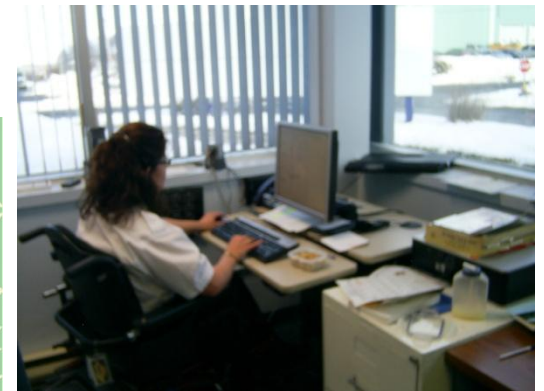


Access-a-Bus Review



February 2010

Presentation Outline

- Study Objectives & Work Plan
- Access-a-Bus Background (Profile)
- Industry-wide Issues & Challenges
- Common Industry Practices
- Discussion:



***Your ideas and opinions* on the future direction for the delivery of Access-a-Bus services**

Your input on:

WHAT WORKS WELL? AND NOT SO WELL?

ISSUES & CHALLENGES ?

TRAVEL NEEDS & REQUIREMENTS ?

SOLUTIONS? AMEND EXISTING POLICIES & PROCEDURES?



Study Objectives

- Opportunities to maximize use of existing resources
 - Increase efficiencies in service delivery through policy review and development
 - Develop options to best meet community's mobility needs - *Action Plan*
-
- Consultation important part of process
 - Demand estimates & review community needs & requirements
 - Existing Access-a-Bus policies, procedures & performance

Access-a-Bus Program

Access-a-Bus : Advanced booked, door-to-door transportation

- 1,690 registrants (+ 500 / year)
- Persons with disability (cognitive and/or physical)
 - Application process: validated by health care professional
- Book 1 wk in advance – 48 hrs confirmed
- Operates: 6:00am – 1:00am, 7 days/wk, 365 days/year
- Fare: \$2.25 one-way trip
 - 10/\$18.00, Metro Pass \$70.00
 - children & seniors: \$1.50, 10/\$13.00, Metro Pass \$52.00
 - free transfers to/from accessible bus or ferry

Access-a-Bus Program

- 115,000 trips/year (2009)
 - 4.5% unscheduled, 20.8% cancelled, <1% no shows
- 24 vehicles
- Service performance:
 - 2.3 trips/hour
 - Avg. passenger trip distance: approx.5 kms./trip
- Operating Expense (2009): \$3.6m
 - Approx. \$30./trip

The Specialized /Paratransit Industry...

- COMMON ISSUES:
 - Address growth – demographics & travel demand
 - Reflect different functional disabilities
 - Efficiencies gained through amended policies, procedures, etc.
 - Extent accessible conventional transit may meet mobility needs – current & future
 - Incentives & policies address demand /mobility management opportunities
 - Fiscal responsibility & accountability
 - Need to be cost effective

Common Industry Practices

• Key Functional Area

Funding & Oversight

- typically regional agency, city or transit department
- determines budget & other resource levels
- planning & service monitoring

Eligibility & Registration

- determination of whether applicants eligible for service
- sometimes centralized, others left to service provider
- large discrepancy in criteria & processes

Reservations & Scheduling

- taking trip requests
- determining if & when trip can be accommodated
- determines how drivers & vehicles allocated/meet needs
- most systems moved to computerized scheduling

Service Delivery

- day-to-day operations
- core services of buses & vans / often supplemental taxis
- in-house & contract operations

Common Industry Practices

- **Eligibility** – to preserve integrity of specialized transit services: (more rigorous application form/some tie to participation in travel training program)
 - Self-Certification (health care validation) / Interview / Functional Assessment
- **Levels of Service**
 - Typically comparable to fixed-route (i.e., days of week, hours of day, service area, fares, etc.)
- **Advance Booking Requirements**
 - Typically 24 hours / trip confirmations in real-time
- **Use of scheduling windows** (enhanced flexibility for trip insertions / address cancellations & no-shows)

Common Industry Practices

- Technology
 - Computerized scheduling & dispatch
 - Client database
 - Data management & reporting
 - Vehicle locating & communication (AVL / MDTs)
 - Interactive Voice Response (IVR)

- Greater link / integration with accessible fixed-route transit services
 - Mobility management strategies...



