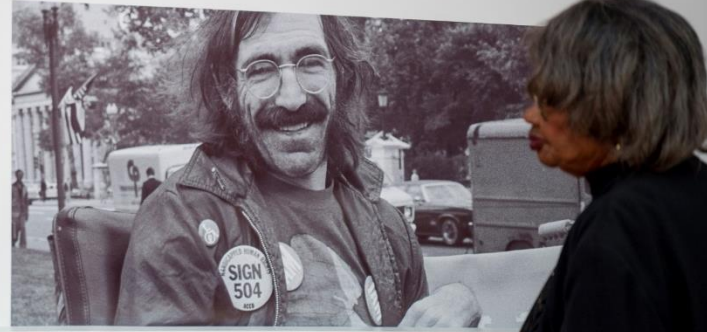




ALAMEDA COUNTY TRANSPORTATION COMMISSION

2020 CIP Paratransit Progress Reports



Paratransit Coordination Staff
Naomi Armenta, Nelson \ Nygaard
October 26, 2020



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 first and second set of progress reports, and it reflects one year of performance

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
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
Total		\$3,278,000

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

1 of 2

Performance Measure FY 2019-20	Progress FY 2019-20
Individuals provided with mobility management support	Target not set Actual: 972
Established mobility management contacts	Target: 775 Actual: 1,333
Mobility management contacts organized by service type	Subset of above Information Provided – 466 Service Linkage – 662 Service Coordination – 201 Advocacy – 4

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

2 of 2

Performance Measure FY 2019-20	Progress FY 2019-20
Individuals provided with individual travel training, group travel training or travel orientation services	Target: 1,200 Actual: 1,065
Individuals travel trained in one-on-one and/or group settings	<i>Subset of above</i> Actual: 141
Individuals provided with travel orientation services	<i>Subset of above</i> Actual: 924
Individuals travel trained showing independent transit travel skills by survey	<i>Target not set</i> Actual: TBD

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

Performance Measure FY 2019-20	Progress FY 2019-20
Provided Specialized Accessible Van Rental Service	Target: No Target Actual: N/A
Number of Group Trips and Consumers	Target: 24 Trips 144 Consumers Actual: 5 Trips with 42 Consumers
Number of Unduplicated Consumers from Mobility Management and Travel Training	Target: 200 Actual: 67
Number of Consumers applying for and obtaining Clipper cards	Target: 100 Actual: 1
Travel Training Workshop	Target: 2 Actual: 7
Percentage/number of people travel trained who demonstrate independent transit skills per survey	Target: 90% Actual: N/A

Eden I&R – Mobility Management Through 211 Alameda County

Performance Measure FY 2019-20	Progress FY 2019-20
Individuals provided with mobility management support over the 211 phone line	Target: 2,200 Actual: 2,654 <i>Breakdown by type: all "Information Provided"</i>
Individuals with access to mobility management support over the online finder	Target: 75,000 Actual: 81,482 <i>Breakdown by type: all "Information Provided"</i>
Outreach Events	Target: Ongoing Actual: 38
Cost per individual provided with mobility management support	Target: Not to exceed \$34 Actual: \$2.09



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

1 of 2

Performance Measure FY 2019-20	Progress FY 2019-20
Rides	Target: 1125 Actual: 739
Non-seniors with disabilities or Seniors travel trained in a group or one-on-one	Target: 98 Actual: 99
Disabled youth travel trained in a group or one-on-one	Target: 112 Actual: 94
Youth, adults and/or seniors with visual impairments travel trained in a group or one-on-one	Target: 15 Actual: 12
Seniors, adults and youth with disabilities travel trained one-on-one on how to use a mobility device	Target: 19 Actual: 27
Mobility Device/Maintenance/Repair Workshops	Target: 2 Actual: 3

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

2 of 2

Performance Measure FY 2019-20	Progress FY 2019-20
Outreach contacts in Alameda County	Target: 170 Actual: 660
Trip planning and/or I&R by Service type	Target: 150 Actual: 213
Wheelchair securement/tethering sessions	Target: 9 Actual: 2
% of people travel trained who demonstrate independent transit travel skills per survey	Target: 80.0% Actual: 89.0%
Travel Safety Workshops	Target: 2 Actual: 17

USOAC – Senior Public Transportation Training and Education Program

- USOAC has not submitted any reports
- Their performance measures and targets for both halves of FY 19-20 are:
 - *Number of Individuals receiving educational/outreach information: **510***
 - *Number of older adults provided mini travel trainings: **102***
 - *Number of older adults provided Comprehensive travel trainings: **34***
 - *Build Infrastructure for Full-Time Regional Travel Training by establishing annual calendar, tracking/assessment tool and completing Train-the-Training Courses: **Ongoing***
 - *Demonstrate minimum 85% rate of participants expressing greater awareness of public transportation, how to use it, and desire to use it after training(pre/post assessment): **Ongoing***
 - *Demonstrate 80% of participants using public transportation after 30 days: **Ongoing***

