

**samTrans**

# SamTrans Paratransit Service

San Mateo

Board of Directors  
January 8, 2014

## ADA Paratransit Service

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- Paratransit Customers
- Certification
- Operating Statistics
- Program Costs
- Funding Sources
- Cost Containment: Strategies & Challenges
- Redi-Wheels Contract
- Summary



2

## Paratransit Customers

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- Approximately 7,300 registered customers
- 15% qualify for Lifeline Fare
- Nearly 50% of the trips are Lifeline Fare customers
- 22% of registered riders use a wheelchair or scooter
- Approximately 46% of trips are for riders with a wheelchair or scooter
- More than 1,000 average weekday trips
- Approximately 2,500 dialysis trips per month

3

## Certifications

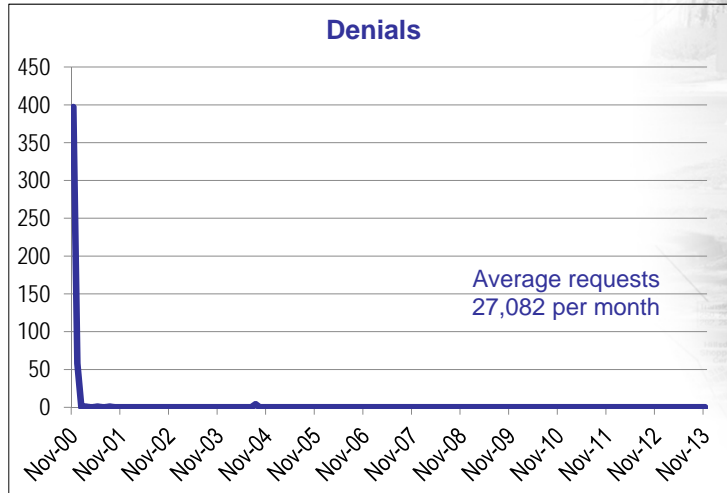
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- Full eligibility: 68% of applicants
- Temporary: 13%
- Conditional/Trip-by-trip: 17%
- Urgent needs: for life-essential treatment, such as dialysis, chemotherapy or radiation
- Approximately 2% denied eligibility

*"I would like to thank the drivers who transported my mother back and forth to Coastside Adult Day Health Center over the past year. We could not have asked for a more friendly or courteous driver. He greeted her each morning at the door with a smile and a kind word. At the end of each day, he waited to be sure she got in the door. A million thank yous. You are appreciated."*

