



Regional Dial-a-Ride Study Implementation Update

Maricopa Association of Governments
Human Services Coordinating Committee

October 26, 2011



Agenda

- Review of study findings
- Implementation to date
- Changing environment
- Future plans



Review of Study Findings

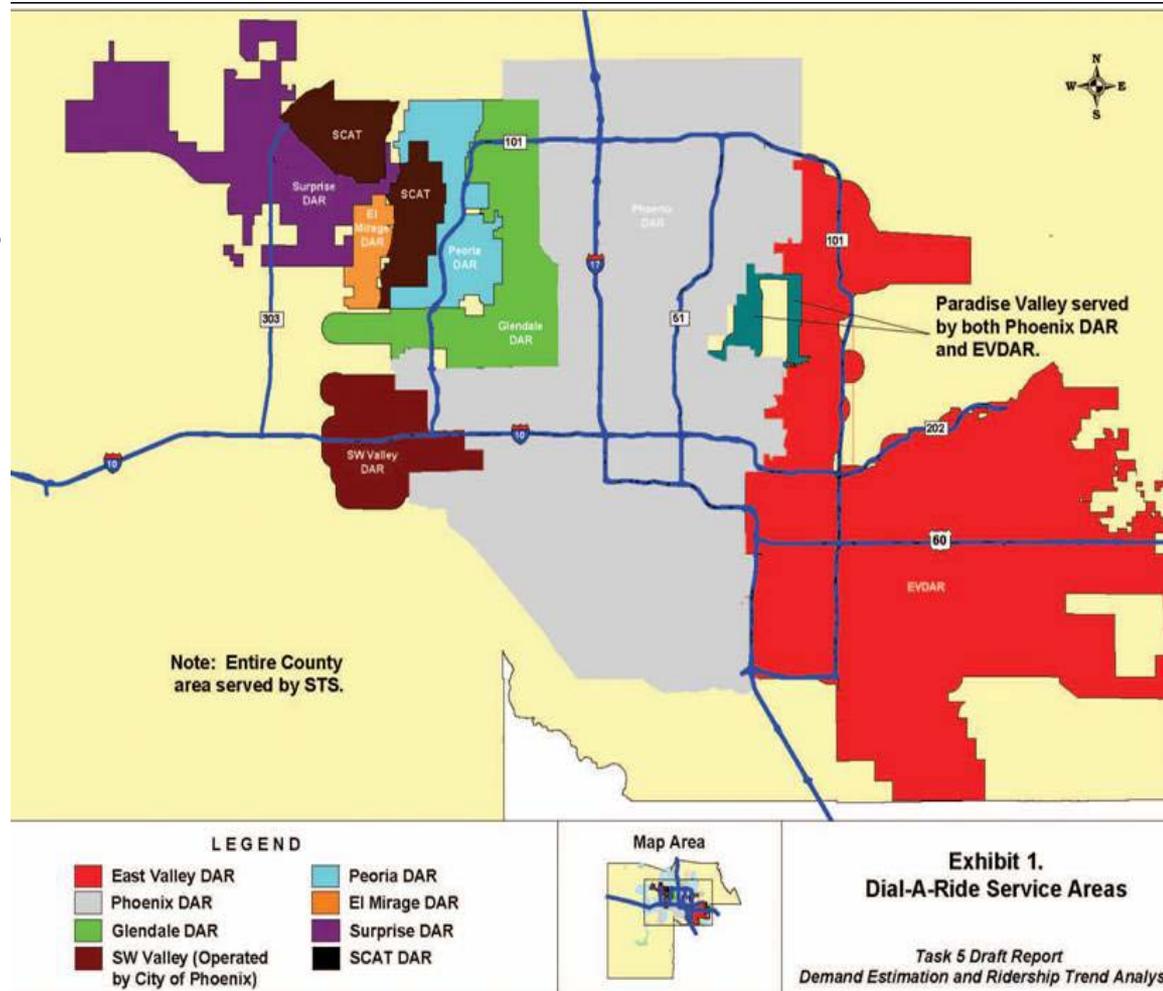


Regional Paratransit Study Findings

Completed 2007

FY 2006 Regional Paratransit Programs

- 9 Dial-a-Ride Services
- STS County Service
- 7 Scheduling systems
- 913,965 Boardings
- 7,674,973 Miles
- 294 Vehicles
- Staff of 535 people
- \$25.23M total costs



