

Mobility Management: Paratransit Service

Community Relations Committee
October 2, 2019

Paratransit Service

- Paratransit history
- ADA Paratransit characteristics
- Registrants
- Ridership
- Operating & service statistics
- Summary



Paratransit History

1976 - SamTrans commenced Paratransit service

1980 - 44,595 trips/year

1990 - 74,841 trips/year

1990 - Americans with Disabilities Act (ADA) signed by President George H. W. Bush (July 26)

2000 - 195,000 trips/year

2000 - Implemented zero denial

2003 - Ridership exceeded 300,000 trips per year (311,000)

2005 – Free fixed route bus rides for all Paratransit customers (any time)

2010 - 321,071 trips/year

2019 - 339,240 trips/year

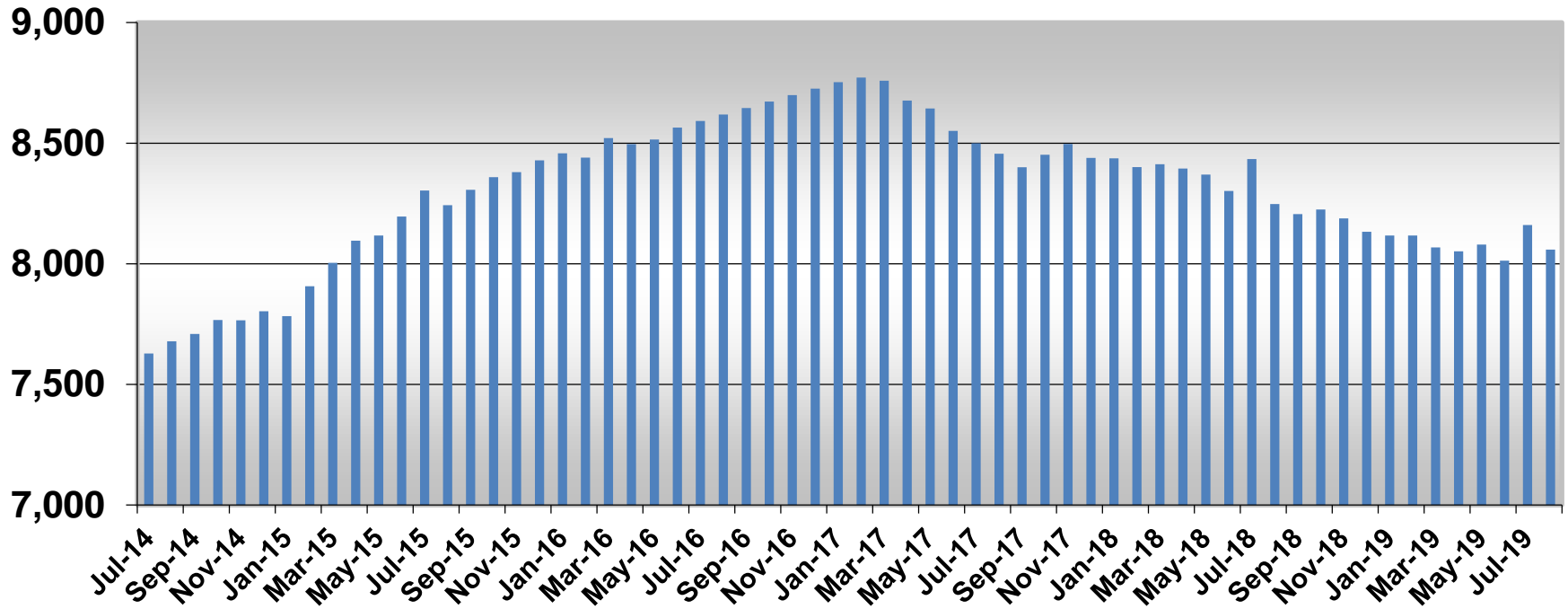
8.5 million trips since 1976

ADA Paratransit Characteristics

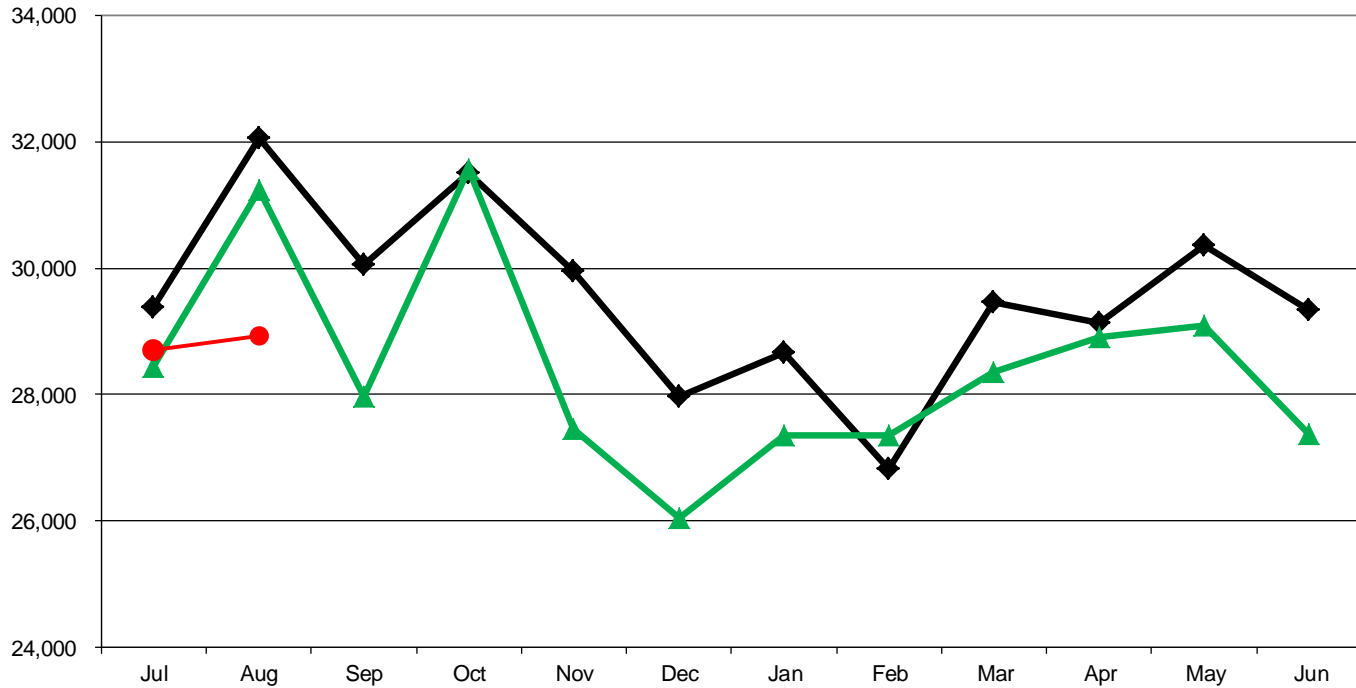
- Service must be provided within at least 3/4 mile of fixed-route service
- Service day/time parallel to fixed-route bus service
- Shared ride
- Advance reservation
- “Zero Denial” service

