

**Alameda CTC Special Transportation for Seniors and People with Disabilities
Paratransit Program Plan Application Staff Summary Form
Fiscal Year 14/15**

Paratransit Program: East Bay Paratransit

1. Review Plan Application

2. Review Applicable References

3. Staff identified questions for current fiscal year (PAPCO members can use these as examples during the question rounds)

- a. Please expand on your coordination with Regional Center of the East Bay, since their sites are many of your most frequent destinations.
- b. How long of a process do you expect implementing and refining the IVR to be?

4. Preliminary Recommendation (Committee Member Notes)

With respect to this application, I want to send the following recommendation to the full PAPCO (*please check one*):

- ☐ Recommend **approval of base funding**
- ☐ Recommend **conditional approval with recommended actions** (for example, recommend funds continue to flow but place program on watch list and require quarterly reports to PAPCO, hold back funds until program updates plan or budget, recommend partial funding until specified actions are taken).

- ☐ Don't recommend approval.

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Annual Paratransit Program Plan Application for Measure B Funding

Fiscal Year 2014-2015 (July 1, 2014 through June 30, 2015)

Requirements and Instructions

The Alameda County Transportation Commission (Alameda CTC) requires Measure B paratransit fund recipients to participate in an Annual Paratransit Program Plan Review. Recipients are required to complete and submit a program plan application to Alameda CTC that outlines their anticipated expenditures related to delivering paratransit services to seniors and people with disabilities. As part of the Program Plan Review application, recipients may apply for an Implementation Guidelines Assistance (IGA) grant to secure critical funding for the implementation of paratransit services that would otherwise be unavailable without IGA funding.

Paratransit Program Plan Application Deadline: March 3, 2014

The Annual Paratransit Program Plan Application includes the following documents:

1. Paratransit Program Plan Application (this MS Word document)
2. Paratransit Program Plan Attachments including: Tables A, B, C and D (one MS Excel workbook)

Submit both files via email by March 3, 2014 to Naomi Armenta: narmenta@alamedactc.org. **Hard copies are not required.** Clearly label both the Word document and the Excel workbook application forms with your agency name and date in the file name (e.g., Albany_FY14-15_Paratransit_Program_Application.doc).

If you have questions, please contact Naomi Armenta via email or at (510) 208-7469.

Paratransit Program Plan Application
Due by March 3, 2014

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

Date Submitted: March 4, 2013

TYPES OF SERVICES PROVIDED

- 1. What type of paratransit projects and programs will Measure B fund?** To answer this question, complete the Table A Attachment (Table A tab) in the Microsoft Excel workbook. Describe the projects and/or programs your agency plans to implement with Measure B funding during fiscal year 2014-2015 (FY 14-15). (See question 1A that follows.)

Please include BOTH base program AND gap-grant funded programs in the Table A Attachment. For programs funded exclusively or partially through gap grant funds, indicate "Other Measure B" as the source of funds in Table B.

As noted in the comments in Table A, only the following services/programs are eligible for funding through Measure B:

- **Management/Overhead:** Program oversight, planning, budgeting, participation in regional/countywide meetings. Please include admin/labor even if it is paid by the City 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.
- **ADA-mandated Paratransit:** Paratransit services provided by fixed-route transit operators to fulfill requirements under the American's with Disabilities Act.
- **City-based Door-to-Door:** Pre-scheduled, accessible, door-to-door service provided by city. Provides a similar level of service to mandated ADA services; designed to fill gaps not met by ADA-mandated providers and/or relieve ADA-mandated providers of some trips.
- **Taxi 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 at a reduced fare.
- **City-based Specialized 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,

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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.*
- **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/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 deliver meals 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.*

1A. Please provide a short narrative description explaining how the suite of services offered through your program enhances the quality of life for seniors and people with disabilities in your community and helps them meet basic life needs. E.g. why have these service types been selected for funding over other potential service types to meet the trip needs of your consumers?

As an ADA provider, AC Transit's primary objective is to deliver high quality, cost effective paratransit service that meets the service criteria of the ADA.

1B. Please list recurring primary destinations for seniors and people with disabilities in your community that your services are designed to serve or to which passengers frequently need to travel, e.g. dialysis centers, hospitals, major shopping complexes, senior centers.

Eight of the 17 most frequent destinations in the EBPC service area are Regional Center of the East Bay sites found in Oakland, San Leandro, Fremont, Hayward, and Richmond.

Next are five dialysis locations found in Oakland, Hayward and El Cerrito.

Then one adult day care in Berkeley and one Adult Social Service agency (Clausen House) located in Oakland.

Lastly are Herrick Hospital in Berkeley and Kaiser Richmond. The above list has not changed since last year.

- 2. Will your planned program for FY 14-15 meet the Paratransit Program Implementation Guidelines?** (Programs are *required* to meet the Implementing Guidelines. See Appendix A for the Guidelines.)

If your program plans to apply for Implementation Guidelines Assistance funding for FY 14-15, please complete the application on page 12.

EBPC meets all federally mandated ADA guidelines.

- 3. If proposing service changes from the current year, FY 13-14, please describe what changes are proposed and why.** Please describe how these changes will impact the ability of seniors and people with disabilities in your community to meet their basic life needs.

1. In FY 14/15 efforts to develop an Emergency Plan will be complete. This plan will include training and exercises for all personnel in East Bay Paratransit. Having a documented emergency plan and trained staff with skills to deal with an emergency will assist EBPC riders if they are in an EBPC vehicle when an emergency strikes.
2. In FY 14/15 the EBPC Broker's office move will be complete. While providing more space for operations, the move will directly assist riders coming in for in-person interviews as part of the certification process. The new space affords a more secure drop-off location in the back of the building, as opposed to the current location which is on Broadway, a busy street.
3. Lastly, the IVR System will be tested and fully activated in FY 14/15. The system was installed by December 2012, but has not been activated as it required installation of a new scheduling software upgrade. Testing/acceptance of the new upgrade required most of FY 13/14. Work will be starting in Q4, FY 13/14 to begin the activation of the IVR system, concluding in FY 14/15.

DEVELOPMENT OF PROGRAM PLAN

- 4. How was consumer input sought in development of your program plan and selection of the services offered?** Describe all 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 general dates for these activities.

EBPC staff works with its rider committee, the SRAC and the EBPC executive committee, the SRC, when considering changes in the ADA paratransit plan or design. Comments and support for changes are obtained prior to implementation. Meetings of these committees are publicly noticed and public comment is welcome.

The SRAC consists of 12 EBPC riders from all over the service area & 4 members from city programs or SS Agencies with ADA riders as clients. The SRAC meets every other month and an announcement about the SRAC is included in phone hold messages, so interested individuals may attend. Meeting materials are sent to everyone who requests them.

4A. Has this plan been reviewed by a local paratransit advisory committee?

☒ Yes

☐ No

4B. If yes, list the committee name and date of the meeting.

SRAC meeting of March 4, 2014.

5. Describe any surveys or analysis conducted to develop this plan and to select the range of services your program offers?

EBPC conducts an annual satisfaction survey asking about aspects of the service. Data from the survey & tracking of service indicators & customer comments/complaints are used to determine areas needing adjustments to improve the service.

The SRAC receives a regular report from the Broker with statistics and data about operations and customer service.

6. Describe how results from the community outreach and empirical surveys or analysis described in Questions 4 and 5 were used to guide the development of the program plan.

EBPC planning is an ongoing continual process designed to accept public comment and SRAC views on a variety of operational issues. In addition, an annual, statistically valid customer satisfaction survey is used to obtain rider input. Both are used to improve service.

The SRAC committee is designed to offer membership to interested riders from all parts of the service area so opinions and comment are received from a variety of individuals with different disabilities, places of residence, and ethnic backgrounds.

7. Did you (or will you) get a Governing Body Resolution to authorize submittal of this plan?

☐ Yes

☒ No

If yes, please indicate the date that the plan was approved or is scheduled for action:

Board action no longer required.

