

Valley Metro

Regional Paratransit and RideChoice Update

Tom Young, Accessible Transit Services Manager

April 5, 2021



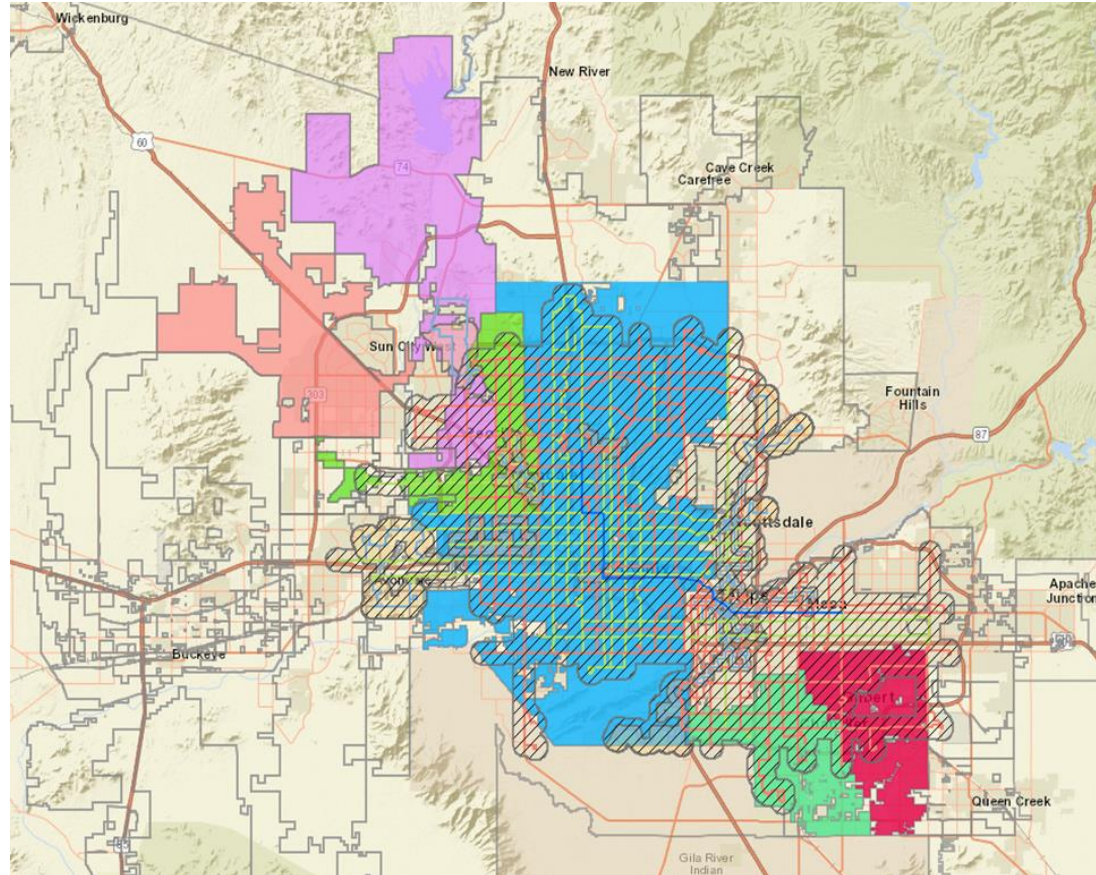
ADA Complementary Paratransit

Six (6) service criteria that must be met:

Service area (within $\frac{3}{4}$ mile of fixed route or rail station)

Hours and days of service (same as regular fixed route or rail service)

Response time (trip reservations – next day and up to 14-days)



Fares (no more than 2x's fixed route base fare)

Absence of capacity constraints (must perform all trips requested)

Operating without regard to trip purpose (shopping is as important as dialysis)

ADA has defined minimum standards

Alternative Transportation (RideChoice)



RideChoice is Valley Metro's alternative transportation program.

