

# Wheels Accessible Advisory Committee

## WAAC

SUBJECT: FY 2016 4th Quarter Report – Operations

FROM: Christy Wegener, Director of Planning & Communications

DATE: September 7, 2016

### Action Requested

This is an informational item.

### Background

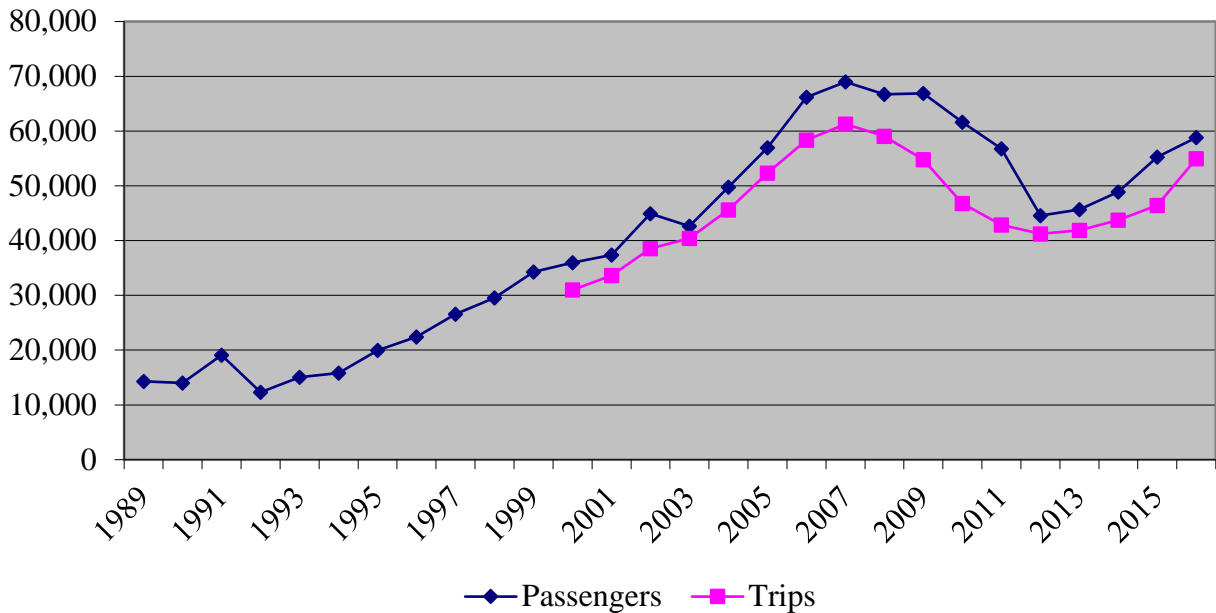
This report is intended to provide the Committee with a summary and analysis of operations for the fourth quarter of FY2016 (April – June 2016) and FY2016 year-end summary.

### Discussion

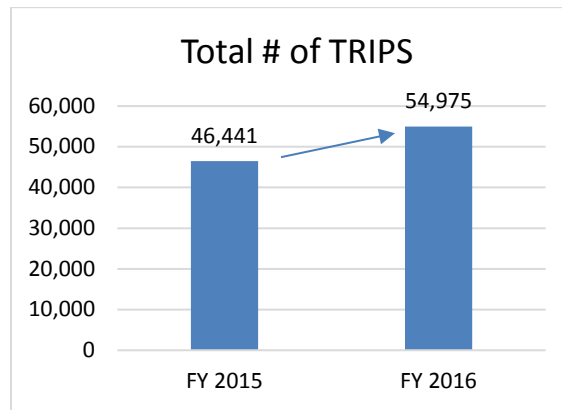
#### Paratransit

The graph below provides an overview of the historic paratransit ridership trend from the agency's inception thru the fiscal year FY2016:

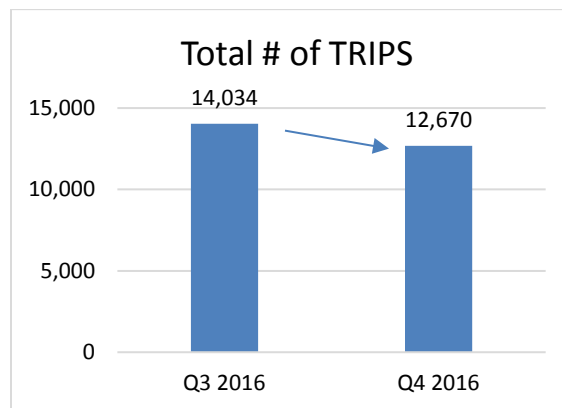
Annual Paratransit Ridership FY 1989-2016



