



# SamTrans Paratransit Service

Transportation Authority  
Board of Directors  
June 2018  
Item 14a

# ADA Paratransit Service



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



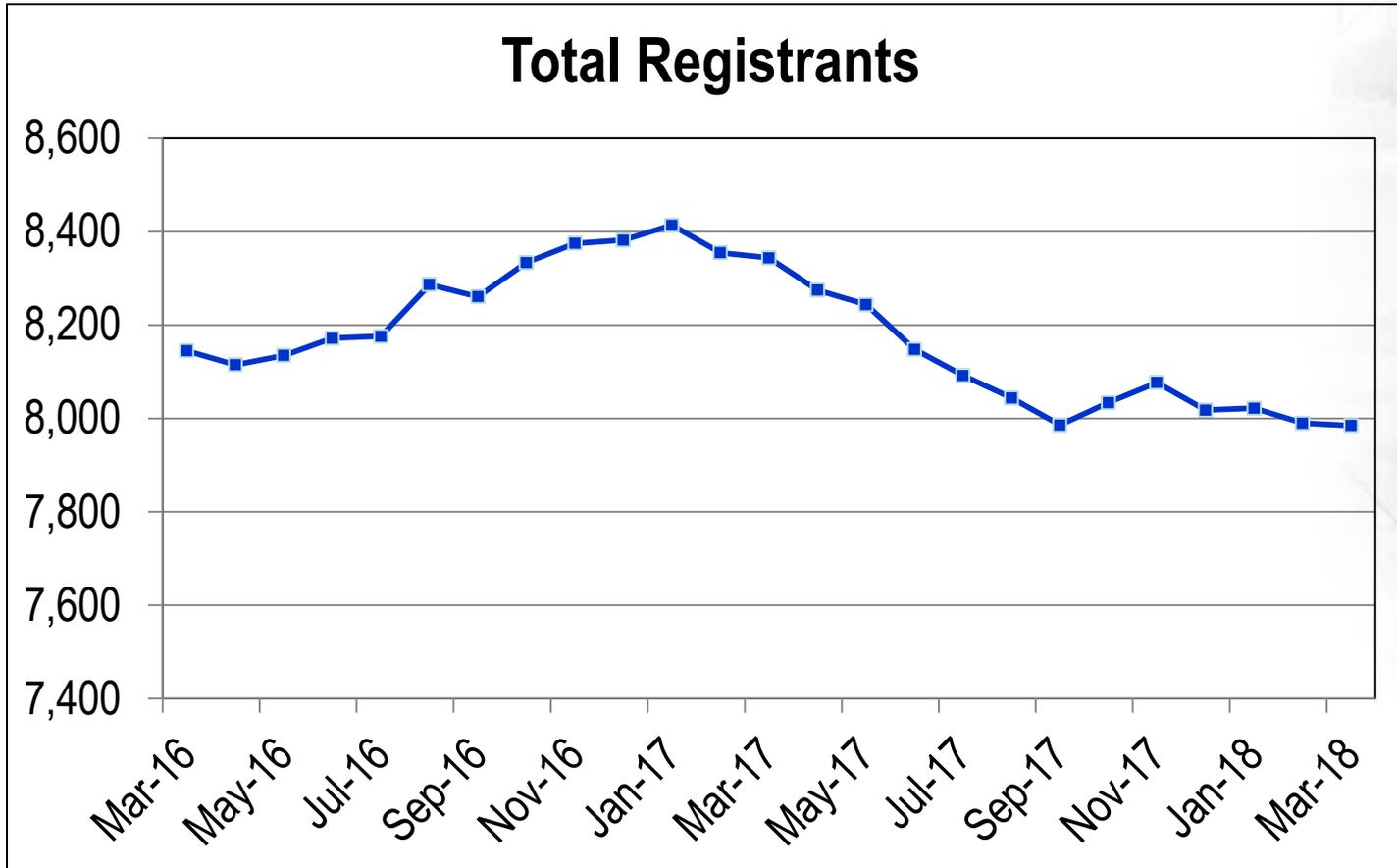
## Americans with Disabilities Act passed in 1990