Volunteer Driver Programs

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

Performance Measure FY 2019-20	Progress FY 2019-20
One-way trips provided	Target: 10,200 Actual: 2,667
Clients registered with program (as of 6/30/20)	Target: 208 Actual: 82
Active volunteer drivers registered with program (as of 6/30/20)	Target: 204 Actual: 132
% of one way trips provided by staff	Target: Not to exceed 3.0% Actual: 0.5%
% of service requests unfulfilled within specified time	Target: Not to exceed 3.0% Actual: 7.0%

LIFE ElderCare – VIP Rides

Performance Measure FY 2019-20	Progress FY 2019-20
One-way trips provided	Target: 7,500 Actual: 8,680
People registered with program (as of 6/30/20)	Target: 880 Actual: 749
Active volunteer drivers registered with program (as of 6/30/20)	Target: 65 Actual: 135
% of trips provided by staff	Target: Not to exceed 40.0% Actual: 68%
% of service requests unfulfilled during a specified time	Target: Not to exceed 3.0% Actual: 2.9%

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

Performance Measure FY 2019-20	Progress FY 2019-20
One-way trips provided	Target: 2,750 Actual: 2,098
People registered with program (as of 6/30/20)	Target: 224 Actual: 241
Active volunteer drivers registered with program (as of 6/30/19)	Target: 66 Actual: 57
% of one-way trips provided by staff	Target: Not to exceed 30.0% Actual: 38.0%
% of service requests unfulfilled within specified time	Target: Not to exceed 5.0% Actual: 3.0%

Taxi Subsidy/Same-Day Transportation

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

Performance Measure FY 2019-20	Progress FY 2019-20
Number of Taxi Debit Cards issued	Target: No Target Actual: 0
Measure percent of individuals using debit card to reimburse net program	Target: No Target Actual: 0

LAVTA – Para-Taxi Operations

Performance Measure FY 2019-20	Progress FY 2019-20
One-way trips provided	Target: 2,330 Actual: 1,746
People registered with program (as of 6/30/20)	Target: 22 Actual: 25
Average cost of ride- Ensure any increase in average cost per ride does not outpace inflation	Target: \$12.19 Actual: \$12.39

Unique Transportation Gaps

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

1 of 2

Performance Measure FY 2019-20	Progress FY 2019-20
One-way trips provided	Target: 11,449 Actual: 7,558
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: 30%
Number of people registered (as of 6/30/20)	Target: 162 Actual: 159
Every individual enrolled in an ASEB program will have designated route and seat on an ASEB Van using Paratransit as a back-up only.	Target: No Target Actual: 10 people using paratransit

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

2 of 2

Performance Measure FY 2019-20	Progress FY 2019-20
Increase field trip activity from 6 field trips per fiscal year to 9 field trips per fiscal year.	Target: 9 Actual: 0
Cost per trip (less than comparable ADA-mandated trip e.g. \$50)	Target: \$21.66 Actual: N/A

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

Performance Measure FY 2019-20	Progress FY 2019-20
One-way trips provided	Target: 3,650 Actual: 2,307
Children/youth registrants (as of 6/30/20)	Target: 100 Actual: 48
Adults with disabilities registrants (as of 6/30/20)	Target: 200 Actual: 109
Outreach contacts established	Target: 150 Actual: 121
Group trips to community agencies	Target: 24 Actual: 16

City of Emeryville – Emeryville Senior Center Group Trip Bus Purchase

- Due to the COVID-19 outbreak they were unable to complete the bus purchase this fiscal year.
- Their performance measure for FY 19-20 was:
 - *Receive Delivery of Vehicle and report total cost – separate Measure B / BB and other sources by Dec. 31, 2019*

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

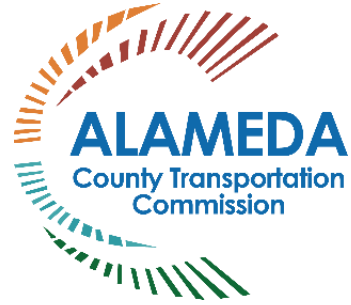
1 of 2

Performance Measure FY 2019-20	Progress FY 2019-20
Door through door one-way rides	Target: 100 Actual: 42
Number of basic equipment repairs	Target: 80 Actual: 37
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: not reported
Number of riders provided information and referral to accessible transportation networks	Target: 30 Actual: 0

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

2 of 2

Performance Measure FY 2019-20	Progress FY 2019-20
Number of riders with service linkage to paratransit	Target: 20 Actual: 0
Number of riders provided information and referral to equipment repair service	Target: 30 Actual: 0
Driver/Technician interfaces with the client in a respectful manner	Target: 100% Actual: 100%
Purchase one wheelchair accessible mobile repair vehicle	Target: Ongoing Actual: one vehicle purchased



Thank You

For more information, visit

www.AlamedaCTC.org