

2024 Report to the
Service Delivery Committee of the
Commission on Aging
**Transdev: Older Adult
Transportation Service
(OATS)**





Please share a success from the first half of 2024.

Tell us a story of a client who benefited from your service, or a programmatic development that was well received:

Client called after OATS service hours. She had failed to book her return ride. The Transdev team was not able to accommodate her trip within the OATS program as the OATS operators were no longer in service. The Transdev team ensured she was not stranded by dispatching a Transit Plus driver to get her home safely.



Please share a challenge from the first half of 2024.

- Tell us about a challenge and how you addressed it. It can be something that you were able to overcome, or not.
- Driver recruiting has been challenging industry wide. Through aggressive recruiting and hiring, Transdev has successfully maintained full staffing for the OATS program.



Report on Mid-year 2024 Performance Objectives

	Goal/Actual
Objective 1 Pickup On Time performance	95% / 91%
Objective 2 Rides Requested are provided	99% / 100%
Objective 3 Safe and appropriate vehicle	100%/ 100%



Funding Summary

- Total Agency Budget
- \$1,635,770

- ADS funding amount is \$1,550,940
- 95% of agency budget

- Contract spending is
- \$797,858.86 through 6/30
- 51.4% of 2024 budget



Please share one service improvement or planned change for the second half of 2024.

Transdev will be working with OATS to increase shared ride services. Specifically shopping and cultural trips.

