



PARATRANSIT

THE WAY FORWARD

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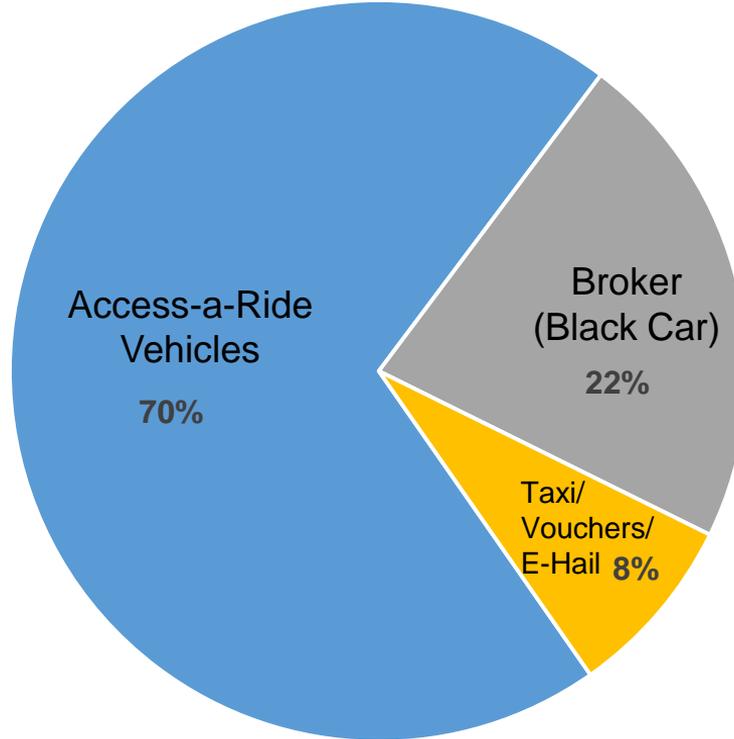


Our Customers

- 148,000 total registered participants
 - 14% are wheelchair users (2,100 daily)
 - 28% board with personal care attendants & guests
 - 70% are over 65 years old
- 20,000 average weekday trips
- 6.4 million total assigned trips
- 8.9 million annual boardings



2017 Trips by Mode





Objectives for Better Service

- Improve on-time performance
- Reduce ride times
- Allow more flexible booking and trip management
- Customize service to offer the right type of vehicle
- Accelerate the development of a unified app for all AAR services



Strategies for Improvement

- Expand use e-hail services
- Improve broker (black car) and Access-a-Ride (AAR) service
- Upgrade GPS system for improved tracking
- Implement a new scheduling system with real-time dispatch capability
- Improve performance monitoring and operational transparency



Phase 1: E-hail Service Testing a Success

- Over 34,000 trips completed with three e-hail service providers
- Positive customer feedback
- Strong partnership with TLC for use of accessible taxis through e-hail services



Use of E-hail Services Improves Customer Experience

- **No out-of-pocket expenses for customers**
- Increases capacity to provide more diverse travel options
- Enables the real-time rescheduling of delayed/problem trips
- Improves accountability through GPS-tracking



Phase 2: E-hail Services Pilot Launches late 2017

- Expand scope: larger population with multiple providers
- Increase the number of e-hail based trips to 600,000 for the one-year pilot
- Test same day and on demand trip booking



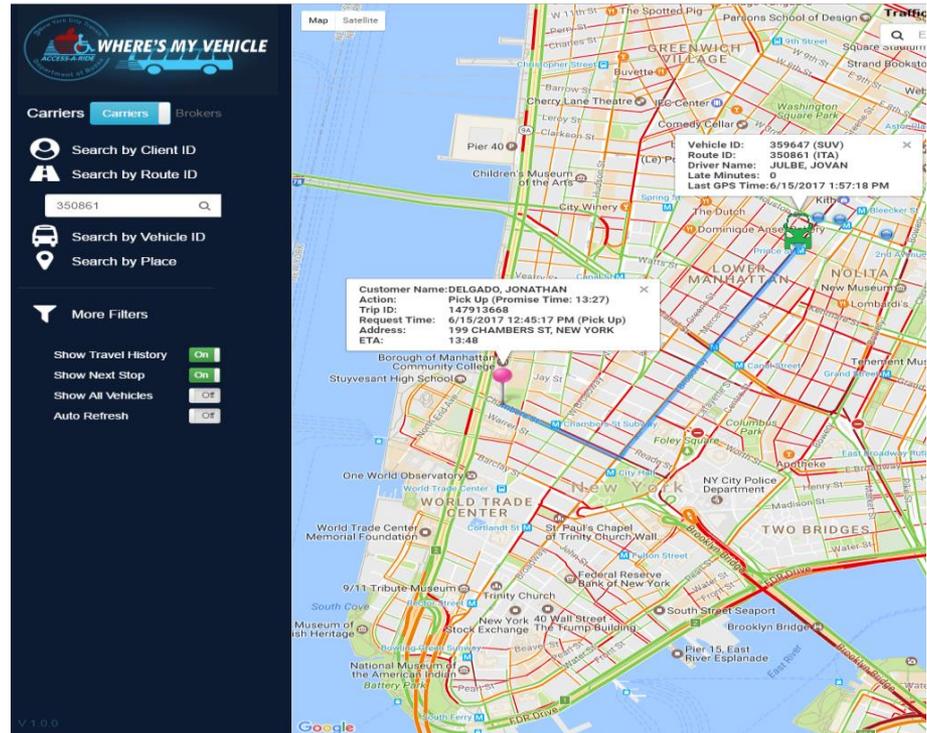
New Website Features Coming This Year

'Manage My Trip' function:

- Book trips on computer or smartphone
- Trips confirmed immediately
- Reduces call center volume and costs

'Where's My Vehicle' function:

- Customers can see vehicle location on Google Maps in real-time
- Receive continuous ETA updates





Service Improvements for Broker (Black Car) and Access-a-Ride Vehicles in 2017

➤ **Brokers (Black Car):**

- Introduced accessible trips; 100% of vehicles have GPS
- Door-to-door service for customers requiring assistance
- Easy-to-identify vehicles; improved driver/customer communication

➤ **AAR Vehicles:**

- Re-training AAR drivers on proper customer communication
- Introducing 400 new vehicles to replace older fleet



Leverage technology to improve service delivery

- Replace GPS fleet management system (AVLM)
- Implement a new state-of-the-art scheduling system
- Provide real-time dispatch capability
 - Allows for same day schedule adjustments
 - Improves on-time performance