

The logo for samTrans, featuring the text "samTrans" in a bold, sans-serif font. The "a" and "m" are lowercase, while "T", "r", "a", "n", and "s" 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  
February 13, 2013

## ADA Paratransit Service

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- Who we serve
- Operating Statistics
- Financial Statistics
- Transit Funding Sources
- Service to the Community
- Summary



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## Who we serve

samTrans

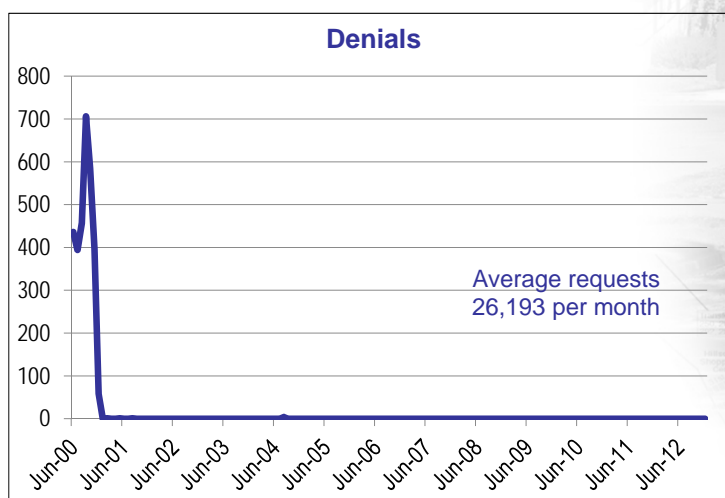
### Paratransit Customers

- Approximately 7,000 registered customers
- 15% of registered customers qualify for low-income fare assistance
- 23% of registered riders use a wheelchair or scooter
- Approximately 45% of trips are for people with a wheelchair or scooter
- Approximately 1,000 daily trip requests
- Cost per passenger \$44.62
- Nearly 50% of Redi-Wheels trips are under Lifeline Fares, a fare assistance program for low-income riders
- Paratransit is an expensive, unfunded federal mandate

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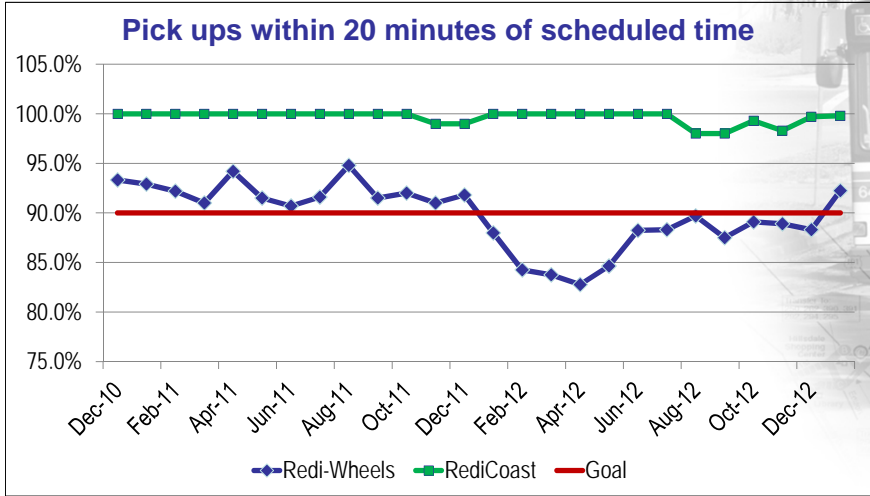
## Redi-Wheels Trip Denials

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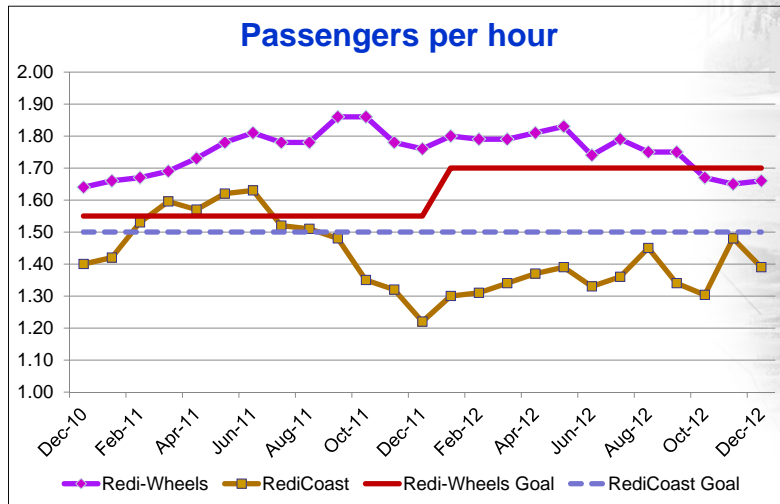
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# On-time Performance



