



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 transportation 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.

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

Transportation is provided to ADA eligible clients to and from nutrition sites at the Southwest and Southeast Focal Point Senior Centers and the Cooper City Senior Center. This is a free, door-to-door, driver-assisted service that is provided Monday through Friday. Trips are provided on a subscription basis via a 'multi-load' system. Eligibility for Paratransit service is determined exclusively by Broward County Paratransit Services through an application process and/or a functional evaluation of

the client. Client service begins upon receipt of eligibility status and a personal identification number (PIN). A 30-minute window is allowed for drop-off and pickup of the client. A five-minute wait time is applied when the driver arrives at the pickup address and the client is not ready to board.

Budget Highlights

Effective January 1, 2010 Lucanus Developmental Center was awarded a grant by Broward County for paratransit transportation services. The award is for a period of five years at a rate of \$18.01 per trip. The City provides the actual transportation service and gets compensated by Lucanus Developmental Center at the rate of \$16.21 per trip. In addition, Broward County pays up to 13% in fuel and on-time performance incentives to Lucanus Developmental Center, who in turn pays the City a proportional share of the incentive.

The City in turn subcontracts Transportation Authority who hires bus drivers.

2009-10 Accomplishments

A total of 14,157 trips have been provided from October 1, 2009 to April 30, 2010 to clients with disabilities living in the Southwest Broward County.

ADA-Paratransit Program Performance Measures

Indicator	2007-08		2008-09		2009-10	2010-11
	Actual	Goal	Actual	Goal	Goal	Goal
Outputs						
Number of informational documents distributed	550	575	600	600	600	600
Number of unduplicated ADA clients	198	+ 190	105	220	200	115
Number of trips	30,937	25,500	28,255	33,500 *	27,930	27,930
Effectiveness						
Number of grievances filed against system	0	0	0	0	0	0
% of satisfied clients	100%	100%	100%	100%	100%	100%
% of people who request and receive service	100%	100%	100%	100%	100%	100%
Efficiency						
Passengers per mile	0.20	0.40	0.30	0.40	0.30	0.35
Passengers per trip	6.5	4.2	3.1	6.5	6.0	4.0
Road call rate per passenger trip (Calls for assistance due to mechanical problems)	0	0	0	0	0	0
Vehicular accidents per 100,000 miles	0	0	0	0	0	0
Average cost per trip	\$13.82	\$15.52	\$14.01	\$13.58	\$12.95	\$16.21
Passengers per revenue hour	4.7	7.7	2.8	7.2	6.0	4.0

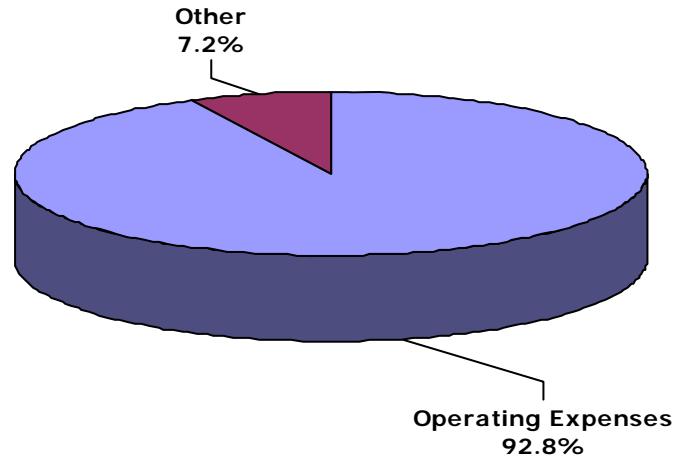
+ Reflects a more accurate reporting than from prior years, when clients from other transportation providers were inadvertently included.

* The fiscal year 2008-09 goal was overstated.

The Transportation Authority is overseeing the Transportation Division at the Community Services Department since July 1, 2009.

ADA-Paratransit - Budget Summary

Revenue Category	2007-08 Actual	2008-09 Actual	2009-10 Budget	2010-11 Budget
Grants from Local Units	936,296	794,654	797,731	452,928
Appropriated Fund Balance	-	-	101,310	-
Total	936,296	794,654	899,041	452,928



Expenditure Category	2007-08 Actual	2008-09 Actual	2009-10 Budget	2010-11 Budget
Personnel Services				
Salary	215,863	188,106	-	-
Benefits	125,836	84,505	-	-
Personnel Services Subtotal	341,699	272,611	-	-
Operating Expenses				
Professional Services	240	180	480	665
Other Contractual Services	1,006	81,888	423,886	414,192
Communication and Freight Services	1,050	1,175	1,029	1,300
Repair and Maintenance Services	13,296	54,336	2,770	2,770
Office Supplies	307	547	600	1,000
Operating Supplies	67,215	97,648	1,649	500
Operating Expenses Subtotal	83,113	235,775	430,414	420,427
Capital Outlay				
Machinery and Equipment	-	-	101,310	-
Capital Outlay Subtotal	-	-	101,310	-
Other				
Transfers	-	696,176	367,317	32,501
Other Subtotal	-	696,176	367,317	32,501
Total	424,812	1,204,562	899,041	452,928

ADA-Paratransit - Personnel Summary

Position Title		2007-08 Actual	2008-09 Actual	2009-10 Budget	2010-11 Budget
12140	Van Driver II	6	-	-	-
12751	Transportation Coordinator I	0.9	-	-	-
12763	Data Processing Technician	1	-	-	-
13590	P/T Van Driver - City	-	-	-	-
Total	Full-time	7.9	-	-	-
	Part-time	-	-	-	-