



Measure B End-of-Year Program Compliance Report Revised Submittals Revised Reports due February 20, 2013

Agency Name: BART

REVISION NUMBER: 1

Choose the type(s) of report you are submitting (check all that apply; Tables 1-3 are required)

- Annual Program Compliance Report – Bicycle and Pedestrian Safety Funds
- Annual Program Compliance Report – Local Streets and Roads Funds
- Annual Program Compliance Report – Mass Transit Funds
- X Annual Program Compliance Report – Paratransit Funds
- Tables 1- 3: Program Summary of Revenues, Expenditures, and Reserves (Excel workbook)

List any additional attachments in the electronic report submittal (check all that apply).

- Attachment A: Bicycle and Pedestrian Attachments
- Attachment B: Local Streets and Roads Attachments
- Attachment C: Mass Transit Attachments
- X Attachment D: Paratransit Attachments
- Other Attachments (clearly label additional attachments as needed)

Certification of True and Accurate Reporting

Authorized representatives of the reporting agency (i.e. the city manager and finance manager or their designees) must sign below affirming the **REVISED** compliance information reported are true and complete to the best of their knowledge, and the audited dollar figures **matches exactly to the Measure B revenues and expenditures reported in the compliance report and Tables 1-3.**

X
Signature

Laura Timothy
Manager Access and Accessible Services

2/20/2013
Date

X
Signature

Christopher Gan
Finance Manager

2/20/13
Date



MEASURE B

**End-of-Year
Program Compliance
Reporting Forms**

Reporting Period July 1, 2011 through June 30, 2012



Measure B Program End-of-Year Program Compliance Reporting Period July 1, 2011 through June 30, 2012

Submittal	Due Dates
Independent Audit	<p>Thursday December 27, 2012</p> <ul style="list-style-type: none"> • Electronic version by email by 5 p.m. • Hard copy post-marked by due date.
Compliance Report	<p>Monday December 31, 2012</p> <ul style="list-style-type: none"> • Electronic version by email by 5 p.m. • Hard copy with original signatures and attachments, post-marked by due date.

The Alameda CTC must receive all electronic files and hardcopies by their respective due dates. If you have any questions or concerns, notify the grants administrator, John Nguyen by e-mail grants@alamedactc.org or phone (510) 208-7419.

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End-of-Year Program Compliance Reporting Requirements

Reporting Period July 1, 2011 through June 30, 2012

In July 2010, the Alameda County Transportation Improvement Authority (ACTIA) merged with the Alameda County Congestion Management Agency to become the Alameda County Transportation Commission (Alameda CTC). Agencies and jurisdictions that have Measure B pass-through fund and grant agreements with ACTIA must continue to submit end-of-year program compliance reports to the Alameda CTC.

Measure B and Vehicle Registration Fee (VRF) pass-through fund recipients are required to submit to the Alameda CTC, one electronic and one hard copy version of the following: an audit report and a compliance report.

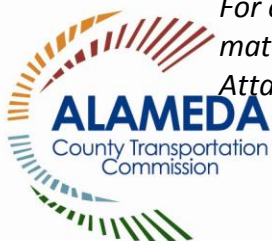
COMPLIANCE REPORT REQUIRED ENCLOSURES:

1. **End of the Year Compliance Report Forms for Measure B and Vehicle Registration Fee** (*as applicable*)
2. **Tables 1-3** (*for each applicable program*)
3. **Documentation of Reporting Requirements**
 - **Measure B/VRF Signage:** In the compliance report, include a description and documentation of signage and the number of signs posted.
 - **Website:** In the compliance report, include a description and documentation of where you listed a link to Alameda CTC's website (www.alamedactc.org) on your agency's website, and informed the public about how your jurisdiction uses Measure B funds for transportation projects/programs.
 - **Publications:** In the compliance report, include a description and documentation of an article published in your agency's newsletter or Alameda CTC's e-newsletter for each fund type you receive.

Audit and Compliance Reporting Consistency

The dollar amounts on each of your compliance documents must match, or Alameda CTC will consider your agency out of compliance.

