

# City-Based Paratransit Program City of Albany

Program Plan Review

April 27, 2021



# Albany City-Based Paratransit Program

## All Services & Eligibility

### Subsidized Taxi Rides / Same Day Transportation:

Albany residents who are 80 years or older OR 18 or older and East Bay Paratransit certified.

### Day Trips

**Shopping Trips** - Albany residents who are 60 or older OR 18 or older and East Bay Paratransit certified.

**Group Trips** - Albany residents who are 50 or older.



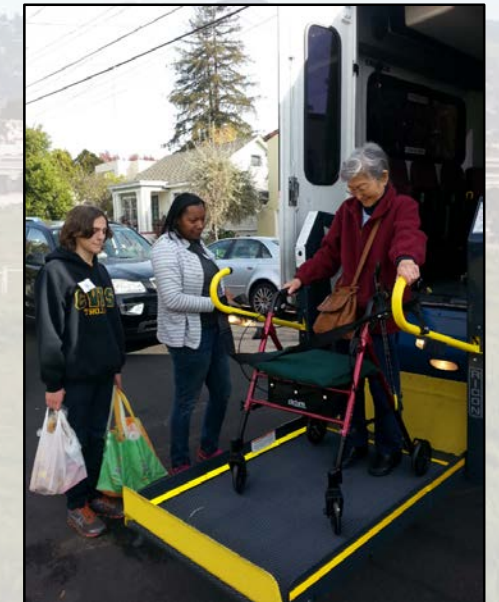
Hike to Mt. Diablo



Taxi Reimbursement



Day Trip to Capitola



Door-to-Door Shopping

# Albany City-Based Paratransit Program

## Program Benefits

Programs that utilize our transportation services promote socialization, health and wellness, lifelong learning, good feelings, independence, healthy living, and helps to avoid isolation.



We've consistently heard clients say, "This program has been a life-saver."

# Albany City-Based Paratransit Program

## Planning Process Overview

### User Surveys

Over 100 surveys distributed to program users and community members. 28% of surveys were returned. Surveys that were returned stated that they are very satisfied with our service.

### Workshop and Outreach

#### Virtual Paratransit Workshop

Over 50 viewers

Available online at [www.albanyca.org/transportation](http://www.albanyca.org/transportation)

#### Virtual TNC Training

UBER and Lyft training took place on March 18 over Zoom.

#### Senior Center Chronicle Headline Article

Copies Delivered to over 60 households and available to read on the City website.



# Albany City-Based Paratransit Program

## Proposed Program Changes

Proposing adjustment of the minimum age for the Taxi Program to 70 years of age from 80.

Proposing adjustment of the Taxi Program subsidy from 75% to 80% of the receipt up to \$25, whichever is least.

Offering a shuttle service for Albany residents in the paratransit program if they have booked an appointment to be vaccinated at the County-wide vaccination clinic in Albany

We will continue to provide trainings on how to take TNCs, Uber and Lyft.



# **Program Information is always just a “click” away, 24hrs. A day, 7 days a week!**

## **City Website:**

[www.albanyca.org/transportation](http://www.albanyca.org/transportation)

Program Overview and Virtual Workshop Presentation

## **Printed Materials:**

Flyers, newsletters, mailers, etc.

## **City Information Line:**

**(510) 524-9122**

Due to our facility being closed, the City has designated this number for information on services, including transportation services and programs.