



samTrans



# SamTrans Paratransit Service

San Mateo  
June 2013

## ADA Paratransit Service



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- ADA – Americans with Disabilities Act
- SamTrans Paratransit Service
- Cost of Service
- How Service is Funded
- Registrants
- Managing Demand
- Paratransit Customers
- Operating Statistics
- Demographics
- Senior Mobility Initiative
- Summary



## ADA

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- ADA - Americans with Disabilities Act passed 1990
- Full accessibility on all fixed-route buses (lifts/ramps)
- Complimentary Paratransit service for those unable to fixed-route transit
- ADA Paratransit characteristics/requirements:
  - Shared ride
  - Advance reservation
  - Zero denial for service
  - Service day/time parallel to fixed-route service

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## SamTrans Paratransit Service

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- 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 has service has grown dramatically
- Unfunded Federal mandate

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## Cost of Service



	<u>FY2009</u>	<u>FY2010</u>	<u>FY2011</u>	<u>FY2012</u>
Total Costs	\$13,614,337	\$12,908,024	\$12,677,004	13,583,328
Total Trips	332,337	321,071	315,926	304,427
Average Cost	\$41.01	\$40.21	\$40.12	\$42.35
Constant '07\$	\$39.01	\$37.80	\$37.09	\$39.32
Farebox Ratio	4.5%	5.3%	6.0%	5.8%



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## Coastside Service Costs



<b>RediCoast ADA</b>	<b>\$1,341,810</b>
<b>RediCoast non-ADA</b>	<b>\$ 260,163</b>
<b>SamCoast</b>	<b><u>\$ 152,926</u></b>
	<b>\$1,744,899</b>
<b>Coastside Route 17</b> (fixed-route)	<b>\$ 643,473</b>

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## How Service is Funded

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### 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 \$2.7 million/year designated "...to meet the special mobility needs of county residents through paratransit and other accessible services."

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## How Service is Funded

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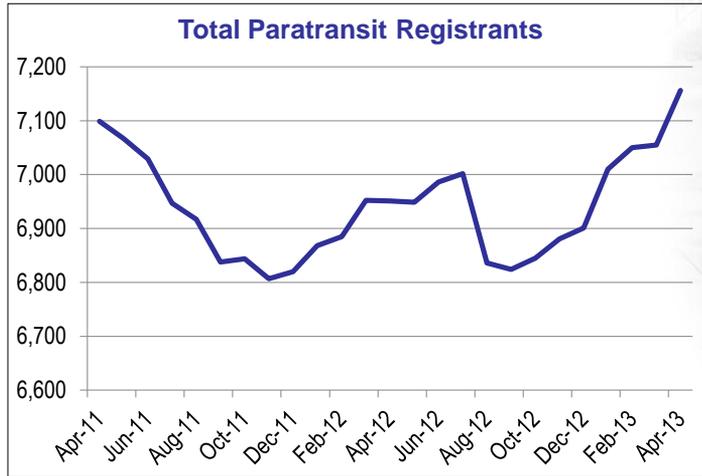
Fares	\$ 781,811
TDA 4.5	1,608,821
STA	504,645
Operating Grants	697,315*
Interest Income	406,337
Measure A	2,779,030
Measure M	1,400,000
Sales Tax	<u>5,405,369*</u>
Total FY 2012	<b>\$13,583,328**</b>

\* Funding could be use for other non-ADA transit services

\*\* Does not include \$1,107,717 to provide fixed-route ADA requirements

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# Paratransit Registrants



# Managing ADA Demand



## Eligibility Assessment Process

- In-person eligibility process
- Functional testing as needed
- Conducted by 3<sup>rd</sup> party assessment expert
- Dedicated facility



## Managing ADA Demand

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- Conditional eligibility
- Travel training
- Free fare on fixed-route at all times
- Older driver seminars



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## Paratransit Customers

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- 62% - above age 70
- 22% - non-ambulatory
- 19% have cognitive disabilities
- 12% have visual disabilities
- 16% - fare assistance
- 98% live within 3/4 mile of SamTrans bus routes



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## Paratransit Customers

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### Non-ambulatory customers

- 22% of eligible riders
- 44% of trips.

