



Meeting Date: June 26, 2019

Agenda Item: # 18 REV

## AGENDA SUMMARY REPORT

### **SUBJECT:**

Adoption of Resolution 2019-12 Transition from General Public Dial-A-Ride in Ukiah to Industry Standard Paratransit/Senior Service

### **SUMMARY:**

The MTA General Public Dial-A-Ride service became operational when the City of Ukiah relinquished its city-run taxi service to MTA many years ago. Over the years, the General Public service has worked well for the populace of Ukiah. However, in the last decade with addition of private taxi services and UBER in Ukiah, the ridership demographic on the Ukiah General Public Dial-A-Ride has significantly changed. Up until two (2) years ago, MTA scheduled four (4) Dial-A-Ride buses a day. It was observed that drivers were spending significant time on “negative traffic” (no riders, standing by). At that time, the Dial-A-Ride scheduling methodology was revamped in the Dispatch office, eliminating the need for two (2) buses a day. With the addition of RouteMatch scheduling software in the last year, even more efficiencies were gained.

In review of the ridership stats for the first 10 months of this service year, only 6% of the passengers utilizing Dial-A-Ride are General Public, the remaining 94% are Paratransit or Senior riders. Tracking of driver’s still on “negative time” to cover lunch breaks or potential same day calls averaged at 3.5 hours per day; costing approximately \$40,000 dollars over the last ten (10) months.

MTA’s transitioning from General Public service to the industry standard of Paratransit/Senior transportation with a 24-reservation standard would result in more efficient time scheduling of passengers on the shared-ride service, eliminate the need for “negative time” loss saving tax-payer funds that could be utilized to expand the Ukiah Dial-A-Ride service area, meeting unmet needs requests.

### **STAFF RECOMMENDATION:**

Approve Resolution #2019-12, Approving the Transition of MTA General Public Dial-A-Ride Service to Industry Standard Paratransit/Senior Reservation service.

### **ATTACHMENTS:**

Resolution 2019-12



**MENDOCINO TRANSIT AUTHORITY**  
**RESOLUTION 2019-12**  
**ADOPTION OF TRANSITION FROM GENERAL PUBLIC DIAL-A-RIDE**  
**TO**  
**ADA PARATRANSIT/SENIOR DIAL-A-RIDE**

**WHEREAS**, the MTA General Public Dial-A-Ride service has provided transportation to the citizens of the City of Ukiah for many years and;

**WHEREAS**, MTA is committed to the American's with Disabilities Act in providing transportation service to persons with disabilities and seniors and;

**WHEREAS**, numerous transportation options are now available in the City of Ukiah for the general public; and

**WHEREAS**, MTA strives to provide the most efficient and cost-effective service possible;

**NOW, THEREFORE, BE IT RESOLVED** that the MTA Board of Directors hereby Adopts approval of the transition from General Public Dial-A-Ride to ADA Paratransit/Senior Dial-A-Ride in the City of Ukiah as presented to the Board on June 26, 2019.

Adoption of this Resolution was moved by Director \_\_\_\_\_ and Seconded by Director \_\_\_\_\_ at a regular meeting of the MTA Board of Directors on June 26, 2019 by the following roll call vote:

AYES:

NOES:

ABSTAIN:

ABSENT:

ATTEST:

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James W. Mastin, Chairman

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Carla A. Meyer, General Manager