People with disabilities
(ADA eligible)

Range of Providers



Single point of contact

Programs

20 trip/month

50 trip/month

400 mile/month

Fare

\$3 for up to 8-mile trip and \$2 per-mile thereafter

\$3 for trips up to 50 miles throughout Maricopa County

Customer Comparison



Active users of system

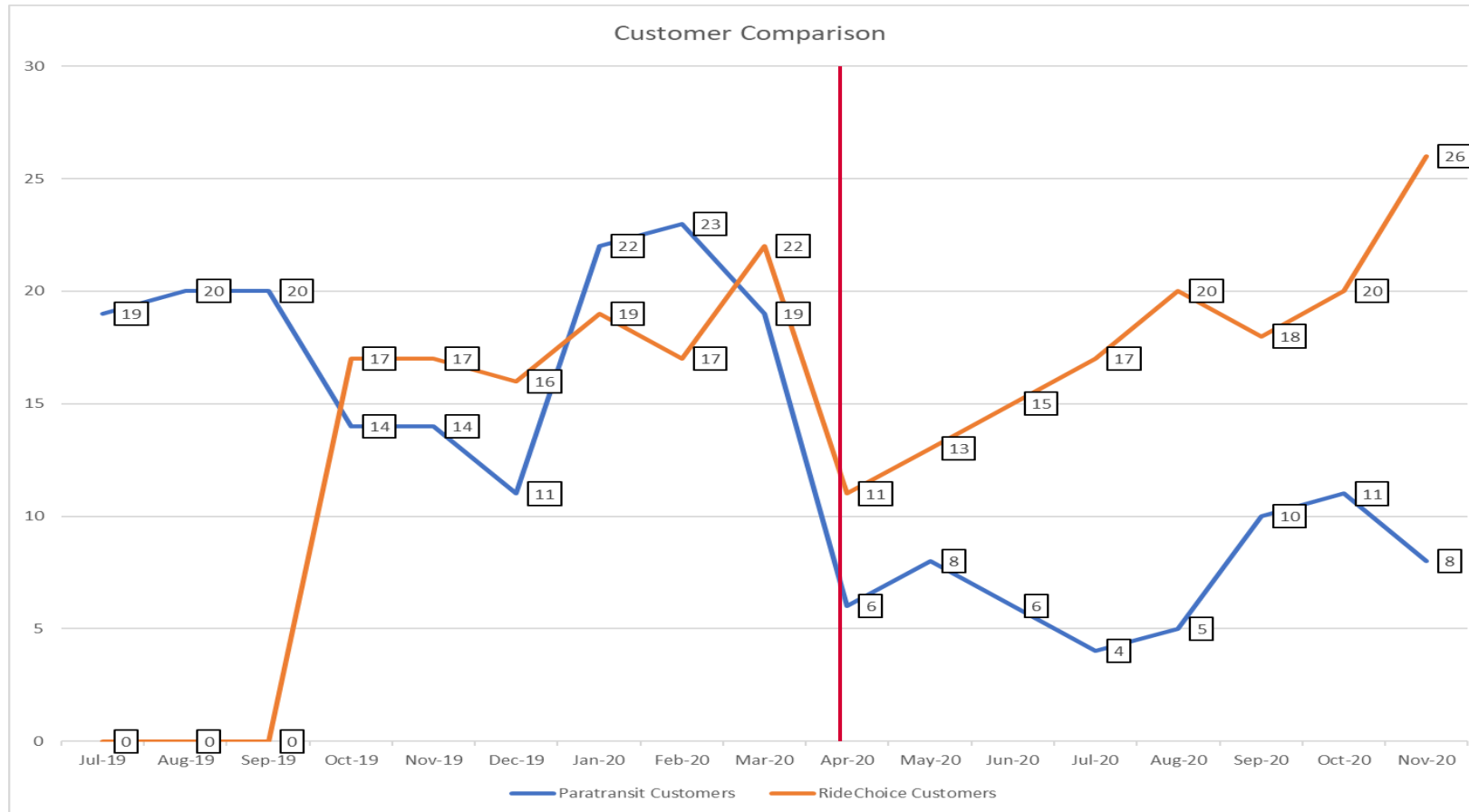
Paratransit – 144 Goodyear residents eligible