Registrants

7,628 July 2014
8,831 January 2017
8,059 August 2019



Ridership



Total Trips per Year

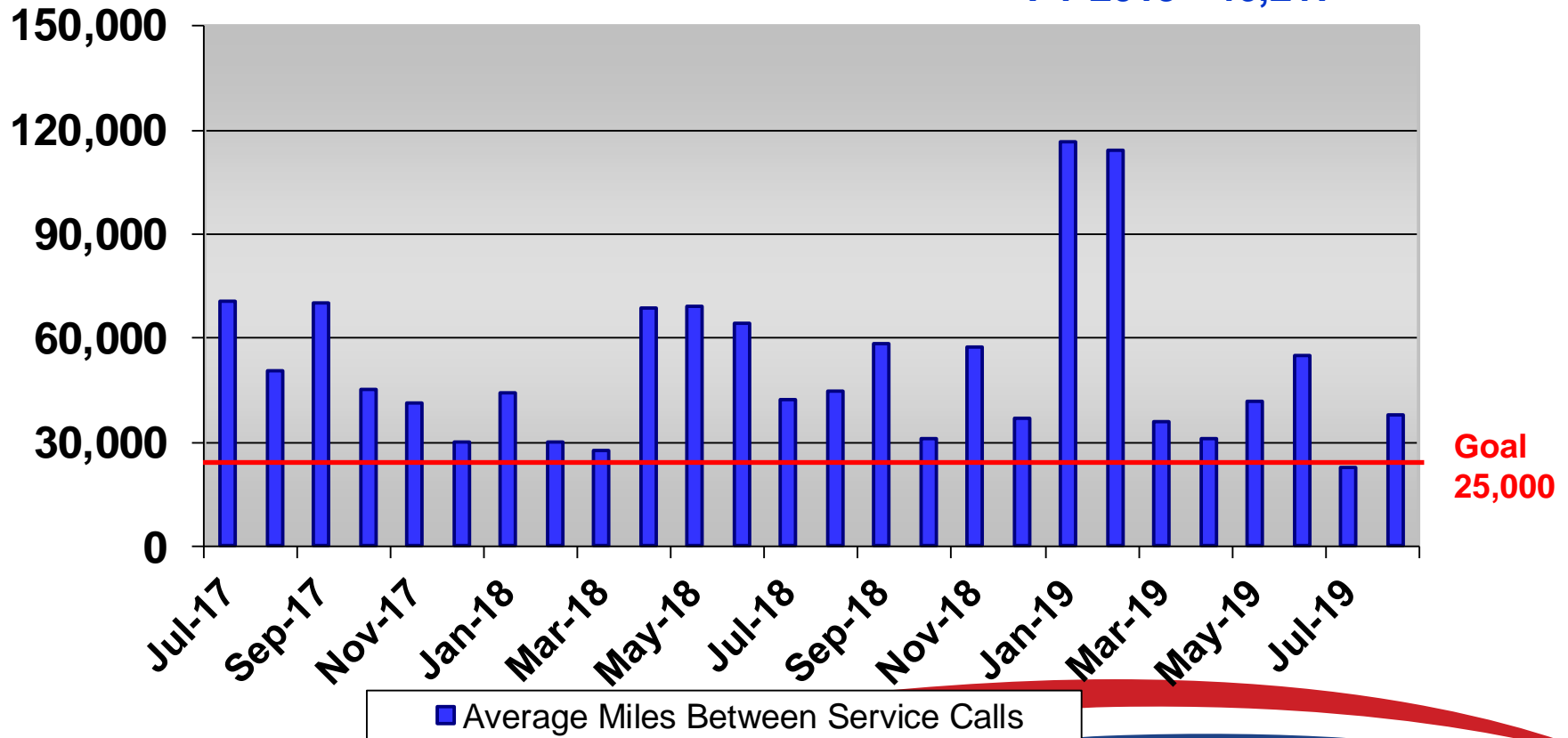
FY2018 354,680

FY2019 339,240

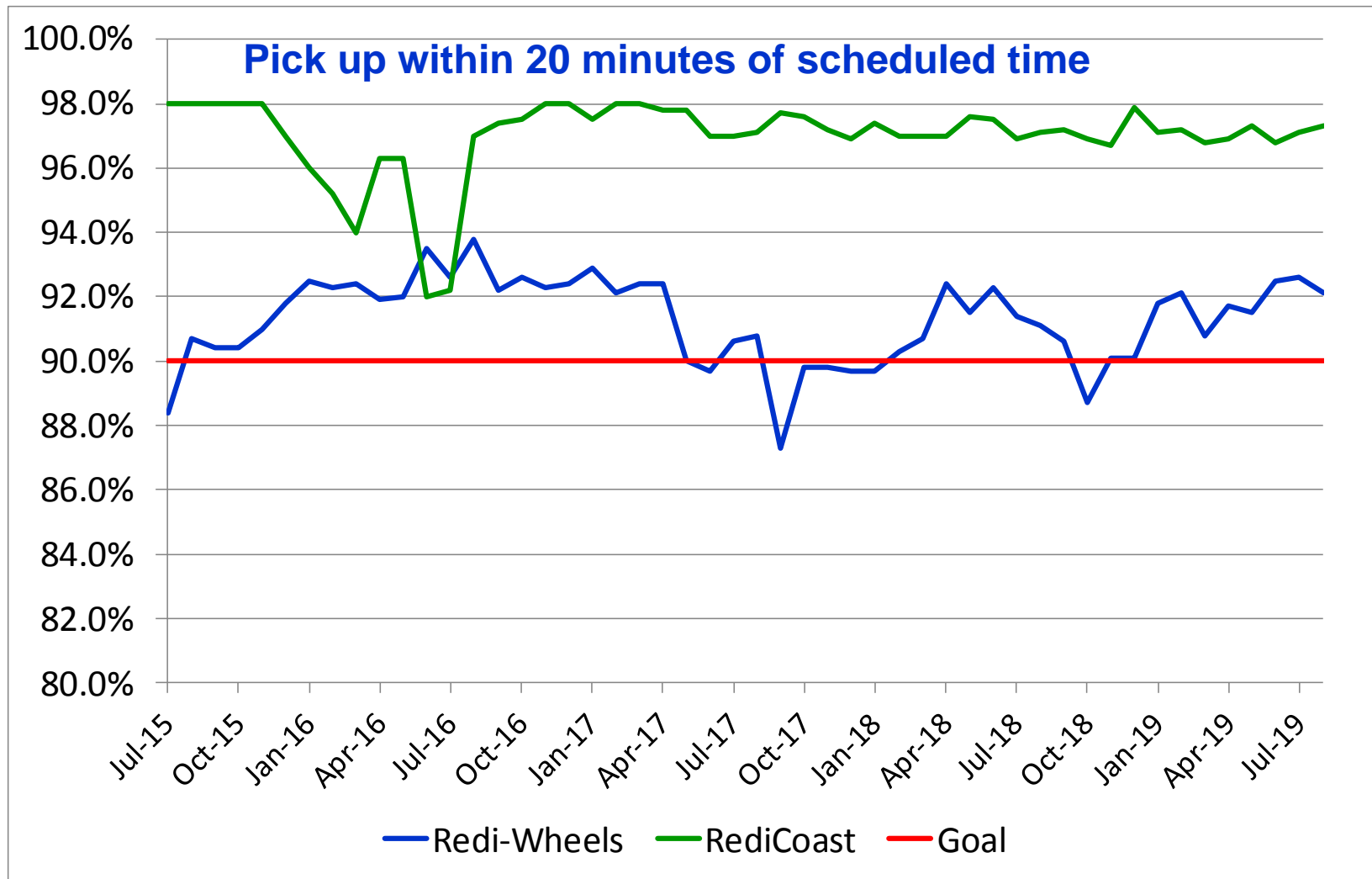
