

The logo for samTrans, featuring the text "samTrans" in a bold, sans-serif font. The "a" and "m" are lowercase, while "T" and "r" are uppercase. Below the text are two horizontal bars: a red one on top and a blue one on the bottom.

# SamTrans Paratransit Service

Transportation Authority  
Board of Directors  
May 4, 2017  
Item 11a

## ADA Paratransit Service

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



## ADA

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### Americans with Disabilities Act passed in 1990

- Full accessibility on all fixed-route buses (lifts/ramps)
- Comparable 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

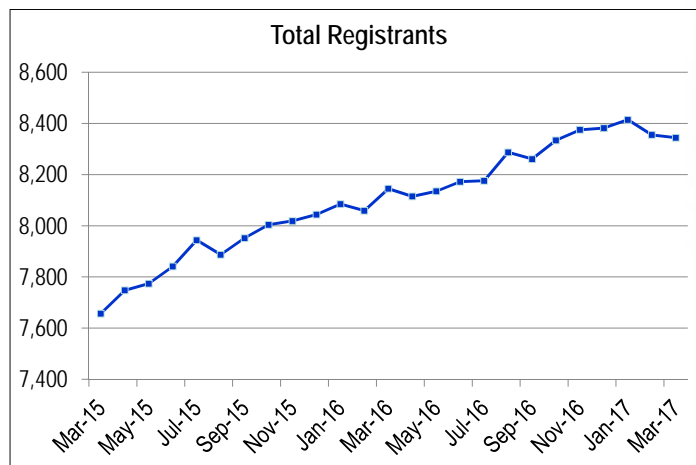
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- Paratransit service provides equal opportunity for mobility to people with disabilities who can't use conventional fixed-route transit
- SamTrans commitment to paratransit pre-dates ADA
- SamTrans provides service beyond what is required by ADA
-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

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# Paratransit Customers

# Paratransit Registrants



## Paratransit Customers

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- 64% are 70 years or older
- 20% are non-ambulatory
- 23% have cognitive disabilities
- 12% have visual disabilities
- 26% receive fare assistance



Source: Paratransit customer data

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## Paratransit Customers' Trips

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



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## Paratransit Customers

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- 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

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	<u>FY2012</u>	<u>FY2013</u>	<u>FY2014</u>	<u>FY2015</u>	<u>FY 2016</u>
Total Costs (\$000)	\$13,583	\$13,767	\$14,111	\$15,387	\$15,597
Total Trips	304,427	306,586	314,010	329,040	360,005
Average Cost per trip	\$44.62	\$44.90	\$44.99	\$46.76	\$43.32
Farebox Ratio	5.8%	6.0%	5.9%	5.1%	5.5%

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## How Service is Funded

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### 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 \$3.3 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

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### FY2017 Budget

San Mateo County	\$5.0 million
District Sales Tax	2.8
Transportation Authority	3.3
Interest (Paratransit Trust Fund)	0.2
Transportation Development Act Funds	1.8
Operating grants	2.3
Measure M (Motor Vehicle Reg. Fee)	1.4
State Transit Assistance	0.4
Passenger fares	<u>\$0.9</u>
	<b>\$18.16 million</b>

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## Operating Statistics

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## How Service is Delivered

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- Redi-Wheels and 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 & 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

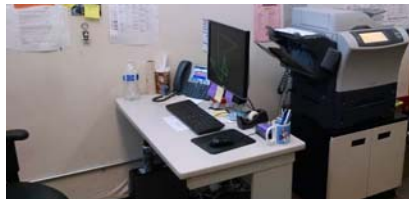
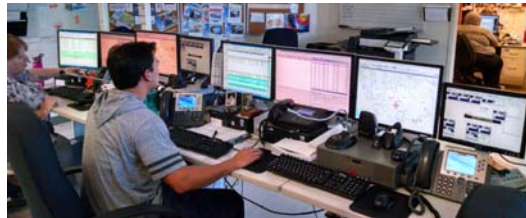


