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SamTrans Paratransit Service

San Mateo

Board of Directors
July 2, 2014

ADA Paratransit Service

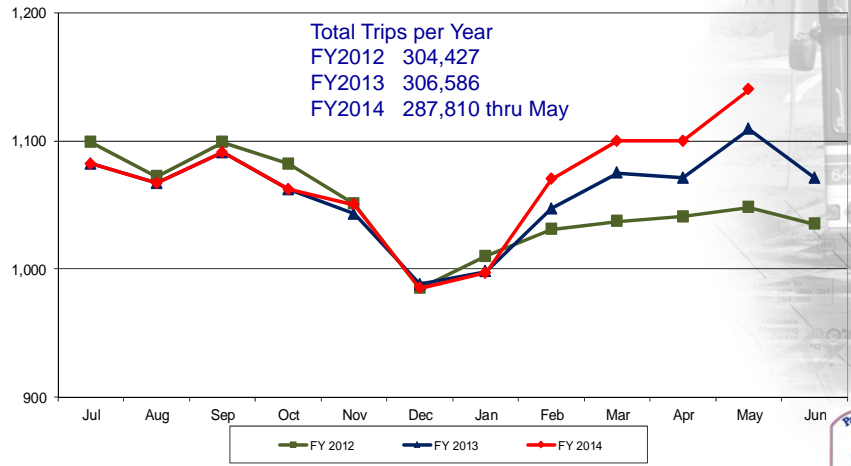
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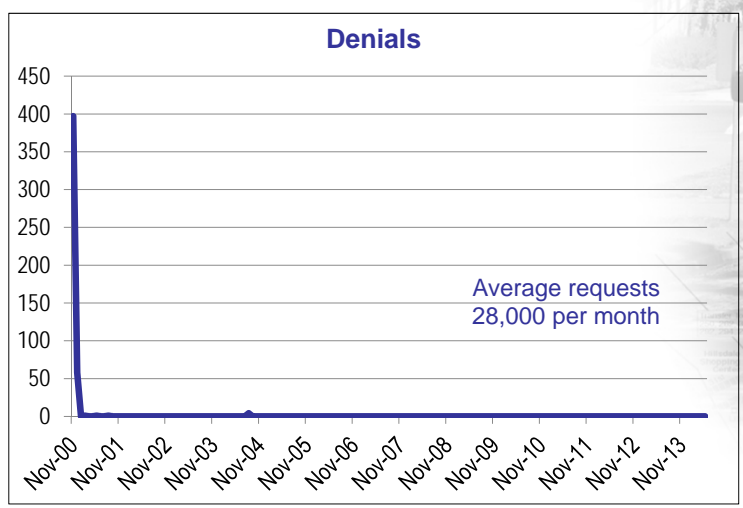
- Operating Statistics
- Program Costs
- Funding Sources
- Vehicle Inventory
- Senior Mobility
- Redi-Wheels Contract
- Summary



