

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

# SamTrans Paratransit Service

TA Board of Directors  
April 7, 2016  
Agenda Item 10b

## ADA Paratransit Service

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



## ADA

samTrans

### 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 ¾-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

samTrans

- Paratransit service provides equal opportunity for mobility to people with disabilities who cannot use conventional fixed-route transit
- Commitment to paratransit pre-dates ADA
- Provides service beyond what is required by ADA
- Demand for ADA service has grown dramatically
- Federal mandate

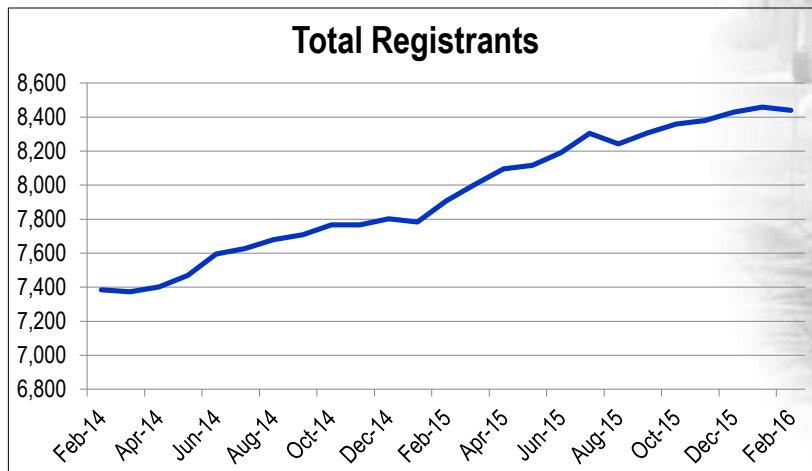
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## Paratransit Customers

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## Paratransit Registrants



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## Paratransit Customers



- 63% are 70 years or older
- 21% are non-ambulatory
- 19% have cognitive disabilities
- 11% have visual disabilities
- 22% receive fare assistance

Source: Paratransit customer data



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## Paratransit Customer Trips



- 10% go to dialysis centers
- 15% go to adult day care centers
- Other key destinations include: doctor appointments, County services, hospitals, senior centers, colleges, senior housing, and shopping



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## Paratransit Customers



- 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

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## Program Costs



	<u>FY2010</u>	<u>FY2011</u>	<u>FY2012</u>	<u>FY2013</u>	<u>FY2014</u>	<u>FY2015</u>
Total Costs (\$000)	\$12,908	\$12,677	\$13,583	\$13,767	\$14,111	\$15,387
Total Trips	321,071	315,926	304,427	306,586	314,010	329,040
Average Cost Per Trip	\$40.21	\$40.12	\$44.62	\$44.90	\$44.99	\$46.76
Farebox Ratio	5.3%	6.0%	5.8%	6.0%	5.9%	5.1%

Average cost per trip is up approximately 3.2% per year.

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## 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



### FY2016 Budget

San Mateo County	\$5.0 million
District Sales Tax	4.0
Transportation Authority	3.1
Transportation Development Act Funds	1.8
Measure M (Motor Vehicle Reg. Fee)	1.4
Passenger fares	0.8
State Transit Assistance	0.4
Interest (Paratransit Trust Fund)	0.3
	<hr/>
	\$16.7 million

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## Operating Statistics

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## How Service is Delivered



- Redi-Wheels & RediCoast are delivered by a contractor with program oversight by SamTrans staff
  - *First Transit* is the contractor for Redi-Wheels
  - *MV Transit* is the contractor for RediCoast
- SamTrans owns and maintains a fleet of vehicles for these services (53 cutaway buses and 24 minivans)
- Contractor supplements District fleet with sedans and contracted taxis to meet peak demand



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## Redi-Wheels Operations Center



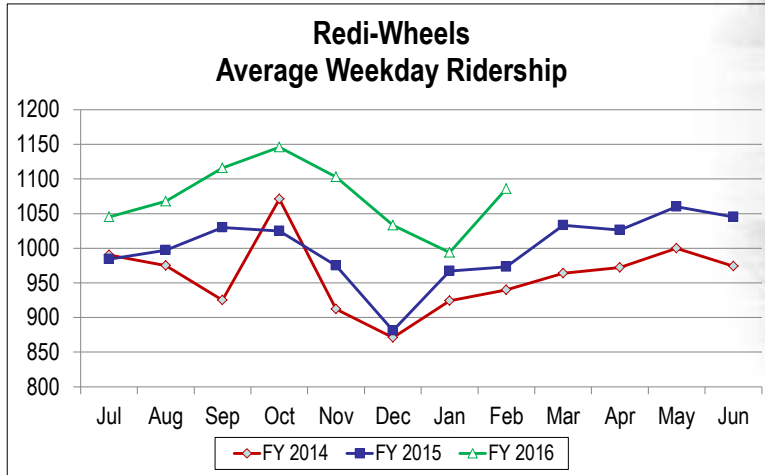
Brewster facility and equipment owned and maintained by SamTrans



