

RPTA Regional Paratransit Update

MAG Human Services Coordinating Committee

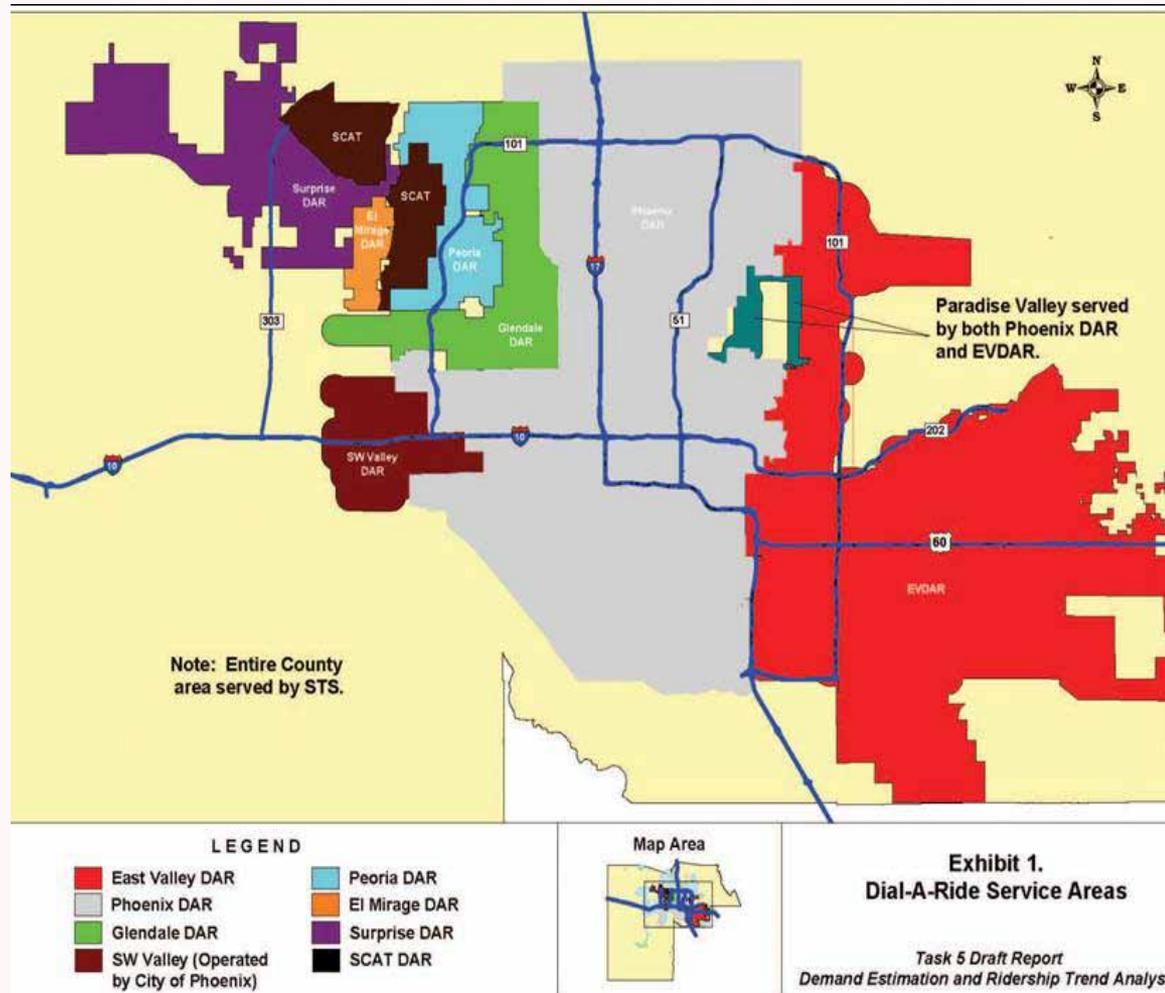
April 21, 2010



Paratransit Programs (FY2006)

