

City of Alameda Paratransit Program Plan

**Transportation Commission
March 26, 2025**

alamedaca.gov/paratransit



Presentation Outline

- Paratransit Program Overview
- Pilot Programs
- 2025-2026 Program Recommendations



Paratransit Program Overview



Paratransit Program Elements



Free AC Transit bus pass program (Pilot)



Alameda Independent Mobility (Pilot)



Travel training and outreach



Group trips



BayPass for Alameda Point Collaborative



Capital projects



Pilot Programs Update



Paratransit Pilot Programs



Free AC Transit bus
pass program



Alameda
Independent
Mobility (AIM)

Both programs launched 2022 and are reaching the end of their 3-year pilot in June 2025.



Free Bus Pass Program Overview

Eligibility

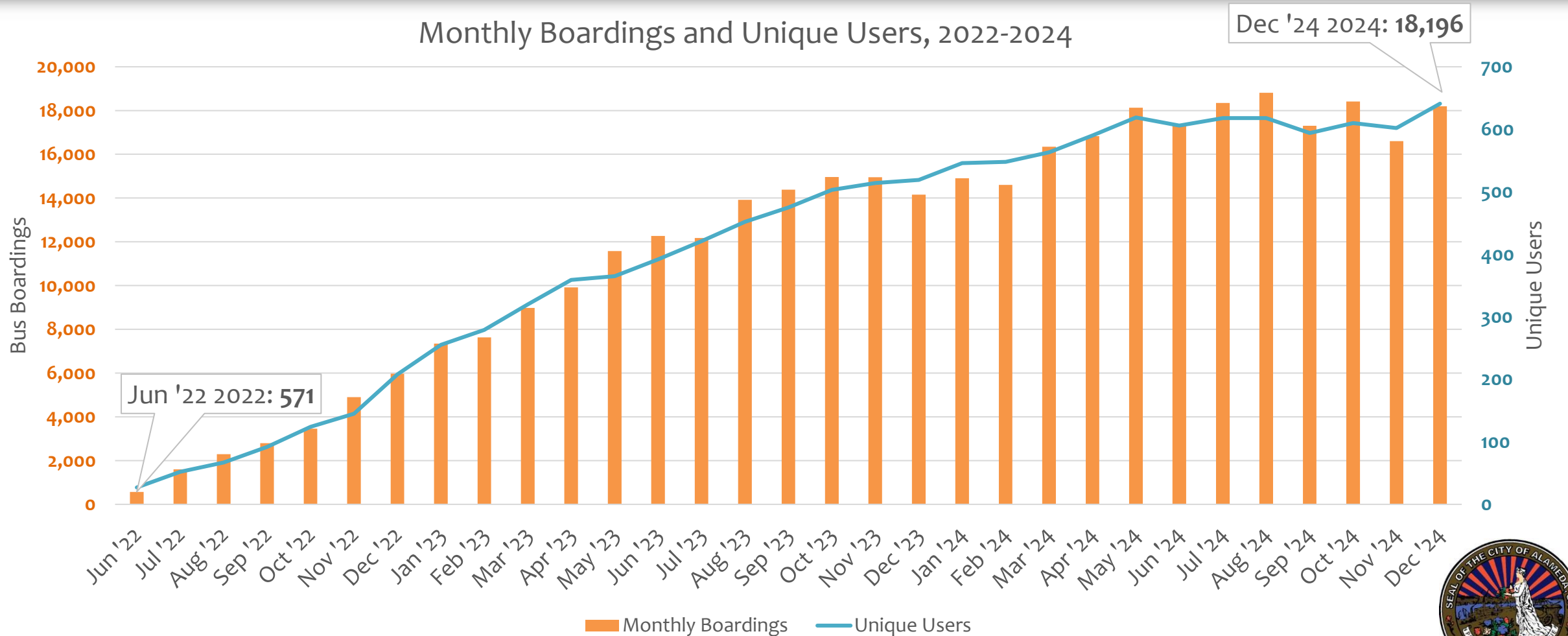
- Low-income residents **65 or older**. Pass holders must maintain Mastick Senior Center membership
- Low-income residents aged 18-64 with a **certified disability**

