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Mobility Management: Paratransit Service

Community Relations Committee
March 1, 2017
Agenda Item 6

ADA Paratransit Service



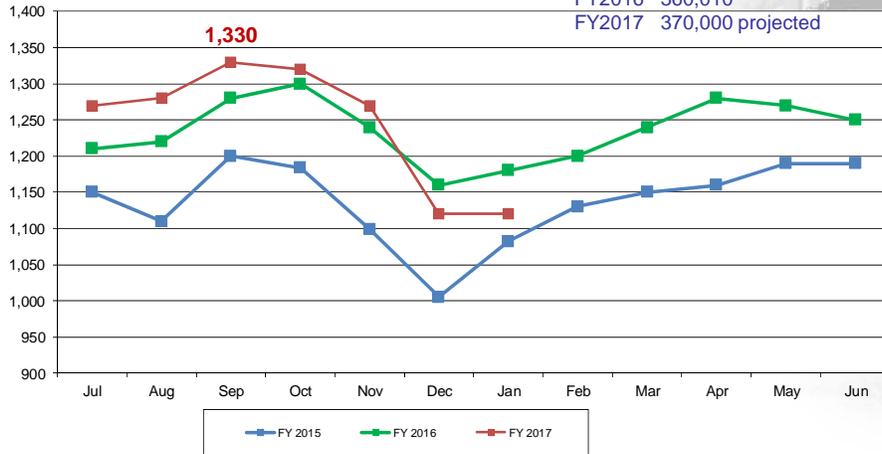
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- Ridership
- Operating Statistics
- Customer Destinations
- Registrants
- Vehicle Capacity
- New Vehicle Features
- Summary

