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Mobility Management: Paratransit Service

Community Relations Committee
August 2, 2017
Agenda Item 6

ADA Paratransit Service



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

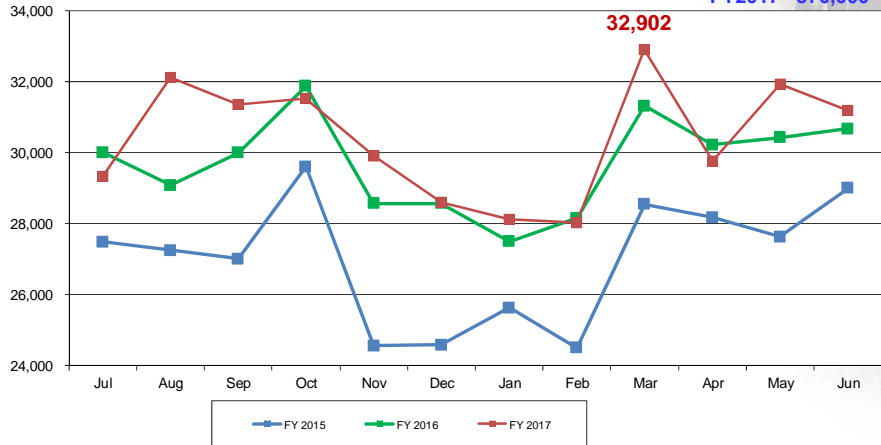


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Monthly Ridership

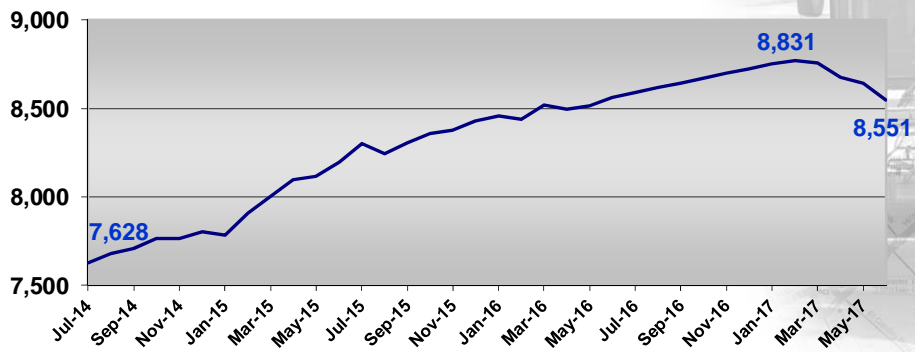


Total Trips per Year
 FY2015 329,040
 FY2016 360,010
 FY2017 370,000



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Registrants

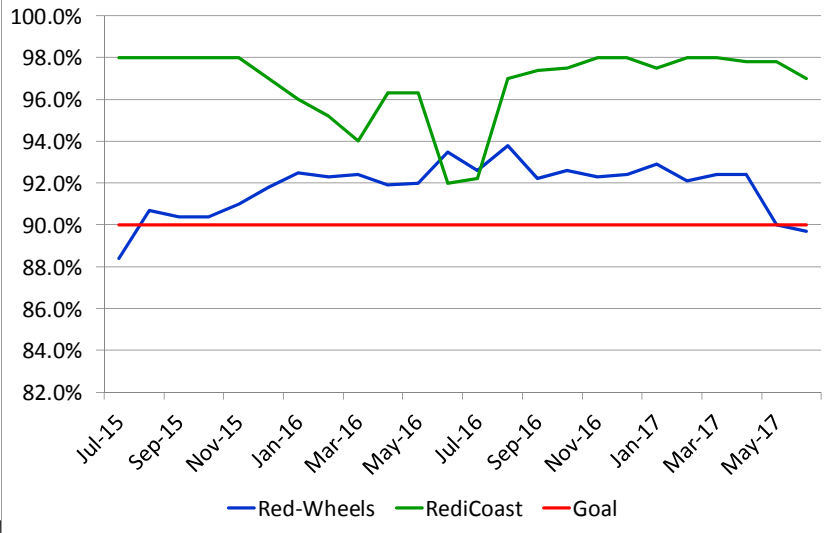


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On-time Performance

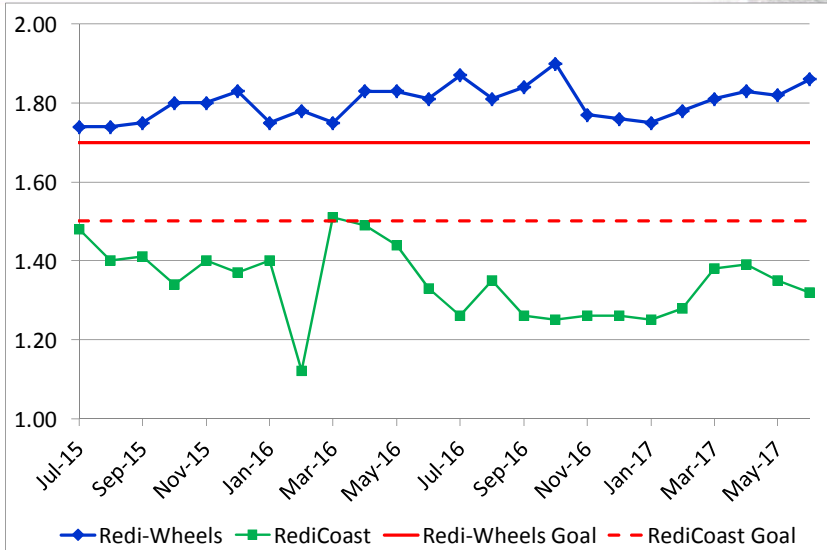


Pick up within 20 minutes of scheduled time



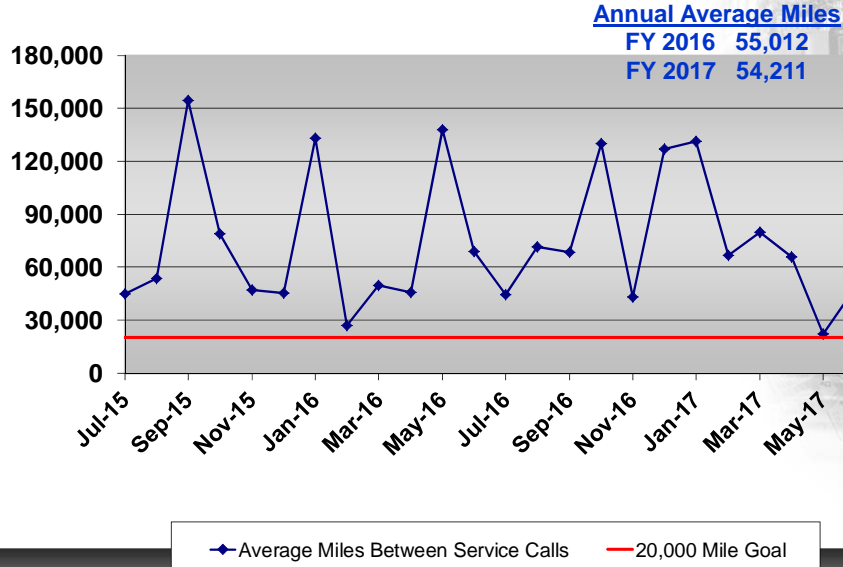