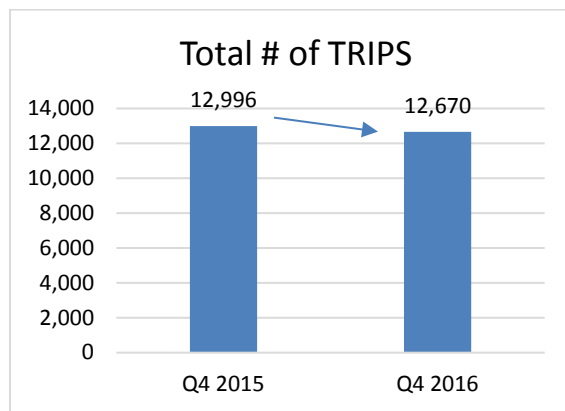
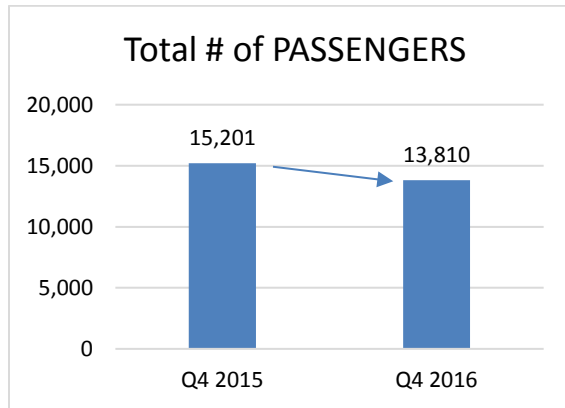
Between the FY2015 and FY2016 the agency experienced a drastic 18% increase in the percentage of trips from 46,441 trips provided in FY2015 to 54,975 trips in FY2016 as the chart below illustrates:



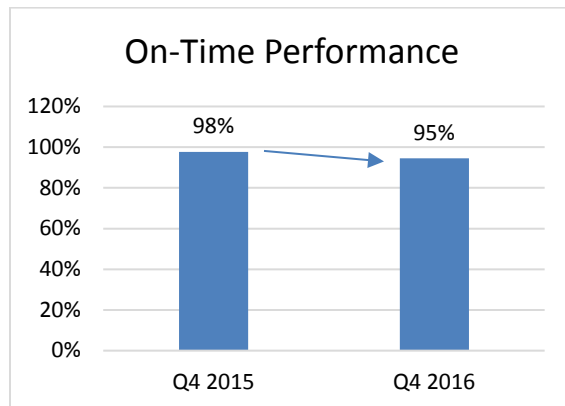
Since the ridership had been growing at an alarming rate, the agency put into place a series of measures to manage the demand in 3<sup>rd</sup> quarter FY2016. These measures included capping subscription rides to 50% per agency policy, negotiating trip times, conducting in-person eligibility assessments, enforcing the late cancellation/no-show policy, and referring Pleasanton residents to the Pleasanton Paratransit service. The agency started seeing positive results of the above-mentioned measures in Q4 of 2016 when the number of trips decreased by 10% when comparing it to the Q3 of the same year. The number of trips decreased from 14,034 in Q3 down to 12,670 in Q4.



The FY2016 Q4 the total number of passengers served on paratransit, which includes personal care attendants (PCAs) and companions, decreased by 9.2% from 15,201 to down to 13,810 when compared to the same three months the year prior. The number of trips during the same time period decreased by 3% from 12,996 to 12,670, as the two charts below illustrate. Part of the reason why the reduction in the number of trips has not been as drastic as in the number of total passengers is that in FY2016, 54 of the trips were for the mandatory in-person ADA paratransit assessments, which was not part of the eligibility process a year ago. Additionally, the paratransit contractor had data inaccuracies that were corrected as of April 2016.



