

The samTrans logo is located in the top left corner. It consists of the word "samTrans" in a bold, black, sans-serif font. Below the text are two horizontal bars: a red one on top and a blue one on the bottom. The entire logo is enclosed in a white rectangular box with a thin black border.

samTrans

Mobility Management: Paratransit Service

The background of the slide features a blue-tinted image of a bus on the right side, with the number "295" and "MENLO CALTR" visible on its destination sign. A semi-transparent map of the San Mateo area is overlaid on the bottom right, showing locations like "Hillsdale Shopping Center", "San Mateo", and "Transfer to: Hillsdale Caltrain".

Community Relations Committee
June 2, 2018
Agenda Item 6

ADA Paratransit Service

samTrans

- Ridership
- Registrants
- Operating & service statistics
- New vehicles
- Taxi Program
- Purpose of Trips
- Summary



Monthly Ridership

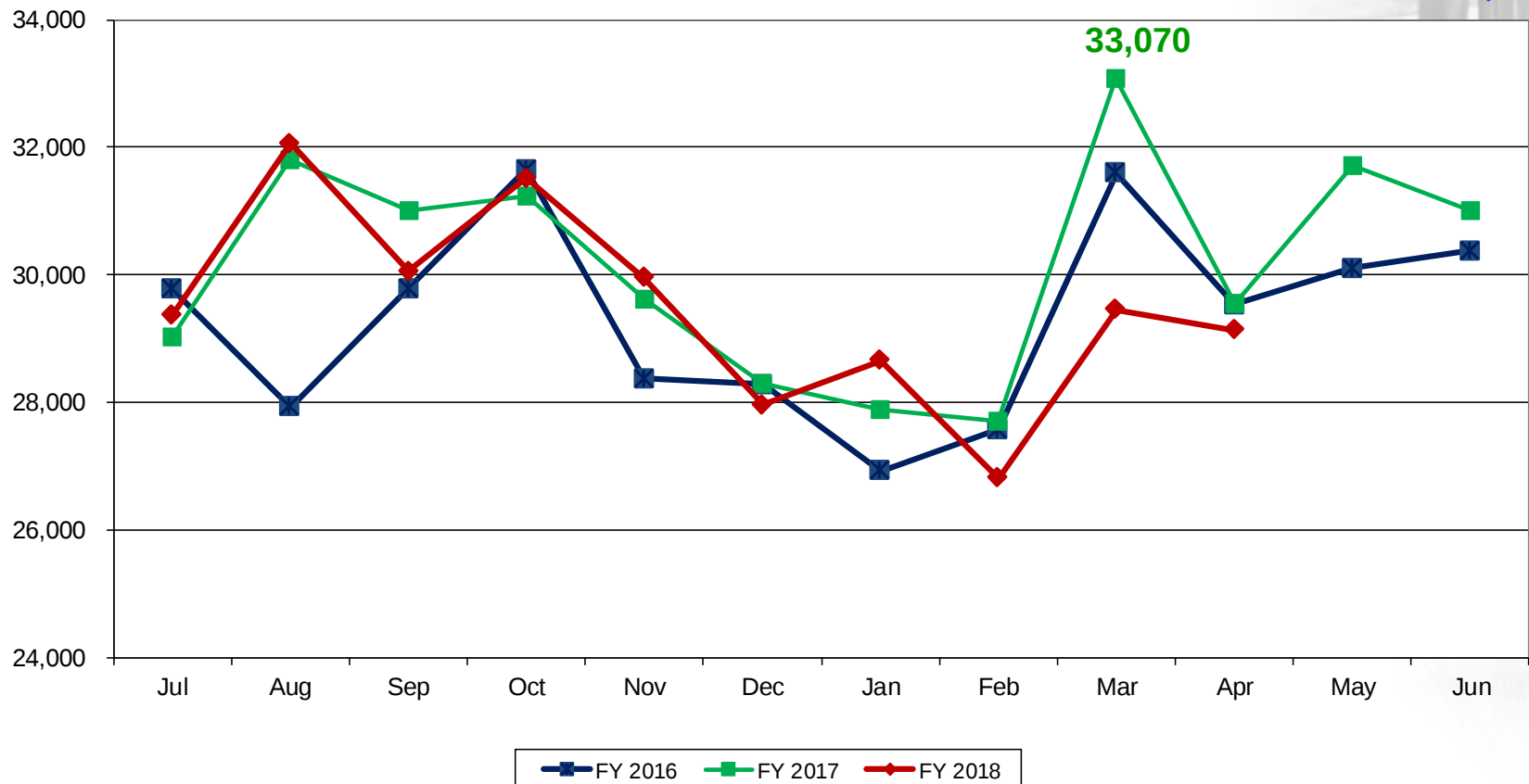


Total Trips per Year

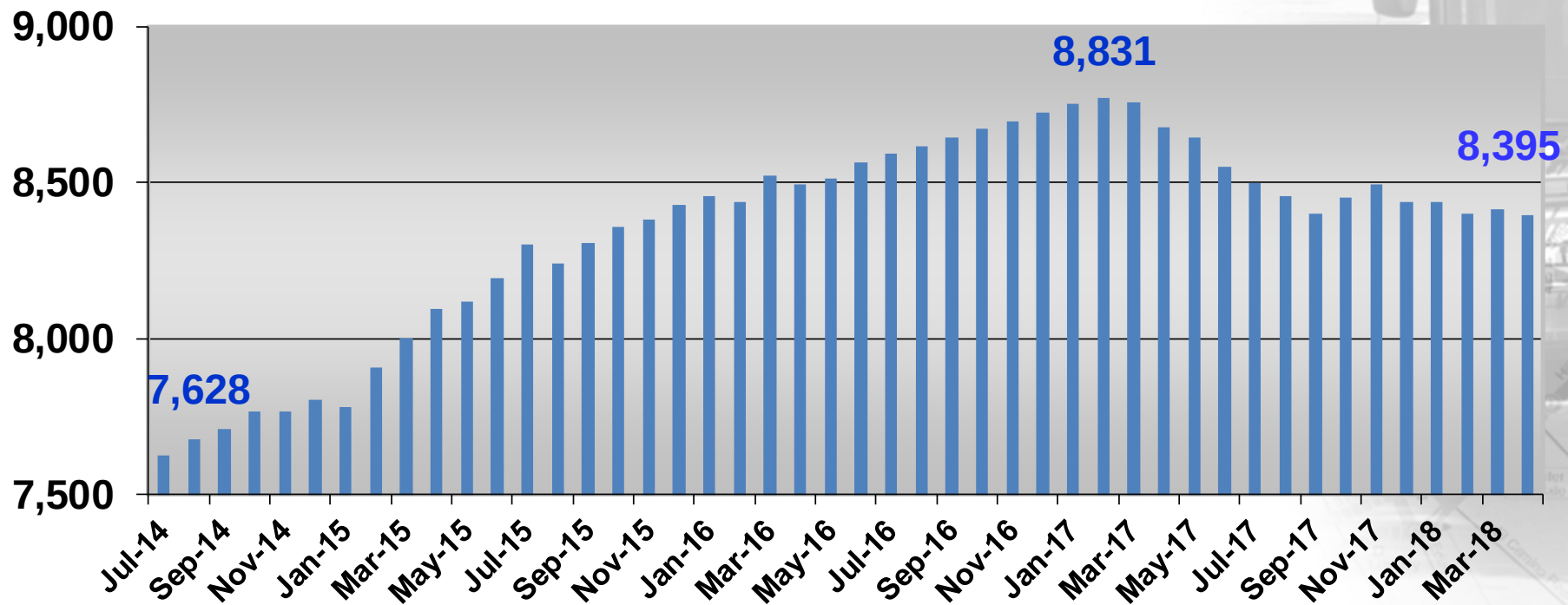
FY2015 329,040

FY2016 351,910

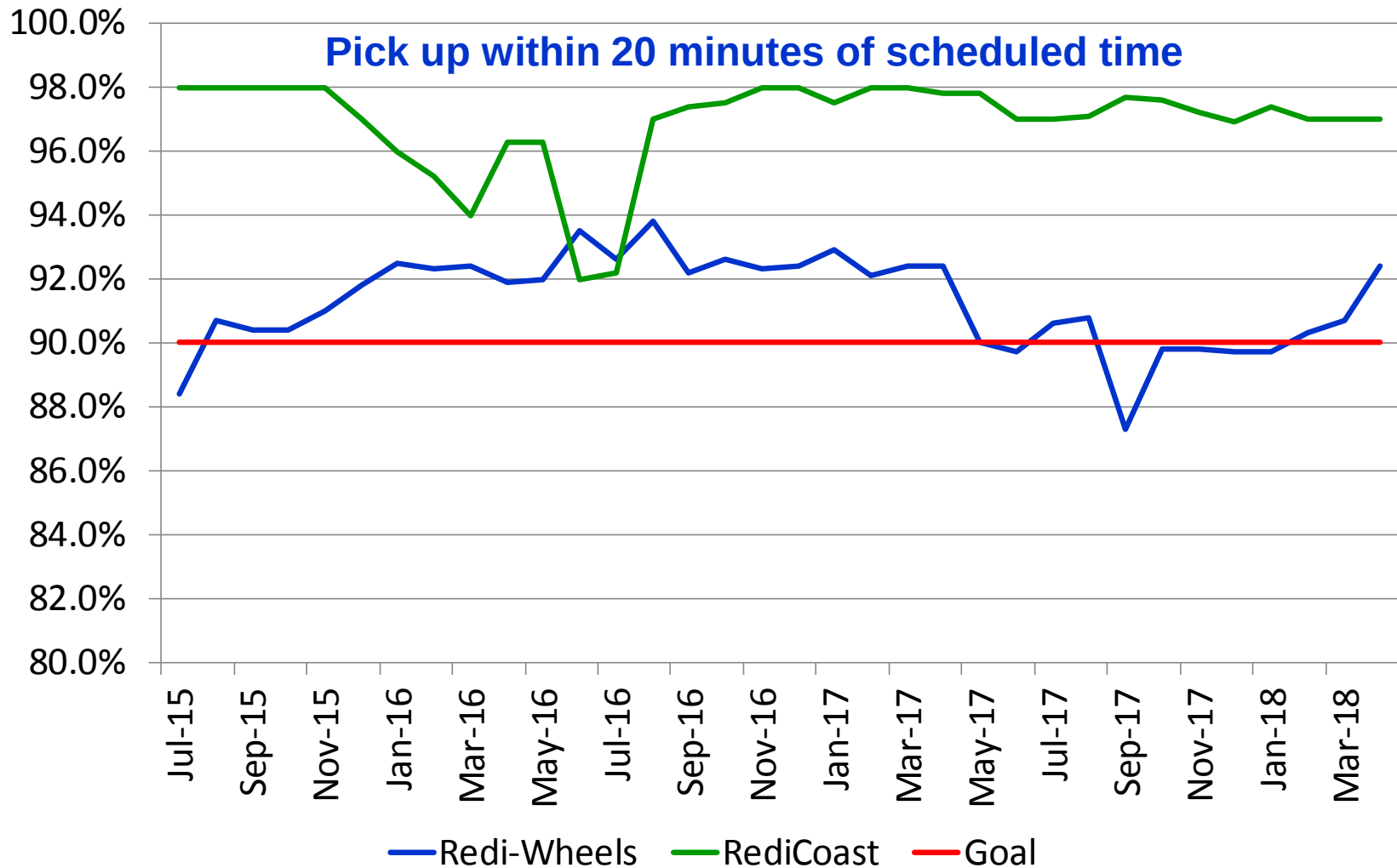
FY2017 361,960



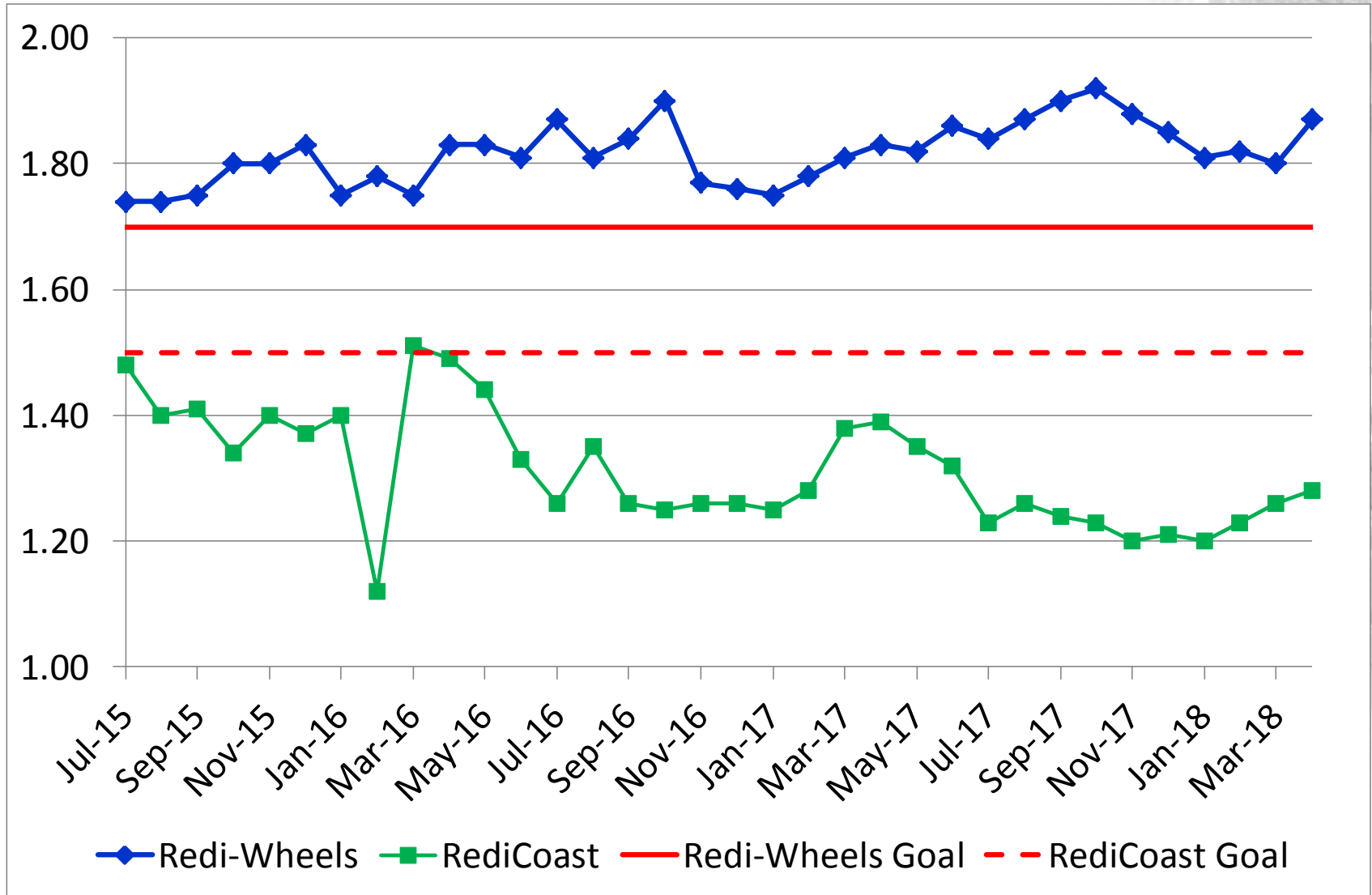
Registrants



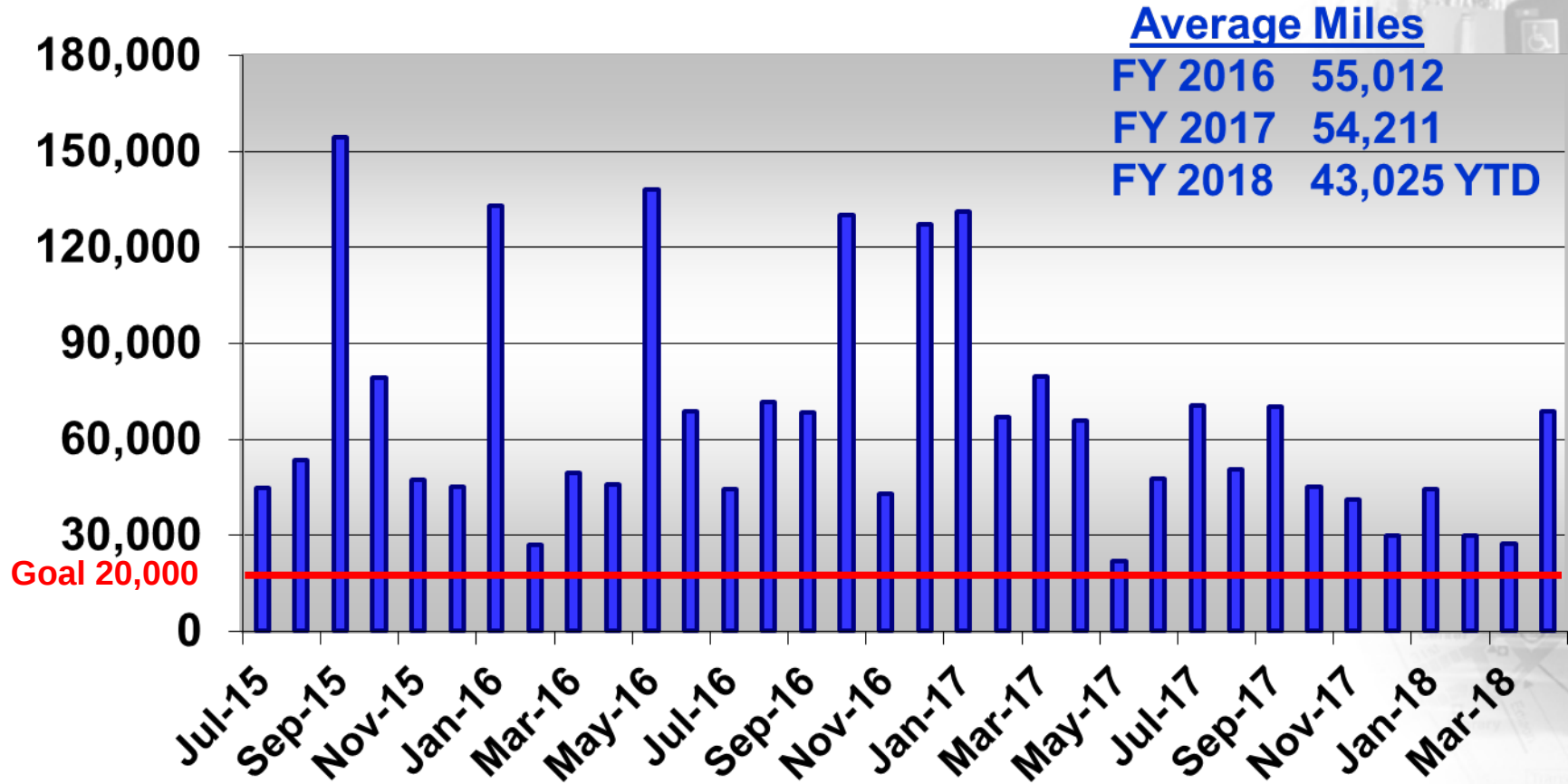
On-time Performance



Passengers Per Hour