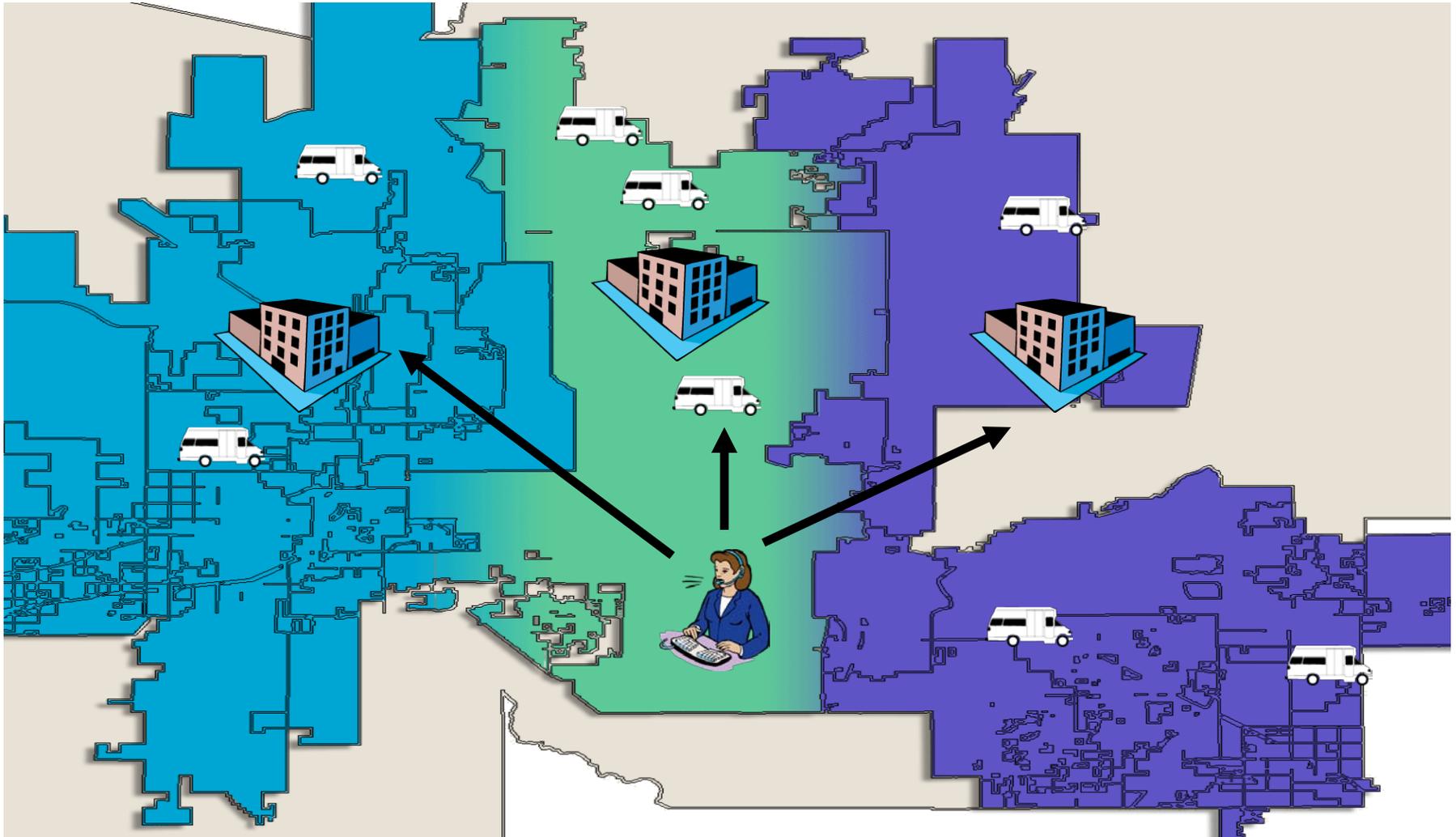
Barriers Identified by 2007 Study

- Difficulty crossing city boundaries—transfers required between dial-a-rides
- Areas with limited or no public transportation
- Awareness of available programs
 - Reduced fare card
 - Travel training
- Need for more mobility training



Regional Paratransit Study Recommendation

Central Call Center with Sub-Regional Service Operations



Additional Study Recommendations

- In-person eligibility determination for Americans with Disabilities Act (ADA) certification
- Subsidized (free-fare) fixed route program for ADA certified riders
- Uniform regional service standards and policies
- Expanded travel training programs
- Paratransit-to-fixed route feeder service
- Expanded taxi-subsidy and other alternative programs

