



SFMTA

An Update on the SF Paratransit Program and Five Year Contract Option

Annette Williams

January 19, 2021

SFMTA Board of Directors Meeting

What is ADA Paratransit

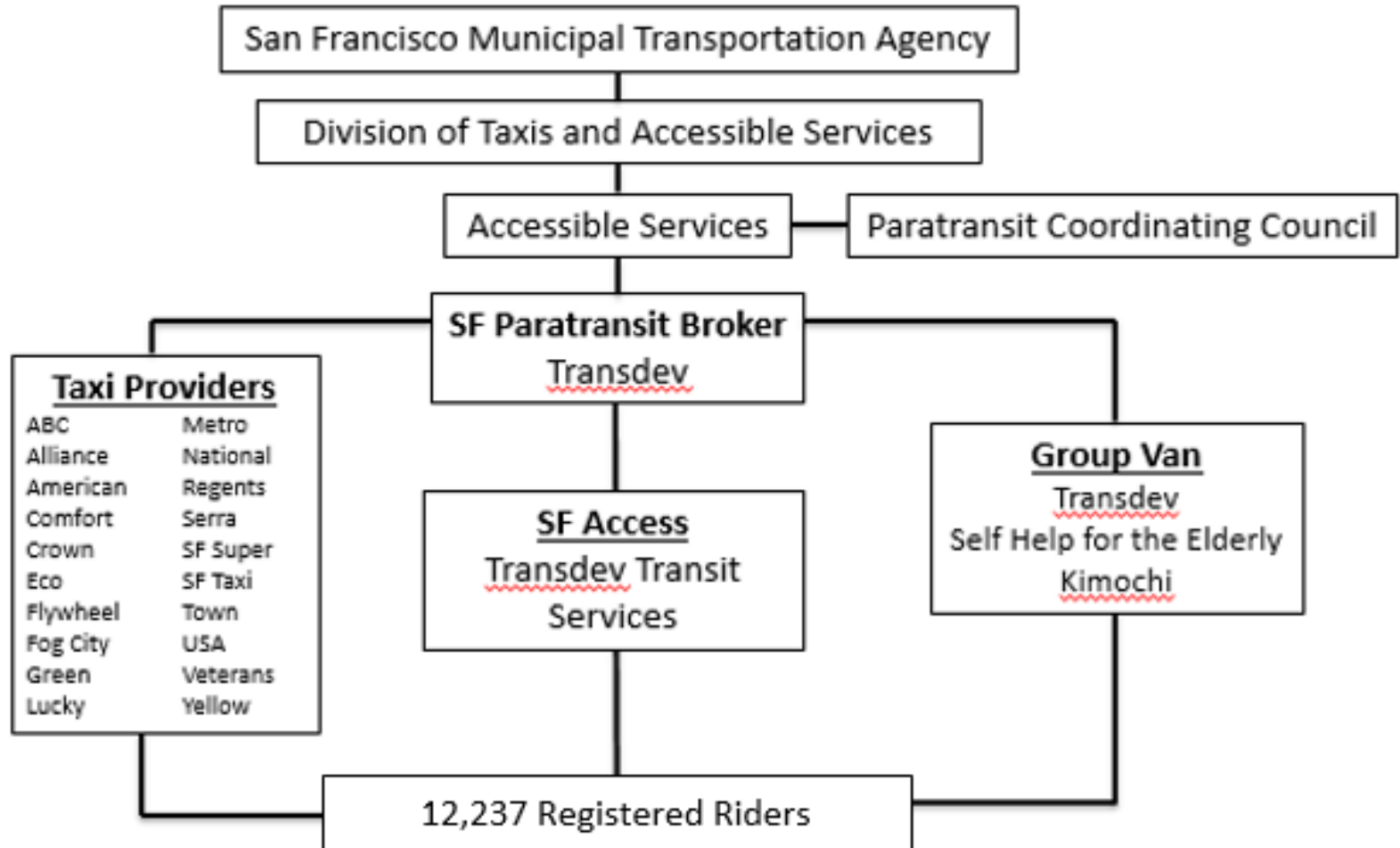
- Door-to-door taxi and van services required by the Americans with Disabilities Act (ADA)
- Minimum requirements include:
 - Eligibility – unable to use Muni bus and rail service
 - Service Area – within $\frac{3}{4}$ mile of fixed route
 - Service hours – mirrors fixed route
 - Reservations – 1 to 7 days in advance (negotiated within one hour before or after the requested time)
 - Maximum fares – twice the fixed route adult fare

