



SENIOR COMMISSION AGENDA REPORT

MEETING DATE: July 14, 2015

ITEM NUMBER: 7b

SUBJECT: Bus Study

DATE: July 14, 2015

FROM: Parks and Community Services/Senior Division

PRESENTATION BY: Yvette Aguilar, Senior Center Program Administrator

FOR FURTHER INFORMATION CONTACT: Yvette Aguilar - 949-645-2356
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RECOMMENDATION

Receive and file staff report.

BACKGROUND

The Costa Mesa Senior Center, in response to senior residents' request, conducted a program evaluation, coined the "Bus Study," in which various aspects of the transportation services were reviewed. This included meeting with a representative from Western Transit, conducting a survey for rider feedback, a staff ride along, and monitoring of daily ridership reports.

ANALYSIS

The first part of the Bus Study was a meeting between Western Transit and City Staff on Friday, May 29, 2015. During this meeting, Western Transit was advised of the Bus Study to be conducted by staff, as well as possible interviews with the bus driver, Elaine Kirby. Western Transit General Manager Mark Slagle, and Administrative Coordinator Cindy Alcazar provided staff with daily log reports for non-medical transportation activity.

Two (2) maps of general, common drop off points were reviewed during the study. For the protection of our participants, the maps with addresses are not provided. One map indicated Elaine's usual route and direction and the other map was set with varying drop-off points, as recommended by surveyors.

The maps indicate Elaine actually takes the shortest route, as well as the most time efficient, not including traffic and other varying obstacles with which Elaine is familiar. The addition of traffic and other circumstantial obstacles would actually increase the time on the bus per rider, if she were to conduct the route in the suggested manner.

A bus survey was conducted by staff June 12-30, 2015 (Attachment 1). A total of 35 surveys were received. The results of the survey indicated that most users of the Senior Mobility Program were using the bus 77% at least once a week. Of the 35 surveys submitted, 34 riders shared they were treated with respect and courtesy by the driver. (Attachments 2)

Elaine's daily log sheets were collected by staff from April 10-June 30. Her logs were compiled and the following information was documented on a daily basis to get the monthly averages (Attachment 3):

1. Total travel time for all riders/day (minutes)
2. Total number of trips/day (duplicated riders)
3. Average time on bus (minutes)/rider
4. Total service miles/day
5. Total service miles/minute

Staff participated in a ride along with Elaine for the Senior Mobility Program on Wednesday, June 3, 2015. Staff provided an analysis and observation (Attachment 4).

Based on the results of the bus study, there is a significant fiscal impact to the budget if another vehicle and driver were to be added for transportation. It is staff's recommendation that an additional bus and driver not be added at this time, as the current needs of the riders are being met. The addition of a driver and bus would significantly impact the budget at this time, and since no additional funding for transportation has been requested, additional funding sources would need to be researched.

FISCAL REVIEW

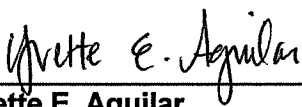
No financial review is required for this Item.

LEGAL REVIEW

No legal review is required for this item.

CONCLUSION

The current transportation is sufficient, and is supported by the evidence from the bus study. It is the recommendation of staff to receive and file this report.



Yvette E. Aguilar
Senior Center Program Administrator



Travis M. Karlen
Recreation Manager

- Attachments:
1. Copy of Survey
 2. Survey Results
 3. Daily log/Monthly totals
 4. Staff Analysis and Feedback of Ride Along on Wednesday, May 3, 2015



Costa Mesa Senior Center

Senior Mobility Program (SMP) Survey

Please help us serve you better by answering the following questions regarding your *personal* experience using the Senior Mobility Program. (Elaine Kirby, Driver)

In the past month, how often did you use Senior Mobility Program?

- | | |
|---|--|
| <input type="checkbox"/> Daily | <input type="checkbox"/> Once a week or more |
| <input type="checkbox"/> 1 to 3 times a month | <input type="checkbox"/> Never |

How long have you been using the services offered by the Senior Mobility Program?

- | | |
|---|---|
| <input type="checkbox"/> Less than one year | <input type="checkbox"/> One to three years |
| <input type="checkbox"/> Four to six years | |

Are you treated with respect and courtesy by the driver?

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

If no, explain: _____

Are your transportation needs being met by the Senior Mobility Program?

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

Does the current transportation schedule allow you to participate in all the Senior Center activities that interest you?

- | | |
|------------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No (If no, explain) |
|------------------------------|--|
- _____
- _____

Overall, how satisfied are you with the services offered by the Senior Mobility Program?

- | | |
|---|--|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Dissatisfied |
| <input type="checkbox"/> Satisfied | <input type="checkbox"/> Very dissatisfied |
| <input type="checkbox"/> Neutral | |

Survey continued on reverse side.

