

the Road Ahead...

SOLANO

Transportation for Seniors and Disabled Persons in Solano County

...a proposal for change

Senior & Disabled Transportation Summit II October 30, 2009

Transportation Operators Panel Presentation

Summit #1 – *what was learned*

Senior and Disabled Summit, June 26th 2009

...What we Learned

- Customer service
- Scheduling issues
- Reliability
- Limited service

Coordination and Collaboration

Coordination between Transit Agencies

- Weekly/Bi-weekly staff coordination
- Dispatcher meetings
- “Red Phone” hotline



Non-Profit Transportation Providers

- Increased demand on existing services
- Volunteer programs

Paratransit,
what is it really?

Paratransit – *What is it really?*



- Required by Americans with Disability Act (ADA), yet no additional funding provided to transit agencies
- Paratransit is specialized public transportation for persons with disabilities who are unable to use regular fixed route bus.
- Paratransit service is intended to offer a comparable level of service to that provided by regular fixed route bus service

Specialized Transportation Challenges

- Shared-Ride system
- Requires advance scheduling of the ride
- ADA regulations limit availability of subscription service to no more than 50% of existing booked rides
- Limited hours of operation and days
- The “domino” effect
 - Anything and everything creates a scheduling issue
 - Late appointments; Appointments that end early;
 - No-shows; Cancels; Can't find the passenger

**Senior Services,
*What is available?***

Senior Services -*What is available?*

- **Fixed Route**

- 50% off Regular Adult Fare
- Accessible Vehicles
 - Kneel Feature
 - Wheelchair Lift equipped

- **Paratransit**

- **Local Taxi Scrip Programs**

- Each city establishes its own program guidelines

- **Non-Profit Transportation Programs**

Senior Services - *What is available?*

- Travel Training with a Transit Ambassador

Travel Training follows an easy, step-by-step learning process. You'll learn how to:

- Read bus maps and schedules
- Plan your trip
- Recognize bus stops, landmarks and route names
- Pay fares and purchase passes
- Learn bus features that make boarding easier
- Important pedestrian skills
- Prepare for the "what ifs" of bus riding, such as:
 - "What if I miss the bus?"
 - "What if I get off at the wrong stop?"
- Ride the bus with confidence



Funding

Where the Transit Funding Goes – *percentage of budget and passengers served*



Taxi Scrip
0.8%
17,300 pass.



Paratransit
4.5%
31,000 pass.



Ferry
43.6%
690,000 pass.



**Local &
Commuter Routes**
51.2%
1,659,000 pass.

Farebox Recovery – *a State Mandate*

Farebox Recovery Mandate:

Fixed Route 20% : For every \$1 received must collect \$0.20 in fares.

Paratransit 10% : For every \$1 received must collect \$0.10 in fares.

Farebox Recovery – *a State Mandate*



Operating Dollar



10¢ Paratransit



20¢ Fixed Rt.

The collected fare is ONLY a portion of the total funding that goes into operating transit services.

