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# Mobility Management: Paratransit Service

Community Relations  
Committee Meeting  
December 3, 2014  
Agenda Item #8

## ADA Paratransit Service



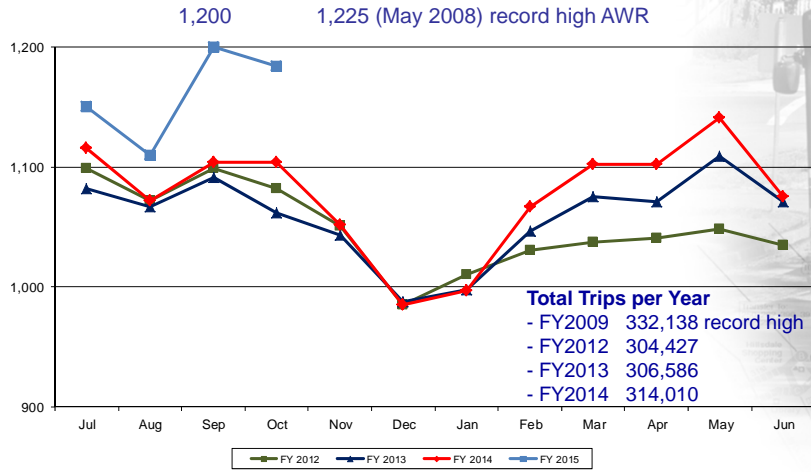
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- Operating Statistics
- Program Costs
- Funding Sources
- Fixed-route Accessibility
- Transition to First Transit
- New Paratransit Vehicles
- Summary

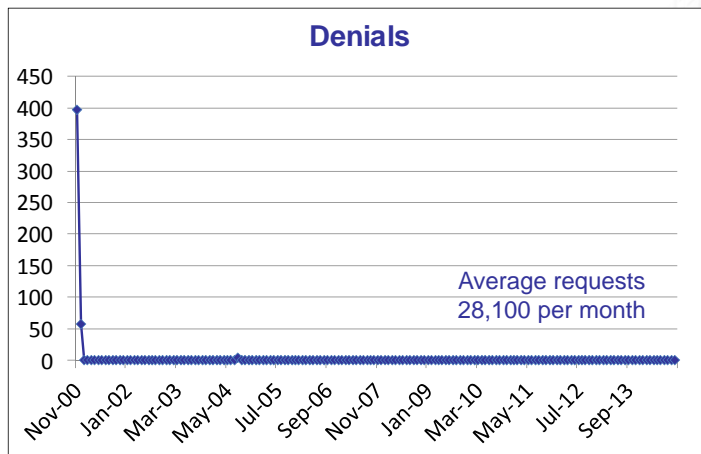


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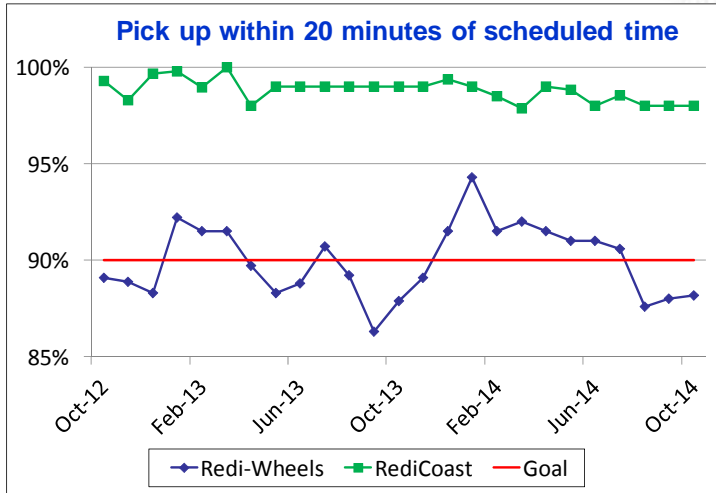
# Paratransit - AWR



