

CITY OF OAKLAND

AGENDA REPORT

FILED
OFFICE OF THE CITY CLERK
OAKLAND
2004 JUN -3 PM 7:47

TO: Office of the City Administrator
ATTN: Deborah Edgerly
FROM: Department of Human Services
DATE: June 8, 2004

RE: SUPPLEMENTAL REPORT ON EVALUATION AND CUSTOMER
FEEDBACK MECHANISMS FOR OAKLAND PARATRANSIT FOR THE
ELDERLY AND DISABLED PROGRAM (OPED) CONTRACTS REPORT.

SUMMARY

This supplemental report, requested by the Life Enrichment Committee on May 25, 2004, provides the percentage breakdown of paratransit rider response by survey question. The supplement also provides a full copy of the survey questionnaire that was truncated in the previous printing of the report on the evaluation and customer feedback mechanisms for Oakland Paratransit for the Elderly and Disabled Program (OPED) contracts.

FISCAL IMPACTS

This is a supplemental report. There is no fiscal impact on the General Fund.

BACKGROUND

Oakland Paratransit for the Elderly and Disabled (OPED) presented an informational report on May 25, 2004 to the Life Enrichment Committee on the evaluation and customer feedback mechanisms for Oakland Paratransit for the Elderly and Disabled Program (OPED) contracts. The Committee requested that a supplemental report be prepared to include the percentage breakdown of responses by survey question and to provide a full copy of the survey.

KEY ISSUES AND IMPACTS

OPED conducts telephone surveys each month of randomly selected riders to gain additional qualitative information. OPED staff survey 30-50 paratransit riders to help determine on-time performance and to get overall feedback. The survey was created to help collect information for Measure B and the Paratransit Advisory and Planning Committee (PAPCO). (See Attachment A: OPED telephone survey.) Since July 2003, OPED has surveyed approximately 300 riders overall. For the results of the surveys over the last 9 months, see Attachment A. **Survey results are in bold font.**

SUSTAINABLE OPPORTUNITIES

Economic: Contracts are with local vendors. Vendors will subscribe to the City's Living Wage Ordinance.

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Environmental: Vendors provide transportation for a population that cannot use public transportation and does not have access to private vehicles.

Social Equity: Vendors provide transportation services that provide many residents with access to services and activities. Access to services will improve the quality of life for paratransit participants.

DISABILITY AND SENIOR CITIZEN ACCESS

The Oakland Paratransit Program ensures transportation access for people with disabilities and senior citizens to City programs and community-based services and activities.

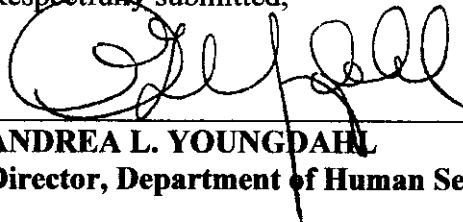
RECOMMENDATION(S) AND RATIONALE

Staff recommends that the City Council accept this supplemental report and the preceding informational report from May 25, 2004 Life Enrichment Committee.

ACTION REQUESTED OF THE CITY COUNCIL

That the City Council accept the supplemental report and the preceding informational report on the evaluation and customer feedback mechanisms for Oakland Paratransit for the Elderly and Disabled Program (OPED) contracts.

Respectfully submitted,




ANDREA L. YOUNGDAHL
Director, Department of Human Services

Reviewed by:
Brendalynn Goodall, Manager
Aging and Adult Services

Prepared by:
Jeffrey C. Weiss
Oakland Paratransit Supervisor

**APPROVED FOR FORWARDING TO THE
LIFE ENRICHMENT COMMITTEE:**


Office of the City Administrator

ATTACHMENT A



**City of Oakland
Department of Human Services
Oakland Paratransit for the Elderly
and Disabled (OPED)
150 Frank H. Ogawa Plaza Ste 4353
Oakland, CA 94612-2092
Tel: (510) 238-3036**

Date called: _____ Provider Name:: _____

Client Name: _____

I. D. #: _____

Hello Mr./Mrs./Ms. _____

My name is _____, I am calling from the City of Oakland's Paratransit for the Elderly and Disabled Program. We want to confirm that our riders are receiving the proper service. Therefore, I would like to ask you a few questions regarding your paratransit service. The City of Oakland contracts with taxi cab companies and wheelchair-lift van companies to provide paratransit services.

It should take approximately 3-5 minutes to complete this survey. Is now a good time for you?

If yes, begin the survey.

Before we begin, I would like to verify your address. (Have client state address or read information on rider's card. Update if needed)

Riders surveyed since July 2003 Taxi: 217 Van: 85

1. How many rides have you taken this month using taxi scrip or van vouchers? **Taxi 1,015 Van 853**

2. For each of those trips, were you picked up:

	Taxi	Van
On time	963 (94.9%)	830 (97.3%)
Early	7 (0.7%)	4 (0.5%)
Late	45 (4.4%)	19 (2.2%)

3. Did you reach your destination on time, early or late?

	Taxi	Van
On time	952 (93.8%)	832 (97.5%)
Early	24 (2.4%)	2 (0.2%)
Late	39 (3.8%)	19 (2.2%)

4. Has there been a time this month when the driver did not arrive?
There have been 28 (2.7%) no shows or late rides (more than one hour waiting) reported by taxi users. Van riders did not report any no-shows.

5. Overall, how would you describe the driver's attitude?

Of the limited number of responses received, 85% have been pleased with their driver/service and 15% have not been satisfied with on time performance for return trips, driver attitude and assistance.

6. What would you estimate your average ride time to have been per trip?
(Example: 10 minutes, 15 minutes, 20 minutes, etc.)

This question is required for ACTIA. There is an hour and a half limit to East Bay Paratransit rides. Due to the size of their service area, the consumers have had many complaints

Since OPED provides individual trips, this has not been an issue.

of rides reported:

	Taxi	Van
10 minutes	142	-0-
15 minutes	408	235
20 minutes	396	512
30 minutes	22	54

7. How would you rate services provided by OPED contractors?

Very satisfied ____ Satisfied ____ Not Satisfied ____

This question was recently added to the survey and there are no data to share at this time. OPED will begin asking this question at the beginning of the fiscal year 04/05.

8. Have you made a complaint or a commendation in the last month?

There have not been any complaints or commendations made by those surveyed to the company or to OPED during this survey period (July 2003 – March 2004).

9. What were the circumstances? Please describe.

10. Are you registered with East Bay Paratransit and do you use their service? **Yes 274 No 15**

The individuals stating that they are not registered with East Bay Paratransit were sent applications.

11. Have you been satisfied with their service? Yes 212 No 35

If no, why? **A large majority were satisfied with the East Bay Paratransit service, however there was a sizeable**

number of riders that stated they would not use the service due to prior negative experiences.

12. Do you have any recommendations for how the service might be improved? **No recommendations received during this survey period.**

This concludes our survey. I would like to thank you for taking the time to answer the questions. Your information is important to us and greatly appreciated. We are hoping to begin taking names from the waiting list in July 2004. Should you have any questions for us regarding Oakland Paratransit, please call 238-3036.