

Attachment A

RTA Special Needs Transit Background

The Transit Element of the Regional Transportation Plan (RTP) approved by voters in 2006 includes funding of \$108.8 million (2006 dollars) over 20 years for expanded services for elderly and disabled citizens under Special Needs Transit Service category. The RTA Administrative Code, which was approved by the RTA Board in June 2006, provides a guiding document for the implementation of the RTP. The Administrative Code defined the Special Needs Transit Service as follows:

- Existing paratransit services to be expanded by 3.5% annually to meet future mobility needs of the elderly and disabled population.
- Support existing volunteer-based services for seniors.
- Four agencies receiving funding:
 - Van Tran (currently Sun Van)
 - Coyote Run
 - Pima Transit
 - Volunteer-based transport for seniors (Pima Council on Aging)

In June 2006, the RTA Board also adopted a Transit Element Policies, Objectives and Procedures (POP) which stated that the "RTA Board shall implement transit improvements with the goal of creating a seamless regional transit system."

In July 2006, an intergovernmental agreement with the City of Tucson for extended Van Tran services was approved, followed by an agreement with Pima Council on Aging in January 2007 for volunteer-based senior transportation. An agreement with Pima County for special needs transit service in portions of unincorporated Pima County was approved in June 2008. The county residency requirement for Pima County special needs transit service was dropped in July 2009. Funding for Town of Oro Valley Coyote Run was not executed due to Oro Valley residency requirements for Coyote Run service.

In October 2008, the RTA Board directed staff to perform a regional paratransit system study. The Regional Paratransit System Plan (RPSP) was presented to the RTA Board in July 2009 with a recommendation to consolidate all dispatching, operations and provision of service, except Coyote Run, with Sun Van and to expand the service area after consolidation. The RTA Board voted to table the RPSP pending additional evaluation and discussion with affected organizations.

In January 2010, a paratransit task force of the RTA Transit Working Group recommended a different approach than RPSP with nine recommendations:

- Expanding the service area
- Centralizing the call center
- Acquiring trapeze for Pima Transit Special Needs Service (under Handi-car contract)
- Moving Handi-car operations to paperless voucher system
- Implementing zone fares
- Eliminating the shared areas between Handi-car and Sun Van
- Extending Sun Van boundary to 1.5 miles around fixed routes
- Implementing a uniform regional fare
- Allowing 60 day customer transition period

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In February 2010, Local Transportation Assistance Funding (LTAF) was eliminated by the State. In May 2010, Sun Shuttle Route 420 & 425 become Sun Shuttle Dial-a-ride Green Valley/Sahuarita and was open to general public ridership. In addition, the RTA Proposal for regionalizing transit services with the City of Tucson was suspended. In June 2010, the Town of Oro Valley agreed to fund Coyote Run due to the loss of LTAF for an additional year.

In January 2011, management of the Pima County Special Needs Service was transferred to the RTA. In February 2011, the RTA contracted with the Town of Oro Valley for Sun Shuttle Dial-a-ride service, which replaced the Sun Shuttle Route 402, for general public service. In June 2011, the Town of Oro Valley voted again to fund Coyote Run and formed a Council subcommittee to discuss with RTA potential regional solutions. In July 2011, fares were increased on the RTA (formerly Pima County) Special Needs service to match Sun Van fares.

Attachment B Recommended Regional Dial-a-ride Service Policies and Standards

Eligibility

Eligible Trips

Complementary ADA	Origin to destination trip provided to an ADA certified individual originating and ending within $\frac{3}{4}$ of a mile of a fixed-route (excluding commuter routes), during route operating hours
Optional ADA	Origin-to-destination trip provided to an ADA certified individual in optional ADA service area
Seniors	If funded by local agency, an origin-to-destination trip within the service area to anyone age 65 or older that is transit dependent
General Public Dial-a-Ride	An origin to destination trip within the service area to anyone

Eligibility Determination

Complementary ADA	Determined through City of Tucson Eligibility Office
Optional ADA	Determined through City of Tucson Eligibility Office
Seniors	Determined by the local jurisdiction providing the service, but must adhere to the Federal Transit Administration definition of a senior (age 65 and older)
General Public Dial-a-Ride	No eligibility requirements for general public dial-a-ride services

