



Access Services
CalACT Autumn 2022 Conference

**How New Technology Can Ease
Pressure on Paratransit Staff**

Wednesday, November 2, 2022



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Why This Session

- Impact of the COVID-19 Pandemic
- Ridership, Labor, and Supplies Recovery
- The Role Technology Can Play – to Ease Pressure
- The Role Technology Can Play – to Improve Customer Experience

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Where's My Ride App & On-Line Reservations - Described

- Where's My Ride App – Introduced early 2018
- On-Line Reservations – Introduced mid-2019

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On-Line Reservations - Described

- For previously visited pick-up and drop-off sites
- Allows for reservations for the rider and;
 - Additional passengers (PCA, guest(s))
 - Service animal(s)
 - Mobility Device(s)
 - Provides for “Call Out” request
 - Also allows for editing or canceling trips

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On-Line Reservations

Schedule A Trip



P Pick-up Address Help

Pick-up Address
1400 MONTANA AVE, Santa Monica ×

Cross Street
14TH ST

Address Instructions
TEST CALL

Continue Cancel



On-Line Reservations

Schedule A Trip



Review Help

Please review the reservation details.
Click "Schedule Trip" button below to confirm and save it.

Trip Date & Time:
Pick-up Time: August 25, 2022 @ 1:40 PM Change

Pick-up Address:
1400 MONTANA AVE, Santa Monica
Cross Street: 14TH ST
Instructions: TEST CALL Change

Drop-off Address:
2623 RIVER AVE, Rosemead Change

Passenger Info:
Total: 1 Change

Passenger & Load Details:
Primary Passenger - Sgt Sgt lunch (Ambulatory) Change

Callouts:
None Change

Fare:
\$3.50
The fare is calculated according to the following:
Fare Mileage: 26.6 mi.
Fare Passengers: 1

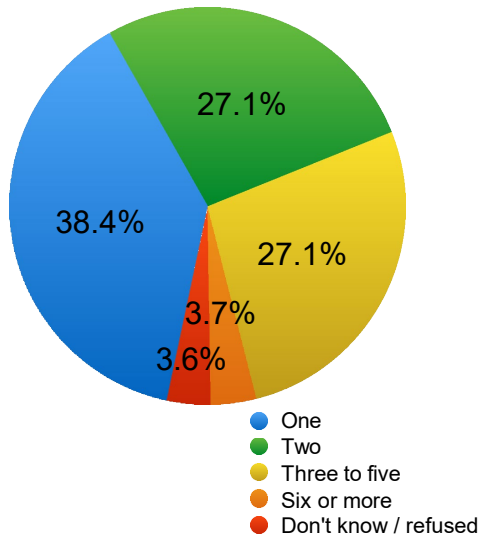
Schedule Trip Cancel



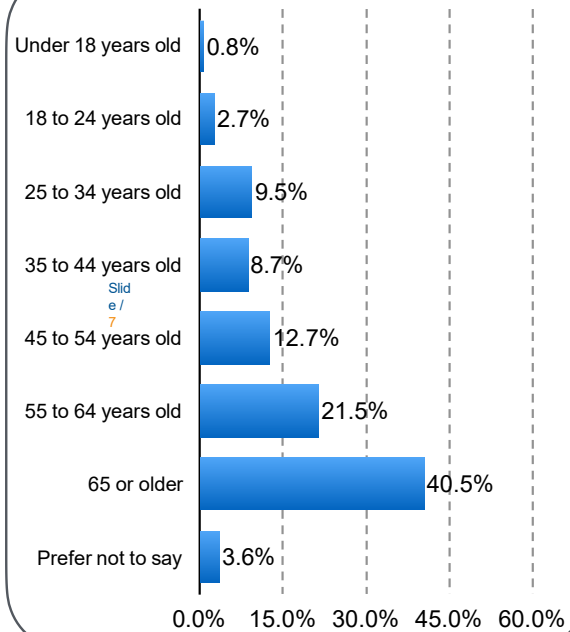
Respondent Snapshot

This slide quantifies select data points to prove context for this research study. The data is not meant to be proportional to population contribution, rather to provide an empirical view into the demographic profile of the participants.

