

STAFF REPORT

SUBJECT: FY 2018 1st Quarter Report – Operations

FROM: Kadri Klm, Paratransit Planner

DATE: January 3, 2018

Action Requested

This is an informational item.

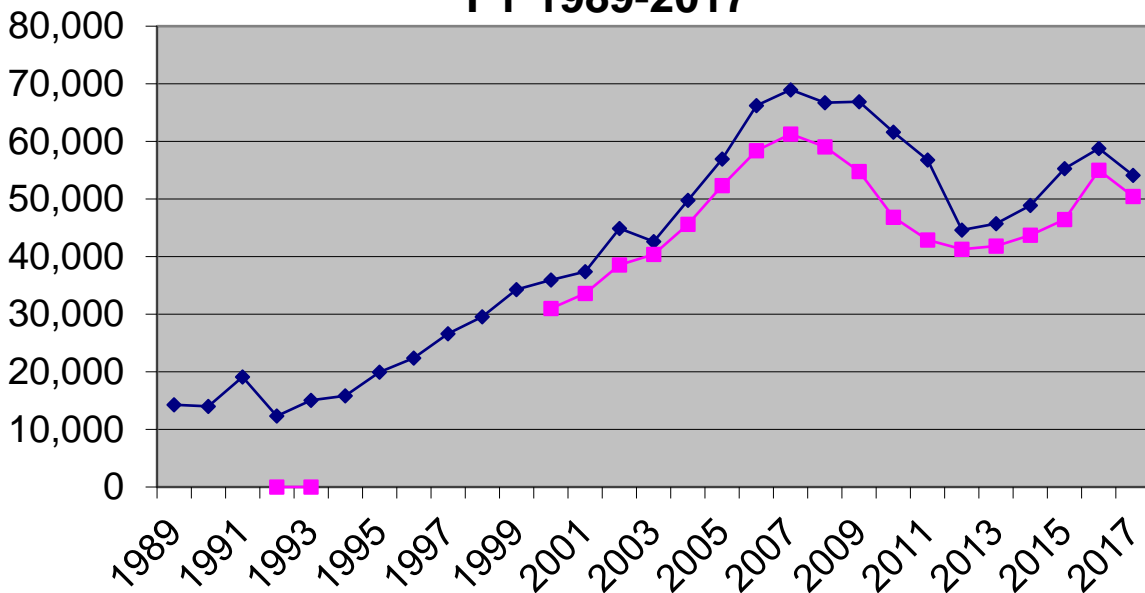
Background

This report is intended to provide the Committee with a summary of paratransit operations for the first quarter of FY2018 (July to September, 2017).

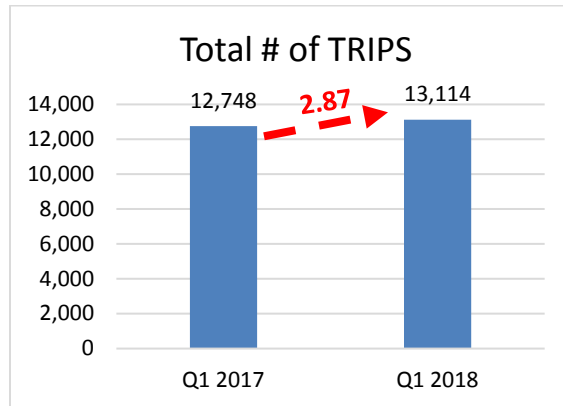
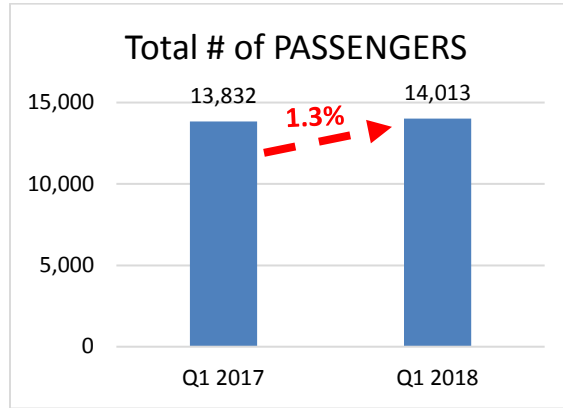
Discussion

The graph below provides an overview of the historic paratransit ridership trend from the agency’s inception thru the fiscal year FY2017:

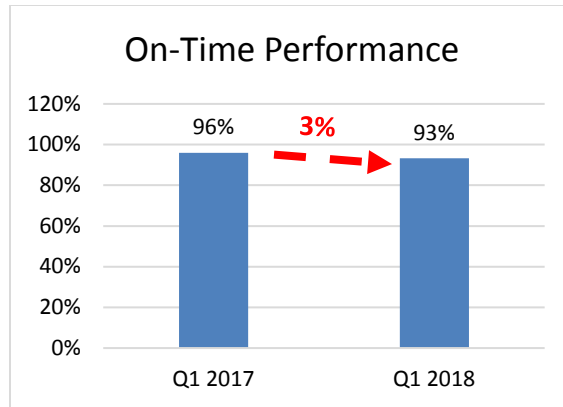
**Annual Paratransit Ridership Trends
FY 1989-2017**



The paratransit ridership has increased slightly during the first quarter in FY18 when comparing it to the first quarter ridership in FY17. There has been a small increase in the total number of one-way trips (2.87% increase) as well as the number of total passengers (1.3% increase), which the two graphs below illustrate.



Staff are noting an increase in trips associated with transportation to/from Dialysis Centers. According to several new clients, at least one Dialysis Center has cancelled their own transportation service and these clients have been left with no alternative. Additionally, staff is noting an increase in Pleasanton trips that Pleasanton Paratransit is having a challenge accommodating. Staff is continuing to explore service alternatives as a part of the Mobility Forward study.



On-time performance (OTP) has decreased by 3% from 96% in Q1, FY17 to 93% in Q1, FY18. As the OTP performance standard is 95% the performance in Q1 FY18 is below the standard. The OTP has suffered partly due to the driver shortage in the beginning of the current FY. OTP has worsened in October and November. Staff has worked with MTM on a plan to bring additional drivers/vehicles to the service; however, it will take time to get drivers and vehicles through the credentialing process and they aren't expected to be in service until the New Year.

Next Steps

None

Recommendation

None – information only.