


Report on ADA Paratransit Service 

- Paratransit Service – Federal Mandate
- Paratransit Operations
- Paratransit Statistics
- Paratransit Funding Sources
- Paratransit Performance Stats
- Paratransit Eligibility & Registrants
- Efficiency Measures
- Summary



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Paratransit Service – Federal Mandate



Federal unfunded mandated program – 1992
Americans with Disabilities Act
Compliance Criteria

- Eligibility
- Service
 - Service Area (fixed-route, contiguous areas)
 - Response Time (next day, within 1 hour)
 - Fares (up to twice base fixed-route fare)
 - Days and Hours of Service (fixed-route)
 - Trip Purposes (no restrictions/prioritization)
 - Capacity Constraints (no denials)



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Paratransit Operations



Contracted service – MV Transportation

- Cutaway buses
 - Minivans
 - Sedans
 - Subcontract Taxis
- Shared ride service
- Advanced reservation system
 - No same day service

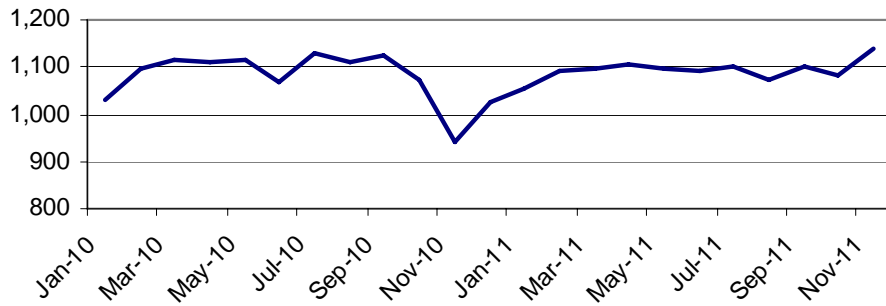


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Paratransit Ridership



Redi-Wheels & RediCoast AWR

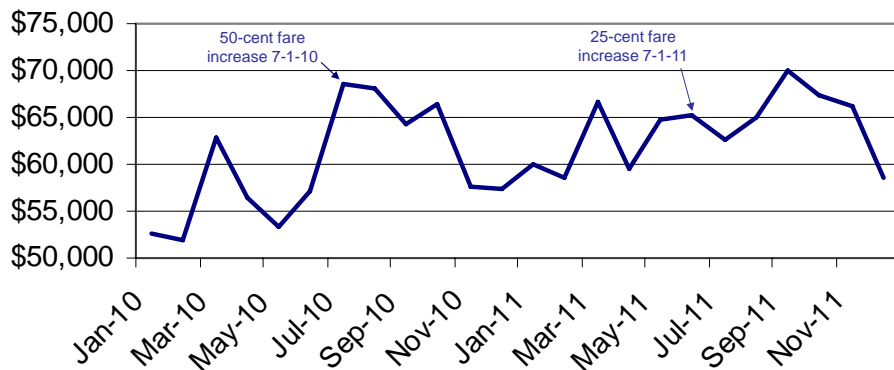


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Paratransit Farebox Revenue



Redi-Wheels & RediCoast



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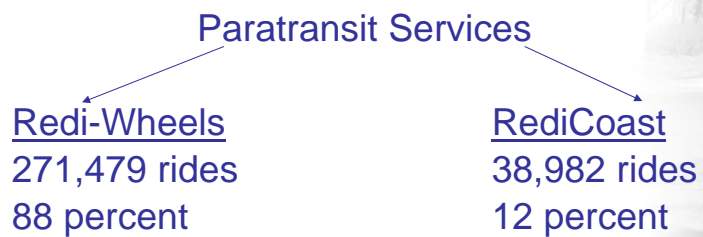
Paratransit Average Cost/Ride