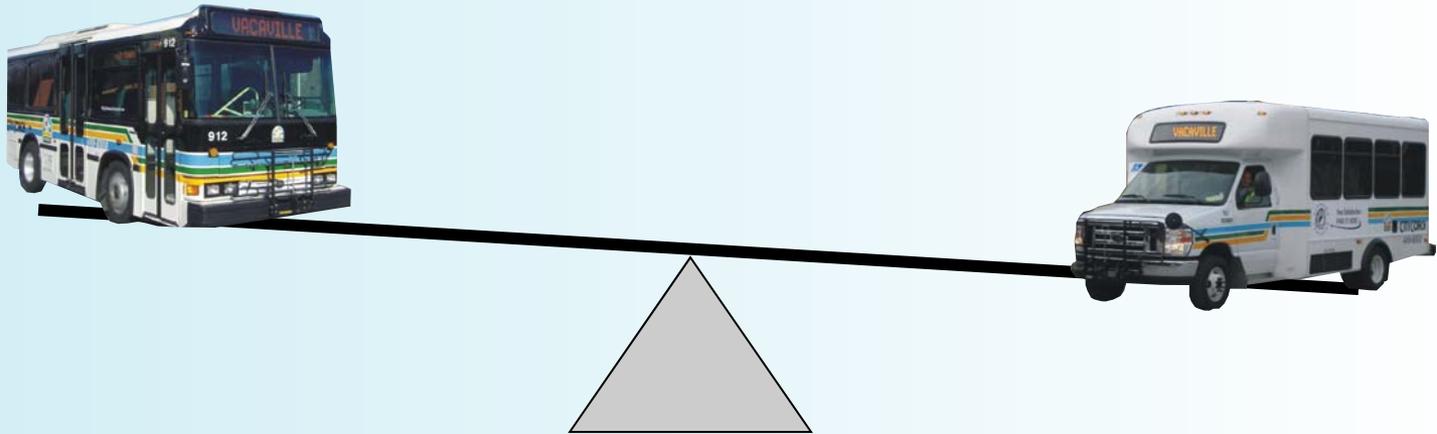
*Budget Total = Collected Fares, Advertising Rev., State Funding,
Federal Funding, Grants*

Farebox Recovery – *a State Mandate*

If the State farebox recovery mandate is NOT met, a penalty process begins which *reduces the amount of funding received*.



The Funding Balance Act



By Federal mandate, public transportation providers are *required* to provide Paratransit service.

However, NO additional funding is made available for Paratransit

Paratransit funding must be **balanced** with the other public transit services offered.

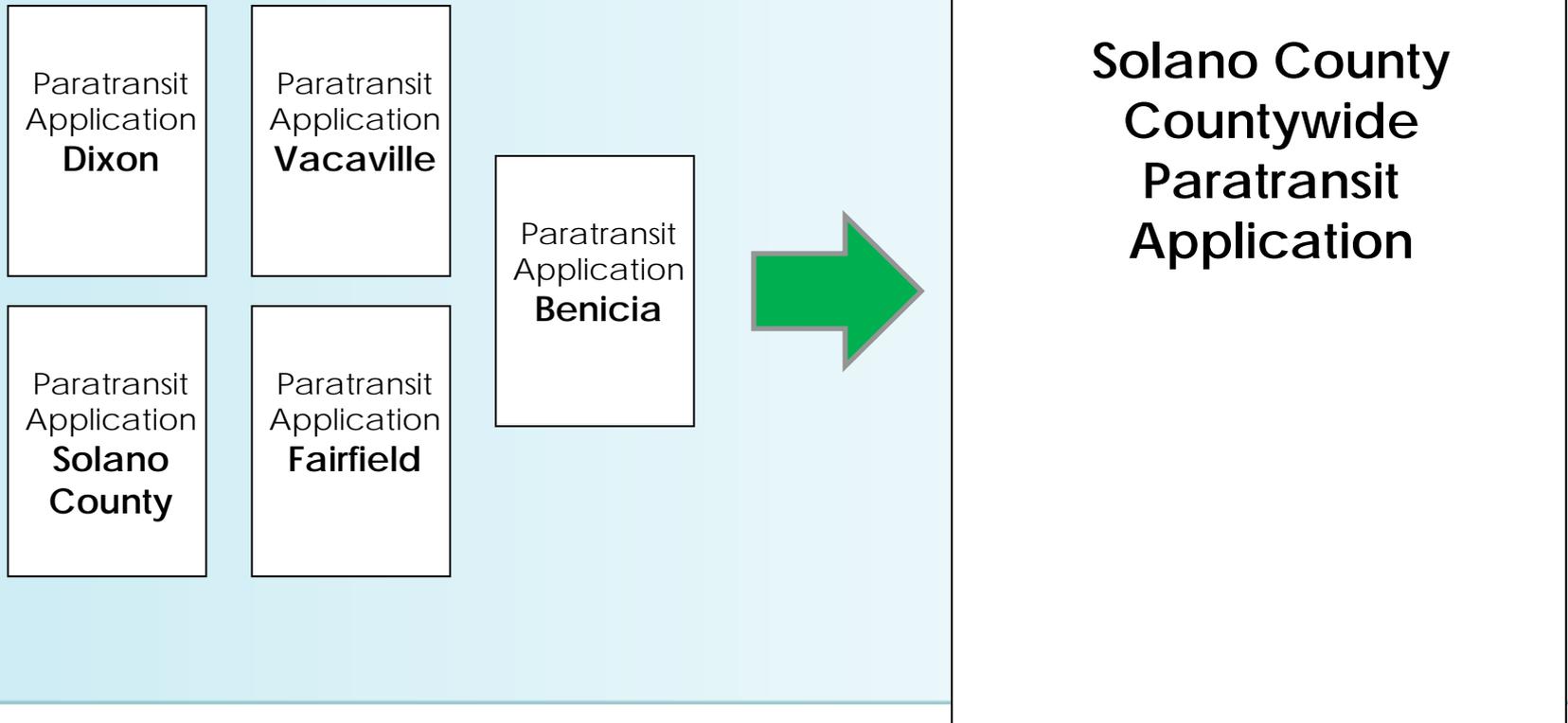
Funding Challenges – Not Unique to Public Transportation

