



## ***SENIOR COMMISSION AGENDA REPORT***

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**MEETING DATE** January 12, 2016

**ITEM NUMBER:**

**SUBJECT:** Bus Reservation – Progress Report

**DATE:** December 15, 2015

**FROM:** Parks and Community Services/Senior Division

**PRESENTATION BY:** Yvette Aguilar, Senior Center Program Administrator

**FOR FURTHER INFORMATION CONTACT:** Yvette Aguilar @ 714-327-7540  
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### **RECOMMENDATION**

Staff recommends that the Senior Commission receive and file this report and reevaluate the transportation reservation system annually.

### **BACKGROUND**

In response to Senior Commissioners' request, staff conducted a study of the Senior Mobility Program (SMP). Staff provided the Senior Commission with an overview of the study at the July 2015 meeting. Staff was asked to continue to review the current reservation system and report back to the Commission with a recommendation at the January 2016 meeting.

### **ANALYSIS**

Beginning Thursday, October 1, 2015, a staff member accompanied the bus driver in accepting calls made to reserve transportation each day. Staff documented the conversations with the current SMP driver and documented the following:

- Caller's name;
- Pick-up address;
- Destination; and,
- Return time

In addition, staff documented patrons who could not be accommodated on the day requested and noted the alternate date/time offered to the caller (Attachment 1).

The attachment provides the day and date of the call, the total number of calls received, and the total number of individual trips. The total number of trips may be duplicated in some instances, and includes both reservations that had been scheduled without calling in the morning of the ride, as well as rides that were scheduled that same morning.

The total number of calls received includes cancellations for previously scheduled appointments, and reservations for the same day. Cancellations are not accounted for in the number of trips taken because the driver wouldn't have picked up a senior since prior notice of the cancellation had been received by staff. The total number of "no shows" (seniors who failed to call to cancel and/or were unable to show up for their ride), was counted in the total number of trips taken, as the driver physically drove to that location. A special note was made next to the total number of trips on the form to account for "no shows."

In summary, between October 1, 2015 and December 11, 2015, the driver was able to accommodate more than 98% of all transportation requests. While most patrons made reservations prior to the day of, the driver only turned away five calls in total. The total number of calls made on the day of service also include cancellations. The table below shows the totals:

<b>October 1, 2015 – December 11, 2015</b>	<b>Total</b>
Reservation calls received	295
Number of trips provided	1,339
Number of callers turned away	5
Number of no shows from previously scheduled rides	4

There were only four instances in which there was a "no show" during this evaluation period out of 1,339 trips provided. Thus, less than 1% of the seniors did not show up for a ride that they previously scheduled.

In addition to the monitoring of calls, staff also established a hotline and provided directions on how to obtain transportation to and from the Senior Center in the monthly Chronicle newsletter. Further, phone numbers including the new hotline were mailed out to all members. As of December 16, 2015, only two calls had been received on the hotline. One call was to schedule a ride, and the other call was a hang-up. As of December 16, 2015, no questions or concerns have been addressed via the hotline or to City staff.

While the current reservation process may not be deemed as the perfect method, it shows that it works for a significant majority of riders. The senior commission had expressed concern that new riders were being turned away, which according to the log sheets, accounted for less than 2%; however, the riders who were not accommodated were given alternate ride times.

Thus, this study shows that the current reservation system continues to work for seniors. Staff will continue to monitor the SMP reservation system and address issues as they arise. Annually, staff will provide a report to the Commission regarding the transportation system.

#### **FISCAL REVIEW**

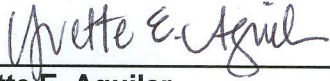
No fiscal review is required for this item.

#### **LEGAL REVIEW**

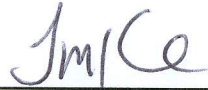
No legal review is required for this item.

**CONCLUSION**

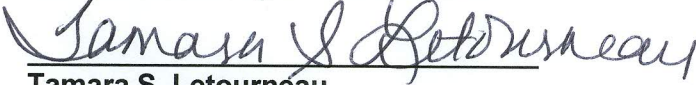
Staff recommends that the Senior Commission receive and file this report and reevaluate the transportation reservation system annually.