OUTREACH

8. How do community members and potential users learn about the Measure B-funded services provided in your community?

Outreach by staff at information events is conducted consistent with federal & State Title VI and related requirements. EBPC informs users about the program with brochures and Rider's Guides. EBPC has its own website & EBPC is mentioned on AC's & BART's sites. EBPC has Multi-lingual staff available for customer services and outreach events. The phone tree allows selection of languages other than English. EBPC works closely with many organizations supporting low income individuals & meets with agencies and individuals to provide information.

ELIGIBILITY AND ENROLLMENT

9. What is your eligibility process and how do consumers enroll in your program?

An applicant must complete a written application & an in-person interview. Eligibility determinations are mailed. Occasionally, medical verification is required. Every 3 years riders must re-certify. Most recertifying riders use a short form application to update rider information primarily. Some recertifying riders with temporary or conditional eligibility may be required to complete the full ADA application & possibly return for another interview.

10. How long does it take for an applicant to be enrolled in your program and become eligible to utilize the services offered?

Once the interview & written application are complete applicants may use services upon receipt of their determination letter, assuming they are found eligible. If a determination has not been made within 21 days after the application and interview are complete, the ADA requires the agency to provide presumptive eligibility and service for that applicant until the determination is made.

EXPECTED USE OF SERVICES

11. How many consumers do you estimate will be registered in your program in FY 14-15? Fill in the box below. (See question 11A that follows.)

Estimated Registrants in FY 14-15
18,000

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11A. Do you expect your program registration to increase, decrease or stay the same compared to the current year, FY 13-14? Why?

Overall demand and numbers of certified riders has decreased in the past few years. This appears due to several reasons:

1. Elimination of adult day care and SS programs due to budget cuts at the State level.
2. Cooperation between Regional Center of the East Bay (RCEB) and EBPC to assign RCEB riders to the best transit option – either their own service or EBPC's.
3. Education to retirement homes, residential living sites, etc resulting in receipt of fewer applications for residents that are never going to use EBPC. Previously, many of these locations sent in an application as part of the intake process, regardless of the condition of the client.

12. 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 13-14? Why?

EBPC is experiencing a decrease in demand for the reasons stated in question 11, particularly points 1 and 2.

Budgeted passengers in FY 13/14 are 720,000. Projected passengers after six months of data in FY 13/14 are 705,000. A slight increase for FY 14/15 is projected with total passengers budgeted in FY 14/15 are 710,000.

CUSTOMER SATISFACTION

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

(See questions 13A and 13B that follow)

Complaints can submitted through a variety of methods (on-board vehicle complaint cards, phone calls, email, and in person. Complaints are taken by the call center at the Brokers Office as well as the Paratransit Coordinators or thought Managers at BART or AC Transit. All complaints are responded to and tracked by type. Complaints are reported to the SRAC as part of the Brokers report.

Response clerks research the complaint using tracking data (phone tapes, AVL data, route mapping, etc.) Complaint details are used to determine areas of service which need attentions and improvements, Attention to individual employees or modification of service practices.

Once investigated, the complaint is sent to the appropriate party (Service Provider or EBPC management) for follow-up and customer response.

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Senders of complaints receive a post card or phone call with thanks, explaining we use complaints to review/improve the system.

The sender is told to call in 2 weeks for the outcome of the research. Riders requesting alternative formats receive post cards in their specified format. Complaints needing additional response are sent to AC Transit and BART management and a letter to the individual is drafted.

13A. Describe any common or recurring complaints your program has received.

Complaints are summarized into these categories: Driver complaints; on-time performance issues; vehicle problems; scheduling concerns; & Broker complaints. Staff reviews complaint statistics every month. Every 2 months the SRAC receives a report with a complaints breakdown and summary.

Complaints about individual staff are shared & made a part of their file. The individual is counseled or re-trained. Progressive discipline procedures are used with individuals receiving multiple complaints.

Complaints about vehicles are investigated and repairs are made, if necessary.

13B. Describe any changes you have made to your program as a result of customer complaints and commendations.

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.

VEHICLE FLEET

14. Please provide details regarding your vehicle fleet. To answer this question, complete the Table D Attachment (Table D tab) in the excel workbook. Table D Tab completed.

CAPITAL PURCHASES

15. Describe planned capital expenditures, such as purchase of vehicles or durable equipment, below.

AC Transit and BART are currently looking at purchases that could be classified as capital expenditures, particularly those associated with the move of the Broker's office. No Measure B will be used for capital purchases.

At time of submission of this claim, no capital expenditures have been definitively identified.

FINANCES: PROGRAM COSTS AND REVENUE

16. Please complete Table B and C Attachments (Table B Program Costs and Table C Program Revenues tabs) in the Excel workbook to indicate the total expected costs and revenues for your program in FY 14-15. Table B and C Tabs completed.

17. If your agency shows a MB pass-through balance greater than zero in Table C (Cell C12/ Row I) why do you have this reserve and will these funds be directed towards a Capital, Operational, or Undesignated Reserve? For example, please specify if you are intentionally maintaining a "rainy day" fund (Operational and/or Undesignated Reserve) or if you have a plan to draw down funds in future years (Capital Reserve) or if there is another explanation for having funds remaining at the end of FY 14-15.

AC Transit does not anticipate a fund balance at the end of FY 14-15. All pass-through Measure B funds received by AC Transit are utilized to operate the EBPC program.

18. Please describe what costs are included in "Management/Overhead" and "Customer Service and Outreach" in the Table B Attachment and how you determined these cost allocations? The definition of these two categories was included in Question 1.

***Please indicate funds spent on Customer Service/Outreach and Management/Overhead, even if it is not paid for through Measure B funds. For example, include city staff time dedicated to managing the Measure B-funded program as it is considered an "in-kind" contribution from the city.*

18A.Management/Overhead

Management/Overhead expenses include the fully loaded salary of the paratransit Broker's General Manager, split 69%/31% between AC Transit and BART, plus the entire amount of the CGR Management Consultants contract, split 50/50 between the two agencies.

18B.Customer Service and Outreach

An estimated 30% of Broker expenses split 69%/31% between AC Transit and BART are considered Customer Service & Outreach.

MISCELLANEOUS

19. If you have any additional notes or clarifications you would like to provide about your program plan, please include them here.

None.

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IMPLEMENTATION GUIDELINES ASSISTANCE GRANT APPLICATION (*optional*)

As part of the Gap Cycle 5 Program, Alameda CTC programmed approximately \$50,000 to FY 13/14 and FY 14/15, respectively, to assist agencies to deliver critical paratransit activities to meet the Implementation Guidelines.

If requesting Implementation Guidelines Assistance funding, please complete the questions below.

The Paratransit Implementation Guidelines can be found in Appendix A.

20. Please describe your program's need for additional funding to meet the Paratransit Implementation Guidelines. Include any community-specific issues that impact your ability to meet the Guidelines. Please describe below.

21. How much grant funding are you requesting for FY 14/15?

22. Have you explored and documented other transportation options for seniors and people with disabilities (e.g. ADA-mandated, nonprofit organizations) in your community that might also close this service gap? Please describe below.

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23. If Implementation Guidelines grant funding is not available to meet this need, what will be the likely outcome? Please describe below.

Appendix A: PAPCO-approved Implementation Guidelines (November 2013)

Implementation Guidelines – Special Transportation Program for Seniors and People with Disabilities

These guidelines lay out the service types that are eligible to be funded with Alameda County Measure B and Vehicle Registration Fee (VRF) revenues under the Special Transportation for Seniors and People with Disabilities Program (Paratransit). All programs funded partially or in their entirety through Measure B or the VRF, including ADA-mandated paratransit services, city-based non-mandated programs, and discretionary grant funded projects, must abide by the following requirements for each type of paratransit service. Programs must be in full compliance with these guidelines by the end of fiscal year 2012-2013.

Fund recipients are able to select which of these service types is most appropriate in their community to meet the needs of seniors and people with disabilities. Overall, all 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.

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The chart below summarizes the eligible service types and their basic customer experience parameters; this is followed by more detailed descriptions of each.

