



## 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.

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

To enhance the quality of life for seniors and ensure 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 and 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 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

Effective January 1, 2010 Lucanus Development Center was awarded a grant by Broward County for paratransit services. The award is for a period of five years at a rate of \$18.01 per trip and sub-contracts the City to provide a percentage of the service. The City in turn subcontracts Transportation Authority (a private company) to provide the actual transportation service. The City is compensated by Lucanus Development 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 Development Center, which in turns pays the City a proportional share of the incentive.

### 2010-11 Accomplishments

A total of 26,588 trips were provided as of 8/30/2011 to seniors in the Southwest Broward County.

# ADA-Paratransit Program Performance Measures Special Revenue 11 - 19

Indicator	2008-09		2009-10		2010-11	2011-12
	Actual	Goal	Actual	Goal	Goal	Goal
<b>Outputs</b>						
Number of informational documents distributed	600	600	500	600	600	600
Number of unduplicated ADA clients	105	220	156	200	115	115
Number of one-way client (Age 60+) trips	28,255	33,500	24,108	27,930	27,930	27,928
<b>Effectiveness</b>						
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%
<b>Efficiency</b>						
Passengers per mile	0.30	0.40	0.18	0.30	0.35	0.20
Passengers per trip	3.1	6.5	3.0	6.0	4.0	3.6
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 one-way client (Age 60+) trip, excluding fuel and R&M	\$14.01	\$13.58	\$19.45	\$12.95	\$16.21	\$16.21
Passengers per revenue hour	2.8	7.2	3.3	6.0	4.0	5.1

The Transportation Authority began oversight of the Transportation Division at the Community Services Department on July 1, 2009.

### ADA-Paratransit Program - Budget Summary

Revenue Category	2008-09 Actual	2009-10 Actual	2010-11 Budget	2011-12 Budget
Grants from Local Units	794,654	496,022	452,928	452,928
<b>Total</b>	<b>794,654</b>	<b>496,022</b>	<b>452,928</b>	<b>452,928</b>

Expenditure Category	2008-09 Actual	2009-10 Actual	2010-11 Budget	2011-12 Budget
Personnel Services				
Salary	188,106	-	-	-
Benefits	84,505	-	-	-
Personnel Services Subtotal	272,611	-	-	-
Operating Expenses				
Professional Services	180	655	665	760
Other Contractual Services	81,888	373,612	408,192	432,473
Travel Per Diem	-	-	205	-
Communication and Freight Services	1,175	567	595	960
Repair and Maintenance Services	54,336	32,811	7,770	17,235
Office Supplies	547	660	2,500	1,000
Operating Supplies	97,648	1,593	500	500
Operating Expenses Subtotal	235,775	409,897	420,427	452,928
Capital Outlay				
Machinery and Equipment	-	101,310	-	-
Capital Outlay Subtotal	-	101,310	-	-
Other				
Transfers	696,176	269,053	32,501	-
Other Subtotal	696,176	269,053	32,501	-
<b>Total</b>	<b>1,204,562</b>	<b>780,260</b>	<b>452,928</b>	<b>452,928</b>