

# Change to ADA Paratransit Service Area in Mesa

CITY COUNCIL STUDY SESSION

FEBRUARY 21, 2019



# Purpose

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Align Mesa's ADA paratransit service area to the Federal mandate –  $\frac{3}{4}$  mile from local bus and light rail lines

July 1, 2019 implementation



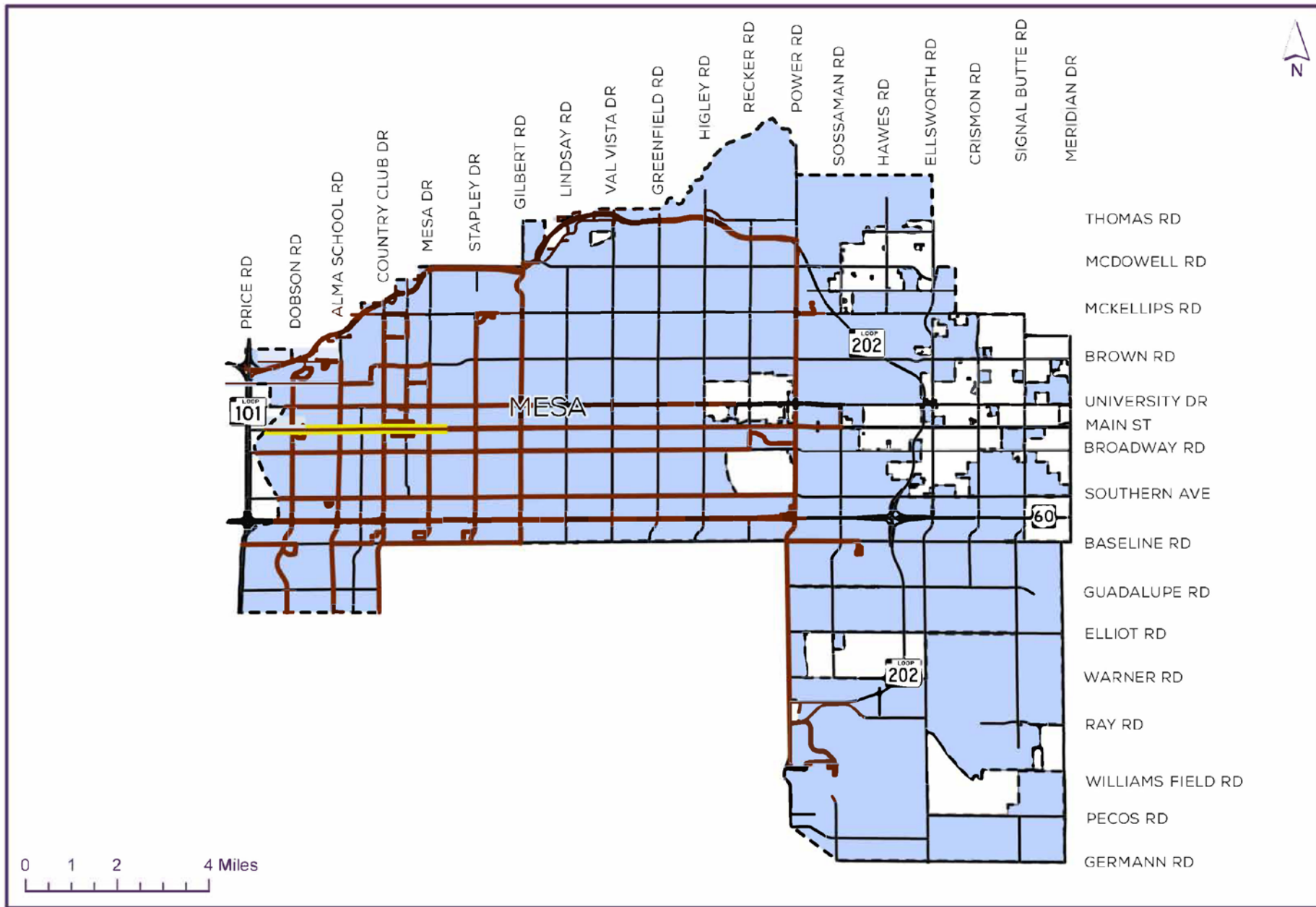
# Why

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To ensure the long-term sustainability of transit services including paratransit

In January Valley Metro increased FY19 our paratransit estimate \$1.3M due to necessary contract negotiations with the paratransit provider.

