

# **CENTRAL CONNECTICUT** REGIONAL PLANNING AGENCY

*Serving Berlin, Bristol, Burlington, New Britain, Plainville, Plymouth, and Southington*

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## **MEMORANDUM**

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TO: Agency Board  
FROM: Kristin Hadjstylianos, Associate Planner  
DATE: December 8, 2014  
  
FOR AGENDA: December 16, 2014  
  
SUBJECT: ADA Paratransit Service

At your November 18<sup>th</sup> Agency Board meeting, you spoke with Paul O'Brien and Shedrick Robinson, representatives from First Transit, about performance issues with the paratransit service. At that meeting, you asked First Transit to make considerable improvements to the service to meet contract requirements and asked First Transit to report on their progress at the December Agency Board meeting.

After the meeting, First Transit submitted the October monthly report and invoice. This invoice included a deduction of \$16,125 for 215 missed paratransit trips. Our contract states that each missed trip can be penalized \$75.00.

The ADA Transportation Special Advisory Committee met on December 4<sup>th</sup>. Committee members were disappointed and concerned about the ongoing performance issues from First Transit. The Committee strongly recommended that the Agency Board continue to enforce penalties if First Transit does not meet the service requirements set forth in the contract.

We anticipate receiving November's monthly report (due before December 10<sup>th</sup>), and will update you on that report at the December meeting.

*On that basis, it is my*

### **RECOMMENDATION**

*that your Board:*

Continue to enforce penalties against First Transit should their November performance continue to fail to meet the standards required by the contract.

Cc: O'Brien, Robinson