- Non-profits are also affected by funding challenges
- Capital needs (such as vehicles)
- Limited by available resources (capital and operating)
- Receive no on-going public subsidies

Solutions

Working the Solution Together- *removing obstacles*

1. Unified Solano County Paratransit Application



Working the Solution Together- *removing obstacles*

2. Unified Paratransit Picture ADA ID card



Solano County Transportation Guide for Seniors and Disabled Persons

3. Comprehensive transportation guide

NON-PROFIT TRANSPORTATION PROVIDERS

Non-profit transportation services are available which can provide transportation for seniors and disabled persons.

Area Agency on Aging Senior Escort Program (707) 643-1798

Provides transportation for low income Vallejo residents age 60+. Donations are accepted.

Fairfield Senior Volunteer Driver Program (707) 428-7556

Provides transportation for ambulatory seniors by small van to senior centers, doctor/dentist appointments and pharmacies in specific areas of Fairfield. Reservations required.

Faith in Action/Ride With Pride (707) 469-6667

Provides free rides, door-to-door for seniors to appointments and events throughout Solano County. First come, first served. Donations are accepted.

American Cancer Society (707) 425-5006

Provides transportation for ambulatory Solano County cancer patients. Call (800) 227-2345 a minimum of 72 hours in advance (required).

INTERCITY SERVICES (877) 974-3322

The Capitol Corridor train service stops in Suisun City seven days a week. Trains operate between Sacramento, Oakland and San Jose with multiple stops. Trains and stations are ADA accessible. Visit www.capitolcorridor.org for details.

GREYHOUND BUS LINES (800) 231-2222 (Spanish)(800)531-5332

Operates between Vallejo, Suisun City and Vacaville, and throughout the United States.

PRIVATE TRANSPORTATION

Private transportation providers are privately owned businesses, providing transportation services for a fee. These service providers are not publicly subsidized. The information listed below is provided for informational purposes only and does not constitute an endorsement of these private businesses.

Americare Alliance (707) 447-7734

AA Medical Transportation (707) 552-1193

Garcia's Transportation (707) 689-6609

Murphy Medical Transport (707) 580-1429

Stan's Chaperone Service (707) 761-4430

Sully's Non-Emergency Transport (707) 290-6349

INTER-COUNTY SERVICES

SolanoExpress connects Contra Costa, Sacramento, San Francisco and Yolo counties.

