



SamTrans Paratransit Service

Transportation Authority
Board of Directors
April 4, 2019
Item 10 (a)



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 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

samTrans

Approximately 8,200 eligible paratransit customers

67% are 70 years or older

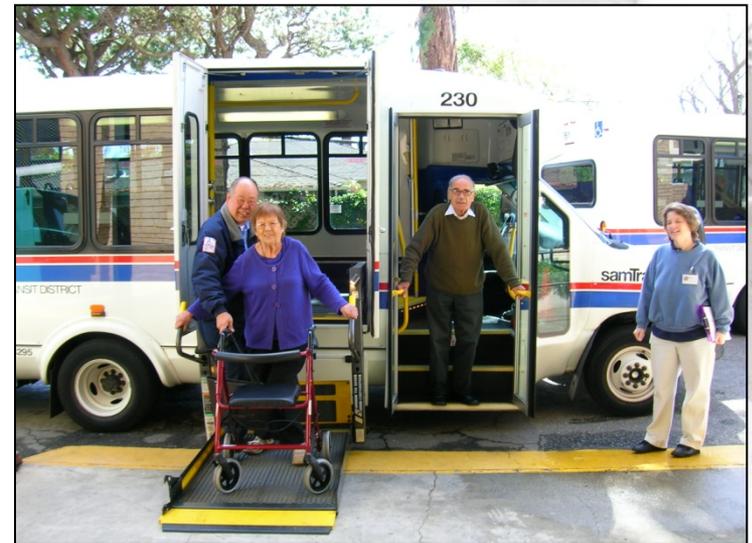
19% are non-ambulatory

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



	<u>FY2016</u>	<u>FY 2017</u>	<u>FY 2018</u>	<u>FY 2019 (Budget)</u>
Total Costs (\$000)	\$15,649	\$18,908	\$16,856	\$18,998
Total Trips	351,220	361,960	354,680	365,300
Average Cost per trip	\$44.56	\$52.24	\$47.47	\$52.00
Farebox Ratio	4.9%	4.7%	5.3%	5.0%



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.”

Paratransit Funding Sources



FY2019 Budget

San Mateo County TA Measure A	\$3.5 million
Transportation Development Act funds	2.1
Operating grants	2.1
District sales tax	6.0
TA Measure A Interest income	0.4
San Mateo County Measure K	2.5
Measure M (Motor Vehicle Reg. Fee)	1.4
Passenger fares	0.9
	<hr/>
	\$18.9 million

