

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

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**Paratransit Program:** City of Pleasanton

**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. Have consumers noticed the increase in capacity from 10-2 M-F due to your adjustment efforts?
- b. Is the fee assistance program funded by Gap or the City?
- c. Do you believe that most of the seniors who enroll in PPS are/would be eligible for ADA paratransit?

**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).

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- ☐ 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](mailto: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

CONTACT INFORMATION	
Paratransit Program Agency:	City of Pleasanton
Contact Name:	Pam Deaton
Title:	Recreation Supervisor
Phone Number:	(925) 931-5367
E-mail Address:	pdeaton@cityofpleasantonca.gov

Date Submitted: 03.03.2013

### 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.*
- **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?**

The City of Pleasanton Paratransit Services (PPS) includes a suite of transit services for local residents. City staff will use the Alameda CTC Pass-Through Measure B dollars to provide Door-to-Door services to Pleasanton & Sunol residents 70+ years and ADA eligible residents 18+ years. Service is available Monday – Friday, 8:00 am to 5:00 pm. During this time, PPS serves as the primary ADA provider for its residents. Beyond these service hours or if PPS cannot meet demand, Livermore Amador Valley Transit Authority (LAVTA) will supplement PPS to meet ADA demand. PPS includes a two-week reservation window, with most clients reserving the same week. Same-day service is not available due to programmatic limitations. Service area includes all of Pleasanton & Sunol, with limited service for medical appointments to San Ramon, Dublin, and Livermore. 56% of the riders are over 80 years of age. As Pleasanton's core paratransit service, the goal is to reduce isolation, increase socialization, and encourage independent living, thereby minimizing the need for institutionalization and enhancing the quality of life for residents who are no longer able to drive. The City is committed to this service and will contribute \$359,405.49 or a subsidy of 66%.

Additional programs included in the suite of services are:

- **Downtown Route (DTR):** an affordable, same-day shuttle program which operates 3 days-a-week stopping at over 25 locations including (3) three senior housing complexes. The DTR Transfer Free Program in partnership with Wheels Fixed Route Buses expands travel

opportunities for Tri-Valley residents.

- Volunteer Travel Ambassador Program: a travel training program which offers group trip and one-on-one services.
- Group trips: Senior and disabled residents are offered a variety of group trips focused on recreational and wellness activities.
- Fee Assistance: City-funded fee assistance is offered to qualified residents for city-based transportation services.
- Transit ticket hub: \$43,902 in PPS and Wheels transit tickets are sold annually to local riders at the Pleasanton Senior Center.
- Outreach and education: An annual transit fair plus over 50 annual outreach and education events assist residents and community members in learning about transit options, as well as offer registration opportunities for services such as Clipper Cards.

**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.**

Primary destinations for PPS Door-to-Door services are:

26% of rides are to grocery stores, banks, and beauty parlors for basic living needs

28% of rides are for medical appointments

16% of rides are for recreational activities primarily at the Pleasanton Senior Center

12% of rides are for attendance at the Pleasanton Senior Nutrition Site

10% of rides are for dialysis

7% of the rides are for work

1% of rides are for connecting to other transit options

**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.***

As the primary ADA paratransit provider for Pleasanton and Sunol during defined operating hours (Monday – Friday 8:00 am to 5:00 pm), PPS is meeting the Paratransit Program Implementation Guidelines. PPS service area extends beyond the ADA guidelines, fares are consistent with East Bay Paratransit and LAVTA fares, and the services are pre-scheduled, accessible, and door-to-door. The program does not impose limitations based on trip purpose. As of July 1, 2012, PPS staff implemented the new Alameda County Transportation Commission (Alameda CTC) age guidelines of 70 years and older. A limited number of 60-69 year old PPS riders were grandfathered into the program as approved by Alameda CTC.

- 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.

Door-to-Door Service will continue as planned for FY 14-15. No service changes will be made.