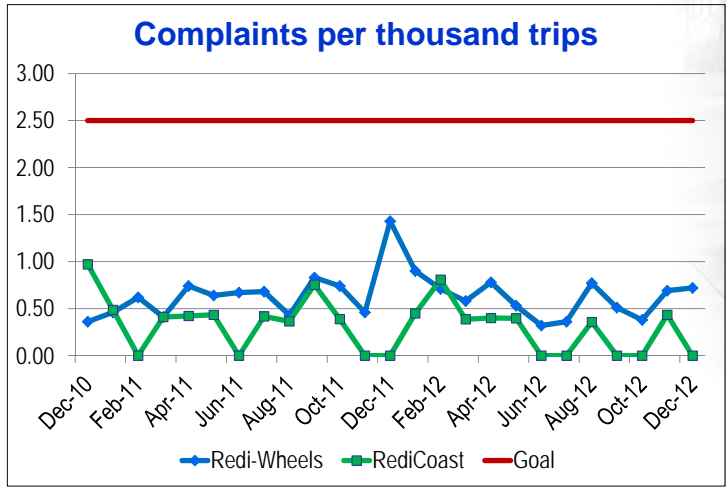
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# Productivity



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# Service Complaints

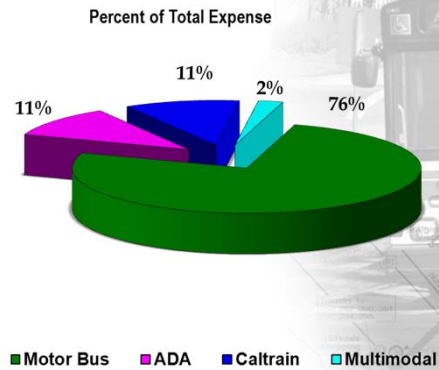


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# Operating Expenses (in millions)



<b>Motor Bus</b>	<b>99.7</b>
<b>ADA</b>	<b>14.5</b>
<b>Caltrain</b>	<b>14.0</b>
<b>Multimodal</b>	<b>3.0</b>
<b>Total</b>	<b>\$131.2</b>



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## Financial Statistics

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	<u>FY2009</u>	<u>FY2010</u>	<u>FY2011</u>	<u>FY2012</u>
Total Costs	\$13,614,337	\$12,908,024	\$12,677,004	\$13,583,328
Total Trips	332,337	321,071	315,926	304,427
Average Cost	\$41.01	\$40.21	\$40.12	\$44.62
Farebox Ratio	4.5%	5.3%	6.0%	5.8%



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## Paratransit Funding Sources

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Passenger fares	0.8
Transportation Development Act Funds	1.5
State Transit Assistance	0.5
<b>District Sales Tax</b>	<b>6.3</b>
Transportation Authority	2.6
Measure M (Motor Vehicle Reg Fee)	1.5
Operating Grants	1.0
Interest (Paratransit Trust Fund)	<u>0.3</u>
	14.5

Note: No federal operating assistance is provided to support mandated ADA service.

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## Customer needs are vital



- Between July 1 and Dec. 31, 2012, Redi-Wheels provided more than 34,378 connections to San Mateo County medical centers, hospitals and senior centers.
- Redi-Wheels is on track to provide more than 70,000 trips to County services this fiscal year.
- Redi-Wheels customers have a vital need for access to mobility services. Many customers use the care to access critical services such as dialysis and physical therapy.
- Nearly 50% of Redi-Wheels trips are Lifeline, a fare assistance program for low-income riders.

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## Connections to County Services



<u>City</u>	<u>County Service</u>	<u>Drop offs</u>
Burlingame	hospital, dialysis, Senior Focus	6,271
Menlo Park	Rosener House	3,095
San Carlos	San Carlos Adult Day Care	2,203
Daly City	dialysis	1,734
San Mateo	College of San Mateo (adaptive PE)	1,363
San Mateo	San Mateo County Medical Center	1,111
SSF (Kenwood)	dialysis	1,068
San Mateo	medical office	1,088
San Mateo	Mickelson Center Mills (pool therapy)	929
Foster City	Paratransit Eligibility Office	905
Burlingame	Community Gatepath	846

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## Connections to County Services

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<u>City</u>	<u>County Service</u>	<u>Drop offs</u>
SSF (El Camino)	dialysis	747
Redwood City	dialysis	739
San Mateo	dialysis	738
Palo Alto	Palo Alto VA hospital	731
Menlo Park	Menlo Park VA hospital	731
SSF	So San Francisco Magnolia Ctr	711
San Mateo	Park Towers Senior Housing	695
Stonestown	shopping & transfer location	676
Palo Alto	Stanford hospital & transfer	647
Belmont	Lesley Terrace Senior Housing	632
Palo Alto	Caltrain station	591

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## Summary

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- Redi-Wheels & RediCoast provide a critical service to San Mateo County's disabled population
- ADA customers are among the most needy in the county, with nearly half of all trips provided under low-income fare assistance
- SamTrans has worked collaboratively with the senior/disabled community stakeholders to deliver high-quality ADA service
- Paratransit service is an expensive, unfunded federal mandate

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## Summary

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- SamTrans continues to operate with a significant structural deficit
- SamTrans sales tax and state funds that could be used to support fixed-route services must be used to cover this unfunded mandate
- SamTrans entire family of services is at risk if additional revenue sources are not identified to reduce/eliminate this unfunded mandate