

**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