



samTrans



**SamTrans
Paratransit Survey
October 2020**

Methodology

- ▶ Live telephone survey of Redi-Wheels and RediCoast customers who have used the service in 2019 and/or 2020
- ▶ Survey conducted October 14 – 28, 2020
- ▶ Survey conducted during the ongoing Coronavirus pandemic, which impacted transit ridership across the country
- ▶ 500 interviews; overall margin of error ± 4.38 percentage points
- ▶ Interviews were conducted in English Spanish, Chinese and Tagalog by trained, professional interviewers; landlines and mobile phones included

| Methodology | Dates | Universe | Sample Size | Margin of Error | EMC # |
|-------------|---------------------|-------------------------------------|-------------|------------------------------|---------|
| Phone | June 10-23, 2015 | Redi-Wheels/ RediCoast Customers | 500 | ± 4.38 percentage points | 15-5649 |
| Phone | October 10-23, 2017 | Redi-Wheels/ RediCoast Customers | 500 | ± 4.38 percentage points | 17-6542 |

Please note that due to rounding, some percentages may not add up to exactly 100%.

Key Findings

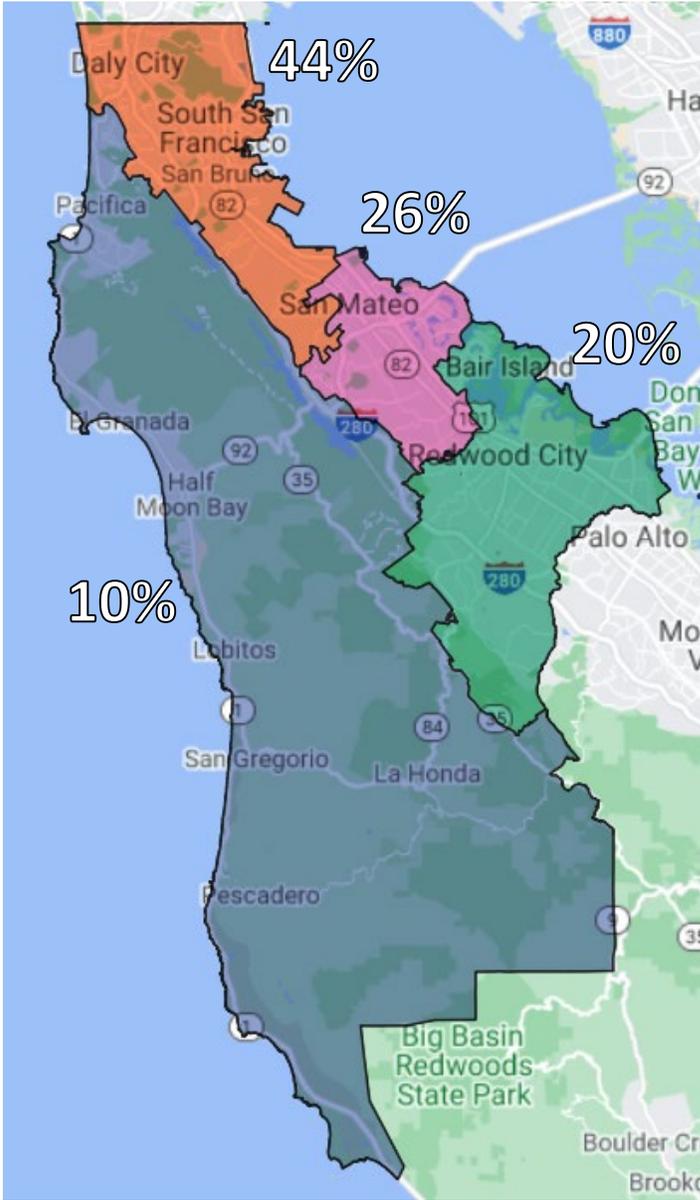
- ▶ SamTrans paratransit customers continue to rate the services they receive positively. Ratings are similar to those seen in 2017, showing that customers are consistently happy with the service.
- ▶ Paratransit ridership is down – riders are not taking the same trips they were before the pandemic.
 - Over half (53%) of customers surveyed said they used services at least weekly before the pandemic, compared to less than a third (30%) doing so at the time of the survey.
- ▶ One third (33%) of paratransit customers surveys reported using a SamTrans fixed-route bus in addition to a paratransit service at least once a year.
 - Only 15% of paratransit riders rely exclusively on paratransit service.
- ▶ Over half of customers (55%) express interest in an on-demand paratransit program.



Customer Profile

San Mateo County Map

% of respondents from each region shown

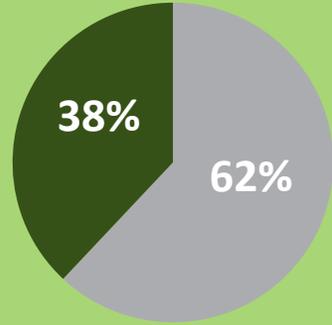
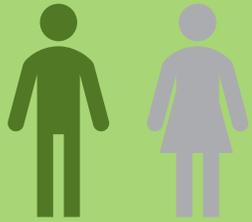


Regions

-  South
-  North
-  Coastside
-  Central

Profile of Respondents

Gender



Customer Internet Access



Has access to internet

64%

No access to internet

35%

Ethnicity

White or Caucasian

45%

Asian

19%

Hispanic or Latinx

16%

African American or Black

10%



Age

10%

10%

23%

25%

31%

18-49

50-59

60-69

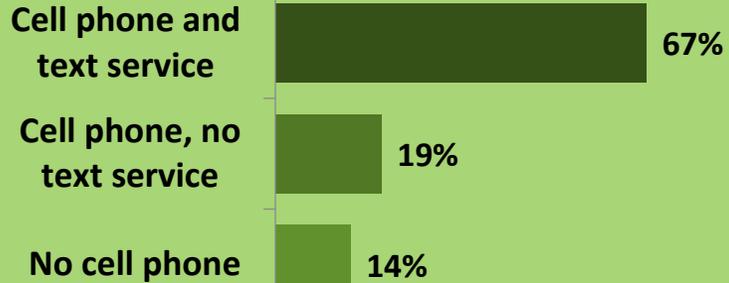
70-79

80+

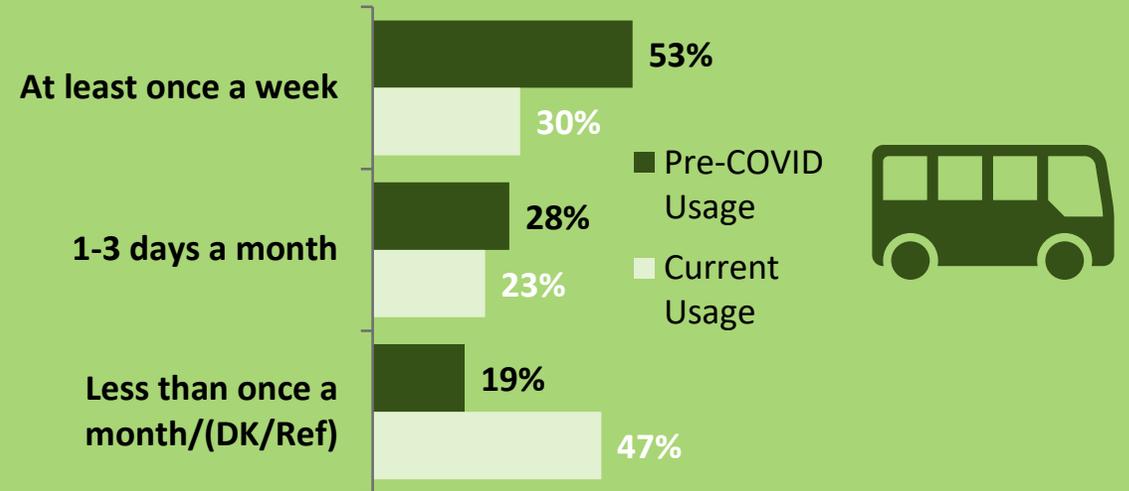


Profile of Respondents

Customer Cellphone Access



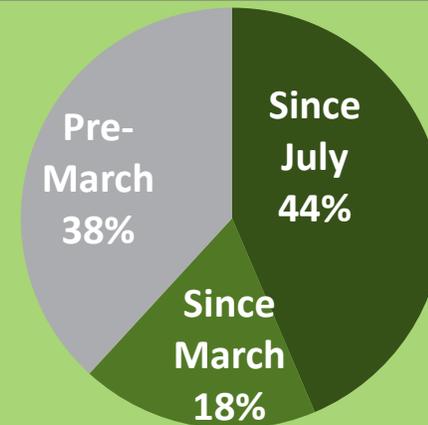
Paratransit Usage



Household Income

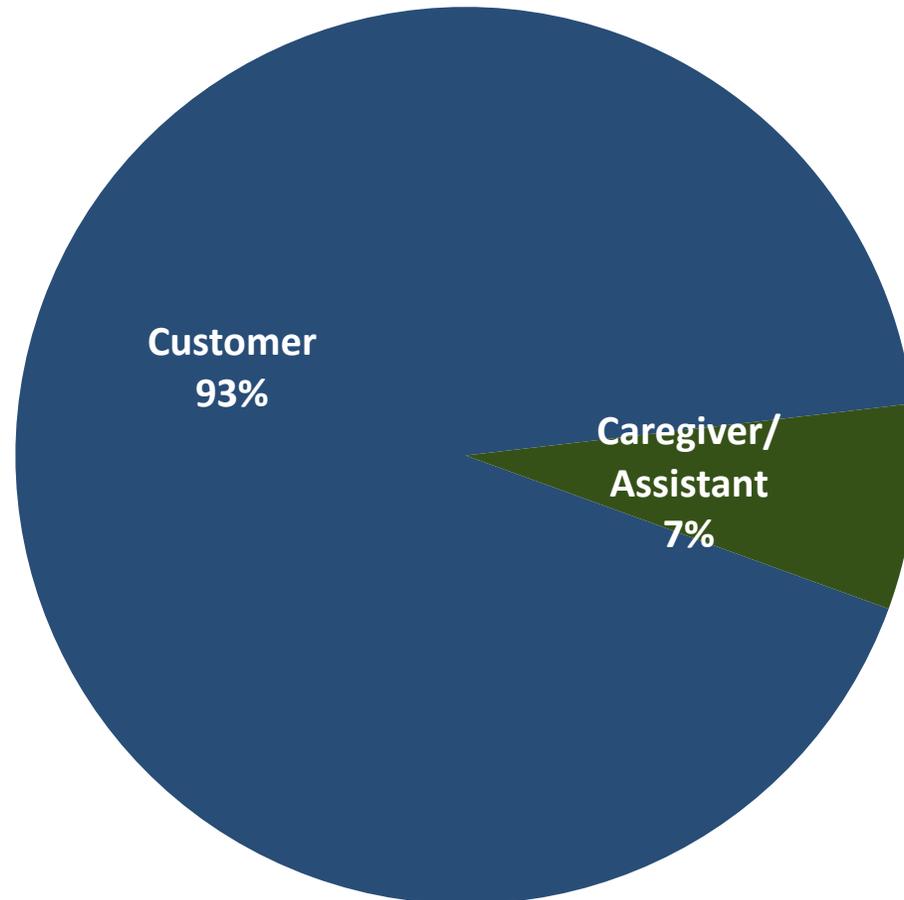


Date of Last Ride



Respondent Type

Nine out of ten interviews performed with were customers themselves, rather than a caregiver or attendant.



