



# Same-day Paratransit - Report



SamTrans Board Meeting | Ana Rivas | August 7, 2024

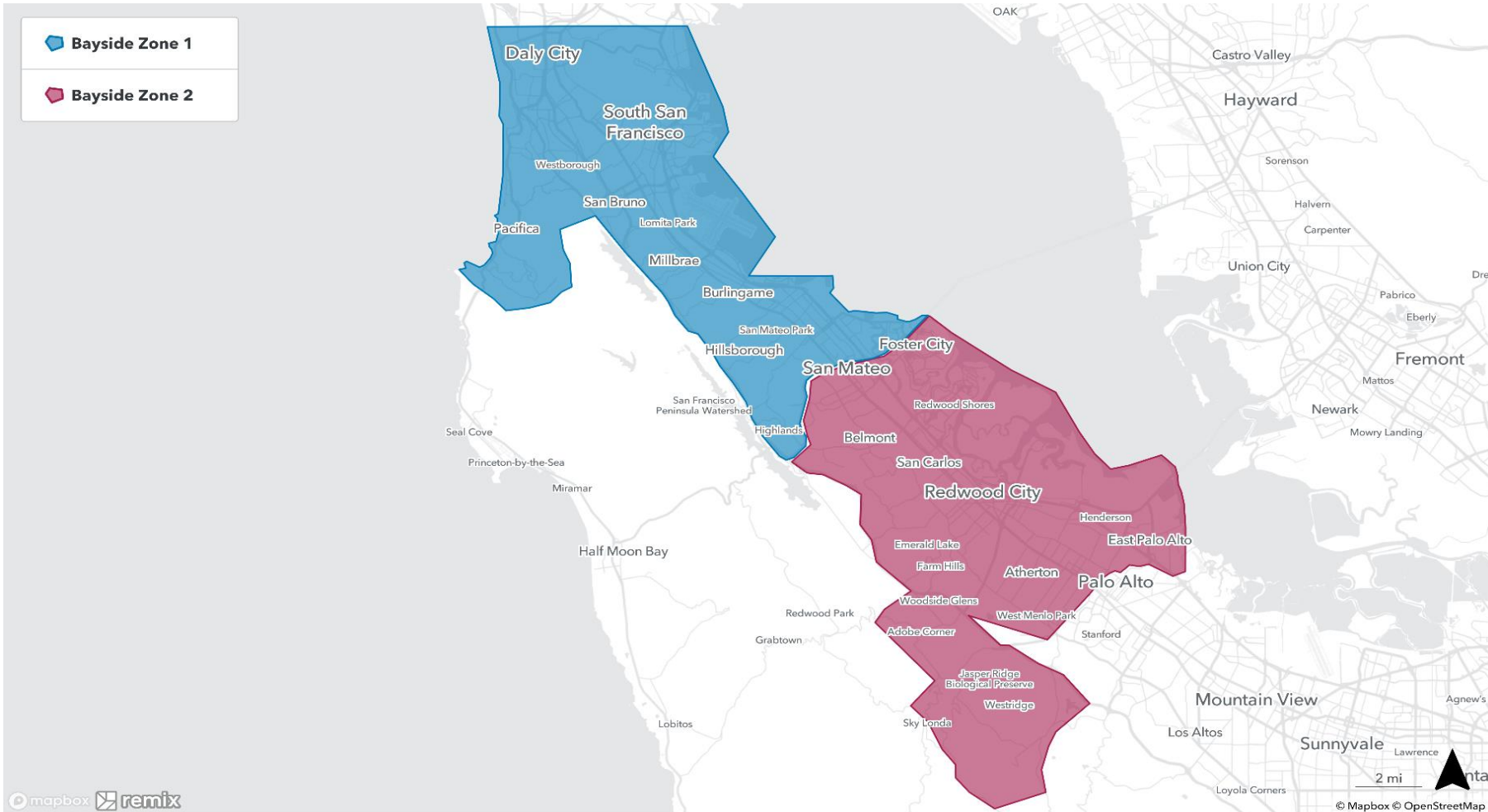
# Same-day Paratransit Service Pilot

- Program description
- Same-day Service Zones and Evaluation Metrics
- Key Performance Indicators
  - Service Trends
  - Trip Purpose
- Customer Feedback
- Proposed changes and Improvements
- Next steps