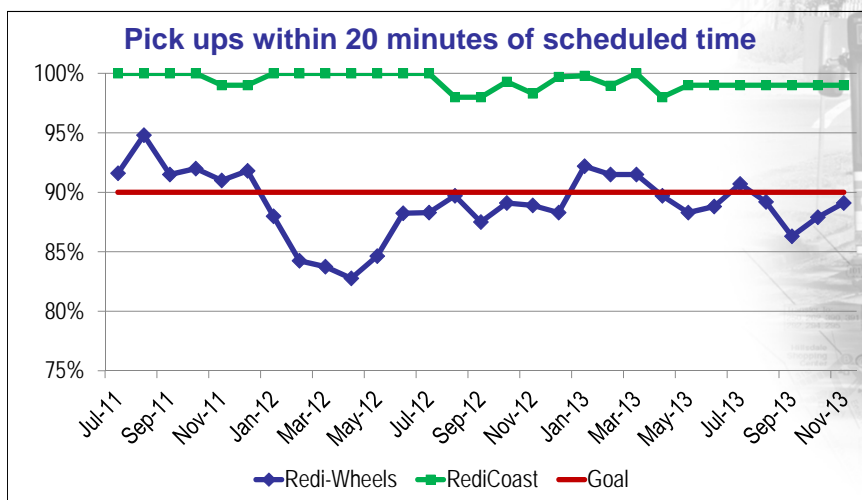
4

# Redi-Wheels Trip Denials



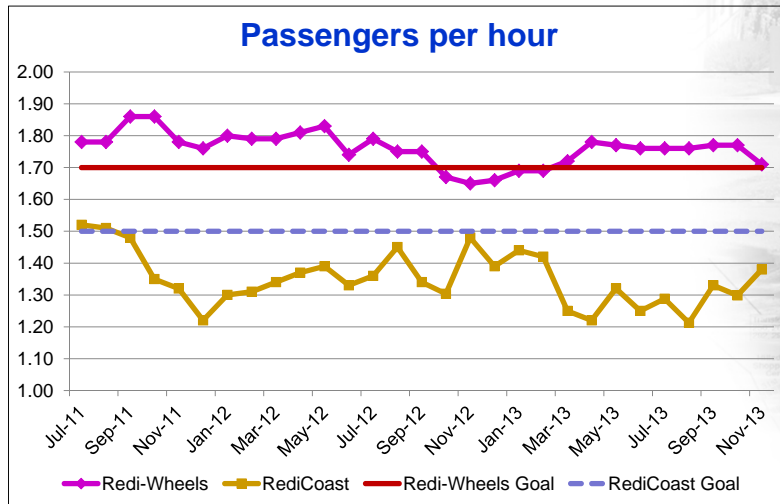
5

# On-time Performance



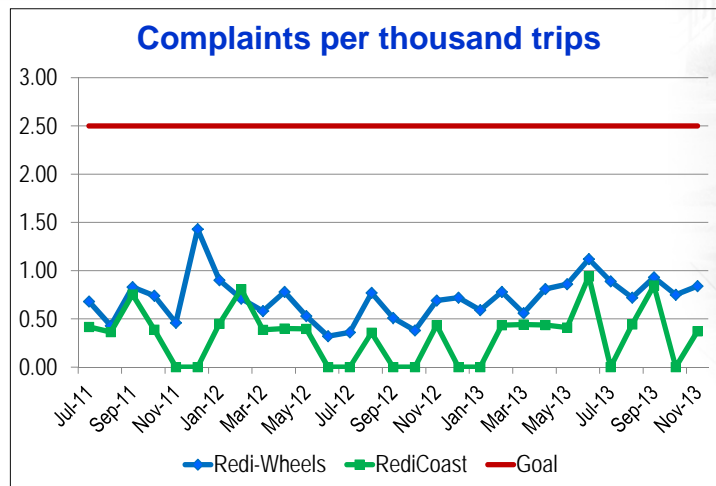
6

# Productivity



7

# Service Complaints



8

## Program Costs



	<u>FY2009</u>	<u>FY2010</u>	<u>FY2011</u>	<u>FY2012</u>	<u>FY2013</u>
Total Costs (\$000)	\$13,614	\$12,908	\$12,677	\$13,583	\$13,767
Total Trips	332,337	321,071	315,926	304,427	306,586
Average Cost	\$41.01	\$40.21	\$40.12	\$44.62	\$44.90
Farebox Ratio	4.5%	5.3%	6.0%	5.8%	6.0%

YTD Trips	Nov. 2012	129,674
	Nov. 2013	132,960
	Increase	3,286
	Percent	2.5%

Dialysis trips, roughly 2,500 per month, up from approximately 2,200 one year ago.

Wheelchair/scooter trips, more than 40,000/year, more than double since FY2005.

*"Victor had 4 passengers this morning, all with equipment. Two wheelchairs, two walkers. We all laughed together the whole trip. Victor is great for us. He makes his passenger so happy. Victor is an absolute asset for Redi-Wheels. Please give him our appreciation!"*

9

## Paratransit Funding Sources



### FY2014 Budget:

Passenger fares	\$0.8 million
Transportation Development Act Funds	1.8 million
State Transit Assistance	0.6 million
District Sales Tax	6.1 million
Transportation Authority	2.7 million
Measure M (Motor Vehicle Reg. Fee)	1.4 million
Operating Grants	1.0 million
Interest (Paratransit Trust Fund)	<u>0.4 million</u>
	<b>\$14.8 million</b>

Note: No federal operating assistance is provided to support federally mandated ADA service. FY2013 average cost per trip approximately \$44.90

10

## Cost Containment: Strategies

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- Paratransit customers ride fixed-route free at all times
- One-on-one travel training, 49 during last year
- CHP and AARP Outreach events
- Terra Nova Student Outreach
- Enhanced in-person eligibility assessments
- Matching vehicle inventory to ridership demand
- Controlling no-shows, late cancels and fare evasion
- Senior Mobility



11

## Cost Containment : Challenges

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- Aging population
- $\frac{3}{4}$ -mile rule
- Increasing ridership
- Increasing dialysis trips
- Service quality vs. experimental cost reduction models
- Zero denials - federal mandate
- Economic recovery
  - Labor shortage
  - Compensation package
  - Drives ridership

12

## Redi-Wheels Contract

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- **Contract expires December 2014** (5-year base, 5 option years)
- **RFP – advertise Spring 2014**
- **Final ranking Summer 2014**
- **Board Action tentatively October 2014**
- **Notice to proceed tentatively October 2014**
- **Start date January 2015**

**FY2014 Budget is \$8.9 million**

13

## Summary

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- **An essential service for San Mateo County**
- **Ridership is increasing**
- **Service quality is high**
  - Low complaint rate
  - Recovering OTP rate
  - *"A million thank yous"*
- **There are ongoing cost containment strategies**
- **There are continuing cost containment challenges**
- **SamTrans continues to work with the senior/disabled community to deliver high-quality ADA service**
- **Paratransit service is a federal unfunded mandate**
- **New Redi-Wheels service contract**

14