Respondent Demographics

| Group | San Mateo County Adults* | Paratransit Customer - June '15 (n=500) | Paratransit Customer - Oct. '17 (n=500) | Paratransit Customer - Oct. '20 (n=500) |
|---------------------------|--------------------------|--|--|--|
| Male | 49% | 32% | 36% | 38% |
| Female | 51% | 68% | 64% | 62% |
| White | 54% | 52% | 47% | 45% |
| Asian | 33% | 16% | 19% | 19% |
| Black/African-American | 3% | 8% | 10% | 10% |
| Other/Two or more/Refused | 15%^ | 7% | 7% | 10% |
| Hispanic | 24%# | 18% | 19% | 16% |
| 18-49 | 55% | 11% | 12% | 10% |
| 50-59 | 17% | 11% | 15% | 10% |
| 60-69 | 14% | 21% | 23% | 23% |
| 70-79 | 9% | 22% | 24% | 25% |
| 80+ | 5% | 35% | 26% | 31% |

*Data taken from 2019 ACS 1-year Estimates

#US Census uses a separate question to determine Hispanic origin from that of racial identity. A total of 24% of San Mateo residents identify as Hispanic in the Census, regardless of how they identify their race.

(Question: Is person of Hispanic, Latino, or Spanish origin?)

Respondent Demographics Continued

| Group | San Mateo County Adults | Paratransit Customer – June '15 (n=500) | Paratransit Customer – Oct. '17 (n=500) | Paratransit Customer - Oct. '20 (n=500) |
|-------------------|-------------------------|---|---|---|
| North County* | 41% | 41% | 39% | 44% |
| Central County | 29% | 27% | 29% | 26% |
| South County | 22% | 20% | 22% | 20% |
| Coastside | 8% | 12% | 10% | 10% |
| <\$10,000/year** | 2% | 27% | 27% | 24% |
| \$10k to \$24,999 | 6% | 29% | 28% | 27% |
| \$25k to \$49,999 | 10% | 14% | 13% | 13% |
| \$50k to \$74,999 | 10% | 6% | 4% | 10% |
| \$75k to \$99,999 | 8% | 2% | 2% | 4% |
| \$100,000+ | 63% | 1% | 2% | 4% |
| No response | - | 21% | 24% | 18% |

* Regional data from 2018 ACS 1-Year Estimates

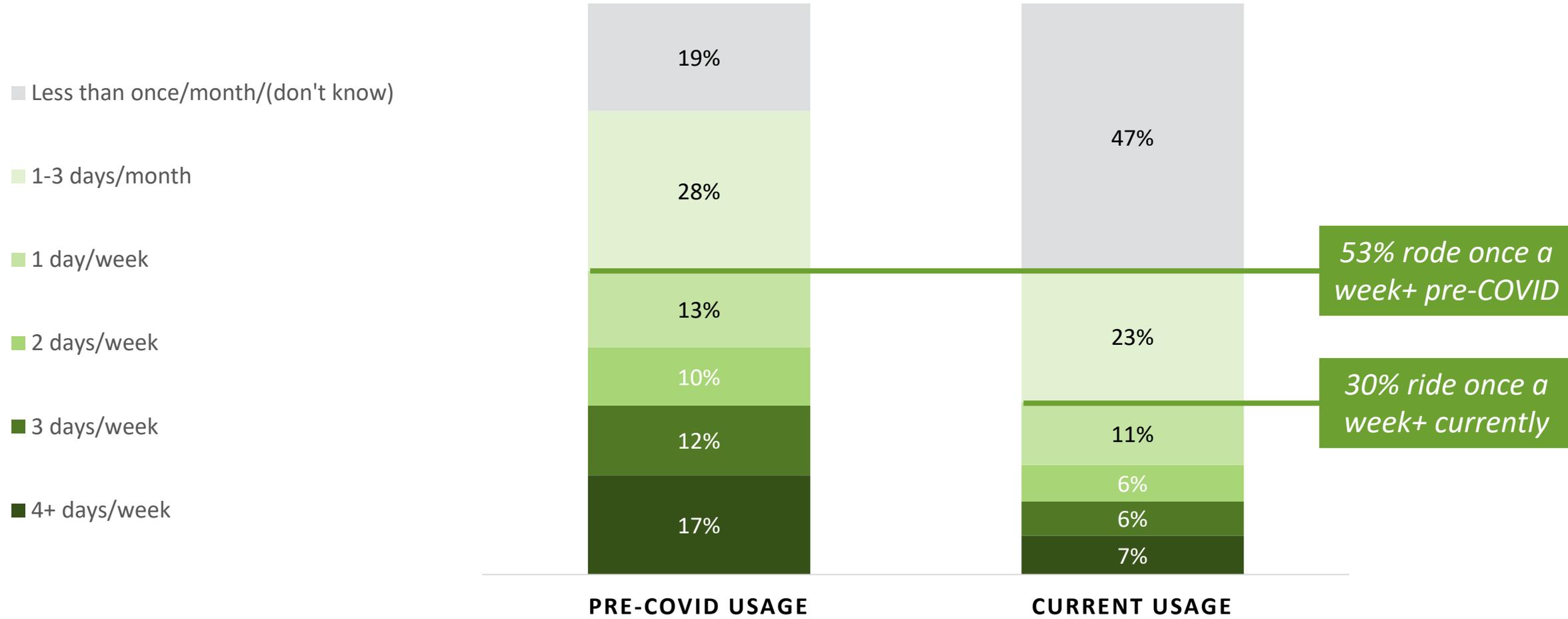
** Income data from 2019 ACS 1-Year Estimates



Transportation Usage

Frequency of Paratransit Usage during COVID

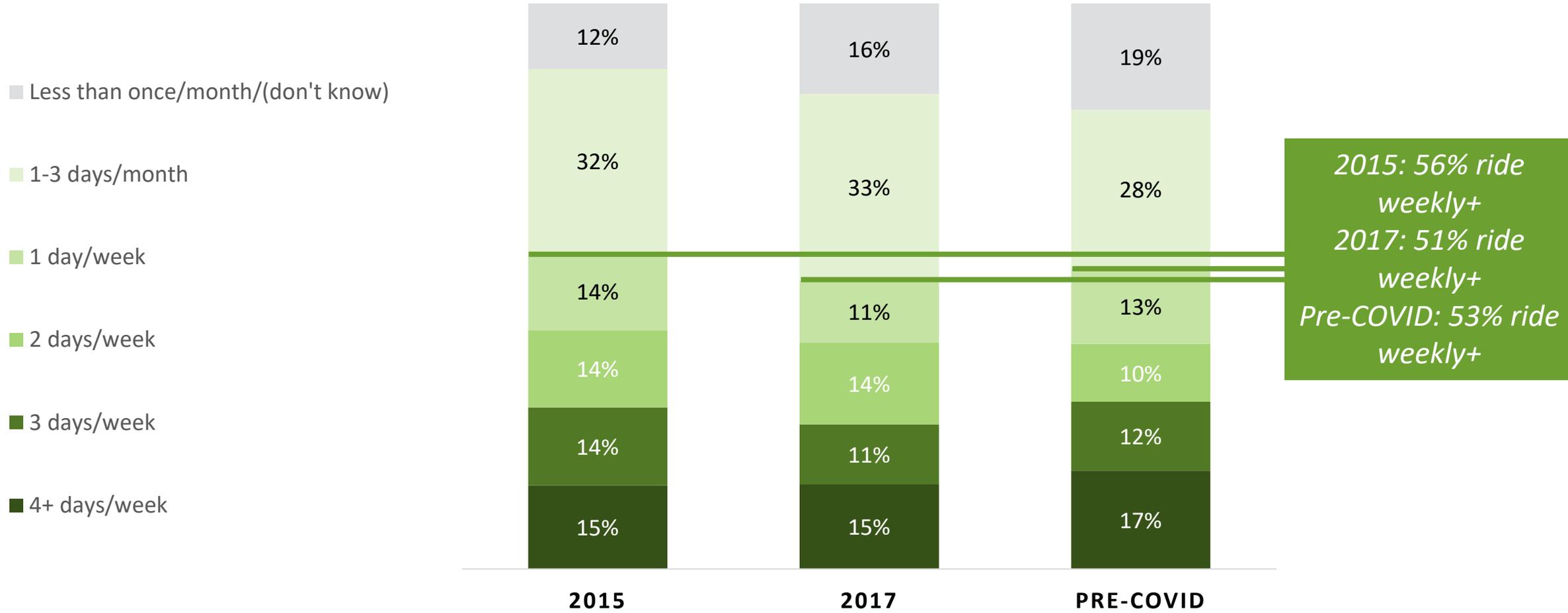
Half of users rode the service at least once a week before March of 2020. Three in ten did at the time of the survey.



Q1. This survey is about the paratransit services provided through SamTrans. First, generally how often were you using [SERVICE] prior to the March shelter in place order?
 Q2. And thinking now about your current usage of [SERVICE], generally how often are you using [SERVICE] now?

Frequency of Paratransit Usage during COVID

Recent pre-COVID ridership is similar to that of previous years.



Q1. This survey is about the paratransit services provided through SamTrans. First, generally how often were you using [SERVICE] prior to the March shelter in place order?

Primary Purpose of Trips

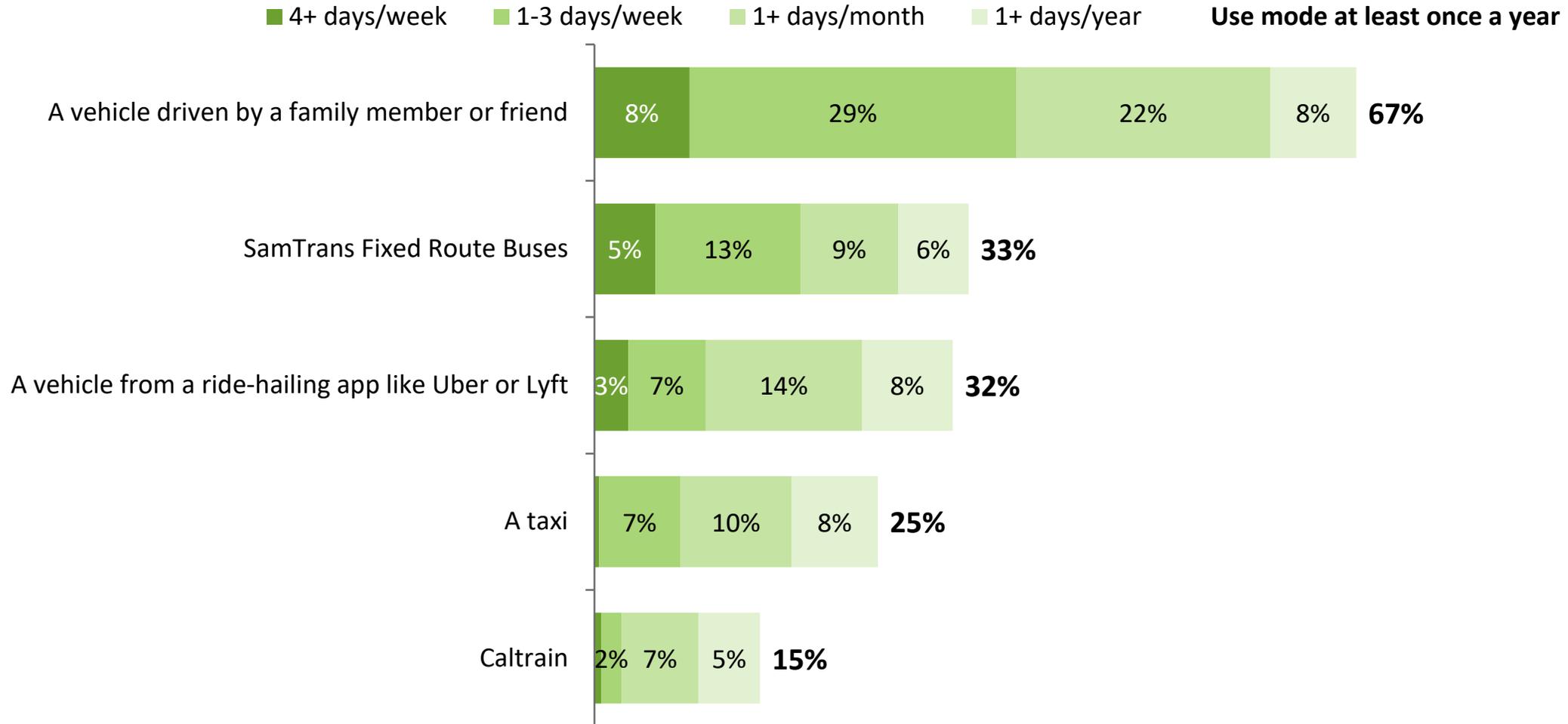
In 2020, trips were more likely to be for medical appointments and less likely to be for recreational activities, likely due to the pandemic stay-at-home orders.