Service	Timing	Accessibility	Origins/ Destinations	Eligible Population
ADA Paratransit	Pre-scheduled	Accessible	Origin-to-Destination	People with disabilities unable to ride fixed route transit
Door-to-Door Service	Pre-scheduled	Accessible	Origin-to-Destination	People with disabilities unable to ride fixed route transit and seniors
Taxi Subsidy	Same Day	Varies	Origin-to-Destination	Seniors and people with disabilities
Specialized Van	Pre-scheduled & Same Day	Accessible	Origin-to-Destination	People with disabilities using mobility devices that require lift- or ramp-equipped vehicles
Accessible Shuttles	Fixed Schedule	Accessible	Fixed or Flexed Route	Seniors and people with disabilities
Group Trips	Pre-scheduled	Varies	Round Trip Origin-to-Destination	Seniors and people with disabilities
Volunteer Drivers	Pre-scheduled	Generally Not Accessible	Origin-to-Destination	Vulnerable populations with special needs, e.g. requiring door-through-door service or escort
Mobility Management and/or Travel Training	N/A	N/A	N/A	Seniors and people with disabilities
Scholarship/Subsidized Fare Programs	N/A	N/A	N/A	Seniors and people with disabilities

Note on ADA Mandated Paratransit: Programs mandated by the American's with Disabilities Act are implemented and administered according to federal guidelines that may supersede these guidelines; however all ADA-mandated programs funded through Measure B or the VRF are subject to the terms of the Master Programs Funding Agreement.

Interim Service for Consumers Awaiting ADA Certification: At the request of a health care provider, or ADA provider, city-based programs must provide interim service through the programs listed below to consumers awaiting ADA certification. Service must be provided within three business days of receipt of application.

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City-based Door-to-Door Service Guidelines	
Service Description	<p>City-based door-to-door services provide pre-scheduled, accessible, door-to-door trips. Some programs allow same day reservations on a space-available basis. They provide a similar level of service to mandated ADA services. These services are designed to fill gaps that are not met by ADA-mandated providers and/or relieve ADA-mandated providers of some trips.</p> <p>This service type does not include taxi subsidies which are discussed below.</p>
Eligible Population	<p>People 18 and above with disabilities who are unable to use fixed route services or Seniors 80 years or older without proof of a disability.</p> <p>Cities may provide services to consumers who are younger than age 80, but not younger than 70 years old.</p> <p><i>Cities may offer “grandfathered” eligibility to program registrants below 70 years old who have used the program regularly in the prior fiscal year as long as it does not impinge on the City’s ability to meet the Implementation Guidelines.</i></p> <p><i>Program sponsors may use ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit), as proof of disability.</i></p>
Time & Days of Service	<p>At a minimum, service must be available five days per week between the hours of 8 am and 5 pm (excluding holidays).</p> <p>At a minimum, programs should accept reservations between the hours of 8 am and 5 pm Monday – Friday.</p>
Fare (Cost to Customer)	<p>Fares for pre-scheduled service should not exceed local ADA paratransit fares, but can be lower, and can be equated to distance. Higher fares can be charged for “premium” same-day service.</p>
Other	<p>Door-to-Door programs must demonstrate that they are providing trips at an equal or lower cost than the ADA-mandated provider on a cost per trip and cost per hour basis.</p> <p>Programs cannot impose limitations based on trip purpose, but can impose per person trip limits to control program resources.</p>

Taxi Subsidy Service Guidelines	
Service Description	<p>Taxis provide curb-to-curb service that can be scheduled on a same-day basis. They charge riders on a distance/time basis using a meter. Taxi subsidy programs allow eligible consumers to use taxis at a reduced fare by reimbursing consumers a percentage of the fare or by providing some fare medium, e.g. scrip or vouchers, which can be used to cover a portion of the fare. These programs are intended for situations when consumers cannot make their trip on a pre-scheduled basis. This is meant to be a “premium” safety net service, not a routine service to be used on a daily basis.</p> <p>The availability of accessible taxi cabs varies by geographical area, but programs should expand availability of accessible taxi cabs where possible.</p>
Eligible Population	<p>People 18 and above with disabilities who are unable to use fixed route services or Seniors 80 years or older without proof of a disability.</p> <p>Cities may provide services to consumers who are younger than age 80, but not younger than 70 years old.</p> <p><i>Cities may offer “grandfathered” eligibility to program registrants below 70 years old who have used the program regularly in the prior fiscal year as long as it does not impinge on the City’s ability to meet the Implementation Guidelines.</i></p> <p><i>Program sponsors may use ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit), as proof of disability.</i></p>
Time & Days of Service	24 hours per day/7 days per week
Fare (Cost to Customer)	<p>At a minimum, programs must subsidize 50% of the taxi fare.</p> <p>Programs can impose a cap on total subsidy per person. This can be accomplished through a maximum subsidy per trip, a limit on the number of vouchers/scrip (or other fare medium) per person, and/or a total subsidy per person per year.</p>

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City-based Specialized Van Service	
Service Description	<p>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 program that does not meet critical needs for particular trips in accessible vehicles in certain communities. Examples of unmet needs might be a taxi program without accessible vehicles or medical trips for riders too frail to take a shuttle, or outside of the ADA-mandated service area.</p> <p>These programs make use of fare mediums such as scrip and vouchers to allow consumers to pay for rides.</p>
Eligible Population	At discretion of program sponsor with local consumer input.
Time & Days of Service	At discretion of program sponsor with local consumer input.
Fare (Cost to Customer)	At discretion of program sponsor with local consumer input.
Other	Specialized van programs should provide trips at an equal or lower cost than the ADA-mandated provider on a cost per trip and cost per hour basis.

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City Accessible Shuttle Service Guidelines	
Service Description	<p>Shuttles are accessible vehicles that operate on a fixed, deviated, or flex-fixed route and schedule. They serve common trip origins and destinations visited by eligible consumers. Common trip origins and destinations are: senior centers, medical facilities, grocery stores, BART stations, other transit stations, community centers, commercial districts, and post offices.</p> <p>Shuttles should be designed to supplement existing fixed route transit services. Routes should not necessarily be designed for fast travel, but to get as close as possible to destinations of interest, often going into parking lots or up to the front entrance of a senior living facility. Shuttles allow for more flexibility than pre-scheduled paratransit service, and are more likely to serve active seniors who do not drive and are not ADA paratransit registrants.</p>
Eligible Population	Shuttles should be designed to appeal to older people, but can be made open to the general public.
Time and Days of Service	At discretion of program sponsor with local consumer input.
Fare (Cost to Customer)	Fares should not exceed local ADA paratransit fares, but can be lower, and can be equated to distance.
Cost of Service	By end of FY12/13, the cost per one-way person trip must be \$20 or lower, including transportation and direct administrative costs.
Other	<p>Shuttles are required to coordinate with the local fixed route transit provider. Shuttle routes and schedules should be designed with input from the senior and disabled communities and any new shuttle plan must be submitted to the Alameda CTC for review prior to requesting funding to ensure effective design.</p> <p>Deviations and flag stops are permitted at discretion of program sponsor.</p>

Group Trips Service Guidelines	
Service Description	<p>Group trips are round-trip rides for pre-planned outings or to attend specific events or go to specific destinations for fixed amounts of time, e.g. shopping trips, sporting events, or community health fairs. Trips usually originate from a senior center or housing facility and are generally provided in accessible vans and other vehicle types or combinations thereof. These trips are specifically designed to serve the needs of seniors and people with disabilities.</p>
Eligible Population	At discretion of program sponsor.
Time and Days of Service	Group trips must begin and end on the same day.
Fare (Cost to Customer)	At discretion of program sponsor.
Other	Programs can impose mileage limitations to control program costs.

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Volunteer Driver Service Guidelines	
Service Description	<p>Volunteer driver services are pre-scheduled, door-through-door services that are generally not accessible. These programs rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. This service type meets a key mobility gap by serving door-through-door trips for more vulnerable populations. This is a complementary gap-filling service.</p> <p>Volunteer driver programs may also have an escort component where volunteers accompany consumers, who are unable to travel in a private vehicle, on ADA trips.</p>
Eligible Population	At discretion of program sponsor.
Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	At discretion of program sponsor.
Other	Program sponsors can use Measure B funds to pay for volunteer mileage reimbursement purposes or an equivalent financial incentive for volunteers and/or administrative purposes.

