



SOLANO TRANSPORTATION AUTHORITY

Member Agencies:
Benicia ♦ Dixon ♦ Fairfield ♦ Rio Vista ♦ Suisun City ♦ Vacaville ♦ Vallejo ♦ Solano County

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PCC

**SOLANO
PARATRANSIT COORDINATING COUNCIL (PCC)
AGENDA**

**1:00 – 3:00 p.m.
Thursday, March 16, 2017
Ulatis Community Center, Room D
1000 Ulatis Drive
Vacaville, CA 95687**

- | <u>ITEM</u> | <u>STAFF PERSON</u> |
|--|---------------------------------|
| 1. CALL TO ORDER | Chair Rogers |
| 2. CONFIRM QUORUM | |
| 3. INTRODUCTIONS
(1:00 – 1:05 p.m.) | |
| 4. APPROVAL OF AGENDA
(1:05 – 1:10 p.m.) | |
| 5. OPPORTUNITY FOR PUBLIC COMMENT
(1:10 – 1:15 p.m.) | |
| 6. COMMENTS FROM STAFF AND REPRESENTATIVES FROM ADVISORY COMMITTEES | |
| 1. Richard Burnett, MTC/PAC Representative | |
| 2. Edith Thomas, Seniors & People with Disabilities TAC Representative | |
| 3. Ernest Rogers, CTSA-AC Representative | |
| (1:15 – 1:20 p.m.) | |
| 7. PRESENTATIONS | |
| A. Faith In Action of Solano County
(1:20 – 1:40 p.m.) | Robert Fuentes, Faith In Action |

PCC MEMBERS

<u>Richard Burnett</u> MTC PAC Representative	<u>Lisa Hooks</u> Public Agency - Health & Social Services	<u>Lyall Abbott</u> Member at Large	<u>Judy Nash</u> Public Agency - Education	<u>Rachel Ford</u> Social Services Provider	<u>Ernest Rogers –Chair</u> Transit User
<u>Edith Thomas</u> Social Services Provider	<u>Cynthia Tanksley</u> Transit User	<u>James Williams</u> Member at Large	<u>Kenneth Grover</u> Transit User	<u>Anne Payne – Vice-Chair</u> Social Service Provider	

8. CONSENT CALENDAR

Recommendation: Approve the following consent item.

(1:40 – 1:45 p.m.)

A. Minutes of the PCC Meeting of January 19, 2017

Sheila Ernst, STA

Recommendation:

Approve PCC meeting minutes of January 19, 2017.

Pg. 5

9. ACTION ITEMS – DISCUSSION

A. None.

10. INFORMATIONAL ITEMS - DISCUSSION

A. Solano Mobility Update Study for Solano Seniors and People with Disabilities Status

Elizabeth Richards,
STA Consultant

(1:45 – 1:55 p.m.)

Liz Niedziela, STA
STA Staff

Pg. 9

B. First/Last Mile Pilot - Suisun Train Station/Solano Business Park

Philip Kamhi, STA

(1:55 – 2:05 p.m.)

Pg. 15

C. Intercity Paratransit/Taxi Scrip Program – Phase II, Delivery Model

Brandon Thomson, STA

(2:05 – 2:15 p.m.)

Pg. 21

D. Countywide In-Person American with Disabilities Act (ADA) Assessment Program Mid-Year Report for Fiscal Year (FY) 2016-17

Debbie McQuilkin, STA

(2:15 – 2:25 p.m.)

Pg. 59

E. Solano Mobility Call Center/Transportation Info Depot Monthly Update

Sean Hurley, STA

(2:25 – 2:35 p.m.)

Pg. 67

F. PCC Membership Status Update

Liz Niedziela, STA

(2:35 – 2:45 p.m.)

Pg. 69

11. FUTURE AGENDA ITEMS AND PCC COMMENTS

Group

1. Solano Mobility Outreach Update
2. Solano Intercity Taxi Scrip Phase II Update
3. Solano Intercity Taxi Scrip Phase Implementation – Non Ambulatory
4. Countywide ADA Eligibility Annual Report

(2:45 – 2:50 p.m.)

12. TRANSIT OPERATOR UPDATES

Group

- A. Dixon Redit-Ride
 - B. Fairfield and Suisun Transit – FAST
 - C. Rio Vista Delta Breeze
 - D. SolTrans – Solano County Transit
 - E. Vacaville City Coach
 - F. Solano Intercity Taxi Scrip
- (2:50 – 3:00 p.m.)

13. INFORMATIONAL ITEM – NO DISCUSSION

- A. **2017 PCC Meeting and Locations**
Pg. 71

Sheila Ernst, STA

14. ADJOURNMENT

The next regular meeting of the PCC is scheduled to meet at 1:00 p.m., Thursday, October 13, 2017 at the KROC Center in the Banquet Room, located at 586 East Wigeon Way, Suisun City, CA 94585.

For questions regarding this agenda:

Please contact Liz Niedziela at (707) 399-3217 or lniedziela@sta.ca.gov

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PCC
SOLANO PARATRANSIT COORDINATING COUNCIL
AGENDA
Draft Minutes for the Meeting of
January 19, 2017

1. CALL TO ORDER

Ernest Rogers called the meeting to order at 2:30 p.m. at the Dixon Senior Center.

Voting Members Present: *In Alphabetical Order by Last Name*

Lyall Abbott	Member-at-Large
Richard Burnett	MTC PAC Representative
Rachel Ford	Social Service Provider
Lisa Hooks	Social Service Provider
Ernest Rogers	Chair, Transit User
James Williams	Member-at-Large

Voting Members Not Present: *In Alphabetical Order by Last Name*

Kenneth Grover	Transit User
Judy Nash	Public Agency – Education
Anne Payne	Vice-Chair, Social Services Provider – Senior Living Facility
Cynthia Tanksley	Transit User
Edith Thomas	Social Service Provider

Also Present: *In Alphabetical Order by Last Name*

Michael Abegg	SolTrans
Sheila Ernst	STA
Cindy Hayes	Independent Living Resources
Sean Hurley	STA
Vikki Jacobs	City of Dixon/Dixon Read-Ride
Liz Niedziela	STA
Mandi Renshaw	SolTrans
Brandon Thomson	STA
Karol Ann Yarrow	Connections for Life

2. CONFIRM QUORUM

A quorum was confirmed.

3. INTRODUCTIONS

The group dispensed with self-introductions.

4. APPROVAL OF AGENDA

With a motion by James Williams and a second by Rachel Ford, the PCC approved the agenda.
(6 Ayes, 5 Absent)

5. OPPORTUNITY FOR PUBLIC COMMENT

None.

6. COMMENTS FROM STAFF AND REPRESENTATIVES FROM THE PARATRANSIT COORDINATING COUNCIL

1. Richard Burnett, MTC/PAC Representative provided an update to the committee members regarding various updates at the Metropolitan Transportation Commission (MTC). He stated that MTC approved the Bay Area 2040 Plan.
2. Edith Thomas, Seniors & People with Disabilities TAC Representative was not present to provide an update; Liz Niedziela stated that the Solano Seniors and People with Disabilities Transportation Advisory Committee (SSPWD-TAC) has not met since September 15, 2016.
3. Ernest Rogers, Consolidated Transportation Services Agency Advisory Committee (CTSA-AC) Representative, announced that the next CTSA-AC meeting will be held on March 23, 2017.

Liz Niedziela provided the current Brown Act Guidelines packet to the PCC members.

7. PRESENTATIONS

A. Dixon Redit-Ride Service

Vicki Jacobs presented a Travel Training video on the Dixon Redit-Ride service. The video outlined local curb to curb service to get to work, school and other key places. The video discussed coupon books, service hours and steps to schedule a ride. The video also provided instructions on how to travel beyond Dixon and presented contact information for the Solano Mobility Call Center and how to access the Solano Mobility website.

B. Solano Mobility Program

Debbie McQuilkin provided a presentation on the Solano Mobility Program. She stated that Dixon Redit-Ride offers service for ADA certified Dixon residents requiring wheelchair accessible service to and from Vacaville and Davis. Fare is \$5.00 each way. Ms. McQuilkin explained that Route 30 serves Fairfield to Sacramento, with stops in Vacaville, Dixon, and Davis. She stated that from Davis you can access the Amtrak Station (Davis), Winters, Woodland, Sacramento, including the International Airport and many other destinations.

8. CONSENT CALENDAR

A. Minutes of the PCC Meeting of November 17, 2016.

Recommendation:

Approve the PCC minutes of November 17, 2016.

With a motion by Rachel Ford and a second by Lyall Abbott, the PCC approved the recommendation. (4 Ayes, 5 Absent, 2 *Abstained: James Williams and Lisa Hooks*)

9. ACTION ITEM

A. Federal Transit Administration 5310 Grant Program

Liz Niedziela explained that during the last call for projects, the STA applied for two 5310 grants: (1) for the operation of the Solano Mobility Call Center and (2) on behalf of SolTrans for the development of the Countywide Travel Training Program. She explained that the STA staff plans to apply for funding for these programs again in order to sustain these programs.

Recommendation:

Authorize the PCC Chair to write a letter of support to Caltrans for Solano Transportation Authority (STA) Solano Mobility Programs for the 5310 grant application.

With a motion by Lyall Abbott and a second by Rachel Ford, the PCC approved the recommendation. (6 Ayes, 5 Absent)

B. 2017 PCC Draft Work Plan & Outreach Plan Discussion

Liz Niedziela explained that in preparation for 2017, STA staff was presented the 2017 PCC Draft Work Plan and the 2017 Draft Outreach Plan for discussion and that STA requested committee members to discuss, make comments, and give direction to STA staff on the development of a 2017 Work Plan and Outreach Plan. She stated that no comments were received. Ms. Niedziela explained that the PCC Work Plan is approved by the STA Board and the PCC Outreach Plan is approved by the PCC. She concluded that the Cities of Rio Vista and Fairfield will be included in the 2018 PCC Schedule.

Recommendations:

1. Forward a recommendation to the STA Board to approve the 2017 PCC Work Plan.

With a motion by James Williams and a second by Rachel Ford, the PCC approved the recommendation. (6 Ayes, 5 Absent)

2. Approve the 2017 PCC Outreach Plan and 2017 Meeting Locations.

With a motion by Lyall Abbott and a second by Rachel Ford, the PCC approved the recommendation. (6 Ayes, 5 Absent)

10. INFORMATIONAL ITEMS - DISCUSSION

A. PCC Membership Status Update

Liz Niedziela provided a status update on the PCC membership. She explained that at the November 2016 PCC meeting, the PCC made two recommendation on PCC membership: (1) forward a recommendation to the STA Board to reassign Rachel Ford PCC representation from Social Service Provider to Public Agency to County Department of Health and Social Services; (2) forward a recommendation to the STA Board to appoint Lisa Hooks to the PCC for a three year term as a Social Service Provider. She stated that the STA Board approved both recommendations at the December 14, 2016 meeting and makes the PCC fully staffed.

Rachel Ford requested that the word “handicapped” be switched to “disabled” in the PCC Bylaws under Voting Members (a-ii.).

B. Corridor Study Implementation Update

Philip Kamhi provided an update on the corridor study implementation. He explained that the STA is in a process of making significant revisions to the SolanoExpress route network and is returning with 4 draft schedules, along with related recommendations, for consideration. Mr. Kamhi outlined 3 draft schedules and explained the benefits to each of the Solano County communities that participate in regional bus service. Philip stated that there are certain key issues that need to be considered or resolved before establishing final plans and actual implementation dates. He discussed next steps for implementation of the revised SolanoExpress system.

Philip Kamhi stated that he will bring a more thorough status update to the PCC at a future meeting in a power point format once the corridor study has been implemented.

C. Countywide In-Person American with Disabilities Act (ADA) Assessment Program Annual Report for Fiscal Year (FY) 2015-16

Debbie McQuilkin provided an overview of the Countywide In-Person American with Disabilities Act (ADA) Assessment Program Annual Report for fiscal year 2015-16. She explained that the Solano Mobility Management Plan proposes to focus on four key elements that were also identified as strategies in the Solano Transportation Study for Seniors and People with Disabilities, but staff will only be discussing the first element in the update. Ms. McQuilkin concluded that between July 2015 and June 2016, CARE Evaluators scheduled 1,990 ADA eligibility interviews and conducted 1,332 evaluations in Solano County and that the number of completed evaluations in FY 2015-16 decreased by 11% from FY 2014-15.

James Williams excused himself from the meeting and thanked everyone for their updates.

11. FUTURE AGENDA ITEMS AND COUNCIL COMMENTS

1. 5310 Update
2. Travel Training Update
3. Mid-Year Ridership Update
4. First & Last Mile Shuttle Update
5. Solano Mobility Outreach Update
6. Solano Intercity Taxi Scrip Phase II Update

12. TRANSIT OPERATOR UPDATES

Dixon Read-Ride:

Vikki Jacobs provided an update on the Dixon Read-Ride service.

Fairfield and Suisun Transit:

None.

Rio Vista Delta Breeze:

Philip Kamhi provided a brief update on the Rio Vista Delta Breeze service.

SolTrans:

Michael Abegg provided a brief update on the SolTrans service and promotions. Ms. Renshaw announce that the new Mare Island Shuttle is now going to the VA clinic, Touro and the Ferry.

Vacaville City Coach:

None.

Solano Intercity Taxi Scrip Program Update:

Brandon Thomson provided a brief update on the Solano Intercity Taxi Scrip program.

13. INFORMATIONAL ITEMS – NO DISCUSSION

A. 2017 PCC Meetings and Locations

14. ADJOURNMENT

The meeting adjourned at 4:24 p.m. The next regular meeting of the PCC has been confirmed to meet at **1:00 p.m., Thursday, March 16, 2017** at the Vacaville Ulatis Community Center, located at 1000 Ulatis Drive in Vacaville.

PCC

DATE: March 1, 2017
TO: Paratransit Coordinating Council (PCC)
FROM: Liz Niedziela, Transit Program Manager
Elizabeth Richards, STA Consultant
RE: Solano Mobility Update Study for Solano Seniors and People with Disabilities Status

Background:

By 2050, people age 65 and older are expected to comprise 20% of the total U.S. population. In Solano County, people age 65 and older are expected to comprise 21% of the total Solano County population in 2040, ten years sooner than the U.S as a whole. It is important to maintain and improve their quality of life. Solano seniors and people with disabilities need mobility and access to community resources such as employment, retail, medical, services, recreational, spiritual as well as to congregate with family and friends.

Solano Transportation Authority (STA) serves as the Congestion Management Agency for Solano County and is responsible for countywide transportation planning. In September 2014, Metropolitan Transportation Commission (MTC) designated STA as the Consolidated Transportation Services Agency (CTSA) for Solano County. As a CTSA, STA works to identify and facilitate implementation of various Mobility Management Programs and Services to support Mobility for Solano County Seniors, People with Disabilities and Low Income.

Two Seniors and People with Disabilities Transportation Studies were conducted by STA in the past fifteen years; these focused on outreaching to local communities to identify the transportation needs of Seniors and People with Disabilities followed by identifying and prioritizing solutions. Many of the priority projects from these studies have been implemented. The 2011 Solano Transportation Study for Seniors and People with Disabilities Plan led to the Solano Mobility Management Plan and the implementation of Solano Mobility Programs such as the Solano Mobility Call Center, Countywide In Person Americans with Disabilities Act (ADA) Assessment Program, Travel Training, Senior Safe Driving Information, Intercity Taxi Scrip Program and designation of the STA as a Consolidated Transportation Services Agency (CTSA).

In May 2016, STA in collaboration with the Senior Coalition, Solano County and MTC conducted Solano Seniors and People with Disabilities Transportation Summit III. The purpose for Summit III was to learn about the progress since the last two summits, identify new and continuing transportation gaps and develop next steps. One of the next steps identified was to update the 2011 Solano Transportation Study for Seniors and People with Disabilities Plan.

Discussion:

In order to identify and address the mobility needs of the rapidly growing seniors and disabled population in Solano County, the STA Board has taken actions to update the 2011 Solano Transportation Study for Seniors and People with Disabilities Plan. At the September 2016 Board meeting, a Scope of Work was approved (Attachment A); this had been reviewed by the Consortium in August. Following a Request for Qualifications (RFQ) process, in February, the STA Board approved two consultants to conduct Solano Mobility Update Study for Solano Seniors and People with Disabilities. They will be introduced at the Consortium meeting and the study timeline will be discussed along with coordination with Consortium members.

To gather input on the current and upcoming mobility challenges, extensive outreach to a wide range of stakeholders throughout the county will be a key component of this Study update. This will involve a significant effort to engage Solano County seniors, people with disabilities and organizations. One of the strategies is to conduct seven (7) mini-Summits, one in each of the cities. These mini-Summits would utilize the same tools used at the Senior Summit III: surveys, comment cards, live voting on priorities and open forum to present transportation issues and strategies. A tentative schedule has been developed and is shown on Attachment B. The first one is scheduled to be held in Rio Vista in March with mini-Summits held in all seven cities by the end of the year. STA staff will be working with each STA Board member to plan the mini-Summit in their jurisdiction. STA will also coordinate with transit operators to encourage an active role at each mini-Summit for the community or communities they serve.

Outreach will be conducted beyond the mini-Summits through surveys and small group meetings and interviews. Once community input has been received and existing services inventoried, strategies will be developed to address the identified priority needs. A phasing plan to implement the strategies will be prepared. The Consortium and other committees will be given updates and opportunities to give input as the study progresses. The Plan is projected to be completed by the Summer of 2018.

Recommendation:

Informational.

Attachments:

- A. Scope of Work for Solano Mobility Study Update for Seniors and People with Disabilities
- B. Draft schedule for Mini-Summits

**DRAFT
SCOPE OF WORK
for
Solano
Solano Mobility Study Update
for Seniors and People with Disabilities**

Purpose:

To maintain and improve their quality of life, Solano seniors and people with disabilities need mobility and access to community resources such as employment, retail, medical, services, recreational, spiritual as well as to congregate with family and friends. Through extensive outreach, this study will identify existing mobility resources, mobility challenges and gaps, identify and prioritize strategies to address them to create a short and long-term mobility plan for Solano Seniors and People with Disabilities.

The Solano Transportation Authority (STA) is nearing completion of the most recent update of the Solano Comprehensive Transportation Plan (CTP). The CTP provides the basis for a long range, multi-modal transportation plan for Highways and Local Roads, Transit, and Active Modes in Solano County. One of the approved policies of the nearly completed CTP's Transit Element is to update the Solano Transportation Study for Seniors and People with Disabilities at least every six years. As the last version of this study was completed in 2011, it is time to update it.

An update of the Solano Transportation Study for Seniors and People with Disabilities will also provide input for Solano County transit operators' short and long-range transit plans, implementation plans for future paratransit and mobility services, and help prioritize new funding revenues and programs for senior and people with disabilities' mobility services.

