

Attachment F - Paratransit Service Impacts

Background

The Americans with Disabilities Act requires transit agencies to provide paratransit service to areas within $\frac{3}{4}$ of a mile of a fixed-route service while that service is in operation. VTA's Paratransit Policy expands on the federal requirement, extending the paratransit service area an additional mile. Travelers heading to or from this extended service area pay a premium fare, \$16 per ride, while those in the standard, $\frac{3}{4}$ -mile service area pay \$4 per ride. Since paratransit service operates only when fixed-route service operates, the shape of the paratransit service area changes throughout the day which effects when some clients are able to make trips.

There are three potential ways that paratransit clients could be impacted by changes to the transit network:

- Their home or destination falls outside paratransit service area
- Their home or destination changes from the standard service area to the extended service area, resulting in an increased fare
- The hours of service in which paratransit operates in their area changes

Alameda County Impacts

VTA's paratransit service area includes portions of Fremont as VTA Routes 120, 140, 180 and 181 currently serve the Fremont BART Station. When BART service to Santa Clara County begins, VTA will no longer operate fixed-route bus service in Alameda County. The Warm Springs-to-Santa Clara County portion of the BART alignment will be considered a VTA fixed-route service and will affect the shape of the paratransit service area. As a result, VTA will still provide some paratransit service in Alameda County, but to a lesser extent than it does today.

Travelers in Fremont are currently double-covered by paratransit service as BART and AC Transit currently fund an East Bay Paratransit service that overlaps with VTA paratransit service. Trips that cross the county line that were previously served entirely by VTA paratransit will now require a coordinated transfer to/from East Bay Paratransit at the Milpitas BART Station or Warm Springs BART Station. Travelers making this trip would pay two fares—one for each leg of the trip.

Impacts to Current Paratransit Trips

VTA analyzed 142,471 paratransit trips taken between November 4 of 2016 and February 28 of 2017 as a representative sample to assess the impact of the transit network change on active paratransit clients. This analysis included the location of origins, destinations and the time of day of travel. Top line findings include:

- The homes of two active paratransit clients would move from being within the paratransit service area to outside the paratransit service area. This is due to the proposed discontinuance of Route 45 in the East San Jose Hills. These two clients accounted for two trips in the four-month sample period.

- The homes of 20 active paratransit clients would move from the standard service area to the extended service area. This is due to the proposed discontinuance of Route 45 and reduced hours of service on Route 88/288. These clients accounted for 586 trips during the four-month sample period which is 0.4 percent of all paratransit trips taken in this period.
- 499 of 124,750 weekday trips would change from being entirely within the standard service area to having an origin or destination within the extended service area. This represents 0.4 percent of all weekday paratransit trips.
- 87 of 17,721 weekend trips would change from being entirely within the standard service area to having an origin or destination within the extended service area. This represents 0.1 percent of all weekend paratransit trips.

Change in client home access to paratransit service area

	Home in Standard Service Area	Home in Extended Service Area	Home Outside of Service Area	Total
Current Service Area	6,673	134	0	6,807
Final Plan Service Area	6,651	154	2	6,807

Change to client home access to paratransit service area as percent

	Home in Standard Service Area	Home in Extended Service Area	Home Outside of Extended Service Area	Total
Current Service Area	98.0%	2.0%	0%	100%
Final Plan Service Area	97.7%	2.2%	0.02%	100%

The two clients whose homes would fall outside the service area accounted for two trips during the four-month sample period. A client whose home is outside of the paratransit service area may still use paratransit service, provided that they travel into the service area.

Change in weekday trip pattern

Applied to 124,705 weekday trips taken between November 4, 2016 and February 28, 2017

Service Area to Service Area	Impact to Client	Number of Trips	Percentage of Trips
Standard to Standard	No change	122,870	98.5%
Extended to Extended	No change	897	0.6%
Standard to Extended	Increased fare	499	0.4%
Extended to Outside of Area	Home outside of service area	2	0.0%
Fremont to Santa Clara County	EB Paratransit transfer	482	0.3%

99.1 percent of weekday trips would not be affected by the transit network redesign. About half of the affected trips are due to the discontinuance of Route 45 in the East San Jose hills. The other half is due to the reduced hours of service on Route 42 (service ends at 6:30PM rather than 7:00PM) and Route 88 (midday service discontinued) that would push some trips from the standard area to the extended area for certain hours of the day. It is probable that many of these trips could be rescheduled for other times of the day or could serve a different but comparable destination (i.e. different shopping center) that is within the standard service area in order to avoid incurring the extended area fare.

Change in weekday trip pattern by time of day

Applied to 124,705 weekday trips taken between November 4, 2016 and February 28, 2017

Service Area to Service Area	Impact to Client	Number of Midday Trips	Number of Non-Midday Trips
Standard to Extended	Increased fare	223	276
Extended to Outside of Area	Home outside of service area	0	2
Fremont to Santa Clara County	EB Paratransit transfer	212	282

Change in weekend trip pattern

Applied to 17,766 weekend trips taken between November 4, 2016 and February 28, 2017

Service Area to Service Area	Impact to Client	Number of Trips	Percentage of Trips
Standard to Standard	No change	17,198	96.8%
Extended to Extended	No change	327	1.8%
Standard to Extended	Increased fare	87	0.5%
Extended to Standard	Decreased fare	2	0.0%
Fremont to Santa Clara County	EB Paratransit transfer	152	0.8%

98.6 percent of weekend trips would not be affected by the transit network redesign. It is probable that the 0.5 percent of trips that would incur a higher fare could be rescheduled to other times of the day or could serve a different but comparable destination in order to avoid paying the extended area fare.

Change in weekend trip pattern by day

Applied to 17,766 weekend trips taken between November 4, 2016 and February 28, 2017

Service Area to Service Area	Impact to Client	Number of Saturday Trips	Number of Sunday Trips
Standard to Extended	Increased fare	78	9

Extended to Standard	Decreased fare	1	1
Fremont to Santa Clara County	EB Paratransit transfer	85	67

Increase in Paratransit Service Hours

The extension of service hours on many fixed routes as well as the increase in weekend service levels will increase the hours of the day and days of the week in which paratransit clients will be able to use the service. As a result, VTA is projecting an increase of 21,110 annual paratransit trips which is about four percent more than are currently served. These additional trips are projected to increase VTA's Operations budget by about \$865,000 annually.