Participation

- 960+ program members plus waitlist



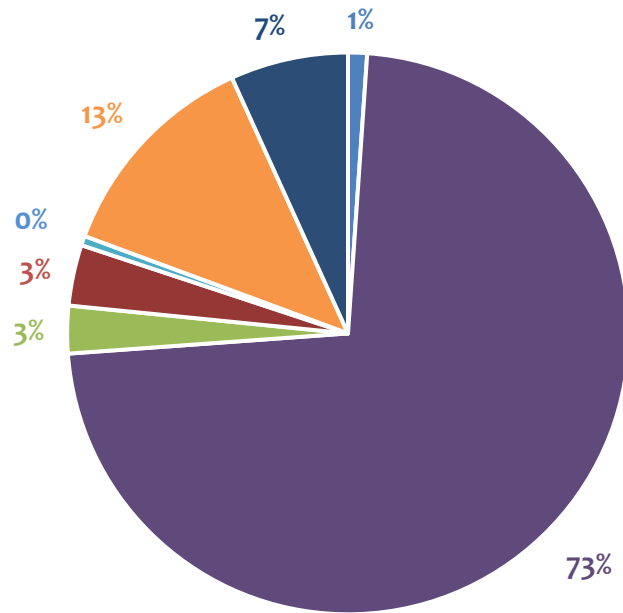
Free Bus Pass Program Ridership



Free Bus Pass Participants

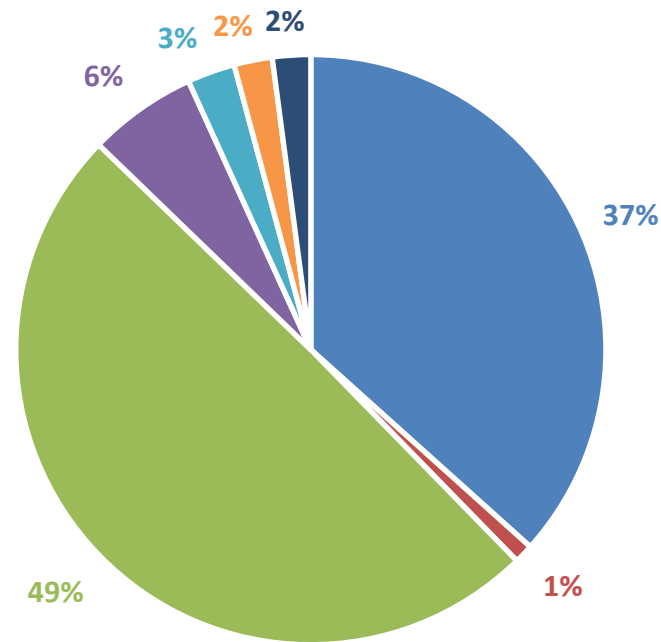
Responses: 914

Race/Ethnicity



- American Indian or Alaska Native
- Black or African American
| Native Hawaiian or Pacific Islander | White |
| Other | Asian |
| | Hispanic or Latino |

Languages



- English
- Spanish
- Cantonese
- Mandarin
- Vietnamese
- Tagalog
- Other



Free Bus Pass Program Feedback

I am so happy having a free transit pass because it **helps me a lot** financially.

Like most retired elders **saving money** is the Holy Grail! Therefore, I do use the pass and it has made my life less stressful.

We are so grateful for this program. My disabled son need lots of practice and this pass opens up opportunities for greater **independence**. We use it to go shopping, to volunteer and to socialize.

Really great for learning how to use the bus system. Definitely **lowered the barrier** for access and use.

LOVE
IT!!



