SamTrans
Paratransit Service
August 8, 2012

Report on ADA Paratransit Service

- Operating Statistics
- Financial Statistics
- Safety
- Contract Status
- Summary
Paratransit Registrants

Total Registrants

Ridership

Redi-Wheels and RediCoast AWR
Redi-Wheels Trip Denials

Average requests
26,745 per month

On-time Performance

Pick ups within 20 minutes of scheduled time
Redi-Wheels Telephone Hold Time

Average Hold Time (Minutes)

Productivity

Passengers per hour
Redi-Wheels Preventable Accidents

119,352 miles between preventable accidents

Financial Statistics

<table>
<thead>
<tr>
<th></th>
<th>FY2009</th>
<th>FY2010</th>
<th>FY2011</th>
<th>Preliminary FY2012</th>
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<tbody>
<tr>
<td>Total Costs</td>
<td>$13,614,337</td>
<td>$12,908,024</td>
<td>$12,677,004</td>
<td>$13,330,000</td>
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<tr>
<td>Total Trips</td>
<td>332,337</td>
<td>321,071</td>
<td>315,926</td>
<td>306,326</td>
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<td>Average Cost</td>
<td>$41.01</td>
<td>$40.21</td>
<td>$40.12</td>
<td>$43.85</td>
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<td>Farebox Ratio</td>
<td>4.5%</td>
<td>5.3%</td>
<td>6.0%</td>
<td>5.8%</td>
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</table>
Financial Statistics

MTC Statistical Summary
Cost Effectiveness
Cost per Passenger Trip

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<tr>
<td>Current $</td>
<td>$40.72</td>
<td>$38.90</td>
<td>$41.01</td>
<td>$40.21</td>
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<td>Constant</td>
<td>$40.72</td>
<td>$37.68</td>
<td>$39.01</td>
<td>$37.80</td>
<td>$37.09</td>
<td>$40.54</td>
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Safety – Sensitive Locations

During training new drivers go to approximately 40 locations that have been sites of previous accidents or that are hazardous in some way

Tilton Bridge
Redi-Wheels vehicles are 10 feet high

700 Laurel St, San Mateo
Exit from parking lot
Overhanging parking structure
Creates a safety hazard
Safety – Straps, Cones & Vests

- Tether straps
- Cones and safety vests alert other drivers to Redi-Wheels passengers and vehicles
- Redi-Wheels contractor expanded this program nation-wide
- Low cost, good results

Contract Status

Redi-Wheels
- Current option term expires on December 9, 2012
- Two one-year option terms remaining
- Negotiations underway for 4th option year
- Next option term begins December 10, 2012

RediCoast
- Procurement for a new contract is near completion-BAFO received from top-ranked proposer
- Staff is preparing report and recommendation to Board
- New contract term: 5 base years with two options terms: a 2-year term and a 3-year term
- New contract begins November 2012
MTC Transit Sustainability Project

Recommendations

• Fixed-route travel training and promotion to seniors
• Premium charges for service beyond ADA requirements
• Enhanced ADA paratransit certification process
• Conditional eligibility
• Mobility managers to better coordinate resources
• Improved fixed route transit (e.g. SamTrans Service Plan and Grand Boulevard)
• Walkable communities, complete streets and land use planning

District will be looking at all MTC-TSP recommendations and service delivery options

Summary

• Registrants and Ridership is stable
• On-time performance is recovering
• High customer satisfaction
• Exemplary vehicle dependability
• Safety is the highest priority
• Staff is focused on cost control
• MTC-TSP will guide some future decisions on ADA program