



Same-Day Paratransit Service

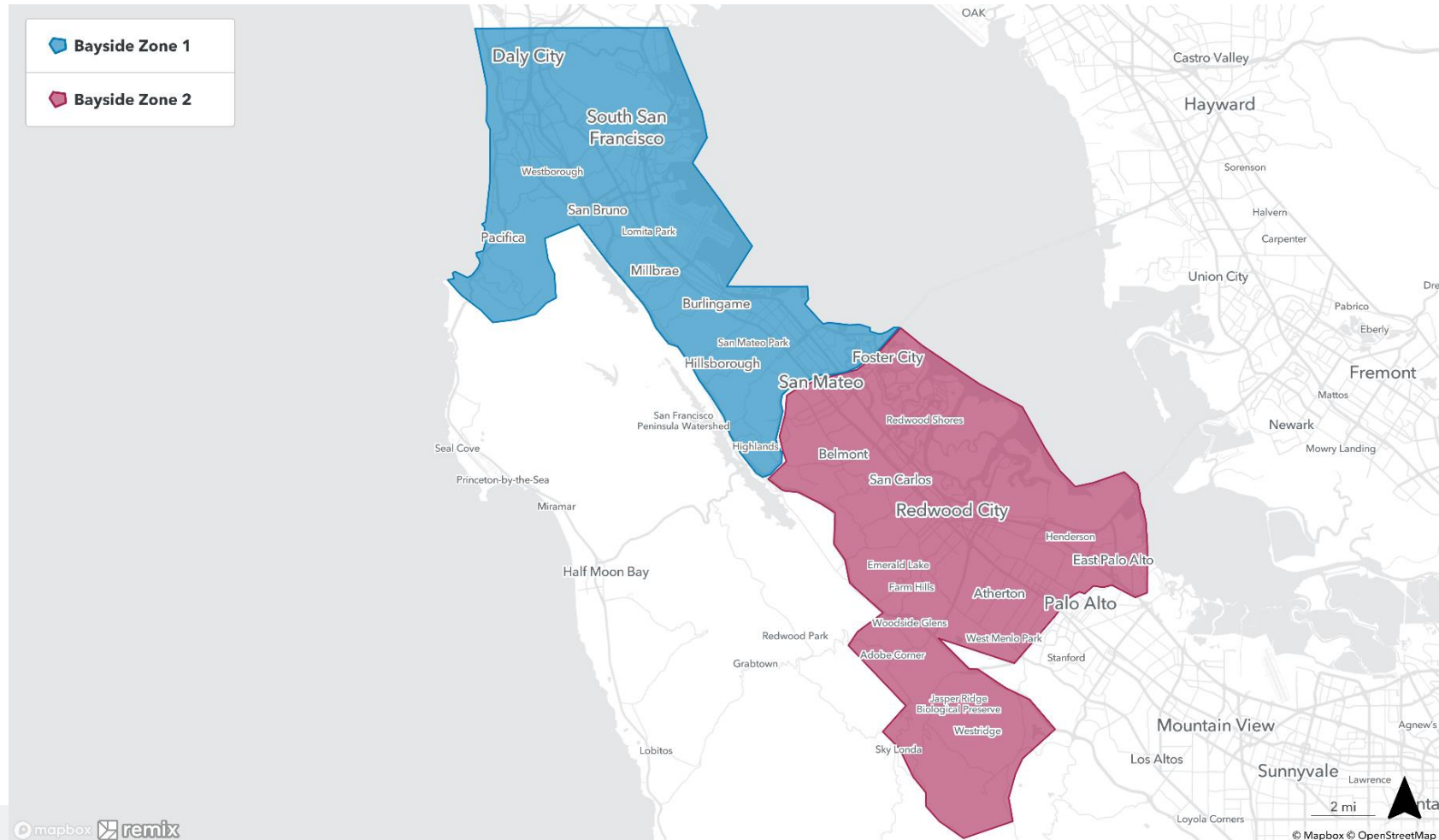


Board of Directors – December 6, 2023

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.
- 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.
- Start small— limited hours, defined service area (2 zones), trip times negotiated within 90-minute window.

Two Zones Map



Why Offer Same-Day Paratransit Service

- Why now?
- New paratransit scheduling system allows for performance optimization.
- Big benefit to customers with unanticipated trip needs.
- 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 and denied.
- Passengers per hour.
- KPI: OTP.
- Qualitative data from complaints, customer comments, customer surveys.
- Cost and impact to existing service.
- Measure & evaluation.



Thank You



Please email Ana Rivas at Rivasa@samtrans.com with any questions.