

STAFF REPORT

SUBJECT: FY 2017 1st Quarter Report – Operations

FROM: Christy Wegener, Director of Planning & Communications

DATE: January 4, 2017

Action Requested

This is an informational item.

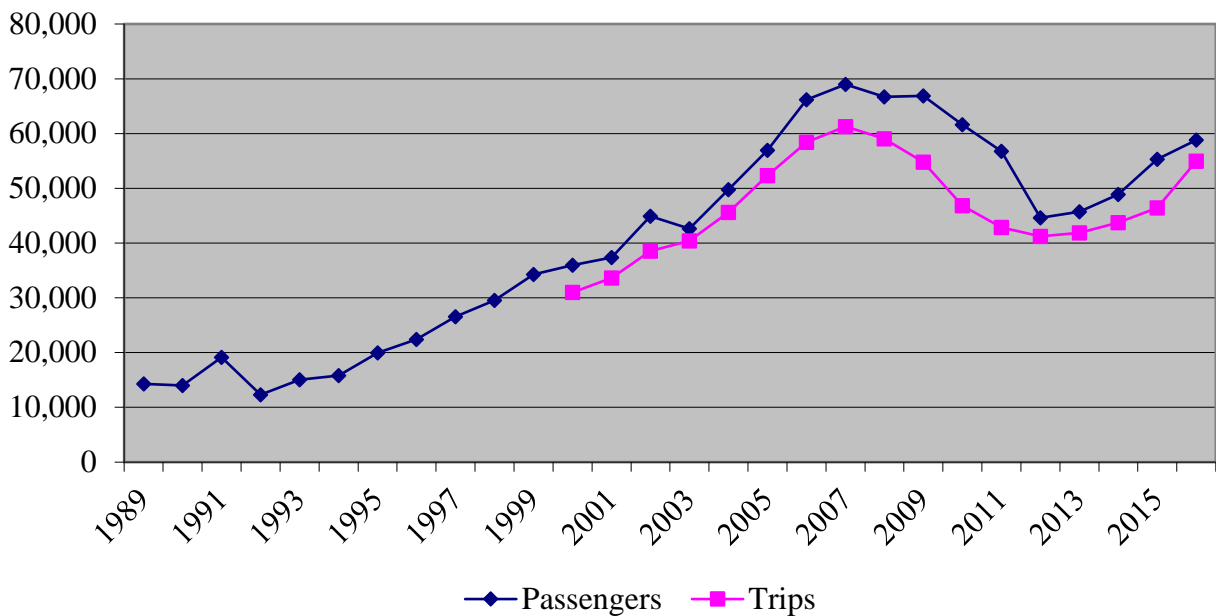
Background

This report is intended to provide the Committee with a summary and analysis of paratransit operations for the first quarter of FY2017 (July – September 2016).

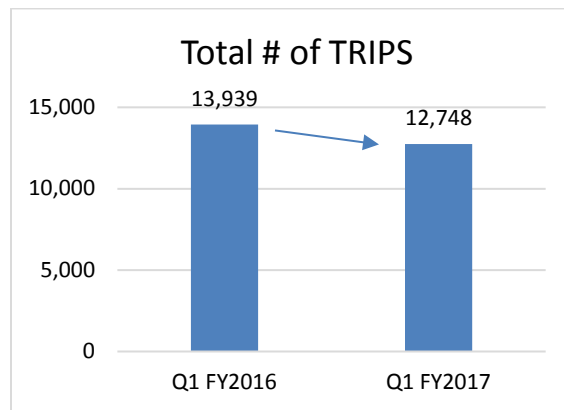
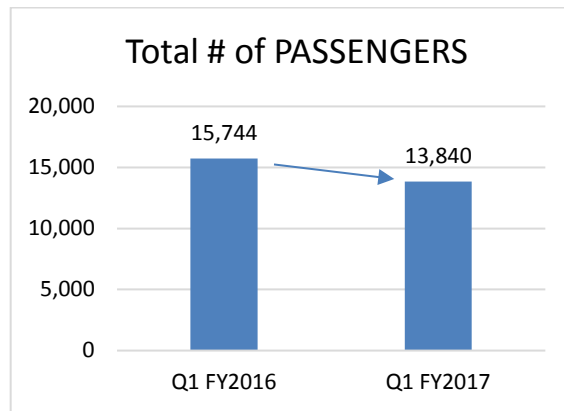
Discussion

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

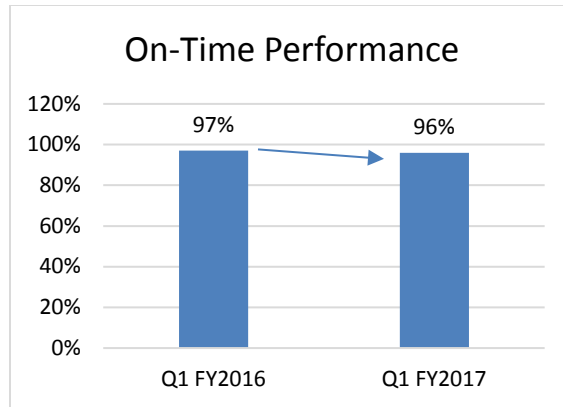
Annual Paratransit Ridership FY 1989-2016



The previous quarter's trend of decreasing ridership continues in the first quarter of the current fiscal year. The FY2017 Q1 the total number of passengers served on paratransit, which includes personal care attendants (PCAs) and companions, decreased by 12% from 15,744 to down to 13,840 when compared to the same three months the year prior. The number of trips during the same time period decreased by 9% from 13,939 to 12,748, as the two charts below illustrate.



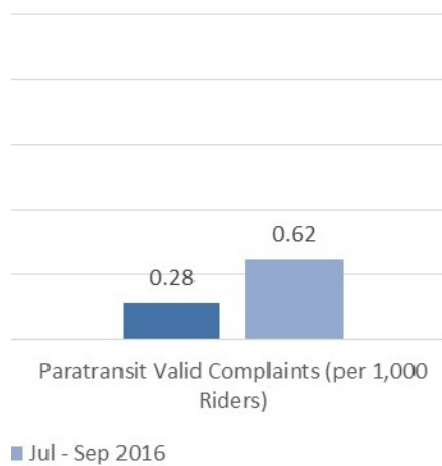
On-time performance (OTP) was 96% during the Q1, 2017, which is a 1% increase from the previous quarter, but 1% decrease from the same quarter the year prior. The OTP performance standard is 95%.



Customer Service

The Service Quality Standard Index’s established standard of excellence for complaints is 1 per 1,000 rides for paratransit.

% Valid Complaints:



The paratransit valid complaints remained the same number of complaints as compared to the quarter last year (3 complaints). Staff and the contractor continue to work together in the Paratransit Task Force meetings to ensure that the complaints are dealt with timely, with three (3) valid complaints total (two in the area of “late,” and one in the area of “driver/dispatcher courtesy/training”).

Next Steps

None

Recommendation

None – information only.