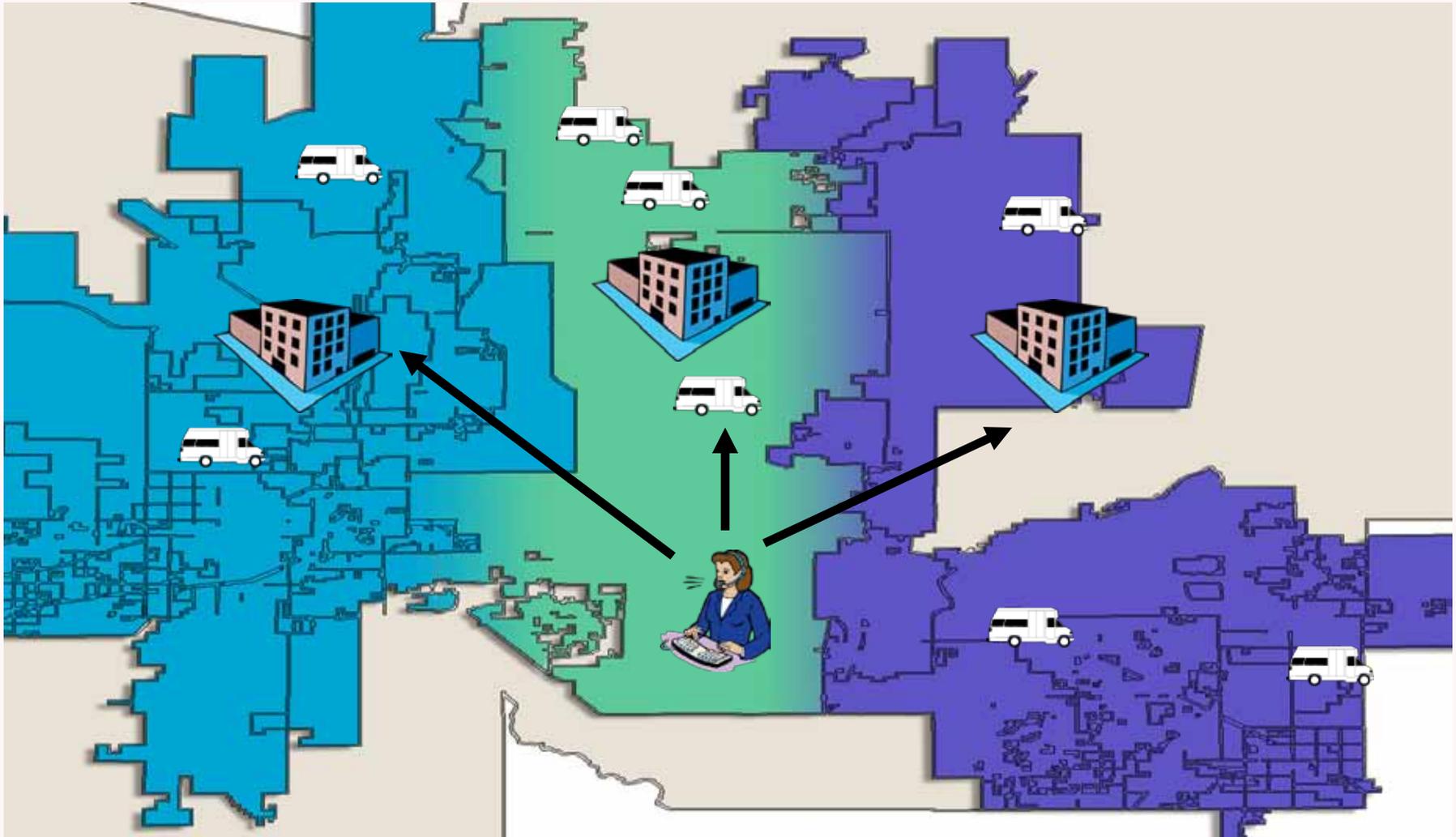
Maricopa County

- 9 DAR Services
- STS County Service
- 7 Scheduling systems
- 913,965 Boardings
- 7,674,973 Miles
- 294 Vehicles
- Staff of 535 people
- \$25.23M total costs



Regional Paratransit Study Recommendation

Central Call Center with Sub-Regional Service Operations



Additional Study Recommendations

- In-person eligibility determination
- Subsidized (fare-free) fixed route program for ADA eligible riders
- Uniform regional service standards and policies
- Expanded travel training programs
- Expanded taxi-based programs
- Paratransit-to-fixed route feeder service