Mobility Management and/or Travel Training Service Guidelines	
Service Description	<p>Mobility management and/or travel training play an important role in ensuring that people use the “right” service for each trip, e.g. using EBP from Fremont to Berkeley for an event, using a taxi voucher for a same-day semi-emergency doctor visit, and requesting help from a volunteer driver or group trips service for grocery shopping. Mobility management covers a wide range of activities, such as travel training, escorted companion services, coordinated services, trip planning, and brokerage.</p>
Eligible Population	At discretion of program sponsor.
Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	N/A
Other	<p>Programs must specify a well-defined set of activities that will be undertaken in a mobility management or travel training program.</p> <p>The mobility management plan or travel training program must be submitted to the Alameda CTC for review prior to requesting funding to ensure effective design.</p>

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Scholarship/Subsidized Fare Program Guidelines	
Service Description	Scholarship or Subsidized Fare Programs can subsidize any service for customers who are low-income and can demonstrate financial need.
Eligible Population	Subsidies can be offered to low-income consumers with demonstrated financial need; these consumers must also meet the eligibility requirements of the service for which the subsidy is being offered. Low income should be considered 30% AMI (area median income) or lower.
Time and Days of Service	N/A
Fare (Cost to Customer)	N/A
Other	Program sponsors must describe how financial means testing will be undertaken. If program sponsors include subsidized East Bay Paratransit (EBP) tickets in this program, no more than 3% of their direct local program distribution funds, or discretionary funds, may be used for these tickets. Programs may use other funds to purchase these tickets in excess of the 3% direct local program distributions funds or discretionary funds.

Meal Delivery Service Guidelines	
Service Description	Meal Delivery Programs deliver meals to the homes of individuals who are transportation disadvantaged. Although this provides access to life sustaining needs for seniors and people with disabilities, it is not a direct transportation expense.
Eligible Population	For currently operating programs, at discretion of program sponsor.
Time and Days of Service	For currently operating programs, at discretion of program sponsor.
Fare (Cost to Customer)	For currently operating programs, at discretion of program sponsor.
Other	Currently operating programs can continue to use Measure B funds for these service costs, but new meal delivery services cannot be established.

Cell: A4

Comment: Service/Program Type: (See Implementing Guidelines for more information on these service types)

- Management/Overhead: Program oversight, planning, budgeting, participation in regional/countywide meetings. Please include admin/labor even if it is paid by the City 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.
- ADA-mandated Paratransit: Paratransit services provided by fixed-route transit operators to fulfill requirements under the American’s with Disabilities Act.
- City-based Door-to-Door: Pre-scheduled, accessible, door-to-door service provided by city. Provides a similar level of service to mandated ADA services; designed to fill gaps not met by ADA-mandated providers and/or relieve ADA-mandated providers of some trips.
- Taxi 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 at a reduced fare.
- City-based Specialized 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.
- 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/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 (only existing programs are eligible; no new programs can be established): Program to deliver meals to the homes of individuals who are transportation disadvantaged. Currently operating programs can continue to use Measure B funds for these service costs, but new meal delivery services cannot be established.
- Capital Expenditure: Any capital purchase or other capital expenditure.

Cell: G4

Comment: Accessibility:

Accessible: Able to serve consumers with mobility devices

Non-Accessible: Not able to serve consumers with mobility devices

Cell: H4

Comment: Timing:

Consumers must schedule trips in advance: To utilize this service, consumer must make a reservation in advance of the day trip is taken.

Consumers can schedule a same day trip: Service is provided on a same-day basis, does not require advance reservation

Please indicate the predominant timing of your service. E.g. if a service is mostly pre-schedule but takes occasion same day requests on a space-available basis, please indicate "schedule in advance"

Cell: I4

Comment: Origins and Destinations:

Fixed Route: Service operates on a fixed route with no deviations

Fixed Route with Deviations: Service operates on a fixed route, but deviates to major origins/destinations on occasion, such as a senior center.

Origin-to-Destination: Service provides curb-to-curb, door-to-door or door-through-door service for consumers.

Cell: H25

Comment: Project Status:

Initiated in FY 13-14

Continuing or Ongoing

Closed Out in FY 13-14

Alameda CTC Paratransit Program Application - FY 2014-2015 (July 1, 2014 through June 30, 2015)
Table B Attachment: Program Cost and Fund Sources

Service/Program Name		Measure B and Other Funds to be expended on Service/Program								Total Cost
Column A	Column B	Column C	Column D	Column E	Column f	Column G	Column H	Column I	Column J	Column K
Service/Program/Project Name <i>Will automatically populate from prior sheet (column B)</i>	Quantity Planned Completed in FY 14-15 <i>Will automatically populate from prior sheet (column Q)</i>	Measure B Paratransit pass-through funds planned to be expended on this service in FY 14-15	Measure B RESERVE funds planned to be expended on this service in FY 14-15	OTHER Measure B funds planned to be expended on this service in FY 14-15	What is the source of these OTHER Measure B funds? (e.g. gap, implementation guidelines grant, LS&R, etc.)	Fare revenue expected from service in FY 14-15	Fare revenue to be expended on service in FY 14-15	Other Non-Measure B funds planned to be expended on this service in FY 14-15 (not incl. fares)	What is the source of these non-Measure B funds? (e.g. City general fund, outside grant, etc.)	Total Cost <i>Will automatically calculate</i>
AC Transit as part of the East Bay Paratransit Consortium (EBPC)	489,900	\$4,718,346.00	\$0.00	\$0.00	n/a	\$1,837,125.00	\$1,837,125.00	\$134,839.00	CCC Measure J	\$6,690,310.00
	0							\$16,957,643.00	AC Gen Funds	\$16,957,643.00
Management/Overhead	N/A									\$0.00
0	0							\$291,000.00	AC Gen Funds	\$291,000.00
0	0									\$0.00
Customer Service and Outreach	N/A							\$1,108,000.00	AC Gen Funds	\$1,108,000.00
	0									\$0.00
0	0									\$0.00
0	0									\$0.00
0	0									\$0.00
0	0									\$0.00
0	0									\$0.00
0	0									\$0.00
0	0									\$0.00
Totals	489,900	\$4,718,346.00	\$0.00	\$0.00		\$1,837,125.00	\$1,837,125.00	\$18,491,482.00		\$25,046,953.00

Alameda CTC Paratransit Program Application - FY 2014-2015 (July 1, 2014 through June 30, 2015)
Table B Attachment: Program Cost and Fund Sources

Cell: B19

Comment: WILL CALCULATE AUTOMATICALLY

Cell: C19

Comment: WILL CALCULATE AUTOMATICALLY

Cell: D19

Comment: WILL CALCULATE AUTOMATICALLY

Cell: E19

Comment: WILL CALCULATE AUTOMATICALLY

Cell: G19

Comment: WILL CALCULATE AUTOMATICALLY

Cell: I19

Comment: WILL CALCULATE AUTOMATICALLY

Cell: K19

Comment: WILL CALCULATE AUTOMATICALLY

Alameda CTC Paratransit Program Application - FY 2014-2015 (July 1, 2014 through June 30, 2015)

Table D Attachment: 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
				Capacity				
Make	Type of Vehicle(s) (specify bus, large van, minivan, sedan)	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 in
FORD E350	van	gas	LIFT	7	1	33	APT	n/a
Ford E450	van	diesel	lift	14	5	11	APT	n/a
FORD E 450	van	gas	lift	8	1	1	APT	n/a
FORD E450	van	gas	lift	12	5	12	APT	n/a
Chevy E350	van	diesel	lift	14	5	1	APT	n/a
Chevy E350	van	Diesel	lift	8	4	11	APT	n/a
FORD E450	van	gas	lift	14	5	11	MVT	n/a
FORD E450	van	gas	lift	18	5	16	MVT	n/a
FORD E350	van	gas	lift	7	2	27	MVT	n/a
FORD E450	van	diesel	lift	14	5	2	MVT	n/a
Chevy E350	van	diesel	lift	8	4	12	MVT	n/a
FORD E450	van	gas	lift	14	5	27	FTI	n/a
FORD E350	van	GAS	lift	7	1	28	FTI	n/a
Chevy E350	van	GAS	lift	8	4	12	FTI	
					Total Vehicles:	204		

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Annual Paratransit Program Plan Application for Measure B Funding

Fiscal Year 2014-2015 (July 1, 2014 through June 30, 2015)

Requirements and Instructions

The Alameda County Transportation Commission (Alameda CTC) requires Measure B paratransit fund recipients to participate in an Annual Paratransit Program Plan Review. Recipients are required to complete and submit a program plan application to Alameda CTC that outlines their anticipated expenditures related to delivering paratransit services to seniors and people with disabilities. As part of the Program Plan Review application, recipients may apply for an Implementation Guidelines Assistance (IGA) grant to secure critical funding for the implementation of paratransit services that would otherwise be unavailable without IGA funding.

