

TOGETHER AT LAST

Modernizing Legacy Paratransit Programs



PRESENTED BY: SAMANTHA ERICKSON | AUGUST, 2017
APTA SUSTAINABILITY AND MULTIMODAL PLANNING WORKSHOP

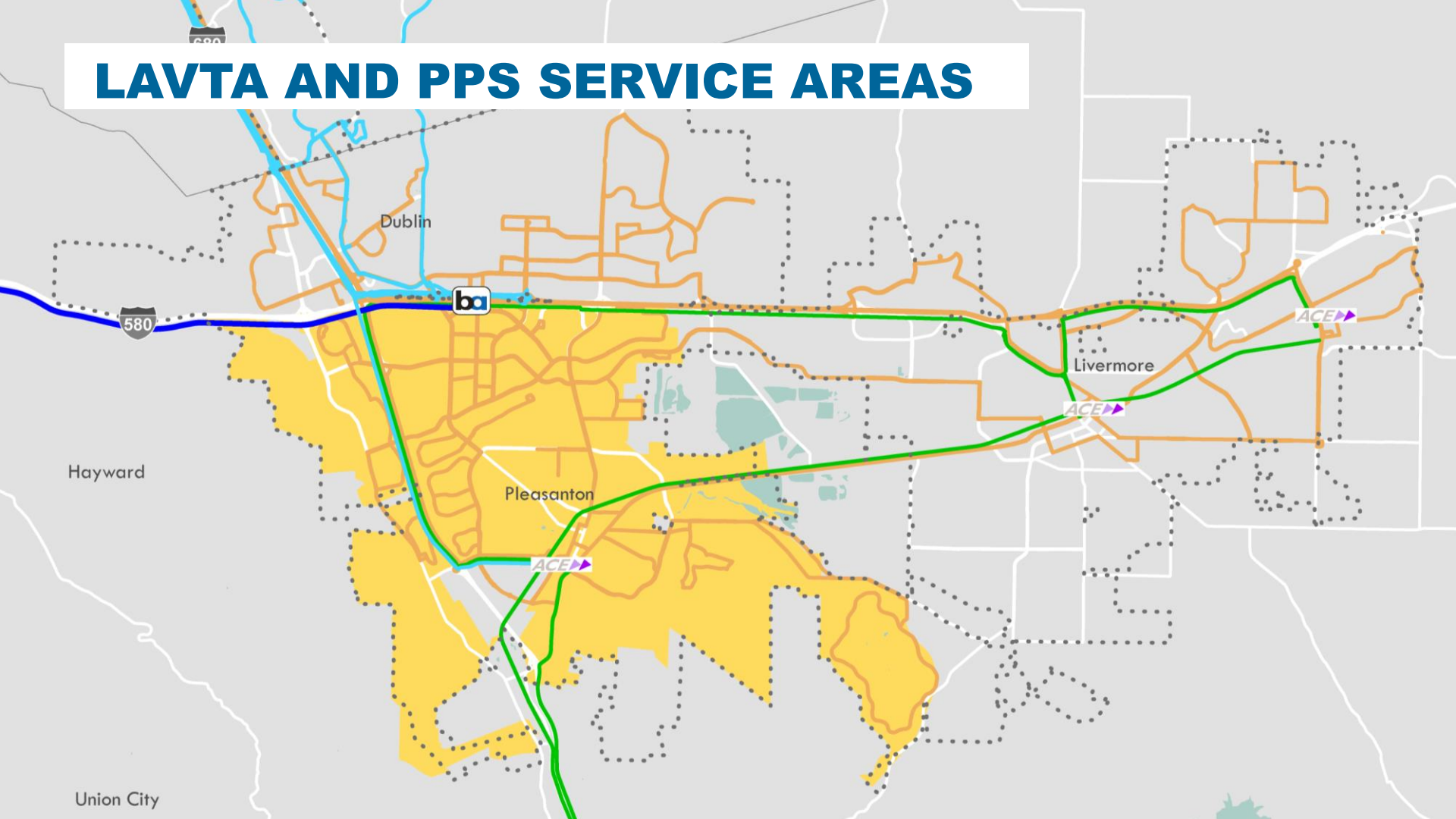
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SETTING THE STAGE

