



# Mobility Management: Paratransit Service

Community Relations Committee  
August 1, 2018

San Mateo



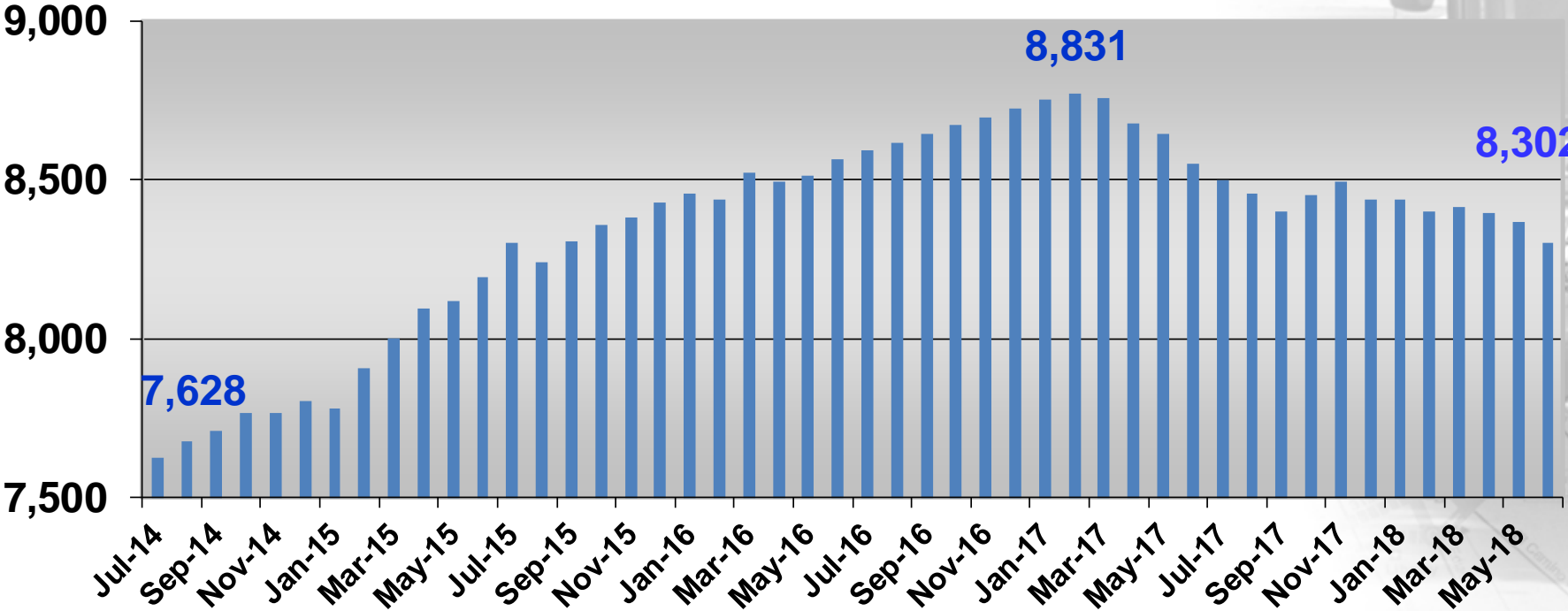
- ADA Act and SamTrans Paratransit
- Registrants
- Paratransit Customers
- Operating Performance Indicators and Service Statistics
- Added Capacity with New Cutaways
- Summary



## Americans with Disabilities Act is a Federal mandate, 1990

- SamTrans provided paratransit services in 1976 well before the ADA Act (1990)
- Comparable paratransit service for those unable to ride fixed-route transit
- Full accessibility on all fixed-route buses (lifts/ramps)
- ADA Paratransit characteristics/requirements:
  - Service must be provided at least 3/4 mile of fixed-route service
  - Service day/time must parallel fixed-route service
  - Shared ride
  - Advance reservation
  - Zero denial for service

# Registrants



# Paratransit Customers

samTrans

**60% are 70 years or older**  
**20% are non-ambulatory**  
**26% have cognitive disabilities**  
**14% have visual disabilities**  
**27% receive fare assistance**

**51% of paratransit customers use the service at least once a week**



# Purpose of Trips

The logo for samTrans, featuring the text "samTrans" in a sans-serif font above a red horizontal bar, which is above a blue horizontal bar.