| Main purpose of trip... | 2015 % | 2017 % | 2020 % |
|--|--------|--------|--------|
| Medical appointment other than dialysis* | 57 | 53 | 62 |
| Errands (grocery shopping, bank, drug store, hair appointment, shopping) | 12 | 17 | 14 |
| Visiting/recreation/social/out for a meal | 8 | 11 | 5 |
| Renew Redi-Wheels certification | 5 | - | - |
| Dialysis | 3 | 2 | 4 |
| Visiting a place of worship (church/temple) | 3 | 3 | 2 |
| Senior center program | 3 | 3 | 1 |
| Employment | 2 | 2 | 4 |
| School or college | 2 | 1 | 1 |
| Pick up prescriptions | 2 | - | - |
| Other | 2 | 3 | 5 |
| Don't know/Refused | 2 | 2 | 1 |

* In previous versions, Physical Therapy was categorized separately
 Q4. What is the main purpose of trips you currently take on [SERVICE]?

Usage of Other Modes of Transportation

A third of users report that they use SamTrans fixed route service at least annually, a similar number to those who report using a ride-hailing app.

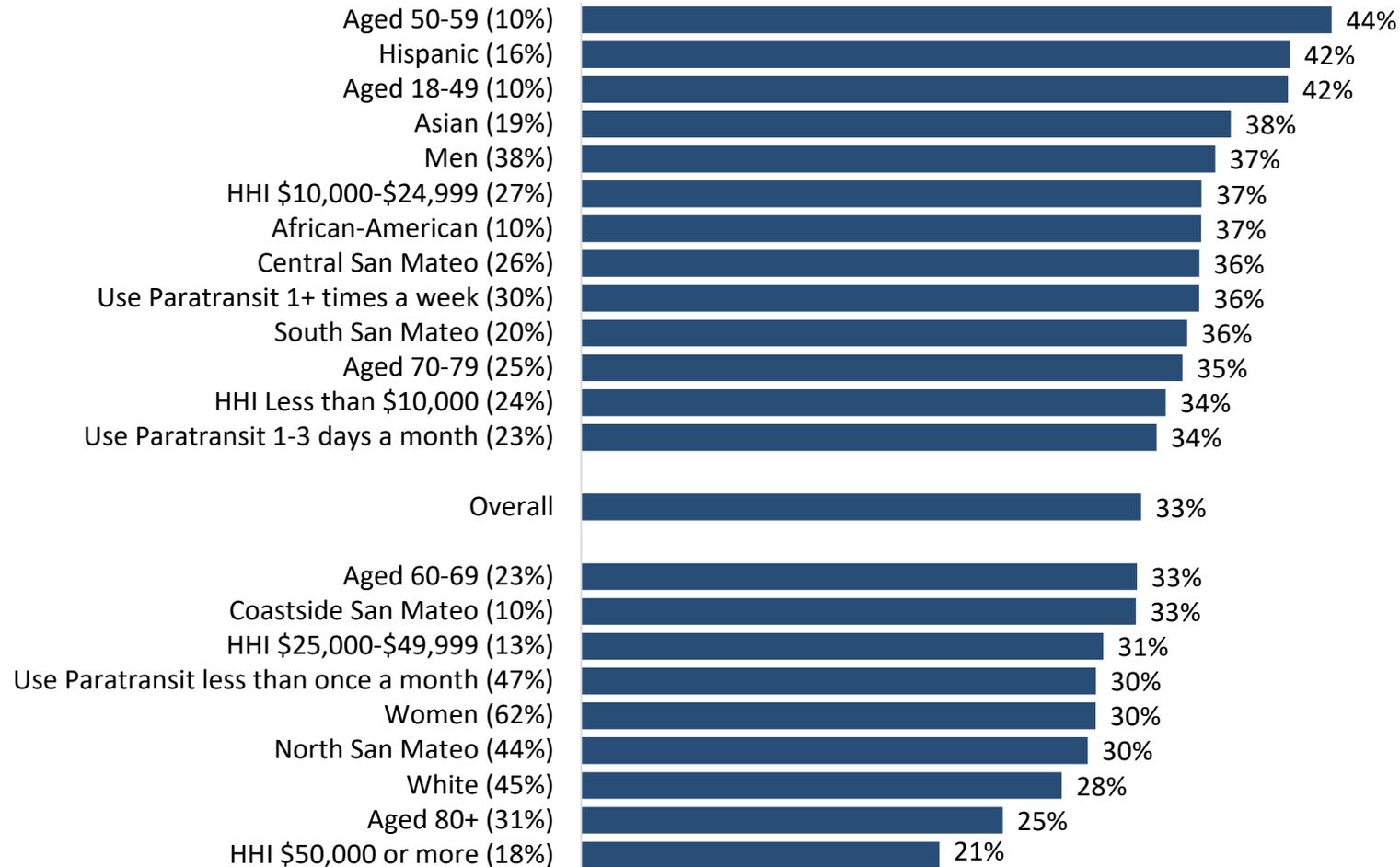


Q22-Q26. I'm going to read you a list of ways that people get around your area. Please tell me if you currently use that as a way to get around at least once a week, or less than once a week. If you don't know, please take your best guess.

Fixed-Route Bus Usage by Subgroup

Paratransit customers who are under the age of 60, who are Asian, Hispanic, or African-American, and who are men are more likely to report using a SamTrans fixed-route bus line at least once a year.

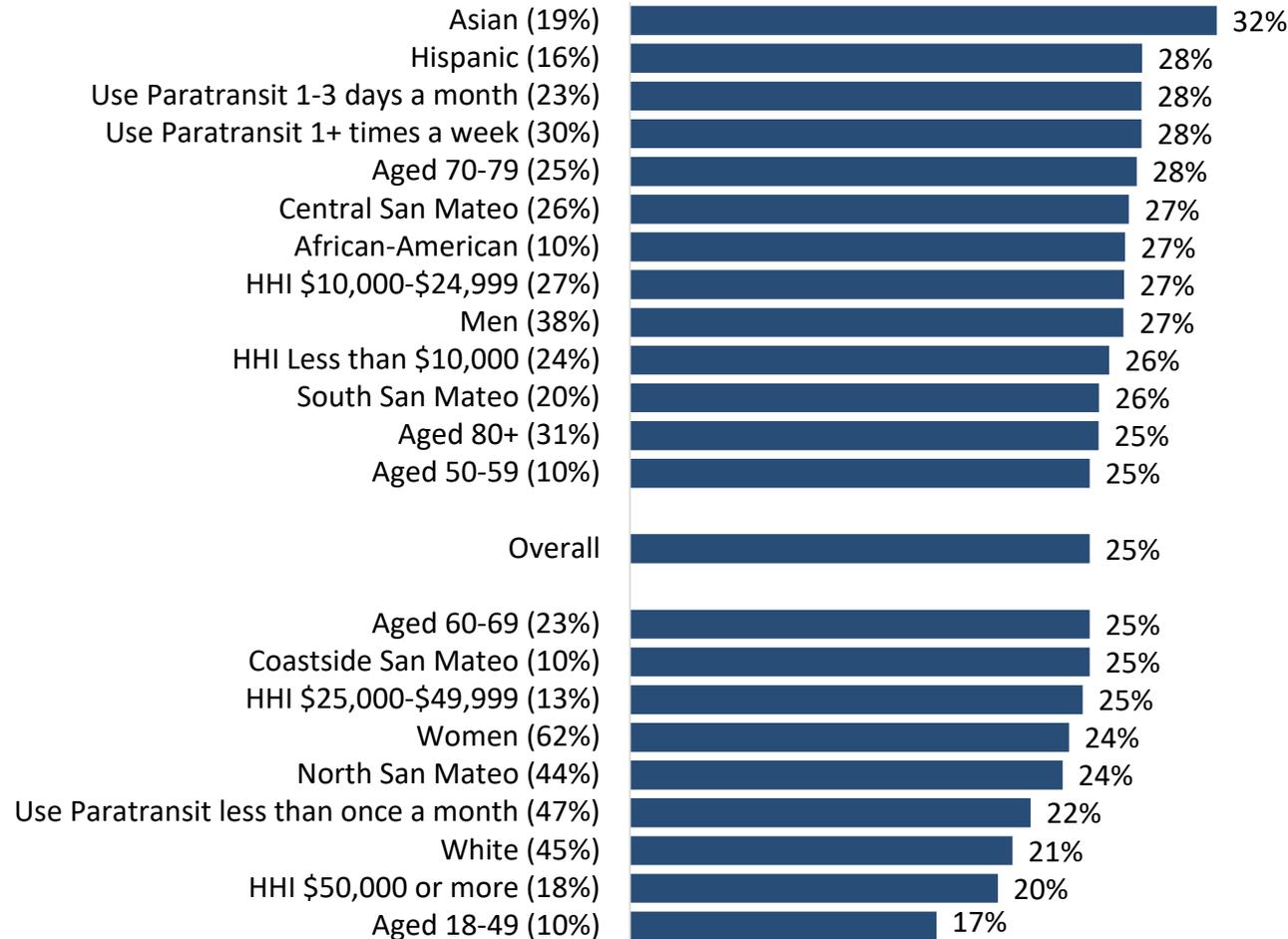
Fixed-Route Bus Usage



Taxi Usage by Subgroup

Paratransit customers who are Asian, or Hispanic, and who use Paratransit at least once a month are more likely to report using a taxi at least once a year.