Tasks:

- 1. Confirm Project Goals and Finalize Scope of Services and Work Plan**
- 2. Identify Existing and Planned Mobility Services for Solano Seniors or People with Disabilities**
 - Inventory existing public transit services (fixed-route, paratransit, taxi, and related programs) that serve Seniors and People with Disabilities and planned services as identified in Short Range Transit Plans and other planning documents as well as outreach to transit operators.
 - Inventory and survey non-profit and private organizations that offer mobility to Solano Seniors and People with disabilities such as senior centers, senior and people with disabilities programs, non-profit groups, volunteer programs, health groups, taxi services, private businesses, web-based services, and others.
 - Identify and analyze emerging technology and transportation services and their impact on mobility for Solano Seniors and People with Disabilities.

3. Identify Existing and Projected Mobility Needs of Senior and People with Disabilities through Quantitative and Qualitative Methods

- Review and compile all current data concerning Solano seniors and people with disabilities including, but not limited to, the following: the 2010 U.S. Census and follow-up survey data, regional transportation studies on seniors and people with disabilities needs, Solano Transit Ridership Surveys, Mobility Management Study, Short Range Transit Plans, Solano Senior Coalition studies, 2016 Senior Summit data, and other studies.
- Summarize progress of implementation and resources available since the 2011 Solano Transportation Study for Senior and People with Disabilities.
- Partner and collect information from senior centers as well as public, private and non-profit organizations specializing in senior and disabled issues.
- Conduct outreach throughout the county such as events, surveys and other methods to identify existing and projected mobility needs of Seniors and People with Disabilities.

4. Public Outreach

- Develop and implement an outreach plan that will capture the diversity of Solano's seniors and disabled communities in terms of socio-economics, ethnicity, veteran status, age and ability spectrum, etc.
- Seek input from each city's community members through surveys, interviews, meetings, on-line, and/or other means on the topics of mobility services used, transportation challenges and needs for seniors and people with disabilities.
- Partner with other organizations to streamline the collection of input.
- Seek input and present findings from approximately seven community events and /or mini Summits throughout Solano County (ideally in each city) that represent seniors and people with disabilities population.
- Organize and facilitate public meetings and prepare meeting summaries
- Seek input from and present findings to the STA's Consolidated Transportation Services Agency (CTSA), Solano Senior and People with Disabilities Transportation Advisory Committee (SSPwDTAC), Paratransit Coordinating Committee (PCC), other STA committees and the STA Board.

5. Prioritize Senior and People with Disabilities' Mobility Needs and Strategies

- Identify Seniors and People with Disabilities Stakeholders and create Stakeholder Working Group
- Meet with Stakeholders and inform them of existing and projected demand for mobility services and existing and planned services
- Identify potential solutions including those that may be traditional (transit service modifications, bus stop improvements, taxi services, etc.) and recently emerging (vehicle/van/bike sharing programs, travel training, smart-phone based mobility services, etc.)
- Prioritize needs and preliminary potential solutions
- Identify cost and implementation issues associated with solutions
- Work with Stakeholders to create initial draft of re-prioritized needs and solutions

6. Draft Study will be available for review on STA's website and presented to CTSA, Solano Seniors and People with Disabilities Advisory Committee, Paratransit Coordinating Council, SolanoExpress Intercity Transit Consortium and STA Board.

- Present the services inventory and demand data.
- Present stakeholders and public outreach process
- Present the prioritized mobility needs and strategies
- Present the 25 year Implementation Plan, with five year increments which will include a funding plan

7. Final Study

- Finalize the report incorporating input from public review of draft study
- Prepare the report for electronic and hard copy distribution.

Solano Mobility Study Update for Seniors and People with Disabilities Study

Mini-Summits Draft Schedule

April 7, 2017	Rio Vista
May/June	Benicia
July/August	Dixon
September/October	Suisun City
October/November	Vallejo
January/February 2018	Vacaville
February/March 2018	Fairfield

The Mini-Summits will be planned approximately 6 weeks apart initially with the goal of completing all seven in 2017. Additional stakeholder outreach will be conducted beyond the mini-Summits.

PCC

DATE: March 1, 2017
TO: Paratransit Coordinating Council (PCC)
FROM: Philip Kamhi, Transit Program Manager
RE: First/Last Mile Pilot - Suisun Train Station/Solano Business Park

Background:

Based on discussions between staff from the County of Solano Health and Social Services and STA, a transit service gap exists between the County of Solano Health and Social Services office located within the Solano Business Park and the Suisun/Fairfield Train Station. The Solano Business Park is located south of Highway 12 and contains over 70 employers with one of the largest employers being Solano County. This first and last mile gap was accentuated by customers that have purchased “beater” cars that they leave at the train station as a solution to close the last two and a half miles between the two locations. Recognizing this issue, STA staff has been working with Solano County and other employers located within the Solano Business Park to assess the need for first/last mile solutions.

STA staff has looked at developing a new service as a pilot to/from the Suisun Train Station, and to/from the Solano Health and Social Services and the Solano Business Park. Initially, the STA staff evaluated a conventional shuttle bus service to connect the two locations. A bus could travel to/from the two locations and would likely need to operate for 5-6 hours daily in order to meet peaks and provide a minimum amount of midday service.

Another alternative to the conventional bus service could be in the form of a partnership with an on-demand Transportation Network Company (TNC). TNCs provide prearranged transportation services for compensation using an online-enabled application or platform (such as smart phone apps) to connect drivers using their vehicles. Examples of TNC’s are Lyft and Uber. Over the last few years, a number of communities have begun to partner with TNC’s to provide reduced costs services that compliment traditional public transit services. Example of these agencies and communities include Sacramento Regional Transit (SacRT), Transportation Authority of Marin (TAM), Centennial Colorado, Pinellas-Suncoast Transit Authority, Jupiter Florida, Livermore Amador Valley Transit Authority (LAVTA), and the Santa Clara Valley Transportation Authority (VTA). They have or about to pilot programs to complement transit investments to reduce transit costs in first/last mile connections.

In January 2017 the Consortium and TAC forwarded a recommendation to the STA Board to authorize STA staff to develop a first/last mile demonstration project. The STA Board approved this recommendation at the February 8, 2017, meeting.

Discussion:

In order to design a first/last mile pilot, STA staff has evaluated both shuttle and TNC models and have included a description of the shuttle model and a financial analysis (Attachment B). As a result of this analysis, staff is recommending using the TNC model as the first/last pilot for this area.

STA staff met with San Francisco-based TNC, Lyft, to develop this model. Lyft is currently partnering with several nearby Transportation agencies, including LAVTA, SacRT, and TAM. Under a Lyft partnership, STA would subsidize trips between the Suisun/Fairfield Train Station and Employer sites. Pickup and drop-off locations would be geofenced, and would only allow trips between destinations within the geofence (Attachment C). To use this service, a customer would sign up for the pilot with STA (through the STA employer program), and STA would provide a unique coupon code, which can be entered into the Lyft app. To use the service, a rider would book a trip using a smartphone app. Alternatively, a customer can visit or call the Solano Mobility Call Center to book trips (if a smartphone is not available).

The trip would be on-demand, and a car would come when requested by the customer. With the coupon code, the customer would pay the first \$2.00 of each trip, after which the STA would pay the remaining amount up to \$10.00. Trips from the Suisun Train Station to the Solano County Health and Human Services and other businesses located within the Solano Business Park cost are estimated at approximately \$7-12 in total, and \$9.50 is the average trip cost. Thus, most trips would only cost the customer \$2, with the STA covering the remaining cost. However, for the further locations including Northbay and Partnership Health, trip cost are estimated at approximately \$10-17 in total, and \$13.50 is the average. Thus, a customer traveling to Northbay or Partnership Health would on average pay a \$3.50 fare. Sharing trips would be encouraged, and the fare would remain the same regardless of how many riders are in a car. Typical Lyft cars can accommodate four riders, so a shared ride could lower the passenger fare to as low as \$0.50 per customer. The service would operate 24 hours a day, seven days a week, allowing the rider to adjust their schedule as necessary, and also addressing concern that was identified in the survey over emergency need to leave early.

Lyft would provide STA with the backend technology changes, administrative services, data reporting and assistance in marketing. The data reporting that Lyft would provide would include ridership information, equivalent to the data that is required by the National Transit Database.

Compared to a shuttle service, the TNC pilot can be more cost effective for the passenger, as an average \$2 fare can be shared with up to three other passengers, costing each passenger \$0.50. The shuttle would be a similar \$2 fare, however, in order to make the minimum 20% farebox recovery ratio, which is required to use Transportation Development Act (TDA) funding, approximately 50-75 daily riders would be necessary. Under the shuttle pilot, set hours would be required, and would operate and cost the agency money regardless of passengers. Under the TNC pilot, the agency only subsidizes trips that occur.

The Lyft pilot is also more convenient than a shuttle for the customer, as it provides more direct origin to destination trips than a shuttle service, and it has greater flexibility (allows customer to leave work early, or stay late if needed).

For this pilot project, staff recommended limiting the number of employers to control costs. The following companies/agencies have been identified: Anheuser-Busch (Budweiser), Fairfield-Suisun Sewer District, Jelly Belly Factory, NorthBay Center for Primary Care, Partnership Health Plan, Solano County Health and Social Services and staff is following up with their employer surveys. Since demand is still being measured, and will likely take time to build, STA staff recommends that a TNC model would be a better pilot, to determine demand. Staff recommends that this be a six-month-long pilot, called "Solano Mobility Ride" and the service be evaluated on a monthly basis. Prior to the end of a six-month pilot, staff will provide an evaluation of the pilot, and recommend next steps. The service start date can be as early as May 2017.

The STA Board approved this as a six-month pilot project at the March 9th, 2017 meeting.

Fiscal Impact:

For the six-month pilot project, staff recommends reserving a not-to-exceed amount of \$100,000 of Transportation Funds for Clean Air (TFCA) from the Bay Area Air Quality Management District (BAAQMD). If the pilot program is determined successful, staff will look for other possible funding opportunities to sustain the service.

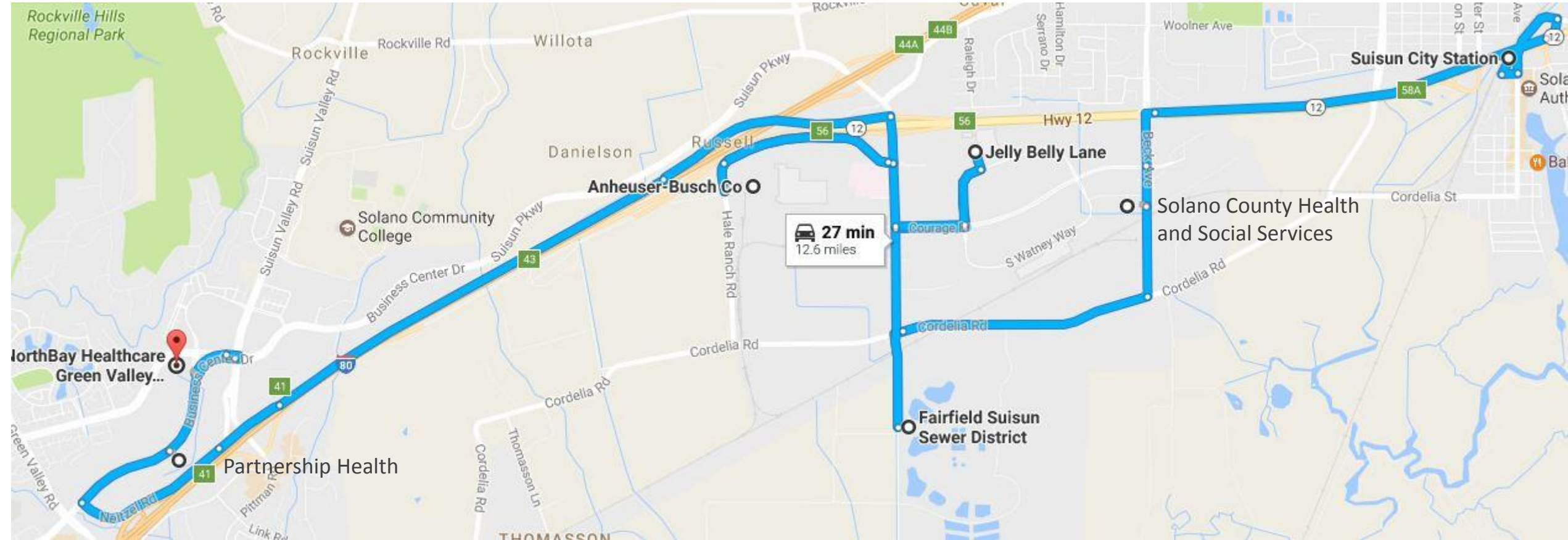
Recommendation:

Informational.

Attachments:

- A. Map Showing Employer Locations
- B. Comparison of Shuttle Pilot to TNC Pilot
- C. TNC Operation

First/Last Mile Pilot Proposed Initial Employer Sites



Comparison of Shuttle Pilot to TNC Pilot

Shuttle Pilot Description:

Under the Shuttle model, it would need to operate a shuttle six hours daily, to provide coverage during the two peak periods, and a small amount of midday service. The service would operate on a fixed schedule, scheduled to meet as many peak hour trains as possible. However, at certain times the shuttle would need to decide whether it would meet the Eastbound or Westbound Capitol Corridor train, or the shuttle (and passengers) might spend a large amount of time waiting. Since the bus would operate on a fixed route schedule and serve up to six locations, a passenger that rides the bus might need to wait for up to six stops to get to their location, and trips to/from the last stop would take over 30 minutes. Customers would pay a \$2 fare for each trip, and the remaining cost would be paid by the agency.

The following chart compares the two different models, from a financial perspective:

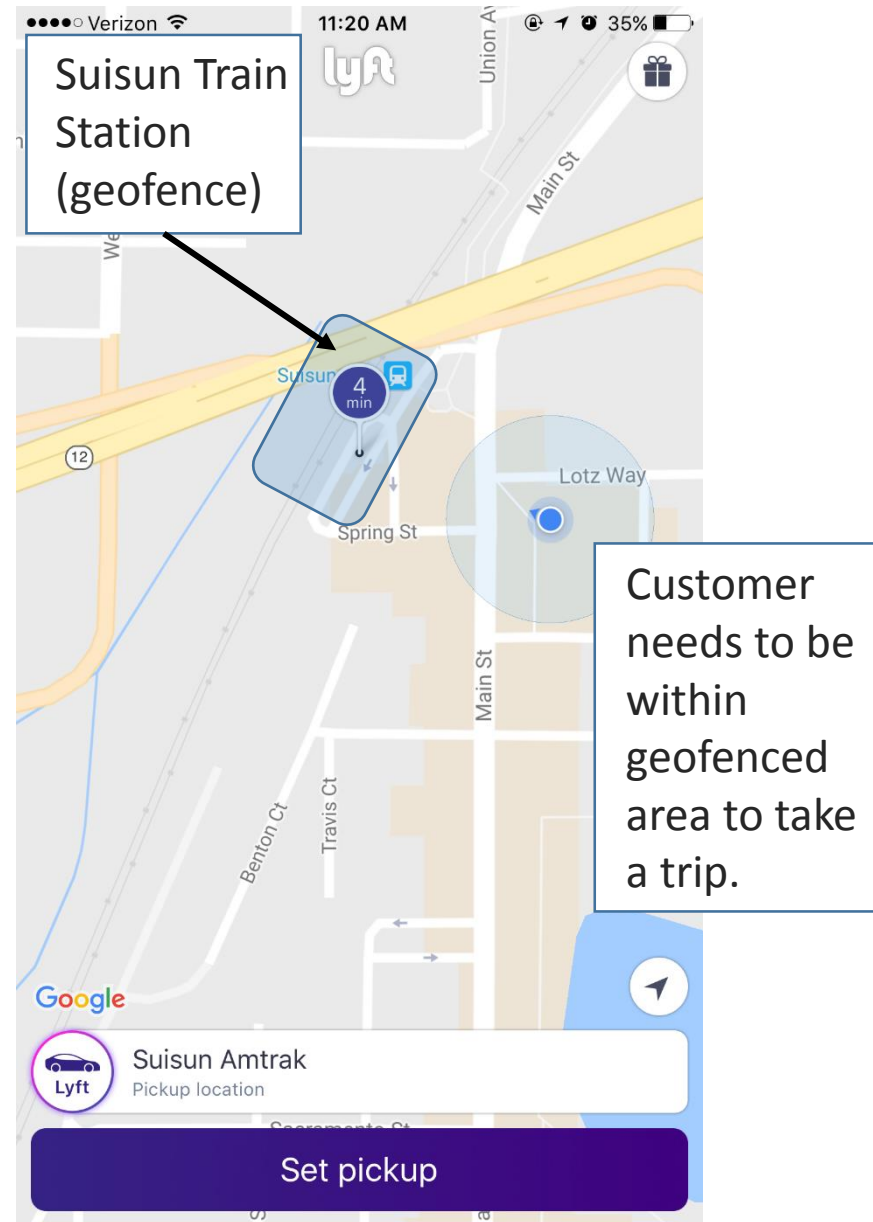
	Shuttle	TNC
Vehicle Cost*	\$80,000	\$0
Operating Hours Per Day	6	24
Estimated Farebox Recovery Ratio (20% Minimum Required)	5%-8%	21%
Estimated Cost/Ride	\$24-\$50	\$7-10

*There might be opportunity to lease a vehicle through a contract.

**It is likely that there might be higher ridership under the TNC model, as it provides greater flexibility for the passenger.

TNC Operation

- Suisun/Fairfield Train Station and Employer sites would be geofenced
 - Pickups and drop-offs only subsidized in geofenced areas
- Customer signs up for pilot through STA and would be given a unique coupon code for use with TNC
- Taking a trip:
 1. Rider would book trip through TNC app (other options are available)
 2. Rider would pay \$2 fare, coupon code covers up-to the next \$10
 - Sharing Rides would be encouraged, lowering passenger's cost per trip
- TNC would provide:
 - Backend technology changes
 - Administrative services
 - Data reporting
 - Assistance in marketing
- STA would reimburse coupon codes on monthly basis



PCC

DATE: March 1, 2017
TO: Paratransit Coordinating Council (PCC)
FROM: Brandon Thomson, Transit Mobility Coordinator
David Koffman/Richard Weiner, Nelson\Nygaard Consulting Associates
RE: Intercity Paratransit/Taxi Scrip Program – Phase II, Delivery Model

Background:

On February 1, 2015, management of the Solano Intercity Taxi Scrip Program transitioned to the Solano Transportation Authority (STA) from Solano County. The Solano Intercity Taxi Program continues to be a popular program, with nearly all booklets available selling out each month. Phase II of this program will seek to incorporate non-ambulatory riders as the taxi companies, operating within Solano County, have 13 vehicles that can fulfill this need. Additionally, Nelson\Nygaard Consulting Associates have analyzed options for a new service delivery model that are being proposed in order to achieve long-term program sustainability. Implementing a new service model would also allow for the incorporation of non-ambulatory passengers to the Intercity Taxi Scrip program.