- Rural/Suburban, sprawl
- Two paratransit providers
- Aging population



LAVTA AND PPS SERVICE AREAS



STUDY PURPOSE

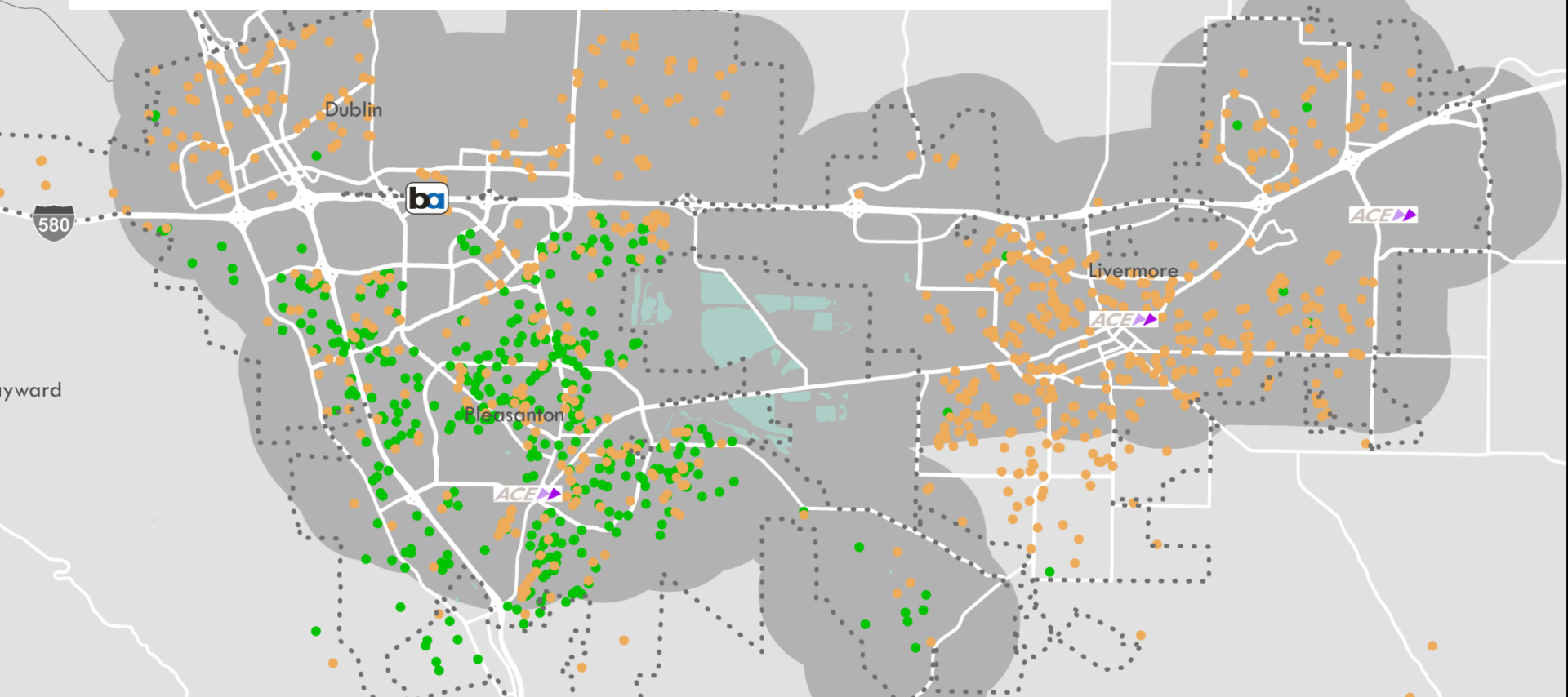
- LAVTA's costs and ridership are going up
- Pleasanton doesn't have enough staff to meet demand, ridership is falling



AGENCY STATISTICS

	LAVTA Dial-A-Ride	Pleasanton Paratransit Services
Hours of Operation	4 AM – 1:30 AM	8 AM – 5 PM, M-F only
2016 Ridership	55,000	10,300
2016 Funding	\$2,000,000	\$750,000
Fares	\$3.50 per ride	\$3.00 or \$3.50 outside service area
Vehicles	15	5

17% OF LAVTA TRIPS QUALIFIED FOR PLEASANTON PARATRANSIT



PROJECT CHALLENGES

- Finding shared goals when starting with different objectives
- Recommendations will likely result in a reduction of service for Wheels riders
- Engaging stakeholders
- Long-term commitment of elected officials

SHARED OBJECTIVES

- Help manage costs of the programs
- Help reduce program overlap
- Use technology where possible
- Stakeholder buy-in
- That LAVTA not take over PPS operations

OPPORTUNITIES: USER PAIN POINTS

- Eligibility
- Fare policies
- Reservation policies
- No-show policies
- Trip reminder policies

LESSONS LEARNED SO FAR

Easy wins starting with customer-focused solutions:

- One application for eligibility
- Using shared language during reservations

Coordination:

- Working together with challenging stakeholders

LONG-TERM INTERESTS

- Mobility management
- Transportation network company pilots for hyper-local trips
- ADA-eligible ride LAVTA fixed-route for free
- Joint contracting

WHAT IS ON THE HORIZON?

In 20 years, will seniors be tech savvy?



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WHAT WILL BE THE ROLE OF SUBURBAN TRANSIT AGENCIES?

TAKE A RIDE INTO THE FUTURE.

Introducing the **Shared Autonomous Vehicle** project. [Learn more »](#)



PARATRANSIT EVALUATION

Consider if:

- Your reservation process is complicated or unreliable for customers
- Your agency can't sustain level of service with current funding
- Your current contract could use some love

INTERAGENCY COORDINATION

Consider if:

- Unmet regional trip needs
- Need to reduce the level of service
 - Due to labor, funding, or capital constraints
- Wheelchair accessible vehicle shortage
- Interest in new technologies

THANK YOU!



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WE PUT PEOPLE FIRST

Developing transportation systems to promote broader community goals of mobility, equality, economic development, and healthy living.



TRANSIT



STREETS AND CITIES



ACTIVE TRANSPORTATION
AND SAFETY



MOBILITY MANAGEMENT



PARKING AND DEMAND
MANAGEMENT



EMERGING MOBILITY AND
ON-DEMAND SERVICES



ENGINEERING DESIGN
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PARATRANSIT AND
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