



Mobility Management: Paratransit Service

Community Relations Committee
June 2, 2018
Agenda Item 6

San Mateo



ADA Paratransit Service

samTrans

- Ridership
- Registrants
- Operating & service statistics
- New vehicles
- Taxi Program
- Purpose of Trips
- Summary



Monthly Ridership

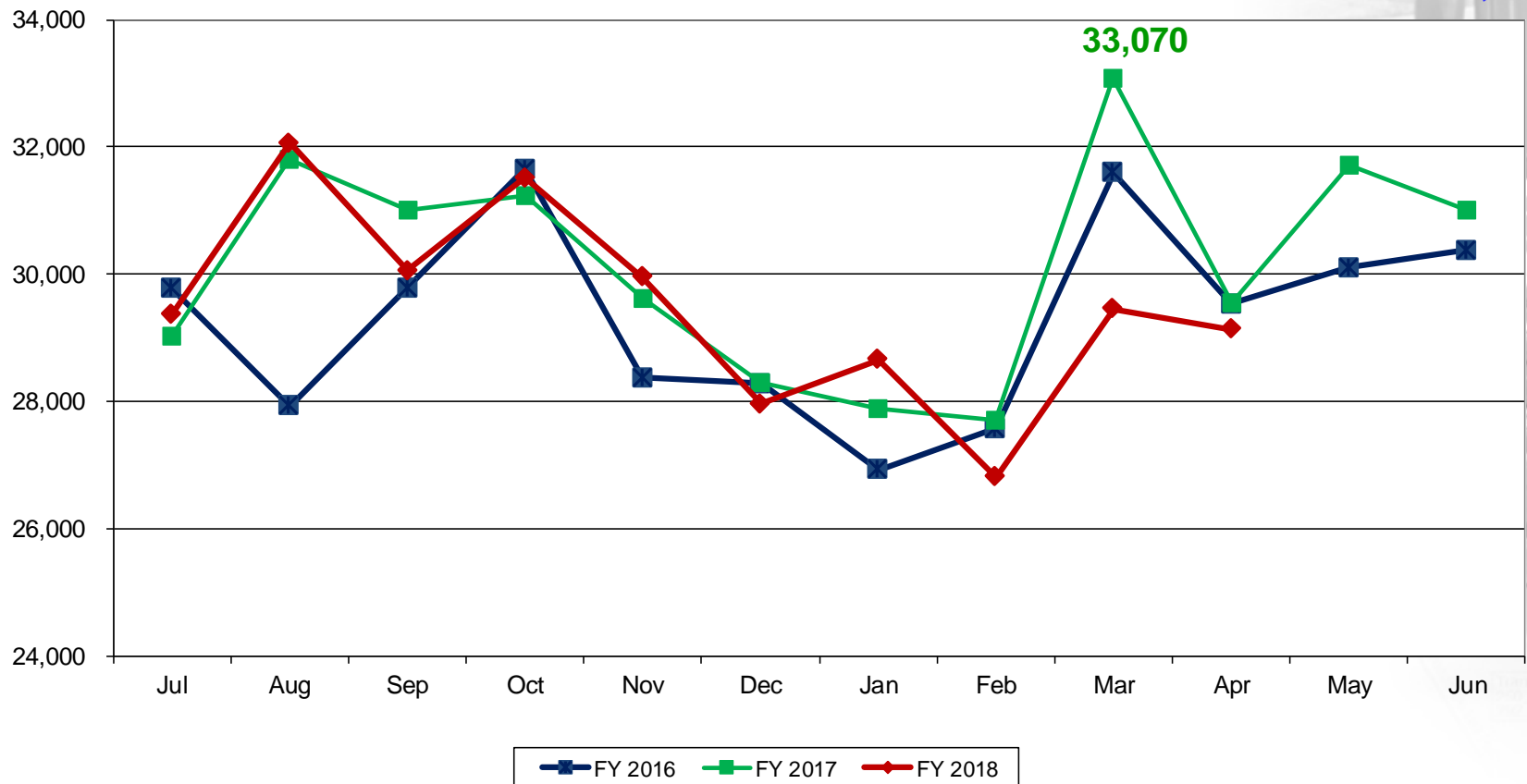


Total Trips per Year

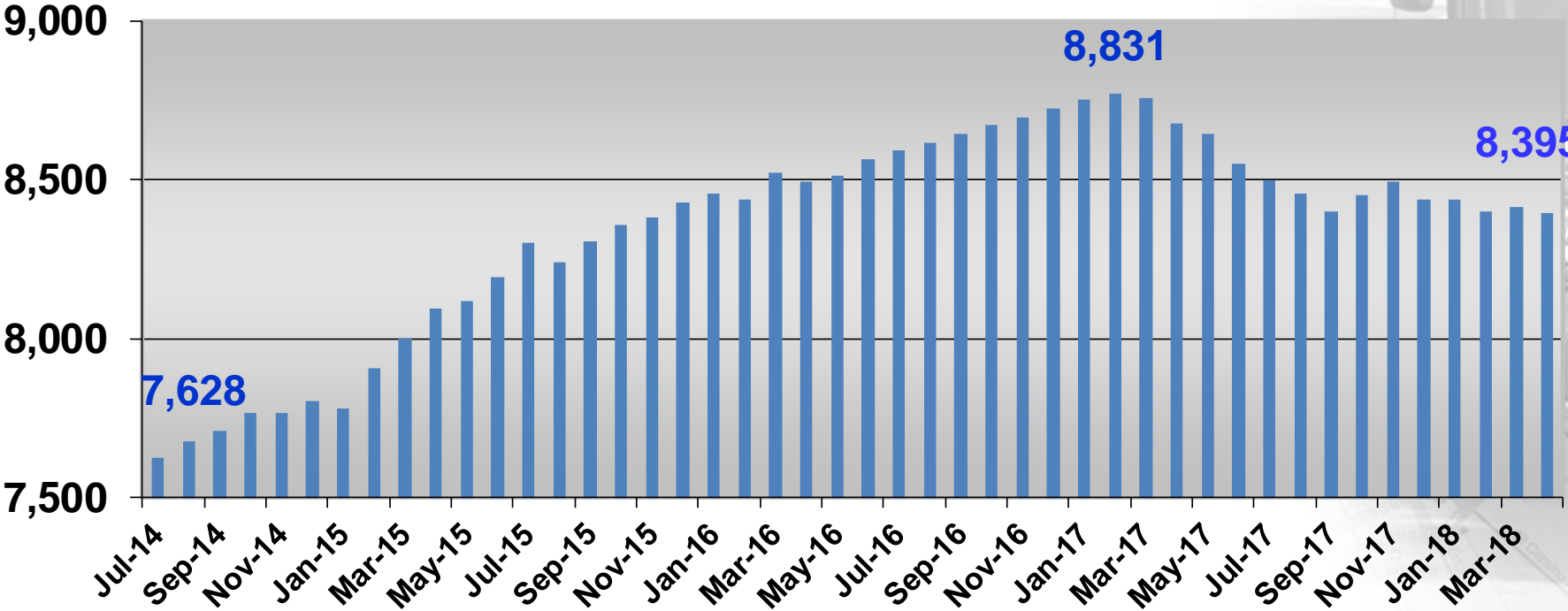