## 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)*

As part of the annual planning process, 600 PPS users were sent service evaluations on March 1, 2013 seeking input about the program. Free rides were offered to anyone completing the surveys, with a summary of the findings reviewed by the PPS Task Force and staff. Staff worked with the PPS Task Force to develop (5) five new outcome measures as goals for FY 13-14 which helped in the design of the plan (Attachment A). The PPS Task Force reviewed the plan at its 2/14/14 meeting and will again on 5/19/14. The Pleasanton Senior Program Advisory Committee will review the plan at their 4/14/14 meeting. A Transit Fair was held on 5/1/2013 and encouraged community input on local transportation services. March 17, 2014 will be the next Transit Fair and staff will be seeking additional input. Feedback is also provided through Downtown Route (DTR) evaluations which are mailed annually to all PPS riders and include a free ride incentive for those completing the survey.

**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.**

Pleasanton Paratransit Task Force Meeting 2/14/14 and 5/19/14

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

Annually, staff sends all 600 registered PPS riders a program evaluation and offers a free ride for completion of the survey. The FY 12-13 evaluation results are included as Attachment B. The FY 13-14 survey will be mailed to the riders in March with the findings completed by May 2014 and will be available for review. Staff closely reviews daily and monthly ridership trends to determine gaps in service or opportunities for improvements.

Additionally, an annual Downtown Route evaluation is sent to all PPS riders seeking feedback and providing free ride incentive for those completing the evaluation. The information from this evaluation is summarized and reviewed by the PPS Task Force and staff identifying areas for improvement or change.

**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.**

Input from the annual PPS Door-to-Door and Downtown Route evaluations, the Transit Fair, and the PPS Task Force is used to make improvements to the program. Staff also closely reviews ridership trends to determine gaps in service or opportunities for improvements. During FY 13-14, staff worked to reduce the denial rate during those most impacted periods, 10:00 am to 2:00 pm, Monday – Friday. By reallocating staff time and resources from Saturday to heavy use time, staff was able to reduce the denial rate from 26 in the first half of FY 12-13 to 6 for the first half of FY 13-14. This represents a 77% decrease in denials and a more responsive service for the residents.

**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:

May 6, 2014 - Pleasanton City Council Meeting

## OUTREACH

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

Some of the outreach efforts include: development of a variety of written multi-lingual materials such as brochures and flyers, inclusion in the City's Community Services Activities Guide which is delivered to 28,000 households 3 times a year, fairs including the PPS Annual Transit Fair, listing in the Tri-Valley Pocket Guide for Human Services, Clipper Card registration, and cross promotion during ticket sales (Wheels & PPS tickets). The local media is also provided updates on PPS. The use of social media such as the City of Pleasanton website and E newsletter articles, include information on PPS. Information is included in all the City of Pleasanton Senior Center publications, including its monthly newsletter and E-newsletter. Outreach to 48 locations including senior housing residents, medical offices, local businesses and community agencies was completed by PPS staff during the first 6 months of FY 13-14. Distribution of written materials, as well as registration for services and raffle drawings for free ride tickets are included at the outreach meetings.



## ELIGIBILITY AND ENROLLMENT

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

PPS eligibility requires riders to be Pleasanton or Sunol residents, 70 years or older or ADA eligible 18 years of age or older. A PPS application is provided to all seniors 70 years and older. Those adults 18-69 years of age are provided an ADA application and referred to LAVTA's ADA Coordinator for assistances and evaluation. Applications are accepted by mail, walk-in, or fax.

At the time of completing a PPS application, riders are also provided information about the City of Pleasanton's Fee Assistance Program. For FY 12-13, 33 riders received fee assistance which pays for 50% of the paratransit fare.

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

Applications are processed daily and most clients are accepted to ride within 48 hours. During FY 12-13, 147 new clients registered and used PPS. In FY 13-14, it is estimated that 150 riders will register.

## 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
600

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

For FY 14-15, staff anticipates 600 registered riders with approximately 250 of those as regular riders in the system. Staff anticipates that the regular ridership number will continue to decrease slightly compared to FY 13-14, because of past ridership trends. Staff recognizes that as the oldest riders leave the program, there are fewer new riders who will have the high use ride demand rates as in the past.

Additional transit options such as the Downtown Route Shuttle, LAVTA's Para-Taxi Service, and Senior Support Program of the Tri-Valley (SSPTV) Volunteer Driver Program also attract riders and fill different needs.