	<u>2015*</u>	<u>2017*</u>	<u>Trips 2017</u>
Medical related	64%	58%	209,940
Errands (including drug store)	12%	17%	61,530
Recreational & worship	11%	14%	50,670
Work & School	4%	3%	10,860
Other	9%	8%	<u>28,960</u>
<b>Total Trips</b>			<b>361,960</b>

\* Percentages based on SamTrans Paratransit Customer Surveys

# Monthly Ridership



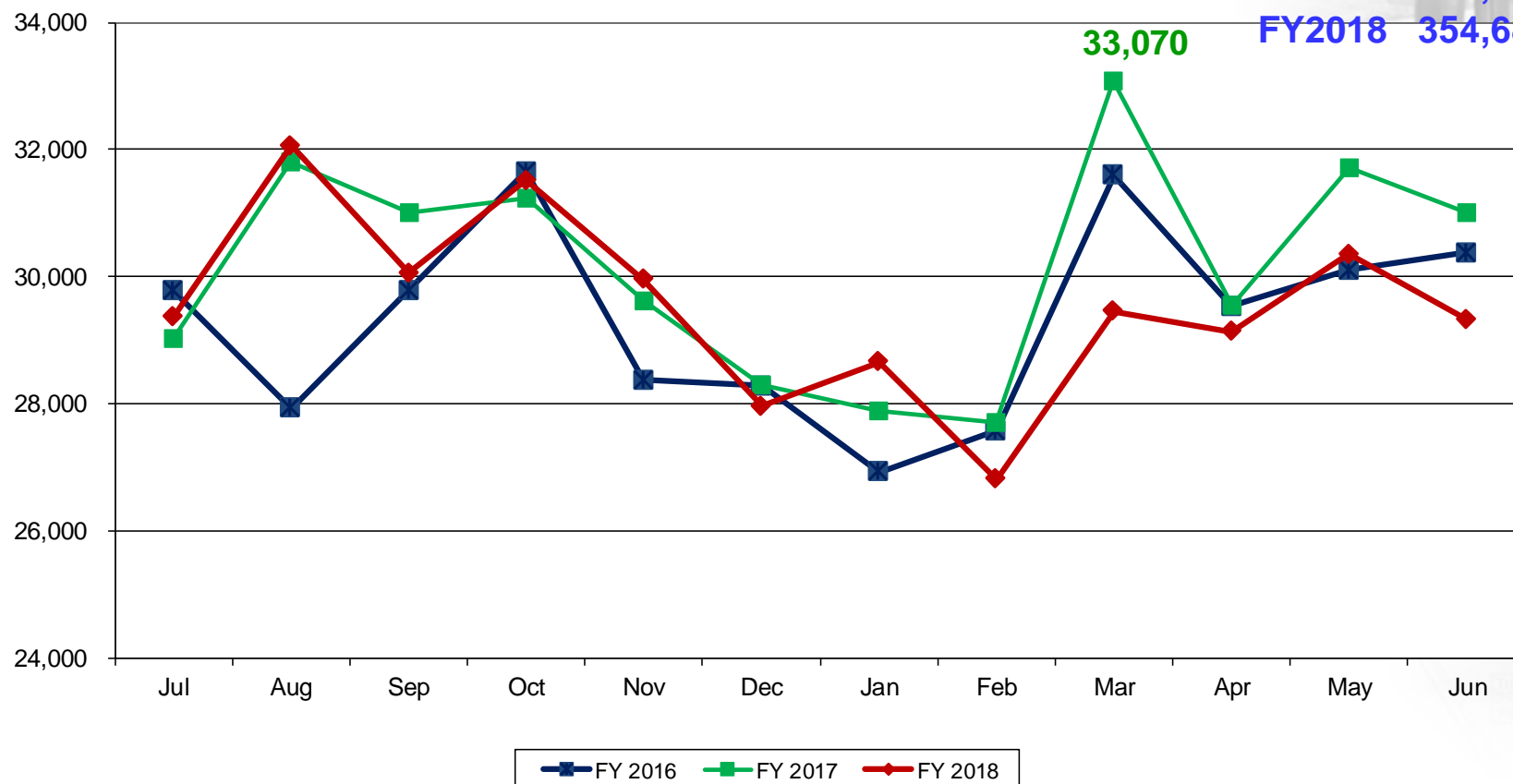
## Total Trips per Year

FY2015 329,040

FY2016 351,910

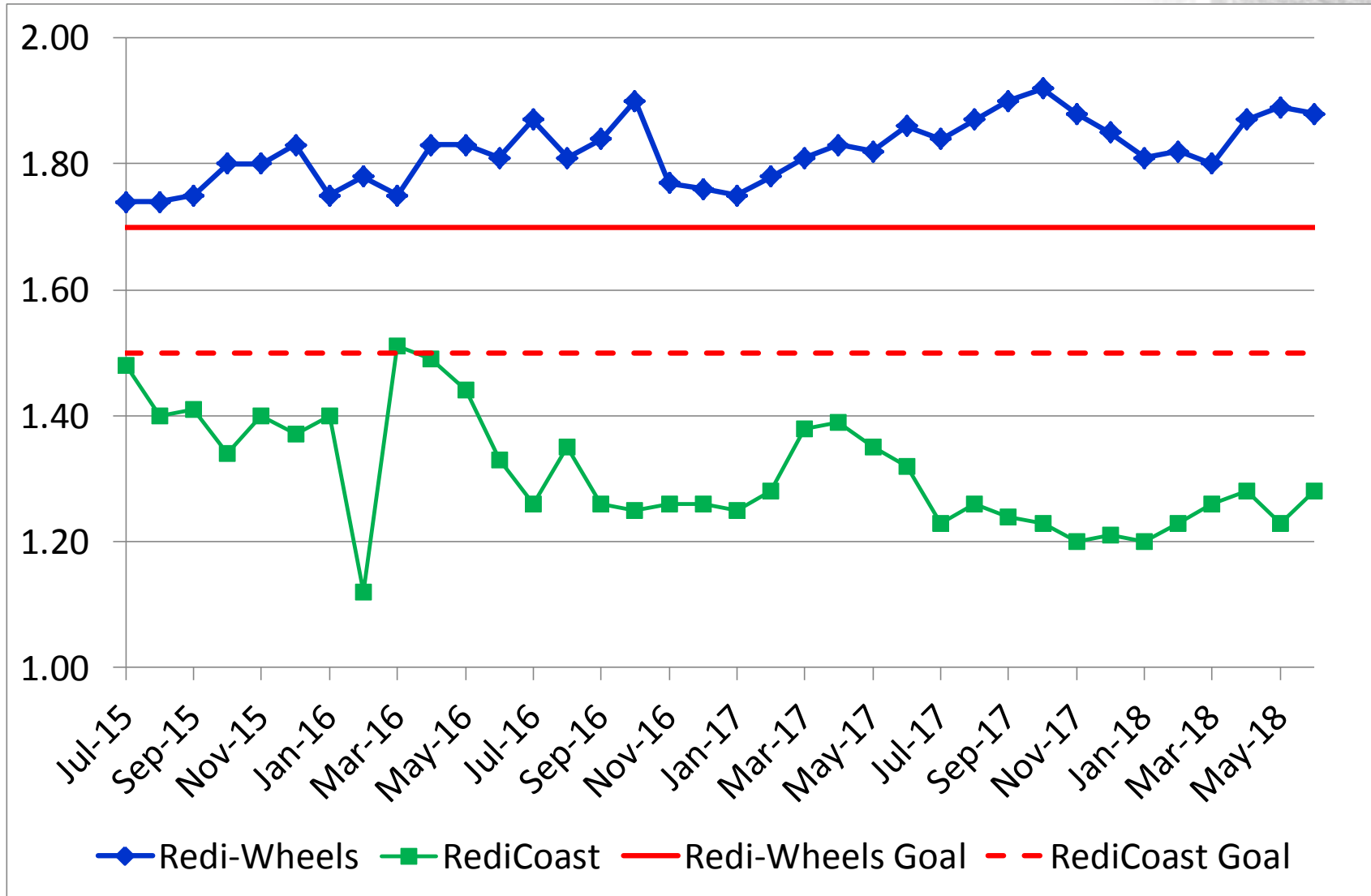
FY2017 361,960

FY2018 354,680



