

**AC Transit and BART, as the EBPC, Compliance Audits,  
Program Oversight of Broker and Service Providers**

1. Formal Audit Review of EBPC financial and operational data and reporting accuracy
  - Federal Transit Administration (FTA) Triennial Audit.
  - Metropolitan Transportation Commission / Transit Development Act (MTC/TDA) Triennial Audit.
  - Measure B/BB annual Audit and Year-End Report.
  - National Transit Database (NTD) triennial audit.
  - BART audit of Paratransit Broker's fringe and overhead rates; occurs at the start and end of a contract period.
  - Quarterly AC Transit audits of invoice accuracy.
  
2. Oversight of Broker by agency Program Managers
  - Regular staff meetings with Broker General Manager and Assistant General Manager of Operations.
  - Review of extensive Monthly Performance Indicators (MPI) Report.
  - Special monthly review of Budget-to-Actual performance on costs, productivity, on-time performance, billable hours, and passengers transported.
  - Review and required approval of all proposed Manager/Supervisor salary increases.
  - Review and required approval of all fixed asset expenditures greater than \$5,000.
  - Quarterly Broker's Report which includes:
    - detail about staffing changes education and training of Broker staff
    - details on accidents with injuries
    - details about Road Supervisor/vehicle meets and identification of inspections completed during the month
    - a summary of captured Title VI information voluntarily obtained from applicants coming to the Broker office for an In-Person Assessment (IPA)
  - Annual Customer Satisfaction survey with incentives for scores earned in:
    - Overall satisfaction with ADA service
    - Reservation and Call Center Courtesy and Driver Skill and Courtesy

- Incentives/disincentives program focused on:
  - On-time performance; both overall trips (productivity) and trips greater than 60 minutes late
- Oversight of the Drug and Alcohol reporting program by BART.

### 3. Oversight of Service Providers by Broker

- General Manager and Assistant General Manager conduct a meeting with each Service Provider every month.
- Driver File reviews; all drivers must be signed off by a Broker Road Supervisor before entering revenue service.
- Annual Fleet inspection of 25% of the total fleet, by an outside contractor.
- Bi-annual inspection of all lifts.
- Bi-annual inspection of service provider facilities.
- Program of liquidated damages of various charges for the following, (not a comprehensive list):
  - Trips 30 - 59 minutes late, Trips 60+ minutes late and Missed Trips
  - Uncovered runs and returned trips
  - Lateness in providing drug and alcohol reports, control logs, accident and incident reports
  - Late responses to complaint investigation requests
  - Improper or late vehicle maintenance
- Annually Broker Road Supervisor attendance at one complete driver training course at each provider location.
- Original approval and continued oversight to ensure the programs below are implemented and current:
  - Accident Policies and Procedures and driving records of drivers
  - Vehicle Maintenance and Cleaning Programs
  - Procedure for Criminal Background checking
  - Staff recruitment and Training Program
  - Drug Testing Program
  - Affirmative Action / Equal Employment Opportunity