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# Paratransit Service

June 8, 2011

## ADA Paratransit Service

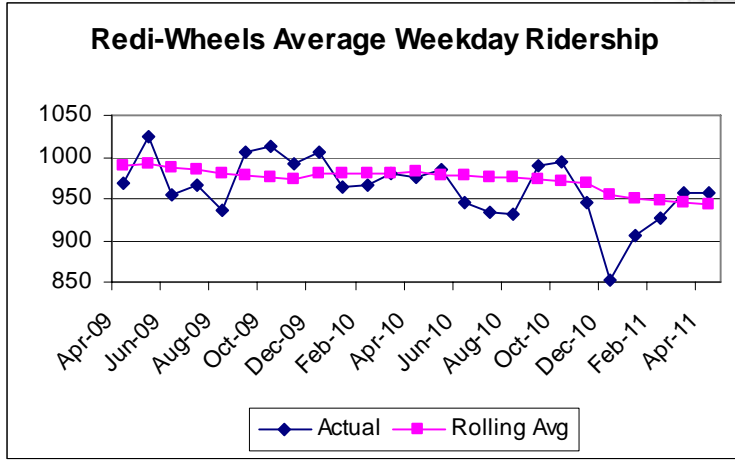
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- Operating Statistics – Redi-Wheels & RediCoast
- Customer Service
- Paratransit Eligibility
- ADA Program Costs
- Efficiency Measures
- Summary



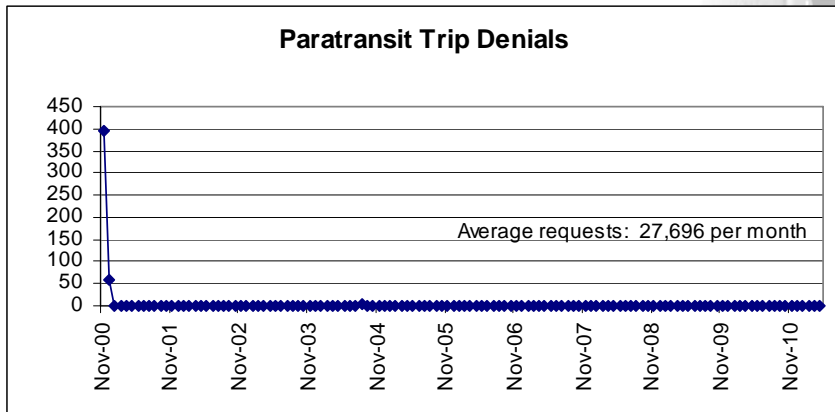
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# Redi-Wheels Ridership



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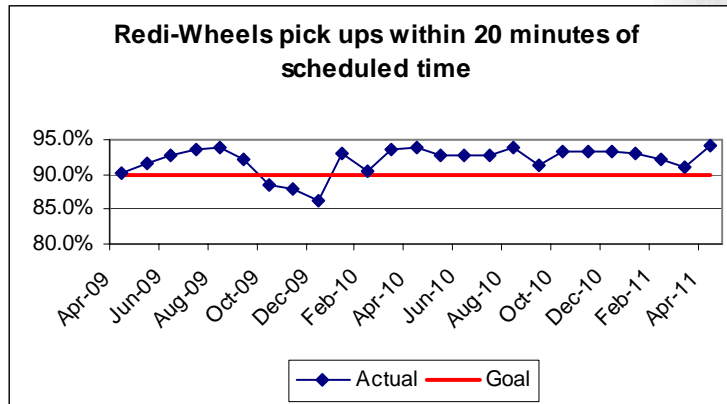
# Trip Denials



