

Date: _____ December 18, 2007

Committee Meeting Date: _____ January 9, 2008

Board Meeting Date: _____ N/a

BOARD MEMORANDUM

INFORMATION ITEM

TO: Committee for Transit Accessibility
Santa Clara Valley Transportation Authority
Board of Directors

THROUGH: Michael T. Burns
General Manager

FROM: Donald A. Smith, Jr.
Chief Operating Officer

SUBJECT: Origin-to-Destination Information

FOR INFORMATION ONLY

BACKGROUND:

At the December 12, 2007 Committee for Transit Accessibility meeting, the committee received a presentation on the regulatory background of the provision of Origin to Destination service and the current status of the Notice of Proposed Rulemaking that was issued February 3, 2006. The presentation also included information about the curb-to-curb or door-to-door level of service provided by our neighboring transit systems, SamTrans and the East Bay Paratransit Consortium. The Chair requested that staff provide information about the Origin-to-Destination door-to-door or curb-to-curb status of all Bay Area Americans with Disabilities Act (ADA) paratransit services. This memorandum is written to respond to this request.

DISCUSSION:

The 1991 ADA paratransit regulations at 49 CFR sec. 37.129(a) specify that complementary paratransit service for ADA paratransit eligible persons shall be origin-to-destination service. The 1991 49 CFR Part 37 ADA paratransit regulations do not specifically address either the door-to-door or curb-to-curb nature of origin-to-destination service. Rather, the appendix to 49 CFR sec. 37.129(a) states that:

“The local planning process should decide whether, or in what circumstances, this service is to be provided as door-to-door or curb-to-curb.”

This regulatory text allows paratransit providers to decide, at the local decision-making level, in consultation with their community and advisory bodies, to provide either door-to-door or curb-to-curb service to meet the origin-to-destination service guidance.

VTA gathered information from 18 Bay Area paratransit service provider websites accessed through 511.org. Of the 18, 17 provide either automatic door-to-door service or provide door-to-door upon request at the time the trip is scheduled.

The following information summarizes the door-to-door or curb-to-curb status information of Bay Area ADA paratransit service providers:

1. AC Transit and BART operate a joint paratransit service called East Bay Paratransit.

East Bay Paratransit service is primarily curb-to-curb. If customers state a need for door-to-door service because of their disabilities (i.e., vision loss or scoliosis, etc.) then door-to-door service is provided. This need is recorded in the comments section of customers' database records and is printed on driver manifests. Customers are not asked to provide medical verification of conditions that may require door-to-door assistance.

East Bay Paratransit serves the same places that AC Transit serves, from Richmond/Pinole in the north, to Fremont in the south, to Castro Valley in the east, and into San Francisco. East Bay Paratransit serves the following cities:

Alameda, Albany, Ashland, Berkeley, Castro Valley, Cherryland, El Cerrito, El Sobrante, Emeryville, Fairview, Fremont, Hayward, Kensington, Newark, North Richmond, Oakland, Piedmont, Pinole, Richmond, San Francisco, San Leandro, San Lorenzo, San Pablo, and Union City

2. Union City Transit Paratransit is a door-to-door service. Union City Paratransit offers ADA service within the city limits of Union City and limited service to southern Hayward, northern Fremont and Newark through the Paratransit Plus program. Union City Paratransit customers needing to travel beyond this service area are directed to arrange their travel through East Bay Paratransit.

3. Benicia Breeze paratransit is a door-to-door service.

4 Contra Costa County Transit Authority (CCCTA) paratransit is a door-to-door service.

5. Tri Delta Transit paratransit, serving Eastern Contra Costa County, is a door-to-door service.

6. Fairfield-Suisun Transit paratransit is a door-to-door service.

7. Rio Vista Delta Breeze paratransit is a door-to-door service.

8. San Francisco Muni paratransit has 3 service options: taxi paratransit is a curb-to-curb service, lift-van is a door-to-door service, and Group Van is a door-to-door service.

9. Golden Gate Bridge Highway and Transportation District Whistlestop Wheels paratransit, serving Marin County and portions of San Francisco, is a door-to-door service.

10. SamTrans Redi-Wheels paratransit, serving San Mateo County and portions of San Francisco, is a door-to-door service if the drop-off and pick-up location is within 25 feet of the paratransit vehicle (within the driver's line of sight.)
11. Sonoma County Transit paratransit is a door-to-door service.
12. Napa Valley VINE paratransit, serving Napa County, is a door-to-door service.
13. Pleasanton Paratransit Services (PPS) provides door-to-door service.
14. Santa Clara VTA paratransit is a door-to-door service.
15. Livermore Amador Valley Transit Authority (LAVTA) Wheels paratransit, serving Alameda County, is a door-to-door service.
16. Santa Rosa CityBus paratransit is a curb-to-curb service with door-to-door service provided upon request at time of a trip's reservation.
17. Westcat paratransit, serving Western Contra Costa County, is a curb-to-curb service with door-to-door service provided upon request at time of a trip's reservation.
18. Vallejo Transit paratransit is a curb-to-curb service. If door-to-door service is needed, the customer is responsible for providing an attendant for this assistance.

Prepared by: David I. Ledwitz