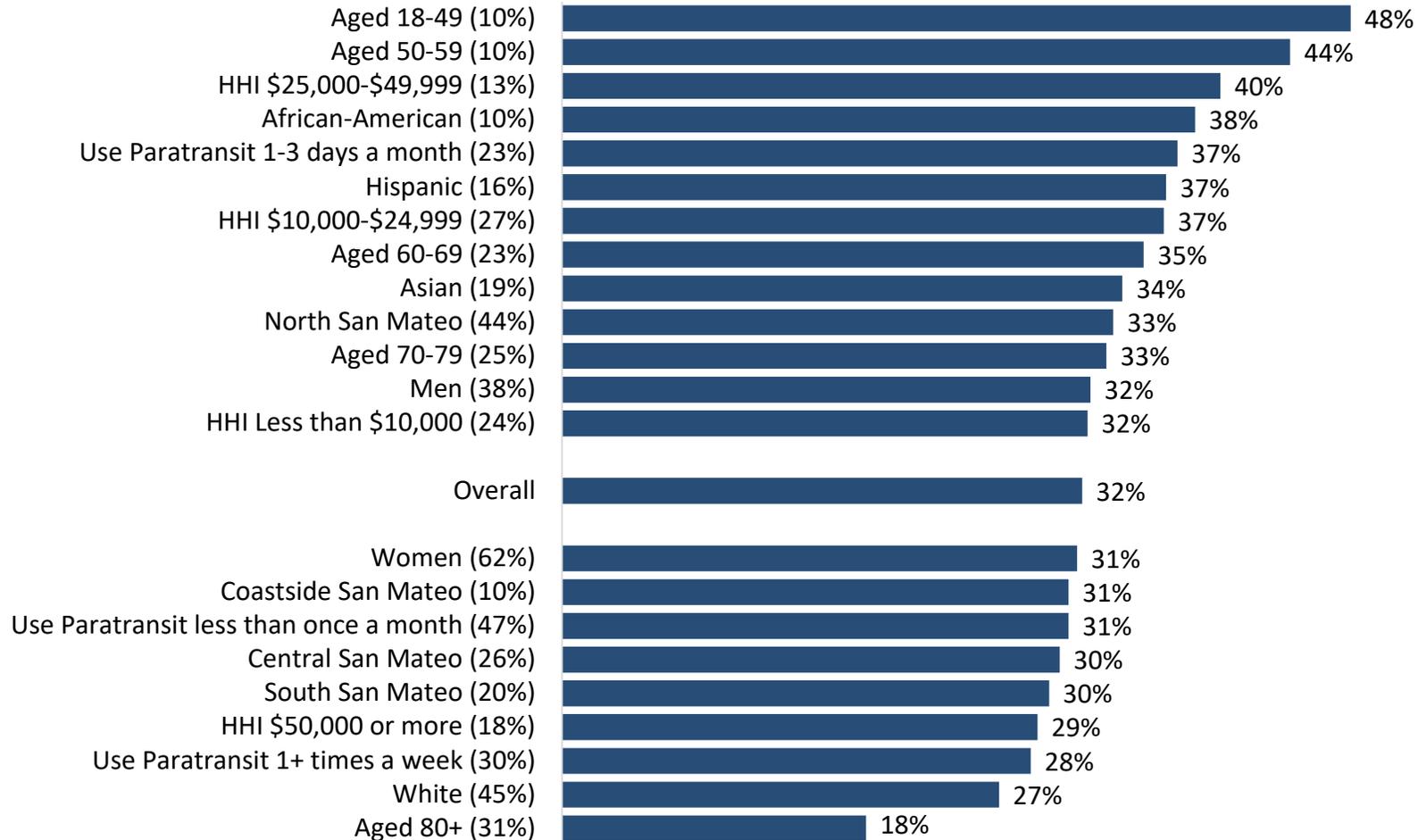
Taxi Usage



Ride-Hailing Usage by Subgroup

Paratransit customers who are under the age of 60 are more likely to report using a ride-hailing app at least once a year.

Ride-Hailing Usage



Reasons for Paratransit Usage

The most-cited reasons customers use paratransit include that it's accessible, convenient, and comes to them and that they have mobility and/or health issues.

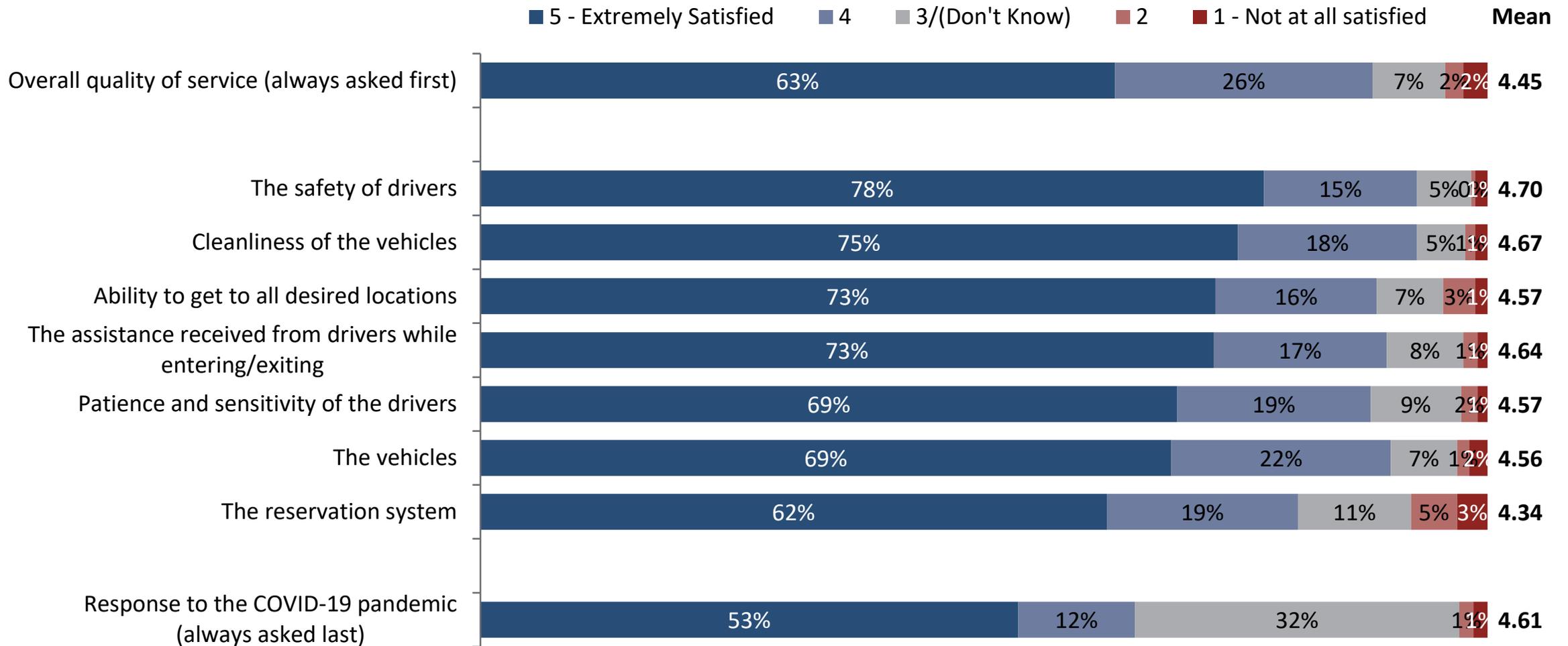
| | 2020 |
|--|------|
| Accessible/More convenient/Reliable/Direct routes/Comes to them | 33% |
| Mobility/Health Issues/Senior/Medical Issues | 30% |
| SamTrans Bus service problems/Transportation issues/Bus takes too long | 22% |
| Getting to appointments (Doctor, dental, hospital, etc.) | 19% |
| Uses them to run errands (Grocery, shopping, city, pick up Rx, etc.) | 5% |
| Affordable/Cheap | 3% |
| Long commutes/Service not limited by distance or location | 3% |
| General Favorable of service (I like it, I trust them, etc.) | 2% |
| Getting to work/employment | 2% |
| Other | 9% |
| Don't know/Nothing | 4% |



Paratransit Ratings

Satisfaction with Paratransit Service

Customers report a high levels of satisfaction for all tested components.

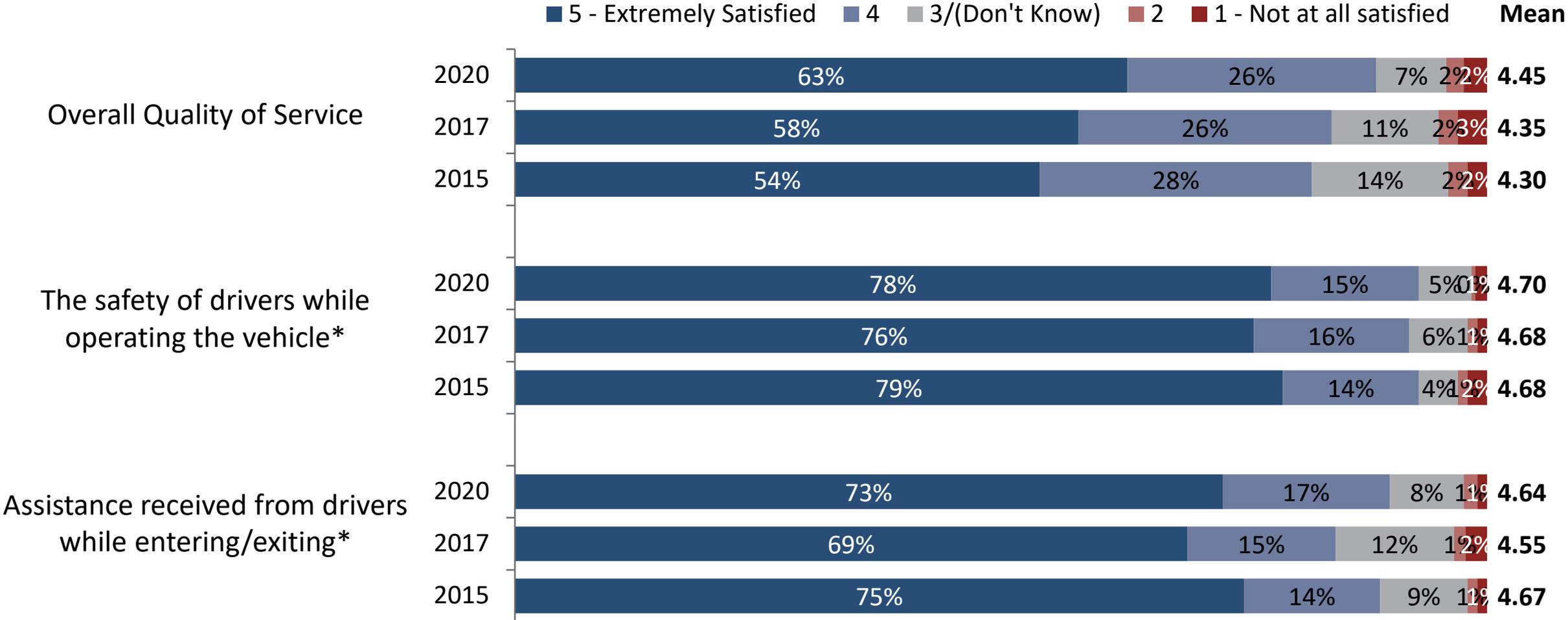


Q6-Q14. In general, how would you rate your satisfaction with [SERVICE] on each of the following, using a scale from 1 to 5, where 1 means “not at all satisfied” and 5 means “extremely satisfied.”

