



# SamTrans Paratransit Service

City/County Association of Government  
Board of Directors  
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San Mateo



# ADA Paratransit Service



- ADA – Americans with Disabilities Act
- Paratransit Customers
- Cost & Funding Source
- Operating Statistics
- Summary



## Americans with Disabilities Act passed in 1990

- Full accessibility on all fixed-route buses (lifts/ramps)
- Comparable paratransit service for those unable to ride fixed-route transit
- ADA Paratransit characteristics/requirements:
  - Service must be provided within  $\frac{3}{4}$ -mile zone of fixed-route service
  - Service day/time parallel to fixed-route service
  - Shared ride
  - Advance reservation
  - Zero denial for service

- Paratransit service provides mobility to people with disabilities who can't use conventional fixed-route transit
- SamTrans commitment to paratransit pre-dates ADA
- SamTrans provides service beyond what is required by ADA
- Demand for ADA service is expected to grow

# Paratransit Customers

# Paratransit Customers

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- 63% are 70 years or older
- 20% are non-ambulatory
- 26% have cognitive disabilities
- 14% have visual disabilities
- 27% receive fare assistance



Source: Paratransit customer data

# Paratransit Customers' Trips

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- 10% go to dialysis centers
- 15% go to adult day care centers
- Other key destinations include hospitals, doctor's appointments, County services, senior centers, colleges, senior housing, and shopping



# Paratransit Customers



- All Redi-Wheels and RediCoast users must be certified as eligible for ADA-Paratransit
- SamTrans utilizes a third-party functional assessment process to determine eligibility

# Cost & Funding Sources

# Program Costs



	<u>FY 2016</u>	<u>FY 2017</u>	<u>FY 2018 (Budget)</u>	<u>FY 2019(Budget)</u>
<b>Total Costs (\$000)</b>	<b>\$15,649</b>	<b>\$18,908</b>	<b>\$18,333</b>	<b>\$18,961</b>
<b>Total Trips</b>	<b>360,005</b>	<b>361,382</b>	<b>362,000</b>	<b>369,000</b>
<b>Average Cost per trip</b>	<b>\$43.32</b>	<b>\$52.32</b>	<b>\$50.64</b>	<b>\$51.38</b>
<b>Farebox Ratio</b>	<b>5.5%</b>	<b>4.7%</b>	<b>4.58%</b>	<b>5.0%</b>



# Paratransit Funding Sources

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## FY2019 Budget

Measure M (Motor Vehicle Reg. Fee)	\$1.4 million
Transportation Development Act Funds	2.1
Operating grants	2.1
District sales tax	6.0
Interest (paratransit trust fund)	0.4
SMCTA Measure A	3.5
SM County Measure K	2.5
Passenger fares	<u>0.9</u>
	<b>\$18.9 million</b>



# Operating Statistics



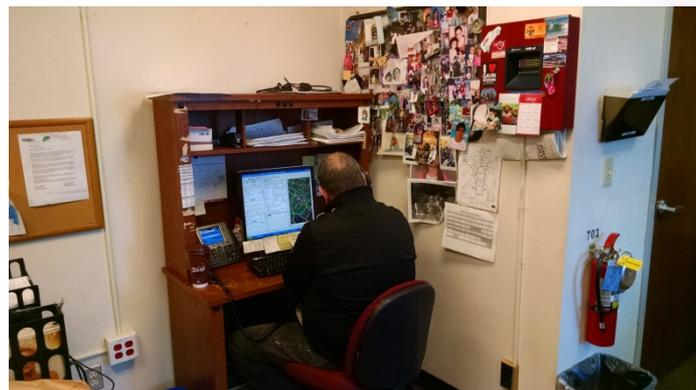
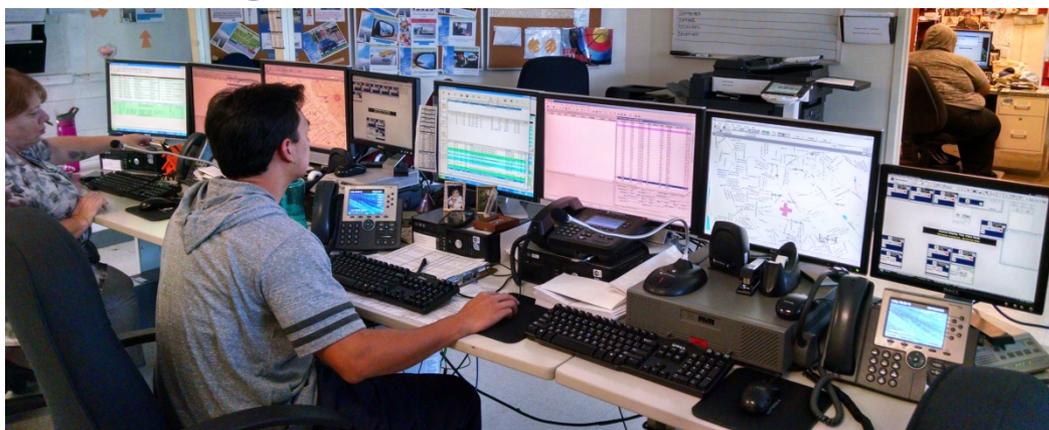
# How Service is Delivered



