

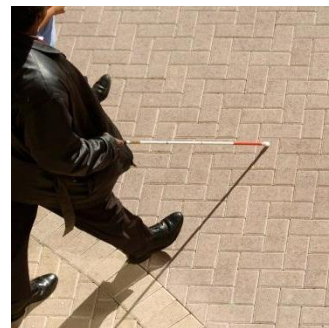
PAPCO
Paratransit
Program Plan
Review
Subcommittee

MEASURE B/BB

SPECIAL TRANSPORTATION
FOR SENIORS AND
PEOPLE WITH DISABILITIES



FY 2018 – 2019
Submitted Program Plans



NORTH COUNTY

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Paratransit Program Plan Staff Summary

Fiscal Year 2018-19

Paratransit Program: Alameda Subcommittee: North County

- Services provided:
 - Taxi
 - Accessible Fixed-Route Shuttle
 - Group Trips
 - Scholarship
- 98% Measure B/BB; Remainder: 2% fare revenue
- 23% reserves
- Cost per trip – Shuttle and Taxi trips increasing significantly – Shuttle from \$9.06 to \$24.31, Taxi from \$18.26 to \$33.33
- Trends in trip provision – significant increase planned overall
- Elements requiring approval:
 - Taxi incentives: Staff will provide limited taxi driver incentives. (Already approved by Alameda CTC staff.)
 - Scholarships: The Paratransit Program Implementation Guidelines indicate that household income should not exceed 50 percent area median income (AMI) to qualify for a scholarship. The program proposes offering a Senior and Disabled Local A.C. Transit bus pass program which allow Alameda Point Collaborative (APC) and Alameda Housing Authority seniors and persons with disabilities, to ride AC Transit bus lines for free. For the taxi subsidies, a limit of \$50 in matching funds per family is available each

fiscal year. (Alameda CTC staff is currently reviewing this request.)

- Capital planned – Helps fund the Cross Alameda Trail project between Constitution Way and Main Street, which will be a new 1.5 mile separated walkway and bikeway. Covers the cost of purchasing and installing new benches. (Alameda CTC staff is currently reviewing this request.)
- Scholarship program is new

Staff Recommendation: Recommend conditional approval for program plan pending further information on how capital proposal is consistent with the objectives of the Alameda CTC Special Transportation for Seniors and People with Disabilities (Paratransit) Program – “programs should be designed to enhance quality of life for seniors and people with disabilities by offering accessible, affordable and convenient transportation options to reach major medical facilities, grocery stores and other important travel destinations to meet life needs.” Program should provide information on how seniors and people with disabilities will benefit from this capital improvement.

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

CONTACT INFORMATION	
Agency:	City of Alameda
Contact Name:	Victoria Williams
Title:	Paratransit Coordinator
Phone Number:	510-747-7513
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Date Submitted: March 22, 2018

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 Alameda will use its DLD funds to supplement East Bay Paratransit (EBP) and to reduce transportation gaps experienced by individuals with disabilities and by seniors with the following programs:

- **Alameda Loop Shuttle:** Acts as a bridge between AC Transit and EBP. Initiated in 2010, this service is free to users, is open to the general public yet targets seniors and individuals with disabilities.
- **Taxi Services:** Provides same day services – Medical Return Trip Improvement Program (MRTIP) and Premium Taxi Service. MRTIP provides subsidized taxi trips to EBP-certified residents returning home from medical appointments, thereby eliminating the uncertainty of coordinating return trips with EBP. The Premium Taxi Service provides eligible Alameda residents a 70 percent discount on taxi rides within Alameda County.
- **Group Trips:** Provides leisure activities for seniors (Mastick Monthly Trips, individuals in nursing facilities (Crown Memorial Beach Annual Picnic) and adults with disabilities (Leisure Club).
- **Scholarships:** Two programs: One scholarship program assists low-income individuals with Premium Taxi Service and MRTIP expenses. The second program provides free AC Transit bus passes for Alameda Point Collaborative and Alameda Housing Authority seniors or individuals with disabilities.
- **Capital Investments:** Helps fund the Cross Alameda Trail project between Constitution Way and Main Street, which will be a new 1.5 mile separated walkway and bikeway. Covers the cost of purchasing and installing new benches.
- **Customer Service and Outreach:** Includes schedules, flyers, advertisements, incentives, orientations and informational mailings as well as selling EBP tickets.
- **Program Management:** Includes staff that provides program oversight, completes the Alameda CTC reporting requirements, reviews program data and invoices, participates in Alameda CTC's committees, renews or establishes new contracts, conducts outreach meetings, and coordinates with the transportation providers and Senior Center staff. Also includes support of on-call paratransit consultant, who assists in evaluating and implementing the overall paratransit program as well as the part-time driver for the group trips.

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?

The recommended services meet the needs of seniors and individuals with disabilities in the following ways:

- **Alameda Loop Shuttle:** The primary destinations provide both basic life needs such as to medical facilities (like Kaiser), shopping centers and housing complexes as well as enhanced quality of life such as to Mastick Senior Center, Alameda Theatre and the Main Library.
- **Taxi Services:** Both services allow for same day trips to occur, improving both quality of life and access to/from medical appointments. MRTIP makes it easier to return from a medical appointment. The Premium Service allows all trip types – not just restricted to medical origins.

- **Group Trips:** Provides recreation opportunities for seniors and people who have disabilities, many of whom might have limited ability to travel on their own and limited opportunities for community and social engagement.
- **Scholarships:** Expands travel opportunities for seniors and people with disabilities who have low incomes and who might not otherwise be able to use the AC Transit bus system or the subsidized taxi program to the full extent.
- **Capital Investments:** Expands mobility and accessibility with additional walkways, crosswalks, ADA compliance and benches, thereby allowing individuals with limited physical capabilities to take part in more activities and to reach more destinations.
- **Customer Service/Outreach and Program Management:** Supports the program users by making the services available and providing information about them.

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.

- Mastick Senior Center
- South Shore Shopping Center
- Marina Shopping Center
- Independence Plaza – affordable senior housing
- Kaiser Permanente
- Main Library
- Alameda Hospital
- Alameda Theatre
- Anne B. Diament – affordable senior housing

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)

N/A

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.

Shuttle and Taxi Programs: Staff recommends adding capacity to use a smart phone app that allows riders to view the real-time location of the shuttle buses and taxis.

Scholarships: Staff recommends expanding the opportunity for free bus passes to Alameda Housing Authority residents who are seniors or people with disabilities and low income to expand travel opportunities for Alameda Housing Authority seniors and people with disabilities who have low incomes and who might not

otherwise be able to use the AC Transit bus system or the subsidized taxi program to the full extent due to income restrictions.

Capital Investments: Staff recommends helping fund the Cross Alameda Trail project between Constitution Way and Main Street, which will be a new 1.5 mile separated walkway and bikeway, and recommends covering the cost of purchasing and installing new benches citywide. The Cross Alameda Trail was scoped to be a shared-use trail with people walking and bicycling on the same trail. The additional funds for the Cross Alameda Trail project will help fund a separate walkway as well as a mid-block crossing and flashing beacon that connects the trail with a senior living facility – Independence Plaza. Other Cross Alameda Trail improvements include ADA compliance, crosswalk enhancements and connections to AC Transit bus stops and Alameda Loop Shuttle stops.

- 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.

Taxi Program: The City of Alameda will consider incorporating Uber Pool, Lyft Line or a volunteer driver program – if available – into the City's taxi service program in a way that ensures an equivalent service for both people with disabilities and without disabilities. Factors to be considered to ensure equivalent service include: fare, response time/service availability, reservation capability and availability of information.

Alameda Loop Shuttle: The City of Alameda is monitoring the Alameda Loop Shuttle to ensure that it is a cost effective service, which increased in frequency to 30 minutes from one-hour frequency in October 2017. If the shuttle does not achieve Alameda CTC guidelines on cost effectiveness within the required two-year timeframe, the City will consider other programs such as a volunteer driver program or a revised shuttle service.

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)

- A. Capital Investments:** Staff recommends helping fund the Cross Alameda Trail project between Constitution Way and Main Street, which will be a new 1.5 mile separated walkway and bikeway. The capital program also covers the cost of purchasing and installing new benches citywide. The program expands mobility and accessibility with an additional separated walkway as part of an expanded Cross Alameda Trail project that originally scoped it as a shared use trail with bicyclists, additional crosswalks, a midblock crossing with flashing beacon, ADA compliance, benches and improved connections to bus stops, the Alameda Loop Shuttle and a senior living facility (Independence Plaza), thereby allowing individuals with limited physical capabilities to take part in more activities and to reach more destinations.
- B. Taxi Program:** Staff will provide limited taxi driver incentives to ensure continued care and comfort for Alameda consumers.
- C. Alameda Loop Shuttle:** Riders board at fixed stops every 30 minutes on Tuesdays (west Alameda), Wednesdays (east Alameda) and Thursdays (central Alameda). Some of the stops are the same as AC Transit, which is an efficient use of curb space since the AC Transit bus frequencies at these stops do not warrant full and constant use of the curb at the shared stops. The shuttle service provides intra-Alameda service whereas AC Transit provides bus service to Oakland and several BART stations. AC Transit and City staff coordinate on these shared stops. Staff will provide limited shuttle driver incentives to ensure continued care and comfort for our Alameda consumers.
- D. Scholarships:** The household income should not exceed 50 percent area median income (AMI) to qualify for a scholarship. The Senior and Disabled Local A.C. Transit bus passes allow Alameda Point Collaborative (APC) and Alameda Housing Authority seniors and persons with disabilities, to ride AC Transit bus lines for free. For the taxi subsidies, a limit of \$50 in matching funds per family is available each fiscal year.

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.

The annual planning process includes the following:

- Staff at Mastick Senior Center hear input (ongoing)
- Survey of registered users (December 2017/January 2018)
- Presentation of draft Program Plan to four Commissions:
 - Transportation Commission (January 24, 2018)
 - Commission on Disability (February 14, 2018)
 - Recreation and Park Commission (February 8, 2018)
 - Social Service Human Relations Board (February 22, 2018)

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

To ensure the City's paratransit program meets the community's needs, staff from Mastick Senior Center and the Transportation Planning Department conduct an annual survey of users of the paratransit programs. This year's survey was conducted from December 2017 through January 2018, and the City received a total of 137 completed questionnaires. Feedback from users was generally positive: over 95 percent of respondents said they were satisfied with the taxi program and 100 percent were satisfied with the Alameda Loop Shuttle.

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.

In general, the high approval ratings from the surveys and the commissions validated that we are continuing the City's paratransit program without any major changes and only minor adjustments.

Survey input: Some respondents indicated that they did not know about the existing taxi or shuttle program, so staff has recommended continued funding for outreach.

Commission input: Commission and board members provided ideas on how to improve and expand on outreach. Staff will implement these ideas, as feasible.

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

Not applicable.

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.

All four Commissions (referenced above) approved the program plan, and the Paratransit budget was approved by the City Council in 2017, as part of the Fiscal Year 2017-2019 Biennial Capital Improvement Program.

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.