In the attached memo, Nelson\Nygaard Consulting Associates provided a brief history of the Intercity Taxi Program and present ridership patterns and cost (Attachment A). As part of a study conducted when the transition of administrative responsibility transferred from Solano County, one of STA's key program objectives was to ensure the long-term sustainability of the Solano Intercity Taxi Program and address other issues associated with the current program. In this memo, Nelson\Nygaard Consulting Associates presented a variety of options for consideration by the Consortium in order to ensure the long-term sustainability of the Solano Intercity Taxi Program.

In the attached memo Nelson\Nygaard discuss four service delivery options:

1. Modified taxi scrip
2. Taxicards
3. Centralized reservations
4. Dedicated fleet

Of these four options, Option 1 Modified Taxi Scrip, and Option 4, service using a dedicated fleet (similar to the old Solano Paratransit model), are not sustainable within existing resources and do not address the issue of long-term sustainability. The Modified Taxi Scrip model does not adequately address accessibility for non-ambulatory riders, does not create effective options for controlling costs, and does nothing to reduce the administrative burden of the existing program. A service using a dedicated fleet would not be financially feasible.

Of the two feasible options, Option 2, Taxicards, and Option 3, Centralized Reservations, Nelson\Nygaard recommends Centralized Reservations. A Centralized Reservations model would:

- Allow ambulatory riders and wheelchair users to use the same reservations and payment system

- Reduce the administrative burden on transit operators.
- Create better accountability and reduce opportunities for misuse of the program.
- Establish a more convenient method for customers to pay for trips.
- Create multiple options for cost containment such as trip grouping, trip priorities or limits, and multi-tiered fares or surcharges.

In comparison, a system based on taxicards would create separate and potentially unequal services for ambulatory and wheelchair users, add significant cost for equipment in taxicabs as well as a need to keep this equipment operating, and involve substantial upfront cost to set up the new system. In addition, there appears to be only one vendor available to provide and administer the taxicard system.

At the August 2015 SolanoExpress Intercity Transit Consortium, the members recommended implementing a centralized reservation model for the Intercity Paratransit/Taxi Scrip Program.

In February 2016, a working group consisting of members of the SolanoExpress Intercity Transit Consortium met and recommended that a draft scope of work be developed for the centralized reservations model. Attachment B provides a draft scope of work for this service model. It is anticipated that after STA Board selection of the preferred service option, actual implementation of this option could occur in mid to late 2017.

On May 6, 2016, a Senior and People with Disabilities Transportation Summit was held in Solano County and participants identified the Solano Intercity Taxi Scrip Program Phase 2, including non-ambulatory service, as their number one priority.

Discussion:

To implement an equivalent system, by which all passengers (ambulatory and non-ambulatory) would have an equivalent reservations and payment system, STA staff recommends implementing a centralized reservations agent model.

The Solano Mobility Call Center is an existing asset designed to assist individuals to get to their appointments, shopping, work, recreation and other destinations without driving. The Call Center has information on public, non-profit and private transportation services in and around Solano County. The Solano Mobility Center is a public agency program serving Solano County with information for not only Solano County, but also surrounding counties and regions

The Solano Mobility Call Center would serve as this agent by:

- receiving all ride request from riders,
- verifying eligibility,
- scheduling trips with taxi and other providers,
- determining the fare and subsidy for each trip,
- maintaining credit accounts for each rider; and
- debiting these accounts for each trip taken

The Solano Mobility Call Center operates 7am-5pm, Monday through Friday, which is when 86% of taxi scrip trips have been taken. Furthermore, 5% of the calls, made after the Solano Mobility Call Centers operating hours, appear to be predetermined or previously scheduled trips such as work and/or doctor's appointments. As an example, many of these trips are to the Travis AFB Call center by employees. Thus, these trips can be scheduled ahead of time, during operating hours since they are predetermined.

There are two situations that the Call Center will not be able to handle on its own: 1) problem resolution for pre-scheduled trips out of call center hours; and 2) requesting trips outside of call center hours that cannot be scheduled ahead of time.

The first situation is avoidable. Examples of “problem resolution” include: a taxi driver having difficulty finding a customer’s location; a customer needing to cancel at the last minute or make some minor adjustment in pickup time or location (such as a different building entrance); and a customer needing to check on a late pickup. The most straightforward way to address all of these situations is to give customers the ability to call the taxi dispatcher directly. Education will be needed to ensure that both customers and dispatchers understand that any other changes to trips, not made through the call center, may result in non-payment for the trip.

For trips outside of Call Center hours that cannot be scheduled ahead of time, the simplest solution would be to contract with one of the taxi companies to act as call center, with the provision that each customer would be limited to a small number of these “urgent” after-hours trips. For example, each customer could have an allowance of two urgent trips per month. (For the majority of users, this allowance would cover *all* the trips as they make in a typical month using intercity taxi scrip.) If the taxi company contractor has access to the trip booking software, it could be programmed so the company is only able to book an after-hours trip if the customer is within their urgent trip allowance. Alternatively, there may be some other entity (possibly even beyond Solano County) that operates 24/7 and could act as after-hours all center.

Jurisdictions will be asked to contribute the minimum funding amounts as specified in the current MOU. Jurisdictions would not be required to provide additional funding to cover the cost of providing non-ambulatory service. STA staff is recommending the Solano County TDA be used to increase the investment made by each operator for their residents. If jurisdictions would like to increase the amount of available scrip, they will need to contribute additional funding using the existing formula (37.31%). The amount available to increase will be capped based upon available match and to allow all jurisdictions equal access to expanding their available scrip.

The changes to the program will be evaluated on a quarterly and annual basis, and reported back to the Consortium, TAC and Board.

Fiscal Impact:

Solano County TDA will be used to cover the incremental cost of providing non-ambulatory trips matching the program investment of each local jurisdiction. It is estimated that \$220,000 in additional Solano County TDA will be required. STA has been reserving Solano County TDA funds for this purpose and has an available balance to meet this need.

Recommendation:

Informational.

Attachments:

- A. Service Delivery Options Memo (5/12/15)
- B. Intercity Taxi Reservations Agent – Draft Scope of Work
- C. MOU Intercity Paratransit Service 2016



MEMORANDUM

To: Solano Transportation Authority
From: David Koffman
Date: May 12, 2015
Subject: Service Delivery Options for Solano Intercity Paratransit Service

INTRODUCTION

The Solano Intercity Taxi Program allows paratransit eligible individuals to take subsidized taxi trips between all of the cities within the county. The program is open to individuals certified as ADA paratransit eligible by one of the participating transit operators. Booklets containing scrip worth \$100 in taxi rides are sold for \$15 per booklet. Each transit operator sells scrip to its residents who use it to pay for taxi rides between the cities of Solano County. There are nine actively participating taxi companies. The precise number of customers is not known. An analysis of taxi company invoices in 2013 showed 210 distinct users over a three-month period. Making allowance for some infrequent riders, there are probably at least 300 eligible participating individuals.

The taxi companies turn in the scrip that drivers receive from customers to the cities in which they are licensed, along with an invoice for reimbursement. The cities review and approve the taxi company invoices and forward them for payment by STA. At the end of each fiscal year, there is an accounting reconciliation to ensure that each transit operator pays for usage by its riders.

The Solano Intercity Taxi Program provides a valuable service to ADA paratransit eligible residents of Solano County who are able to travel in non-wheelchair accessible vehicles. Over the course of the program's history, ridership has grown significantly and so have costs. The result is that the available quantity of taxi scrip is limited and runs out at most locations most months. While the popularity of the program is a positive sign from the community's perspective, it is clear that the current design is not meeting needs. In addition, wheelchair users who cannot transfer to a standard taxi are completely left out of the program due to the lack of accessible vehicles.

In 2013 the Solano Transportation Authority (STA) hired Nelson\Nygaard Consulting Associates and Nancy Whelan Consulting to conduct a study that documented how riders currently use the program, explored whether there are efficiencies that can be built into the program, and examined if there were alternative service delivery models that could provide the service more efficiently and cost-effectively, while also providing wheelchair-accessibility. The results of the study were delivered as a memorandum to STA that was presented to the STA Board in May 2014.

One of the key purposes of the study was to determine the feasibility of STA adopting administrative responsibility for the program, and how to ensure program sustainability into the future if STA were to take it over. As of January 2015, STA did in fact assume administrative responsibility. STA contracted with Nelson\Nygaard Consulting Associates to provide interim

program management services to: 1) help transition the existing program to STA administration, 2) determine in what ways the program should be modified, and 3) to assist in the transition to a modified program.

The existing program is now being administered by STA and incremental improvements are being implemented. To help with the next step, this memorandum provides an updated analysis of options for longer-term changes. The memorandum includes:

- A brief summary of key data about the existing program
- Analysis of four options for revised service delivery methods. These have been modified from the options presented in the earlier memo, taking advantage of additional information that has become available.
- Analysis of implementation issues

HISTORY

Solano County has tried multiple methods for providing paratransit service between communities, supplementing the ADA and other paratransit services provided by the transit operators within their own service areas. For several years the City of Fairfield administered a program known as Solano Paratransit that was operated by the same contractor that provided ADA paratransit in Fairfield and Suisun. Solano Paratransit was designed to provide ADA paratransit corresponding to Route 20, between Fairfield and Vacaville, and also countywide intercity service for residents of Dixon, Fairfield, Rio Vista, Suisun City, Vacaville, and unincorporated areas. This service was discontinued in 2009, after which ADA paratransit service between transit service areas was provided by arranging transfers between the operators' local paratransit services.

In February 2010 a new service, the Solano Intercity Taxi Scrip program, began operations under the leadership of the City of Vacaville Transportation Division. The new service was designed as supplemental, non-ADA service, while ADA paratransit between cities continued to be provided by means of transfers. A Memorandum of Understanding among all of the cities, the County of Solano, and eight participating taxi companies outlined responsibilities under the new program.

The Intercity Taxi Scrip program has been popular and operates with few complaints. However, demand for trips has exceeded the available budget, so that several cities routinely sell their entire monthly allocation of scrip before the end of the month, and some have implemented caps on the amount of scrip that will be sold to each person. In addition, since there are no wheelchair accessible taxis in the county, service is only available for customers who can ride in a standard passenger vehicle. There are also concerns about the degree of accountability and oversight that is possible with the current service design; the cost of very lengthy trips that operate, as is normal in taxi operations, with no shared riding; and a high percentage of trips that are taken by a small number of individuals to a limited number of destinations.

In 2013, the County of Solano agreed to take over administration of the program as part of a plan to transition to a new service concept. The County led a process that produced a draft Request for Proposals for a contractor to implement the new service. The County later determined that it would be more appropriate for STA to administer the existing program and any replacement service. Following a review of alternative service concepts and feasibility, STA agreed to assume responsibility from the County and contracted with Nelson\Nygaard Consulting Associates to

manage the transition process, including implementation of a new program and administration of the existing program.

Since February 2015, the Solano Intercity Taxi Scrip program has operated under STA administration with few changes.

RIDERSHIP PATTERNS AND COSTS

This section provides a statistical snapshot of the Intercity Taxi Scrip Program based on limited data gleaned from three months of 2013 invoices submitted by seven participating taxi companies and from summary data prepared by staff of Solano County.

Summary Data

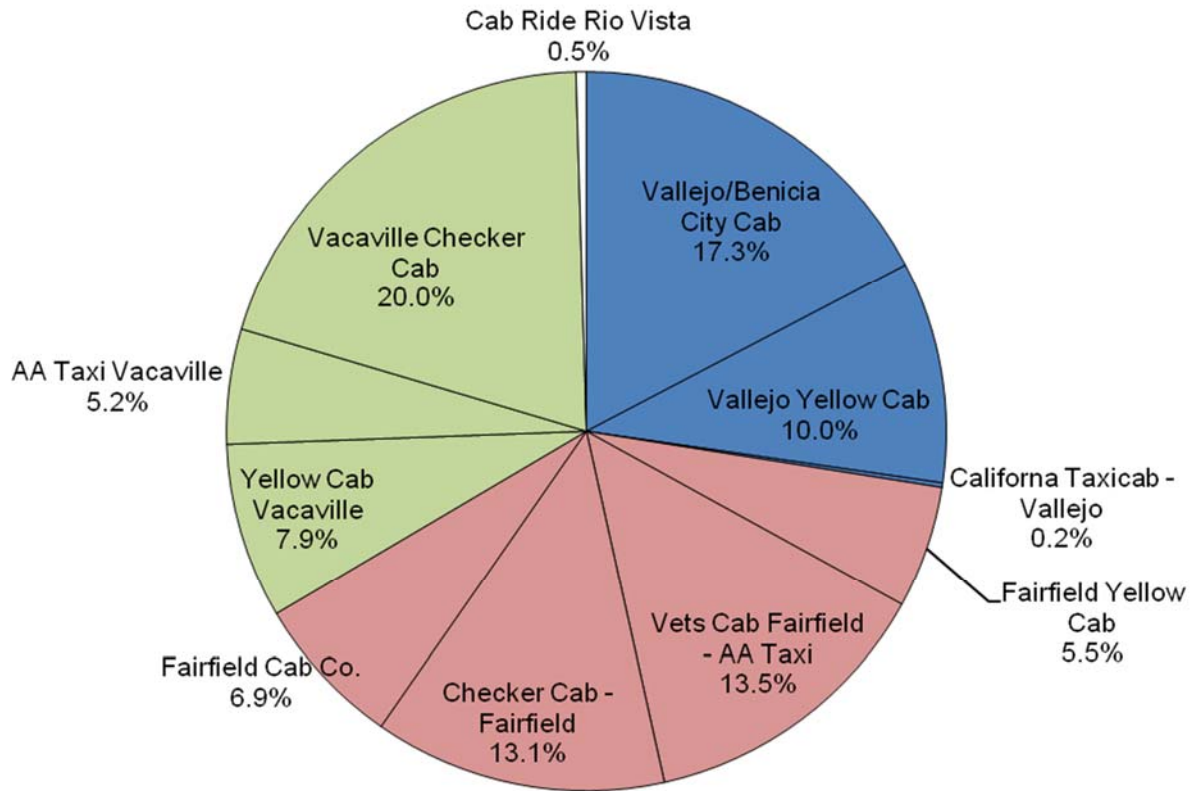
Full-year statistics for 2013-14 were:

Passenger-trips	11,844
Trips	9,948
Cost (paid to taxi companies)	\$397,406
Average trip length	13.4 miles
Average cost per trip	\$39.95
Average cost per mile	\$2.98
Passengers per trip	1.19

The number of passenger-trips and the cost of service has fallen from a peak in 2012-13 when 12,780 passenger-trips were provided at a cost of \$529,865. The 2012-13 peak was a sharp increase from 2011-12 when 9,643 passenger-trips were provided at a cost of \$364,045. Monthly data show that usage had already begun to fall off in the second half of 2012-13 because scrip had to be limited as the program ran up against budget constraints. The Intercity Taxi Scrip Program is still providing more trips at lower cost than the former Solano Paratransit program. In its final year of 2008-09, that program cost \$612,793 to provide 7,557 passenger-trips, at an average cost per passenger-trip of \$81.09.

Of the nine actively participating taxi companies, four, Vacaville Checker Cab, Vallejo-Benicia City Cab, Veterans Cab of Fairfield, and Checker Cab of Fairfield, provide 64% of the trips (see Figure 2). Color coding in Figure 1 indicates the cities in which the companies are based. In 2012-13 companies based in the city pairings of Vallejo and Benicia, Fairfield and Suisun, and Vacaville and Dixon carried about one-third of trips each. In 2013-14, as shown, the share of trip carried by Fairfield companies has grown while the share of trips by Vallejo-Benicia companies has fallen.

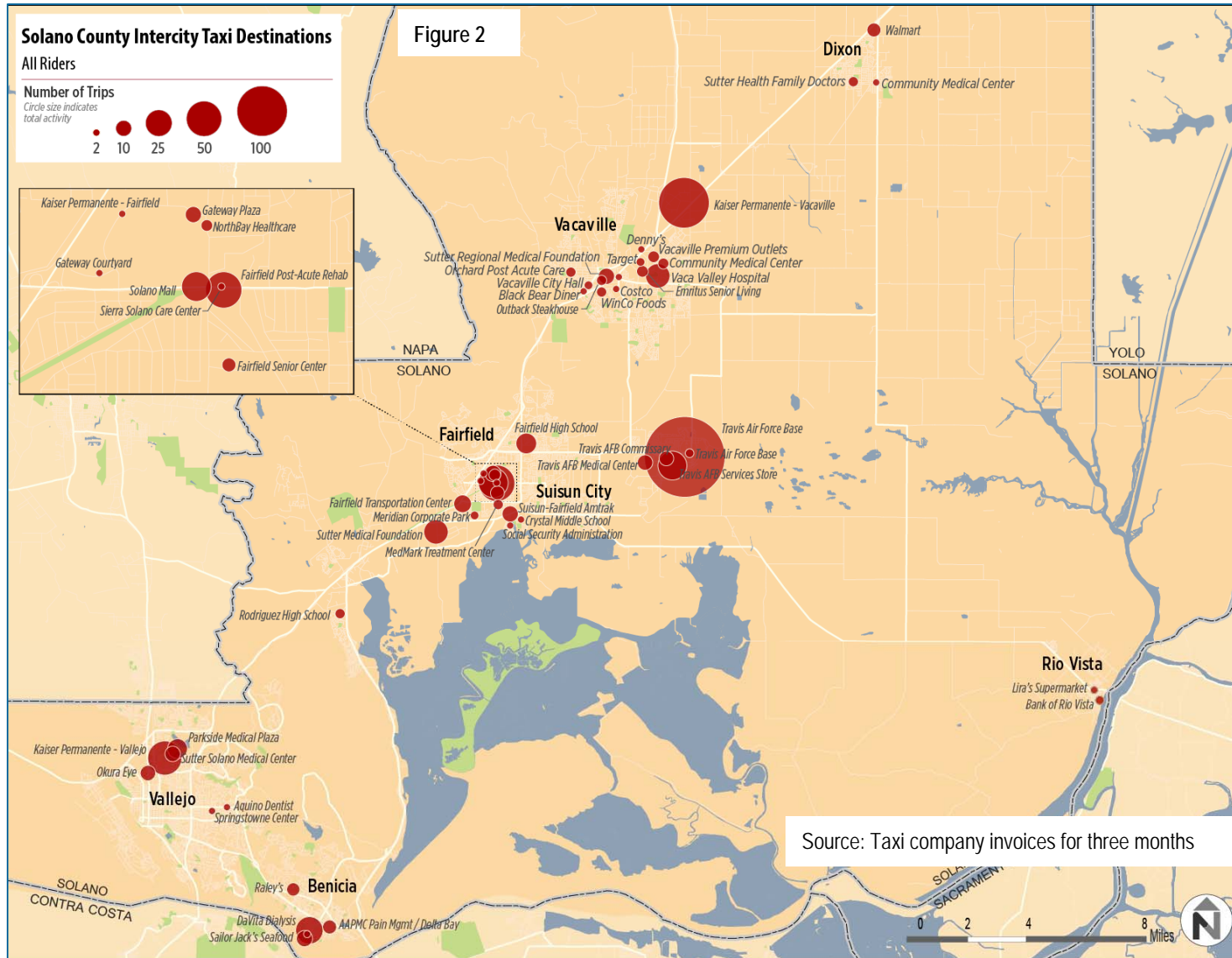
Figure 1 Shares of Taxi Companies
(Percentage of Trips in 2012-13)



Common Destinations

The most common non-home destinations of taxi scrip users are locations within Travis Air Force Base, especially one location that houses a call center, and Kaiser Permanente in Vacaville. (Most of the trips to Travis originate in Vallejo and Benicia.) These locations and others are shown in Figure 2. (A “non-home destination” is one that a rider travels to from their home; return trips to home are not shown.) Other popular destinations include the Solano Mall, Sutter Medical Center and various medical offices in Fairfield, the Vaca Valley Hospital, Kaiser Permanente in Vallejo, and DaVita Dialysis in Benicia. The size of the circles represent the number of trips to each location in three months of taxi company invoices.

