



*Transportation for Seniors  
and People With Disabilities*

# **City of Alameda Transportation Program Plan for Seniors and People with Disabilities Fiscal Year 2024/2025**

Funded by Measures BB

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## **Agenda**

- FY 2022/23 Status Summary
- FY 2024/25 Proposed Programs
- Planning Process
- Budget



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## Status Summary

FY 2022-23

- Free AC Transit Bus Passes
- Alameda Independent Mobility (AIM)
- Travel Training
- Outreach
- Disaster Preparedness
- Group Trips
- Capital Program
- Program Management



CLIPPER



U B E R



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Free AC Transit Bus Pass holders report that they  
*"Love the freedom"  
that the pass gives  
them*

The program started in June 2022 with 62 passes.  
**There now are over 820 participants with passes.**

**FREE  
AC TRANSIT BUS  
PASSES**

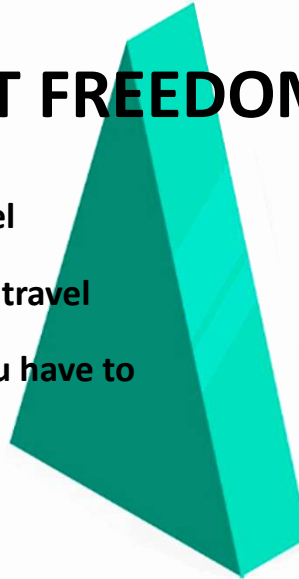
a high impact program  
that is making a difference in  
our community.

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## Free Bus Pass Program

### 3 W's of TRANSIT FREEDOM

- ◆ Freedom of **WHEN** you travel
- ◆ Freedom of **WHERE** you travel
- ◆ Freedom of **WHAT** you have to **PAY** to travel.

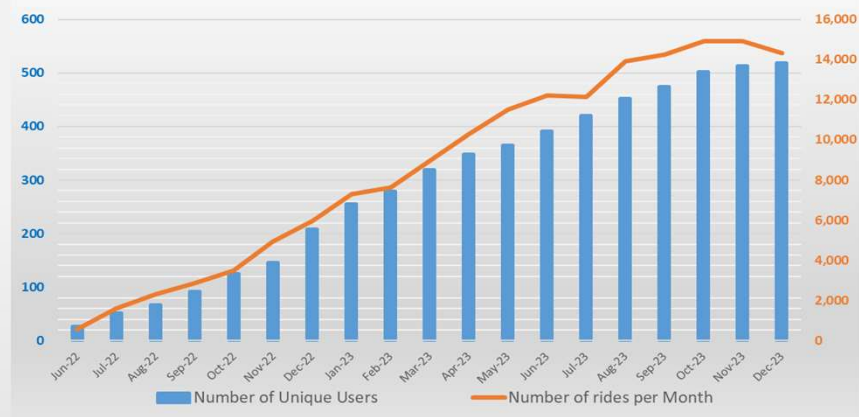


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## Free Bus Pass Program

The Alameda Free AC Transit Bus Pass Program grew more than 140% between December 2022 and December 2023, both for unique riders and monthly rides.

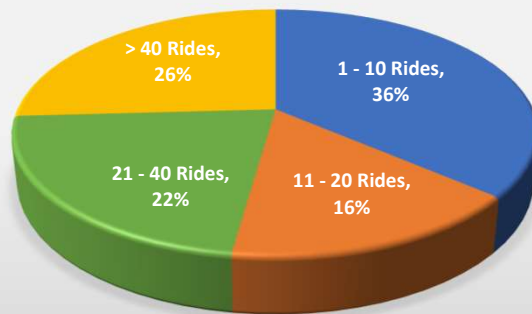
To date, the program has over 820 participants taking over 178,000 rides. More than 142,000 rides were taken in 2023 with an average of 12,000 boardings per month, and almost 400 average boarding per day.



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## Free Bus Pass Program

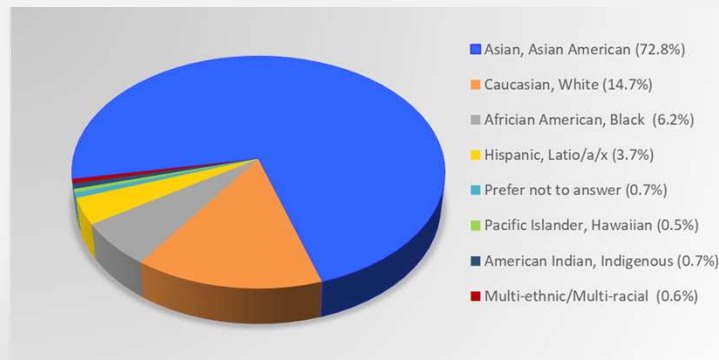
- The majority of passholders (64%) use their pass at over 10 times per month, and 26% of participants use their pass more than 40 times per month
- Our partnership with AC Transit allows our pass holders access to transportation every day, 24 hours a day.
- 40% of rides have been taken outside of the hours that the shuttle operated.