Our FY19 estimated cost/trip is \$46/trip and in FY20 our estimated cost/trip increases to \$48/trip

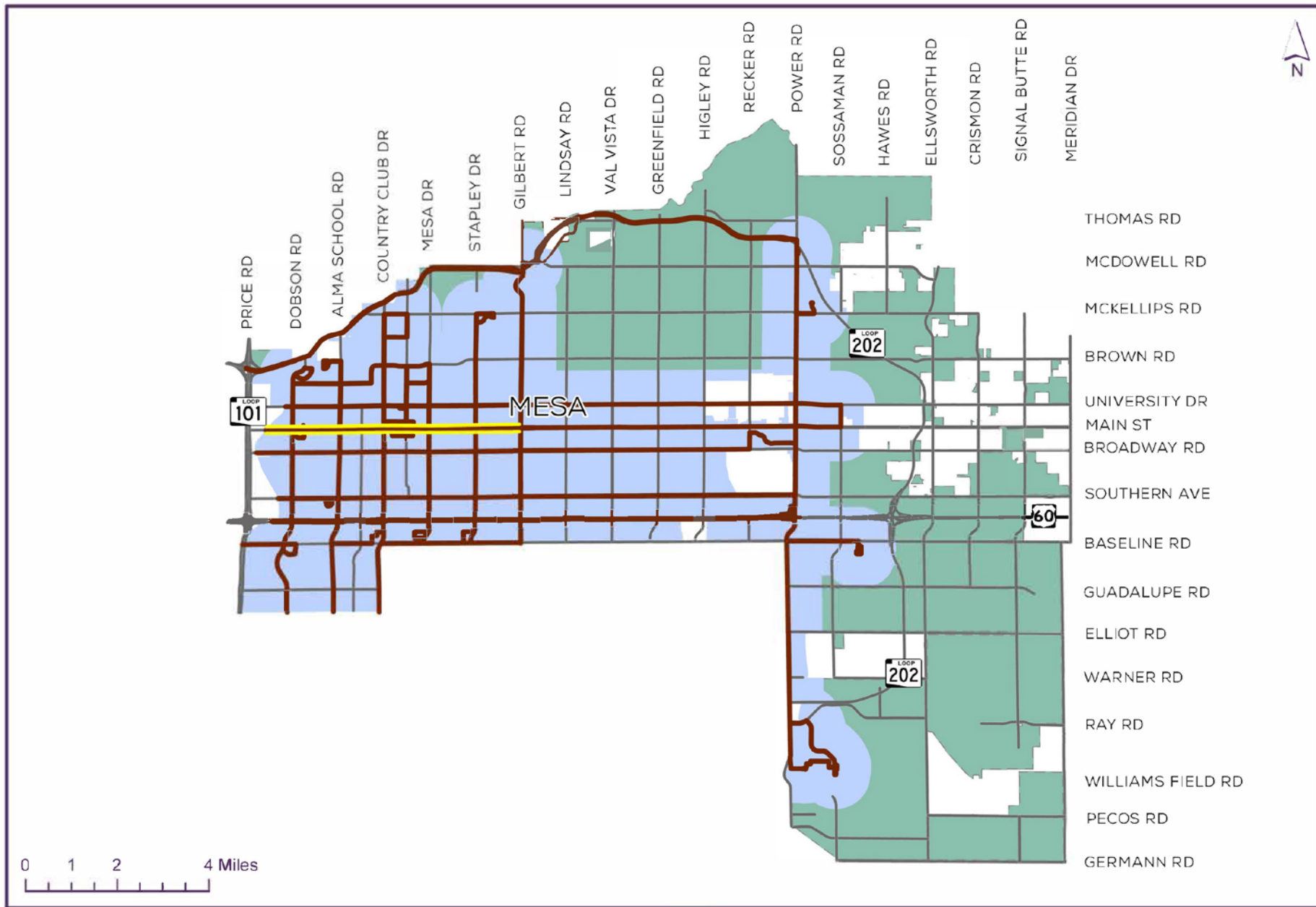


## Current Paratransit & RideChoice Services in Mesa

- Bus Route
- Light Rail

- Paratransit & RideChoice Service Area in Mesa
- Mesa County Islands
- Major Arterials





## Proposed Paratransit & RideChoice Services in Mesa

- Bus Route
- Light Rail

- Paratransit & RideChoice Service Area in Mesa
- RideChoice Service Area in Mesa
- Mesa County Islands
- Major Arterials







# Impact

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No current customer will be left stranded

85% of the current customers experience no change

All ADA certified customers will continue to have access to paratransit for trips that begin and end within the federally-mandated ADA paratransit service area

All ADA paratransit certified residents of Mesa will have access to Valley Metro RideChoice



## By the Numbers (*FY18*)

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ADA Certified	3,990
ADA Certified outside area	584
Unique paratransit users/year	2,000 +/-
Average paratransit trips/mo	6.7
RideChoice Users	1,009
RideChoice Users outside area	88
Average RideChoice trips/mo	2.5





# Summary of Outreach Efforts

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- Letters to customers
- Flyers distributed on vehicles
- Telephone calls to affected customers
- Visits to high frequency destinations
- Presentations to Advisory Boards
- Project webpage with comment form
- Community outreach meetings
- Comments accepted in person, via phone, mail, and online





# Addressing Customer Concerns

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No current customer will be left stranded

All customers eligible for RideChoice

- 24/7 service
- Lyft, taxicabs and WC accessible vans
- No advanced reservation or shared ride requirements
- \$3 for up to eight-mile trip; \$2 per-mile after
- Can transfer to ADA paratransit



# Next Steps

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## Ongoing:

- Paratransit and RideChoice eligibility
- Trip planning
- Continued community/stakeholder outreach
- Letters, calls, on-hold messages and flyers
- Additional assistance
  - One-on-one
  - Identification of safe transfer locations

**July 1, 2019 – Service change implementation**