

*Transportation for Seniors
and People With Disabilities*

City of Alameda Transportation Program Plan for Seniors and People with Disabilities Fiscal Year 2023/2024

Funded by Measures BB

Agenda

- FY 2022/23 Status Summary
- FY 2023/24 Proposed Programs
- Budget
- Planning Process



Status Summary

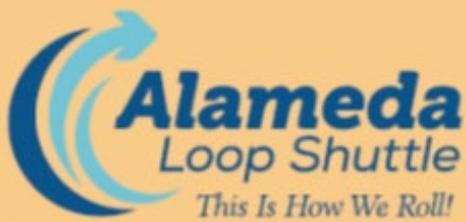
FY 2022-23

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



UBER





Staff took the following steps to informed shuttle users of the elimination both before and after City Council approval on April 5, 2022:

- **Fliers** on shuttles, in libraries and at Mastick Senior Center
- **Notifications** on outgoing message of Paratransit office, and on www.alamedaparatransit.com
- **Outreach & Concerns** were *addressed in person, by email and phone*
- **Presentations** *at Transportation 101 workshops and in Hop on the Bus with Us! travel training sessions.*
- **Shuttle Sign**, *poles and schedules were removed before the shuttle was discontinued.*

No Recommendation

**Service
Eliminated**

June 30, 2022

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 380
participants with passes.**

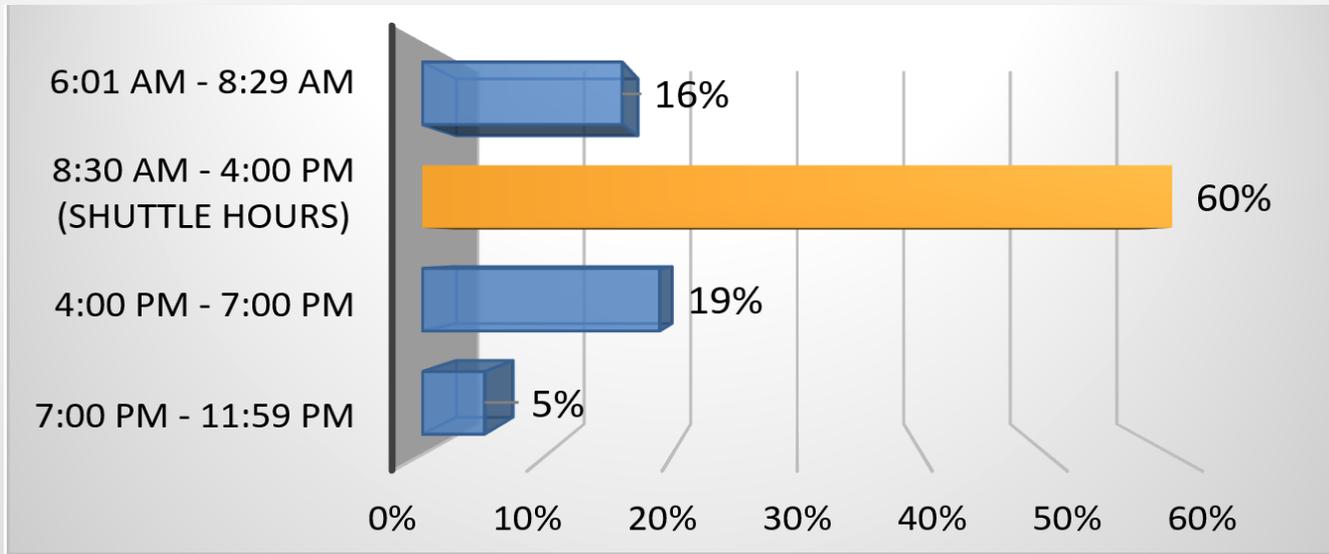
FREE AC TRANSIT BUS PASSES

is already showing a high impact for its’
participants in our community.



Free Bus Pass Program

- In the first six months participants have taken over 15,000 rides.
- 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.



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.