The outreach program consists of the following:

- Web page: www.AlamedaParatransit.com
- Cross street banners
- Flyers, shuttle schedules
- Electronic image: government access TV station announcement, live streaming video web site announcement
- Print advertisement: Alameda Sun (monthly), Recreation and Parks Department Activity Guide ad
- Shuttle bus and shuttle bus stop signs
- Events such as:
 - New Member Orientations
 - Transportation 101 Workshops
 - Travel Trainings
 - Earth Day Fair
 - Information Fair, College of Alameda
 - July 4th Parade
 - Transportation Fair (October 11, 2018)

With the hiring of the part-time paratransit coordinator in January 2017, the following outreach took place in 2017: delivered shuttle schedules to key destinations, presented at 8 transportation orientations to 69 community members, hung program banner for a total of 21 days, advertised services in the Alameda Sun and Mastick Senior Center newsletter one time per month, listed services in the quarterly City Recreation Guides, issued 5 press releases, tabled at 3 events and presented at 14 locations.

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

The eligibility requirements for each service are as follows:

- Shuttle Service: Anyone is eligible regardless of age for this free service. The priority, however, is given to seniors and people with disabilities.
- Taxi Services:
 - MRTIP - Must be East Bay Paratransit (EBP)-certified.
 - Premium Taxi Service - Must be 70 years of age or older, or EBP-certified.
 - Both programs: Must be resident of the City of Alameda.
- Group Trips:
 - Cultural/monthly events: 50 years of age or older
 - Nursing Home Picnic: Individuals residing in nursing facilities in Alameda
 - Leisure Club: Adults with disabilities
- Scholarships:
 - Taxi voucher program: Must be certified for the Premium Taxi Service, meet the very-low income requirements and be a resident of Alameda (City).

- AC Transit monthly pass program: Must be low income senior or individual with disability living at Alameda Point Collaborative or Alameda Housing Authority.
- ADA Mandated services ticket sales: Enrollment in EBP.

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.

The City of Alameda's Paratransit Coordinator is the main contact for enrollment into the taxi program. She is located at Alameda's Mastick Senior Center, and can be reached by telephone or email. She is available Tuesday through Thursday between 9:00 a.m. and 3:30 p.m. A registration form is also located on the web site (www.AlamedaParatransit.com). It may take at least three business days to process the enrollment forms and approve eligibility. Customers can use the program as soon as they are deemed eligible and have purchased the taxi vouchers.

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 Rider Guide (posted at www.AlamedaParatransit.com) encourages program participants to send compliments and complaints to Mastick Senior Center and to provide the following information:

- Rider name, address and telephone number.
- Date and time of incident.
- Details of the incident.

City staff compiles and documents annual survey results, and contacts its transportation service providers to resolve any issues as they may arise throughout the year.

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.*)

Complaints have been received for just two of the programs:

Shuttle: Riders occasionally complain that the shuttle is late. Staff has been monitoring the shuttle service to improve its reliability.

Taxi Program: Respondents have complained of taxis not showing up in a timely manner and the dispatcher not being available.

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

Shuttle: City staff works closely with the shuttle contractor (currently MV Transportation) on each complaint received. MV has been responsive in training drivers, when needed.

Taxi Program: City staff is working with the taxi company to stabilize their operations so that they can better staff their service.

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	650
Registrants at end of FY 2016-17	667
Current Registrants for FY 2017-18	811
Projected Registrants for FY 2018-19	900

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.

The City expects that the program registrants will increase due to the aging population, increased consumer outreach and improvements to the service.

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?

The one-way trips are expected to increase:

- Shuttle Service: Shuttle ridership is expected to increase since the frequency has increased, and there will be increased promotion of the service.
- Taxi Services: Both taxi services are expected to increase with more promotion and improved service.
- Group Trips: A similar level of monthly cultural trips will be provided, so trips are expected to stay about the same.
- Scholarships: More trips are expected since the subsidized monthly AC Transit pass program is being expanded to include Alameda Housing Authority.

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.)

Unknown

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	N/A
Number of trips provided to a consumer using a mobility device in FY 2017-18	N/A
Number of trips provided to a consumer using a mobility device in FY 2018-19	N/A

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

The costs include Paratransit Coordinator's salary and supervision to manage the overall paratransit program, an on-call paratransit consultant, which will support evaluation of the program, and the part-time driver for the group trips.

B. Customer Service and Outreach Costs

The costs included in this category are for advertising and promotion expenses for new and expanded programs, postage costs, and materials and supplies.

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?

Funds will be used for capital improvements as stated earlier in this application. The Cross Alameda Trail will begin construction in fall 2018.

MISCELLANEOUS

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

Thank you!

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)
Group Trips	Mastick Senior Center Group Trips	943			\$ 7,742		\$ 7,742							\$ 15,484	
Taxi Subsidy/Same-Day Transp.	Premium Taxi Service	1204			\$ 1,089		\$ 1,089			\$ 6,088	\$ 6,088			\$ 8,266	
Taxi Subsidy/Same-Day Transp.	Medical Return Trip Improvement Program (MRTIP)	182			\$ 1,699		\$ 1,699			\$ 2,000	\$ 2,000			\$ 5,398	
Accessible Shuttle	Alameda Loop Shuttle	5972			\$ 27,046		\$ 27,046							\$ 54,092	
Scholarship/Subsidized Fare	AC Transit EasyPass + Taxi Vouchers	9548			\$ 7,871		\$ 7,871							\$ 15,742	
Management/Overhead	Program Management				\$ 26,206		\$ 26,206							\$ 52,412	
Customer Service and Outreach	Customer Service and Outreach				\$ 8,661		\$ 8,661							\$ 17,322	
														\$ -	
														\$ -	
														\$ -	
														\$ -	
														\$ -	
														\$ -	
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					\$ -	\$ 80,314	\$ -	\$ 80,314	\$ -	\$ 8,088	\$ 8,088	\$ -		\$ 168,716	

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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)	\$350,000
Projected FY 2018-19 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$175,638
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2017-18 (as of June 30, 2018)	\$350,000
Projected FY 2018-19 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$181,471
Total FY 2018-19 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$1,057,109
Total FY 2018-19 Other Revenue (All other revenue sources, non-DLD, including Gap grant)	\$18,000
Total FY 2018-19 Program Revenue (Measure B, Measure BB and all other sources available for FY 2018-19) (Automatically calculated)	\$1,075,109

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>
Mastick Senior Center Group Trips	2,000	\$ 5,000	\$ 11,211	\$ 5,000	\$ 11,212							\$ 32,423
Premium Taxi Service	1,800		\$ 18,750		\$ 18,750			\$ 10,000	\$ 10,000			\$ 47,500
Medical Return Trip Improvement Program (MRTIP) Taxi Service	600		\$ 13,750		\$ 13,750			\$ 2,000	\$ 2,000			\$ 29,500
Alameda Loop Shuttle	7,200		\$ 87,500		\$ 87,500							\$ 175,000
Taxi voucher & free bus pass program	72,000		\$ 16,500		\$ 16,500							\$ 33,000
Customer Service and Outreach	2,150	\$ 8,000	\$ 15,010	\$ 8,000	\$ 15,010			\$ 6,000	\$ 6,000			\$ 52,020
Program Management	0		\$ 21,833		\$ 21,833							\$ 43,666
Capital Investments	0	\$ 290,000		\$ 290,000								\$ 580,000
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
Totals	85,750	\$ 303,000	\$ 184,554	\$ 303,000	\$ 184,555	\$ -		\$ 18,000	\$ 18,000	\$ -		\$ 993,109

Budget check (total revenue less total cost): \$82,000

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2019:	\$38,084	\$43,916	\$82,000
Reserve balance as percent of FY 2018-19 Revenue*	22%	24%	23%

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

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Paratransit Program Plan Staff Summary Fiscal Year 2018-19

Paratransit Program: Albany Subcommittee: North County

- Services provided:
 - Taxi
 - Group Trips (Recreation & Hiking Day Trips, Pick Up & Go! Shopping & Senior Center Trips)
- 89% Measure B/BB; Remainder: 11% City funds
- 17% reserves
- Cost per trip – no changes greater than \$3.00
- Trends in trip provision – modest increase planned overall
- Elements requiring approval:
 - Taxi Subsidy/Same-Day Transportation Program use of Transportation Network Companies (TNCs) – When taking a taxi, Uber or Lyft ride, participants pay the taxi driver, Uber or Lyft directly. They must get a receipt from the taxi driver in order to get a 75% reimbursement up to \$25.00 whichever is least. (Already approved by Alameda CTC staff.)

Staff Recommendation: Recommend program plan for full approval.

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

CONTACT INFORMATION	
Agency:	City of Albany
Contact Name:	Sid Schoenfeld
Title:	Recreation Supervisor
Phone Number:	510-559-7225
E-mail Address:	sschoenfeld@albanyca.org

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.

Taxi Program - The taxi subsidy program provides same day, on demand service, available 24 hours per day, seven days per week to Albany residents who are EBP certified or 80 years of age. When taking a taxi, UBER or Lyft ride, participants pay the taxi driver, UBER or Lyft directly. They must get a receipt from the taxi driver in order to get a 75% reimbursement up to \$25.00 whichever is least. Reimbursement requests are turned in at the Senior Center and then forwarded to the City of Albany's Finance Dept. which sends a check by mail.

Pick up and Go! Shopping & Senior Center trips – Shopping trips and Senior Center trips are group trips with a door-to-door component which allows for increase accessibility to meet basic needs as participants are picked up from their homes (or the senior center), taken to local grocery stores, malls, and then taken home when they are done. A new component will be added to include trips to the Albany Senior Center, to give participants the opportunity to come to the congregate dinner program and special events.

Group Trips - The group trip program provides free transportation for recreational outings throughout the greater Bay Area organized by the Senior Center, senior center classes, and the senior center walking group. Group trips enhance quality of life providing opportunities for social interaction, learning, and fitness opportunities.

Customer Services - customer service and outreach activities are crucial components of the program which help seniors and people with disabilities find out about the program offered and register for the ones they are eligible for.

Program Management - Program oversight, planning, budgeting, participation in regional/countywide meetings. Paid by the City.

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?

The City of Albany provides a wide array of services for seniors and people with disabilities to complement services offered by the regional ADA mandated program in order to meet local transportation needs of seniors and people with disabilities. The suite of services provides safe and reliable transportation to seniors and people with disabilities to:

- improve access to basic needs, health care, community services and activities,
 - provide recreational trips that decrease isolation, promotes lifelong learning and fitness,
 - allow for aging in place and promote independence
- enhance overall quality of life

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.

Taxi trips are designed to provide trips to local destinations such as grocery stores, pharmacies, medical clinics and hospitals in Albany, Berkeley, Oakland and Richmond.

Pick up and Go! program destinations include Shopping trips to the El Cerrito Plaza, Target in Albany, Safeway in Albany, Ranch 99 in Richmond, Thrift Town in El Sobrante, Dollar tree in Berkeley or Richmond, Hilltop Mall in Richmond, Chinatown in Oakland, Farmer's Market, Grocery Outlet and Whole Foods in Berkeley and trips to the Albany Senior Center
Recreational Group trips and hiking trips are planned all over the bay area.

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.

No program changes proposed

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.

