

# Change to ADA Paratransit Service Area in Mesa

CITY COUNCIL STUDY SESSION

NOVEMBER 7, 2019

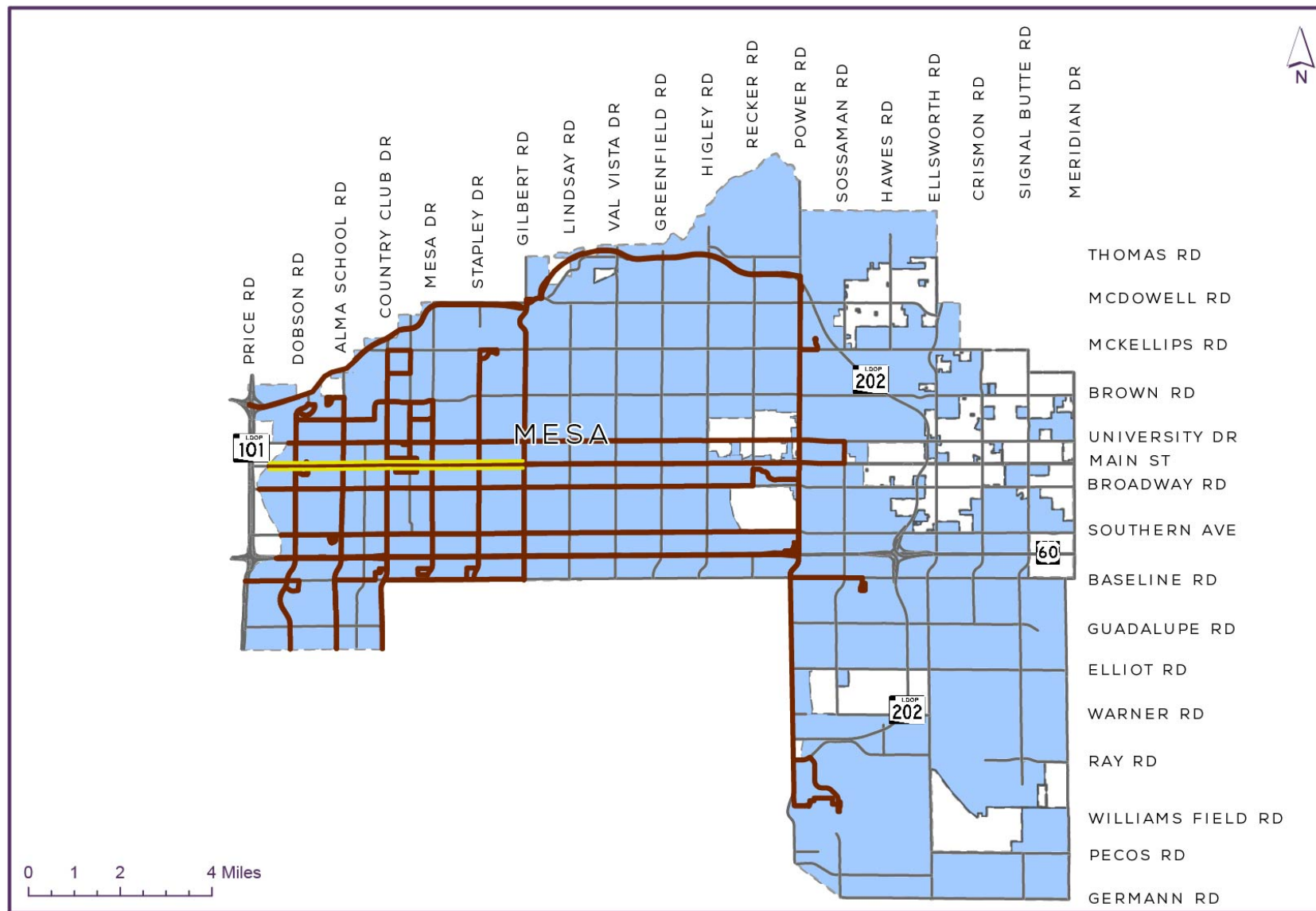


# Purpose

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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

