

The logo for samTrans, featuring the text "samTrans" in a bold, sans-serif font. The "s" is lowercase and the "amTrans" is uppercase. Below the text are three horizontal bars: a red bar on top, a white bar in the middle, and a blue bar on the bottom.

SamTrans Paratransit Service

Board of Directors
October 2, 2014

ADA Paratransit Service

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- ADA – Americans with Disabilities Act
- Paratransit Customers
- Cost & Funding Source
- Operating Statistics
- Senior Mobility
- Summary



ADA



Americans with Disabilities Act passed in 1990

- Full accessibility on all fixed-route buses (lifts/ramps)
- Complimentary paratransit service for those unable to ride fixed-route transit
- ADA Paratransit characteristics/requirements:
 - Service must be provided within $\frac{3}{4}$ -mile zone of fixed-route service
 - Service day/time parallel to fixed-route service
 - Shared ride
 - Advance reservation
 - Zero denial for service

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SamTrans Paratransit Service



- Paratransit service provides equal opportunity for mobility to people with disabilities who can't use conventional fixed-route transit
- SamTrans commitment to paratransit pre-dates ADA
- SamTrans provides service beyond what is required by ADA
- Demand for ADA service has grown dramatically
- Unfunded Federal mandate

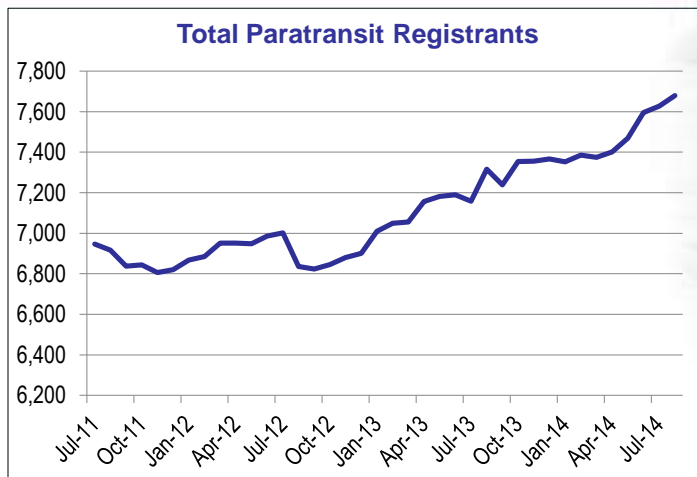
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Paratransit Customers

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Paratransit Registrants



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Paratransit Customers



- 62% are 70 years or older
- 22% are non-ambulatory
- 19% have cognitive disabilities
- 12% have visual disabilities
- 16% receive fare assistance
- 98% live within 3/4-miles of SamTrans bus routes



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Paratransit Customers



Non-ambulatory customers

- 22% of eligible riders
- 44% of trips

Low-income customers

- 16% of eligible riders
- 33% of trips



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Paratransit Customers

samTrans

- 10% go to dialysis centers
- 18% go to adult day care centers
- Other key destinations include hospitals, doctor's appointments, senior centers, colleges, senior housing, and shopping



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Paratransit Customers

samTrans



- All Redi-Wheels and RediCoast users must be certified as eligible for ADA-Paratransit
- SamTrans utilizes a third-party functional assessment process to determine eligibility

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Cost & Funding Sources

Program Costs



	<u>FY2009</u>	<u>FY2010</u>	<u>FY2011</u>	<u>FY2012</u>	<u>FY2013</u>	<u>FY2014</u>
Total Costs (\$000)	\$13,614	\$12,908	\$12,677	\$13,583	\$13,767	\$14,111
Total Trips	332,337	321,071	315,926	304,427	306,586	314,010
Average Cost	\$41.01	\$40.21	\$40.12	\$44.62	\$44.90	\$44.99
Farebox Ratio	4.5%	5.3%	6.0%	5.8%	6.0%	5.9%

Average cost per trip is up approximately 1.9% per year.