# Redi-Wheels Trip Denials

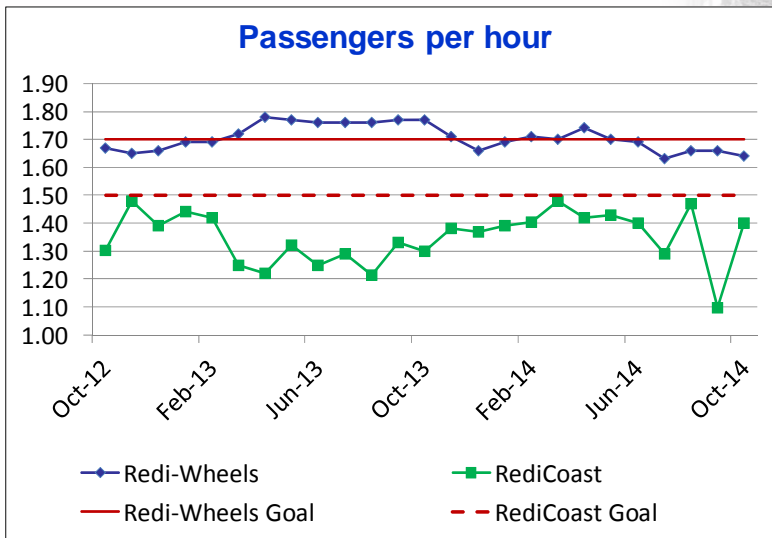


# On-time Performance



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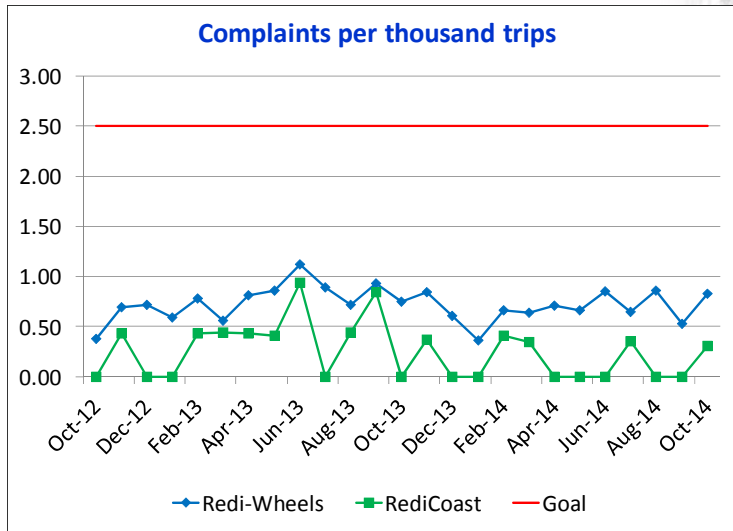
# Productivity



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## Service Complaints

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## Program Costs

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	<u>FY2009</u>	<u>FY2012</u>	<u>FY2013</u>	<u>FY2014</u>
<b>Total Costs (\$000)</b>	<b>\$13,614</b>	<b>\$13,583</b>	<b>\$13,767</b>	<b>\$13,757</b>
<b>Total Trips</b>	<b>332,138</b>	<b>304,427</b>	<b>306,586</b>	<b>314,010</b>
<b>Average Cost</b>	<b>\$40.99</b>	<b>\$44.62</b>	<b>\$44.90</b>	<b>\$43.81</b>
<b>Farebox Ratio</b>	<b>4.5%</b>	<b>5.8%</b>	<b>6.0%</b>	<b>6.1%</b>

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## Paratransit Funding Sources



	<u>FY2015 Budget</u>
Passenger fares	\$0.8 million
Transportation Development Act Funds	1.7
State Transit Assistance	0.5
District Sales Tax	2.4
Transportation Authority	2.9
Measure M (Motor Vehicle Reg. Fee)	1.4
Operating Grants	0.4
Interest (Paratransit Trust Fund)	0.3
San Mateo County Measure A	<u>5.0</u>
	<b>\$15.4 million</b>

No federal operating assistance is provided for federally mandated ADA service.

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## Fixed-route Accessibility



- Wheelchair lifts on buses >10 years before ADA, Resolution 1979-45, June 27, 1979
- Free fixed-route service for Redi-Wheels and RediCoast customers
- \$1,018,540 FY2015 budget, funded by District sales tax to maintain accessibility features



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## Transition to First Transit

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- Continuity with ATU bargaining unit
- Onboarding of MV Staff Nov. 20 thru 22
  - Retaining all key personnel
  - 95+% of all staff retained
- Engaging with Adult Day programs, PCC & ERC
- First Transit providing 13 new sedans & minivans
- De-mobilizing MV Transportation
- New contract effective Jan. 1, 2015
  - 5-year base, 5 option years
  - \$42,854,464 for 5-year base

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## New Paratransit Vehicles

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21 new Cutaway Buses  
Total 41 Cutaways

14 new Minivans  
Total 24 Minivans

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## Summary

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- **Customer satisfaction is good**
  - Very low complaint rate
  - OTP rate is near 90% goal
- **SamTrans continues to monitor/control costs**
- **Paratransit service is a federally unfunded mandate**
- **Redi-Wheels transition is progressing well**
- **35 new paratransit vehicles**
- **Recent ridership increase will require analysis during FY2016 budget preparation**

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