



SFMTA

Update on the SF Paratransit Program

Jonathan Cheng

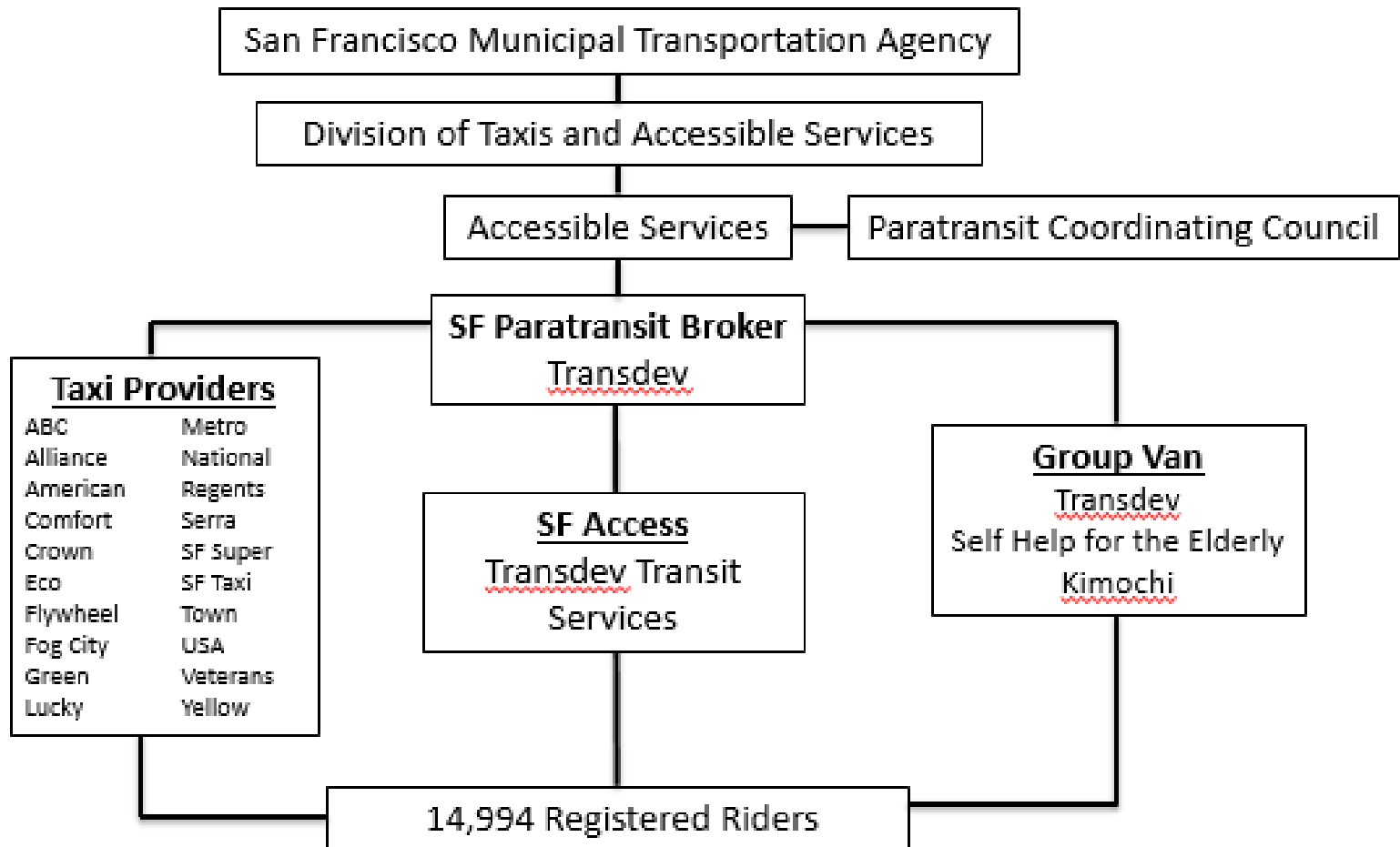
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SFMTA Citizens' Advisory Council

