Mobility Management: Paratransit Service

Community Relations Committee
June 2, 2018
Agenda Item 6
ADA Paratransit Service

- Ridership
- Registrants
- Operating & service statistics
- New vehicles
- Taxi Program
- Purpose of Trips
- Summary
Monthly Ridership

Total Trips per Year
FY2015  329,040
FY2016  351,910
FY2017  361,960

FY 2016
FY 2017
FY 2018
Registrants

- Jul-14
- Sep-14
- Nov-14
- Jan-15
- Mar-15
- May-15
- Jul-15
- Sep-15
- Nov-15
- Jan-16
- Mar-16
- May-16
- Jul-16
- Sep-16
- Nov-16
- Jan-17
- Mar-17
- May-17
- Jul-17
- Sep-17
- Nov-17
- Jan-18
- Mar-18

Registrants over time:
- Jul-14: 7,628
- Sep-14: 7,500
- Nov-14: 8,000
- Jan-15: 8,500
- Mar-15: 9,000
- May-15: 8,831
- Jul-15: 8,395
- Sep-15: 8,395
- Nov-15: 8,395
- Jan-16: 8,395
- Mar-16: 8,395
- May-16: 8,395
- Jul-16: 8,395
- Sep-16: 8,395
- Nov-16: 8,395
- Jan-17: 8,395
- Mar-17: 8,395
- May-17: 8,395
- Jul-17: 8,395
- Sep-17: 8,395
- Nov-17: 8,395
- Jan-18: 8,395
- Mar-18: 8,395
On-time Performance

Pick up within 20 minutes of scheduled time

Redi-Wheels  RediCoast  Goal
Fleet Reliability

Average Miles
FY 2016  55,012
FY 2017  54,211
FY 2018  43,025 YTD

Goal 20,000

Average Miles Between Service Calls
Complaints per thousand rides

- Redi-Wheels
- RediCoast
- Goal
Three expansion Cutaway buses
• Delivered May 3, 2018
• In service mid-June
• Seat capacity 9
• Wheel chair capacity 3
Pilot/experimental Taxi Program being developed for seniors and people with disabilities

- Funded by a Federal grant
- San Carlos, Redwood City and North Fair Oaks
- Same day service
- RTC cardholder or age 65+
- Not a Paratransit program
- Fare structure to be determined
- Number of trips may be limited
- Other parameters may be identified during development
## Purpose of Trips

<table>
<thead>
<tr>
<th>Purpose</th>
<th>2015*</th>
<th>2017*</th>
<th>Trips 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical related</td>
<td>64%</td>
<td>58%</td>
<td>209,940</td>
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<tr>
<td>Errands (including drug store)</td>
<td>12%</td>
<td>17%</td>
<td>61,530</td>
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<tr>
<td>Recreational &amp; worship</td>
<td>11%</td>
<td>14%</td>
<td>50,670</td>
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<td>Work &amp; School</td>
<td>4%</td>
<td>3%</td>
<td>10,860</td>
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<tr>
<td>Other</td>
<td>9%</td>
<td>8%</td>
<td>28,960</td>
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<tr>
<td><strong>Total Trips</strong></td>
<td></td>
<td></td>
<td><strong>361,960</strong></td>
</tr>
</tbody>
</table>

* Percentages based on SamTrans Paratransit Customer Surveys
Summary

• Ridership is stable
• Number of registrants has leveled off
• Service quality is excellent
  - OTP
  - Vehicle reliability
  - Zero denials
• Customer satisfaction is very high, complaint rate is low
• Vehicle fleet is being expanded
• New Taxi Voucher Program
• Paratransit service is vital to the community