Terms of Current Paratransit Agreement

- Administered through a contract with Transdev
 - Five year term through June 30, 2021, with a five year option
 - Responsibilities Include:
 - Service Quality Monitoring
 - ADA Eligibility Certification
 - SF Access and Group Van Service
 - Subcontracting of other Transportation Services



Structure of the SF Paratransit Program



SF Access Service

- Traditional ADA service door-to-door service
- Pre-schedule 1 to 7 days in advance
- $\frac{3}{4}$ mile from all Muni bus routes including in Daly City
- 92% on time performance rate
- 190,746 trips completed, including 55,000 wheelchair trips, in FY19/20



Group Van Service



- Group transportation to single location, e.g. Adult Day Health Center
- All trips are prescheduled in coordination with the agency

Taxi Services



- Same day, general public taxis, includes ~50 ramped taxis
- All taxis in San Francisco required to participate

- All taxi riders receive a paratransit taxi debit card to pay fares and track trips
- 252,000 trips completed, including 7,800 trips for wheelchair users, in FY19/20

Shop-a-Round and Van Gogh



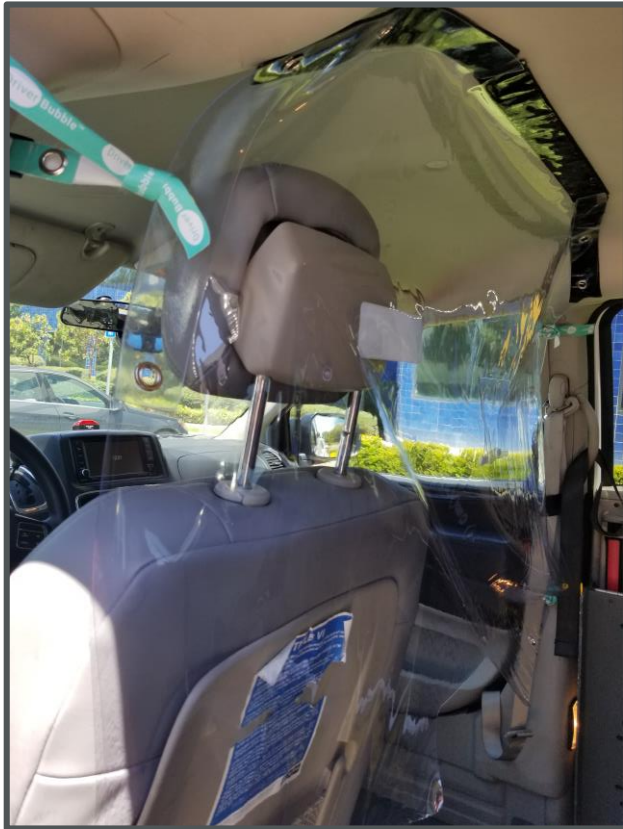
- Travel to grocery stores & farmers markets
- Driver will assist passenger and grocery bags to front door
- Shop-a-Round Taxi available

- Provides group transportation to seniors and people with disabilities to cultural and social events to reduce social isolation



Paratransit During COVID-19

Encouraging customers to take essential trips only



- Ridership on SF Access and taxi is operating at ~40% and ~70% of pre-pandemic levels
- Safety Precautions taken include:
 - Minimizing van capacity to maximum of 2 riders
 - PPE kits and taxi butlers have been issued by SFMTA