Not Applicable

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)

D. The taxi subsidy program provides same day, on demand service, available 24 hours per day, seven days per week to Albany residents who are EBP certified or 80 years of age. When taking a taxi, UBER or Lyft ride, participants pay the taxi driver, UBER or Lyft directly. They must get a receipt from the taxi driver in order to get a 75% reimbursement up to \$25.00 whichever is least. Reimbursement requests are turned in at the Senior Center and then forwarded to the City of Albany's Finance Dept. which sends a check by mail.

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.

Consumer input included:
 Ridership evaluations ongoing for group trips & walking trips
 Albany Paratransit survey sent to all registered individuals January 2017 with notice of Paratransit Workshop in February 2018
 Held (2) Albany Paratransit Workshop (consumer public meetings) February 2018
 Presentation to Friends of Albany Seniors (public meeting) February 2018
 Presentation to Tri City Cafe program (public meeting) February 2018

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

Development of plan included analysis of: number of trips performed, subsidy rate as compared to cost of trips for taxi rides, demand for group trips, destinations for shopping trips and other possible trips to the Senior Center based on feedback from riders
 Group & Walking trip evaluations are ongoing throughout the year and reviewed closely to determine improvements and new destinations.
 Annually, staff sends out a survey to all individuals registered with the Albany Paratransit Program and invites them to the Annual Paratransit Workshop held in February. This year we also made the survey available in our lobby and handed it out to different programs. Response rate was 43%. Riders rate the service as good to excellent.
 A Paratransit workshop was hosted and feedback on all programs was collected. Suggestions and feedback are encouraged throughout the year to staff directly or by filling out a comment card available on the bus.

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.

Riders are very satisfied with the program. No changes are being proposed and we will continue to monitor and tweak the program as needed.

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

Starting last fiscal year TNCs were integrated as part of our taxi subsidy program and it has proven to be a successful element which will be continued this year

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.

5/1/18

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.

The Albany Paratransit Program is published 3 times per year in the Recreation and Community Services Activity Guide. Information in city e-newsletter and website, and Senior Center newsletter, presentations to groups, surveys/evaluations, yearly workshop. Flyers and Access Alameda brochure are available at the Senior Center, Community Center and City Hall.

ELIGIBILITY AND ENROLLMENT

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

Taxi program: riders must be Albany residents, EBP certified or 80 years +. Pick Up and Go! group trip with door-to-door component: riders must be Albany residents, EBP certified or 60 years +. All riders must fill out the Albany Paratransit registration form and show proof of age, residency or EBP certification. Group trips are open to anyone 50 years + or EBP certified and must fill out a trip form.

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.

For the taxi program and Pick Up & Go! program, applicants are enrolled within 24 hours upon receiving completed application. For group trips, enrollment is on a first come first serve basis.

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.

For the Taxi program, riders are instructed to call, write or let the program supervisor know in person of any problems experienced. Group trip evaluations provide an area for comments/concerns. Comment cards are always available on the bus. Based on comments program manager responds, evaluates and makes changes to programs as necessary.

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.*)

Consumers enjoy the variety of recreational day trips provided and the hiking destination. The bus driver is often complimented for her professionalism, friendliness and safe driving. Get up and Go! users for shopping requested to start the program later in the morning. Currently the program begins at 9am.

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

Based on user feedback, Get up and Go! start time has been changed to 10am.

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	440
Registrants at end of FY 2016-17	440
Current Registrants for FY 2017-18	400
Projected Registrants for FY 2018-19	450

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.

What we have found throughout the years is that the number of participants is consistent from one year to the other. While new participants do register for programs, others drop out.

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've really ramped up the program in FY17-18 with the use of Measure BB funds. The total number of one-way trip in FY 17-18 will probably stay the same for group trips & pick up & go programs since we are limited by the use of one vehicle, and there may be a slight increase in Taxi trips due to the higher subsidy rate offered plus the option of using UBER & Lyft in Fy2017-18.

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.)*

--

- 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	NA
Number of trips provided to a consumer using a mobility device in FY 2017-18	30
Number of trips provided to a consumer using a mobility device in FY 2018-19	30

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.)*

NA

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

10% of supervisor salary/fringe benefits for program oversight, planning, budgeting, participation in regional/countywide meetings, oversee maintenance schedule of vehicle and coordinates for needed maintenance and repairs, ensures compliance with the Department of CA Highway patrol. Management costs are paid by the City.

B. Customer Service and Outreach Costs

Plan and implement group trips and hiking trips, plan and implement the Pick Up and Go! Program, provides outreach and customer service for all programs, responds to commendations and complaints, distributes, collects and sorts program evaluations, tracks trips provided, process taxi reimbursements. Plans and implements annual workshop, creates and distributes annual survey.

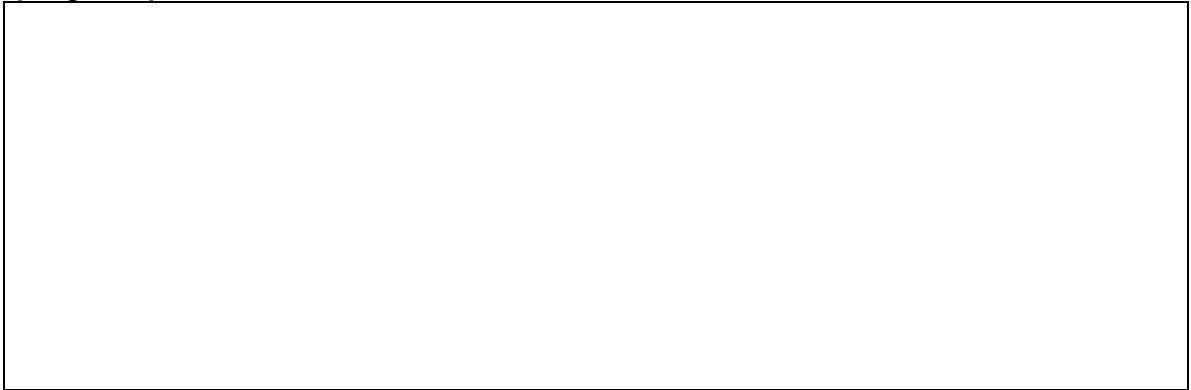
PROGRAM FUNDING RESERVES

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?

The funds fall within the allowable guideline for operating reserve. Funds will be used as needed for operations.

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 the applicant to provide additional notes or clarifications about their program plan. The box is currently blank.

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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)
Taxi Subsidy/Same-Day Transp.	Taxi Subsidy Program	325					\$ 3,278							\$ 3,278	
Group Trips	Day Trips & Walking Trips	3,815			\$ 21,705									\$ 21,705	
Group Trips	Shopping Trips	2,185			\$ 12,208									\$ 12,208	
Customer Service and Outreach	Albany Paratransit Outreach						\$ 1,767							\$ 1,767	
Management/Overhead	Albany Paratransit Supervision				\$ 28									\$ 28	
														\$ -	
														\$ -	
														\$ -	
														\$ -	
														\$ -	
														\$ -	
														\$ -	
														\$ -	
					\$ -	\$ 33,941	\$ -	\$ 5,045	\$ -	\$ -	\$ -	\$ -		\$ 38,986	

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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)	\$10,000
Projected FY 2018-19 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$31,385
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2017-18 (as of June 30, 2018)	\$25,000
Projected FY 2018-19 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$32,323
Total FY 2018-19 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$98,708
Total FY 2018-19 Other Revenue (All other revenue sources, non-DLD, including Gap grant)	\$11,000
Total FY 2018-19 Program Revenue (Measure B, Measure BB and all other sources available for FY 2018-19) (Automatically calculated)	\$109,708

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 calculated</i>
Automatically populated from prior sheet (column B)	Automatically populated from prior sheet (column Q)											
Taxi Subsidy Program	450				\$ 4,000							\$ 4,000
Recreation & Hiking Day Trips	4,200		\$ 22,000	\$ 20,000								\$ 42,000
Pick Up & Go! Shopping & Senior Center Trips	2,000	\$ 4,000	\$ 9,385									\$ 13,385
Customer Service & Outreach	0				\$ 28,323							\$ 28,323
Management/Oversight	0									\$ 11,000	city funds	\$ 11,000
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
Totals	6,650	\$ 4,000	\$ 31,385	\$ 20,000	\$ 32,323	\$ -		\$ -	\$ -	\$ 11,000		\$ 98,708

Budget check (total revenue less total cost): \$11,000

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2019:	\$6,000	\$5,000	\$11,000
Reserve balance as percent of FY 2018-19 Revenue*	19%	15%	17%

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

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Paratransit Program Plan Staff Summary Fiscal Year 2018-19

Paratransit Program: Berkeley Subcommittee: North County

- Services provided:
 - Taxi (regular and High Medical Need)
 - City-based Specialized Van
 - Accessible Fixed-Route Shuttle (proposal)
- 78% Measure B/BB; Remainder: 22% City funds
- 17% reserves
- Cost per trip – showing increase in Specialized Van from \$31.17 to \$38.75
- Trends in trip provision – modest increase planned overall
- Elements requiring approval:
 - New shuttle – Berkeley is working with consultant to possibly implement limited shuttle services (Alameda CTC staff is currently reviewing this request.)
 - Capital planned – technical assistance to implement electronic taxi payment systems which may include purchase of software (Already approved by Alameda CTC staff.)
- BPS plans to offer Travel Training in FY 2018-19 for seniors and disabled Berkeley residents to gain skills in accessing transportation resources

Staff Recommendation: Recommend conditional approval for program plan pending further information on potential shuttle (including additional details on the service plan and coordination with local fixed route provider) or other new transportation program(s).

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

CONTACT INFORMATION	
Agency:	City of Berkeley Paratransit Services
Contact Name:	Tanya Bustamante, MPH
Title:	Manager of Aging Services
Phone Number:	(510) 981-5178
E-mail Address:	tbustamante@cityofberkeley.info

Date Submitted: March 23, 2018_____

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 FY2018-19 program.

We anticipate servicing 1,285 seniors through Berkeley Paratransit Services (BPS). BPS program elements are:

Measure B

Taxi Scrip Program

Berkeley Paratransit Services provides up to \$360/year of free scrip, (\$120 three times per year) to pay for demand-response transportation for Berkeley residents on conventional taxicabs, wheelchair-accessible taxicabs, vans, and other selected vehicles.

Wheelchair Van Program

BPS provides 12 free van-ride vouchers (3 times per year) or taxi scrip, or both, to wheelchair users needing wheelchair-accessible van or taxi service supplemental to rides provided by East Bay Paratransit and Easy Does It. Residents who travel by wheelchair and are certified by East Bay Paratransit as eligible and requiring wheelchair-lift service are eligible for the program, regardless of income level.

Medical Return Trip Improvement Program (MrTrip)

BPS provides limited subsidies for taxicab or van rides to those returning from a health related appointment. Up to \$360 is reimbursed annually.

East Bay Paratransit (EBP) Ticket Program

BPS provides a limited amount of free EBP tickets valued at \$4 each and up to 18 per year for individuals who are registered with East Bay Paratransit and who request these tickets from the City. EBP users have the option of receiving either nine or 18 tickets annually, based on personal preference. This program is supported with the City's General Fund.

