Mobility Management: Paratransit Service

Community Relations Committee
August 2, 2017
Agenda Item 6

ADA Paratransit Service

- Ridership
- Registrants
- Operating & Service Statistics
- Customer Categories
- New Vehicles
- Summary
Monthly Ridership

Total Trips per Year
FY2015 329,040
FY2016 360,010
FY2017 370,000

Registrants
**On-time Performance**

Pick up within 20 minutes of scheduled time

- July'15: 82.0%
- Sept'15: 84.0%
- Nov'15: 86.0%
- Jan'16: 88.0%
- Mar'16: 90.0%
- May'16: 92.0%
- Jul'16: 94.0%
- Sep'16: 96.0%
- Nov'16: 98.0%
- Jan'17: 100.0%
- Mar'17: 82.0%
- May'17: 80.0%

**Passengers Per Hour**

- July'15: 1.00
- Sept'15: 1.20
- Nov'15: 1.40
- Jan'16: 1.60
- Mar'16: 1.80
- May'16: 2.00
- Jul'16: 1.80
- Sep'16: 1.60
- Nov'16: 1.40
- Jan'17: 1.20
- Mar'17: 1.00
- May'17: 1.20
Redi-Wheels Trip Denials

Sep. 2004 – June 2017

4.6 M requests 0 denials

Customer Categories

- Regular 34%
- Lifeline 38%
- Agency 9%
- Agency Lifeline 6%
- Personal Attendant 12%
- Certification trips 1%
- Total 100%
### New Vehicles

Vehicle Capacity
Cutaway: 9 seats, 2 or 3 mobility devices

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## Driver’s Seat Door Step

<table>
<thead>
<tr>
<th>Prior Models</th>
<th>New Vehicles</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1" alt="No Door Step" /></td>
<td><img src="image2" alt="Door Step" /></td>
</tr>
</tbody>
</table>

No Door Step
Door Step
Strip of Ceiling Center Lights

<table>
<thead>
<tr>
<th>Decoration – Prior models</th>
<th>Lighting – New Vehicles</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1" alt="Prior models" /></td>
<td><img src="image2" alt="New Vehicles" /></td>
</tr>
</tbody>
</table>

6 Feet
## Passenger Seats & Headrests

<table>
<thead>
<tr>
<th>Prior Models</th>
<th>New Vehicles</th>
</tr>
</thead>
</table>
| • Manufacturer: American Seating  
  ✓ Aftermarket Lap belts | • Manufacturer: Freedman  
  ✓ Three points Seatbelt Harness  
  ✓ Headrest with Grab Handles |

### Windows with Emergency Sound Alarm Clips

**Prior Models**

**New Vehicles**
<table>
<thead>
<tr>
<th>Hand Straps</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Prior Models</strong></td>
</tr>
<tr>
<td><img src="image1" alt="Hand Straps Prior Models" /></td>
</tr>
<tr>
<td>• Black Nylon</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Wheelchair Ramp Straps</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Prior Models</strong></td>
</tr>
<tr>
<td><img src="image3" alt="Wheelchair Ramp Straps Prior Models" /></td>
</tr>
<tr>
<td>No Strap</td>
</tr>
</tbody>
</table>
New Vehicles

Vehicle Capacity
Minivan: 2 seats and 1 mobility device or
1 seat and 2 mobility devices

New Vehicles

Backup Camera – Dashboard Screen

No Backup Camera  Backup Camera

Prior Models  New Vehicles
**New Vehicles**

**Prior Models**
- Fabric

**New Vehicles**
- Gerflor Flooring Complete Plus at Firewall and Rear Floor Riser

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**Summary**

- Ridership is increasing
- Number of Registrants has leveled off
- Service quality is excellent
  - OTP
  - Vehicle reliability
  - Zero denials
- Productivity is meeting expectations
- Customer satisfaction is very high, complaint rate is very low
- Paratransit service is relevant to the community
- New vehicle features