



SFMTA

Update on SF Paratransit

San Francisco County Transportation Agency

June 26, 2018

SF Paratransit Services

- SF Access
- Taxi (Sedan and Ramp Taxi)
- Group Van
- Shop-a-Round
- Van Gogh



SF Access and Group Van Service

SF Access

- Traditional ADA service -- prescheduled, door-to-door shared van
- 85% on time performance rate
- Completed 235,000 trips including 71,000 wheelchair trips in FY17



Group Van Service

- Group transportation to/from single location, including ADHC
- Four service providers, including three non-profits
- Completed trips 189,000 trips in FY17

SF Paratransit Vehicle Fleet Plans

Goal: maintain a fleet of **150** vehicles <5 years old

- **89** vehicles in the FTA procurement cycle <5 years old
- **10** sedans funded through a Transportation Fund for Clean Air funds to replace diesel vehicles
- **8** new expansion vehicles funded through SFMTA
- **11** vehicles from nonprofit Group Van agencies from 5310 funds
- Working to identify one-time funding over next two years for an additional **32** vehicles to maintain fleet at 5 years old or younger

Paratransit 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
- 290,000 trips completed, including 9,100 trips for wheelchair users, in FY17

Ramp Taxi Program

- Introduced into taxi program in 1994
- Currently ~40 active ramp medallion
- Completed 9,173 trips in FY17
- To request ramp taxi:
 - Call dispatch service,
 - Call drivers directly, or
 - Use Flywheel app to hail ramp taxis electronically



Ramp Taxi Incentives

Current Ramp Taxi Incentives

- \$10 per trip incentive for every paratransit wheelchair trip completed
- Earn Airport Short Pass for wheelchair trips that originate in outlying neighborhoods of SF

New Ramp Taxi Incentives

- Up to \$300 per month to assist with the capital cost of a wheelchair accessible taxi
- \$300 per month to assist with the maintenance and operating costs
- Addresses difference in cost - ramp vs. sedan

Conditions of New Ramp Taxi Incentives

- Must purchase or convert a wheelchair accessible vehicle
- Must complete 20 paratransit wheelchair trips each month
- Must be logged into a SFMTA approved mobile app for at least 80 hours
- Must log and submit all general public (non-paratransit) wheelchair trips
- Must be in good standing with SFMTA

Measuring Success: increase in the number of wheelchair trips completed and reported high customer satisfaction with ramp taxi program in Annual Customer Satisfaction Survey

Shop-a-Round

- Door to door taxi and van services to grocery stores for seniors and persons with disabilities
- Launched in 2010 with New Freedom and Lifeline grants
- Service provided seven days a week
 - Trader's Joe, Safeway, Costco, Alemany Farmer's Market, etc.
- Projected to provide ~4,200 trips in FY18



Van Gogh Shuttle

- Provides group van transportation to groups of seniors and persons with disabilities to cultural and social events
- Launched in 2013 as an extension of Shop-a-Round
- Helps to reduce social isolation among seniors and individuals with disabilities
- Projected to provide 500 trips in FY18



Measuring Success: high customer satisfaction and reported increased access to grocery shopping and social engagement

Outreach: Community Advisory Committee



Paratransit Coordinating Council

- Comprised of paratransit riders, representatives from community based organizations, and service providers, including taxi companies and drivers
- Advises SFMTA and SF Paratransit on service quality issues as well as policy development
- Participate in evaluation panels, including the selection of the new ramp taxi incentives

Outreach: Mobility Management

- Provide programs and services to educate seniors and individuals with disabilities to make the right transportation choice given their trip needs
- Diverse steering committee to guide program development and community engagement
 - Opportunity to work with non traditional partners
- Partnerships with Department of Public Health and Department of Aging and Adult Services to tailor transportation services to customers' needs



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