

PAPCO
Paratransit
Program Plan
Review
Subcommittee

MEASURE B/BB

SPECIAL TRANSPORTATION
FOR SENIORS AND
PEOPLE WITH DISABILITIES



FY 2018 – 2019
Submitted Program Plans



EAST COUNTY

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Paratransit Program Plan Staff Summary Fiscal Year 2018-19

Paratransit Program: Livermore Amador Valley Transit Authority (LAVTA)

Subcommittee: East County

- Services provided:
 - ADA-mandated paratransit (coordinates with City of Pleasanton for Pleasanton and Sunol residents)
 - Para-Taxi (grant funded by Alameda CTC)
- 19% Measure B/BB; Remainder: TDA, STA, FTA, and fare revenue
- 0% reserves
- Cost per trip – showing increase in ADA trips from \$36.81 to \$40.08
- Trends in trip provision – significant increase planned
- Elements requiring approval:
 - None
- LAVTA has undertaken a Comprehensive Tri-Valley Paratransit Assessment in partnership with the City of Pleasanton. The study kicked off in January 2017 and is expected to conclude by 6/30/18. The study was launched in an effort to evaluate the provision of paratransit service throughout the Tri-Valley, identify gaps and opportunities for streamlining, and engage stakeholders, users, and non-users. Recommendations from the study will be implemented in FY 18-19 and beyond.
- As part of the potential recommendations from the Comprehensive Paratransit Assessment/Mobility Forward study, Pleasanton Paratransit may stop providing ADA paratransit

service and only continue to provide senior transportation service. Because of this there may be an increase of Pleasanton residents' trips on Wheels Dial-A-Ride.

Staff Recommendation: Recommend program plan for full approval.

FY 2018-19 Annual Paratransit Program Plan Application Due by March 23, 2018

CONTACT INFORMATION	
Agency:	Livermore Amador Valley Transit Authority
Contact Name:	Kadri Klm
Title:	Paratransit Planner
Phone Number:	925-455-7555
E-mail Address:	kkulm@lavta.org

Date Submitted: 03/23/18_____

TYPES OF SERVICES PROVIDED

- 1. What type of paratransit projects and programs will be funded, fully or partially, with Measures B and BB Direct Local Distribution (DLD, pass-through) and paratransit discretionary grant funds?** To answer this question, complete Attachment B (Table B tab of the Microsoft Excel workbook).

Below is a list of the types of services/programs that are eligible for Alameda CTC funding. For detailed information about these eligible services, including minimum service requirements and performance measures, refer to the Alameda CTC's Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines, revised November 2018 (provided with the application materials).

- **Management/Overhead:** Program oversight, planning, budgeting, participation in regional/countywide meetings. Include admin/labor even if it is paid by the City/transit agency for accurate reporting of full program expenses.
- **Customer Service/Outreach:** Activities associated with educating consumers about services that are available to them, answering questions from consumers and taking, tracking and responding to complaints and commendations. Include costs even if paid by the City/transit agency for accurate reporting of full program expenses.
- **ADA-mandated Paratransit:** Paratransit services provided by fixed-route transit operators to fulfill requirements under the American's with Disabilities Act (ADA).
- **City-based Door-to-Door Service:** Pre-scheduled, accessible, door-to-door service provided by city. Provides a similar level of service to ADA-mandated services; designed to fill gaps not met by ADA-mandated providers and/or relieve ADA-mandated providers of some trips.

- **Taxi Subsidy/Same-Day Transportation Program:** Provides a same day, curb-to-curb service intended for situations when consumers cannot make their trip on a pre-scheduled basis; allows eligible consumers to use taxis or Transportation Network Companies (TNCs) (at program discretion) at a reduced fare.
- **City-based Specialized Accessible Van Service:** Specialized van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. These services are generally implemented as a supplement to a taxi program that does not meet critical needs for particular trips in accessible vehicles in certain communities.
- **Accessible Fixed-Route Shuttle:** Generally accessible vehicles that operate on a fixed route and schedule to serve common trip origins and destinations, e.g. senior centers, medical facilities, grocery stores, BART stations, other transit stations, community centers, commercial districts, and post offices.
- **Group Trips Program:** Round-trip accessible van rides for pre-planned outings or to attend specific events or go to specific destinations for fixed amounts of time, e.g. shopping trips or religious services. Trips usually originate from a senior center or housing facility.
- **Door-through-Door/Volunteer Driver Program:** Pre-scheduled, door-through-door services that are generally not accessible; rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. May also have an escort component.
- **Mobility Management and/or Travel Training:** Covers a wide range of activities, such as travel training, trip planning, and brokerage. Does not include provision of trips. (This is considered "non-trip provision").
- **Scholarship/Subsidized Fare Program:** Program to subsidize any service for customers who are low-income and can demonstrate financial need.
- **Meal Delivery:** Program to fund meal delivery to the homes of individuals who are transportation disadvantaged. Currently, only existing operating programs can continue to use Measure B funds for these service costs. No new meal delivery services can be established.
- **Capital Expenditure:** Capital purchase or other capital expenditure.
- **Note on volunteer driver programs and mobility management/training:** If your program is using DLD funds, but not discretionary grant funds, you will be required to submit further information.

A. Provide a short narrative description of your agency's FY 2018-19 program.

All Measure B and BB funding will be used to provide the "Wheels Dial-A-Ride" ADA mandated door-to-door paratransit service. The Wheels Dial-A-Ride service area covers the cities of Livermore, Dublin, and Pleasanton, as well as a medical center in San Ramon, and goes beyond the ADA 3/4 mile minimum boundary requirement of the Wheels fixed route bus system. Dial-A-Ride operates at the same time when Wheels route 10R is operating which operates the longest of all the fixed routes (from ~4:30a-1:30a). LAVTA's Dial-A-Ride operations and maintenance are provided through a brokerage contract by Medical Transportation Management, Inc. (MTM).

Through a memorandum of understanding, the City of Pleasanton provides ADA mandated coverage to Pleasanton residents for trips with both an origin and destination in Pleasanton from 8:00am to 5:00pm Monday - Friday. LAVTA provides ADA paratransit services both before and after Pleasanton's in-service hours and on the weekends for local Pleasanton trips. LAVTA also provides trips when the City of Pleasanton has capacity issues, or based on the rider preference.

LAVTA also provides same day Para-Taxi service, which is partially grant funded and partially LAVTA general fund-funded.

LAVTA has undertaken a Comprehensive Tri-Valley Paratransit Assessment in partnership with the City of Pleasanton. The study, led by a planning team from Nelson Nygaard, kicked off in January 2017 and is expected to conclude by 6/30/18. The study was launched in an effort to evaluate the provision of paratransit service throughout the Tri-Valley, identify gaps and opportunities for streamlining, and engage stakeholders, users and non-users. Recommendations from the study will be implemented in FY19 and beyond.

B. Explain how the suite of services offered is targeted towards the seniors and people with disabilities in your community. Why have these services been selected to meet the trip needs of your consumers over other eligible service types? How do these services enhance their quality of life and help them meet basic life needs?

Being a fixed route public transit operator in Livermore, Dublin and Pleasanton, LAVTA provides the ADA mandated paratransit service for the same three cities, and goes beyond the ADA minimum requirements of 3/4 mile buffer around the fixed route system. Since the ADA paratransit requires at least a day in advance reservation, LAVTA also provides same day trips through the Para-Taxi service. Seniors and people with disabilities can travel on fixed route for half fare.

One of the goals of the Comprehensive Tri-Valley Paratransit Assessment is to identify unmet needs within the senior and disabled community, as well as identify ways to streamline the service delivery process. The expectation is that recommendations from the study, once implemented, will better meet the needs of and enhance the quality of life for those who use paratransit in the Tri-Valley. Recommendations could include free

fares on fixed route for ADA-eligible riders, incorporating TNCs into the Para-Taxi program, and outsourcing eligibility assessments.

C. List the most common trip destinations for seniors and people with disabilities in your community that your services are designed to serve, e.g. dialysis centers, hospitals, major shopping complexes, senior centers.