Thinking about your most recent trips, on a scale of one to five, where five means very satisfied and one means very dissatisfied, how would you rate the following?

	Very Dissatisfied			Very Satisfied	
On time performance	1	2	3	4	5
Reservation process	1	2	3	4	5
Driver safety	1	2	3	4	5
Travel time of your trip	1	2	3	4	5
Cleanliness of the vehicle	1	2	3	4	5

Have you recommended the services offered by the Senior Mobility Program to your family and friends?

- Yes No (If no, why not?)

What recommendations would you offer for improving the services provided by the Senior Mobility Program?

What is your gender?

- Female Male

What is your age?

- 50-74 75+

(Optional - While this is not mandatory, staff will need to take your name to ensure only ONE survey is submitted per member.)

Name _____

Address _____ City _____ Zip _____

Phone Number _____

Date _____

Thank You for Your Cooperation

The Costa Mesa Senior Center wants to know how you feel about the transportation services we offer. This survey will help us in our efforts to provide safe, efficient and reliable transportation services.

After completing the survey please return it to the Senior Center front desk. Your responses will be kept confidential, ***but members are only allowed to fill out one survey***, therefore, staff will need to take down your name.

If you have questions, concerns or suggestions, please let staff know.

Please submit survey no later than Tuesday, June 30, 2015.

Costa Mesa Senior Center

Senior Mobility Program (SMP) Survey

RESULTS

1. In the past month, how often did you use the Senior Mobility Program?
 - a. 8 - Daily
 - b. 8 - 1-3 times/month
 - c. 19 - Once a week or more
 - d. 0 - Never

2. How long have you been using the services offered by the Senior Mobility Program?
 - a. 4 - Less than one year
 - b. 12 - 1-3 years
 - c. 14 - 4-6 years
 - d. 4 - more than 6 years

3. Are you treated with respect and courtesy by the driver?
 - a. 34 - Yes
 - b. 1 - No
 - c. **Additional Comments:**
 - i. (Person answered NO) - Hard to explain. I overheard Elaine tell another rider that, "Because of (participant), I had to change the shopping day." It is obvious Elaine doesn't like me. She's very disrespectful at times toward me for no reason.
 - a. **Staff Recommendation:** Staff followed up with this concern and learned that person was not specifically named, but driver did advise that she had changed her schedule to accommodate another rider. Elaine explained that there were only 3 riders on the bus that day, and two were asking the question, so the two riders would have known that it was because of the third rider the time had been changed.

4. Are your transportation needs being met by the Senior Mobility Program?
 - a. 31 - Yes
 - b. 4 - No
 - c. **Additional Comments:**
 - i. Elaine is wonderful. She is attentive and takes great care of me. She *really* cares!
 - ii. Takes too long to get home.
 - iii. Cant' get to food bank.

5. Does the current transportation schedule allow you to participate in all the Senior Center activities that interest you?
 - a. 33 - Yes
 - b. 2 - No
 - c. **Additional Comments:**

- i. (Person answered NO) - If there is an afternoon function only that I want to attend, I would have to go on the 8:15 a.m. bus. That makes the day too long of a wait for P.M. activity.
- a. **Staff Recommendation:** There are alternate times for pick-up for individuals; however, specific, individual accommodations may not always be feasible. There are bus times that are later in the day, after 8:15 a.m., that are less busy pick-up times where driver would be able to bring participant to the center to participate in afternoon programming. Because this is a public transportation services for Costa Mesa Seniors ages 50+, the driver works try and accommodate as many people as possible.
6. Overall, how satisfied are you with the services offered by the Senior Mobility Program?
- a. 32 - Very Satisfied
- b. 2 - Satisfied
- c. 0 - Neutral
- d. 0 - Dissatisfied
- e. 1 - Very Dissatisfied
- f. **Additional Comments:**
- i. (Person selected "satisfied" and "Dissatisfied") - Satisfied that we have bus transportation. Dissatisfied that we have a driver who appears unhappy with her job.
- a. **Staff Recommendation:** None. Matter of personal opinion.
7. Thinking about your most recent trips, on a scale of one to five, where five means very satisfied and one means very dissatisfied, how would you rate the following?
- a. On time performance
- i. 28 - (5 -Very Satisfied)
- ii. 2 - (4 -Satisfied)
- iii. 2 - (3 -Neutral)
- iv. 0 - (2-Dissatisfied)
- v. 1 - (1- Very Dissatisfied)
- vi. 1 - (No Answer)
- b. Reservation Process
- i. 26 - (5 - Very Satisfied)
- ii. 2 - (4 - Satisfied)
- iii. 2 - (3 - Neutral)
- iv. 0 - (2 - Dissatisfied)
- v. 1 - (1 - Very Dissatisfied)
- vi. 4 - (No Answer)
- c. Driver Safety
- i. 28 - (5 - Very Satisfied)
- ii. 2 - (4 - Satisfied)
- iii. 0 - (3 - Neutral)
- iv. 0 - (2 - Dissatisfied)
- v. 0 - (1 - Very Dissatisfied)
- vi. 5 - (No Answer)