—◆— FY 2018 —▲— FY 2019 —●— FY 2020

Miles Between Service Calls

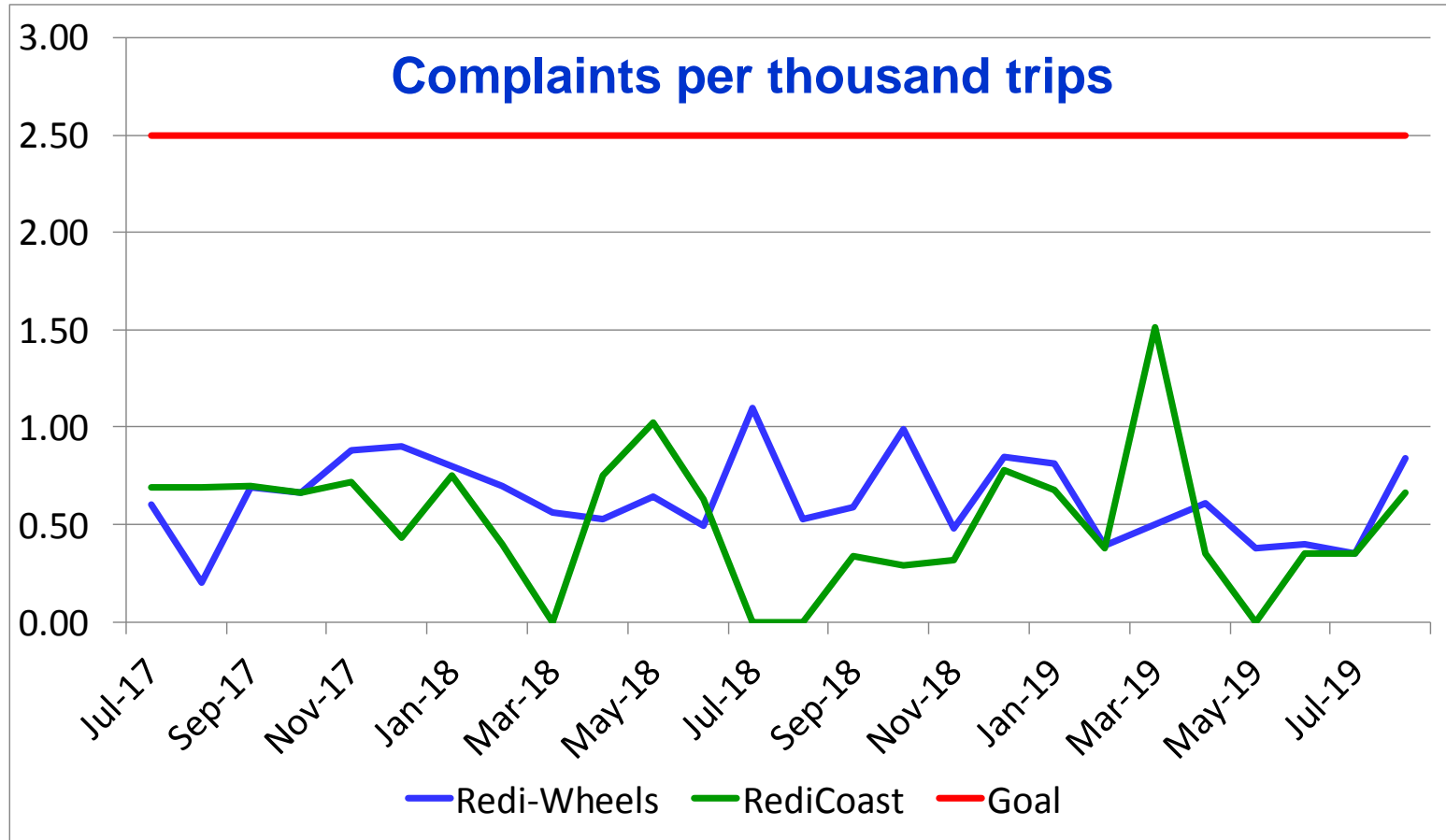
Average Miles
FY 2018 45,732
FY 2019 46,217



On-time Performance



Complaints



Summary

- Fleet reliability remains high
 - Replacing (13) Paratransit cutaways
- On-time performance is good
- Number of Registrants is stable
- Average trips per month is declining
- Few complaints