Implemented to Date



Regional Paratransit Technical Advisory Committee

Items complete

- In-person ADA paratransit eligibility determination processes
- ADA Platinum Pass—Subsidized (fare-free) fixed route program for ADA eligible riders

Items nearly complete

- Uniform regional service standards and policies

Regional Paratransit Technical Advisory Committee

Items in place and requiring ongoing effort

- Expanded travel training programs
- Expanded taxi-based programs
- Paratransit-to-fixed route feeder service
- Partnerships with non-profit agencies for providing service for special needs populations



Valley Metro Mobility Center

- 4600 E. Washington Street
- State of the art facility
- One block from 44th and Washington light rail station



Valley Metro Mobility Center

- Indoor/outdoor assessment course
- All ADA applicants participate in an in-person interview



Valley Metro Mobility Center

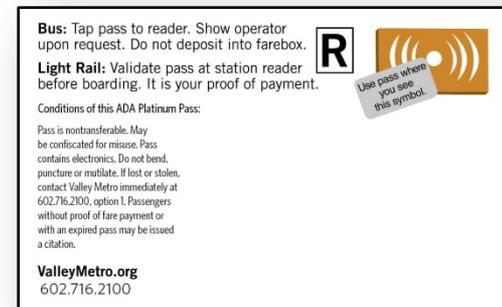
- Applicants participate in mobility assessments as needed



ADA Platinum Pass Program

Jurisdiction option to participate

- Available to ADA paratransit certified residents of participating jurisdictions
- The fare due for each boarding covered by the pass is billed to the user's jurisdiction place of residence
- No cost to users
- Photo ID
- Platinum Smart Card
- Residency validated annually
- Costs eligible for ADA Public Transportation Fund reimbursement within jurisdictional equity limits



Valley Metro Mobility Services

Purpose: Provide resources needed to provide ADA complementary paratransit (dial-a-ride) throughout Maricopa County to assure compliance with Federal law

- Providing transportation in the Sun Cities, Youngtown, El Mirage, Peoria, and unincorporated Maricopa County
- Providing trips to the Valley Metro Mobility Center for ADA certification applicants
- Service is structured to be expanded in the future as communities decide to participate
- Local community determines funding levels, clients served (ADA and/or non-ADA), trip priorities, service hours and area served
- RPTA provides turnkey oversight to assure delivery of transportation services

Valley Metro Mobility Services

Current Provider: Total Transit

- Customer oriented
- Available on the customer's schedule
- Recurring appointments remembered
- Tailored ambulatory and non-ambulatory solutions



Valley Metro Mobility Services

Total Transit Operations

- Strict selection and training process for drivers
- Well trained reservationists on-site
- On-site vehicle maintenance
- ADA compliance monitoring
- Large fleet (600 vehicles)
- Many accessible vehicles



Efficiencies Achieved to Date

- Dial-a-ride demand management
 - In person ADA eligibility will allow for implementation of trip-by-trip eligibility enforcement
 - ADA Platinum Pass
 - Travel training
- Cost effective service delivery
 - East Valley Dial-a-Ride (EVDAR) Brokerage Program (FY 2013)
 - Valley Metro Mobility Services—Sun Cities, Youngtown, El Mirage, Peoria, and unincorporated Maricopa County
 - East Valley RideChoice and other Paratransit Alternative Mobility Programs
 - Electronic Fare Payment to be implemented on East Valley RideChoice, and on the future EVDAR Brokerage

Changing environment



What's different now?

- Regional Paratransit Study began in Fall 2006 and was completed in April 2008
 - Economy was good
 - Recently approved Proposition 400 sales tax was providing new revenues for regional transit
 - Tax revenues were higher than projected
- Recent economic downturn
 - Proposition 400 tax revenue projections for the 20 year life of the tax are now down 40%