Satisfaction with Paratransit Service - Tracked



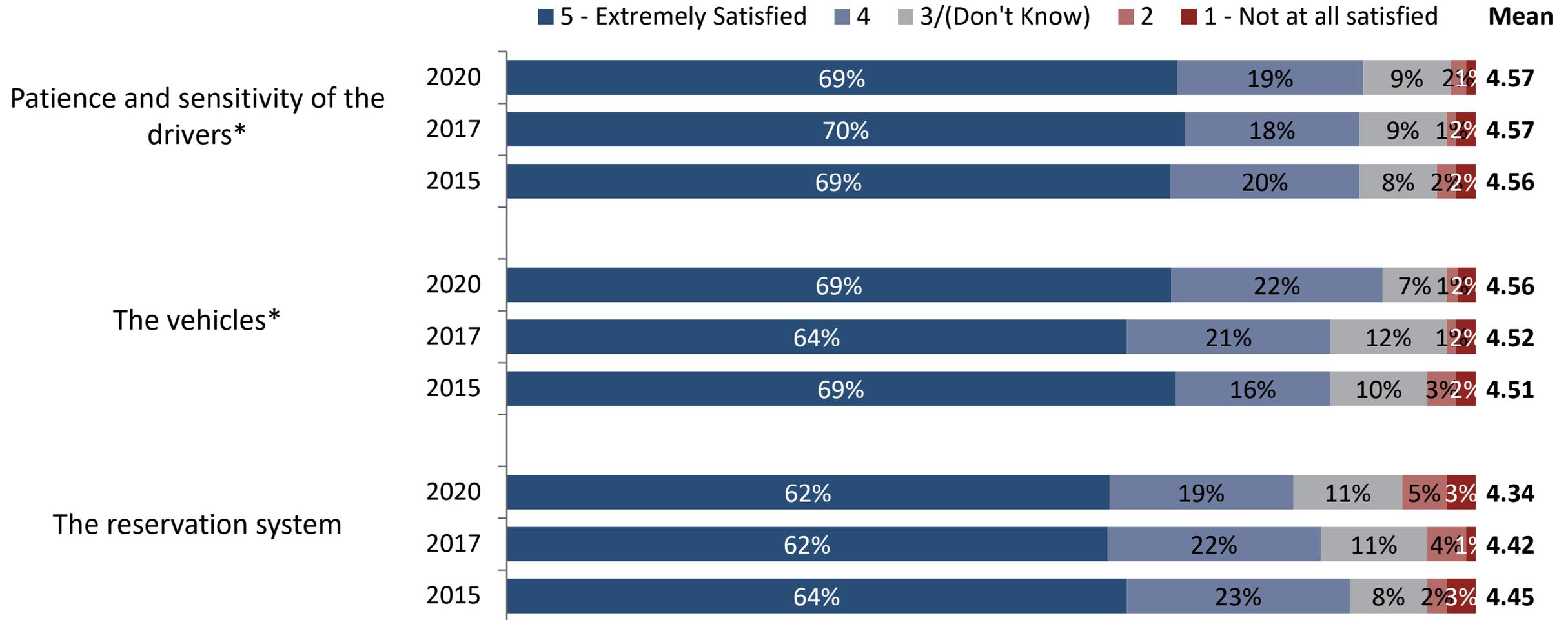
Ratings for different components of satisfaction have generally held steady since 2017. Customers are slightly more satisfied with the overall quality of service, and slightly less satisfied with the reservation system.



* 2015 and 2017 data comes from trip-specific ratings Q6-Q14.

Satisfaction with Paratransit Service - Tracked

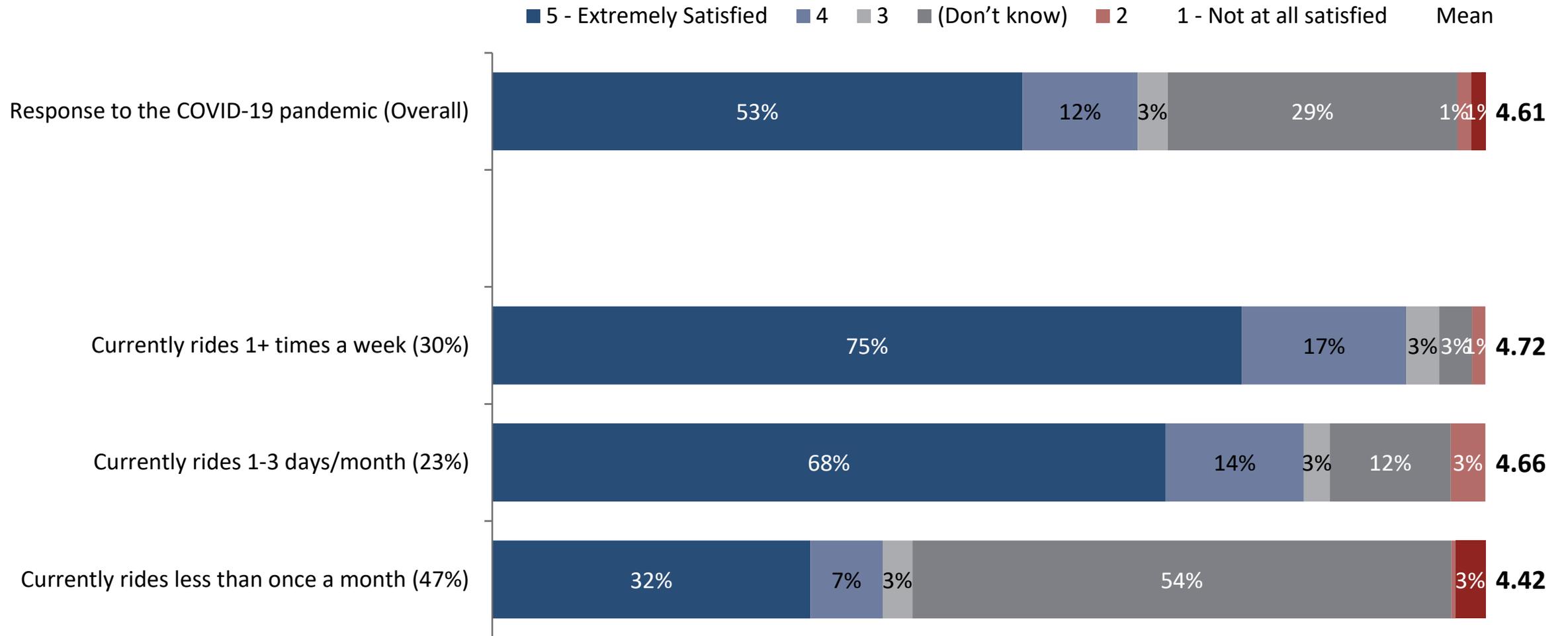
Ratings for different components of satisfaction have generally held steady since 2017.



* 2015 and 2017 data comes from trip-specific ratings Q6-Q14.

Satisfaction with COVID-19 Response

Those who report more frequent ridership are more likely to be able to rate service response to COVID, and are also more likely to say they are satisfied.



Q14. In general, how would you rate your satisfaction with [SERVICE] on each of the following, using a scale from 1 to 5, where 1 means “not at all satisfied” and 5 means “extremely satisfied.”: Response to the COVID-19 Pandemic

Paratransit Response to COVID-19

Specific comments about things the paratransit services could do in response to COVID-19 include cleaning and disinfecting the vehicles between riders and providing and wearing masks. A quarter of riders volunteered that they were satisfied with the COVID-19 measures being taken.

| | 2020 |
|--|------------|
| Satisfied/Doing a great job/Etc. | 27% |
| Cleanliness/Disinfect vehicle between rides | 9% |
| Provide mask/Wear mask (Passenger and Driver) | 9% |
| Never use Service/Don't use since lockdown | 8% |
| Make information more available/Timing/Schedules | 5% |
| Hand sanitizer/Protective glove/Disinfected wipes | 3% |
| More social distancing | 2% |
| Be more patient/Compassion towards Passenger | 2% |
| Free Rides | 1% |
| Other | 1% |
| Don't know/ Nothing | 39% |

Respondent Suggestions for Paratransit Service

A quarter of respondents did not have any suggestions for how paratransit service could improve, and another quarter said that they were satisfied in response to this question. One fifth of customers suggested that driver be more punctual.

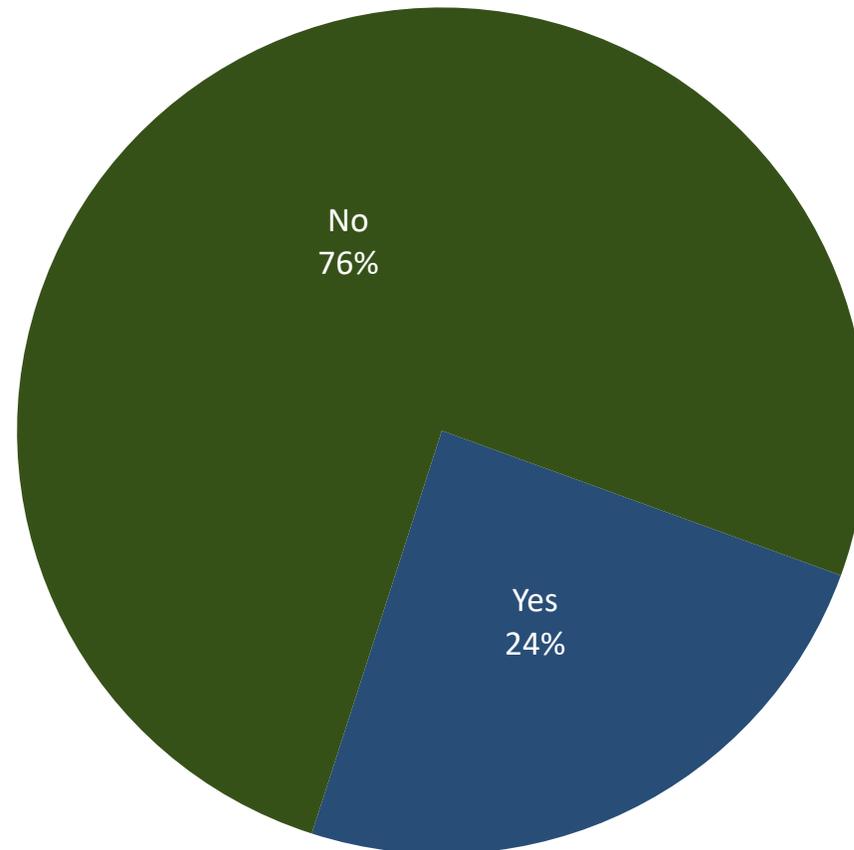
| | 2020 |
|--|------|
| Satisfied/Doing a great job/Etc. | 28% |
| Drivers need to be on time/Punctual | 20% |
| Better communication/Customer service/Easier Identifying vehicle | 9% |
| More available Reservation/Timing/Schedules | 8% |
| Helpful/Be more patience/Compassion towards Passenger | 8% |
| Hire better drivers/Training driver better/More drivers | 3% |
| Sanitize/Cleanliness/Disinfect vehicle between rides | 2% |
| Bigger Bus/More newer Vehicles/Newer System | 2% |
| More locations/More long distance service/ Area expansion | 2% |
| Improve payment system/Prices | 1% |
| Other | 1% |
| Don't know/ Nothing | 26% |

Q19. Now, thinking about how you use [SERVICE] and your recent experiences with them do you have any suggestions for how [SERVICE] could serve you better?

Wheelchair Usage

A quarter (24%) of customers report using a wheelchair.

Customer Wheelchair Usage



Driver Ratings – Wheelchair Users

Positive ratings for securing wheelchairs and operating wheelchair lifts have declined, but this change is within the margin of error for the subset of customers who use wheelchairs.

