SamTrans Paratransit Service

Board of Directors
January 8, 2014

ADA Paratransit Service

- Paratransit Customers
- Certification
- Operating Statistics
- Program Costs
- Funding Sources
- Cost Containment: Strategies & Challenges
- Redi-Wheels Contract
- Summary
Paratransit Customers

- Approximately 7,300 registered customers
- 15% qualify for Lifeline Fare
- Nearly 50% of the trips are Lifeline Fare customers
- 22% of registered riders use a wheelchair or scooter
- Approximately 46% of trips are for riders with a wheelchair or scooter
- More than 1,000 average weekday trips
- Approximately 2,500 dialysis trips per month

Certifications

- Full eligibility: 68% of applicants
- Temporary: 13%
- Conditional/Trip-by-trip: 17%
- Urgent needs: for life-essential treatment, such as dialysis, chemotherapy or radiation
- Approximately 2% denied eligibility

“I would like to thank the drivers who transported my mother back and forth to Coastside Adult Day Health Center over the past year. We could not have asked for a more friendly or courteous driver. He greeted her each morning at the door with a smile and a kind word. At the end of each day, he waited to be sure she got in the door. A million thank yous. You are appreciated.”
Redi-Wheels Trip Denials

Average requests 27,082 per month

On-time Performance

Pick ups within 20 minutes of scheduled time

Redi-Wheels
RediCoast
Goal
Productivity

Passengers per hour

Service Complaints

Complaints per thousand trips
### Program Costs

<table>
<thead>
<tr>
<th></th>
<th>FY2009</th>
<th>FY2010</th>
<th>FY2011</th>
<th>FY2012</th>
<th>FY2013</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Costs ($000)</strong></td>
<td>$13,614</td>
<td>$12,908</td>
<td>$12,677</td>
<td>$13,583</td>
<td>$13,767</td>
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<tr>
<td><strong>Total Trips</strong></td>
<td>332,337</td>
<td>321,071</td>
<td>315,926</td>
<td>304,427</td>
<td>306,586</td>
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<tr>
<td><strong>Average Cost</strong></td>
<td>$41.01</td>
<td>$40.21</td>
<td>$40.12</td>
<td>$44.62</td>
<td>$44.90</td>
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<tr>
<td><strong>Farebox Ratio</strong></td>
<td>4.5%</td>
<td>5.3%</td>
<td>6.0%</td>
<td>5.8%</td>
<td>6.0%</td>
</tr>
</tbody>
</table>

YTD Trips:
- Nov. 2012: 129,674
- Nov. 2013: 132,960

Increase: 3,286

Percent: 2.5%

"Victor had 4 passengers this morning, all with equipment. Two wheelchairs, two walkers. We all laughed together the whole trip. Victor is great for us. He makes his passenger so happy. Victor is an absolute asset for Redi-Wheels. Please give him our appreciation!"

Wheelchair/scooter trips, more than 40,000/year, more than double since FY2005.

### Paratransit Funding Sources

**FY2014 Budget:**

- **Passenger fares**: $0.8 million
- **Transportation Development Act Funds**: 1.8 million
- **State Transit Assistance**: 0.6 million
- **District Sales Tax**: 6.1 million
- **Transportation Authority**: 2.7 million
- **Measure M (Motor Vehicle Reg. Fee)**: 1.4 million
- **Operating Grants**: 1.0 million
- **Interest (Paratransit Trust Fund)**: 0.4 million

**Total**: $14.8 million

Note: No federal operating assistance is provided to support federally mandated ADA service. FY2013 average cost per trip approximately $44.90
Cost Containment: Strategies

- Paratransit customers ride fixed-route free at all times
- One-on-one travel training, 49 during last year
- CHP and AARP Outreach events
- Terra Nova Student Outreach
- Enhanced in-person eligibility assessments
- Matching vehicle inventory to ridership demand
- Controlling no-shows, late cancels and fare evasion
- Senior Mobility

Cost Containment: Challenges

- Aging population
- ¾-mile rule
- Increasing ridership
- Increasing dialysis trips
- Service quality vs. experimental cost reduction models
- Zero denials - federal mandate
- Economic recovery
  - Labor shortage
  - Compensation package
  - Drives ridership
Redi-Wheels Contract

- Contract expires December 2014 (5-year base, 5 option years)
- RFP – advertise Spring 2014
- Final ranking Summer 2014
- Board Action tentatively October 2014
- Notice to proceed tentatively October 2014
- Start date January 2015

FY2014 Budget is $8.9 million

Summary

- An essential service for San Mateo County
- Ridership is increasing
- Service quality is high
  - Low complaint rate
  - Recovering OTP rate
  - "A million thank yous"
- There are ongoing cost containment strategies
- There are continuing cost containment challenges
- SamTrans continues to work with the senior/disabled community to deliver high-quality ADA service
- Paratransit service is a federal unfunded mandate
- New Redi-Wheels service contract