



samTrans

Mobility Management: Paratransit Service

Community Relations Committee
April 1, 2015
Agenda Item 8

ADA Paratransit Service



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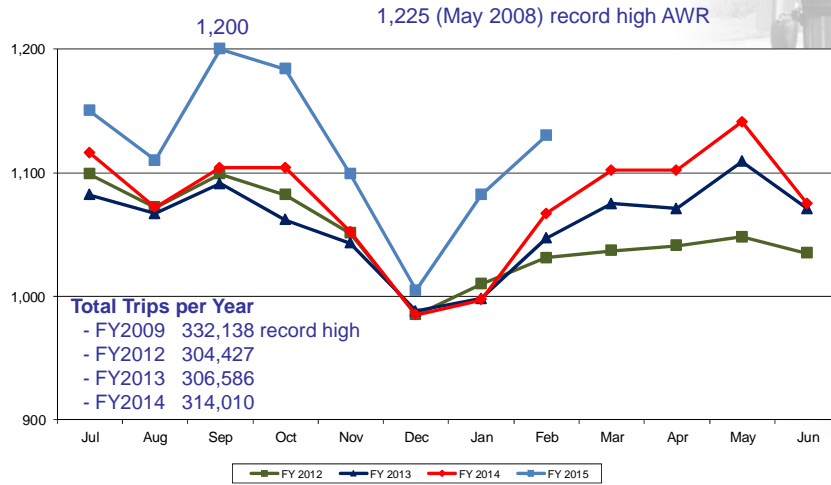
- Operating Statistics
- Paratransit Fleet
- Program Costs
- Funding Sources
- Redi-Wheels Contract
- RediCoast Contract
- Paratransit Eligibility Contract
- Travel Training Contracts
- Summary