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## On-time Performance

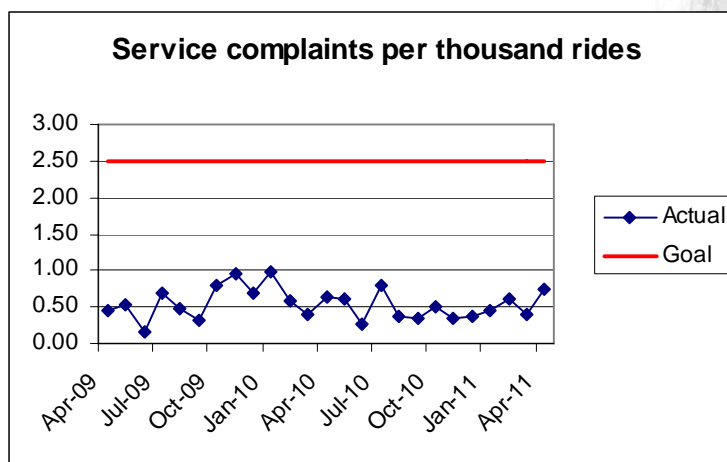
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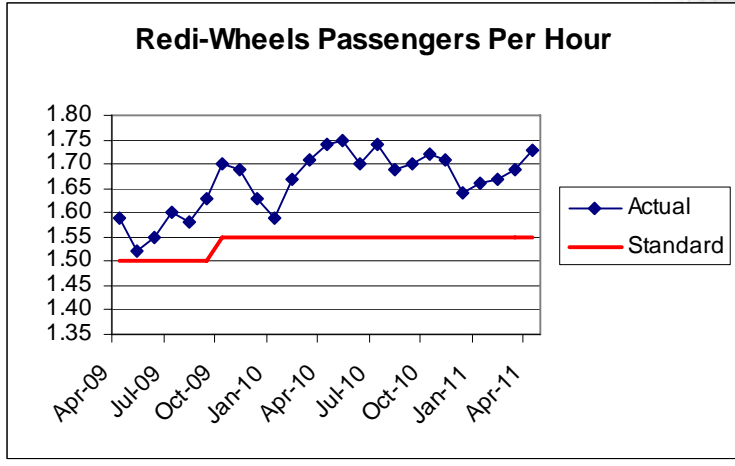
## Service Complaints

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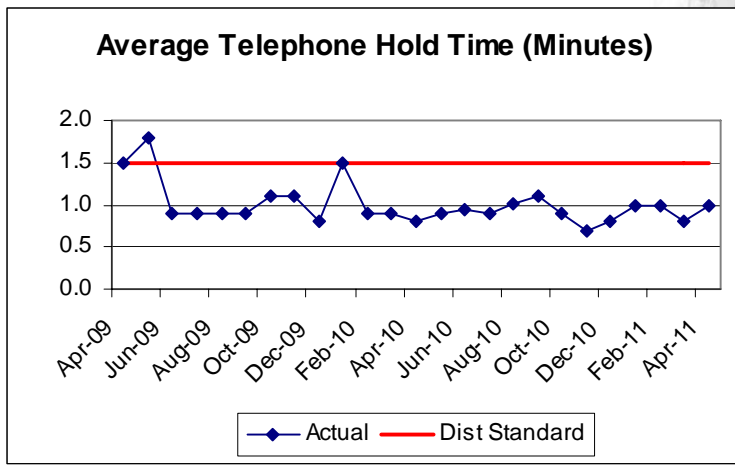
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# Redi-Wheels Productivity



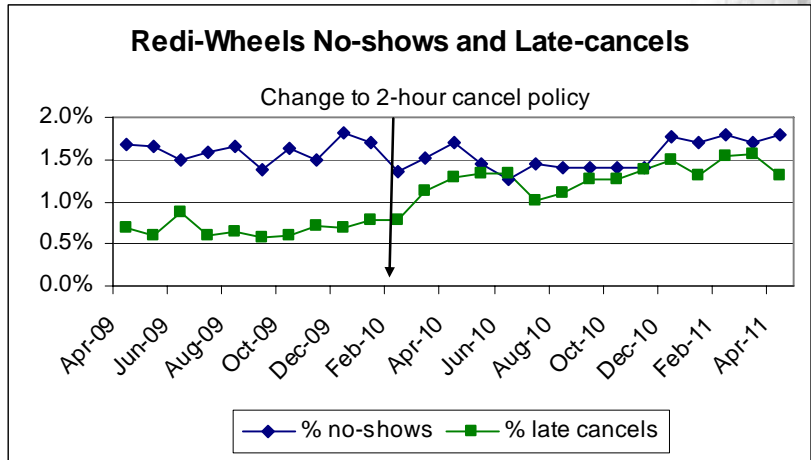
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# Telephone Hold Time