- 52 live within $\frac{3}{4}$ mile
- 92 live outside $\frac{3}{4}$ mile

RideChoice – 98 Goodyear residents registered

- 34 live within $\frac{3}{4}$ mile
- 64 live outside $\frac{3}{4}$ mile

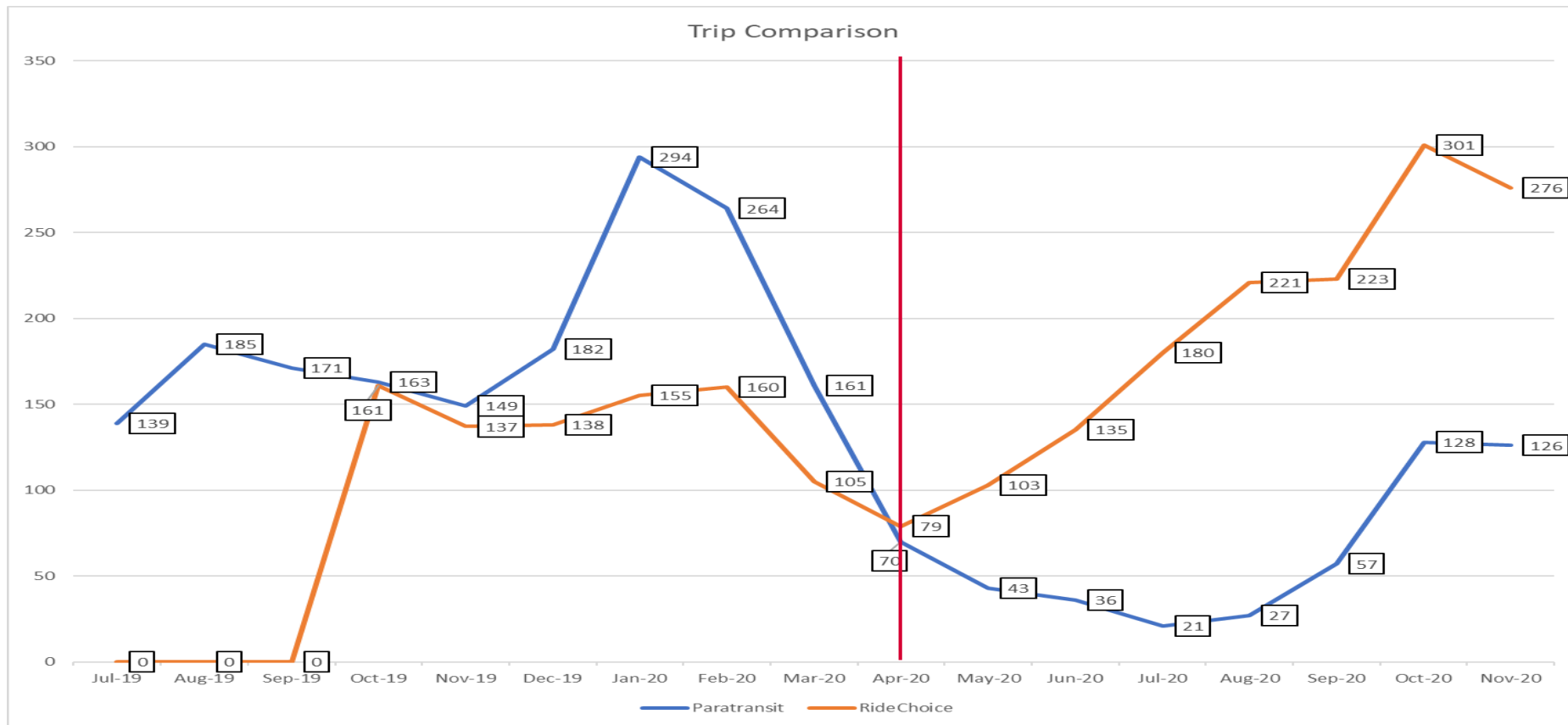
Paratransit - 3 of the 11 active users require an accessible vehicle



RideChoice - 9 of the 26 active users require an accessible vehicle

Trip Comparison

- Pre-COVID Users
 - Paratransit continued to be primary mode
- Post-COVID Users
 - **Users choosing RideChoice over Paratransit**



