

PAPCO Program Plan Review Union City Paratransit April 2021



Operations & Administration

- City Staff and Contractor offices based out of Union City Public Works Maintenance Facility, also referred to as the Corporation Yard
- Corporation Yard activities include Fueling, Washing, and Vehicle Parking
- Union City currently provides seventeen (17) buses, seven (7) paratransit vans, and three (3) microtransit vans to provide service. All active fixed-route buses are compressed natural gas (CNG) while the vans are a mix of CNG and gasoline

Operations & Administration

- Current contract with MV Transportation (MV) expires June 30, 2021 with an extension in negotiation through December 31, 2021
- The contract includes Management, Dispatchers, Road Supervisors, Drivers, Trainers, Service Crews, Mechanics and Office Staff
- MV uses a leased building and facilities from the City for operations and an off-site maintenance facility to service vehicles

Operating Budget

- Operating revenues usually include Measures B/BB, Transportation Development Act (TDA), State Transit Assistance (STA) and Passenger Fares
- Coronavirus Response and Relief Supplemental Appropriations (CRRSSA) and American Rescue Plan (ARPA) Act and Federal stimulus grant funds will be used for operating revenue shortfalls (if any occur)
- Federal Transit Administration (FTA) Section 5307 formula grant funds may be used for ADA paratransit operations for the first time