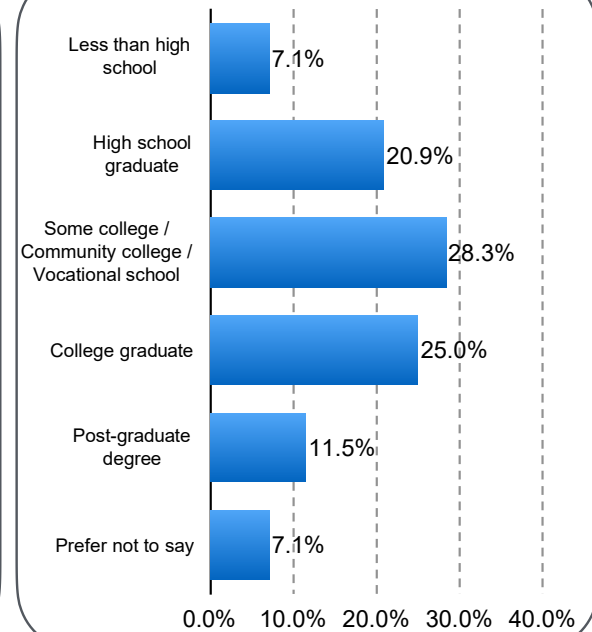
of Individuals in Household

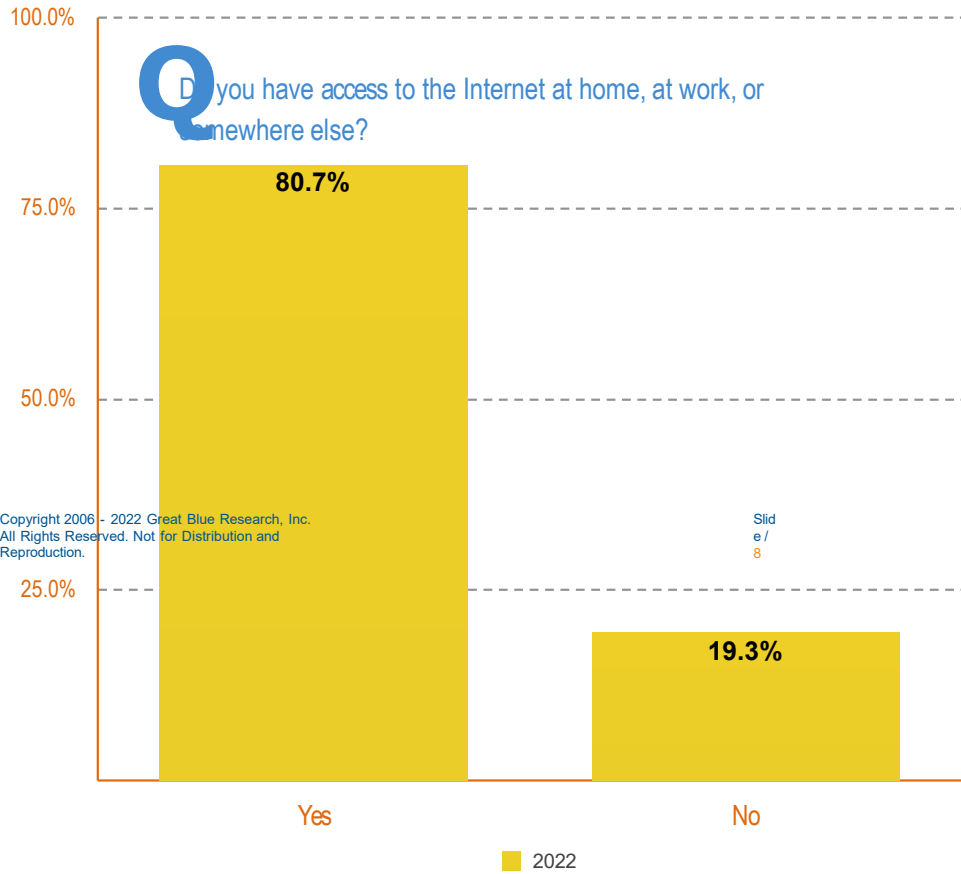


Age



Education

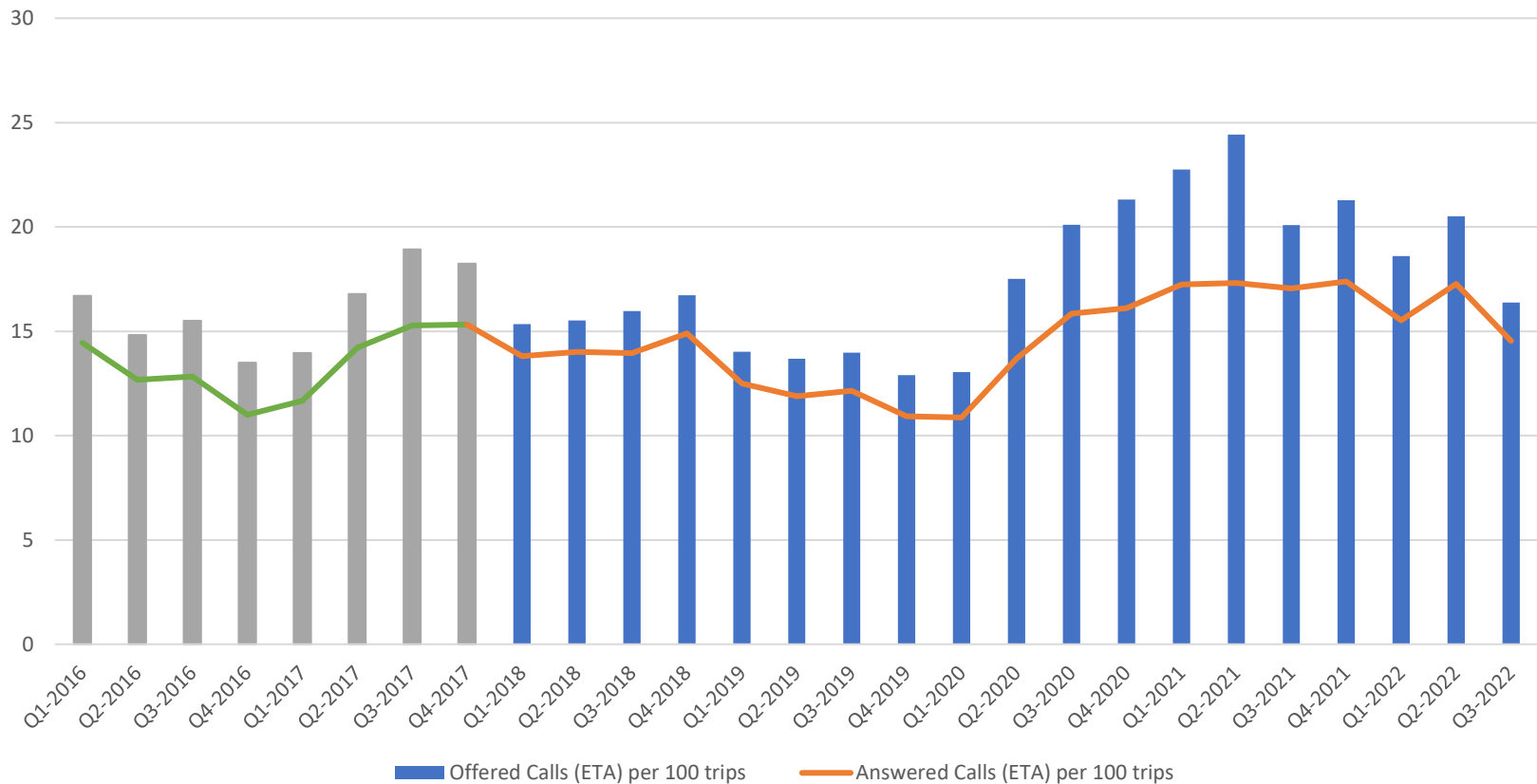




Access to the Internet

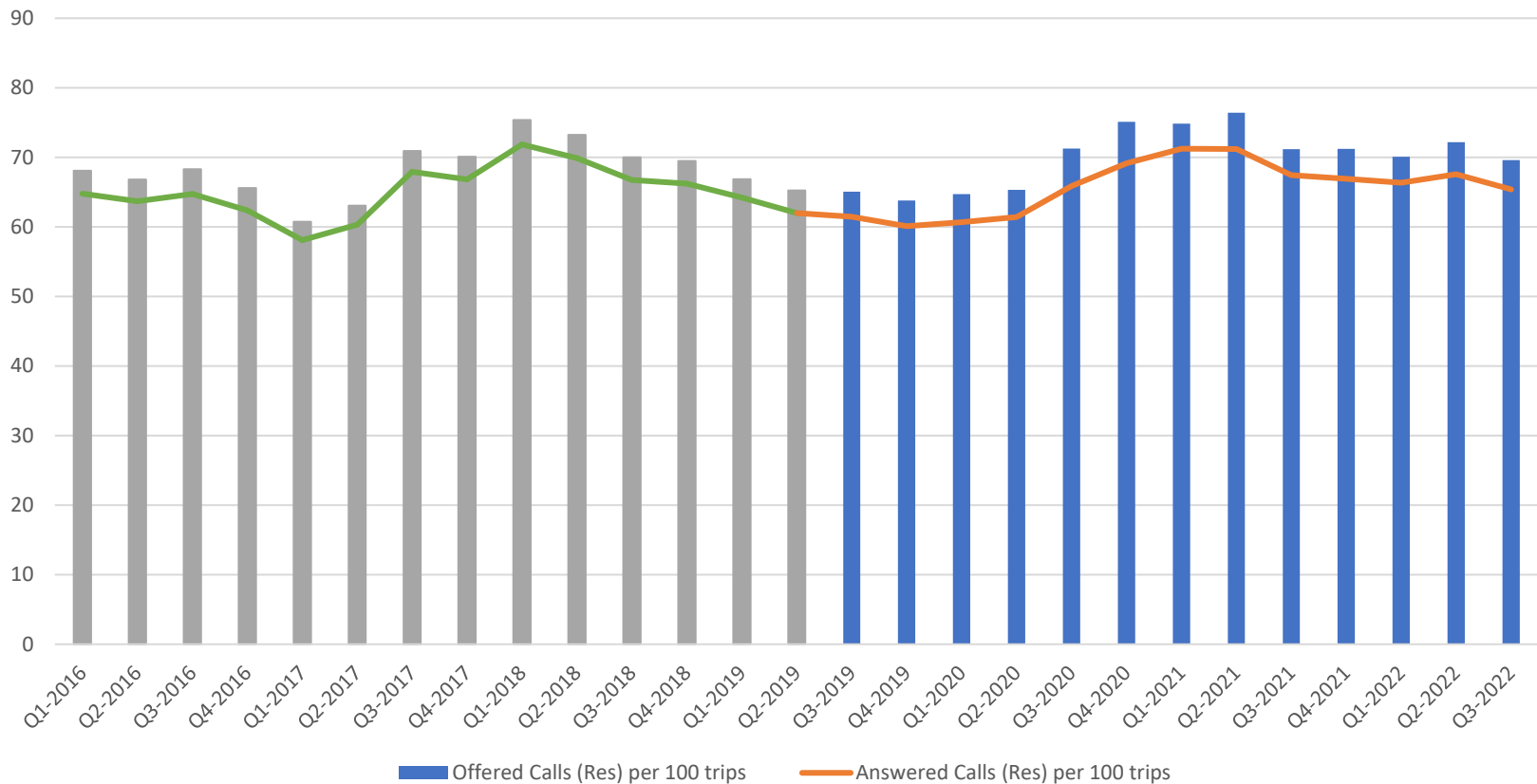
