



Same-Day Paratransit - Report



Board of Directors | December 4, 2024

Same-Day Paratransit Service Pilot

- Program description
- Timeline
- Performance and ridership overview
- Service Trends
- Customer Feedback
- Request for Board approval to make program permanent



Same day paratransit service pilot program description

- Goal - Provide paratransit riders the opportunity to have same day service, in response to long-standing requests from the community
- Goal - Program to be within current paratransit budget and to make better use of existing system capacity
- This program surpasses ADA requirements
- Trips scheduled for registered Redi-Wheels customers using available system capacity
- Premium service with higher fares (\$10 standard fare, \$8 fare assistance)
- Lower cost of transportation for the customers. Comparable taxi trip costs \$21 vs. same-day fare \$10 standard or \$8 with fare assistance
- Customers can still reserve regular paratransit trips at regular price, if same-day paratransit isn't the right option

Same Day Paratransit Timeline

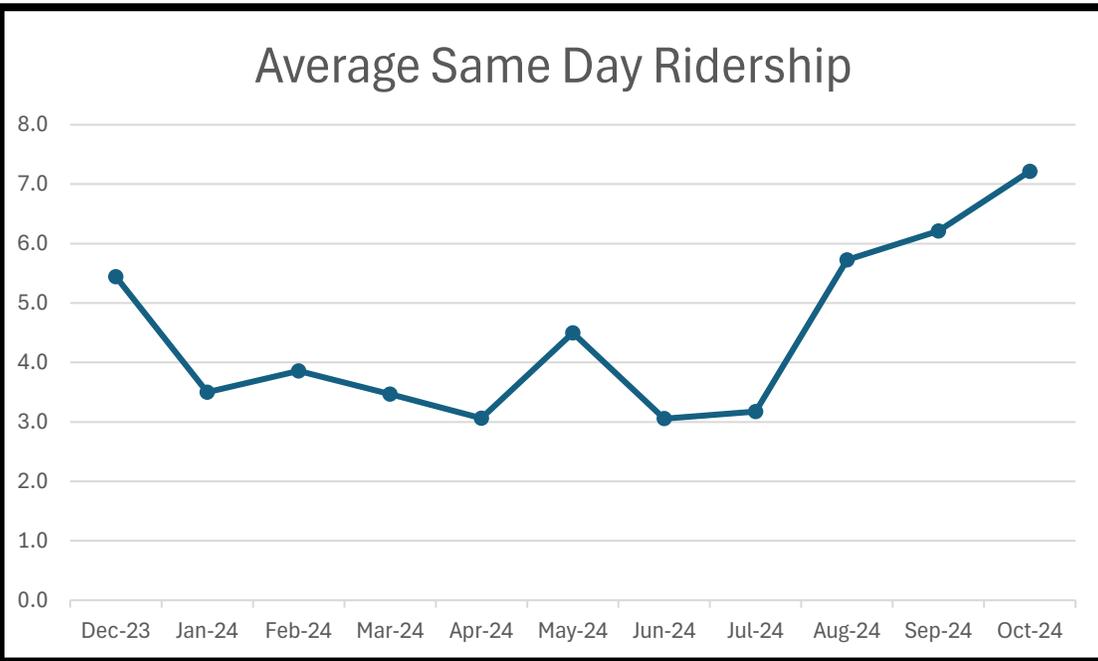
- 12/18/2023 Service began with limited hours
- 8/12/2024 6-month assessment and service improvements
- Changes communicated to riders through mailing to customers, take-ones, presentation at CAC and announcements at PAC, COA, COD
- 12/4/2024 Request Board approval to make the program permanent
- 12/4/2024 Public hearing to add same-day fares to fare policy
- 12/17/2024 One year pilot ends
- 12/18/2024 Program becomes permanent
- Spring 2025 Survey of same-day paratransit riders

Performance and ridership overview

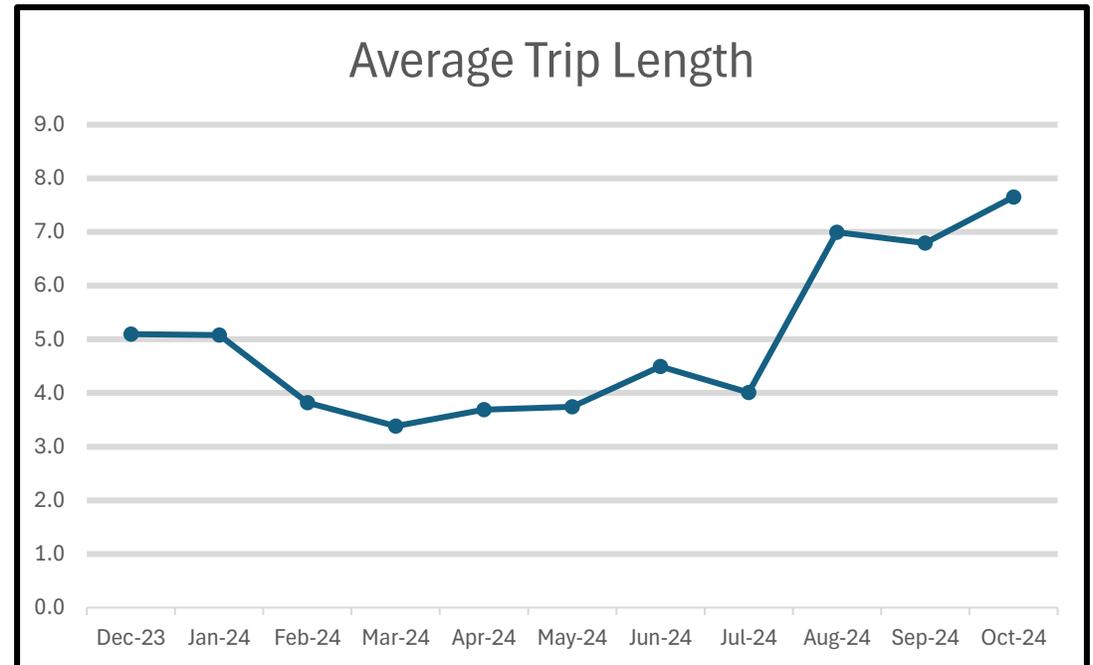
- Ridership as of November 25: 987 trips
- Approximately 7.1 trips per day in most recent month (Ridership increased 65% since program changes in August)
- 331 individuals used the same-day service
- No negative impact to mandated ADA paratransit service
- Trip length increased from 4.3 miles to 7.3 miles (70%)

Changes after August

Average Same Day Ridership



Average Trip Length



Service Trends

- Non-ambulatory trips are 22% of same-day rides, which is similar to regular Redi-Wheels trips in October 2024
- 31% use fare assistance (low-income) compared to 37% of regular Redi-Wheels users
- Few Same-Day trips are cancelled by the customer or denied.
- All evaluation metrics meet or exceed the program's goals
- Multiple trip purposes: medical, social, errands
- Average trip distance: 7.3 miles
- Average trip time: 29 minutes

Customer Feedback

- Essential service – 26% surveyed riders said they would not be able to make the trip without this type of service
- Same-day service is beneficial to customers with unanticipated trip needs
- Positive customers feedback. Ben McMullan said,
“As chair of the PAC, I am supportive of same-day paratransit trips as I believe it will allow for more flexibility to users of the service to make same day trips.”

Staff proposal – permanent program

- Staff proposes to make the Redi-Wheels Same-Day Paratransit Pilot a permanent part of Redi-Wheels service.
- If the Board approves, there will be a public hearing later in the meeting to add same-day service to the fare policy.



Thank You



Please email RivasA@samtrans.com with any questions.