

The logo for samTrans, featuring the text "samTrans" in a bold, sans-serif font. The "a" and "m" are lowercase, while "T" and "r" are uppercase. Below the text are two horizontal bars: a red one on top and a blue one on the bottom.

SamTrans Paratransit Service

San Mateo
January 11, 2012

Report on ADA Paratransit Service

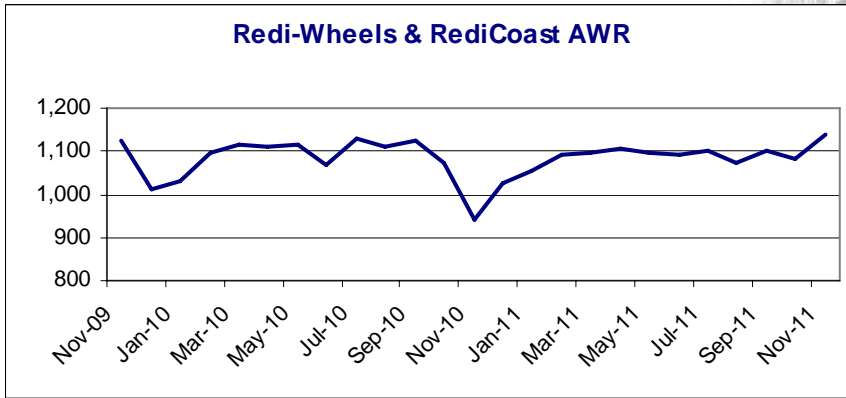
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- Paratransit Statistics
- ADA Program Costs
- Operating Statistics – Redi-Wheels & RediCoast
- Paratransit Eligibility & Registrants
- Efficiency Measures
- Summary



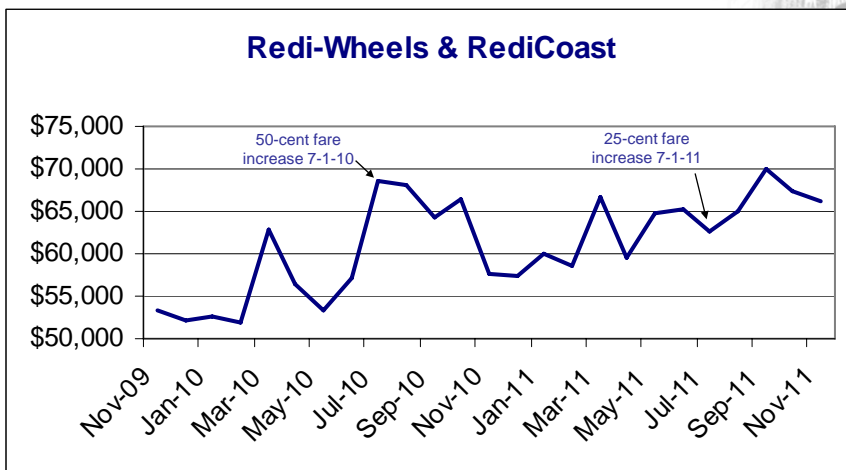
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Paratransit Ridership



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Paratransit Farebox Revenue



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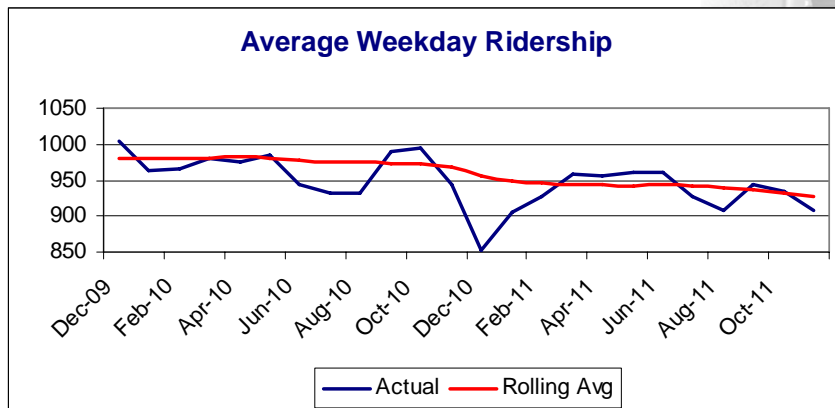
Paratransit Average Cost/Trip