Days of Operation and Service Hours

Days of Operation

Complementary ADA	365 days a year
Optional ADA	365 days a year
Seniors	Monday - Friday, no weekend or holiday service
General Public Dial-a-Ride	Monday - Friday, no weekend or holiday service

Weekday Service Hours

Complementary ADA	Service hours match those of the comparable fixed route
Optional ADA	Sun Van - Service hours match those of the comparable fixed route All others - Weekdays 6 a.m. – 8 p.m.
Seniors	Weekdays 6 a.m. – 8 p.m.
General Public Dial-a-Ride	Weekdays 6 a.m. – 8 p.m.

Weekend Service Hours

Complementary ADA	Service hours match those of the comparable fixed route
Optional ADA	Sun Van - Service hours match those of the comparable fixed route All others - 9 a.m. - 6 p.m. Saturdays, Sunday and Holidays
Seniors	Does not operate on Saturday, Sunday or holidays
General Public Dial-a-Ride	Does not operate on Saturday, Sunday or holidays

Scheduling and Reservations

Trip Requests

Complementary ADA	Advanced Reservation - 1 to 7 days
Optional ADA	Advanced Reservation - 1 to 7 days
Seniors	Advanced Reservation - 1 to 7 days
General Public Dial-a-Ride	Advanced Reservation - 1 to 7 days

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Will Calls	
Complementary ADA	Will calls are available until 6 p.m.
Optional ADA	Will calls are available until 6 p.m.
Seniors	No will calls are accepted
General Public Dial-a-Ride	No will calls are accepted

Same Day Service	
Complementary ADA	Based on availability
Optional ADA	Based on availability
Seniors	Based on availability
General Public Dial-a-Ride	Based on availability

Days Reservations Can Be Made	
Complementary ADA	Daily
Optional ADA	Daily
Seniors	Monday - Friday
General Public Dial-a-Ride	Monday - Friday

Reservations Hours	
Complementary ADA	7 a.m. - 4 p.m.
Optional ADA	7 a.m. - 4 p.m.
Seniors	7 a.m. - 4 p.m.
General Public Dial-a-Ride	7 a.m. - 4 p.m.

Subscription Policy	
Complementary ADA	Yes, no trip purpose requirement, no more than 50% of all trips
Optional ADA	Yes, no trip purpose requirement, no more than 50% of all trips
Seniors	Yes, no trip purpose requirement, no more than 50% of all trips
General Public Dial-a-Ride	Yes, no trip purpose requirement, no more than 50% of all trips

Pick-up Window	
Complementary ADA	Pick-up Window - +15 to -15 mins of scheduled PU time
Optional ADA	Pick-up Window - +15 to -15 mins of scheduled PU time
Seniors	Pick-up Window - +15 to -15 mins of scheduled PU time
General Public Dial-a-Ride	Pick-up Window - +15 to -15 mins of scheduled PU time

Pick-up Negotiation	
Complementary ADA	Negotiation – Yes, within 1 hr. of requested time
Optional ADA	Negotiation – Yes, within 1 hr. of requested time
Seniors	Negotiation - Yes, no time restriction
General Public Dial-a-Ride	Negotiation - Yes, no time restriction

Trip Prioritization	
Complementary ADA	No trips are prioritized over others, first come-first served
Optional ADA	No trips are prioritized over others, first come-first served
Seniors	No trips are prioritized over others, first come-first served
General Public Dial-a-Ride	No trips are prioritized over others, first come-first served

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Trip Denials	
Complementary ADA	No denials permitted
Optional ADA	Trips are scheduled as reservations are received, denials are permitted
Seniors	Trips are scheduled as reservations are received, denials are permitted
General Public Dial-a-Ride	Trips are scheduled as reservations are received, denials are permitted

Fares	
Complementary ADA	Twice the regular fixed-route fare
Optional ADA	Twice the regular fixed-route fare
Seniors	Base fare twice the regular fixed-route fare, plus distance-based fare set as a multiple of the base (local funding agency discretion)
General Public Dial-a-Ride	Twice the regular fixed-route full fare

