



November 10, 1997

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TO: BOARD OF DIRECTORS

FROM: ELLEN LEVINE *EL*
EXECUTIVE OFFICER, TRANSIT OPERATIONS

**SUBJECT: CONTRACT BUS SERVICE WHEELCHAIR LIFT
AVAILABILITY AND MAINTENANCE**

BACKGROUND

At the September 11, 1997 Operations Committee meeting, Director Fasana requested that staff provide information on wheelchair lift maintenance on service operated by ATE Management and Services Company under contract to MTA. Staff worked with ATE to secure wheelchair lift availability data and maintenance practice information.

Attachment One identifies inoperable wheelchair lift data for ATE for the period of March 1997 through October 1997. This attachment addresses the seven MTA lines operated by ATE. According to data provided by ATE, wheelchair lift operation reliability was low between April and August of this year. Wheelchair lift reliability improved in September and October, but still requires improvement.

During the past eight months ATE experienced an estimated average inoperable wheelchair lift rate of 13.6 percent for the seven MTA lines they operate. By way of comparison, MTA Operations experienced an estimated average inoperable wheelchair lift rate of 4.6 percent during the same period. MTA's October wheelchair unavailability rate was 2.9 percent. This is illustrated in Attachment Two. Our goal is to improve contract service wheelchair lift availability to MTA's level of performance.

The contractor employs a wheelchair lift preventive maintenance schedule of 30 days or 3,000 miles. The contractor's preventive maintenance program includes inspection, maintenance, lubrication, adjustment, and repair of wheelchair lifts as needed. ATE formed a special repair team in late August to address the high wheelchair lift failure rate. The contractor's maintenance staff reports that this special team is having a positive impact. ATE's rate of wheelchair unavailability has declined

from a high of 25.6 per cent in August 1997 to the current rate of 10.5 per cent.


Beginning in August 1997, MTA transferred management of this contract to Transit Operations. A more vigorous program of monitoring and assistance for the contracted service is now in place. This program focuses on verifying the contractor's reports, monitoring service, and improving service quality. Transit Operations' management approach has resulted in a measurable improvement in wheelchair lift operation on MTA service operated by ATE. Transit Operations will continue to work with the contractor to secure higher rates of wheelchair availability and improved overall service quality. Transit Operations' goal is to work closely with the contractors to identify deficiencies and implement corrective action in a timely manner.

MTA's contract with ATE specifies that, among other things, "Wheelchair lifts shall be in good operating condition, with all interlocking safety devices working as specified by the CHP". MTA's recourse when the contractor fails to comply with this provision is to "...remove the vehicle from service until such time as the problems associated with it have been rectified..." Staff will work closely with our service contractor to ensure they improve the service quality to the point where this action will not be necessary. It is essential that MTA provide reliable service to all of our customers, including wheelchair patrons.

ATTACHMENTS:

1. **Reported Inoperable Wheelchair Lifts – ATE Operated Service**
2. **Inoperable Wheelchair Lifts - MTA Operated Service**

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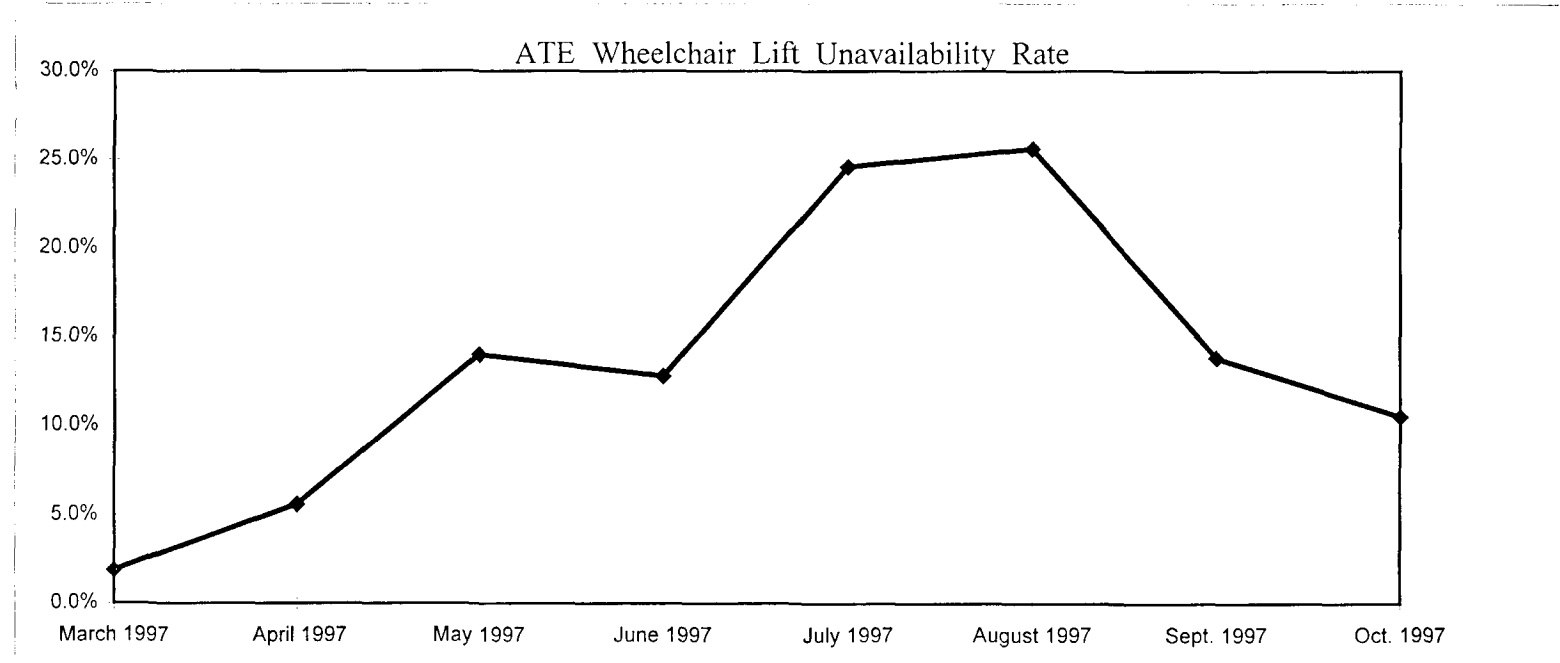


JON HILLMER
Regional General Manager,
Northern Region

Attachment 1

<u>MTA Service Operated by ATE Management and Services Co.</u>								
<u>Reported Inoperable Wheelchair Lifts</u>								
March 1997	April 1997	May 1997	June 1997	July 1997	August 1997	Sept. 1997	Oct. 1997 (Through Oct. 23, 1997)	Eight Month Average
36	109	278	244	498	480	259	197	263
<u>Estimated Percent of Fleet with Reported Inoperable Wheelchair Lifts</u>								
March 1997	April 1997	May 1997	June 1997	July 1997	August 1997	Sept. 1997	Oct. 1997 (Through Oct. 23, 1997)	Six Month Average
1.9%	5.6%	14.0%	12.8%	24.6%	25.6%	13.8%	10.5%	13.6%

Note: The data provided by ATE reflects inoperable wheelchair lifts on in-service vehicles during the designated period.



Attachment 2

MTA Operated Service -- Estimated Percent of Fleet with Inoperable Wheelchair Lifts								
March 1997	April 1997	May 1997	June 1997	July 1997	Aug. 1997	Sept. 1997	Oct. 1997	Average
5.8%	6.1%	5.6%	4.8%	5.0%	4.0%	2.6%	2.9%	4.6%

MTA Wheelchair Unavailability Rate

