



ALAMEDA COUNTY TRANSPORTATION COMMISSION

## 2020 CIP Paratransit Progress Reports



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October 25, 2021



2020 CIP Paratransit Progress Report

1

## 2020 CIP Paratransit Program

- Call for Projects in November 2018 for discretionary funding through the Comprehensive Investment Plan (CIP)
- Fifteen applicants for Paratransit – \$10.5 million requested
- Applications were evaluated on the following criteria:
  - *Effectiveness at fulfilling mobility management intent of grant*
  - *Sufficient program demand, program readiness*
  - *Service across jurisdictional boundaries, demonstrated coordination and collaboration*
  - *Past performance – progress on performance measures and cost effectiveness*
  - *Leveraging of funds (including DLD reserves) and cost effectiveness*
  - *Identified as a priority in the Needs Assessment, the Alameda Countywide Transit Plan, another relevant countywide or regional plan*
  - *Equitable distribution throughout County*



## 2020 CIP Paratransit Program (Continued)

- Fourteen applications, eight with partial funding, were recommended for a total of \$8.99 million
- The entire grant period is from July 1, 2019 to June 30, 2024
- Progress reports are required in January and July for each six month period
- This update is based on the fourth set of progress reports
- All grants have been affected by COVID-19



## Allocations (FY 2019-20 to FY 2020-21)

Sponsor	Project Name	Funding Allocated
CIL	Community Connections Program(CoCo)	\$376,000
City of Fremont	Ride-on Tri-City! Mobility Management and Travel Training Program	\$279,000
CRIL	Travel Training: Oh The Places You Will Go!	\$324,000
Eden I&R	Mobility Management Through 211 Alameda County	\$272,000
USOAC	Senior Public Transportation Training and Education Program	\$96,000
LIFE ElderCare	Door Through Door (DthruD) and TNC Transportation for Seniors and Disabled Adults	\$339,000
Drivers for Survivors	Drivers for Survivors Volunteer Driver Program	\$388,000
Senior Support Program of Tri-Valley (SSPTV)	Volunteer Assisted Senior Transportation Program (VAST)	\$215,000



## Allocations (FY 2019-20 to FY 2020-21) (Continued)

Sponsor	Project Name	Funding Allocated
ASEB	Accessible Group Trip Transportation for Youth and Adults with Disabilities	\$305,000
BORP	Accessible Group Trip Transportation for Youth and Adults with Disabilities	\$389,000
LAVTA	Para-Taxi Operations	\$49,000
LAVTA	Para-Taxi Debit Card	\$39,000
City of Emeryville	Emeryville Senior Center Group Trips Bus Purchase	\$132,000
Easy Does It Emergency (EDI)	Fast Accessible Safe Transportation Emergency Repair (FASTER)	\$380,000
<b>Total</b>		<b>\$3,583,000</b>



## Project Types

### • Mobility Management and Travel Training

- *City of Fremont – Ride-On Tri-City! Mobility Management and Travel Training Program*
- *Community Resources for Independent Living (CRIL) – Travel Training: Oh The Places You Will Go!*
- *Eden I&R – Mobility Management Through 211 Alameda County*
- *The Center for Independent Living, Inc. – Community Connections Program (CoCo)*
- *United Seniors of Oakland and Alameda County (USOAC) – Senior Public Transportation Training and Education Program*

### • Volunteer Driver Programs

- *Drivers for Survivors, Inc. (DFS) – Drivers for Survivors Volunteer Driver Program*
- *LIFE ElderCare – Door Through Door (DthruD) and TNC Transportation for Seniors and Disabled Adults*
- *Senior Support Program of The Tri-Valley (SSPTV) – Volunteer Assisted Senior Transportation Program (VAST)*



## Project Types (Continued)

- **Taxi Subsidy/Same-Day Transportation**

- *Livermore Amador Valley Transportation Authority (LAVTA) – Para-Taxi Debit Card*
- *LAVTA – Para-Taxi Operations*