Cost Considerations

- Currently at top of Measure BB Paratransit budget
- High enrollment, active riders
- Fare increase implications
 - 230,000 rides * \$0.25 increase = \$57,500
- City response
 - Prioritizing budget for Free Bus Pass program
 - Additional income verification requirement with enrollment renewal summer 2025
 - General Fund request for FY2025-2027
 - Study program alternatives



Program Alternatives with Rate Increase

- A. Limit Program:** Within existing Paratransit Measure BB funding, reduce enrollment through renewal and stricter income verification.
- B. Maintain Program:** With a moderate General Fund budget addition, maintain existing program size (clear waitlist after renewal/income verification).
- C. Convert to EasyPass:** Transition to the flat rate EasyPass program instead of pay-as-you-go. *Feasibility and fiscal impact TBD.*



AIM Program Overview

Eligibility

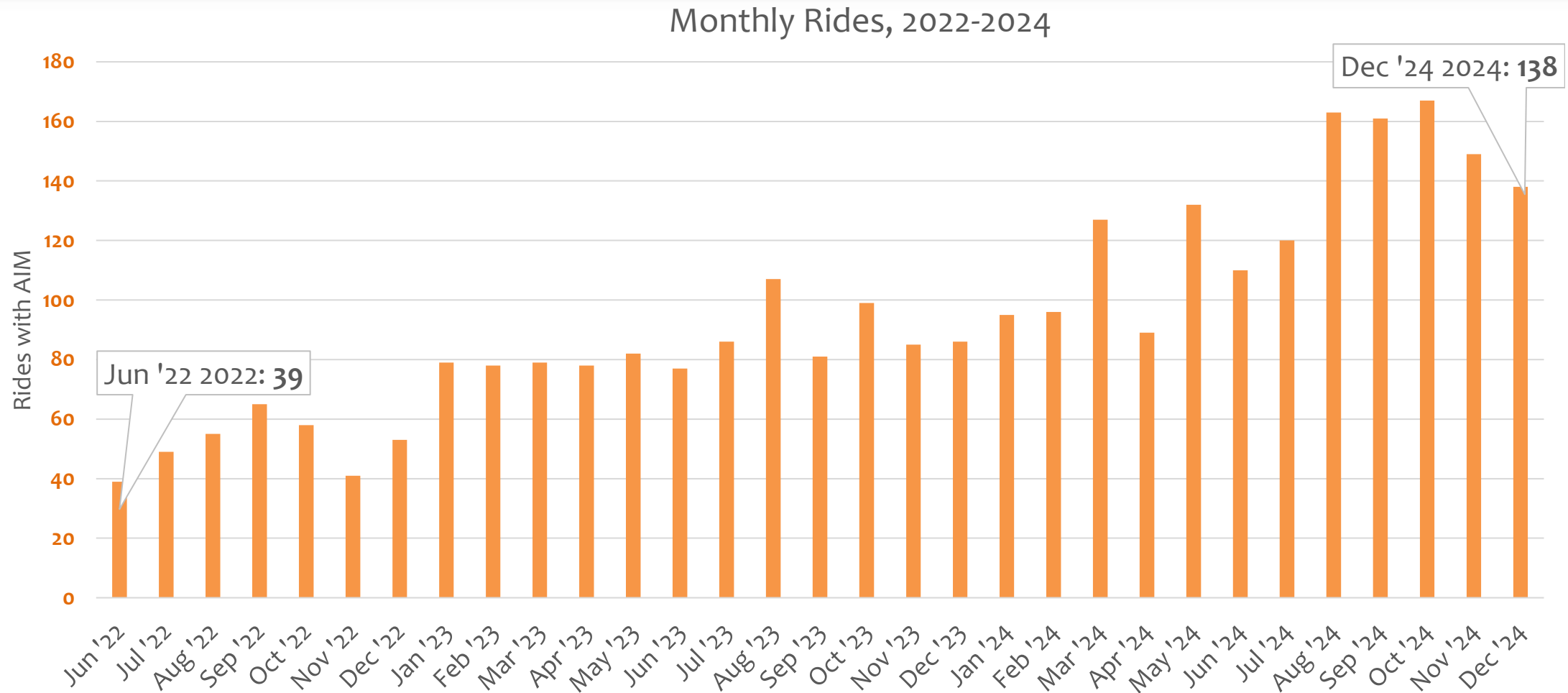
- Recently expanded to all Alameda residents 70+
- 18+ residents enrolled in East Bay Paratransit

