



# City of Alameda Paratransit Program Fiscal Year 2017/2018

Funded by Measures B and BB



# Agenda Overview

- Service Overview
- Program Changes
- Budget
- Planning Process Overview



# Service Overview

- **Shuttle Service:**

- Acts as a bridge between AC Transit and East Bay Paratransit

- **Taxi Services:**

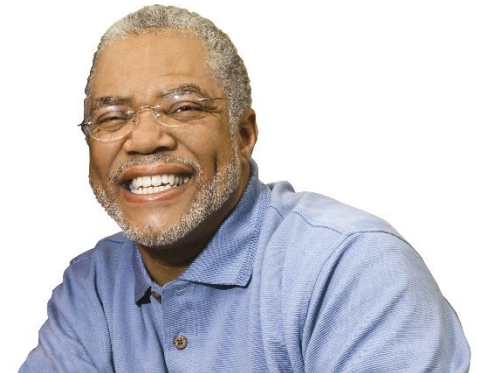
- Provides subsidized same day door-to-door services

- **Group Trips:**

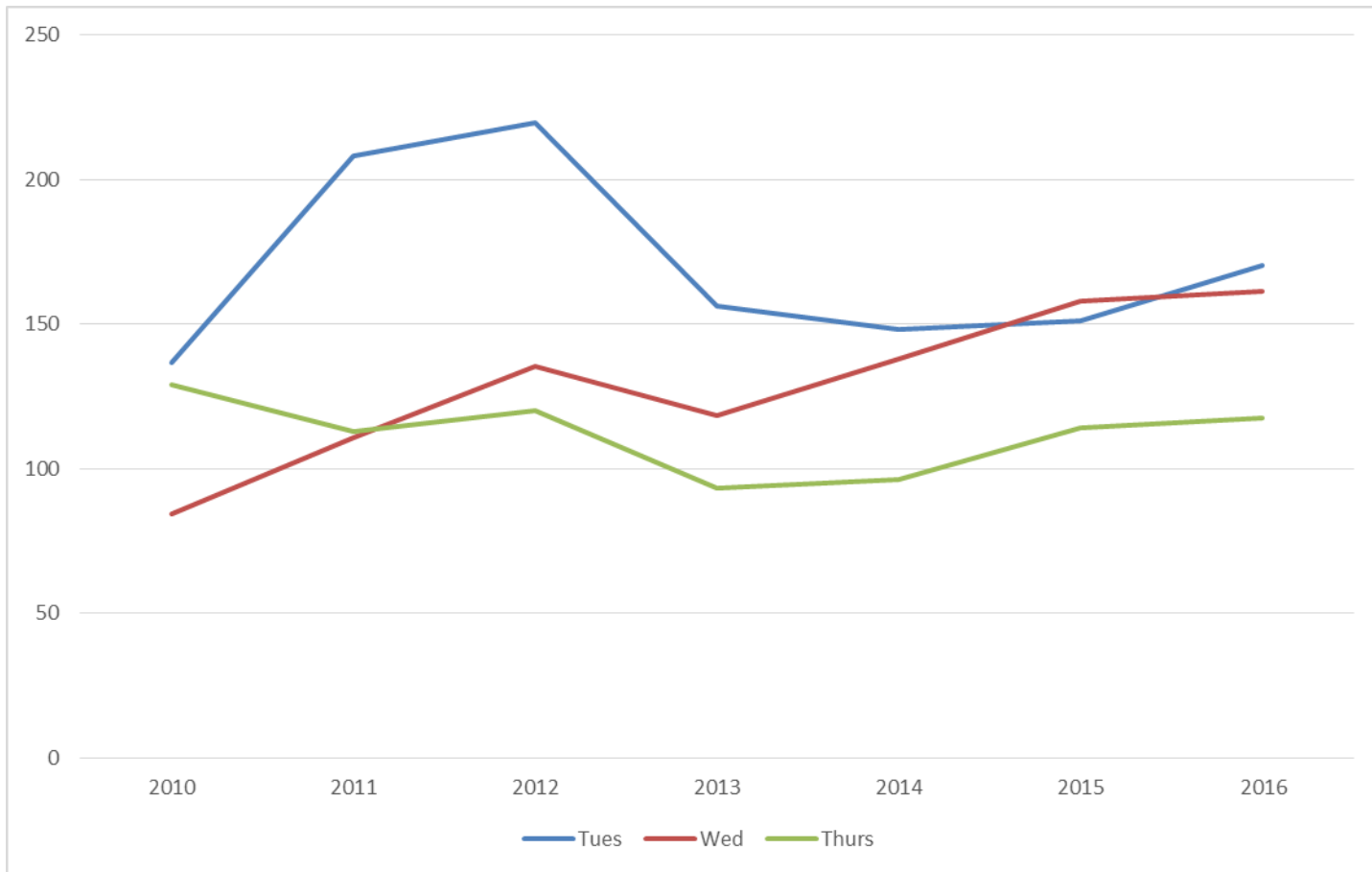
- Provides leisure activities

- **Scholarship Program:**

- Assists with taxi services
- Provides bus passes for Alameda Point Collaborative