Impact of Where's My Ride App

Effect prior and after WMR ETA



Impact of On-Line Reservations

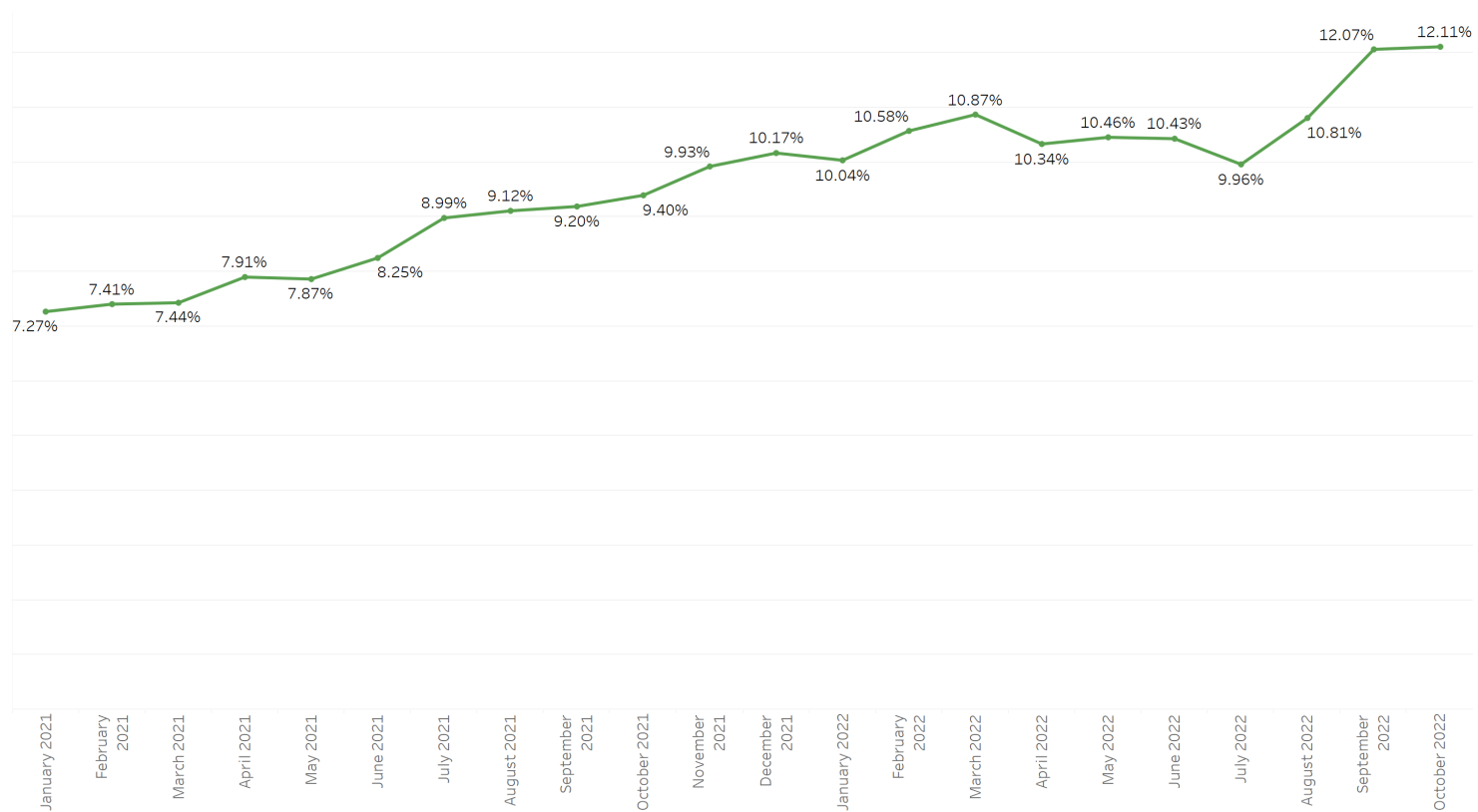
Effect prior and after Online Reservation



Impact of On-Line Reservations

Online Reservations

Percent of Total Trips Booked in Online Reservation



The trend of % Online Reservation for Due Time (MY). The marks are labeled by % Online Reservation. The data is filtered on Due Time and Original Contract Name. The Due Time filter ranges from 1/1/2021 12:00:00 AM to 10/31/2022 11:59:59 PM. The Original Contract Name filter keeps Antelope Valley FT, Eastern, South and WestCentral STI.

Improving the Customer Experience

- Choice
- Control
- Conclusion

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