



*Transportation for Seniors
and People With Disabilities*

City of Alameda Transportation Program Plan for Seniors and People with Disabilities Fiscal Year 2022/2023

Funded by Measure BB

Agenda

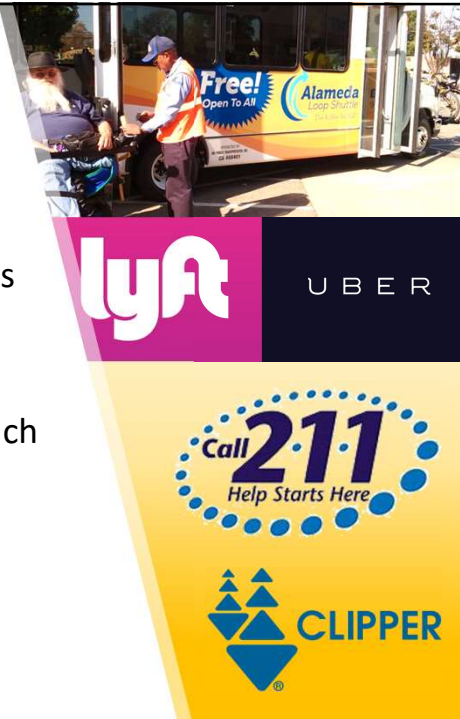
- FY 2021/22 Status Summary
- Proposed Program for FY 2022/23
- Budget
- Planning Process



Status Summary

FY 2021-22

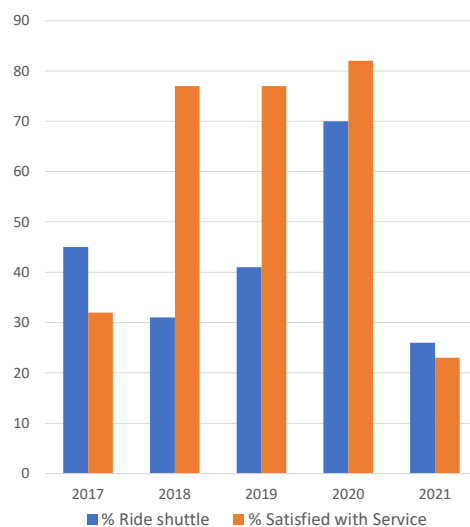
- Alameda Loop Shuttle
- Free AC Transit Bus Passes
- Alameda Independent Mobility (AIM)
- Customer Service/Outreach
- Group Trips
- Capital Program
- Program Management



Alameda Loop Shuttle

- Lowest monthly boardings and customer satisfaction
- Cost per ride went from \$13 to \$34, which is above the required maximum of \$20 per Alameda CTC
- Comparison
 - Free AC Transit Passes: < \$2 per ride
 - AIM: \$15 per ride

Recommend: Discontinue



Transition



32 out of 35 people surveyed who ride the Alameda Loop Shuttle, also ride AC Transit buses

Next Steps:

- *Hop on the Bus with Us!* (inset)
- Expedited enrollment in the **FREE AC Transit Bus Program**
- Fliers and **personal outreach** by Paratransit Coordinator
- **Alameda Independent Mobility** program enrollment

Free AC Transit Bus Passes

- AC Transit Pass holders report high satisfaction
- Formalize as pay-per-ride model, with expected cost per ride to be less than \$2

Recommend:

- **Expand program to provide up to 315 AC Transit bus passes for low-income Alameda seniors and people with disabilities**
- **Continue funding passes for Alameda Point Collaborative's 167 units**

Total budget: \$200,000



- 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
- Cost of ride is \$15 based on Hayward
- Current program has 52 enrolled, with a target of 80 participants

Recommend:

Enroll 56 additional residents totaling 136 participants

Total budget: \$125,000

TNC Concierge Program



Alameda Independent Mobility



Customer Service and Outreach

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

Total Budget: \$26,000



Recommendations (cont.)

Capital Program

Recommend: Continue bus shelter replacements, improve access to/from bus stops including sidewalk enhancements to ensure ADA compliance. Remove signs and poles at shuttle stops.

Total budget: \$300,000

Group Trips

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

Recommend: Same services once COVID infection rates decline.

Total budget: \$25,000

Program Management

Recommend: Funds part-time paratransit coordinator and the group trip driver as well as on-call experts.

Total budget: \$38,000



Planning Process

Survey

Available online, in shuttles, libraries, and at Mastick Center (November 2021)

Board and City Commissions

(early 2022)

- Commission on Persons with Disabilities
- Recreation and Park Commission
- Transportation Commission
- Social Service Human Relations Board

Present to City Council for Approval

(March 15, 2022)



Budget

Revenues

Measure B/BB	\$431,000
Fund Balance	\$402,000

Total revenues **\$833,000**

Expenditures

Management and Professional Services	\$38,000
Customer Service and Outreach	\$26,000
Trip Provision	\$351,000
Capital	\$300,000

Total Expenditures **\$715,000**

Reserves **\$118,000**



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