Wheelchair/scooter trips – 40,000+ per year – more than double since FY2005.

FY2014 data are preliminary.

How Service is Funded



San Mateo County Transportation Authority Paratransit funding

- Original Measure A
 - \$25 million fund established permanent source, invest, use proceeds to fund service
- New Measure A
 - 4% of measure, approximately \$2.9 million/year designated "...to meet the special mobility needs of county residents through paratransit and other accessible services."

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Paratransit Funding Sources



FY2015 Budget

Passenger fares	\$0.8 million
Transportation Development Act Funds	1.7
State Transit Assistance	0.5
District Sales Tax	2.4
Transportation Authority	2.9
Measure M (Motor Vehicle Reg. Fee)	1.4
Operating Grants	0.4
Interest (Paratransit Trust Fund)	0.3
San Mateo County	<u>5.0</u>
	\$15.4 million

No federal operating assistance is provided for federally mandated ADA service. 14

Operating Statistics

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How Service is Delivered

- Redi-Wheels and RediCoast are delivered by a contractor with program oversight by SamTrans staff
- SamTrans owns & maintains fleet of vehicles for these services (53 cutaway buses & 24 minivans)
- Contractor supplements District fleet with sedans and contracted taxis to meet peak demand
- Current Red-Wheels contract expires Dec. 31, 2014.
New contractor to start service after transition period



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Redi-Wheels Operations Center

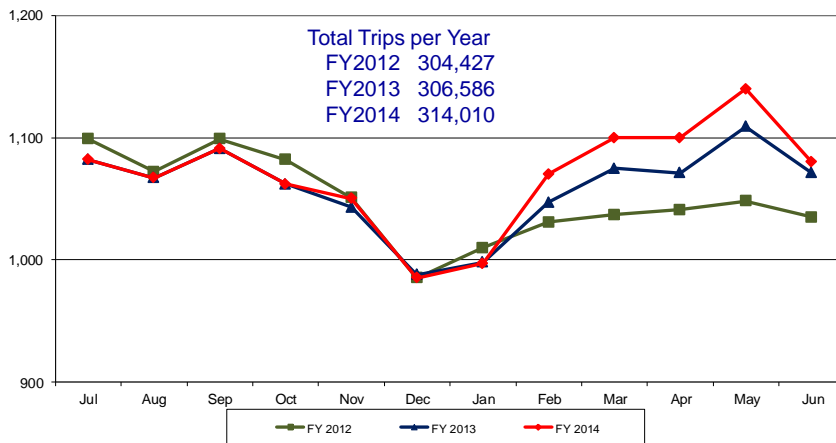


Brewster facility and equipment owned and maintained by SamTrans



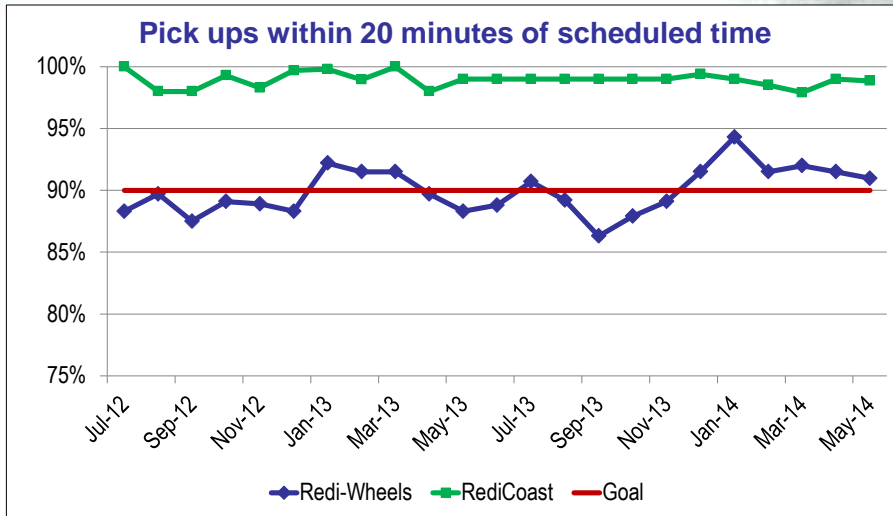
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Paratransit - AWR