Paratransit Program Plan Application Deadline: March 3, 2014

The Annual Paratransit Program Plan Application includes the following documents:

1. Paratransit Program Plan Application (this MS Word document)
2. Paratransit Program Plan Attachments including: Tables A, B, C and D (one MS Excel workbook)

Submit both files via email by March 3, 2014 to Naomi Armenta: narmenta@alamedactc.org. **Hard copies are not required.** Clearly label both the Word document and the Excel workbook application forms with your agency name and date in the file name (e.g., Albany_FY14-15_Paratransit_Program_Application.doc).

If you have questions, please contact Naomi Armenta via email or at (510) 208-7469.

Paratransit Program Plan Application
Due by March 3, 2014

Alameda CTC Paratransit Program Plan Application
Application Period July 1, 2014 through June 30, 2015

CONTACT INFORMATION	
Paratransit Program Agency:	Bay Area Rapid Transit District (BART) as part of the East Bay Paratransit Consortium (EBPC)
Contact Name: Title:	Laura Timothy Accessibility Services Manager
Phone Number:	510 464-6446
E-mail Address:	ltimoth@bart.gov

Date Submitted: **March 4, 2013**

TYPES OF SERVICES PROVIDED

1. **What type of paratransit projects and programs will Measure B fund?** To answer this question, complete the Table A Attachment (Table A tab) in the Microsoft Excel workbook. Describe the projects and/or programs your agency plans to implement with Measure B funding during fiscal year 2014-2015 (FY 14-15). (See question 1A that follows.)

Please include BOTH base program AND gap-grant funded programs in the Table A Attachment. For programs funded exclusively or partially through gap grant funds, indicate "Other Measure B" as the source of funds in Table B.

As noted in the comments in Table A, only the following services/programs are eligible for funding through Measure B:

- **Management/Overhead:** Program oversight, planning, budgeting, participation in regional/countywide meetings. Please include admin/labor even if it is paid by the City 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.
- **ADA-mandated Paratransit:** Paratransit services provided by fixed-route transit operators to fulfill requirements under the American's with Disabilities Act.
- **City-based Door-to-Door:** Pre-scheduled, accessible, door-to-door service provided by city. Provides a similar level of service to mandated ADA services; designed to fill gaps not met by ADA-mandated providers and/or relieve ADA-mandated providers of some trips.
- **Taxi 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 at a reduced fare.
- **City-based Specialized 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.

Alameda CTC Paratransit Program Plan Application
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- **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.
- **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/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 deliver meals 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.

1A. Please provide a short narrative description explaining how the suite of services offered through your program enhances the quality of life for seniors and people with disabilities in your community and helps them meet basic life needs. E.g. why have these service types been selected for funding over other potential service types to meet the trip needs of your consumers?

As an ADA provider, BART's primary objective is to deliver high quality, cost effective paratransit service that meets the service criteria of the ADA.

1B. Please list recurring primary destinations for seniors and people with disabilities in your community that your services are designed to serve or to which passengers frequently need to travel, e.g. dialysis centers, hospitals, major shopping complexes, senior centers.

Eight of the 17 most frequent destinations in the EBPC service area are Regional Center of the East Bay sites found in Oakland, San Leandro, Fremont, Hayward, and Richmond.

Next are five dialysis locations found in Oakland, Hayward and El Cerrito.

Then one adult day care in Berkeley and one Adult Social Service agency (Clausen House) located in Oakland.

Lastly are Herrick Hospital in Berkeley and Kaiser Richmond. The above list has not changed since last year.

2. Will your planned program for FY 14-15 meet the Paratransit Program Implementation Guidelines? (Programs are *required* to meet the Implementing Guidelines. See Appendix A for the Guidelines.)

Alameda CTC Paratransit Program Plan Application
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If your program plans to apply for Implementation Guidelines Assistance funding for FY 14-15, please complete the application on page 12.

EBPC meets all federally mandated ADA guidelines.

- 3. If proposing service changes from the current year, FY 13-14, please describe what changes are proposed and why.** Please describe how these changes will impact the ability of seniors and people with disabilities in your community to meet their basic life needs.

1. In FY 14/15 efforts to develop an Emergency Plan will be complete. This plan will include training and exercises for all personnel in East Bay Paratransit. Having a documented emergency plan and trained staff with skills to deal with an emergency will assist EBPC riders if they are in an EBPC vehicle when an emergency strikes.
2. In FY 14/15 the EBPC Broker's office move will be complete. While providing more space for operations, the move will directly assist riders coming in for in-person interviews as part of the certification process. The new space affords a more secure drop-off location in the back of the building, as opposed to the current location which is on Broadway, a busy street.
3. Lastly, the IVR System will be tested and fully activated in FY 14/15. The system was installed by December 2012, but has not been activated as it required installation of a new scheduling software upgrade. Testing/acceptance of the new upgrade required most of FY 13/14. Work will be starting in Q4, FY 13/14 to begin the activation of the IVR system, concluding in FY 14/15.

DEVELOPMENT OF PROGRAM PLAN

- 4. How was consumer input sought in development of your program plan and selection of the services offered?** Describe all 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 general dates for these activities. *(see questions 4A and 4B that follow)*

EBPC staff works with its rider committee, the SRAC and the EBPC executive committee, the SRC, when considering changes in the ADA paratransit plan or design. Comments and support for changes are obtained prior to implementation. Meetings of these committees are publicly noticed and public comment is welcome.

The SRAC consists of 12 EBPC riders from all over the service area & 4 members from city programs or SS Agencies with ADA riders as clients. The SRAC meets every other month and an announcement about the SRAC is included in phone hold messages, so interested individuals may attend. Meeting materials are sent to everyone who requests them.

Alameda CTC Paratransit Program Plan Application
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4A. Has this plan been reviewed by a local paratransit advisory committee?

☒ Yes

☐ No

4B. If yes, list the committee name and date of the meeting.

SRAC meeting of March 4, 2014.

5. Describe any surveys or analysis conducted to develop this plan and to select the range of services your program offers?

EBPC conducts an annual satisfaction survey asking about aspects of the service. Data from the survey & tracking of service indicators & customer comments/complaints are used to determine areas needing adjustments to improve the service.

The SRAC receives a regular report from the Broker with statistics and data about operations and customer service.

6. Describe how results from the community outreach and empirical surveys or analysis described in Questions 4 and 5 were used to guide the development of the program plan.

EBPC planning is an ongoing continual process designed to accept public comment and SRAC views on a variety of operational issues. In addition, an annual, statistically valid customer satisfaction survey is used to obtain rider input. Both are used to improve service.

The SRAC committee is designed to offer membership to interested riders from all parts of the service area so opinions and comment are received from a variety of individuals with different disabilities, places of residence, and ethnic backgrounds.

7. Did you (or will you) get a Governing Body Resolution to authorize submittal of this plan?

☐ Yes

☒ No

If yes, please indicate the date that the plan was approved or is scheduled for action:

Board action no longer required.

OUTREACH

8. How do community members and potential users learn about the Measure B-funded services provided in your community?

Outreach by staff at information events is conducted consistent with federal & State Title VI & related requirements. EBPC informs users about the program with brochures and Rider's Guides. EBPC has its own website & EBPC is mentioned on AC's & BART's sites. EBPC has Multi-lingual staff available for customer services and outreach events. The phone tree allows selection of languages other than English. EBPC works closely with many organizations supporting low income individuals & meets with agencies and individuals to provide information.