- 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 Registrants



# Paratransit Customers

samTrans

- 64% are 70 years or older
- 20% are non-ambulatory
- 23% have cognitive disabilities
- 12% have visual disabilities
- 26% receive fare assistance



Source: Paratransit customer data

# Paratransit Customers' Trips

samTrans

- 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>FY2015</u>	<u>FY 2016</u>	<u>FY 2017</u>	<u>FY 2018 (Budget)</u>
<b>Total Costs (\$000)</b>	<b>\$14,060</b>	<b>\$15,649</b>	<b>\$18,908</b>	<b>\$18,333</b>
<b>Total Trips</b>	<b>329,040</b>	<b>360,005</b>	<b>361,382</b>	<b>362,000</b>
<b>Average Cost per trip</b>	<b>\$46.76</b>	<b>\$43.32</b>	<b>\$52.32</b>	<b>\$50.64</b>
<b>Farebox Ratio</b>	<b>5.1%</b>	<b>5.5%</b>	<b>4.7%</b>	<b>4.58%</b>

## 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



## FY2018 Budget

<b>San Mateo County</b>	<b>\$3.75 million</b>
<b>District Sales Tax</b>	<b>2.8</b>
<b>Transportation Authority</b>	<b>3.3</b>
<b>Interest (Paratransit Trust Fund)</b>	<b>0.2</b>
<b>Transportation Development Act Funds</b>	<b>1.9</b>
<b>Operating grants</b>	<b>3.8</b>
<b>Measure M (Motor Vehicle Reg. Fee)</b>	<b>1.4</b>
<b>State Transit Assistance</b>	<b>0.4</b>
<b>Passenger fares</b>	<b>\$0.8</b>
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	<b>\$18.4 million</b>

# Operating Statistics

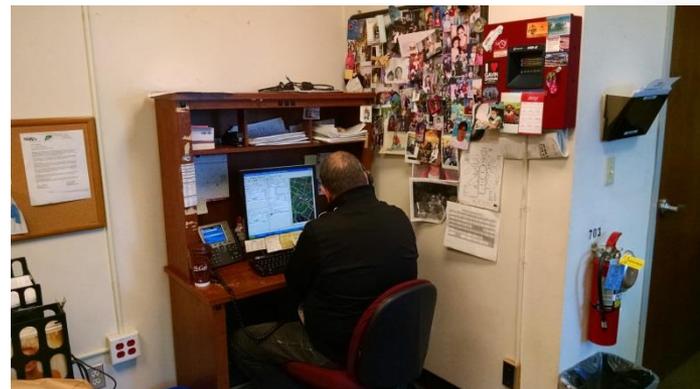
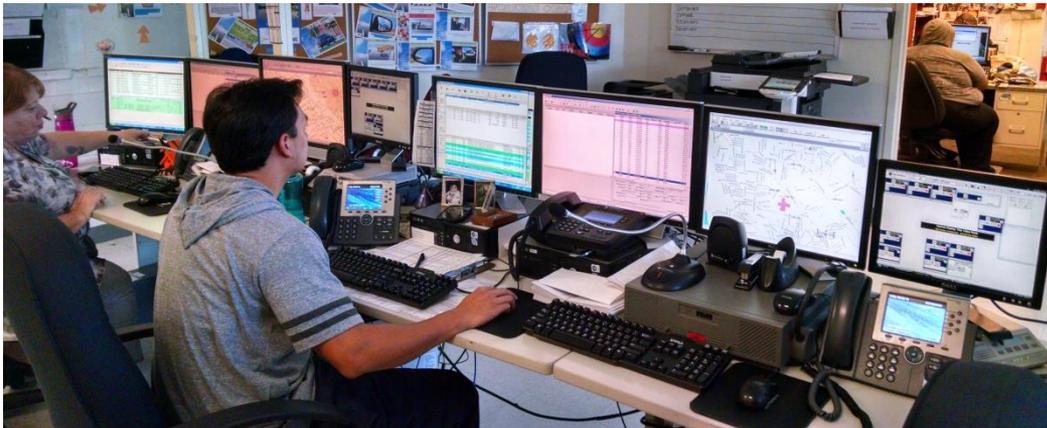
# How Service is Delivered



