



# Paratransit Service Analysis

August 25, 2021



# Introduction

- Paratransit & TD service demand growing
  - ✓ Florida
  - ✓ Flagler & Volusia counties
- R2CTPO wants to assess:
  - ✓ Evolution of paratransit service
  - ✓ Current state of industry practices
  - ✓ Challenges to providing services
  - ✓ Potential trends for future
- Identify changes in the industry with +/- impact
  - ✓ On service provision efficiencies
  - ✓ On budgets



# Non-Emergency Medicaid Transportation (NEMT)

- Florida CTCs contracted to provide NEMT through 2014
- Transitioned to Managed Care Organization (MCO) broker method in 2015
- Pros: cost-efficient
- Cons: poor quality of service
- CTCs have seen a decrease in funding
- Influences cost per passenger

## Traditional NEMT Broker Model



# Statewide TD Trend

Indicator/Measure	2014-2019 Change
Population	7.3%
Potential TD Population	12.7%
Total Passenger Trips	-27.8%
Expenses	-3.2%
Cost per Trip	34.1%
Trips by Type	
Medical	-40.5%
Employment	3.0%
Ed/Train/Daycare	-1.0%
Nutritional	39.8%
Life-Sustaining/Other	-40.2%

- 42% of FL residents TD (2018)
- 2013 change in bus pass counts
- Passenger trips ↓ 28%
- Cost per trip ↑ 34%

NEMT	FY 2013-14	FY 2014-15	% Change
Funding	\$57,949,027	\$12,247,431	-78.9%
Total Trips	2,584,919	301,694	-88.3%
Unduplicated Passenger Count	64,021	12,389	-80.6%

- 2014-2015 change in NEMT
  - CTD funding ↓ 79%
  - NEMT trips ↓ 88%

# Local TD Trend

Indicator/Measure	Flagler 2014-2019 Change	Volusia 2014-2019 Change
Population	10.6%	7.6%
Potential TD Population	16.8%	19.3%
Total Passenger Trips	3.2%	-30.0%
Expenses	-1.5%	52.9%
Cost per Trip	-4.5%	118.5%
Trips by Type		
Medical	-25.4%	-26.0%
Employment	-31.7%	-13.5%
Ed/Train/Daycare	80.7%	-47.6%
Nutritional	-36.5%	48.6%
Life-Sustaining/Other	3.2%	-30.5%

- Passenger trips
  - Flagler ↑
  - Volusia ↓
- Cost per trip
  - Flagler ↓
  - Volusia ↑
- Largest trip increase between 2014-2015 (Volusia)

# Statewide Paratransit Trend

Indicator/Measure	2011-2019 Change
<b>General Indicators</b>	
Passenger Trips	7%
Service Area Pop.	13%
Revenue Miles	17%
Revenue Hours	26%
Total Operating Expense	38%
<b>Effectiveness Measures</b>	
Revenue Miles per Capita	4%
Revenue Miles per Revenue Hour	-6%
Passenger Trips per Capita	-5%
Passenger Trips per Revenue Hour	-15%
Passenger Trips per Revenue Mile	-9%
<b>Efficiency Measures</b>	
Operating Expense per Capita	22%
Operating Expense per Passenger Trip	29%
Operating Exp. per Revenue Mile	17%
Operating Expense per Revenue Hour	10%

- Passenger trips ↑ 7%
- Revenue hours ↑ 26%
- Operating costs ↑ 38%
  
- Service Effectiveness ↓
  
- Cost Efficiency ↓

# Flagler Paratransit Trend

Indicator/Measure	2011-2019 Change
<b>General Indicators</b>	
Passenger Trips	3.0%
Service Area Pop.	15.2%
Revenue Miles	-32.2%
Revenue Hours	-27.7%
Total Operating Expense	26.1%
<b>Effectiveness Measures</b>	
Revenue Miles per Capita	-41.1%
Revenue Miles per Revenue Hour	-6.3%
Passenger Trips per Capita	-10.5%
Passenger Trips per Revenue Hour	42.4%
Passenger Trips per Revenue Mile	52.0%
<b>Efficiency Measures</b>	
Operating Expense per Capita	9.6%
Operating Expense per Passenger Trip	22.5%
Operating Exp. per Revenue Mile	86.1%
Operating Expense per Revenue Hour	74.4%

