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Paratransit and Senior Mobility

San Mateo
February 9, 2011

Report on ADA Paratransit Service

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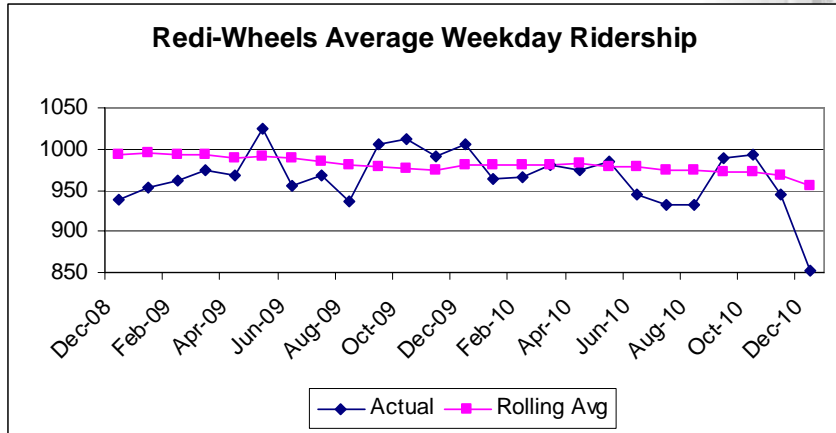


- Operating Statistics – Redi-Wheels & RediCoast
- Customer Service
- Paratransit Eligibility
- ADA Program Costs
- Efficiency Measures
- Senior Mobility Program
- Summary



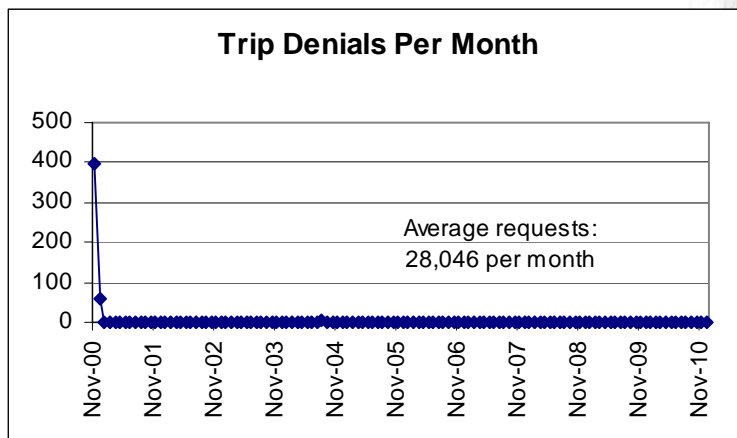
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Redi-Wheels Ridership



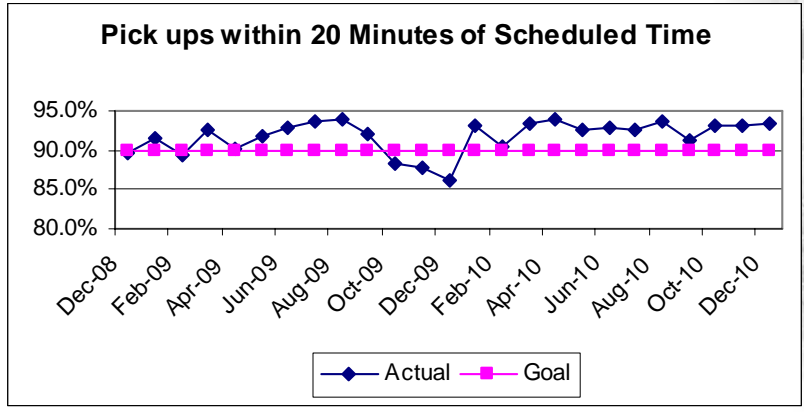
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Trip Denials

