



Paratransit Operations Improvements

Organizational, Services & Performance
Monitoring Committee

March 3, 2020

Operational Priorities

- Leverage Scheduling Technology
- Improve the Customer Service Experience
 - Reduce call wait time
- Modernize Communication Technology
- Increase on time performance (OTP)
- Reduce on-board travel times (OBT)

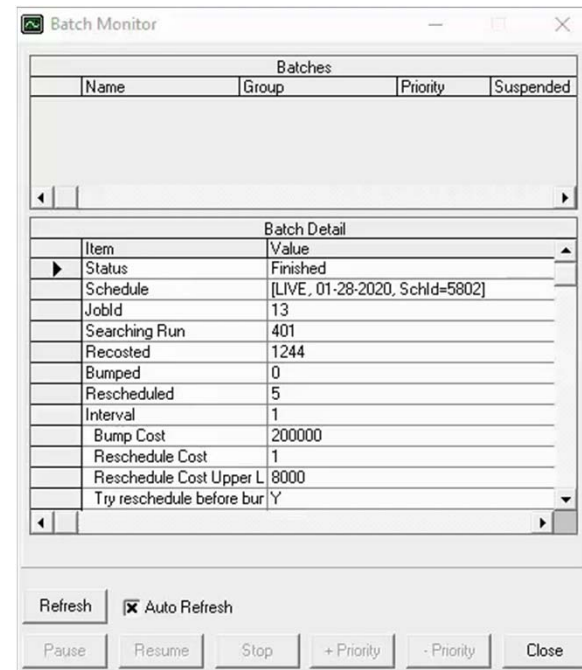
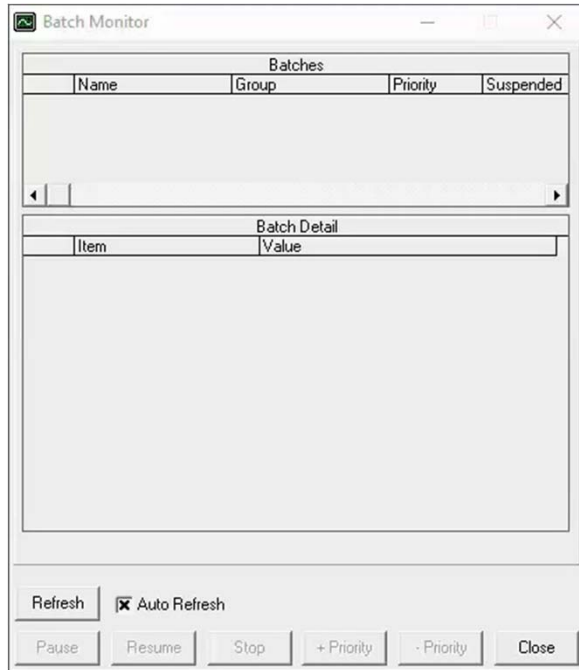
Leverage Scheduling Technology

- Scheduling logic
 - Improved ordering and grouping of trips
 - Reduced on-board travel times
- Travel time calculations
 - Modified to reflect traffic patterns

Leverage Scheduling Technology

- What is optimization?
 - Computerized optimization program
 - Weights
 - On Board Time, Backtracking, Distance traveled
- Other Industries – FedEx, Amazon, Uber