	<u>FY2009</u>	<u>FY2010</u>	<u>FY2011</u>	FY2012 <u>5-months</u>
Total Costs	\$13,614,337	\$12,908,024	\$12,677,004	\$5,338,805
Total Trips	332,337	321,071	315,926	135,645
Average Cost	\$40.99	\$40.20	\$40.13	\$39.36
Farebox Ratio	4.5%	5.3%	6.0%	6.2%

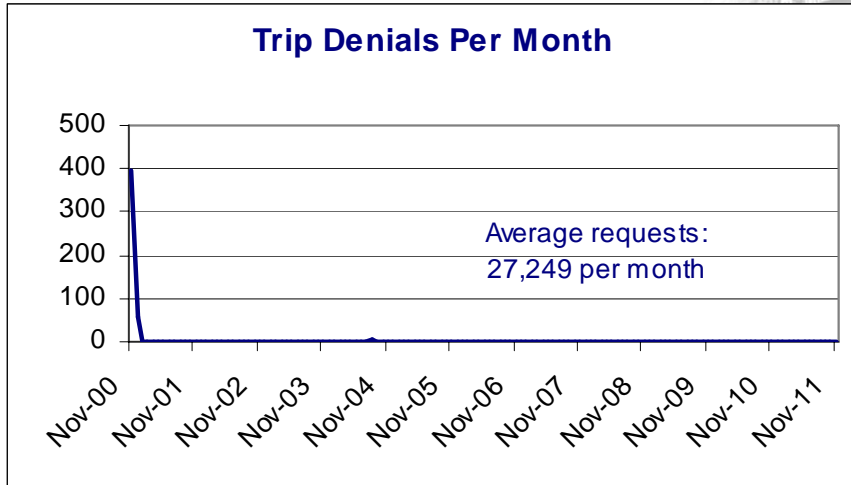
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Redi-Wheels Ridership



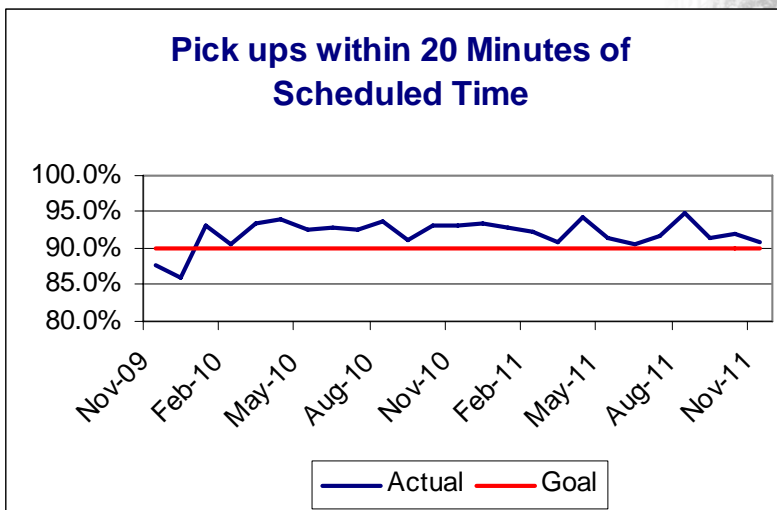
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Redi-Wheels Trip Denials