Schedule Editor - Run Itinerary

Run	Seq	Sta	Sub	Act	Space	OB	Client	Location	Sched	Est	Act	Act	D	Fam	Tot	Fare	Collect	Revd	Odome	Stack	Exit
G7.5	DM	P		Out				Main Depot	18:00	18:18	18:18	18:18				0.00	0.00	0.00		12000.0	
G7.5	DM	P	REG	P	AM1		Ross, Joe	LALITA THAI REST	16:00	16:19	16:19	16:19	STA		2.00	2.00	2.00		12002.0		
G7.5	DM	P	REG	P	AM1	SCT	Stewart, Jmm	BLUE SKY CAFE, 91	16:15	16:22	16:20	16:20	STA		2.00	2.00	2.00		12004.0	1	
G7.5	DM	P	REG	P	AM1	SCT			16:20	16:31	16:29	16:29			0.00	0.00	0.00				
G7.5	DM	A	REG	D	SCT		Ross, Joe	272 HOLYOKE ST	11:53	16:31			STA		2.00		2.00		12007.0		
G7.5	DM	S	REG	D			Stewart, Jmm	2688 GRIFFITH ST	16:45				STA		2.00		2.00				
G7.5	DM	S	REG	P	TR1		Lewis, Carl	JUDANIE'S RESTAU	17:00	16:50			STA		2.00		2.00				
G7.5	DM	S	REG	D			Lewis, Carl	746 MIRANA ST	17:16				STA		2.00		2.00				
G7.5	DM	S	REG	P	AM1		Leonard, Rod	SAN FRANCISCO C	16:30	17:26			STA		2.00		2.00				
G7.5	S	REG	P	AM1	TR1		James, Harry	HARVEYS, 1582 FI	16:30	17:38			STA		2.00		2.00				
G7.5	S	REG	D		TR1		Leonard, Rod	695 5TH ST	18:12				STA		2.00		2.00				
G7.5	S	REG	D				James, Harry	1667 46TH AVE	18:33				STA		2.00		2.00				
G7.5	S		In					Main Depot	18:30	19:02					0.00	0.00	0.00				



Access-a-Bus: Challenges & Opportunities

- Need to effectively manage demographics / travel demand
- Need to address range of functional disabilities (& assumption registrants able to function independently)
- Need to address program administration & trip management considerations in order to address:
 - Increasing costs
 - Program & fiscal accountability
 - Service & scheduling efficiencies (enhancements) including:
 - Eligibility
 - Booking procedures
 - Cancellation/no-show policies
 - Scheduling parameters

STATUS QUO IS NOT SUSTAINABLE WITHOUT INTERVENTIONS

DIALOGUE -- Questions? Comments?

Appropriate future service direction and policy initiatives?

- **ROLE OF SPECIALIZED TRANSIT IN MEETING MOBILITY NEEDS OF THE REGION'S ELDERLY & DISABILITY COMMUNITIES?**



Access-a-Bus services: What works well? And not so well?

- **ISSUES & CHALLENGES ?**
- **TRAVEL NEEDS & REQUIREMENTS ?**

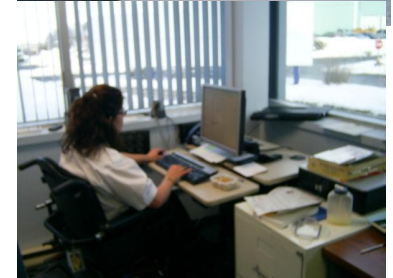


Your Input!

What do you think about?

- Program Eligibility criteria?
- Availability of service? Days of week? Hours of day?
- Advance booking requirements?
- Scheduling windows?
- On-time performance? Service reliability?
- Travel times?
- Fares?
- Passenger information?
- Ease of booking a trip?
- Transfers?

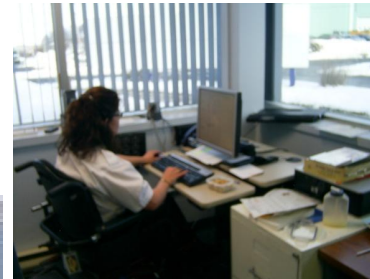
Anything else?



Access-a-Bus Review



THANK YOU



February 2010