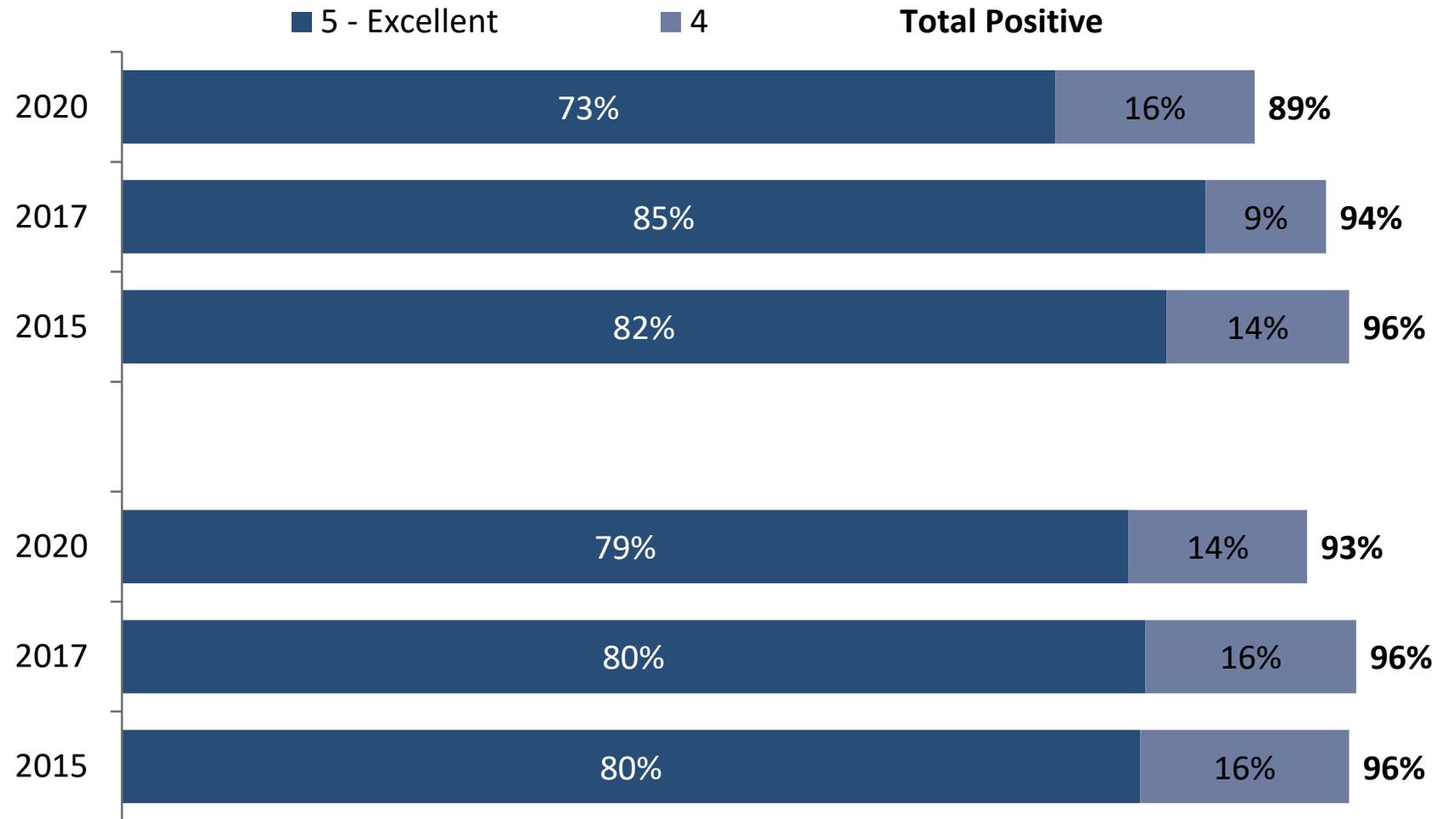
2020: n=122

2017: n=85

2015: n=98

How would you rate the ability of the drivers on [SERVICE] in securing the wheelchair?

How would you rate the ability of the drivers on [SERVICE] in operating the wheelchair lift?



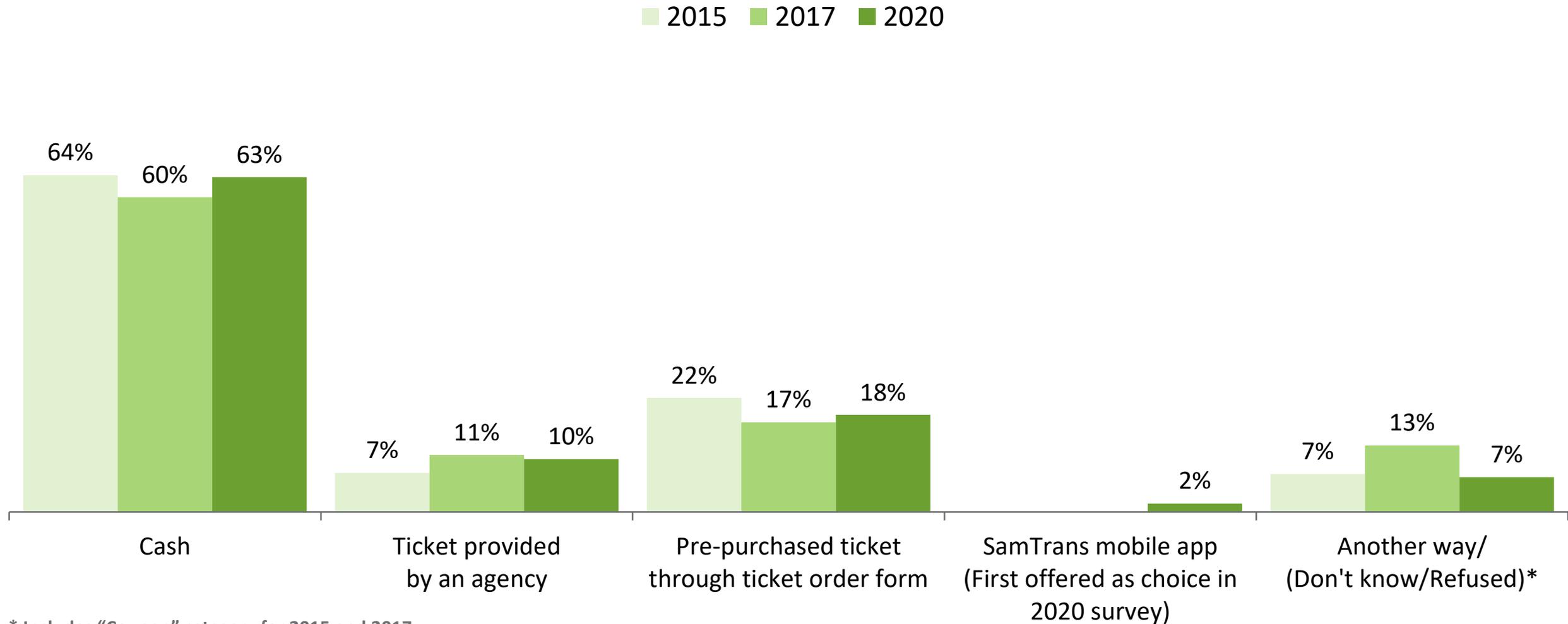
Q17-Q18. How would you rate the ability of the drivers on [SERVICE] in securing the wheelchair, using a scale from 1 to 5, where 1 means “poor” and 5 means “excellent.”



Customer Contact and Certification

Paratransit Payment Type

Cash continues to be the main way customers pay for their fare.



* Includes "Coupon" category for 2015 and 2017

Paratransit Information Source

Customers were most likely to report that they got information from SamTrans customer service or a paratransit reservationist/driver.

| Source of info... (Multiple Responses accepted, totals may add up to more than 100%) | 2015 % | 2017 % | 2020 |
|--|--------|--------|------|
| SamTrans customer service | 14% | 12% | 16% |
| Paratransit reservationist or driver | 7% | 7% | 13% |
| Friend who uses paratransit | 14% | 14% | 10% |
| Social Worker | 12% | 12% | 9% |
| Mail/Brochure | 6% | 7% | 9% |
| SamTrans website | 3% | 7% | 7% |
| Senior Centers | 6% | 5% | 7% |
| Paratransit Rider's Guide | 3% | 5% | 5% |
| SamTrans Mobile App | - | - | 3% |
| Doctor/Hospital/Caretaker | 7% | 6% | 3% |
| Email from SamTrans | - | - | 3% |
| Made a phone call (unspecified) | 1% | 2% | 2% |
| Social Media | - | - | 1% |

NOTE: Not all responses listed in survey were selected

Q31. How do you get information regarding [SERVICE] paratransit service?

Preferred Information Source

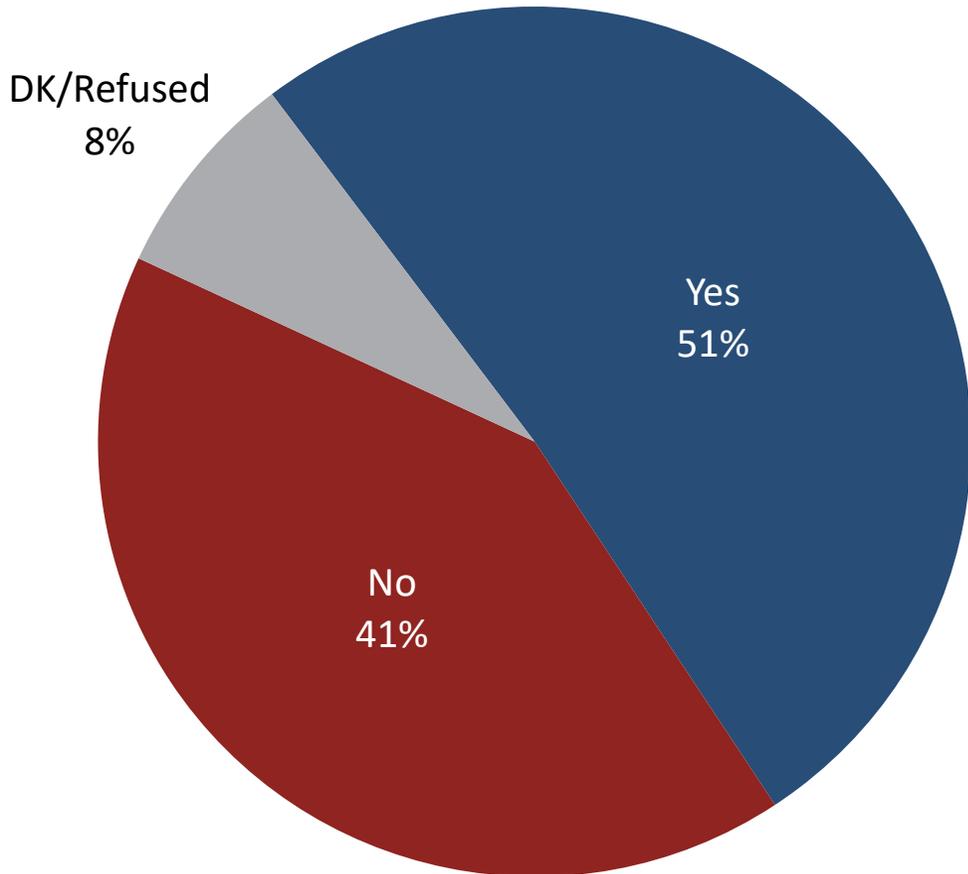
When read a list of possible sources of information about paratransit services, a quarter of customers said they would prefer to receive emails from SamTrans regarding service information.

| (Multiple Responses accepted, totals may add up to more than 100%) | Preferred source of information | Current source of information |
|--|---------------------------------|-------------------------------|
| Email from SamTrans | 24% | 3% |
| Mail/Brochure | 17% | 9% |
| SamTrans Customer Service | 16% | 16% |
| Paratransit reservationist or driver | 14% | 13% |
| SamTrans website | 9% | 7% |
| Social Worker | 8% | 9% |
| Paratransit Rider's Guide | 8% | 5% |
| SamTrans Mobile App | 7% | 3% |
| Friend who uses paratransit | 7% | 10% |
| Senior Centers | 7% | 7% |
| Facebook | 3% | - |
| Text Message | 3% | - |
| Instagram | 3% | 1% |
| YouTube | 2% | 0% |
| Twitter | 2% | - |
| Snapchat | 2% | - |
| (Don't know/Refused) | 14% | 16% |
| Other | 7% | 10% |

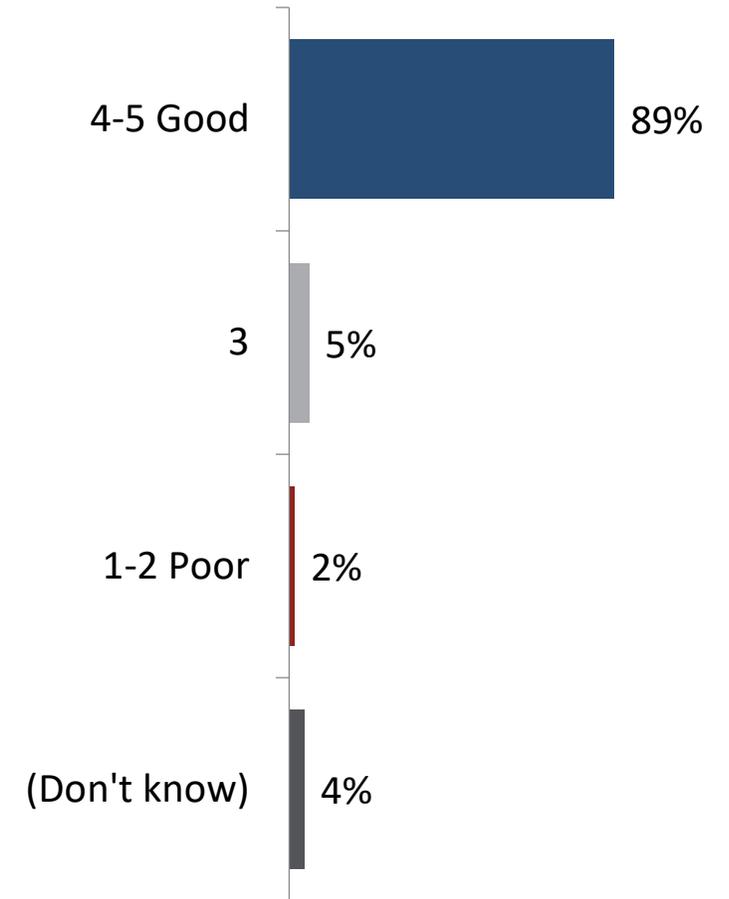
Certification Process

Approximately half of customers have been (re)certified in the past year. Of those, 9 of 10 rate the process positively.