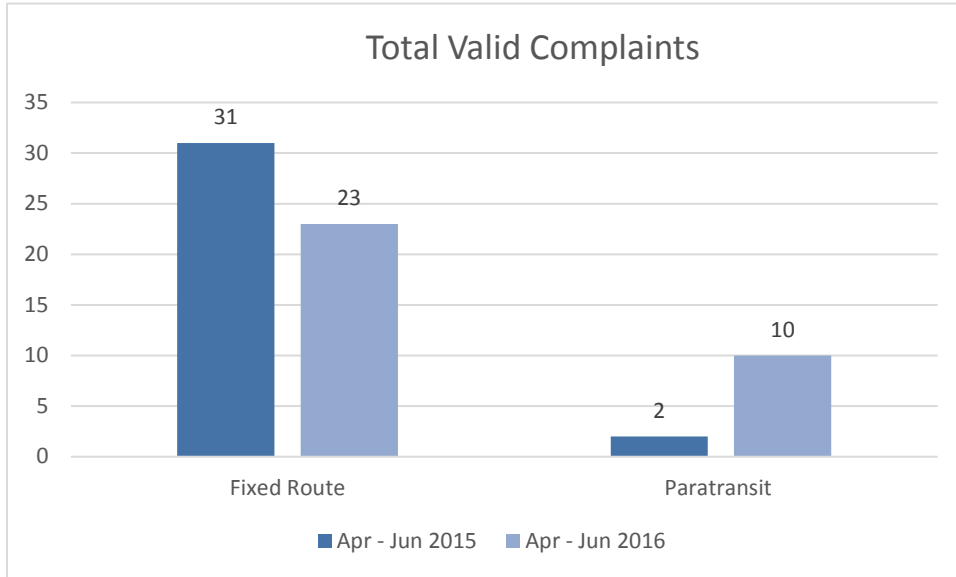
The on-time performance (OTP) for the FY 2016 Q4 was 95% compared to the 98% the year prior. While the OTP in has decreased by 3% it still meets the performance standard of 95%.



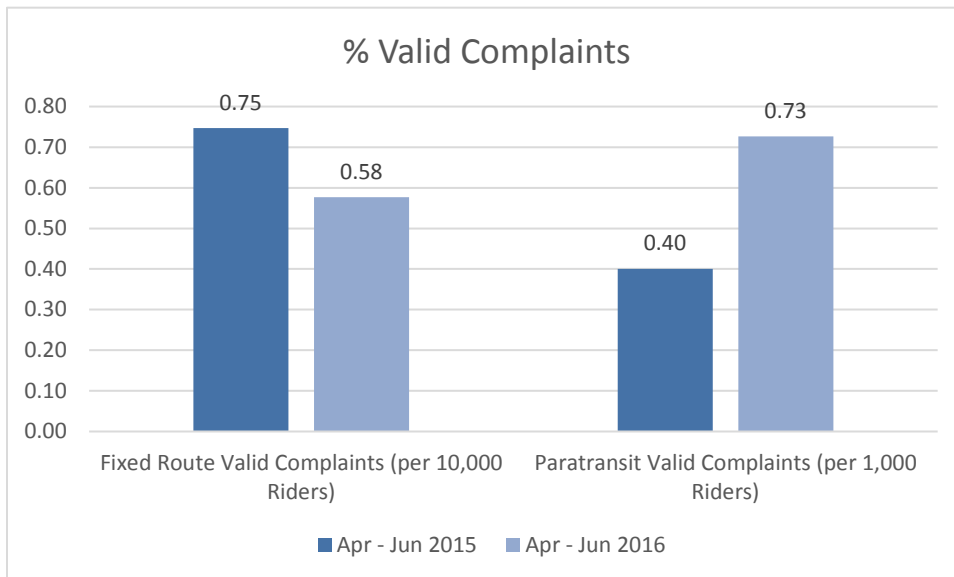
#### Customer Service

Customer Service staff processed a total of 162 customer requests for Q4 FY15 and a total of 121 for Q4 FY16; the decrease may be related to the service change outreach that provided other means for the community to provide feedback and ask questions other than the customer service database, i.e. route planning requests. LAVTA's Service Quality Standards Index, a

measurement of performance for fixed route and paratransit service providers, tracks the number of **valid** complaints for both fixed route and paratransit service, as noted for the quarter in the chart below.



The SQSI's 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.



Comparing the total valid complaints from FY15 and FY16, the number for fixed route has decreased and staff continues to work with the fixed route contractor in the Fixed Route Task

Force meetings held every other week, which allow for timely recognition of trends, and increased attention to the Customer Oversight Program which provides for assigning points to operators for valid complaints. The top valid complaints for fixed route for this quarter are in the areas of “late” (9 complaints), “safety” (4 complaints), and “early” (3 complaints).

The paratransit valid complaints increased by eight complaints as compared to the quarter last year. Staff and the contractor continue to work together in the Paratransit Task Force meetings to ensure that the complaints are dealt with timely, with ten (10) valid complaints total (five in the area of “late,” two “no show,” and two “driver/dispatcher courtesy/training” with the last complaint in the area of “maintenance”).

**Next Steps**

None

**Recommendation**

None – information only.