For example, your audit's expenditure dollar figures for the Paratransit program must match reported figures in your Paratransit compliance report, and the Tables 1-3 Attachments. See guidance throughout the report forms.



Submittal Instructions

Audit and Compliance Reports

The End-of-Year (EOY) Program Compliance Report includes a Microsoft (MS) Word Report form and a MS Excel file with tabbed Tables 1-3 for each program. These documents are available for download at http://www.alamedactc.org/app_pages/view/4136.

INDEPENDENT AUDIT REPORT: Due Thursday December 27, 2012

Electronic submission: Submit one copy of the Independent Audit Report via email to grants@alamedactc.org.

Hard-copy submission: Postmark one hard copy of the Independent Audit Report, signed by an independent auditor, by Thursday December 27, 2012.

Mail hard-copy reports to: Alameda CTC
Attn: End-of-Year Program Compliance
1333 Broadway, Suite 220
Oakland, CA 94612

EOY COMPLIANCE REPORT: Due Monday December 31, 2012

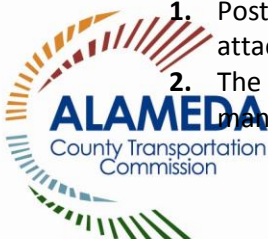
Electronic submission:

1. Download and complete the MS Word Form and Excel files for Measure B and Vehicle Registration Fee Programs as applicable.
2. Include attachments, labeled appropriately as Attachments A-D as indicated on the signature page (page 1). Each attachment package should include:
 - a. Two photos maximum, per program fund type.
 - b. Documentation of articles, newsletters, signage, etc., Ensure the attachments are labeled and are easily readable when reproduced in black and white.
3. Send an email with the completed MS Word document, Excel Tables 1-3, and attachments to grants@alamedactc.org. If your files are larger than 8 MB, upload the files to Alameda CTC's FTP site below, and send an email to grants@alamedactc.org to notify us of the upload:

FTP server name: <ftp.actia2022.com>
Username: 2022
Password: Tr33inforest

Hard-copy submission:

1. Postmark one hard copy of the EOY Program Compliance Report and the Tables 1-3 workbook attachments with original signatures by Monday December 31, 2012.
2. The signature page (page 1) must have original signatures from the city finance manager and city manager, or the appropriate equivalent of their designees.



Policies on Timely Use of Funds and Reserve Funds

Each jurisdiction receiving Measure B and Vehicle Registration Fee (VRF) pass-through funds are required to comply with the stipulations set forth in the Master Programs Funding Agreement (MPFA) between the jurisdiction and Alameda CTC.

Measure B and VRF funds are to be expended in a timely manner, and/or placed into an appropriate reserve as indicated in the MPFA excerpts below.

Article 3.A. Timely Use of Funds

1. Except for those funds properly placed into a reserve fund pursuant to Section B below, all Measure B and VRF funds received by RECIPIENT shall be spent expeditiously, and no expended funds beyond those included in reserves pursuant to Section B below are allowed, unless a written request is submitted to the Alameda CTC and approved by the Board.

Article 3.B. Reserve Fund Policy

1. **Capital Fund Reserve:** RECIPIENT may establish a specific capital fund reserve to fund specific large capital project(s) that could otherwise not be funded with a single year's worth of Measure B or VRF pass-through funds.

- a. RECIPIENT may collect capital funds during not more than three years and shall expend all reserve funds prior to the end of the third fiscal year immediately following the fiscal year during which the reserve was established.

For example, if a reserve is established at any time during FY 12-13, recipient may collect reserve funds during some or all of FY 12-13, FY 13-14, and FY 14-15, and must spend the reserve funds prior to the end of FY 15-16.

2. **Operations Fund Reserve:** RECIPIENT may establish and maintain a specific reserve to address operational issues, including fluctuations in revenues, and to help maintain transportation operations. The total amount retained in such fund may not exceed 50 percent of anticipated annual combined revenues from Measure B and VRF funds. This fund may be a revolving fund and is not subject to an expenditure timeframe.
3. **Undesignated Fund Reserve:** RECIPIENT may establish and maintain a specific reserve for transportation needs over a fiscal year, such as matching funds for grants, project development work, studies for transportation purposes, or contingency funds for a project or program. This fund may not contain more than 10 percent of annual pass-through revenues.