Participation

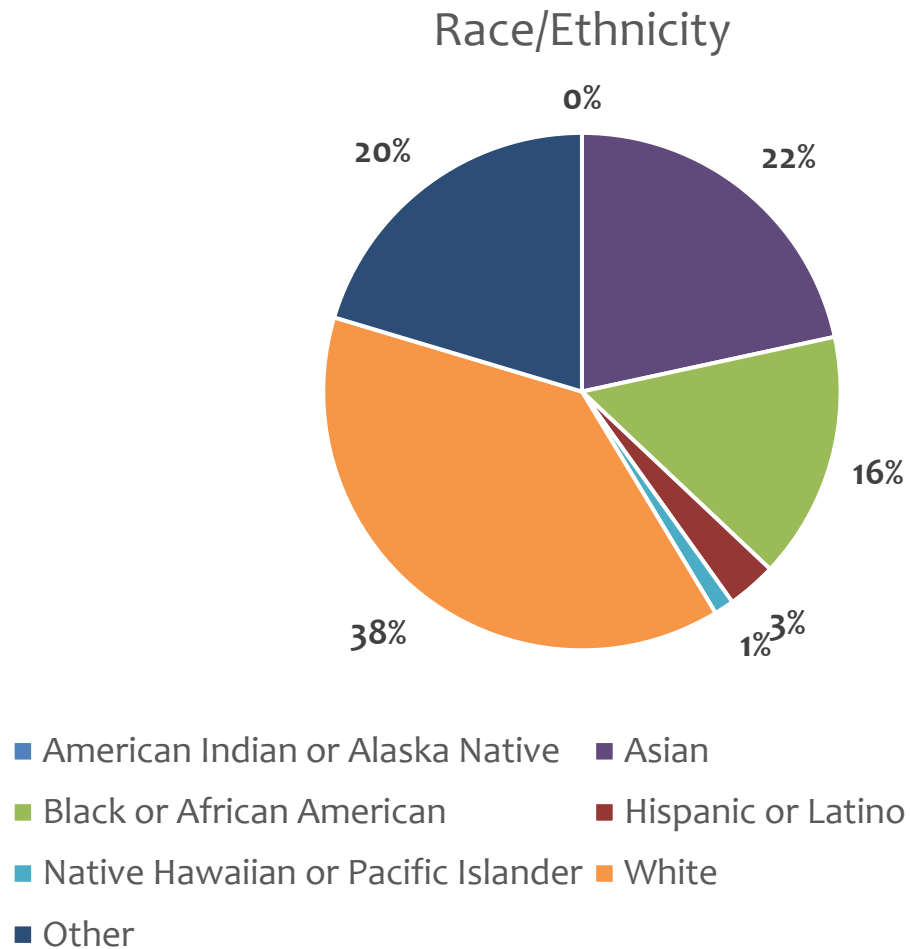
- 171 participants (*as of 3/4/2025*)



AIM Program Ridership



AIM Participants



Total Participants: 162



AIM Program Feedback

I love this program.

It was good during the week, but when I tried to reserve a ride on a Saturday, no one answered

Easy to use and very very useful

Excellent but I wish there were more than 6 trips available

Service animals aren't always welcomed, that's been the tricky part.



AIM Program Evaluation Needs



Vehicle accessibility



Program costs and ride limits



Ease of use and customer service



Eligibility requirements update



Program Recommendations

Pilot Program Changes

- Extend both pilots for one year

Continue Regular Services

- BayPass Clipper Cards for Alameda Point Collaborative
- Travel Training and Outreach
- Group Trips
- Capital Program



Staff Recommendation

Review the City of Alameda Transportation Program plan for older adults and people with disabilities and endorse a one-year extension of its pilot programs.



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