ELIGIBILITY AND ENROLLMENT

9. What is your eligibility process and how do consumers enroll in your program?

An applicant must complete a written application & an in-person interview. Eligibility determinations are mailed. Occasionally, medical verification is required. Every 3 years riders must re-certify. Most recertifying riders use a short form application to update rider information primarily. Some recertifying riders with temporary or conditional eligibility may be required to complete the full ADA application & possibly return for another interview.

10. How long does it take for an applicant to be enrolled in your program and become eligible to utilize the services offered?

Once the interview & written application are complete applicants may use services upon receipt of their determination letter, assuming they are found eligible. If a determination has not been made within 21 days after the application and interview are complete, the ADA requires the agency to provide presumptive eligibility and service for that applicant until the determination is made.

EXPECTED USE OF SERVICES

11. How many consumers do you estimate will be registered in your program in FY 14-15? Fill in the box below. (See question 11A that follows.)

Estimated Registrants in FY 14-15
18,000

Alameda CTC Paratransit Program Plan Application
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11A. Do you expect your program registration to increase, decrease or stay the same compared to the current year, FY 13-14? Why?

Overall demand and numbers of certified riders has decreased in the past few years. This appears due to several reasons:

1. Elimination of adult day care and SS programs due to budget cuts at the State level.
2. Cooperation between Regional Center of the East Bay (RCEB) and EBPC to assign RCEB riders to the best transit option – either their own service or EBPC's.
3. Education to retirement homes, residential living sites, etc resulting in receipt of fewer applications for residents that are never going to use EBPC. Previously, many of these locations sent in an application as part of the intake process, regardless of the condition of the client.

12. 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 13-14? Why?

EBPC is experiencing a decrease in demand for the reasons stated in question 11, particularly points 1 and 2.

Budgeted passengers in FY 13/14 are 720,000. Projected passengers after six months of data in FY 13/14 are 705,000. A slight increase for FY 14/15 is projected with total passengers budgeted in FY 14/15 are 710,000.

CUSTOMER SATISFACTION

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

(See questions 13A and 13B that follow)

Complaints can submitted through a variety of methods (on-board vehicle complaint cards, phone calls, email, and in person. Complaints are taken by the call center at the Brokers Office as well as the Paratransit Coordinators or thought Managers at BART or AC Transit. All complaints are responded to and tracked by type. Complaints are reported to the SRAC as part of the Brokers report.

Response clerks research the complaint using tracking data (phone tapes, AVL data, route mapping, etc.) Complaint details are used to determine areas of service which need attentions and improvements, Attention to individual employees or modification of service practices.

Once investigated, the complaint is sent to the appropriate party (Service Provider or EBPC management) for follow-up and customer response.

Alameda CTC Paratransit Program Plan Application
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Senders of complaints receive a post card or phone call with thanks, explaining we use complaints to review/improve the system.

The sender is told to call in 2 weeks for the outcome of the research. Riders requesting alternative formats receive post cards in their specified format. Complaints needing additional response are sent to AC Transit and BART management and a letter to the individual is drafted.

13A. Describe any common or recurring complaints your program has received.

Complaints are summarized into these categories: Driver complaints; on-time performance issues; vehicle problems; scheduling concerns; & Broker complaints. Staff reviews complaint statistics every month. Every 2 months the SRAC receives a report with a complaints breakdown and summary.

Complaints about individual staff are shared & made a part of their file. The individual is counseled or re-trained. Progressive discipline procedures are used with individuals receiving multiple complaints.

Complaints about vehicles are investigated and repairs are made, if necessary.

13B. Describe any changes you have made to your program as a result of customer complaints and commendations.

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.

VEHICLE FLEET

14. Please provide details regarding your vehicle fleet. To answer this question, complete the Table D Attachment (Table D tab) in the excel workbook. Table D Tab completed.

CAPITAL PURCHASES

15. Describe planned capital expenditures, such as purchase of vehicles or durable equipment, below.

AC Transit and BART are currently looking at purchases that could be classified as capital expenditures, particularly those associated with the move of the Broker's office. No Measure B will be used for capital purchases.

At time of submission of this claim, no capital expenditures have been definitively identified.

FINANCES: PROGRAM COSTS AND REVENUE

16. Please complete Table B and C Attachments (Table B Program Costs and Table C Program Revenues tabs) in the Excel workbook to indicate the total expected costs and revenues for your program in FY 14-15. Table B and C Tabs completed.

17. If your agency shows a MB pass-through balance greater than zero in Table C (Cell C12/ Row I) why do you have this reserve and will these funds be directed towards a Capital, Operational, or Undesignated Reserve? For example, please specify if you are intentionally maintaining a "rainy day" fund (Operational and/or Undesignated Reserve) or if you have a plan to draw down funds in future years (Capital Reserve) or if there is another explanation for having funds remaining at the end of FY 14-15.

BART does not anticipate a fund balance at the end of FY 14-15. All pass-through Measure B funds received by BART are utilized to operate the EBPC program.

18. Please describe what costs are included in "Management/Overhead" and "Customer Service and Outreach" in the Table B Attachment and how you determined these cost allocations? The definition of these two categories was included in Question 1.

***Please indicate funds spent on Customer Service/Outreach and Management/Overhead, even if it is not paid for through Measure B funds. For example, include city staff time dedicated to managing the Measure B-funded program as it is considered an "in-kind" contribution from the city.*

18A.Management/Overhead

Management/Overhead expenses include the fully loaded salary of the paratransit Broker's General Manager, split 69%/31% between AC Transit and BART, plus the entire amount of the CGR Management Consultants contract, split 50/50 between the two agencies.

18B.Customer Service and Outreach

An estimated 30% of Broker expenses split 69%/31% between AC Transit and BART are considered Customer Service & Outreach.

MISCELLANEOUS

19. If you have any additional notes or clarifications you would like to provide about your program plan, please include them here.

None.

Alameda CTC Paratransit Program Plan Application
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IMPLEMENTATION GUIDELINES ASSISTANCE GRANT APPLICATION (*optional*)

As part of the Gap Cycle 5 Program, Alameda CTC programmed approximately \$50,000 to FY 13/14 and FY 14/15, respectively, to assist agencies to deliver critical paratransit activities to meet the Implementation Guidelines.

If requesting Implementation Guidelines Assistance funding, please complete the questions below.

The Paratransit Implementation Guidelines can be found in Appendix A.

20. Please describe your program's need for additional funding to meet the Paratransit Implementation Guidelines. Include any community-specific issues that impact your ability to meet the Guidelines. Please describe below.

21. How much grant funding are you requesting for FY 14/15?

22. Have you explored and documented other transportation options for seniors and people with disabilities (e.g. ADA-mandated, nonprofit organizations) in your community that might also close this service gap? Please describe below.

Alameda CTC Paratransit Program Plan Application
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23. If Implementation Guidelines grant funding is not available to meet this need, what will be the likely outcome? Please describe below.

Appendix A: PAPCO-approved Implementation Guidelines (November 2013)

Implementation Guidelines – Special Transportation Program for Seniors and People with Disabilities

These guidelines lay out the service types that are eligible to be funded with Alameda County Measure B and Vehicle Registration Fee (VRF) revenues under the Special Transportation for Seniors and People with Disabilities Program (Paratransit). All programs funded partially or in their entirety through Measure B or the VRF, including ADA-mandated paratransit services, city-based non-mandated programs, and discretionary grant funded projects, must abide by the following requirements for each type of paratransit service. Programs must be in full compliance with these guidelines by the end of fiscal year 2012-2013.

Fund recipients are able to select which of these service types is most appropriate in their community to meet the needs of seniors and people with disabilities. Overall, all 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.

Alameda CTC Paratransit Program Plan Application
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The chart below summarizes the eligible service types and their basic customer experience parameters; this is followed by more detailed descriptions of each.