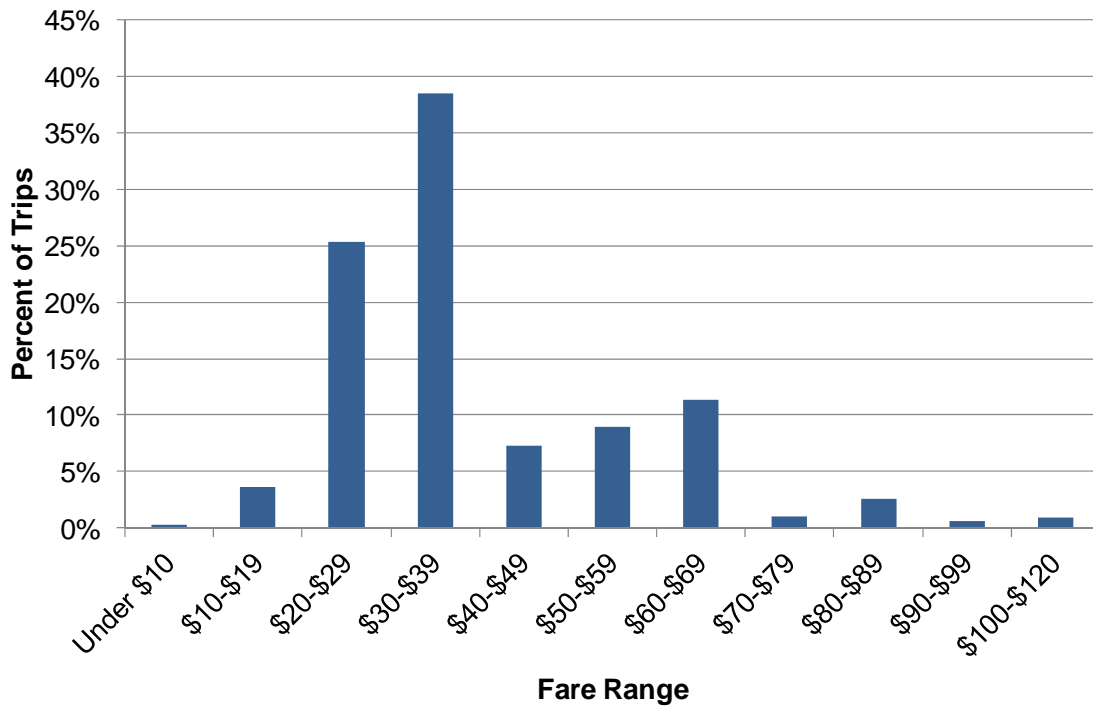
Solano Intercity Paratransit Service Options
Solano Transportation Authority



Trip Fares

Most trips have a fare between \$20 and \$39, but there are substantial numbers of trips with fares over \$60. Figure 3 provides detail. Typical trips in the \$20 range (around eight miles) include trips between Vacaville and Travis Air Force Base and between Benicia and Vallejo. Typical trips in the \$30 range (around 12 miles) include some longer trips between Benicia and Vallejo and trips between Vacaville and central Fairfield. Typical trips in the \$60 range (over 20 miles) are those between Vallejo and Fairfield, including Travis Air Force Base.

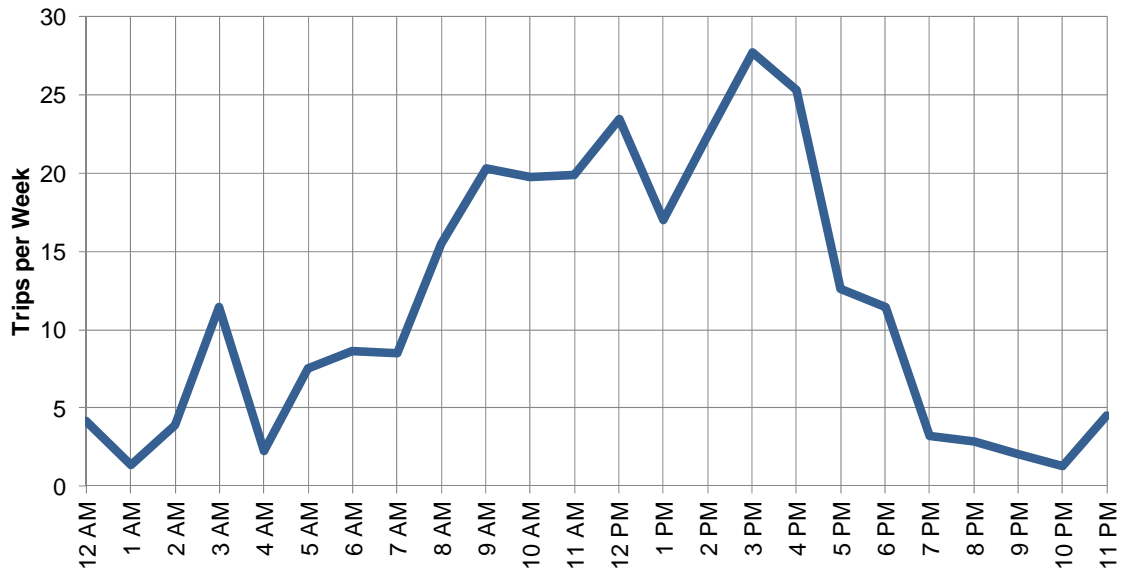
Figure 3 Percent of Trips in Fare Ranges



Time of Day of Travel

Most taxi scrip trips take place between 8 AM and 4 PM. An early peak at 3 AM and a peak at 3 PM appear to be largely due to trips to and from the call center in Travis Air Force Base. Figure 4 shows estimated weekly trips per hour of day, assuming that total travel is about 1,200 trips per month, as it was in the middle of 2012-13. The taxi invoices analyzed included about 875 trips per month. If this is accurate and complete (possibly reflecting continued scrip limits), then the trip levels in Figure 4 should be adjusted downward by about one-fourth.

Figure 4 Time of Day of Taxi Scrip Trips

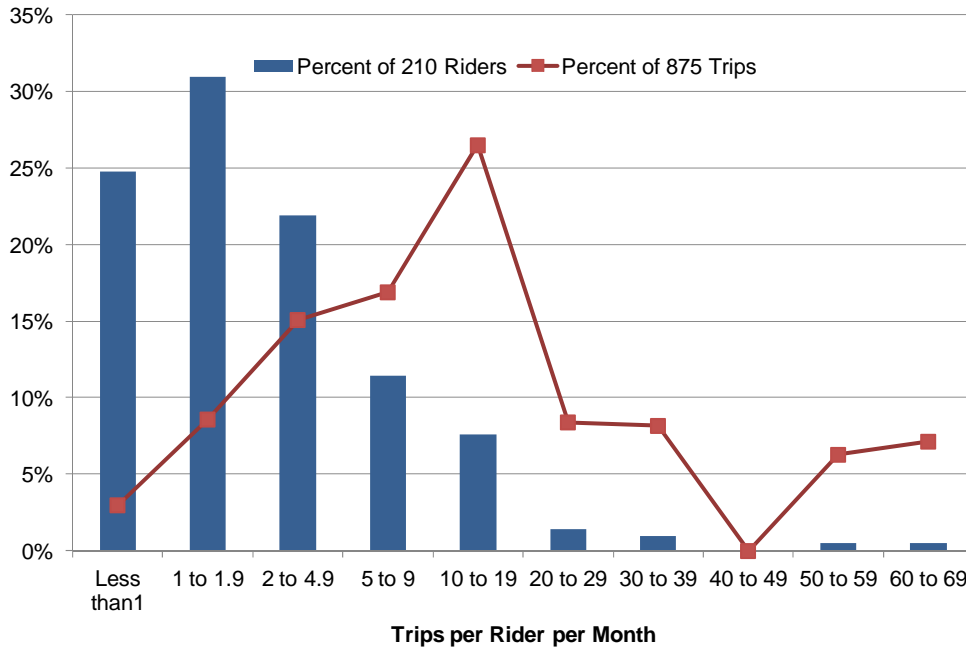


Estimated from taxi company invoices, assuming approximately 1,200 trips per month.

Frequency of Travel by Riders

A total of 210 distinct individuals used taxi scrip. The average rider made between four and six trips per month, depending on overall trip volumes. Using the actual 875 trips per month represented in the invoices that were analyzed, 56% of riders used the program for less than two trips per month, on average, as shown in Figure 5, accounting for 12% of all trips provided. Since these are one-way trips, this means that a typical scrip purchaser takes one round trip every month or two. About 13% of all trips were taken by two riders who made more than 50 trips per month. Another 16% of trips were taken by five riders who made between 20 and 39 trips per month.

Figure 5 Trips per Rider per Month



FOUR SERVICE DELIVERY OPTIONS FOR INTERCITY PARATRANSIT SERVICE

Four options for intercity paratransit service in Solano County are analyzed in this section. The four options are:

1. A modified version of the existing Intercity Taxi Scrip Program
2. Replacement of scrip with taxicards
3. Centralized reservations
4. Service using a dedicated fleet of vehicles, similar to the earlier Solano Paratransit program.

All of the options include wheelchair accessible van service. Each option is reviewed, focusing on how wheelchair-accessible service would be provided and identifying opportunities for cost containment. The advantages and disadvantages of each option are presented.

Option 1: Modified Taxi Scrip Program

The current service delivery method would be continued, but with some modifications to provide accessible service and contain costs. The first issue considered is how wheelchair accessible service could be added to the taxi scrip program. Two possibilities are: 1) a separate arrangement with wheelchair van providers, and 2) working with one or more taxi companies to develop wheelchair accessible taxi service.

Accessible Service by Wheelchair Van Providers.

There are several private providers of wheelchair van transport in Solano County. These include:

- NorthBay Transit Group, based in Vallejo, operates a fleet of wheelchair vans under the name Meditrans Service. The same company operates several taxi companies in the county.
- AA Medical Transportation, based in Vallejo, provides nonemergency medical transportation using wheelchair vans, sedans, and ambulance-style vehicles for patients who need stretcher/gurney transport of life support during transportation. <http://www.aamedtrans.com/>
- MedXpress, based in Fairfield, provides wheelchair and gurney transportation in Solano County and beyond. <http://www.yelp.com/biz/medxpress-llc-fairfield>
- Murphy Medical Transportation in Fairfield provides nonemergency medical transportation in Solano County and adjacent areas. www.murphymedicaltransport.com

These companies typically serve medical providers, hospitals, nursing homes, and some specialized programs for people with disabilities. In some cases, the transportation is paid for by Medi-Cal, directly or through Partnership Health. Typically, reservations from private-pay clients are also taken. Except for the one company that already participates in the Intercity Taxi Scrip Program, these companies have not been contacted to determine their interest in participating in an intercity paratransit program or the rates they would charge.

Medi-Cal pays providers \$17.65 plus \$1.30 per mile for pre-authorized wheelchair van trips to Medi-Cal covered services. The starting rate increases to \$23.78 at night. Providers are free to charge any rates they wish for other clients. The Medi-Cal rates have not changed in many years (at least since 2002 and probably much longer). The mileage rate is actually less than the rate charged by taxi companies in Solano County. As a result, most companies probably charge much more than the Medi-Cal rates when they can. For example, one company in San Jose advertises rates of \$45 plus \$3.00 per mile. (<http://www.ai4transport.com/rates.html>) For a 13.4-mile trip (the average intercity scrip trip in 2013-14), that would work out to \$85.20.

Currently taxi companies in Solano County charge \$2.25 (the drop charge) plus \$2.75 per mile. In practice, this averaged out to \$2.98 per mile overall in fiscal year 2013-14. Based on experience in Alameda County, accessible service is likely to cost from 50% more to twice as much as conventional taxi service. Based on an average trip cost of \$39.98 in fiscal year 2013-14, wheelchair-accessible trips might be expected to cost between \$60 and \$80 at current rates.

Companies that provide wheelchair van service typically work on a reservations basis. It might be possible to arrange for same-day appointments, but on-demand service of the type provided by taxicabs would probably not be reliably available.

Since none of these providers would use taxi fares, a different method of payment than taxi scrip would need to be established.

Wheelchair-Accessible Taxi Service

It would also be possible to work with taxi companies to have them include accessible vehicles in their fleets. In order to ensure availability that is equivalent to the availability for non-wheelchair users, one company in each jurisdiction would need to have at least two wheelchair accessible vehicles. These vehicles are more expensive to operate than a standard taxicab, but the Americans with Disabilities Act prohibits taxis charging a higher fare for wheelchair accessible service.

However, STA and/or the participating cities could pay a higher rate for trips sponsored under the Intercity Taxi Scrip Program. This rate would have to be set high enough to cover drivers' or companies' added cost to operate these vehicles at other times as well. The companies would also probably require assistance purchasing the accessible vehicles. Since STA would probably want to limit the arrangement to certain companies, some mechanism would be needed to determine which companies would receive the accessible vehicles. It is unknown whether any companies would actually be interested in this arrangement. Finally, the willingness of taxi drivers to operate the accessible vehicles is unknown. All these arrangements would add to the already complicated process of verifying and processing taxi company invoices. This option is theoretically possible but would be extremely difficult to implement in Solano County. It is not recommended.

Cost Containment

There are limited options for cost containment using scrip, but there are some. The purchase price could be increased from the current \$15 for a \$100 book, for example to \$25 or more if necessary. It would also be relatively simple to limit the amount of scrip that any given participant can purchase.

Variable fare structures, as have been discussed in the past, would be more difficult than with other service models. For example, a three-tier fare structure was proposed by the County in 2013, as follows:

Figure 6 Three-Tier Fare Structure Proposal from 2013

Tier	Advance Reservation	Time Period	Rider Payment (Percent of the Meter)
Tier 1	Yes	Mon. – Fri. 9 AM – 5 PM	25%
Tier 2	Yes	Mon. – Fri. 7 AM – 9 AM and 5 PM – 7 PM Sat. 9 AM – 5 PM	50%
Tier 3	Yes	Mon. – Fri. 5 AM – 7 AM and 7 PM – 9 PM	75%
	No	All times	

Source: “Intercity Paratransit in Evolution.” presentation by Solano County staff, October 2013

This type of fare structure would be impossible to enforce using a scrip-based system. However, it might be possible to charge a higher amount for scrip purchases over a set monthly limit. This assumes that participants would either buy their scrip from a central location for each jurisdiction, or that there would be a way to track purchases centrally for each jurisdiction.

Administrative Simplification

As long as scrip is retained, opportunities for administrative simplification would be very limited.

Figure 7 summarizes the advantages and disadvantages of modified taxi scrip.

Figure 7 Advantages and Disadvantages of Modified Taxi Scrip

Advantages	Disadvantages
<p>A less significant overhaul of the current program than other options would allow for an easier transition</p> <p>No significant issues for participants due to program changes</p> <p>Cost can be contained by raising prices, limiting scrip purchases, or possibly charging more for purchases over a monthly limit</p> <p>Current reasonable quality of service will be maintained</p>	<p>Does not address issue of current lack of accountability and reliable billing of current taxi companies</p> <p>No significant options for administrative simplification</p> <p>Difficult to control fraud issues</p> <p>Fewer options for cost containment than with other models</p> <p>Issues with developing and administering accessible service:</p> <ul style="list-style-type: none"> • Would need separate accessible service with medical transport providers, with a new payment mechanism, different than taxi scrip • Ability of the available accessible van operators to provide reasonably demand-responsive service is unknown • Theoretically possible to establish wheelchair accessible taxi service, but extremely difficult <p>Limited ability to modify the fare structure:</p> <ul style="list-style-type: none"> • Very hard to establish higher charges for same-day or off-peak travel • Higher charges for ticket or scrip purchases over set limits are possible, but have administrative issues

Option 2: Taxicard Payment System

How Taxicards Work

A card-based system could replace scrip without fundamentally altering the concept of the taxi scrip program. The same system is currently used in Chicago, Los Angeles, and Baltimore. According to the company that provides this service, MJM Innovations of Baltimore, some much smaller cities also use the system.

Instead of purchasing paper scrip, participants would pay into an account managed by STA with the support of MJM. Each customer would have access to a website where they could replenish their account, or customers could make payments in person or by mail and STA would update the online account. Customers could also review their recent trip history. Each customer would be

issued a card that identifies them and that is used by equipment in each taxicab to contact the MJM server on which the customer’s account balance and other information would be kept.

After ordering a taxi and entering the vehicle, a customer would present the card to the driver who would run it through a swipe reader. This operation would trigger communication with the MJM server to verify that the card has sufficient balance for a minimum-length trip and would initiate the process of determining the cost of the trip. At the end of trip, the driver would run the card through the reader again. The rider would pay some flat fare amount set by STA and also any meter amount over a maximum, also set by STA. To illustrate the flexibility in the amounts, Figure 8 shows the flat fare and the maximum that can be charged to the card in three cities.

Figure 8 Taxicard Fare Structures in Three Cities

City	Flat Fare	Maximum per Trip Charged to the Card
Chicago	\$5	\$13.50
Los Angeles	None	\$12
Baltimore	\$3	\$20

STA would probably set the per-trip maximum higher than the cities shown, since taxi fares under the Solano Intercity Taxi program average over \$40 per trip. It would probably be possible to implement a different type of fare structure, for example one that uses a percentage of the meter. This would be similar to the way scrip works.