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## Free Bus Pass Program

A large reason for the programs' success is the participation of non-English speaking residents that have signed up for the Alameda Free Bus Pass. Currently 63% of passholders do not speak English and 62% are Chinese or Vietnamese.



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## Free Bus Pass Program

### Alameda Point Collaborative



In addition to the Free Bus Pass program, the City supports mobility needs for residents at the Alameda Point Collaborative, which is working to end homelessness. Beginning in 2017, qualifying residents living in Alameda Point Collaborative's 167 units received one free EasyPass per unit providing unlimited, free access to AC Transit.

In FY24-25 residents will receive the new Clipper BayPass instead of the EasyPass for AC Transit. the City's paratransit program is subsidizing the program, paying \$108 per household, (\$18,064 annually) the cost equivalent of the EasyPass, with the Alameda Point Collaborative covering the balance.



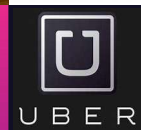
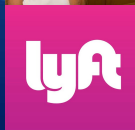
**Recommend:** Continue support of Alameda Point Collaborative's 167 units and to continue with the three-year pilot for the Alameda Free AC Transit Bus Pass Program.

**Total budget:** \$278,064, increase of \$42,064

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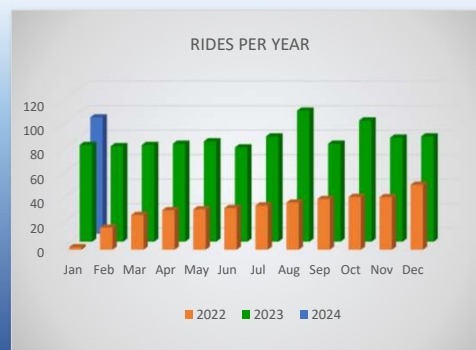
### TNC CONCIERGE PROGRAM

- Curb-to-curb service to facilitate same-day trips for low income enrolled in EBP
- Concierge service by Eden I&R, providers of 211 service
- Current program has **125 participants enrolled**
- As of December 31, 2023, AIM has provided 1543 rides, with 1018 rides provided in 2023, almost double that of 525 rides taken in 2022. Similarly, the average number of rides have increased from 44 rides in 2022 to 85 rides in 2023.



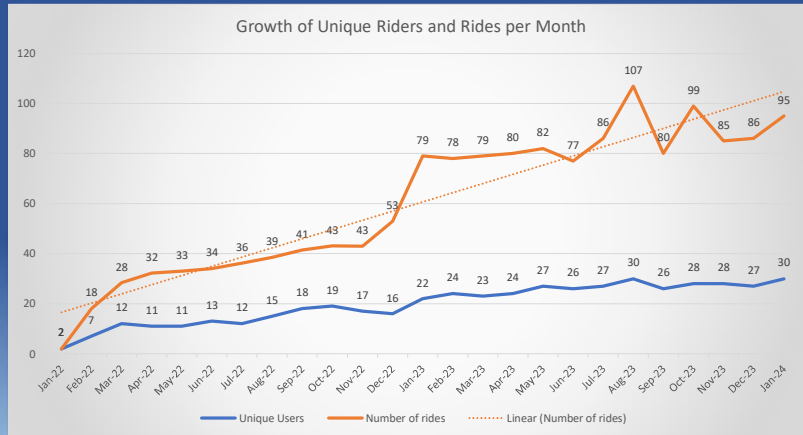
*A program designed to supplement and complement East Bay Paratransit*

The AIM Program has just completed it's second year of a three-year pilot program. The general trend of the program has been slow and steady growth.



