Mobility Management: Paratransit Service

Community Relations Committee
April 1, 2015
Agenda Item 8

ADA Paratransit Service

• Operating Statistics
• Paratransit Fleet
• Program Costs
• Funding Sources
• Redi-Wheels Contract
• RediCoast Contract
• Paratransit Eligibility Contract
• Travel Training Contracts
• Summary
Paratransit – AWR

Redi-Wheels & RediCoast members: 7,900

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

Redi-Wheels Trip Denials

Denials
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 rides

Paratransit Fleet

55 Cutaways  13 Sedans
24 Minivans  10 Taxis
## Program Costs

<table>
<thead>
<tr>
<th></th>
<th>FY2009</th>
<th>FY2013</th>
<th>FY2014</th>
<th>FY2015</th>
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</thead>
<tbody>
<tr>
<td><strong>Total Costs ($000)</strong></td>
<td>$13,614</td>
<td>$13,767</td>
<td>$13,757</td>
<td>$15,387</td>
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<tr>
<td><strong>Total Trips</strong></td>
<td>332,138</td>
<td>306,586</td>
<td>314,010</td>
<td>320,300</td>
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<tr>
<td><strong>Average Cost</strong></td>
<td>$40.99</td>
<td>$44.90</td>
<td>$43.81</td>
<td>$48.04</td>
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**Actual YTD Budget Performance:**

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<tbody>
<tr>
<td><strong>Total Costs ($000)</strong></td>
<td>$9,361</td>
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<tr>
<td><strong>Total Trips</strong></td>
<td>214,010</td>
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<tr>
<td><strong>Average Cost</strong></td>
<td>$43.74</td>
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## Paratransit Funding Sources

**FY2015 Budget**

- Passenger fares: $0.8 million
- Transportation Development Act: 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.
Redi-Wheels Contract

• Redi-Wheels provides ADA Paratransit service to the bayside of San Mateo County
• Service area based on where the SamTrans fixed-route services are provided
• Contract effective Jan. 1, 2015 – First Transit
  - 5-year base, $42.9 million
  - 5 option years thru Dec. 31, 2024
• Service provided, 5-year base:
  - Approximately 1.4 million trips
  - Approximately 820,000 vehicle revenue hours

RediCoast Contract

• RediCoast serves the San Mateo County Coastside
• Contract effective Nov. 1, 2012 – MV Transportation
  - 5-year base, $6.6 million
  - 5 option years thru Oct. 31, 2022
• Service provided – 5-year base:
  - Approximately 130,000 trips
  - Approximately 94,000 revenue service hours
**Paratransit Eligibility Contract**

- In-person interviews with functional testing if necessary, approximately 3,900/year
- Limits paratransit eligibility only to those who are truly eligible
- Increased conditional eligibility
- In negotiation for new 5-year contract
- Current vendor – C.A.R.E. Evaluators

**Travel Training Contracts**

- Professionals teach people with disabilities how to use the SamTrans fixed-route bus service and Caltrain
- Three vendors
  - Contracts expire June 30, 2015
- New RFPs to be released soon
  - People who are blind and visually impaired
  - People with developmental or other disabilities
- Approximately 130 people travel trained in the last five years
Senior Mobility Program

- Transit Ambassador Program
  - Volunteers work one-on-one with seniors to show them how to use SamTrans bus service
- Veterans Mobility Corps
  - Vet-to-vet volunteer training
- “Age Well Drive Smart” partnership with the CHP throughout the county
  - Mobility ambassador travel training for seniors
  - Fixed-route accessibility information

Summary

- Customer satisfaction is good
  - Very low complaint rate
  - Service quality metrics are good
- SamTrans continues to monitor/control costs
- Paratransit service is a federally unfunded mandate
- Redi-Wheels service transition to First Transit is complete
- Agency continues to advance Senior Mobility initiatives