Taxicards offer a number of advantages compared to scrip. As discussed under “Cost Containment” a variety of fare structure options become feasible. In addition:

- The exact amount can be charged for each trip, rather than an approximation based on available scrip denominations remaining in the customer’s booklet.
- As an option, the taxicard can be used as a photo ID, enabling drivers to quickly verify that the person using the card is the registered card holder.

The Cost of Taxicards

Taxicards would eliminate the need to print and distribute scrip, which is budgeted at \$10,000 for 2015-16. However, they would have their own costs, including:

- The cost of the taxicards (\$1 each for a basic card, or \$2 for a photo ID card)
- An initial setup cost exceeding \$10,000 and probably significantly more to program a custom fare structure, plus another \$5,000 initial cost to establish a payment website.
- On-going payments to the vendor of about \$6,000 per year at current trip volumes, plus an additional \$0.50 per trip if trip volumes grow.
- A need for every participating taxicab to have equipment capable of reading the cards and communicating with the MJM server, and that is linked to the meter in the cab. The vendor will provide customized tablets that perform this function for approximately \$500 to \$1,000 per taxicab.

The on-going costs would be comparable to the current costs of scrip. The initial setup cost would probably be on the order of \$20,000, which might be grant fundable. The most difficult cost to cover would be the cost of providing the necessary equipment for each taxicab. Assuming on the

order of 50 cabs operated by all of the companies, this cost could amount to about \$50,000. Taxi companies would probably pay for some of this cost *if the equipment is capability reading credit cards in addition to the special taxicards for the intercity program*. Otherwise the cost would need to be covered by the program. Further, if the only use for the equipment were for the intercity program, keeping all of the tablets operating would be an ongoing task that would require attention from STA or the operators.

Cost Containment

There are more fare structure possibilities using taxicards. Each of them would require some amount of custom programming that would be included by the vendor in the initial setup fee. The fee would be related to the degree of programming difficulty. Potential options and the level of programming difficulty include:

- Different rates for residents of various cities—easy
- Time of day (as in the three-tier proposal)—probably not too hard
- Fares that depend on how many trips the individual has made—unknown
- Variable subsidies depending on distance or zones—possible but harder

Different fares for advance reservations and on-demand trips would not be possible.

Administrative Simplification

The difficulties of processing taxi company invoices, including processing scrip, would be greatly reduced using taxicards. Opportunities for introducing any unauthorized charges would be nearly eliminated and invoices would be pre-verified by the software.

- The cost of printing and distributing scrip would be eliminated,
- Taxi companies would no longer need to accumulate, count, and submit scrip for reimbursement. The companies would prepare their invoices using the program website.
- Program managers (or STA) would no longer need to verify scrip totals and would have improved ability to verify taxi company charges, since a record of each trip is maintained on the program website, showing the taxi company, the driver, the vehicle, the GPS coordinates of the start and end of the trip, the time of trip, and the meter charge.

Figure 9 Advantages and Disadvantages of a Taxicard System

Advantages	Disadvantages
Retains the basic structure of how participants interact with taxi companies, easing any transition	Adds significant cost for equipment in taxicabs, as well as a need to keep this equipment operating
Adds some options for containing costs beyond raising prices, probably including time-of-day pricing	Upfront cost of setting up the new system including fees to the system vendor, purchasing and distributing cards to participants
Current reasonable quality of service will be maintained	Continuing administration fees to the system vendor
Adds significant accountability by creating an automatic electronic record of all trips for verifying invoices	Dependence on a single vendor—availability of other vendors is unknown
Should increase the speed and accuracy of billing	Issues with developing and administering accessible service:
Eliminates the cost of scrip printing and distribution issues	<ul style="list-style-type: none"> • Would need separate accessible service with medical transport providers, with a different payment mechanism than taxicards • Ability of the available accessible van operators to provide reasonably price demand-responsive service is unknown • Theoretically possible to establish wheelchair accessible taxi service, but extremely difficult
Drivers, companies, and programs not would not need to count, store, and deliver scrip	
Eliminates issues with control of multiple scrip sales locations	
Participants can purchase taxi trip credit without needing to travel to a sales location	
Participants can use the exact amount of credit needed for each trip	

Option 3: Central Reservations

How Central Reservations Would Work

In a central reservations model, a **reservations agent** would receive all ride requests from riders, verify eligibility, schedule trips with providers, determine the fare and subsidy for each trip, maintain credit accounts for each rider, and debit these accounts for each trip taken.¹

A similar model is used by Marin Transit for its Catch-a-Ride taxi subsidy service. Marin Transit’s Catch-a-Ride program offers discounted taxi rides to seniors age 80 and older, seniors between 60 and 80 who no longer drive, and paratransit eligible riders. Riders call a scheduling center (operated by MV Transportation from the facility they use to operate ADA paratransit for Santa Rosa) to request a ride. The scheduling center determines the mileage of the trip using Google Maps, which by agreement with the three participating taxi companies determines the amount that will be paid for the trip. (The meter is not used.) This information is provided to the rider at the time of the call. Marin Transit pays up to \$14 or \$18 (depending on the rider’s income) and

¹ In the analysis done for STA in April 2014 a “broker model” was described that was similar to the central reservations model described here, but that involved much more extensive responsibilities for the broker.

the rider pays any excess fare. If the trip costs no more than the \$14 or \$18 limit, the trip is free to the rider.

In Solano County, the fare structure would be different, but the concept would be the same. For example, to essentially duplicate the effect of the current scrip program, the following procedure would apply:

- Riders would pay \$15 to establish credit for \$100 worth of taxi trips. (The dollar amounts in this example are for illustration only—the actual amounts are likely to change.)
- When a rider wants to travel, he or she would call the reservations agent and give the desired time, pickup location, and destination, and the taxi company on which the rider wants to travel.
- The reservations agent would check the rider's eligibility and account balance.
- Assuming that the caller is eligible and there is sufficient trip credit in his or her account, the reservations agent would calculate the cost of the trip based on its mileage (measured using an online mapping program) and inform the rider.
- If the rider accepts the calculated cost, the reservations agent would transmit the reservation to the taxi company and debit the rider's account the cost of the trip.
- At the end of the accounting period, the taxi company would submit an invoice for completed trips and be paid the previously-agreed cost of all the trips.
- The reservations agent would also be responsible for conducting spot checks to verify that the reserved trips actually take place, for making adjustments when either the rider or the taxi company reports a no-show or cancellation, and for investigating complaints.

No payment would occur on the vehicle at all. Since riders are used to buying scrip in advance, the concept of paying in advance for trips is already well established. This method allows for maximum flexibility in fare structures. It avoids all issues of handling and reconciling cash or tickets. It allows for third parties to pay for (or sponsor) a rider's travel. It also works for riders with mental or physical disabilities that prevent them from dealing with cash or tickets.

The reservations and accounting task is simple enough that it could easily be managed by any of the contract providers that currently operate ADA paratransit in the county. STA could also consider acting as the reservations agent itself through its Mobility Call Center. In principle, the reservations agent need not be located in Solano County. Marin Transit provides a model for this possibility, since its program is run from a location in Sonoma County.

In Marin's case, MV is responsible for negotiating subcontracts with the participating taxi companies and makes payments to the taxi companies for which it is later reimbursed by Marin Transit. A similar arrangement could be established in Solano County, or STA could make the agreements with the taxi companies and pay them based on an accounting provided by the reservations agent.

Accessible Service

The reservations agent would also take requests for wheelchair accessible service. As in a model based on taxi scrip, separate arrangements would be made with one or more wheelchair van operators, but these arrangements would be transparent to riders. Riders would establish accounts just as for taxi service, and these could be debited using the same formula as for taxi accounts, but the providers would be paid whatever rate was negotiated with them. As noted

earlier, these rates would be substantially higher than taxi rates, potentially on the order of twice as high.

Maintaining account totals in terms of fictitious taxi rates would potentially be confusing, but would have the advantage of flexibility for any riders who do not need a wheelchair van all of the time, so they could mix taxi and wheelchair van trips. As an example, assume following hypothetical rates:

Taxi: \$2.25 + \$2.75 per mile

Wheelchair van: \$30 + \$3.00 per mile

If a rider has an initial trip credit of \$100 and takes a 10-mile trip, *regardless of whether it is taken on a taxi or wheelchair van*, then the rider's account would be charged $\$2.25 + (10 \text{ miles} \times \$2.75/\text{mile}) = \$29.75$, leaving \$70.25 trip credit in the rider's account.

If the trip were taken on a taxi, the taxi company would be paid \$29.75. But if the trip were taken on a wheelchair van, the van company would be paid $\$30 + (10 \text{ miles} \times \$3.00/\text{mile}) = \$60$. The actual amount paid to the van company would be invisible to the rider. This could be advertised to customers as, "Ride a wheelchair van for the same rate as a taxi."

Cost Containment

An attractive feature of the central reservations model is the possibility of a variety of flexible cost containment measures. With reservations going through a central reservations agent, it is possible to implement:

- Advance reservations
- Trip grouping for efficiency
- Priority for certain types of trips or limits on others
- A flexible fare structure that need not be based on taxi fares
- Surcharges or premium fares for:
 - trips at night or during peak periods
 - same-day reservations
 - trips over a defined monthly allowance per person

Administrative Simplification

There would be no need to distribute scrip, process used taxi scrip, or verify the meter charge for each trip provided by taxicabs. The reservations agent would pre-approve the payment amount for each trip, based on mileage as determined at the time of booking.

While there would no longer need to be process for verify that the correct amounts were charged for each trip, there would still need to be a system to spot any instances of charges being made for trips that never actually occurred. In theory, a participant, working in league with a taxi company, could request unneeded trips and then share in the payment for non-existent service. The reservations agent would have to be on the alert for any unusual patterns of usage. The opportunity for fraud would be similar to one that already exists. Unlike in the current system, however, riders would not be able to request a specific driver, so there would be no opportunity for individual drivers to cheat without the participation of the company as well. In addition, the reservations agent would always have up-to-the-minute records of all trips that have been charged.

Advantages and disadvantages of the brokerage model are summarized below in Figure 10.

Figure 10 Advantages and Disadvantages of Central Reservations

Advantages	Disadvantages
<p>Same as for taxicards:</p> <ul style="list-style-type: none"> • Current reasonable quality of service will be maintained • Adds significant accountability by creating an automatic electronic record of all trips for verifying invoices • Should increase the speed and accuracy of billing • Eliminates the cost of scrip printing and distribution issues • Drivers, companies, and programs would not need to count, store, and deliver scrip • Eliminates issues with control of multiple scrip sales locations • Participants can purchase trip credit without needing to travel to a sales location • Participants can use the exact amount of credit needed for each trip <p>Procedures for riders to obtain wheelchair-accessible service would be identical to procedures for taxi service</p> <p>Passengers do not need to handle scrip or money, except for trips that cost more than the rider's available credit or any limit on subsidy per trip</p> <p>Riders know in advance the exact cost of each trip</p> <p>Eliminates opportunities to overcharge for trips</p> <p>Allows multiple flexible options for cost containment, such as trip grouping, trip priorities or limits, multi-tiered fares or surcharges</p> <p>A choice of potential contractors is probably available</p>	<p>Uses a relatively new concept that is untested in Solano County</p> <p>Adds costs for a contractor compared to the current taxi-based model</p> <p>ADA paratransit program managers may have concerns about adding to existing contractor responsibilities</p> <p>Response time would probably be somewhat longer than currently, especially for wheelchair accessible service</p> <p>Mileage rates would need to be negotiated with taxi companies</p>

Option 4: Dedicated Fleet

This model would be similar to the earlier Solano Paratransit program that was administered by the City of Fairfield and operated by Fairfield's ADA paratransit contract provider. One of the current contract providers for ADA paratransit might operate the service using accessible vans or minibuses as an add-on to their existing contract, depending on the options and terms of the existing contract, and compliance with procurement rules. The potential contract providers include those operating service for SolTrans, Fairfield and Suisun Transit, and Vacaville's City Coach system.

This concept assumes that one of these providers has the capability of supplementing its existing service, using existing facilities. Vehicles, drivers, and office staff might be added, but for the new service to be cost-effective, administration, reservations, scheduling, and dispatch would need to be shared with the ADA paratransit program, so no staff would be dedicated full-time to the new program.

Accessible Service

The dedicated fleet model would provide wheelchair-accessibility by using a fleet of wheelchair-accessible vehicles dedicated to this service. For the most part, all trips, including trips by ambulatory riders, would be carried by these vehicles. However, for efficiency, some ambulatory trips could be subcontracted to taxicabs.

Cost Containment

The previous Solano Paratransit program was discontinued because of its expense. In a new program, measures would be introduced to address cost containment. The earlier Solano Paratransit service attempted to comply with ADA criteria for fares, no trip purpose rules, etc. In a new program, fares could vary by trip purpose or time of day, and certain trips could be prioritized. Trip limits could also be established. However, the basic cost per vehicle hour would be similar to cost per vehicle hour that currently applies to ADA paratransit. Cost savings would depend on the ability to efficiently schedule as many trips as possible in each vehicle-hour.

For the financial analysis, the prior Solano Paratransit program is the most relevant example. Based on actual costs in FY 2009 (the final year of Solano Paratransit), with increases to represent inflation since then, costs per trip on the order of \$97 might be expected. Some cost savings would be possible, but these would mainly come from demand management practices rather than steps that would reduce the cost per trip.

Fares and Fare Payment

All the same flexible options for fare structure and fare payment methods would exist as in the brokerage model.

Advantages and disadvantages of the dedicated fleet model are summarized in Figure 11.

Figure 11 Advantages and Disadvantages of the Dedicated Fleet Model

Advantages	Disadvantages
Simplifies addition of wheelchair-accessible service	High cost per trip
Allows multiple flexible options for cost containment, such as trip grouping, trip priorities or limits, multi-tiered fares	Unclear if any existing ADA paratransit operators have the capacity to take on additional responsibilities
Uses a simple, well-understood model of service delivery	Because of low trip volumes and long distance trips, opportunities for efficient trip scheduling may be limited
Administratively simple, but requires a commitment to service monitoring by a city or transit agency	Same-day response time would probably not be possible for most trips

FINANCIAL ANALYSIS

Assumptions

An approximate total cost and cost per trip for each option has been calculated using the following assumptions:

Assumptions that apply to all options:

- Average payment per trip to taxi companies: \$40
- Average payment for wheelchair-accessible trip: \$80
- Percentage of wheelchair-accessible trips: 20%
- Passenger-trips per year: 12,000 (equivalent to about 10,000 vehicle trips)
- Farebox recovery per trip: 30% of taxi cost per trip
- Passengers per vehicle trip: 1.2

Option-dependent costs:

- **Modified scrip:**
Administrative costs: \$10,000 for scrip printing
STA staff time: \$40,000 (cost for the contracted Interim Program Manager are not included)
- **Taxicards:**
Vendor payments and taxicards: \$10,000
STA staff time: \$30,000
- **Central reservations:**
Reservations agent contractor: \$30,000 (\$3 per vehicle trip based on \$2.90 paid by Marin)
STA staff time: \$20,000

- **Dedicated vehicles:**
 - Operations contract: \$970,000 (\$97 per trip)
 - STA staff time: \$20,000

The Role of Fares

All options can accommodate fare increases, and some of them can accommodate more nuanced fare increases that incentivize travel at certain times or advance reservations, or that allow for a lifeline level of usage at lower rates than more frequent trips. Currently scrip purchases recover 15% of the cost of taxi company payments, which is roughly 14% of total program costs. Raising fares would bring more revenue into the program or, equivalently, reduce the net subsidy cost per trip. For example doubling the scrip price to 30% would generate roughly \$60,000 in additional revenue, equivalent to the cost of about 1,600 passenger-trips under the current program design.

A fare increase would also reduce demand for trips, that is the number of desired trips. The experience of 2012-13 demonstrated that there is significant unmet demand at current fare levels. At the peak of demand between October 2012 and February 2013, usage was averaging over 1,200 passenger-trips per month, more than 20% over current constrained levels. Taking into account the added revenue, a doubling of fares would probably just eliminate the current tendency of programs to exhaust their supply of scrip each month with the existing program design.

Adding an accessible van component will add demand (assumed above at about 20% of demand) for trips that will be about twice as expensive per trip as existing taxi trips. With this addition, even a doubling of fares might not be sufficient to balance demand and the amount of service that can be provided within budget limitations.

For the sake of analysis, an average fare of twice the current level has been assumed. This has been calculated as 30% of the cost of an average taxi trip, i.e. twice the current 15% scrip price. No decrease in demand (i.e. trips supplied) compared to current levels has been assumed.

Results of the Analysis

The results of the calculations are shown in Figure 12. The costs shown are based on fiscal year 2015-16 budgeted costs. The net subsidy cost for an intercity paratransit program is roughly the same whether the program is based on modified scrip, taxicards, or a central reservations agent. The estimated costs are “roughly the same” in the sense that any differences are small compared to the level of uncertainty in the analysis. A program using a fleet of dedicated vehicles, similar to the former Solano Paratransit program, would cost more than twice as much as any other alternative.

All of the options would cost slightly more than the current intercity scrip program. However, the analysis does not take into account the level of effort by staff of the transit operators. Under the current program, they are responsible for oversight of scrip sales; for receiving and counting scrip turned in by taxi companies; and for verifying taxi company invoices. These roles would continue under the modified scrip program, but under taxicard program or a central reservations program, they would be greatly reduced or even eliminated entirely.