Travel Training

BPS will provide travel training for seniors and disabled Berkeley residents to gain skills in accessing transportation resources.

Measure BB

High Medical Need Program

Provides up to \$120 in taxi scrip or 3 wheelchair van vouchers per month to seniors and disabled Berkeley residents with transportation needs associated with frequent medical appointments. Examples include, but are not limited to: dialysis appointments; cancer treatment appointments.

New Transport Services

BPS will continue to work with a consultant to develop new programs (e.g. shuttle routes) that serve identified needs, and do not duplicate transit routes. Due to staff turnover at BPS, the work that had been initiated with the consultant in FY17-18 was put on hold temporarily but has been re-initiated.

Supplemental Taxi Scrip

BPS will provide supplemental taxi scrip, available to support the needs of seniors and disabled adults who transportation needs that are not met through other transportation resources.

Management and Overhead

Taxi drivers are key stakeholders in the successful implementation of our plan, and have expressed a willingness to move towards an improved payment model. Most taxi drivers are paid through a weekly cash window where scrip is turned in for payment. BPS' plan includes use of Measure BB reserve funds for technical assistance to improve payment systems for taxi scrip programs (due to staff turnover and vacancies in FY17-18, BPS was unable to move forward with this objective last year).

Capital Costs

BPS plan provides flexibility to support for capital costs associated with improved taxi payment systems.

Outreach and Customer Service

In addition to ongoing customer service, our efforts will increase next year to respond to results of our Needs Assessment. BPS will:

- Develop education materials about all transportation services in Berkeley, including other local shuttle systems
- Continue outreach on the High Medical Need scrip program and develop criteria for enrollment.

Other Funded Programs**Transportation Services – Berkeley Aging Services Programs**

The City of Berkeley provides a robust transportation program for seniors participating in our senior centers. Two wheelchair-accessible mini-buses provide group transportation to North and South Berkeley Senior Center participants Monday through Friday, from 8 to 5 pm. This program includes:

- Daily Transport from seniors' homes, to and from senior centers, where seniors can participate in varying activities, classes and enjoy a daily hot lunch.
- Eight to nine monthly field trips to local education, recreation and social venues.
- Eight to ten monthly shopping trips to local grocery stores and Costco.
- Two to three personal errand trips monthly.

- A. 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?**

BPS is housed in the City of Berkeley's Aging Services program. Aging Services provides an array of services to seniors, and outreaches with disability-serving agencies, programs and collaboratives to reach non-senior disabled community members.

The suite of services presented in this plan were developed through ongoing feedback from BPS participants, feedback from City Commissions and PAPCO, and results of a community needs assessment.

Berkeley seniors and disabled adults place a high value in individual choice for transit options, and equity of service for all eligible residents. Taxi voucher/wheelchair van programs provide program participants with the most individual choice and time flexibility. This connects them with critical healthcare and community resources, and needs such as shopping, social activities and participating fully in community life. The scrip and van voucher programs also provide the greatest equity and bring transportation service to any participant's door, no matter where in Berkeley they are located.

The High Medical Need program provides critical support for those whose medical transportation needs are difficult to manage. Enrollment in the program has increased significantly due to targeted outreach conducted in FY17-18; criteria will need to be developed in order for BPS to sustain this program.

Our plan also provides us flexibility to add new programs (e.g. shuttle routes) if further analysis determines the community demand for this service exists.

B. 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.

Berkeley Paratransit Services uses paper scrip and van vouchers that program participants can use for any purpose that assists their access to community services. The scrip submitted does not track destination for trips.

Based on responses collected in previous needs assessments (FY16 & FY17), shopping, medical visits and socialization are the most frequent destinations. In Berkeley, these places include: local grocery shopping stores (Safeway & Berkeley Bowl), local doctors, hospitals (Alta Bates, Herrick Hospital), LifeLong Medical Care, Kaiser, medical centers in surrounding cities, dialysis centers (Berkeley Dialysis, Fresenius), and local pharmacies (CVS, Walgreens, Safeway).

The City's senior service minibus trips include trips to local museums in Berkeley, Oakland and San Francisco; local and regional shopping trips; movies; athletic events (A's games); local restaurants; regional parks; regional senior programs and facilities; senior education fairs.

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.

In last year’s plan, BPS proposed a Limited Fixed Shopper Shuttle program.

Community needs assessments conducted by Nelson Nygaard determined that a limited fixed shopper shuttle was not needed. Instead BPS will continue to work with the consultant to implement a **Limited Shuttle Service**, which would serve identified needs and not duplicate transit routes.

Additionally, BPS plans to offer **Travel Training** in FY18 for seniors and disabled Berkeley residents to gain skills in accessing transportation resources. BPS has seen an increase of requests for this type of training.

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.

We do not anticipate any major service changes at this time. Our plan for program expansion and technical improvements should match community growth and needs.

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)

A. We will be seeking technical assistance to implement electronic payment systems which may include purchase of software.

E. The City of Berkeley is working with consultant Nelson Nygaard to implement a limited shuttle services should be implemented, and to ensure any potential shuttle services that may be implemented are not duplicated of any fixed route transit provider.

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.

The process for input to Berkeley Paratransit Services included:

1. Community Meeting: An announcement describing a community meeting to explore how Berkeley would expand transportation options was printed in the City of Berkeley senior centers newsletter, mailed to every paratransit participant, and mailed to 19 community agencies serving seniors and disabled Berkeley residents. The community meeting was hosted by Nelson Nygaard and held on February 7, 2017. [Additional community outreach was conducted on February 27 & 28, 2018; community input from these sessions is in the process of being compiled].
2. Commission presentations:
 - a. A presentation giving details about the BPS Needs Assessment and annual plan was made to the Commission on Aging on March 16, 2017.

- b. A presentation detailing the BPS annual plan will be provided to the Commission on Disability in June of 2018.
- 3. Consumer Feedback: Please see question #6 and #7 for details of Needs Assessment conducted by Nelson Nygaard.

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

Berkeley Paratransit Services Community Needs Assessment:
BPS initiated a community needs assessment in July 2015. That needs assessment pointed us towards development of a shuttle service. We engaged with Nelson Nygaard to deepen the needs assessment through a two-phase process. The findings are based off the needs assessment and outreach conducted by Nelson Nygaard in FY17-18.

- A high level of transportation service exist in Berkeley
- Taxis are challenged in the current operating environment
- Berkeley paratransit program has some regional limitations that impact a user's mobility
- Increased outreach needed on transportation options in Berkeley
- The purpose of a new shuttle must be clearly defined
- There may be other ways to provide transportation beyond a new shuttle

BPS will is in the process of Phase Two: Developing operational plan based on analysis of needs assessments in Phase One. The aim of the community meetings held in February 2018 were to explore potential alternatives.

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 results of our needs assessments have guided us to develop a flexible plan to support the operational objectives we anticipate to be developed in phase two of our continued needs assessment. Our plan includes supplemental scrip, exploration of limited shuttles, and management and overhead to support program improvements that will result from our needs assessment.

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

We will seek technical assistance to find creative solutions to improving taxi payments and options for consumers to return to Berkeley with BPS scrip from surrounding cities.

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.

City of Berkeley City Council (scheduled for 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.

The City will continue to use the City of Berkeley's website, advertisements, public notices, senior centers newsletter and bulletin boards, and outreach to emergency-services consumers to promote the programs and services of Berkeley Paratransit Services. The BPS program operates out of North Berkeley Senior Center and South Berkeley Senior Center; this allows us to outreach to seniors who participate in seniors programs in person. We continue to partner with agencies that serve disabled persons in the community, supporting outreach efforts to the disability community.

We have also targeted agencies, residences and medical centers for presentations. We have provided targeted outreach to:

Senior Residences:

- Silverado
- Lawrence Moore Manor
- Amistad
- Helios
- Oregon Apts.
- Mable Howard
- Redwood Gardens

- Stuart Pratt Manor
- Shattuck Senior Homes
- Strawberry Creek
- Sacramento Senior Homes

Medical and Community Partners:

- AC Adult Protective Services
- AC Highland Medical Center
- Alta Bates Summit Medical Center
- Lifelong Primary
- Over 60 Health Center
- Senior Information Line
- Eden I & R
- Kaiser – Oakland
- Easy Does It
- Center for Independent Living
- La Vita Dialysis
- Berkeley Dialysis
- Berkeley Food Pantry
- Meals on Wheels
- Aging Services Wellness Fair

ELIGIBILITY AND ENROLLMENT

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

All participants for both Measure B and Measure BB programs must be residents of the City of Berkeley and currently enrolled in Berkeley Paratransit Services.

Taxi Scrip Program Eligibility

To be eligible for the Taxi Scrip Program participants must be seniors over the age of 80 or those certified as disabled by East Bay Paratransit of ANY income; AND seniors age 70 to 79 whose incomes are not more than 50 percent of the Area Median Income. To participate in the Wheelchair-Van Program, riders must be certified by East Bay Paratransit as requiring “wheelchair lift” service, irrespective of income level.

High Medical Need Program Eligibility

High Medical Need Program enrollees must be current Berkeley Paratransit Services enrollees and demonstrate frequent or distant medical appointments and a need for transportation services for medical care. Eligibility for supplemental taxi scrip is listed above. Over age 60 or certified as disabled by EB Paratransit are shuttle-eligible, with priority seating for residents age 70 or older, or certified as disabled.

Senior Center Transportation Program

Seniors of any income over the age of 55 are eligible to participate in senior centers and the senior center transportation program. Transport to and from senior centers is available for Berkeley residents; any senior can participate in group and shopping trips.

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.

To determine eligibility, program applicants complete an application form. The application form can be completed by the applicant, a case manager or other support person. The application must include verification of residence in the City of Berkeley and verification of age. Verification of East Bay Paratransit enrollment status is completed by staff by calling EBP. Income verification is required for enrollees ages 70-79.

Staff review the application for basic eligibility and either deny or recommend for enrollment. A supervisor reviews the application packet to review the determination. Once the applicant is determined eligible, scrip is issued (the number of books depends on when the application is received in the distribution schedule).

Once an applicant is enrolled in Berkeley Paratransit Services, they are eligible for the services provided. Scrip and vouchers are mailed within one week of approval of application. If it is less than two weeks from our tri-annual distribution, the new applicant is informed that they will receive their scrip at the next scheduling scrip or van voucher mailing.

Length of time to enroll is approx. 15-20 min.

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.

Program staff receive complaints and commendations. Most complaints are resolved by staff providing initial customer service. For example, a participant may not have received their scrip when expected. Basic information about when the scrip was mailed resolves most concerns.

Complaints regarding taxi companies, missing scrip, or other significant program problems are investigated by the Senior Center Director. BPS staff forward taxi complaints to the City of Berkeley Code Enforcement Unit (CEU) for resolution. The Senior Center Director investigates, and the consumer is called upon completion of the investigation.

Complaints are also considered when developing program plans and improvements. For example, consumers let us know that it was difficult to remember exactly how to use scrip when

you are a new participant. At our next scrip order, a sheet was added to our scrip book describing how to use the scrip.

Currently complaints and commendations are received by email and/or phone by either the Sr. Center Directors or the Aging Services Manager. Currently the Sr. Center Directors supervise the bus drivers as well as the staff that directly manage the Taxi scrip window.