Paratransit – AWR

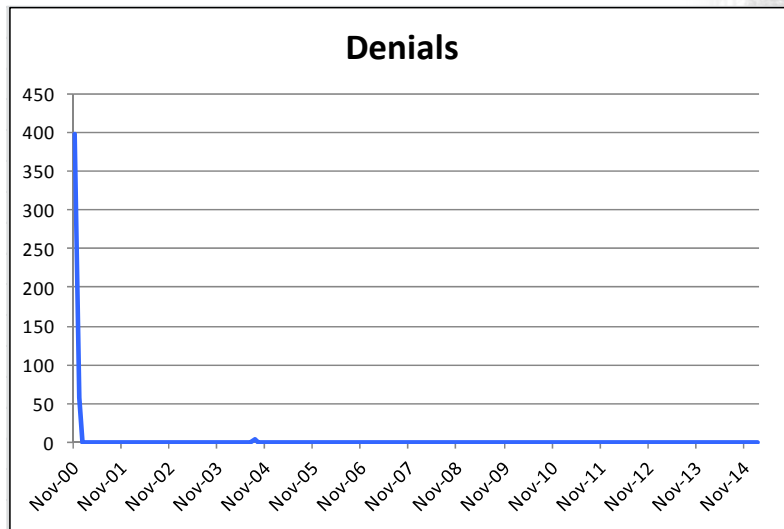


Redi-Wheels & RediCoast members: 7,900



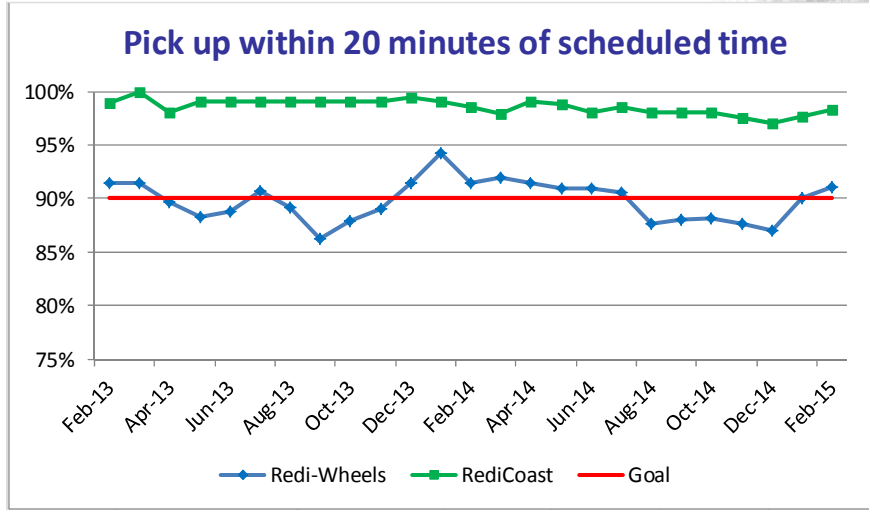
3

Redi-Wheels Trip Denials



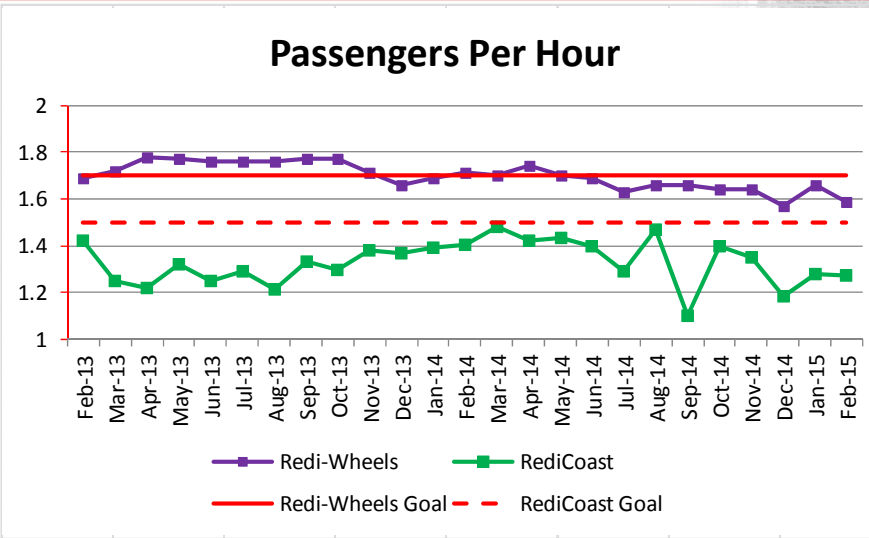
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On-time Performance



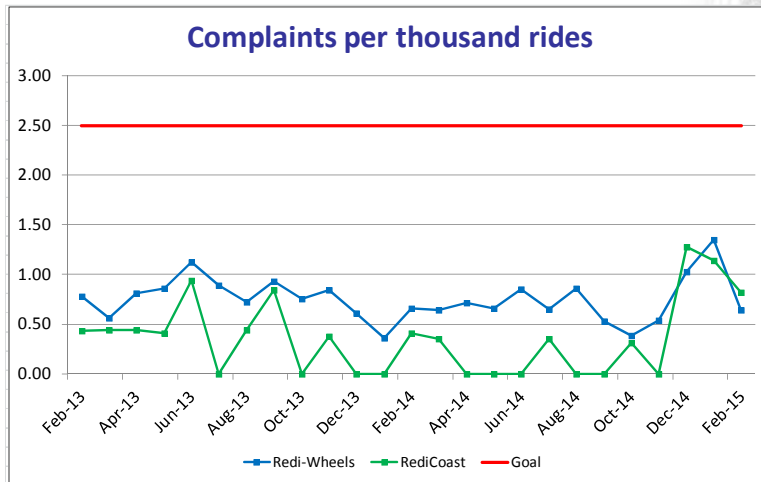
5

Productivity



6

Service Complaints



Paratransit Fleet



55 Cutaways
24 Minivans

13 Sedans
10 Taxis

Program Costs



	<u>FY2009</u>	<u>FY2013</u>	<u>FY2014</u>	<u>FY2015</u>
Total Costs (\$000)	\$13,614	\$13,767	\$13,757	\$15,387
Total Trips	332,138	306,586	314,010	320,300
Average Cost	\$40.99	\$44.90	\$43.81	\$48.04

Actual YTD Budget Performance:

Total Costs (\$000)	\$9,361
Total Trips	214,010
Average Cost	\$43.74

9

Paratransit Funding Sources



	<u>FY2015 Budget</u>
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	<u>5.0</u>
	\$15.4 million

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

10

Redi-Wheels Contract

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- 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

11

RediCoast Contract

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- 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

12

Paratransit Eligibility Contract

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- 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



13

Travel Training Contracts

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- 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

14

Senior Mobility Program

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- **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

15

Summary

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- **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**

16