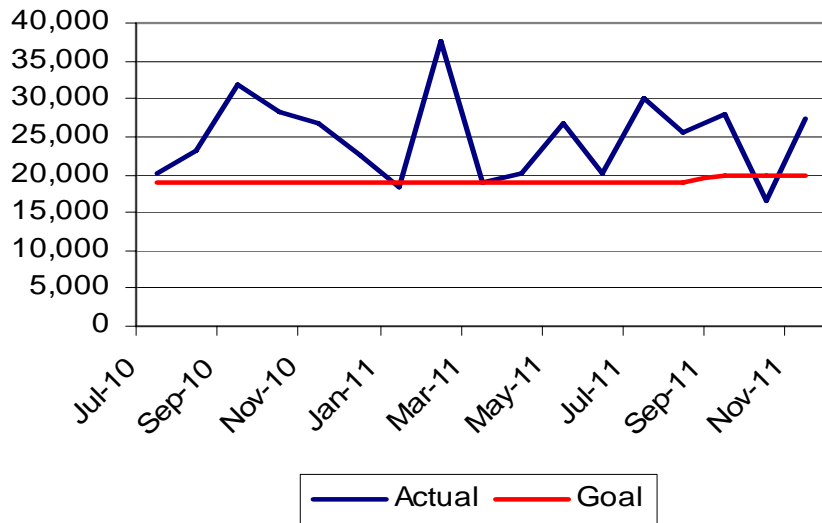
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Redi-Wheels On-time Performance



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Redi-Wheels Miles Between Service Calls

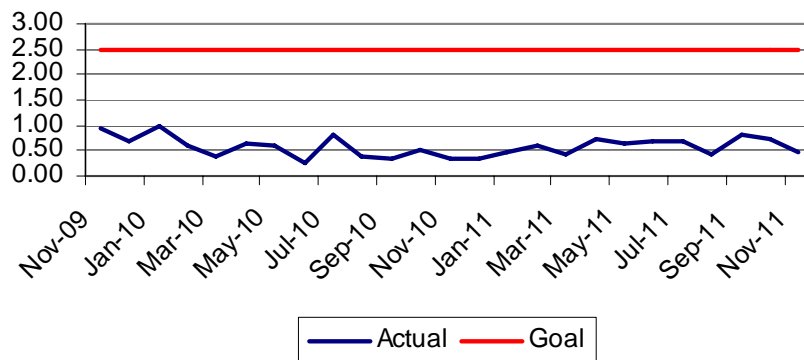


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Redi-Wheels Service Complaints