Fare Medium	
Complementary ADA	Voucherless fare system
Optional ADA	Voucherless fare system
Seniors	Cash, Sun Tran pass products or voucherless fare system
General Public Dial-a-Ride	Cash, Sun Tran pass products

Cancellations and No Shows	
No Show, Late, Cancellation Policy	
Complementary ADA	Vehicles arrive in window, make presence known, call dispatch, wait a minimum of 2 minutes
Optional ADA	Vehicles arrive in window, make presence known, call dispatch, wait a minimum of 2 minutes
Seniors	Vehicles arrive in window, make presence known, call dispatch, wait a minimum of 2 minutes
General Public Dial-a-Ride	Vehicles arrive in window, make presence known, call dispatch, wait a minimum of 2 minutes

Excessive No Show Definition	
Complementary ADA	3% of scheduled trips a warning letter is sent , 5% of trips results in a potential suspension with ability to appeal
Optional ADA	3% of scheduled trips a warning letter is sent , 5% of trips results in a potential suspension with ability to appeal
Seniors	3% of scheduled trips a warning letter is sent , 5% of trips results in a potential suspension with ability to appeal
General Public Dial-a-Ride	3% of scheduled trips a warning letter is sent , 5% of trips results in a potential suspension with ability to appeal

On-time Performance	
On-time Pick-up Standard	
Complementary ADA	95% of trips within pick-up window standard
Optional ADA	90% of trips within pick-up window standard
Seniors	90% of trips within pick-up window standard
General Public Dial-a-Ride	90% of trips within pick-up window standard

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On-Time Window (Will Calls)	
Complementary ADA	Will call Standard- Within 2 hours
Optional ADA	Will call Standard- Within 2 hours
Seniors	Will call Standard- Within 2 hours
General Public Dial-a-Ride	Will call Standard- Within 2 hours

On-Time Window (Drop Off)	
Complementary ADA	30 minutes before, to appointment time
Optional ADA	30 minutes before, to appointment time
Seniors	30 minutes before, to appointment time
General Public Dial-a-Ride	30 minutes before, to appointment time

On-Time Drop-Off Standard	
Complementary ADA	95% of trips within pick-up window standard
Optional ADA	95% of trips within pick-up window standard
Seniors	95% of trips within pick-up window standard
General Public Dial-a-Ride	95% of trips within pick-up window standard

Phone Service Standards	
Complementary ADA	Less than 2.5 min. wait-time
Optional ADA	Less than 2.5 min. wait-time
Seniors	Less than 2.5 min. wait-time
General Public Dial-a-Ride	Less than 2.5 min. wait-time

Operations Policies

Rider Assistance	
Complementary ADA	Origin-to-Destination
Optional ADA	Origin-to-Destination
Seniors	Origin-to-Destination
General Public Dial-a-Ride	Origin-to-Destination

No Strand Policy	
Complementary ADA	No one with a scheduled return or will call will be left stranded
Optional ADA	No one with a scheduled return or will call will be left stranded
Seniors	No one with a scheduled return or will call will be left stranded
General Public Dial-a-Ride	No one with a scheduled return or will call will be left stranded

Personal Care Attendant (PCA) Definition/Fare	
Complementary ADA	ADA definition of a PCA is used, a fare is not charged
Optional ADA	ADA definition of a PCA is used, a fare is not charged
Seniors	ADA definition of a PCA is used, a fare is not charged
General Public Dial-a-Ride	ADA definition of a PCA is used, a fare is not charged

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Package Limit Policy	
Complementary ADA	Up to 4 grocery bags
Optional ADA	Up to 4 grocery bags
Seniors	Up to 4 grocery bags
General Public Dial-a-Ride	Up to 4 grocery bags

Scheduled Max Ride Time	
Complementary ADA	Comparable fixed route trip, plus 10%
Optional ADA	2 hours
Seniors	2 hours
General Public Dial-a-Ride	90 minutes