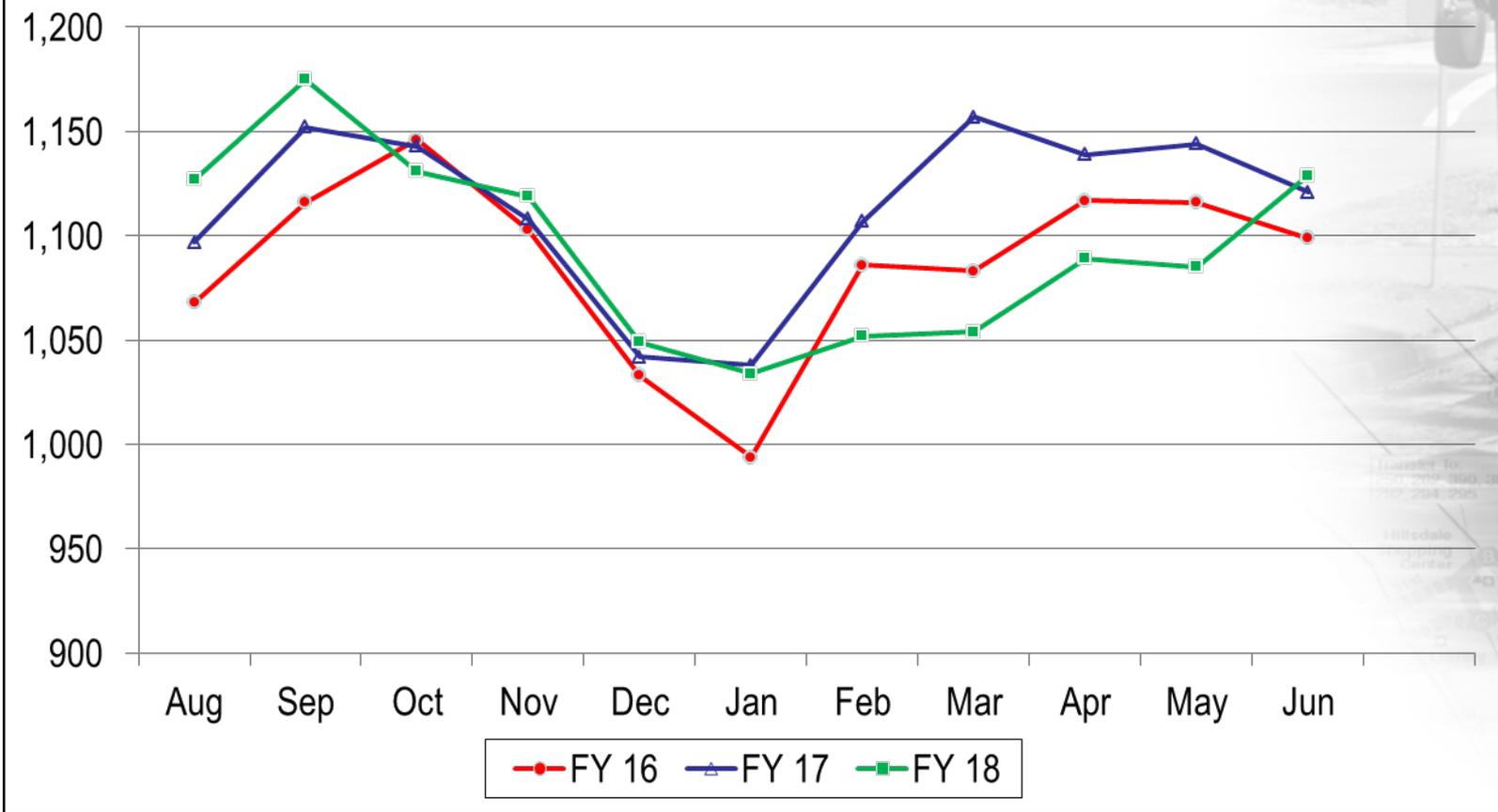
- Redi-Wheels and RediCoast are delivered by a contractor with program oversight by SamTrans staff
  - First Transit is the contractor for Redi-Wheels
  - MV Transit is the contractor for RediCoast
- SamTrans owns & maintains fleet of vehicles for these services (53 cutaway buses & 24 minivans)
- Contractor supplements District fleet with sedans and contracted taxis to meet peak demand



