



SFMTA
Municipal
Transportation
Agency

Overview of SF Paratransit Program

SFMTA CAC
July 7, 2016

What is Paratransit

- Provides complementary paratransit services for the SFMTA in accordance with the Americans with Disabilities Act (ADA)
 - Requirement: all public transit agencies required to provide complementary paratransit program that mirrors the public fixed route system to those who are unable to use fixed route independently

SF Paratransit Program Overview

- Approximately 13,700 eligible riders who completed 780,000 trips in FY15
- Mirrors Muni service area and hours
- Provided through SF Access, Group Van and taxi services
- Budget: \$22.6M in FY15

SF Access



- Prescheduled, door-to-door transportation on a shared ride van
- In FY 13-14, 233,000 trips performed, including 71,000 wheelchair trips to 3,800 active van riders

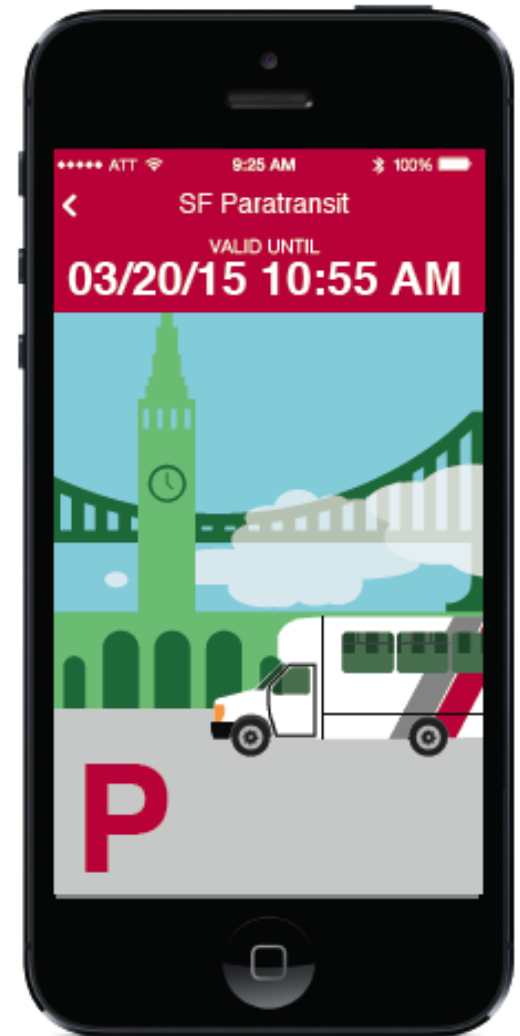
Intercounty Agreements

- SF Paratransit has agreements with neighboring counties to transport ADA eligible riders to/from
 - East Bay Paratransit: Alameda County
 - Whistlestop: Marin County
- Negates the need for transfers
- Cost savings for both agencies (one single trip as oppose to two one way trips)



Muni Mobile Ticketing App

- Will allow riders to purchase tickets for SF Paratransit through their smartphone
- Tickets stored and will flash when activated for use while boarding
- Will be implemented with Muni mobile tickets



Taxi Services

- User side subsidy program - general public taxis, including 100 ramp taxis for wheelchair users
- All taxis in San Francisco are required to participate in SF Paratransit program
- 4,500 active taxi riders
- In FY 13-14, 260,000 trips completed, including 15,000 trips for wheelchair users



Paratransit Taxi Debit Card

- Fully implementation by 2011
- Replaced taxi scrip - fare paid is tied to the meter fare
- All taxi companies required to install In-Taxi Equipment