Free Bus Pass Program

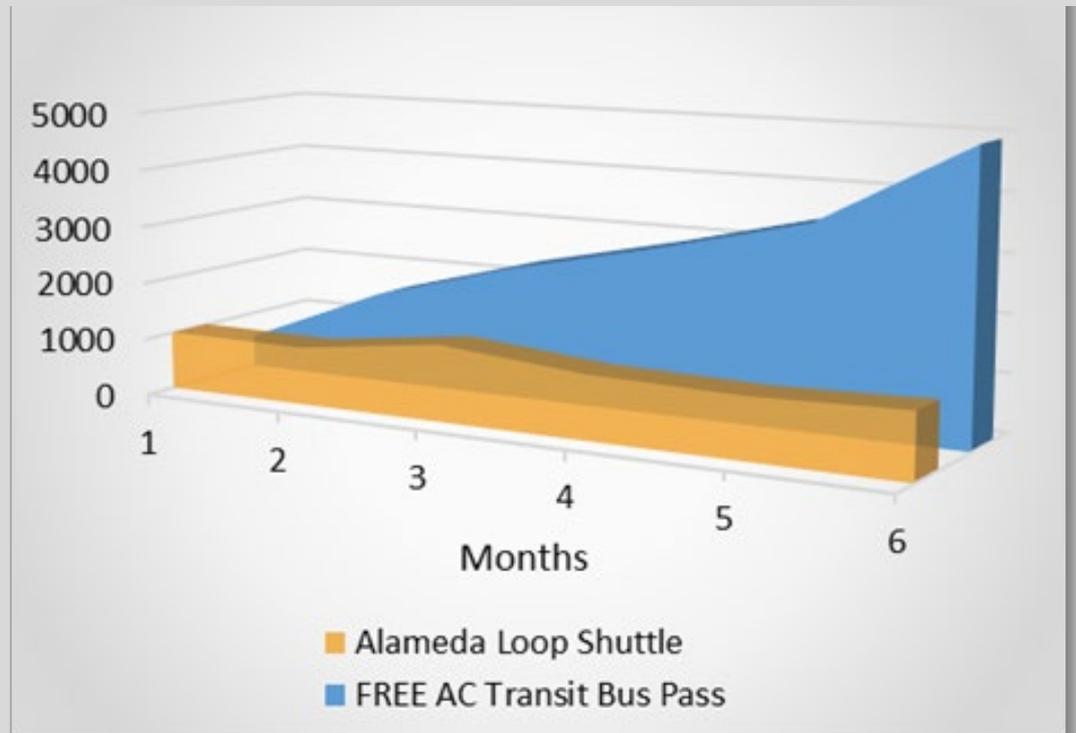
November 2022, 146 unique users took 4,931 trips using the Alameda Free AC Transit Bus Pass Pilot Program.

Contrast this with **1,323 boardings** in April 2019, the highest ridership month for the Alameda Free Loop Shuttle.

Recommend:

- **Continue with the three-year pilot for the Alameda Free AC Transit Bus Pass.**
- **Continue funding passes for Alameda Point Collaborative's 167 units**