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.)*

The City of Berkeley Paratransit Program's most common complaints are:

1. The taxi driver was rude, or impatient with the participant.
2. When called, the taxi said they would not accept scrip.
3. Taxi scrip or van vouchers were not received due to a problem with mail service or are late arriving in the mail.

Commendations: We have received cards of general appreciation from riders. Members expressed appreciation for the taxi scrip program and how it allows them to have transportation assistance at any time of the day. Riders have continued to let us know the increased scrip provided through supplemental scrip, and the scrip for medical needs, have made a significant improvement in their quality of life.

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

We have worked to improve relationships with taxi drivers as follows:

1. Establishing consistent communication with taxi owners to gather information concerning their needs and issues with our programs.
2. We will ensure that we have appropriate systems in place to ensure all mail scrip is delivered on time.

We will continue our work during this next program year to improve relationships with taxi drivers as we seek technical assistance to improve payment methods for scrip services.

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	1,017
Registrants at end of FY 2016-17	1,075

Current Registrants for FY 2017-18	1,065
Projected Registrants for FY 2018-19	1,285

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.

New enrollees over the last three years:
FY15: 146
FY16: 140
FY17: 100
July-March 20, 2018: 79

Additionally, we anticipate a fixed shuttle to bring in additional enrollees into the program.

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?

Our trips have increased steadily over the last three years, with a significant increase last year that can be attributed to increased outreach for both Taxi Scrip and High Medical Need, and increased need:

FY15: 10,250
FY16: 10,484
FY17: 13,443
FY18 July – Dec: 3,970

Enrollment trends show that enrollment plateaued in FY16, but increased significantly last year. Historically, more rides are reported in the second half of the year.

We anticipate the number of one-way trips to remain about the same as reported in FY17 (estimated 13,000).

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	650
Number of trips provided to a consumer using a mobility device in FY 2017-18	793
Number of trips provided to a consumer using a mobility device in FY 2018-19	800

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.)*

No safety incidents have been reported.

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 supported by Measure B:

One-time costs: To assist our efforts to address barriers to implementing electronic scrip payment, BPS will contract with an expert transit vendor to assist in the development and implementation of a plan to address barriers and implement electronic payment.

Management and Overhead Costs supported by Measure BB:

Ongoing costs: These costs will support the administrative and ongoing program management costs of the program. Program management will be higher during the implementation phase of new programs. These costs will support staff time to work with consultants, staff time to implement new programs such as creation of a request for proposal; conducting request for proposal process, and contracting with service providers.

Management and Overhead Costs support by City General Fund

BPS Management/Overhead costs include:

- Staff costs for participation in county-wide meeting, completion of annual plans and year-end cost reports
- Staff costs for processing payroll and processing payments to taxi vendors.
- Staff costs for completion division budget and oversight of revenue and expense fund accounts.
- Minimal cost for office supplies to support the activities listed above.

B. Customer Service and Outreach Costs

Ongoing Measure B Programs:

City funds support the cost of a 1.0 FTE staff to oversee and coordinate BPS. Customer Service and Outreach for Measure B services are supported by the **City of Berkeley General fund**. These services include:

Staff costs for outreach: outreach to potential new participants, including coordinating and providing community meetings, developing outreach materials, writing outreach articles, providing one-on-one phone and in-person outreach, outreach to agencies serving eligible participants, and outreach at local fairs and community events.

Staff costs for customer services: including assisting applicants with registration, verification of eligibility, enrolling participants into program, coordinating and distributing program benefits, assisting current enrollees with referrals to transportation and other services, answering questions from participants and community members, and investigating and responding to customer complaints.

Measure BB Programs:

Measure BB funds support the costs of a .50 Community Services Specialist I, who provides outreach to community stakeholders, residents and current paratransit members about Measure BB programs, assists community members with enrollment into Measure BB programs, reviews outcome of Measure BB programs, and other program support as needed. During

implementation of new programs, outreach will be a higher program need to ensure that community members are aware of and can access new programs.

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?

Measure B Reserves: Our plan includes spending reserves during FY2018-19 as follows:

- To contract with a provider to move us toward implementation of electronic payment.
- To support capital costs if needed for electronic taxi payment program (if needed).

Measure BB Reserves: Our plan includes spending reserves during FY2018-19 as follows:

- To support the capital costs of implementing an electronic taxi payment program. To support customer service costs.

MISCELLANEOUS

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

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)
Taxi Subsidy/Same-Day Transp.	Taxi Scrip Program	13,443	unavailable		\$ 182,340		\$ 221,622							\$ 403,962	
														\$ -	
City-based Specialized Van	Wheelchair Van Program	693	unavailable		\$ 21,604									\$ 21,604	
														\$ -	
Customer Service and Outreach	Customer Service and Outreach		N/A		\$ 4,759		\$ 58,433					\$ 10,639		\$ 73,831	
														\$ -	
Management/Overhead	Management and Overhead		N/A				\$ 10,609					\$ 7,024		\$ 17,633	
														\$ -	
Scholarship/Subsidized Fare	East Bay Paratransit Tickets	2,523										\$ 10,092		\$ 10,092	
														\$ -	
														\$ -	
														\$ -	
														\$ -	
														\$ -	
														\$ -	
					\$ -	\$ 208,703	\$ -	\$ 290,664	\$ -	\$ -	\$ -	\$ 27,755		\$ 527,122	

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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)	\$228,473
Projected FY 2018-19 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$295,428
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2017-18 (as of June 30, 2018)	\$70,759
Projected FY 2018-19 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$305,240
Total FY 2018-19 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$899,899
Total FY 2018-19 Other Revenue (All other revenue sources, non-DLD, including Gap grant)	\$222,000
Total FY 2018-19 Program Revenue (Measure B, Measure BB and all other sources available for FY 2018-19) (Automatically calculated)	\$1,121,899

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
Service/Program Name	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 A	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 calculated</i>
Taxi Scrip	13,000	\$ 55,000	\$ 230,000		\$ 185,000							\$ 470,000
High Medical Need Program	1,800				\$ 54,000							\$ 54,000
Wheelchair Van Program	800	\$ 5,000	\$ 26,000									\$ 31,000
New Transport Program	1,000				\$ 15,000							\$ 15,000
Customer Services and Outreach	0	\$ 5,000	\$ 20,000		\$ 20,000					\$ 152,000	City GF	\$ 197,000
Management/Overhead	0	\$ 100,000		\$ 25,000						\$ 70,000	City GF	\$ 195,000
Taxi Payment Improvement	0	\$ 25,000										\$ 25,000
Travel Training	200	\$ 35,000										\$ 35,000
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
Totals	16,800	\$ 225,000	\$ 276,000	\$ 25,000	\$ 274,000	\$ -		\$ -	\$ -	\$ 222,000		\$ 1,022,000

Budget check (total revenue less total cost): \$99,899

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2019:	\$22,901	\$76,999	\$99,899
Reserve balance as percent of FY 2018-19 Revenue*	8%	25%	17%

*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	Column K	Column L	Column M
					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)	Vehicle License Number	Vin #	Cab Number	City that vehicle(s) are garaged
Ford Escape	SUV	N/A	Hybrid	None	N/A	N/A	1	A1 Taxi Cab Co. #157	N/A			
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	A Express Cab #502	62881B2	35762	502	
Toyota Prius	Sedan	N/A	Hybrid	None	N/A	N/A	1	Airport Express # 55	N/A			
							1	Airport Luxor Cab #5	08499D2	28721	5	
Ford Escape	SUV	N/A	Hybrid	N/A	N/A	N/A	1	AVON Cab Co. #503				
							1	Berkeley Cab Co #1214	72879C1	19667	1214	
							1	Berkeley Namaste #35	71987V1	36549	35	
							1	City Cab Co #50	9525141	13707	50	
							1	Commuters Cab #77	91358J1	52663	77	
Ford Escape	SUV	N/A	Hybrid	None	N/A	N/A	1	Dakha Taxi Co # 2005				
							1	DD Cab #93	10271D2	28290	93	
							1	Eagle Cab Co #9	80968M1	38910	9	
								Eko Cab # 16	48019C2	33886	16	
								Eros #280	72834C1	34722	280	
Ford Escape	SUV	N/A	Hybrid	None	N/A	N/A	1	Everest Cab Service # 73				
Ford Escape	SUV	N/A	Hybrid	N/A	N/A	N/A	1	Executive Cab #599				
Chevy	Sedan	2012	Flex	N/A	Yes	N/A	1	Friendly Cab	35661A2	12350	184	Oakland

Toyota	Sedan	2014	Hybrid	N/A	Yes	N/A	1	Friendly Cab	89264J1	94993	186	Oakland
Toyota	Sedan	2007	Hybrid	N/A	Yes	N/A	1	Friendly Cab	00937N1	68741	216	Oakland
Ford	Sedan	2009	Hybrid	N/A	Yes	N/A	1	Friendly Cab	82280S1	8501	224	Oakland
Ford	Sedan	2013	Flex	N/A	Yes	N/A	1	Friendly Cab	09917T1	42216	226	Oakland
								Green Cab Co #48	8S49749	42659	48	
								Inter City Cab #46	62775B2	22617	46	
								Local Airport Cab #501	39365P1	30410	501	
								Local Airport Cab #504	36437M1	6782	504	
								Lotus Cab #101	95345U1	8913	101	
								Lumi Cab Company #71	87819G1	18309	71	
Toyota Prius	Sedan	N/A	Hybrid	None	N/A	N/A	1	Non Smoking Cab #001				
								Rids Brothers #12	4225P1	26994	12	
Toyota Prius	Sedan	N/A	Hybrid	None	N/A	N/A	1	Silver Taxi # 94				
Ford Escape	SUV	N/A	Hybrid	None	N/A	N/A	1	Smart Cab # 75				
								Super Wheel Cab #259	98112S1	36220	259	
								Tip Top Cab #2	89566J1	64158	2	
								U.S. Cab Co #208	7W9946	39657	208	
								Union Cab #96	17940S1	82858	96	
								Unique Taxi #27	85152B2	72756	27	
								US Express Cab #826	82475N1	2574	826	
								Vulture CB #11	33887L1	28569	11	
								Yellow Cab Express #707	91776J1	15318	707	
								Yellow Cab Express #711	80887N1	32019	711	
								Yellow Campus Cab #52	8259962	15726	52	
								Yellow Campus Cab #51	85144B2	40956	51	

Ford Escape	SUV	N/A	Hybrid	None	N/A	N/A	1	Yellow Checker Cab # 410				
								Yellow Checker Cab #411	66140B2	8124	411	
								Yellow Checker Cabs #123	63664U1	34424	123	
Ford Windstar	Minivan	N/A	Gas	N/A	N/A	N/A	1	Yellow City Cab # 25				
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Yellow City Cab # 37				
Toyota Mini Van	Minivan	N/A	Gas	N/A	N/A	N/A	1	Yellow Express Cab # 510				
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Yellow Express Cab # 539				
								Yellow Express Cab #505	39366P1	91547	505	
								Yellow Express Cab #511	17783S1	10003	511	
Toyota Van	Minivan	N/A	Gas	N/A	N/A	N/A	1	Yellow Friendly Mary # 29				
Toyota Van	Minivan	N/A	Gas	N/A	N/A	N/A	1	Yellow Star Express # 76				

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Paratransit Program Plan Staff Summary Fiscal Year 2018-19

Paratransit Program: Emeryville Subcommittee: North County

- Services provided:
 - City-based Door-to-Door (8-To-Go)
 - Taxi
 - Group Trips
 - Scholarship
 - Meal Delivery
- 29% Measure B/BB; Remainder: City funds, fare revenue
- 33% reserves
- Cost per trip – showing decrease in group trips from \$23.36 to \$13.00 and increase in taxi from \$23.36 to \$30.00
- Trends in trip provision – no change in trends
- Elements requiring approval:
 - Taxi Subsidy/Same-Day Transportation Program use of Transportation Network Companies (TNCs) – reimbursement program (Already approved by Alameda CTC staff.)
- Concerns about future funding for 8-To-Go

Staff Recommendation: Recommend program plan for full approval.