End-of-Year Program Compliance Report

Reports due December 31, 2012

Agency Name: _____

Choose the type(s) of report you are submitting (check all that apply; Tables 1-3 are required)

- Annual Program Compliance Report – Bicycle and Pedestrian Safety Funds
- Annual Program Compliance Report – Local Streets and Roads Funds
- Annual Program Compliance Report – Mass Transit Funds
- Annual Program Compliance Report – Paratransit Funds
- Tables 1- 3: Program Summary of Revenues, Expenditures, and Reserves (Excel workbook)

List any additional attachments in the electronic report submittal (check all that apply).

- Attachment A: Bicycle and Pedestrian Attachments
- Attachment B: Local Streets and Roads Attachments
- Attachment C: Mass Transit Attachments
- Attachment D: Paratransit Attachments
- Other Attachments (clearly label additional attachments as needed)

Certification of True and Accurate Reporting

Authorized representatives of the reporting agency (i.e. the city manager and finance manager or their designees) must sign below affirming the compliance information reported are true and complete to the best of their knowledge, and the **audited dollar figures matches exactly to the Measure B revenues and expenditures reported in the compliance report and Tables 1-3.**

X _____

Signature

Print Name: Laura Timothy
Title of Agency Manager: Manager of
Access and Accessible Services

12/14/2012

Date

X _____

Signature

Print Name: Chris Gan
Title of Finance Manager: Assistant
Controller

12/14/2012

Date



Bicycle and Pedestrian Program Compliance Report Summary

1. Did your agency receive Measure B Bicycle and Pedestrian Funds in the reporting period of July 1, 2011 through June 30, 2012?

- Yes (Complete the Bicycle/Pedestrian section.)
- No (Do not complete the Bicycle/Pedestrian section and continue on.)

2. Complete the below contact information.

CONTACT INFORMATION	
Bicycle/Pedestrian Program Agency: Contact Name: Title:	
Phone Number:	
E-mail Address:	

3. Complete the Excel Worksheets Tables 1 to 3 for the Bicycle and Pedestrian Program. (Check the boxes below to indicate completion).

- Table 1: Measure B Revenues and Expenditures**
The values entered into Table 1 must match your agency’s audit and compliance report. **Please contact Alameda CTC staff if you have questions before submitting your report. All dollar figures must match your independent audit report and compliance report or Alameda CTC may reject your submission.**
- Table 2: Summary of Expenditures and Accomplishments**
This table describes actual expenditures and activities incurred for FY 2011-2012 (FY 11-12).
- Table 3: Summary of Planned Projects and Reserve Funds**

This table describes your agency's plan to expend any remaining Measure B funds within the four-year time table of the funding agreement through FY 12-13 thru FY 15-16.

4. **If your agency's ending MB Pass-through balance was greater than zero, why do you have this reserve?** For instance, if you are saving a funding amount, what amount are you saving and what types of projects/programs will those dollars fund? **Refer to Reserve Fund guidance (page iv), and complete Table 3 Summary of Planned Projects and Reserve Funds as required by the Master Programs Funding Agreement.**

5. **If applicable, why were the reported expenditures in FY 11-12 more than the amount of Measure B funds the agency received in FY 11-12?** For instance, if your agency faced a funding shortage, how did you use reserve Measure B funds from a previous fiscal year(s)?

