SamTrans
Paratransit Service
January 11, 2012

Report on ADA Paratransit Service

- Paratransit Statistics
- ADA Program Costs
- Operating Statistics – Redi-Wheels & RediCoast
- Paratransit Eligibility & Registrants
- Efficiency Measures
- Summary
Paratransit Ridership

Paratransit Farebox Revenue

- 50-cent fare increase 7-1-10
- 25-cent fare increase 7-1-11
**Paratransit Average Cost/Trip**

<table>
<thead>
<tr>
<th></th>
<th>FY2009</th>
<th>FY2010</th>
<th>FY2011</th>
<th>5-months</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Costs</td>
<td>$13,614,337</td>
<td>$12,908,024</td>
<td>$12,677,004</td>
<td>$5,338,805</td>
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<tr>
<td>Total Trips</td>
<td>332,337</td>
<td>321,071</td>
<td>315,926</td>
<td>135,645</td>
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<tr>
<td>Average Cost</td>
<td>$40.99</td>
<td>$40.20</td>
<td>$40.13</td>
<td>$39.36</td>
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<tr>
<td>Farebox Ratio</td>
<td>4.5%</td>
<td>5.3%</td>
<td>6.0%</td>
<td>6.2%</td>
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</tbody>
</table>

**Redi-Wheels Ridership**

**Average Weekday Ridership**

- Actual
- Rolling Avg
Redi-Wheels Trip Denials

Trip Denials Per Month

Average requests: 27,249 per month

Redi-Wheels On-time Performance

Pick ups within 20 Minutes of Scheduled Time

Actual vs Goal
Redi-Wheels Miles Between Service Calls

Redi-Wheels Service Complaints

Service Complaints per thousand rides
Redi-Wheels Productivity

Passengers Per Hour

- Actual
- Goal

Late cancel notice increased to 2 hours

1.59 per hour

1.86 per hour

Redi-Wheels Telephone Hold Time

Average Telephone Hold Time (Minutes)

- Actual
- Goal
Redi-Wheels No-shows and Late-cancels

Customer No-Shows and Late Cancels

- % no-shows
- % late cancels

Late cancel notice increased to 2 hours

RediCoast Ridership

RediCoast Average Weekday Ridership

- Ridership data from Nov-08 to Nov-11
RediCoast On-time Performance

- Percentage: 97.0% to 100.0%
- Dates: Nov-09 to Nov-11

RediCoast Productivity

- Passengers per Hour: 1.00 to 2.00
- Dates: Nov-09 to Nov-11
RediCoast Service Complaints

RediCoast Complaints per Thousand Trips

Actual  Goal

Paratransit Eligibility Denials

New and Recertifying Denials
Paratransit Total Registrants

Total Registrants

Efficiency Measures

- Interactive Voice Response (IVR) implementation
- Optimal vehicle mix
- Alternative service delivery models
- MTC Transit Sustainability Project
IVR Implementation

• Next-day reminder calls
• Imminent arrival calls:
  - Goal: 95% of calls 5 to 15 minutes before vehicle arrival
  - Continuing interface problems with software

Optimal Vehicle Mix

Key Planning Issues

Fleet flexibility
• Small buses serve group trips and extra-large wheelchairs
• Minivans are versatile and accommodate wheelchairs
• Sedans / taxis serve ambulatory and overflow customers

Ridership trends
• Longer trips
• More dialysis trips
• More non-ambulatory customers
• More extra-large wheelchairs
Alternative Service Delivery Models

Non-Traditional Model
• Remotely managed operation
• Non-dedicated vehicle fleet
• Non-dedicated, independent contractor drivers
• Monitoring LAVTA and NCTD experience

MTC Transit Sustainability Project

ADA Paratransit “Best Practices”
• Demand management strategies
  - Increased travel training
• Productivity measures
  - Increased control of no-shows and late cancels
  - Optimize vehicle mix
• Cost containment strategies
  - Targeted transit promotion to seniors
  - Explore alternative service delivery methods
• Awaiting results of MTC report
Summary

- Ridership is steady
- Service quality remains high
- Costs containment has been achieved with increased productivity, management of demand via eligibility process, successful contract negotiation with service provider
- Cost of ADA service remains a concern - unfunded mandate which impacts SamTrans financial capacity
- Efficiency measures are high priority
  - Continued work on Interactive Voice Response
  - Vehicle mix and alternative service delivery models under study
  - Transit Sustainability Project offers “best practices” for consideration