- **Unique Transportation Gaps**

- *Alzheimer's Services of the East Bay (ASEB) – Regrowth of Transportation Services for Individuals with Dementia*
- *Bay Area Outreach and Recreation Program (BORP) – Accessible Group Trip Transportation for Youth and Adults with Disabilities*
- *City of Emeryville – Emeryville Senior Center Group Trips Bus Purchase*
- *Easy Does It Emergency Services (EDI) – Fast Accessible Safe Transportation Emergency Repair (FASTER)*



## Mobility Management and Travel Training



## City of Fremont – Ride-On Tri-City! Mobility Management and Travel Training Program

- Mobility Management services were provided primarily through phone, video conferencing and email to seniors and people with disabilities.
- In the second half of FY20/21 demand for mobility management and transportation services increased.

Performance Measure FY 2020-21	Progress FY 2020-21
Number of mobility management contacts reported by service type – information and referral, service linkage, service coordination, or advocacy	Target: 800 Actual: 1,306
Number of individuals with individual travel training, group travel training or travel orientation services	Target: 1,200 Actual: 252
# of individuals provided w/ mobility management support	Actual: 723
Number of seniors and people with disabilities with travel orientation services	Actual: 44



## CRIL – Travel Training: Oh The Places You Will Go!

- The Shelter-in-Place brought CRIL’s Travel Training Program to a grinding halt, especially during the winter months of 2020-21
- CRIL staff has participated in several local and regional planning groups for public transportation accessibility and planning
- New COVID cases surged in July, CRIL is ready to start as soon as it is safe

Performance Measure FY 2020-21	Progress FY 2020-21
Provided Specialized Accessible Van Rental Service	Getaround program discontinued
Number of Group Trips	Target: 36 Actual: 0
Number of Consumers	Target: 144 Actual: 2
Number of consumers applying for and obtaining Clipper and RTC Cards	Target: 156 Actual: 1
Travel Training Workshops	Target: 2 Actual: 2



## Eden I&R – Mobility Management Through 211 Alameda County

- While working remotely, staff from EI&R continued to increase public awareness about 211 and the online resource finder.

Performance Measure FY 2020-21	Progress FY 2020-21
Number of individuals provided with mobility management support over the 211 phone line	Target: 2,225 Actual: <b>873</b>
Number of individuals with access to mobility mgmt support over the online finder	Target: 75,000 Actual: <b>93,231</b>
Outreach events	Target: Ongoing Actual: <b>42</b>
Cost per individual provided with mobility management support	Target: Not to exceed \$17.33 Actual: <b>\$1.77</b>



## The Center for Independent Living, Inc. – Community Connections Program (CoCo)

1 of 2

- The COVID-19 pandemic caused a negative impact on the performance for FY 20/21, therefore, the majority of target performances were not met.

Performance Measure FY 2020-21	Progress FY 2020-21
Number of travel train disabled youth (<25yo), 1on1 and/or group setting	Target: 112 Actual: <b>103</b>
Number of travel train non-senior disabled adults and/or seniors (>54yo), 1on1 and/or group setting	Target: 98 Actual: <b>54</b>
Number of travel train people with visual disabilities, 1on1 and/or group setting	Target: 15 Actual: <b>2</b>
Number of individuals provided with mobility-device training	Target: 19 Actual: <b>7</b>
Percentage/number of people travel trained who demonstrate independent transit travel skills per survey	Target: 80.0% Actual: <b>89%</b>



## The Center for Independent Living, Inc. – Community Connections Program (CoCo)

2 of 2

Performance Measure FY 2020-21	Progress FY 2020-21
Outreach contracts in Alameda County	Target: 170 Actual: 339
Number of trip-planning tutorials and/or I&R by service type – information and referral, service linkage, service coordination, or advocacy	Target: 150 Actual: 606
Number of Workshops on Mobility Management Device/Maintenance/Repair (2 workshops) and Safety on Public Transit (2 workshops)	Target: 2 Actual: 1
Travel Safety Workshop	Target: 2 Actual: 13
Number of wheelchair securement/tethering sessions	Target: 9 Actual: N/A



## USOAC – Senior Public Transportation Training and Education Program

- Due to Covid-19, the Travel Training project continues to be restricted and constrained, impeding full implementation.
- Covid-19 social effects caused transit services cuts in and around senior centers and housing affecting ridership and performances.