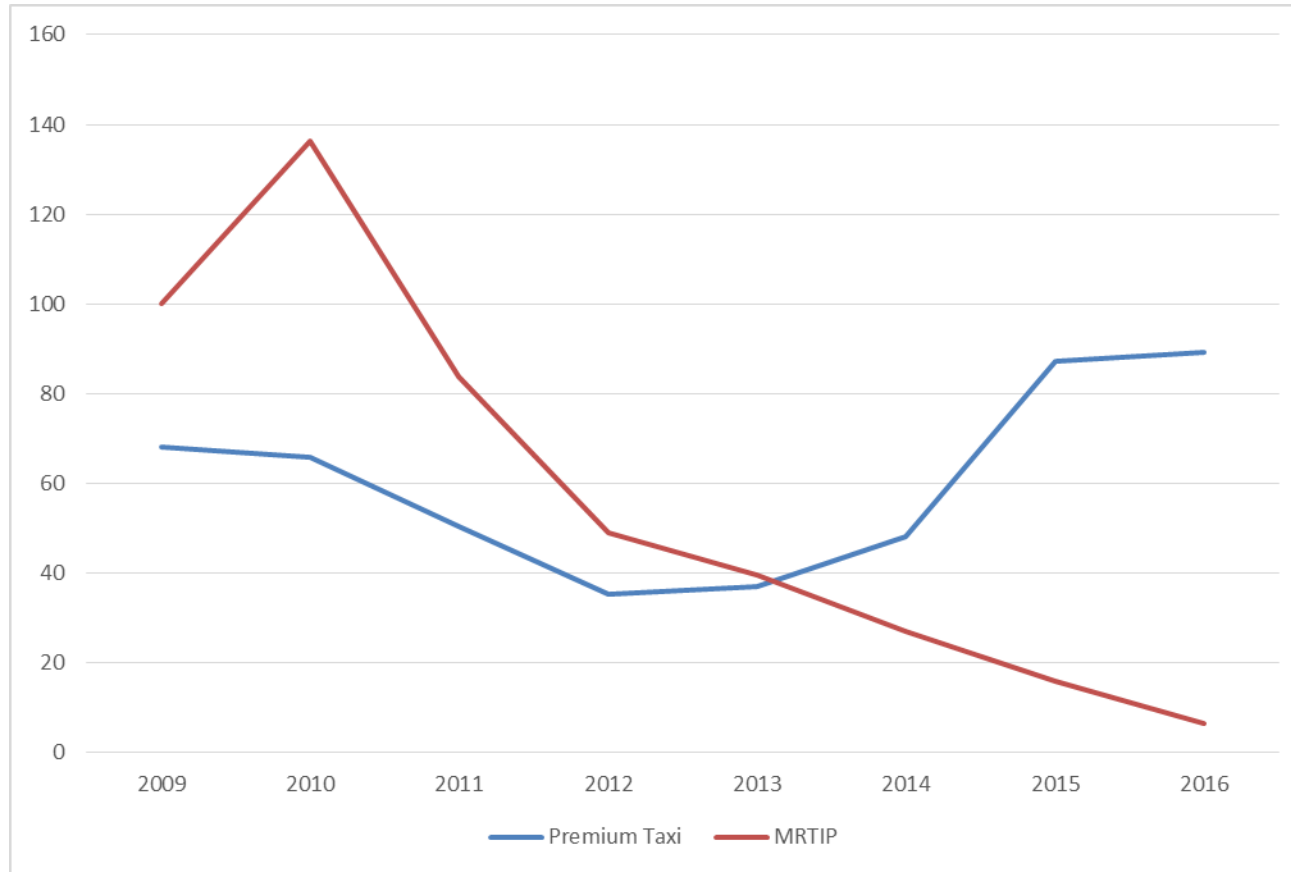


# Service Overview - Shuttle



- Average 449 boardings per month in 2016
- 6% higher than 2015
- Cost per trip = \$14

# Service Overview – Taxi Programs



- Premium: Averages 89 trips/month, \$11/trip
- MRTIP: Averages 6 trips/month, \$30/trip

# Program Changes

## ■ Shuttle Service

- Increase Shuttle Service Frequency
- Rebrand shuttle name as “Alameda Loop”



## ■ Taxi Services

- Increase Premium taxi subsidy to 70 percent per trip
- Increase cost of Premium taxi voucher to \$3



# Program Changes (cont.)

- Mobility Management
  - Consider new program
- Group Trips
  - Continue current trips with increased subsidy
- Scholarship Program
  - Continue taxi subsidies and Alameda Point Collaborative bus passes



# Program Changes (cont.)

## ■ Capital Program

- Bus benches, poles, signs at shuttle stops
- Curb ramps, accessible on-street parking spaces, accessible pedestrian signals, etc.

## ■ Outreach/Marketing

- Website
- Advertisements
- Cross-street banners
- Brochures/mailings
- Orientations
- Program incentives

**City of Alameda**  
**Paratransit**

*Transportation for Seniors  
and People With Disabilities*



**We offer the following services:**


- Alameda Shuttle – free and open to the public!
- Taxi ride discounts\*
- East Bay Paratransit ticket sales
- Group trips – from Mastick Senior Center to various Bay Area locations
- Scholarship program\*
- Transportation assistance

\*Restrictions apply

**Mastick Senior Center**  
1155 Santa Clara Avenue  
Alameda, CA 94501  
Ph: (510) 747-7513  
Fax: (510) 523-0247  
TDD/TTY: (510) 522-5160