The facilities Wheels Dial-A-Ride riders most frequently travel include:

- Day programs for the developmentally disabled (Go Group, Futures Explored, VFR, ARC, Keystone)
- Dialysis centers (Livermore DaVita Dialysis, Pleasanton DaVita Dialysis)
- Nursing homes (Pleasanton Nursing and Rehab)

2. Will your agency's program for FY 2018-19 conform to the Paratransit Program Implementation Guidelines, as required? (FY 2018-19 Programs are *required* to conform to the Implementation Guidelines, revised November 2017)

Yes

No

A. If "No", explain below and contact Alameda CTC staff to discuss (prior to March 30, 2018)

3. If proposing any service or program changes in FY 2018-19 from the current year, FY 2017-18, describe the changes and explain why they are proposed. Describe how these changes will impact the ability of seniors and people with disabilities in your community to meet their basic life needs.

LAVTA and the City of Pleasanton hired Nelson Nygaard to conduct a Comprehensive Tri-Valley Paratransit Assessment to look for areas of overlap, gaps in services, and opportunities to streamline services. Included in the study will be an analysis of LAVTA's provision of ADA paratransit service as it relates to current ridership and projected growth, and may include recommendations for policy adjustments. Significant public and stakeholder input (senior and disabled populations) has been included in the study. The assessment is scheduled to be completed by June 2018. Any policy modifications would be subject to a public hearing and LAVTA Board approval.

- 4. Looking ahead, beyond FY 2018-19, do you anticipate major service changes? Please briefly describe.** Describe major changes such as beginning or ending a type of service anticipated within the next five years.

LAVTA is not anticipating any major changes, but there may be some changes based on the recommendations from the Comprehensive Tri-Valley Paratransit Assessment. This could include free midday fares on fixed route, incorporating TNCs into the Para-Taxi program, mobile ticketing, a streamlined application process, online trip booking, and outsourcing the eligibility/assessments to a contractor.

PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

- 5.** The November 2017 Paratransit Program Implementation Guidelines require Alameda CTC staff review of several program elements prior to implementation. The program elements requiring staff review are listed as items 5A – 5G below and for each item, further explanation is requested. **If your FY 2018-19 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each.** Applicants must address any applicable paratransit projects and programs listed in Attachment B.
- A. Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment)
 - B. City-based Door-to-Door Service that includes trip limitations based on trip purpose** (describe the proposed trip limitations that are proposed)
 - C. Taxi Subsidy/Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs)** (describe the proposed service including screening and how subsidies will be provided)
 - D. Taxi Subsidy/Same-Day Transportation Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives)
 - E. Accessible Shuttle Service** (describe service plan and how city is coordinating with the local fixed route transit provider)
 - F. New mobility management and/or travel training programs** (describe the well-defined set of activities)

G. Low-income requirements for any scholarship and fare subsidy programs
 (describe the proposed subsidy and the means that will be used to determine and verify eligibility)

N/A

DEVELOPMENT OF PROGRAM PLAN

- 6. How was consumer input sought in development of the program and selection of the services offered?** Describe all general outreach activities undertaken in connection with this plan, including consumer or public meetings; meetings with other agencies; presentations to boards, commissions, or committees. If possible provide dates for these activities. Note below if this plan was reviewed by a local paratransit advisory committee, including the name of the committee, and the date of the meeting.

LAVTA has a passenger advisory committee (WHEELS Accessible Advisory Committee or WAAC) that meets bi-monthly to discuss passenger concerns and advise LAVTA on improvement of its services and facilities. The WAAC is comprised of membership from each jurisdiction and social/human services agencies. Service provision for customers and the planning process for the implementation of new services is coordinated through the WAAC, which meets every other month. The scope of work for the Comprehensive Tri-Valley Paratransit Assessment was partially derived from feedback received from the WAAC as well as from comments received from paratransit passengers.

- 7. Describe any outreach, surveys and/or analysis conducted to develop this plan and to determine the types of services the program offers.**

The 2017 annual Dial-A-Ride customer satisfaction survey were conducted in December 2017 and early January 2018. The survey was administered by a third party surveyor, and a total of 257 Dial-A-Ride surveys were completed, which included 206 phone surveys and 51 online surveys. Below is the summary of findings from most satisfied to least satisfied aspects of the service:

Satisfaction with Service Aspects on a 1-5 Point Scale	<u>2017</u>
Driver dressed appropriately/clean	4.3
Driver courteous and helpful	4.29
Vehicle/shuttle was clean	4.21
Driver operated vehicle safely/followed traffic laws	4.2
Vehicle/shuttle was in working order	4.17
Person on phone courteous	4.14
Overall high level of satisfaction with drop off experience	4.09

Driver arrived correct address/pickup spot	4.09
Driver offered me help during drop off	4.08
No problems with phone menu	4.08
Overall high level of satisfaction with ride experience	4.03
Driver dropped me off on time/in correct place	3.96
Person on phone able to arrange request for transportation	3.87
Person on phone knowledgeable	3.86
Easy to make arrangements for transportation on phone	3.85
Overall high level of satisfaction with pickup experience	3.81
Able to reach customer service quickly	3.79
Hold times not an issue	3.73
Prefer use of smaller vehicles	3.69
Overall experience	3.65
Driver on time	3.47

8. Describe how results from the community outreach, surveys and/or analysis described in Questions 6 and 7 were used to guide the development of the program plan.

The service is constantly under review by staff and the public is welcome to comment to staff and to the Board in person, via mail, via email, or telephone. Through the public input LAVTA has received and the survey results LAVTA has a better understanding which aspects of the service quality need more attention.

The Dial-A-Ride service experienced extreme driver shortage in late Fall and early Winter, and, as such, the OTP fell sharply. It is important to note that the customer satisfaction survey was also conducted in December 2017, which cannot be ignored when it comes analyzing the survey results. Most of the low customer satisfaction survey scores are related to the late rides. The other weak point is the reservations process. LAVTA's operations contractor MTM has since hired more drivers and the OTP is rising and LAVTA is working with the contractor on improving the reservation process.

LAVTA will be conducting another customer satisfaction survey in June 2018 to make sure the service concerns identified in the 2017 satisfaction survey have been addressed.

9. Describe any innovative, emerging technology or non-traditional elements integrated into the program plan.

The Comprehensive Tri-Valley Paratransit Assessment's Scope of Work includes strong emphasis on innovative/emerging technology solutions, which could potentially include a one-click clearing house, phone app/mobile ticketing, online trip booking, interfacing with Transportation Network Companies (TNCs), etc.

10. Was this program plan approved by a governing body (or is it scheduled for action)? *This is not required by the Alameda CTC. Jurisdictions should follow their established internal process.*

- [] Yes
[X] No

A. If "Yes", provide the name of the governing body and planned or actual approval date.

OUTREACH

11. How do community members and potential users learn about the Alameda CTC-funded services provided in your community? Specify for each of the paratransit projects and programs listed in Attachment B.

LAVTA fully markets its services and provides information to customers desiring information regarding both paratransit and fixed route services via brochures, website, and outreach events. The LAVTA staff also visit senior centers, senior housings and community events to provide information about different services, including the complimentary wheelchair marking and tether strap program and Para-Taxi program. This information is also available on LAVTA web site at www.wheelsbus.com.

ELIGIBILITY AND ENROLLMENT

12. What are your requirements for eligibility? (e.g., age, residency, income, ADA-certification status, or other verification of disability).

LAVTA's ADA paratransit eligibility determination process includes two parts:

1. Paper application, which also includes the applicant's medical care professional's verification, and
2. In-person assessment

The primary eligibility criteria is being unable to utilize the fixed route bus system due to a disability or health-related condition.

13. How do consumers enroll in your program? Include how long the enrollment process takes, and how soon newly enrolled applicants can use the services offered.

Applicants submit a completed application to LAVTA. LAVTA has an ADA mandated 21 calendar day window for the completion of applications. Applicants who have critical medical needs, such as dialysis patients, are given higher priority in the application process. LAVTA then will schedule in the in-person assessment.

CUSTOMER SATISFACTION

- 14. Describe your complaint and commendation process.** Describe your process from beginning to end, including instructions you provide to customers for filing program suggestions, complaints or commendations, your documentation procedures and your follow up.