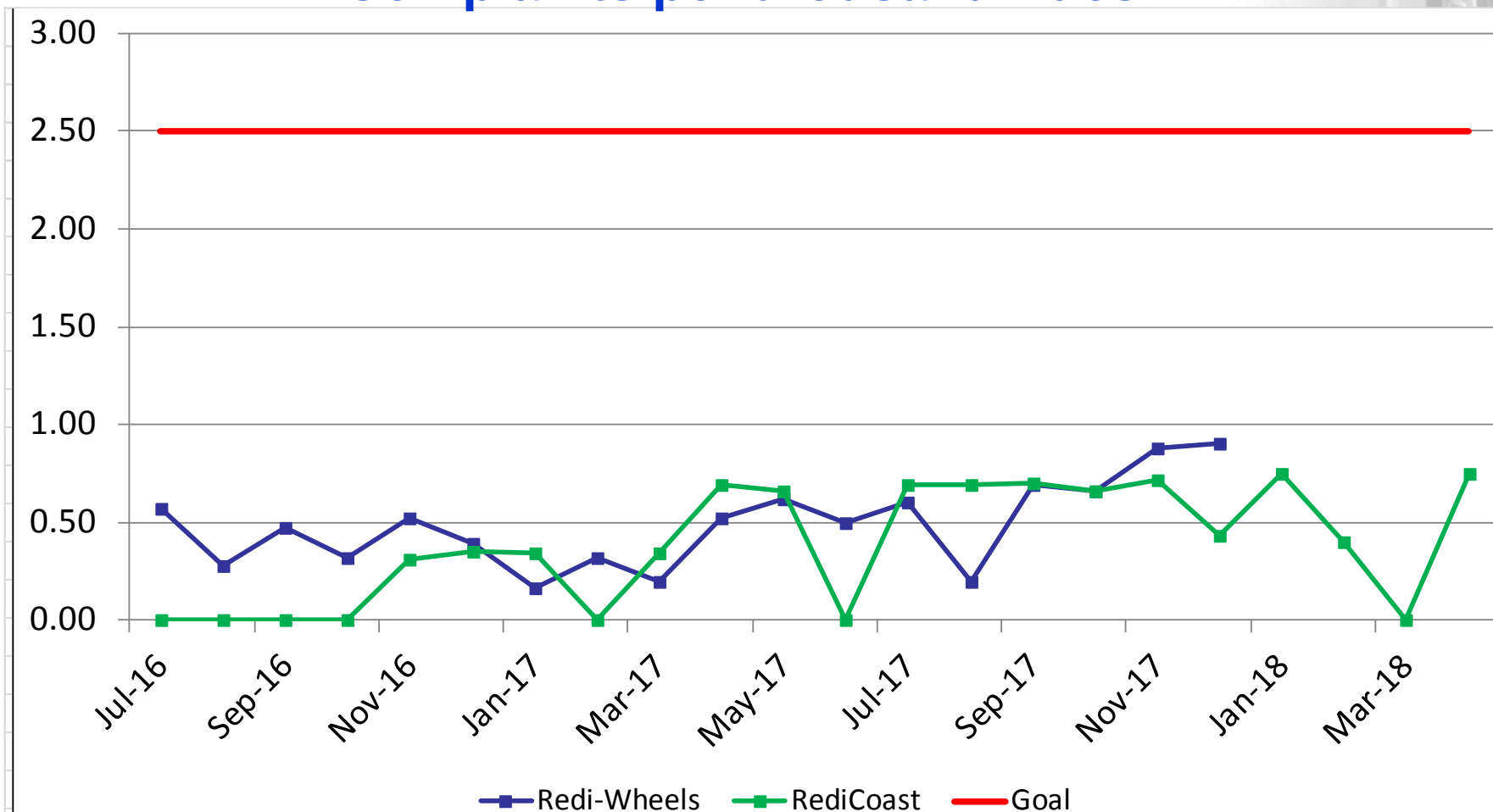
Fleet Reliability



Service Complaints



Complaints per thousand rides



New Vehicles



Three expansion Cutaway buses

- Delivered May 3, 2018
- In service mid-June
- Seat capacity 9
- Wheel chair capacity 3



Pilot/experimental Taxi Program being developed for seniors and people with disabilities

- Funded by a Federal grant
- San Carlos, Redwood City and North Fair Oaks
- Same day service
- RTC cardholder or age 65+
- Not a Paratransit program
- Fare structure to be determined
- Number of trips may be limited
- Other parameters may be identified during development



Purpose of Trips



	<u>2015*</u>	<u>2017*</u>	<u>Trips 2017</u>
Medical related	64%	58%	209,940
Errands (including drug store)	12%	17%	61,530
Recreational & worship	11%	14%	50,670
Work & School	4%	3%	10,860
Other	9%	8%	<u>28,960</u>
Total Trips			361,960

* Percentages based on SamTrans Paratransit Customer Surveys

- Ridership is stable
- Number of registrants has leveled off
- Service quality is excellent
 - OTP
 - Vehicle reliability
 - Zero denials
- Customer satisfaction is very high, complaint rate is low
- Vehicle fleet is being expanded
- New Taxi Voucher Program
- Paratransit service is vital to the community