6. **Describe undesignated funds.** If your agency has undesignated Measure B funds, describe your process to allocate these funds and describe in detail your plan and time frame for using those funds. In addition, if you plan to use reserves, will this require additional agency approvals, and if so, what is your approval process? **Refer to Reserve Fund guidance (page iv), and complete Table 3 Summary of Planned Projects and Reserve Funds.**

7. Alameda CTC uses the data from Table 2 to monitor compliance with the Master Programs Funding Agreement requirement (Section 5.1.d): *"All projects and programs that use Measure B Bicycle and Pedestrian Safety pass-through funds must receive governing board approval prior to the jurisdiction expending the pass-through funding on the project/program."*

If your agency expended funds on any projects not approved by your governing board in advance (as indicated in **Column R of Table 2: Governing Board Approval), list them below and explain why your agency expended funds without agency approval.**

8. **Describe the governing board approval for future planned projects and/or programs.** List the document type, time period, and resolution approval date. Examples include a bicycle and/or pedestrian plan, capital improvement plan, prioritized project list, etc.

Document Type	Time Period	Resolution Date

9. Per Section 6 of the Master Programs Fund Agreement, Alameda CTC requires local jurisdictions to have developed and adopted a Complete Streets policy by June 30, 2013.

Does your agency have an adopted Complete Streets policy, and if so, when was it adopted by your governing board? If not, please describe your agency’s plan to develop and adopt a Complete Streets policy by the June 30, 2013 deadline.

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10. Did your agency publish articles that highlight Bicycle/Pedestrian projects and programs funded by Measure B in an agency or Alameda CTC newsletter?

Yes No. *If no, explain in Question #13 Additional Information.*

If yes, include a copy of the article(s) as Attachment A: Bicycle and Pedestrian Program Attachments and list the publication(s) and date(s) below.

Publication	Date Published	Copy Attached? (Y/N)

11. Did your agency include a description of the Bicycle/Pedestrian projects and programs funded by Measure B on its website?

Yes No. *If no, explain in Question #13 Additional Information.*

If yes, include a printout of the website in Attachment A and provide the URL below that contains updated and accurate project information.

Website Address	Printout Attached? (Y/N)

12. Did your agency use signage that indicates use of Measure B funds for its Bicycle/Pedestrian projects and programs?

Yes No. *If no, explain in Question #13 Additional Information.*

If yes, include photos of the signage in Attachment A and describe the signage below.

Signage Description	Photos attached? (Y/N)

13. Provide additional information, if necessary, to further explain Measure B expenditures for the Bicycle and Pedestrian Program.



Local Streets and Roads (LSR) Program Compliance Report Summary

1. Did your agency receive Measure B Local Streets and Roads Funds in the reporting period of July 1, 2011 through June 30, 2012?

- Yes (Complete the LSR section.)
- No (Do not complete the LSR section and continue on.)

2. Complete the below contact information.

CONTACT INFORMATION	
LSR Program Agency: Contact Name: Title:	
Phone Number:	
E-mail Address:	

3. Complete the Excel Worksheets Tables 1 to 3 for Local Streets and Roads.

(Check the boxes below to indicate completion).

- Table 1: Measure B Revenues and Expenditures**
The values entered into Table 1 must match your agency’s audit and compliance report. **Please contact Alameda CTC staff if you have questions before submitting your report. All dollar figures must match your independent audit report and compliance report or Alameda CTC may reject your submission.**
- Table 2: Summary of Expenditures and Accomplishments**
This table describes actual expenditures and activities incurred for FY 2011-2012 (FY 11-12).
- Table 3: Summary of Planned Projects and Reserve Funds**
This table describes your agency’s plan to expend any remaining Measure B funds within the four-year time table of the funding agreement through FY 12-13 thru FY 15-16.

4. **If your agency's ending MB Pass-through balance was greater than zero, why do you have this reserve?** For instance, if you are saving a funding amount, what amount are you saving and what types of projects/programs will those dollars fund? **Refer to Reserve Fund guidance (page iv), and complete Table 3 Summary of Planned Projects and Reserve Funds as required by the Master Programs Funding Agreement.**

5. **If applicable, why were the reported expenditures in FY 11-12 more than the amount of Measure B funds the agency received in FY 11-12?** For instance, if your agency faced a funding shortage, how did you use reserve Measure B funds from a previous fiscal year(s)?

