

Second half 2023 Report to the
Service Delivery Committee of the
Commission on Aging
Transdev

Older Adult Transportation Service



Please share a success from 2023.

Cultural – Civic Trips (New for 2023)

Total for 2023 - 110



Please share a challenge from 2023.

- Transition from First Transit to Transdev
 - Completed
- Staffing Issues – Drivers
 - Job Fair increased staff



Report on 2023 Performance Objectives

Objective	Goal	Actual / Met
Rides scheduled with 72 business hours of request	100%	YES
Rides are provided	100%	YES
On Time performance, meaning arrival at requested destination at the time requested or prior to the scheduled appointment.	93%	90.8%
On Time performance for medical appointments, meaning riders arrive between 15 minutes to 1 hour before their appointment is scheduled to begin.	100%	100%
Ride duration does not exceed 60 minutes	<1%	1.92%
A safe and appropriate vehicle, accessible to the rider, was provided.	100%	99%
The rider was assisted as requested to enter and exit vehicle, including through door grocery assistance.	100%	100%
Accidents/Incidents involving property damage and/or personal injury are reported to the County.	100%	100%



**MILWAUKEE
COUNTY**

Report on 2023 Performance Objectives

Objective	Goal	Actual / Met
Post-incident investigations completed w/ FTA mandated post-accident substance abuse testing	100%	YES
Complaints are formally acknowledged upon receipt and logged into a central databank	100%	New Documentation
Complaints are resolved to the satisfaction of the rider within 72 hours.	90%	No – New process / staff
Satisfaction Survey Result		
Riders provide \$3 co-pay for non-emergency medical transportation trips	100%	YES
Riders are offered the opportunity to voluntarily contribute toward ride cost.	100%	YES
Riders contribute to non-NEMT related rides.	100%	YES
Ride types are delineated by individual, group, non-ambulatory, dining, grocery, NEMT, and wellness.	100%	YES



Funding Summary

Older Americans Act 3B funds	\$257,458.00
State 85.21 funds	\$619,404.00
Base County Assessment funds	\$549,613.00
American Rescue Plan Act funds	\$199,465.00
Total Contract Amount	\$1,625,940.00



Service Improvements for 2024

- **Continue to focus on driver staffing**
- **Implementation of new Transdev technology tools**
- **Improved complaint resolution with dedicated staff**