**www.AlamedaParatransit.com**







# Budget



## Revenues

|                              |                       |
|------------------------------|-----------------------|
| Measure B/BB                 | \$358,237             |
|                              | (+ \$300,000 balance) |
| East Bay Paratransit tickets | \$6,000               |
| Taxi vouchers                | \$8,000               |
| <b>Total revenues</b>        | <b>\$672,237</b>      |

## Expenditures

|                           |                  |
|---------------------------|------------------|
| Management                | \$44,400         |
| Customer Service          | \$61,600         |
| Trip Provision            | \$287,000        |
| Capital                   | \$200,000        |
| <b>Total expenditures</b> | <b>\$608,000</b> |
| <i>(Reserves</i>          | <i>\$64,000)</i> |

# Planning Process Overview

- Survey (December 2016/January 2017)
- Outreach to Commissions (Feb 2017)
  - Commission on Disability Issues
  - Recreation and Park Commission
  - Transportation Commission
  - Social Service Human Relations Board
- Submit Program Plan (March 2017)



# Survey Results

- Respondents: 115
- Taxi Program
  - Reason do not use program: 33% stated did not know about it
  - Prefer Lyft/Uber over taxis: 24%
  - Prefer shared Lyft/Uber ride with other passengers: 61%
- Shuttle Service
  - Reason do not use program: 27% stated did not know about it
  - Preferred name: Alameda Loop





# City of Alameda Paratransit Program Fiscal Year 2017/2018

## *Contact Information:*

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