



SFMTA

Challenges of Delivering Paratransit Service in an Urban Environment

TRB International Conference on Demand Responsive
and Innovative Transportation Services

April 16, 2019

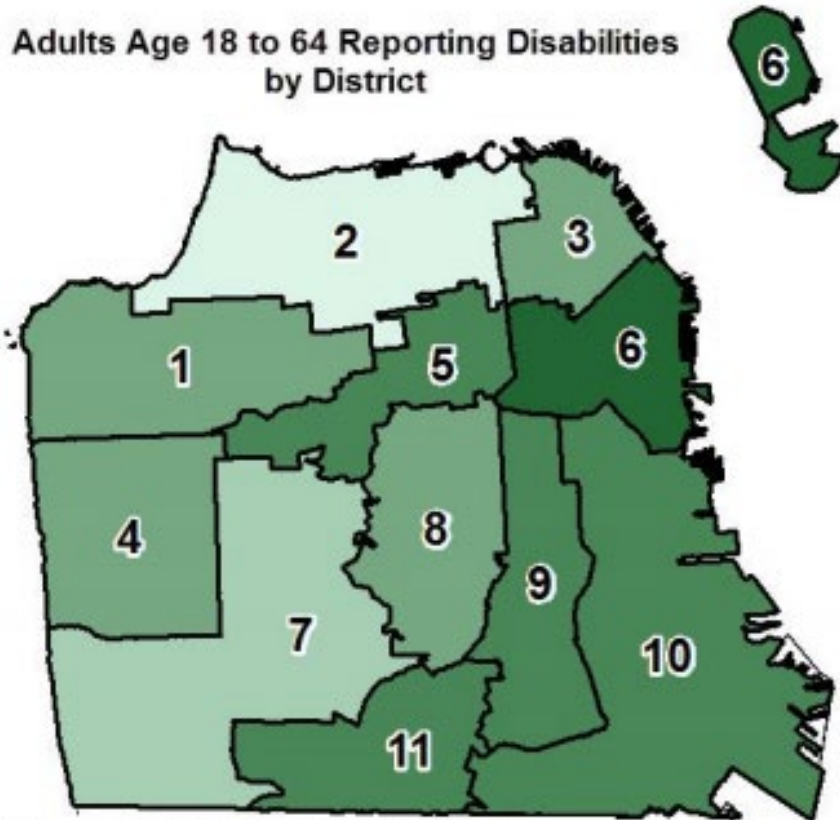
Overview of San Francisco



- 864,000 residents in San Francisco (8% increase from 2010)
 - Daytime population 20% higher
- Senior population (65+): 128K (14% increase from 2010)
- Seniors expected to be 20% of city's population by 2030

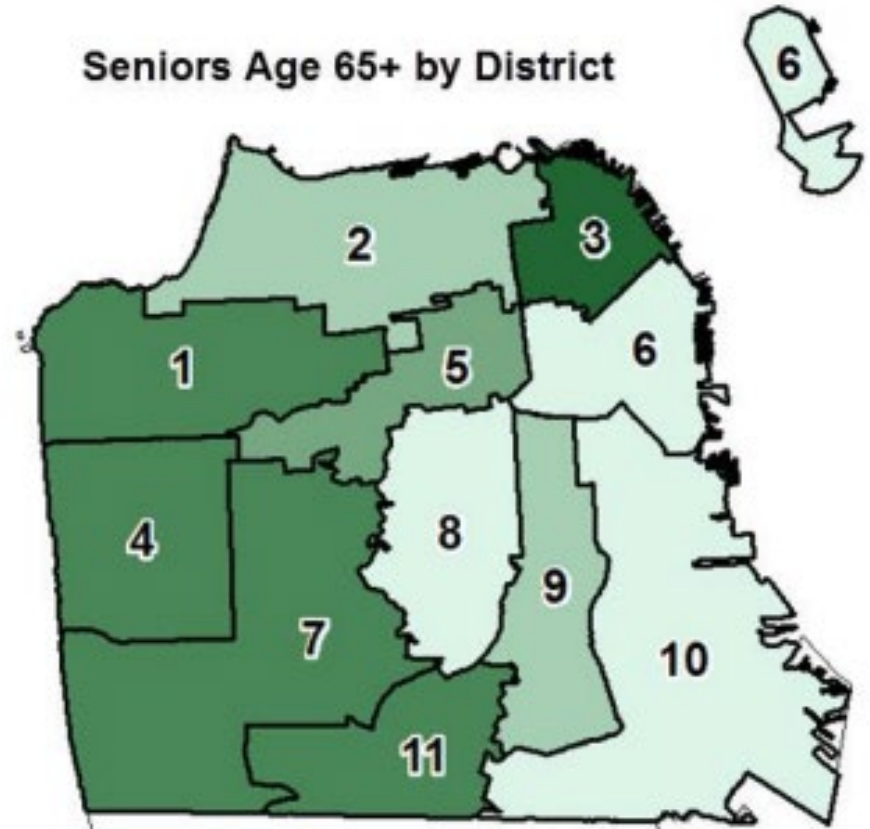
Residential Location of Seniors and People with Disabilities