Total budget: \$237,000



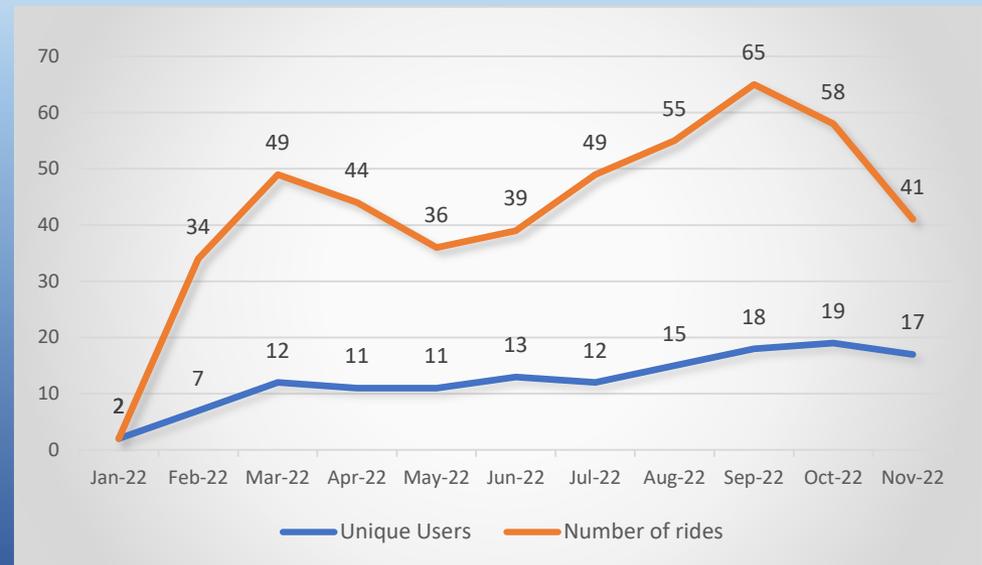
TNC CONCIERGE PROGRAM

- **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 **90 participants enrolled**, exceeding it's target of 80 participants
- As of November 30, 2022, the program has **provided 472 rides, which averages 43 rides per month**



A program designed to supplement and complement East Bay Paratransit

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



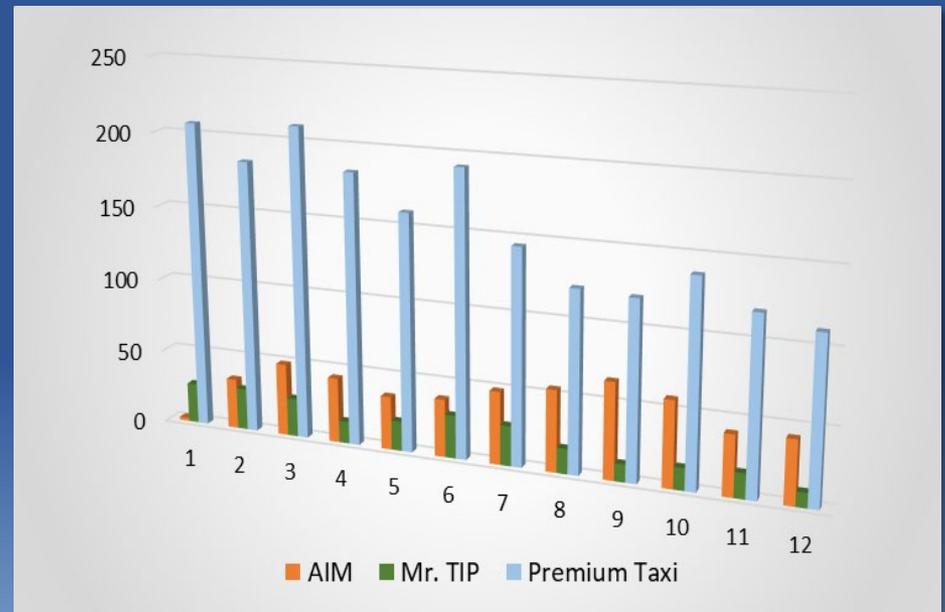
The AIM program serves a vulnerable population. As a result they have been excited to sign up for the AIM program, but are cautious using any public transportation. They report:

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

Program Outreach:

Staff has:

- Mailed 2 letters with applications to active EBP riders
- Telephoned and mailed current AIM participants

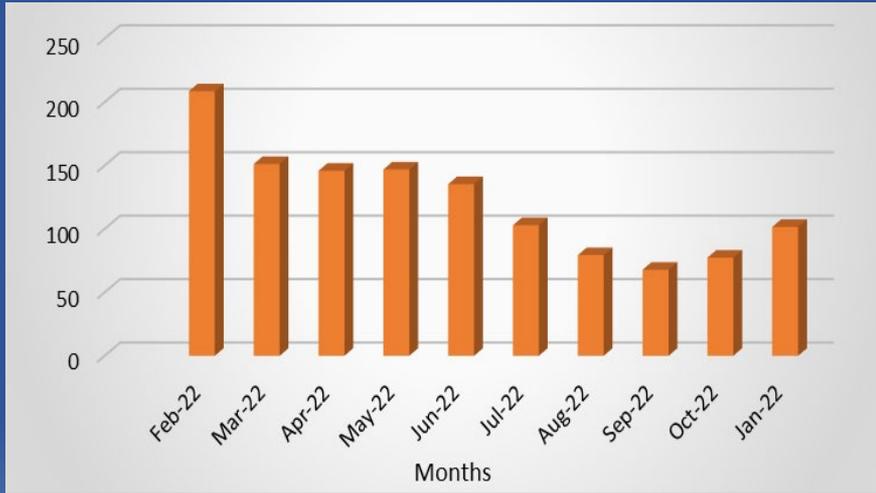


Compared to the last 12 months of the Mr. TIP subsidized Taxi Program, the AIM Program is providing more than double the average number of rides per month.

