



HUMAN SERVICES DEPARTMENT, AGING & ADULT SERVICES DIVISION  
OAKLAND PARATRANSIT FOR THE ELDERLY AND DISABLED PROGRAM (OPED)

City of Oakland

Alameda CTC FY 2021-22 Annual Paratransit Program Plan Review

Prepared by Hakeim McGee

Presented to Paratransit Program Plan Review Subcommittee

# OPED PROGRAM BACKGROUND

- The City of Oakland began operating city-based paratransit services in 1978 with State Transportation Development Act (TDA 4.5) funds to assist frail-elderly and adult persons with disabilities to address public transportation access challenges.
- The TDA 4.5 funding was later augmented with Alameda County's half-cent sales tax Measure B funding in 1987. OPED transitioned solely to Measure B funding in 1996 in addition to half-cent sales tax Measure BB supplemental funding as of 2015.
- Passenger fares/co-pays and City general fund contributions have also augmented and supported services.

## FY 2020-21 CURRENT PROGRAM SERVICES

- **Taxi Scrip Program** – Subsidized taxi scrip books purchased quarterly and clients contact taxi companies independently for service. Participants of the Multipurpose Senior Services Program (MSSP) also receive support through this component.
- **Van Voucher Program I (wheelchair van)** – Subsidized van vouchers purchased quarterly and clients contact van companies independently for service. Attendees of Bay Area Community Services North Oakland Adult Day Care Program would generally be transported weekly under this service component; however, no trips have been provided to date as BACS program was suspended due to COVID-19 impacts. Participants of the Multipurpose Senior Services Program (MSSP) also receive support through this component.
- **Van Voucher Program II (wheelchair van)** - Same-day door-to-door or door-through-door with a pre-scheduled door-through-door option. Subsidized van vouchers provided free of charge intermittently and clients contacted van company independently for service.
- **Senior Group Trip Program (accessible shuttle)** – Subsidized group trips from senior centers and independent senior living residences would generally travel to community events, social activities, sporting events and other local destinations by reservation; however, no trips have been provided to date due to COVID-19 impacts.

## FY 2020-21 CURRENT PROGRAM SERVICES (CONT'D)

- **GoGo Grandparent Concierge Call Center (pilot)** - Arranged and coordinated subsidized trips for seniors through Uber & Lyft; however, no trips have been provided to date due to a lengthy contracting process and COVID-19 impacts.
- **Taxi Up & Go Project Volunteer Driver Program (sponsorship)** - Fully subsidized taxi program with senior companion trip escorts for at home and destination assistance. Administered through partnership with Oakland's Senior Companion Program.
- **8-To-Go (co-sponsorship)** - Subsidized door-to-door shuttle service provided to qualified Emeryville and Oakland residents that reside in the shared 94608 zip code. Service coordinated by City of Emeryville Senior Center staff.

## FY 2020-21 EXPANDED PROGRAM ACTIVITIES

- Grocery Return Improvement Program (GRIP) to provide improved grocery return taxi service by providing a \$5.00 tip incentive for taxi drivers for better service. Rendered at rider's discretion.
- Out of ADA transportation service for those with no or limited East Bay Paratransit service as they may not live within  $\frac{3}{4}$  of a mile of an operating bus route or BART station or due to service hour ends.

# FY 2020-21 PROGRAM OPERATIONS

- Entered agreements with the following transportation entities:
  - a) Five Rivers Transit Solutions, Inc. (replaced Friendly Transportation, Inc.) - Taxi program and limited accessible lift/ramp van services.
  - b) Quality Transit, LLC - Dialysis accessible lift/ramp van and limited other destination van services.
  - c) Bell Transit Corporation - Adult day care door-to-door accessible lift/ramp van services and limited other destination van services. (planned, but no contract due to COVID-19 impacts)
  - d) Bay Area Charters, Inc. - Senior Group Trip Program accessible lift van services. (live contract; however, no trips have been provided to date due to COVID-19 impacts.)
  - e) One Access Medical Transportation – Same-day door-to-door or door-through-door with a pre-scheduled door-through-door option for wheelchair van services.
  - f) GoGo Technologies, Inc. – Call Center and trip coordination with TNCs.
  - g) City of Emeryville – Accessible shuttle door-to-door services. (2-year co-sponsorship agreement as of FY 2019-20)

## FY 2020-21 NOTABLE ACCOMPLISHMENTS

- The City of Oakland and most of the transportation providers have been able to keep important transportation services in minimal operation during the pandemic. COVID-19 safety protocols were implemented to keep all involved as safe as possible in order to help residents get to important and necessary destinations during a very trying period.