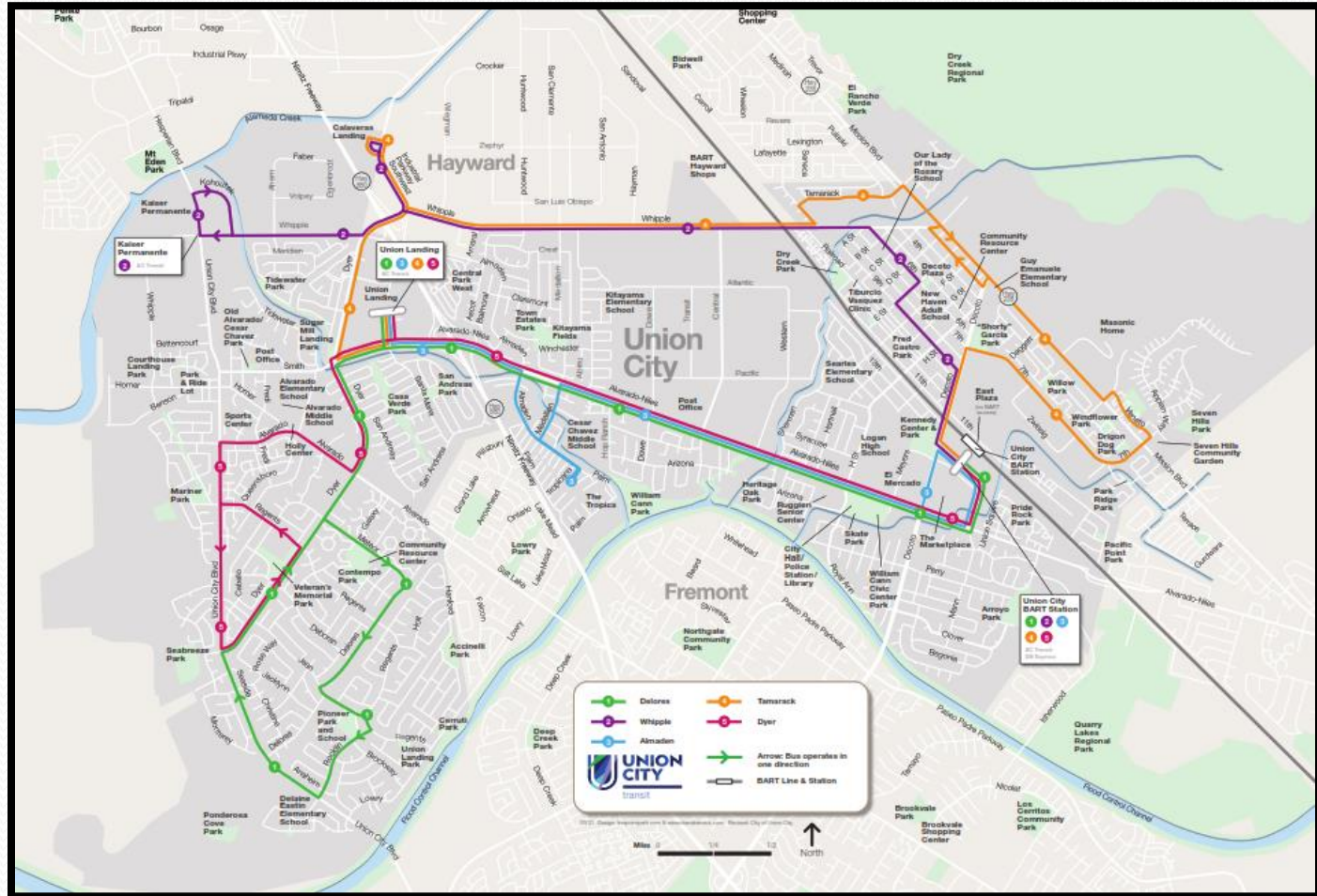
Operating Budget

- Cost-structure is different because of ADA requirements
- \$1,097,315 is projected budget for FY 2021-2022 excluding vehicle procurements
- \$269,798 in Measure B and \$270,696 in Measure BB are projected for FY 2021-2022
- Procurements are made with Federal grants and/or TDA funds while Measures B/BB along with TDA and STA are usually used for operations



Service Area Map

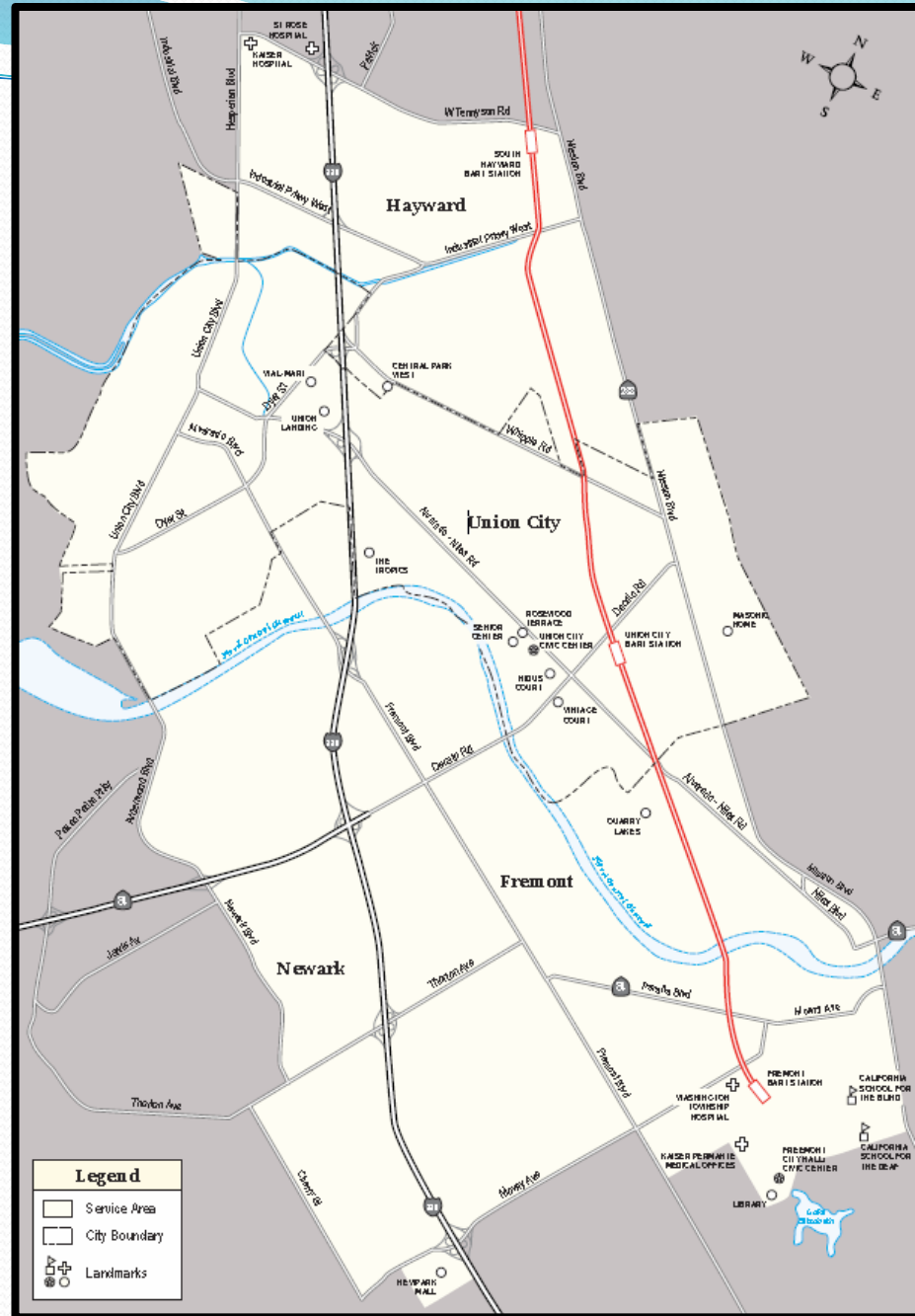
Fixed-Route & ADA Paratransit





Service Area Map

Paratransit Plus



Paratransit Program Highlights

- Expect about 14,650 trips with 17,000 riders
- Expect about 2,800 Personal Care Attendants (PCA) and 375 companion trips
- Expect 2,000 trips with Ride-On Tri-City! Program offerings using taxi or ride-hailing
- Expect 30% of trips are lift-assisted
- Average cost of approximately \$75 per trip