# Same-day Paratransit Service Pilot Program Description

- Provide paratransit riders the opportunity to have same day service, in response to long-standing requests from the community.
- Service commenced December 18, 2023, with limited hours, and service restricted within 2 separate zones (9:30 am – 3:00 pm, Monday – Friday)
- Trips scheduled for registered Redi-Wheels customers using available system capacity
- Premium service with higher fares (\$10 standard fare, \$8 fare assistance)
- Customers can still reserve regular paratransit trips at regular price, if same-day paratransit isn't the right option

# Same-day Service Zones



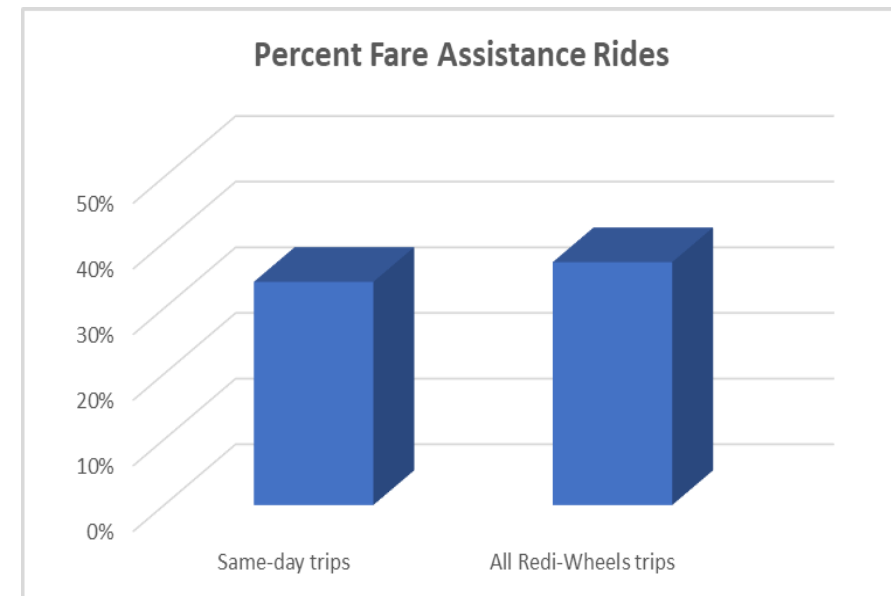
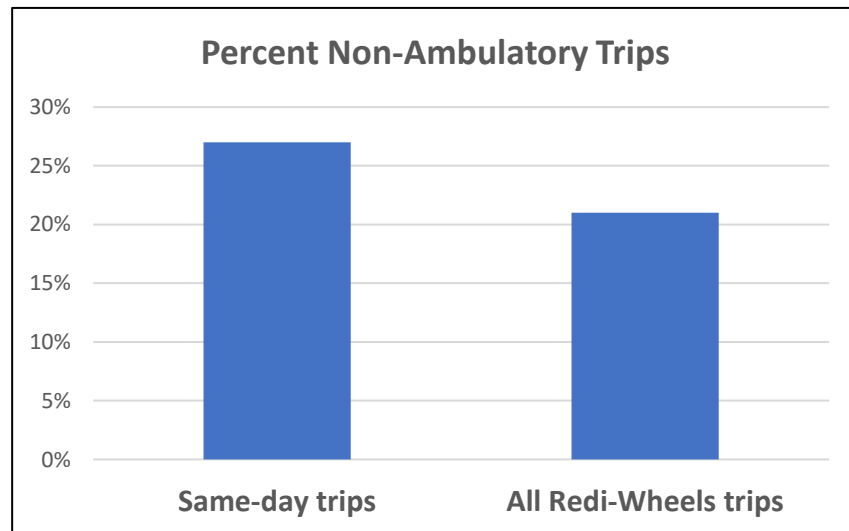
# Key Performance Indicators

- Ridership in first six months: 380 trips
- Approximately 4 trips per day
- 136 individuals used the same-day service
- No negative impact to mandated ADA paratransit service



# Service Trends

- Non-ambulatory trips are 27% higher than regular Redi-Wheels trips
- 34% use fare assistance (low-income) compared to 37% of regular Redi-Wheels users
- Same-day trips not scheduled are low and with no discernable patterns