**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?**

Staff estimates that 9,500 one-way trips will be completed during FY 14-15, which will be similar to trips provided for FY 13-14. Although previous years showed a decline in trips provided, staff believes that this trend has flattened out and one-way trips will remain stable.

The earlier declines in ridership were a result of fewer riders entering the program which may be attributed to people driving longer, family members providing rides, and/or supplemental ride programs such as LAVTA's Para-Taxi and Senior Support Program of the Tri-Valley's Volunteer Driver Program. Many clients are riding less due to their limited incomes.

Currently, 80 PPS riders are now using the Downtown Route Shuttle (DTR) for their shopping needs as it is a lower cost, same-day option which they find appealing. 3,000 trips are planned for DTR in FY 14-15.

## 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/commendations are directed to the PPS Supervisor, who deals with issues on a one-on-one basis. Suggestions/concerns come from a variety of sources, including: the annual evaluation tool, phone calls, City of Pleasanton's website, letters from riders, and suggestions from the PPS Task Force. Staff issues are dealt with directly by the Supervisor on a one-on-one basis and are documented in personnel files and are used in evaluations.

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

Riders continue to complain about their desire for same-day rides, especially for medical appointments. The other on-going need is for rides to Contra Costa County medical appointments which are scheduled for Kaiser clients. It is difficult for clients to cross county lines and transfer multiple times for these types of medical appointments. Senior Support Program Volunteer Driver Service is critical in trying to keep up with this need.

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

During FY 12-13, staff identified the increasing number of denials that were noted during the high demand ride hours, Monday – Friday, 10:00 am to 2:00 pm. In an effort to address this need, staff researched possible solutions and starting July 1, 2013 implemented new hours of operations. By redirecting staff resources during the slower periods of service, Saturdays, staff was better able to keep up with the high weekday demand. Denials for service during the first 6 months of FY 12-13 were documented at 26, during the same period for FY 13-14 there were only 6 denials.

Those ADA riders that need Saturday service are now welcome to use Wheels Dial-A-Ride services.

**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.

**CAPITAL PURCHASES**

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

There will not be any capital purchases during this fiscal year.

**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.**

- 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.

There will not be a fund balance by the end of FY 14-15.

- 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**

An in-kind City contribution of \$87,729 or 16% of the total budget will be used to cover management costs for the PPS Door-to-Door Program. Included in the management costs are hours allocated to the Community Services Manager who serves as the City’s management staff person for this project. On-site daily supervision is provided by the Recreation Supervisor and Recreation Coordinator who are also included in the in-kind management costs. Additional management activities completed by the Recreation Supervisor include planning, budgeting, and program supervision, as well as participation in local Tri-Valley and countywide committees.

#### **18B.Customer Service and Outreach**

An in-kind contribution of \$ 54,830 or 10% of the total budget will be used to cover customer service activities such as staff time for outreach/education in the community and providing information and referral services on transit opportunities for residents. Resolving rider issues and concerns, developing surveys and evaluations, creating and distributing marketing materials, overseeing transit ticket sales, and dealing with daily customer service needs are also tasks completed and included as an in-kind contribution.

## MISCELLANEOUS

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

The City of Pleasanton is requesting Measure B pass through dollars to continue funding its core transit service, the Door-to-Door Paratransit Program. For FY 14-15, the City will provide \$359,405.49 or 66% of the funding to operate this important service. The City also provides a Fee Assistance Program which is available to low-income residents to help them pay for up to 50% of their transit tickets. In FY 12-13, the City subsidized the purchase of \$2,121 in paratransit tickets to 33 low-income residents.

The City of Pleasanton will also provide a 15% subsidy of \$7,866 towards the continued operations of the Downtown Route Shuttle (DTR) for FY 14-15. Staff continues to re-evaluate the overall success of this program to assure that the DTR meets the local and county performance measures, as well as the needs of the residents.

As a very strong advocate for senior and ADA transportation, the City of Pleasanton's long term commitment and financial contributions to these programs for its residents is unique among cities in Alameda County.

## **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.**

**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  
Application Period July 1, 2014 through June 30, 2015

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

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



<b>City-based Door-to-Door Service Guidelines</b>	
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>

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

<b>City-based Specialized Van Service</b>	
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.