The customers can either call the customer service phone line at 925-455-7500 or enter their complaint or commendation via the online form on www.wheelsbus.com. When customers file a complaint or commendation, the complaint/commendation and all information are entered into a web-based customer service database, which assigns the complaint/commendation to a LAVTA or contractor staff member based on the department in question. LAVTA and/or contractor staff will investigate complaint and, if requested, get back to the customer with the result. Complaints are tallied and reported to the Board monthly. The contract with MTM incentivizes low complaints.

- A. Describe any common or recurring service complaints, commendations and/or suggestions your program has received.** Specify for each of the paratransit projects and programs listed in Attachment B. (*Complaints are defined as phone calls, letters, or emails received for the specific purpose of making a complaint.*)

Most of the low customer satisfaction survey scores in our latest survey were related to the late rides. The other weak point passengers noted was the reservations process. LAVTA's operations contractor MTM has since hired more drivers and the OTP is rising. LAVTA is also working with the contractor on improving the reservation process.

- B. Describe any changes you have made to your program as a result of these customer complaints, commendations and suggestions.**

Hired more drivers to address the OTP issues. Also retrained call center staff.

EXPECTED DEMAND/USE OF SERVICES

15. How many people are/have been/will be registered in the program during the following time periods? Fill in the boxes below.

Registrants at beginning of FY 2016-17	1,351
Registrants at end of FY 2016-17	
Current Registrants for FY 2017-18	1,198
Projected Registrants for FY 2018-19	1,300

A. Based on the registration projection provided, explain why you expect your program registration to increase, decrease or stay the same compared to the current year.

As part of the potential recommendations from the Comprehensive Paratransit Assessment/Mobility Forward study, Pleasanton Paratransit may stop providing ADA paratransit service and only continue to provide senior transportation service. As such, there may be an increase of Pleasanton residents applying for Wheels Dial-A-Ride.

16. Do you expect the total number of one-way trips provided by your program to increase, decrease or stay the same compared to the current year, FY 2017-18? Why?

As part of the potential recommendations from the Comprehensive Paratransit Assessment/Mobility Forward study, Pleasanton Paratransit may stop providing ADA paratransit service and only continue to provide senior transportation service. Because of this there may be an increase of Pleasanton residents' trips on Wheels Dial-A-Ride.

17. Do the ridership numbers reported in Attachments A and B include companions and/or attendants?

Yes
 No

- A. If "Yes", and if known, what percent of total ridership are companions/attendants? *(If providing an estimate, please clearly indicate it as such.)*

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- 18. Please provide data on lift/ramp trips provided, if available.** If lift/ramp trips were provided in more than one service, please specify for each.

Number of trips provided to a consumer using a mobility device in FY 2016-17	10,675
Number of trips provided to a consumer using a mobility device in FY 2017-18	12,750
Number of trips provided to a consumer using a mobility device in FY 2018-19	13,132

VEHICLE FLEET

- 19. Provide details regarding your vehicle fleet.** To answer this question, complete Attachment D (Table D tab of the Excel workbook).

SAFETY INCIDENTS

- 20. Describe any safety incidents recorded by your program in FY 2016-17, or to date in FY 2017-18.** Specify for each of the paratransit projects and programs listed in Attachment B. *(Report incidents resulting in any of the following: a fatality other than a suicide; injuries requiring immediate medical attention away from the scene for two or more persons; property damage equal to or exceeding \$7,500; an evacuation due to life safety reasons; or a collision at a grade crossing.)*

none

FINANCES: PROGRAM REVENUE AND COST

- 21. Detail your FY 2018-19 program's total estimated revenue (all fund sources) and total cost by completing Attachment C (Table C tab of the Excel workbook).** For program components funded all or in part with a Measure B/BB discretionary grant, segregate the grant funding by entering it in the "Other Measure B/BB" column.

22. Describe below the “Management/Overhead” and “Customer Service and Outreach” costs included in Attachment C and how these cost allocations were determined? (These two categories are defined under Question 1). *The amount spent on Customer Service/Outreach and Management/Overhead is to be included as part of the total program cost, even if it is not funded with Alameda CTC funding. This includes city/agency staff time paid for by a city’s general fund.*

A. Management/Overhead Costs

Management and overhead costs were allocated by taking the salary of the full time paratransit planner salary and benefits, plus training costs. Added to this was a percentage of the Department Directors' salary and benefits based on anticipated time spent on paratransit oversight (10%). Additional costs were added based on expected postage and printing for mailing to paratransit clients, plus a portion of the utility costs based on the amount of space take up by paratransit operations vs fixed route operations (15%).

B. Customer Service and Outreach Costs

none

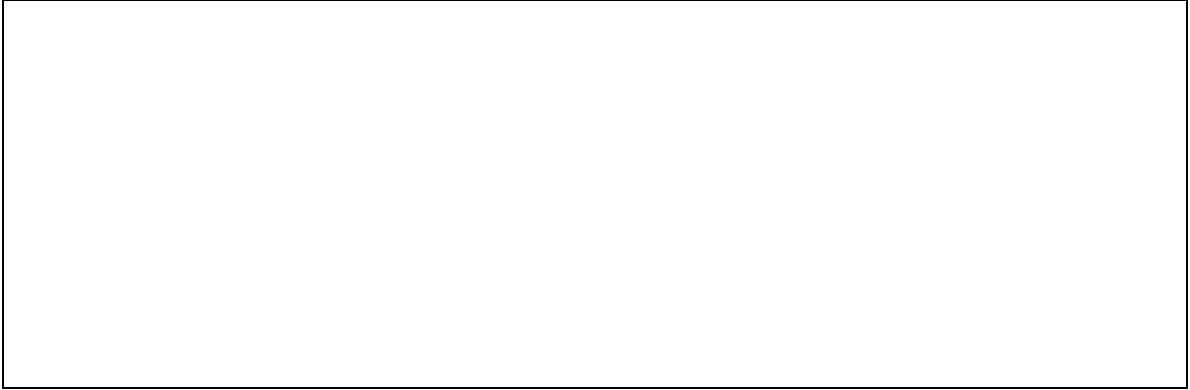
PROGRAM FUNDING RESERVES

23. If your paratransit program is anticipated to have a remaining balance of Measure B/BB DLD funding at the end of FY 2018-19, as shown in Attachment C, please explain. How do you plan to expend these funds and when?

100% of the measure B/BB funds for FY18/19 will be expended in FY 18/19.

MISCELLANEOUS

24. Use this space to provide any additional notes or clarifications about your program plan.

A large, empty rectangular box with a thin black border, intended for providing additional notes or clarifications about the program plan.

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Alameda CTC FY 2018-19 Annual Paratransit Program Plan Application (July 1, 2018 - June 30, 2019)
Attachment A: Summary of Past Program Service, Performance and Costs (FY 2016-17)

Service/Program Type and Name		Performance FY 2016-17		Total FY 2016-17 Program Costs Expended by Fund Source (Measure B, Measure BB and all other funds expended during FY 2016-17)										Notes	
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M	Column N	Column O	Column P
Eligible Service/Program Type <i>Drop-down Menu</i>	Service/Program/Project Name	Quantity Provided FY 2016-17 Provide total number of one-way trips or units	On-Time Performance FY 2016-17 Percent of passenger trips arrived within designated window (indicate if data is unavailable or non-applicable)	Amount of RESERVE Measure B Paratransit DLD funds	Amount of FY 2016-17 Measure B Paratransit DLD funds	Amount of RESERVE Measure BB Paratransit DLD funds	Amount of FY 2016-17 Measure BB Paratransit DLD funds	Amount of OTHER Measure B/BB funds	What was the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, MB LSR, etc.)	Fare Revenue received from service	Fare Revenue expended on service	Amount of all non-Alameda CTC funds (not including fares)	What was the source of these non-Alameda CTC funds? (e.g. City general fund, federal, state, etc.)	Total Funds expended (all sources) <i>Automatically calculated</i>	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
ADA-mandated Paratransit	Wheels Dial-A-Ride	50,433	97%	\$ -	\$ 173,813	\$ -	\$ 289,101	\$ -		\$ 224,023	\$ 224,023	\$ 1,169,457	TDA, STA, FTA	\$ 1,856,394	
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				\$ -	\$ 173,813	\$ -	\$ 289,101	\$ -		\$ 224,023	\$ 224,023	\$ 1,169,457		\$ 1,856,394	