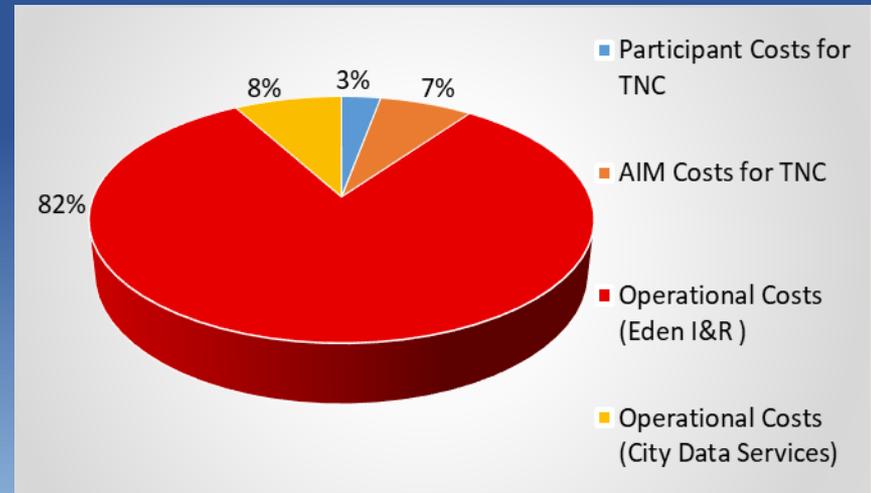


The average participant cost per ride is \$4.53.

The average program cost per ride is \$149, ranging from \$68 to \$209 per month.



The high Operational Cost contributes to the current high cost per ride. Staff is currently negotiating a new price structure with Eden I&R.



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

Total budget: \$125,000



Customer Service and Outreach

- Monthly Presentations/Orientations
- Monthly Travel Training for AC Transit - *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
- Advertisements/Banners

Total Budget: \$16,200



Recommendations (cont.)

■ Capital Program

Recommend: Improve access to/from bus stops including sidewalk enhancements, bus benches, curb bulb-outs and bus islands.

Total budget: \$350,000



■ Group Trips

- Mastick Monthly Trips
- Leisure Club 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: \$46,660



PLANNING PROCESS



- **Survey**

Available online, in shuttles, libraries, and at Mastick Center (November 2022)

- **Board and City Commissions**

(early January 2022)

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

- **Present to City Council for Approval**

(March 1, 2022)

BUDGET

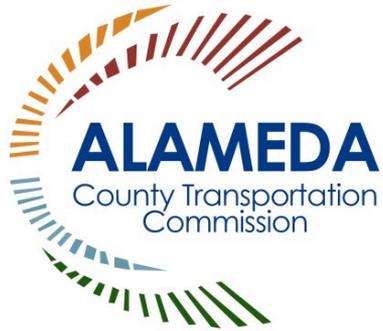
Revenues

| | |
|-----------------------|------------------|
| Measure BB | \$459,675 |
| EBP Ticket Sales | \$2,000 |
| Fund Balance | \$438,325 |
| Total revenues | \$900,000 |

Expenditures

| | |
|--------------------------------------|------------------|
| Management and Professional Services | \$46,660 |
| Customer Service and Outreach | \$16,020 |
| Trip Provision | \$392,000 |
| Capital | \$350,000 |
| Total Expenditures | \$804,860 |

Reserves **\$95,141**



*Transportation for Seniors
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Contact Information:

Katherine 'Kat' Kaldis
Paratransit Program
Coordinator
510-747-7513

kkaldis@alamedaca.gov

Gail Payne
Senior Transportation
Coordinator
510-747-6892

gpayne@alamedaca.gov