Have you been (re)certified in the past 12 months?



Certification Process Rating



Q20: Have you been certified or recertified with [SERVICE] services in the past 12 months?

Q21: How would you rate the overall certification process?

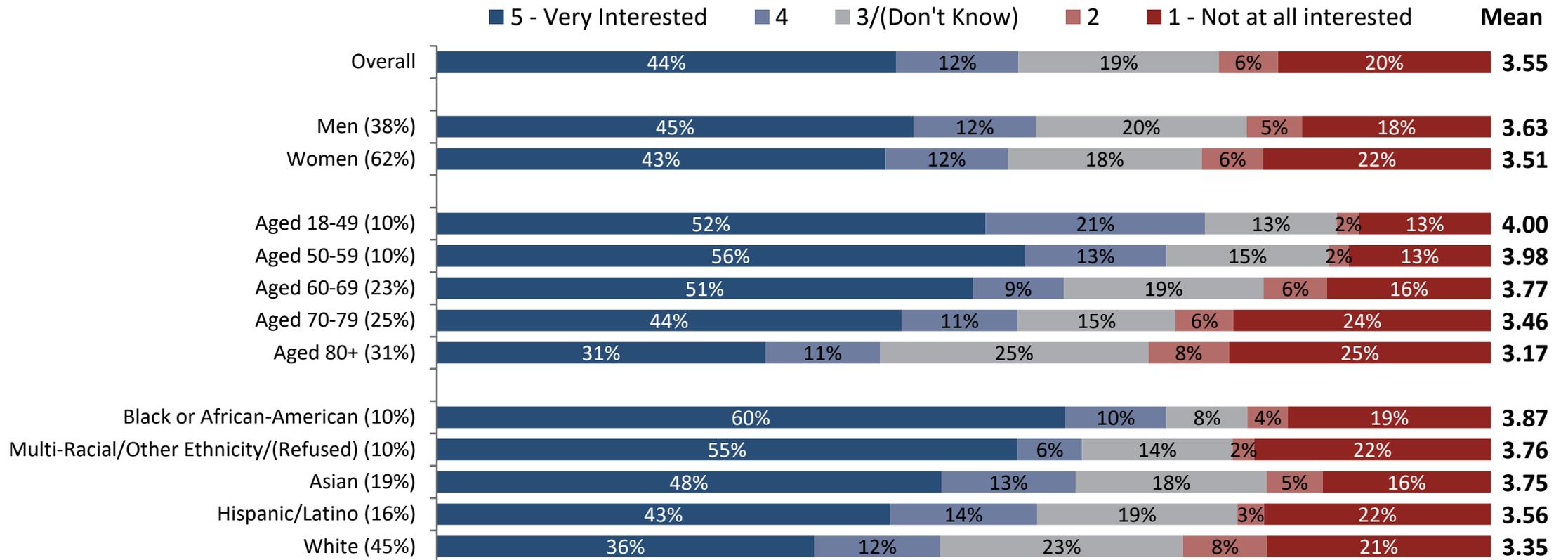


On-Demand Paratransit Service

Interest in a Paratransit Ride-Hailing Service

More than half of customers express interest in a ride-hailing service. Younger customers are more likely to be interested, as are riders who are not white.

SamTrans is considering the feasibility of an on-demand paratransit service. This service would operate much like ride-hailing services such as Uber or Lyft, but will be operated by Redi-Wheels/RediCoast staff. A (service) customer could use a mobile app or call to make a booking on the same day they want to ride. Customers would be able to bring a guest on their trip. The fare for this type of service will likely cost more per trip than an ADA trip on (service).

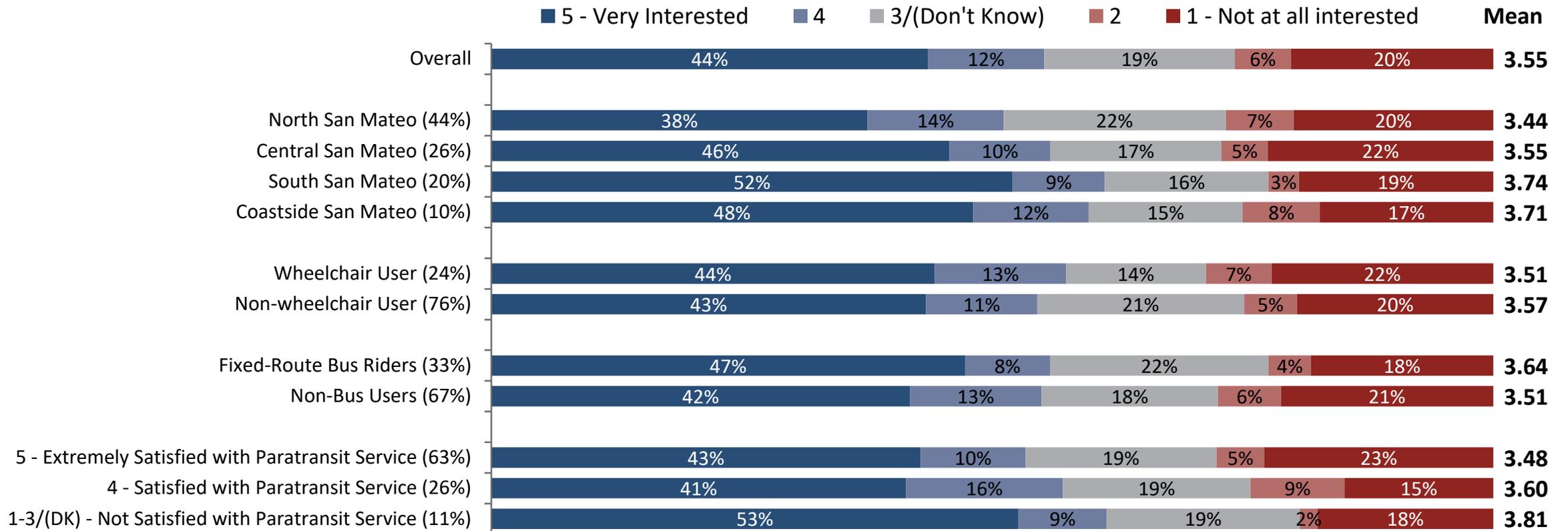


Q28. Knowing what you just heard, how interested would you be in this kind of service, using a scale of 1 to 5, where 1 is would not be interested at all, and 5 is would be very interested?

Interest in a Paratransit Ride-Hailing Service

More than half of customers express interest in a ride-hailing service. Those in the South and Coastside areas of the county are more likely to be interested, as well as those who are not satisfied with paratransit service.

SamTrans is considering the feasibility of an on-demand paratransit service. This service would operate much like ride-hailing services such as Uber or Lyft, but will be operated by Redi-Wheels/RediCoast staff. A (service) customer could use a mobile app or call to make a booking on the same day they want to ride. Customers would be able to bring a guest on their trip. The fare for this type of service will likely cost more per trip than an ADA trip on (service).

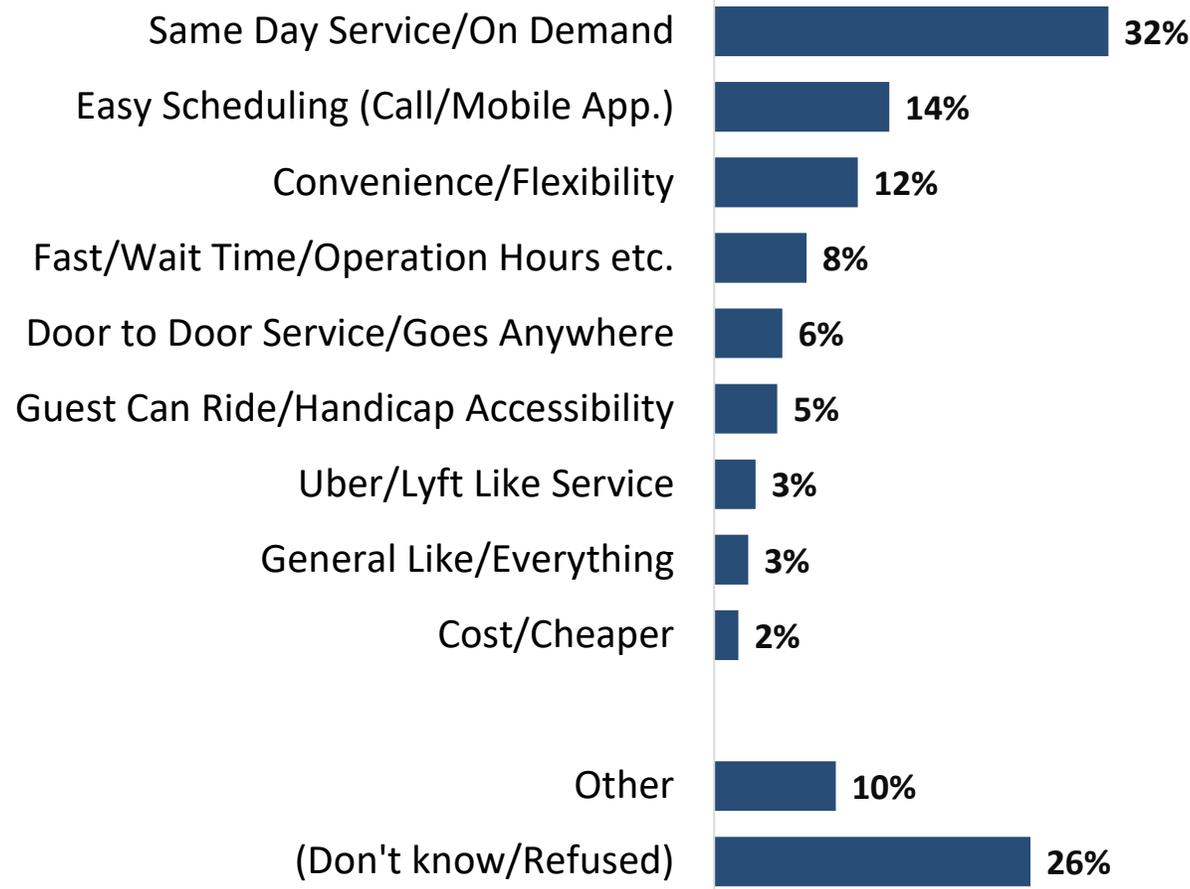


Q28. Knowing what you just heard, how interested would you be in this kind of service, using a scale of 1 to 5, where 1 is would not be interested at all, and 5 is would be very interested?

