

**Summary of San Mateo County Transit District's  
Committee and Board of Directors Meetings of  
January 8, 2014**

The Community Relations Committee and Board

Tina Dubost, Acting Manager, Accessible Transit Services, said last month there was a Coastsides transportation meeting in Half Moon Bay and they discussed the increased service to their area.

Mike Levinson, Paratransit Coordinating Council (PCC) Chair, said the PCC will be presenting an update on the PCC to the South San Francisco City Council.

Peter Ratto, Citizens Advisory Committee (CAC) Chair, said at their December 4 meeting the CAC received an update on the SamTrans Service Plan Phase 2 changes.

Chuck Harvey, Deputy CEO, presented the Mobility Management Report: ADA Paratransit (attached).

Average Weekday Ridership – November 2013 Compared to November 2012

Bus: 42,880, an increase of 2.9 percent.

All modes: 108,250, an increase of 6.4 percent.

The Finance Committee and Board

- Approved the Statement of Revenues and Expenses for November 2013
- Authorized Amending the Fiscal Year (FY) 2014 Operating Budget by \$1,276,715 for a Total Budget of \$125,603,617. Revenues are proposed to increase by \$8,258,287 for revised total revenues of \$161,381,337. The adjustments are summarized as follows:
  - Sources of Funds/Revenues:
    - Increase Operating Grants by \$1,166,745
    - New revenue from San Mateo County Measure A of \$5 million
    - Increase District Half-cent Sales Tax by \$2 million
    - Increase Other Interest, Rent and Other Income by \$91,542
  - Uses of Funds/Expenses:
    - Increase Motor Bus \$1,437,793
    - Decrease Other Multi-Modal Programs by \$161,078
- Authorized the Submittal of Grant Applications and the Execution of Standard Agreements with the California State Department of Transportation Pertaining to Federal Transit Administration Section 5311 Funds
- Authorized Filing an Allocation Request and Entering into a Funding Agreement with the California State Department of Transportation to Receive \$365,232 of Transportation, Community, and System Preservation Program Funds for the City of South San Francisco's Complete Streets Project
- Authorized the Award of Contract to Gillig LLC for the Purchase and Delivery of Heavy-duty Buses Through the Central Contra Costa Transit Authority Competitively Negotiated Contract for a Five-year Term
- Authorized the Rejection of all Proposals for Contracted Shuttle Services

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### The Legislative Committee and Board

#### State Update

The governor's budget will be released on January 10 and an allocation of Cap and Trade funding is being proposed. In FY2015 \$850 million will be proposed, \$600 million will be for clean transportation and \$100 million will be for sustainable communities strategy implementation. The \$100 million is the regional funding that will flow through the Metropolitan Transportation Commission (MTC) for allocation. Of the \$600 million, \$200 million for transportation will be for low carbon transportation including zero-emission vehicles, and hopefully transit vehicles will be eligible. Rail Modernization will receive approximately \$300 million and \$250 million would be for high-speed rail. This is not nearly enough to remedy the deficiencies that the judge found in the lawsuit, but the governor will be proposing a 30-year plan for allocating Cap and Trade funding for the Legislature to consider. Of the \$300 million for rail modernization, \$50 million will be for connectivity projects. The other Cap and Trade funding would go towards energy efficiency and clean energy projects and to natural resources and waste diversion projects.

#### Federal Update

The pre-tax commuter benefits expired at the end of 2013. Congress was not able to extend the benefits, so there will be a period of time where commuters will see their benefits reduced by about \$115 per month until Congress restores parity for commuters and drivers.

### Planning, Development and Sustainability Committee

#### The Board:

- Received an update on the SamTrans Service Plan (SSP) performance monitoring and pilot routes. Staff has developed a performance measurement system designed to evaluate whether the SSP achieves its goal of improving system-wide performance. The metrics are in alignment with those the Board adopted as part of the MTC's Transit Sustainability Project. Two new pilot services – FLX Pacifica and FLX San Carlos – are a way for SamTrans to explore different ways of meeting community-based transportation needs beyond a traditional 40-foot bus on a fixed-route schedule.
- Received an update on the Grand Boulevard Initiative: Economic and Housing Opportunities Assessment Phase II Final Report. This is to study the potential to transform El Camino Real into a vibrant, multimodal corridor through the intensification of housing and employment.