Operating Statistics



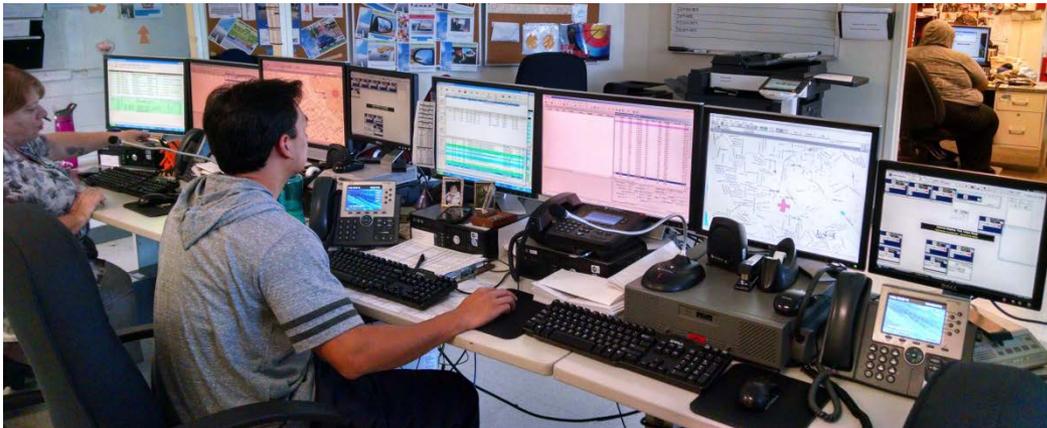
How Service is Delivered



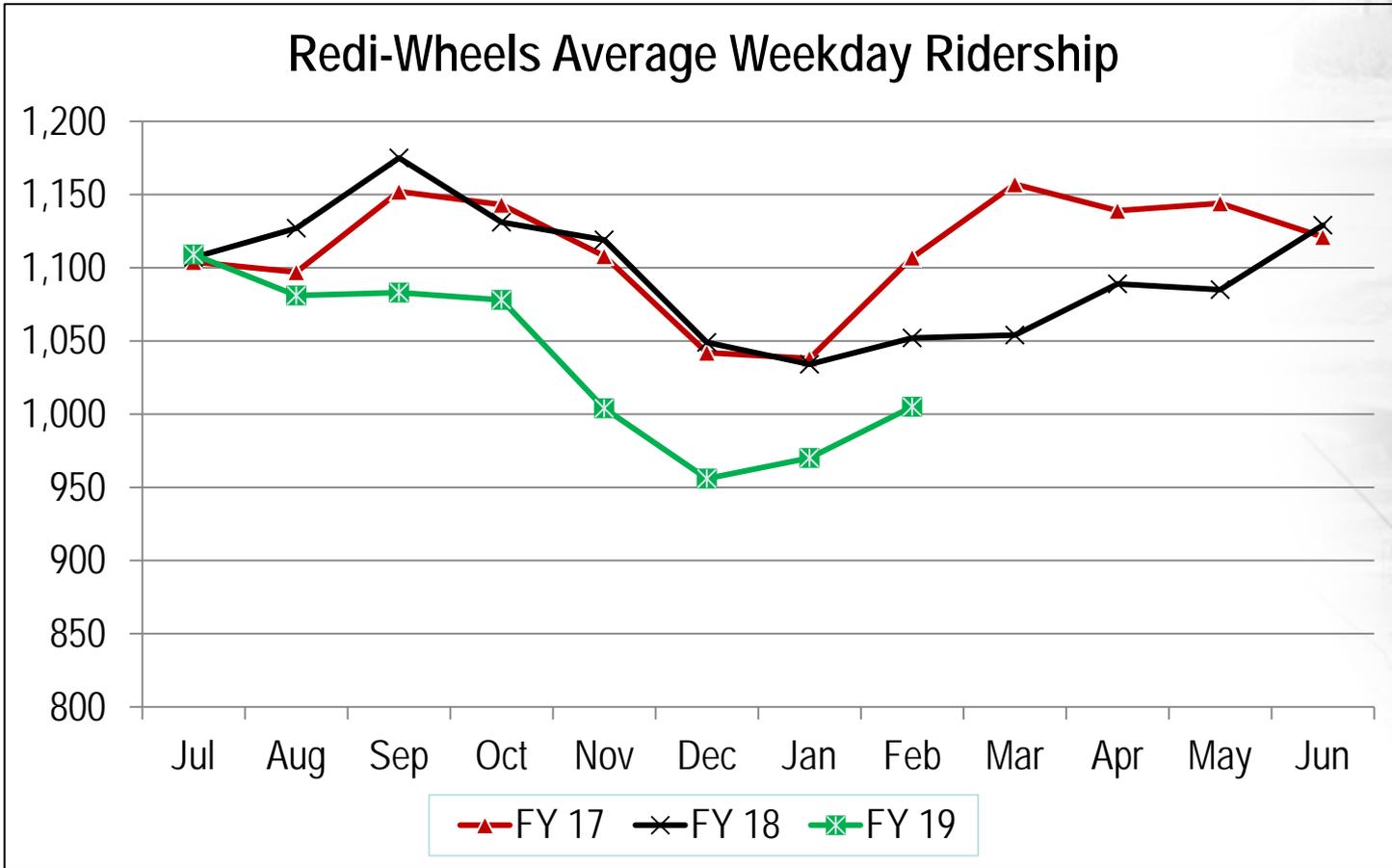
- Redi-Wheels and RediCoast are delivered by a contractor with program oversight by SamTrans staff
 - First Transit is the contractor for Redi-Wheels
 - MV Transit is the contractor for RediCoast
- SamTrans owns & maintains fleet of vehicles for these services (53 cutaway buses & 24 minivans)
- Contractor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



