



ADA-Paratransit Program

Mission

To provide safe and efficient transportation service to the community via a subscription, advance reservation, and fixed-route system, while keeping a high priority on client expectations and changing needs.

Goals

To ensure the availability of services to South Broward residents who are transportation disadvantaged and have physical, cognitive, emotional, visual or other disabilities that render them functionally unable to utilize the regular, fixed-route service.

To ensure that safe and quality service is offered through the Americans with Disabilities Act (ADA) Paratransit Program and throughout the system.

To ensure the ADA/Paratransit Program is delivered in the most effective and efficient manner.

To ensure program accountability.

To effectively and efficiently meet the transportation needs of seniors 55 years of age or older including persons with disabilities.

To enhance the quality of life for seniors and persons with disabilities by ensuring that safe and quality service is offered.

Objectives

~ Increase community awareness of ADA/Paratransit Service.

~ Encourage courteous service and client satisfaction.

~ Provide a safe and reliable service.

~ Ensure effective program administration.

~ Implement appropriate methods and procedures to accomplish cost effective service delivery.

~ Adhere to state and federal statutes, rules and regulations for the Transportation Disadvantaged Program.

Major Functions and Activities

Free door-to-door, driver-assisted service is provided Monday through Friday to seniors (55 years of age or older) in the Southwest Broward community. Transportation services are provided via Transportation Authority Inc. (sub-contractor) to two senior center sites including the Southwest Focal Point Senior Center and Cooper City Senior Center. Under a separate Agreement with Aging and Disability Resource Center of Broward County, the City of Pembroke Pines, Transportation Division via Transportation Authority Inc. (sub-contractor) also provides transportation service to and from other limited destinations such as medical and dental offices, pharmacies, grocery stores, banks, post offices, social service agencies, shopping malls, driver's license bureaus, and center-sponsored field trips. Trips are provided via advanced reservation or subscription using a multi-load system. Seventy-three percent of paratransit vehicles are wheelchair accessible in compliance with the Americans with Disabilities Act (ADA).

Budget Highlights

This program was terminated as of October 1, 2012. Hence, no budget highlights for 2013-14.

Accomplishments

This program was terminated as of October 1, 2012.

ADA-Paratransit Program Performance Measures

| Indicator | 2010-11 | | 2011-12 | | 2012-13 | 2013-14 |
|---|---------|---------|---------|---------|---------|---------|
| | Actual | Goal | Actual | Goal | Goal | Goal |
| Outputs | | | | | | |
| Number of informational documents distributed | 550 | 600 | 600 | 600 | 600 | 0 |
| Number of unduplicated ADA clients | 120 | 115 | 115 | 115 | 125 | 0 |
| Number of one-way client (Age 60+) trips | 23,118 | 27,930 | 18,739 | 27,928 | 23,000 | 0 |
| Effectiveness | | | | | | |
| Number of grievances filed against system | 0 | 0 | 0 | 0 | 0 | 0 |
| % of satisfied clients | 100% | 100% | 100% | 100% | 100% | 0 |
| % of people who request and receive service | 100% | 100% | 100% | 100% | 100% | 0 |
| Efficiency | | | | | | |
| Passengers per mile | 0.33 | 0.35 | 0.30 | 0.20 | 0.35 | 0 |
| Passengers per trip | 3.6 | 4.0 | 3.4 | 3.6 | 4.0 | 0 |
| Road call rate per passenger trip (Calls for assistance due to mechanical problems) | 0.0000 | 0.0000 | 0.0064 | 0.0000 | 0.0000 | 0 |
| Vehicular accidents per 100,000 miles | 0 | 0 | 1 | 0 | 0 | 0 |
| Average cost per one-way client (Age 60+) trip, excluding fuel and R&M | \$19.59 | \$16.21 | \$22.10 | \$16.21 | \$16.21 | \$0 |
| Passengers per revenue hour | 5.0 | 4.0 | 5.2 | 5.1 | 5.0 | 0 |

This program was terminated as of October 1, 2012. Hence, no goals for 2013-14.

ADA-Paratransit Program - Budget Summary

| Revenue Category | 2010-11 Actual | 2011-12 Actual | 2012-13 Budget | 2013-14 Budget |
|-------------------------|-------------------|-------------------|-------------------|-------------------|
| Grants from Local Units | 377,377 | 340,194 | - | - |
| Interfund Transfers | 43,152 | 108,257 | - | - |
| Total | 420,529 | 448,451 | - | - |

| Expenditure Category | 2010-11 Actual | 2011-12 Actual | 2012-13 Budget | 2013-14 Budget |
|------------------------------------|-------------------|-------------------|-------------------|-------------------|
| Operating | | | | |
| Professional Services | 626 | 760 | - | - |
| Other Contractual Services | 412,321 | 441,360 | - | - |
| Travel Per Diem | 84 | - | - | - |
| Communication and Freight Services | 634 | 776 | - | - |
| Repair and Maintenance Services | 4,354 | 4,183 | - | - |
| Office Supplies | 2,095 | 951 | - | - |
| Operating Supplies | 414 | 422 | - | - |
| Operating Subtotal | 420,529 | 448,451 | - | - |
| Total | 420,529 | 448,451 | - | - |