Effective July 1, 2019

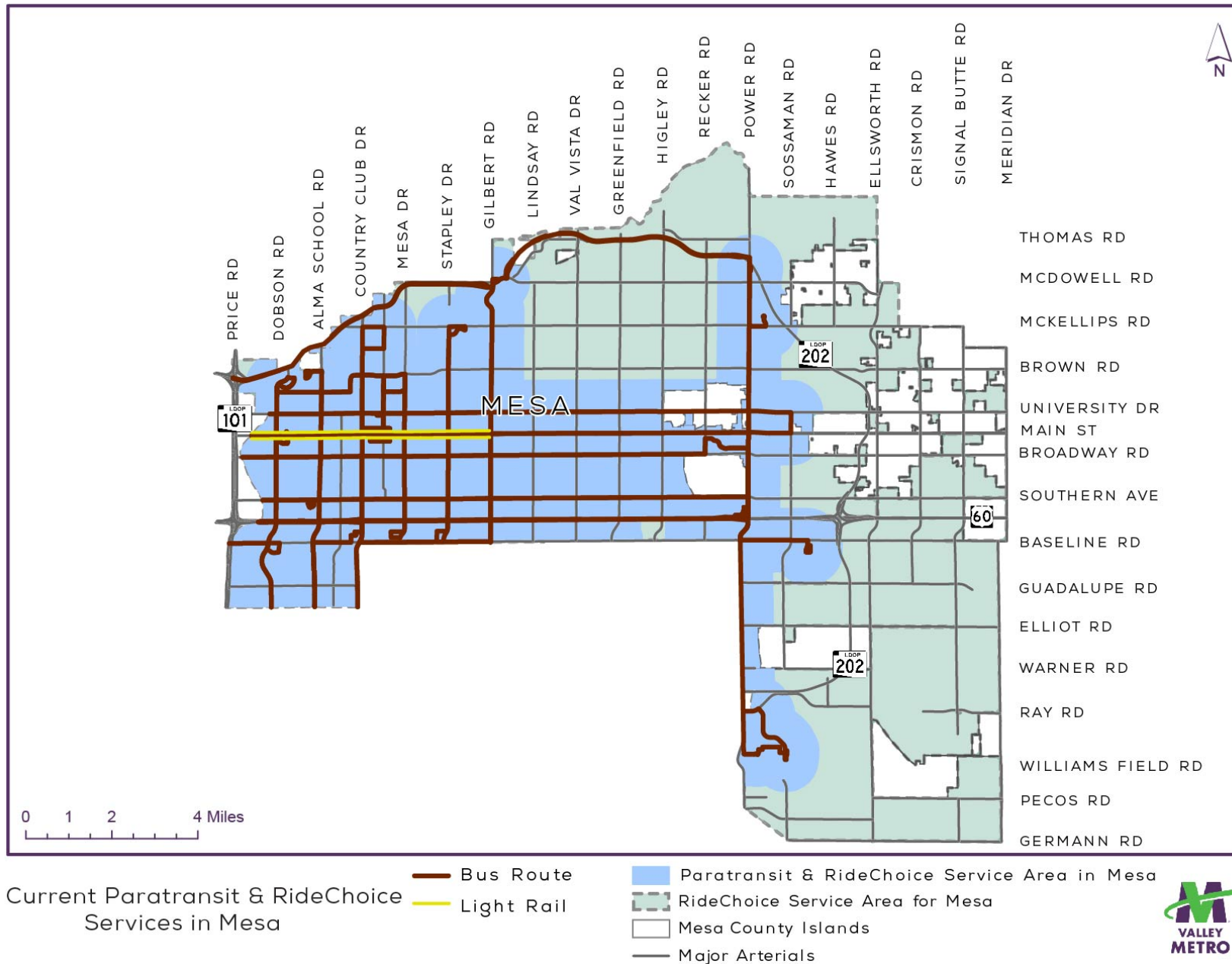


Former Paratransit & RideChoice  
Services in Mesa

- Bus Route
- Light Rail

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







# Summary of Outreach Efforts

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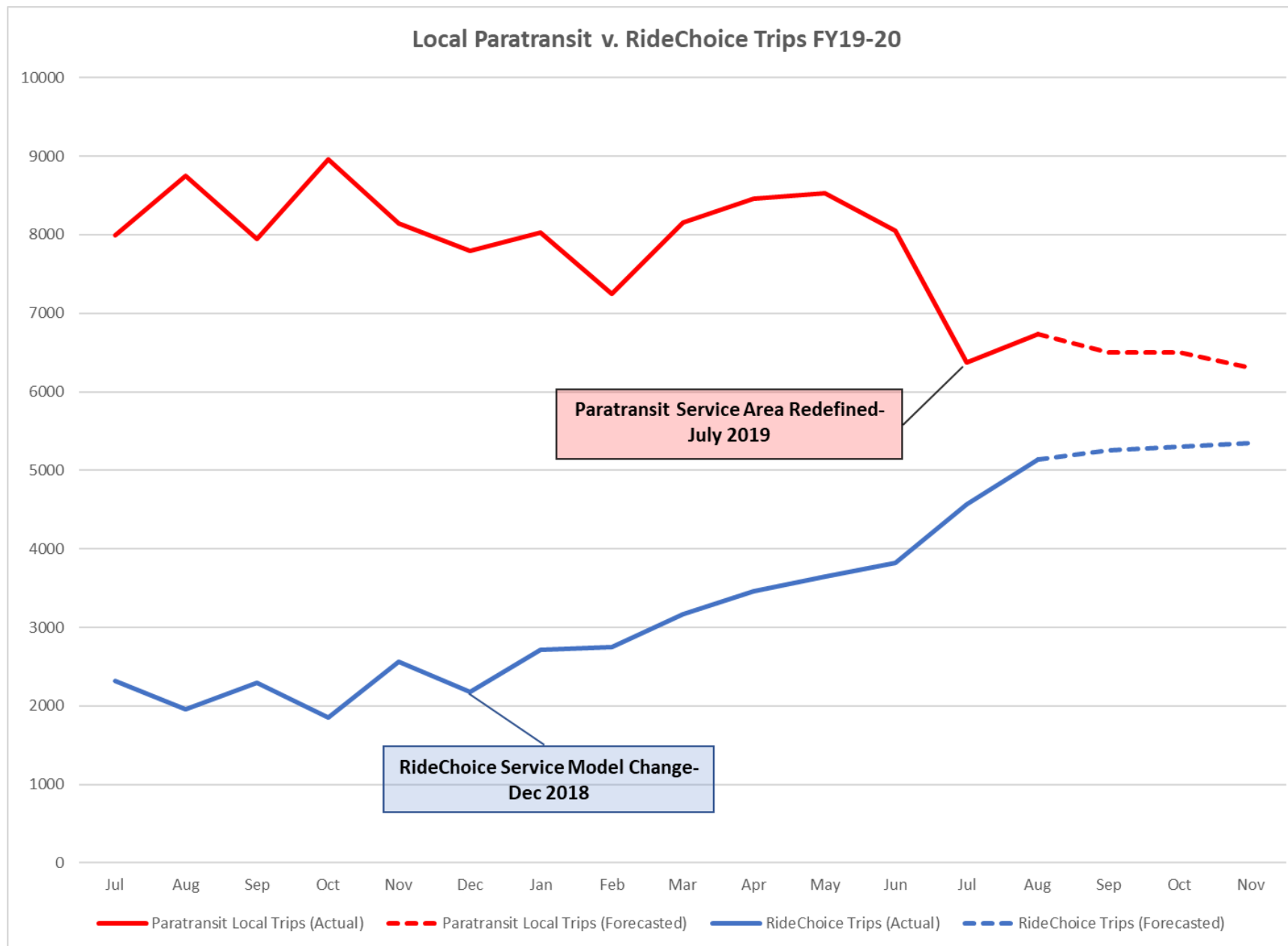
- Letters to customers
- Hired retired transit professional to call impacted customers.
  - 203 paratransit customers
  - 256 RideChoice customers
- Assisted with one-on-one trip planning
- Met with several impacted customers individually
- Visits to high frequency destinations
- Presentations at residential communities

# Preliminary Accessible Transit Ridership

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	FY19 Actual	FY20 Budget	FY20 Forecast
Paratransit Trips	112,269	93,791	89,694
RideChoiceTrips	32,738	41,000	61,848
<b>Total Accessible Trips</b>	<b>145,007</b>	<b>134,791</b>	<b>151,541</b>
% Trips on RideChoice	23%	30%	41%







# Addressing Customer Concerns

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Implement Mileage Option for RideChoice as a pilot.

- Request came from Mesa resident
- Approximately 40 people
- Customers have option of choosing 50 trips/month or 400 miles/month