- d. Travel time of your trip
 - i. 27 - (5 - Very Satisfied)
 - ii. 2 - (4 - Satisfied)
 - iii. 0 - (3 - Neutral)
 - iv. 0 - (2 - Dissatisfied)
 - v. 3 - (1 - Very Dissatisfied)
 - vi. 3 - (No Answer)
 - e. Cleanliness of the vehicle
 - i. 27 - (5 - Very Satisfied)
 - ii. 2 - (4 - Satisfied)
 - iii. 0 - (3 - Neutral)
 - iv. 1 - (2 - Dissatisfied)
 - v. 1 - (1 - Very Dissatisfied)
 - vi. 4 - (No Answer)
8. Have you recommended the services offered by the Senior Mobility Program to your family and friends?
- a. 33 - Yes
 - b. 2 - No
 - c. **Additional Comments:**
 - i. Not needed
9. What recommendations would you offer for improving the services provided by the Senior Mobility Program?
- a. Positive Comments
 - i. This service is the best.
 - ii. Very satisfied.
 - iii. I am happy and grateful that I get the service, as I need to get here. And you offer different schedules.
 - iv. Give Elaine a *big* raise.
 - v. It serves my needs perfectly for the present time.
 - vi. It's (the) best already.
 - vii. None - Excellent performance.
 - viii. It's the best.
 - ix. For the present, I'm already much satisfied by the Senior Mobility Program. It is further recommended that Elaine, the driver, be commended for exemplary service to her passengers.
 - b. Constructive Comments
 - i. Stop people from causing so many problems on the bus! And seating is for everyone. People place things on the seat so you can't sit down.
 - a. **Staff Recommendation:** Place signs on the bus advising riders that if seats are needed for riders, items must be removed from the seat.
 - ii. We need the services more often. The bus driver, Elaine, is the greatest.
 - a. **Staff Recommendation:** The second bus is recommended based on travel time - not actual availability of space.
 - iii. More buses and drivers.
 - a. **Staff Recommendation:** The cost to add a second bus does not justify the existing ridership numbers.

If additional transportation services are needed in the future, and is evidenced by a significant increase in ridership, staff can begin to look into adding a second bus, as well as seeking out funding to offset the significant fiscal impact.

- iv. If possible to reserve more in advance and publicize the service more so more people use it.
 - a. **Staff Recommendation:** Staff can work with Western Transit Driver to provide a better reservation system.
- v. To be able to travel outside of the area (Costa Mesa).
 - a. **Staff Recommendation:** The service is specifically for Costa Mesa residents.
- vi. 1. Need a second bus; 2. Change order in which members are delivered to their home - those living closer should be taken home first!!! I live 2 miles from Senior Center at Casa Newport - if driver took me home first I'd be home in less than 10 minutes. Now it takes at least one hour. Our driver gets on freeway and takes everyone else home first. I'm the last on the bus to get hom. I'm on the 12:30 p.m. bus (lots of passengers to get home last at 1:30 p.m. - (I'm) so tired (I'm 88 years old) that I've stopped coming to a lot of activities I used to come to. One day, Yvette and Travis rode on the bus. I got home at 1:45 p.m. Elaine is a good driver and we all love her. Her route never to be changed or get a 2nd bus!!
- vii. Reroute the drop offs. It should not take over an hour to drop off passengers who live within 10 minutes from the Senior Center or take seniors over 2 hours only for 10:30 a.m. class.
 - a. **Staff Recommendation:** Staff have spoken with driver about the existing route. As outlined in this report, all riders live within a 15.7 square miles, meaning all riders live within 5-15 minutes (without traffic and other underlying factors) drive time; changing the route get some people to their home sooner; however, the overall wait time for all riders would significantly increase, as outlined in the Analysis portion of this report.