Elements of Paratransit Ride-Hailing Service

The elements of a possible ride-hailing service that are the most interesting to customers are on-demand service, easy scheduling, and convenience.

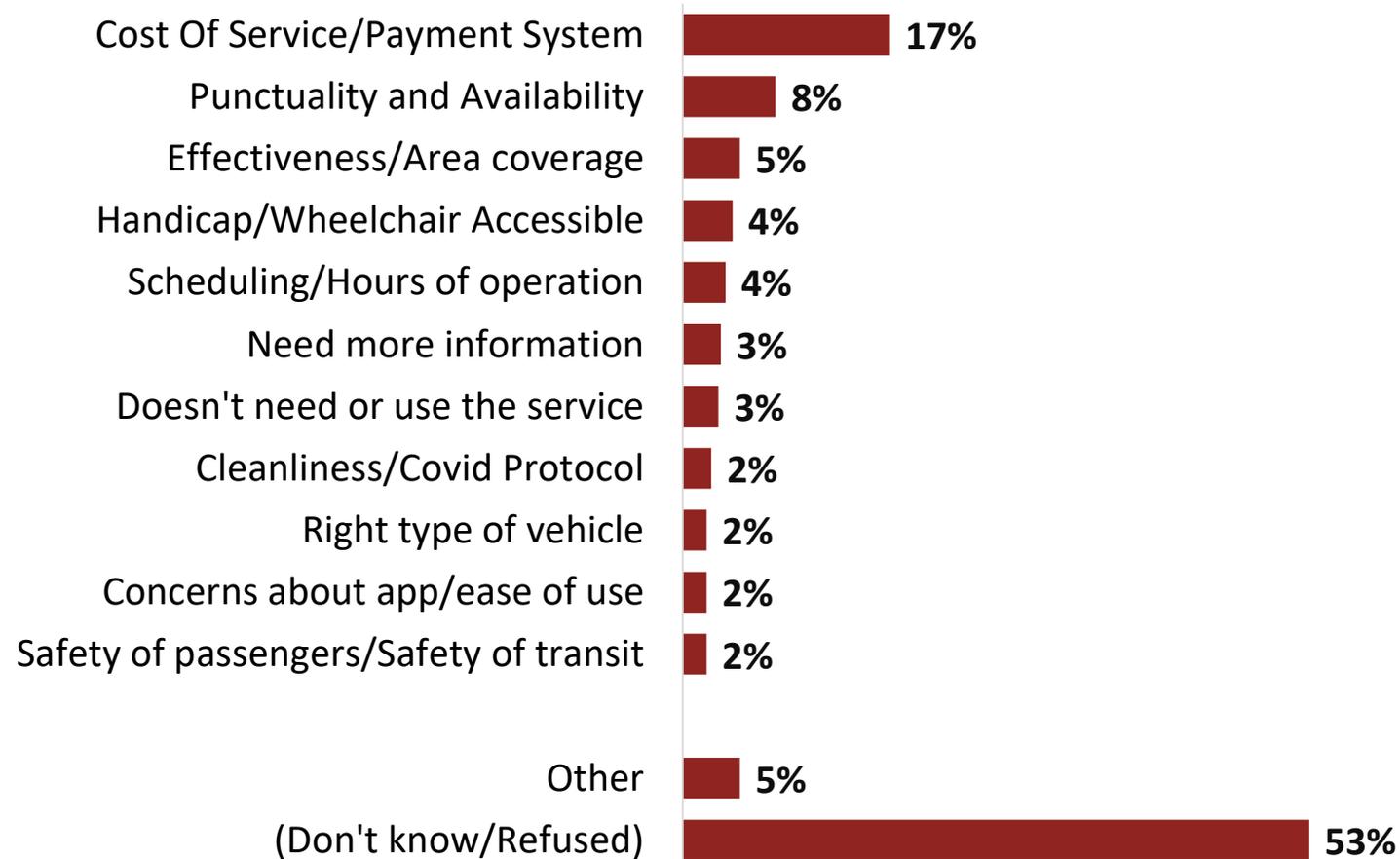
What elements are most interesting?



Elements of Paratransit Ride-Hailing Service

Over half of customers did not have any questions, but the most-cited ones included the cost of the service and the payment system, the availability and punctuality of the service, and the areas the service would cover.

What questions do you have?



Q29. What elements of the on-demand paratransit service I just described are the most interesting or attractive to you?

Q30. What questions or concerns do you have about the on-demand paratransit service I just described?



Segmentation: Fixed Route Usage

Segmentation by Mode

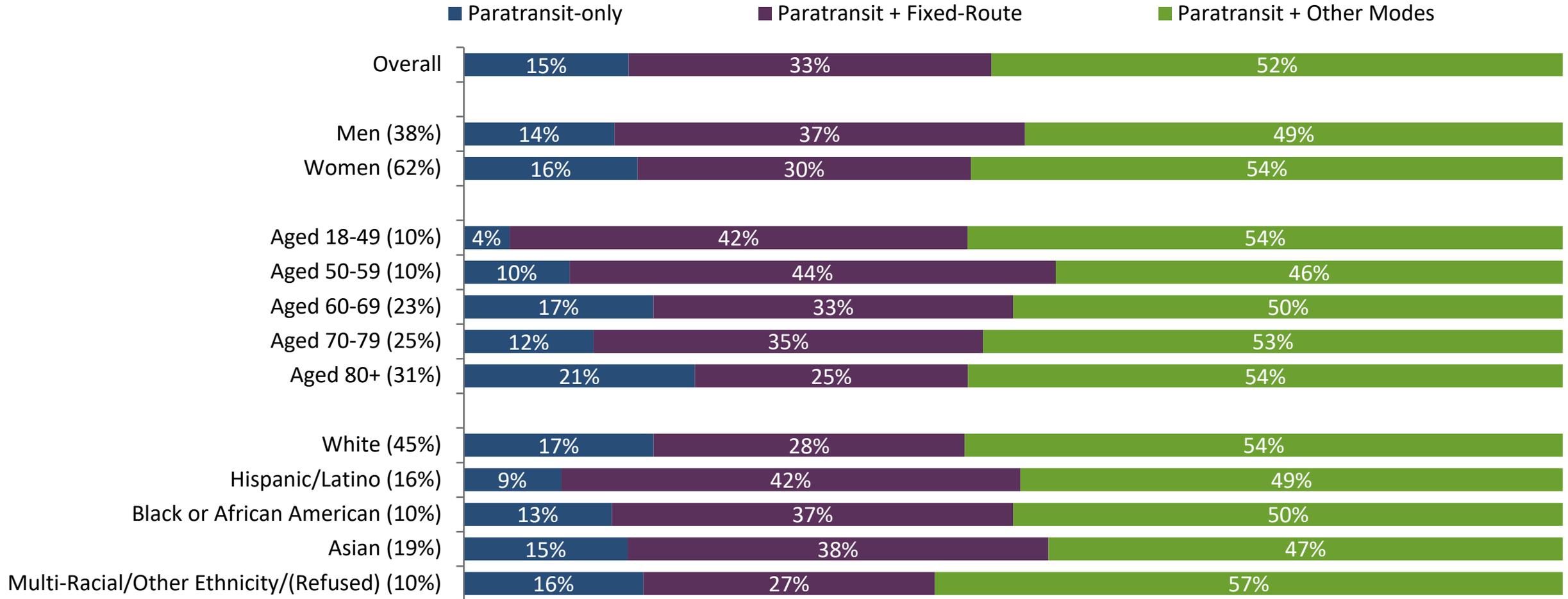
A majority of riders report that they travel with modes other than paratransit – only 15% reported that they did not use other methods. A third of riders use SamTrans fixed-route buses as part of their travel.

Paratransit-only: Do not use any other transportation mode more than once a year
Paratransit + Fixed-Route: Ride the fixed-route bus at least once a year (may also use other modes)
Paratransit + Other Modes: Does not used fixed-route bus



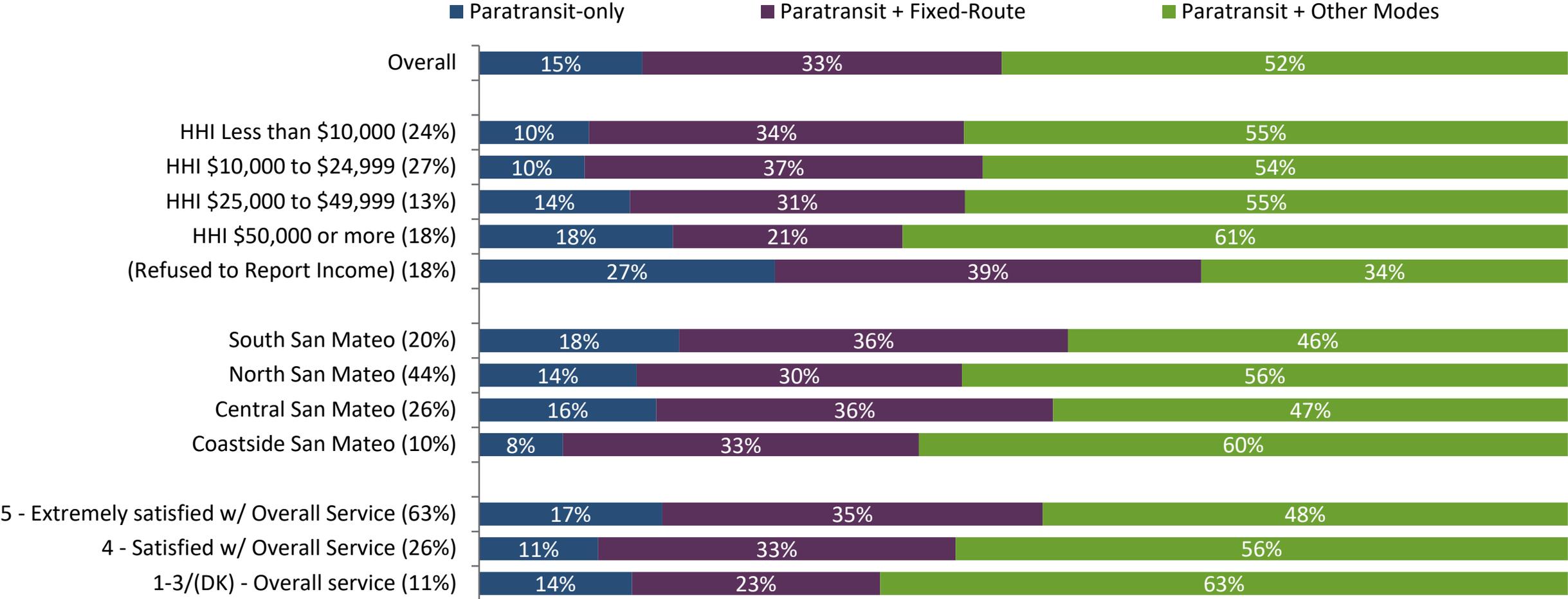
Segmentation by Mode by Subgroups

Men are more likely to be fixed-route riders, as are younger customers. Younger customers are the least likely to only use paratransit.



Segmentation by Mode by Subgroups

Riders who are more satisfied with paratransit services are more likely to use fixed-route buses.



Conclusions

- ▶ Paratransit riders continue to be highly satisfied with the service they get from SamTrans, even in this challenging pandemic environment.
- ▶ Current ridership reflects a significant drop from prior surveys, but reported pre-pandemic ridership was similar to the past, indicating the decrease is likely primarily due to changes in travel patterns during this situation.
- ▶ With most paratransit riders also using other modes to get around (including SamTrans fixed-route service), an on-demand paratransit service is of significant interest to riders.



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