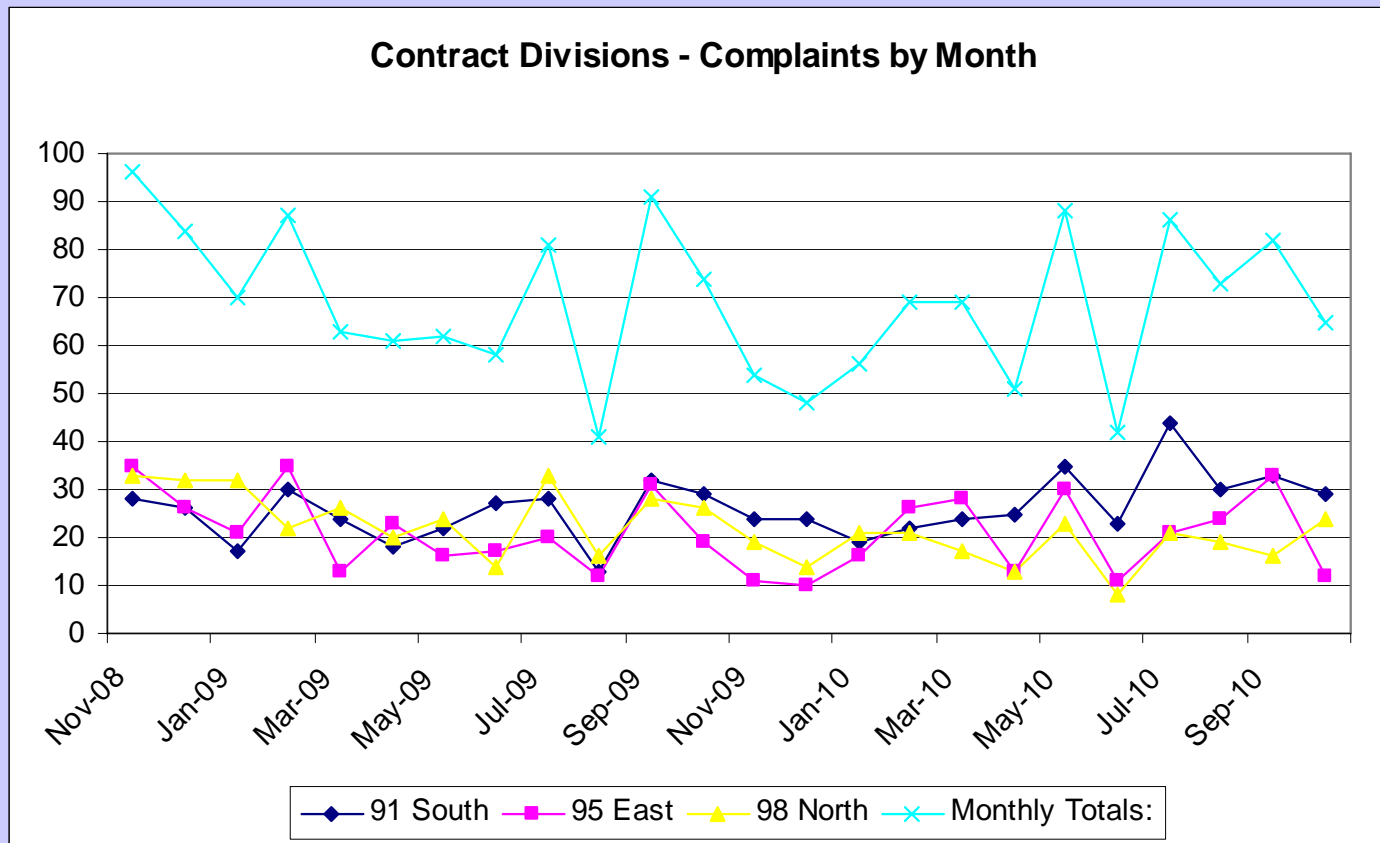
- Comply with all applicable federal, state and local laws and regulations
- Manage all day-to-day operations of the contracted bus service
- Meet minimum staffing levels for mechanics, supervisors, dispatchers and management (based on overall service level)
- Ensure that all systems on the bus are working (AC, heater, headsigns, wheelchair ramps/lifts, farebox, bike rack, doors, etc.)
- Provide all scheduled service
- Meet vehicle cleanliness and appearance standards
- Respond to customer complaints within 5 calendar days
- Meet all other contract requirements