10. What is your gender?

- a. 5 - Male
- b. 27 - Female

11. What is your age?

- a. 11 - 50-74 years of age
- b. 19 - 75 + years of age

Day	Date	Total Travel Time for All Riders for Day (Minutes)	Total Number of Trips (Duplicated Riders)	Average Time on Bus (Minutes)/Rider	Total Service Miles	Total Service Miles/Minute	Notes
Monday	6/1/2015	959	34	28.21	77	0.08	
Tuesday	6/2/2015	623	24	25.96	48	0.08	
Wednesday	6/3/2015	1044	36	29	63	0.06	Date of City Staff Ride Along
Thursday	6/4/2015	401	19	21.1	41	0.1	
Friday	6/5/2015	627	25	25.08	42	0.07	
Monday	6/8/2015	670	26	25.77	50	0.07	
Tuesday	6/9/2015	613	25	24.52	58	0.09	
Wednesday	6/10/2015	856	30	28.53	64	0.07	One person was not taken to shop; however, Elaine took them the following business day.
Thursday	6/11/2015	1211	39	31	62	0.05	
Friday	6/12/2015	568	26	21.8	46	0.08	
Monday	6/15/2015	810	27	30	60	0.07	
Tuesday	6/16/2015	399	22	18.14	48	0.12	
Wednesday	6/17/2015	945	28	33.75	50	0.05	
Thursday	6/18/2015	445	22	20.22	51	0.11	
Friday	6/19/2015	654	25	26.16	45	0.07	
Monday	6/22/2015	940	27	34.81	46	0.05	
Tuesday	6/23/2015	451	21	21.48	46	0.1	
Wednesday	6/24/2015	563	24	23.46	58	0.1	

June 1-30, 2015

Thursday	6/25/2015	838	28	29.93	66	0.08	(Didn't have total service miles - used total miles minus 8 - 8 is an average)
Friday	6/26/2015	455	20	22.75	43	0.09	
Monday	6/29/2015	1036	29	35.72	46	0.04	
Tuesday	6/30/2015	549	22	24.95	48	0.09	(Didn't have total service miles - used total miles minus 8 - 8 is an average)
Average		711.6818182	26.31818182	26.47	52.63636	0.078181818	
Total		15657	579	582.34	1158	1.72	

Staff Analysis and Feedback for Ride Along on Wednesday, June 3, 2015

Staff attended a ride along with driver Elaine Kirby during the 12:30 pick-up from the Senior Center, after lunch on Wednesday, May 3, 2015. The following items were documented and/or observed by staff:

1. The bus departed the Senior Center promptly at 12:30 p.m. and Elaine dropped off the first bus rider at 12:32 p.m. at The Towers, across the street from the Senior Center.
2. The next rider was dropped off at 12:44 p.m., 7 miles away on the north side of Costa Mesa. To get to this second drop off location, Elaine headed east on West 19th Street and entered the 55 freeway, northbound, and exited the 405 north on Bear Street, where she dropped riders on the north side of Costa Mesa. Elaine's second to last drop off (before City Staff) was at Costa Neuporte, which was at 1:37 p.m.
3. The last rider (before City Staff), was taken to Albertson's on Harbor Blvd. at 1:41 p.m.
4. The final destination was the Costa Mesa Senior Center, where Elaine and staff arrived at 1:48 p.m. This specific trip, which included her regular riders, from start to finish, took a total travel time of 1 hour, 18 minutes, with 13 riders (staff included) and included 12 stops covering a total of approximately 16 miles.
5. Elaine's log is very detailed and provides information on the following:
 - a. Name of rider
 - b. Pick-up location for each rider
 - c. Drop off location for each rider
 - d. Pick-up time for each rider
 - e. Drop off time for each rider
 - f. Odometer start for each rider
 - g. Odometer end for each rider
 - h. Total number of riders picked-up/dropped off at each location
6. Though not requested on the log, Elaine makes special note of which riders use a wheelchair or walker.
7. At each stop, Elaine was already prepared and had a very efficient system for dropping off each rider. The following was noted about her demeanor:
 - a. Though very quiet, Elaine is very observant. She would make comments about why she was going a certain way whether because of speed bumps, delivery trucks (that caused obstruction of view), or other.
 - b. Elaine was very quick to locate walkers and wheelchairs, and quickly maneuvered herself to assist the rider after safely stationing the vehicle and ensuring it was in an area that wasn't going to block other vehicles.
 - c. Elaine offered extra assistance to those who used walkers and wheelchairs. She would ensure that riders entered their home safely or made contact with someone inside their home before departing. This extra step might take an additional minute, but provided for excellent customer service and was appreciated by riders. It also demonstrates awareness and safety as a priority. This observation by staff was further validated by comments on the surveys.
 - d. Elaine parked the bus close to curbs, or steps, to ensure that riders had a clear pathway to their entryway. Elaine ensured that she would advise riders, as they exited, if there was something on the ground (such as a crack, or step), to advise them to be careful when exiting.

- e. Before each rider made their way to their home, Elaine would confirm the next time she would be picking them up and reminded them of upcoming events. In one instance, staff heard a rider say they would not be visiting the center the next day and Elaine replied, "It's Brown Bag – are you not going?" The rider replied and noted they would in fact, be needing a ride after all.

It should be noted that Senior Commission Chair Ernie Feeney was given the opportunity and had actually been scheduled to go on a ride along on Monday, April 20, 2015, but, of her own volition, decided it was ultimately up to the discretion of staff to address the matter and not the Senior Commission or Senior Commission Chair.