Service	Timing	Accessibility	Origins/ Destinations	Eligible Population
ADA Paratransit	Pre-scheduled	Accessible	Origin-to-Destination	People with disabilities unable to ride fixed route transit
Door-to-Door Service	Pre-scheduled	Accessible	Origin-to-Destination	People with disabilities unable to ride fixed route transit and seniors
Taxi Subsidy	Same Day	Varies	Origin-to-Destination	Seniors and people with disabilities
Specialized Van	Pre-scheduled & Same Day	Accessible	Origin-to-Destination	People with disabilities using mobility devices that require lift- or ramp-equipped vehicles
Accessible Shuttles	Fixed Schedule	Accessible	Fixed or Flexed Route	Seniors and people with disabilities
Group Trips	Pre-scheduled	Varies	Round Trip Origin-to-Destination	Seniors and people with disabilities
Volunteer Drivers	Pre-scheduled	Generally Not Accessible	Origin-to-Destination	Vulnerable populations with special needs, e.g. requiring door-through-door service or escort
Mobility Management and/or Travel Training	N/A	N/A	N/A	Seniors and people with disabilities
Scholarship/Subsidized Fare Programs	N/A	N/A	N/A	Seniors and people with disabilities

Note on ADA Mandated Paratransit: Programs mandated by the American's with Disabilities Act are implemented and administered according to federal guidelines that may supersede these guidelines; however all ADA-mandated programs funded through Measure B or the VRF are subject to the terms of the Master Programs Funding Agreement.

Interim Service for Consumers Awaiting ADA Certification: At the request of a health care provider, or ADA provider, city-based programs must provide interim service through the programs listed below to consumers awaiting ADA certification. Service must be provided within three business days of receipt of application.

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 Application Period July 1, 2014 through June 30, 2015

City-based Door-to-Door Service Guidelines	
Service Description	<p>City-based door-to-door services provide pre-scheduled, accessible, door-to-door trips. Some programs allow same day reservations on a space-available basis. They provide a similar level of service to mandated ADA services. These services are designed to fill gaps that are not met by ADA-mandated providers and/or relieve ADA-mandated providers of some trips.</p> <p>This service type does not include taxi subsidies which are discussed below.</p>
Eligible Population	<p>People 18 and above with disabilities who are unable to use fixed route services or Seniors 80 years or older without proof of a disability.</p> <p>Cities may provide services to consumers who are younger than age 80, but not younger than 70 years old.</p> <p><i>Cities may offer “grandfathered” eligibility to program registrants below 70 years old who have used the program regularly in the prior fiscal year as long as it does not impinge on the City’s ability to meet the Implementation Guidelines.</i></p> <p><i>Program sponsors may use ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit), as proof of disability.</i></p>
Time & Days of Service	<p>At a minimum, service must be available five days per week between the hours of 8 am and 5 pm (excluding holidays).</p> <p>At a minimum, programs should accept reservations between the hours of 8 am and 5 pm Monday – Friday.</p>
Fare (Cost to Customer)	<p>Fares for pre-scheduled service should not exceed local ADA paratransit fares, but can be lower, and can be equated to distance. Higher fares can be charged for “premium” same-day service.</p>
Other	<p>Door-to-Door programs must demonstrate that they are providing trips at an equal or lower cost than the ADA-mandated provider on a cost per trip and cost per hour basis.</p> <p>Programs cannot impose limitations based on trip purpose, but can impose per person trip limits to control program resources.</p>

Taxi Subsidy Service Guidelines	
Service Description	<p>Taxis provide curb-to-curb service that can be scheduled on a same-day basis. They charge riders on a distance/time basis using a meter. Taxi subsidy programs allow eligible consumers to use taxis at a reduced fare by reimbursing consumers a percentage of the fare or by providing some fare medium, e.g. scrip or vouchers, which can be used to cover a portion of the fare. These programs are intended for situations when consumers cannot make their trip on a pre-scheduled basis. This is meant to be a “premium” safety net service, not a routine service to be used on a daily basis.</p> <p>The availability of accessible taxi cabs varies by geographical area, but programs should expand availability of accessible taxi cabs where possible.</p>
Eligible Population	<p>People 18 and above with disabilities who are unable to use fixed route services or Seniors 80 years or older without proof of a disability.</p> <p>Cities may provide services to consumers who are younger than age 80, but not younger than 70 years old.</p> <p><i>Cities may offer “grandfathered” eligibility to program registrants below 70 years old who have used the program regularly in the prior fiscal year as long as it does not impinge on the City’s ability to meet the Implementation Guidelines.</i></p> <p><i>Program sponsors may use ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit), as proof of disability.</i></p>
Time & Days of Service	24 hours per day/7 days per week
Fare (Cost to Customer)	<p>At a minimum, programs must subsidize 50% of the taxi fare.</p> <p>Programs can impose a cap on total subsidy per person. This can be accomplished through a maximum subsidy per trip, a limit on the number of vouchers/scrip (or other fare medium) per person, and/or a total subsidy per person per year.</p>

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City-based Specialized Van Service	
Service Description	<p>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 program that does not meet critical needs for particular trips in accessible vehicles in certain communities. Examples of unmet needs might be a taxi program without accessible vehicles or medical trips for riders too frail to take a shuttle, or outside of the ADA-mandated service area.</p> <p>These programs make use of fare mediums such as scrip and vouchers to allow consumers to pay for rides.</p>
Eligible Population	At discretion of program sponsor with local consumer input.
Time & Days of Service	At discretion of program sponsor with local consumer input.
Fare (Cost to Customer)	At discretion of program sponsor with local consumer input.
Other	Specialized van programs should provide trips at an equal or lower cost than the ADA-mandated provider on a cost per trip and cost per hour basis.

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City Accessible Shuttle Service Guidelines	
Service Description	<p>Shuttles are accessible vehicles that operate on a fixed, deviated, or flex-fixed route and schedule. They serve common trip origins and destinations visited by eligible consumers. Common trip origins and destinations are: senior centers, medical facilities, grocery stores, BART stations, other transit stations, community centers, commercial districts, and post offices.</p> <p>Shuttles should be designed to supplement existing fixed route transit services. Routes should not necessarily be designed for fast travel, but to get as close as possible to destinations of interest, often going into parking lots or up to the front entrance of a senior living facility. Shuttles allow for more flexibility than pre-scheduled paratransit service, and are more likely to serve active seniors who do not drive and are not ADA paratransit registrants.</p>
Eligible Population	Shuttles should be designed to appeal to older people, but can be made open to the general public.
Time and Days of Service	At discretion of program sponsor with local consumer input.
Fare (Cost to Customer)	Fares should not exceed local ADA paratransit fares, but can be lower, and can be equated to distance.
Cost of Service	By end of FY12/13, the cost per one-way person trip must be \$20 or lower, including transportation and direct administrative costs.
Other	<p>Shuttles are required to coordinate with the local fixed route transit provider. Shuttle routes and schedules should be designed with input from the senior and disabled communities and any new shuttle plan must be submitted to the Alameda CTC for review prior to requesting funding to ensure effective design.</p> <p>Deviations and flag stops are permitted at discretion of program sponsor.</p>

Group Trips Service Guidelines	
Service Description	<p>Group trips are round-trip rides for pre-planned outings or to attend specific events or go to specific destinations for fixed amounts of time, e.g. shopping trips, sporting events, or community health fairs. Trips usually originate from a senior center or housing facility and are generally provided in accessible vans and other vehicle types or combinations thereof. These trips are specifically designed to serve the needs of seniors and people with disabilities.</p>
Eligible Population	At discretion of program sponsor.
Time and Days of Service	Group trips must begin and end on the same day.
Fare (Cost to Customer)	At discretion of program sponsor.
Other	Programs can impose mileage limitations to control program costs.

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Volunteer Driver Service Guidelines	
Service Description	<p>Volunteer driver services are pre-scheduled, door-through-door services that are generally not accessible. These programs rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. This service type meets a key mobility gap by serving door-through-door trips for more vulnerable populations. This is a complementary gap-filling service.</p> <p>Volunteer driver programs may also have an escort component where volunteers accompany consumers, who are unable to travel in a private vehicle, on ADA trips.</p>
Eligible Population	At discretion of program sponsor.
Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	At discretion of program sponsor.
Other	Program sponsors can use Measure B funds to pay for volunteer mileage reimbursement purposes or an equivalent financial incentive for volunteers and/or administrative purposes.

