

STAFF REPORT

SUBJECT: FY 2016 2nd Quarter Report – Operations

FROM: Kadri Kulm, Paratransit Planner

DATE: May 11, 2016

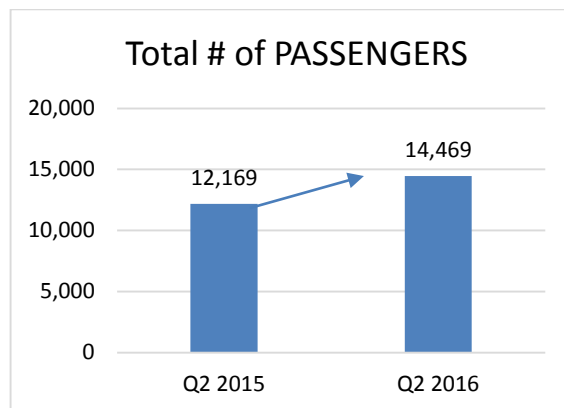
---

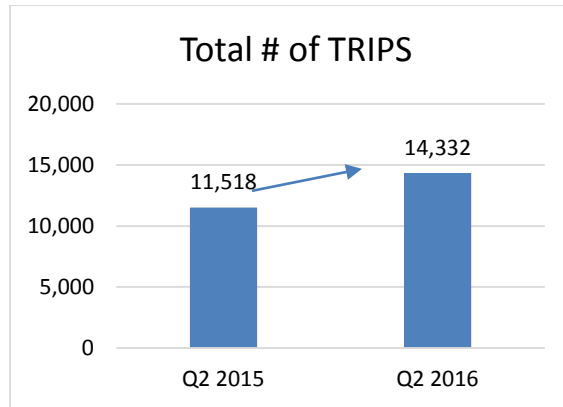
**Action Requested**

This is an informational item.

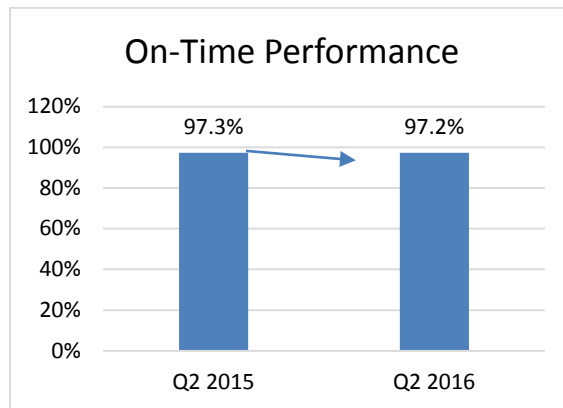
Paratransit

The FY2016 Q2 total number of passengers served on paratransit, which includes personal care attendants (PCAs) and companions, has increased by 18.9% when compared to the same three months the year prior, and the number of trips during the same time period has increased by 24.4 %, as the following two charts illustrate.

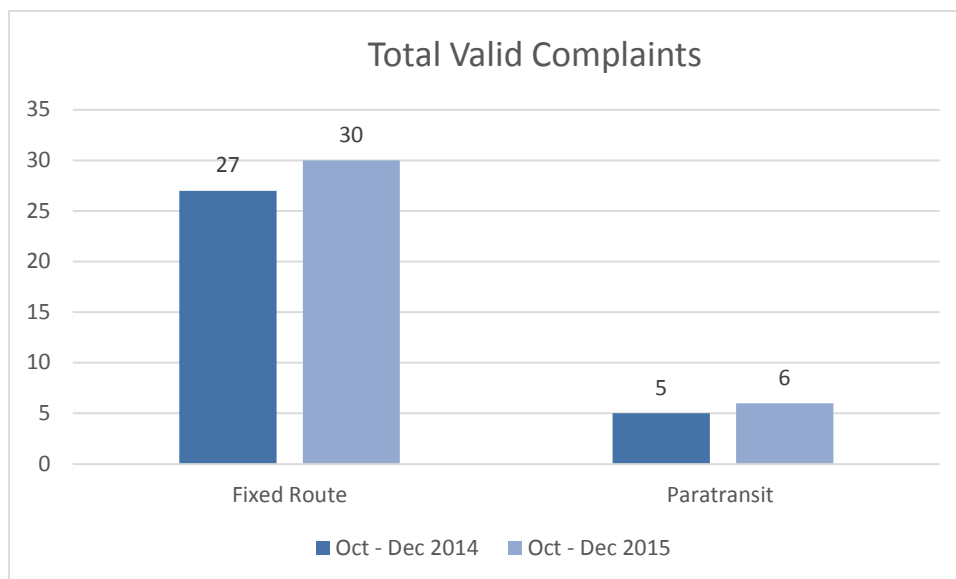




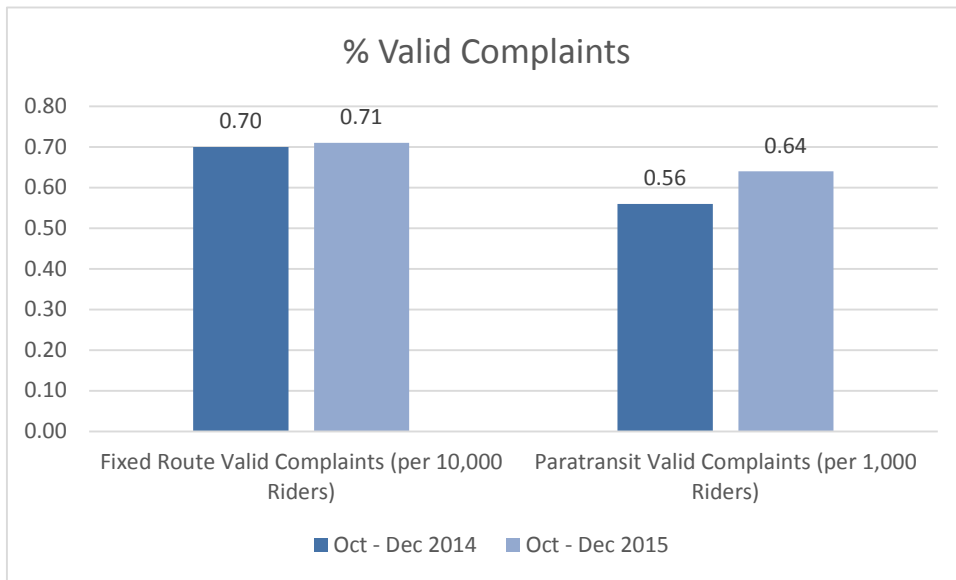
The on-time performance (OTP) for the FY 2016 Q2 is 97.2% compared to 97.3% for the same quarter during the previous fiscal year (-0.1% decrease) as shown in the chart below. The performance standard for OTP is 95%.



### Customer Service



The Service Quality Standard Index established a standard of excellence for complaints of less than 1 per 10,000 rides for fixed route and 1 per 1,000 rides for paratransit.



The paratransit valid complaints increased by one complaint as compared to the quarter last year. The six (6) valid complaints included one in the area of “driver/dispatcher courtesy, one “late,” one “no show” and three in “driver/dispatch training”. Staff and the contractor continue to work together in the Paratransit Task Force meetings to ensure that the complaints are dealt with timely manner.

**Recommendation**

None – information only.