• ADA Act and SamTrans Paratransit
• Registrants
• Paratransit Customers
• Operating Performance Indicators and Service Statistics
• Added Capacity with New Cutaways
• Summary
Americans with Disabilities Act is a Federal mandate, 1990

- SamTrans provided paratransit services in 1976 well before the ADA Act (1990)
- Comparable paratransit service for those unable to ride fixed-route transit
- Full accessibility on all fixed-route buses (lifts/ramps)
- ADA Paratransit characteristics/requirements:
  - Service must be provided at least 3/4 mile of fixed-route service
  - Service day/time must parallel fixed-route service
  - Shared ride
  - Advance reservation
  - Zero denial for service
Registrants

- Registrants:
  - Jul-14: 7,628
  - Jan-15: 8,000
  - May-15: 8,500
  - Jul-15: 9,000
  - Sep-15: 8,302
  - Nov-15: 8,302
  - Jan-16: 8,831
  - Mar-16: 8,302
  - May-16: 8,302
  - Jul-16: 8,302
  - Sep-16: 8,302
  - Nov-16: 8,302
  - Jan-17: 8,302
  - Mar-17: 8,302
  - May-17: 8,302
  - Jul-17: 8,302
  - Sep-17: 8,302
  - Nov-17: 8,302
  - Jan-18: 8,302
  - Mar-18: 8,302
  - May-18: 8,302
Paratransit Customers

60% are 70 years or older
20% are non-ambulatory
26% have cognitive disabilities
14% have visual disabilities
27% receive fare assistance

51% of paratransit customers use the service at least once a week
## Purpose of Trips

<table>
<thead>
<tr>
<th>Purpose</th>
<th>2015*</th>
<th>2017*</th>
<th>Trips 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical related</td>
<td>64%</td>
<td>58%</td>
<td>209,940</td>
</tr>
<tr>
<td>Errands (including drug store)</td>
<td>12%</td>
<td>17%</td>
<td>61,530</td>
</tr>
<tr>
<td>Recreational &amp; worship</td>
<td>11%</td>
<td>14%</td>
<td>50,670</td>
</tr>
<tr>
<td>Work &amp; School</td>
<td>4%</td>
<td>3%</td>
<td>10,860</td>
</tr>
<tr>
<td>Other</td>
<td>9%</td>
<td>8%</td>
<td>28,960</td>
</tr>
<tr>
<td><strong>Total Trips</strong></td>
<td></td>
<td></td>
<td><strong>361,960</strong></td>
</tr>
</tbody>
</table>

* Percentages based on SamTrans Paratransit Customer Surveys
**Monthly Ridership**

<table>
<thead>
<tr>
<th></th>
<th>FY 2015</th>
<th>FY 2016</th>
<th>FY 2017</th>
<th>FY 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Trips per Year</td>
<td>329,040</td>
<td>351,910</td>
<td>361,960</td>
<td>354,680</td>
</tr>
</tbody>
</table>

**Total Monthly Ridership (2016-2018):**

- **July:** 24,000
- **August:** 26,000
- **September:** 28,000
- **October:** 30,000
- **November:** 32,000
- **December:** 34,000
- **January:** 33,070
Fleet Reliability

Average Miles
FY 2016  55,012
FY 2017  54,211
FY 2018  45,732

Goal 25,000
On-time Performance (OTP)

Pick up within 20 minutes of scheduled time

- Redi-Wheels
- RediCoast
- Goal
Complaints per thousand rides

- Redi-Wheels
- RediCoast
- Goal
New Vehicles

Three expansion Cutaway vehicles
• Delivered May 3, 2018
• In service mid-June
• Seat capacity 9 passengers
• Wheelchair capacity 3 passengers
Summary

- Paratransit service is vital to the community
- Number of registrants has leveled off and ridership is stable
- Service quality is excellent
  - OTP exceeds 90%
  - Vehicle reliability remains high
  - Zero denials
- Customer satisfaction is very high, complaints are low
- Capacity has been slightly increased