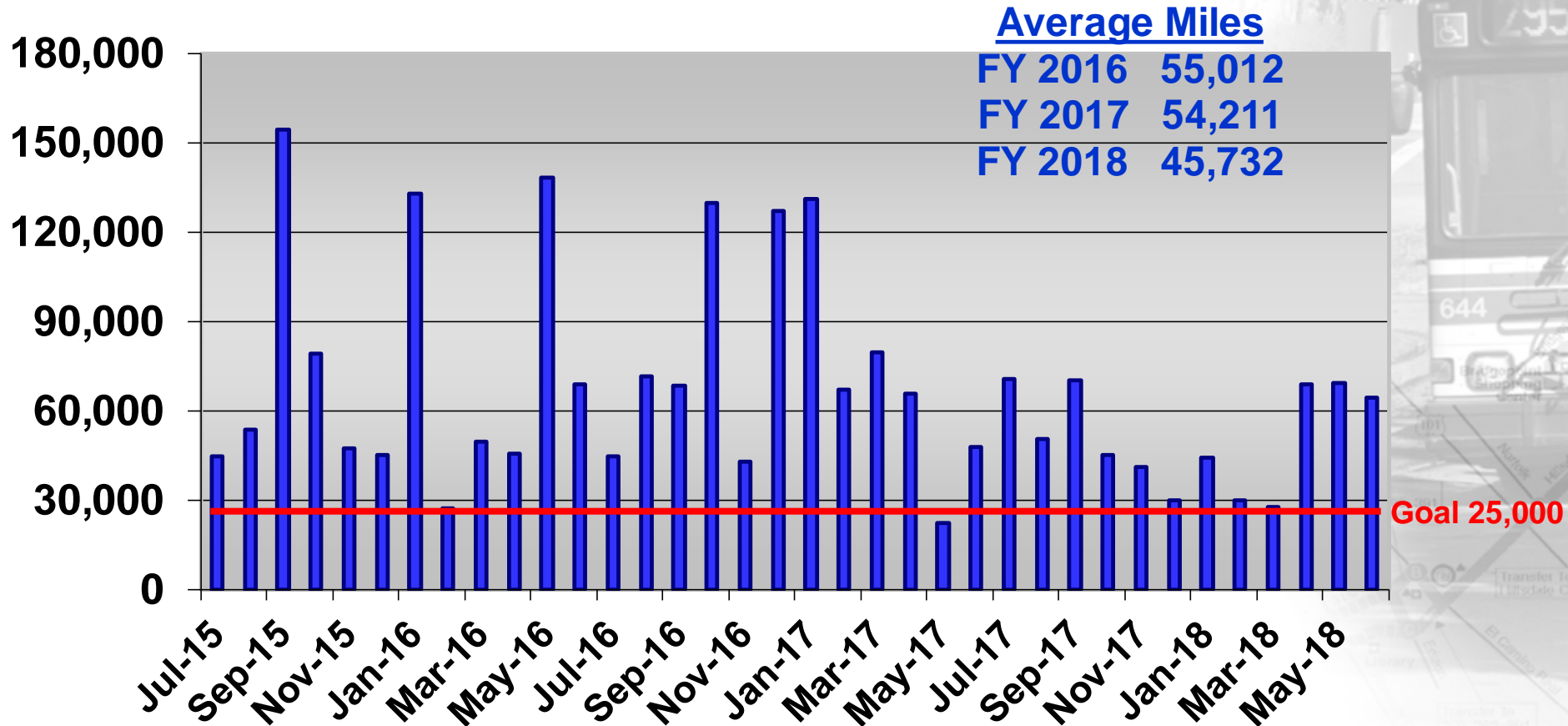


# Passengers Per Hour



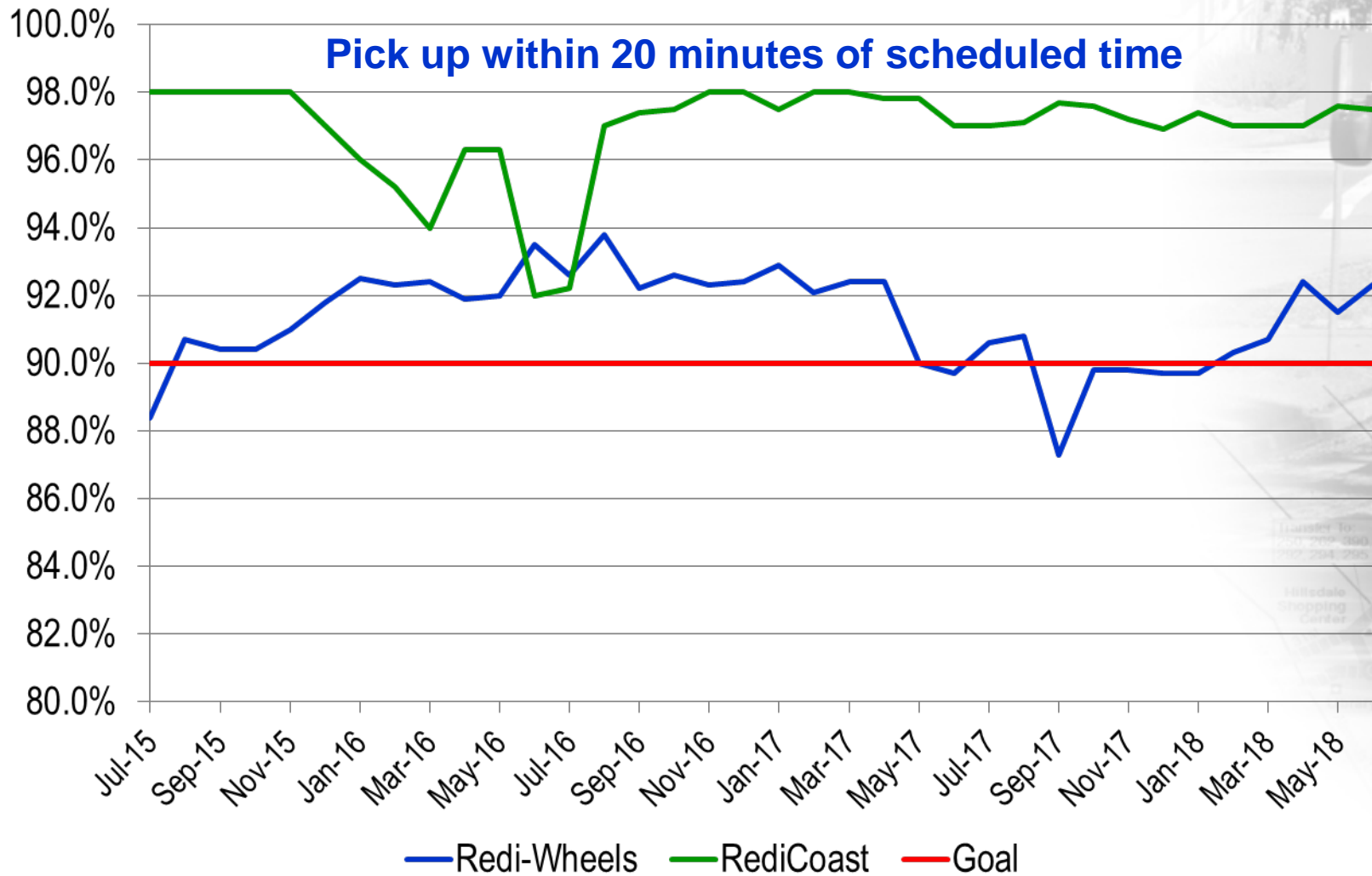


# Fleet Reliability



■ Average Miles Between Service Calls

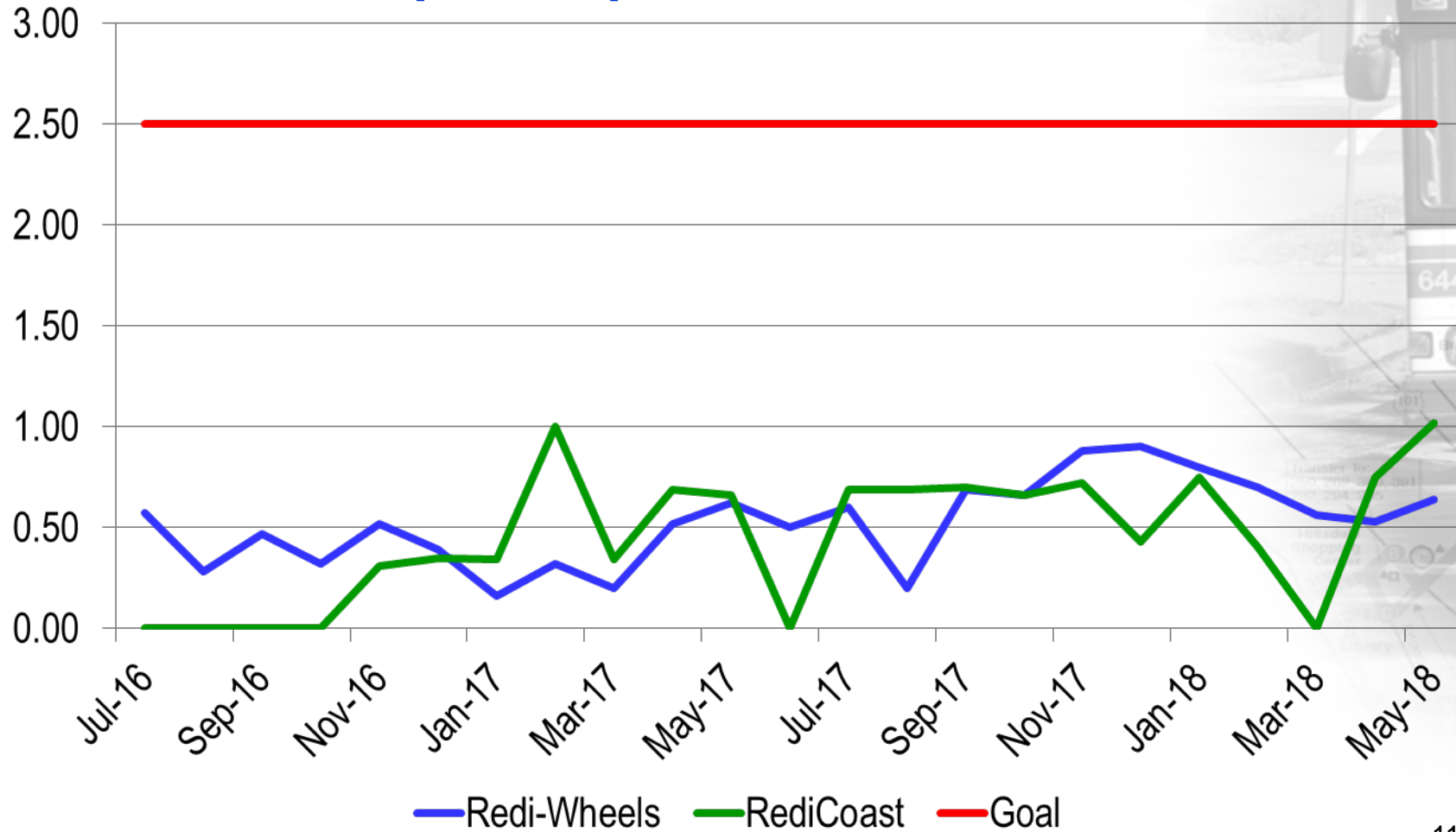
# On-time Performance (OTP)



# Service Complaints



## Complaints per thousand rides



## Three expansion Cutaway vehicles

- Delivered May 3, 2018
- In service mid-June
- Seat capacity 9 passengers
- Wheelchair capacity 3 passengers



- Paratransit service is vital to the community
- Number of registrants has leveled off and ridership is stable
- Service quality is excellent
  - OTP exceeds 90%
  - Vehicle reliability remains high
  - Zero denials
- Customer satisfaction is very high, complaints are low
- Capacity has been slightly increased