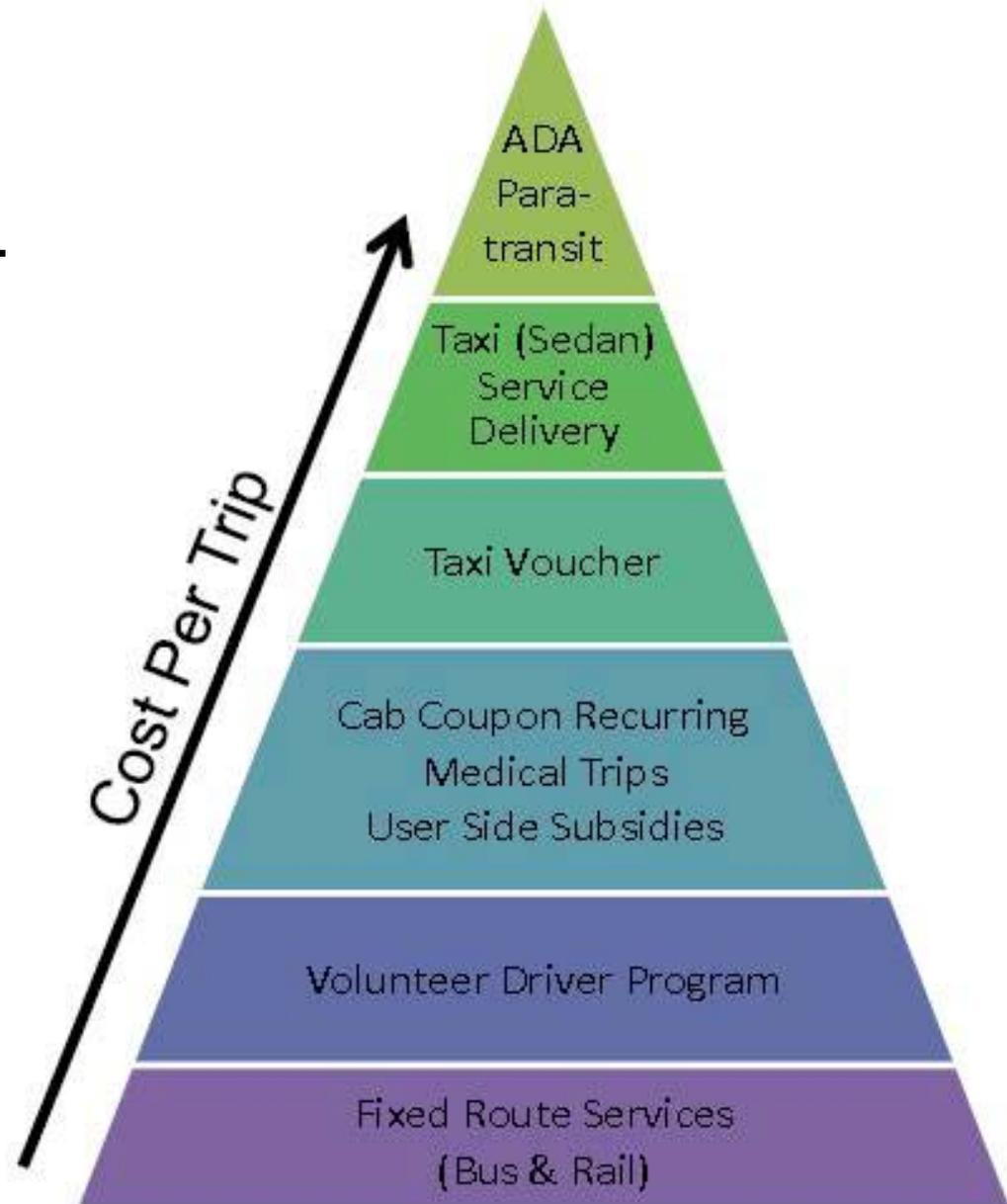
What's different now?

- With revenues down and costs continuing to rise
 - Maricopa County Special Transportation Services closed its doors
 - Sun City Area Transit System closed its doors
 - Jurisdictions are cutting back on paratransit services that go beyond the requirements of the ADA law
 - New methods of delivering paratransit service emerge nationwide and in the region



Emerging Paradigm

- A new paradigm for Dial-a-Ride operations is emerging
 - Focus on ADA trips
 - Highest level of resources for the most dependent passengers
 - Blend of alternative mobility options to provide service to the less-dependent customers