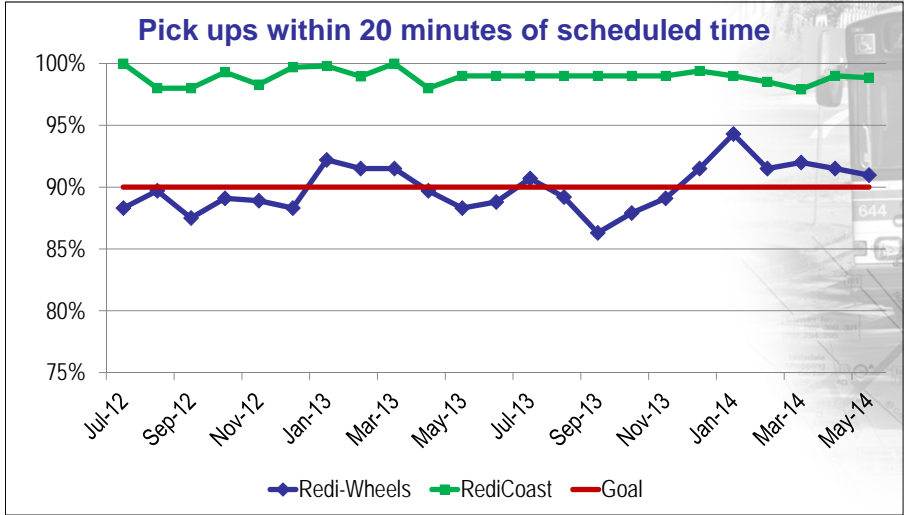
Paratransit - AWR



Redi-Wheels Trip Denials

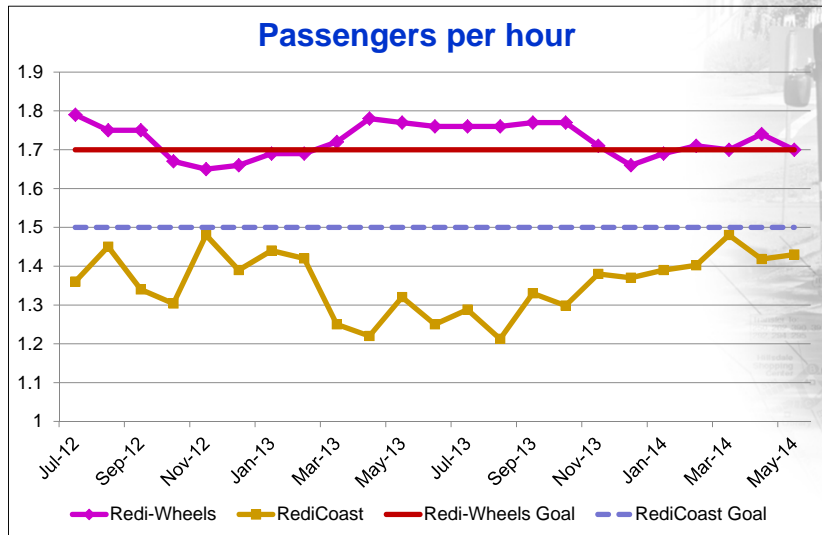


On-time Performance



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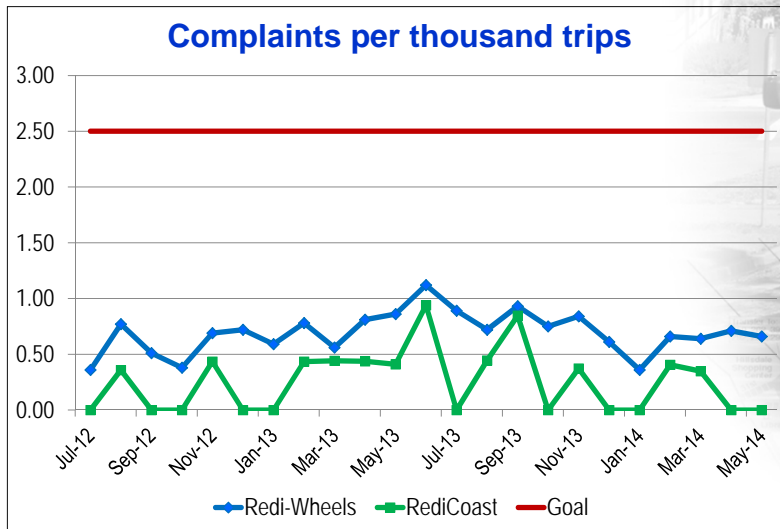
Productivity



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Service Complaints

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Program Costs

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| | <u>FY2009</u> | <u>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% |
| FY2014 YTD: | | | | | |
| May 2013 | | 281,620 trips | | | |
| May 2014 | | 287,810 trips | | | |
| Increase | | 6,190 | | | |
| Percent Incr. | | 2.2% | | | |
| Average Cost | | \$44.45 | | | |
| Farebox Ratio | | 5.8% | | | |

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

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Paratransit Funding Sources

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FY2015 Budget:

| | |
|--------------------------------------|-----------------------|
| 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> |
| | \$15.4 million |

No federal operating assistance is provided for federally mandated ADA service. 9

Vehicle Inventory

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Current Inventory:

| | |
|-----------------|------------|
| • Cutaway buses | 53 |
| • Minivans | 24 |
| • Sedans | 15 |
| • Taxis | <u>10</u> |
| Total | 102 |

New Vehicles in FY 2015:

| | |
|------------|----|
| • Cutaways | 21 |
| • Minivans | 14 |

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Senior Mobility

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- **Mobility Ambassador Program – travel training for seniors, volunteer**
 - FLX San Carlos Service presentation at the San Carlos Adult Activity Center
 - Senior housing communities
- **“Age Well Drive Smart” partnership with the CHP throughout the county**
 - Mobility ambassador travel training for seniors
 - Fixed-route accessibility information
- **New programs:**
 - Outreach to Coastside seniors
 - “Veterans’ Mobility Corps” - Vet-to-Vet volunteer training

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Redi-Wheels Contract

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

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Summary

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- **Ridership is increasing**
- **Service quality is high**
 - Very low complaint rate
 - OTP rate above 90% goal for 6 consecutive months
- **SamTrans continues to monitor costs and provide high-quality ADA service**
- **Paratransit service is a federal unfunded mandate**
- **Senior Mobility is moving to Operations**
- **New Redi-Wheels service contract**

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