



Report on ADA Paratransit Service



- Operating Statistics
- Financial Statistics
- Safety
- Contract Status
- Summary

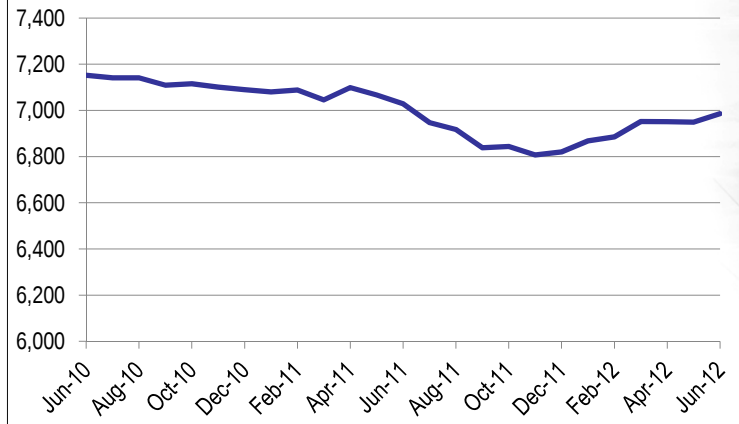


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Paratransit Registrants

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Total Registrants

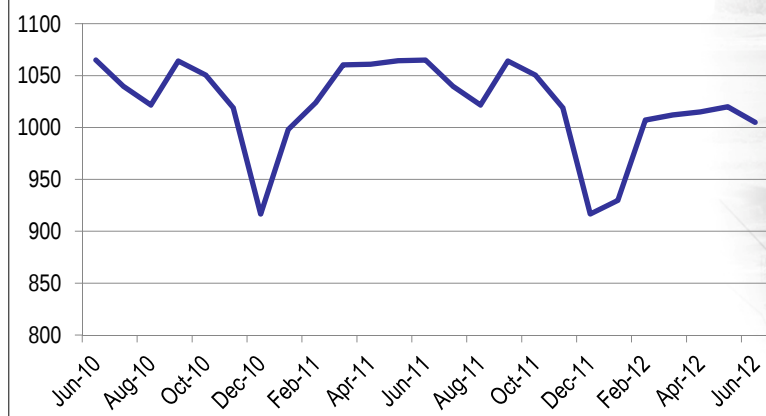


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Ridership

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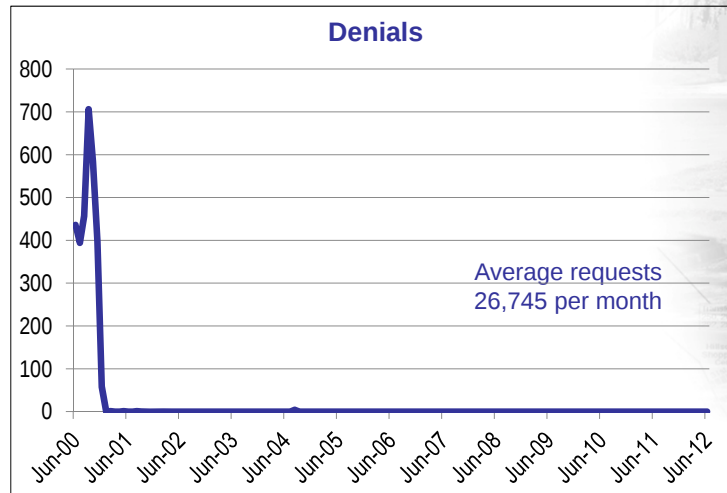
Redi-Wheels and RediCoast AWR



