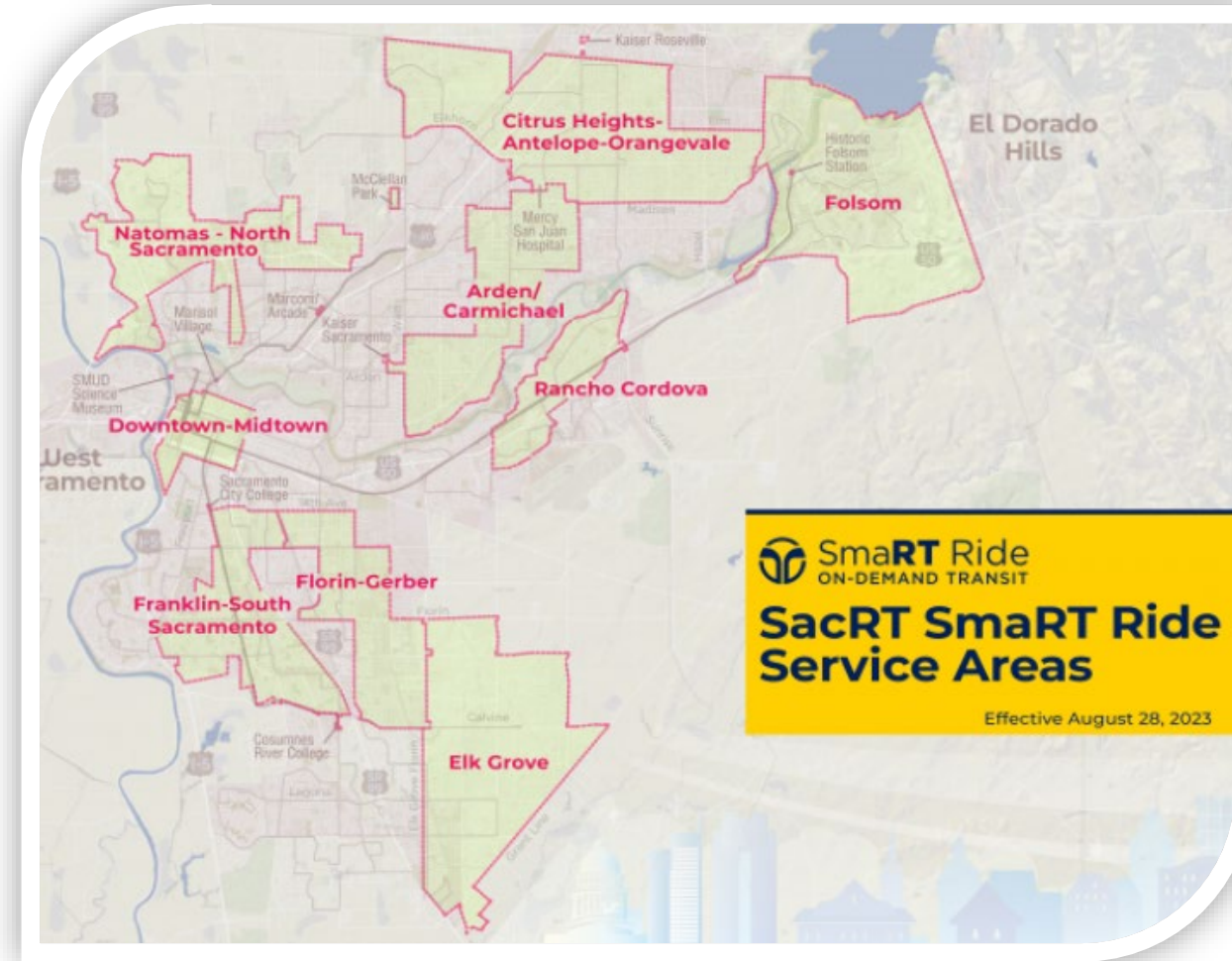**SmaRT Ride Elimination & Evolution**

October 2024

SmaRT Ride History & Accomplishments

Operated by SacRT since 2018 as the **largest** micro-transit service **in the nation**.

