

AGENDA ITEM 3 A
Information Item

MEMORANDUM

DATE: August 6, 2009
TO: El Dorado County Transit Authority
FROM: Matt Mauk, Transit Services Assistant
SUBJECT: Overview of Dial-A-Ride



REQUESTED ACTION:
BY MOTION,

No action. Information only

BACKGROUND

In 1975 the Community Service Department of El Dorado County began providing transportation to the elderly with surplus County fleet vehicles. Within a few years El Dorado Transit was established as a sub-department of the Department of Transportation providing rides for seniors and persons with disabilities to meal site locations throughout El Dorado County. Over time, service demand has significantly risen and services were expanded to include general public routes. On January 1, 1994 the El Dorado County Transit Authority (EDCTA) was established as a joint powers agency between the City of Placerville and the County of El Dorado.

El Dorado Transit currently provides three (3) basic kinds of passenger service; weekday commuter service to Sacramento and the Folsom light rail, community fixed routes Monday through Saturday and Dial-A-Ride service seven (7) days a week. El Dorado Transit's Dial-A-Ride service is a demand response service scheduled on a "first come, first serve" basis. It is designed to provide lifeline transportation (i.e. trips to medical appointments, pharmacies, grocery stores, etc...) primarily for seniors and persons with disabilities. General passengers are limited to zoning restrictions and are scheduled when space is available.

During the final quarter of fiscal year 2008/09, El Dorado Transit's Dial-A-Ride service provided an average of 109 trips per weekday and 40 trips per day on the weekends. The following is a basic overview of the Dial-A-Ride system.

DISCUSSION

Service Parameters

Dial-A-Ride provides curb-to-curb, shared ride service for individuals living within the designated service area. The service area covers most of the western slope of El Dorado

County extending from El Dorado Hills on the western border of the County to Pollock Pines on the eastern side; north to Garden Valley and south along CA 49 to Crystal Blvd. (see attached zone map). Pick-up times are scheduled on weekdays between 7:30 a.m. and 5:00 p.m. and on weekends between 8:00 a.m. and 5:00 p.m. Drivers assist passengers with basic boarding and disembarking of the vehicles and properly secure mobility devices such as wheelchairs or scooters. Seatbelts are worn at all times.

Reservations and Scheduling

Requests for Dial-A-Ride are received by phone between 9:00 a.m. and 3:00 p.m. Monday through Friday and rides can be reserved up to three (3) weekdays in advance. A separate dedicated phone number was established in May 2008 due to the large volume of request calls. As many as five (5) dispatchers field calls simultaneously during peak times. Passengers often schedule multiple trips, for the same day, during a single call. Passengers receive confirmation of their exact pick-up times and fares while still on the phone. Seniors (age 60 and older) and persons with disabilities are given priority in the booking process.

Dispatchers work with a specially designed software application to schedule rides as efficiently as possible combining passenger trips with similar times and destinations. In this manner, vehicle service time and mileage is maximized and as many passenger requests as possible can be accommodated. Passengers are asked to make cancellations by phone at least a day in advance. Each afternoon the scheduler reviews the next day's rides to make adjustments for cancellations and to place late requests where possible. A manifest with locations, times and fare information is produced and distributed to each driver at the beginning of their shift.

Fares and Accessibility

Fares for each one-way Dial-A-Ride trip are determined through a zone system. The overall service area is divided into twelve (12) zones. Base fares for each zone are based on the distance from the El Dorado Transit base of operations in Diamond Springs. The farther the vehicle must travel to make an initial pick-up, the higher the base fare for that trip. Incremental charges are added to the base fare depending on how many zone crossings the trip requires. For example, a short trip originating and ending within the Placerville area, closest to base, is \$1.50 for seniors and persons with disabilities or \$3.00 for the general public. A longer trip originating in an outlying zone (i.e. Garden Valley, Pollock Pines or El Dorado Hills) starts at \$5.00 one-way for seniors and persons with disabilities and may range up to \$8.00 total if multiple zones are crossed.

Each Dial-A-Ride vehicle is equipped with either a ramp or hydraulic lift and specially designed tie-downs to accommodate various mobility devices. Passengers needing more than curb to curb assistance are asked to bring a personal care assistant (PCA) along with them. A single PCA is allowed to ride for free with a paying passenger.

DIAL-A-RIDE SYSTEM MAP and ZONE FARES

Effective April 6, 2009

ZONE D FARE

\$3.00 S/D + 50¢ per zone crossing
\$5 General + \$1 per zone crossing

ZONE E FARE

\$3.00 S/D + 50¢ per zone crossing
\$5 General + \$1 per zone crossing

ZONE F FARE

\$5.00 S/D + 50¢ per zone crossing
Not Available to General Public

ZONE G FARE

\$5.00 S/D + 50¢ per zone crossing
Not Available to General Public

ZONE H FARE

\$5.00 S/D + 50¢ per zone crossing
Not Available to General Public

ZONE I FARE

\$5.00 S/D + 50¢ per zone crossing
Not Available to General Public

ZONE A FARE

\$1.50 S/D + 50¢ per zone crossing
\$3 General + \$1 per zone crossing

ZONE B FARE

\$3.00 S/D + 50¢ per zone crossing
\$5 General + \$1 per zone crossing

ZONE C FARE

\$3.00 S/D + 50¢ per zone crossing
\$5 General + \$1 per zone crossing

ZONE J FARE

\$5.00 S/D + 50¢ per zone crossing
Not Available to General Public

ZONE K FARE

\$5.00 S/D + 50¢ per zone crossing
Not Available to General Public

ZONE L FARE

\$5.00 S/D + 50¢ per zone crossing
Not Available to General Public

