

TRIP Corrective Action Plan – Effective April 1, 2016

Monitor – TRIP managers will continually monitor performance metrics and overall participation for the individual TRIP service providers. Areas being evaluated include the following:

- Bonuses: Numbers of bonuses paid, missed
- Response: Numbers of incidents where response times met, missed
- Clearance: Numbers of incidents where roadway clearance times met, missed
- Engagement: Attendance at AIR meetings, TRIP training, TIME functions, etc.
- Evaluations: Post-AIR evaluations conducted by TRIP managers for each incident
- Violations: Missing safety vests, for example
- Compliance: Staying current with ongoing/continuing education, records keeping, etc.
- Complaints: Notifications citing poor performance, attitudes, responsiveness, etc.

Evaluate – During their regular monthly meetings, TRIP managers will discuss any performance-related issues that have occurred since their last meeting. Announcements and reminders addressing known issues will be made to all TRIP service providers during AIR meetings.

Communicate – When more specific communication and corrective actions are needed, one-on-one meetings will occur with the TRIP service provider relative to the following:

Criteria 1: When performance issues arise (missed bonuses, missed arrival times and missed clearance times, for example) accounting for 25% or more of a TRIP service provider's activations during a three-month period, TRIP managers will schedule a one-on-one meeting with the service provider. It will be expected that resulting actions will generate improved performance from the service provider in the following three-month period.

OR

Criteria 2: When the average score of the post-AIR evaluations conducted by TRIP managers for each incident falls below 70%, TRIP managers will schedule a one-on-one meeting with the service provider. It will be expected that resulting actions will generate improved performance from the service provider in the following three-month period.

Correct – TRIP managers will closely monitor performance following one-on-one meetings. When it becomes evident during the following three-month period that corrective measures have not produced improved performance, a one-on-one meeting will be scheduled with the service provider. At that time, a formal notice of correction will be issued. The TRIP service provider will be notified of any other corrective measures, and performance will be monitored for one additional three-month period.

If performance does not improve during the three-month period following the second one-on-one meeting and formal notice of correction, the TRIP managers may employ one or more of the following:

- Further corrective measures
- Route adjustments
- Suspension from the program
- Termination from the program

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For clarification purposes – TRIP managers anticipate all service providers will take an active, engaged role by staying in compliance with the program’s specifications and performance expectations. TRIP service providers are expected to self-monitor performance – for example, take into account the number of missed bonuses or arrival times as a measure of program performance. It is also expected that TRIP service providers will supply a representative at all TRIP AIR meetings, and information from the meetings will be reported to all appropriate TRIP personnel.

The results of the corrective process, including the number of times that formal corrective notices are issued, will be taken into consideration for future route assignments.

If at any time there are questions, concerns or other issue related to the TRIP program, please do not hesitate to contact the TRIP managers to schedule a meeting or conference call.

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