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

CONTACT INFORMATION	
Agency:	City of Emeryville
Contact Name:	Brad Helfenberger
Title:	Recreation Manager
Phone Number:	510-596-3779
E-mail Address:	bhelfenberger@emeryville.org

Date Submitted: 3/22/2018

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 Emeryville provides a suite of Paratransit services offered to meet the leisure, quality of life, and safety net services for seniors and people with disabilities. As a small City receiving a relatively small amount of funding from the Alameda CTC Paratransit program, staff has chosen the most desired and needed programs to fund. The Accessible Group Trips Program is the most popular form of transportation services provided in the City of Emeryville. The Senior Center attracts ~1,800 people from throughout Alameda County that enjoy the accessible group trips program each year. The Taxi Reimbursement Program provides a safety net to fund on-demand trips for seniors and people with disabilities who live in Emeryville to various destinations, and will also include the use of TNCs. The Meals on Wheels Volunteer Driver Mileage Reimbursement Program helps the City incentivize volunteers who may have financial constraints to sign-up and deliver meals to seniors and people with disabilities in Emeryville. The City also offers Subsidized EBP Ticket Programs to serve those who have trouble purchasing East Bay Paratransit tickets at full cost. Measure BB funds are used to support the ongoing operations of its 8-To-Go Shuttle that provides enhanced mobility for seniors and people with disabilities throughout the 94608 zip code area of Oakland and Emeryville.

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 services described above are only available for seniors and people with disabilities as outlined by the A-CTC guidelines. The public is informed of these programs through the Emeryville City News and Activity Guide, which is produced and distributed three times per year. They are also highlighted in the Emeryville Senior Center Monthly Newsletter, the City of Emeryville Website, and other publication materials produced by the City. We have selected the suite of services that we offer based on demand from previously successful programs. We also actively seek feedback into our programs and are open to creating new programs if we find that demand exists. Existing programs enhance quality of life by allowing those who cannot provide their own transportation or use public transportation to remain independent by providing forms of transportation that are accessible. The group trips program also provides positive social interaction and experiences that individuals may not otherwise have the opportunity to experience.

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.

Dialysis centers, hospitals, major shopping complexes, senior centers, senior housing, private homes, restaurants, beauty salons, grocery stores, BART.

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 are proposing to accept TNCs for our Taxi Reimbursement Program for the first time this year. TNCs generally offer similar transportation services at a lower cost than taxis, which will allow the users of the program to get more service at the same reimbursement rate.

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.

We will need to secure another source of funding beyond FY 18-19 in order to continue the 8 To Go Program. We are facing an annual shortfall of about \$50,000 beginning in FY 19-20 because the program will no longer be funded by the CIP/Gap Grant. For FY 17-18 and 18-19 we were able to support the program with DLD reserve balances, but this is not a financially sustainable solution because the reserve will soon be depleted.

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)

- A. There is no planned capital expenditure for FY18/19.
- B. Our 8 To Go program does not limit trips based on trip purpose
- C. Our current Taxi Subsidy Program does not use TNCs
- D. Our Taxi Subsidy program does not include incentives to drivers and/or transportation providers.
- E. The City of Emeryville does not fund an Accessible Shuttle Service as defined by A-CTC with Measure B or BB funds.
- F. No mobility management/travel training programs as defined by A-CTC are currently being funded in the City of Emeryville by Measure B or BB.
- G. There are no low-income requirements for our scholarship or fare subsidy programs.

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.

The City collects surveys from customers after every accessible group trip and feedback is gathered from the Commission on Aging and Friends of the Emeryville Senior Center meetings on the entire Paratransit program via monthly reports and updates. 8-To-Go ridership is surveyed via phone interviews and/or rider surveys.

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

The City collects surveys after every accessible group trip and encourages feedback at the Emeryville Commission on Aging and Friends of the Emeryville Senior Center meetings. Also receive comment/suggestion via comment boxes and in-person/email/phone suggestions to staff.

- 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.**

As indicated by the surveys collected and feedback from word-of-mouth to staff and the two committees, accessible group trips is still the biggest demand. Yet, given the funding need for 8-To-Go and its service to those who really need help, the shuttle is also a top priority. The two senior center committees also ask staff to keep the safety net services of taxi reimbursement program, meals on wheels driver mileage reimbursement program, and subsidized EBP ticket sales programs in place to help those in need.

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

This year, we are integrating this use of TNCs into the Taxi Reimbursement program. With this, we are anticipating an increase in demand for the program and are therefore increasing our allocation for it.

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.

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.

The public is informed of these programs through the Emeryville City News and Activity Guide, which is produced and distributed three times per year. They are also highlighted in the Emeryville Senior Center Monthly Newsletter, the City of Emeryville Website, and other publication materials produced by the City. We have also produced a manual for all of our programs, which explains how they work and what the eligibilities are.

ELIGIBILITY AND ENROLLMENT

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

Each program has different requirements for eligibility.

8 to Go: Participants must be at least age 70 or Paratransit eligible and be a resident of the 94608 Zip Code.

Discount Paratransit Tickets: Participants must be Emeryville Residents and paratransit eligible.

Taxi Reimbursement Program: Participants must be residents of Emeryville and at least age 70.

Group Trips program: Participants must be members of the Emeryville Senior Center.

Meals on Wheels mileage reimbursement: Participants must be volunteer meal delivery drivers who use their private vehicle to deliver meals to participants of the Meals on Wheels 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.

Customers enroll by filling out a one-page application. Customers in all of our programs can be enrolled and become eligible for service the same day.

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.

Participants have the option of contacting staff in person, via email, phone, or written correspondence. There is also a suggestion box located at the senior center in case the patron wishes to remain anonymous. We provide "How are we doing" cards that give the individual the option of being contacted. These cards also offer the opportunity to provide commendations. Additionally, each of our group trips includes an itinerary with a comments section at the bottom for the trip escort to collect at the end of each day.

Staff responds to individual comments as quickly as possible. Depending on the situation, staff may contact other participants, vendors, drivers, or other staff to gain additional information. Refunds or gift certificates are often offered if it is found that we are the least bit at fault. Staff does not rest until a mutually agreeable solution is found to every complaint. Written documentation is not maintained for every complaint, but in the rare instance a chronic issue is apparent, staff/participant actions are documented.

- 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.)*

Each program experiences limited complaints and each program experiences different types of complaints.

8 to Go: The program receives an occasional phone call complaining of late pickups and/or miscommunication in ride scheduling. This is often caused by the rider who may have forgotten to schedule a ride, and later thought he/she did.

Discount Paratransit Tickets: Prospective participants sometimes complain if they are not eligible for the program. They feel that the program should be open to those living outside Emeryville. They would also like to be able to purchase more tickets than the program allows for.

Taxi Reimbursement Program: Common complaints include the inability to use TNCs, but this will stop once we institute their use. We also receive an occasional complaint about the turnaround time for reimbursement, but this is limited by the City's accounts payable system.

Group Trips program: This program has a wide variety of activities that are unique to the individual destinations. The most common complaints we receive are in regards to traffic delays or the behavior of other participants. Parking at the Emeryville Senior Center is also often identified as a challenge.

Meals on Wheels mileage reimbursement: We receive an occasional complaint about the turnaround time for reimbursement, but this is limited by the City's accounts payable system.

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

8 to Go: We are finding that miscommunications are most often caused when riders mistakenly believe they reserved a ride when they in fact did not. Late pickups are usually caused by a rider with limited mobility who may take longer to board. We are trying to build more time in to these rides, but unfortunately this further limits the amount of rides we are able to provide and thus increases the cost per ride.

Discount Paratransit Tickets: No changes to this program have been made. We are interested in increasing the benefit amount of the program, if this is permissible.

Taxi Reimbursement Program: TNCs will be incorporated into the program this year. Staff work to process reimbursement requests as quickly as possible and are mindful of the accounts payable schedule. We even try to squeeze payments in past check run deadlines to make sure checks are distributed more quickly.

Group Trips program: We changed the departure location on weekends to another facility that has ample parking. We also speak to individual seniors to ensure that the Emeryville Senior Center's "Codes of Conduct" is being followed by all members.

Meals on Wheels mileage reimbursement: Staff work to process reimbursement requests as quickly as possible and are mindful of the accounts payable schedule. We even try to squeeze payments in past check run deadlines to make sure checks are distributed more quickly.

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	1,800
Registrants at end of FY 2016-17	1,800
Current Registrants for FY 2017-18	1,800
Projected Registrants for FY 2018-19	1,800

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.

Programs have reached a healthy equilibrium between resources and demand.

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?

One-way trips will likely have a slight increase because of the incorporation of TNCs in the Taxi Reimbursement program.

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.)*

Only for the Group Trips Program. Each Group Trip has an escort, who is also a participant in the trip. This accounts for about 5% of the ridership. Occasionally, wheelchair-bound passengers will bring an attendant along on the trip and are counted in attendance. We estimate this to be about 1% of total ridership. We previously counted attendants for our 8 To Go program, but are no longer doing so.

- 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	Group Trips: 15 8 To Go: 147
Number of trips provided to a consumer using a mobility device in FY 2017-18	Group Trips: 15 8 To Go: 150
Number of trips provided to a consumer using a mobility device in FY 2018-19	Group Trips: 15 8 To Go: 150

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 in FY 2016-17 or to date in 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

The City of Emeryville DOES NOT use the Alameda-CTC Paratransit money for overhead and management costs. The City strives to place every Paratransit penny received towards actual Paratransit programs/services.

See the attached spreadsheet detailing in-kind support for the Measure B Paratransit Pass Through Programs. The City expends approximately \$215,000 annually to support accessible transportation programs.

B. Customer Service and Outreach Costs

The City of Emeryville DOES NOT use the Alameda-CTC Paratransit money for Customer Services and Outreach Costs costs. The City strives to place every Paratransit penny received towards actual Paratransit programs/services.

See the attached spreadsheet detailing in-kind support for the Measure B Paratransit Pass Through Programs. The City expends approximately \$215,000 annually to support accessible transportation programs.