# FY 2019-20 SATISFACTION SURVEY OVERVIEW

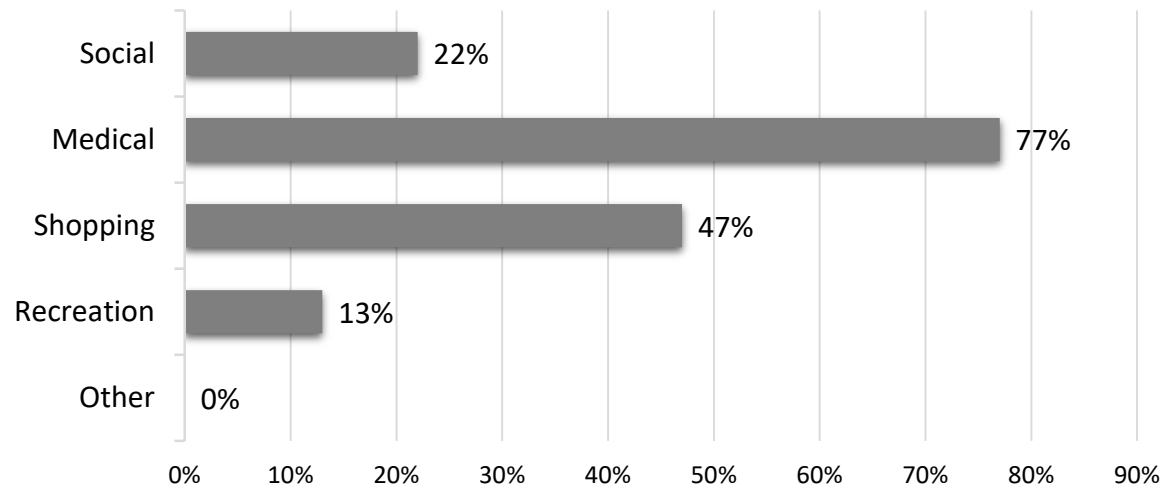
- The goal of the annual survey process is to measure consumer satisfaction regarding the transportation services offered by Oakland Paratransit for the Elderly & Disabled (OPED) and to find out about any unmet needs and suggested service improvements.
- The FY 2019-20 survey was based on contracted base program services provided by Friendly Transportation, Inc., St. Mini Cab Corporation (dba Veterans Cab), Bell Transit Corporation and Quality Transit, LLC. Surveys were mailed to registered program participants during the month of May 2020 and largely returned over the next two (2) month period.



# FY 2019-20 SATISFACTION SURVEY RESULTS *(560 RESPONDENTS)*

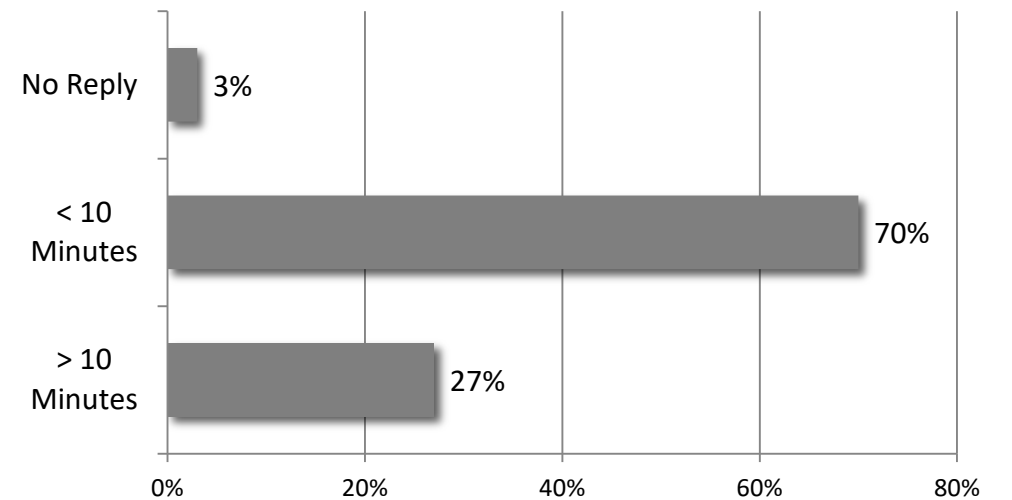
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## TRIP PURPOSE