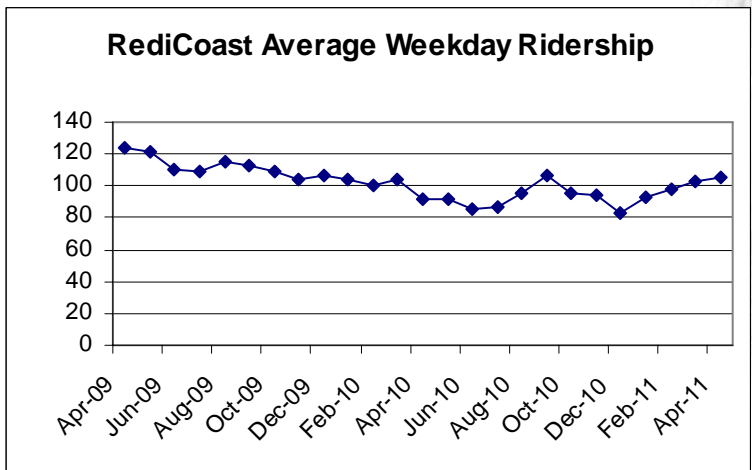
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# No-show and Late-cancels



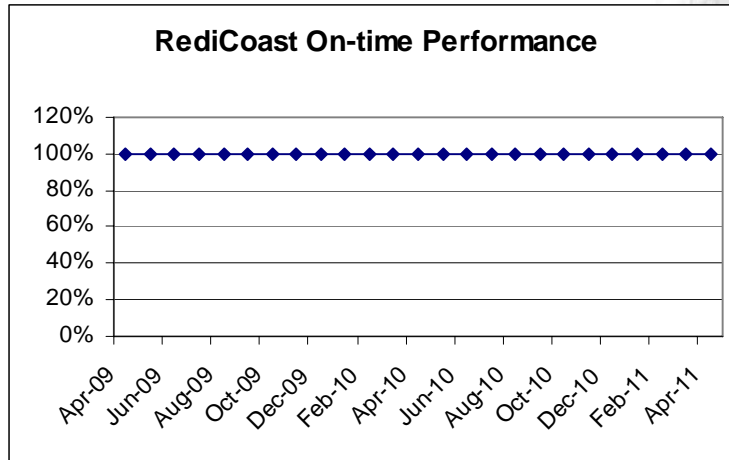
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# RediCoast Ridership



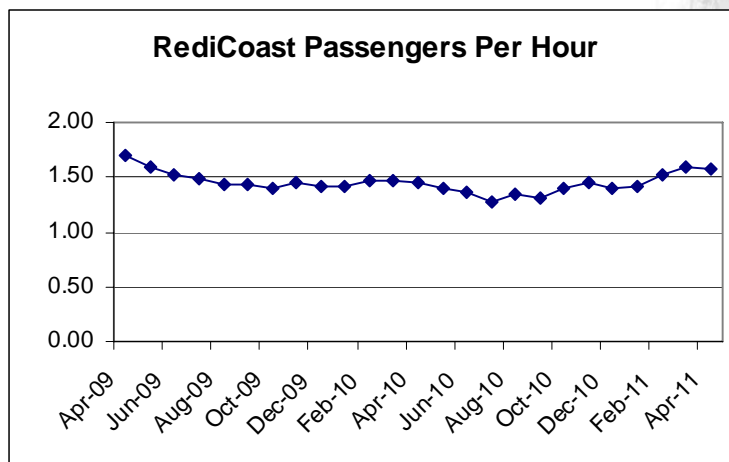
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## RediCoast On-time Performance