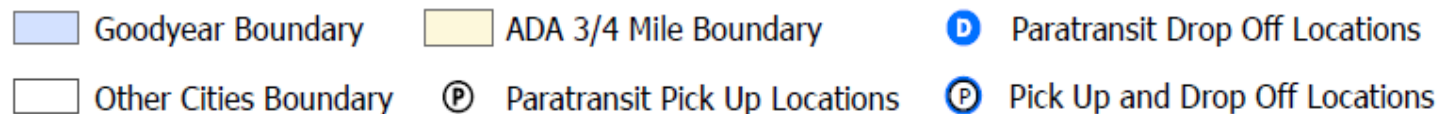
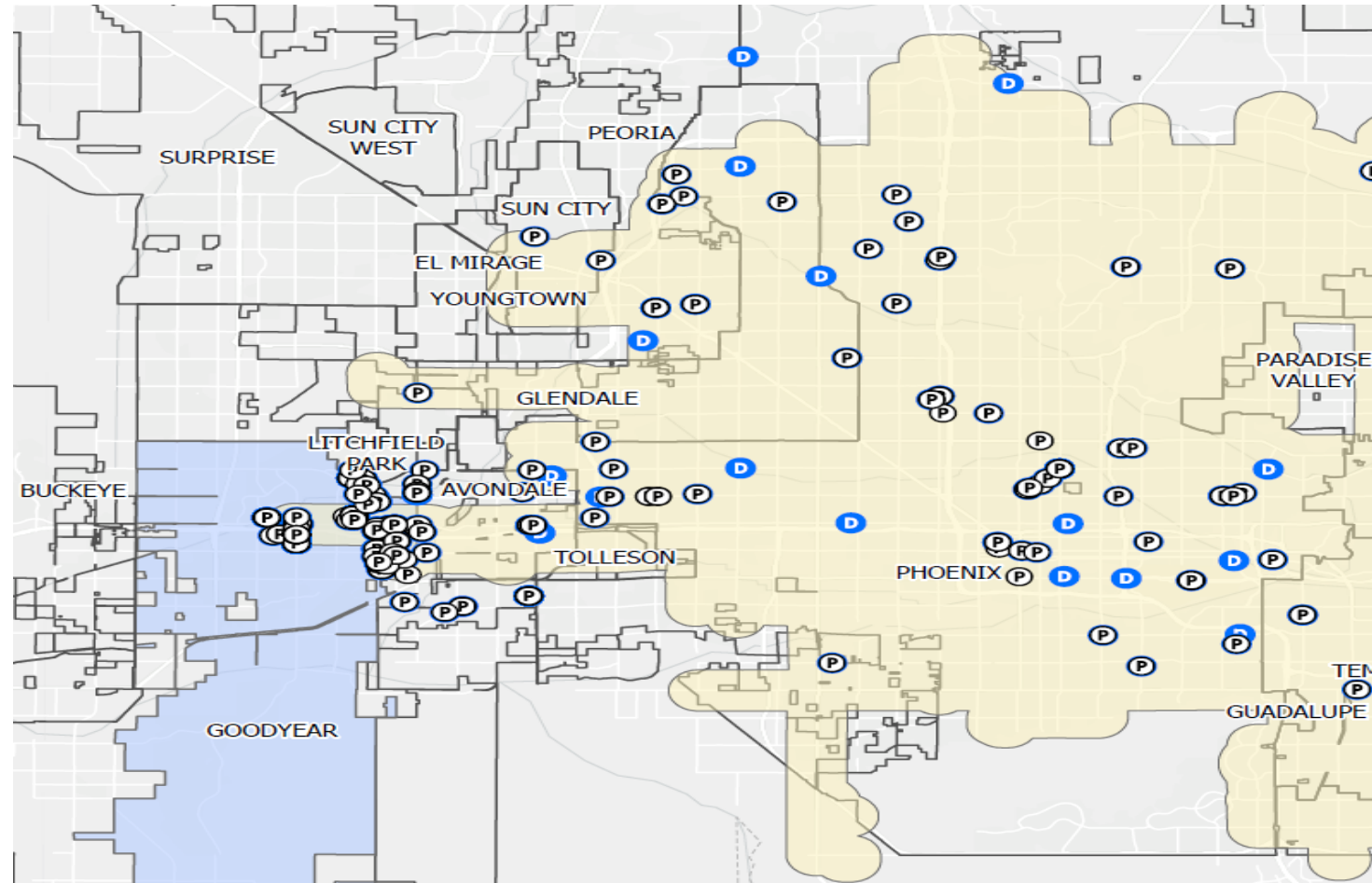
Paratransit Travel Patterns & Trip Purpose

