

The logo for samTrans, featuring the text "samTrans" in a bold, sans-serif font. The "a" and "m" are lowercase, while "T" and "r" 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  
March 2, 2016  
Agenda Item 5

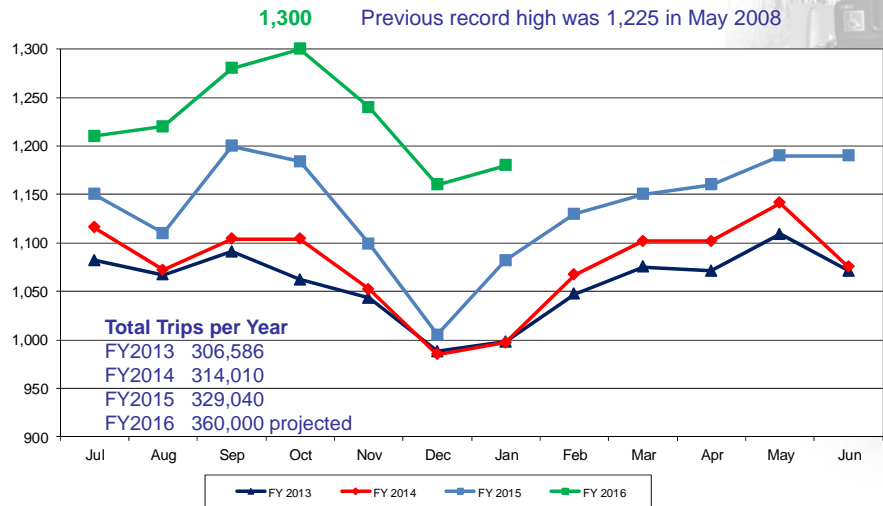
## ADA Paratransit Service

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- Operating Statistics
- Ridership Demographics
- Paratransit Service - 1988
- Paratransit Service - 2016
- FY 2016 Revenue Sources
- Summary