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Alameda CTC FY 2018-19 Annual Paratransit Program Plan Application (July 1, 2018 - June 30, 2019)
Attachment C: Program Revenue, Cost and Fund Sources

Total FY 2018-19 Program Revenue (Measure B, Measure BB and all other funds available for FY 2018-19)	
Estimated Measure B Paratransit DLD ending balance at the end of THIS fiscal year, FY 2017-18 (June 30, 2018)	\$0
Projected FY 2018-19 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$172,373
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2017-18 (as of June 30, 2018)	\$0
Projected FY 2018-19 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$312,572
Total FY 2018-19 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$484,945
Total FY 2018-19 Other Revenue (All other revenue sources, non-DLD, including Gap grant)	\$ 2,042,578
Total FY 2018-19 Program Revenue (Measure B, Measure BB and all other sources available for FY 2018-19) (Automatically calculated)	\$2,527,523

Total FY 2018-19 Program Costs by Fund Source (Measure B, Measure BB and all other funds planned to be expended during FY 2018-19)												Total Cost
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M
Service/Program/Project Name	Quantity Planned for FY 2018-19	Amount of RESERVE Measure B Paratransit DLD funds	Amount of FY 2018-19 Measure B Paratransit DLD funds	Amount of RESERVE Measure BB Paratransit DLD funds	Amount of FY 2018-19 Measure BB Paratransit DLD funds	Amount of OTHER Measure B/BB funds	What is the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, LSR, MB LSR, etc.)	Fare Revenue expected from service	Fare Revenue to be expended on service	Amount of all Non-Alameda CTC funds (not including fares)	What is the source of these non-Alameda CTC funds? (e.g. city funds, federal, state, etc.)	Total Cost (all sources)
<i>Automatically populated from prior sheet (column B)</i>	<i>Automatically populated from prior sheet (column Q)</i>											<i>Automatically calculated</i>
Wheels Dial-A-Ride	58,000	\$ -	\$ 172,373	\$ -	\$ 312,572	\$ -	0	\$ 203,000	\$ 203,000	\$ 1,839,578	STA, TDA, FTA	\$ 2,527,523
0	0											\$ -
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Totals	58,000	\$ -	\$ 172,373	\$ -	\$ 312,572	\$ -		\$ 203,000	\$ 203,000	\$ 1,839,578		\$ 2,527,523

Budget check (total revenue less total cost): \$0

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2019:	\$0	\$0	\$0
Reserve balance as percent of FY 2018-19 Revenue*	0%	0%	0%

*Alameda CTC's Timely Use of Funds policy looks at entire jurisdiction's fund balance.

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Alameda CTC FY 2018-19 Annual Paratransit Program Plan Application (July 1, 2018 - June 30, 2019)

Attachment D: Vehicle Fleet

Instructions: Please complete table below. If necessary, please contact your contractors to obtain the information.

Vehicle Fleet									
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
					Vehicle Capacity				
Make	Type of Vehicle(s) (specify bus, large van, minivan, sedan)	Year of Vehicle	Fuel Type	Lift/Ramp Equipment (specify lift, ramp, or none)	Ambulatory	Wheelchair	Number of Vehicles	Owner (specify if contractor)	City that vehicle(s) are garaged
FORD	WC VAN	2010	Gasoline	LIFT	4	1	1	Cabulance Comfort, INC.	San Ramon
FORD	WC VAN	2003	Gasoline	LIFT	4	1	1	Cabulance Comfort, INC.	San Ramon
FORD	WC VAN	2015	Gasoline	LIFT	4	1	1	Cabulance Comfort, INC.	San Ramon
NISSAN	SEDAN	2013	Gasoline	NONE	4	0	1	Cabulance Comfort, INC.	San Ramon
NISSAN	SEDAN	2014	Gasoline	NONE	4	0	1	Cabulance Comfort, INC.	San Ramon
Dodge	Mini-van	2010	Gasoline	Ramp	3	1	1	Secure	Livermore
Dodge	Mini-van	2010	Gasoline	Ramp	3	1	1	Secure	Livermore
Dodge	Mini-van	2010	Gasoline	Ramp	3	1	1	Secure	Livermore
Dodge	Mini-van	2010	Gasoline	Ramp	3	1	1	Secure	Livermore
Dodge	Mini-van	2010	Gasoline	Ramp	3	1	1	Secure	Livermore

Dodge	Mini-van	2010	Gasoline	Ramp	3	1	1	Secure	Livermore
Dodge	Mini-van	2014	Gasoline	Ramp	3	1	1	Secure	Livermore
Dodge	Mini-van	2015	Gasoline	Ramp	3	1	1	Secure	Livermore
Dodge	Mini-van	2005	Gasoline	Ramp	3	1	1	NBT	Livermore
FORD	Large Van	2004	Gasoline	Lift	1	3	1	NBT	Livermore
Chrysler	Mini-van	2009	Gasoline	-	6	0	1	NBT	Livermore
Dodge	Mini-van	2013	Gasoline	-	6	0	1	NBT	Livermore
Dodge	Mini-van	2007	Gasoline	Ramp	3	1	1	NBT	Livermore
Toyota	Prius	2010	Gasoline	-	3	0	1	NBT	Livermore
Dodge	Mini-van	2014	Gasoline	Rear Ramp	3	1	1	Tri Valley Transportatio n	Livermore
Dodge	Mini-van	2016	Gasoline	Rear Ramp	3	1	1	Tri Valley Transportatio n	Livermore
Chrysler	Sedan	2006	Gasoline	-	3	1	1	Tri Valley Transportatio n	Livermore

Paratransit Program Plan Staff Summary Fiscal Year 2018-19

Paratransit Program: Pleasanton Subcommittee: East County

- Services provided:
 - City-based Door-to-Door
 - ADA-mandated paratransit for Pleasanton and Sunol residents (coordinates with LAVTA)
 - ADA-certified registrants would be eligible for LAVTA's Para-Taxi
 - Group Trips
 - Scholarship
- 45% Measure B/BB; Remainder: General Fund, TDA 4.5, and fare revenue
- 53% reserves
- Cost per trip – Door-to-door trips decreasing from \$61 to \$54
- Trends in trip provision – modest increase planned overall
- Elements requiring approval:
 - Planned Capital Expenditure – PPS will be purchasing a new ADA accessible mini-van. Cost is \$55,000 based on current price quote. Upon approval of program plan, the purchase process will begin on July 1, 2018 and will commence by June 30, 2019. (Alameda CTC staff is currently reviewing this request.)
 - Low income requirements for Scholarship Program – Residency and income requirements are consistent with

the City of Pleasanton's Fee Assistance Program and are based on the U.S. Department of Housing and Urban Development (HUD) Annual Low Income Limits by Household Size Guidelines. This program allows for a 50%, 75% or 100% subsidy on Paratransit tickets based on an individual's income. (Already approved by Alameda CTC staff.)

- Travel Training – The Recreation Leader will provide one-on-one consultations for seniors or persons with disabilities interested in learning how to travel independently using public transportation. Appointments will be scheduled in advance and will include traveling with the person requesting training to give them confidence in traveling independently. (Already approved by Alameda CTC staff.)
- Discontinued fixed route shuttle services
- PPS and the Livermore Amador Valley Transit Authority (LAVTA) are in the midst of a Tri-Valley Paratransit study called, “Mobility Forward”. The City of Pleasanton expects to have recommendations that will enable PPS and Wheels to operate more efficiently and increase coordinated services.
- As part of the potential recommendations from the Comprehensive Paratransit Assessment/Mobility Forward study, Pleasanton Paratransit may stop providing ADA paratransit service and only continue to provide senior transportation service. Because of this there may be an increase of Pleasanton residents' trips on Wheels Dial-A-Ride.

Staff Recommendation: Recommend program plan for full approval.

