HARTPlus Certification and Services

April 2, 2018
Regular Board of Directors meeting
§ 37.123 ADA paratransit eligibility: Standards.  
(a) Public entities required by § 37.121 of this subpart to provide complementary paratransit service shall provide the service to the ADA paratransit eligible individuals.

§ 37.131 Service criteria for complementary paratransit.  
a) Service Area - 
(1) Bus.  
(i) The entity shall provide complementary paratransit service to origins and destinations within corridors with a width of three-fourths of a mile on each side of each fixed route. The corridor shall include an area with a three-fourths of a mile radius at the ends of each fixed route.
HARTPlus

History of customer comments received at the Board meetings

• Booking challenges through Yellow Cab
• Extended booking wait time
• Late pick-up or drop-off
• Lack of notification about delayed service
• Vehicle reliability
• Transporting service animals
• ADA announcements
• Seat belt restraints
• Customer address location challenges
# HARTPlus

## Timeline

<table>
<thead>
<tr>
<th>HARTPlus</th>
<th>Customer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>HART receives completed certified by doctor application</td>
</tr>
<tr>
<td>Step 2 (48 hours)</td>
<td>Interview scheduled</td>
</tr>
<tr>
<td>Step 3 (48 hours after interview)</td>
<td>Eligibility letters and HARTPlus customer ID mailed</td>
</tr>
<tr>
<td>Step 4</td>
<td>Customer calls in to book a trip</td>
</tr>
<tr>
<td>Step 5</td>
<td>Customer trip scheduled</td>
</tr>
<tr>
<td>Step 6</td>
<td>Customer trip delivered</td>
</tr>
</tbody>
</table>
HARTPlus

Door-to-door public transportation for people with a disability that prevents them from using HART local fixed route buses.

**Step 1 - Application**
- Online or by mail
- Includes: medical release and health professional verification
- Covers: disability information, mobility equipment use and ability to use fixed routes
- Interviews are scheduled within 48 hours of receiving the application by HART Paratransit Eligibility Coordinator
Interview
HARTPlus Eligibility Team

Step 2 - Interview
• Application, disability and medical conditions
• Fares, service area, trip booking and cancellation
• Ready window, no-show and 5-minute wait time
• Personal care attendants and guests
• Tips on how to use the service

Step 3 – Eligibility Determination
• Eligibility letters and HARTPlus customer ID mailed within 48 hours after completion of interview.
Booking
Customer Service Team

Step 4 - Booking
• Origin and destination
• Companions and personal care attendants
• Mobility devices
• Time between trips
• Drop-off time vs pick-up
• Time negotiation and ready window
• Trip confirmation (trip guaranteed)

Impact to Booking:
• Not authorized caller
• Customer undecided: address and times

Reservations taken seven days a week from 8 a.m. - 5 p.m. up to three days in advance
Sample HARTPlus Trip

Requested arrival: 9 a.m.
Distance: 34.48 miles
Pick-up time: 7 a.m.
Bus Equivalent:

from 4928 FL-674, Wimauma, FL 33598
to 8951 W Waters Ave, Tampa, FL 33615

3:35 PM - 7:29 PM
(3 h 54 min)
Scheduling Customer Trips
Paratransit Scheduler

Step 5 – Scheduling

Automated Live Batching - every 20 minutes looks for cancellations and reallocates trips more productively.

Manual Batching – Schedules trips unresolved by the automated process, such as complicated trips (more than 20 miles, peak hours, booked at end of the day).

Key Parameters

• On-board time
• Minimizing distance
• Minimizing deadhead
• Maximizing geography
Day of the Trip
Dispatch and Van Operators

Step 6 – Trip delivery

Impacts

• Traffic, weather, construction
• Customers not ready to board or no-show
• Unable to locate customer
• Missing gate code
• Customer emergency or sick
• Traveling with mobility device (not reported during booking)
HARTPlus at a Glance

• 3,487 - Total HARTPlus certified
• 2,059 - Applications FY2018
• 63 - Total vehicles
• 82 - Qualified van operator positions

On Time Performance (OTP)

<table>
<thead>
<tr>
<th>Year</th>
<th>Window</th>
<th>Total Trips</th>
<th>In-Window OTP</th>
<th>Appt. OTP</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY18 (YTD)</td>
<td>30/0</td>
<td>69,326</td>
<td>85.90</td>
<td>97.69</td>
</tr>
<tr>
<td>FY17</td>
<td>30/0</td>
<td>140,072</td>
<td>85.58</td>
<td>97.74</td>
</tr>
<tr>
<td>FY16</td>
<td>30/0 &amp; 30/10</td>
<td>139,753</td>
<td>82.50</td>
<td>95.51</td>
</tr>
</tbody>
</table>

*FTA considers a pick-up window of more than 30 minutes in total to be excessive*
Customer Choice Program

• Same-day transportation is offered to HARTPlus customers through our Customer Choice Voucher Program in partnership with Yellow Cab of Tampa Bay

• 41,661 Total Trips for 2016
• 73,400 Total Trips for 2017
  44% Increase Year to Year

• 5,862 Total Trips for February 2018
Customer Choice Program

<table>
<thead>
<tr>
<th>Total Trips</th>
<th>127,167</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current average in-house HARTPlus trip rate</td>
<td>$34</td>
</tr>
<tr>
<td>Projected HARTPlus cost at an average of $34</td>
<td>$4,323,678</td>
</tr>
<tr>
<td>Yellow Cab cost at $16</td>
<td>$2,034,672</td>
</tr>
<tr>
<td>Estimated savings</td>
<td>$2,289,006</td>
</tr>
</tbody>
</table>
HARTPlus Next Steps

Interactive Voice Response (IVR)  – 10-minute call and booking after hours

Voice of the Customer Survey – April 2018

Paratransit Audit RFP – ongoing

Secret Shopper – recruit current riders
HARTPlus

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