### Board of Directors

#### The Board:

- Elected Jeff Gee as chair and Shirley Harris as vice chair
- Authorized the adoption of a ticket policy governing the distribution of tickets and passes received by the district to officials and employees

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Michael Scanlon, General Manager/CEO, reported:

- A video on the Holiday Train was shown.
- In December, MV Transportation and Accessible Services staff sang holiday carols at the San Carlos Adult Day Care Center, Rosener House, Senior Focus and the Coastside Adult Care.
- In November:
  - Fixed routes averaged 30,000 miles between road calls and Redi-Wheels was over 45,000 miles between road calls, both over the goal of 20,000 miles between road calls.
  - There were 2,400 hours of investment in human capital.
  - Route ECR ridership was up 3.2 percent.
- On January 6, the Daly City Bayshore Shuttle was launched.
- On January 18 at 9 a.m., the 150<sup>th</sup> Anniversary of Caltrain event will take place at the 4th & King Station with a plaque dedication from the Native Sons of the Golden West. After the ceremony, people will board a train that will be stopping at the historic stations along the corridor and arriving in Santa Clara at 11:30 a.m.
- On February 22, staff will be hosting an open house with tours of the South Base Maintenance Facility.
- The Reading File contains Rider's Digest, Flex Mailers for the Pacifica and San Carlos shuttles, and the Transit Fun Guide
- Redi-Wheels received \$135,000 as an heir of a trust.

The next meeting of the Board is scheduled for Wednesday, February 5, 2014 at 2 p.m.

**samTrans**

# SamTrans Paratransit Service

San Mateo

Board of Directors  
January 8, 2014

## ADA Paratransit Service

**samTrans**

- Paratransit Customers
- Certification
- Operating Statistics
- Program Costs
- Funding Sources
- Cost Containment: Strategies & Challenges
- Redi-Wheels Contract
- Summary



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## Paratransit Customers

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- Approximately 7,300 registered customers
- 15% qualify for Lifeline Fare
- Nearly 50% of the trips are Lifeline Fare customers
- 22% of registered riders use a wheelchair or scooter
- Approximately 46% of trips are for riders with a wheelchair or scooter
- More than 1,000 average weekday trips
- Approximately 2,500 dialysis trips per month

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## Certifications

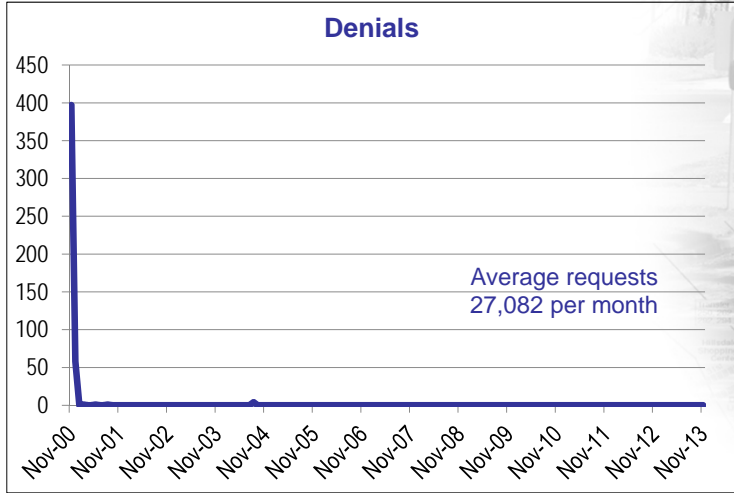
samTrans

- Full eligibility: 68% of applicants
- Temporary: 13%
- Conditional/Trip-by-trip: 17%
- Urgent needs: for life-essential treatment, such as dialysis, chemotherapy or radiation
- Approximately 2% denied eligibility

*"I would like to thank the drivers who transported my mother back and forth to Coastside Adult Day Health Center over the past year. We could not have asked for a more friendly or courteous driver. He greeted her each morning at the door with a smile and a kind word. At the end of each day, he waited to be sure she got in the door. A million thank yous. You are appreciated."*

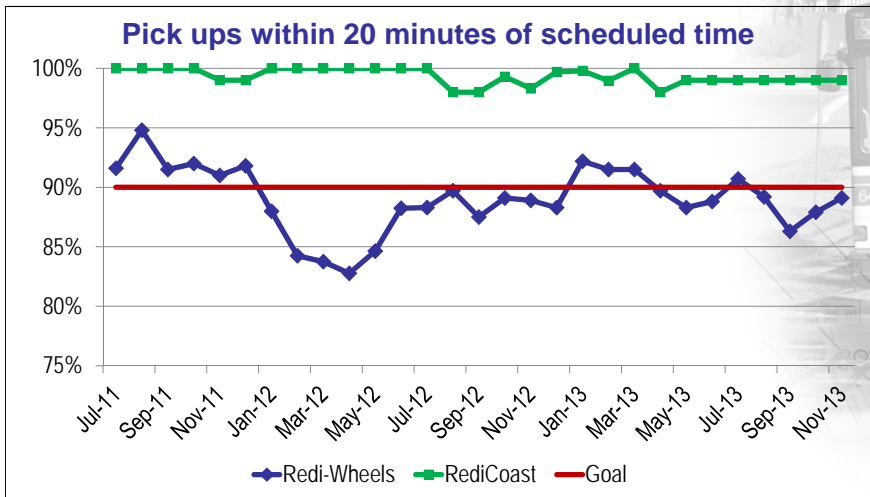
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# Redi-Wheels Trip Denials