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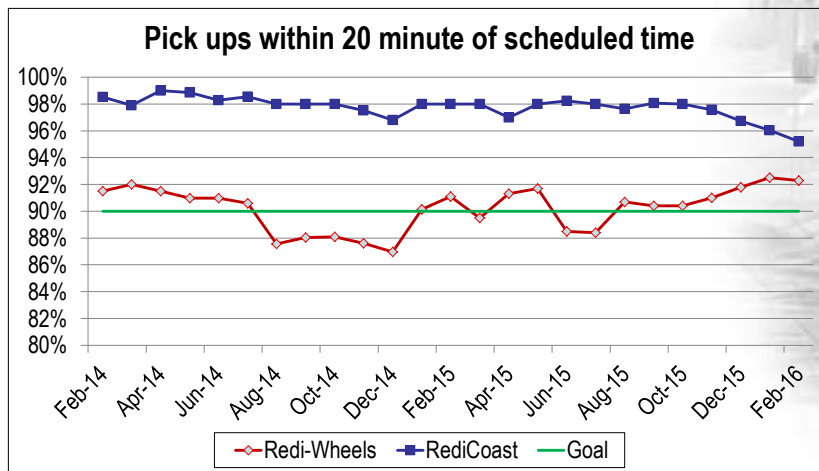


# Paratransit - AWR



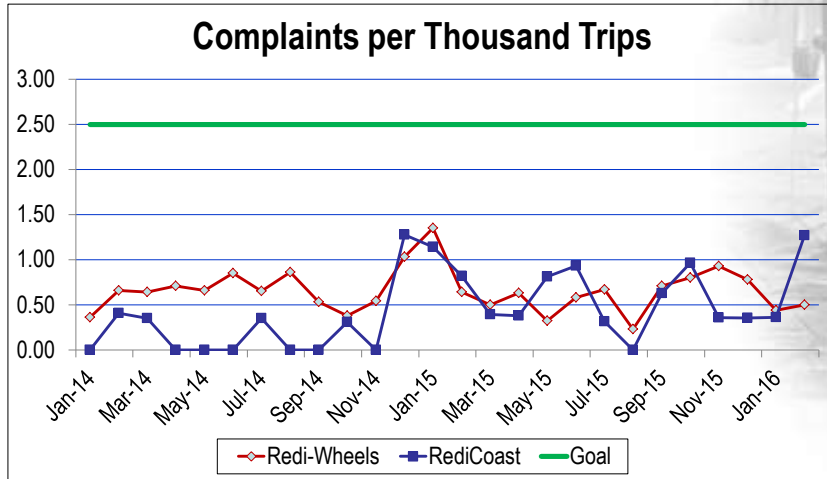
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# On-time Performance



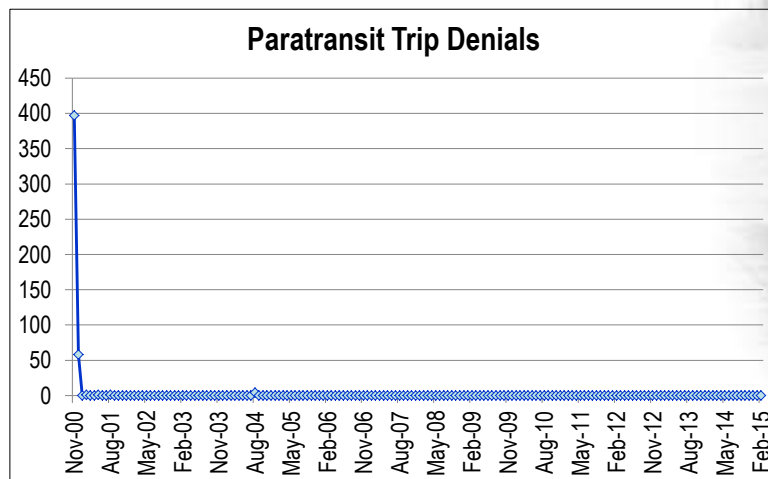
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# Customer Satisfaction



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# Redi-Wheels Trip Denials



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## Summary



- **Ridership is increasing**
- **County demographics pointing towards continued higher demand in the future**
- **Service quality is high**
  - Very low complaint rate
  - OTP rate above 90% goal
- **Paratransit service is a Federal mandate and contributes to SamTrans structural deficit**
- **SamTrans continues to monitor costs and provide high-quality ADA service**