

SAN LEANDRO



FLEX RIDES

YOUR COMMUNITY CONNECTION · SU CONEXIÓN COMUNITARIA · 您的社區連繫服務

City of San Leandro

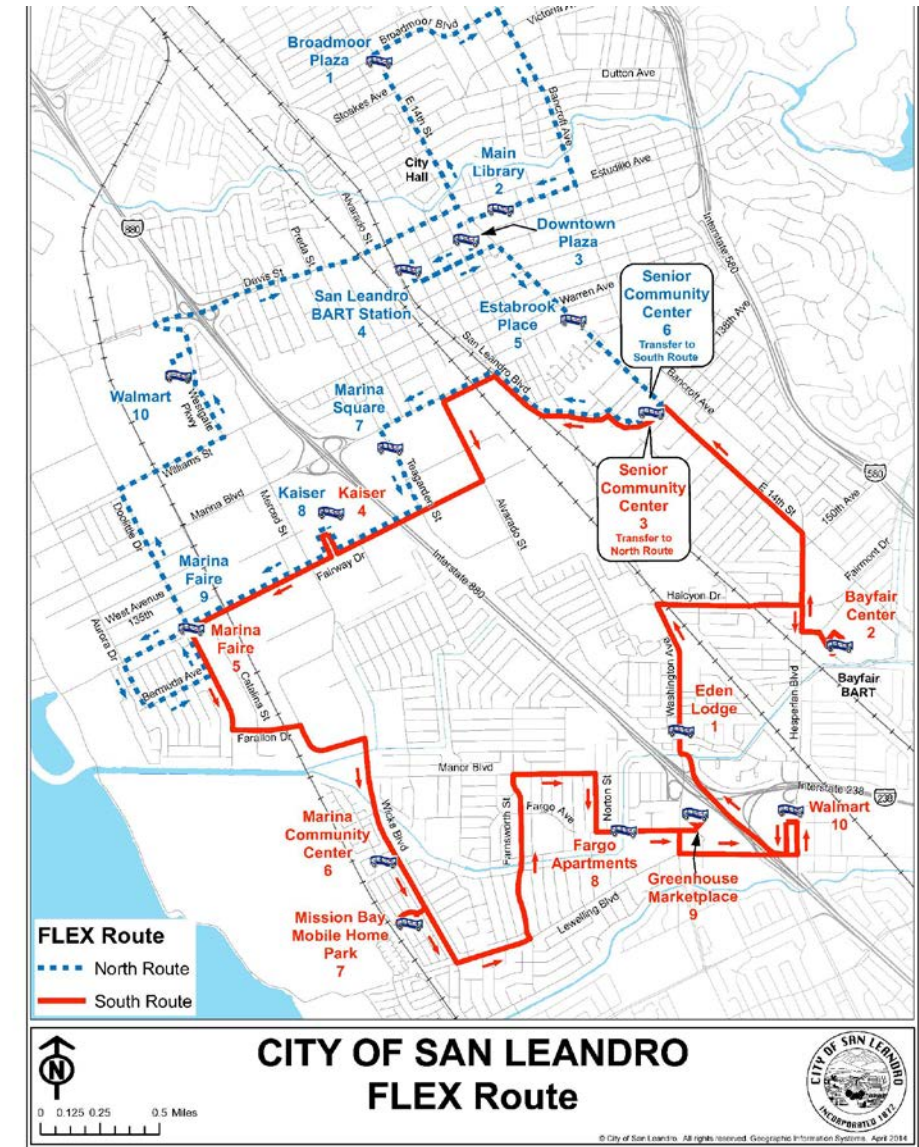
Alameda CTC Paratransit Program Plan Review FY 2021-2022

April 27, 2021



Current FLEX RIDES Shuttle Program

- Two fixed route shuttles that make hourly loops around San Leandro
- Service Hours:
- Monday - Friday,
9:00am - 5:00pm



Current FLEX RIDES On Demand Service



- Personalized dispatch of Uber rides making it a fast and convenient travel option
- Subsidized On Demand service:
 - Cost is \$4/ride. FLEX covers the remaining ride costs up to a maximum of \$20
 - Cost over \$20 is paid by member
- Service provides 40 one-way rides per month
- Service Hours: Monday - Friday, 8:15am - 5:30pm
- Service area:

Alameda, Ashland, Castro Valley, Cherryland, Dublin, Emeryville, Fremont, Hayward, Livermore, Newark, Oakland, Pleasanton, San Leandro, San Lorenzo, San Ramon, Union City



COVID 19 Vaccination Transportation Program

- Must be a registered FLEX RIDES member age 60 or older
- Must provide proof of appointment
- 100% free to the FLEX RIDES member
- Personalized dispatch of Uber rides
- 24/7 service
- Application Turn Around: One day



FLEX RIDES Eligibility

- **FLEX Shuttle:**
 - San Leandro Resident
 - 50 years old + **or** 18 years old plus East Bay Paratransit Certified
- **FLEX RIDES On Demand:**
 - Enrolled in FLEX Program
 - 70 years old + **or** 18 years old plus East Bay Paratransit Certified

Service Updates FY 2020 - 2021

Implementation of FLEX Expansion Plan

FLEX RIDES Shuttle

- Four **new** shuttles (2 newer, repurposed models and 2 newly purchased)
- Bi-Directional loop routes
- **New** service days/hours: 3 days/week, 8:30am - 5:30pm
- Additional stops identified by stakeholder input
- Replacing/adding FLEX RIDES stop signs

FLEX RIDES On Demand

- **New** FLEX RIDES On Demand service hours: 24/7 service



Ridership Information

- **FY 2020 - 2021:**
 - 224 registered riders
 - 7,123 completed shuttle trips
(July 1, 2020 - Feb 28, 2021)
 - 15% enrollment decrease from FY 2019 - 2020
 - Most common destinations:
 - Medical appointments, Senior housing facilities, grocery shopping, pharmacies
- **FY 2019 - 2020:**
 - 267 registered riders
 - 10,748 completed shuttle trips
(July 1, 2019 - Feb 29, 2020)
 - 10% ridership increase (July 1, 2018 - Feb 28, 2019)
 - 21% enrollment increase from FY 2018 - 2019



Concerns and Challenges



The pandemic continues to have repercussions for the implementation of the FLEX Expansion Plan

- Reduced sales tax revenue may result in changes to the program to ensure financial sustainability.
- Marketing efforts may need to be adjusted since the target population will most likely continue to be reluctant to venture from home.
- Decreased ridership results in a higher cost per ride for FLEX RIDES Shuttle.

Ridership Impacts of Shelter In Place



- **FLEX SHUTTLE:**

- Pre-COVID 19 average monthly trips: 1,345 (July 2019 - February 2020)
- COVID 19 average monthly trips: 895 (August 2020 - March 2021);
33% decrease in ridership

- **FLEX RIDES On Demand:**

- Pre-COVID 19 average monthly trips: 305 one-way trips (July 2019 - February 2020)
- COVID 19 average monthly trips: 127 one-way trips (August 2020 - March 2021);
58% decrease in ridership

Recent Ridership Trends

FLEX SHUTTLE:

- **Approximately 4% increase:**
Based on December 2020 vs
March 2021 ridership data

FLEX RIDES On Demand:

- **Approximately 3% increase:**
Based on December 2020 vs
March 2021 ridership data



City of San Leandro Paratransit Contact Information

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San Leandro

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