Performance Measure FY 2020-21	Progress FY 2020-21
Number of individuals receiving educational/outreach information	Target: 600 Actual: 2,859
Number of older adults provided mini travel trainings	Target: 120 Actual: 2
Number of older adults provided Comprehensive Travel Trainings	Target: 40 Actual: 0



# Volunteer Driver Programs



## Drivers for Survivors, Inc. (DFS) – DFS Volunteer Driver Program

- Drivers for Survivors announced their closure effective February 2021 due to loss of revenue caused by the COVID-19 pandemic, so there is no report for January to June 2021

Performance Measure FY 2020-21	Progress FY 2020-21
One-way trips provided	Target: 6,000 Actual: 541
New Clients registered with program (as of 12/31/20)	Target: 114 Actual: 29
Active volunteer drivers registered with program (as of 12/31/20)	Target: 124 Actual: 27
% of one way trips provided by staff	Target: Not to exceed 3.0% Actual: 0.0019%
% of service requests unfulfilled within specified time	Target: Not to exceed 3.0% Actual: N/A





## LIFE ElderCare – VIP Rides

- Home-delivered 214,695 pounds of healthy food to support high-risk seniors and people with disabilities, reducing exposure to COVID-19.
- Conducted a structured campaign of intensive outreach and wellness checks, providing human services resources and referrals to those in need.
- Offered rides to COVID-19 testing and vaccination sites for those in need.

Performance Measure FY 2020-21	Progress FY 2020-21
One-way trips provided	Target: 8,000 Actual: 11,186
People registered with program (as of 6/30/21)	Target: 800 Actual: 1,204
Active volunteer drivers registered with program (as of 6/30/21)	Target: 80 Actual: 71
% of trips provided by staff	Target: Not to exceed 40.0% Actual: 52.5%
% of service requests unfulfilled during a specified time	Target: Not to exceed 3.0% Actual: 0%



## Senior Support Program of The Tri-Valley (SSPTV) – Volunteer Assisted Senior Transportation Program (VAST) 1 of 2

- Pandemic caused by COVID-19 has proven difficult for seniors with disability and managing chronic conditions.
- SSPTV-VAST, local agencies and local community resources have been critical in ensuring that the support continues for the senior community.

Performance Measure FY 2020-21	Progress FY 2020-21
One-way trips provided	Target: 2,750 Actual: 975
People registered with program (as of 6/30/21)	Target: 224 Actual: 208
Active volunteer drivers registered with program (as of 6/30/21)	Target: 66 Actual: 44



## Senior Support Program of The Tri-Valley (SSPTV) – Volunteer Assisted Senior Transportation Program (VAST) 2 of 2

- Pandemic SSPTV-VAST is central to helping seniors maintain needed medical care, mitigating emergency and provide long-term institutional type care.

Performance Measure FY 2020-21	Progress FY 2020-21
% of one-way trips provided by staff	Target: Not to exceed 30.0% Actual: <b>79.5%</b>
% of service requests unfulfilled within specified time	Target: Not to exceed 5.0% Actual: <b>1.0%</b>



## Taxi Subsidy/Same-Day Transportation



## Livermore Amador Valley Transportation Authority (LAVTA) – Para-Taxi Debit Card

- 10 cards have been issued and are being actively used
- 14.0% of unique Para Taxi trips were paid for via the Debit Card
- LAVTA is deploying a customer satisfaction survey to assess program results.

Performance Measure FY 2020-21	Progress FY 2020-21
Number of Taxi Debit Cards issued	Actual: 10
Measure percent of individuals using debit card to reimbursement program	Actual: 14.0%



## LAVTA – Para-Taxi Operations

- 803 trips were provided during this reporting period thanks to relaxing of shelter-in-place mandates and increasing availability of COVID vaccines.
- The average trip cost was \$12.55 per trip.
- 3 new users were added.