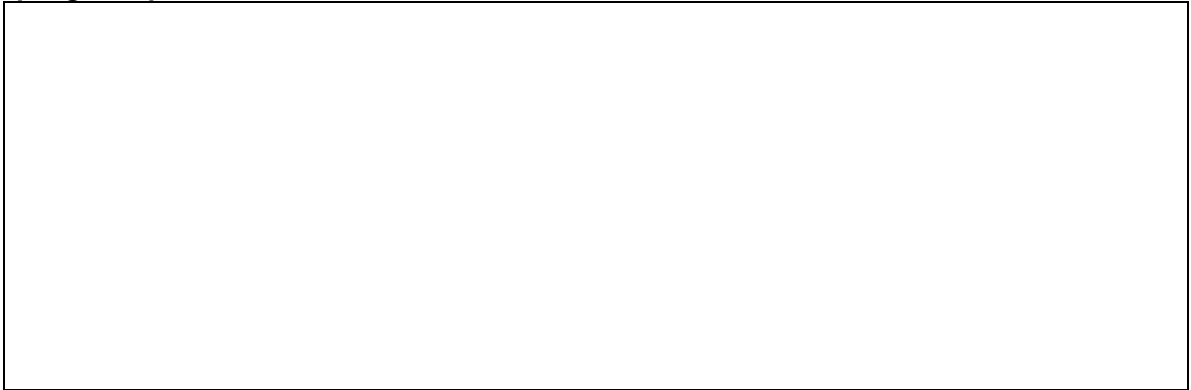
PROGRAM FUNDING RESERVES

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?

As mentioned above, some of the balance will be spent this year toward operations of the 8 To Go Program. The remainder of the balance is anticipated to be used in 2018-19 for this purpose. This will be necessary to make up the difference between what was applied for and what was awarded from the 2018 CIP program. This will allow the program to be fully funded through FY 2018-19.

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 the applicant to provide additional notes or clarifications about their program plan.

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)
Group Trips	Accessible Group Trip Program	5,368	unavailable		\$ 6,979					\$ 77,742	\$ 68,411	\$ 50,000	City Gen. Fund	\$ 125,390	
Taxi Subsidy/Same-Day Transp.	Taxi Reimbursement	143	non-applicable		\$ 2,859							\$ 1,000	City Gen. Fund	\$ 3,859	
Meal Delivery (existing program)	Meals on Wheels Reimbursement	5,386	non-applicable		\$ 190							\$ 250	City Gen. Fund	\$ 440	
Scholarship/Subsidized Fare	Subsidized EBP Fare Program	500	non-applicable		\$ 500					\$ 125		\$ 500	City Gen. Fund	\$ 1,000	
City-based Door-to-Door	8-To-Go Shuttle	2,771	unavailable		\$ -		\$ 31,463	\$ 34,000	MB Gap Grant	\$ 1,642		\$ 59,826	City Gen. Fund	\$ 125,289	
Management/Overhead	Finance - Audit Fees		non-applicable		\$ 867		\$ 867							\$ 1,734	
														\$ -	
														\$ -	
														\$ -	
														\$ -	
														\$ -	
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					\$ -		\$ 32,330	\$ 34,000		\$ 79,509	\$ 68,411	\$ 111,576		\$ 257,712	

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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)	\$38,917
Projected FY 2018-19 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$30,197
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2017-18 (as of June 30, 2018)	\$6,840
Projected FY 2018-19 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$31,200
Total FY 2018-19 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$107,154
Total FY 2018-19 Other Revenue (All other revenue sources, non-DLD, including Gap grant)	\$ 218,375
Total FY 2018-19 Program Revenue (Measure B, Measure BB and all other sources available for FY 2018-19) (Automatically calculated)	\$325,529

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 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 calculated</i>
Accessible Group Trip Program	5,000		\$ 15,000					\$ 100,000	\$ 100,000	\$ 50,000	City Funds	\$ 165,000
Taxi Reimbursement	200		\$ 5,000					\$ -	\$ -	\$ 1,000	City Funds	\$ 6,000
Meals on Wheels Reimbursement	5,000		\$ 500					\$ -	\$ -	\$ 250	City Funds	\$ 750
Subsidized EBP Fare Program	500		\$ 1,000					\$ 125	\$ 125	\$ 500	City Funds	\$ 1,625
8-To-Go Shuttle	3,000	\$ 26,000	\$ 7,400		\$ 30,200	\$ 35,000	CIP/Gap Grant	\$ 1,500	\$ 1,500	\$ 30,000	City Funds	\$ 130,100
Finance - Audit Fees	0		\$ 1,000		\$ 1,000							\$ 2,000
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
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0	0											\$ -
Totals	13,700	\$ 26,000	\$ 29,900	\$ -	\$ 31,200	\$ 35,000		\$ 101,625	\$ 101,625	\$ 81,750		\$ 305,475

Budget check (total revenue less total cost): \$20,054

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2019:	\$13,214	\$6,840	\$20,054
Reserve balance as percent of FY 2018-19 Revenue*	44%	22%	33%

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

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Paratransit Program Plan Staff Summary Fiscal Year 2018-19

Paratransit Program: Oakland Subcommittee: North County

- Services provided:
 - Taxi (regular, Grocery Return Improvement Program, Taxi Up & Go)
 - City-based Door-to-Door (BACS)
 - City-based Specialized Van
 - Group Trips
- 97% Measure B/BB; Remainder: 3% fare revenue
- 65% reserves
- Cost per trip – showing decrease in taxi from \$30.95 to \$22.89
- Trends in trip provision – increase planned overall
- Elements requiring approval:
 - None

Staff Recommendation: Recommend program plan for full approval.
(Staff has requested minor application corrections.)

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

CONTACT INFORMATION	
Agency:	City of Oakland
Contact Name:	Hakeim McGee
Title:	Senior Services Supervisor
Phone Number:	(510) 238-2311
E-mail Address:	hmcgee@oaklandnet.com

Date Submitted: March 23, 2018

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 Oakland plans to offer the following subsidized mobility services through local, contracted transportation providers:

Taxi Scrip Program

Enrolled participants purchase taxi scrip books at a discount and personally contact taxi companies for service.

Grocery Return Improvement Program

Provides taxi drivers with a tip incentive for better service on grocery return rides.

Taxi Administrative Fee Program

Covers the cost imposed on drivers for processing taxi scrip by taxi company owners to improve customer service.

Van Voucher Program (specialized wheelchair accessible van service)

Enrolled participants purchase van vouchers at a discount and personally contact taxi companies for service.

Adult Day Care Program (door-to-door)

Enrolled clients of Bay Area Community Services North Oakland Day Care are provided weekly prescheduled rides for the facility.

Senior Group Trip Program

Groups from senior centers and independent senior living residences are provided accessible transportation to community events, social activities, sporting events and other local destinations.

Taxi Up & Go! Project

Enrolled clients of the Senior Companion Program that require destination assistance at medical appointments and grocery shopping are escorted by volunteers and caregivers on taxi trips.

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?

The City of Oakland targets paratransit services towards seniors and people with disabilities by historically targeting service gaps in the community such same day service, underserved geographic areas and supplemental wheelchair accessible van services for trips that can be made more conveniently than through other local services.

These types of services have been selected to the meet the trip needs of consumers over other eligible services based on historical and current consumer feedback and the input of knowledgeable staff and consumer advocate input.

City of Oakland services continue to be essential for persons connecting with the community at-large as well as accessing services. It has and continues to be essential for transit dependent adults with disabilities and seniors to be able to access medical services, grocery stores, friend and family visits, school attendance, etc., which leads to enhanced independent living and prevents isolation in many cases.

Based on annual survey responses and phone calls, riders are satisfied with the suite of services that are offered; thus, that is our goal. And we are pleased to continue to offer expanded services and to continue to identify potential new services.

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 City of Oakland has identified the following common trip destinations:

- Medical Facilities (non-emergency)
- Adult Day Care Sites
- Dialysis Centers
- Grocery Shopping Centers
- Entertainment Venues and Sport Arenas

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.

City of Oakland proposes no changes at this time.

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.

The City of Oakland does not anticipate any major service changes or the beginning or ending of any services at this time; however, consideration and analysis will continue to be given to the following possibilities with the advanced approval of PAPCO and Alameda CTC staff:

- Taxi driver incentive program to improve customer service.
- Taxi swipe card technology with the vision of replacing paper fare mediums such as taxi scrip and vouchers.
- TNC service integration.

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.

The City of Oakland received consumer input through evaluation of the annual program satisfaction surveys, especially the written comment sections. The annual survey is our primary tool for consumer input, as well as, a significant amount of feedback over the phone.

Staff also attended meetings and provided materials and responses as necessary to the Mayor's Commission on Aging and the Commission on Persons with Disabilities respectively throughout the year.

Although the City of Oakland does not have a formal paratransit advisory committee, the program plan must be reviewed and approved by City Council. Staff is scheduled to go before the City Council Life Enrichment sub-committee on May 22nd with full council approval to be sought on June 5th.

The meetings are open to the public and televised on the city's KTOP television network which allows for additional in-person consumer input and the opportunity to provide program contact information for future with staff.

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

City of Oakland staff conducted an annual program satisfaction survey and compiled the results which were diligently reviewed and analyzed. The information will be incorporated in staff's City Council Agenda Report that will be reviewed and anticipatorily approved by the Life Enrichment Committee on May 22nd and then full City Council on June 5th.

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 of Oakland's program plan development process is highly guided by public meeting attendance, evaluation and analysis of annual survey responses, phone feedback and direct consumer contact. All the phases engaged by staff are based on a historical methodology utilized by the program to inform the public of service plans.

Each phase not only allows for staff to relay service intentions; the process also allows for staff to solicit consumer feedback that is thoroughly reviewed and considered during the final planning process. Oakland has always been determined to improve existing services and to fill service gaps voiced by consumers through all outreach and formal survey feedback and analysis.

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

None at this time.

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.

Oakland City Council and scheduled for June 5, 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.

City of Oakland services are listed in printed materials distributed by the City and electronic mediums, including:

- Multi-language brochures distributed at senior centers, community information fairs, etc.
- Departmental brochure with description and inserts.
- Departmental web page.
- ACTC's Access Alameda.

City of Oakland services are also described and shared through presentations at:

- Senior residential sites.
- Senior & persons with disabilities provider staff meetings.
- Oakland senior centers.
- Mayor's Commission on Aging.
- Mayor's Commission on Persons with Disabilities.

ELIGIBILITY AND ENROLLMENT

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

Taxi Scrip Program: Residents of Oakland or Piedmont who are 70 or older OR who are 18-69 and East Bay Paratransit certified. Available to ambulatory and transferable persons using manual folding wheelchairs.

City-based Door-to-Door: Elderly residents of Oakland or Piedmont who are age 65 or older with memory disorders.

City-based Specialized Van: Residents of Oakland or Piedmont who are 70 or older OR who are 18-69 and East Bay Paratransit certified. Available to persons with the need of wheelchair transport.

Group Trip Program: Residents of Oakland or Piedmont who are 55 or older and resides at a qualifying independent senior living facility or attending a local senior program. Available to ambulatory and persons using wheelchairs.

Senior Companion Volunteer/Caregiver Escort Program Taxi Up & Go! Project: Residents of Oakland who are senior (age 55 or older) or disabled adult (age 18 or older) that need transportation with destination assistance while attending medical appointments and grocery shopping.

