

South County Taxi Pilot Program

SOUTH COUNTY

PROJECT BENEFITS:

The South County Taxi Pilot Program directly addresses one of Paratransit Advisory and Planning Committee's (PAPCO) priorities to provide same day transportation services to older adults and people with disabilities, thereby expanding mobility options for this population. The pilot is a subsidized taxi program that will provide safety-net same day service to city-based program registrants in Fremont, Union City, and Newark. The pilot program is focused in South County where taxi use for this type of service has been limited. It will test the effectiveness of using taxis (as opposed to van service) to serve this population, partially filling a need for same day service that was consistently rated as among the most important gaps in outreach efforts.

PROJECT STATUS:

Regular meetings have been held to finalize contracts, review complaints and operational procedures, and to clarify project expectations with a new vendor.

To find out more about this project, please contact the Project Sponsor.

PROJECT SPONSOR:

City of Fremont
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Paratransit Program
Coordinator
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ACTIA has undertaken extensive efforts to develop a countywide Taxi Pilot Program, including collaboration with East Bay Paratransit (EBP), and develop a taxi ordinance language that is intended to expand the pool of accessible taxis in the county. ACTIA has focused on creating a pilot program that will serve a part of the county that currently has limited taxi service—in contrast to North County—but nevertheless has the density and registration base to support a pilot program.

This pilot will enable the Tri-City area's 2,000 city-based program registrants to call St. Mini Cab between 8 A.M. and 8 P.M., seven days a week, and receive a trip within less than 45 minutes of their call. An accessible taxi minivan will also be available for non-ambulatory registrants.

The pilot program structure is as follows: ACTIA will hold the contract with the taxi company; monitor service quality; and ensure fraud prevention through routine calls to customers by the Mobility Manager and monitoring of invoice submissions. The cities of Fremont, Union City, and Newark will provide outreach and education to consumers and social service agency staff, and handle the purchase of taxi scrip by consumers. The grant specifically will fund the following program elements: trip subsidies; administrative fee for taxi company; driver premiums for accessible trips; daily guarantees for drivers in the first three months of service; outreach materials and staff time; printing and other miscellaneous costs; conversion costs for one accessible taxi; and planning and evaluation costs.

Project Budget and Funding

TOTAL PROJECT COST	\$355,700
<i>Funding</i>	
ACTIA Paratransit Gap Grant Award	\$355,700
Matching Funds	\$0



Performance Measures

Number of taxi trips provided	18,000
Number of accessible trips	3,000
Response time	45 minutes for accessible taxis; 30 minutes or less for all other trips
Complaints	No more than 1 per 200 trips provided
Late cancellations/no shows	No more than 5% of scheduled trips combined
Fraud prevention	No more than 1% of trips monitored in quality control calls
Market rate use of accessible taxis	At least 20 trips per month
Time allocation of ACTIA and City of Fremont staff	10% for ACTIA Mobility Coordinator and no more than 15% of City of Fremont staff time

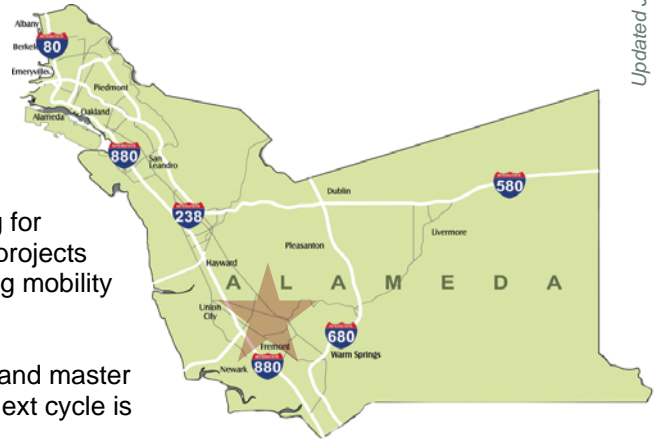
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South Alameda County

Alameda County's half-cent transportation sales tax, known as Measure B, will generate more than \$3 billion over 20 years for transportation improvements in Alameda County. Over **\$150 million** is dedicated for **Special Transportation for Seniors and Disabled**. In voting for Measure B, which dedicated 10.5% of the sales tax revenue to paratransit projects and programs, Alameda County residents voiced their support for increasing mobility for seniors and people with disabilities.

To date, ACTIA's grant program has funded 52 capital projects, programs, and master plans totaling \$9.1 million. Four grant cycles have been awarded, and the next cycle is scheduled for late 2010.



PARATRANSIT GAP GRANT PROGRAM - FUNDED PROJECTS IN SOUTH COUNTY

Location	Project	Sponsor	Grant Cycle	Measure B Funding Amount	Total Project Cost	
Fremont/Newark/Union City	Paratransit Fare Assistance Program <input checked="" type="checkbox"/>	City of Fremont	1/2	\$52,388	\$52,388	
Fremont/Newark/Union City	Travel Escort Program <input checked="" type="checkbox"/>	City of Fremont	1/2	\$77,836	\$77,836	
Fremont/Newark/Union City	Medical Outreach Transportation Program (South County) <input checked="" type="checkbox"/>	City of Fremont	1/2	\$139,599	\$139,599	
Fremont	Older Driver Safety Awareness Program	City of Fremont	3	\$36,000	\$36,000	
Fremont	Volunteers for Independence Program	City of Fremont	3	\$70,000	\$120,000	
Oakland to Fremont	East Bay Paratransit Mobile Data Computer/Automatic Vehicle Location Pilot Program	AC Transit	3	\$500,000	\$561,645	
Newark	Fare Assistance for AC Transit Circulator Routes	City of Newark	3	\$93,026	\$93,026	
Fremont/Newark/Union City	South County Taxi Pilot Project	ACTIA and City of Fremont	3	\$355,700	\$355,700	
Fremont/Newark/Union City	Tri-City Travel Training Pilot Program East Bay	ACTIA and City of Fremont	3	\$140,000	\$140,000	
Countwide	Paratransit Rider Care Specialist	BART	3	\$126,768	\$149,139	
Countywide	Countywide Mobility Coordination Program	ACTIA	3	\$500,000	\$500,000	
<input checked="" type="checkbox"/> = Completed				Total	\$2,091,317	\$2,225,333



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Funded by Measure B Sales Tax 2002 - 2022

