

# First Transit South Zone Performance Improvement Plan (PIP)

Requested by the Metro Mobility Service Center

October 14, 2016

## Issues identified by Metro Mobility

### Unacceptable Performance

Failure to meet the performance requirements of contract 14P127S.

### Capacity Constraints

Failure to meet 30% of the capacity constraints identified by FTA.

### Council Concerns

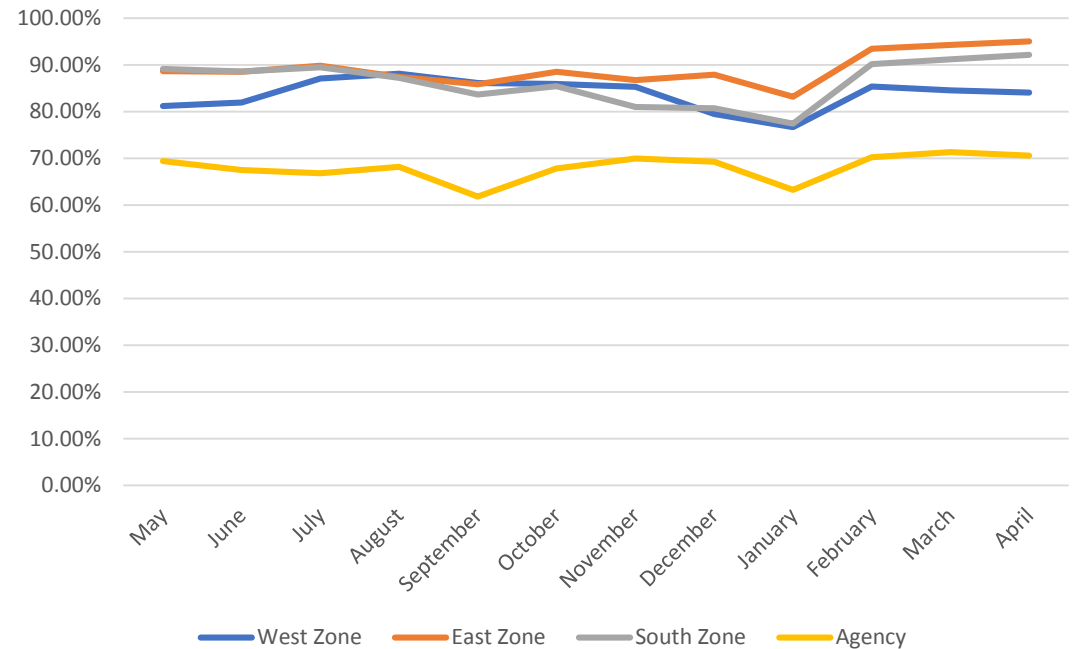
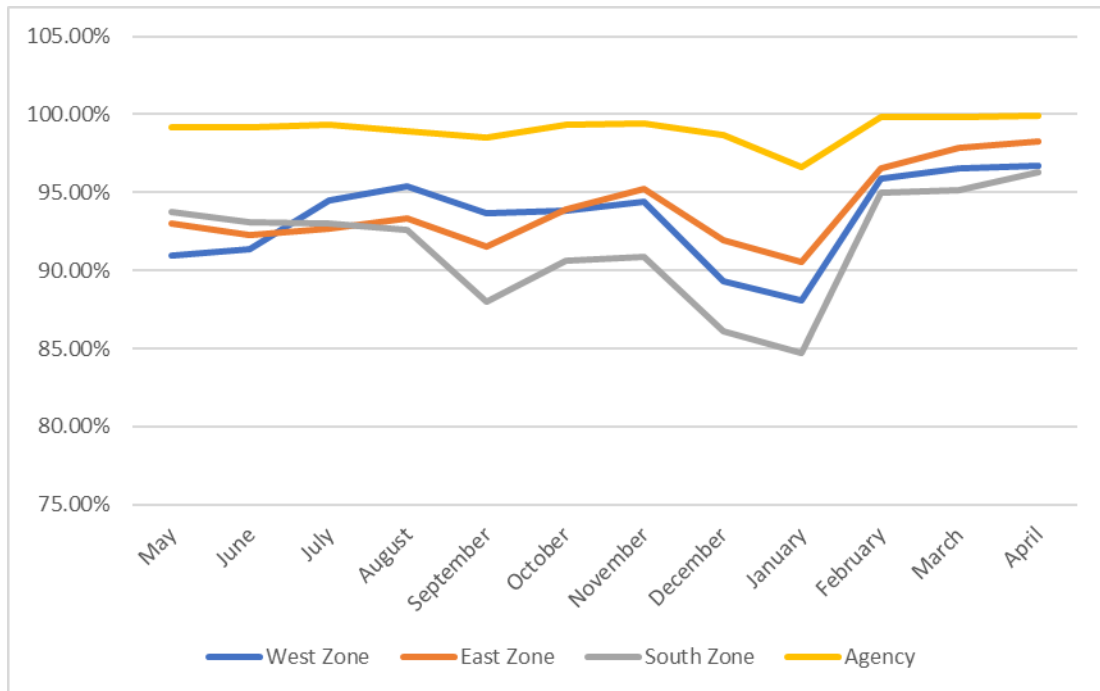
Inadequate staffing, excessive turnover, service scheduling and routing.