Adults Age 18 to 64 Reporting Disabilities by District



Source: ACS 2013 5-Year Estimates

Seniors Age 65+ by District



Source: ACS 2013 5-Year Estimates

San Francisco's Network of Transportation



Public

Private



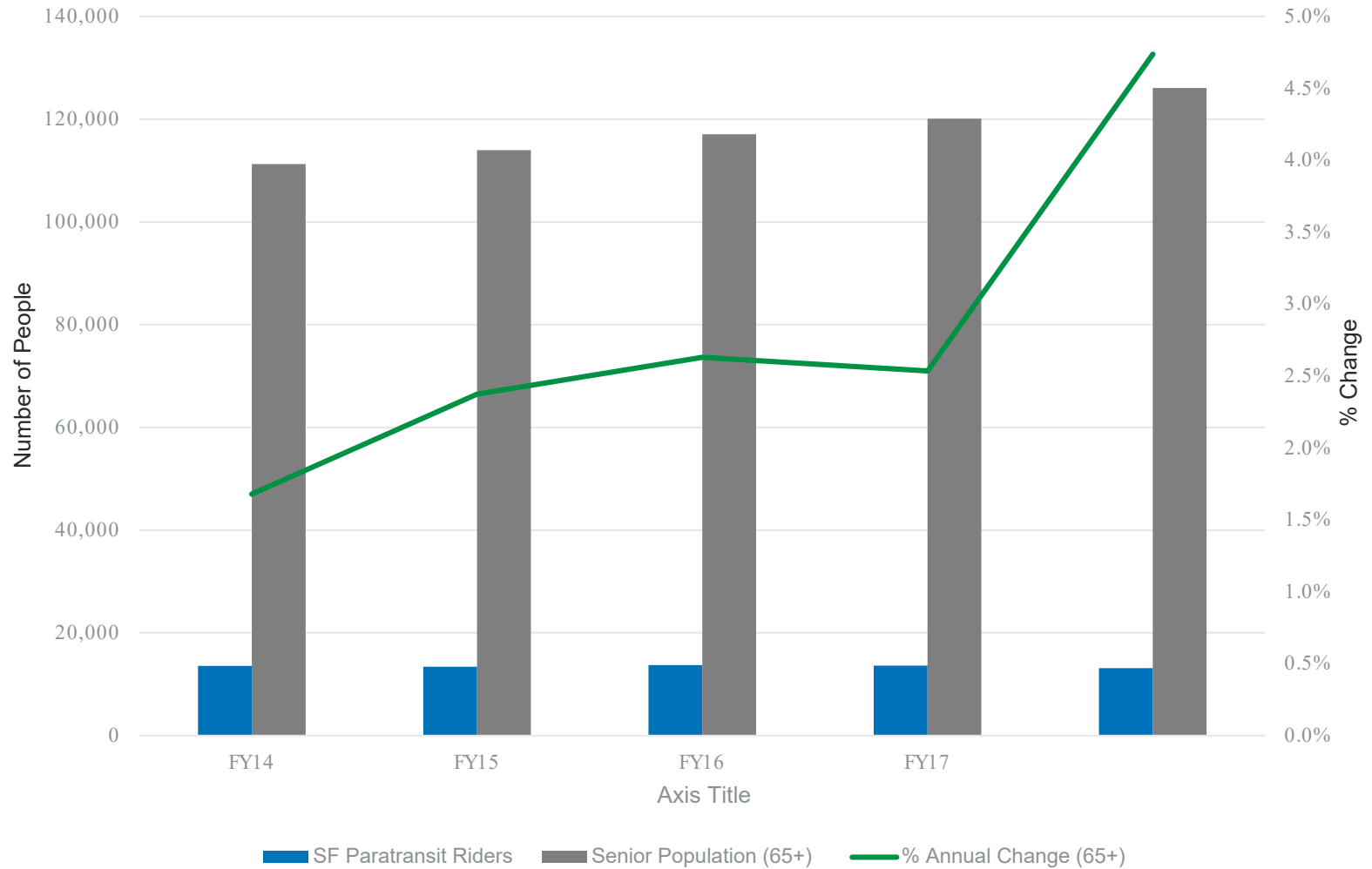
Ford GoBike



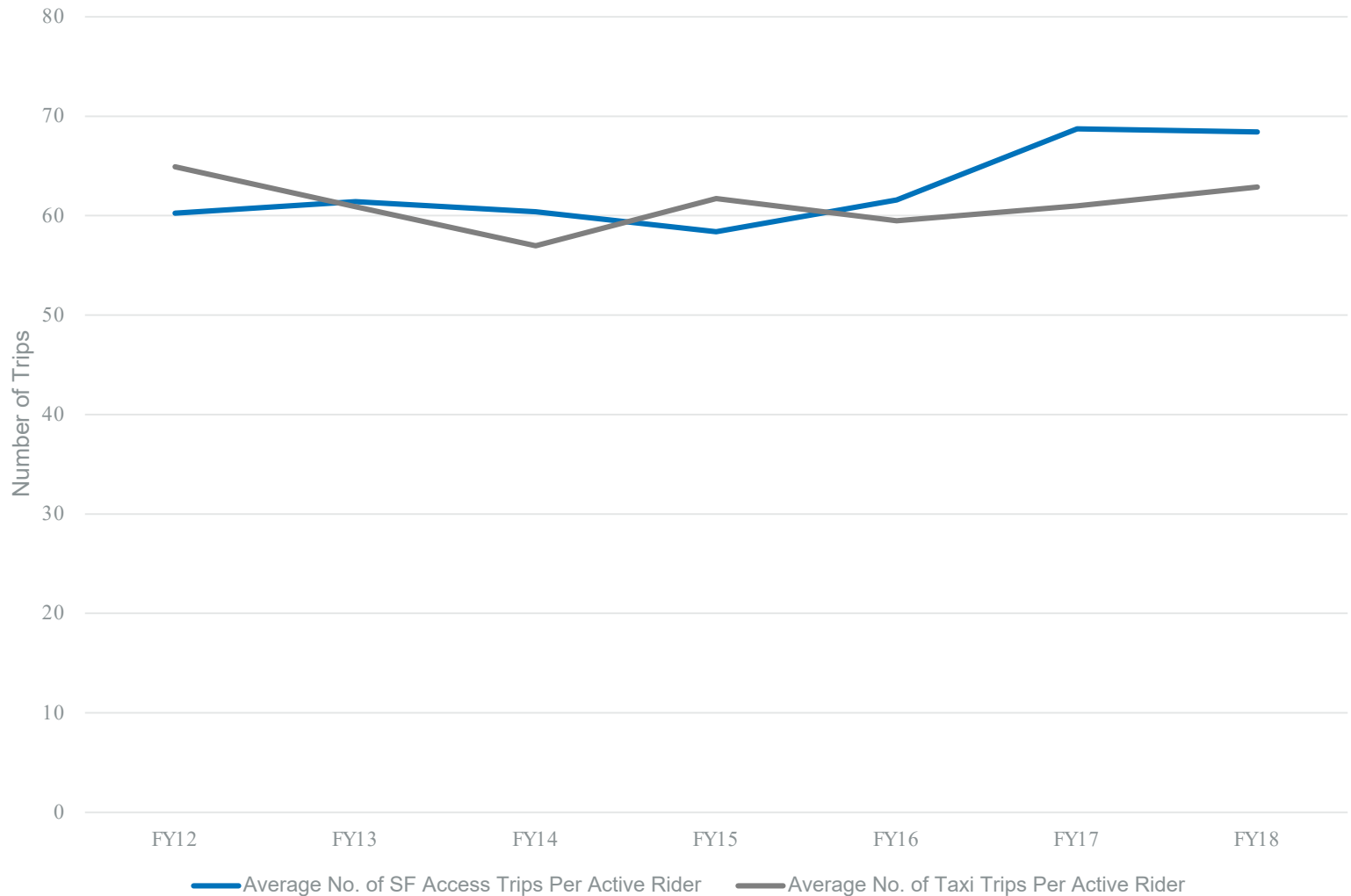
SF Paratransit Services



SF Paratransit vs. Senior Population Growth



Average Number of Trips Taken by Active SF Paratransit Riders

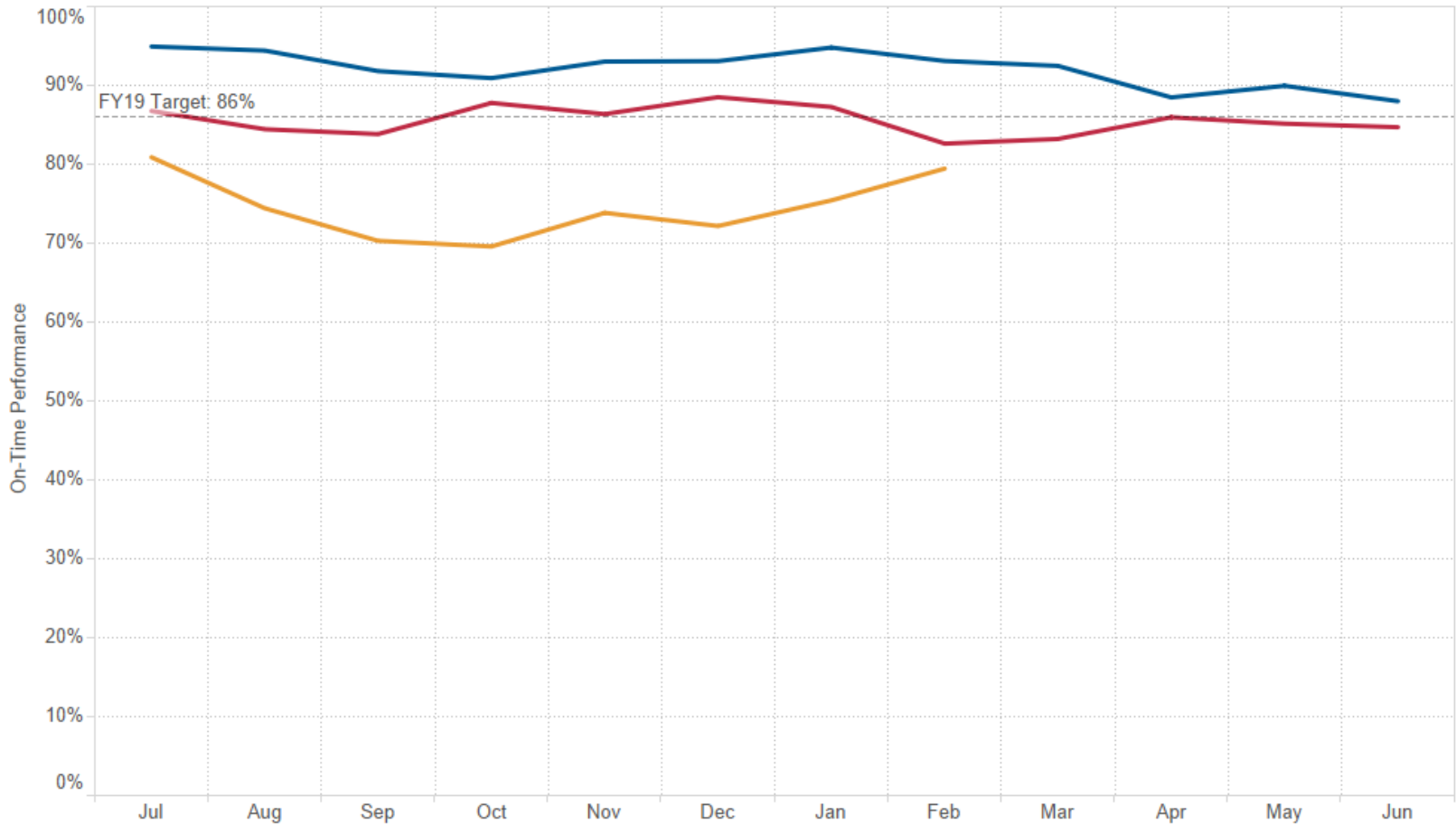


What Impacts Paratransit Service Delivery



SF Access OnTime Performance

- FY 2019
- FY 2018
- FY 2017



Issue: Employee Recruitment/ Retainment

Initiatives