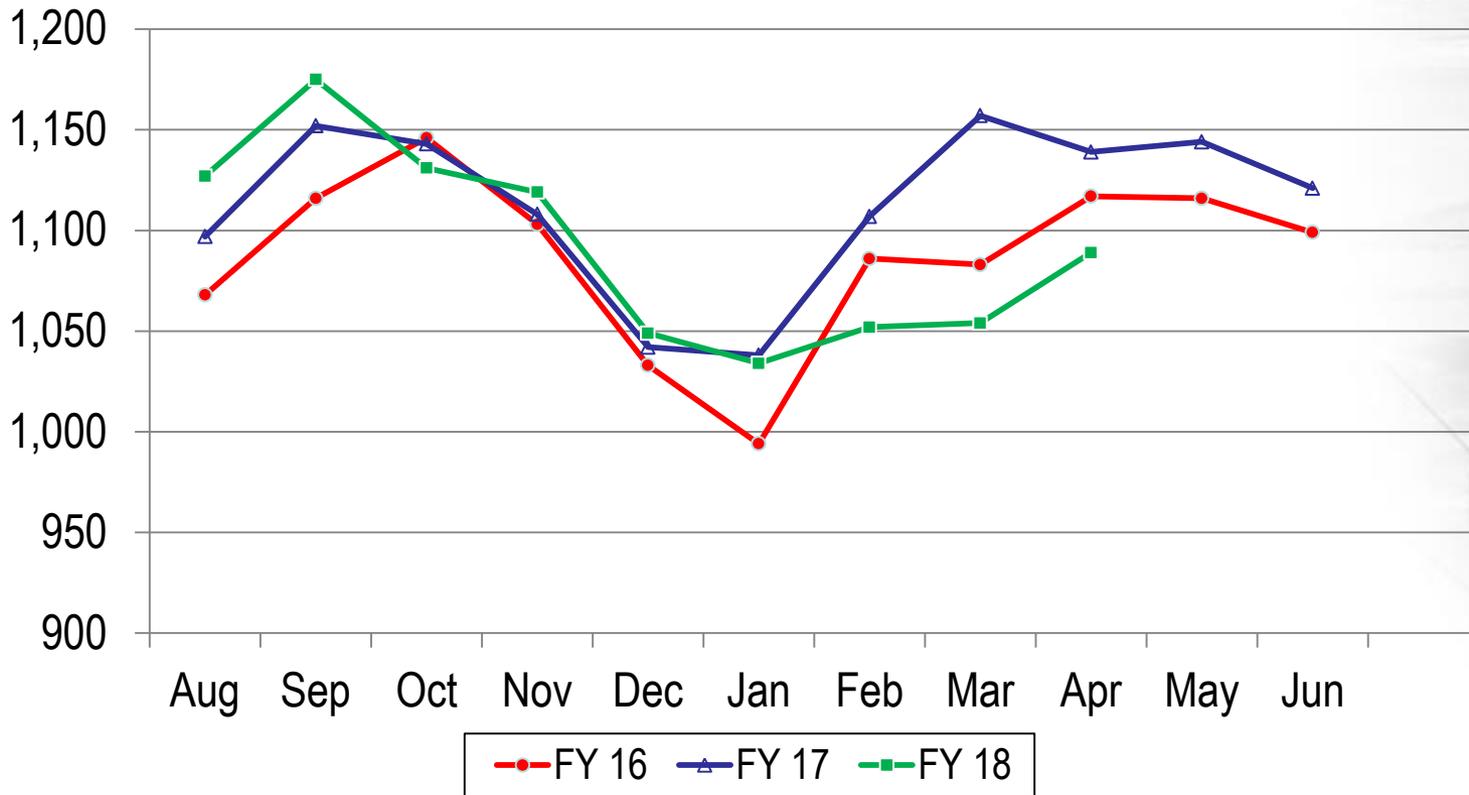
- Redi-Wheels and RediCoast are delivered by a contractor with program oversight by SamTrans staff
  - First Transit is the contractor for Redi-Wheels
  - MV Transit is the contractor for RediCoast
- SamTrans owns & maintains fleet of vehicles for these services (53 cutaway buses & 24 minivans)
- Contractor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



