



*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



U B E R



# Service Eliminated

June 30, 2022

Staff took the following steps to inform 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](http://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***



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.**

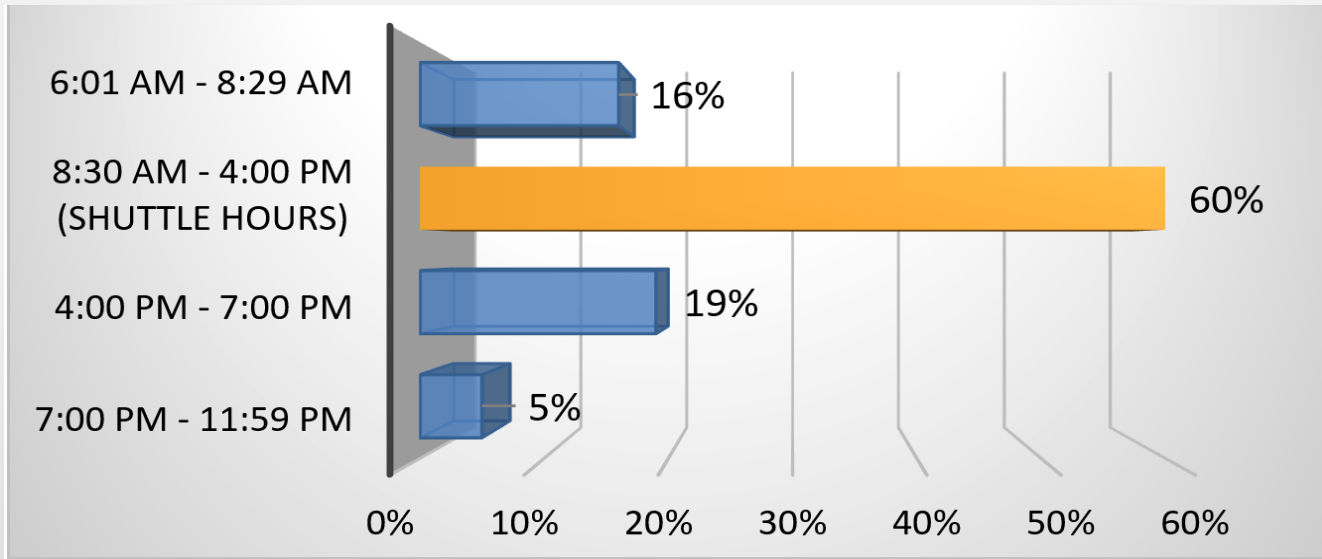