Start-up Costs

In addition to ongoing operating costs, there would be significant start-up costs. Even for the modified scrip program, working out a new payment mechanism for van providers would take a significant amount of staff time. For a central reservations agent, the contract would have start up costs to create procedures and create a database tracking trips and charges. This might cost on the order of \$20,000. By far, the highest level of start-up cost would be incurred for a taxicard system. These costs would include:

Vendor setup	\$20,000
Taxicards	\$600
Initial rider registration (STA staff time)	\$20,000
<u>Taxi in-vehicle equipment</u>	<u>\$50,000</u>
Total	\$90,600

DRAFT

Solano Intercity Paratransit Service Options
Solano Transportation Authority

Figure 12 Financial Analysis of Options

	Option				Existing
	Modified Scrip	Taxicard	Central Reservations	Dedicated Vehicles	
Inputs					
Average payment per trip to taxi companies	\$40	\$40	\$40	\$40	\$40
Average payment per accessible van trip	\$80	\$80	\$80	\$80	\$80
Percentage of wheelchair-accessible trips	20%	20%	20%	20%	0%
Trips per year	12,000	12,000	12,000	12,000	12,000
Passengers per trip	1.2	1.2	1.2	1.2	1.2
Farebox recovery (pct. of taxi cost/trip)	30%	30%	30%	30%	15%
Scrip printing	\$10,000				\$10,000
Vendor payments and cards		\$10,000			
Reservations agent			\$36,000		
Operations contract				\$1,164,000	
STA staff time	\$40,000	\$30,000	\$20,000	\$20,000	\$40,000
Transit operator staff	\$0	\$0	\$0		
Results					
Taxi payments	\$320,000	\$320,000	\$320,000		\$400,000
Van company payments	\$160,000	\$160,000	\$160,000	\$1,164,000	0
Admin	\$50,000	\$40,000	\$56,000	\$20,000	\$50,000
Total operating cost	\$520,000	\$520,000	\$536,000	\$1,184,000	\$440,000
Fare revenue	\$120,000	\$120,000	\$120,000	\$120,000	\$60,000
Net subsidy cost	\$410,000	\$400,000	\$416,000	\$1,064,000	\$390,000
Operating cost per trip	\$44.17	\$43.33	\$44.67	\$98.67	\$37.50

Intercity Taxi Reservations Agent

Draft Scope of Work

Overview

The Intercity Taxi Reservations Agent will operate a centralized reservations and account management system as a mechanism for a taxi subsidy program serving people with disabilities in Solano County. This centralized reservations system will replace the existing system which is based on sale and redemption of scrip that eligible participants use to pay for taxi rides between Solano County cities.

The Existing Taxi Scrip Program

The current program is known as the Intercity Taxi Scrip Program. The program is available to people who have been certified as eligible for ADA complementary paratransit services provided by the cities of Dixon (Dixon Read-Ride), Benicia and Vallejo (Soltrans), Fairfield (Fairfield-Suisun Transit), and Vacaville (Vacaville City Coach). Eligibility for all of these programs is determined by the countywide Solano County Paratransit Eligibility program administered by the Solano Transportation Authority on behalf of the transit operators. Currently, STA contracts with CARE Evaluators for this program. Eligibility is determined on the basis of inability to use fixed-route public transit due to a disability.

Currently booklets containing scrip worth \$100 in taxi rides are sold for \$15 per booklet. As of July 1, 2016, the price of a \$100 scrip booklet will increase to \$20 for qualifying low-income participants and \$40 for other participants. Each transit operator sells scrip to its residents who use it to pay for taxi rides between the cities of Solano County. Participants call the participating taxi company of their choice to request rides. There are nine actively participating taxi companies.

The taxi companies turn in the scrip that drivers receive from customers to the cities in which they are licensed, along with an invoice for reimbursement. The cities review and approve the taxi company invoices and forward them for payment by STA. At the end of each fiscal year, there is an accounting reconciliation to ensure that each transit operator pays for usage by its riders.

As of January, 2016, participants were making approximately 870 trips per month on the Intercity Taxi Scrip Program. Payments to taxi companies averaged \$35,472 per month. The precise number of customers is not known. The approximate number of ADA paratransit eligible individuals registered to use transit operator ADA paratransit programs is 3,028 as of 3/1/2016. All of these individuals are potential users of the Intercity Taxi Scrip Program. An analysis of taxi company invoices in 2013 showed 210 distinct users over a three-month period. Making allowance for some infrequent riders, there are probably at least 300 eligible individuals actually participating.

Planned Centralized Reservations System

In the planned centralized reservations system, the central reservations agent would receive all ride requests from riders, verify eligibility, schedule trips with taxi and other providers, determine the fare and subsidy for each trip, maintain credit accounts for each rider, and debit these accounts for each trip taken.

Presently, no wheelchair accessible service is available under the Intercity Taxi Scrip Program. In the planned system, people who use wheelchairs will be able take trips using accessible taxicabs, if the taxi companies are able to develop this kind of service, or else using wheelchair accessible vans operated by medical transportation companies. Under agreements to be developed with these companies, payment to the companies may, if necessary, be at rates higher than those paid to taxi companies for a similar trip, but the participant's account will be charged at the same rate as a taxi trip.

Detailed Requirements

The central reservations agent will carry out all of the following tasks working in close cooperation with the sponsoring transit operators and the Solano Transportation Authority.

- Work with taxi companies to develop efficient, accurate, and timely methods for transmitting trip requests and receiving and verifying invoices.
- Using registration updates provided by STA and/or CARE Evaluators, maintain a current database of eligible riders.
- Maintain trip credit accounts for all eligible riders. As part of this, receive payment from riders by multiple means:
 - Checks sent by mail
 - Credit card orders through a secure website developed by the agent or arranged through a third party provider
 - Notice of payments made through local jurisdictions

Participants will receive trip credit based on prices and subsidy formulas established by STA. It is expected that the subsidy formula will initially be based on the price for scrip booklets in effect when the centralized program begins. For example, based on current scrip prices, participants would pay \$____ for \$100 of trip credit.

- Provide account balance information to participants in response to telephone inquiries and via a secure project website.
- Maintain a website with service information and with links to a secure web service for payment and balance information.
- Receive telephone requests for service from riders. For each request, determine caller eligibility, desired taxi or medical transport company, desired pickup time, and desired pickup and dropoff location. Requests may be for immediate service or for service at any time within the next ___ hours specified by the participant. This reservations service must be available at all times between the hours of 6:00 AM and 8:00 PM every day of the year.
- For each trip request, determine the cost of the trip using an online mapping service and rates agreed to with each provider, verify availability of adequate trip credit, and confirm all information with the participant. Determine if the participant is willing

**Intercity Taxi Reservations Agent
Draft Scope of Work**

ride with another company if needed to ensure timely pickup. (Note: only the distance determined using the online mapping service will be used to determine trip costs—taxi meters or similar in-vehicle equipment shall not be used.)

- Telephone systems must be used that ensure that all calls are processed with minimum delay without participants needing to leave messages or wait for call backs. Other than in exceptional circumstances, the process outlined above must be completed in one call.
- Transmit the trip information to the requested provider company and verify availability and estimated time of service. If a delay of more than ___ minutes is expected, and the participant has approved use of an alternative provider, try other providers as needed. Give participants the option of waiting on hold while this process is completed. If the participant declines to wait, call back the participant with any change of pickup time or provider.
- Develop and apply procedures to follow up with participants and provider companies to verify service delivery corresponding to trips that were assigned to each provider company, determine adherence to standards, and identify and resolve any issues.
- Receive, investigate, and resolve rider complaints, including complaints received via STA and the local operators.
- Weekly, prepare a summary of trips and payments due to each provider company, taking into account adjustments for any trips that were not completed as requested and any incentives or disincentive that may be established by STA. Submit these summaries to the taxi companies for review.
- One of two options for invoicing and payment of providers:
 - Option 1: Following verification of the summary by each company send the verified amount due and provide an accounting of the amount paid for reimbursement by STA.
 - Option 2: Receive provider invoices, verify accuracy and fare revenue, and process payment. Bill STA, including supporting detail identifying financial responsibility of each participating local jurisdiction
- Provide monthly reports of operations, service quality, and finances. Reports should include detailed information on customer issues and resolution, analysis of travel patterns, cases of possible program misuse by participants or providers, and steps taken to address any cases of misuse.
- Participate as needed in public meetings and outreach efforts. An average of no more than ___ meetings per year should be assumed.

**MEMORANDUM OF UNDERSTANDING
BY AND AMONG
THE CITIES OF DIXON, FAIRFIELD,
RIO VISTA, VACAVILLE,
SOLANO COUNTY TRANSIT,
THE COUNTY OF SOLANO, AND
THE SOLANO TRANSPORTATION AUTHORITY
FOR INTERCITY PARATRANSIT SERVICES**



THIS MEMORANDUM OF UNDERSTANDING (“Paratransit MOU” or “MOU”) is entered into on the date last written below, by and among the municipal corporations of the CITY OF DIXON (“DIXON”), the CITY OF FAIRFIELD (“FAIRFIELD”), the CITY OF RIO VISTA (“RIO VISTA”), and the CITY OF VACAVILLE (“VACAVILLE”); the COUNTY OF SOLANO (“COUNTY”), a political subdivision of the State of California; the SOLANO TRANSPORTATION AUTHORITY (“STA”), a joint powers authority consisting of the cities of BENICIA, DIXON, FAIRFIELD, RIO VISTA, SUISUN CITY, VACAVILLE, VALLEJO, and the COUNTY; and, SOLANO COUNTY TRANSIT (“SOLTRANS”), a joint powers authority consisting of the cities of BENICIA and VALLEJO and the STA. Unless specifically identified, the various public agencies may be commonly referred to individually as “Party” or collectively as “Parties,” as the context may require.

RECITALS

WHEREAS, paratransit is defined as specialized transportation provided by taxis, cars or accessible vans for people with disabilities who meet the eligibility requirements established by the Americans with Disabilities Act (“ADA”) but who cannot use available fixed-route transit services; and

WHEREAS, DIXON, RIO VISTA, and VACAVILLE, and the STA (on behalf of the COUNTY) each operate independent transit and/or paratransit systems for riders within and around each agency’s jurisdiction; and

WHEREAS, FAIRFIELD operates Fairfield and Suisun Transit (“FAST”), which provides transit and paratransit services to FAIRFIELD and SUISUN CITY, and operates regional bus routes on the Interstate 80 and 680 corridors; and

WHEREAS, SOLTRANS provides transit and paratransit services to the Cities of BENICIA and VALLEJO, and operates regional bus routes on the Interstate 80, 680 and 780 corridors; and

WHEREAS, ambulatory paratransit riders are able to enter into and out of a vehicle without the use of a lift, ramp, or other boarding assistance device, and with little or no assistance from others; and

WHEREAS, non-ambulatory paratransit riders require the use of lifts, ramps, boarding assistance devices, and/or assistance from others to enter into and out of a standard vehicle or accessible van; and

WHEREAS, a paratransit service that provides trips beyond ¾-mile from existing fixed route transit service exceeds service that is mandated by ADA is known as ADA-Plus paratransit service; and

WHEREAS, Solano County intercity paratransit services (trips between jurisdictions) were provided to all eligible riders through a service, formerly known as Solano Paratransit, until its dissolution in 2009; and

WHEREAS, in 2010, the Parties entered into a Memorandum of Understanding to provide a new taxi-based intercity ADA-Plus paratransit service to eligible ambulatory riders as an alternative to the existing ADA paratransit services; and

WHEREAS, the Parties have agreed to share the regional costs of providing intercity transit services through the Intercity Transit Funding Agreement, dated July 1, 2012, and memorialize those shared costs annually by agreement in the annual Transportation Development Act Matrix (“TDA Matrix”) maintained by the STA; and

WHEREAS, the COUNTY adopted Resolution No. 2014-160 which authorized the STA to claim the COUNTY’s Transportation Development Act Article 8 (“TDA Art. 8”) monies annually through FY 2017-18 for paratransit services; and

WHEREAS, the Parties wish to enter into a new MOU to provide contract-based intercity ADA-Plus paratransit services to eligible ambulatory and non-ambulatory residents (“SERVICE”).

AGREEMENT

NOW, THEREFORE, in consideration of the mutual promises set forth in this MOU, the Parties agree as follows:

Part I

Roles and Responsibilities of the Parties

A. STA Roles and Responsibilities

1. The STA shall update and maintain the STA’s TDA Matrix for budgeting, estimating TDA Art. 8 claim amounts, and providing for multi-year reconciliation.
2. The STA will seek grants, with the Parties assistance, to supplement available funding for the SERVICE, and shall apply any awarded monies to subsidize the costs of the Parties’ SERVICE.
3. The countywide process for determining ADA ridership eligibility, and rules and policies established through this eligibility process will be utilized by the STA in administration of the SERVICE.
4. The STA shall work with the Parties to formulate the basis and deliverables for the contract(s) that will be used to provide the SERVICE.

5. The STA shall advertise, award, and execute contracts for paratransit services to provide intercity ADA-Plus paratransit trips to eligible ambulatory and non-ambulatory riders between the jurisdictions of the Parties.
6. The STA may provide non-ADA trips to the Parties and other agencies, under separate agreement and with no subsidies for funding, provided that the trips do not create additional unit costs to the base SERVICE contract costs.
7. The STA will provide monthly ridership reports to the Parties, which detail the riders, trip routes, and costs originating from each Party's jurisdiction. The STA will provide quarterly reports and an annual report on the SERVICE, which details budgets, cost details, ridership, and trends.
8. The STA shall apply the available subsidy funds towards each Party's share of the costs of the SERVICE based upon the monthly share of ADA-eligible contract costs that originated from each Party's jurisdiction.
9. The STA shall make annual claims against each Party's TDA Art. 8 monies for costs in providing the SERVICE to the respective Party's jurisdiction. The TDA claims shall be based upon the cost of providing the SERVICE in advance of the fiscal year that it is provided. The claims for each fiscal year (2016-17 and 2017-18) shall be at least the amounts set forth in Attachment A. If contract costs for the SERVICE do not exceed the established TDA claim amounts, then the claims shall be reconciled (credited back) for the finalized costs of each fiscal year in accordance with the existing TDA claims reconciliation process through the STA's TDA Matrix.
10. The STA will assist the Parties as necessary in making claims and invoicing for all federal reimbursement that is available for providing the SERVICE. Assistance shall include providing all SERVICE contract costs, trip information, invoices, federal reimbursement forms, and other information that is necessary to receive federal reimbursement.
11. If the STA's costs in providing the SERVICE to a Party's jurisdiction exceed the estimated budget (TDA claim plus subsidy) or will reasonably exceed the estimated budget by trend forecast, then the STA and the respective Party shall agree to a remedy plan from the following options:
 - a) The respective Party shall provide additional funding to the STA, utilizing TDA funds or otherwise, to cover the unanticipated costs;
 - b) The STA and respective Party shall agree on terms to limit ridership or subsidy for the remainder of the fiscal year, which will preserve the existing budget; and/or,
 - c) The STA and the respective Party shall agree to terminate the SERVICE provided to the Party's jurisdiction once the fiscal year budget has been met.

If the respective Party and the STA fail to agree to a remedy plan above within 30 days of notice, the STA may terminate SERVICE to the respective Party's jurisdiction for the remainder of the fiscal year. The STA shall notify the Party at least 30 days in advance of termination of the SERVICE.

12. If a Party seeks to increase the SERVICE to its jurisdiction, the respective Party and the STA will agree to a plan that allows for the increased SERVICE subject to the Party providing additional funding to the STA, utilizing TDA funds or otherwise, to cover the unanticipated costs.
13. The STA shall also retain TDA Art. 8 monies to cover the costs of STA staff time utilized in providing the SERVICE and related public outreach. In addition, the STA shall retain a contingency above the estimated annual budget for the SERVICE, to cover unanticipated costs, service growths, and/or delayed payments, should they occur.
14. The STA shall review, maintain, and modify as agreed by the Parties, a farebox recovery ratio, as well as establish associated farebox fees to riders utilizing the SERVICE, which provides for the long-term sustainability of the SERVICE.
15. The STA will develop public outreach elements as part of the SERVICE, as coordinated with the Parties' existing efforts, and which supports the STA's mobility management program.
16. STA shall update and maintain the database for ADA-eligible riders for their respective jurisdictions, including the furnishing of ADA identification cards to their riders, and shall make this information accessible to the Parties and their contractor(s).
17. STA shall provide the Parties a quarterly ridership report and an annual report.

B. Parties Roles and Responsibilities

1. The Parties shall, in good faith, assist the STA in the creation and maintenance of the SERVICE, through review of draft contracts, selection of contractor(s), public outreach, and facilitation of any necessary payments and TDA claims.
2. The Parties that provide fixed route transit service shall continue to provide ADA-mandated paratransit service, as necessary, and separate from that which is provided by the SERVICE.
3. A Party may request to increase SERVICE in its jurisdiction with STA's concurrence pursuant to Section A.12 above,
4. The Parties shall review STA's quarterly ridership reports and the annual report, and comment on any errors or discrepancies within 3 weeks of receipt.
5. The Parties shall review and approve the TDA Matrix and associated capital service costs prior to the STA making a TDA claim. Once the TDA Matrix is approved by the Parties and the STA Board, the Parties will allow the STA to make claims against each Party's TDA funds, initially estimated through the STA's TDA Matrix, and finally accounted and reconciled by formula in accordance with Attachment A.
6. The Parties shall maintain their existing annual TDA financial commitments toward the SERVICE, minimally at the amounts shown in Attachment A. The Parties should anticipate that the SERVICE costs will grow while the available subsidies will vary

from year-to-year. Each Party may choose to increase its respective funding commitment to the STA where there is a need and desire to increase the SERVICE to the respective jurisdiction.

7. The Parties shall assist the STA in efforts toward seeking grants to supplement available funding for the SERVICE.
8. The Parties will implement the public outreach elements developed by the STA for the SERVICE, as coordinated with the Parties' existing efforts, and which supports the STA's mobility management program.
9. The associated fees charged to the riders, shall be reviewed annually, or as necessitated by changes to the SERVICE's budget, by the Parties. The Parties may recommend a change to the associated fees, which will become effective only upon approval of the STA Board.
10. Should a Party wish to withdraw from this MOU, a 90-day advance written notice must be provided to the Parties, approved by the withdrawing Party's governing board, Council, or signatory authority. TDA funds to be reimbursed or refunded shall be reconciled for finalized costs of each fiscal year in accordance with Attachment A, and through the existing TDA claims reconciliation process through the STA's TDA Matrix.

Part II

General Terms and Conditions

A. Term of MOU

This MOU shall be in effect from July 1, 2016 to June 30, 2018 with the option to extend for two additional years upon the approval of all of the Parties.

B. Indemnification

Each Party shall indemnify, defend, protect, hold harmless, and release the other Parties, their elected bodies, officers, agents, and employees, from and against any and all claims, losses, proceedings, damages, causes of action, liabilities, costs, or expenses (including attorneys' fees and witness costs) arising from or in connection with, or caused by any negligent act or omission or willful misconduct of such indemnifying Party in the performance of its obligations under this MOU. This indemnification obligation shall not be limited in any way by any limitation on the amount or type of damages or compensation payable to or for the indemnifying party under workers' compensation acts, disability benefit acts, or other employee benefit acts.

C. No Waiver

The waiver by any Party of any breach or violation of any requirement of this MOU shall not be deemed to be a waiver of any such breach in the future, or of the breach of any other requirement of this MOU.

D. Assignability

No Party to this MOU shall assign or transfer any interest herein nor the performance of any duties or obligations hereunder, without the prior written consent of the other Parties, and any attempt by a Party to so assign or transfer this MOU or any rights, duties or obligations arising hereunder shall be void and of no effect.

E. Governing Law and Venue

The construction and interpretation of this MOU and the rights and duties of the Parties shall be governed by the laws of the State of California with venue residing in Solano County.