- Has provided over 1.5 Million trips!
- Provides critical access to shopping, medical facilities, and schools.
- Largely funded by $15M one-time funding award by Sacramento Transportation Authority's Neighborhood Shuttle Program
  - Funds ran out in 2022, since then SacRT has shouldered 90% of the cost.

SmaRT Ride ON-DEMAND TRANSIT
SacRT SmaRT Ride Service Areas
Effective August 28, 2023

SmaRT Ride Lessons Learned

SmaRT Ride is **popular**!

- Connecting people to destinations not served by transit is desirable
- On-demand service is attractive for only $2.50
- Wait times often extended past 30 minutes
- Difficult to handle high demand events adequately

SmaRT Ride is used by transit dependent riders.

- SmaRT Ride zones have limited fixed route availability.
- Wheelchair accessibility is essential!

SmaRT Ride is **expensive** to operate internally.

- SmaRT Ride requires customer service, dispatch, and operators
- Fleet of 45 shuttles need to be stored and maintained
- **Average cost over $47 per rider**

Budget Considerations and SB 125 Requirements

Pandemic Impact:

- Severe operating deficits for transit nationwide

Legislative Requirements:

- **SB125** transit relief package requires long-term fiscal sustainability financial plan

Budget Considerations:

- Proactive steps to achieve budget savings to match available revenues in FY26 and FY27 is essential

SmaRT Ride Annual Cost:

- **$8.4 million** plus capital ($10.2M total cost)

Agency Peer Review

	Microtransit						Rideshare			
	SacRT Smart Ride	**Trinity Metro (Fort Worth)**	**West Sacramento**	**Bee Line Yolo TD**	**SMART (Marin)**	**NCTD Microtransit (New)**	**NCTD Rideshare (Discontinued)**	**Golden Empire Transit Rideshare**	**Livermore (LAVTA)**	**Solano (STA)**
Delivery Model	Directly Operated	Purchased Transportation	Purchased Transportation	Purchased Transportation	Purchased Transportation	Purchased Transportation	Rideshare Discount +Purch Transp WAVs	Rideshare Discount +Purch Transp WAVs	Rideshare Discount	Rideshare Discount
Vehicles	Agency-branded Agency-Owned	Agency-branded Contractor-owned	Agency branded Contractor-owned	Agency-branded Agency-owned	Agency-branded Contractor-owned	Agency-branded	Private Uber/Lyft Agency-Brand WAVs	Private Uber/Lyft Agency-Brand WAVs	Private Uber/Lyft Taxi Company WAVs	Private Uber/Lyft vehicles only
Reportable To NTD	Yes	Yes	N/A - Not an FTA recipient	Yes	Yes	Yes	No (except WAVs)	No (except WAVs)	No	No
Reservations	Agency app	Agency app	Via app	Agency app	The Routing Company app	Agency app	Uber/Lyft app	Uber/Lyft app	Uber/Lyft app	Uber/Lyft app
Partners	Via (Software only)	Via (Turnkey/MaaS)	Via (through subsidiary)	Transdev (Ops) RideCo software	The Routing Company	MV (Ops) Spare software	Uber, Lyft and TripShot	Uber, Lyft Via (for WAVs)	Lyft, Uber, and taxicab company	Lyft, with Uber option
Boundaries	Zones (9)	Zones (6)	Entire area (fairly small)	Zones (3)	Zones (2)	Zones (4)	Zones	Entire area	Entire area	Entire area
Travel Restrictions	Many-to-Many	Many-to-Many	Many-to-Many	Many-to-Many Plus Intercity	Many-to-Many	Many-to-Many	Many-to-Many	Many-to-Many	Many-to-Many	Hot Spots (12)
Pricing	$2.50 single Passes allowed	$3.00 single Passes allowed	$3.50 single Senior & Disabled Passes allowed	$2.00 single Passes allowed	$1.50 single	$5.00 single	Cost of ride after $2.50 base fare, up to $7.50 50 trips/mo cap	Cost of ride after $3.00, up to $7.00 40 trips/mo cap	50% of ride cost, up to $5.00	80% of ride cost, up to $25 45 trips/mo cap
Cost Per Year	$8.3 million		$3.2 million	$2.1 million		$600k to $1.0m	$250 total per year	$1 million (estimate)	$75,000 (Year 1) $550,000 (ongoing)	$100,000 (Year 1) $380,000 (ongoing)
Ridership	700 per day 180,000 per year	1,500 per day	600 weekdays 340 weekends 200,000 per year	200 per day? (Awaiting data)			1 ride per day	325 per day (estimated)	85-100 per day	10-15 per day
Timeline	Launched 2018	Launched 2019	Launched 2018	Launched 2023	Launched 2023		2019	Proposed for August 2024	2015; expanded in 2020	2017

