



Same-Day Paratransit



SamTrans CAC | Ana Rivas | November 29, 2023

Same Day Paratransit Service General Information

- Starts December 18, 2023.
- Long-standing customer requests for same-day paratransit service.
- Trips scheduled on space-available basis for registered Redi-Wheels customers.
- Start small— limited hours, defined service area (2 zones), trip times negotiated within 90-minute window.
- Same-day service will be a premium service with higher fares.
- Customers can still reserve regular paratransit trips if same-day paratransit isn't the right option.

Why Offer Same Day Paratransit Service

- Why now?
- New paratransit scheduling system allows for performance optimization
- Big benefit to customers with unanticipated trip needs
- Increased options for social, medical, and shopping trips
- Fills a service gap – 26% of riders surveyed said that without this type of service, they would not be able to make the trip.
- Extensive outreach.

Evaluation Metrics

This is a pilot program, which may be adjusted based on the following observations:

- Percent of requested trips that are provided
- Passengers per hour
- Overall on-time performance
- Qualitative data from complaints and customer comments
- Qualitative data from customer survey
- Cost
- Must not have a negative impact on existing Redi-Wheels service
- Measure monthly & evaluate every 90 days.



Thank You



Please email Rivasa@samTrans.com with any questions.