Paratransit Service

June 8, 2011

ADA Paratransit Service

• Operating Statistics – Redi-Wheels & RediCoast
• Customer Service
• Paratransit Eligibility
• ADA Program Costs
• Efficiency Measures
• Summary
Redi-Wheels Ridership

Redi-Wheels Average Weekday Ridership

Trip Denials

Paratransit Trip Denials

Average requests: 27,696 per month
On-time Performance

Redi-Wheels pick ups within 20 minutes of scheduled time

Service Complaints

Service complaints per thousand rides
Redi-Wheels Productivity

Redi-Wheels Passengers Per Hour

<table>
<thead>
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<th>Month</th>
<th>Actual</th>
<th>Standard</th>
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Telephone Hold Time

Average Telephone Hold Time (Minutes)

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No-show and Late-cancels

Redi-Wheels No-shows and Late-cancels

Change to 2-hour cancel policy

RediCoast Ridership

RediCoast Average Weekday Ridership
RediCoast Service Complaints

RediCoast Complaints per Thousand Trips

- Actual
- Standard

Eligibility Denials

New and Recertifying Denials

- Actual
- Standard
### Total Registrants

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### ADA Program Costs

**FY 2012 Proposed**

- **Cost (in millions)**: $14.09*
- **Total Trips**: 326,800
- **Average cost Per trip**: $43.10
- **Regular Fare**: $3.75
- **Farebox Recovery**: 5.9%

*Negotiating contract option year effective October 2011*
Efficiency Measures

• Late-Cancel Reduction Campaign
• Interactive Voice Response launch
• Optimal vehicle mix
• Alternative service delivery models
• MTC Transit Sustainability Project

Late-Cancel Reduction Campaign

Action Plan: June-August 2011

• Rules explained at eligibility assessment
• Reminder on fare-increase mailing
• Reminder on trip reservation calls
• Ride tips with incident letters
• Dialysis Center support on return trip delays
• Take One on vehicles
• Reminder in summer PCC newsletter
• Sanction Policy
IVR Implementation

- Pilot test May-June 2011
  - PCC volunteers
  - Adult Day Agency clients
- Product refinement June 2011
  - Trip cancellation reliability
  - Text-to-speech clarity
  - Imminent-arrival call accuracy
- Final performance testing July 2011
- Roll-out July-August 2011

Optimal Vehicle Mix

Key Planning Issues

Fleet flexibility
- Cutaway buses serve group trips and extra-large wheelchairs
- Minivans are versatile and accommodate wheelchairs
- Sedans/taxis serve ambulatory and overflow customers

Ridership trends
- Longer trips
- More dialysis trips
- More non-ambulatory customers
- More extra-large wheelchairs
Alternative Service Delivery Models

Non-traditional Model
- Remotely managed operation
- Out-of-state call center
- Multiple independent contractors provide service delivery
- Non-dedicated vehicle fleet
- Non-dedicated drivers
- LAVTA, NCTD contracts start July 1, 2011

MTC Transit Sustainability Project

ADA Paratransit Strategies
- Demand Management
  - Conditional eligibility, travel training, aligning service, premium charges for some services
- Productivity Measures
  - Control no-shows/late cancels, GPS, hybrid service, group trip efficiency, optimize vehicle mix
- Cost Containment
  - Non-traditional service, volunteer drivers, mobility management, walkable communities
Summary

- Ridership is steady
- Service quality remains high
- Productivity of service is improving
- Costs expected to slightly increase in FY2012
- Efficiency measures are high priority
  - IVR to go live in July-August
  - Late-Cancel Reduction Campaign June-August
  - Vehicle mix and alternative service delivery models under study
  - Transit Sustainability Project offers recommended strategies for consideration