Mobility Management: Paratransit Service

Community Relations Committee
March 2, 2016
Agenda Item 5

ADA Paratransit Service

- Operating Statistics
- Ridership Demographics
- Paratransit Service - 1988
- Paratransit Service - 2016
- FY 2016 Revenue Sources
- Summary
Paratransit – AWR

Total Trips per Year
FY2013  306,586
FY2014  314,010
FY2015  329,040
FY2016  360,000 projected

Previous record high was 1,225 in May 2008

On-time Performance

Pick up within 20 minutes of scheduled time

Redi-Wheels  RediCoast  Goal
**Productivity**

![Productivity Chart]

**Service Complaints**

![Service Complaints Chart]
Fleet Reliability

Ridership Demographics
Paratransit Service - 1988

FY 1988 Budget - Paratransit Service
• 74,000 trips
• $865,000 expense
• $45,000 farebox revenue
• $280,000 sales tax supplement
• $540,000 grants

Paratransit Service - 2016

Paratransit
  Farebox Revenue $815,000
  Expense $16.7 million
Motor Bus
  Farebox Revenue $18.1 million
  Expense $112.3 million

Paratransit 335,000 trips
Bus 13.4 million trips
FY 2016 Revenue Sources

<table>
<thead>
<tr>
<th>Source</th>
<th>Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Farebox</td>
<td>$0.8 million</td>
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<tr>
<td>TDA &amp; STA</td>
<td>$2.2</td>
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<tr>
<td>Sales Tax</td>
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<tr>
<td>SMCTA</td>
<td>$3.1</td>
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<tr>
<td>SMC Meas. A</td>
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<tr>
<td>Measure M</td>
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<tr>
<td>Other Rev.</td>
<td>$0.3</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>$16.7 million</strong></td>
</tr>
</tbody>
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Summary

- Ridership increase surpasses forecast
- Customer satisfaction
  - Satisfaction very high, complaint rate is very low
  - Service quality is excellent (OTP, vehicle reliability)
- Monitor costs and service demand
- Limited state and federal assistance requires multiple local funding sources to balance annual ADA expenses