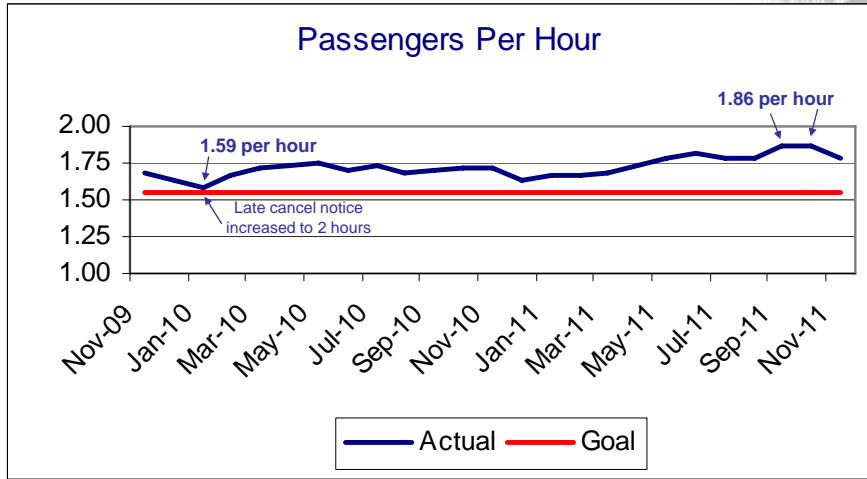


Service Complaints per thousand rides



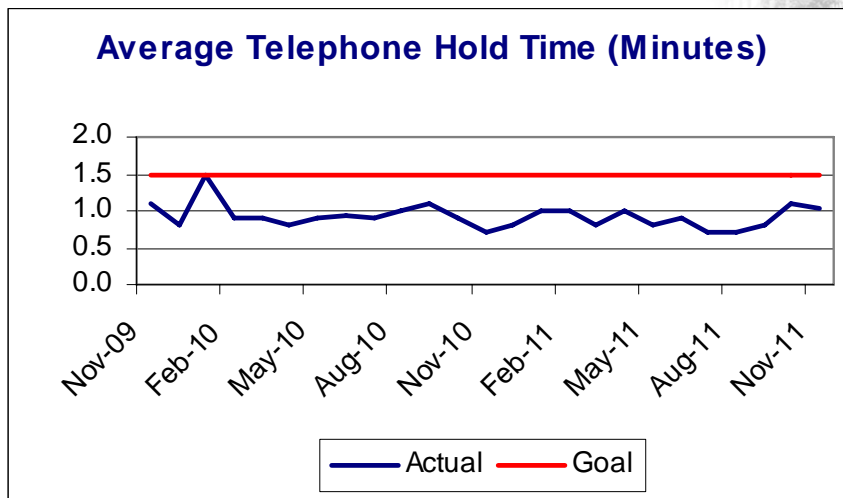
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Redi-Wheels Productivity



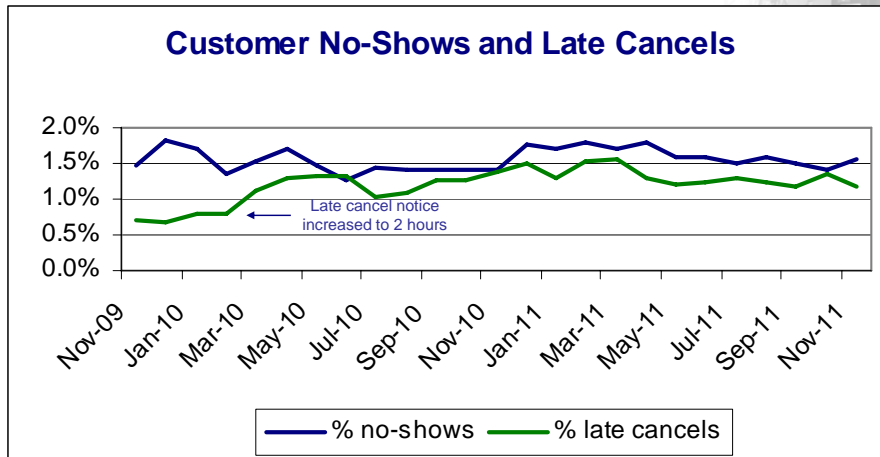
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Redi-Wheels Telephone Hold Time



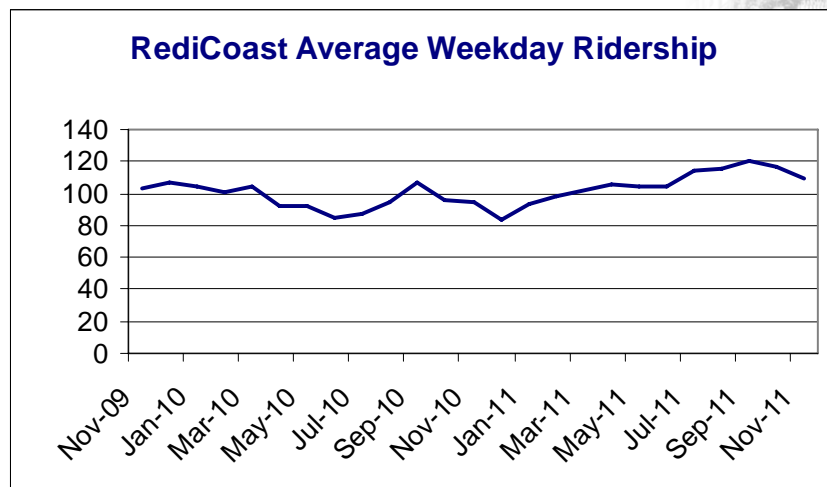
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Redi-Wheels No-shows and Late-cancels



