



# Same-Day Paratransit - Report



SamTrans CAC Meeting | Ana Rivas | October 30, 2024

# Same-Day Paratransit Service Pilot

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- Performance and ridership overview
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- Customer Feedback
- Staff request for Board approval



# Same day paratransit service pilot program description

- Provide paratransit riders the opportunity to have same day service, in response to long-standing requests from the community
- Trips scheduled for registered Redi-Wheels customers using available system capacity
- This program exceeds ADA requirements
- Premium service with higher fares (\$10 standard fare, \$8 fare assistance)
- Customers can still reserve regular paratransit trips at regular price, if same-day paratransit isn't the right option

# Timeline

- Service began December 18, 2023 with limited hours.
- Expanded hours and service area on August 12, 2024
- One year pilot ends December 17, 2024
- Staff propose to make the program permanent

# Performance and ridership overview

- Ridership as of October 27: 853 trips
- Approximately 7.1 trips per day in most recent month (Ridership increased since program changes in August)
- 294 individuals used the same-day service
- No negative impact to mandated ADA paratransit service

# Service Trends

- Non-ambulatory trips are 22% of same-day rides, which is virtually identical to regular Redi-Wheels trips in September 2024
- 32% use fare assistance (low-income) compared to 37% of regular Redi-Wheels users
- Same-day trips not scheduled are low and with no discernable patterns

# Evaluation Metrics

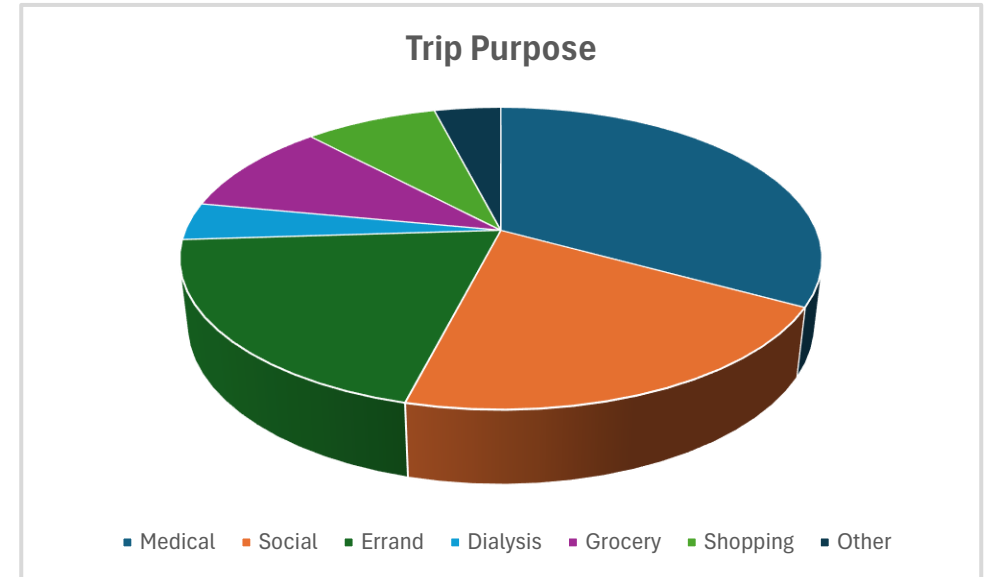
<b>Performance</b>	<b>Goal</b>	<b>Results</b>
Percentage Rides Provided	50% or more of the requested rides	Yes (97%)
Passengers per hour	Increase vs. system avg of previous 6 mo.	Yes (1.45 pass/hr.)
On-time performance	Not affect overall service OTP (90%)	89% vs 90%
No-shows	Similar rates to overall service	2.7% vs. 1.3%
Late cancels	Similar rates to overall service	6.5% vs. 2.8%

# Trip Purpose

- Trip purpose

Purpose	Percent
Medical	33%
Errand	20%
Social	21%
Grocery	10%
Dialysis	4%
Shopping	8%
Other	4%

- Average trip distance: 7.3 miles
- Average trip time: 29 minutes





# Customer Feedback

- Positive customers feedback
- Same-day service is beneficial to customers with unanticipated trip needs
- Essential service – 26% of riders surveyed said they would not be able to make the trip without this type of service
- Lower cost of transportation for the customers. Comparable taxi trip costs \$17.15 vs. same-day fare \$10 standard or \$8 with fare assistance

# August Changes after Feedback

- Expanded hours and service area on August 12, 2024
- Ridership has increased
- Average trip length has increased

# Staff proposal – permanent program

- Staff propose to make the Redi-Wheels same-day paratransit pilot a permanent part of Redi-Wheels service.
- If the Board approves, public hearing later in the meeting to add same-day service to fare policy.



# Thank You



Please email [RivasA@samTrans.com](mailto:RivasA@samTrans.com) with any questions.