## Metro Mobility Provider On Time Performance Compared

| Month     | West Zone | East Zone | South Zone | Agency |
|-----------|-----------|-----------|------------|--------|
| May       | 90.98%    | 92.99%    | 93.74%     | 99.15% |
| June      | 91.39%    | 92.30%    | 93.09%     | 99.14% |
| July      | 94.52%    | 92.69%    | 93.04%     | 99.36% |
| August    | 95.36%    | 93.37%    | 92.61%     | 98.94% |
| September | 93.67%    | 91.53%    | 88.03%     | 98.52% |
| October   | 93.85%    | 93.91%    | 90.64%     | 99.36% |
| November  | 94.42%    | 95.20%    | 90.87%     | 99.40% |
| December  | 89.35%    | 91.93%    | 86.14%     | 98.70% |
| January   | 88.10%    | 90.54%    | 84.75%     | 96.64% |
| February  | 95.91%    | 96.55%    | 94.96%     | 99.80% |
| March     | 96.55%    | 97.87%    | 95.13%     | 99.83% |
| April     | 96.73%    | 98.31%    | 96.33%     | 99.92% |
| Total     | 93.40%    | 93.93%    | 91.61%     | 99.06% |

## Metro Mobility Provider Appointment Times Compared

| Month     | West Zone | East Zone | South Zone | Agency |
|-----------|-----------|-----------|------------|--------|
| May       | 81.19%    | 88.66%    | 89.15%     | 69.45% |
| June      | 81.94%    | 88.53%    | 88.63%     | 67.48% |
| July      | 87.07%    | 89.86%    | 89.50%     | 66.83% |
| August    | 88.15%    | 87.41%    | 87.25%     | 68.23% |
| September | 86.13%    | 85.84%    | 83.67%     | 61.82% |
| October   | 85.90%    | 88.54%    | 85.49%     | 67.86% |
| November  | 85.30%    | 86.77%    | 81.02%     | 69.98% |
| December  | 79.52%    | 87.89%    | 80.73%     | 69.28% |
| January   | 76.71%    | 83.22%    | 77.46%     | 63.26% |
| February  | 85.40%    | 93.45%    | 90.16%     | 70.28% |
| March     | 84.56%    | 94.30%    | 91.19%     | 71.33% |
| April     | 84.09%    | 95.02%    | 92.16%     | 70.60% |
| Total     | 83.83%    | 89.12%    | 86.37%     | 68.03% |



On Time Performance/Appointment Time Performance  
referenced to  
Operator Staffing Levels  
November 2016 - April 2017

| OPT-APT-Staffing_street_only_by_week |        |        |       |
|--------------------------------------|--------|--------|-------|
| Date                                 | OTP    | APT    | Staff |
| 11/5/2016                            | 90.785 | 85.462 | 128   |
| 11/12/2016                           | 91.413 | 85.826 | 129   |
| 11/19/2016                           | 92.143 | 87.699 | 127   |
| 11/26/2016                           | 91.969 | 87.225 | 126   |
| 12/3/2016                            | 87.384 | 89.888 | 129   |
| 12/10/2016                           | 86.536 | 90.81  | 127   |
| 12/17/2016                           | 77.371 | 78.975 | 128   |
| 12/24/2016                           | 87.116 | 87.004 | 128   |
| 12/31/2016                           | 95.972 | 94.504 | 128   |
| 1/7/2017                             | 86.087 | 90.105 | 126   |
| 1/14/2017                            | 70.889 | 70.739 | 127   |
| 1/21/2017                            | 85.115 | 81.63  | 129   |
| 1/28/2017                            | 91.103 | 88.996 | 130   |
| 2/4/2017                             | 91.454 | 89.769 | 135   |
| 2/11/2017                            | 92.777 | 92.534 | 143   |
| 2/18/2017                            | 95.575 | 93.689 | 145   |
| 2/25/2017                            | 94.43  | 95.035 | 143   |
| 3/4/2017                             | 92.136 | 91.734 | 144   |
| 3/11/2017                            | 94.925 | 94.936 | 145   |
| 3/18/2017                            | 92.466 | 94.014 | 149   |
| 3/25/2017                            | 93.691 | 95.356 | 149   |
| 4/1/2017                             | 95.503 | 95.614 | 149   |
| 4/8/2017                             | 94.706 | 95.844 | 147   |
| 4/15/2017                            | 94.581 | 94.798 | 144   |
| 4/22/2017                            | 89.52  | 93.718 | 141   |
| 4/29/2017                            | 88.938 | 92.318 | 138   |