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Redi-Wheels Trip Denials

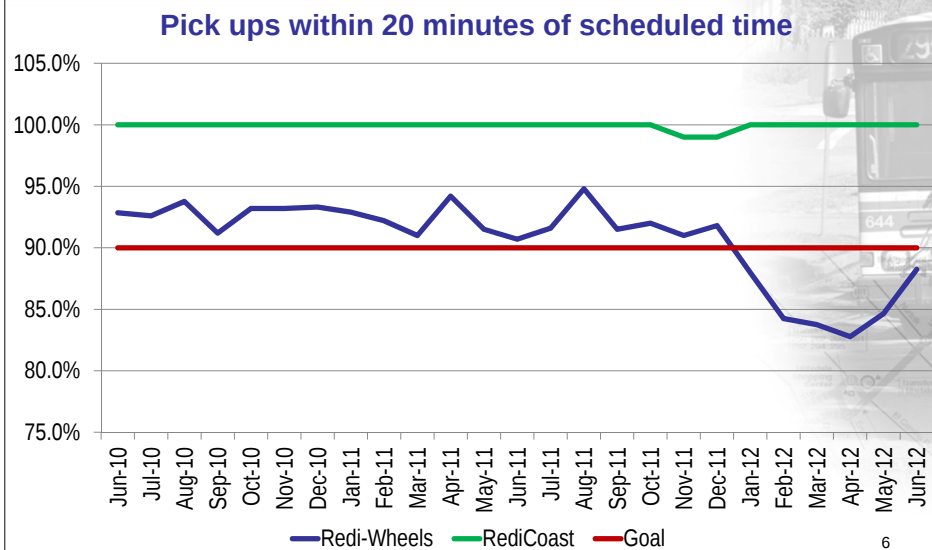
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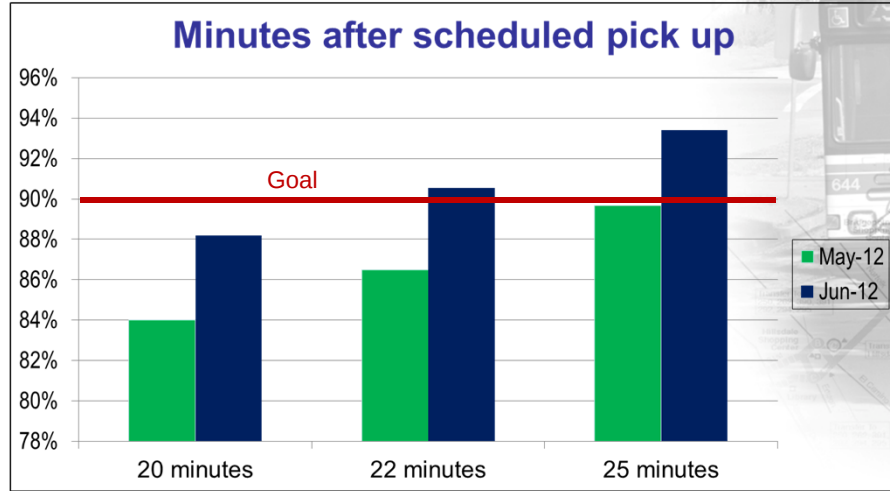
On-time Performance

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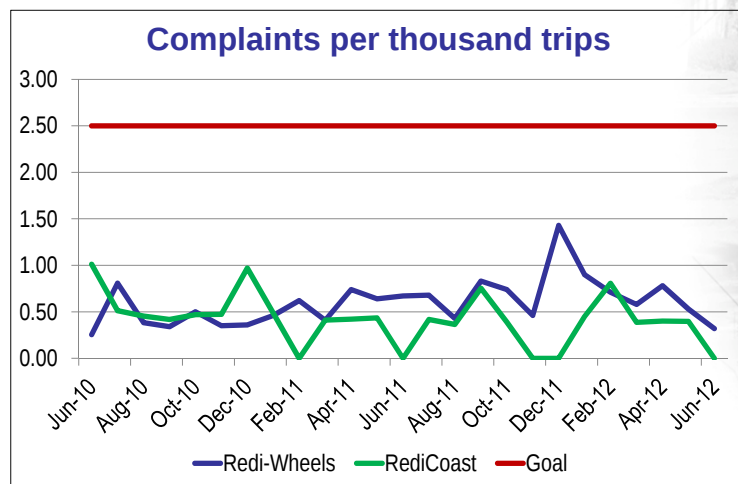
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Redi-Wheels OTP Sensitivity