## Brewster facility and equipment owned and maintained by SamTrans



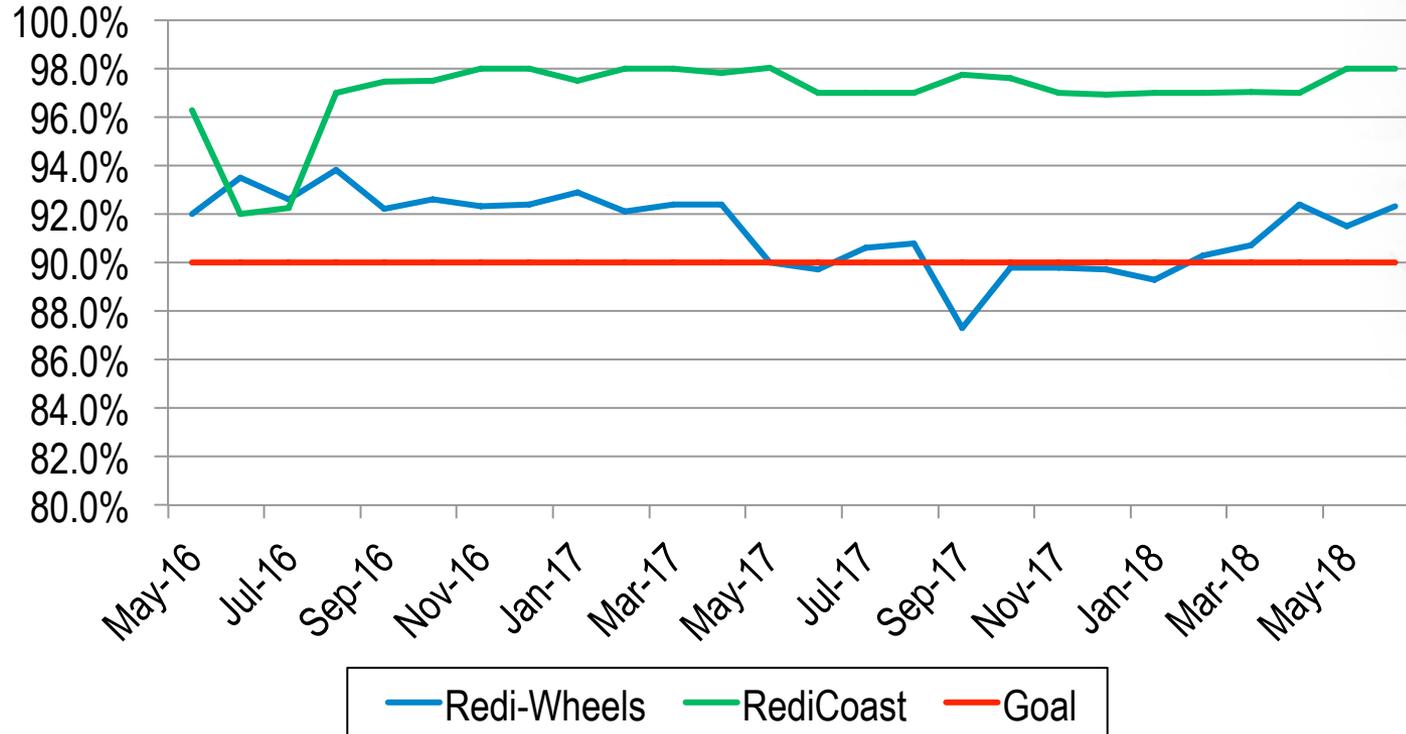
## Redi-Wheels Average Weekday Ridership



