



***FY 2021-2022 Measure B/BB
Program Plan Presentation to PAPCO***

***Transportation Services for
Seniors and People with Disabilities
In Fremont and Newark***



Program Overview



The Ride-On Tri-City! Program is operated by the City of Fremont.

In addition to serving seniors and people with disabilities living in Fremont, it provides services to seniors and people with disabilities in Newark and Union City under Joint Powers Agreements with each city.

Services Provided to Union City residents:

- *Same-Day Taxi and TNC Services (funded by Union City's Measure B/BB DLD funding)*
- *Mobility Management and Travel Training (funded by Measure B/BB Paratransit Discretionary Grant)*

Fremont & Newark Program Overview



City of Fremont and City of Newark Program Components funded with Measure B/BB DLD funding include:

- ***Wheelchair-Accessible Van (WAV)***
- ***Same-Day Transportation (Taxi and TNC rides)***
- ***Meal Delivery (Fremont & Newark have separate contracts with LIFE ElderCare for Meals on Wheels service)***
- ***Group Trips (City of Fremont Measure B/BB only)***
- ***Matching funding (City of Fremont Measure B/BB only) for Ride-On Tri-City! **Mobility Management and Travel Training** for Fremont, Newark and Union City residents.***

Fremont & Newark Program Overview



Transportations Services Overview:

- *Eligibility: 70 years of age & older or disabled and unable to use public transit*
- *Maximum of 30 subsidized 1-way trips per month*
- *Enrollment into service based on consumers' specific needs: Wheelchair-Accessible Van (WAV), Taxi and TNC (through Lyft App or GoGoGrandparent)*
- *Service available 7 days a week, 8 am – 6 pm.*
- *Cost: \$4 for WAV rides
 \$4 for Taxi & TNC (subsidized up to max of \$16 per trip)*

Group Trips (City of Fremont Measure B/BB only)

- *Currently suspended due to pandemic; hoping to resume when safe.*

Planning Process Overview



Program Design and Parameters were informed by a thorough public input process that included:

- *Aging Friendly Community Needs Assessment (World Health Organization/AARP)*
- *Outreach to Consumers*
- *Outreach to Service Providers and Community Groups*
- *Feedback from the Fremont Senior Commission*

Changes for FY2021/22



There are no changes proposed to the Fremont or Newark services for FY 2021/2022.

Challenges and Trends



- **Program reserves are temporarily high** because of:
 - 1) *Delays experienced with implementation of TNC service (call center service launched on 10/21/19 and Lyft App service launched on 11/15/19).*
 - 2) *Significant reductions in service demand due to the COVID-19 pandemic.*
 - 3) *Vacancy in the program's Mandarin-speaking mobility manager position (November 2020).*
- **DLD funding will drop significantly** when Measure B ends in 2022.
- **COVID-19 impacts on service-demand are unclear at this point.** *Based on the underutilization of transportation services during the COVID-19 pandemic, program staff are evaluating whether to make an adjustment to the maximum number of trips each rider may take each month.*

Challenges and Trends



- *The City continues to **shift ambulatory passengers from traditional wheelchair-accessible (door-to-door) service to other modes (taxi and TNC rides)** since traditional paratransit service is so much more expensive. This strategy is intended to free up capacity on our door-to-door service to provide rides to persons using wheelchairs and ambulatory riders needing door-to-door assisted rides.*
- *The cost of the Wheelchair Accessible Van service has increased significantly. Rides by passengers using wheelchairs accounted for 54% of the combined Fremont and Newark WAV service for the first 9 months of FY 20/21. Productivity is at .93 passengers per revenue hour transported, thus making the service quite costly.*

Challenges and Trends



- *City is continuing to explore the possibility of providing **same-day, wheelchair-accessible vehicles in the Tri-City area** on the Lyft platform.*
- *The City of Fremont is planning to piggyback on the City of Union City's Request for Proposals for a new Wheelchair Accessible Van/Paratransit service provider. The cities currently contract with the same vendor and are planning to extend the current contracts through December 2021 and to select a vendor thorough the new RFP process to start service in January 2022. Union City will loan four wheelchair accessible vans to the Ride-On Tri-City! Program at no cost as part of this joint effort.*

Challenges and Trends



- *All Fremont, Newark and Union City Ride-On Tri-City! Participants are receiving calls from our Ride-On Tri-City! staff and CAPS volunteers:*
 - 1) *to ensure that they understand that transportation service are still operational;*
 - 2) *to check in with them about other service needs (food, medications, in-home assistance, etc.), and;*
 - 3) *provide information on COVID-19 vaccinations and assistance with scheduling vaccine appointments and coordinating transportation to those appointments.*

Fremont & Newark Staff Contacts



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