

Minutes

RTA Organizational, Services and Performance Monitoring Committee Meeting

10:12 a.m., February 6, 2024

Committee Members: Biasiotta (Chair), Koomar (Vice Chair), Pacetti, Sleasman, Weiss, Welch

Other Board Members: Love, Lucas, McPherson, Mersmann

Not present: None

Staff/Other: Birdsong Terry, Burney, Catalusci, Caver, Dangelo, Davidson, Dimmick, Feke, Fields, Fleig, Freilich, Garofoli, Gautam, Hudson, Jones, Jupina, Kirkland, Laule, Miller, Moore, Schipper, Shaffer, Sutula, Talley, Togher, Walker Minor

Public: Benko, Gibbons, Khaled, Loh, O'Donnell, Yarbrough

The meeting was called to order at 10:12 a.m. Six (6) committee members were present.

Paratransit Update

Nick Davidson, Paratransit District Director, gave the update.

Operational Priorities

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

Dec. 2022 ridership compared to Dec. 2023, has a 5,000-ride difference between consecutive months. The pre covid average ridership is 40,500. The last five years of ridership show pre covid at 40,500. It took a big dip during covid. We are now progressing and currently delivering 111% of pre covid levels. On time performance for the last five years during covid ticked up. Demand and on time levels coincided in 2021. From 2021 to 2022 they both increased due to vacancies being filled. Then on time and hiring could not keep up with high demand.

Our customer experience surveys show that 47%-52% of trips are for medical care. Eighty-eight percent of riders are 55 years and older. The country is getting older. The number one social determinant of longevity in life expectancy is healthcare. By 2034, there will be more Americans over age 65 than under 18. This growth and demand for paratransit will continue to grow for another 10 years. In 2040, we'll be at the same level as 2023.

Future proofing Paratransit

- Positive Customer Experience (CX) with ADA service
- Leveraged scheduling technology to increase efficiency
- Leveraged communication technology to promote efficiency
- Purchased Transportation RFP (Completed Spring 2023)
- Introducing 20 new 2023 Cutaways (7900 fleet)

We deliver 50% of our service and contract the rest. This allows the contractors to level set and adjust for inflation to taper off and increase service if they could. Only one contractor was able to increase service. There will be 20 new vehicles put into service.

Strategic Roadmap

- Web scheduling upgrade project (estimated Summer 2024)
 - It is user friendly, modern, intuitive and for use on all devices with or w/o a mouse. You can schedule and cancel appts.
- Paratransit App feasibility evaluation
 - You can schedule and cancel trips and track vehicle
- Vehicle market & need evaluation
 - Cost of vehicles has doubled. Number of chassis manufactured has been cut in half. Market going to Dodge Sprinter type vehicle
- Expand Paratransit internally (vehicles & operators)
 - Become our own 4th provider similar in size to STC

Key Strategic Initiatives

- Improve Where and When Buses Travel
- Improve How Customers Pay
- Improve Passenger Safety and Comfort
- Engage with Emerging Tech, Data, and New Mobility
- Address Funding Challenges
- Support Vibrant Communities and Access to Jobs

Mayor Biasiotta asked if the new buses are online and for an update on staffing. Mr. Davidson said four are in the garage, one is in service, two more are waiting for the tags and plates and one should be in service in a week and one getting the technology installed. We'll receive another 15 in another 1.5-2 months. HR is working on staffing. We currently have five vacancies. Four students are in training and three students who cleared background and medical are waiting to begin in the next few weeks.

President Lucas added that the team have done a great job to meet the needs of this community and make improvements to the service and subcontractors. Mayor Weiss asked if we have identified the reason for the dip in on-time performance. Mr. Davidson said from Fall 2022, it has been a capacity and flexibility challenge. Alroy Gibson moved from Paratransit to HR to assist with staff because he understood the needs of the department. Kim Wright is the new staff person assisting with morale and etiquette at Paratransit. Mr. Sleasman asked if data is segregated by provider and the number of vehicles. Mr. Davidson said they have that data and can provide at the next update. The providers are within half percent of each other. Dr. Caver added that we have 80 in-house vehicles. The remaining service is with an outside contractor. The outside contractors cannot grow. The plan is to grow our vehicles over 80 and operators 20+.

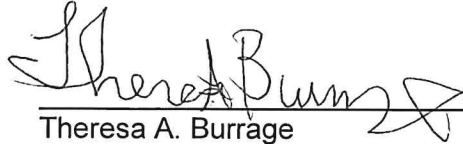
Mr. Love asked if there is Paratransit ridership data and if Paratransit is part of the ODOT electrification grant. Ms. Terry said it is available in the quarterly reports at the end of the month. Mr. Davidson said no paratransit vehicles are on the market with the proper testing. Mr. Schipper said they are putting the scope of services together for the ODOT funding for electric vehicles. Ms. Mersmann asked what we are measuring for on time, planning for the 10-year increase in demand, new website, third party providers and technology. Mr. Davidson said on time is measured against the pickup windows. They use window based and appointment based to measure. Dr. Caver said they have a business plan to address future growth. Mr. Davidson added that the new website will be screen reader compliant. The standard is WCAG 2.0. They plan to work with community partners to test the site. Regular meetings are held with the subcontractors to address issues. Updates on new

technology will be brought to the Board. President Lucas added that paratransit has been a lifeline for the disabled community. Mayor Koomar asked for the data to be broken out by subcontractors in the next update. He asked if on-time trumps the 30-minute window. Mr. Davidson said the appointment time measurement is typically higher than the window based.

The meeting was adjourned at 10:54 a.m.



Rajan D. Gautam
Secretary/Treasurer



Theresa A. Burrage
Executive Assistant