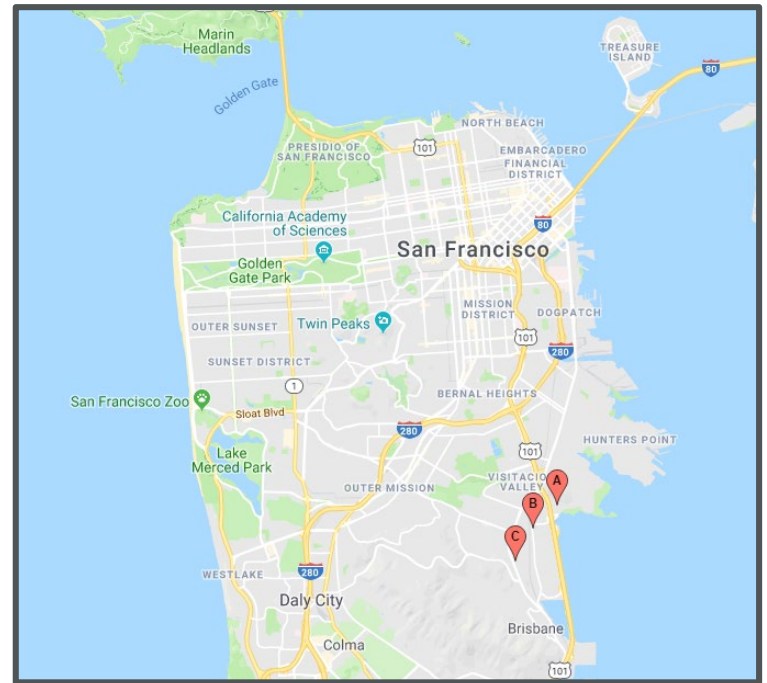
- Attendance Incentives
- Employee Recruitment/Retainment Bonus
- Temporary Out of State Drivers
- Unexpected Opportunity - Chariot
- Increased Wages



Issue: Limited Availability of Industrial Space

Initiatives

- Short Term: 5 year lease agreement with a 18 month termination notice
- Long Term: Incorporating designated Paratransit usage in a permanent city owned facility (~10 years)



Issue: Pressure on the Taxi Industry

Initiatives

- \$10 per trip incentive
- Expedited Access to Airport
- Operating and Maintenance Subsidy
- Partnership with Flywheel



Issue: Ensuring Cost Effectiveness

Initiatives

