



*Transportation for Seniors
and People With Disabilities*

City of Alameda Transportation Program Plan for Seniors and People with Disabilities Fiscal Year 2021/2022

Funded by Measures B and BB

Agenda

- Service Overview
- Recommended Program
- Customer Service and Outreach
- Budget
- Planning Process



Service Overview

- Alameda Loop Shuttle
- Free AC Transit Bus Passes
- Group Trips
- Door-to-door Transportation
- Customer Service/Outreach
- Management

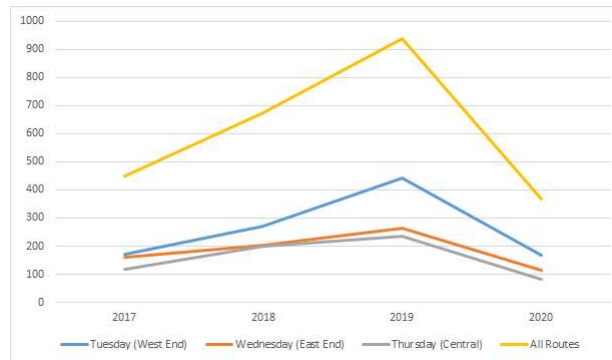


Alameda Loop Shuttle

- Rebranded shuttle and increased frequency in late 2017
- Recommend continuation of service



Alameda Loop Shuttle



"It offers me independence when family can't help me or give me rides."
- Shuttle rider
Francesca Zvinakis

Free AC Transit Bus Passes

- Expanded free AC Transit bus passes for low-income residents:
 - Alameda Point Collaborative
 - Alameda Housing Authority
 - Mastick Senior Center Members
 - Jack Capon Villa (in progress)

Testimonials:

"What Godsend! Smooth ... all of it." – Stated AC Transit bus rider Gervaze Joseph

"This new program has been a great money and time savings for me." – Free Bus Pass User of Mastick Senior Member Program

Transition Process from Taxi to Free Bus Passes

- **Feb-March 2020:** Letter to participants
- **2020:** Free Bus Pass sign ups: 53 total
- **2021:** Waitlist for Mastick Members
- **Travel Training (2021):** (Post COVID)



Proposed Program (cont.)

- **Group Trips (Post COVID)**
 - Mastick Monthly
 - Leisure Trips
 - Skilled Nursing Home Annual Picnic
- **Door-to-door Services**
 - Provide in Alameda to help most frail
 - Potential third-party providers:
 - TNC Dispatch/Concierge (**New!**)
 - Volunteer/Stipend Driver (**New!**)
 - Meal Delivery



Customer Service and Outreach

- Materials: press releases, shuttle schedules and brochures
- East Bay Paratransit tickets
- AC Transit assistance
- Presentations/orientations
- Advertisements/banners
- Website



Budget

Revenues

Measure B/BB	\$367,000
	(+ \$70,000 balance)
East Bay Paratransit Tickets	\$4,000
Total revenues	\$441,000

Expenditures

Management	\$50,500
Customer Service	\$29,000
Trip Provision	\$316,500
Total Expenditures	\$396,000
(Reserves	\$45,000)



Planning Process

- Survey (Fall 2020)
- Commissions (Early 2021)
 - Commission on Disability
 - Recreation and Park Commission
 - Transportation Commission
 - Social Service Human Relations Board
- Submit Program Plan (Spring 2021)



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