Performance Measure FY 2020-21	Progress FY 2020-21
One-way trips provided	Target: 2,330 Actual: 803
People registered with program (as of 6/30/21)	Target: 22 Actual: 3
Average cost of ride- Ensure any increase in average cost per ride does not outpace inflation	Target: \$12.19 Actual: \$12.55



# Unique Transportation Gaps



## Alzheimer's Services of the East Bay (ASEB) – Regrowth of Transportation Services for Individuals with Dementia

- Amid COVID-19, ASEB continued to provide a hybrid model of care for the program's users. 1 of 2
- Inability to open service to 60 people/day due to COVID restrictions caused revenue losses, which would have aided the program's growth.

Performance Measure FY 2020-21	Progress FY 2020-21
One-way trips provided	Target: 11,449 Actual: 3,999
ASEB ridership will increase by 50% agency wide by accommodating care-partners who transport their program participant to lessen the care-partners daily responsibilities	Target: 50% Actual: 35%
ASEB will increase ridership by 25% at Berkeley ASEB	Target: 25% Actual: 25%
Number of people registered with the program 6/30/21	Target: 162 Actual: 168



## Alzheimer's Services of the East Bay (ASEB) – Regrowth of Transportation Services for Individuals with Dementia

2 of 2

Performance Measure FY 2020-21	Progress FY 2020-21
Every individual enrolled in an ASEB program will have designated route and seat on an ASEB Van using Paratransit as a back-up only.	Ongoing
Satisfaction Survey	Target: 2 Actual: 1
6 field to 9 field trips per fiscal year.	Target: 6 Actual: 6
Expansion of transportation program to streamline routes and accommodate dual shifts and growth in Fremont	Ongoing
Cost per trip (less than comparable ADA-mandated trip e.g. \$50)	Target: \$21.66 Actual: \$40.43



## Bay Area Outreach and Recreation Program (BORP) – Accessible Group Trip Transportation for Youth and Adults with Disabilities

- COVID-19 affected the project and reporting targets were not met for FY 20-21
- During period of Jan-Jun 2021, the program was unable to provide one-way trips and group trips.

Performance Measure FY 2020-21	Progress FY 2020-21
One-way trips provided	Target: 3,700 Actual: 0
Children/youth registrants (as of 6/30/21)	Target: 100 Actual: 48
Adults with disabilities registrants (as of 6/30/21)	Target: 205 Actual: 0
Outreach contacts established	Target: 150 Actual: 9
Group trips to community agencies	Target: 24 Actual: 0



## City of Emeryville – Emeryville Senior Center Group Trip Bus Purchase

- Several quotes have been requested and received from different vendors that include an EV bus option.
- Staff will consider the best option for the needs of the community and environmental impacts.
- Vehicle purchase likely to take place before the end of the year.



## Easy Does It Emergency Services Program - Fast Accessible Safe Transportation Emergency Repair

1 of 2

- EDI experienced a decrease in service requests for the FY 19-20

Performance Measure FY 2020-21	Progress FY 2020-21
Door through door one-way rides	Target: 100 Actual: 20
Number of basic equipment repairs	Target: 80 Actual: 11
Respond within 120 minutes of an initial call	Target: 80% Actual: 100%
The program will be able to respond to a call	Target: 80% Actual: 100%



# Easy Does It Emergency Services Program - Fast Accessible Safe Transportation Emergency Repair

2 of 2

Performance Measure FY 2020-21	Progress FY 2020-21
Number of riders provided information and referral to accessible transportation networks	Target: 60 Actual: 20
Number of riders with service linkage to paratransit	Target: 40 Actual: 20
Number of riders provided information and referral to equipment repair service	Target: 60 Actual: 20
Driver/Technician interfaces with the client in a respectful manner	Target: 100% Actual: 100%
Purchase one wheelchair accessible mobile repair vehicle	Target: Ongoing Actual: Complete



# Thank You

For more information, visit  
[www.AlamedaCTC.org](http://www.AlamedaCTC.org)