F. Force Majeure

No Party shall be liable or deemed to be in default for any delay or failure in performance under this MOU or for any interruption of services, directly or indirectly, from acts of god, civil or military authority, acts of public enemy, war, strikes, labor disputes, shortages of suitable parts, materials, labor or transportation, or any similar cause beyond the reasonable control of the Party.

G. Notices

All notices required or authorized by this MOU shall be in writing and shall be delivered in person or by deposit in the United States mail, by certified mail, postage prepaid, return receipt requested. Any mailed notice, demand, request, consent, approval or communication that a Party desires to give to the other Parties shall be addressed to the other Parties at the addresses set forth below. A Party may change its address by notifying the other Parties of the change of address. Any notice sent by mail in the manner prescribed by this paragraph shall be deemed to have been received on the date noted on the return receipt or five days following the date of deposit, whichever is earlier.

AGENCY:

CITY OF DIXON
Joe Leach
City Engineer/Public Works Director
600 East "A" Street
Dixon, CA 95620

CITY OF FAIRFIELD
George Hicks
Public Works Director
1000 Webster Street
Fairfield, CA 94533

SOLANO COUNTY
Bill Emlen
Director of Resource Management
675 Texas Street, Suite 5500
Fairfield, CA 94533

SOLANO TRANSPORTATION
AUTHORITY
Daryl K. Halls, Executive Director
One Harbor Center, Suite 130
Suisun City, CA 94585

SOLANO COUNTY TRANSIT
Mona Babauta
General Manager
311 Sacramento Street
Vallejo, CA 94590

CITY OF SUISUN CITY
Tim McSorley
Public Works Director
701 Civic Center
Suisun City, CA 94585

CITY OF VACAVILLE
Shawn Cunningham
Public Works Director
650 Merchant Street
Vacaville, CA 95688

CITY OF RIO VISTA
Robert Hickey
City Manager
One Main Street
Rio Vista, CA 94571

H. Subcontracts

Within the funds allocated by the Parties under this MOU, the STA may contract for any and all of the tasks necessary to undertake the SERVICE described in this MOU. The STA must follow federal procedures in selecting contractors and consultants.

I. Prior Agreements and Amendments

This MOU represents the entire agreement of the Parties with respect to the subject matter described herein, and no representations, warranties, inducements or oral agreements have been made by any of the Parties except as expressly set forth in this MOU. This MOU may only be modified by a written amendment duly executed by the Parties.

J. Severability

If any provision or portion of this MOU is found by any court of competent jurisdiction to be unenforceable or invalid for any reason, such provision shall be severable and shall not in any way impair the enforceability of any other provision of this MOU.

K. Compliance with all Laws

The Parties shall observe and comply with all applicable federal, state and local laws, ordinances, and codes including those of the Federal Highway Administration (FHWA).

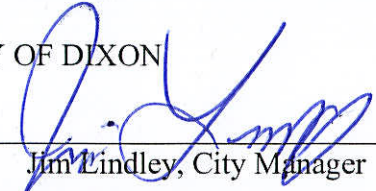
L. Non-Discrimination Clause

1. During the performance of this MOU, the Parties and their subcontractors shall not deny any benefits or privileges to any person on the basis of race, religion, color, ethnic group identification, national origin, ancestry, physical handicap, mental disability, medical condition, marital status, age, sex or sexual orientation, nor shall they discriminate unlawfully against any employee or applicant for employment because of race, religion, color, ethnic group identification, national origin, ancestry, physical handicap, mental disability, medical condition, marital status, age, sex or sexual orientation. Each Party shall ensure that the evaluation and treatment of employees and applicants for employment are free of such discrimination.
2. The Parties shall comply with the provisions of the Fair Employment and Housing Act (Government Code section 12900, et seq.), the regulations promulgated pursuant to it (Title 2, California Code of Regulations, section 7285.0, et seq.), the provisions of Article 9.5, Chapter 1, Part 1, Division 3, Title 2 of the Government Code (sections 11135-11139.5) and any state or local regulations adopted to implement any of the foregoing, as such statutes and regulations may be amended from time to time.


M. Access to Records and Retention

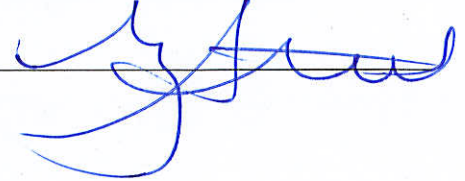
All Parties, acting through their duly authorized representative, as well as any federal or state grantor agency providing all or part of the funding associated with this MOU, the State Controller, the Comptroller General of the United States, and the duly authorized representatives of any of the Parties, shall have access to any books, documents, papers and records of any Party that are directly pertinent to the subject matter of this MOU for the purpose of making audit, examination, excerpts and transcriptions. Except where longer retention is required by any federal or state law, the Parties shall maintain all required records for three years after final payment for any work associated with this MOU, or after all pending matters are closed, whichever is later.

IN WITNESS WHEREOF, this MOU was executed by the Parties on the day and year last written below.

CITY OF DIXON
 By: 
 Jim Lindley, City Manager

APPROVED AS TO FORM
 By: _____

CITY OF FAIRFIELD
 By: 
 David White, City Manager

APPROVED AS TO FORM
 By: 

CITY OF RIO VISTA

By: 
Robert Hickey, City Manager

APPROVED AS TO FORM

By: 


CITY OF VACAVILLE

By: 
Laura Kuhn, City Manager

APPROVED AS TO FORM

By: 

SOLANO TRANSPORTATION AUTHORITY

By: 
Daryl Halls, Executive Director

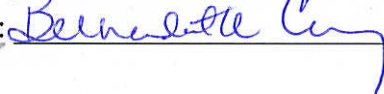
APPROVED AS TO FORM

By: 

SOLANO COUNTY TRANSIT

By: 
Mona Babauta, Executive Director

APPROVED AS TO FORM

By: 

SOLANO COUNTY

By: 
Birgitta E. Corsello, County Administrator

APPROVED AS TO FORM

By: _____

Date: _____

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PCC

DATE: March 1, 2017
TO: Paratransit Coordinating Council (PCC)
FROM: Debbie McQuilkin, Transit Mobility Coordinator
RE: Countywide In-Person American with Disabilities Act (ADA) Assessment Program
Mid-Year Report for Fiscal Year (FY) 2016-17

Background:

Since July 2012, STA, in its role as the Consolidated Transportation Service Agency (CTSA) for Solano County, has been working with consultants, the Solano Transit Operators, the Senior and People with Disabilities Advisory Committee and Paratransit Coordinating Council to develop a Mobility Management Plan for Solano County. The development of a Mobility Management Plan was identified in the 2011 Solano Transportation Study for Seniors and People with Disabilities as a priority strategy to assist seniors, people with disabilities, low income and transit dependent individuals with their transportation needs. STA staff has been gathering information about existing services and programs, exploring potential partnerships, and analyzing how to address mobility needs in Solano County in a cost effective manner.

The Solano Mobility Management Plan proposes to focus on four key elements that were also identified as strategies in the Solano Transportation Study for Seniors and People with Disabilities, but staff will only be discussing the first element in the update:

1. Countywide In-Person ADA Eligibility and Certification Program
2. Travel Training
3. Older Driver Safety Information
4. One Stop Transportation Call Center

Discussion:

This update summarizes the Countywide In-Person ADA Eligibility activities of CARE Evaluators for FY 2016-17.

Evaluations: Between July 1st and December 31st, there were 666 completed evaluations, 262 cancellations and 103 no-shows countywide.

New versus Recertification: There were 425 new applicants, 207 recertifications and 34 auto-renewals. This is a significant increase in recertifications over the previous FY (50%) and is the first year to reflect those applicants eligible for the auto-renewal process.

Eligibility Results: Of the 666 assessments that took place from July 2016 through December 2016, 566 were given unrestricted eligibility (85%), 54 (8%) were given conditional eligibility, 30 were given temporary eligibility, 13 were given trip by trip and 3 were denied. The denial rate remains low, suggesting that applicants are self-selecting out of the evaluation process early and are better informed about the basic conditions of ADA eligibility.

Paratransit Usage: On average, 50% of all applicants' utilized complementary paratransit service to and from their assessments.

Comment Cards: There were a total of 11 ADA Comment Cards received in February. Of those who completed comment cards, rating their assessment process and service 90% of clients were "highly satisfied" with 10% being "satisfied".

Eligibility Letters: The average duration between an applicant's assessment and receipt of the eligibility determination letter was twelve (11) days. In the 1st half of this FY, there were no violations of the 21-day assessment letter policy.

Scheduling Assessments: On average, the time between an applicant call to schedule an in-person assessment and the date of their assessment was approximately thirteen (13) business days. The program target is to schedule assessments within ten (10) business days of an applicant's call.

Recommendation:

Informational.

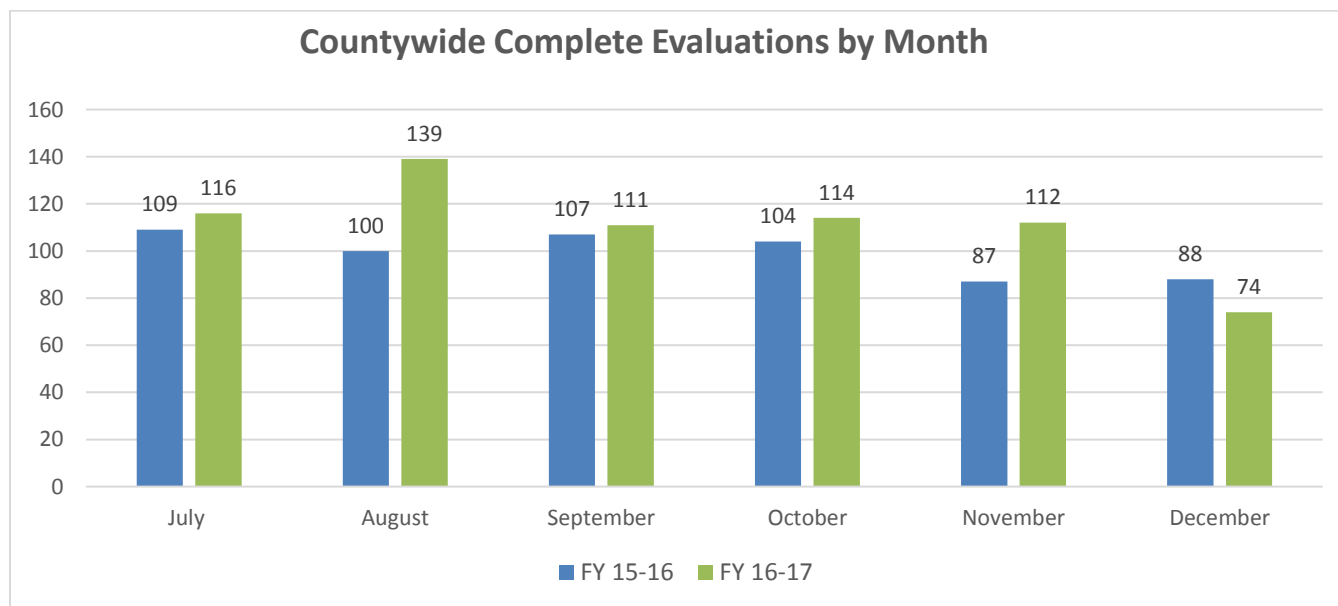
Attachment:

- A. Countywide In-Person ADA Eligibility Program FY 2016-17 Mid-Year Report

Countywide In-Person ADA Eligibility Program FY 2016-2017 Mid-Year Progress Report

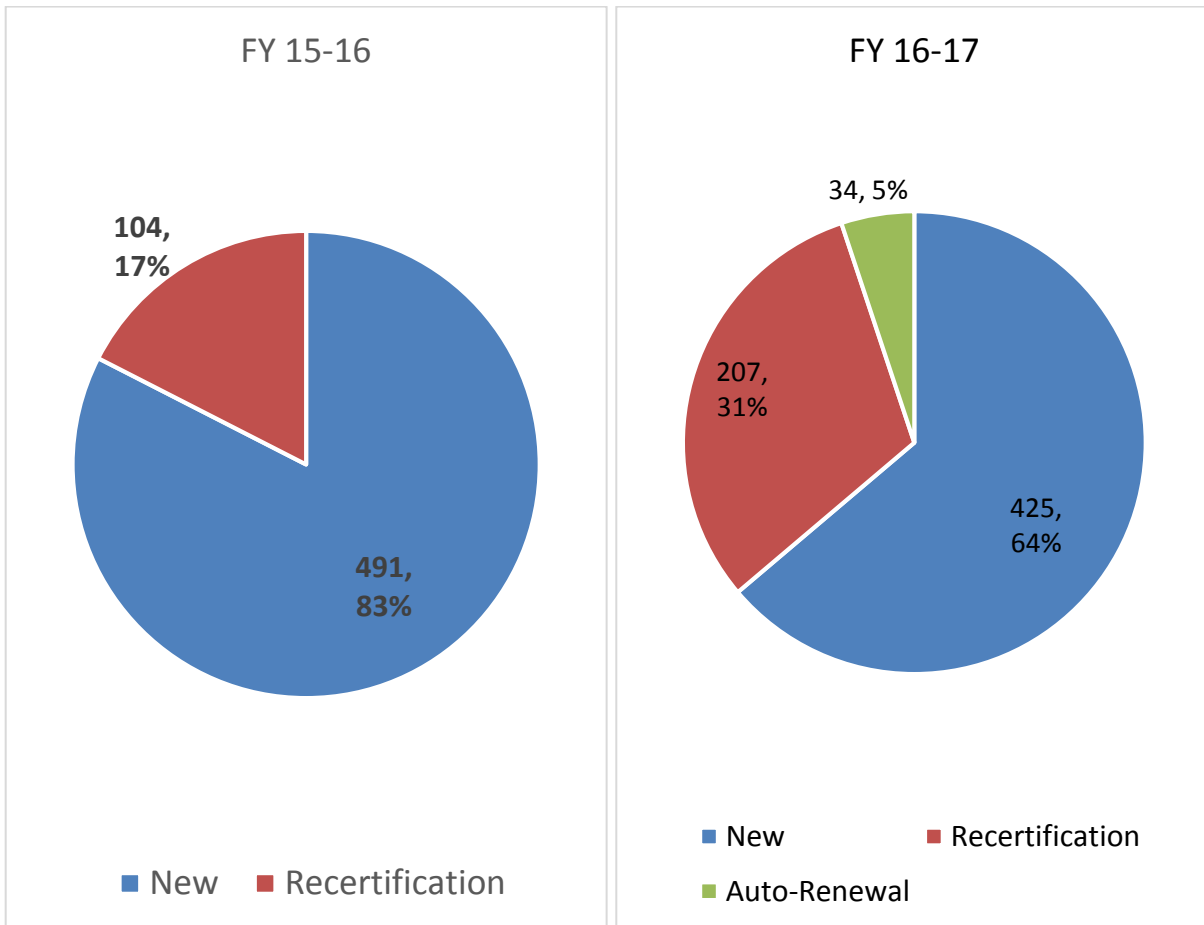
Applicant Volume by Month: CARE Evaluators completed 666 evaluations in Solano County in July 1st - December 31st, 2016. This was an increase of 71 complete applications from July-December 2015. The incompleteness rate increased this year by 2%.

Applicant Volume and Productivity by Location Mid-Year FY 2016-2017		
	Countywide 7/1/15- 12/31/15	Countywide 7/1/16- 12/31/16
Completed	595	666
Cancellations	196	262
No-Shows	98	103
Incompletion Rate	33%	35%



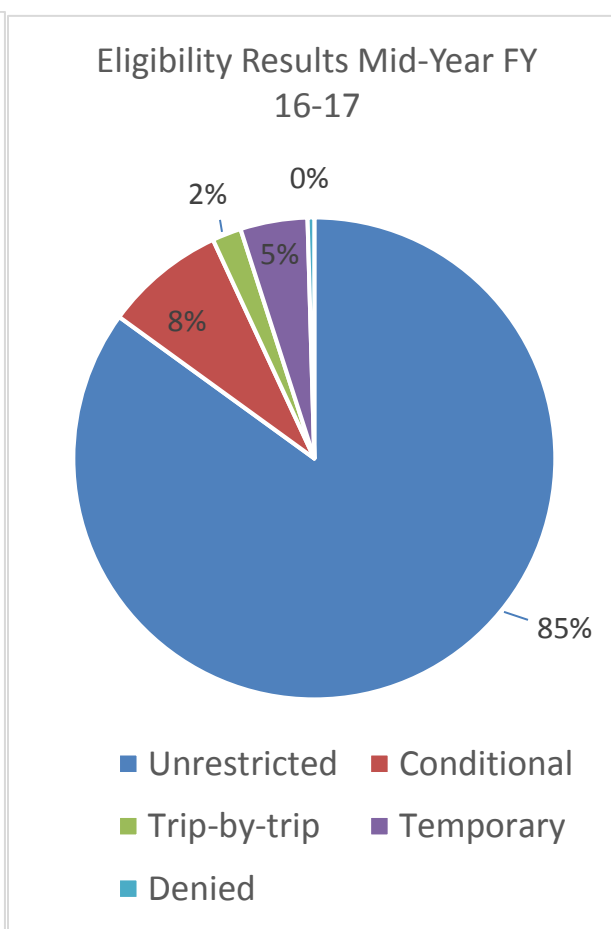
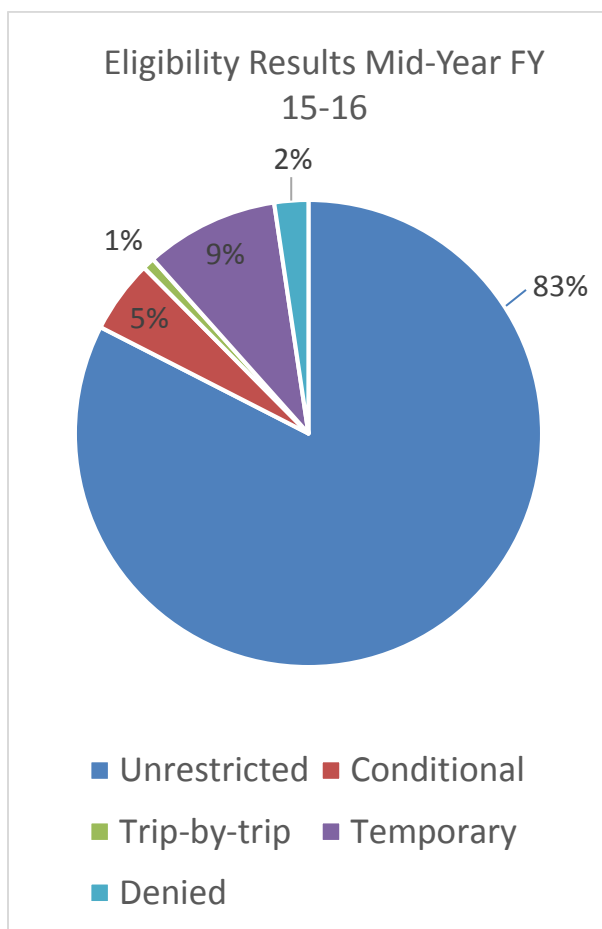
New versus re-certification: Mid-Year FY 16-17, 409 (63%) of applicants were new, 207 (32%) were seeking recertification and 34 (5%) were auto-renewed.