# On-time Performance



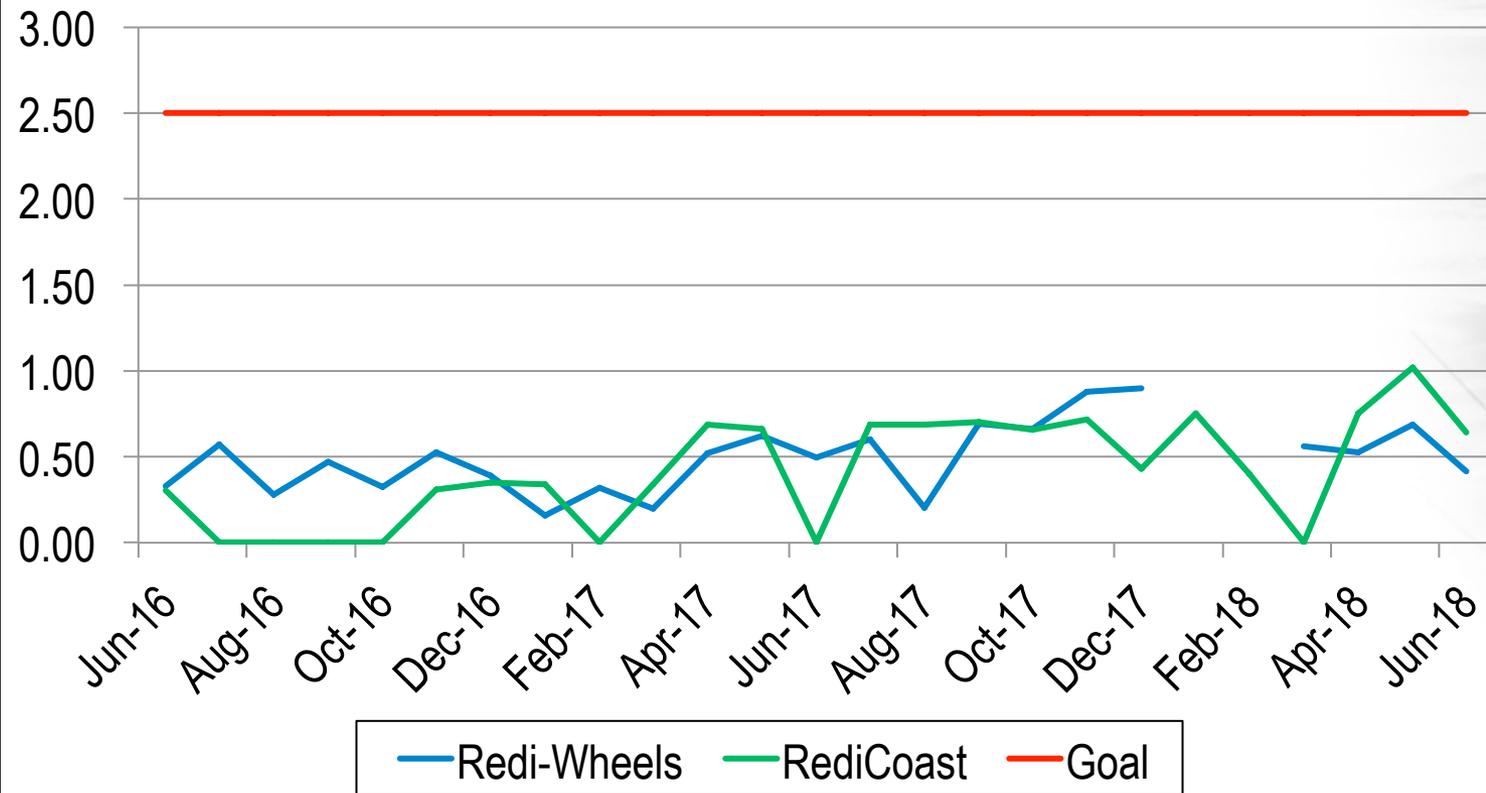
## Pick ups within 20 minutes of scheduled pick up time



# Customer Satisfaction



## Complaints per thousand trips



**ADA requires transit agencies to plan to meet demand for paratransit service**

**Eligible customers were offered a trip within one hour of the requested pick-up time**

- **Ridership is expected to increase as County demographics point towards higher demand in the future**
- **Service quality is high**
  - Very low complaint rate
  - OTP rate above 90% goal
- **Paratransit service is a Federal mandate and contributes to SamTrans structural deficit**
- **SamTrans continues to monitor costs and provide high-quality ADA service**