



Paratransit Customer Handbook Update

Organizational, Services, and Performance Monitoring Committee

December 7, 2021

Operational Priorities

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

Issues to Address

- Implementation of Service Infractions software
 - Tracks no-shows, late cancels, and cancels-at-the-door
- Reduce cancellation rate (Currently about 26%)
 - Down from 35% - 40% (Industry norm is ~15%)
 - Complete 80% of trips (5 pm day before)
 - Industry norm is 90%

Impact of Current State

- Decreased on-time performance
- Increased overtime and purchased transportation
- Higher operating cost
- Less positive customer service experience

No-Show, Late Cancel, and Cancel at the Door

Old

- No Show = 2 points
- Door Cancel= 2 points
- Late Cancel = 1 points
- Penalty based off of total ridership of last 180 days

New

- No Show = 2 points
- Door Cancel= 2 points
- Late Cancel = 1 points
- Penalty based on number of previous months not meeting expectation



Old Provision C

Threshold

- 2 points & 2%
- 4 points & 4 %
- 7 points & 7 %
- 10 points & 10%
- 12 points & 11%
- 14 points & 12%
- 16 points & 13%

Level

- Education Letter
- Education Letter
- Warning Letter
- 5 Day Suspension
- 10 Day Suspension
- 20 Day Suspension
- 30 day Suspension

New Provision C

Threshold – 2 pts & 7%

- 1 month of prior 6
- 2 months of prior 6
- 3 months of prior 6
- 4 months of prior 6
- 5 months of prior 6
- 6 months of prior 6

Level

- Education Letter
- Warning Letter
- 3 Day Suspension
- 7 Day Suspension
- 15 Day Suspension
- 30 day Suspension

No-Show, Late Cancel, and Cancel at the Door

Old

- Education Letter
- Education Letter
- Warning Letter
- 5 Day Suspension
- 10 Day Suspension
- 20 Day Suspension
- 30 day Suspension

New

- Education Letter
- Warning Letter
- 3 Day Suspension
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- 15 Day Suspension
- 30 day Suspension



Impact

- Current revision allows for a bad month to be dealt with independently
- Customers not penalized for 6 months for one bad stretch
 - No “double jeopardy”
- Allows for multiple education opportunities before suspensions begin
- Considered to be more fair and reformative rather than punitive

Implementation

- Educational Letters to all that meet threshold
- All existing infractions forgiven – fresh start
- Letters will be sent December 7 - 10

Clarification

Any questions?