



Attachment 3 Paratransit Questions & Answers Part 2

**San Francisco Municipal Transportation Agency's (SFMTA's) Paratransit Program
Questions & Answers Part 2**

As requested by some of the Expenditure Plan Advisory Committee (EPAC) members, we are sharing questions asked by some EPAC members about the SFMTA's paratransit program along with the responses so that they are available as reference to the entire EPAC. This Questions & Answers Part 2 adds on to Questions & Answers Part 1 which was included in the November 18, 2021 EPAC meeting materials. SFMTA and Transportation Authority staff compiled the responses.

In addition, below are links to other information related to the SFMTA's paratransit program that have previously been shared with the EPAC.

- [Paratransit EPAC Presentation from 9/23/2021](#)
- [Paratransit Demographics Factsheet](#)
- [Paratransit Prop K Fact Sheet](#)
- [Draft Paratransit Sales Tax Program Description](#)
- [Paratransit Questions and Answers Part 1](#)

1. What percentage of paratransit requests are responded to within the designated time frame (one hour before/one hour after)?

The Americans with Disabilities Act allows for service providers to trip time negotiate a requested pick-up time up to one hour either side of the request, or if an appointment (drop-off) time is specified, up to one hour before the projected necessary pick-up time to meet the requested drop-off time. A requested trip that cannot be scheduled within either of these timeframes must be counted and reported as a denial. And under the agreement between the SFMTA and Transdev, denials are prohibited. Also, under the agreement, the operating (transit) division retains the call-center responsibilities and ride requests are made by riders calling the reservations call center. Transdev has reported zero denials. 100% of trips are scheduled within the prescribed timeframes.

As for on-time performance, below is the on-time performance for the SF Access service:

SF Access	FY18/19	FY19/20	FY20/21
On-time (five minutes before to 15 minute after)	79.19%	92.57%	98.64%
16-30 minutes late	10.96%	4.98%	1.04%
16-30 minutes late - no transport/missed	0.92%	0.39%	0.09%
31-60 minutes late	6.90%	1.70%	0.17%
31-60 minutes late - no transport/missed	0.96%	0.21%	0.02%
60+ minutes late - transported	0.80%	0.12%	0.01%
60+ minutes late - no transport	0.29%	0.03%	0.01%



2. What metrics are used to measure reliability?

Among the metrics used to measure reliability are on-time performance as well as complaints per 1,000 trips.

3. What is the contractor's operator retention?

Transdev Operations experienced no operator layoffs as a direct impact of the pandemic although starting February 2020, trip demand was reduced significantly. Nevertheless, many operators' scheduled work hours were reduced, or operators were assigned alternate duties. We did experience natural attrition as drivers left the ranks through late Spring 2021, and no efforts were made to replace them as trip demand remained depressed. This makes it difficult to say that driver turnover has been typical, but we continue to analyze the data for a true comparison to our turnover rate before the impacts brought on by pandemic. For now, we can say that driver positions retained during the past 20 months is 65%.

4. What is the operator's dispatcher retention? If this is poor, why?

Similarly, Transdev experienced dispatcher attrition over the past 20 months. Dispatcher positions were allowed to reduce by four positions to better balance the number of dispatchers needed to the reduced trip demand. The retention experience over the past 20 months for dispatchers has been at 72%. Transdev has now started back filling dispatcher positions, anticipating higher trip demand.

5. Who performs the paratransit program oversight? How often is this done? Is this a public document?

SFMTA Accessible Services oversees the Paratransit contract with Transdev. SFMTA staff regularly meets with Transdev to discuss service quality issues. In addition, SFMTA and Transdev staff are in constant communication regarding program policies and administration/operations. In addition, the SFMTA Quality Assurance team provides additional oversight over the maintenance activities. SFMTA also staffs an advisory committee, the Paratransit Coordinating Council, which is comprised of Paratransit consumers, social service agencies serving seniors and persons with disabilities, and other stakeholders to provide input from the user perspective on the SF Paratransit program. In addition, every three years, the Federal Transit Administration conducts a review of the city's ADA Paratransit program to ensure compliance with all federal regulations.



6. Does the contractor or SFMTA conduct customer surveys on the existing service? Is this done in multiple languages? Which ones? Can we review these surveys and responses?

Yes, SFMTA does an annual customer satisfaction survey with our Paratransit riders every year. The most recent survey results from the [2019 customer survey](#) were included in the November 18, 2021 EPAC meeting materials. We did not do in 2020 and 2021 during the pandemic but intend to conduct one in Spring 2022. The survey is conducted in multiple languages, including English, Chinese, Russian, Spanish, Vietnamese, and Tagalog. Attached is a copy of the 2019 survey and results.

7. What % of registered qualified paratransit users are active users?

An active rider is defined as an individual who has taken a trip within the past 12 months. It's important to keep in mind that some customers have not been active riders during the pandemic. As of September 2021:

Registered Paratransit riders: 11,724

Active Taxi: 5,310

Active SF Access riders: 2,429

8. How are the Van-Go and Shop Around van service be financed?

These services are eligible for Sales Tax funding within the Paratransit category of the current Prop K Expenditure Plan.

9. In the presentation there was no mention of Essential Trip Card, Van Gough and Food Shopping programs. Do they qualify under EPAC guidelines?

Yes, they are eligible as part of the Paratransit category in the preliminary draft New Expenditure Plan. [Note that these programs were included in the paratransit presentation on September 23, 2021 as well as the follow-up paratransit presentation on November 18, 2021.]

10. In the last 10 years, what has been the annual number of San Francisco paratransit trips provided?



Fiscal Year	Total Passenger Trips Provided
FY 12/13	777,324
FY 13/14	771,175
FY 14/15	780,405
FY 15/16	774,572
FY 16/17	751,166
FY 17/18	720,807
FY 18/19	588,244
FY 19/20	387,136
FY 20/21	

11. In the last 10 years, what has been the annual number of San Francisco paratransit trips provided per mode within the ¼ miles BART service area in San Francisco?

We don't tabulate trips within the BART service area on a regular basis but had a study done to determine their percentage share of the overall paratransit trips performed in SF and we apply that percentage (approximately 8%) to the budget each year.

12. What % of the cost of those trips was paid by BART?

BART pays for approximately 8% of all SF Paratransit trips. Funding sources that are available to both agencies are also accounted for.

13. Is BART paying for its share of Paratransit responsibility?

Yes, BART has paid their share each year.