



Public Transit

Corona Cruiser, Dial-A-Ride, and more!



Corona City Council

MV Transportation
December 2018

Topics



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We provide freedom.

MV & City of Corona



MV Today

- 43 Years of Growth
- Emphasizing diverse portfolio: paratransit, fixed-route, shuttle, and school transportation services
- Market leader in **paratransit** & on-demand transit
- Serve **110 million passengers**, driving **300M miles**
- Support over **200 transit agencies** and corporations in 30 states and Canada with **20,000 team members**
- Maintain **11,000 vehicles** in 100+ maintenance shops
- Focused on long-term relationships
- Investing in technology and alternative mobility models

MV & Corona

- ✓ Began service September 1, 2018
- ✓ Responsible for vehicle & driver operations, maintenance, and safety & training
- ✓ Robert Mendoza, MV General Mgr.

Startup highlights

- Corona staff and previous contractor provided support during transition
- More than 90% of employees were retained from the previous contractor
- Third party maintenance contractor determined current fleet in good condition
- Transitioned service over a 3-week period
 - Hired staff to include drivers and Dispatchers
 - Trained all employees on MV safety specific policies and procedures
 - Installed new phone systems and integrated MV IT specific items into contract
 - Assisted in third party audit and installed vehicle specific safety technology (Drivecam)
- MV assumed full service on September 1, 2018



We provide

Looking Toward the Future

the freedom.

Integration > Optimization > Transformation

Training & Development

- Deploy MV “Platinum Connection Customer Service” training program
- Scheduler development with new optimizing module mechanisms for driver scheduling
- Dispatcher development in real-time service adjustments

Technology Innovation

- Run OptiBus to maximize schedule/blocking efficiencies
- OptiBus software to create schedules to negate the need for separate scheduling and planning systems
- Create blocking/scheduling scenarios to help increase efficiency and reduce costs of service

Enhancing Customer Service

MV Platinum Connection Customer Service Training

- Training focuses on three concepts:
 1. **Concept 1:** Increase awareness of employee Attitude and how it's perceived
 2. **Concept 2:** Increase employee compassion by using Empathy
 3. **Concept 3:** Use of Attitude, solution-focused Choices and Empathy "ACE"
- Offer continued training for employees with repeat customer concerns for continual improvement.
- Rollout tracking & trending reports by type of comments/complaints received



Wrap-Up



- We are pleased with the level of collaboration during the transition
- We are committed to continuing to meet & exceed performance standards
- We are focused on reliable and efficient service delivery: vehicle availability, passenger experience, and enhancing paratransit technology
- Thank you for your support!

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