### Low income customers

- 16% of eligible riders
- 33% of trips



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## Paratransit Customers

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10% - to dialysis centers

18% - to adult day care centers

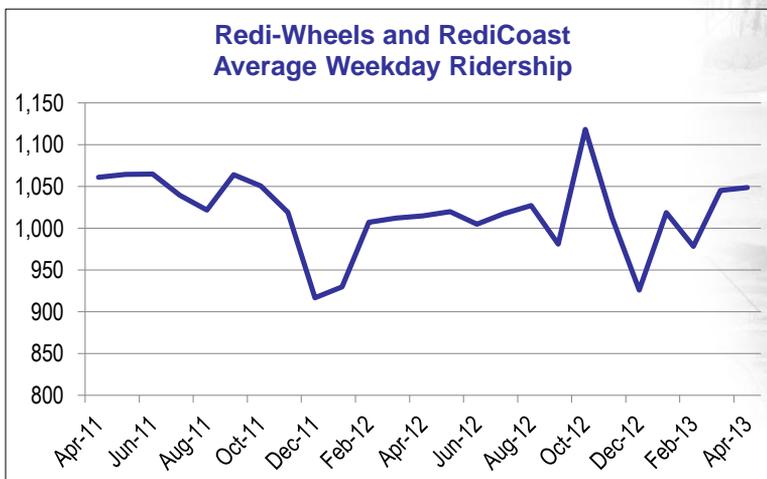
Other key destinations include hospitals, doctor's appointments, senior centers, colleges, senior housing, and shopping



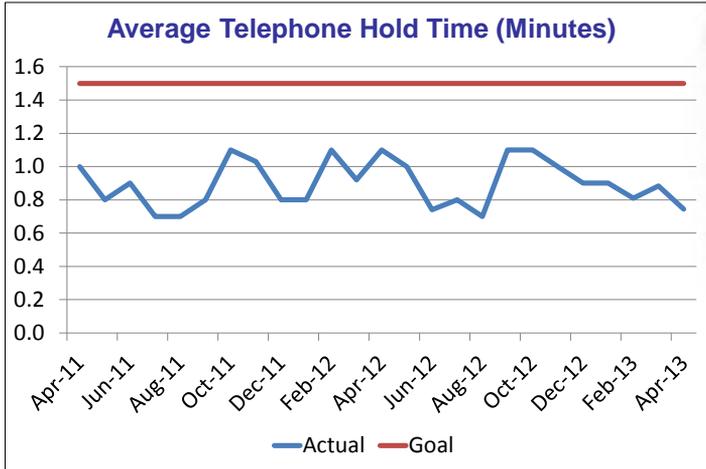
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# Operating Statistics