## Brewster facility and equipment owned and maintained by SamTrans



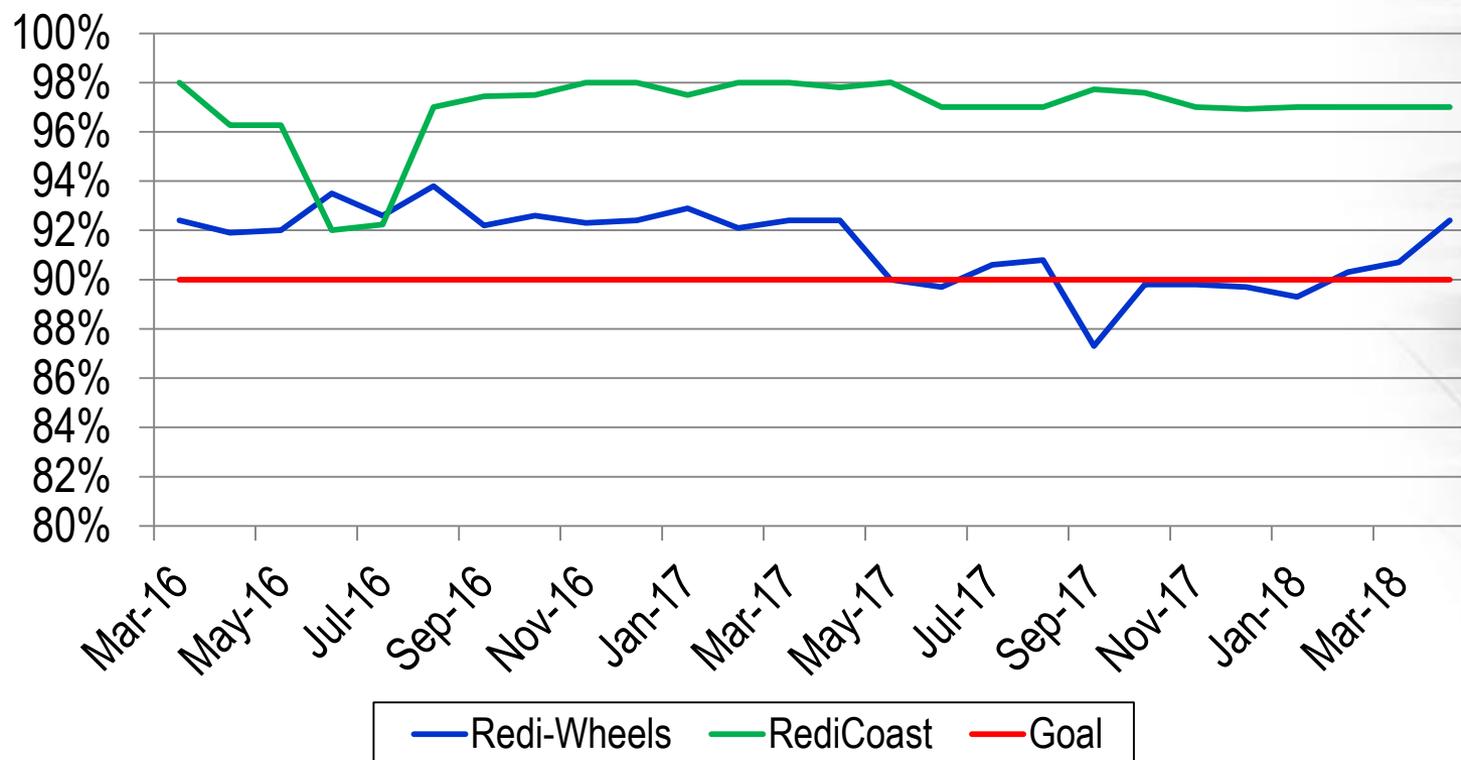
## Redi-Wheels Average Weekday Ridership



