

EXHIBIT 1

SUMMARY
Shuttle Issues and Complaints

A total of 42 complaints were called into staff between July 1, 2020 – December 30, 2021

Skipped stops or changed route:

18 complaints (43%) Residents reported that **driver did not stop for riders at shuttle stop or changed route and bypassed a stop**. This percent is probably higher since several complaints mentioned in their report it was not the first time that this has happened

Did not provide lunch coverage:

15 issues (33%) Documented occurrences that there was no lunch coverage. There could be more that went unreported. Staff was notified of the lack of lunch coverage less than half of the times. Multiple emails have been sent requesting notification when there will be no lunch coverage or a change in the schedule, and there is still no constituency in notification.

Driver behaviour:

3 issues (7%) There are many riders who are happy with the drivers and have sent in compliments, but there have been several complaints about how the drivers have either talked between themselves when training, or how they have talked to riders. The reported behaviour has been unprofessional. When MV Transportation was contacted, they said that they would counsel the drivers, but their responses often left staff feeling like their report was not taken seriously and there was little if any follow-up.

MV Transportation Management:

10 contacts / 1 issue..... The company could be more responsive to issues that the City brings up. Here is one example:
The beginning of December the City began construction that blocked access to the Little John Commons stop on Tuesdays. MV Transportation was notified by email of the construction, its impact on the Little John Commons stop, and that it would last for at least one month. The email also requested what their plan was for this stop. I was told that they would “look into it”. 3 calls were received from residents of Little John Commons asking what was going to happen at this stop. Another email was sent asking how the shuttle was going to handle this stop. Once again, they replied that they would get back to me. On December 7th, 2021, the paratransit coordinator went to the site and determined an alternate route that would enable the stop to continue to be served. This information was sent in detail to MV Transportation with no response. A follow up email was sent and MV Transportation replied that they would need to send a supervisor to the location to see if the shuttle could safely maneuver the suggested detour. 2 more calls from riders were received regarding this stop. Several more emails have been sent asking for a definitive solution to what they are doing regarding this stop, and to date I they are still saying that they are going to send a supervisor to the location to check on safety, but to date, there has not been a definitive response to how they are handling this stop.