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RediCoast Ridership



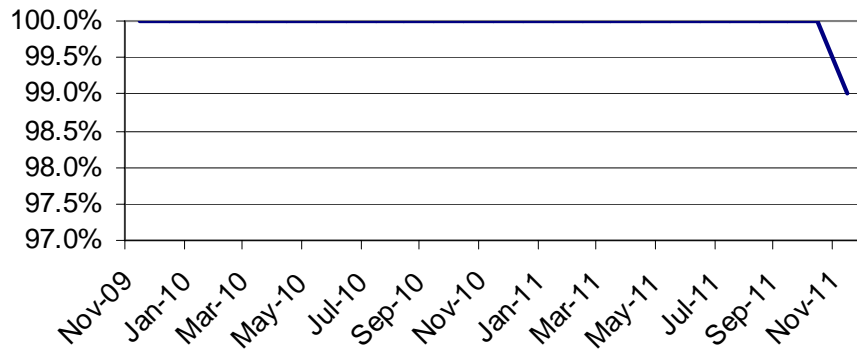
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RediCoast On-time Performance

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RediCoast OnTime Performance



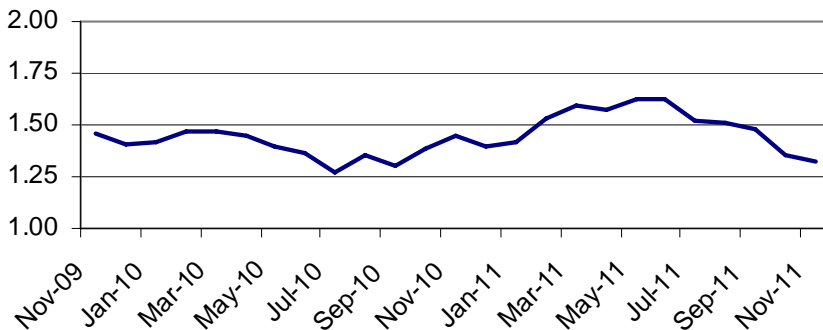
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RediCoast Productivity

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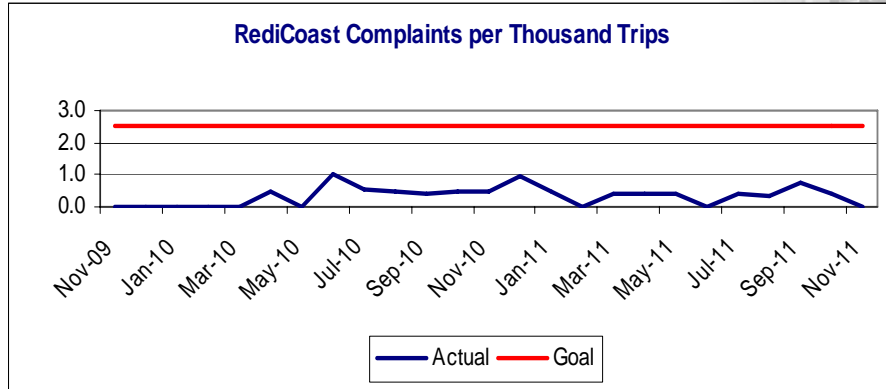
RediCoast Passengers per Hour



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RediCoast Service Complaints