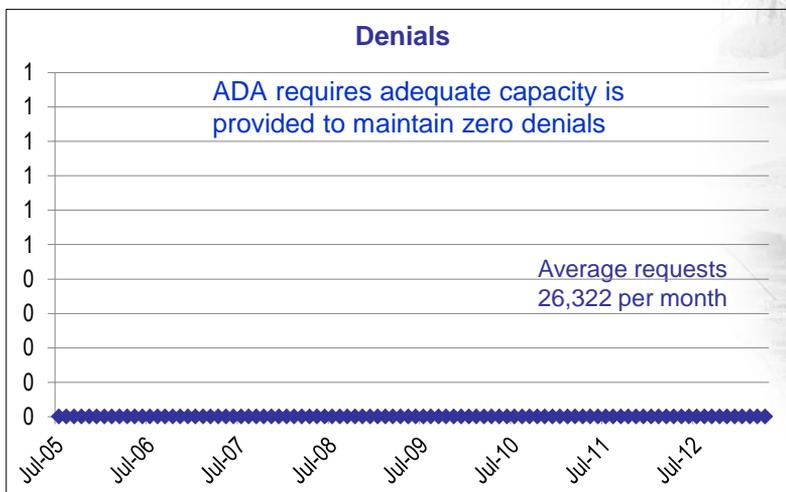
## Ridership



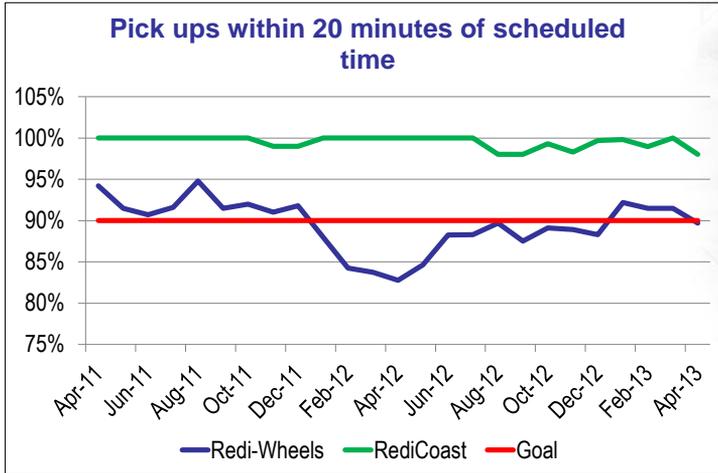
# Telephone Hold Time



# Redi-Wheels Trip Denials

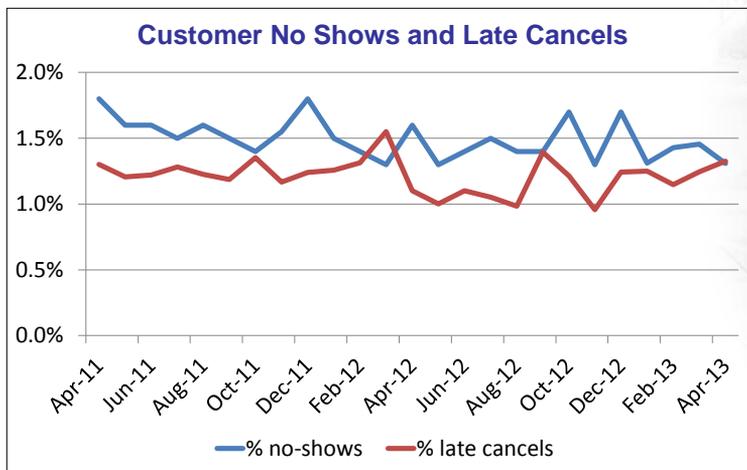


## On-time Performance



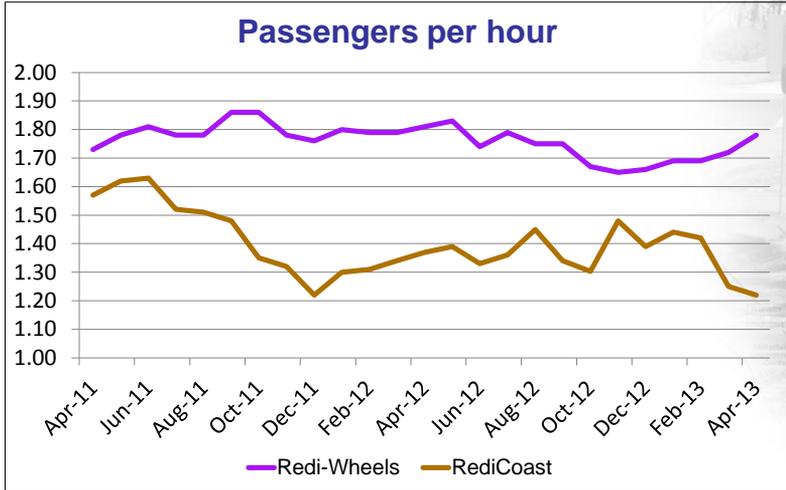
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## No-shows and Late-cancels

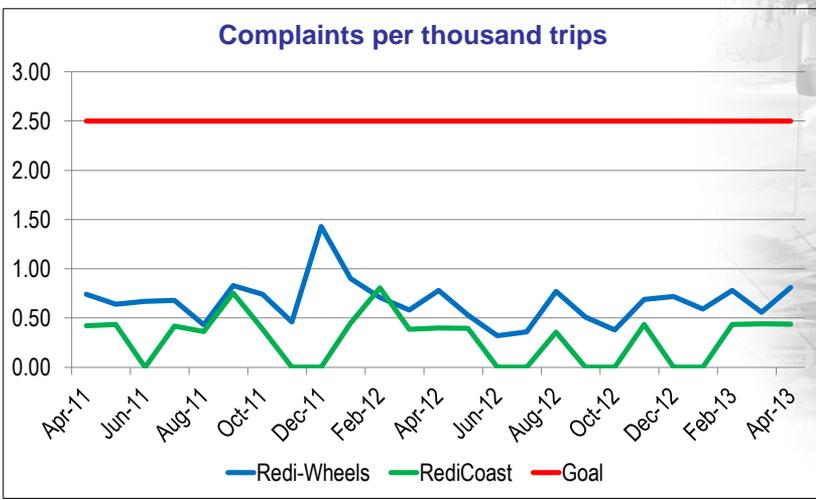


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# Productivity



# Service Complaints



## Demographic Information

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**“Silver Tsunami” – expected aging in place for San Mateo County residents**

**Adults Age 85 + expected to increase by 148% (fastest growing demographic)**

**San Mateo County’s aging model predicts San Mateo County’s population of senior citizens will increase by more than 70% over the next 20 years**

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## Senior Mobility Initiative

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- **Beyond Paratransit, growing need for a variety of senior mobility services**
- **Senior Mobility Action Plan – Initiatives**
  - Senior Mobility Guide
  - Community Transit Planning & Funding Guidebook
  - Mobility Ambassador Program
  - Volunteer Driver Symposium
- **Expansion of these and other initiatives to improve senior mobility will require funding**

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## Summary

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- Paratransit service provides an essential lifeline for most needy county residents
- SamTrans provides high quality paratransit service that exceeds ADA requirements
- Paratransit demand, costs, and efficiencies have been well managed
- High cost of Paratransit service requires significant SamTrans financial subsidy – adding to District’s structural imbalance
- Demand for Paratransit and other senior mobility services will continue to grow based on demographics of the county
- Long-term funding must be identified to reduce dependence on SamTrans Sales Tax to fund ADA services
- Absent new sources of funds, District faces uncertain financial future, with probable fixed-route service cuts, with corresponding reductions in Paratransit service

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