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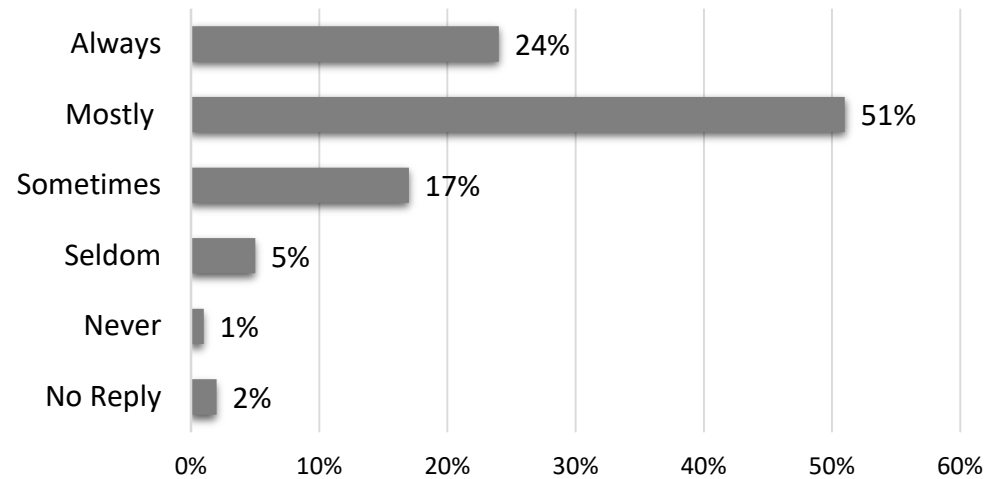
## PHONE WAIT-TIME TO REQUEST RIDE



# FY 2019-20 SATISFACTION SURVEY RESULTS *(560 RESPONDENTS)*

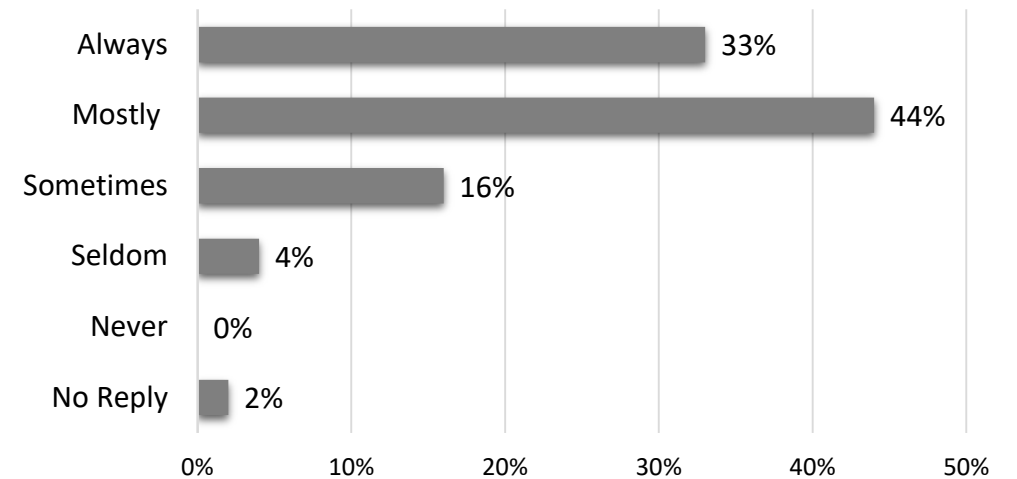
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## RIDES ON TIME



