

**6. Recommended Allocation of 2008-09 Measure J Line 20a "Additional Transportation for Seniors and People with Disabilities"**

At its October 28, 2010 meeting, the TAC began its discussion regarding the basis for allocations for current and future Measure J line 20a funds, "Additional Transportation for Seniors and People with Disabilities". These funds are to be used "to supplement services provided by the countywide program for seniors and people with disabilities and may include the provision of transit services to programs and activities".

As part of the development of Measure in 2003-04, there were discussions regarding allocations to Central County local jurisdiction programs for non-ADA senior service and/or possibly some percentage to County Connection and/or allocations to social service providers with transportation programs.

Measure J funds are currently available as follows: \$70,430 from FY 08-09; \$305,000 from FY 09-10 which is a CCTA estimate based on anticipated sales tax revenues of \$61 million; \$311,000 for FY 10-11 which is a CCTA estimate for all programs for FY 10-11 based on \$62.2 million sales tax revenues. The total of Measure J funds currently available is \$686,430.

As part of its discussion, the TAC reiterated support for senior transportation services provided by TRANSPAC jurisdictions as a first priority. TRANSPAC staff was requested to, and did, confirm with CCTA staff that Line 20a funds may be used for both capital and operating purposes. Due to the 25 year life of Measure J, there was general consensus that maximum flexibility for fund allocation is necessary to respond to changing conditions over the 25 year life of Measure J. Two TRANSPAC jurisdictions indicated interest in an allocation for these funds and the TAC requested that any interested TRANSPAC jurisdictions develop a funding proposal. Two TRANSPAC jurisdictions, the cities of Pleasant Hill and Walnut Creek, presented funding proposal to the TAC at its November 18, 2010 meeting.

As a result of its review of these proposals, the TAC recommends the allocation of FY 08-09 Measure J line 20a funds (\$70,430 available) to the City of Walnut Creek Senior Club Mini Bus program (request for \$9,144) and the City of Pleasant Hill Senior Van program (request for a not to exceed amount of \$56,000). The total request for these projects is \$65,155 which is within the 08-09 available funding amount of \$70,430. The remaining is \$5,275 may be allocated in the future.

In addition, the TAC suggests that the two jurisdictions have an opportunity to "level the playing field" for these senior transportation programs and recommends the following suggestions as part of the allocation action for the FY 08-09 Line 20a Measure J funds.

Actions: The TAC recommendations are listed below:

- 1) Approval of an allocation of \$9,144 in Measure J line 20a funds to the City of Walnut Creek for one year's operating costs for its Senior Club Mini Bus program and;

- Request that the City of Walnut Creek proceed to reallocate collected fares from the Senior Club Mini Bus service from the Senior Club to the City for support of the Mini Bus service;
  - Request that the City of Walnut Creek keep the current \$1 per ride fare and delay the fare increase to \$3 per ride planned for early 2011. This is a 200% increase and could decimate the ridership base at \$6 per round trip and;
  - Request that the City remind its volunteer drivers to collect fares from riders in an effort to increase its farebox ratio in support of defraying operating costs;
  - Request City staff to report progress to the TAC and TRANSPAC in a year.
- 2) Approval of an allocation of up to \$56,000 in Measure J line 20a funds to the City of Pleasant Hill for replacement van for its Senior Van program and;
- Initiate discussions with the City of Martinez on how the new van might be shared to provide service to the City of Martinez;
  - Seek technical assistance from CCTA Program Manager Peter Engel on software and other tools available to facilitate operation of a shared service; and
  - Request Pleasant Hill and Martinez City staff to report progress to the TAC and TRANSPAC in a year.

Attachments: Descriptions of the City of Walnut Creek Senior Club Mini Bus Program and the City of Pleasant Hill Senior Van Service proposals and Measure J excerpts pertaining to line 20a.

## **Walnut Senior Club Mini Bus Program Overview**

October 1, 2010

### **Background**

The Walnut Creek Senior Club Mini Bus Program is a long-standing transportation program operating within the city limits of Walnut Creek serving age fifty-and-over adults who do not drive and need transportation to destinations and activities that are part of a traditional retirement lifestyle.

Recognizing access to transportation to be essential to mobility, independence and life satisfaction, the City of Walnut Creek developed the Mini Bus program in 1977 at the suggestion of then Senior Recreation Supervisor Dolores Lendrum. For thirty-three years, The Walnut Creek Mini Bus Program has served the community by utilizing one multi-passenger van provided by the City and volunteers from the community at large who schedule and drive the van. The program is currently managed by a City Recreation Program Coordinator.