Employment 37%

Medical 40%

School 18%

Leisure 5%



RideChoice Travel Patterns and Trip Purpose



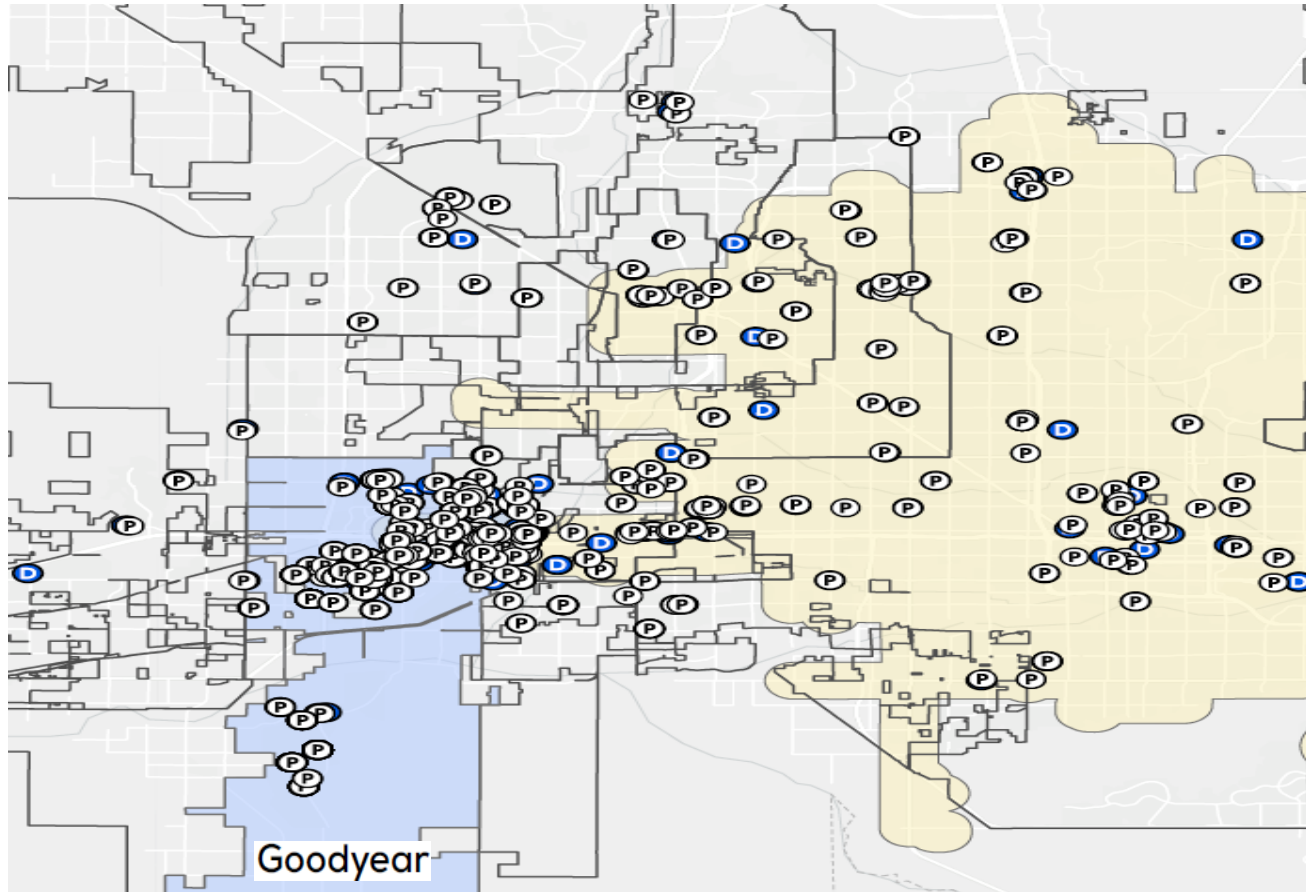
Employment 14%

Medical 19%

Dialysis 14%

Shopping 24%

Leisure 29%



Goodyear Boundary

ADA 3/4 Mile Boundary

RideChoice Drop Off Locations

Other Cities Boundary

RideChoice Pick Up Locations

Vision of the Future

Paratransit - Transdev

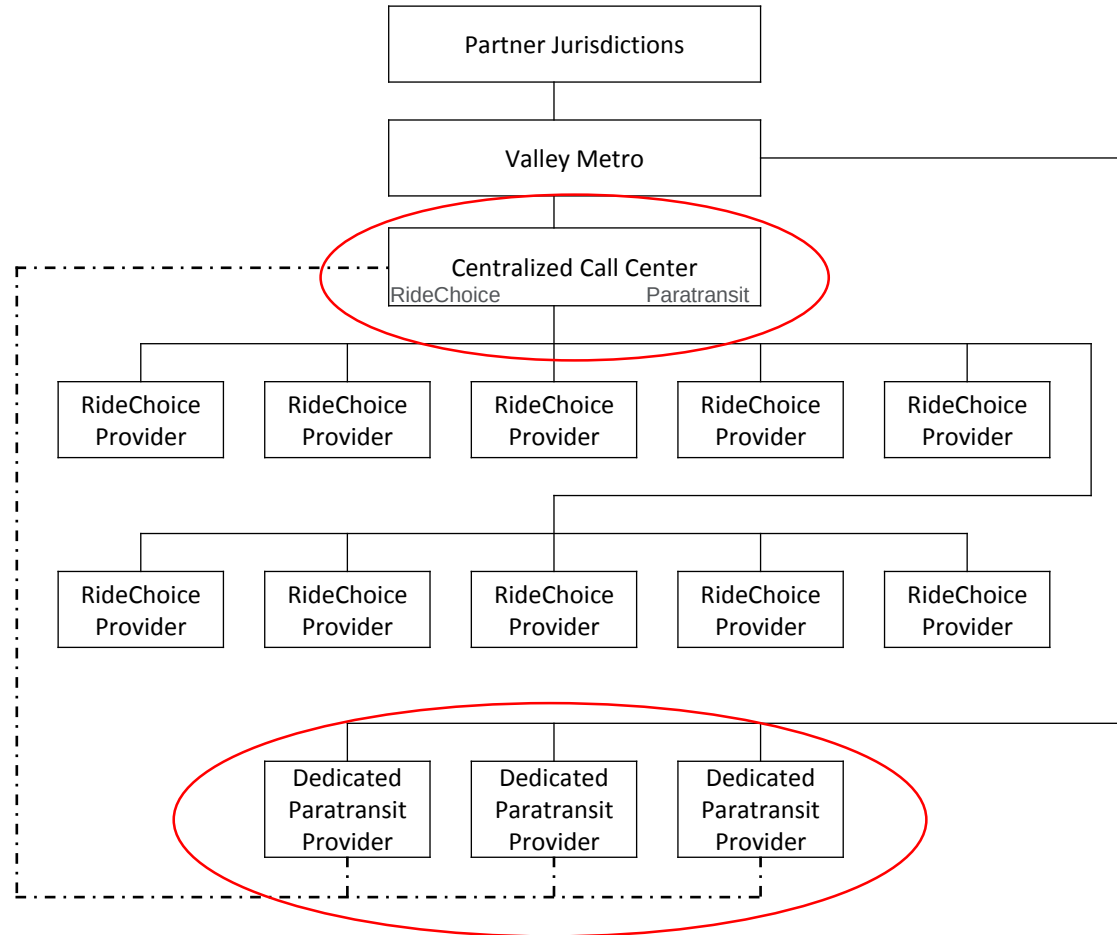
- **5-year Base Contract:** expires June 30, 2022
- **Two Extension Option:** one 3-year; one 2-year



RideChoice - ALC

- **3-year Base Contract:** expires December 31, 2021
- **One Extension Option:** one 3-year

Desired Service Delivery Model



Conclusion and Recommendations

- Individuals needing accessible vehicles are using RideChoice (9 vs 3)
- Goodyear Residents are choosing RideChoice over Paratransit (26 vs 11)
- RideChoice is more economical for the City
 - RideChoice costs ~ \$19.17, while ADA Paratransit costs ~ \$51.15

RECOMMENDATION:

We request City Council authorization to continue offering RideChoice service to ADA Certified Goodyear residents.

- RideChoice Budget Supplemental included in the FY22 Budget
- RPTA Intergovernmental Agreement scheduled for Council action May 2021

Thank You