- Passenger trips ↑ 3%
- Revenue hours ↓ 28%
- Operating costs ↑ 26%
- Service Effectiveness ⇅
- Cost Efficiency ↓

# Volusia Paratransit Trend

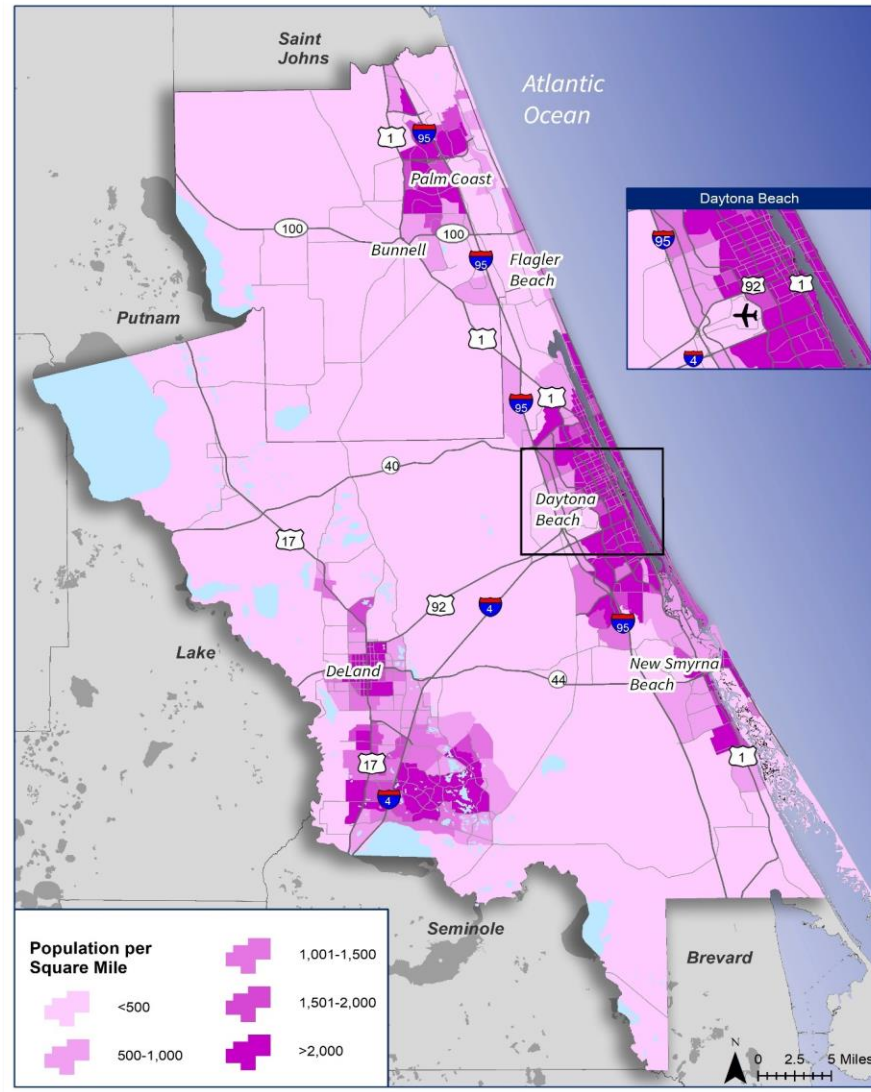
Indicator/Measure	2011-2019 Change
<b>General Indicators</b>	
Passenger Trips	48.3%
Service Area Pop.	5.5%
Revenue Miles	64.5%
Revenue Hours	90.1%
Total Operating Expense	73.3%
<b>Effectiveness Measures</b>	
Revenue Miles per Capita	55.9%
Revenue Miles per Revenue Hour	-13.5%
Passenger Trips per Capita	40.5%
Passenger Trips per Revenue Hour	-22.0%
Passenger Trips per Revenue Mile	-9.8%
<b>Efficiency Measures</b>	
Operating Expense per Capita	64.2%
Operating Expense per Passenger Trip	16.9%
Operating Exp. per Revenue Mile	5.4%
Operating Expense per Revenue Hour	-8.9%