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

<b>City Accessible Shuttle Service Guidelines</b>	
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>

<b>Group Trips Service Guidelines</b>	
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.

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

<b>Volunteer Driver Service Guidelines</b>	
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.

<b>Mobility Management and/or Travel Training Service Guidelines</b>	
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>

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

<b>Scholarship/Subsidized Fare Program Guidelines</b>	
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% AML (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.

<b>Meal Delivery Service Guidelines</b>	
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.

**Note:** Definitions for each drop-down menu appear as Comments (scroll over the column title or in the Review mode, choose "Show All Comments"). The document is set up to print Comments at the end.

[illegible]

**Note:** Definitions for each drop-down menu appear as Comments (scroll over the column title or in the Review mode, choose "Show All Comments"). The document is set up to print Comments at the end.

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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>
Pleasanton Paratransit Door-to-Door Service	9,500	\$93,402.00	\$0.00	\$0.00		\$28,500.00	\$28,500.00	\$283,848.00	City General Fund & MTC TDA dollars	\$405,750.00
0	0									\$0.00
0	0									\$0.00
0	0									\$0.00
0	0									\$0.00
0	0									\$0.00
Pleasanton Paratransit Door-to-Door Management costs	0							\$87,729.00	City General Fund	\$87,729.00
0	0									\$0.00
0	0									\$0.00
Pleasanton Paratransit Door-to-Door Customer Service/outreach costs	0							\$54,830.00	City General Fund	\$54,830.00
0	0									\$0.00
0	0									\$0.00
Pleasanton Downtown Route Shuttle (DTR)	3,000		\$0.00	\$42,772.00	Gap Grant	\$2,250.00	\$2,250.00	\$7,867.00	City General Fund	\$52,889.00
0	0									\$0.00
Totals	12,500	\$93,402.00	\$0.00	\$42,772.00		\$30,750.00	\$30,750.00	\$434,274.00		\$601,198.00

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.**

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

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**Paratransit Program:** Livermore Amador Valley Transit Authority

**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. Do you believe the Para-Taxi trips offset any Dial-a-Ride trips?
- b. When in 2014 do you expect to conduct your annual customer survey?
- c. Given that you still use paper applications, how well do you think your certification process works?
- d. Do you think your ridership database is fairly up-to-date?

**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).

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- ☐ 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](mailto: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**

CONTACT INFORMATION	
Paratransit Program Agency:	Livermore Amador Valley Transit Authority
Contact Name:	Kadri Kulm
Title:	Paratransit Planning Coordinator
Phone Number:	925-455-7555
E-mail Address:	kkulm@lavta.org

Date Submitted: 03/03/14\_\_\_\_\_

### 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.



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

- **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:** 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?**

<p>All Measure B funding will be used to provide the “Wheels Dial-A-Ride” ADA mandated door-to-door paratransit service. The Wheels Dial-A-Ride service area covers the cities of Livermore, Dublin and Pleasanton, and goes beyond the ADA 3/4 mile minimum boundary requirement along a fixed route. Dial-A-Ride operates from 3:45am to 1:45am on weekdays and from 5am to 1:15am on weekends, the same times when Wheels fixed route is operating.</p> <p>Through a memorandum of understanding, the City of Pleasanton provides ADA mandated coverage to Pleasanton residents for trips with both an origin and destination in Pleasanton from 8:00am to 5:00pm Monday - Friday, and 9:00am &amp; 4:00pm on Saturday. LAVTA provides ADA paratransit services both before and after Pleasanton's in-service hours and on Sundays for local Pleasanton trips.</p> <p>Dial-A-Ride operations and maintenance will be provided by Medical Transportation Management, Inc. (MTM) in FY14/15.</p> <p>LAVTA also provides same day Para-Taxi service, which is partially New Freedom grant funded and partially LAVTA general fund funded.</p>	
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**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.**