# Evaluation Metrics

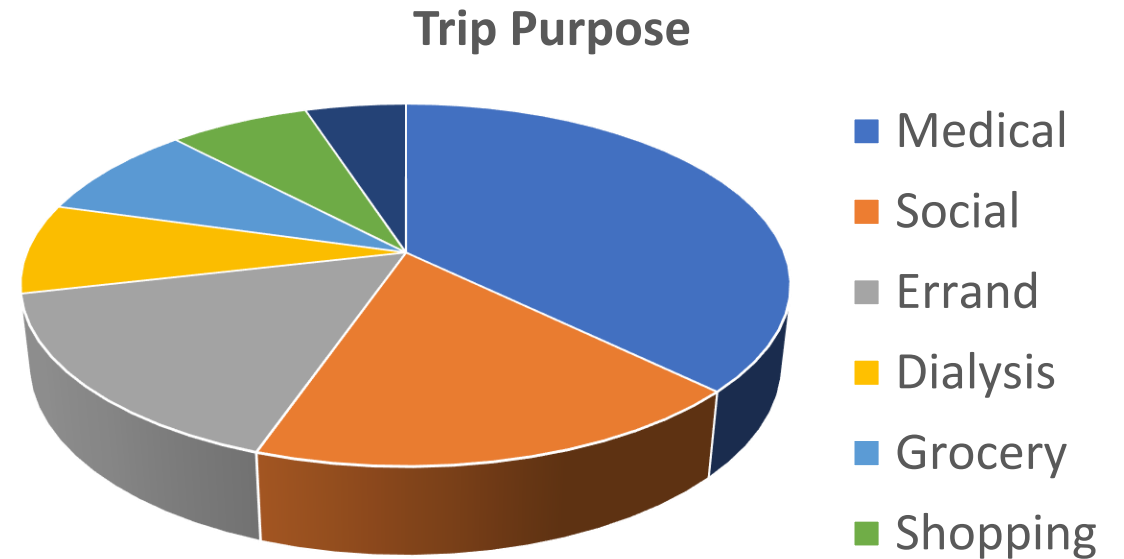
| <b>Performance</b>        | <b>Goal</b>                               | <b>Results</b>      |
|---------------------------|-------------------------------------------|---------------------|
| Percentage Rides Provided | 50% or more of the requested rides        | Yes (97%)           |
| Passengers per hour       | Increase vs. system avg of previous 6 mo. | Yes (1.43 pass/hr.) |
| On-time performance       | Not affect overall service OTP (90%)      | 89.4% vs 90%        |
| No-shows                  | Similar rates to overall service          | 2.7% vs. 1.3%       |
| Late cancels              | Similar rates to overall service          | 8.3% vs. 3.1%       |

# Trip Purpose

- Trip purpose

| Purpose  | Percent |
|----------|---------|
| Medical  | 37%     |
| Errand   | 19%     |
| Social   | 14%     |
| Grocery  | 9%      |
| Dialysis | 8%      |
| Shopping | 7%      |
| Other    | 7%      |

- Average trip distance: 4.16 miles
- Average trip time: 22 minutes





# Customer Feedback

- Positive customers feedback
- Same-day service is beneficial to customers with unanticipated trip needs
- Essential service – 26% of riders surveyed said they would not be able to make the trip without this type of service
- Lower cost of transportation for the customers. Comparable taxi trip costs \$17.15 vs. same-day fare \$10 standard or \$8 with fare assistance

# Proposed changes and improvements

- Extend the hours of operation from 3:00 pm until 6:00 pm
- Eliminate the zones restriction (system operates as a whole)
- Provide additional marketing to internal customers
  - Take ones in Redi-Wheels vehicles
  - Letter to customers with information on the pilot program enhancements
  - Presentations at organizations that serve Redi-Wheels riders

# Next Steps

- SamTrans Board of Directors Program Update – August 7, 2024
- Issue mailers to customers – August 9, 2024
- Implement Service Adjustments – August 12, 2024
- Perform a Customer Survey – Fall 2024
- Program evaluation and conclusion of pilot program – December 2024
- Final Recommendation for Same-day Service – December 2024



# Thank You



Please email [RivasA@samTrans.com](mailto:RivasA@samTrans.com) with any questions.