

# Dial-A-Ride Transportation for Seniors (DARTS) Update

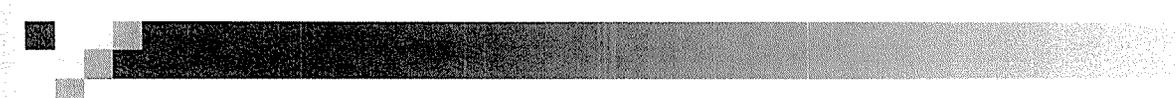
August 17, 2011



# DARTS Evaluation

Office of Aging staff conducted an evaluation of the DARTS program using the following information:

- A review of the application process
- Ridership Data
- Customer Feedback



# DARTS Evaluation

The review of the application process indicated a backlog in the application process.

- 923 applications had been mailed out
- 472 had been completed, returned and forwarded for Case Management
- 171 had been verified for eligibility through a Case Manager and registered in the system
- 23 had been returned from Case Management as ineligible



# DARTS Evaluation

Ridership data indicated a need to change the established operation for Mondays and Wednesdays.

- The average number for daily trips has risen from 36 in January 2011 to 64 in July 2011.
- The average daily trips on Mondays and Wednesdays has held consistent at about 18, while the average number of trips daily for Tuesday, Thursday and Friday has risen to 82 in July.



# DARTS Evaluation

Customer Feedback indicated a need for Customer Service Training and review of equipment in the Call Center.

- A Customer Satisfaction Survey indicated that 62% of the customers rated trip scheduling to be “Very Good”
- Comments from customers indicated the following concerns:
  - Service provided by the Call Center personnel
  - Long “hold times” or difficulty reaching the Call Center
  - Restrictions on trips that are to pre-determined destinations on Mondays and Wednesdays
  - Timeliness of pick-ups



# Actions Taken to Address Concerns

- Backlog in the application process
  - Self-Declaration Form
  
- Need for Customer Service Training
  - Customer Service Training – August 29, 2011
  - Addition of New Staff
  - Coordinating with the Department of Information Technology to upgrade the phone system and select automated scheduling software
  
- Change in operations for Mondays and Wednesday
  - Pre-determined destination trips will be suspended