



Agency Name:

Revision

Number:

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

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

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


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

Certification of True and Accurate Reporting

By signing below, the agency manager and finance manager, or their designees certify the compliance information reported are true and complete to the best of their knowledge, and the **audited dollar figures matches exactly to the Measure B revenues and expenditures reported in the compliance report and Tables 1-3.**

X 
 Signature
 David J. Armijo
 General Manager

12-23-13
 Date

X 
 Signature
 Lewis G. Clinton, Jr.
 Chief Financial Officer

12/23/13
 Date



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MASS TRANSIT PROGRAM

Compliance Report Summary *Fiscal Year 2012-13*

1. Did your agency receive Measure B Mass Transit Funds in the reporting period of July 1, 2012 through June 30, 2013?

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

2. Complete the below contact information.

CONTACT INFORMATION	
Mass Transit Program Agency:	Alameda Contra Costa Transit
Contact Name:	Lewis G. Clinton, Jr.
Title:	Chief Financial Officer
Phone Number:	510-891-4752
E-mail Address:	lclinton@actransit.org

3. Complete the Excel Worksheets Tables 1 to 3 for Mass Transit.
(Check the boxes below to indicate completion).

- Table 1: Measure B Revenues and Expenditures**
The values entered into Table 1 must match your agency's audited financial statements and compliance report. **Please contact Alameda CTC staff if you have questions before submitting your report. All dollar figures must match your audited financial statements and compliance report or Alameda CTC may reject your submission.**
- Table 2: Summary of Expenditures and Accomplishments**
This table describes actual expenditures and activities incurred for FY 2012-2013 (FY 12-13).
- Table 3: Summary of Planned Projects and Reserve Funds**
This table describes your agency's plan to expend any remaining Measure B funds within the four-year time table of the funding agreement through FY 12-13 thru FY 15-16.

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

N/A

5. **If applicable, why were the reported expenditures in FY 12-13 more than the amount of Measure B funds the agency received in FY 12-13?** How did you use Measure B funds from a previous fiscal year(s)?

N/A

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

N/A

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

Yes No. *If no, explain in Question #11 - Additional Information.*

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

Publication	Date Published	Copy Attached? (Y/N)
C:1 Alameda CTD Newsletter	March-April 2013	Yes

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

Yes No. *If no, explain in Question #11 - Additional Information.*

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

Website Address	Printout Attached? (Y/N)
CAFR for FY 12-13 to be found on AC Transit website. www.actransit.org	No

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

Yes No. *If no, explain in Question #11 - Additional Information.*

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

Signage Description	Photos attached? (Y/N)
C2: Measure B decals on Mass Transit buses	Yes



10a. Describe your agency's effectiveness at meeting your planned FY 12-13 expenditures reported in the last compliance report and reasons for any variations. Agencies are expected to expend their planned expenditures from their individual projects and/or and reserve funds. **Did you expend the planned funds? Did you expend more than anticipated?**

All Measure B revenue funding received for transit operations were fully expended in FY 2012-13.

10b. If your agency did not expend the planned amount, please provide a detailed justification on why dollars were not spent, reference specific projects.

N/A

10c. If your agency expended more than the planned amount for a particular project/reserve category, please describe any adjustments to the reserves to finance the surplus amount.

N/A



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

TRANSIT OPERATIONS

Measure B continues to partially fund the operating expenses of AC Transit's fixed-route service in Northern, Central, and Southern Alameda County. AC Transit service is provided seven days a week on most routes, with service available 24 hours a day on selected travel corridors.



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PARATRANSIT PROGRAM

Compliance Report Summary *Fiscal Year 2012-13*

1. Did your agency receive Measure B Paratransit Funds in the reporting period of July 1, 2012 through June 30, 2013?

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

2. Complete the below contact information.

CONTACT INFORMATION	
Paratransit Program Agency: Contact Name: Title:	AC Transit as part of the East Bay Paratransit Consortium Mallory Nestor-Brush, Manager of Accessible Services
Phone Number:	510-891-7213
E-mail Address:	mnestor@actransit.org

3. Complete the Excel Worksheets Tables 1 to 3 for Paratransit.
(Check the boxes below to indicate completion).

- Table 1: Measure B Revenues and Expenditures**
The values entered into Table 1 must match your agency's audited financial statements and compliance report. **Please contact Alameda CTC staff if you have questions before submitting your report. All dollar figures must match your audited financial statements and compliance report or Alameda CTC may reject your submission.**
- Table 2: Summary of Expenditures and Accomplishments**
This table describes actual expenditures and activities incurred for FY 2012-2013 (FY 12-13).
- Table 3: Summary of Planned Projects and Reserve Funds**
This table describes your agency's plan to expend any remaining Measure B funds within the four-year time table of the funding agreement through FY 13-14 thru FY 16-17.