ADA Paratransit Service

- Union City Paratransit provides Americans with Disabilities Act of 1990 (ADA) service, which is not the same as city-based paratransit programs
- Required of all transit operators to provide complementary paratransit service to those who cannot use fixed-route services (bus and rail)
- Origin-to-Destination service and follows the same hours as the fixed-route system
- Service at a minimum must be provided within a $\frac{3}{4}$ mile radius of any bus line (or train station)

ADA Paratransit Service

- Service hours mirror fixed-route bus service hours (4:26am to 10:30pm on weekdays; 7:29am to 7:20pm on weekends)
- Service offered everyday except for major holidays as identified on the transit website, transit brochure, and paratransit rider's guide
- A paratransit one-way fare is **\$2.75** payable with cash or pre-paid tickets. A pre-paid 10-ride ticket book is for sale at City Hall, the local Safeway in Union City and on the transit website

ADA Paratransit Service

- An ADA eligibility application is required for all riders of Union City Paratransit, but certified riders in Union City are eligible to use any ADA paratransit system in the Bay Area and the rest of the country
- While Union City Paratransit provides ADA service within Union City, East Bay Paratransit provides ADA service outside of Union City to Fremont, Hayward, and Newark

ACTC Program Highlights

- Paratransit Plus trips continue to cost the same as an ADA trip inside Union City
- Continue to use Direct Local Distribution (DLD) funds to support Ride-On Tri-City! programs:
 - Taxi voucher program for eligible Union City clients and residents using a \$4 voucher for up to a \$20 ride
 - Ride-Hailing (TNC) discount code program for eligible Union City clients and residents where \$4 can provide up to a \$20 ride
 - Taxi and TNC users are responsible for costs above \$20
 - Anticipate 2,000 taxi-voucher and TNC discount code trips.

ACTC Program Services

- Paratransit Plus is a non-ADA service to parts of Fremont, Hayward, and Newark for Union City ADA clients
 - Operates 9am to 6pm on weekdays, 7:29am to 7:20pm on weekends
 - Requires reservations and rides are not guaranteed
- The Ride-On Tri-City! Program, administered by the City of Fremont, provides same day trip options to ADA registered clients and Union City residents 80 and older
 - Available 8am to 6pm daily
 - Program offers subsidized Taxi-Vouchers or Ride-Hailing/Transportation Network Company (TNC) Discount Codes

ACTC Program Changes

- Ride-On Tri-City! TNC program is operational and has already changed reservation assistance provider for those without a smart phone
- Ride-On Tri-City! working to get wheelchair accessible vehicles (WAV) available as an option with TNC voucher program
- Cost effectiveness of TNC voucher program has demonstrated potential expansion of service

Results of COVID-19 Pandemic

- Continued reduction in ridership for all service, partly because of required reductions in vehicle capacity and suspension of Paratransit Plus
- Continued delay issuing request for proposals (RFP) for Operations and Maintenance Contractor because of uncertainty but now collaborating with Ride-On Tri-City!
- Continued delay in producing Short Range Transit Plan because of constant change and future uncertainty

COVID-19 Pandemic Recovery

- Paratransit Plus service suspended indefinitely to maximize number of vehicles available for ADA service without sharing rides
- All vehicles operate with reduced capacity for social distancing
- Vehicles are cleaned using commercial disinfectants as frequently as possible and fogged once a night

COVID-19 Pandemic Recovery

- All drivers wear person protective equipment (PPE) including masks, gloves, and face shields when securing wheelchairs
- All riders are required to have a facial covering to ride and are reminded to have one by the drivers; repeat offenders are documented and may be reported to the police for enforcement
- Encouraging non-cash means of payment for rides; paratransit tickets, TNC trips, Clipper, etc.

Program Challenges

- Federal grants received to fund possible operating shortfalls are welcomed, but future year funding after grants will decline with revenue and ridership losses
- Operating costs have increased because of social distancing and cleaning requirements
- Operating costs are expected to increase because of new contract operator
- Recruiting members to participate in local and regional advisory groups is becoming difficult

Upcoming Projects

- Short Range Transit Plan Study to address future services and financials
- RFP for Operations and Maintenance Contractor needs to be released for contract to begin January 1, 2022
- Clipper 2 for paratransit and more customer service locations
- Zero-emission buses for paratransit (on order) and fixed-route (applying for grants now) service