FY 2018-19 Annual Paratransit Program Plan Application

Due by March 23, 2018

CONTACT INFORMATION	
Agency:	City of Pleasanton
Contact Name:	Raymond Figueroa
Title:	Recreation Supervisor
Phone Number:	925-931-5366
E-mail Address:	rfigueroa@cityofpleasantonca.gov

Date Submitted: _____

TYPES OF SERVICES PROVIDED

- 1. What type of paratransit projects and programs will be funded, fully or partially, with Measures B and BB Direct Local Distribution (DLD, pass-through) and paratransit discretionary grant funds?** To answer this question, complete Attachment B (Table B tab of the Microsoft Excel workbook).

Below is a list of the types of services/programs that are eligible for Alameda CTC funding. For detailed information about these eligible services, including minimum service requirements and performance measures, refer to the Alameda CTC's Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines, revised November 2018 (provided with the application materials).

- **Management/Overhead:** Program oversight, planning, budgeting, participation in regional/countywide meetings. Include admin/labor even if it is paid by the City/transit agency for accurate reporting of full program expenses.
- **Customer Service/Outreach:** Activities associated with educating consumers about services that are available to them, answering questions from consumers and taking, tracking and responding to complaints and commendations. Include costs even if paid by the City/transit agency for accurate reporting of full program expenses.
- **ADA-mandated Paratransit:** Paratransit services provided by fixed-route transit operators to fulfill requirements under the American's with Disabilities Act (ADA).
- **City-based Door-to-Door Service:** Pre-scheduled, accessible, door-to-door service provided by city. Provides a similar level of service to ADA-mandated services; designed to fill gaps not met by ADA-mandated providers and/or relieve ADA-mandated providers of some trips.

- **Taxi Subsidy/Same-Day Transportation Program:** Provides a same day, curb-to-curb service intended for situations when consumers cannot make their trip on a pre-scheduled basis; allows eligible consumers to use taxis or Transportation Network Companies (TNCs) (at program discretion) at a reduced fare.
- **City-based Specialized Accessible Van Service:** Specialized van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. These services are generally implemented as a supplement to a taxi program that does not meet critical needs for particular trips in accessible vehicles in certain communities.
- **Accessible Fixed-Route Shuttle:** Generally accessible vehicles that operate on a fixed route and schedule to serve common trip origins and destinations, e.g. senior centers, medical facilities, grocery stores, BART stations, other transit stations, community centers, commercial districts, and post offices.
- **Group Trips Program:** Round-trip accessible van rides for pre-planned outings or to attend specific events or go to specific destinations for fixed amounts of time, e.g. shopping trips or religious services. Trips usually originate from a senior center or housing facility.
- **Door-through-Door/Volunteer Driver Program:** Pre-scheduled, door-through-door services that are generally not accessible; rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. May also have an escort component.
- **Mobility Management and/or Travel Training:** Covers a wide range of activities, such as travel training, trip planning, and brokerage. Does not include provision of trips. (This is considered "non-trip provision").
- **Scholarship/Subsidized Fare Program:** Program to subsidize any service for customers who are low-income and can demonstrate financial need.
- **Meal Delivery:** Program to fund meal delivery to the homes of individuals who are transportation disadvantaged. Currently, only existing operating programs can continue to use Measure B funds for these service costs. No new meal delivery services can be established.
- **Capital Expenditure:** Capital purchase or other capital expenditure.
- **Note on volunteer driver programs and mobility management/training:** If your program is using DLD funds, but not discretionary grant funds, you will be required to submit further information.

A. Provide a short narrative description of your agency's FY 2018-19 program.

The City of Pleasanton Paratransit Services (PPS) provides door-to-door paratransit services for local seniors and people with disabilities. Staff has determined the Alameda CTC Measure B and BB Direct Local Distribution will fund or assist in funding the following Pleasanton Paratransit programs/services:

City-based Door-to-Door Services — This core service offers door-to-door transportation for Pleasanton and Sunol residents who are 70+ years of age or ADA eligible 18+ years of age. When PPS is not operating or cannot meet the ADA service demand, Livermore Amador Valley Transit Authority (LAVTA) provides service for this population.

Purchase of New ADA Accessible Mini-Van — In an effort to diversify our fleet, PPS will be purchasing a new ADA accessible mini-van to serve our PPS passengers. The van will be primarily used for longer trips that are not typically ride-shared and for rides needing more flexibility. Unused reserve funds will be used to purchase this van.

PPS Fare Scholarship Program — We will continue to offer fare subsidies of 50%, 75% or 100%. The level of assistance is determined based on the client's income level and requires an application process verifying residency, income and household size. Income requirements are consistent with the City of Pleasanton's Fee Assistance Program and are based on the U.S. Department of Housing and Urban Development (HUD) Annual Income Limits by Household Size Guidelines. Surveys continue to prove that without this program, some seniors would have no affordable transportation options.

Group Trips Program — This program includes affordable monthly trips using a combination of PPS vehicles, contract buses and the former fixed Route Shuttle bus to provide low cost day trip travel opportunities to seniors and people with disabilities who would otherwise not have access to educational and enrichment programs. Program will also continue to provide group trip transportation for some special events for our RADD (Recreation for Adults with Developmental Disabilities) participants.

Customer Service/Outreach — PPS and Pleasanton Senior Center staff will continue to provide customer service and outreach services for LAVTA including providing tickets sales for Wheels Dial-A-Ride, Fare buster ticket sheets and monthly bus passes for seniors and people with disabilities.

Management/Overhead — The Recreation Supervisor supervises Pleasanton Paratransit Service operations. A Recreation Coordinator will continue to oversee Paratransit and Programs. This position assists in planning, budgeting, and reporting on all transportation programs to ensure they are implemented accurately and effectively.

Travel Training - A one-on-one travel training and trip planning component will be implemented. The recreation leader that currently plans and implements group trips will be conducting travel training.

B. Explain how the suite of services offered is targeted towards the seniors and people with disabilities in your community. Why have these services been selected to meet the trip needs of your consumers over other eligible service types? How do these services enhance their quality of life and help them meet basic life needs?

All of the transportation services provided by Pleasanton Paratransit Services are designed to meet the needs of the seniors and persons with disabilities in the community.

All vehicles are equipped to provide safe and reliable transportation. Providing Paratransit door-to-door service allows riders to get to their destinations timely and safely. With Paratransit services being delivered out of the Pleasanton Senior Center, there is an opportunity for staff to educate seniors about services available at the Senior Center such as the Senior Nutrition Meal Program, various recreational and educational activities, and access of a wide array of social services, ranging from foot care and free notary services to eye glass repairs and tax assistance. In an effort to reduce isolation and increase socialization, we will be offering group trips for seniors and the disabled. These trips will be designed specifically for this population.

Scholarships are an important component of our programs because it allows low income seniors and the disabled to fully participate in our programs and services at reduced rates or, if applicable, no cost.

Travel training will give older adults the education and confidence to use public transportation independently.

The purchase of a new ADA accessible mini-van will diversify our aging PPS fleet and allow flexibility in scheduling rides that have special requirements and provide efficiency in using a smaller vehicle for longer trips.

C. List the most common trip destinations for seniors and people with disabilities in your community that your services are designed to serve, e.g. dialysis centers, hospitals, major shopping complexes, senior centers.

Primary destinations for Pleasanton Paratransit Services are:

- 26% Medical Appointments
- 24% Basic living needs (e.g. grocery store, banks, beauty salons, etc.).
- 21% Recreational activities primarily at the Pleasanton Senior Center
- 12% Pleasanton Senior Nutrition Program at Senior Center Sage Cafe
- 5% Places of employment
- 4% Dialysis
- 7% Education
- 1% Connect to other transit options (BART, Wheels, County Connections)

2. Will your agency's program for FY 2018-19 conform to the Paratransit Program Implementation Guidelines, as required? (FY 2018-19 Programs are *required* to conform to the Implementation Guidelines, revised November 2017)

Yes

No

A. If "No", explain below and contact Alameda CTC staff to discuss (prior to March 30, 2018)

- 3. If proposing any service or program changes in FY 2018-19 from the current year, FY 2017-18, describe the changes and explain why they are proposed.** Describe how these changes will impact the ability of seniors and people with disabilities in your community to meet their basic life needs.

We will re-introduce a travel training option in FY 18/19. This service will provide one-on-one travel training and trip planning for seniors and persons with disabilities.