6. **Describe undesignated funds.** If your agency has undesignated Measure B funds, describe your process to allocate these funds and describe in detail your plan and time frame for using those funds. In addition, if you plan to use reserves, will this require additional agency approvals, and if so, what is your approval process? **Refer to Reserve Fund guidance (page iv), and complete Table 3 Summary of Planned Projects and Reserve Funds.**

7. Alameda CTC uses the data from Table 2 to monitor compliance with the Master Programs Funding Agreement requirement (Section 5.d.): *"All projects and programs that use Measure B Local Streets and Roads pass-through funds must receive governing board approval prior to the jurisdiction expending the pass-through funding on the project/program."*

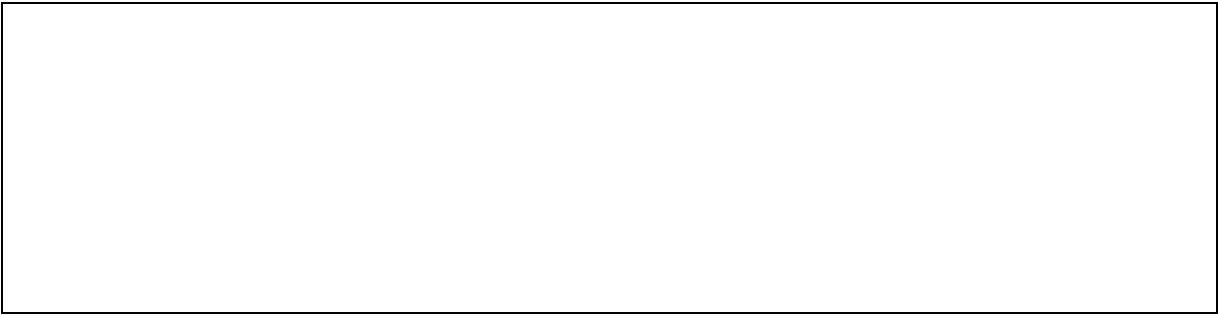
If your agency expended funds on any projects not approved by your governing board in advance (as indicated in **Column R of Table 2: Governing Board Approval), list them below and explain why your agency expended funds without agency approval.**

8. **Describe the governing board approval for future planned projects and/or programs.** List the document type, time period, and resolution approval date. Examples include a bicycle and/or pedestrian plan, capital improvement plan, prioritized project list, etc.

Document Type	Time Period	Resolution Date

9. Per Section 6 of the Master Programs Fund Agreement, Alameda CTC requires local jurisdictions to have developed and adopted a Complete Streets policy by June 30, 2013.

Does your agency have an adopted Complete Streets policy, and if so, when was it adopted by your governing board? If not, please describe your agency’s plan to develop and adopt a Complete Streets policy by the June 30, 2013 deadline.



10. Complete the table below to describe your jurisdiction’s road miles and conditions.

Jurisdiction’s Information	
<p>Current Population</p> <p>This figure should reflect the population as of January 1, 2012. Refer to the California Department of Finance’s Population Estimates: http://www.dof.ca.gov/research/demographic/reports/estimates/e-1/view.php</p>	
<p>Certified number of road-miles</p> <p>This figure must be consistent with the number of miles reported to state and federal agencies.</p>	
<p>Average pavement condition index (PCI) for agency’s local streets</p> <p>This figure must be consistent with the information available in Metropolitan Transportation Commission’s 2011 Pothole Report for the year 2010, table “PCI for Bay Area Jurisdictions, 2006-2010” (pages 15-18). For more information, visit http://www.mtc.ca.gov/library/pothole_report/Pothole_Report_2011.pdf.</p>	

11. Did your agency publish articles that highlight Local Streets and Roads projects and programs funded by Measure B in an agency or Alameda CTC newsletter?

Yes No. *If no, explain in Question #14 Additional Information.*

If yes, include a copy of the article(s) as Attachment B: Local Streets and Roads Program Attachments and list the publication(s) and date(s) below.

Publication	Date Published	Copy Attached? (Y/N)

12. Did your agency include a description of the Local Streets and Roads projects and programs funded by Measure B on its website?

