Mobility Management: Paratransit Service

Community Relations Committee
October 7, 2015
Agenda Item 6

ADA Paratransit Service

- Operating Statistics
- Program Costs
- Paratransit Fares
- Funding Sources
- Paratransit Contracts
- Senior & Veterans Mobility Programs
- Summary
Paratransit – AWR

Redi-Wheels & RediCoast registrants: 7,900

Total Trips per Year
FY2013: 306,586
FY2014: 314,010
FY2015: 329,040

1,225 (May 2008) record high AWR
332,138 record high trips FY2009

Redi-Wheels Trip Denials

<table>
<thead>
<tr>
<th>Date</th>
<th>Trip Requests</th>
<th>Trip Denials</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nov. 2000</td>
<td>23,198</td>
<td>397</td>
</tr>
<tr>
<td>Dec. 2000</td>
<td>22,207</td>
<td>58</td>
</tr>
<tr>
<td>Feb. 2001</td>
<td>21,505</td>
<td>1</td>
</tr>
<tr>
<td>May 2001</td>
<td>25,080</td>
<td>1</td>
</tr>
<tr>
<td>Aug. 2001</td>
<td>25,878</td>
<td>1</td>
</tr>
<tr>
<td>Aug. 2004</td>
<td>28,963</td>
<td>4</td>
</tr>
</tbody>
</table>

Sep. 2004 – Aug. 2015
3.8 M requests 0 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
### Program Costs

<table>
<thead>
<tr>
<th></th>
<th>FY2009</th>
<th>FY2013</th>
<th>FY2014</th>
<th>FY2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Costs ($000)</td>
<td>$13,614</td>
<td>$13,767</td>
<td>$13,757</td>
<td>$14,023</td>
</tr>
<tr>
<td>Total Trips</td>
<td>332,138</td>
<td>306,586</td>
<td>314,010</td>
<td>329,040</td>
</tr>
<tr>
<td>Average Cost</td>
<td>$40.99</td>
<td>$44.90</td>
<td>$43.81</td>
<td>$42.62</td>
</tr>
</tbody>
</table>

FY2016 Operating Budget:
- **Total Costs ($000)**: $16,726
- **Total Trips**: 331,200
- **Average Cost**: $50.50

Average annual cost increase is 3.3% from FY 2009 through FY 2016

### Paratransit Fares

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Paratransit</td>
<td>$3.75</td>
<td>$4.25</td>
<td>$5.00</td>
</tr>
<tr>
<td>Lifeline</td>
<td>$1.75</td>
<td>$2.00</td>
<td>$2.75</td>
</tr>
<tr>
<td>Agency</td>
<td>$4.50</td>
<td>$5.00</td>
<td></td>
</tr>
<tr>
<td>Agency Lifeline</td>
<td>$2.25</td>
<td>$2.75</td>
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</tr>
</tbody>
</table>
Paratransit Funding Sources

<table>
<thead>
<tr>
<th>Source</th>
<th>FY2015</th>
<th>FY2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passenger fares</td>
<td>$0.8</td>
<td>$0.8M</td>
</tr>
<tr>
<td>Transportation Development Act</td>
<td>1.7</td>
<td>1.8</td>
</tr>
<tr>
<td>State Transit Assistance</td>
<td>0.5</td>
<td>0.5</td>
</tr>
<tr>
<td>District Sales Tax</td>
<td>2.4</td>
<td>3.9</td>
</tr>
<tr>
<td>Transportation Authority</td>
<td>2.9</td>
<td>3.1</td>
</tr>
<tr>
<td>Measure M (Motor Vehicle Reg. Fee)</td>
<td>1.4</td>
<td>1.4</td>
</tr>
<tr>
<td>Operating Grants</td>
<td>0.4</td>
<td>0.0</td>
</tr>
<tr>
<td>Interest (Paratransit Trust Fund)</td>
<td>0.3</td>
<td>0.3</td>
</tr>
<tr>
<td>San Mateo County Measure A</td>
<td>5.0</td>
<td>5.0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$15.4</strong></td>
<td><strong>$16.8 M</strong></td>
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</tbody>
</table>

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

Paratransit Contracts

- Redi-Wheels Paratransit, First Transit, Inc.:
  - Effective January 1, 2015
  - 5 year base
  - 5 year option

- Coastside Service, MV Transportation, Inc.:
  - Effective November 1, 2012
  - 5 year base
  - 5 year option

- Eligibility contract, CARE Evaluator:
  - Effective August 1, 2015
  - 5 year base
Senior & Veterans Mobility Programs

- **Mobility Ambassador Program**
  - Volunteers work one-on-one with seniors to show them how to use SamTrans bus service
  - 59 people trained during last year
- **“Age Well Drive Smart” partnership with the CHP throughout the county**
  - Senior travel training, transit as alternative to driving
  - Fixed-route accessibility information
  - 12 sessions during the year
- **Veterans Mobility Corps**
  - Vet-to-vet volunteer training

Summary

- **Ridership increase surpasses forecast**
- **Customer satisfaction**
  - Very low complaint rate
  - Service quality metrics are good
- **Tracking costs and service demand**
- **Limited state and federal assistance requires multiple local funding sources to balance annual ADA expenses**
- **Fare increase under public review process**
- **Senior Mobility & Veterans Programs serving special needs**