



*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

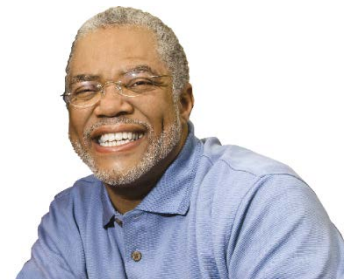
Agenda

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



Service Overview

- Alameda Loop Shuttle
- Free AC Transit Bus Passes
- Group Trips (on hold)
- Curb-to-Curb Service: Meal Delivery
- Customer Service and Outreach
- Management

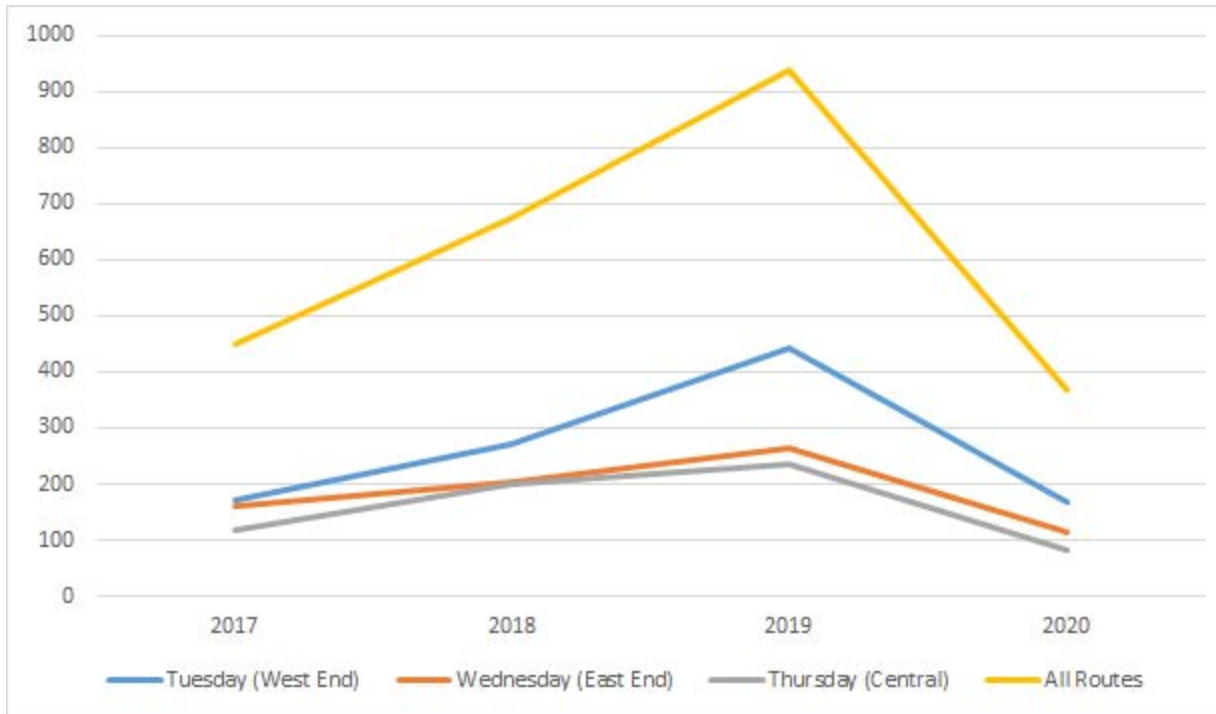


Alameda Loop Shuttle

- 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

- For low-income residents:
 - Alameda Point Collaborative
 - Alameda Housing Authority
 - Mastick Senior Center Members
 - Jack Capon Villa (in progress)
- Use HUD very low (50%) income limits for FY 2020

Testimonials:

“What Godsend! Smooth ... all of it.” – 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 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
- **Ongoing:** Travel Training by CIL



Proposed Program (cont.)

- Group Trips (Post COVID)
 - Mastick Monthly
 - Leisure Trips
 - Skilled Nursing Home Picnic
- Capital Purchases
 - Benches
 - Bus shelters
 - Bus stop improvements
- TNC Concierge (***New!***)



TNC Concierge (Draft)

- Pilot with 211: Eden I&R (Hayward model)
- EBP low income Alamedans
- 8 a.m. to 5 p.m. on weekdays
- Restrict # of trips and in Alameda County
- Participants pay first \$4 and over \$20
- Requires credit or debit card
- Multiple languages
- Performance metrics
- 211 training for City staff



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 (February 2021)



Customer Service and Outreach

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



Alameda Loop Shuttle
This Is How We Roll!

Free!
Open To All

Three different shuttle routes take passengers to locations throughout Alameda, including:

ROUTES:

- Tuesdays: West End / Farmers' Market
- Wednesdays: East End / Bay Farm Island
- Thursdays: Central Alameda / Bridgeside

ALL ROUTES INCLUDE:

- Alameda Hospital
- Alameda Theatre
- Alameda Main Library
- Mastick Senior Center
- South Shore Center

View all route stops and shuttle times at www.AlamedaLoopShuttle.com.
Call (510) 747-7513, or email AlamedaLoopShuttle@alamedaca.gov
Funded by Measures B/BB.



Budget



Revenues

Measure B/BB	\$391,000
	(+ \$230,000 balance)
East Bay Paratransit Tickets	\$4,000
Total revenues	\$625,000

Expenditures

Management	\$37,000
Customer Service	\$38,000
Capital Purchase	\$100,000
Trip Provision	\$365,000
Total Expenditures	\$540,000
<i>(Reserves</i>	<i>\$85,000)</i>



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Contact Information:

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(Victoria Williams retired - congratulations!)

Program Coordinators

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