	<u>FY2009</u>	<u>FY2010</u>	<u>FY2011</u>	<u>FY2012</u> <u>6-months</u>
Total Costs	\$13,614,337	\$12,908,024	\$12,677,004	\$6,539,271
Total Rides	332,337	321,071	315,926	160,196
Average Cost	\$40.99	\$40.20	\$40.13	\$40.82
Farebox Ratio	4.5%	5.3%	6.0%	6.0%

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Paratransit Services

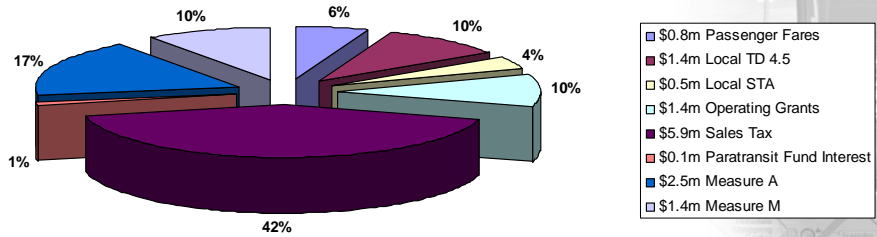


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Paratransit Funding Sources FY2012 Budget



\$14.1m FY2012 Budget



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Paratransit Performance Stats



	<u>Redi-Wheels</u>	<u>RediCoast</u>
AWR	950	110
Trip Denials	0	0
On Time (goal 90%)	92%	99+%
Passengers/Hour	1.8	1.5
Complaints/1,000 (goal 2.5)	0.5	0.5

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Eligibility Process



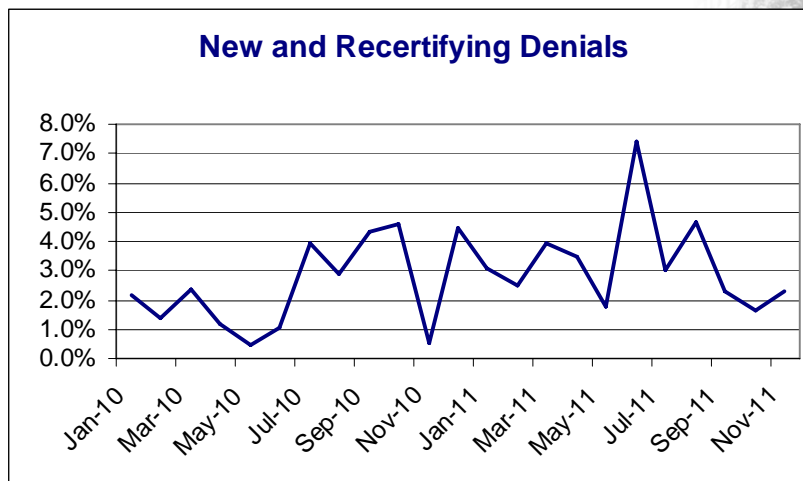
- In-person assessment process
- Conducted by third-party eligibility assessment expert
- Dedicated facility – Foster City



