

TORONTO TRANSIT COMMISSION REPORT NO.

MEETING DATE: August 26, 2009

SUBJECT: WHEEL-TRANS CONTRACTED TAXI PERFORMANCE REVIEW

INFORMATION ITEM

RECOMMENDATION

It is recommended that the Commission receive this report outlining the performance of the contracted Accessible Taxi companies providing Wheel-Trans service for information

FUNDING

There is no impact to the approved 2009 Operating budget.

BACKGROUND

At the July 2008 Commission meeting, the Commission awarded service contracts to three (3) accessible taxi contractors (Co-Op Cabs, Royal Taxi, and Scarborough City Cabs) and requested that Wheel-Trans staff report back on the contracted taxi service providers' performance after the first six (6) months of service in 2009.

The new contracts provided for: improved quality assurance measures, an enhanced recruitment process, higher driver standards, new vehicle safety features, a fixed driver compensation rate, a fixed monthly management fee, and an annual performance bonus for each contractor tied directly to the quality of service.

DISCUSSION

Initially, it appeared the contractors would experience some start-up problems; however, they are complying with the contract requirements. The required number of vehicles are available and all vehicles now meet the contract requirements. Further, other requirements such as providing more on-street supervision and a proactive approach to addressing incidents and training are now in place.

Measurement of the contractors' performance targeted six (6) major categories as set out in each contract:

1. Service Quality - rated using a telephone 'Secret Shopper Program'.

2. Trips not accommodated – rated on work not accommodated by the contractor on a daily basis.
3. On-Time performance – rated by the number of total trips accommodated on-time.
4. Management of Issues – rated by evaluating how proactive the contractor is to service incidents within twenty-four (24) hours.
5. Complaint response time – rated by meeting the contract term of responding to customer complaints within the seven (7) day limit.
6. Complaints - rated by evaluating the number of customer complaints lodged towards a contractor, the quality of the response, and action taken.

Cell phone violations were the most prevalent issue identified by our customers. The contractors have adopted a 'Zero Tolerance' policy but realize it will take more education and communication before this improves.

Under the Terms of the contract, the contractors' performance has been divided into three (3) categories:

1. 0%-69% as Unacceptable.
2. 70%-89% as Acceptable.
3. 90%-100%* as Excellent. *If achieved the contractor is entitled to the Annual Performance Bonus.

In the first six months of service, the contractors' overall average scores rated as follows: 84.3% in the first quarter, 87% in the second quarter, and 85.6% overall. Monthly scores ranged from 78% to 95%. To summarize, the contractors rated as "acceptable" in the first six (6) months of the new contract. The rating for the first six (6) periods in 2009 is attached in Appendix "A". The performance rating has not reached the 90% level, which would qualify them to receive the annual bonus for exceptional service; however, some improvements have been noticed. As a comparison, contractors would have rated approximately 70% based on a sample from the service they provided in 2008.

JUSTIFICATION

Over the first six (6) months of service, contractors have taken steps to improve the performance of the accessible taxi service. It is anticipated that the continued management, enforcement, and supervision by the contractors will continue to improve the quality of service to our customers. Staff will report back with another update to the Commission, after the first year of service is completed.

August 13, 2008
18-41-41
Attachment: Appendix A

APPENDIX A

Contractor Performance Rating by Period, 2009

Accessible Taxis

	<u>Per. 1</u>	<u>Per. 2</u>	<u>Per. 3</u>	<u>Per. 4</u>	<u>Per. 5</u>	<u>Per. 6</u>	<u>Average</u>
Co-Op (AT)	84.07%	80.19%	85.78%	84.92%	85.34%	87.60%	84.65%
Royal	78.15%	77.77%	86.79%	81.87%	84.19%	84.93%	82.28%
Scarborough City	84.03%	87.12%	93.19%	90.40%	88.88%	95.68%	89.88%