



## Paratransit User Demographics

Transportation Authority and SFMTA staff prepared this factsheet to address questions raised by the Expenditure Plan Advisory Committee (EPAC). This fact sheet provides information about who is using the Paratransit program and how the San Francisco Municipal Transportation Agency (SFMTA) provides information for new and existing users, including those whose primary language is not English. The Paratransit program is partially funded by the current Prop K half-cent transportation sales tax and is proposed for inclusion in the Preliminary Draft New Expenditure Plan.

At the September 23<sup>rd</sup> EPAC meeting, SFMTA staff presented on its Paratransit program for seniors and persons with disabilities. The meeting materials can be found here: <https://www.sfcta.org/ExpenditurePlan> (scroll to bottom of page).

### What is Paratransit?

The SFMTA provides paratransit service to seniors and persons with disabilities who are unable to use Muni's regular fixed route service. The SFMTA's paratransit program includes:

- Door-to-door shared van service
- Shop-a-Round / Van Go Shuttles
- Ramp Taxi Incentive Program
- Essential Trip Card Program (during COVID-19 pandemic)

The SFMTA has provided, on average, 762,000 paratransit trips per year in the last 5 years pre-COVID.<sup>1</sup>

### Who uses Paratransit?

The SFMTA conducts an Annual Paratransit Customer Satisfaction Survey among active riders who have recently completed a trip. The survey is conducted with a statistically significant sample size. The information below is from the 2019 San Francisco Paratransit Customer Satisfaction Survey.

#### Income

There is no income requirement to register for the Paratransit program. Of the 78% of respondents to the 2019 survey that provided their annual household income:

- 97.5% of respondents earn less than \$75,000 annually<sup>2</sup>
- Reported median annual income: \$17,396

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<sup>1</sup> Data provided by Jonathan Cheng, SFMTA Paratransit Program manager

<sup>2</sup> To qualify for Free Muni for Seniors or Free Muni for People with Disabilities, a single person household's annual income must be less than \$89,650.



### Race & Ethnicity

<b>Race/Ethnic Identification</b>	<b>% of Paratransit Respondents</b>	<b>% of San Francisco Population<sup>3</sup></b>
Caucasian/White	48%	46%
Asian/Pacific Islander	18%	36%
Black/African American	18%	5%
Latino/Hispanic	13%	15%
Native American	2%	<1%
Two or More Races	-	5%
Other (Unspecified)	-	7%
Did not Answer	4%	-

### Preferred Language

<b>Preferred Language</b>	<b>% of Paratransit Respondents</b>
English	66%
Russian	14%
Chinese	7%
Spanish	7%
Tagalog	2%
Japanese	<1%
Vietnamese	<1%
Farsi	-
Unspecified	3%
<b>Total</b>	<b>100%</b>

<sup>3</sup> U.S. Census Bureau, Esri Forecasts for 2020, obtained through the “Demographic and Income” Profile



### **SF Paratransit Riders by Supervisorial District Based on Home Address**

<b>Supervisor District</b>	<b>% of Respondents</b>
1	8%
2	5%
3	8%
4	7%
5	14%
6	18%
7	8%
8	7%
9	8%
10	10%
11	7%
<b>Total</b>	<b>100%</b>

### **What languages are available for Paratransit users?**

The SFMTA is committed to ensuring that language is not a barrier to accessing Paratransit services. The following initiatives work to ensure language accessibility for all:

- The Paratransit Broker contract requires that staff proficient in Chinese, Russian, and Spanish are available. These three languages are the most commonly spoken by Paratransit users aside from English.
- Language interpreters, both in-person and by phone, are made available to all clients for any verbal communication.
- All essential material (i.e. SF Paratransit applications) are made available in 10 languages (English, Arabic, Chinese, Filipino, French, Japanese, Korean, Russian, Spanish, Thai, and Vietnamese) online. SF Paratransit staff will also mail applications in any of these languages to clients upon request.
- Other material, such as Rider’s Guide and the SF Access Online/Taxi Online portals, have translations in the four primary languages of SF Paratransit clients (English, Russian, Chinese, Spanish).
- All written material has Title VI language regarding language access included, informing the public about who to contact for accessible formats and alternative languages.

The Paratransit Broker contract also includes a requirement for outreach sessions to make sure eligible users are aware of the service. Outreach sessions can be held at



senior centers and community organizations. In addition, if Paratransit staff determine there are areas of the city not well represented, outreach sessions can be targeted to those communities.