



● SAN FRANCISCO

San Francisco – UNITED STATES

Paratransit Service

Managing multiple transportation vendors to achieve superior results

Contract facts

TRANSIT AUTHORITY:

San Francisco Municipal Transportation Agency

OPERATOR:

Veolia Transportation

SERVICE NAME:

San Francisco Paratransit

CONTRACT SCOPE:

Brokerage and administration services

CONTRACT START DATE:

2000

Key figures

POPULATION SERVED:

City population : 793,000
Approximately 15,000 certified paratransit riders

PASSENGERS TRANSPORTED:

1.2 million per year

AREA COVERED:

46.4 square miles

VEHICLE FLEET:

30 dedicated paratransit vans
1,480 general public taxis (including 100 wheelchair-accessible taxis operated by independent service providers)

STAFF:

19 employees (brokerage and administration services only)

➔ Challenge

Paratransit services in San Francisco are provided by a network of more than 20 independent providers (taxis, shuttles & vans) coordinated through a brokerage method highly unique to the industry. Veolia Transportation manages these multiple providers and their performance for the San Francisco Municipal Transportation Agency (SFMTA). Veolia Transportation has demonstrated its commitment to the client and has shown that this decentralized, multi-mode approach to paratransit can be operated with very high standards for customer care, operational efficiencies and effective cost management. Current major goals are to replace aging paratransit management software and current paper coupons for taxis with new computer technology enabling paratransit debit cards, and to be very proactive environmentally.

➔ Veolia Transport's solutions

Managing diverse service providers

- Continue to build trust with service providers.
- Clearly written contracts with providers which define responsibilities and service-level expectations.
- Open communication channels to engage and support all service providers.
- Field monitoring and auditing to confirm performance.
- Maintain open dialogue with disability community on service quality.

Advancing technology

- Plan and implement a swipe-card system that allows riders to use a reloadable debit card instead of paper coupons.
- Specify and procure system hardware (computers, software, in-taxi card readers) with expandable capabilities.
- Train drivers in operation of new system.
- Promote new system to service users.

➔ Objectives

- Efficiently manage a diverse group of service providers to ensure a uniform level of high-quality service to riders.
- Plan, procure and implement advanced technology, including management software and a paratransit debit card system, to replace longstanding but inefficient systems utilizing coupons and manual logs.
- Improve fleet efficiency to ensure compliance with San Francisco's stringent environmental standards.

Increasing fleet efficiency

- Support client in lease management of lift vans.
- Support the inspection of taxis by the Taxi Commission and SFMTA to ensure companies meet their reduced carbon footprint goals.
- Support the client and the city in meeting strict taxi fuel efficiency standards.

■ *Veolia Transportation's paratransit operations in San Francisco have been studied by international delegations from Japan, China and Sweden, because of the superior performance the partnership (SFMTA & Veolia) has achieved.*

■ *On-time service for taxis: 99%; combined on-time service for remaining paratransit service options: 95% (vans – both Group and SF Access)*