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

N/A

5. **If applicable, why were the reported expenditures in FY 12-13 more than the amount of Measure B funds the agency received in FY 12-13?** How did you use Measure B funds from a previous fiscal year(s)?

N/A

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

N/A

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

Category	Expense Amount
	Indicate zero if none.
Management (<i>oversight, planning, budgeting, etc.</i>)	\$283,173
Customer Service and Outreach Activities	\$1,010,795
Trip Provision (<i>direct or contracted taxis, vans, shuttles, etc.</i>)	\$22,898,215
TOTAL Operating Expenses:	\$24,192,183

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

Cancelled Trip Reservations (<i>percent</i>)	Passenger No-shows (<i>percent</i>)	On-time Pickups (<i>percent</i>)	Late Pickups (<i>percent</i>)	Missed Trips, Provider No-shows* (<i>percent</i>)	Average Ride Time (<i>minutes</i>)
23.6%**	2.7%	92.5%	7.4%	0.11%	40.1

*Includes very late pickups

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

- Individuals making a complaint receive a post card or a phone call, thanking them for the information, explaining we use complaints to review and improve the system. The individual is told they may call us back in 2 weeks if they would like to know the outcome of the research we conduct on their complaint. Riders who have specified an alternative format receive post cards in their specified format.
- Customer Response clerks research the complaint using tapes of calls, AVL data, fixed route time, route mapping, etc. Once the Response clerk has investigated, the complaint is sent to the appropriate party (Service Provider or EBPC management) for their investigation and response.
- Complaints needing additional response are forwarded to the AC Transit and BART management for coordination and response.
- Complaints about individual staff are shared with the staff person and made a part of

their file. The individual is counseled or re-trained. Progressive discipline procedures are used with individuals receiving multiple complaints.

- The Operations Manager reviews driver complaints regularly with the providers.
- Complaints about vehicles are investigated and repairs are made, if necessary.
- Complementary fare tickets are given to riders whose rides that were more than 60 minutes late, or situations where the vehicle never arrived.

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

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

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

Number of Registered Riders	Number of Riders Added to Program in FY 12-13	Number of Riders on Wait List	Number of Accidents and Incidents*
@ year-end: 17,245 riders on data base	1341 **	0	43

**Report incidents resulting in any of the following: a fatality other than a suicide, injuries requiring immediate medical attention away from the scene for two or more persons, property damage equal to or exceeding \$7,500, an evacuation due to life safety reasons, or a collision at a grade crossing.*

*** 4,880 riders (both new to EBPC and recertifying riders) were certified as eligible to use the system; 1,341 new riders recorded and 3,539 recertified.*

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

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



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

Publication	Date Published	Copy Attached? (Y/N)
D-1 Newsletter article for ACTC from EPPC	Sent to ACTC 10/13/12	Yes
D-2 Newsletter article for ACTC from EBPC	Sent to ACTC 04/17/12	Yes
D-3 On hold message	Played throughout FY 12/13	Yes

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

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

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

Website Address	Printout Attached? (Y/N)
D-4 EBPC website: http://eastbayparatransit.org/	Yes
D-5 AC Transit website: http://www.actransit.org/rider-info/rider-guides/paratransit/	Yes

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

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

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

Signage Description	Photos attached? (Y/N)
D-6 Bumper sticker on all EBPC vehicles	Yes



13a. Describe your agency's effectiveness at meeting your planned FY 12-13 expenditures reported in the last compliance report and reasons for any variations. Agencies are expected to expend their planned expenditures from their individual projects and/or and reserve funds. **Did you expend the planned funds? Did you expend more than anticipated?**

All FY 12-13 Measure B funds received for ongoing Operations of the mandated ADA program were fully expended in FY 12-13.

13b. If your agency did not expend the planned amount, please provide a detailed justification on why dollars were not spent, reference specific projects.

N/A

13c. If your agency expended more than planned amount for a particular project/reserve category, please describe any adjustments to the reserves to finance the surplus amount.

N/A



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

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