No income related/based services provided except the Taxi Up & Go Project provides services to only persons with low incomes or limited resources.

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.

Consumers submit a City of Oakland or county-wide non-ADA application via standard mail, online, in person or fax.

The application is reviewed, verified and approved by staff within one (1) to two (2) business days. Once approved; pertinent client information is entered in the program's database and an enrollment package and program ID is mailed.

The enrollment process generally does not exceed seven (7) business days. Same day expedited enrollment is also possible and services are made available immediately on a case by case basis.

Taxi Up & Go! Project:

Staff generally receive requests for escorted taxi assistance by phone upon which an application is mailed. Once the completed application is received by staff, it is reviewed, verified and approved by staff within (3) business days. Once approved, clients are notified by phone. It generally takes about one (1) to two (2) weeks to assign a travel volunteer.

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.

Complaint Process: Participants are provided written instructions to file complaints directly with the transportation provider for resolution. They are asked to record as much information about the experience such as the date, company name, staff or driver's name, vehicle number, destination, other circumstances, etc.

If participants do not receive a satisfactory resolution, they are requested to contact our office directly. At that point, staff contacts the vendor about the matter and works with them towards a satisfactory resolution or a plan to avoid future occurrences.

Commendation Process: This is an unscripted process where participants may contact the transportation providers directly or they may contact our office as well. Positive feedback may come by phone or mail that outlines their positive experience with a company or driver.

Companies are encouraged to share positive feedback directly with their employees and hopefully with our staff. In cases where the information is shared with our office, we ensure that we provide the feedback and appreciation to the companies.

Acclamation generally is written.

- 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.*)

- Taxi Program (taxi scrip) – Overall, clients find this service satisfactory and highly convenient, however, some complaints have been reported this service year in relation to slow/delayed response times in parts of East Oakland.
- City-based Door-to-Door (adult day care) – Rarely feedback from this service due to a good line of established communication between ADC staff, families and transportation provider.
- City-based Specialized Van (van voucher) – Clients find this service satisfactory and highly convenient.
- Group Trip (seniors) – Wonderful service with great drivers is expressed with majority of the post-trip feedback.
- Taxi Program (escort) – Clients express that this service fills a much-needed gap in service.

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

City of Oakland staff has not made any changes or any planned at the point; however, we are monitoring taxi service in the East Oakland area to determine if and how the issue should be addressed should an increased and significant number of complaints are received.

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	1,360
Registrants at end of FY 2016-17	1,545
Current Registrants for FY 2017-18	1,688
Projected Registrants for FY 2018-19	1,741

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.

The City of Oakland's registration projection increase is based on the enrollment pattern of the first and second quarters of the current fiscal year as a barometer for enrollment next year. We expect this upward trend to continue based on data from the FY 2012-2016 American Community Survey (ACS) that reports steady increases in Oakland residents identified as having disabilities and the senior population of 65 and older.

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?

The City of Oakland expects that one-ways trips will increase based on the projected increase in registration.

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.)*

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	Not tracked
Number of trips provided to a consumer using a mobility device in FY 2017-18	Not tracked
Number of trips provided to a consumer using a mobility device in FY 2018-19	Not tracked

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 reported.

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

The Management/Overhead consists of 85% of one (1) program supervisor salary and fringe; 85% of two (2) program assistant salaries and fringe; 82% of one (1) accountant salary and fringe; 50% of one (1) administrative assistant and fringe; purchasing expenses associated with transportation vendor agreements; staff professional development activities; industry organizational memberships; local and regional meeting expenses and industry conference attendance.

The program anticipates the continuation of a General Purpose Fund waiver from the City for Central Service Overhead which includes basic city operational support and facility services. The FY 2017-18 waiver authorizations were \$58,938 for Measure B and \$43,462 for Measure BB.

B. Customer Service and Outreach Costs

The Customer Service/Outreach consists of 100% of salary and fringe of five (4) program customer support aide/staff; 50% of one (1) administrative assistant and fringe; 15% respectively of the program supervisor and program assistant salaries and fringe; program document duplication, plus customer service tools and supplies necessary for business.

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?

The City of Oakland is projected to have a substantial paratransit reserve at the end of FY 2018-19 due to the current inability to identify new services and the current belief that demand is near peak with existing services. Therefore, any projected reserves will be designated as operational reserves as staff continues efforts to identify potential new service areas or possible expansion opportunities.

MISCELLANEOUS

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

N/A

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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)
Management/Overhead	Base Program Administration	0	N/A	\$ 318,959		\$ 276,509								\$ 595,468	City CSO Waiver - \$100,251
Customer Service and Outreach	Base Program O&M	0	N/A	\$ 109,479		\$ 78,441								\$ 187,920	
Taxi Subsidy/Same-Day Transp.	Taxi Scrip Program	19,252	86%	\$ 87,200	\$ 375,847					\$ 79,919	\$ 79,919	\$ 52,833	City GF	\$ 595,799	
Taxi Subsidy/Same-Day Transp.	Grocery Return Improvement Program - \$5 Driver Tip Incentive	0	N/A		\$ 13,665									\$ 13,665	2,733 one-way trips
City-based Door-to-Door	BACS Adult Day Care Service	4,066	not tracked		\$ 125,804					\$ 14,456	\$ 14,456			\$ 140,260	
City-based Specialized Van	Van Voucher Program	12,100	98%			\$ 271,016				\$ 38,632	\$ 38,632			\$ 309,648	
Group Trips	Senior Group Trip Program	9,624	not tracked			\$ 149,205				\$ 3,920	\$ 3,920			\$ 153,125	
Customer Service and Outreach	Taxi Up & Go!	0	N/A		\$ 22,259			\$ 32,876	MB Gap					\$ 55,135	DLD Grant Matching Funds
Door-through-Door/Volunteer Driver	Taxi Up & Go!	4,698	not tracked		\$ 40,038			\$ 42,347	MB Gap					\$ 82,385	DLD Grant Matching Funds
														\$ -	
														\$ -	
														\$ -	
														\$ -	
														\$ -	
														\$ -	
														\$ -	
				\$ 515,638	\$ 577,613	\$ 775,171	\$ -	\$ 75,223		\$ 136,927	\$ 136,927	\$ 52,833		\$ 2,133,405	

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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)	\$520,342
Projected FY 2018-19 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$1,129,494
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2017-18 (as of June 30, 2018)	\$1,359,290
Projected FY 2018-19 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$1,167,008
Total FY 2018-19 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$4,176,134
Total FY 2018-19 Other Revenue (All other revenue sources, non-DLD, including Gap grant)	\$ 82,355
Total FY 2018-19 Program Revenue (Measure B, Measure BB and all other sources available for FY 2018-19) (Automatically calculated)	\$4,258,489

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 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 calculated</i>
Base Program Administration	0		\$ 469,768	\$ 437,788								\$ 907,556
Base Program O&M	0		\$ 108,530	\$ 181,226								\$ 289,756
Taxi Scrip Program	18,000	\$ 272,812	\$ 224,556					\$ 59,685	\$ 59,685			\$ 557,053
Grocery Return Improvement Program - \$5 Driver Tip Incentive	0	\$ 50,000										\$ 50,000
10% Taxi Administrative Fee	0	\$ 55,705										\$ 55,705
BACS Adult Day Care Service	3,200			\$ 97,600				\$ 12,800	\$ 12,800			\$ 110,400
Van Voucher Program	13,700			\$ 383,600								\$ 383,600
Senior Group Trip Program	15,700			\$ 240,130				\$ 9,870	\$ 9,870			\$ 250,000
Taxi Up & Go!	0	\$ 57,225										\$ 57,225
Taxi Up & Go!	5,400	\$ 84,600	\$ 13,400									\$ 98,000
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
Totals	56,000	\$ 520,342	\$ 816,254	\$ 1,340,344	\$ -	\$ -		\$ 82,355	\$ 82,355	\$ -		\$ 2,759,295

Budget check (total revenue less total cost): \$1,499,194

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2019:	\$313,240	\$1,185,954	\$1,499,194
Reserve balance as percent of FY 2018-19 Revenue*	28%	102%	65%

*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	Small Bus	2004	Gas	Lift	21	2	1	Bay Area Charters, Inc. - Contractor	Oakland
GMC	Small Bus	2005	Diesel	Lift	26	8	1	Bay Area Charters, Inc. - Contractor	Oakland
Ford	Large Van	2004	Gas	Lift	2	2	1	Quality Transit, LLC - Contractor	Oakland
Ford	Large Van	2004	Gas	Lift	2	2	1	Quality Transit, LLC - Contractor	Oakland
Ford	Minivan	2006	Gas	Ramp	3	1	1	Quality Transit, LLC - Contractor	Oakland

Toyota	Minivan	2012	Gas	None	4	0	1	Quality Transit, LLC - Contractor	Oakland
Ford	Large Van	2015	Gas	Lift	2	2	1	Quality Transit, LLC - Contractor	Oakland
Ford	Large Van	2017	Gas	Lift	2	2	1	Quality Transit, LLC - Contractor	Oakland
Ford	Minivan	2017	Gas	Ramp	4	1	1	Quality Transit, LLC - Contractor	Oakland
Ford Winstar	Minivan	2004	Gas	Ramp	3	1	4	Friendly Transportation, Inc. - Contractor	Oakland
Ford Winstar	Minivan	2007	Gas	Ramp	5	1	6	Friendly Transportation, Inc. - Contractor	Oakland
Ford Escape Hybrid	Small Jeep	Various	Gas-electric	None	4	0	17	Friendly Transportation, Inc. - Contractor	Oakland
Various	Sedan	Various	Gas 24 CNG	None	4	0	133	Friendly Transportation, Inc. - Contractor	Oakland
Ford	Large Van	2008	Gas	Ramp	1	3	4	Friendly Transportation, Inc. - Contractor	Oakland

Various	Sedan	Various	9 Hybrid / 35 Gas	None	4	0	44	St. Mini Cab Corp DBA Veterans Cab	San Leandro
Chevy	Minivan	2001	Gas	Ramp	3	1	2	Bell Transit Corp.	San Leandro
Chevy	Minivan	2002	Gas	Ramp	3	1	2	Bell Transit Corp.	San Leandro
Chevy	Minivan	2003	Gas	Ramp	3	1	4	Bell Transit Corp.	San Leandro
Chevy	Minivan	2006	Gas	Ramp	3	1	5	Bell Transit Corp.	San Leandro
Chevy	Minivan	2008	Gas	Ramp	3	1	3	Bell Transit Corp.	San Leandro
Ford	Sedan	2000	Gas	None	4	0	2	Bell Transit Corp.	San Leandro
Ford	Sedan	2006	Gas	None	4	0	4	Bell Transit Corp.	San Leandro
Ford	Sedan	2009	Gas	None	4	0	4	Bell Transit Corp.	San Leandro
Ford	Sedan	2010	Gas	None	4	0	2	Bell Transit Corp.	San Leandro
Ford	Minivan	1999	Gas	Ramp	3	1	2	Bell Transit Corp.	San Leandro
Ford	Minivan	2009	Gas	Ramp	3	1	6	Bell Transit Corp.	San Leandro

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