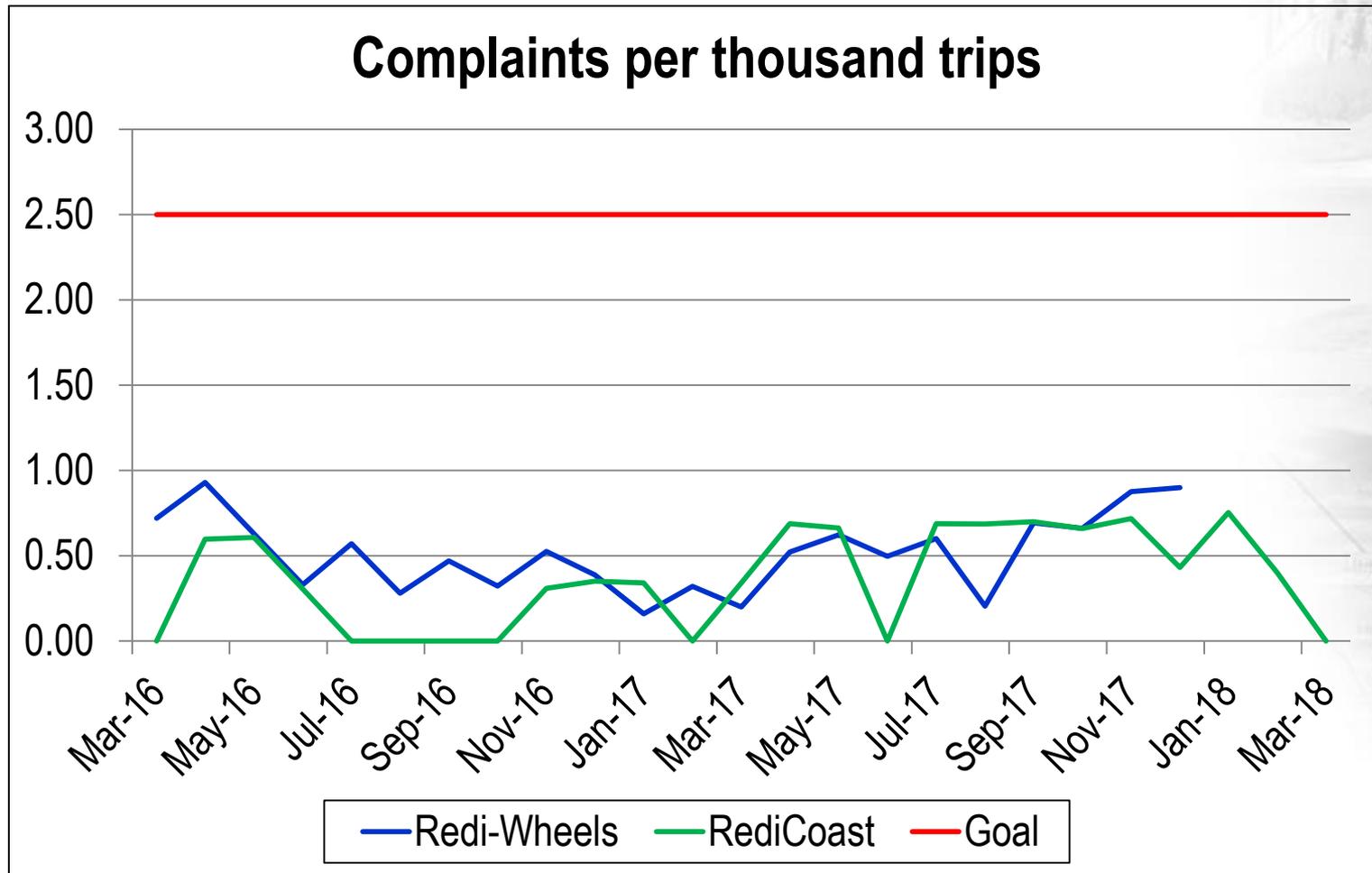
# On-time Performance



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



# Customer Satisfaction



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