### **Operations and Equipment**

Currently, the Program uses one seven-passenger mini van requiring a driver with a traditional Class C California driver's license. In years past, the Mini Bus Program has used larger (11-14) multi-passenger vans requiring the drivers to obtain a Class B drivers license. A Class B license is a commercial license and finding volunteers willing to obtain a Class B license became problematic. As a result, as the larger van was rotated out of the program it was replaced with a smaller, family van.

Mini Bus Service is available Monday through Friday between the hours of 9am to 11:30 am and 1pm to 3:30 pm. Traditionally, drivers are assigned to either a morning or afternoon shift. Occasionally drivers will drive a full day. Currently there are 10 regular drivers and 3 substitute drivers serving the program. In addition, there are 5 volunteer schedulers, one per day, who take requests for transportation and schedule the rides.

Passengers are allowed to schedule rides by calling in one day before they require transportation. In the case of medical appointments, they may call in two days prior. Riders are allowed to be transported to one destination with a return trip per day. Multiple destinations are not allowed for the same person on the same day.

Rides are scheduled at twenty minute intervals beginning at 9am in the morning with the last pick-up being no later than 11:30 am. Afternoon rides begin at 1pm with the last pick-up being no later than 3:30pm. When possible, riders are asked to adjust their schedules to so drivers can avoid multiple cross town trips in succession. Drivers may

find themselves driving participants from Rossmoor to Citrus Circle, or the Rudgear area to Palos Verdes Mall on the Walnut Creek-Pleasant Hill-Lafayette border on any given day, with smaller trips in between.

Requests for rides fall into three groups: medical appointments (50%), errands (25%) and coming to the Senior Club (25%). These amounts are approximations as no formal data exist tracking past usage. The transportation requests are predominately round trip excursions.

With the exception of Wednesdays, an average week would reflect trips to 3 or 4 medical clinics per day, resulting in approximately 15-20 round trips for medical appointments. Wednesday is devoted primarily to transporting volunteers (10) to the Senior Club at the Civic Park Community Center and home again. Two additional volunteers are scheduled on other days for round trip transportation. Volunteers are brought to the Club so that they can provide volunteer services essential for the continuation of the programs.

The following data reflects the degree to which the program is utilized:

In 2006 the Mini Bus Program served 3,223 passengers and drove 16,642 miles  
 In 2007 the Mini Bus Program served 2,778 passengers  
 In 2008 the Mini Bus Program served 3,060 passengers and drove 14,742 miles  
 In 2009 the Mini Bus Program served 3,294 passengers and drove 16,692 miles

### **Financial Impact**

Since its inception, the cost of the vehicle used by the Mini Bus Program has been underwritten by the City of Walnut Creek. The current Social Services program (354) budget includes \$9,400 for vehicle maintenance and \$2,600 for vehicle replacement.

Staff time has been used to supervise the program and provide driving and staffing support in the absence of volunteers. A volunteer coordinator is being recruited to take on the role of overseeing the volunteers for both scheduling and driving, reducing staff involvement to a supervisory level, removing the hands-on component by staff.

Currently, there is a one-way fee to ride the Mini Bus. In January 2005 the cost to ride the mini bus was raised from fifty cents to one dollar each way. The fifty cent fee had been in effect since at least 1996 when the current Program Coordinator (staff) for the program was hired. Currently, revenues generated from Mini Bus rides go to the Walnut Creek Senior Club. Future Mini Bus revenues will be redirected to the City of Walnut Creek to offset the amount of funding currently budgeted by the City to maintain the program. A fee increase to \$3 dollars each way for ridership is also planned no later than January 2011. Volunteers traveling to and from the Club currently ride for free. It is expected that volunteers will be required to pay a fee beginning no later than January 2011.

Revenue generated in recent years:

2006: \$1,557  
2007: \$1,477  
2008: \$1,408  
2009: \$1,232

If one compares ridership with revenue generation, there is a discrepancy between ridership and fees collected. This discrepancy is attributed to individual driver's occasional reluctance to ask for payment not readily offered, as well as economic limitations for some of the riders.

In the past, when there was a stronger economy, this discrepancy was not considered a problem. In light of current economic circumstances, passengers will be notified of the fee requirements and drivers will be instructed to be diligent in their collection activities.