Los Angeles METRO ACCESS Offices



Los Angeles METRO ACCESS Transit Walk



Los Angeles METRO ACCESS Transit Walk



Los Angeles METRO ACCESS Transit Walk



Los Angeles METRO ACCESS Transit Walk—Street Crossing



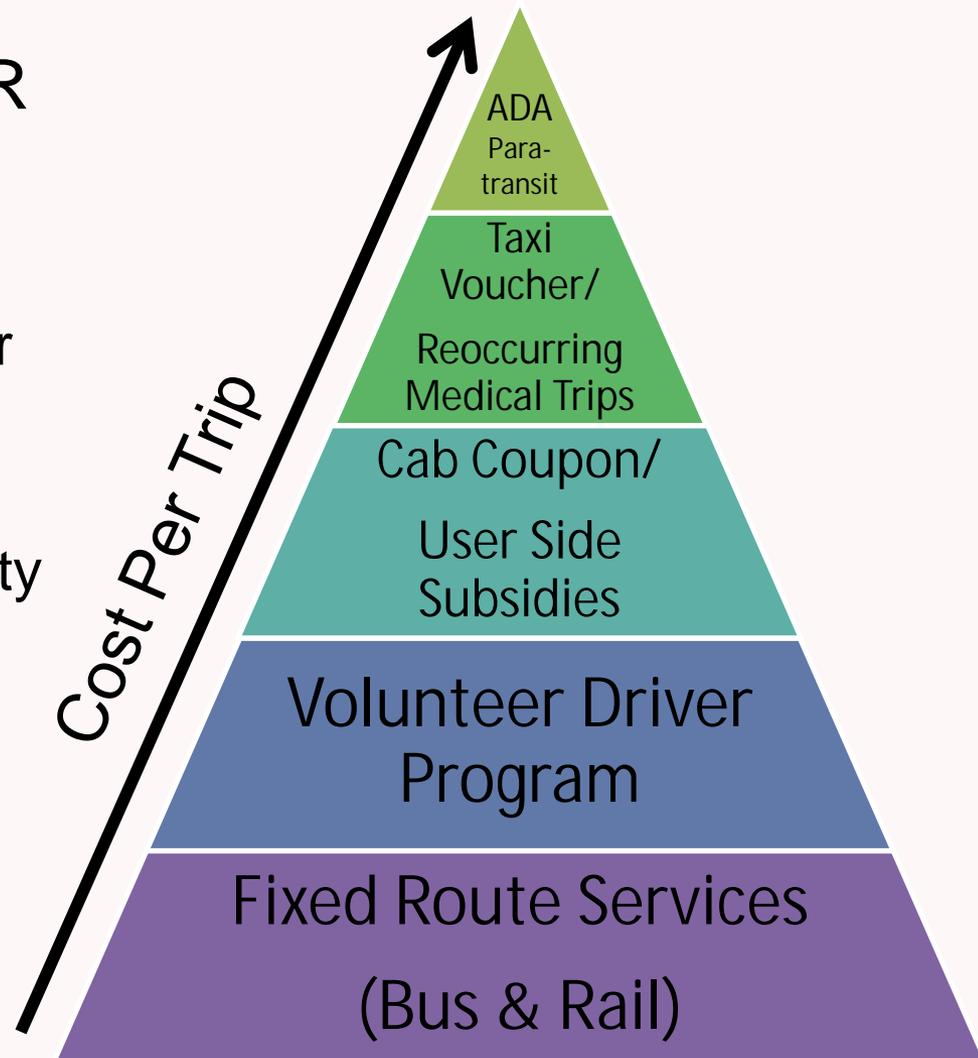
Utah Transit Authority (Salt Lake) Mobility Course

Recent RPTA Service Delivery Activities

- November 2009 – Request for Proposals issued for Northwest Valley Dial-a-Ride combined operations
- January 2010 – 4 proposals received; results disappointing due to cost
- Proposers were asked for and provided innovative ideas
- A new RFP will be issued with more latitude for innovation

Going Forward

- A new paradigm for DAR operations is emerging
 - Focus on ADA trips
 - Highest level of service for the most dependent passengers
 - Blend of alternative mobility options to provide service to the less-dependent customers



Next Steps



- Implement in-person eligibility and ADA bus/rail pass
- Complete regional service policies
- Re-solicit for Northwest Valley project to include
 - The former County-wide STS Service
 - Service for trips to and from the ADA Mobility Center
- RFP will be less prescriptive allowing firms to creatively propose a mobility solution that cost-effectively meets the needs of the communities





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