PPS and the Livermore Amador Valley Transit Authority (LAVTA) are in the midst of a Tri-Valley Paratransit study called, "Mobility Forward" facilitated by transportation consultant Nelson-Nygaard. We expect to have recommendations that will enable PPS and Wheels to operate more efficiently and increase our coordinated services.

- 4. Looking ahead, beyond FY 2018-19, do you anticipate major service changes? Please briefly describe.** Describe major changes such as beginning or ending a type of service anticipated within the next five years.

As stated above, LAVTA and PPS are anticipating there will be some changes to service in the next five years which will be based on the recommendations of the Mobility Forward Tri-Valley Paratransit Assessment.

PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

- 5.** The November 2017 Paratransit Program Implementation Guidelines require Alameda CTC staff review of several program elements prior to implementation. The program elements requiring staff review are listed as items 5A – 5G below and for each item, further explanation is requested. **If your FY 2018-19 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each.** Applicants must address any applicable paratransit projects and programs listed in Attachment B.
- A. Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment)
 - B. City-based Door-to-Door Service that includes trip limitations based on trip purpose** (describe the proposed trip limitations that are proposed)
 - C. Taxi Subsidy/Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs)** (describe the proposed service including screening and how subsidies will be provided)

- D. Taxi Subsidy/Same-Day Transportation Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives)
- E. Accessible Shuttle Service** (describe service plan and how city is coordinating with the local fixed route transit provider)
- F. New mobility management and/or travel training programs** (describe the well-defined set of activities)
- G. Low-income requirements for any scholarship and fare subsidy programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility)

Planned Capital Expenditure - In an effort to diversify our fleet, PPS will be purchasing a new ADA accessible mini-van which will serve our PPS passengers. Passenger have expressed that our older PPS cut away buses don't always provide a comfortable ride experience.

City Based Door-to Door Service - We provide pre-scheduled, accessible door-to-door trips. Same day service is not available. In addition, in an effort to reduce isolation and increase socialization, we will be offering group trips for seniors and the disabled. These trips will be designed specifically for this population.

Low income requirements for Scholarship Program - Residency and income requirements are consistent with the City of Pleasanton's Fee Assistance Program and are based on the U.S. Department of Housing and Urban Development (HUD) Annual Low Income Limits by Household Size Guidelines. This program allows for a 50%, 75% or 100% subsidy on Paratransit tickets based on an individual's income.

Travel Training - Our Recreation Leader will provide one-on-one consultations for seniors or persons with disabilities interested in learning how to travel independently using public transportation. Appointments will be scheduled in advance and will include traveling with the person requesting training to give them confidence in traveling independently.

DEVELOPMENT OF PROGRAM PLAN

- 6. How was consumer input sought in development of the program and selection of the services offered?** Describe all general outreach activities undertaken in connection with this plan, including consumer or public meetings; meetings with other agencies; presentations to boards, commissions, or committees. If possible provide dates for these activities. Note below if this plan was reviewed by a local paratransit advisory committee, including the name of the committee, and the date of the meeting.

We continually seek feedback from our riders in an effort to offer service that is customer-focused and relevant to their needs. Following are some of the methods Pleasanton Paratransit uses to seek input that facilitates the development of our program:

- Survey of users - In November 2017, a program evaluation was sent to 673 door-to-door riders. Free rides were offered to anyone completing the surveys. We received a response of 18%.
- PPS Task Force input - Staff worked with the Pleasanton Paratransit Task Force, a transportation advisory group, to review and seek feedback on rider's statistics and

evaluations for door-to-door services. The information from the Task Force is valuable in planning future projects and determining opportunities for service improvement. The PPS Task Force will meet on Monday, April 23, 2018 and the Pleasanton Senior Advisory Committee on Monday, April 9, 2018 and will review this proposed plan at their respective meetings.

- Pleasanton City Council – The program plan will be reviewed by the City of Pleasanton City Council in June 2018.
- Community Outreach – A Transit Fair was held on Friday, March 16, 2018 which encouraged community input on local transportation needs in addition to educating the public on transportation options available in the Tri Valley area. There were over 200 people participating in this annual event. The Pleasanton Senior Center will host another Transit Fair in March 2019 with staff seeking feedback about transportation options from the participants. Having a presence in the medical community is an important part of our outreach activities. We continually visit local physician offices and leave information about Pleasanton Paratransit Services. In addition, we consistently provide outreach at senior housing and local community agencies, and continually seek feedback on transportation service delivery and implement changes/improvements into our services, when feasible.

7. Describe any outreach, surveys and/or analysis conducted to develop this plan and to determine the types of services the program offers.

Annually, a program evaluation is sent to over 673 registered Pleasanton Paratransit Services riders and we offer a free ride as an incentive for completion of the survey. The FY2017/18 evaluation results netted 119 rider responses, an 18% response rate, which was 2% more than the previous fiscal year period. In rating the overall experience with Pleasanton Paratransit, 95% rated the experience good to excellent. (Attachment #1)

The FY 2018/19 survey will be mailed in Fall 2018. We monitor ridership trends to determine gaps in service or opportunities for improvements. The information from this evaluation is summarized and reviewed by the PPS Task Force allowing us to identify areas of improvement or service delivery modifications. PPS and LAVTA staff arrange occasional meetings to collaborate on the changing Tri-Valley transit needs. Additionally, we manage and participate in a variety of outreach efforts including senior group meetings, a community Transit Fair, and one-on-one appointments with community members and participation at community events such as the Transition Fair for families with children with developmental disabilities, which was held in January 2018 at the Pleasanton Senior Center.

8. Describe how results from the community outreach, surveys and/or analysis described in Questions 6 and 7 were used to guide the development of the program plan.

The City prioritizes funding based on several factors including information gleaned from the preliminary findings of the Mobility Forward Study, the annual door-to-door evaluation and less formally, the frequent feedback we receive from our customers. The following program/service areas are the primary focus for the FY 18/19 program plan:

- Providing affordable trips ranks high in priority by our riders and thus the need to continue the PPS Scholarship Program.
- PPS is in the process of training another driver (Dispatch assistant), which will expand our driver pool to accommodate our most requested ride times (10:00am – 2:00pm). This addition should address some comments about scheduling difficulty we received from the survey.
- Mobility Management – travel training is a component we plan to re-introduce. We

continually receive requests from older adults inquiring about how to use the fixed route bus service, BART and the Ace Train.

- The Group Trip program will continue with a focus on giving older adults and those with disabilities an opportunity to socialize and meet new friends, ultimately reducing isolation.
- On-going emphasis on the importance of excellent customer service in the PPS Dispatch Office. We anticipate deploying software tools to enhance service delivery including excellent customer service, greater efficiencies for drivers and dispatchers resulting in more accurate reporting.
- Community outreach is integral to the success of PPS services, particularly to the senior housing communities in Pleasanton. Staff will continue outreach efforts to these residents, the medical community and other community events.

9. Describe any innovative, emerging technology or non-traditional elements integrated into the program plan.

Technological enhancements to the Pleasanton Paratransit software will continue to be implemented and refined in FY2018/19, as Dispatch and driver staff work with smart tablets to track and enter trip information. In addition to providing the drivers with a mobile technology device, the newer technology will assist in their daily data entry requirements and have real-time communication with the dispatch office. Moreover, an automated notification system will be implemented which will decrease daily staff hours currently required to verify bus arrival times.

We anticipate transformative recommendations at the conclusion of the Mobility Forward Paratransit Assessment.

10. Was this program plan approved by a governing body (or is it scheduled for action)? *This is not required by the Alameda CTC. Jurisdictions should follow their established internal process.*

Yes

No

- A.** If "Yes", provide the name of the governing body and planned or actual approval date.

Pleasanton City Council, June 2018

OUTREACH

11. How do community members and potential users learn about the Alameda CTC-funded services provided in your community? Specify for each of the paratransit projects and programs listed in Attachment B.

