



# East Bay Paratransit RiderCare Specialist

Countywide

**PROJECT BENEFITS:**

- Improved conditions and paratransit services for people with disabilities and seniors taking EBP
- Improved coordination and communication with social service agencies, other transportation providers, and riders
- Made more efficient use of resources through reduction in rider service problems

**PROJECT UPDATE:**

The Rider Care Specialist oriented new riders and provided travel instruction to paratransit users capable of using a fixed route.

This project was completed June 2010. Key elements of the RCS's role have been delegated to two Customer Response Coordinators at the Paratransit Broker's office.

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

**PROJECT SPONSOR:**

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A06-0029  
 Updated October 2010

This program was initiated to add a position at the East Bay Paratransit (EBP) Broker's Office for a Rider Care Specialist (RCS) to assist with focused improvements on transportation trips. Paratransit riders and paratransit service providers both encountered variety of complex problems stemming from a mismatch between riders' needs and their transportation arrangements. Often these problems would occur when a social agency, or other institution, enrolled a rider in ADA-paratransit, but did not understand or communicate the design and limitation of the paratransit system to the rider. Other problems resulted from poor communication between the rider, the rider's caregivers, institutions and EBP. The Rider Care Specialist addressed these problems by following a regular schedule of outreach to institutions, social service agencies, and other transportation providers; acting on referrals of individual riders, other staff or providers; and being involved in new rider orientation. The four main avenues in which complex transportation problems were addressed were:

1. Systematic and regular outreach and education with social service agencies and other institutions
2. Direct consultation with individual riders and their caregivers on complex issues
3. Development and participation in new rider orientation programs, and
4. Feedback to operational and management staff on potential system improvements

As the program moved toward completion, last period reporting showed that 311,748 trips were provided to ADA passengers; 66 social service agencies were visited; complex issues for 40 passengers were addressed; and that all other performance measures were met.

**Project Budget and Funding**

<b>TOTAL PROJECT COST</b>	<b>\$149,139</b>
Funding	
ACTIA Paratransit Gap Grant Award	\$126,768
Matching Funds	
Source:	
Local Match	\$22,371



**Project Schedule**

Commence ACTIA Grant (Cycle 3)	July 1, 2006
Hire Rider Care Specialist	February 2007
Initiate Outreach Program	April 2007
Complete Grant Funding Period	June 30, 2010

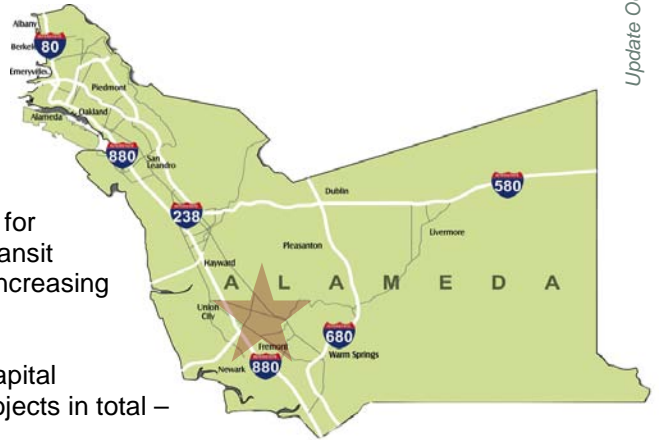
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## Alameda County

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 percent 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, through four grant cycles, ACTIA's grant program has funded 52 capital projects, programs, and services totaling \$9.1 million. Cycle 3 funded 16 projects in total – four remain active and 12 are complete.



### PARATRANSIT GAP GRANT PROGRAM – CYCLE 3 ACTIVE PROJECTS

Planning Area	Project	Sponsor	Measure B Funding Amount	Total Project Cost
N	Dimond-Fruitvale Senior Shuttle and East Oakland Senior Shuttle Expansion	Bay Area Community Services	\$102,576	\$107,705
N	Ashby BART Station/Ed Roberts Campus	City of Berkeley	\$141,000	\$157,000
E	Tri-City Travel Training Program	City of Fremont	\$230,000	\$290,000
CW	East Bay Paratransit Rider Care Specialist	BART	\$126,768	\$149,139
<b>Total:</b>			<b>\$600,344</b>	<b>\$703,844</b>



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Funded by Measure B Sales Tax 2002 – 2022