Major Milestones - SF Paratransit

- 1978: Lift Van services initiated with input and review by Paratransit Coordinating Council (PCC)
- 1982: Taxis introduced to serve ambulatory customers
- 1983: Contracted with a Paratransit Broker to manage service
- 1984: Introduced Group Van Services
- 1990: Passage of Americans with Disabilities Act
- 1994: Introduction of Accessible Taxis
- 1998: SF Access van service expanded to ambulatory users
- 2010: Implemented Shop-a-Round
- 2011: Full implementation of taxi debit card system
- 2014: Implemented Van Gogh Shuttle
- 2017: Started Mobility Management Program
- 2020: Launched the Essential Trip Card Program

Structure of the SF Paratransit Program



SF Paratransit Program

- Door to door transportation for those ADA eligible - unable to use fixed-route transit independently
- Three main modes
 - SF Access Van
 - Group Van
 - Taxi/Ramped Taxi



SF Paratransit Brokerage Service

- Administered through a contract with Transdev
 - Service Quality Monitoring
 - ADA Eligibility Certification
 - Customer Interface
 - Fare Media Sales
 - Mobility Management
 - SF Access Van service
 - Subcontracting of other Transportation Services

SF Access Service

- Traditional ADA service door-to-door service
- Pre-schedule 1 to 7 days in advance
- ¾ mile from all Muni bus routes including in Daly City
- 98% on time performance rate
- 110,650 trips completed, including 34,000 wheelchair trips, in FY21



Group Van Service



- Group transportation to/from 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 ~40 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
- 267,955 trips completed, including 9,900 trips for wheelchair users and 63,000 ETC trips, in FY21

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



Mobility Management

- Educating and referring seniors and individuals with disabilities to services and programs that improves their access to transportation



- Working in partnership with Department of Public Health to develop the CHOICE program for two medical clinics at Potrero Hill and Bayview/Hunter's Point neighborhoods
- Engaging in online outreach and working to update and digitize brochures during COVID-19

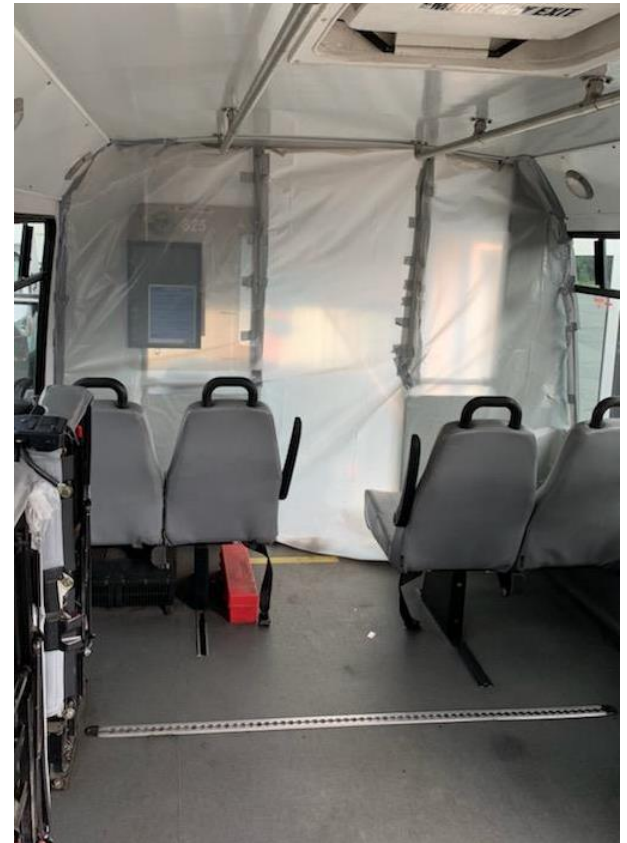
Essential Trip Card Program (ETC Program)



- 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 4,500 registered riders who have completed 87,000 trips (as of September 28, 2021)

Current Van Services Provided During COVID-19

- **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 sheltered site at Pier 94 to nearby transit connection points. In operations since May 2020.



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