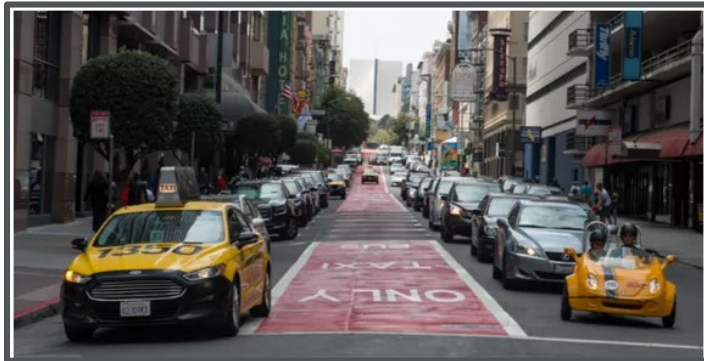
- Mobility Management
 - Paratransit Plus
 - Free Muni
 - Taxis
- SF Access and SF Taxi Online
- SB 1376



Issue: Congestion

Initiatives

- Paratransit Access to Transit Only Red Lanes
- Guiding Principles to Emerging Mobility
- Better Curb Management
- Diverse Vehicle Fleet



Issue: Curb Access

Initiatives

- Bike Lane Access for Senior/Disabled Pick Up and Drop Offs
- Guidelines for Accessible Building Blocks for Bicycle Facilities



Lessons Learned

- Coordination and partnerships between government agencies, CBOs, and private companies is important in the evolving transportation landscape
- Competitive labor market in the transportation industry expected to continue - increased cost
- Technology and the role of emerging mobility will play a big role in service delivery as the population ages

Key Takeaways

- Senior/disabled population is expected to increase in urban cities
- Growth of emerging mobility technology will not only impact how cities provide Paratransit service as well as its ability to do so
- Cost of operating Paratransit service is increasing but opportunities rising to utilize technology to enhance service delivery
- Transportation in the urban environment will evolve and government agencies must be proactive to meeting the expectations of the senior/disabled population