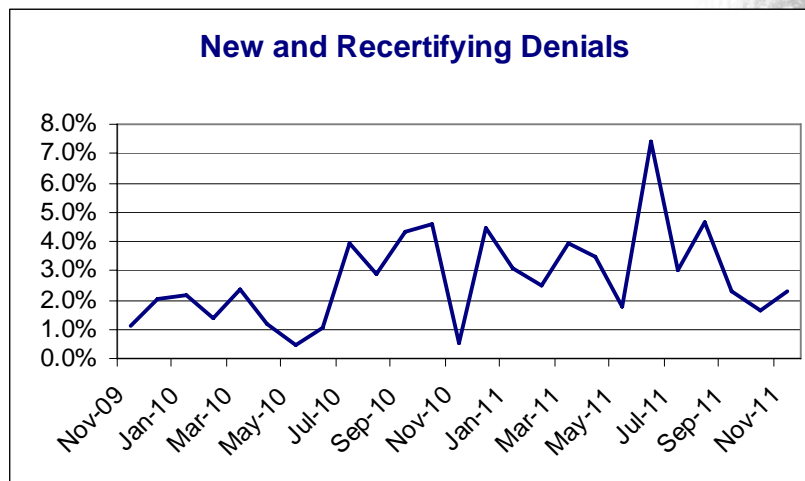
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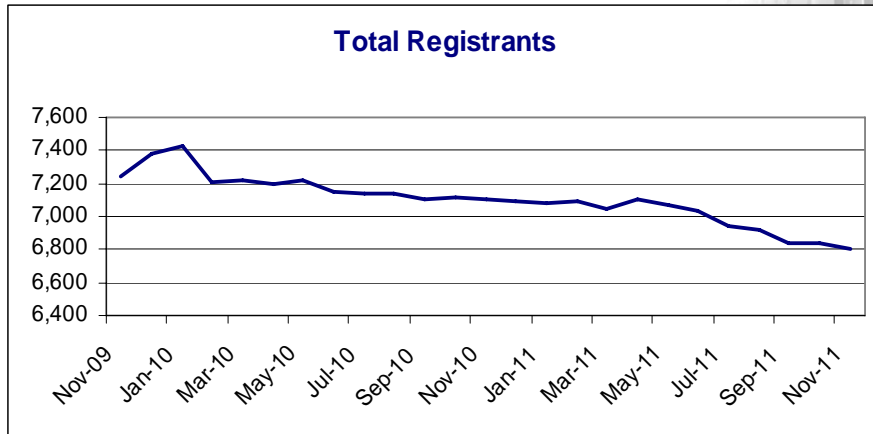
Paratransit Eligibility Denials

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Paratransit Total Registrants



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Efficiency Measures



- Interactive Voice Response (IVR) implementation
- Optimal vehicle mix
- Alternative service delivery models
- MTC Transit Sustainability Project



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IVR Implementation

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- Next-day reminder calls
- Imminent arrival calls:
 - Goal: 95% of calls 5 to 15 minutes before vehicle arrival
 - Continuing interface problems with software



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Optimal Vehicle Mix

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Key Planning Issues

Fleet flexibility

- Small buses serve group trips and extra-large wheelchairs
- Minivans are versatile and accommodate wheelchairs
- Sedans / taxis serve ambulatory and overflow customers

Ridership trends

- Longer trips
- More dialysis trips
- More non-ambulatory customers
- More extra-large wheelchairs



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Non-Traditional Model

- Remotely managed operation
- Non-dedicated vehicle fleet
- Non-dedicated, independent contractor drivers
- Monitoring LAVTA and NCTD experience

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ADA Paratransit “Best Practices”

- Demand management strategies
 - Increased travel training
- Productivity measures
 - Increased control of no-shows and late cancels
 - Optimize vehicle mix
- Cost containment strategies
 - Targeted transit promotion to seniors
 - Explore alternative service delivery methods
- Awaiting results of MTC report

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Summary

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- Ridership is steady
- Service quality remains high
- Costs containment has been achieved with increased productivity , management of demand via eligibility process, successful contract negotiation with service provider
- Cost of ADA service remains a concern - unfunded mandate which impacts SamTrans financial capacity
- Efficiency measures are high priority
 - Continued work on Interactive Voice Response
 - Vehicle mix and alternative service delivery models under study
 - Transit Sustainability Project offers “best practices” for consideration

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