Outreach efforts include:

- PPS is listed in printed materials distributed by the City, including: City of Pleasanton website, multi-lingual brochures and flyers, City of Pleasanton's Community Services Activities Guide which is delivered to 28,000 households three times a year, the Tri-Valley Pocket Guide for Human Services, Paratransit Newsletter, informational advertisements in the Pleasanton Senior Center bi-monthly newsletter (The Edge), and the Recreational Activities for Adults with Developmental Disabilities (RADD) Program Newsletter, printed materials at City of Pleasanton facilities including the library.
- Presentations and ongoing communication at local senior housing complexes,

- medical offices and community organizations
- Community fairs such as the Pleasanton Senior Center Transit Fair which attracts over 200 people a year to learn about transit options
 - Cross promotion of programs at time of Wheels and PPS ticket sales and advertisements on websites and in brochures
 - Information is included in the 211 informational brochure and is included as part of their referral service
 - Access Alameda
 - Applications for the Fee Assistance Program are mailed to all past participants encouraging them to apply for the following year.

ELIGIBILITY AND ENROLLMENT

12. What are your requirements for eligibility? (e.g., age, residency, income, ADA-certification status, or other verification of disability).

Eligibility requirements for Pleasanton Paratransit Services:

Pleasanton or Sunol residents
70 years or older or ADA eligible 18 -69 years of age or older.

Scholarship Program Eligibility: We plan to offer the PPS Fee Assistance Program. A total of \$3,848 or 51% of the FY 17/18 budget has been spent to date. We anticipate spending 75% of the budgeted funds for this program. There were a total of fifty seven (57) seniors/disabled that have been approved for the fee assistance program. Eighty eight percent (88%) of the funds spent have been used to purchase transportation tickets and twelve percent (12%) have received discounts to go on group trips. The scholarship program is available to both Pleasanton and Sunol low-income residents. The process to qualify for this program includes verifying residency, income and household size. All fee assistance guidelines, including caps on funds available per client, will be updated and implemented on July 1, 2018. The level of assistance will be determined on the client's income level with a subsidy of 50%, 75% or 100% for paratransit services. Funding guidelines will be based on the U.S. department of Housing and Urban Development (HUD) Annual Income Limits by Household Size Guidelines. These guidelines are consistent with the City of Pleasanton's fee assistance program.

We are pleased to offer this scholarship program and know that many clients benefit from and appreciate this subsidy program.

13. How do consumers enroll in your program? Include how long the enrollment process takes, and how soon newly enrolled applicants can use the services offered.

There are several options for obtaining a PPS Application. In addition to having applications available at the Senior Center, they are available online at the City of Pleasanton's website, Livermore Amador Valley Transportation Authority's website and ACCESS Alameda.

The general PPS application is available to all seniors 70 years and older. Disabled adults 18-69 years of age are provided an ADA application and referred to Livermore Amador Valley Transit Authority's ADA Coordinator for assistance and evaluation. Applications are accepted by mail, walk-in or fax and are processed and approved within two to three days. It is our practice to expedite enrollment for applicants that need next day emergency medical rides.

Upon client approval, rides can be scheduled immediately.

CUSTOMER SATISFACTION

- 14. Describe your complaint and commendation process.** Describe your process from beginning to end, including instructions you provide to customers for filing program suggestions, complaints or commendations, your documentation procedures and your follow up.

Complaints/commendations are documented and directed to the PPS Supervisor, who responds to issues on a one-on-one basis. Suggestions/concerns come from a variety of sources, including: the annual door-to-door evaluation tool, telephone calls, City of Pleasanton's website, letters from riders, and suggestions from the PPS Task Force. Responses to customers are done in writing, by telephone or e-mail.

Personnel issues are directly addressed by the Supervisor on a one-on-one basis and documented in the personnel files, which are used in the evaluation process.

- A. Describe any common or recurring service complaints, commendations and/or suggestions your program has received.** Specify for each of the paratransit projects and programs listed in Attachment B. (*Complaints are defined as phone calls, letters, or emails received for the specific purpose of making a complaint.*)

Riders continue to comment about their desire for same-day rides, especially for medical appointments. Out-of-county transportation needs continue to be a challenge for some seniors and ADA clients. Specifically, there is an on-going need for rides to Contra Costa County for Kaiser medical appointments. Senior Support Program of the Tri-Valley's volunteer driver program is critical in trying to keep up with the demand for cross county medical appointments.

- B. Describe any changes you have made to your program as a result of these customer complaints, commendations and suggestions.**

We will continue to offer a Group Trip program as a result of the positive response we have received from our participants. Seniors continue to be extremely enthusiastic about the destinations and affordability of the outings. Seniors register early and the trips fill up quickly. We offer these trips to Pleasanton and Sunol residents primarily. We actively seek input on desired destinations and look forward to planning another full slate of educational and enriching outings in FY2018/19.

Our plan is to introduce a travel training component offering one-on-one travel training and trip planning for older adults and people with cognitive or physical disabilities.

EXPECTED DEMAND/USE OF SERVICES

15. How many people are/have been/will be registered in the program during the following time periods? Fill in the boxes below.

Registrants at beginning of FY 2016-17	1203
Registrants at end of FY 2016-17	1249
Current Registrants for FY 2017-18	1277
Projected Registrants for FY 2018-19	1404

A. Based on the registration projection provided, explain why you expect your program registration to increase, decrease or stay the same compared to the current year.

Based on the registration projections provided, we anticipate an increase in ridership. As the senior population increases, we expect that seniors will be requesting more rides to local shopping centers, supermarkets, the library and other downtown destinations. Sunrise, a new Assisted Living community in Pleasanton, opened in 2017, which may also increase ridership. Stoneridge Creek, a larger Continuing Care Retirement Community, has also brought on line their Assisted Living and Skilled Nursing facilities, which could also increase ridership.

There is and will continue to be an emphasis on educating riders in Pleasanton about PPS and the importance of using the service during operational hours and only using LAVTA services during hours that PPS is not operating. With these efforts and the continuation of community outreach, we anticipate ridership numbers will slightly increase.

16. Do you expect the total number of one-way trips provided by your program to increase, decrease or stay the same compared to the current year, FY 2017-18? Why?

We anticipate we will see an increase in door-to-door ridership in FY 2018/19 because of the new Sunrise Assisted Living community and an increase in the capacity of the Stoneridge Creek Assisted Living and Skilled Nursing residences. We have identified a goal of 9,000 one-way trips to be completed in FY 2018/19. PPS staff is working with LAVTA staff to assure that Pleasanton residents are using PPS as their primary transportation option.

17. Do the ridership numbers reported in Attachments A and B include companions and/or attendants?

Yes No

- A.** If "Yes", and if known, what percent of total ridership are companions/attendants? *(If providing an estimate, please clearly indicate it as such.)*

The ridership numbers do include companions and attendants which represent just over 2% of our total ridership.

- 18. Please provide data on lift/ramp trips provided, if available.** If lift/ramp trips were provided in more than one service, please specify for each.

Number of trips provided to a consumer using a mobility device in FY 2016-17	1694
Number of trips provided to a consumer using a mobility device in FY 2017-18	1762
Number of trips provided to a consumer using a mobility device in FY 2018-19	1950

VEHICLE FLEET

- 19. Provide details regarding your vehicle fleet.** To answer this question, complete Attachment D (Table D tab of the Excel workbook).

SAFETY INCIDENTS

- 20. Describe any safety incidents recorded by your program in FY 2016-17, or to date in FY 2017-18.** Specify for each of the paratransit projects and programs listed in Attachment B. *(Report incidents resulting in any of the following: a fatality other than a suicide; injuries requiring immediate medical attention away from the scene for two or more persons; property damage equal to or exceeding \$7,500; an evacuation due to life safety reasons; or a collision at a grade crossing.)*

There were no safety incidents reported during FY 2017-18.

FINANCES: PROGRAM REVENUE AND COST

- 21. Detail your FY 2018-19 program's total estimated revenue (all fund sources) and total cost by completing Attachment C (Table C tab of the Excel workbook).** For program components funded all or in part with a Measure B/BB discretionary

grant, segregate the grant funding by entering it in the "Other Measure B/BB" column.

