

Wheels Accessible Advisory Committee

WAAC

SUBJECT: FY 2015 4th Quarter Report – Dial A Ride Operations

FROM: Kadri Klm, Paratransit Planner

DATE: September 2, 2015

Action Requested

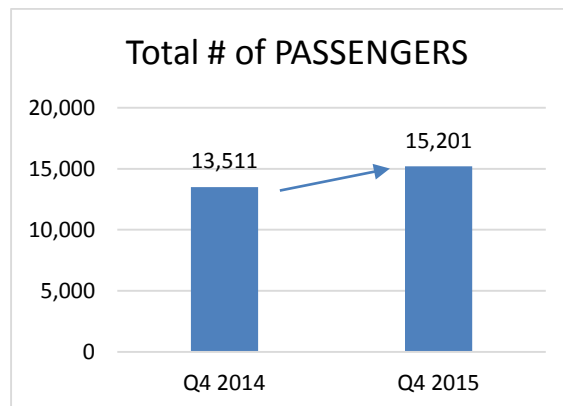
Information only

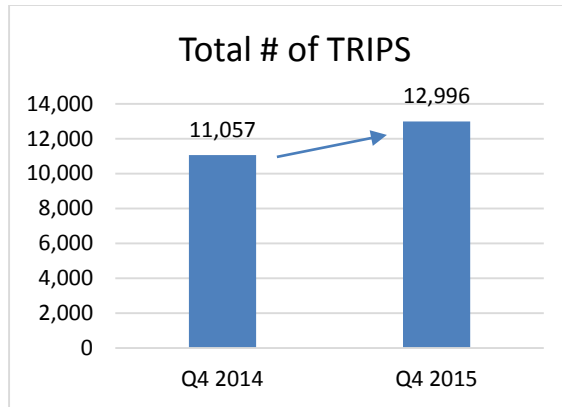
Background

This report is intended to provide the Committee with a summary and analysis of LAVTA's ADA Paratransit (Wheels Dial-A-Ride) operations for the fourth quarter of FY2015 (April to June, 2015).

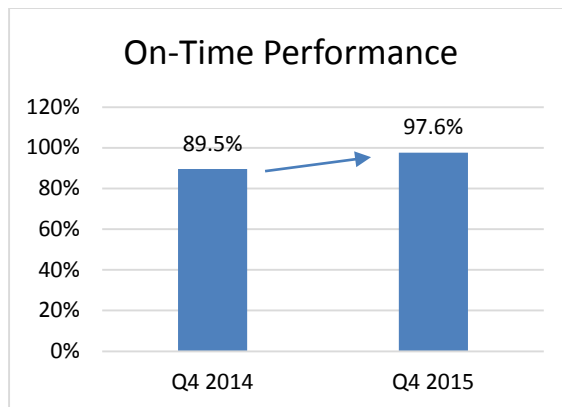
Discussion

The FY2015 Q4 total number of passengers served on paratransit, which includes personal care attendants (PCAs) and companions, has increased by 12.5% when compared to the same three months the year prior, and the number of trips during the same time period has increased by 17.5 %, as the following two charts illustrate.



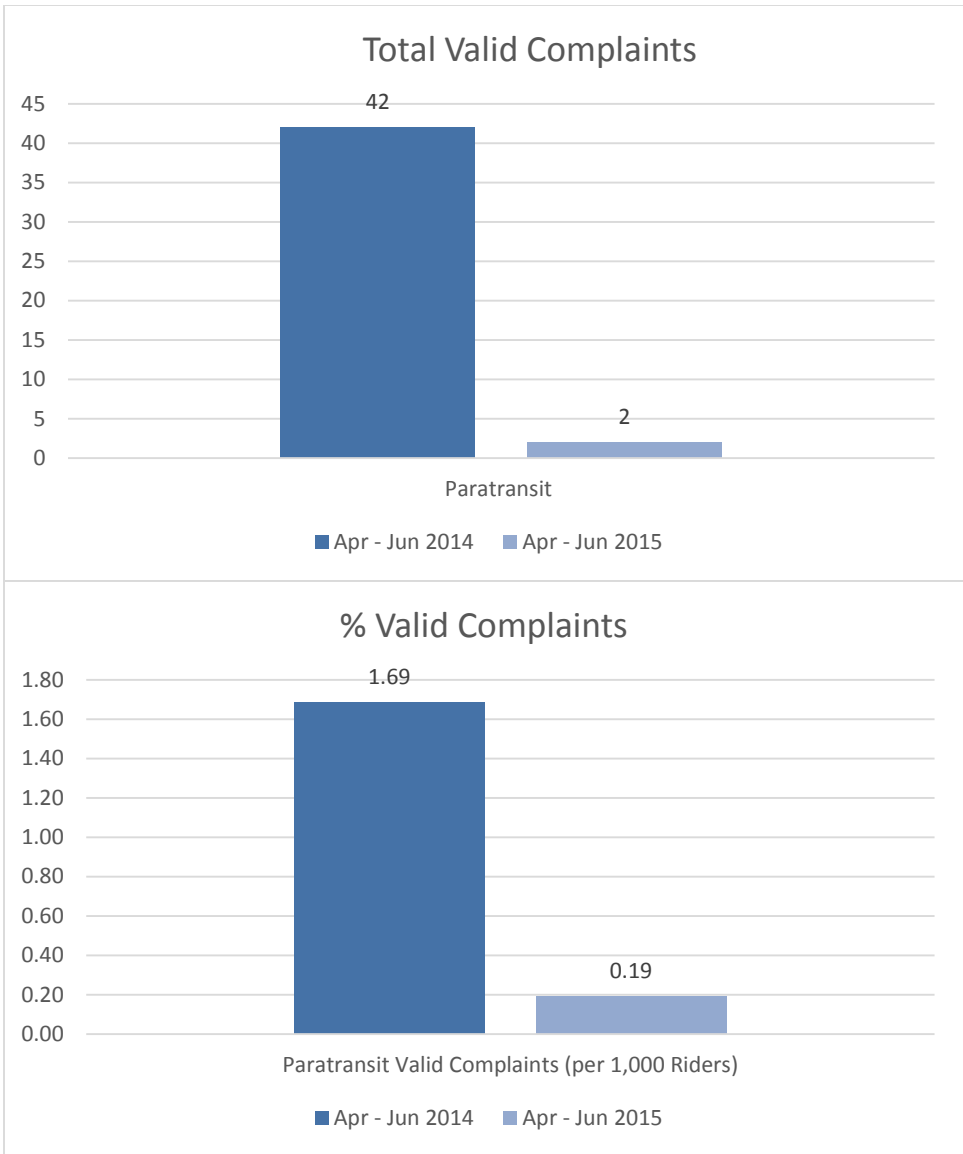


The on-time performance (OTP) for the FY 2015 Q4 is 97.6% compared to 89.5% for the same quarter during the previous fiscal year (9.1% increase) as shown in the chart below.



Customer Service

LAVTA's Service Quality Standards Index, a measurement of performance for contractors, tracks the number of valid complaints for both fixed route and paratransit service.



The paratransit contractor was different in April FY14, and for the first two months of 2014 when the new contractor was onboard, valid complaints soared. Staff and the contractor have worked hard to ensure that the complaints have been reduced drastically, with only two (2) valid complaints (both in the area of “dispatcher training”) for all three months of Q4 for FY15. Staff and the contractor deserve recognition for decreasing and maintaining a very respectable standard in this area.

Next Steps

None

Recommendation

None – information only.