Mobility Management

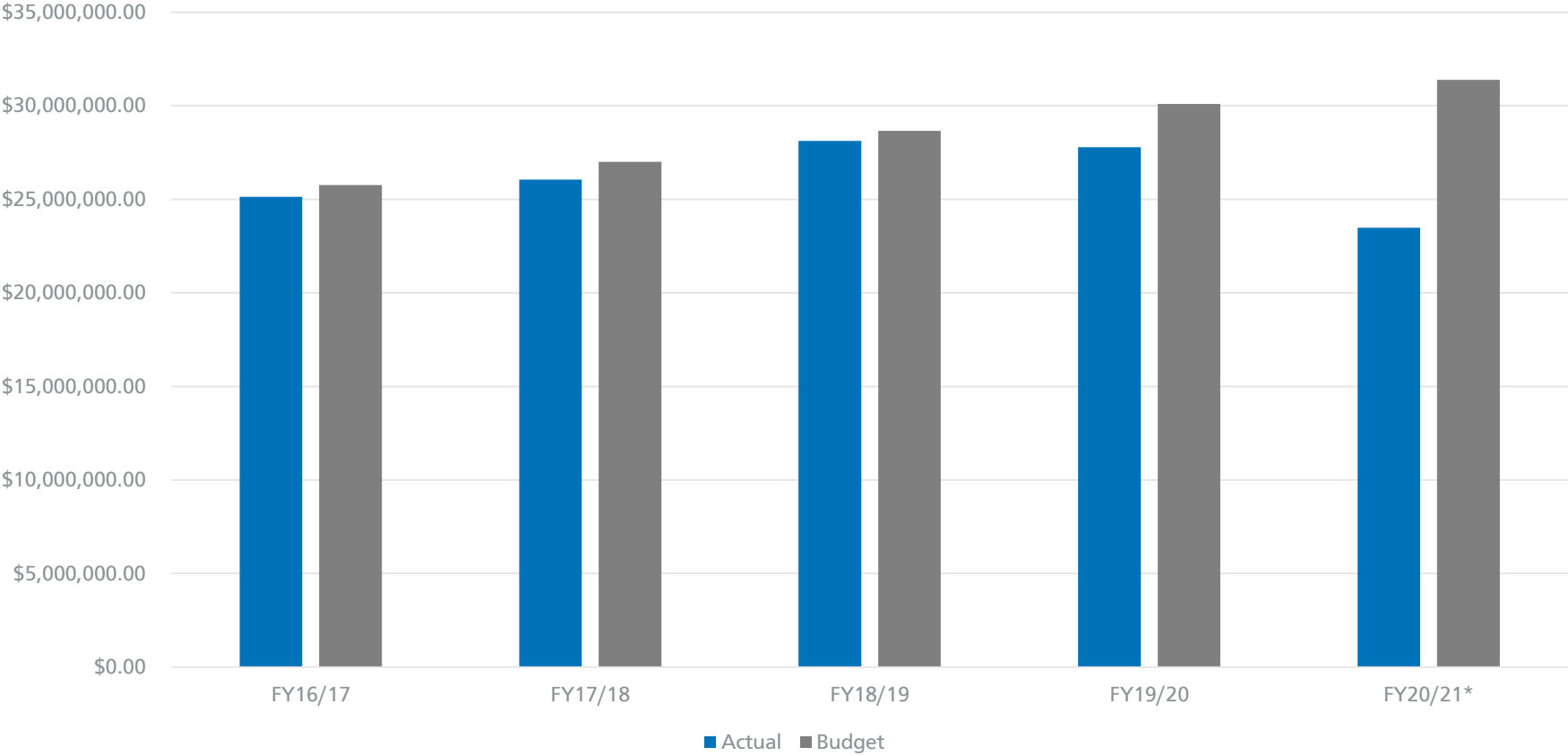
- **Mission:** Educate and refer seniors and individuals with disabilities to services and programs that improve access to transportation
- **CHOICE Program:** Partnership with Department of Public Health at two clinics in Potrero Hill and Bayview/Hunter's Point neighborhoods
- **COVID- 19:** Engaging in outreach and information sharing about new programs and services