Previous Rideshare Voucher Program Proposal
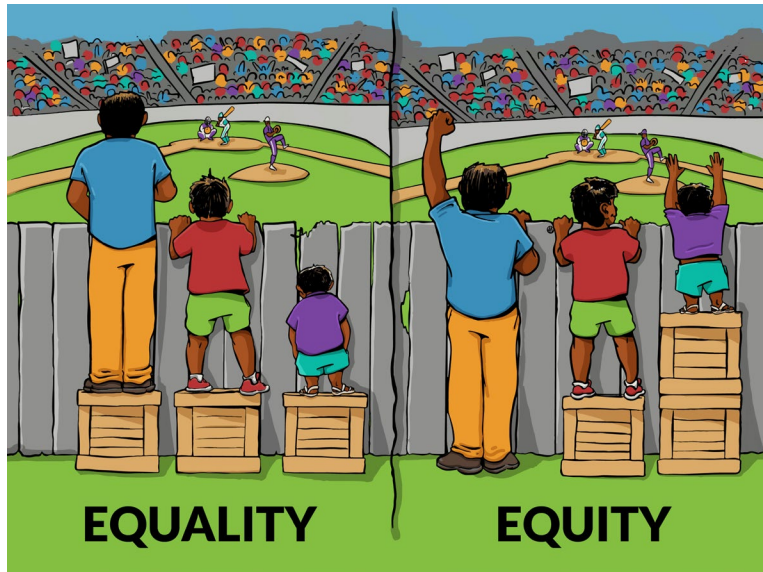
Previously Proposed Program Details:

- Customer pays first $5.00
- SacRT pays next $5.00
- Average rides would cost customer $7-$8.
- 20 vouchers per month
- Geographically restricted to current 9 zones
- Available M-F, 7 am to 7 pm
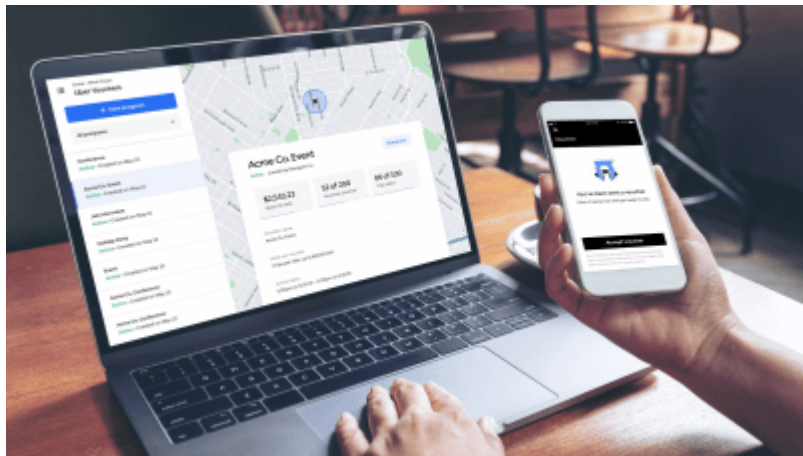
Previous Rideshare Voucher Program Proposal

Concerns we Heard:

