

STAFF REPORT

SUBJECT: FY 2016 1st Quarter Report – Operations

FROM: Kadri Klm, Paratransit Planner

DATE: January 6, 2015

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**Action Requested**

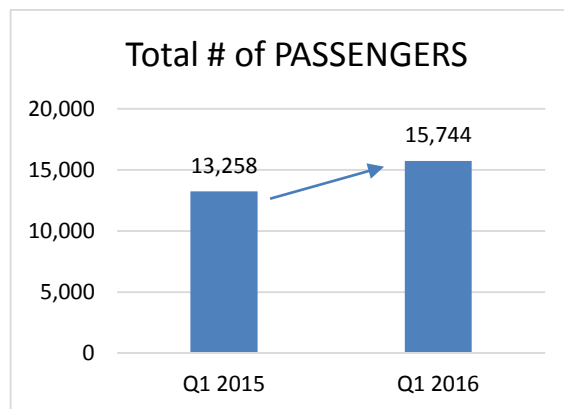
This is an informational item.

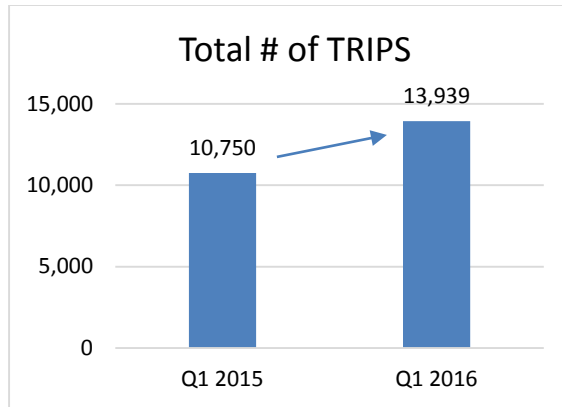
**Background**

This report is intended to provide the Committee with a summary and analysis of the Wheels Dial-A-Ride operations for the first quarter of FY2016 (July – September 2015).

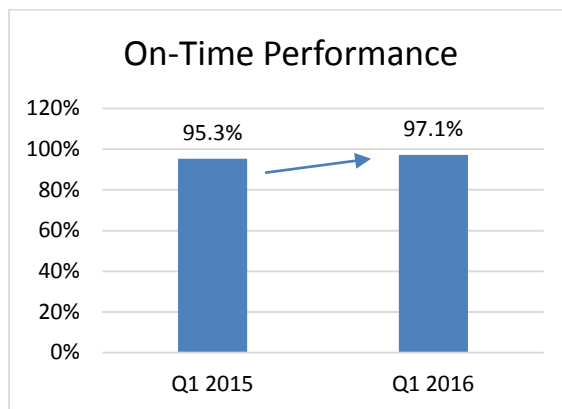
**Discussion**

The FY2016 Q1 total number of passengers served on paratransit, which includes personal care attendants (PCAs) and companions, has increased by 18.8% when compared to the same three months the year prior, and the number of trips during the same time period has increased by 29.7 %, as the following two charts illustrate.



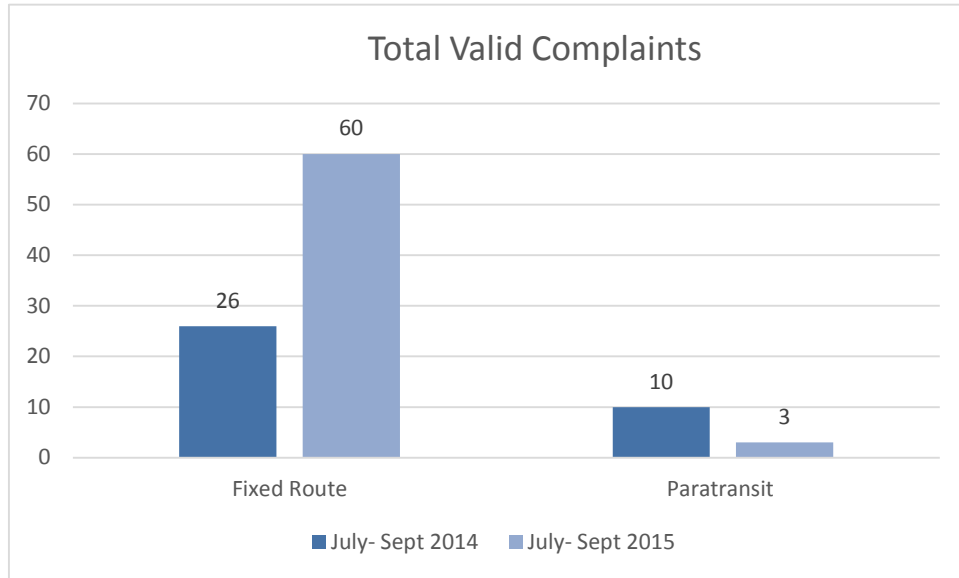


The on-time performance (OTP) for the FY 2016 Q1 is 97.1% compared to 95.3% for the same quarter during the previous fiscal year (1.9% increase) as shown in the chart below. The performance standard for OTP is 95%.

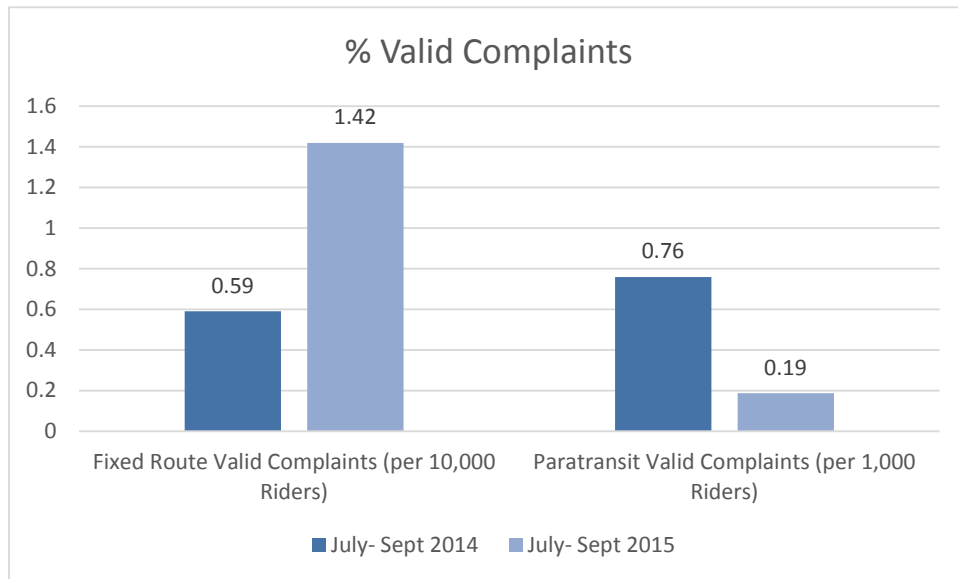


### Customer Service

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 an industry standard of excellence for complaints of less than 1 per 10,000 riders for fixed route and 1 per 1,000 riders for paratransit.



The paratransit valid complaints continues to decrease. Staff and the contractor have worked hard to ensure that the complaints have been reduced, with only three (3) valid complaints (one in the area of “driver courtesy, one “late,” and

one in the area of safety”) for all three months of Q1 for FY16. Staff and the contractor deserve recognition for decreasing and maintaining a very respectable standard in this area.

**Next Steps**

None

**Recommendation**

None – information only.