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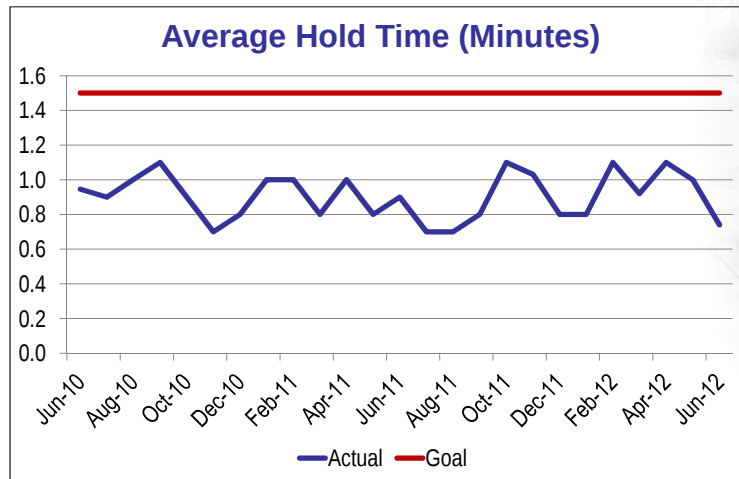
Service Complaints



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Redi-Wheels Telephone Hold Time

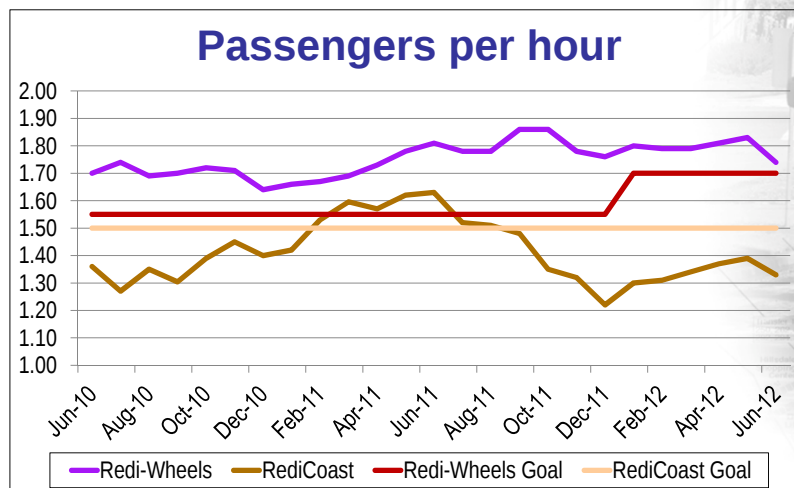
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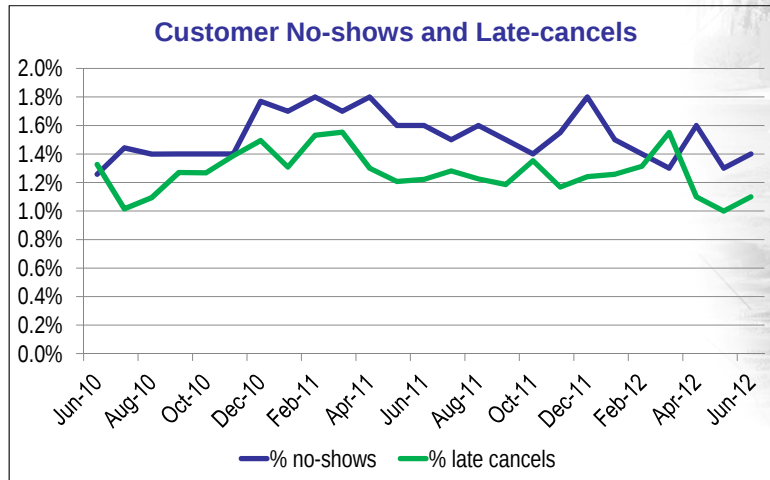
Productivity

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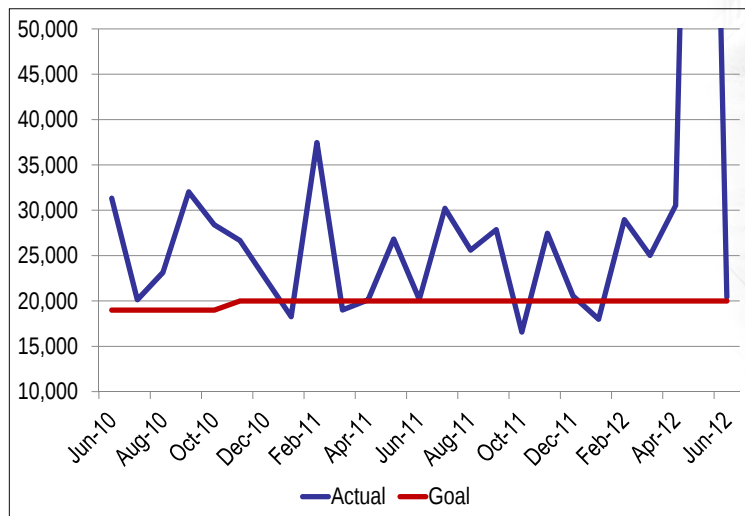
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Redi-Wheels No-shows and Late-cancels