San Francisco Paratransit



**Identification of Eligibility
for ADA Paratransit Service**

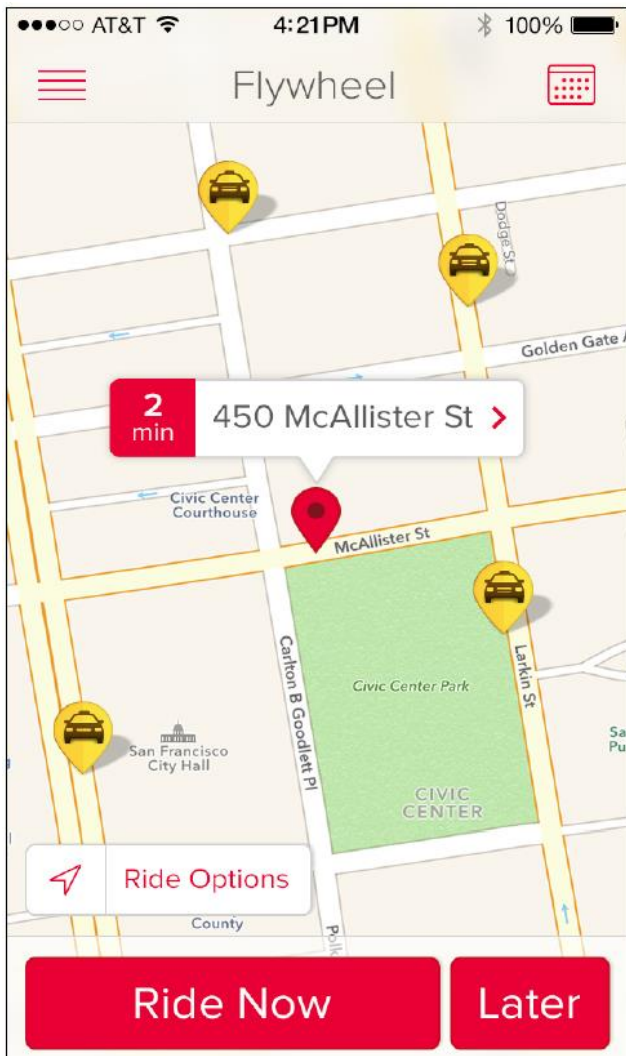
Name Jill Smith
ID 150622
Eligibility Full
Travel with PCA? Y

1011 0168 7816 1864

Expires: 12/31/2013

- Allows for better trip and program monitoring

E-Hail



- Allow for the Paratransit riders to electronically hail for a taxi via smartphone
 - Wheelchair users will be able to filter to only ramp taxis
- Rider will be able to select and track location of taxi
- Rider will still give driver debit card for fare payment
 - Eventual goal to allow Paratransit riders to add debit card as electronic payment method

Paratransit Plus

- Provide a limited value taxi debit card (\$60 per month) to individuals who do not qualify for ADA paratransit but need extra assistance for certain trips
 - About 125 individuals in program
 - Generally older and more fragile (80+)
 - Selected by analyst based on age and mobility function

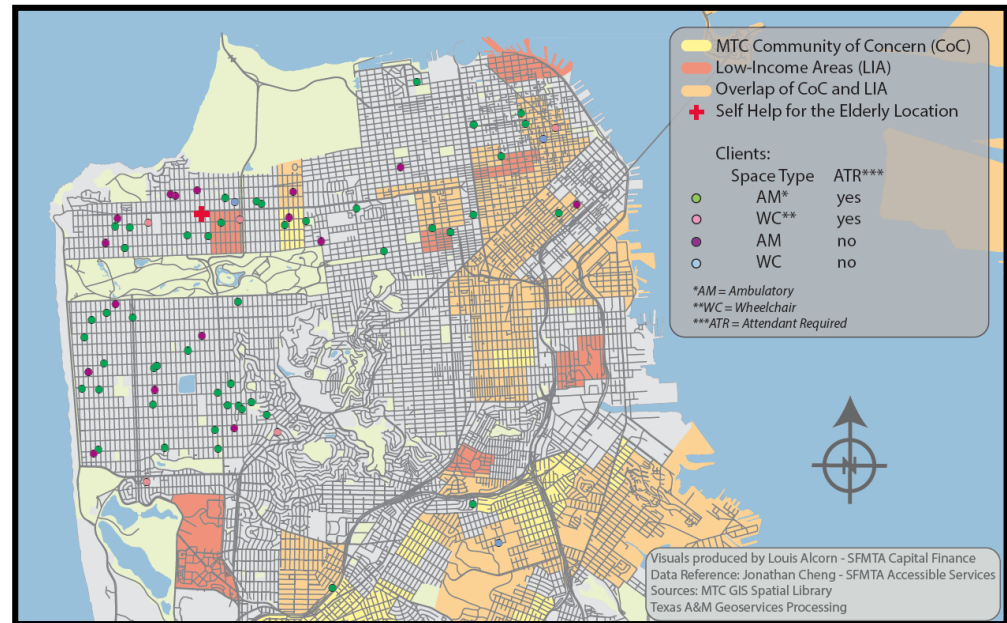


SFMTA Group Van Service

- Prescheduled, door-to-door transportation for groups of individuals going to a single location, such as adult day health center
- In FY13-14, provided 250,000 trips to about 1,200 SF Paratransit riders attending services with 24 agencies