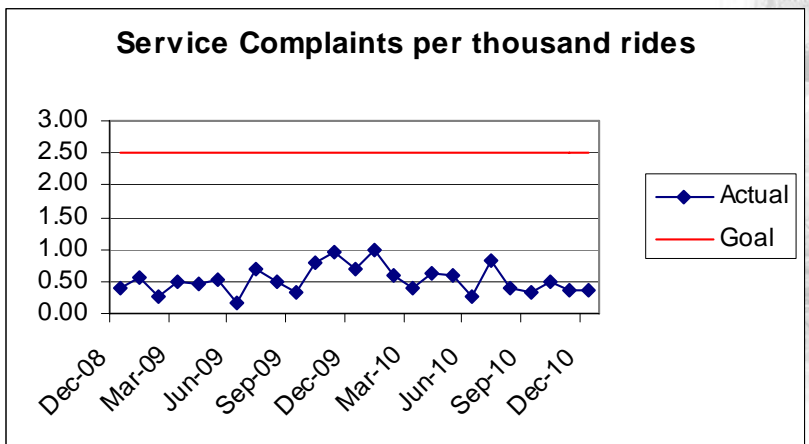


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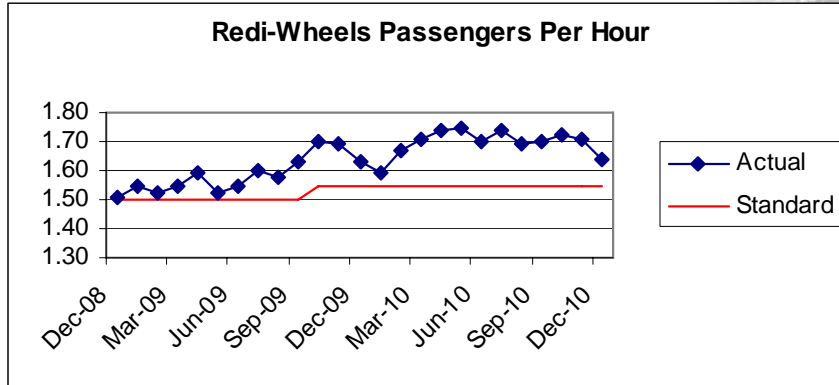
On-time Performance



Service Complaints

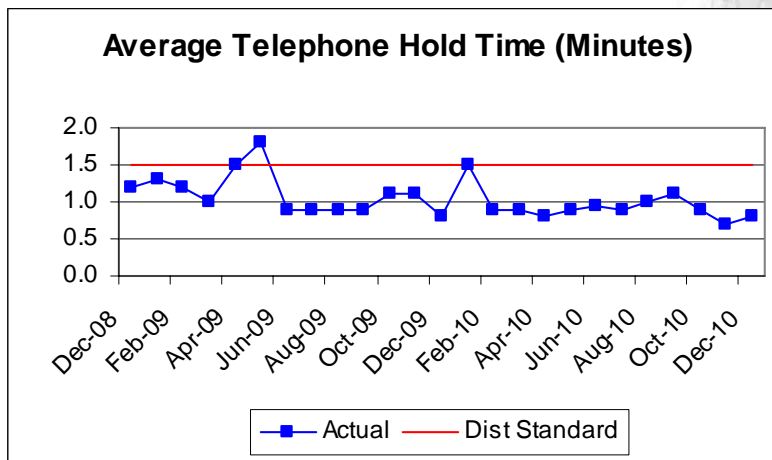


Redi-Wheels Productivity



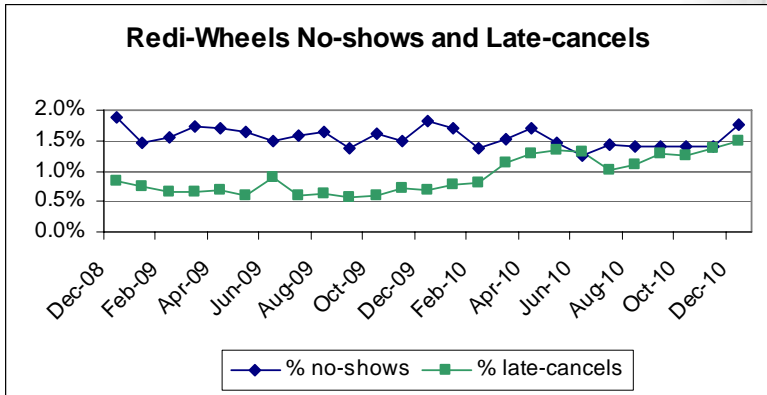
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Telephone Hold Time