22. Describe below the "Management/Overhead" and "Customer Service and Outreach" costs included in Attachment C and how these cost allocations were determined? (These two categories are defined under Question 1). *The amount spent on Customer Service/Outreach and Management/Overhead is to be included as part of the total program cost, even if it is not funded with Alameda CTC funding. This includes city/agency staff time paid for by a city's general fund.*

A. Management/Overhead Costs

An in-kind City contribution of \$108,344 or ninety one percent (91%) of the total program planned expenditures will be allocated for the Paratransit Supervisor, Recreation Coordinator and Dispatcher to fulfill requirements to fully implement door-to-door Paratransit services. Some of these tasks include the following:

- On-site daily supervision of staff and program details
- Planning, budgeting, and program development
- Participation in Tri-Valley and countywide transit committees and oversight of the PPS Task Force
- Maintaining all statistical records and coordination with finance to support compliance of all records
- Analyzing customer evaluations and making recommendations regarding service delivery
- Implementation of the Mobility Forward implementation plan
- Managing regulatory compliance for program

B. Customer Service and Outreach Costs

Anticipated customer service and outreach costs for the program are \$113,466 or fifteen percent (15%) of the total door-to-door budget, \$103,829 or ninety two percent (92%) of these costs are from an in-kind City contribution. These costs include staff time to complete community outreach/education, resolve rider issues and concerns, complete call backs to clients, develop surveys and evaluations, and create and distribute marketing materials. Also included are the costs to conduct a transit fair annually that is a favorite local event attended by approximately 200 residents.

PROGRAM FUNDING RESERVES

23. If your paratransit program is anticipated to have a remaining balance of Measure B/BB DLD funding at the end of FY 2018-19, as shown in Attachment C, please explain. How do you plan to expend these funds and when?

We plan to expend some of the remaining balance of Measure BB funds by purchasing a new accessible van that will be added to our fleet of vehicles. This van will assist in providing rides that don't have ride-share capabilities and longer trips within the service boundaries.

Cost: \$55,000 based on current price quote.

Upon approval of program plan, the purchase process will begin on July 1, 2018 and will commence by June 30, 2019.

MISCELLANEOUS

24. Use this space to provide any additional notes or clarifications about your program plan.

As we wait for the results of the Mobility Forward study, we are cautious about implementing new programs. We will be providing our normal Paratransit services, adding the travel training component and purchasing an accessible van to enhance our current services.

PPS staff will continue to work closely with LAVTA, particularly with the Mobility Forward Tri-Valley Paratransit study. This collaboration has given each agency a better understanding of the challenges and opportunities in offering Paratransit services in primarily low density, suburban communities.

We look forward to reviewing the final recommendations and implementation plans from the study which will guide our mission for providing Paratransit services next year and into the future for the Tri Valley area.

Alameda CTC FY 2018-19 Annual Paratransit Program Plan Application (July 1, 2018 - June 30, 2019)
Attachment A: Summary of Past Program Service, Performance and Costs (FY 2016-17)

Service/Program Type and Name		Performance FY 2016-17		Total FY 2016-17 Program Costs Expended by Fund Source (Measure B, Measure BB and all other funds expended during FY 2016-17)										Notes	
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M	Column N	Column O	Column P
Eligible Service/Program Type <i>Drop-down Menu</i>	Service/Program/Project Name	Quantity Provided FY 2016-17 Provide total number of one-way trips or units	On-Time Performance FY 2016-17 Percent of passenger trips arrived within designated window (indicate if data is unavailable or non-applicable)	Amount of RESERVE Measure B Paratransit DLD funds	Amount of FY 2016-17 Measure B Paratransit DLD funds	Amount of RESERVE Measure BB Paratransit DLD funds	Amount of FY 2016-17 Measure BB Paratransit DLD funds	Amount of OTHER Measure B/BB funds	What was the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, MB LSR, etc.)	Fare Revenue received from service	Fare Revenue expended on service	Amount of all non-Alameda CTC funds (not including fares)	What was the source of these non-Alameda CTC funds? (e.g. City general fund, federal, state, etc.)	Total Funds expended (all sources) <i>Automatically calculated</i>	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
City-based Door-to-Door	Pleasanton Paratransit Door-to-Door Service	7,127	100%	\$ -	\$ 105,681		\$ 22,071			\$ 16,977	\$ 16,977	\$ 293,727	City General Fund, TDA 4.5 Funds	\$ 438,456	
														\$ -	
Customer Service and Outreach							\$ 11,301					\$ 64,522	City General Fund, TDA 4.5 Funds	\$ 75,823	
														\$ -	
Management/Overhead						\$ 16,808						\$ 46,474	City General Fund, TDA 4.5 Funds	\$ 63,282	
														\$ -	
Scholarship/Subsidized Fare	Fee Assistance Program						\$ 5,656							\$ 5,656	
														\$ -	
Accessible Shuttle	My Ride Shuttle	1,767						\$ 39,255	MB Gap Grant	\$ 1,818	\$ 1,818	\$ 8,886	General Fund	\$ 49,959	
														\$ -	
														\$ -	
														\$ -	
														\$ -	
														\$ -	
				\$ -	\$ 105,681	\$ 16,808	\$ 39,028	\$ 39,255		\$ 18,795	\$ 18,795	\$ 413,609		\$ 633,176	

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Alameda CTC FY 2018-19 Annual Paratransit Program Plan Application (July 1, 2018 - June 30, 2019)
Attachment C: Program Revenue, Cost and Fund Sources

Total FY 2018-19 Program Revenue (Measure B, Measure BB and all other funds available for FY 2018-19)	
Estimated Measure B Paratransit DLD ending balance at the end of THIS fiscal year, FY 2017-18 (June 30, 2018)	\$0
Projected FY 2018-19 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$109,199
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2017-18 (as of June 30, 2018)	\$218,527
Projected FY 2018-19 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$198,016
Total FY 2018-19 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$525,742
Total FY 2018-19 Other Revenue (All other revenue sources, non-DLD, including Gap grant)	\$355,956
Total FY 2018-19 Program Revenue (Measure B, Measure BB and all other sources available for FY 2018-19) (Automatically calculated)	\$881,698

Service/Program Name		Total FY 2018-19 Program Costs by Fund Source (Measure B, Measure BB and all other funds planned to be expended during FY 2018-19)										Total Cost
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M
Service/Program/Project Name <i>Automatically populated from prior sheet (column B)</i>	Quantity Planned for FY 2018-19 <i>Automatically populated from prior sheet (column Q)</i>	Amount of RESERVE Measure B Paratransit DLD funds	Amount of FY 2018-19 Measure B Paratransit DLD funds	Amount of RESERVE Measure BB Paratransit DLD funds	Amount of FY 2018-19 Measure BB Paratransit DLD funds	Amount of OTHER Measure B/BB funds	What is the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, LSR, MB LSR, etc.)	Fare Revenue expected from service	Fare Revenue to be expended on service	Amount of all Non-Alameda CTC funds (not including fares)	What is the source of these non-Alameda CTC funds? (e.g. city funds, federal, state, etc.)	Total Cost (all sources) <i>Automatically calculated</i>
Pleasanton Paratransit Door-to-Door Service	9,000		\$ 109,199		\$ 150,804			\$ 29,375	\$ 29,375	\$ 230,512	City of Pleasanton General Fund and TDA 4.5 Funds	\$ 519,890
0	0											\$ -
PPS Management/Overhead	0				\$ 10,718					\$ 144,306		\$ 155,024
0	0											\$ -
PPS Customer Service/Outreach	0				\$ 9,637					\$ 115,290		\$ 124,927
0	0											\$ -
Daytrippers	440				\$ 15,960							\$ 15,960
0	0											\$ -
Fee Assistance Program	70				\$ 8,026							\$ 8,026
0	0											\$ -
Accessible Van	0			\$ 55,000								\$ 55,000
0	0											\$ -
Travel Training	25				\$ 2,871							\$ 2,871
0	0											\$ -
Totals	9,535	\$ -	\$ 109,199	\$ 55,000	\$ 198,016	\$ -		\$ 29,375	\$ 29,375	\$ 490,108		\$ 881,698

Budget check (total revenue less total cost): \$0

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2019:	\$0	\$163,527	\$163,527
Reserve balance as percent of FY 2018-19 Revenue*	0%	83%	19%

*Alameda CTC's Timely Use of Funds policy looks at entire jurisdiction's fund balance.

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