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Passengers Per Hour



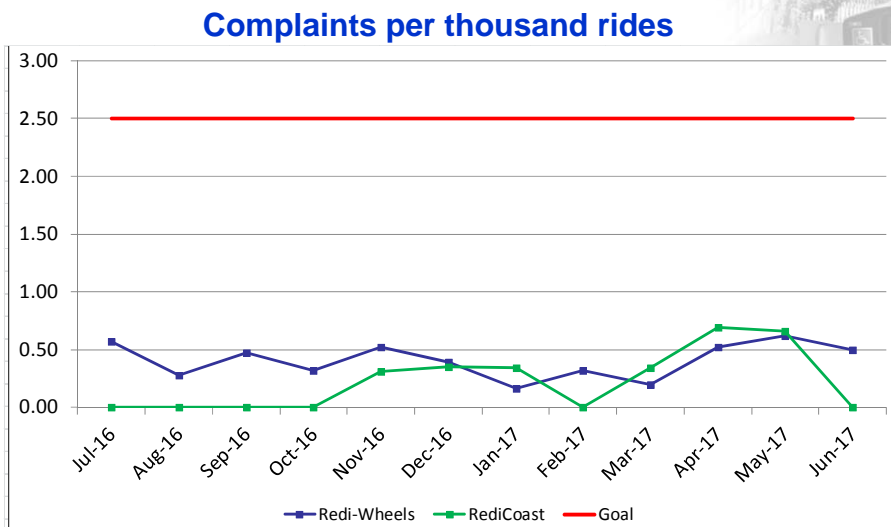
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Fleet Reliability



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Service Complaints



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Redi-Wheels Trip Denials

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Sep. 2004 – June 2017

4.6 M requests

0 denials

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Customer Categories

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| | |
|---------------------|-----------|
| Regular | 34% |
| Lifeline | 38% |
| Agency | 9% |
| Agency Lifeline | 6% |
| Personal Attendant | 12% |
| Certification trips | <u>1%</u> |
| Total | 100% |