# Paratransit – AWR

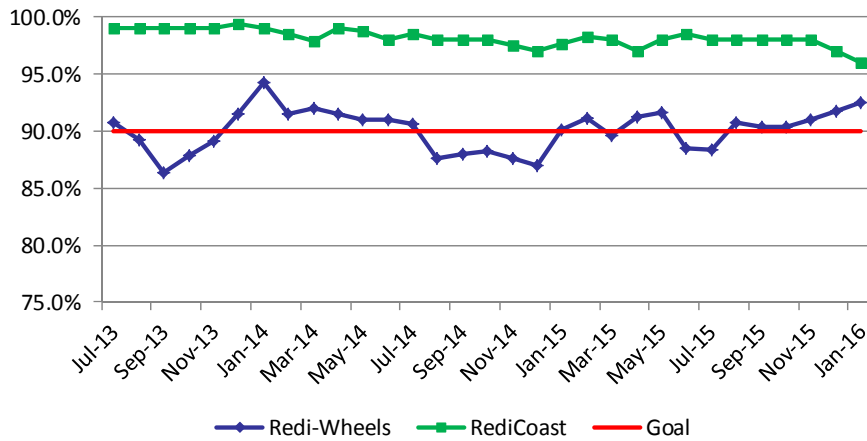


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# On-time Performance

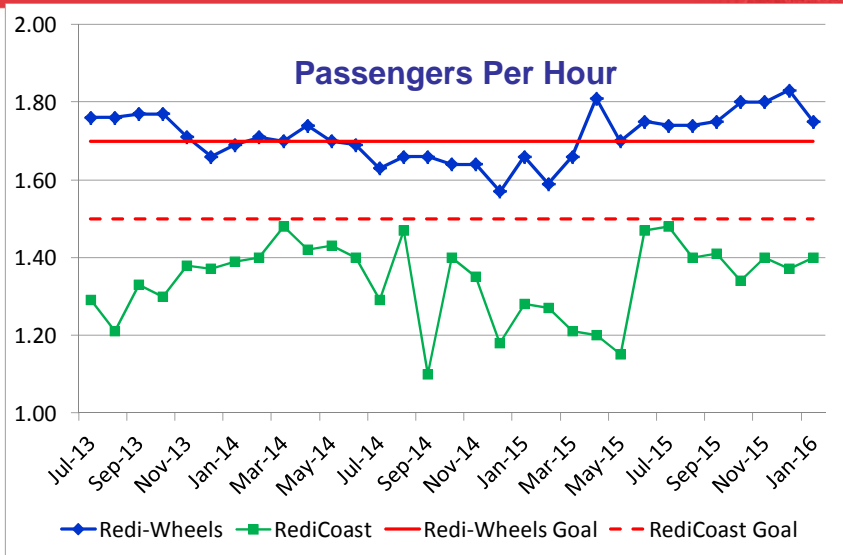


## Pick up within 20 minutes of scheduled time



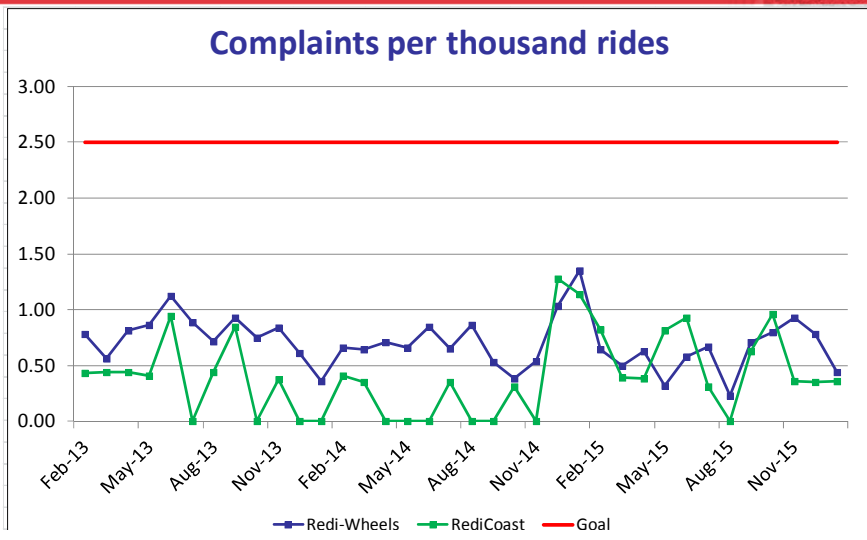
4

# Productivity



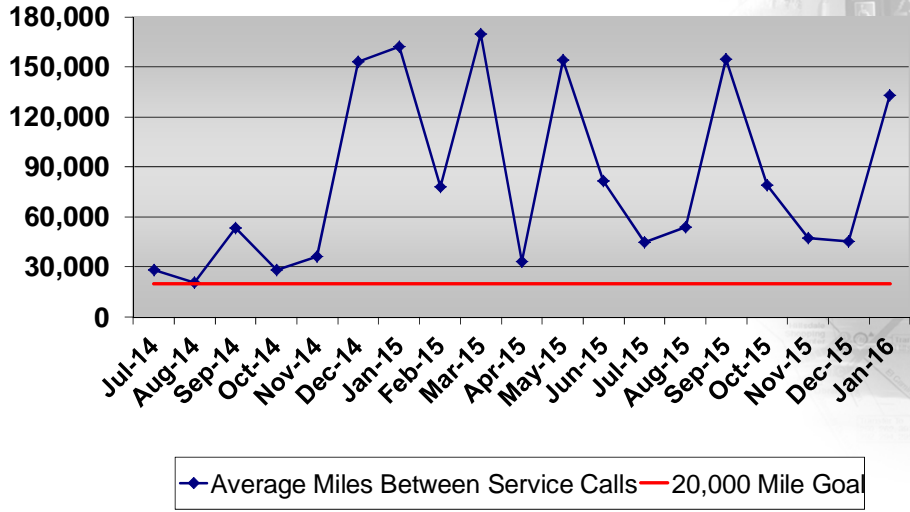
5

# Service Complaints



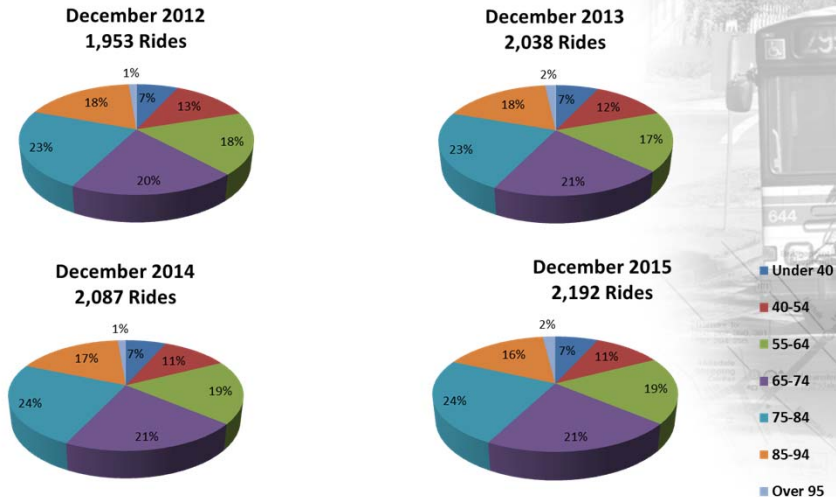
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# Fleet Reliability



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# Ridership Demographics



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## Paratransit Service - 1988

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### FY 1988 Budget - Paratransit Service

- 74,000 trips
- \$865,000 expense
- \$45,000 farebox revenue
- \$280,000 sales tax supplement
- \$540,000 grants

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## Paratransit Service - 2016

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### Paratransit

Farebox Revenue	\$815,000
Expense	\$16.7 million

### Motor Bus

Farebox Revenue	\$18.1 million
Expense	\$112.3 million

Paratransit	335,000 trips
Bus	13.4 million trips

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## FY 2016 Revenue Sources

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	<u>Paratransit</u>
Farebox	\$0.8 million
TDA & STA	\$2.2
Sales Tax	\$3.9
SMCTA	\$3.1
SMC Meas. A	\$5.0
Measure M	\$1.4
Other Rev.	<u>\$0.3</u>
Total	\$16.7 million

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## Summary

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- **Ridership increase surpasses forecast**
- **Customer satisfaction**
  - Satisfaction very high, complaint rate is very low
  - Service quality is excellent (OTP, vehicle reliability)
- **Monitor costs and service demand**
- **Limited state and federal assistance requires multiple local funding sources to balance annual ADA expenses**

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