FY2015 329,040

FY2016 351,910

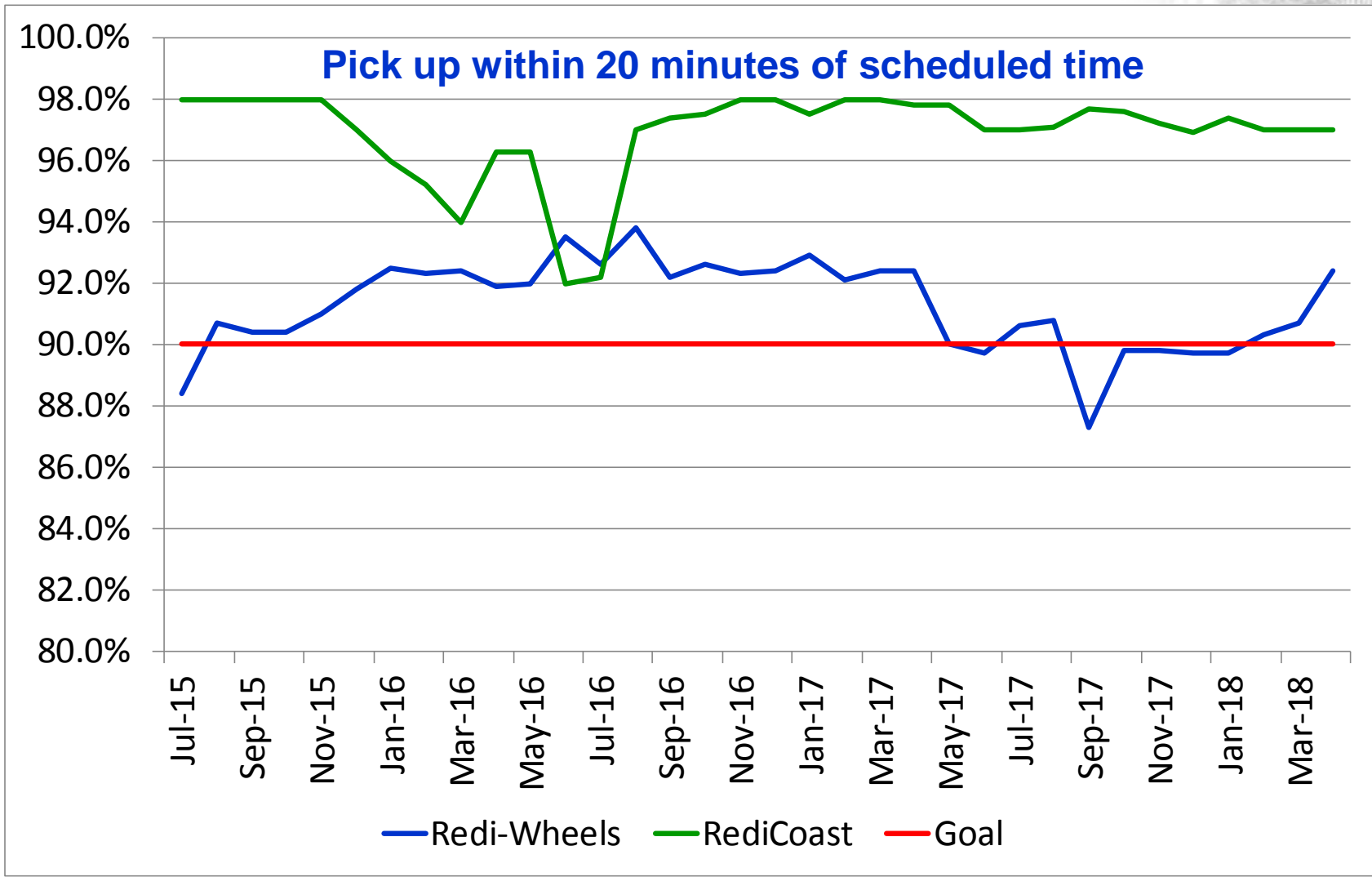
FY2017 361,960



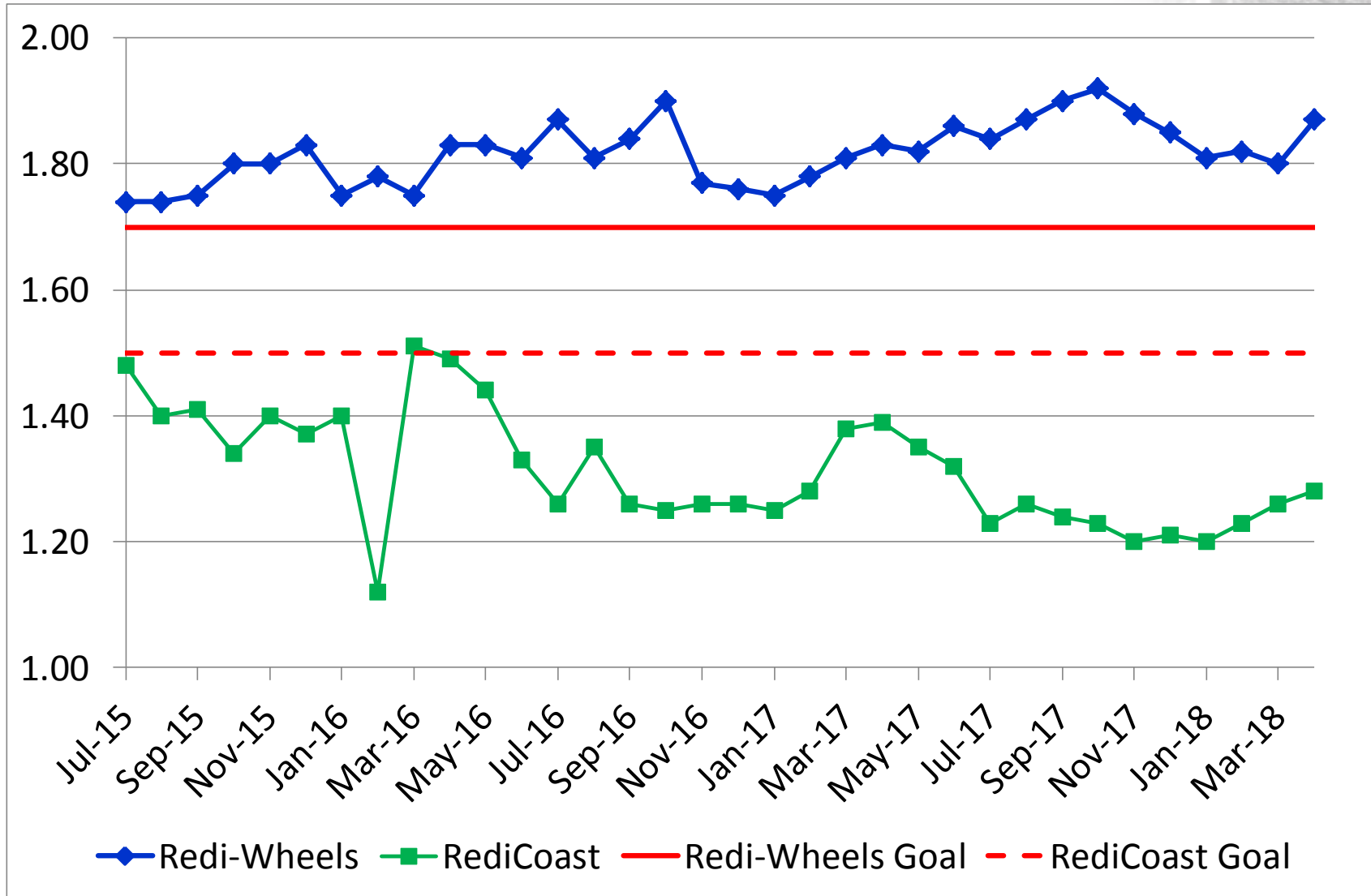
Registrants



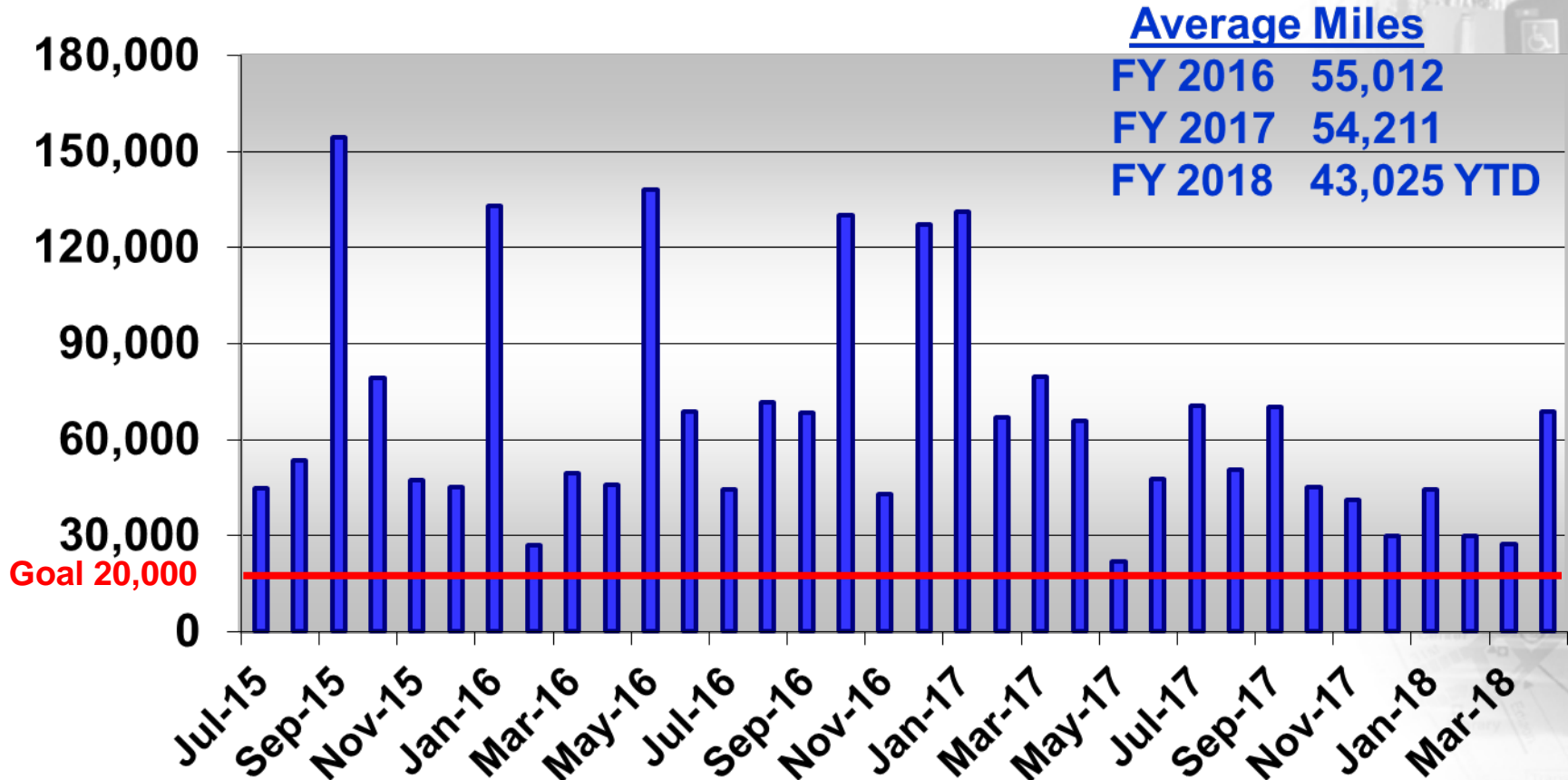
On-time Performance



Passengers Per Hour



Fleet Reliability

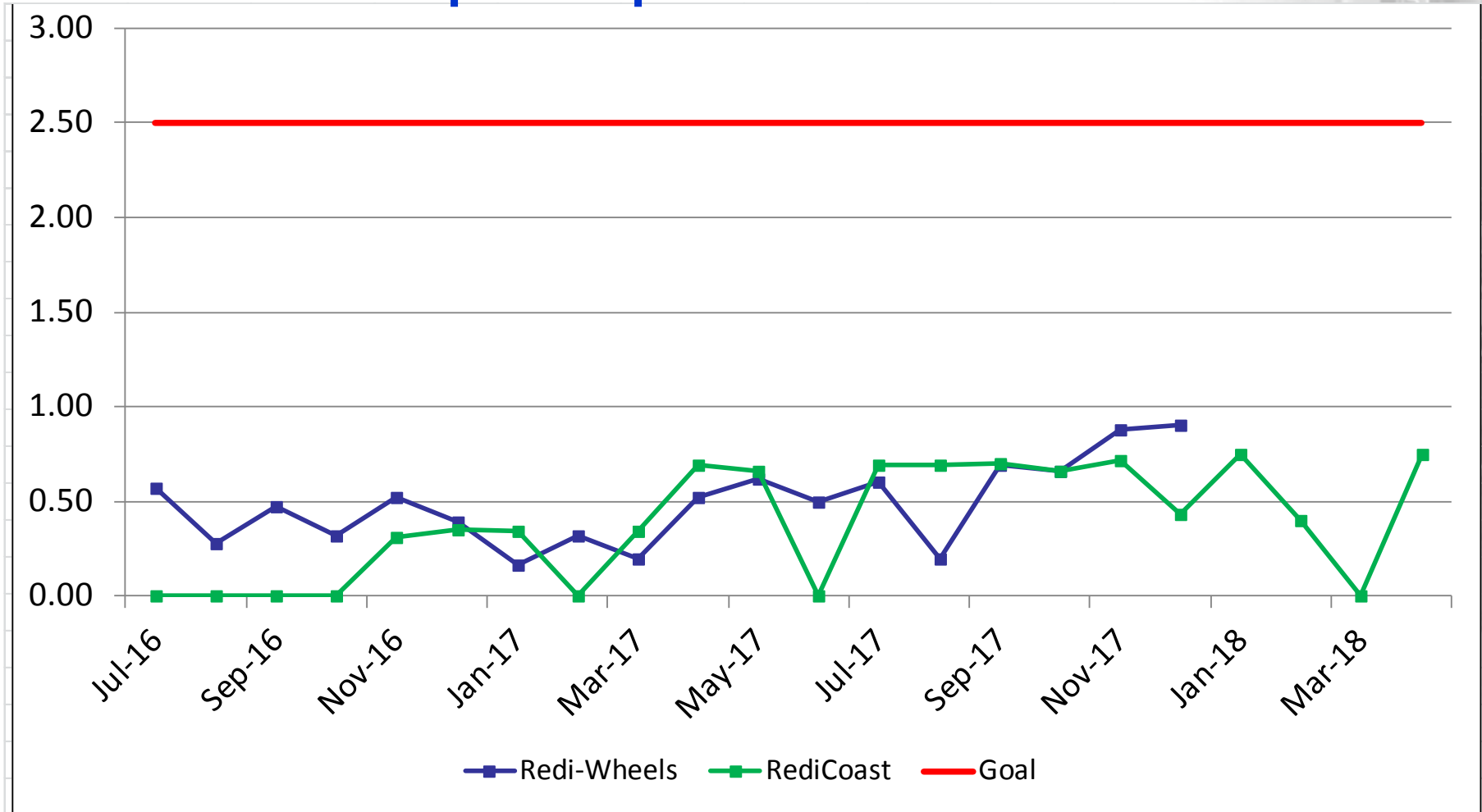


■ Average Miles Between Service Calls

Service Complaints