**Yvette E. Aguilar**  
Senior Center Program Administrator



**Travis M. Karlen**  
Recreation Manager



**Tamara S. Letourneau**  
Assistant Chief Executive Officer

<u>Day/Date</u>	<u>No. of Calls received</u>	<u>Total no. of trips (duplicated)</u>
Thursday, October 1	7	15 trips
Friday, October 2	4	21 trips
<b>Total</b>	<b>11 calls</b>	<b>36 trips</b>
Monday, October 5	10	30 trips
Tuesday, October 6	5	21 trips
Wednesday, October 7	12	42 trips (2 calls were turned away due to full bus – both were for errands. Both offered alternative days and accepted.)
Thursday, October 8	5	26 trips
Friday, October 9	2	22 trips
<b>Total</b>	<b>34 calls</b>	<b>141 trips</b>
Monday, October 12	14	40 trips (1 rider was marked as a “No Show”)
Tuesday, October 13	6	26 trips (1 call was turned away due to full bus – advised to call back the following day, since the reservation was for an errand)
Wednesday, October 14	10	43 trips
Thursday, October 15	8	35 trips
Friday, October 16	2	26 trips (1 caller wanted an exact time. Driver offered multiple options, but caller refused. Person called again with the same request and was again advised that that specific time wasn’t available because the it was out of the routes way.)
<b>Total</b>	<b>40 calls</b>	<b>170 trips</b>
Monday, October 19	8	35 trips
Tuesday, October 20	6	26 trips
Wednesday, October 21	9	28 trips
Thursday, October 22	6	29 trips
Friday, October 23	7	24 trips
<b>Total</b>	<b>36 calls</b>	<b>142 trips</b>

<u>Day/Date</u>	<u>No. of Calls received</u>	<u>Total no. of trips (duplicated)</u>
Monday, October 26	7	29 trips
Tuesday, October 27	5	23 trips
Wednesday, October 28	8	33 trips
Thursday, October 29	6	33 trips
Friday, October 30	5	28 trips (1 rider was not accommodated because rider wanted to run an errand, but the bus was full due to a special event being held at the Senior Center. An alternative time was offered, but not accepted. )
<b>Total</b>	<b>19 calls</b>	<b>146 trips</b>
Monday, November 2	8	31 trips
Tuesday, November 3	4	20 trips
Wednesday, November 4	8	40 trips
Thursday, November 5	5	23 trips
Friday, November 6	2	16 trips
<b>Total</b>	<b>27 calls</b>	<b>130 trips</b>
Monday, November 9	6	35 trips
Tuesday, November 10	6	27 trips
Thursday, November 12	9	35 trips
Friday, November 13	1	21 trips
<b>Total</b>	<b>22 calls</b>	<b>118 trips</b>
Monday, November 16	10	34 trips
Tuesday, November 17	6	25 trips
Wednesday, November 18	10	28 trips
Thursday, November 19	5	25 trips (1 rider was marked as a "No Show")
Friday, November 20	3	21 trips
<b>Total</b>	<b>34 calls</b>	<b>133 trips</b>
Monday, November 23	8	33 trips
Tuesday, November 24	4	21 trips
Wednesday, November 25	10	31 trips
<b>Total</b>	<b>22 calls</b>	<b>85 trips</b>

<u>Day/Date</u>	<u>No. of Calls received</u>	<u>Total no. of trips (duplicated)</u>
Monday, November 30	8	23 trips
Tuesday, December 1	4	25 trips (1 rider was marked a "No Show")
Wednesday, December 2	5	25 trips
Thursday, December 3	6	18 trips
Friday, December 4	2	18 trips
<b>Total</b>	<b>25 calls</b>	<b>109 trips</b>
Monday, December 7	8	36 trips (1 rider was marked a "No Show")
Tuesday, December 8	4	23 trips
Wednesday, December 9	4	27 trips (1 rider was marked a "No Show")
Thursday, December 10	6	26 trips
Friday, December 11	3	17 trips
<b>Total</b>	<b>25 calls</b>	<b>129 trips</b>

Total reservation calls received October 1-December 11: 295

Total number of trips made October 1-December 11: 1,339

Total number of callers turned away, October 1-December 11: 5

Total number of "No Shows" from previously scheduled rides: 4