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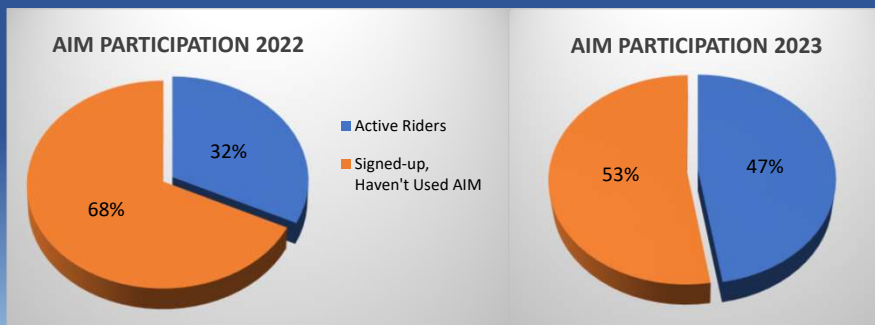
**The program has experienced a steady growth of unique users and the number of rides taken each month.**



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**The AIM program serves a vulnerable population.** As a result, they have been excited to sign up for the AIM program but are cautious using any public transportation. They report:

- Only going out for medical appointments
- Not comfortable in a car with someone due to health issues
- Using East Bay Paratransit
- Not financially feasible



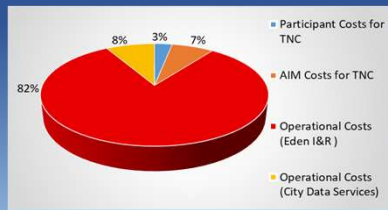
**The number of active users has seen a 47% increase from 2022 to 2023.**



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The average participant cost per ride in 2023 is 4.05, down from \$4.53 in 2022.

The average program cost per ride is \$58 in 2023, down from \$119 in 2022..



Staff renegotiated the price structure with Eden I&R reducing their portion of the operating cost to 74% from 82%

**Recommend:** Continue with the current three-year pilot program.

**Total budget:** \$125,000, no change



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## Customer Service and Outreach



- Monthly Presentations/Orientations
- Monthly Travel Training - *Hop on the Bus with Us!*
- East Bay Paratransit Ticket Sales
- Clipper Card Assistance
- East Bay Paratransit Assistance
- Press Releases
- Annual Survey
- Website
- In-person and phone support and follow-up
- Tabling at events

**Total Budget:** \$11,200, decrease of \$5,000

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## Recommendations (cont.)

### ■ Capital Program

Capital improvements are one-time projects funded from our reserve funds.

**Recommend:** Improve bus stop access and ADA improvements as part of major corridor updates being constructed on Clement Avenue and Central Avenue.

**Total budget: \$800,000, increase of \$225,000**

### ■ Group Trips

- Mastick Monthly Trips
- Leisure Club Trips
- Skilled Nursing Home Annual Picnic

**Recommend:** Same services.

**Total budget: \$27,000, no change**



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## Program Management

The management component funds:

- Part-time paratransit coordinator (28 hours)
- Leisure Club driver (10 hours)
- Part-time administrative support (6 hours)
- 5% FTE of Transportation Planning Manager
- 2% FTE of Administrative Services Coordinator
- On-call experts (Nelson|Nygaard Consulting)

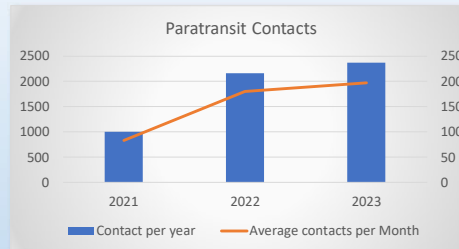


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## Program Management

*The success of the Free Bus Pass Program and the AIM program has brought the need for more client interaction to assist with program education and to address the language barrier.*



*The paratransit program is currently in the Planning, Building and Transportation Department. With the program's recent growth, it is recommended that an analysis is done to review the organizational structure for our paratransit program: which department it should be housed in, what type of position(s) would staff it, where staff fall in the org chart.*

**Recommend:** Fund part-time paratransit coordinator, group trip driver, part-time administrative support, percent of FTE department support staff, as well as on-call experts to conduct an organizational review of program.

Total budget: \$97,091, an increase of 50,980

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## PLANNING PROCESS



- **Survey**  
Available online, in shuttles, libraries, and at Mastick Center (November 2023)
- **Board and City Commissions**
  - Commission on Persons with Disabilities
  - Recreation and Park Commission
  - Transportation Commission
  - Social Service Human Relations Board
- **Present to City Council for Approval**

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# BUDGET

## Revenues

Measure BB	\$548,308
EBP Ticket Sales	\$2,000
Fund Balance	\$840,876
<b>Total revenues</b>	<b>\$1,391,184</b>

## Expenditures

Management and Professional Services	\$97,091
Customer Service and Outreach	\$11,200
Trip Provision	\$442,322
Capital	\$800,000
<b>Total Expenditures</b>	<b>\$1,350,613</b>

<b>Reserves</b>	<b>\$40,572</b>
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