Paratransit – AWR



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

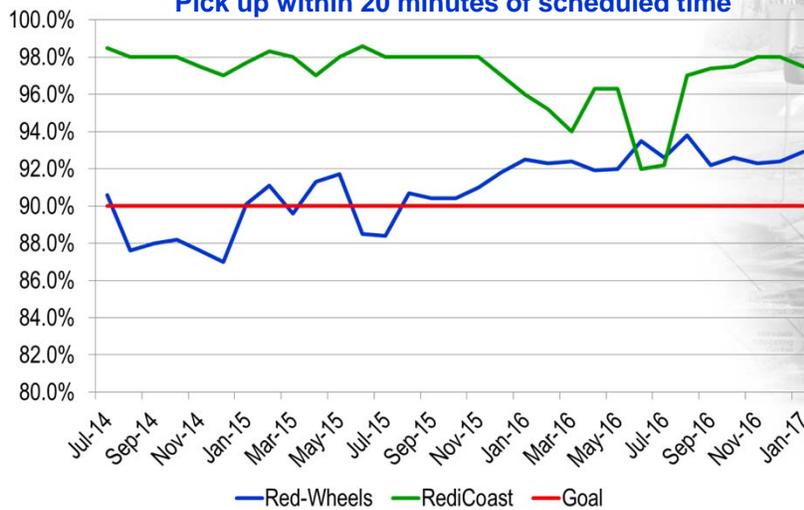


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On-time Performance

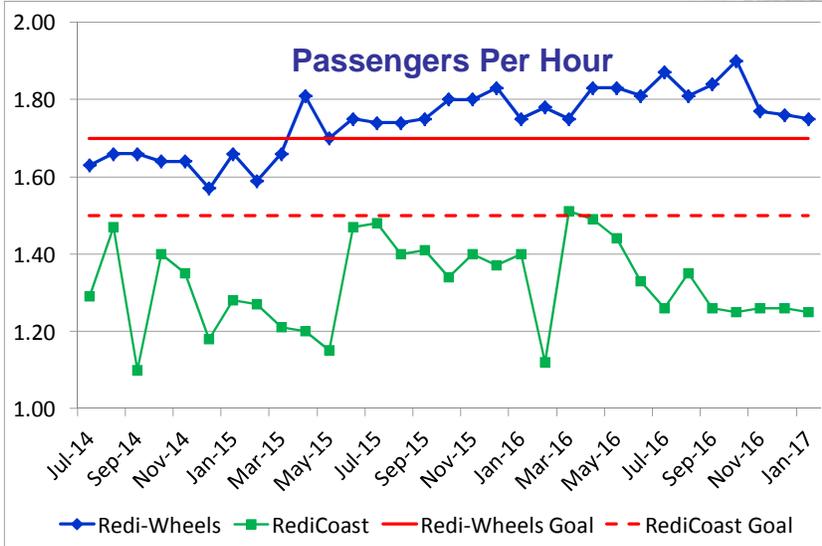


Pick up within 20 minutes of scheduled time



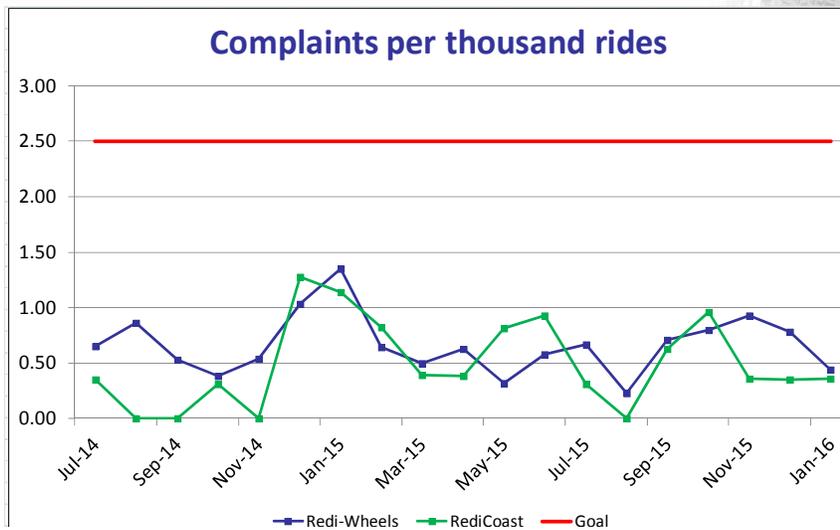
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Productivity



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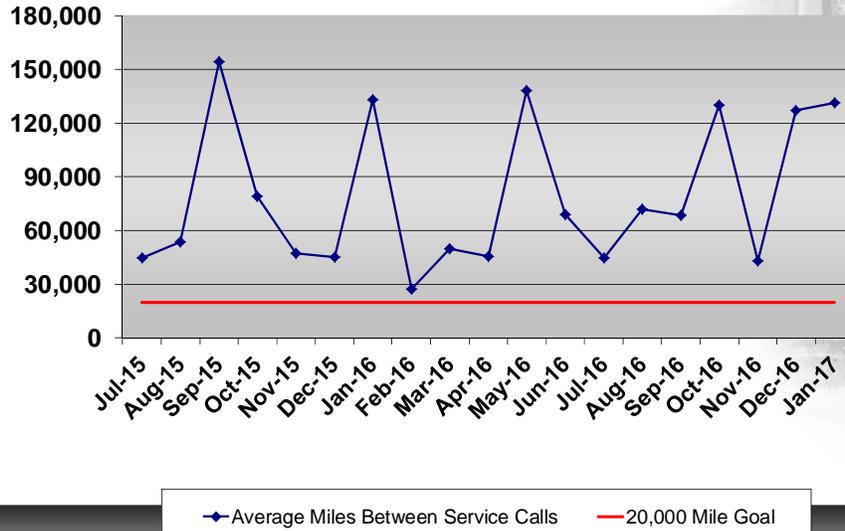
Service Complaints



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Fleet Reliability

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Redi-Wheels Trip Denials

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<u>Date</u>	<u>Trip Requests</u>	<u>Trip Denials</u>
Nov. 2000	23,198	397
Dec. 2000	22,207	58
Feb. 2001	21,505	1
May 2001	25,080	1
Aug. 2001	25,878	1
Aug. 2004	28,963	4

Sep. 2004 – Jan. 2017

4.4 M requests

0 denials

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Customer Destinations

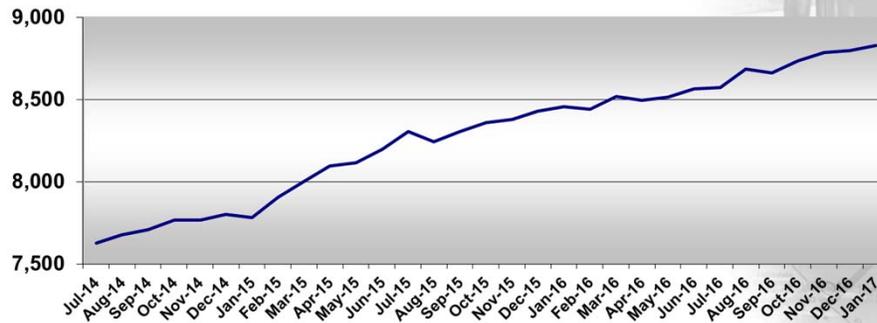
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Adult Day Care Centers
Medical appointments
Dialysis centers
Community College
Shopping (grocery and drug stores, malls)
Work
Social activities (fitness centers, restaurants, movies, cultural centers)
Personal business (DMV, Social Security)
Family visits

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Paratransit Registrants

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Vehicle Capacity



Vehicle Capacity
Cutaway: 9 seats, 2 or 3 mobility devices
Minivan: 2 seats and 1 mobility device or
1 seat and 2 mobility devices

New Vehicle Features



Scooter Tie Down



New Seats with
Headrest and 3 point
seat belt



New floor material
allows for easy cleaning

Summary

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

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