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 ¾-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 equal opportunity for 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 growing
• Unfunded Federal mandate
Paratransit Customers
Paratransit Customers

Approximately 8,200 eligible paratransit customers
67% are 70 years or older
19% are non-ambulatory
28% have cognitive disabilities
16% have visual disabilities
27% receive fare assistance

Source: Paratransit customer data
Paratransit Customers’ Trips

• 10% go to dialysis centers
• 14% 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

<table>
<thead>
<tr>
<th></th>
<th>FY2016</th>
<th>FY 2017</th>
<th>FY 2018</th>
<th>FY 2019 (Budget)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Costs ($000)</td>
<td>$15,649</td>
<td>$18,908</td>
<td>$16,856</td>
<td>$18,998</td>
</tr>
<tr>
<td>Total Trips</td>
<td>351,220</td>
<td>361,960</td>
<td>354,680</td>
<td>365,300</td>
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<tr>
<td>Average Cost per trip</td>
<td>$44.56</td>
<td>$52.24</td>
<td>$47.47</td>
<td>$52.00</td>
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<tr>
<td>Farebox Ratio</td>
<td>4.9%</td>
<td>4.7%</td>
<td>5.3%</td>
<td>5.0%</td>
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</tbody>
</table>
San Mateo County Transportation Authority

Paratransit funding

- **Original Measure A**
  - $25 million fund established permanent source, invest, use proceeds to fund service

- **New Measure A**
  - 4% of measure, approximately $3.3 million/year designated “…to meet the special mobility needs of county residents through paratransit and other accessible services.”
## FY2019 Budget

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
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<tbody>
<tr>
<td>San Mateo County TA Measure A</td>
<td>$3.5 million</td>
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<tr>
<td>Transportation Development Act funds</td>
<td>2.1</td>
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<tr>
<td>Operating grants</td>
<td>2.1</td>
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<tr>
<td>District sales tax</td>
<td>6.0</td>
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<tr>
<td>TA Measure A Interest income</td>
<td>0.4</td>
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<tr>
<td>San Mateo County Measure K</td>
<td>2.5</td>
</tr>
<tr>
<td>Measure M (Motor Vehicle Reg. Fee)</td>
<td>1.4</td>
</tr>
<tr>
<td>Passenger fares</td>
<td>0.9</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$18.9 million</strong></td>
</tr>
</tbody>
</table>
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
Redi-Wheels Operations Center

Brewster facility and equipment owned and maintained by SamTrans
On-time Performance

Pick ups within 20 minutes of scheduled pick up time

- Redi-Wheels
- RediCoast
- Goal
Customer Satisfaction

Complaints per thousand trips

Redi-Wheels
RediCoast
Goal
Paratransit Trip Denials

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
Summary

- County demographics pointing towards continued 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