

**Appendix E      IVT ACCESS Monthly and Annual Reports**

## Appendix E

**Monthly Reports in EXCEL format - to be attached to the monthly invoice.**  
**Failure to provide will delay processing and payment of the invoice:**

1. Monthly Operating Statistics (MOS) monthly consolidated report listed by day to include: number of operating days in month, total and revenue mileage, total and revenue hours, total passengers, total wheelchairs, fare revenue (by category where appropriate).
2. Monthly Route Report (MRR) monthly summary of statistics of each specific route by individual trip indicating mileage and passengers,
3. Management Summary Statement (MSS) monthly report to include: wheelchair lift failure ratio, accidents, on time performance date, incidents relating to i.e. weather, traffic or road construction, missing bus stop signage, vandalism, key personnel changes, updated fleet listings and topics requiring immediate attention from ICTC.
4. Passenger Service Report (PSR) monthly report to include a summary of telephonic and written complaints, comments and compliments. Report will indicate statistics for what type and frequency of comments.
5. ADA Compliance Report (ACR) monthly report to include but not limited to items of compliance relative to the ADA; telephone on hold wait times, trips denials, late cancellations, no shows

## Appendix E

### **Annual Reports I in EXCEL format – to be submitted prior to 90 days after the close of the fiscal year.**

1. Annual Summary of MOS, MRR, MSS and ACR Reports. Include additional details such as recommendations for service changes

### **Annual Reports II – to be submitted on or prior to 30 days after the start of the fiscal year.**

1. Marketing Activities Report (MAR) – Plan to be approved by the Executive Director or his designee, to indicate what activities will be conducted for the fiscal year and a corresponding budget. Report will indicate a review of the previous year's budget and an analysis of positive and negatives of previous activities.

### **Annual Reports III – to be submitted at due date as listed.**

1. Various Reports, these reports will be conducted on an as needed basis and may include but not be limited to specific information regarding a particular demographic group or community, unique route characteristic or recommendations on service improvements.