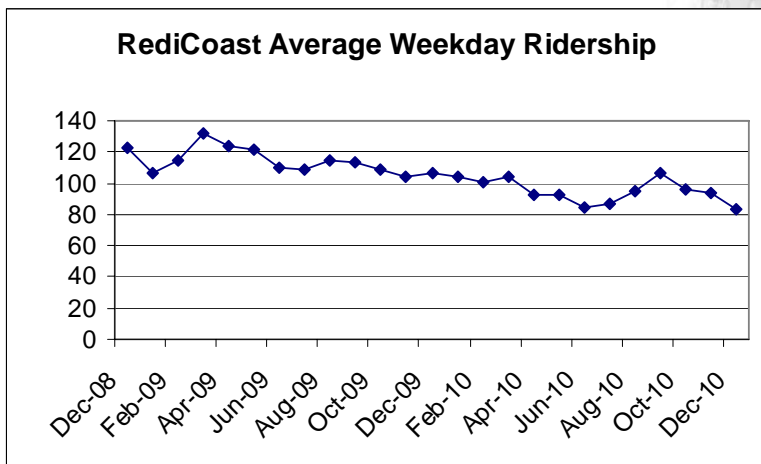
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No-show and Late-cancels



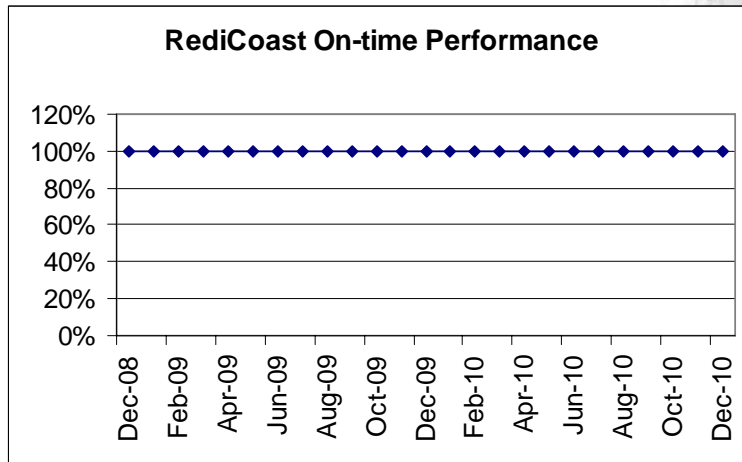
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RediCoast Ridership



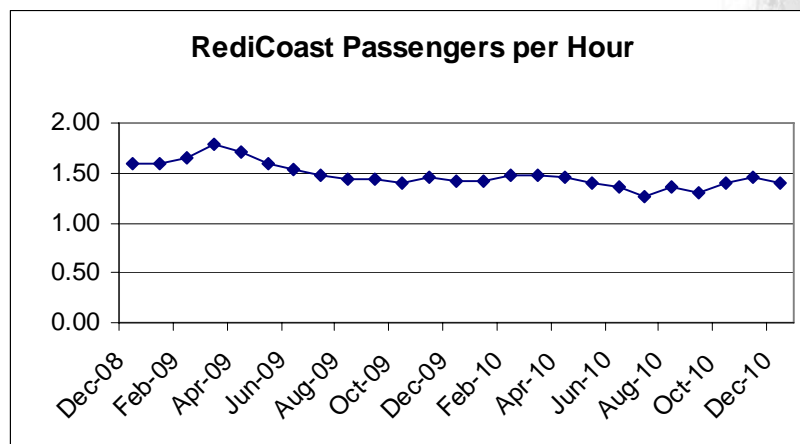
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RediCoast On-time Performance



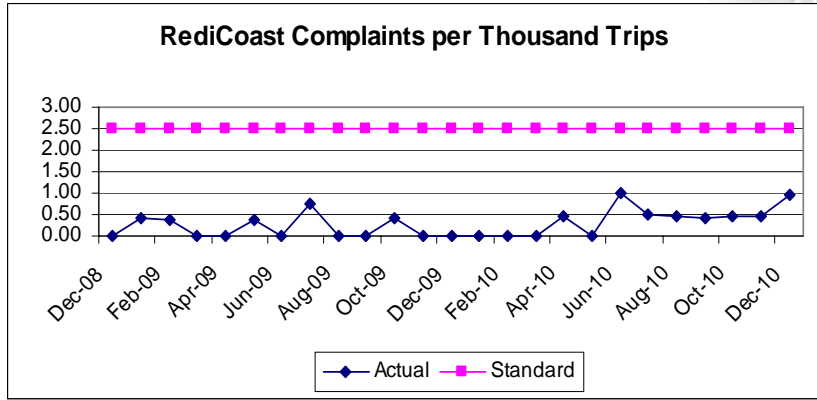
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RediCoast Productivity