Yes No. *If no, explain in Question #14 Additional Information.*

If yes, include a printout of the website in Attachment B and provide the URL below that contains updated and accurate project information.

Website Address	Printout Attached? (Y/N)

13. Did your agency use signage that indicates use of Measure B funds for its Local Streets and Roads projects and programs?

Yes No. *If no, explain in Question #14 Additional Information.*

If yes, include photos of the signage in Attachment B and describe the signage below.

Signage Description	Photos attached? (Y/N)

14. Provide additional information, if necessary, to further explain Measure B expenditures for the Local Streets and Roads Program.



Mass Transit Program Compliance Report Summary

1. Did your agency receive Measure B Mass Transit Funds in the reporting period of July 1, 2011 through June 30, 2012?

- Yes (Complete the Mass Transit section.)
- No (Do not complete the Mass Transit section and continue on.)

2. Complete the below contact information.

CONTACT INFORMATION	
Mass Transit Program Agency: Contact Name: Title:	
Phone Number:	
E-mail Address:	

3. Complete the Excel Worksheets Tables 1 to 3 for Mass Transit.

(Check the boxes below to indicate completion).

- Table 1: Measure B Revenues and Expenditures**
The values entered into Table 1 must match your agency’s audit and compliance report. **Please contact Alameda CTC staff if you have questions before submitting your report. All dollar figures must match your independent audit report and compliance report or Alameda CTC may reject your submission.**
- Table 2: Summary of Expenditures and Accomplishments**
This table describes actual expenditures and activities incurred for FY 2011-2012 (FY 11-12).
- Table 3: Summary of Planned Projects and Reserve Funds**
This table describes your agency’s plan to expend any remaining Measure B funds within the four-year time table of the funding agreement through FY 12-13 thru FY 15-16.

4. **If your agency's ending MB Pass-through balance was greater than zero, why do you have this reserve?** For instance, if you are saving a funding amount, what amount are you saving and what types of projects/programs will those dollars fund? **Refer to Reserve Fund guidance (page iv), and complete Table 3 Summary of Planned Projects and Reserve Funds as required by the Master Programs Funding Agreement.**

5. **If applicable, why were the reported expenditures in FY 11-12 more than the amount of Measure B funds the agency received in FY 11-12?** For instance, if your agency faced a funding shortage, how did you use reserve Measure B funds from a previous fiscal year(s)?

6. **Describe undesignated funds.** If your agency has undesignated Measure B funds, describe your process to allocate these funds and describe in detail your plan and time frame for using those funds. In addition, if you plan to use reserves, will this require additional agency approvals, and if so, what is your approval process? **Refer to Reserve Fund guidance (page iv), and complete Table 3 Summary of Planned Projects and Reserve Funds.**

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7. Did your agency publish articles that highlight Mass Transit projects and programs funded by Measure B in an agency or Alameda CTC newsletter?

Yes No. *If no, explain in Question #10 Additional Information.*

If yes, include a copy of the article(s) as Attachment C: Mass Transit Program Attachments and list the publication(s) and date(s) below.

Publication	Date Published	Copy Attached? (Y/N)

8. Did your agency include a description of the Mass Transit projects and programs funded by Measure B on its website?

Yes No. *If no, explain in Question #10 Additional Information.*

If yes, include a printout of the website in Attachment C and provide the URL below that contains updated and accurate project information.

Website Address	Printout Attached? (Y/N)

9. Did your agency use signage that indicates use of Measure B funds for its Mass Transit projects and programs?

Yes No. *If no, explain in Question #10 Additional Information.*

If yes, include photos of the signage in Attachment C and describe the signage below.

Signage Description	Photos attached? (Y/N)

10. Provide additional information, if necessary, to further explain Measure B expenditures for the Mass Transit Program



Paratransit Program Compliance Report Summary

Revised 2-20-2013

1. Did your agency receive Measure B Paratransit Funds in the reporting period of July 1, 2011 through June 30, 2012?

- Yes (Complete this Paratransit section.)
- No (Do not complete the Paratransit section and continue on.)

