

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.

# Mobility Management: Paratransit Service

Community Relations Committee  
October 7, 2015  
Agenda Item 6

## ADA Paratransit Service

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.

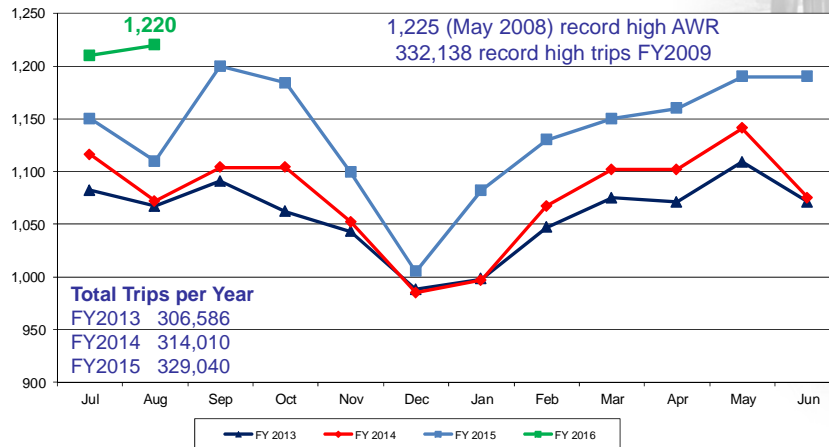
- Operating Statistics
- Program Costs
- Paratransit Fares
- Funding Sources
- Paratransit Contracts
- Senior & Veterans Mobility Programs
- Summary



# Paratransit – AWR



Redi-Wheels & RediCoast registrants: 7,900



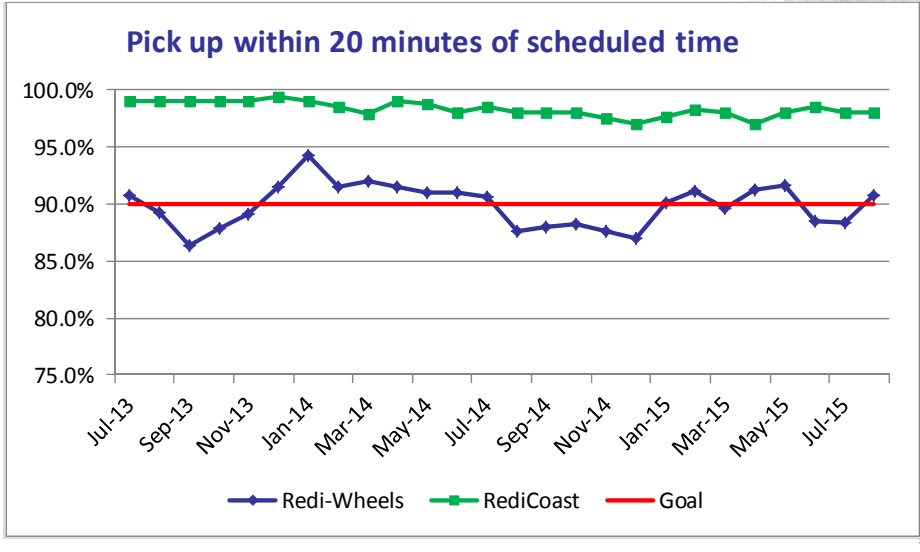
# Redi-Wheels Trip Denials



<u>Date</u>	<u>Trip Requests</u>	<u>Trip Denials</u>
Nov. 2000	23,198	397
Dec. 2000	22,207	58
Feb. 2001	21,505	1
May 2001	25,080	1
Aug. 2001	25,878	1
Aug. 2004	28,963	4

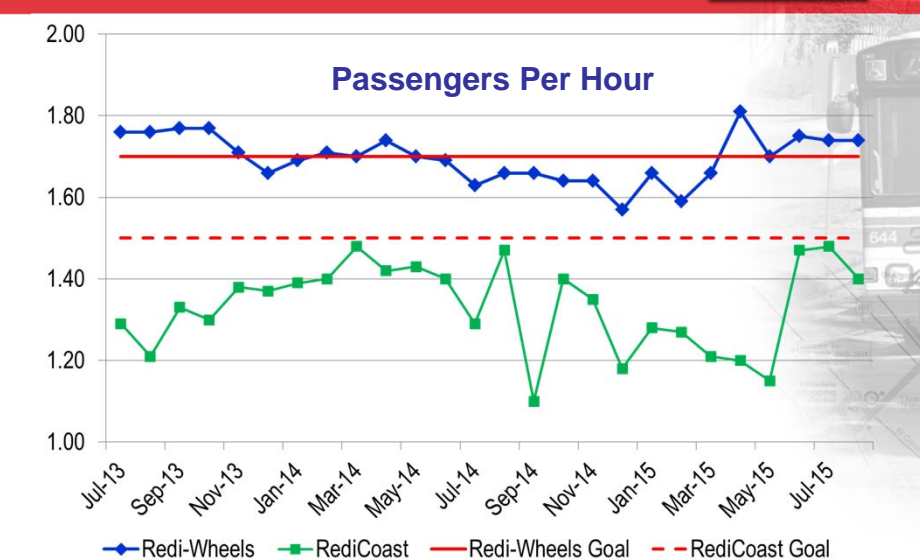
**0 denials**  
 3.8 M requests  
 Sep. 2004 – Aug. 2015

