Mobility Management: Paratransit Service

Community Relations Committee Meeting
December 3, 2014
Agenda Item #8

ADA Paratransit Service

- Operating Statistics
- Program Costs
- Funding Sources
- Fixed-route Accessibility
- Transition to First Transit
- New Paratransit Vehicles
- Summary
Paratransit - AWR

Total Trips per Year
- FY2009  332,138 record high
- FY2012  304,427
- FY2013  306,586
- FY2014  314,010

Redi-Wheels Trip Denials

Average requests
28,100 per month
On-time Performance

Pick up within 20 minutes of scheduled time

- Redi-Wheels
- RediCoast
- Goal

Productivity

Passengers per hour

- Redi-Wheels
- RediCoast
- Redi-Wheels Goal
- RediCoast Goal
Service Complaints

Complaints per thousand trips

Program Costs

<table>
<thead>
<tr>
<th></th>
<th>FY2009</th>
<th>FY2012</th>
<th>FY2013</th>
<th>FY2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Costs ($000)</td>
<td>$13,614</td>
<td>$13,583</td>
<td>$13,767</td>
<td>$13,757</td>
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<tr>
<td>Total Trips</td>
<td>332,138</td>
<td>304,427</td>
<td>306,586</td>
<td>314,010</td>
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<tr>
<td>Average Cost</td>
<td>$40.99</td>
<td>$44.62</td>
<td>$44.90</td>
<td>$43.81</td>
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<tr>
<td>Farebox Ratio</td>
<td>4.5%</td>
<td>5.8%</td>
<td>6.0%</td>
<td>6.1%</td>
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</tbody>
</table>
Paratransit Funding Sources

<table>
<thead>
<tr>
<th>FY2015 Budget</th>
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<tbody>
<tr>
<td>Passenger fares</td>
</tr>
<tr>
<td>Transportation Development Act Funds</td>
</tr>
<tr>
<td>State Transit Assistance</td>
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<tr>
<td>District Sales Tax</td>
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<tr>
<td>Transportation Authority</td>
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<tr>
<td>Measure M (Motor Vehicle Reg. Fee)</td>
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<tr>
<td>Operating Grants</td>
</tr>
<tr>
<td>Interest (Paratransit Trust Fund)</td>
</tr>
<tr>
<td>San Mateo County Measure A</td>
</tr>
<tr>
<td><strong>Total</strong></td>
</tr>
</tbody>
</table>

No federal operating assistance is provided for federally mandated ADA service.

Fixed-route Accessibility

- Wheelchair lifts on buses >10 years before ADA, Resolution 1979-45, June 27, 1979
- Free fixed-route service for Redi-Wheels and RediCoast customers
- $1,018,540 FY2015 budget, funded by District sales tax to maintain accessibility features
Transition to First Transit

- Continuity with ATU bargaining unit
- Onboarding of MV Staff Nov. 20 thru 22
  - Retaining all key personnel
  - 95+% of all staff retained
- Engaging with Adult Day programs, PCC & ERC
- First Transit providing 13 new sedans & minivans
- De-mobilizing MV Transportation
- New contract effective Jan. 1, 2015
  - 5-year base, 5 option years
  - $42,854,464 for 5-year base

New Paratransit Vehicles

21 new Cutaway Buses
Total 41 Cutaways

14 new Minivans
Total 24 Minivans
Summary

- Customer satisfaction is good
  - Very low complaint rate
  - OTP rate is near 90% goal
- SamTrans continues to monitor/control costs
- Paratransit service is a federally unfunded mandate
- Redi-Wheels transition is progressing well
- 35 new paratransit vehicles
- Recent ridership increase will require analysis during FY2016 budget preparation