2. Complete the below contact information.

CONTACT INFORMATION	
Paratransit Program Agency:	BART as part of the East Bay Paratransit Consortium
Contact Name:	Laura Timothy
Title:	Manager of Access and Accessible Services
Phone Number:	510 464 6446
E-mail Address:	ltimoth@bart.gov

3. Complete the Excel Worksheets Tables 1 to 3 for Paratransit.

(Check the boxes below to indicate completion).

- Table 1: Measure B Revenues and Expenditures**
The values entered into Table 1 must match your agency’s audit and compliance report. **Please contact Alameda CTC staff if you have questions before submitting your report. All dollar figures must match your independent audit report and compliance report or Alameda CTC may reject your submission.**
- Table 2: Summary of Expenditures and Accomplishments**
This table describes actual expenditures and activities incurred for FY 2011-2012 (FY 11-12).
- Table 3: Summary of Planned Projects and Reserve Funds**
This table describes your agency’s plan to expend any remaining Measure B funds within the four-year time table of the funding agreement through FY 12-13 thru FY 15-16.

4. **If your agency's ending MB Pass-through balance was greater than zero, why do you have this reserve?** For instance, if you are saving a funding amount, what amount are you saving and what types of projects/programs will those dollars fund? **Refer to Reserve Fund guidance (page iv), and complete Table 3 Summary of Planned Projects and Reserve Funds as required by the Master Programs Funding Agreement.**

N/A

5. **If applicable, why were the reported expenditures in FY 11-12 more than the amount of Measure B funds the agency received in FY 11-12?** For instance, if your agency faced a funding shortage, how did you use reserve Measure B funds from a previous fiscal year(s)?

Measure B mandated pass-through Paratransit funds do not cover the cost of BART's share to operate the East Bay Paratransit Consortium. The majority of funds needed to pay for the ADA program are provided from BART's General Fund.

6. **Describe undesignated funds.** If your agency has undesignated Measure B funds, describe your process to allocate these funds and describe in detail your plan and time frame for using those funds. In addition, if you plan to use reserves, will this require additional agency approvals, and if so, what is your approval process? **Refer to Reserve Fund guidance (page iv), and complete Table 3 Summary of Planned Projects and Reserve Funds.**

N/A

7. **List the amount of the Total Operating Expenses allocated to the following.**

Category	Expense Amount
	Indicate zero if none.
Management * (<i>oversight, planning, budgeting, etc.</i>)	\$62,000
Customer Service and Outreach Activities	\$310,000
Trip Provision (<i>direct or contracted taxis, vans, shuttles, etc.</i>)	\$9,993,652
TOTAL Operating Expenses:	\$10,365,652

*Not included in question #7, Total Operating Expenses of \$10,365,652 is BART's cost for the Program Coordinator's office of \$138,982.

8a. Complete the table below with available service quality data for reservations and trips. If no data is available, skip this question and complete 8b and 8c.

Cancelled Trip Reservations <i>(percent)</i>	Passenger No-shows <i>(percent)</i>	On-time Pickups <i>(percent)</i>	Late Pickups <i>(percent)</i>	Missed Trips, Provider No-shows* <i>(percent)</i>	Average Ride Time <i>(minutes)</i>
23%**	2.6%	93.6%	6.2%	0.08%	38.4 min.

*Includes very late pickups

** includes 100% of cancellations, from same day to 7 days in advance of the trip

8b. Describe your complaint and commendation process. Describe the process from beginning to end, including instructions you provide to customers for filing complaints or commendations, your document procedures, and your follow up.