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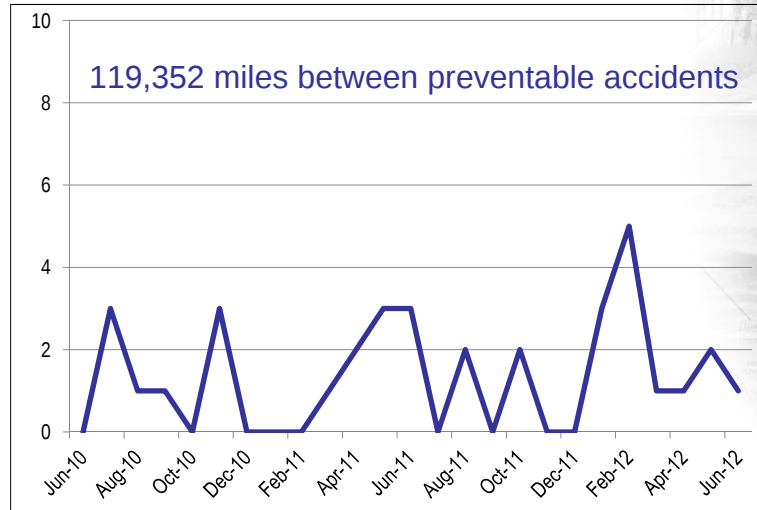
Redi-Wheels Miles Between Service Calls



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Redi-Wheels Preventable Accidents

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Financial Statistics

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	<u>FY2009</u>	<u>FY2010</u>	<u>FY2011</u>	<u>Preliminary FY2012</u>
Total Costs	\$13,614,337	\$12,908,024	\$12,677,004	\$13,330,000
Total Trips	332,337	321,071	315,926	306,326
Average Cost	\$41.01	\$40.21	\$40.12	\$43.85
Farebox Ratio	4.5%	5.3%	6.0%	5.8%



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Financial Statistics

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MTC Statistical Summary
Cost Effectiveness
Cost per Passenger Trip

	<u>FY2007</u>	<u>FY2008</u>	<u>FY2009</u>	<u>FY2010</u>	<u>FY2011</u>	<u>FY2012</u>
Current \$	\$40.72	\$38.90	\$41.01	\$40.21	\$40.12	\$43.85
Constant FY07 \$	\$40.72	\$37.68	\$39.01	\$37.80	\$37.09	\$40.54

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Safety – Sensitive Locations

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During training new drivers go to approximately 40 locations that have been sites of previous accidents or that are hazardous in some way



Tilton Bridge
Redi-Wheels vehicles are
10 feet high



700 Laurel St, San Mateo
Exit from parking lot
Overhanging parking structure
Creates a safety hazard

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Safety – Straps, Cones & Vests



- Tether straps
- Cones and safety vests alert other drivers to Redi-Wheels passengers and vehicles
- Redi-Wheels contractor expanded this program nation-wide
- Low cost, good results



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Contract Status



Redi-Wheels

- Current option term expires on December 9, 2012
- Two one-year option terms remaining
- Negotiations underway for 4th option year
- Next option term begins December 10, 2012

RediCoast

- Procurement for a new contract is near completion-BAFO received from top-ranked proposer
- Staff is preparing report and recommendation to Board
- New contract term: 5 base years with two options terms: a 2-year term and a 3-year term
- New contract begins November 2012

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Recommendations

- Fixed-route travel training and promotion to seniors
- Premium charges for service beyond ADA requirements
- Enhanced ADA paratransit certification process
- Conditional eligibility
- Mobility managers to better coordinate resources
- Improved fixed route transit (e.g. SamTrans Service Plan and Grand Boulevard)
- Walkable communities, complete streets and land use planning

District will be looking at all MTC-TSP recommendations and service delivery options

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Summary

- Registrants and Ridership is stable
- On-time performance is recovering
- High customer satisfaction
- Exemplary vehicle dependability
- Safety is the highest priority
- Staff is focused on cost control
- MTC-TSP will guide some future decisions on ADA program

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