

# Performance Standards - Pennsylvania

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# Performance CategoryStandardMeasurement MethodMinimum Penalty for Non-Compliance

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On-time arrivals within 15 minutes of scheduled pickup and drop-off	GPS tracking and driver logs	\$100 per trip	95% of trips below 90%, escalating for repeated failures	
Vehicle maintenance schedule adherence	Review of maintenance records	\$50 per violation	100% compliance, no major defects or safety issues	potential contract termination for repeated violations
Background checks and training	Reviewing personnel files	\$200 per hire	100% completion of checks and training	contract termination for repeated failures
Customer professional conduct	Mystery ride audits	\$250 per complaint	95% satisfaction rate	potential termination for repeated poor ratings
Safety incidents, near misses	Review of accident reports	\$500 per incident	0 incidents, no violations	potential termination for repeated safety issues
Timely resolution of disputes	Customer feedback surveys	\$50 per complaint	90% resolution within 24 hours	potential termination for systemic issues