Future of the Paratransit Agreement

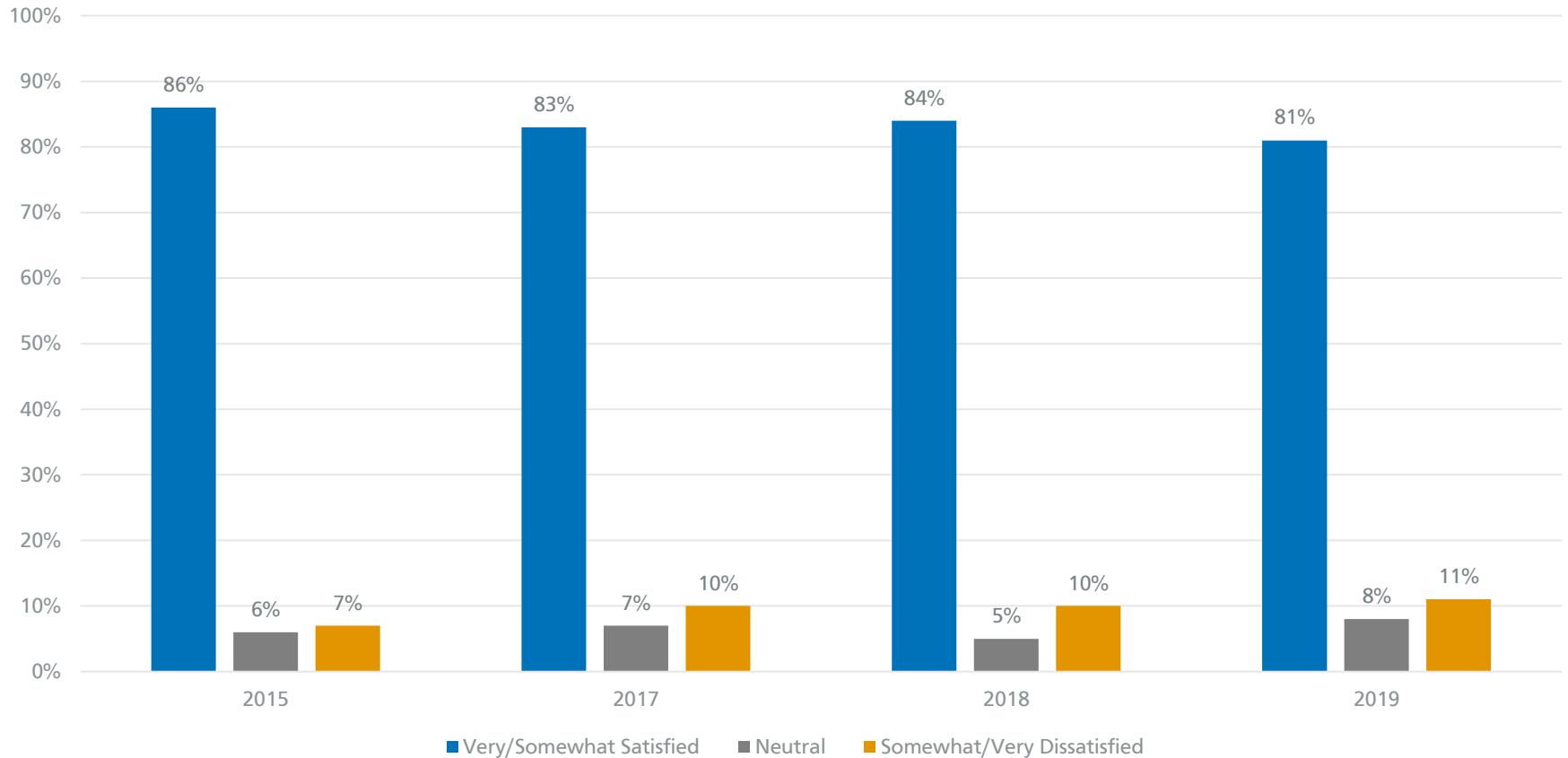
- Current agreement with Transdev ends on June 30, 2021
 - A five year option with a pre-negotiated budget was included in the original agreement
- SFMTA staff is recommending to exercise the option
 - Cost Effective – structured cost plus fixed fee
 - Excellent customer satisfaction with focus on customer service
 - Responsiveness and flexibility of contractor, particularly during COVID-19
 - Positive labor relations