Future Plans

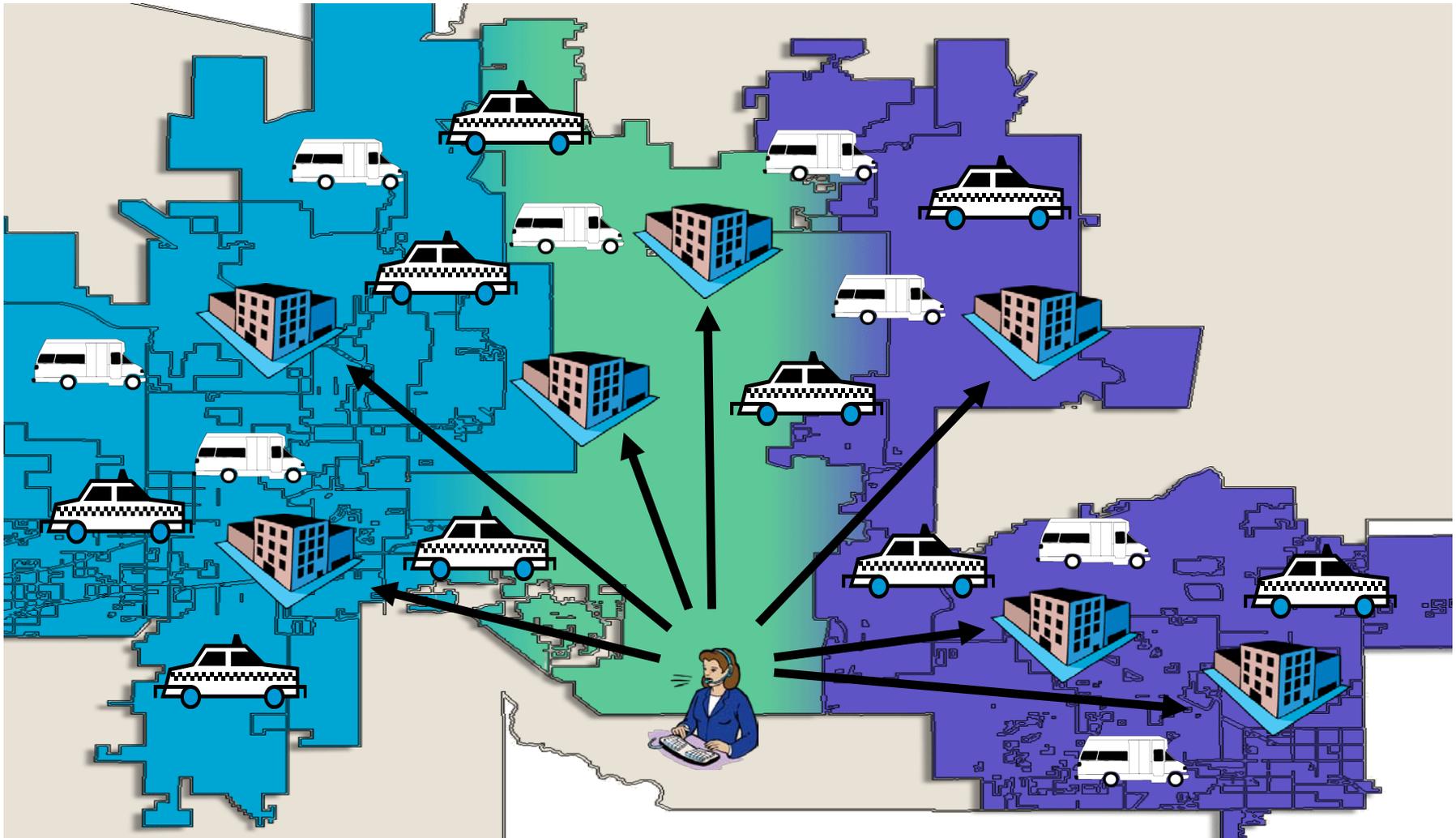


East Valley Dial-a-Ride Brokerage Service

- Contractor procurement underway
- Provide a greater mix of service delivery options
 - Helps achieve the efficiencies of the pyramid
- Broker runs call center
- Broker contracts with multiple private and not-for profit companies for service delivery
- Structure is scalable to accommodate additional jurisdictions opting to participate at any level

Regional Paratransit Brokerage Model

Central Call Center with Region-wide Jurisdictional Participation



Additional Activity

- Continue cooperation with MAG and human services transportation providers' programs
 - MAG Travel Training Inventory
 - On-line Transportation Provider Directory (public and private non-profit resources)
- Continued use of New Freedom funded programs
 - Paratransit & Alternative Service Passenger Survey
 - Volunteer driver programs
 - Taxi subsidy programs
 - Travel training programs



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