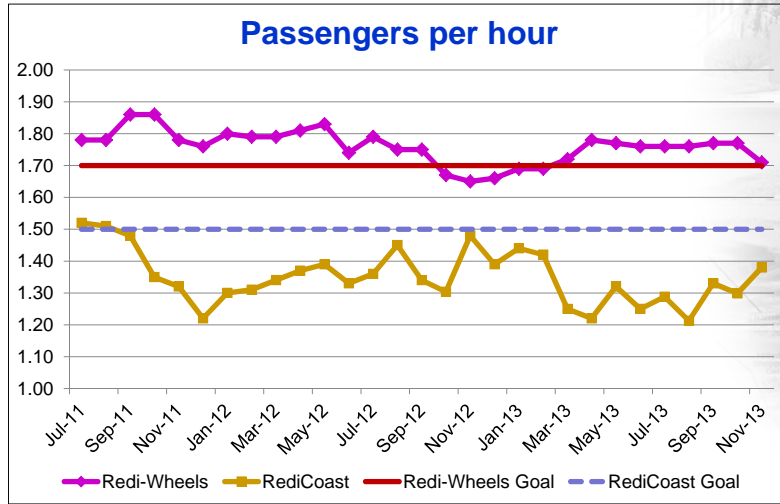
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# On-time Performance



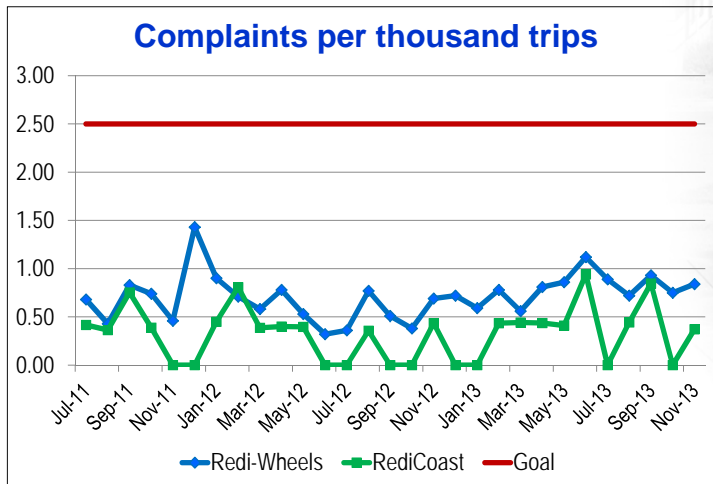
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# Productivity



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# Service Complaints



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## Program Costs



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

YTD Trips	Nov. 2012	129,674
	Nov. 2013	132,960
	Increase	3,286
	Percent	2.5%

*"Victor had 4 passengers this morning, all with equipment. Two wheelchairs, two walkers. We all laughed together the whole trip. Victor is great for us. He makes his passenger so happy. Victor is an absolute asset for Redi-Wheels. Please give him our appreciation!"*

Dialysis trips, roughly 2,500 per month, up from approximately 2,200 one year ago.

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

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## Paratransit Funding Sources



### FY2014 Budget:

Passenger fares	\$0.8 million
Transportation Development Act Funds	1.8 million
State Transit Assistance	0.6 million
District Sales Tax	6.1 million
Transportation Authority	2.7 million
Measure M (Motor Vehicle Reg. Fee)	1.4 million
Operating Grants	1.0 million
Interest (Paratransit Trust Fund)	<u>0.4 million</u>
	<b>\$14.8 million</b>

Note: No federal operating assistance is provided to support federally mandated ADA service. FY2013 average cost per trip approximately \$44.90

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## Cost Containment: Strategies

samTrans

- Paratransit customers ride fixed-route free at all times
- One-on-one travel training, 49 during last year
- CHP and AARP Outreach events
- Terra Nova Student Outreach
- Enhanced in-person eligibility assessments
- Matching vehicle inventory to ridership demand
- Controlling no-shows, late cancels and fare evasion
- Senior Mobility



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## Cost Containment : Challenges

samTrans

- Aging population
- $\frac{3}{4}$ -mile rule
- Increasing ridership
- Increasing dialysis trips
- Service quality vs. experimental cost reduction models
- Zero denials - federal mandate
- Economic recovery
  - Labor shortage
  - Compensation package
  - Drives ridership

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## Redi-Wheels Contract

samTrans

- **Contract expires December 2014** (5-year base, 5 option years)
- **RFP – advertise Spring 2014**
- **Final ranking Summer 2014**
- **Board Action tentatively October 2014**
- **Notice to proceed tentatively October 2014**
- **Start date January 2015**

**FY2014 Budget is \$8.9 million**

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## Summary

samTrans

- **An essential service for San Mateo County**
- **Ridership is increasing**
- **Service quality is high**
  - Low complaint rate
  - Recovering OTP rate
  - *"A million thank yous"*
- **There are ongoing cost containment strategies**
- **There are continuing cost containment challenges**
- **SamTrans continues to work with the senior/disabled community to deliver high-quality ADA service**
- **Paratransit service is a federal unfunded mandate**
- **New Redi-Wheels service contract**

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