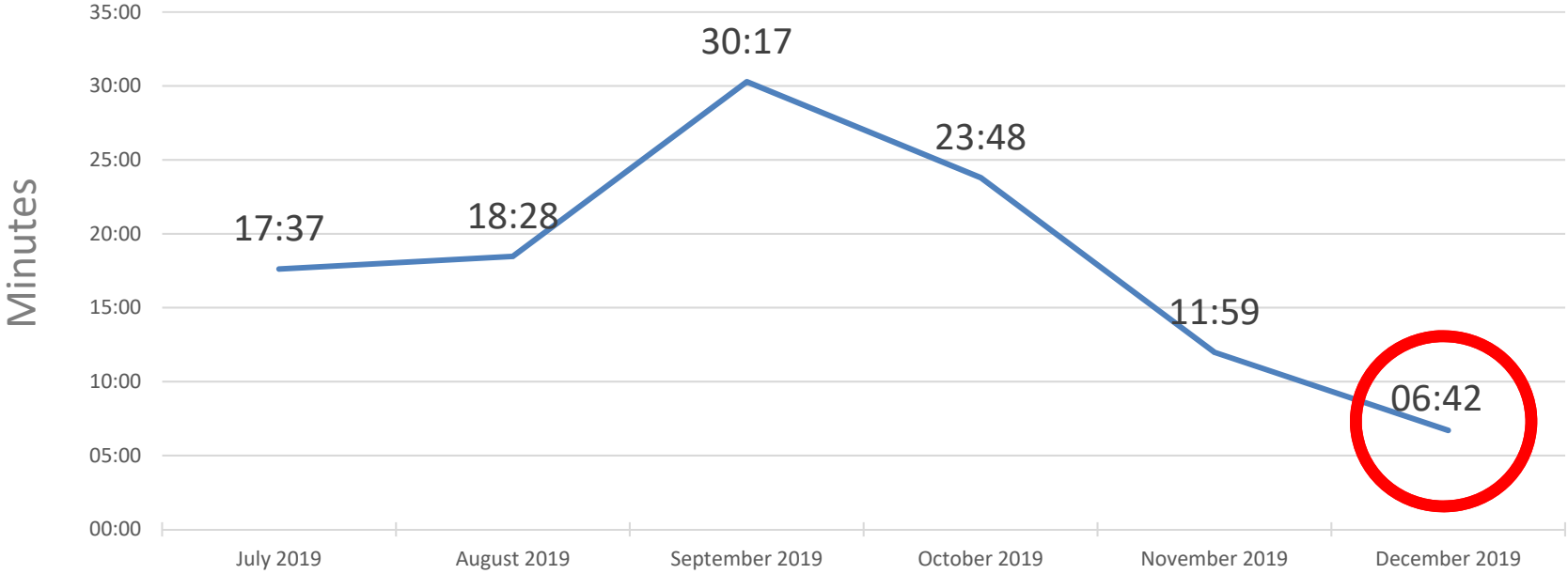
Leverage Scheduling Technology



Improve Customer Service Experience

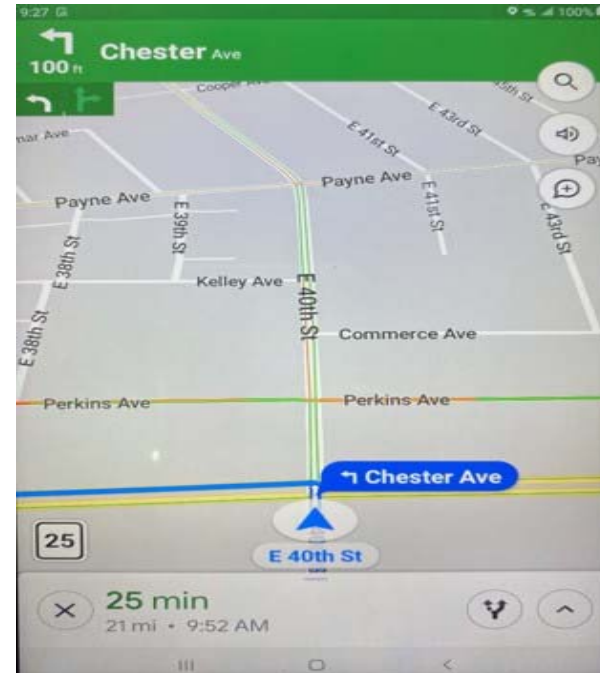
- Additional customer service training
- Cancellations handled by call center
- Call wait times reduced by over 60%
 - Expanded hours of operations
 - Previously 8:30 a – 4:00 p, **Currently 7:30 a – 4:30 p**
 - Additional (2) Reservationist positions