Napa VINE connects Vallejo to the Napa Valley. YoloBus connects Vacaville, Winters and Davis.

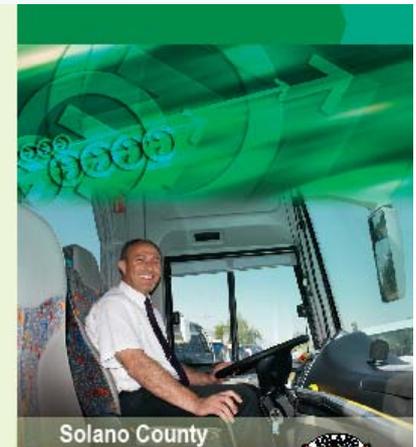
VINE (800) 696-6443

Yolo Bus (530) 666-2877

SolanoExpress (800) 535-6883

BART (Bay Area Rapid Transit) (510) 464-7134 Serves Contra Costa, Alameda, San Francisco and San Mateo counties.

Several SolanoExpress buses connect Solano to BART stations – from Fairfield and Vallejo to El Cerrito del Norte station; from Vacaville/Fairfield/Benicia to Pleasant Hill and Walnut Creek stations; from Vallejo/Benicia to Pleasant Hill and Walnut Creek stations. To learn more about how BART makes it easier for seniors and persons with disabilities to use BART, visit www.BART.gov.



Solano County

SENIOR & DISABLED Transportation Guide



800-53-KMUTE
(800-535-6883)
www.commuterinfo.net

Effective October 2009



Working the Solution Together- *removing obstacles*

4. Coordinated effort to identify additional opportunities (both operating and funding) to improve countywide transportation services for seniors and persons with disabilities



5. Coordination with non-profit transportation providers
Example – capital needs such as vans.



6. Intercity Taxi, a proposal for change...

Intercity Taxi Scrip Proposal

Flexible Transportation – *the Taxi Way*



- Why Taxi?
 - 24-hour operation, 7 days a week
 - flexible, on-call, same day service
 - No advanced scheduling necessary
 - Can accommodate “subscription” type service
 - Not a shared-ride system
- Transportation operators have been engaged with the Taxi Company operators throughout Solano County to move this proposal forward.

A Large Challenge – *a Phased Approach*

- Currently not enough funding to deliver an all-encompassing solution at one time
- Currently not enough equipment resources (accessible taxi vans) to address the needs of non-ambulatory individuals
- One step at a time, a phased approach building on past success

A Large Challenge – *a Phased Approach...continued*

- Phase 1 – Intercity Taxi Scrip: ADA Certified, Ambulatory
- Phase 2 – Intercity Taxi Scrip: ADA Certified, Non-Ambulatory
- Phase 3 – Local Taxi Service: ADA Certified (Ambulatory and Non-Ambulatory)



Phase One



Phase Two



Phase Three

Phase 1 - Intercity Taxi Transportation Proposal

- Qualifications: ADA Paratransit eligible, ambulatory
- **Intercity Taxi Scrip** for use throughout Solano County
- **Rider pays only 15% of taxi fare**
- Taxi drivers to receive background checks and ADA Sensitivity training

Phase 1 - Intercity Taxi Transportation Proposal

Customer Service Comment Card

Taxi Service Comments

Welcome to the City of Vacaville!

Vacaville taxicabs are available 24 hours a day, and offer service throughout Vacaville and surrounding Solano County.

Fare Rate

The Vacaville City Council approves local taxicab fare rates as posted within each taxicab vehicle.

Lost and found

Please call (707) 449-8294

Taxi Service improvements

The City of Vacaville, in Conjunction with our local taxicab companies AA Taxi and Yellow Cab, have taken Steps to improve the level of taxi service to customers.

Your Comments are Welcomed!

Fill out the back of this comment card and mail, postage is paid, or call (707) 449-5170

Phase 1 - Intercity Taxi Transportation Proposal

What are the benefits of this proposal to me?