4

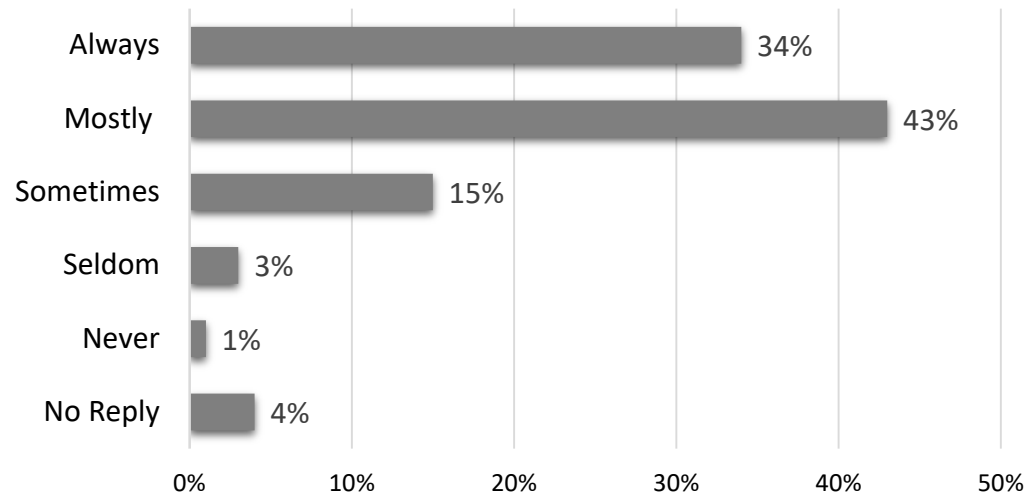
## VEHICLES CLEAN & IN GOOD CONDITION



# FY 2019-20 SATISFACTION SURVEY RESULTS (560 RESPONDENTS)

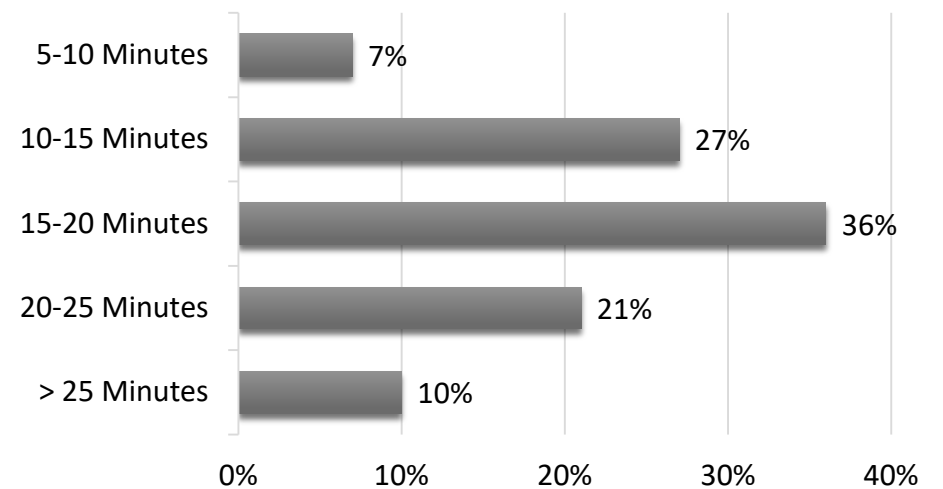
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## DRIVERS HELPFUL & FRIENDLY



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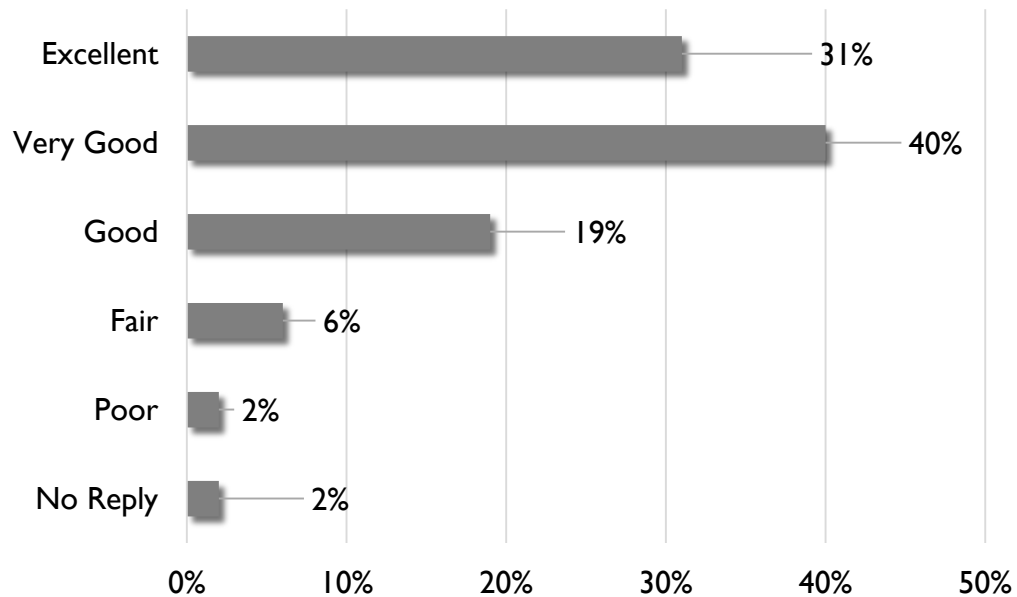
## TRIPS ON AVERAGE IN MINUTES



# FY 2019-20 SATISFACTION SURVEY RESULTS (560 RESPONDENTS)

7

## OVERALL SATISFACTION WITH SERVICE



## NOTABLE COMMENTS

What do you like best about the taxi scrip service?