## City of Walnut Creek Mini Bus Program - 2010/11 Data

<b>Program Expenses</b>	
<b>Budget Item</b>	<b>Share of Cost</b>
Vehicle Maintenance	\$9,635
Vehicle Replacement	\$2,598
<b>Total Annual Cost*</b>	<b>\$12,233</b>

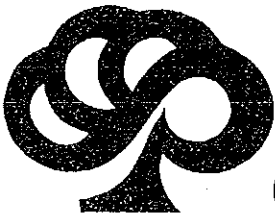
<b>One-way Ridership</b>	
<b>Year</b>	<b>Riders</b>
2006	3223
2007	2778
2008	3060
2009	3294
<b>Average</b>	<b>3089</b>

<b>Current Annual Revenues</b>	
@ \$1 per one-way ride**	\$3,089

<b>Current City Subsidy</b>	
Direct expenses less current revenues	\$9,144

\* Based on the Mini Bus program's estimated share of the 2010-11 City budget, excluding any staff overhead

\*\*Assuming average annual ridership



## City of Pleasant Hill

TO: TRANSPAC TAC

FROM: Linda Stehr, Assistant to the City Manager

DATE: November 18, 2010

SUBJECT: Allocation of Measure J Paratransit Funding to Purchase Pleasant Hill Senior Van Program Replacement Vehicle

### BACKGROUND

In 1996, after reviewing the existing transportation systems available to residents of Pleasant Hill and conducting two surveys of seniors, the Pleasant Hill Commission on Aging determined that many seniors did not have access to adequate transportation services, which affected their quality of life. As a result, the Commission took on the task of establishing a means of providing affordable door-to-door transportation to non-driving Pleasant Hill seniors and disabled individuals.

The Commission obtained a Federal Transportation Administration Section 5310 grant (administered by Caltrans) and the Pleasant Hill City Council authorized \$9,000 in matching funds to purchase a van that would accommodate seven ambulatory passengers plus two passengers in wheelchairs. In September 2001, the Pleasant Hill Senior Van Program began its service to the senior community.

### PROGRAM BASICS

The Senior Van Program is operated entirely by volunteer drivers and dispatchers, and it has been functioning successfully for over nine years. Through the commitment and dedication of the volunteers, services are provided Monday through Friday from 9:00 am to 4:00 pm, and approximately 1,800 rides are provided to seniors each year. The attached article from the City's newsletter indicates how the seniors in Pleasant Hill appreciate the service that takes them to medical and dental appointments, shopping, the Senior Center and other errands that are important in their daily lives. Many of the seniors have no other means to get to these destinations and are too frail to use a traditional bus system.

Routine vehicle maintenance (such as oil changes and minor servicing) is generously donated by Allied Waste Services, and the remaining operating expenses are paid for by

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Pleasant Hill Senior Van Program Replacement vehicle  
November 18, 2010  
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the City of Pleasant Hill. Some of the program operating costs are offset by the \$1.50 one-way fares that are paid by the riders.

### FUNDING REQUEST

In 2008, Caltrans retired the Senior Van from the 5310 grant program and transferred ownership to the City. The vehicle is scheduled for replacement in Fiscal Year 2011-2012. The City is considering a vehicle that most likely would not meet the 5310 program specifications. The Caltrans 5310 program is for Elderly and Disabled Specialized Transit and the vehicles must be equipped with a wheelchair lift, which can be costly to service. The Pleasant Hill Senior Van riders are ambulatory (sometimes with the help of a cane or walker), and they do not need to have a wheelchair lift available. The volunteer drivers are reluctant to assume the liability of assisting wheelchair passengers so the program currently does not provide wheelchair lift service.

Since the van typically carries only two to three riders at a time, the program is considering the possibility of downsizing the vehicle to a smaller model which would be more energy efficient, be less costly to operate and make it easier to drive and recruit volunteer drivers. The City is proposing a seven to nine passenger shuttle van that would suit the needs of the program.

Due to the current economic crisis, using the Pleasant Hill General Fund to purchase a replacement vehicle would be problematic. The Pleasant Hill Senior Van program has enhanced the lives of seniors by providing the means for them to remain mobile and independent. The City of Pleasant Hill is looking for an alternate way to ensure that this invaluable service continues. Therefore, the City respectfully requests an allocation not to exceed \$56,000.00 of Measure J Paratransit Funds to purchase a Pleasant Hill Senior Van Program replacement vehicle.