Freedom.

- More freedom to receive a ride on the day of your choosing.
- More freedom to move throughout Solano County.

Convenience.

- Receive your ride within a short period of time; typically within less than 30 minutes.
- No transfers, a premium curb-to-curb service.

Intercity Taxi - Example Passenger Ride Costs

	15% Taxi Fare	Today's Intercity Paratransit Cost
• Vacaville to Vallejo....\$ 10.50 one-way		\$14.00
• Fairfield to Benicia.....\$ 9.00 one-way		\$12.00
• Dixon to Fairfield.....\$ 9.00 one-way		\$10.50
• Travel companion(s) ride FREE <i>(dependent on vehicle capacity)</i>		



Phase One – Moving Forward...

- Anticipated roll-out in early 2010.
- This is a Pilot program, vetting this proposal through our local agencies.
- The transit partners are committed to this project.

Non-Ambulatory Individuals & Service Intercity Paratransit



- Non-ambulatory individuals will continue to use existing Intercity Paratransit services.

Intercity Taxi – Phase One



- However, you too will benefit from the Phase One Intercity Taxi Scrip program...

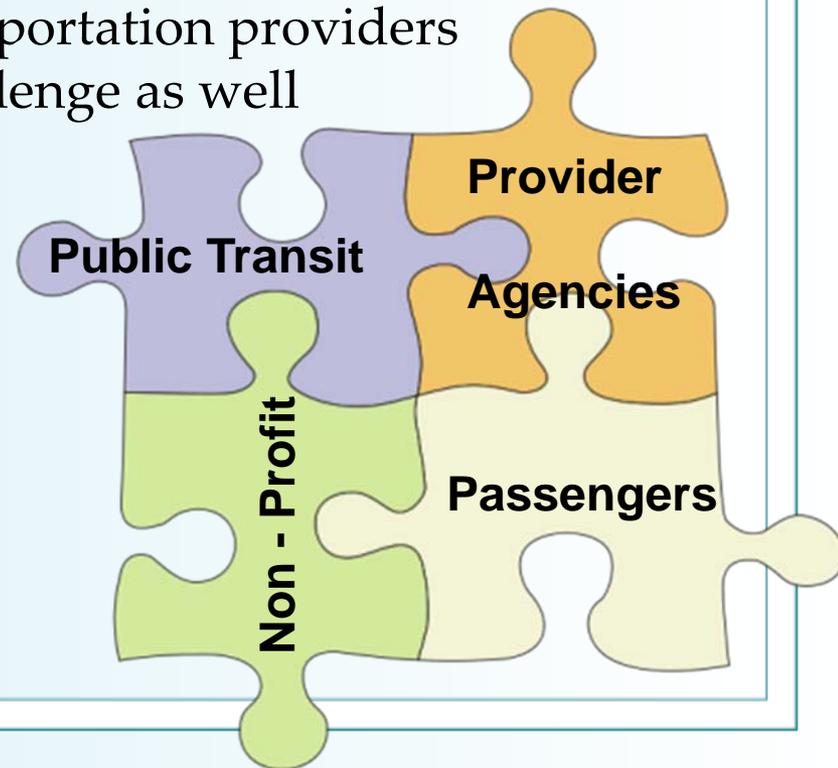
Funding Outlook

- Seeking grants to aid in funding Phase One
- Long term, sustainable funding will be needed

Too Big for One – a Call to Action

A large puzzle with many pieces

- Public Transit cannot meet all the needs of the community it serves, public transit is only one piece of the puzzle
- Non-Profit and For-Profit transportation providers have a role in meeting this challenge as well
 - Provider agencies
 - Hospitals
 - Dialysis centers
 - Passengers



Too Big for One – a Call to Action



*To successfully meet this challenge
each of us has a role to play*



SOLANO

Questions?



VACAVILLE
CITY COACH