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## Redi-Wheels Operations Center

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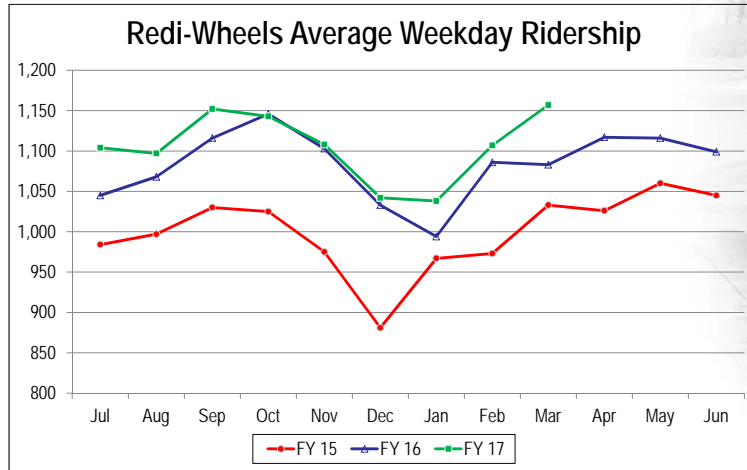
Brewster facility and equipment owned and maintained by SamTrans



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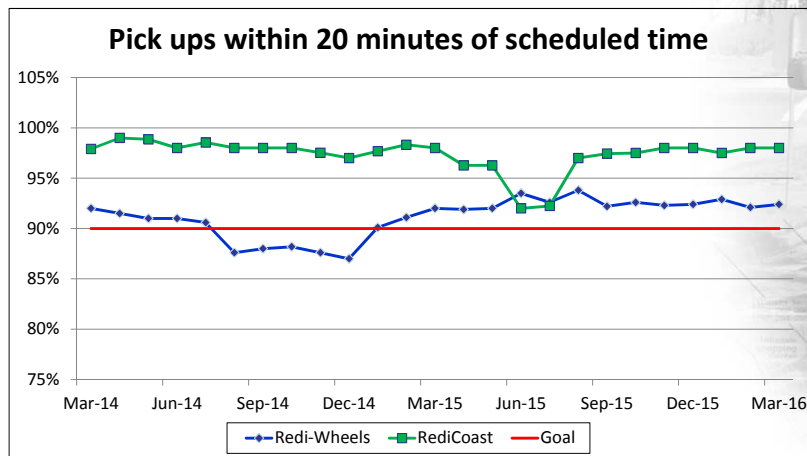


# Paratransit - AWR



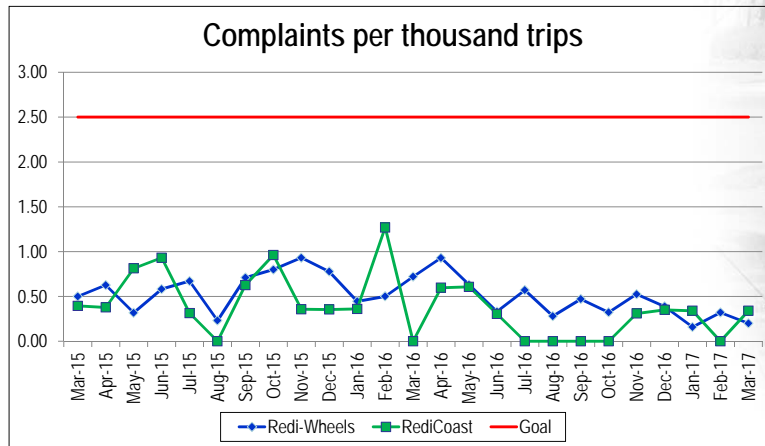
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# On-time Performance



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## Customer Satisfaction



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## Paratransit Trip Denials



ADA requires transit agencies to plan to meet demand for paratransit service

Eligible customers were offered a trip within one hour of the requested pick-up time

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## Summary

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- 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