- Rider cost for new Voucher program was much higher than $2.50 rate.
    - Equity concern
- Wheelchair accessible vehicles are of limited availability.
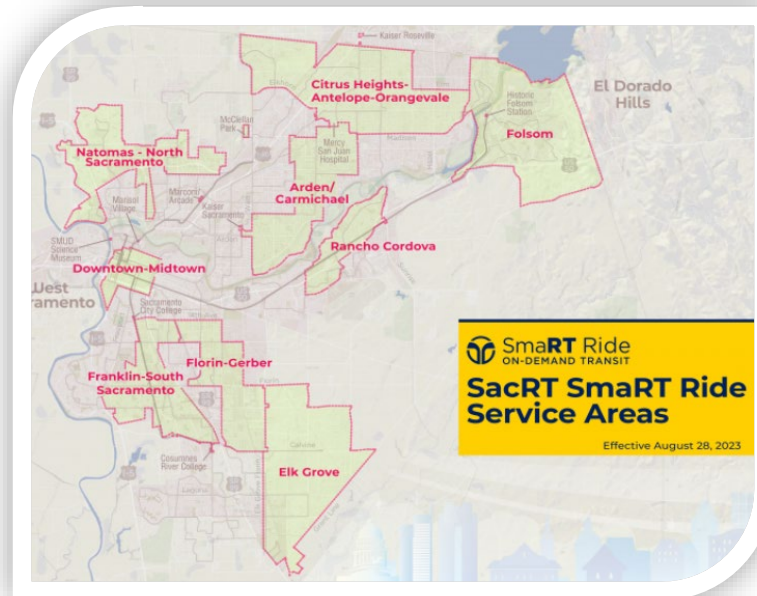- Examples of seeing-eye dogs not being able to ride along.

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# New "VIA Access" Microtransit Proposal

Service Model:

- "Turn-key" service operated by VIA
  - Same provider as West Sacramento
  - VIA provides vehicles, drivers, and booking service.
- Customer pays $2.50 (Same fixed route)
- Service provided within existing SmaRT Ride Zones.
- Rides are reservable on app or by calling customer service.

Program Details:

- To save costs, focus on most vulnerable populations:
  - Seniors, Persons with a Disability, Low-Income, and Students
- To be eligible, riders must sign-up and be validated.
- All vehicles will be wheelchair accessible and allow guide dogs.

Book a ride in a WAV.
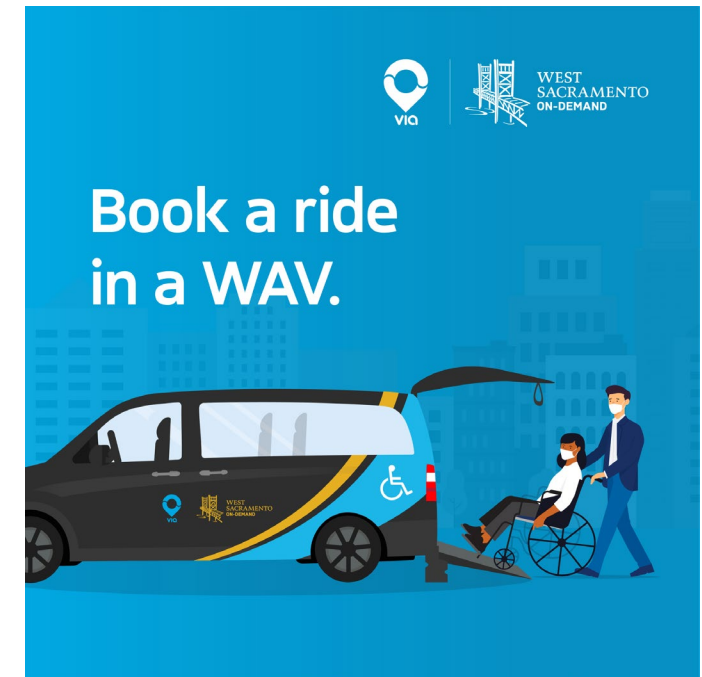
Implementation Timeline

Public/Partner Outreach	Sep-Oct 2024
Procure Services & Amend Grant Agreements	Sep-Nov 2024
Award Contract(s)	Nov/Dec 2024
End of SmaRT Ride / Launch VIA Access	Dec 2024/Jan 2025