# On-time Performance



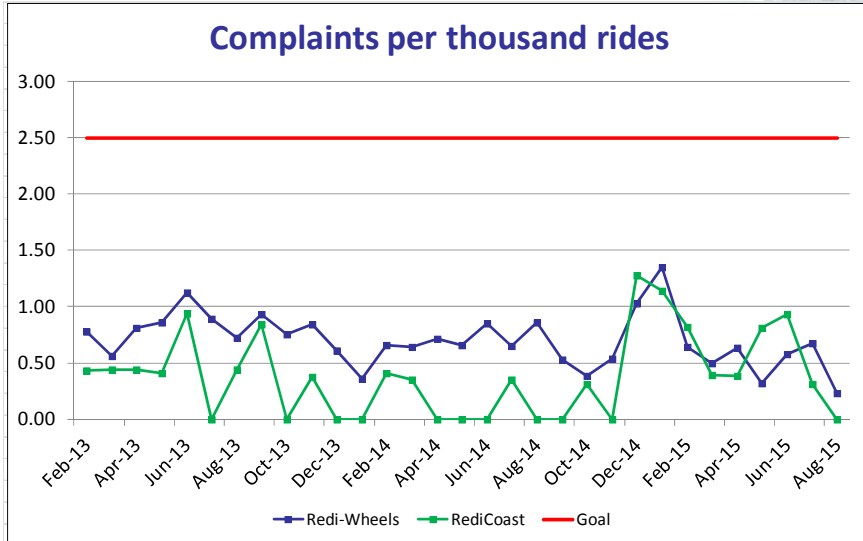
5

# Productivity



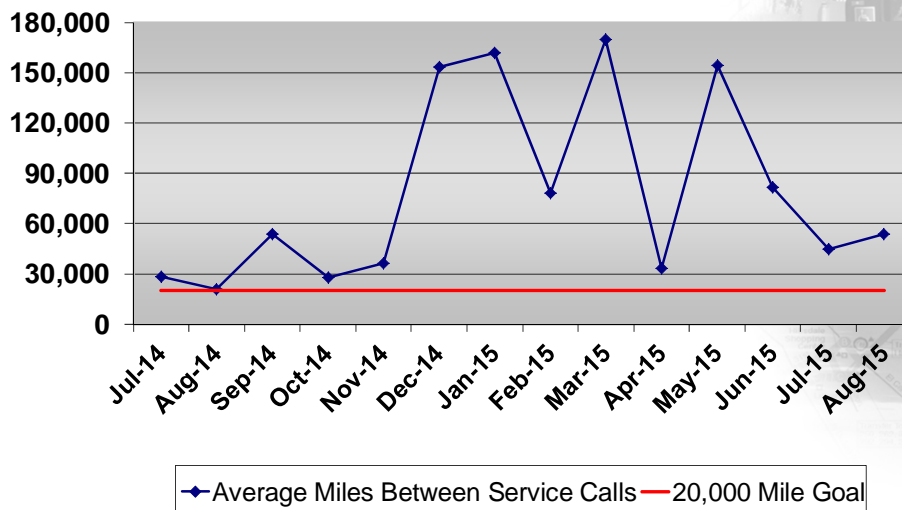
6

# Service Complaints



7

# Fleet Reliability



8

## Program Costs



	<u>FY2009</u>	<u>FY2013</u>	<u>FY2014</u>	<u>FY2015</u>
Total Costs (\$000)	\$13,614	\$13,767	\$13,757	\$14,023
Total Trips	332,138	306,586	314,010	329,040
Average Cost	\$40.99	\$44.90	\$43.81	\$42.62

### FY2016 Operating Budget:

Total Costs (\$000)	\$16,726
Total Trips	331,200
Average Cost	\$50.50

Average annual cost increase is 3.3% from FY 2009 through FY 2016

9

## Paratransit Fares



	<u>Current Fare</u>	<u>Proposed Jan. 2016</u>
Paratransit	\$3.75	\$4.25
Lifeline	\$1.75	\$2.00
		<u>Proposed Jul. 2016</u>
Agency	\$4.50	\$5.00
Agency Lifeline	\$2.25	\$2.75

10

## Paratransit Funding Sources



	<u>FY2015</u>	<u>FY2016</u>
Passenger fares	\$0.8	\$0.8M
Transportation Development Act	1.7	1.8
State Transit Assistance	0.5	0.5
District Sales Tax	2.4	3.9
Transportation Authority	2.9	3.1
Measure M (Motor Vehicle Reg. Fee)	1.4	1.4
Operating Grants	0.4	0.0
Interest (Paratransit Trust Fund)	0.3	0.3
San Mateo County Measure A	<u>5.0</u>	<u>5.0</u>
	\$15.4	\$16.8 M

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

11

## Paratransit Contracts



- **Redi-Wheels Paratransit, First Transit, Inc.:**
  - Effective January 1, 2015
  - 5 year base
  - 5 year option
- **Coastside Service, MV Transportation, Inc.:**
  - Effective November 1, 2012
  - 5 year base
  - 5 year option
- **Eligibility contract, CARE Evaluators:**
  - Effective August 1, 2015
  - 5 year base

12

## Senior & Veterans Mobility Programs

samTrans

- **Mobility Ambassador Program**
  - Volunteers work one-on-one with seniors to show them how to use SamTrans bus service
  - 59 people trained during last year
- **“Age Well Drive Smart” partnership with the CHP throughout the county**
  - Senior travel training, transit as alternative to driving
  - Fixed-route accessibility information
  - 12 sessions during the year
- **Veterans Mobility Corps**
  - Vet-to-vet volunteer training

13

## Summary

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- **Ridership increase surpasses forecast**
- **Customer satisfaction**
  - Very low complaint rate
  - Service quality metrics are good
- **Tracking costs and service demand**
- **Limited state and federal assistance requires multiple local funding sources to balance annual ADA expenses**
- **Fare increase under public review process**
- **Senior Mobility & Veterans Programs serving special needs**

14