SamTrans Paratransit Service

Board of Directors
July 2, 2014

ADA Paratransit Service

- Operating Statistics
- Program Costs
- Funding Sources
- Vehicle Inventory
- Senior Mobility
- Redi-Wheels Contract
- Summary
Paratransit - AWR

Total Trips per Year
FY2012 304,427
FY2013 306,586
FY2014 287,810 thru May

Redi-Wheels Trip Denials

Average requests 28,000 per month
On-time Performance

Pick ups 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

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Program Costs

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<th>FY2013</th>
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<tr>
<td>Total Costs ($000)</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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<td>Total Trips</td>
<td>332,337</td>
<td>321,071</td>
<td>315,926</td>
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<td>Average Cost</td>
<td>$41.01</td>
<td>$40.21</td>
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<td>$44.62</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>
<td>6.0%</td>
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FY2014 YTD:
- May 2013: 281,620 trips
- May 2014: 287,810 trips
- Increase: 6,190
- Percent Incr.: 2.2%
- Average Cost: $44.45
- Farebox Ratio: 5.8%

Wheelchair/scooter trips, more than 40,000/year, more than double since FY2005.
### Paratransit Funding Sources

**FY2015 Budget:**

- Passenger fares: $0.8 million
- Transportation Development Act Funds: 1.7
- State Transit Assistance: 0.5
- District Sales Tax: 2.4
- Transportation Authority: 2.9
- Measure M (Motor Vehicle Reg. Fee): 1.4
- Operating Grants: 0.4
- Interest (Paratransit Trust Fund): 0.3
- San Mateo County Measure A: 5.0

Total: $15.4 million

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

### Vehicle Inventory

**Current Inventory:**
- Cutaway buses: 53
- Minivans: 24
- Sedans: 15
- Taxis: 10

Total: 102

**New Vehicles in FY 2015:**
- Cutaways: 21
- Minivans: 14
Senior Mobility

• Mobility Ambassador Program – travel training for seniors, volunteer
  - FLX San Carlos Service presentation at the San Carlos Adult Activity Center
  - Senior housing communities
• “Age Well Drive Smart” partnership with the CHP throughout the county
  - Mobility ambassador travel training for seniors
  - Fixed-route accessibility information
• New programs:
  - Outreach to Coastside seniors
  - “Veterans’ Mobility Corps” - Vet-to-Vet volunteer training

Redi-Wheels Contract

• Contract expires December 2014 (5-year base, 5 option years)
• RFP – advertised April 2014
• Final ranking July 2014
• Board Action tentatively September 2014
• Notice to proceed tentatively October 2014
• Start date January 2015
Summary

- Ridership is increasing
- Service quality is high
  - Very low complaint rate
  - OTP rate above 90% goal for 6 consecutive months
- SamTrans continues to monitor costs and provide high-quality ADA service
- Paratransit service is a federal unfunded mandate
- Senior Mobility is moving to Operations
- New Redi-Wheels service contract