

STAFF REPORT

SUBJECT: FY 2018 2nd Quarter Report – Operations

FROM: Kadri Klm, Paratransit Planner

DATE: March 7, 2018

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**Action Requested**

This is an informational item.

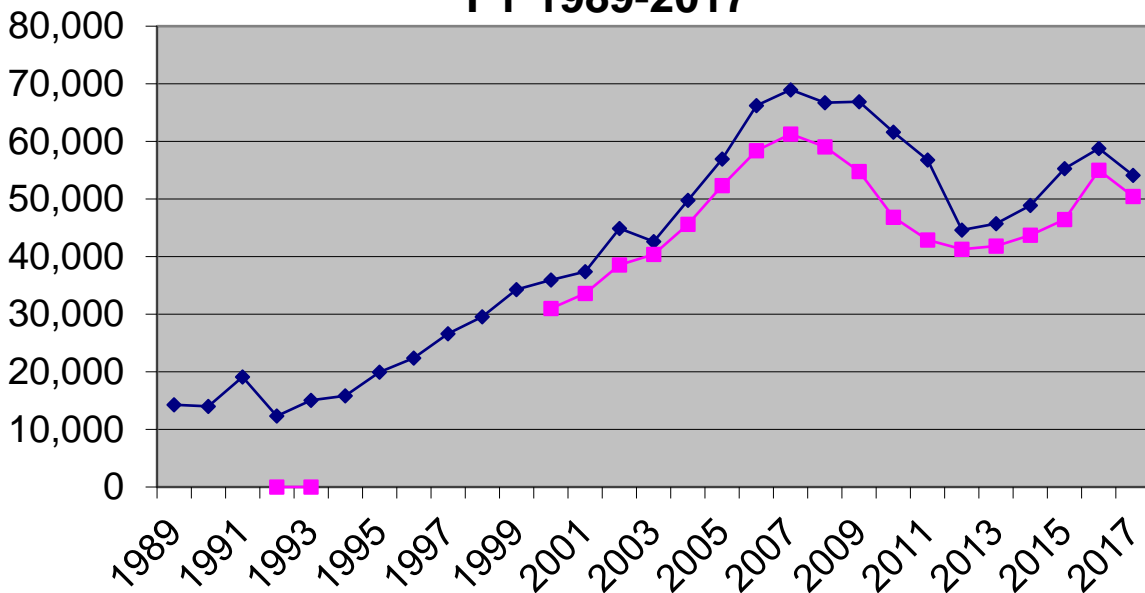
**Background**

This report is intended to provide the Committee with a summary of paratransit operations for the second quarter of FY2018 (October to December, 2017).

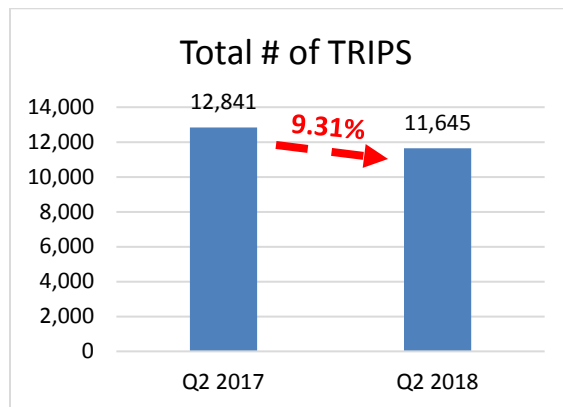
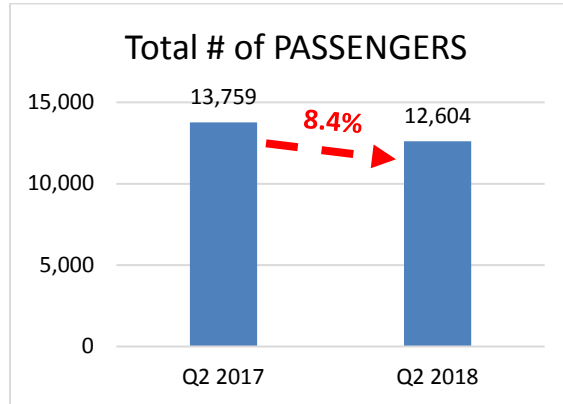
**Discussion**

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

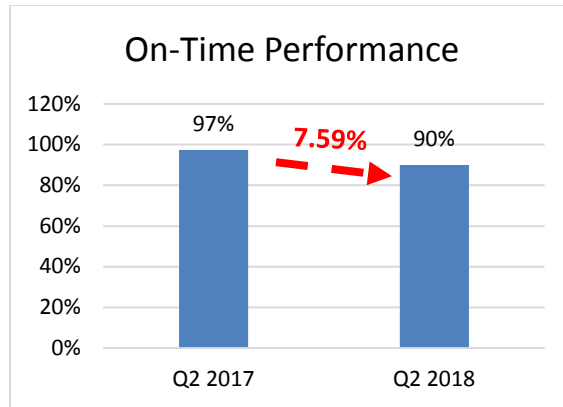
**Annual Paratransit Ridership Trends  
FY 1989-2017**



The paratransit ridership has decreased significantly during the second quarter in FY18 when comparing it to the second quarter ridership in FY17. There has been a decrease in the total number of one-way trips (9.31% decrease = 1,196 total one way trips) as well as the number of total passengers (8.4% decrease = 1,155 total passengers), which the two graphs below illustrate.



On-time performance (OTP) has decreased sharply by 7.59% from 97% in Q2, FY17 to 90% in Q2, FY18. As the OTP performance standard is 95% the performance in Q2 FY18 is below the standard. The OTP suffered mostly due to the extreme driver shortage in November and December.



The Dial-A-Ride service has been experiencing serious challenges in the last several months. While the OTP decreased so did the number of trips and passengers. Staff believes that part of the decrease in trips/passengers is due to the low service quality (late trips) and also the trip time negation practice.

**Next Steps**

None

**Recommendation**

None – information only.