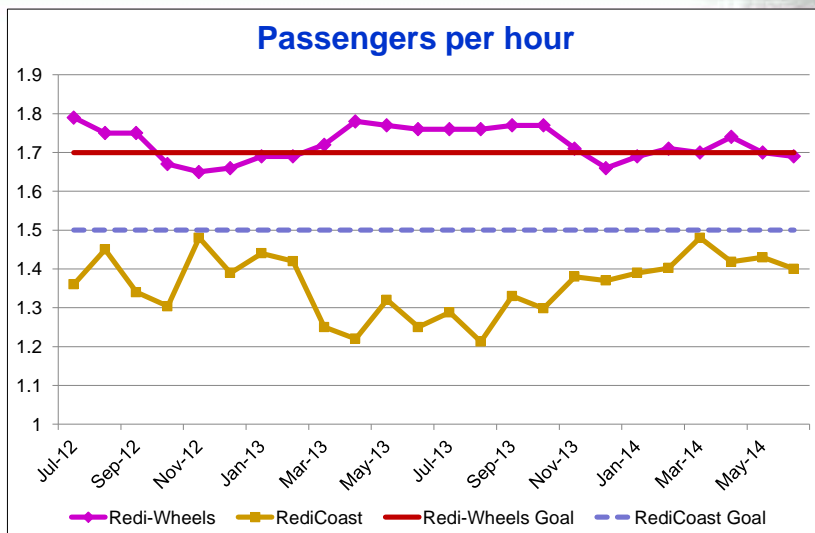
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On-time Performance



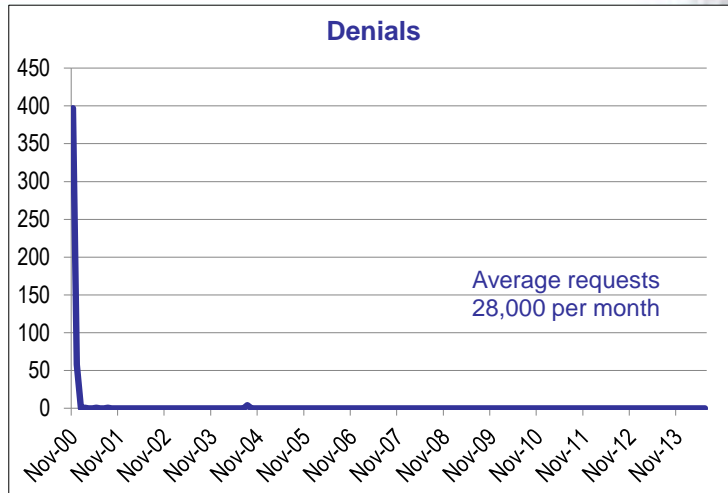
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Productivity



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Redi-Wheels Trip Denials



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Senior Mobility



- **Mobility Ambassador Program – Travel training for seniors, volunteer**
 - FLX San Carlos Service presentation at the San Carlos Adult Activity Center
 - Senior housing communities
- **“Age Well Drive Smart” partnerships with the CHP throughout the county**
 - Mobility ambassador travel training for seniors
 - Fixed-route accessibility information
- **New programs:**
 - Outreach to Coastside seniors
 - “Veterans’ Mobility Corps” - Vet-to-Vet volunteer training

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Summary



- Ridership is increasing
- County demographics pointing towards higher future demand
- Service quality is high
 - Very low complaint rate
 - OTP rate above 90% goal for 6 consecutive months
- SamTrans continues to monitor costs and provide high-quality ADA service
- Paratransit service is a Federal unfunded mandate and contributes to SamTrans structural deficit
- Senior mobility initiatives must be part of the solution to contain paratransit expense
- New Redi-Wheels contractor starts in 2015

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