Peer Escort Project

- Growing number of customers require more supervision/escorting, hand to hand transfers
- Project Objectives:
 - Improve access to day programs for people with cognitive disabilities.
 - Improve safety and on-board experience of SFMTA paratransit group van riders who have cognitive disabilities
 - Provide assistance to driver

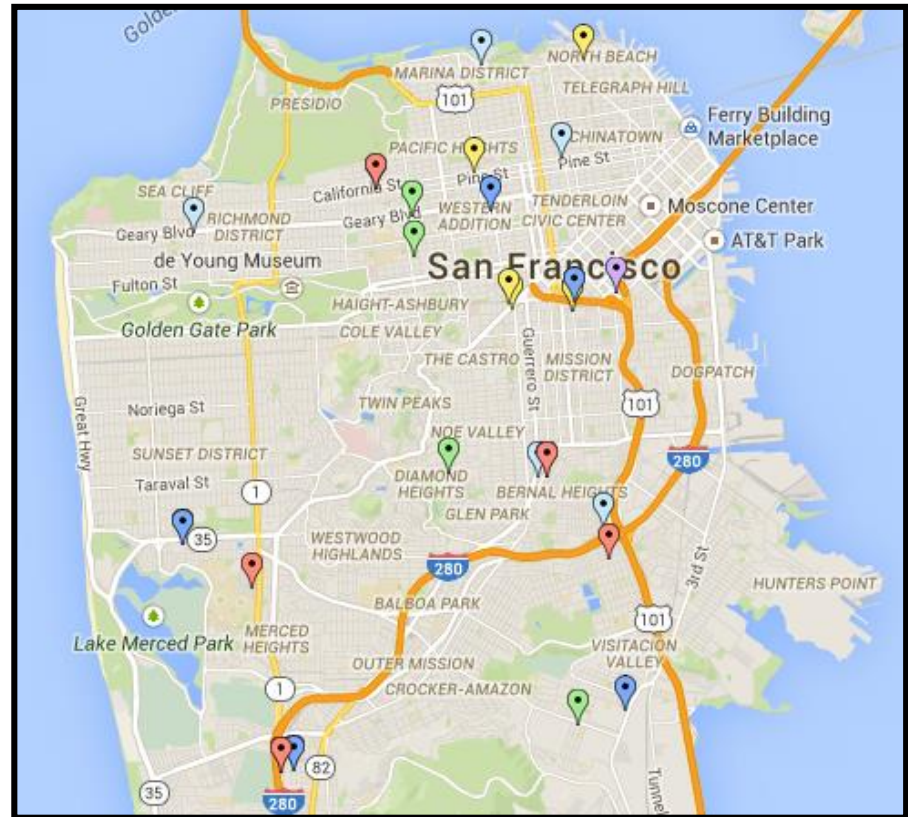


Project Details

- Target select group van centers with high number of at-risk riders
- Partnership with Family Services Agency
 - Utilize existing Senior Companion Program
 - Will recruit low income seniors and persons with disabilities as escorts with emphasis on those with similar language and cultural backgrounds as riders
 - Provide training, background checks, and stipend for escorts

Shop-a-Round Service

- Provides transportation to grocery stores for seniors and persons with disabilities
 - Goal: provide access and assistance to individuals who live in areas without nearby fresh groceries
 - Launched in October 2010 at four select neighborhoods, since expanded citywide
- Riders may decide to either van or taxi service
- In FY 13-14, completed 6,000 trips to 1,300 customers



shop@round

Van Gogh Shuttle

- Provides transportation to groups of seniors and persons with disabilities to cultural and social events and activities
 - Goal: reduce social isolation among seniors and persons with disabilities who are at high risk
 - Launched in 2013
- FY 13-14: 1,300 trips to 650 customers
 - Trips include to Alcatraz, De Young Museum, African American Arts & Culture Complex



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