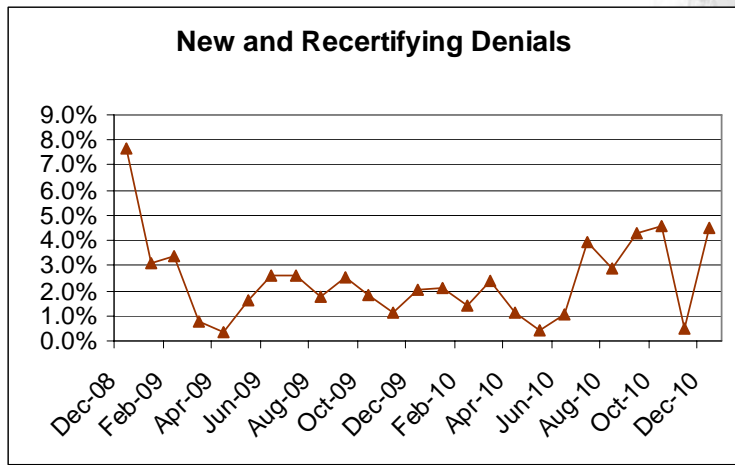


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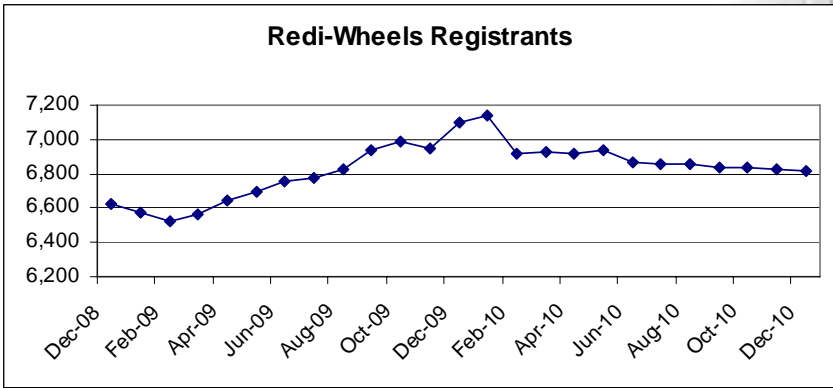
RediCoast Service Complaints



Eligibility Denials



Total Registrants

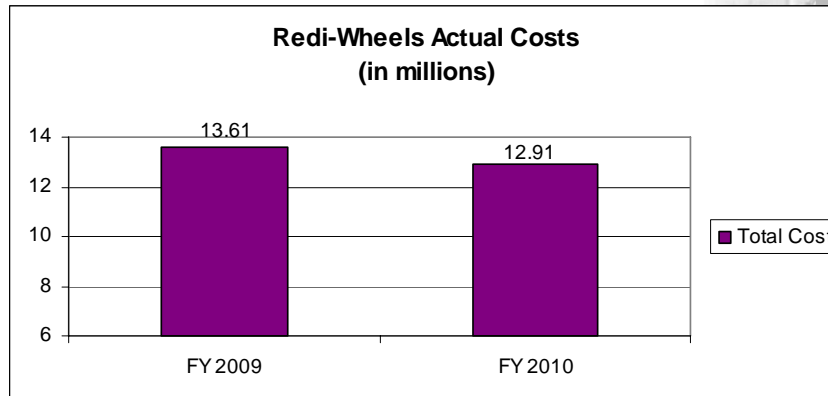


ADA Program Costs



	<u>FY2009</u>	<u>FY2010</u>
Total Trips	332,138	321,071
Average Cost Per Trip	\$40.99	\$40.20
Regular Fare	\$3.00	\$3.50
Farebox Recovery	4.5%	5.3%

Annual Cost Savings



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Efficiency Measures



- **Interactive Voice Response**
 - Imminent arrival & night-before reminder
- **Adjust Trapeze scheduling software**
 - Periodic fine-tuning as conditions change
- **Replace two sedans with two new buses**
 - Upgrading, not expanding
- **Result: more passengers per hour**
 - Greater efficiency, lower cost

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Senior Mobility Program

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- **Mobility Ambassadors**
 - Helping seniors ride
- **Peninsula Fleet Share**
 - Public/private vehicle resource partnerships
 - Compiling comprehensive resource inventory
- **Volunteer drivers**
 - Driving seniors to medical appointments
 - Spring symposium to explore expansion
- **Accessible information**
 - 8,000 Senior Mobility Guides distributed
 - www.seniormobility.org

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Summary

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- **Ridership is down**
- **Service quality remains high**
 - Zero denials
 - Few complaints
 - Good on-time performance
- **Program costs decline, but still very expensive**
- **Efficiency measures save money**
- **Senior Mobility Program gives options to seniors**

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