

**Milwaukee County Department on Aging
Service Provider Assessment**

Program Name Specialized Elderly Transportation Services

Program Vendor Transit Express/National Express Consecutive Years under Contract 19 (1 with new owners)

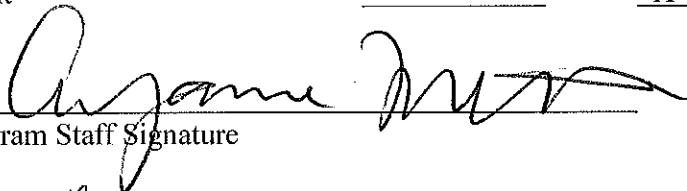
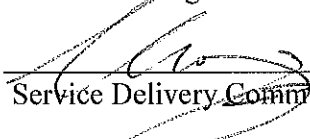
Total Amount of MCDA Contract \$1,407,161 Number of Clients Served See Report

Report Period 01/01/2018- 06/30/2018 Number of Service Units ~46,000

Agency Representative(s) Elizabeta McLean, Randy Weaver, Joe Sanchez

	Appears Satisfactory	Needs Improvement	Unsatisfactory
Client Satisfaction Survey	_____	<u>X</u>	_____
Progress on Measurable Objectives (if any)	<u>X</u>	_____	_____
Progress on Outcomes	<u>X</u>	_____	_____
Program Administration	_____	<u>X</u>	_____
Recommendation(s) from Previous Assessments	<u>X</u>	_____	_____

	Submitted and Accepted	Not Submitted	Submitted Needs Resolution
Audit	_____	<u>X</u>	_____

	<u>8/7/18</u>
Program Staff Signature	Date
<u>W-Weber</u>	<u>09/19/18</u>
Fiscal Staff Signature	Date
	<u>8/7/18</u>
Service Delivery Committee Member Signature	Date

Service Provider Assessment Narrative Outline

Program Name: Specialized Elderly Transportation Services

Program Vendor: Transit Express/ National Express

Contract Period: 01/01/2018- 12/21/2018

2018 Contract Award:	\$ 1,407,161.00
Total Non-Federal Match:	\$ 156,134.00
Total Other Resources:	\$ 27,978 YTD
2017 Program Budget:	\$ 1,392,819

Report Period: January 01, 2018 through June 20, 2018

Site Visit: Yes X No

Number of Clients Served: Unduplicated Clients:

738 individual medical, 309 individual non-medical,
159 group meal site and 455 group grocery shopping

(There may crossover of unduplicated clients within
each category so a total unduplicated client count
would be inaccurate)

Description of Program/Service

Specialized transportation reduces the isolation of older persons by increasing their mobility and independence in the community. The Department's Specialized Elderly Transportation Services program provides door-to-door service for rides to medical and dental appointments, grocery shopping, and Senior Meal Program nutrition sites. The program operates Monday through Friday from 7:30 a.m. to 5:30 p.m. for medical rides and 8:00 a.m. to 5:00 p.m. for other trip purposes. Rides are organized on an individual or group basis. The driver assists the passenger in boarding and leaving the vehicle, escorting them to and from the vehicle, and carrying grocery bags or other packages. Medical rides require a copayment of \$3.00 for each one-way ride. Other rides do not require a fare. Milwaukee County Department on Aging contracts with Transit Express, Inc., to provide Specialized Elderly Transportation Services.

Client Satisfaction Survey

Paper Client Satisfaction Surveys are sent to riders randomly throughout the year. During the site visit, it was not clear how Transit Express program was keeping track of responses, although they do keep returned surveys in a file.

Progress on Outcome Measures

One desired outcome of the Specialized Elderly Transportation services contract relates to how long clients wait for return rides from medical appointments. The first outcome measure, based on the client satisfaction survey, is that 90% or more report they usually wait 40 minutes or less for a return ride from a medical appointment. The second outcome measure, again based on the client satisfaction survey, is that 70% or more report they usually wait 30 minutes or less for a return ride. The third outcome measure is based on a comparison of survey results with data reported by the service provider on the average wait times for return rides each month. Transit Express calculates wait time by comparing when the return ride request is received with when the actual ride pickup occurs. The goal is an average wait time of 30 minutes or less each month.

Since Transit Express has not analyzed client satisfaction surveys, the third outcome measure was the only one available for review. Based on a review of information collected by the service provider, average wait times for return rides is well within the goal of 30 minutes or less and consistent with prior assessments.

Program Administration

On July 11th, Department on Aging staff visited the offices of National Express, which owns Transit Express, and met with Elizabeta McLean, Randy Weaver, and Joe Sanchez. Elizabeta is one of the program managers for the MCDA contract, Randy is the CPA, and Joe Sanchez is the General Manager of the Milwaukee Office for National Express.

Transit Express appears to comply with contractual requirements, including program/service guidelines. Transit Express program staff provide financial and service reports to MCDA staff. The reports are usually accurate or with minor errors. The reports are a month behind, meaning that we just received the June report on at the end of July, however, this is not a concern at this time.

The agency maintains individual client files that appear accurate and up-to-date. Staff reviewed documentation of the May 2018 billing, verified that drivers have certified training in defensive driving, passenger assistance, and first aid/CPR, and that all vehicles in the fleet are up-to-date on preventative maintenance.

Transit Express conducts recurring mail surveys of riders to measure service quality. The survey focuses primarily on driver performance, vehicle condition, and ride comfort. The survey results assist management in identifying service problems and responding to client concerns. Staff was not shown a standardized way Transit Express keeps and analyzes survey results. There was also no clear policy or procedures in place when a client has a grievance or makes a complaint.

Transit Express shared the pick-up/drop-off times for group meal site rides. For most meals sites, riders have more than enough time to eat and socialize. For a few meal

sites, the riders are not given enough time to eat and socialize, as there is only 45 minutes between the drop-off and pick-up at these locations.

Staff had the opportunity to examine one of the ambulatory vans. Its design enables riders to stand upright making it easier to enter, locate and take a seat, and exit the vehicle. The vans enhance passenger comfort and have equipment to monitor its location in relation to client pick-ups.

At this time Staff have concerns due to the grant being very over expended. Transit Express provided a year over year analysis of passenger rides and we can see that there have been large increases in a few of the service areas in the years 2017 and 2018. Even taking into account that there was a slight cost increase between last year and this year, when looking at 2016, when the grant was **under** expended by ~\$70,000 and 2017 where the grant was **under** expended by ~\$10,000, it is unclear why the grant is now over expended.

Recommendation(s) from Previous Assessments

None

2018 Recommendations

The Department on Aging proposes the following recommendations:

Recommendation #1: Client satisfaction survey responses will be recorded and analyzed in a spreadsheet, or other method, and the results will be shared with the Department on Aging by November 15th, 2018.

Recommendation #2: A formalized policy and procedure manual for client grievances and a plan for implementation of the manual and will be provided to the Department on Aging by November 15th, 2018.

Recommendation #3: Transit Express will provide MCDA with a detailed explanation as to why the contract is over expended by ~\$26,000 mid-year and projections for where it expects the contract to be at year end by September 17th, 2018.

Recommendation #4: Transit Express will modify the group meal site pick-up times at sites where riders are only given 45 minutes before their scheduled pick-up time.

Recommendation #5: That the Transit Express Board of Directors reviews the 2018 Program Assessment and that this review be acknowledged in the minutes of a scheduled Board meeting, with a copy of those minutes, or a letter stating the Board's action on assessment review, provided to the Department on Aging contract manager by December 31, 2018.