*"Ease of use; ability to go out at night; economical."*

What do you like least about the taxi scrip service?

*"On occasion, I have waited more than an hour."*

What do you like best about the van voucher service?

*"Inexpensive, short waiting time, drop off location is slightly flexible."*

What do you like least about the van voucher service?

*"Usually they are not available during weekends."*

## FY 2019-20 SURVEY OUTCOMES / CONCLUSIONS

- No notable outcomes were a result of this survey cycle. Based on interpretation and analysis, program participants are more satisfied than not and approve of the suite of services being offered.
- Summary information is shared with all participating transportation providers and the public. OPED staff discusses the outcomes with the transportation providers to brainstorm potential strategies to improve areas of concern and approaches to sustain successes.
- The FY 2020-2021 survey results will be compiled, published and analyzed by staff in comparison to this survey's results for the same purpose of efforts sustaining quality customer service levels.

# FY 2021-22 OUTREACH & COMMUNITY ENGAGEMENT

- Very limited due to pandemic.
- No Older Americans Month event in May 2020 as an outreach opportunity.
- No Art & Soul Festival outreach opportunity, generally summer or fall season.
- Published two program articles in City of Oakland's Human Services Departmental Newsletter throughout the year that was distributed to the public.
- Received and responded to many phone calls and voicemails. Higher volume than usual compared to non-pandemic time.
- Received and responded to emails about services.

# FY 2021-22 PLANNING PROCESS

- Evaluate FY 19-20 annual satisfaction survey and client verbal feedback as a tool for program service planning and strategies.
- Review any provided communications from the Mayor's Commission on Persons with Disabilities and the Mayor's Commission on Aging. (presentations as requested)
- Staff development of FY 2021-22 program service plan.
- Service plan reviewed by Aging & Adult Services Division Manager.
- Submit service plan to the Alameda County Transportation Commission (Alameda CTC) for review by staff and the Paratransit Advisory & Planning Committee (PAPCO) for approval.
- Service plan report and resolution then reviewed and approved by Human Services Department Administration, Budget Bureau, Office of the City Attorney and City Administrator's Office.
- Service plan then reviewed through staff report and resolution to City of Oakland Life Enrichment Committee for approval.
- Final step to receive final review and authorization by full City Council.

## FY 2021-22 CHALLENGES & ISSUES

- Continuing to operate during the pandemic.
- Uncertain of transportation providers business continuation due to decreased service levels.
- Possibility of increased Measure reserves due to low service demand.



# FY 2021-22 PROGRAM STATUS & ACTIONS

- No proposed program changes.
- All previous year's base program services are planned in operation and provided by Five Rivers Transit, Inc., Quality Transit, LLC, Bell Transit Corporation, One Access Medical and Bay Area Charters, Inc.
- Continuing pilot TNC program with GoGo Technologies, Inc. through the GoGo Grandparent concierge platform to supplement the taxi scrip program.
- Continue co-sponsorship of the City of Emeryville's 8-To-Go same-day accessible van service for qualifying Emeryville and Oakland residents that reside in shared zip code 94608.
- COVID-19 adaptations are in consideration and anticipated, especially as it pertains to social distancing travel policies with the group trip service and individual transports as well. As majority of rides are to essential destinations, it is possible that overall service levels will not be greatly impacted, but this projection will be monitored.
- All expired transportation vouchers from FY 2020-21 will be honored during the new program year due to the impact of the pandemic which limited participant travel during the year.
- Annual customer satisfaction survey will be conducted in May 2021.

# QUESTIONS



# CONTACT INFORMATION

- Customer Service  
City of Oakland Human Services Department  
Aging & Adult Services Division  
150 Frank H. Ogawa Plaza, Ste. #4353  
Oakland, CA 94612  
 (510) 238-3036  
 (510) 238-7724
- Online Application  
 <http://accessalameda.org/>
- Administration  
Hakeim McGee  
 (510) 238-2311  
 HMcGee@oaklandca.gov