Complaints per thousand rides



New Vehicles



Three expansion Cutaway buses

- Delivered May 3, 2018
- In service mid-June
- Seat capacity 9
- Wheel chair capacity 3



Pilot/experimental Taxi Program being developed for seniors and people with disabilities

- **Funded by a Federal grant**
- **San Carlos, Redwood City and North Fair Oaks**
- **Same day service**
- **RTC cardholder or age 65+**
- **Not a Paratransit program**
- **Fare structure to be determined**
- **Number of trips may be limited**
- **Other parameters may be identified during development**



Purpose of Trips

The logo for samTrans, featuring the text "samTrans" in a sans-serif font. The "a" and "m" are lowercase, while "s", "T", and "r" are uppercase. Below the text is a horizontal bar divided into three segments: a red segment on the left, a white segment in the middle, and a blue segment on the right.

	<u>2015*</u>	<u>2017*</u>	<u>Trips 2017</u>
Medical related	64%	58%	209,940
Errands (including drug store)	12%	17%	61,530
Recreational & worship	11%	14%	50,670
Work & School	4%	3%	10,860
Other	9%	8%	<u>28,960</u>
Total Trips			<u>361,960</u>

* Percentages based on SamTrans Paratransit Customer Surveys

- **Ridership is stable**
- **Number of registrants has leveled off**
- **Service quality is excellent**
 - **OTP**
 - **Vehicle reliability**
 - **Zero denials**
- **Customer satisfaction is very high, complaint rate is low**
- **Vehicle fleet is being expanded**
- **New Taxi Voucher Program**
- **Paratransit service is vital to the community**