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New Vehicles



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

Driver's Seat Door Step

Prior Models

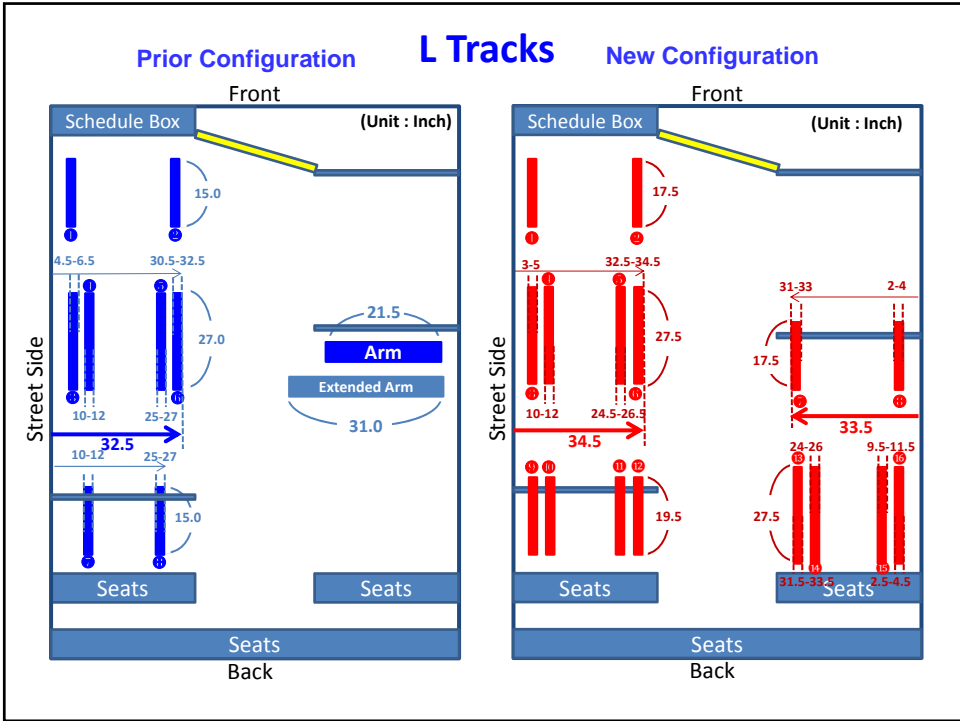


No Door Step

New Vehicles



Door Step



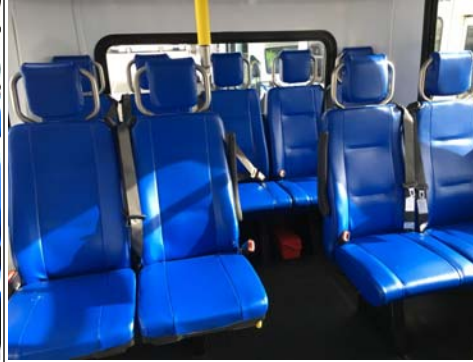
Passenger Seats & Headrests

Prior Models



- Manufacturer : American Seating
- ✓ Aftermarket Lap belts

New Vehicles



- Manufacturer : Freedman
- ✓ Three points Seatbelt Harness
- ✓ Headrest with Grab Handles

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Windows with Emergency Sound Alarm Clips

Prior Models



New Vehicles



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Hand Straps

Prior Models



- Black Nylon

New Vehicles

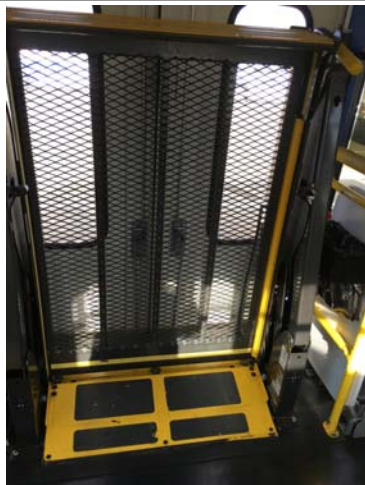


- Black Plastic

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Wheelchair Ramp Straps

Prior Models



No Strap

New Vehicles



Safety Strap

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New Vehicles

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Vehicle Capacity

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

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New Vehicles

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Backup Camera – Dashboard Screen



No Backup Camera

Prior Models



Backup Camera

New Vehicles

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New Vehicles

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Prior Models

New Vehicles



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Summary

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- 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

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