Brewster facility and equipment owned and maintained by SamTrans



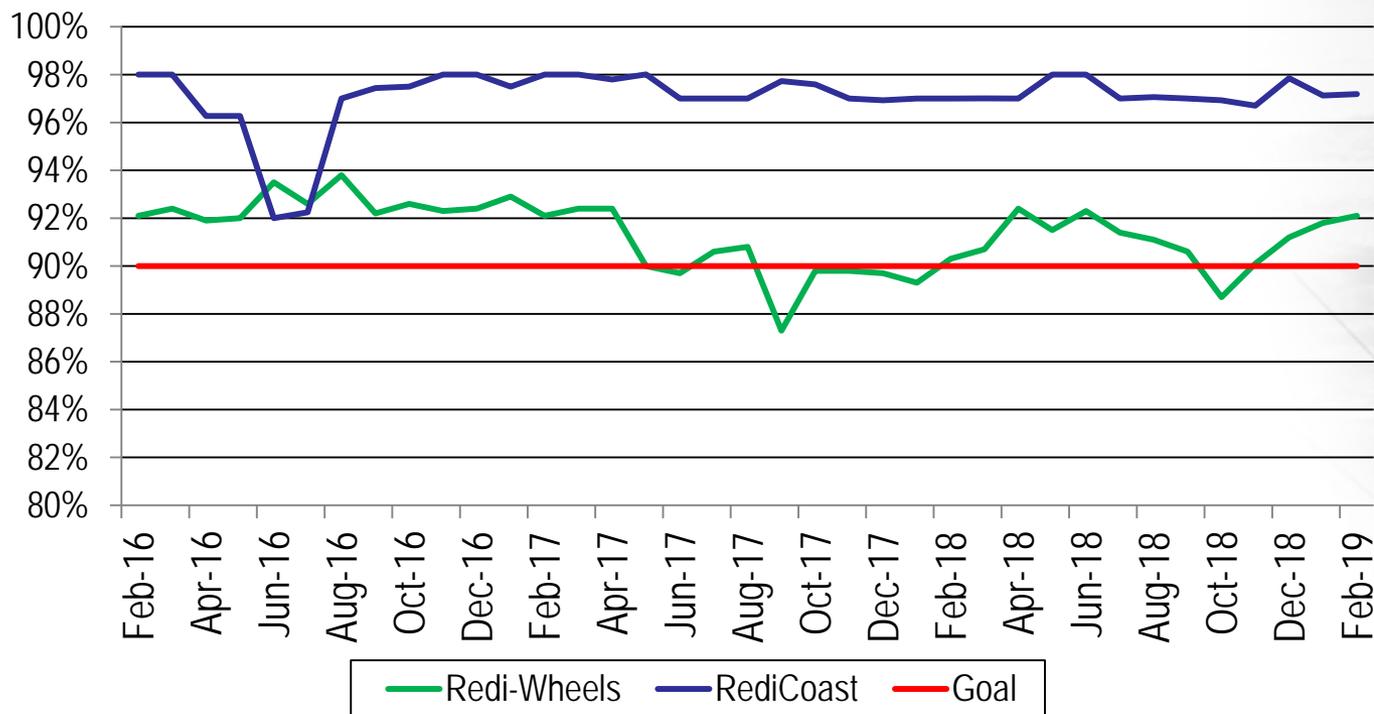
Paratransit - AWR



On-time Performance



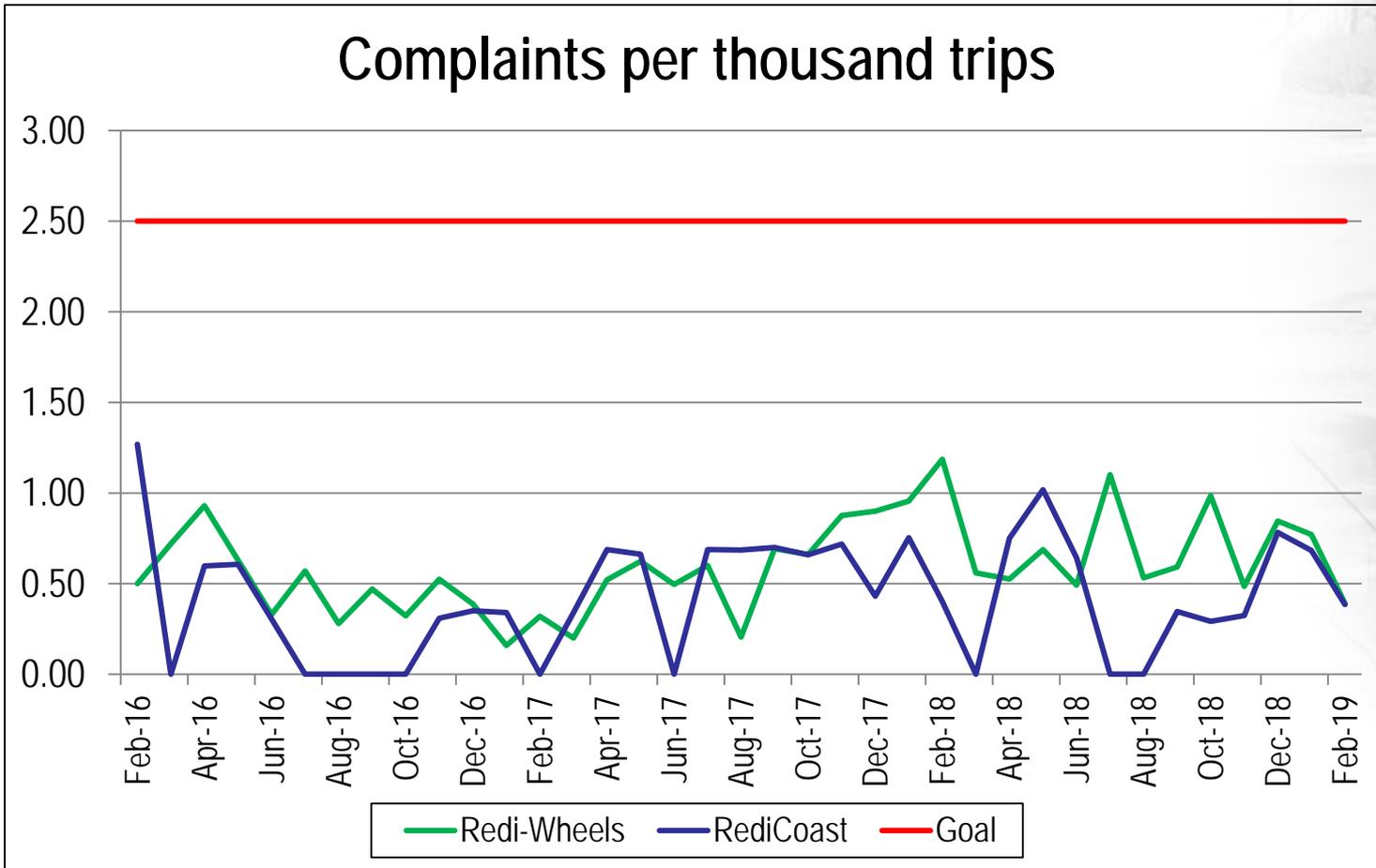
Pick ups within 20 minutes of scheduled pick up time



Customer Satisfaction



Complaints per thousand trips



Paratransit Trip Denials

samTrans

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

- **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**