Cost Effective Agreement



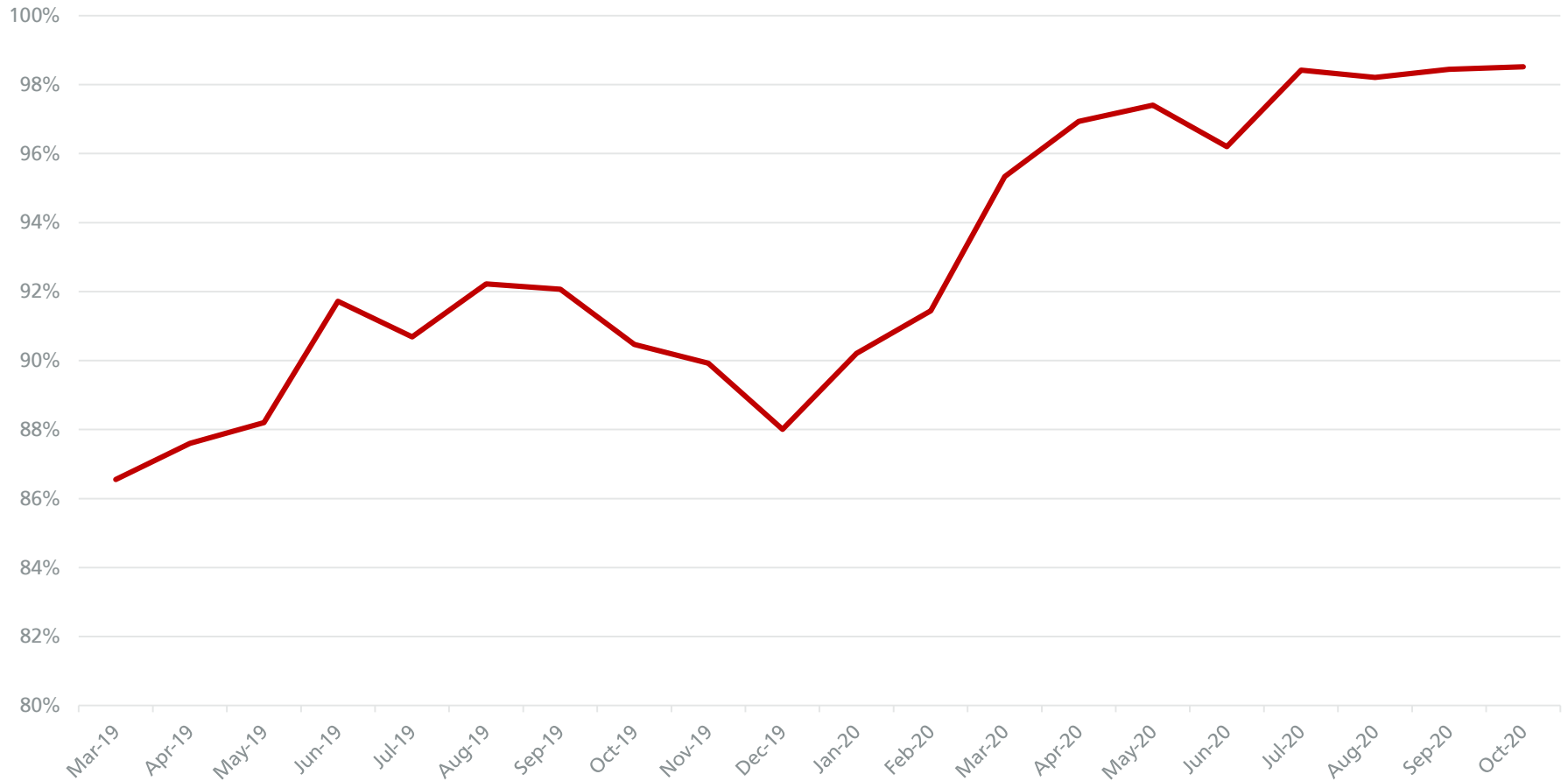
Annual cost savings throughout contract term