Countywide Eligibility Results by Application Type Mid-Year FY 16-17								
NEW		Percent	RECERTIFICATION		Percent	AUTO-RENEWAL		Percent
Unrestricted	339	83%	Unrestricted	180	87%	Unrestricted	34	100%
Conditional	39	10%	Conditional	14	7%	Conditional		
Trip-by-trip	6	1%	Trip-by-trip	7	3%	Trip-by-trip		
Temporary	23	6%	Temporary	5	2%	Temporary		
Denied	2	0%	Denied	1	0%	Denied		
TOTAL	425	64%	TOTAL	207	32%	TOTAL	34	5%



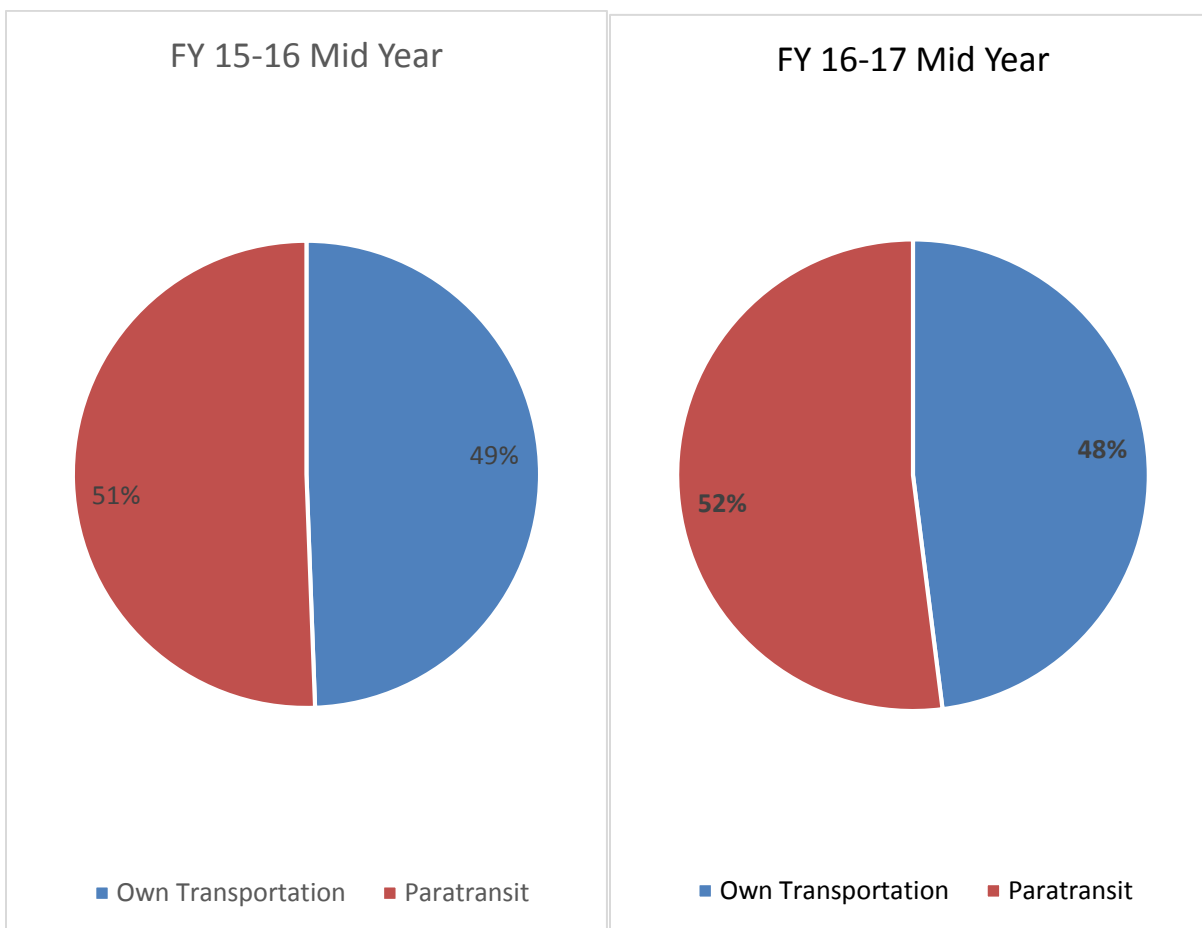
Eligibility determinations: Of the 666 completed assessments, 566 (83%) were given unrestricted eligibility, 30 (8%) were given conditional eligibility, 13 (2%) were given trip-by-trip eligibility, 30 (5%) were given temporary eligibility and 3 (2%) were denied. Similar to the first year of the program, the denial rate remains low, suggesting that applicants are self-selecting out of the evaluation process early and are educated about the basic conditions of eligibility.

Eligibility Results By Service Area Mid-Year FY 15-16						
	Countywide	Dixon Readi-Ride	FAST	Rio Vista Delta Breeze	SolTrans	Vacaville City Coach
Unrestricted	566	16	209	3	207	131
Conditional	54	1	25	0	22	6
Trip-by-trip	13	1	5	0	5	2
Temporary	30	3	10	0	8	9
Denied	3	0	1	1	1	0
Totals	666	21	250	4	243	148



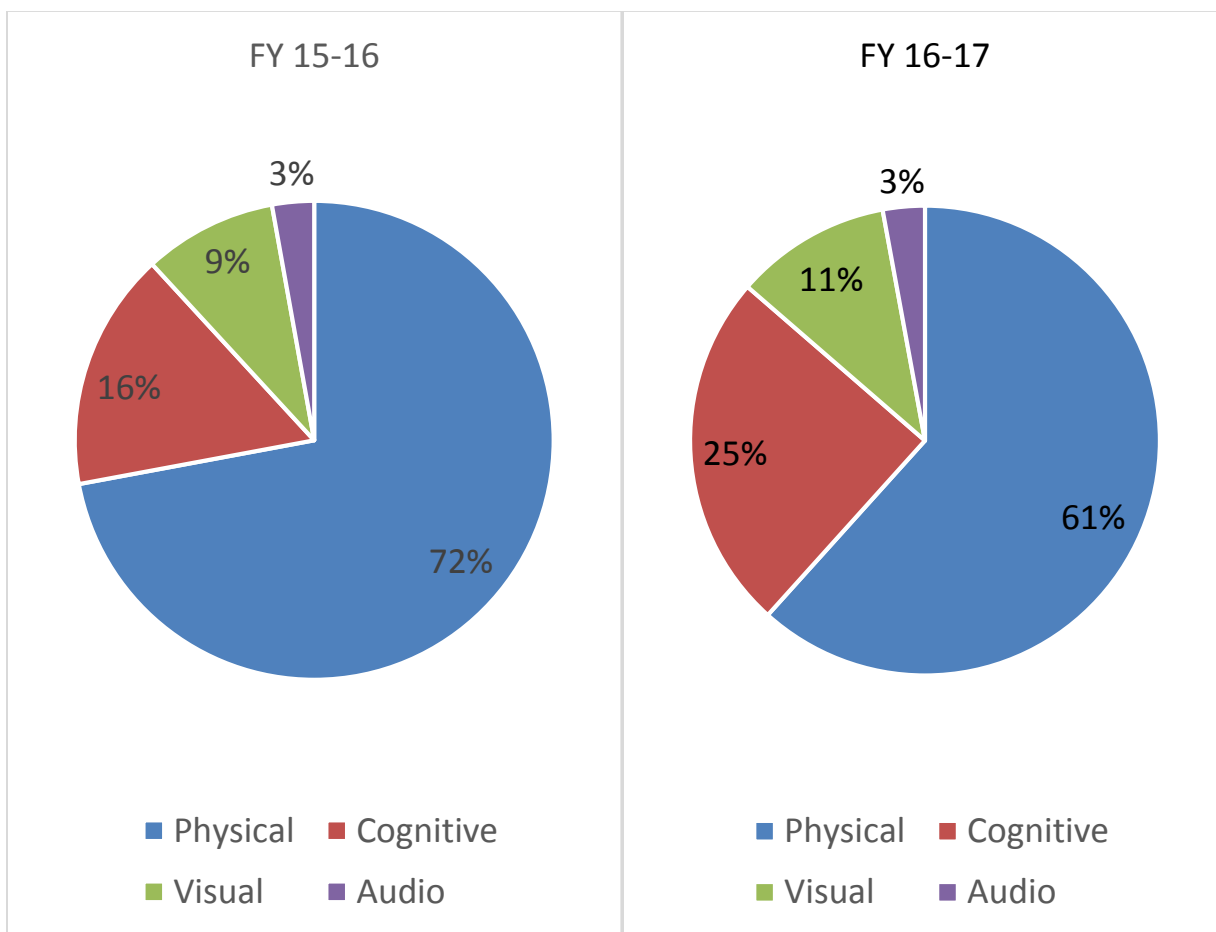
Impact on Paratransit: Applicants are provided a complimentary trip on paratransit for themselves and their Personal Care Attendant (PCA) upon request. On average, between July and December 2016, 52% of all scheduled applicants requested a paratransit trip to the assessment site. Complementary paratransit usage has increased slightly from the previous year.

Complementary Paratransit Usage Mid-Year FY 16-17						
	Countywide	Dixon Readi-Ride	FAST	Rio Vista Delta Breeze	SolTrans	Vacaville City Coach
Own Transportation	321	5	121	2	121	72
Complementary Paratransit	345	16	129	2	122	76
Paratransit %	52%	76%	52%	50%	50%	51%



Type of Disability: Many of the applicants who completed the in-person assessment presented more than one type of disability. Nonetheless, the most common type of disability reported was a physical disability 597 (61%) followed by cognitive disability 239 (25%) and visual disability 104 (11%). An auditory disability was the least commonly reported disability, with 28 (3%) of the total.

Disability Type Countywide and by Service Area Mid-Year FY 16-17						
	Countywide	Dixon Read- Ride	FAST	Rio Vista Delta Breeze	SolTrans	Vacaville City Coach
Physical	597	15	226	1	226	129
Cognitive	239	9	89	2	85	54
Visual	104	1	42	0	35	26
Audio	28	1	9	0	9	9
Totals	968	26	366	3	355	218



Time to receipt of eligibility determination letter: On average, the time between the applicant’s assessment and the receipt of the eligibility determination letter was 10 days. The longest an applicant had to wait for their determination letter was 18 days. There is a requirement that all ADA determination letters are mailed to clients within 21 days of their evaluation. There were no violations of the 21-day ADA policy between July and December 2016. STA staff continues to work with CARE to monitor performance in order to ensure compliance with terms of the contract.

Time (Days) from Evaluation to Letter Mid-Year FY 15-16						
	Countywide	Dixon Readi-Ride	FAST	Rio Vista Delta Breeze	SolTrans	Vacaville City Coach
Average for Period	11	10	11	9	11	10
Longest	18	14	17	12	18	17
# of Clients Past 21 Days	0	0	0	0	0	0

Time to scheduled assessment: On average, the time between an applicant call to schedule an in-person assessment and the date of their assessment was approximately 13 days. The longest amount of time applicants had to wait for an appointment in was 35 business days. Between July and December 2016, 366 applicants waited more than 10 business days for their assessment. This number is in large part due to the holiday schedule that limited the number of days and times available for appointments. The goal is for applicants to receive an appointment within 10 business days of their phone call. STA staff will work with CARE and monitor performance in order to ensure applicants are receiving their appointment in a timely manner.

Time (Days) from Scheduling to Appointment						
	Countywide	Dixon Readi-Ride	FAST	Rio Vista Delta Breeze	SolTrans	Vacaville City Coach
Average for Period	13	19	11	21	19	8
Longest	35	35	21	22	35	21
Over 10 Business days	366	15	124	2	198	27

PCC

DATE: March 1, 2017
TO: Paratransit Coordinating Council (PCC)
FROM: Sean Hurley, Call Center Supervisor
RE: Solano Mobility Call Center/Transportation Info Depot Monthly Update

Background:

The STA has expanded their services to include the **Solano Mobility Call Center** in February 2014. In addition to providing commuters and Solano/Napa county employers with information on a variety of transit services and incentive programs, the Mobility Call Center provides seniors and people with disabilities with a range of various mobility information. The **Transportation Info Depot**, at the Suisun-Fairfield Train Depot opened in November 2014, which now provides the public with expanded access to transportation information and mobility options.

Discussion:

Solano Mobility Call Center and Transportation Info Depot

For the month of January 2016, the Solano Mobility Call Center assisted 760 customers, of which 179 were ADA/Senior related. The Call Center also assisted 411 walk in customers and processed seven (07) Regional Transit Connection (RTC) applications. The call center also sold twelve (12) Clipper cards.

Transportation Info Depot

With the recent completion of Suisun Train Depot upgrade, the Solano Mobility Call Center staff has relocated back to the Suisun Amtrak Train Station as of September 8th. The hours of operation will be Monday through Friday from 7:00 a.m. until 3:00 p.m. Customers can still receive assistance from 3:00 p.m. till 5:00 p.m. at the office at One Harbor Center in Suisun City. Clipper card sales are available only at the Transportation Info Depot.

Recommendation:

Informational.

Attachment:

- A. Call Center Activity Chart

Mobility Call Center Activities	16-Jul	16-Aug	16-Sep	16-Oct	16-Nov	16-Dec	17-Jan	FY 16/17 Totals
<u>Seniors & People W/Disabilities</u>								
ADA Paratransit Eligibility	52	64	39	52	42	40	43	332
RTC Questions	24	39	11	24	8	15	11	132
Senior Trip Planning	1	0	1	2	3	16	6	29
Travel Training Referrals	3	1	1	3	2	3	0	13
Travel Training Completed	0	0	0	2	0	0	18	20
Individual								0
Classroom							12	12
Field Trip				2			6	8
RTC Apps Processed	13	10	22	11	3	13	7	79
Taxi Scrip Local Questions	25	10	6	25	12	6	8	92
Taxi Scrip InterCity Questions	96	58	25	96	27	15	19	336
Senior/Disabled Walk Ins				39	37	40	25	141
Materials Mailed	12	19	5	12	12	3	12	75
<i>Calls Referred to Outside Agencies</i>								
NonProfit	6	7	7	5	12	7	5	49
Private	5	5	5	4	18	8	5	50
Transit Agency	3	3	5	4	10	4	2	31
Totals:	240	216	127	281	186	170	179	1399
Solano Mobility Website Hits				1373	678	735	864	3650
<u>General Mobility Call Center</u>								
Transit Calls							34	34
SNCI Incentives/Programs							7	7
Trip Planning							27	27
Other							17	17
Totals:							85	85
Walk-Ins								
General Transit Questions	51	72	369	335	305	400	350	1882
Trip Planning	17	42	25	29	3	7	27	150
RTC Questions							7	7
Clipper Questions							10	10
Other - Taxi, Misc	28	37	28	41	25	17	17	193
Totals:	96	151	422	405	333	424	411	2242
Clipper Cards Sales								
Senior	2	3	5	2	3	2	4	21
Adult	4	7	8	5	9	7	2	42
Youth	2	0	0	0	1	0	12	15
Totals:	8	10	13	7	13	9	18	78
Bike Link Cards Sold	0	0	0	0	0	0	0	0

Note- Starting January 2017, the Call Center report has been revised to categorize certain types of activities that were part of a broader category in prior months. As a result, there are certain gaps between July and December.

PCC

DATE: March 8, 2017
TO: Solano Paratransit Coordinating Council
FROM: Liz Niedziela, Transit Program Manager
RE: PCC Membership Status Update

Background:

Paratransit Coordinating Council (PCC) is a citizen's advisory committee to the Solano Transportation Authority (STA) that represents the seniors, people of disabilities and low-income residents of Solano County. The members of the PCC are volunteers from the local community and local social service agencies. The term of service on the Council shall be three years. A member may continue to serve through reappointment by the STA Board.

The Solano Transportation Authority's (STA) Paratransit Coordination Council (PCC) By-Laws stipulate that there are eleven members on the PCC. Members of the PCC include up to three (3) transit users, two (2) members-at-large, two (2) public agency representatives, three (3) social service providers and one (1) representative from MTC Policy Advisor Council.

Discussion:

The PCC is currently fully staffed. Interest forms are always accepted and will be kept on file.

Attachments:

- A. PCC Membership Status (March 2017)

Solano County
Paratransit Coordinating Council
Membership Status
March 2017

Member	Jurisdiction	Agency	Appointed	Term Expires	Chair/Vice-Chair Appointment
James Williams	Member at Large		December 2012	December 2018	
Lyll Abbott	Member at Large		July 2014	July 2017	
Richard Burnett	MTC PAC Representative		December 2012	December 2018	
Judy Nash	Public Agency - Education	Solano Community College	April 2016	April 2019	
Rachel Ford	Public Agency – Health and Social Services	Wellness/ Recovery Unit	February 2016	February 2019	
Edith Thomas	Social Service Provider	Connections 4 Life	February 2015	February 2018	
Anne Payne	Social Service Provider	Senior Living Facility	June 2013	September 2019	January 2016
Lisa Hooks	Social Service Provider	State Council on Developmental Disabilities	December 2016	December 2019	
Cynthia Tanksley	Transit User		February 2015	February 2018	
Ernest Rogers	Transit User		June 2014	June 2017	January 2016
Kenneth Grover	Transit User		June 2014	June 2017	

PCC

2017 PCC Meetings and Locations

Vacaville Ulatis Community Center, Room D (Confirmed)

Thursday, March 16, 2017

1:00 – 3:00 p.m.

1000 Ulatis Dr.

Vacaville, CA 95687

KROC Center, Banquet Room (Confirmed)

Thursday, May 18, 2017

1:00 – 3:00 p.m.

586 E Wigeon Way

Suisun City, CA 94585

City of Benicia, Commission Room (Confirmed)

Thursday, July 20, 2017

1:00 – 3:00 p.m.

250 East L St.

Benicia, CA 94510

Solano Community College, Faculty Room (Confirmed)

Thursday, September 21, 2017

1:00 – 3:00 p.m.

4000 Suisun Valley Rd.

Fairfield, CA 95434

SolTrans Operations & Maintenance Facility, Conference Room (Confirmed)

Thursday, November 16, 2017

3:20 – 5:20 p.m.

1850 Broadway St.

Vallejo, CA 94590

STA Staff will focus on incorporating Fairfield and Rio Vista into the 2018 schedule.