

2024 Report to the
Service Delivery Committee of the
Commission on Aging
Transdev
Specialized Transportation
(OATS)



Please share a success from the second half of 2024.

Ms. G was diagnosed with cancer and needed to start radiation asap. The Transportation Coordinator worked with Transdev to have her referral expedited and Transdev proactively reached out to the client to set up rides to treatment.





Please share a challenge from the second half of 2024.

Increased service demands and ride inefficiencies led to accelerated spending of the contracted budget. In the effort to prevent overspending while ensuring that healthcare related rides could be accommodated, non-healthcare related rides were limited.

Report on 2024 Performance Objectives

	Goal/Actual
Objective 1 Pickup On Time performance	95% / 72.8%
Objective 2 Rides Requested are provided	99% / Goal not met
Objective 3 Safe and appropriate vehicle	100% / 100%





Funding Summary

- Total Program Budget: \$1,635,770
- ADS funding amount, and percentage of agency budget: \$1,550,940; 95% of program budget
- Contract spending: \$1,608,639.72



Please share one service improvement or planned change for the beginning half of 2025.

OATS has transitioned to a new contracted provider, who has committed to improved service efficiency through increased shared rides.