- Individuals making a complaint receive a post card or a phone call, thanking them for the information, explaining we use complaints to review and improve the system. The individual is told they may call us back in 2 weeks if they would like to know the outcome of the research we conduct on their complaint. Riders who have specified an alternative format receive post cards in their specified format.
- Customer Response clerks research the complaint using tapes of calls, AVL data, fixed route time, route mapping, etc. Once the Response clerk has investigated, the complaint is sent to the appropriate party (Service Provider or EBPC management) for their investigation and response.
- Complaints needing additional response are forwarded to the AC Transit and BART management for coordination and response.
- Complaints about individuals are shared with them and made a part of their file. The individuals is counseled or re-trained. Progressive discipline procedures are used with individuals receiving multiple complaints.
- The Operations Manager reviews driver complaints regularly with the providers.
- Complaints about vehicles are investigated and repairs are made, if necessary.
- Complementary fare tickets are given to riders took rides that were more than 60 minutes late, or situations where the vehicle never arrived.

8c. Describe any common or recurring complaints your program has received and the program changes as a result.

All customer complaints are tracked by type. Numbers of complaints are reported by category to staff and to the EBPC Rider Committee, called the Service Review Advisory Committee (SRAC). Complaint statistics and details are used to determine areas of the service needing attention. Information uncovered in the complaint process is used to improve the service most often through specific attention to individual employees or through modification of service practices. The Broker’s Operations Manager regularly reviews complaints and their responses to identify trends and issues.

FY 11/12, results are as follows:

Complaint type:	Number
Timeliness	934
Driver	1,230
Equipment/vehicle	72
Provider scheduling	144
Broker	212
Broker scheduling	255
Other	309
Total Complaints	3,156
Complaints as a % of revenue passengers	0.49%
Commendations received	1,745

Complaints against staff, such as Broker employees or drivers are reviewed with the staff person and made a part of their file, after re-training or counseling. The Broker’s office and the service providers all have graduated disciplinary measure.

Complaints involving vehicles and equipment are addressed through inspections and maintenance of the faulty equipment.

Scheduling problems are investigated. Complaints concerning standing orders might result in changes to the pick up times or to the route the standing order is assigned to.

9. Does your agency have service quality data available about ridership? If so, enter the data in the applicable boxes below.

Number of Registered Riders	Number of Riders Added to Program in FY 11-12	Number of Riders on Wait List	Number of Accidents and Incidents*
@ yr-end: 18,586 riders on data base	Net riders added = 1,342**	0	42

*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.

** 4,474 riders (both new to EBPC and recertifying riders) were certified as eligible to use the system; 3,132 rider records were inactivated due to death; leaving the service area; not seeking recertification, etc.

10. Did your agency publish articles that highlight Paratransit projects and programs funded by Measure B in an agency or Alameda CTC newsletter?

Yes No. If no, explain in Question #13 Additional Information.

If yes, include a copy of the article(s) in Attachment D: Paratransit Program Attachments and list the publication(s) and date(s) below.

Publication	Date Published	Copy Attached? (Y/N)
Newsletter for ACTC from EBPC	Sent to ACTC: 10/13/2011	yes
Measure B Article from East Bay Paratransit	Sent to ACTC: 3/22/2012	yes
On hold message	Played throughout FY 11/12	Yes

11. Did your agency include a description of the Paratransit projects and programs funded by Measure B on its website?

Yes No. If no, explain in Question #13 Additional Information.

If yes, include a printout of the website in Attachment D and provide the URL below that contains updated and accurate project information.

Website Address	Printout Attached? (Y/N)
EBPC website: http://eastbayparatransit.org/	yes
BART website: http://www.bart.gov/guide/accessibility/paratransit.aspx	yes

Learn BART! A project supported by an ACTC Gap Grant. Last page of brochure acknowledges ACTC and PAPCO. (last page attached) http://www.bart.gov/docs/brochures/Learn%20BART%20Online5.3.pdf	Yes (last page)
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12. Did your agency use signage that indicates use of Measure B funds for its Paratransit projects and programs?

Yes No. *If no, explain in Question #13 Additional Information.*

If yes, include photos of the signage in Attachment D and describe the signage below.

Signage Description	Photos attached? (Y/N)
Bumper sticker on all EBPC vehicles	yes

13. Provide additional information, if necessary, to further explain Measure B expenditures for the Paratransit Program.

BART's primary objective will be to continue its partnership with AC Transit to provide ADA mandated paratransit through their joint venture, the East Bay Paratransit Consortium.