- Passenger trips ↑ 48%
- Revenue hours ↑ 90%
- Operating costs ↑ 73%
- Service Effectiveness ↓
- Cost Efficiency ↓



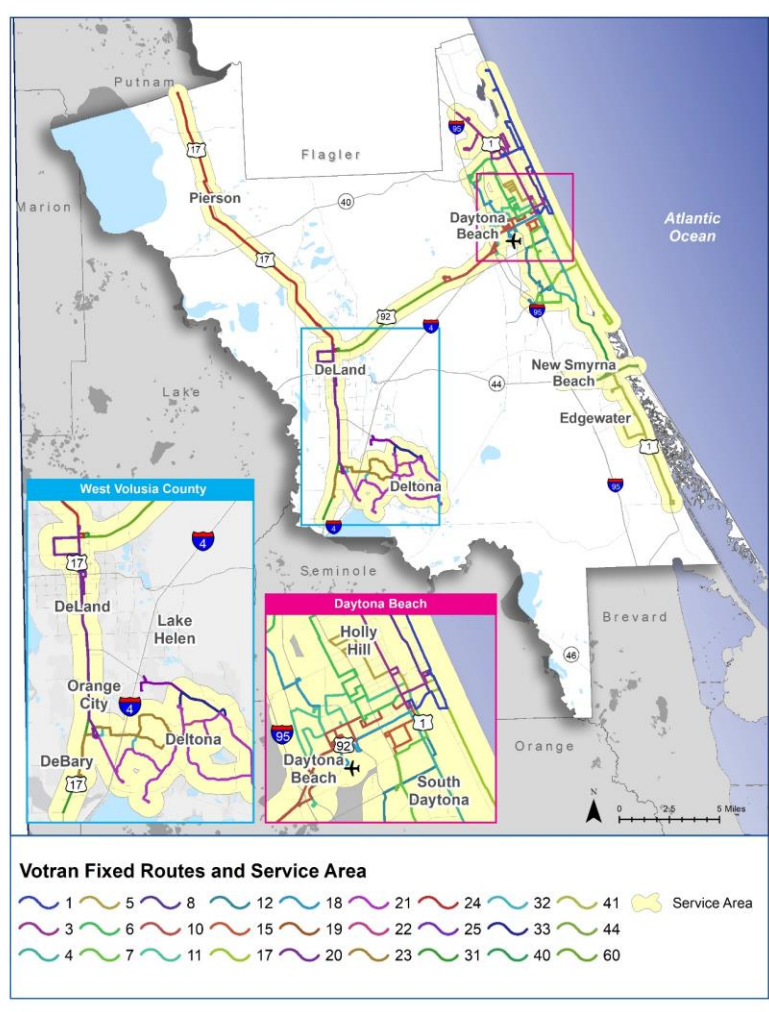
# Local Profile

- 60+ Population (FL 20.5%)
  - Flagler 38%
  - Volusia 33%
  - 50% increase by 2045
- Persons with Disabilities (FL 13.7%)
  - Flagler 14.8%
  - Volusia 17.6%
- Zero-Vehicle Households (FL 6.1%)
  - Flagler 1.9%
  - Volusia 5.9%
- Income (Less than \$25k) (FL 20.7%)
  - Flagler 19.2%
  - Volusia 23.1 %



2019 Population Density

# Existing Services—Fixed Route



- Flagler
  - No fixed-route service
- Volusia (Votran)
  - 27 fixed routes
  - Operate 6:00 AM to 7:00 PM
  - Weekdays and Saturday
    - 30 to 60-minute frequencies
  - Limited Sunday service

