

Mid-year 2025 Report

Older Adult Transportation Service - OATS



SUCCESS

zTrip successfully audited all legacy data from the previous provider, launched operations within two weeks, and delivered immediate program service improvements.

Despite the unforeseen challenges inherent in transitioning from the previous vendor, zTrip was able to stand up full service operations in just **14 days**—including coverage of **backlogged trips** that had gone unfulfilled.

In collaboration with DHHS, zTrip conducted a comprehensive audit of the existing member database. This effort ensured:

- Confirmation of active members
- Updates to key contact information (phone numbers, addresses)
- Accurate documentation of ambulatory needs and mobility aids



CHALLENGE

High No-Show Rates & Inefficient Routes

zTrip proudly offers **automated daily ride confirmations** through our integrated technology platform. This system proactively contacts every OATS member the **day before their scheduled ride**, empowering them to easily **confirm or cancel** in advance.

This feature significantly enhances the member experience while driving key operational benefits:

- **Real-time route optimization**
- **62.9% reduction in no-shows**
- **Lower operating costs**
- **Improved on-time performance**

Following a successful **member data cleanup**, zTrip recommended enabling this feature in the **third week of January**.

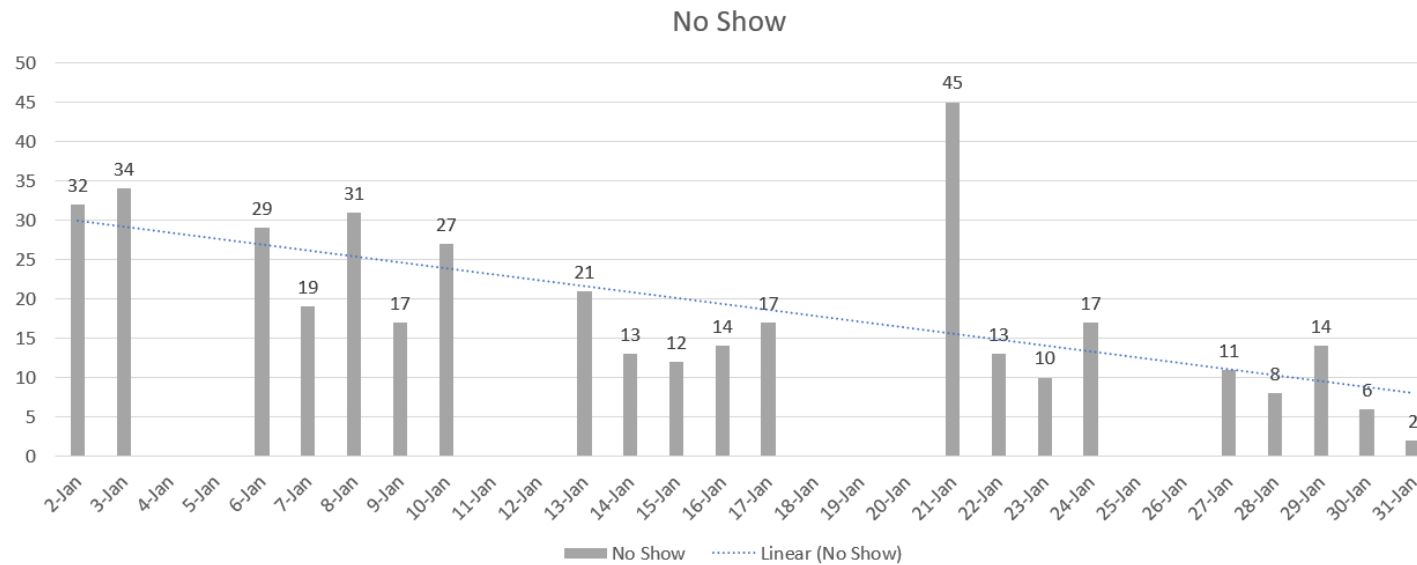
The results were immediate and measurable—delivering a dramatic improvement in service efficiency and cost control.