The City intends to keep the existing van until a replacement is received, and it may be retained as a backup or for use as a shuttle for senior-oriented or other community events. That decision has not been made yet, but if the van is sold in the future, the proceeds would be used to fund the ongoing maintenance and operating costs for the Senior Van Program.



## Senior Van riders speak out

## Library wins business grant

Your Library is one of five libraries in the state to win an exciting grant competition! The Contra Costa County Library has been awarded a federally funded \$75,000 grant through the California State Library to provide new and enhanced services to support small business throughout the county.

Over the grant period that runs through July 2005, the Library will:

- establish a business-focused website on its existing homepage ([www.ccclib.org](http://www.ccclib.org))
- expand business database services and training in seven key library locations
- expand its business collections at these key library locations
- produce four public workshops on business topics
- enhance staff training in business research
- create a Business Advisory Group of local business people to help plan its service programs and projects in the future.

At the end of the grant period the programs developed will be submitted to the California State Library and used as a model for service program development in other libraries throughout the state.

Watch the Library's homepage and the Outlook for further developments throughout the year! For more information, call Valerie Zito, Library Business Specialist, at 927-3233.



## When you need a ride, the SENIOR VAN IS the answer

This is what Pleasant Hill seniors like about riding the senior van:

"It's a Godsend." – *Lee Malmberg*

"I'm now a bit independent."  
– *Maybelle Hamilton*

"I rely on the Van for shopping and medical trips. A special thanks to volunteer drivers who do such a great job." – *Anonymous*

"Service is good; I ride whenever I can with my limited activities at 87 years." – *Anonymous*

"Nice to ride without transferring such as on city buses." – *Anonymous*

"When I ride with Paula (driver), I feel like I'm with my daughter; she's a good driver and friendly. She treats me like I'm her mother. Sonia is also a good driver and is great and friendly, too." – *Pat Otvos*

"The drivers are always courteous, helpful, and punctual." – *Elizabeth Zalan*

"I use the Van to go to lunch and return home and will use it more in the future because it has worked out so well for me, and everyone connected with this service is so nice – *Jeannette H. Kramer*

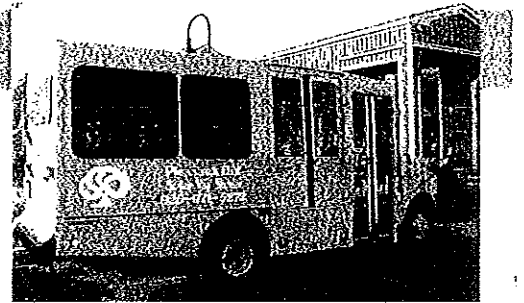
"The Van allows me to see and talk to people instead of sitting home." – *Catherine Ramus*

"Besides going to the dentist and doctor, I can volunteer at the Senior Center, too. Thank you."  
– *Patricia Hall*

"The van is great! The drivers are super! They are always on time, pleasant to talk to, helpful, etc. All seniors who don't drive should try the van." – *Florence Fowler*

"Very helpful, especially in hot weather." – *Elmer Koehler*

"Convenient, excellent service; drivers are experienced, courteous, and knowledgeable." – *Charanjit Sehgal*



"Because of my low vision and walking with a cane, the Van allows me to keep appointments and shop. Drivers are very good to me."  
– *Hazel D. Conlon*

"Service has been wonderful; volunteers do an excellent job."  
– *Janet McGregor*

"Your volunteers go beyond the call of duty. Thank you for being there for me." – *Judy Kay*

"Drivers have been courteous and excellent. Thanks for your caring program." – *Anonymous*

"This has allowed me to get to many appointments, meetings, social events and senior nutrition meals all at a reasonable cost, many of which I'd have skipped otherwise." – *Anonymous*

Congratulations to the volunteers. The consensus is that YOU ARE GREAT and the riders love you! Thank you. However, the City needs more volunteers to keep the service rolling along as smoothly as it does. No special license is needed to drive the van and you will be taught how to schedule rides in the nice city office. Call 671-5272 and help make a difference in the lives of those seniors who can no longer drive and want to be independent. Call now: 671-5272.

### Call 671-5272 for van service.

Fare: \$1.50 each way

Rides available Monday through Friday, 9:00am to noon and 1:00 to 4:00pm.

#### Service areas:

Monday through Friday: Pleasant Hill (including medical appointments)

Tuesday: Medical – Walnut Creek

Thursday: Medical – Concord and Martinez

Phone a day before you need the ride by calling between 9:00am and 11:00am.

Riders must be Pleasant Hill residents and 55+ years of age