# FREE AC TRANSIT BUS PASSES

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



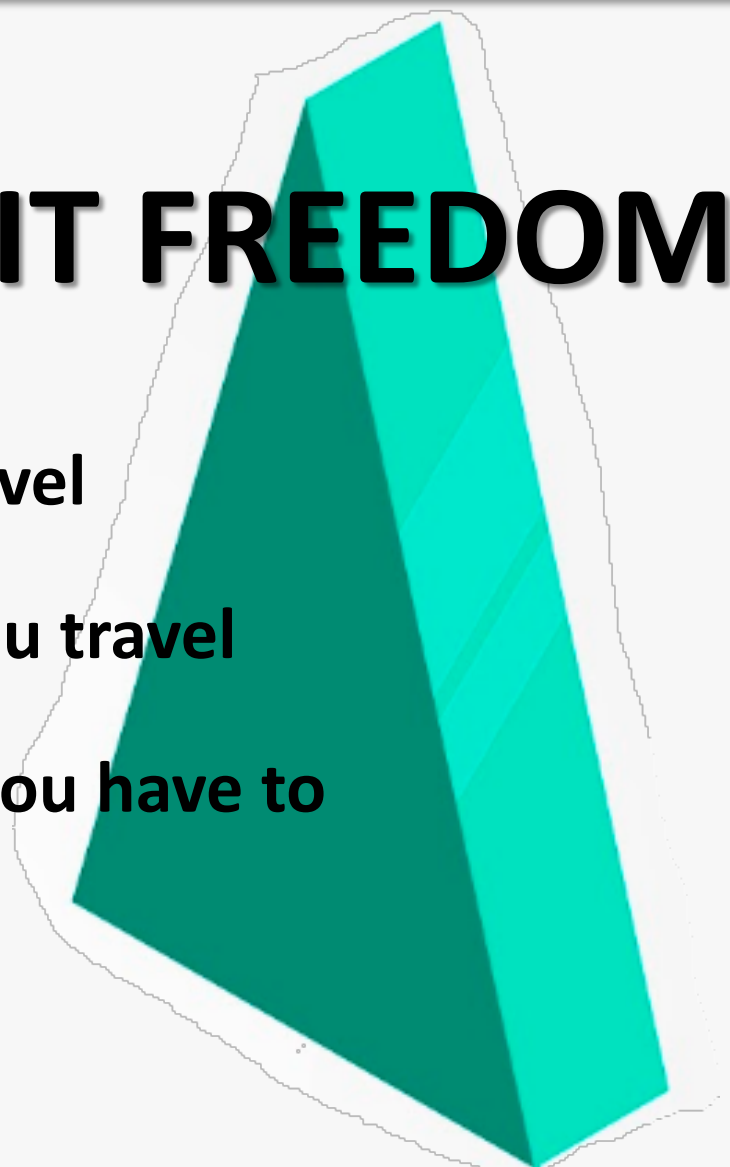
# Free Bus Pass Program

- 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

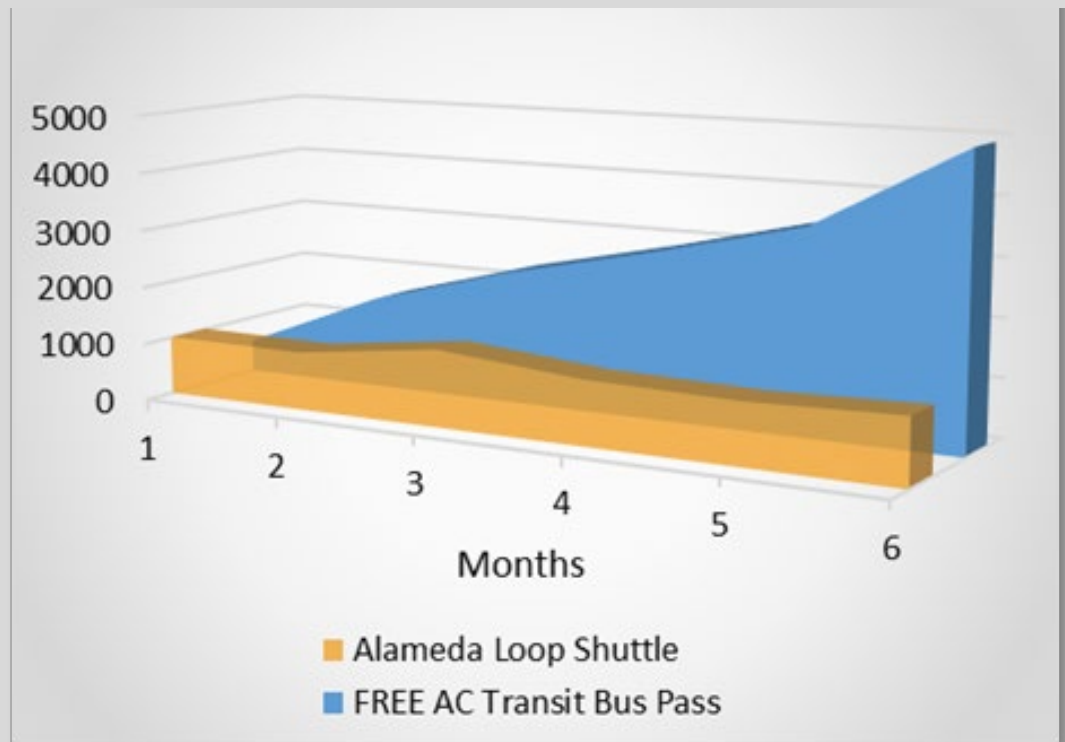
**November 2022, 146 unique users took 4,931 trips** using the Alameda Free AC Transit Bus Pass Pilot Program.