JANUARY

Monthly Average – 18.6 No Shows / Day

Daily No Show Volumes



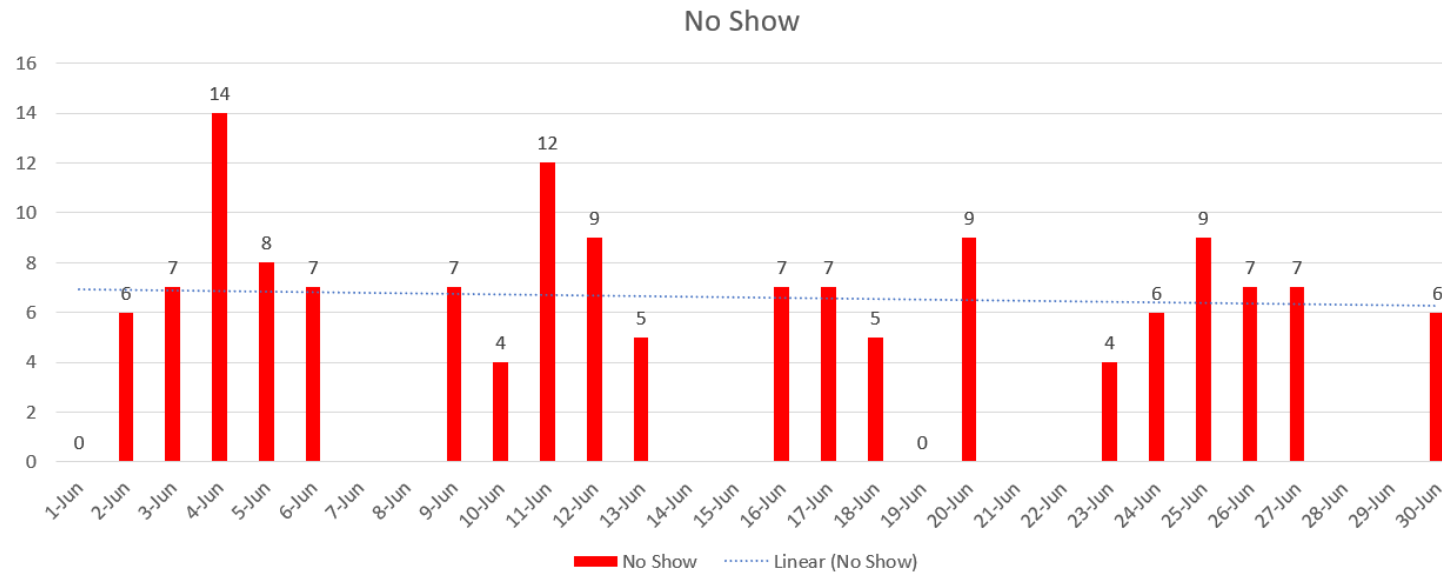
zTrip



JUNE

Monthly Average – 6.9 No Shows / Day

Daily No Show Volumes



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Report on 2025 Performance Objectives

	ACTUAL	GOAL
Rides Requested are provided	100%	99%
Safe and Appropriate Vehicle was provided	100%	100%
On Time Performance	96.6%*	98%

*Excludes Jan 2025 due to data transition from the previous vendor.

- Feb - 94%
- Mar - 94%
- April - 100%
- May - 95%
- June - 100%

Funding Summary

Total Agency Budget	\$3,091,782
ADS Funding Amount	\$1,471,031
ADS Percent of Agency Budget	47.5%
Contract Spending	\$737,051



Service Improvement

zTrip Collaboration with DHHS on PeerPlace Implementation

zTrip remains actively engaged with DHHS in the successful implementation of the PeerPlace system. Our collaboration continues to focus on key areas, including:

- **New Member Referral (Queue)**
- **New Member Activation**
- **Monthly Event Reporting**

We recognize the critical role PeerPlace plays in supporting program efficiency and accountability.

zTrip reaffirms its commitment to this initiative, and we are proud that our joint efforts are already:

- **Streamlining operational workflows**
- **Reducing administrative burden**
- **Enhancing data accuracy and consistency**
- **Improving the quality and timeliness of reporting**

We look forward to continued partnership as we work toward full integration and sustained success.