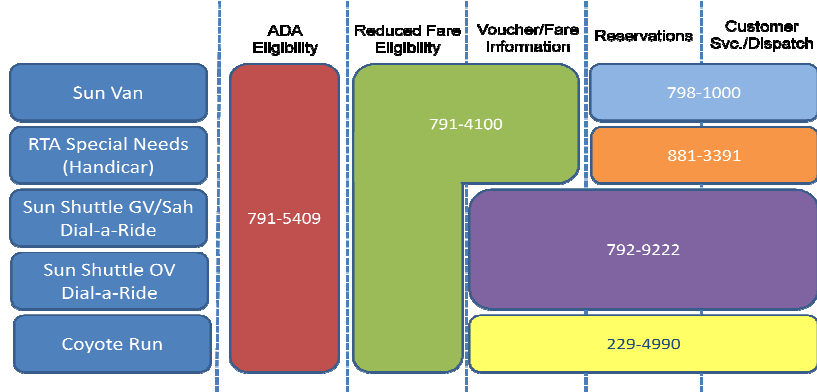
Suspension and Appeal

Service Suspension Policy	
Complementary ADA	Unsafe, violent, seriously disruptive, or illegal conduct. Involuntary behavior resulting solely from a disability will not result in suspension.
Optional ADA	Unsafe, violent, seriously disruptive, or illegal conduct. Involuntary behavior resulting solely from a disability will not result in suspension.
Seniors	Unsafe, violent, seriously disruptive, or illegal conduct. Involuntary behavior resulting solely from a disability will not result in suspension.
General Public Dial-a-Ride	Unsafe, violent, seriously disruptive, or illegal conduct. Involuntary behavior resulting solely from a disability will not result in suspension.

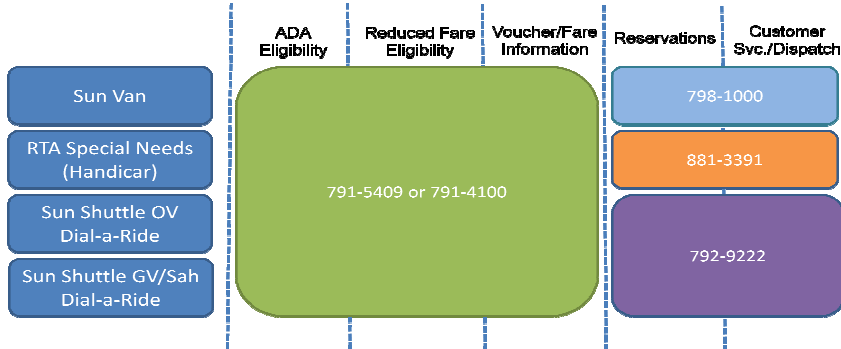
Appeal Procedure	
Complementary ADA	Written notification, 60 days to appeal to ADA Appeals Coordinator
Optional ADA	Written notification, 60 days to appeal to ADA Appeals Coordinator
Seniors	Written notification, 60 days to appeal to mobility manager, or contracting agency
General Public Dial-a-Ride	Written notification, 60 days to appeal to mobility manager, or contracting agency

Attachment C Call Center Phasing Plan

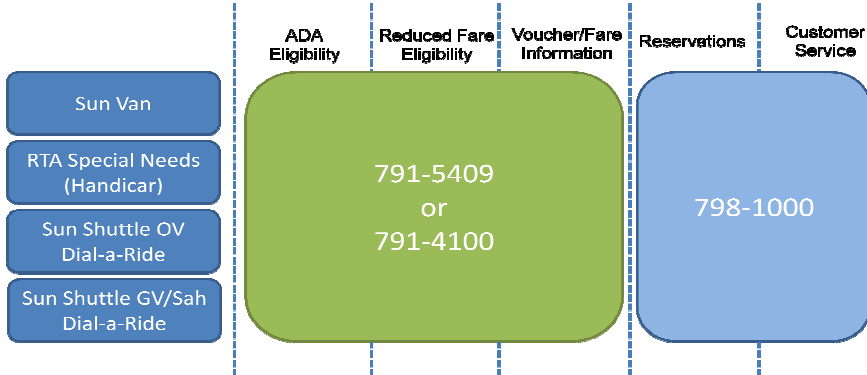
Current Dial-a-ride Telephone Numbers



Phase One Dial-a-ride Customer Call Center



Phase Two Dial-a-ride Customer Call Center



Phase Three Dial-a-ride Customer Call Center