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**





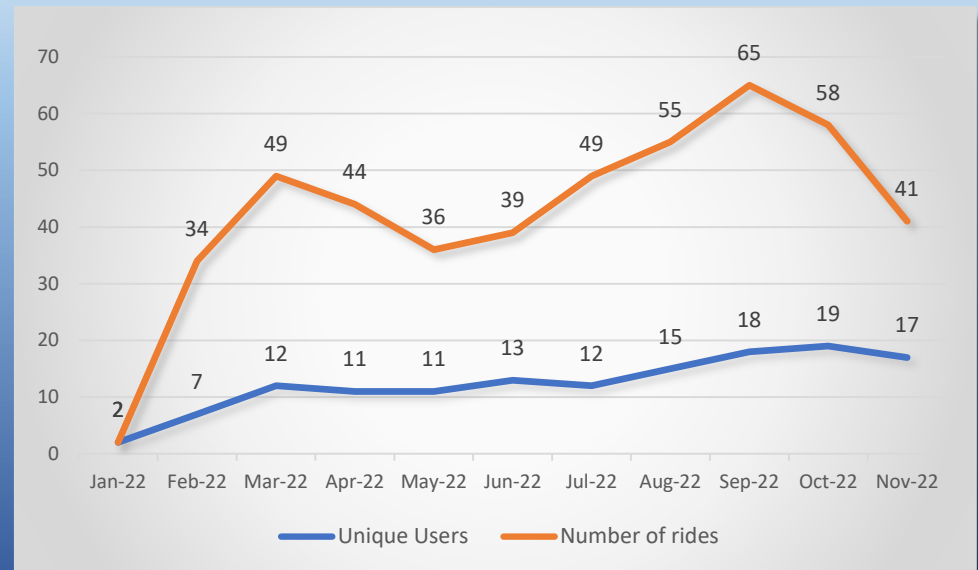
# TNC CONCIERGE PROGRAM

- **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.



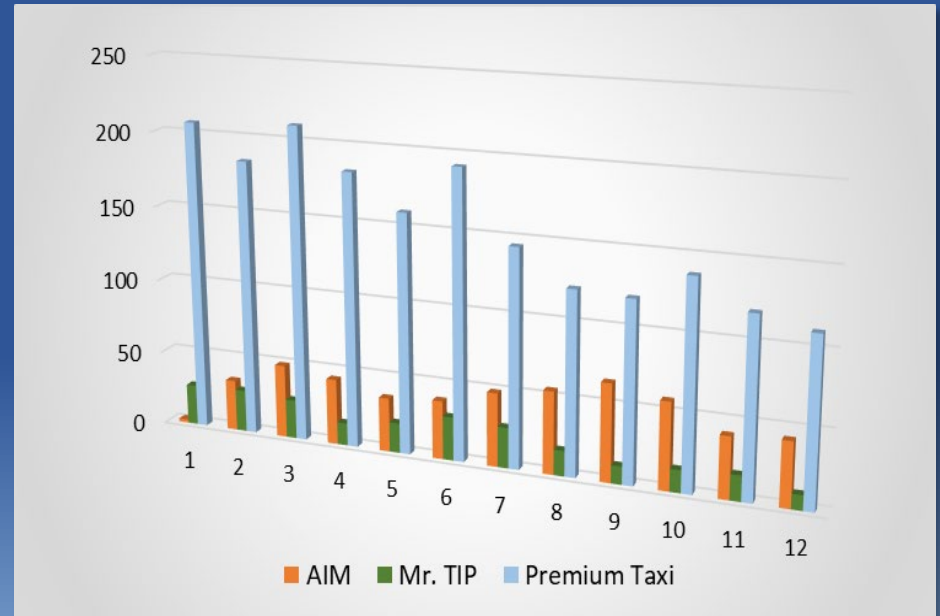
***The AIM program serves a vulnerable population.*** As a result they have been excited to sign up for the AIM program, but are cautious using any public transportation. They report:

- 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

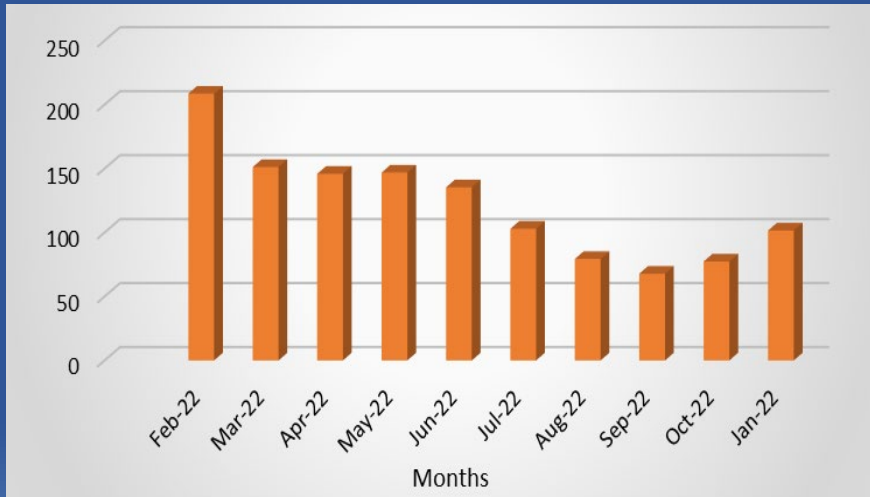


***Compared to the last 12 months of the Mr. TIP subsidized Taxi Program, the AIM Program is providing more than double the average number of rides per month.***

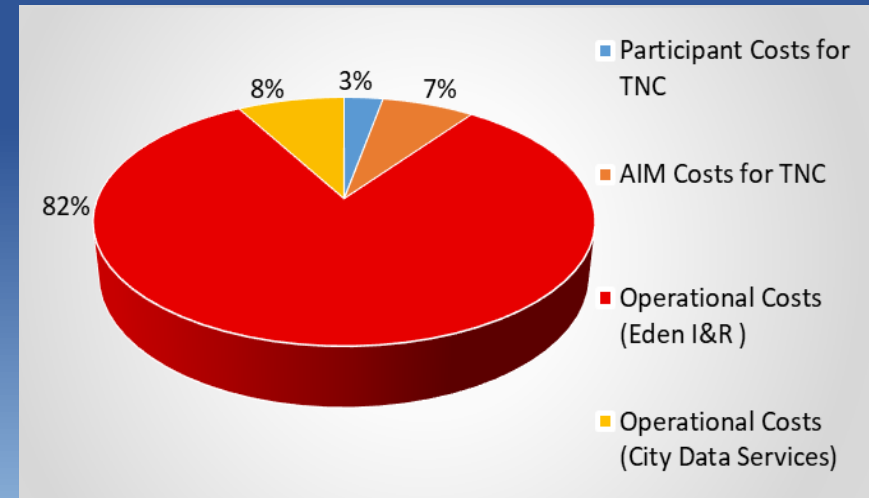


The average **participant cost per ride is \$4.53.**

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
<b>Total revenues</b>	<b>\$900,000</b>

## Expenditures

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

<b><i>Reserves</i></b>	<b><i>\$95,141</i></b>
------------------------	------------------------



*Transportation for Seniors  
and People With Disabilities*

## Contact Information:



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

[kkaldis@alamedaca.gov](mailto:kkaldis@alamedaca.gov)

**Gail Payne**  
Senior Transportation  
Coordinator  
510-747-6892

[gpayne@alamedaca.gov](mailto:gpayne@alamedaca.gov)