High Customer Satisfaction



Overall customer satisfaction has remained above 80%

SF Access On Time Performance



Steady improvement in on-time reliability for riders

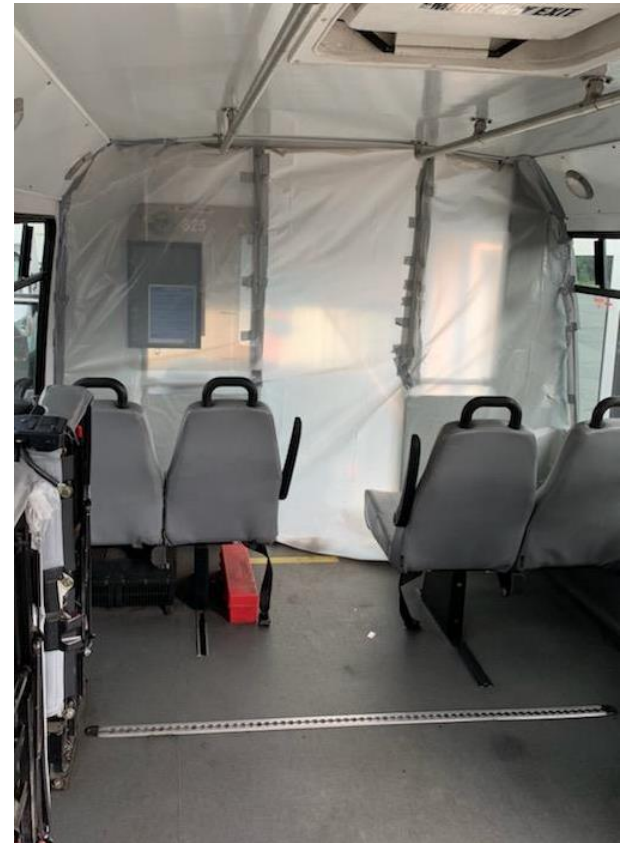
COVID-19 Transportation Services: Essential Trip Card (ETC) Program



- Subsidized taxi program for seniors/disabled to complete essential trips during pandemic
- Launched in April 2020 to complement Muni Core Service for seniors and persons with disabilities
- Over 3,200 registered riders who have completed 27,200 trips

COVID-19 Transportation Services: Current Van Services

- **Emergency Medical Transportation Service:** Operating seven days a week, this service provides transport of potential PUIs to sheltered housing sites. In operations since March 2020
- **Pier 94 Shuttle:** This shuttle, which operates every day from 9AM - 8PM, provides transport from a temporary housing site at Pier 94 to nearby points of interest. In operations since May 2020.



COVID-19 Transportation Services: Previous Van Services



- **Golden Gate Park Shuttle:** This hourly shuttle provided service from McLaren Lodge to Transverse Drive to maintain accessibility for the public; weekdays from April to July
- **Meal Delivery:** Assisted in the transport of prepared meals from Community Based Organizations (CBO) to congregate housing sites; operated from April to June

Technological Improvements

Name: Test Account It
Rider ID: 183921

My Cards & Purchases

My Trip History

Change My Password

Report Lost/Stolen

Help

Log Out

My Cards & Purchases

Card Program	Card Number	Card Balance	Reserve Balance	Monthly Allotment	Purchase Date Window	Eligibility Exp. Date	Make a Purchase
Paratransit Debit Card Program	1941003835906334	\$0.00	\$0.00	\$90	11/29/2020 through 12/08/2020	12/31/2099	Add to Card Balance Add to Reserve Balance View Purchase History
Shop-a-Round	1941023849177896	\$0.00	\$0.00	\$60	12/22/2020 through 12/31/2020	12/31/2099	Add to Card Balance Add to Reserve Balance View Purchase History

- **SF Taxi Online:** Allows paratransit taxi riders to pay for their monthly allotment and monitor trip history online
- **SF Access Online:** Allows SF Access van riders to schedule and cancel van trips online

Positive Labor Relations

- Prevailing Wage Ordinance implemented in 2015
- Employees are represented by Teamsters Local 853 and IAM Local 1414
 - Current union agreement through 2022
 - Competitive salary and benefits package with the starting wage for drivers at \$23.50 per hour with gradual increases with experience
 - Health care benefits through Healthy SF or private insurance options
 - 401K funds and additional vacation benefits

Continuity of Service

- Important to provide stability for riders during these uncertain times
 - Experience and trust will be important once service transitions back to pre-pandemic levels
- Support from members of the Paratransit Coordinating Council for contract extension
- Transitioning vendors would be more difficult due to social distancing and quarantine measures

Post COVID-19 Challenges

- Meeting increased service demand with the right number of drivers and resources
 - Working with Group Van agencies to update routes
 - Allocating sufficient resources to meet any service/program adjustments
- Instilling confidence in riders about safety of service
- Ensuring on-time performance continues to meet our goals once trips and congestion return to pre-COVID levels
- Continuing to fund new services that help bridge any potential service gaps facing senior and disabled community

Contact Information

Annette Williams

Manager, Accessible Services

San Francisco Municipal Transportation Agency

415.701.4444

annette.williams@sfmta.com