# Existing Services—Paratransit

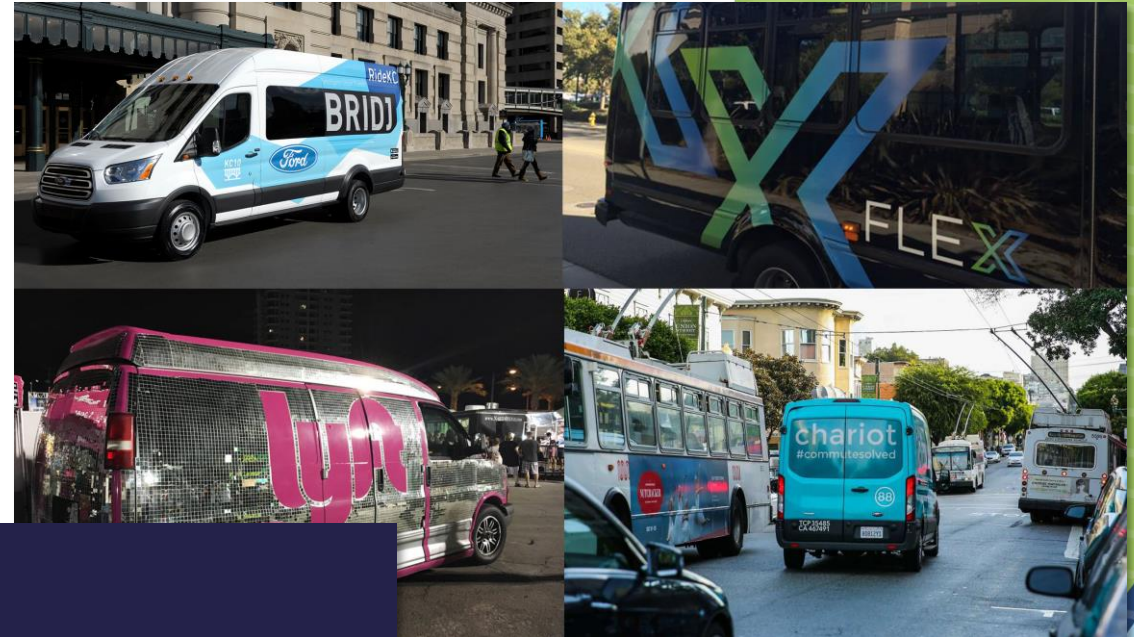


- Votran Gold Service
- ADA paratransit and TD service
- TD eligibility requirements apply
- Schedule trips up to one day in advance
- \$3 per trip

- Flagler County Public Transportation
- TD service
- TD eligibility requirements apply
- Limited service into Volusia County
- \$2 per trip

# Industry Trends

- Deviated fixed route services
- Enhanced scheduling technology
- Mobility on Demand (MOD)
- Commingling services
- Transportation Network Companies (TNC) partnerships
- System Regionalization



# Short-Term Recommendations (Immediate - 1 year)

Recommendation	County	Implementation Year(s)	Estimated Initial Costs	Potential Funding Options
Coordination with other public and private entities	Flagler/ Volusia	2022	Staff time	N/A
Coordination with medical practices	Flagler/ Volusia	2022	Staff time	N/A
Evaluate access to senior facilities and programs	Volusia	2022	Staff time	N/A
Agency involvement in land development	Flagler/ Volusia	2022	Staff time	N/A

# Mid-Term Recommendations (2-5 years)

Recommendation	County	Implementation Year(s)	Estimated Initial Costs	Potential Funding Options
Bus stop implementation plan	Volusia	2023	\$200,000-\$400,000	Federal funds
TNC first mile/last miles services	Volusia	2023	Flexible; depends on amount budgeted for subsidies	Federal funds
Bus pass pilot program	Volusia	2023	\$50,000	Federal funds
Votran's Phase II MOD recommendations from the Short-Term Redesigned COA Network	Volusia	2023	Capital: \$440,840 Operating: \$1.28M Annually	Local funds
TNC supplemental paratransit service	Flagler/ Volusia	2024	Flexible; depends on amount budgeted for subsidies	Federal funds
MOD Study	Flagler/ Volusia	2025	TBD	Federal funds

# Long-Term Recommendations (6-10 years)

Recommendation	County	Implementation Year(s)	Estimated Initial Costs	Potential Funding Options
South DeLand MOD Zone	Volusia	2027	Capital: \$132,000 Operating: \$206,364 Annually	Local funds

# Questions

