



ALAMEDA COUNTY TRANSPORTATION COMMISSION

2020 CIP Paratransit Progress Reports



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2020 CIP Paratransit Progress Report

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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 third 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
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

- Fremont conducted travel training and outreach in FY 19-20 but due to COVID-19 fell short of their target by 11%
- The City of Fremont has not submitted Progress Report #3



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

- Due to COVID-19, public transportation has been greatly affected and CRIL was not able to meet most of their targets for FY 19-20
- Online travel training sessions have been developed
- CRIL has not submitted Progress Report #3



Eden I&R – Mobility Management Through 211 Alameda County

- Overall, the annual targets were met for FY 19-20
- For the second half of the year, there was a significant increase in mobility support over the online finder and a decrease in transportation requests

Performance Measure FY 2020-21	Progress FY 2020-21
Individuals provided with mobility management support over the 211 phone line	Target: 1,100 Actual: 513 <i>Breakdown by type: all "Information Provided"</i>
Individuals with access to mobility management support over the online finder	Target: 37,500 Actual: 49,715 <i>Breakdown by type: all "Information Provided"</i>
Outreach Events	Target: Ongoing Actual: 28
Cost per individual provided with mobility management support	Target: Not to exceed \$17 Actual: \$1.19



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

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- CIL closed their doors to in-person services in the second half of the FY 19-20 due to the COVID-19 lockdown causing a negative impact on their target goals

Performance Measure FY 2020-21	Progress FY 2020-21
Rides	Target: 562 Actual: 0
Non-seniors with disabilities and/or Seniors travel trained in a group or one-on-one	Target: 49 Actual: 35
Disabled youth travel trained in a group or one-on-one	Target: 56 Actual: 79
Youth, adults and/or seniors with visual impairments travel trained in a group or one-on-one	Target: 8 Actual: 2
Seniors, adults and youth with disabilities travel trained one-on-one on how to use a mobility device	Target: 9 Actual: 7



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

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Performance Measure FY 2020-21	Progress FY 2020-21
Mobility Device/Maintenance/Repair Workshops	Target: 1 Actual: 12
Outreach contacts in Alameda County	Target: 85 Actual: 232
Trip planning and/or I&R by Service type	Target: 75 Actual: 381
Wheelchair securement/tethering sessions	Target: 4 Actual: 0
% of people travel trained who demonstrate independent transit travel skills per survey	Target: 80.0% Actual: N/A
Travel Safety Workshops	Target: 1 Actual: 10



USOAC – Senior Public Transportation Training and Education Program

- USOAC has not submitted progress report #3
- The Paratransit Team is sharing the 19-20 table for the first time, was not available at last report

Performance Measure FY 2019-20	Progress FY 2019-20
Number of Individuals receiving educational/outreach information	Target: 600 Actual: 1,355
Number of older adults proving travel trainings	Target: 120 Actual: 171
Number of older adults proving Comprehensive travel trainings	Target: 40 Actual: 75
Build infrastructure for Full-Time Regional travel training by establishing annual calendar, tracking/assessment tool, and completing train-the-training courses	Target: Ongoing Actual: TBD
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 assesment)	Target: 85.0% Actual: TBD
Demonstrate 80% of participants using public transportation after 30 days	Target: 80.0% Actual: TBD



Volunteer Driver Programs



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

- The program was temporarily closed during the COVID-19 lockdown. The pandemic impacted the performance measures for FY 19-20
- Drivers for Survivors announced their closing effective February 2021 loss of revenue due to the COVID-19 pandemic

Performance Measure FY 2020-21	Progress FY 2020-21
One-way trips provided	Target: 6,000 Actual: 46
New Clients registered with program (as of 12/31/20)	Target: 114 Actual: 28
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: 0.2%
% of service requests unfulfilled within specified time	Target: Not to exceed 3.0% Actual: 0.004%



LIFE ElderCare – VIP Rides

- For the FY 19-20, COVID-19 had temporarily affected how LIFE ElderCare provides services
- LIFE ElderCare's food delivery services has greatly benefited 200+ seniors

Performance Measure FY 2020-21	Progress FY 2020-21
One-way trips provided	Target: 4,000 Actual: 7,408
People registered with program (as of 12/31/20)	Target: 395 Actual: 932
Active volunteer drivers registered with program (as of 12/31/20)	Target: 40 Actual: 52
% of trips provided by staff	Target: Not to exceed 40.0% Actual: 52%
% 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)

- For FY 19-20 VAST continued to provide door through door transportation for essential medical appointments during COVID-19
- Rides are provided by staff to mitigate risk to volunteer drivers

Performance Measure FY 2020-21	Progress FY 2020-21
One-way trips provided	Target: 1,375 Actual: 460
People registered with program (as of 12/31/20)	Target: 112 Actual: 105
Active volunteer drivers registered with program (as of 12/31/20)	Target: 33 Actual: 23
% of one-way trips provided by staff	Target: Not to exceed 30.0% Actual: 100.0%
% of service requests unfulfilled within specified time	Target: Not to exceed 5.0% Actual: 1.0%



Taxi Subsidy/Same-Day Transportation



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

- LAVTA entered into an agreement with PEX CARD for the FY 19-20

Performance Measure FY 2020-21	Progress FY 2020-21
Number of Taxi Debit Cards issued	Target: No Target Actual: 9
Measure percent of individuals using debit card to reimbursement program	Target: No Target Actual: 7.4%



LAVTA – Para-Taxi Operations

- For the FY 19-20 LAVTA operated without issue and only fell below target with one-way trips

Performance Measure FY 2020-21	Progress FY 2020-21
One-way trips provided	Target: 1,165 Actual: 274
People registered with program (as of 12/31/20)	Target: 11 Actual: 2
Average cost of ride- Ensure any increase in average cost per ride does not outpace inflation	Target: \$12.19 Actual: \$12.53



Unique Transportation Gaps



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

- Due to COVID-19 lockdown, ASEB suffered a record loss of \$96,577 in the FY 19-20
- ASEB has not submitted progress report #3



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 the FY 19-20

Performance Measure FY 2020-21	Progress FY 2020-21
One-way trips provided	Target: 1,850 Actual: 0
Children/youth registrants (as of 12/31/20)	Target: 40 Actual: 0
Adults with disabilities registrants (as of 12/31/20)	Target: 60 Actual: 0
Outreach contacts established	Target: 75 Actual: 4
Group trips to community agencies	Target: 12 Actual: 0



City of Emeryville – Emeryville Senior Center Group Trip Bus Purchase

- Due to the COVID-19 outbreak the bus purchase was incomplete FY 19-20
- The City of Emeryville has not submitted progress report #3



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

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- 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: 50 Actual: 8
Number of basic equipment repairs	Target: 40 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: N/A



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

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Performance Measure FY 2020-21	Progress FY 2020-21
Number of riders provided information and referral to accessible transportation networks	Target: 30 Actual: 17
Number of riders with service linkage to paratransit	Target: 20 Actual: 17
Number of riders provided information and referral to equipment repair service	Target: 30 Actual: 17
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