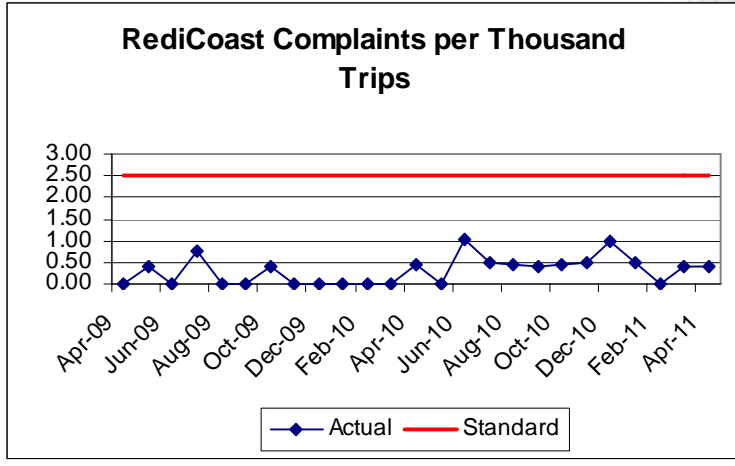
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## RediCoast Productivity



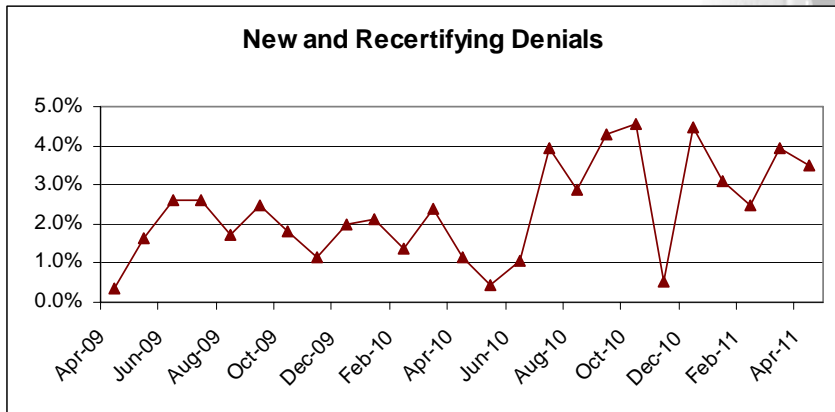
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# RediCoast Service Complaints



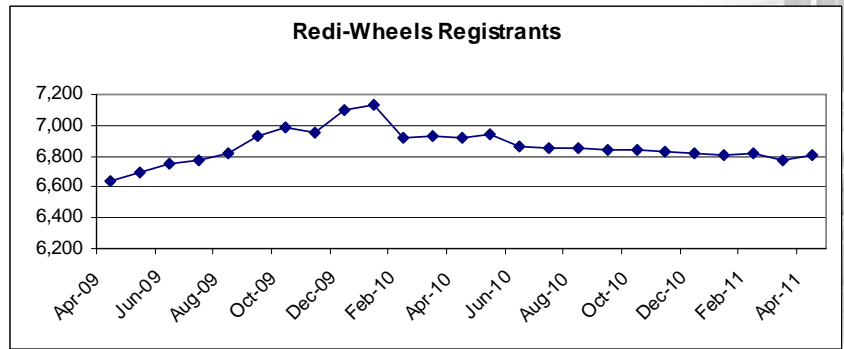
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# Eligibility Denials



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# Total Registrants



# ADA Program Costs



	<u>FY 2012 Proposed</u>
<b>Cost (in millions)</b>	\$14.09*
<b>Total Trips</b>	326,800
<b>Average cost</b>	\$43.10
<b>Per trip</b>	
<b>Regular Fare</b>	\$3.75
<b>Farebox Recovery</b>	5.9%

\*Negotiating contract option year effective October 2011



## Efficiency Measures

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

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## Late-Cancel Reduction Campaign

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### 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

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## IVR Implementation

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- 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

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## Optimal Vehicle Mix

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### 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

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### 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

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### 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

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## Summary

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- **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

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