Mobility Management and/or Travel Training Service Guidelines	
Service Description	<p>Mobility management and/or travel training play an important role in ensuring that people use the “right” service for each trip, e.g. using EBP from Fremont to Berkeley for an event, using a taxi voucher for a same-day semi-emergency doctor visit, and requesting help from a volunteer driver or group trips service for grocery shopping. Mobility management covers a wide range of activities, such as travel training, escorted companion services, coordinated services, trip planning, and brokerage.</p>
Eligible Population	At discretion of program sponsor.
Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	N/A
Other	<p>Programs must specify a well-defined set of activities that will be undertaken in a mobility management or travel training program.</p> <p>The mobility management plan or travel training program must be submitted to the Alameda CTC for review prior to requesting funding to ensure effective design.</p>

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Scholarship/Subsidized Fare Program Guidelines	
Service Description	Scholarship or Subsidized Fare Programs can subsidize any service for customers who are low-income and can demonstrate financial need.
Eligible Population	Subsidies can be offered to low-income consumers with demonstrated financial need; these consumers must also meet the eligibility requirements of the service for which the subsidy is being offered. Low income should be considered 30% AMI (area median income) or lower.
Time and Days of Service	N/A
Fare (Cost to Customer)	N/A
Other	Program sponsors must describe how financial means testing will be undertaken. If program sponsors include subsidized East Bay Paratransit (EBP) tickets in this program, no more than 3% of their direct local program distribution funds, or discretionary funds, may be used for these tickets. Programs may use other funds to purchase these tickets in excess of the 3% direct local program distributions funds or discretionary funds.

Meal Delivery Service Guidelines	
Service Description	Meal Delivery Programs deliver meals to the homes of individuals who are transportation disadvantaged. Although this provides access to life sustaining needs for seniors and people with disabilities, it is not a direct transportation expense.
Eligible Population	For currently operating programs, at discretion of program sponsor.
Time and Days of Service	For currently operating programs, at discretion of program sponsor.
Fare (Cost to Customer)	For currently operating programs, at discretion of program sponsor.
Other	Currently operating programs can continue to use Measure B funds for these service costs, but new meal delivery services cannot be established.

Cell: A4

Comment: Service/Program Type: (See Implementing Guidelines for more information on these service types)

- Management/Overhead: Program oversight, planning, budgeting, participation in regional/countywide meetings. Please include admin/labor even if it is paid by the City 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.
- ADA-mandated Paratransit: Paratransit services provided by fixed-route transit operators to fulfill requirements under the American’s with Disabilities Act.
- City-based Door-to-Door: Pre-scheduled, accessible, door-to-door service provided by city. Provides a similar level of service to mandated ADA services; designed to fill gaps not met by ADA-mandated providers and/or relieve ADA-mandated providers of some trips.
- Taxi 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 at a reduced fare.
- City-based Specialized 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.
- 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/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 (only existing programs are eligible; no new programs can be established): Program to deliver meals to the homes of individuals who are transportation disadvantaged. Currently operating programs can continue to use Measure B funds for these service costs, but new meal delivery services cannot be established.
- Capital Expenditure: Any capital purchase or other capital expenditure.

Cell: G4

Comment: Accessibility:

Accessible: Able to serve consumers with mobility devices

Non-Accessible: Not able to serve consumers with mobility devices

Cell: H4

Comment: Timing:

Consumers must schedule trips in advance: To utilize this service, consumer must make a reservation in advance of the day trip is taken.

Consumers can schedule a same day trip: Service is provided on a same-day basis, does not require advance reservation

Please indicate the predominant timing of your service. E.g. if a service is mostly pre-schedule but takes occasion same day requests on a space-available basis, please indicate "schedule in advance"

Cell: I4

Comment: Origins and Destinations:

Fixed Route: Service operates on a fixed route with no deviations

Fixed Route with Deviations: Service operates on a fixed route, but deviates to major origins/destinations on occasion, such as a senior center.

Origin-to-Destination: Service provides curb-to-curb, door-to-door or door-through-door service for consumers.

Cell: H25

Comment: Project Status:

Initiated in FY 13-14

Continuing or Ongoing

Closed Out in FY 13-14

Alameda CTC Paratransit Program Application - FY 2014-2015 (July 1, 2014 through June 30, 2015)
Table B Attachment: Program Cost and Fund Sources

Service/Program Name		Measure B and Other Funds to be expended on Service/Program								Total Cost
Column A	Column B	Column C	Column D	Column E	Column f	Column G	Column H	Column I	Column J	Column K
Service/Program/Project Name <i>Will automatically populate from prior sheet (column B)</i>	Quantity Planned Completed in FY 14-15 <i>Will automatically populate from prior sheet (column Q)</i>	Measure B Paratransit pass-through funds planned to be expended on this service in FY 14-15	Measure B RESERVE funds planned to be expended on this service in FY 14-15	OTHER Measure B funds planned to be expended on this service in FY 14-15	What is the source of these OTHER Measure B funds? (e.g. gap, implementation guidelines grant, LS&R, etc.)	Fare revenue expected from service in FY 14-15	Fare revenue to be expended on service in FY 14-15	Other Non-Measure B funds planned to be expended on this service in FY 14-15 (not incl. fares)	What is the source of these non-Measure B funds? (e.g. City general fund, outside grant, etc.)	Total Cost <i>Will automatically calculate</i>
BART as part of the East Bay Paratransit Consortium (EBPC)	220,100	\$1,698,149.00	\$0.00	\$0.00	n/a	\$883,870.00	\$883,870.00	\$60,580.00	CCC Measure J	\$2,642,599.00
	0							\$8,071,575.00	BART Gen Funds	\$8,071,575.00
Management/Overhead	N/A									\$0.00
0	0							\$211,000.00	BART Gen Funds	\$211,000.00
0	0									\$0.00
Customer Service and Outreach	N/A							\$536,000.00	BART Gen Funds	\$536,000.00
	0									\$0.00
0	0									\$0.00
0	0									\$0.00
0	0									\$0.00
0	0									\$0.00
0	0									\$0.00
0	0									\$0.00
0	0									\$0.00
Totals	220,100	\$1,698,149.00	\$0.00	\$0.00		\$883,870.00	\$883,870.00	\$8,879,155.00		\$11,461,174.00

Alameda CTC Paratransit Program Application - FY 2014-2015 (July 1, 2014 through June 30, 2015)
Table B Attachment: Program Cost and Fund Sources

Cell: B19

Comment: WILL CALCULATE AUTOMATICALLY

Cell: C19

Comment: WILL CALCULATE AUTOMATICALLY

Cell: D19

Comment: WILL CALCULATE AUTOMATICALLY

Cell: E19

Comment: WILL CALCULATE AUTOMATICALLY

Cell: G19

Comment: WILL CALCULATE AUTOMATICALLY

Cell: I19

Comment: WILL CALCULATE AUTOMATICALLY

Cell: K19

Comment: WILL CALCULATE AUTOMATICALLY

Alameda CTC Paratransit Program Application - FY 2014-2015 (July 1, 2014 through June 30, 2015)

Table D Attachment: 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
				Capacity				
Make	Type of Vehicle(s) (specify bus, large van, minivan, sedan)	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 in
FORD E350	van	gas	LIFT	7	1	33	APT	n/a
Ford E450	van	diesel	lift	14	5	11	APT	n/a
FORD E 450	van	gas	lift	8	1	1	APT	n/a
FORD E450	van	gas	lift	12	5	12	APT	n/a
Chevy E350	van	diesel	lift	14	5	1	APT	n/a
Chevy E350	van	Diesel	lift	8	4	11	APT	n/a
FORD E450	van	gas	lift	14	5	11	MVT	n/a
FORD E450	van	gas	lift	18	5	16	MVT	n/a
FORD E350	van	gas	lift	7	2	27	MVT	n/a
FORD E450	van	diesel	lift	14	5	2	MVT	n/a
Chevy E350	van	diesel	lift	8	4	12	MVT	n/a
FORD E450	van	gas	lift	14	5	27	FTI	n/a
FORD E350	van	GAS	lift	7	1	28	FTI	n/a
Chevy E350	van	GAS	lift	8	4	12	FTI	
					Total Vehicles:	204		

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