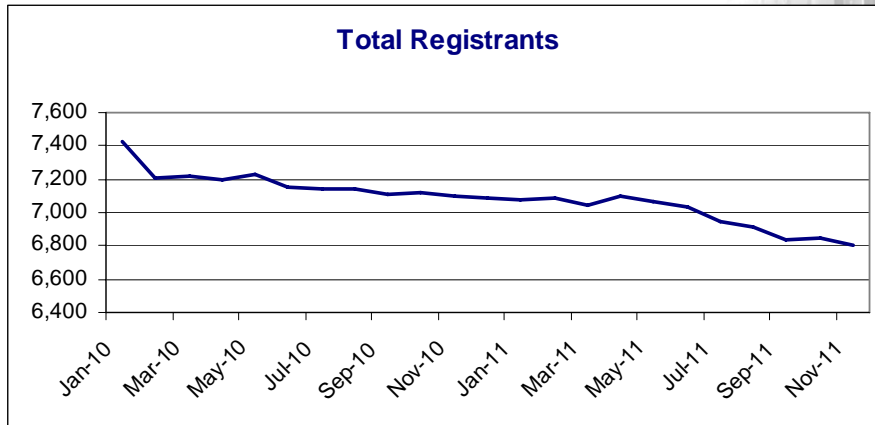
Paratransit Eligibility Denials



New and Recertifying Denials



Paratransit Total Registrants



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Efficiency Measures



- Fixed-route Service
- No Show & Late Cancel Management
- Interactive Voice Response (IVR) implementation
- Optimal vehicle mix
- Alternative service delivery models
- MTC Transit Sustainability Project



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Fixed-route Service



- Senior Mobility Training
- Fixed-route Accessibility
 - Free rides on all fixed-route bus services
 - Wheel chair lifts

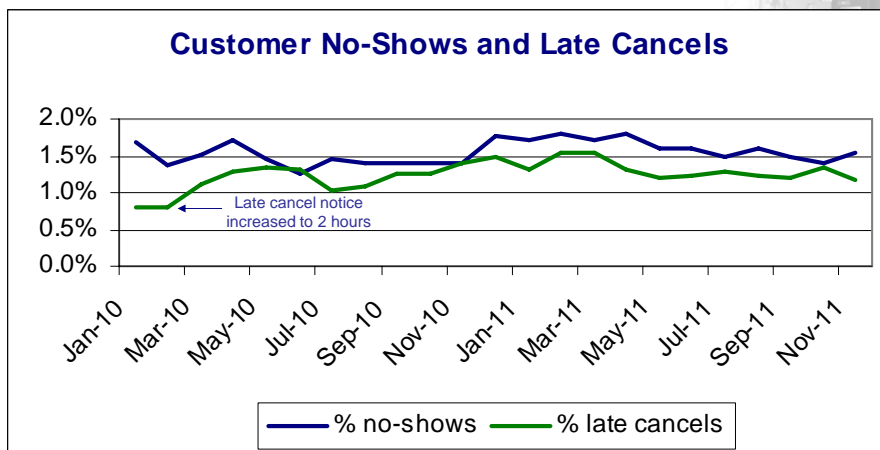


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No Show & Late Cancel Management



Customer No-Shows and Late Cancels

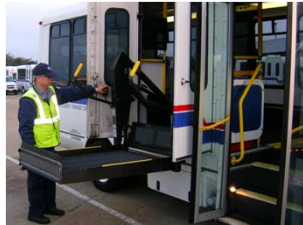


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IVR Implementation

samTrans

- Next-day reminder calls
- Imminent arrival calls:
 - Goal: 95% of calls 5 to 15 minutes before vehicle arrival
 - Continuing interface problems with software



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Optimal Vehicle Mix

samTrans

Key Planning Issues

Fleet flexibility

- Small buses serve group trips and extra-large wheelchairs
- Minivans are versatile and accommodate wheelchairs
- Sedans / taxis serve ambulatory and overflow customers

Ridership trends

- Longer trips
- More dialysis trips
- More non-ambulatory customers
- More extra-large wheelchairs



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Non-Traditional Model

- Remotely managed operation
- Non-dedicated vehicle fleet
- Non-dedicated, independent contractor drivers
- Monitoring LAVTA and NCTD experience

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ADA Paratransit “Best Practices”

- Demand management strategies
 - Increased travel training
- Productivity measures
 - Increased control of no-shows and late cancels
 - Optimize vehicle mix
- Cost containment strategies
 - Targeted transit promotion to seniors
 - Explore alternative service delivery methods
- Awaiting results of MTC report

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Summary

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- Federal mandated unfunded program
- Significant drain on SamTrans financial capacity
- New Measure A contributes \$2,460,000
- Interest on Old Measure A fund is \$135,790
- Cost containment efforts/Efficiency Measures
- Maintain quality service
- Vital service for aging in place population

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