# Contract Oversight Practices

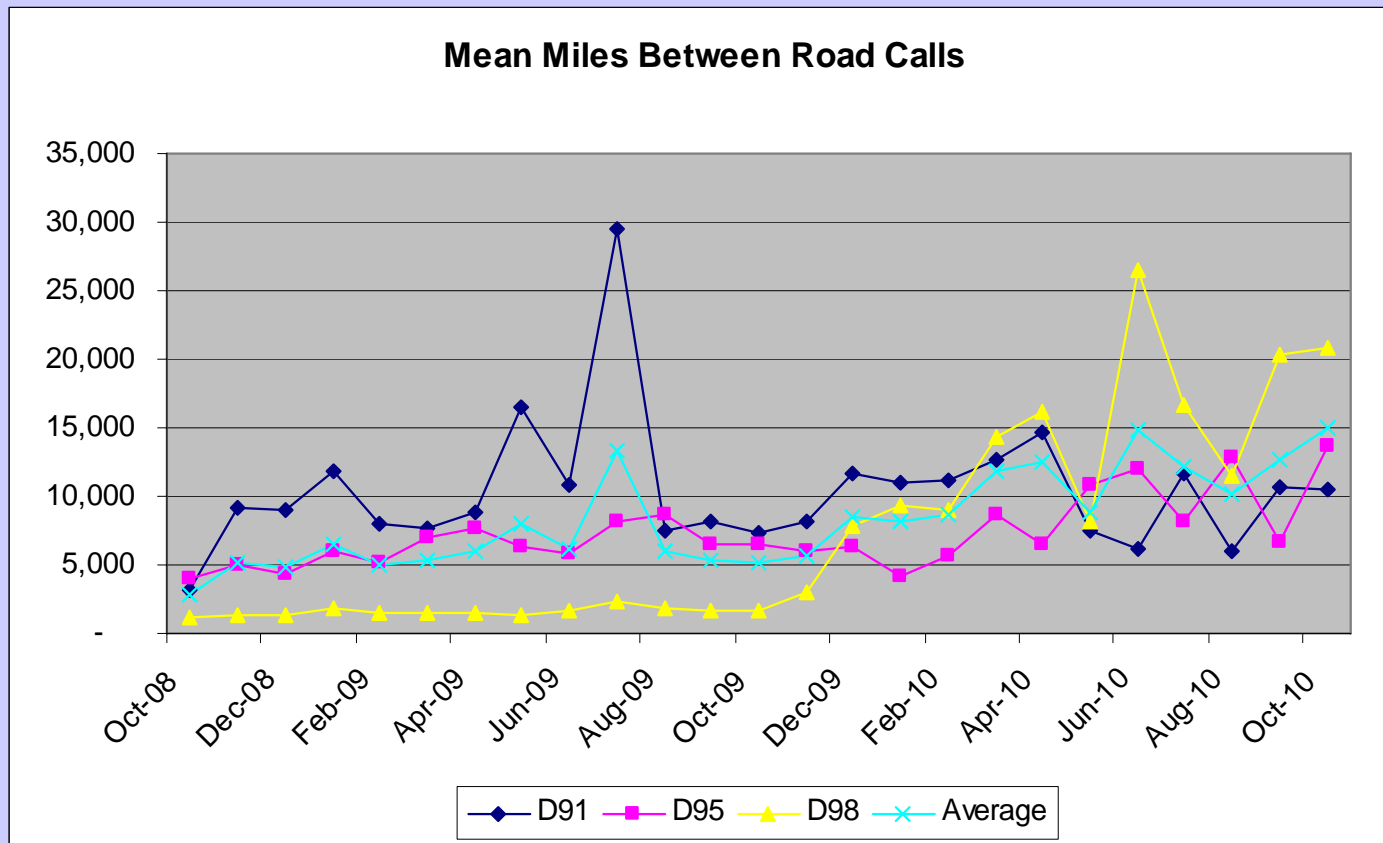
## **Metro staff conduct:**

- **Cleanliness and vehicle appearance inspections**
- **Vehicle safety inspections**
- **Operator Performance Assessments (ongoing, also referred to as “Mystery Rider Program” using third-party consultant)**
- **Management bus rides**
- **On-time performance checks**
- **Weekly and Monthly Reporting and data verification**
- **Rollout inspections (uniforms, licenses and credentials)**
- **Drug and Alcohol Compliance audits**
- **Safety Program audits**

# Contract Lines – Monthly Customer Complaints



# Contract Lines – Mean Miles Between Road Calls



# FY11 Key Objectives

## Continue to improve service management and oversight strategies for contract divisions

- On-time performance monitoring
- Monthly bus cleanliness inspections
- Vehicle maintenance and safety inspections
- Mystery Rider program and bus operator performance assessments

## Expand use of ATMS technology for service management and performance analysis

- Add/upgrade Automated Voice Annunciators (AVA) and Automated Passenger Counters (APC) on 102 contract fleet buses

## Implement new 5-year contracts for South and East regions

- MV Transportation was awarded the contract for the South Region eff. 10/31/10
- Southland Transportation was awarded a new contract for the East Region eff. 12/5/10



# Transportation Contract Services

**Questions and Answers:**

**Shannon Anderson, Manager,  
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