

UC Davis Paratransit Efficiency Study

Strategic Planning, Development and Sustainability Committee
January 9, 2019

Today's Update

- Scope of UC Davis study
- Existing conditions
- Challenges and opportunities
- Alternatives
- Next steps and questions

Scope of Study

- UC Davis researchers conducted an efficiency analysis of SamTrans paratransit service
- Project objectives:
 - Address increasing demand for paratransit
 - Address increasing cost for services
 - Address declining revenues/low farebox recovery
- Existing conditions
- Peer review/innovative pilots
- Development of alternatives
- Final report

Existing Conditions

- Contracted operation
 - First Transit
 - Taxi Cab
- FY18 – Cost ~ \$18.4M; Farebox ~ \$750k
- SamTrans paratransit services goes above and beyond the ADA
 - Beyond the minimum $\frac{3}{4}$ mile required both spatially (distance) and temporally (time)
 - Fare is less than 2x of base bus fare (\$4.25)
 - Lifeline fare is \$1.75*

**SamTrans is unique in offering a reduced paratransit fare for low-income individuals.*

Existing Conditions

- Ridership Trends – 12.4% increase in trips between 2015 and 2017
 - Lifeline fare assistance passengers take nearly 40% more trips per month than non-lifeline fare assistance passengers
 - Trips have somewhat stabilized or declined recently
- Low farebox recovery – 4% farebox recovery ratio
- Operator shortage has led to the increased use of taxis
 - On average, taxis cost more per hour than the contracted service

Challenges and Opportunities

Challenges:

- Increasing cost of services
- Operator shortages
- Aging population

UC Davis identified alternatives to:

- Reduce cost
- Increase revenues
- Manage demand for trips
- Address operator shortage

Study is starting point for further analysis

Alternatives – Reduce Costs

- 1) Align operating policy with the ADA (3/4 mile) spatially and/or temporally
 - Potential cost reduction of up to 5% (\$700k)
- 2) Increase pick-up window to 30 minutes (currently 20)
 - Potential cost reduction of 2-3% (more efficient, reduced use of taxis)
- 3) Explore technology to improve efficiency and reduce contractor costs
 - Software modules for web booking, real time information

Alternatives – Increase Revenue

- 4) Consider a premium fare for trips outside the $\frac{3}{4}$ mile ADA requirement
 - Potential fare revenue increase of 40% (\$250k)

- 5) Increase the base paratransit fare (regular and lifeline)
 - Revenue and ridership impacts are explored in the SamTrans Fare Study

Alternatives – Demand Management/ Innovative Services

- 6) Improve access to fixed route services
- 7) Provide subsidized same-day services
 - Currently have a taxi pilot that will launch in 2019; consider adding TNCs
- 8) Explore increasing wheelchair accessible vehicles
 - Potentially necessary for partnerships with TNCs

Alternatives – Operator Shortage

- 9) Incentivize or coordinate volunteer driver programs
- 10) Potential opportunity to explore bringing in TNCs as a service provider for same day or regular paratransit service
 - Potential opportunity with next paratransit operating contract

Next Steps

- 1) Receive Board and Public Feedback
- 2) Finalize UC Davis Report
- 3) Identify alternatives for further exploration

Questions?