Reduce Call Wait Time



Modernize Communications Technology

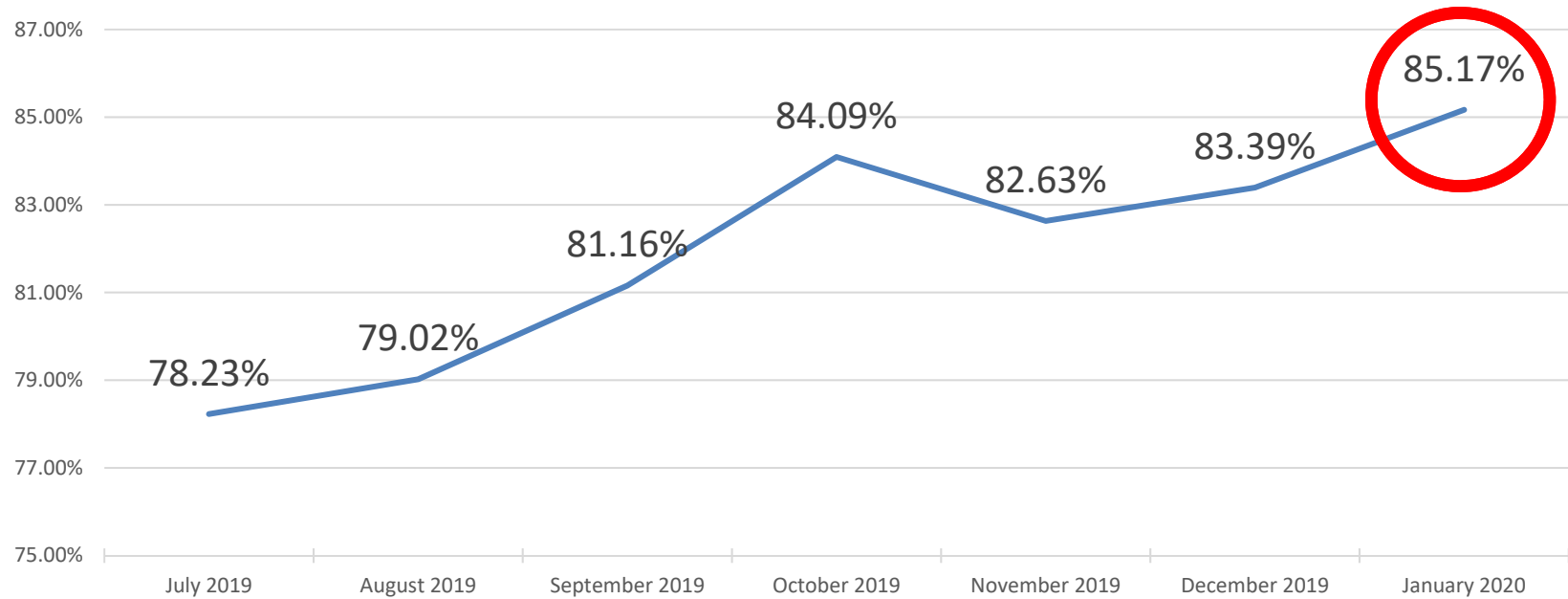
- DriverMate On Board Tablets (Fall 2019)
 - Paperless manifest
 - Google Maps navigation (turn-by-turn directions)
- Enhanced visibility of vehicle location



Modernize Communications Technology

- Implemented Dispatch Manager/Monitor (Trapeze)
 - Reduced radio traffic
- Improved Radio Reliability
 - Statewide radio system (MARCS)
 - Improved coverage, eliminated dead zones

Increase On Time Performance



Reduce On-Board Travel Time

Trip Length	July 2019 %	Jan. 2020 %	Difference
1 - 15 Mins	20.28 %	24.71 %	4.43 %
16 - 30 Mins	34.65 %	38.20 %	3.55 %
31 - 45 Mins	21.15 %	22.28 %	1.13 %
46 - 60 Mins	11.21 %	9.75 %	-1.46 %
61 + Mins	12.72 %	5.07 %	-7.65 %



Next Issues to Tackle

- Implementation of Street Routing software
 - Modernizes road speed calculations
- High cancellation rate (35% - 40%)
 - Higher call volumes, longer call wait times, increased overtime, undesirable pick up windows
 - Research and develop solutions/strategies

Case Study – February 7th, 2020

2,517 Trips Scheduled

- 913 Trips Cancelled

1,604 Trips Delivered