<p>The facilities Wheels Dial-A-Ride riders most frequently travel to include:</p> <ul style="list-style-type: none"> <li>• Dialysis centers (Livermore DaVita Dialysis, Pleasanton DaVita Dialysis)</li> <li>• Nursing homes (Pleasanton Nursing and Rehab, Silver Oak's Manor, Tiffany Gardens, VA nursing home)</li> <li>• Hospitals (Kaiser in Livermore and Pleasanton, V.A. hospital in Livermore, Valley Care Medical Center in Pleasanton, Valley Memorial in Livermore)</li> <li>• Senior centers (Livermore, Dublin, Pleasanton)</li> <li>• Senior housing complexes (Dublin Ranch, Arbor Vista, Ridgeview Commons)</li> </ul>
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**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.***

Yes. LAVTA provides ADA mandated paratransit service that exceeds the minimum ADA requirements.

- 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.

LAVTA policies and services will be the same in FY 2014/15. The only difference between the current FY and FY14/15 is LAVTA operations and maintenance contractor change. The new contractor, MTM, Inc., will be providing the same brokerage model as ALC is currently providing using mostly the same sub-contractors (drivers).

## 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)*

LAVTA has a passenger relations committee (WHEELS Accessible Advisory Committee) that meets to discuss passenger concerns and advise LAVTA with the improvement of its services and facilities. The WAAC is comprised of membership from each jurisdiction and social/human services agencies. Service provision for patrons and the planning process for the implementation of new services is coordinated through the WAAC. In FY14 these meetings occurred on 07/03/13, 09/0/13, 12/18/13, 01/14/14, and 02/05/14.

**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.**

Wheels Accessible Advisory Committee (WAAC) – March 5, 2014

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

The 2013 annual Dial-A-Ride customer survey was conducted in June 2013 via telephone by randomly calling currently active Dial-A-Ride passengers. Active riders are those who have used Dial-A-Ride at least once within the last twelve months. The survey asked the passengers to rate Dial-A-Ride service on a 1 to 5 scale (5 being highest and 1 being lowest) on a variety of topics such as the reservation process, pick-up experience, ride experience, drop-off experience, and their overall satisfaction with the service. Passengers were also asked what community they lived in and what the main purpose of their most recent Dial-A-Ride trip was. The following table compares the average ratings of the September 2011, April 2012, and June 2013 scientific surveys:

Service Aspect	September 2011		April 2012		June 2013	
	Mean	Median	Mean	Median	Mean	Median
Reservation	4.11	4	4.29	5	4.67	5
Pickup	4.14	4	3.97	4	4.27	4
Ride	4.22	4	4.08	4	4.60	5
Dropoff	4.28	4	4.28	5	4.50	5
Overall rating	4.15	4	4.11	5	4.47	5

63% of the 2013 survey respondents lived in Livermore, 20 % respondents lived in Pleasanton, and 17% lived in Dublin. When asked to describe the purpose of their last ride on Dial-A-Ride, the most common category was medical purpose. This demonstrates Dial-A-Ride's essential link between homes and medical services for community members with disabilities. Other trips were split between church, social visits, work/school, and chores/shopping.

**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.**

The service is constantly under review by staff and the public is welcome to comment to staff and to the Board in person, via mail, via email, or telephone. Through the public input LAVTA has received it was clear that the number of operations personnel dedicated to LAVTA contract is directly linked to service quality. In choosing the L

**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:

May 5, 2014

## **OUTREACH**

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

LAVTA fully markets its services and provides information to clients desiring information regarding the paratransit services via brochures, website, and outreach events. The LAVTA Staff also visit senior centers, senior housings and community events to provide information about different services, including the complimentary wheelchair marking and tether strap program, complementary travel training program, and Para-Taxi program. This information is also available on LAVTA web site at [www.wheelsbus.com](http://www.wheelsbus.com).

## ELIGIBILITY AND ENROLLMENT

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

LAVTA participates in the Bay Area regional ADA paratransit eligibility determination program. LAVTA uses paper applications and requires a medical care professional's verification for determining eligibility.

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

LAVTA has an ADA mandated 21 calendar day window for the completion of applications. Average completion time is 7 days. Applicants who have critical medical needs, such as dialysis patients, are given higher priority in the application process.

## 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
1,400

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

About the same.

**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?**

About the same or slightly higher based on the trend over the current FY.

**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)*

Patrons can either call customer service line at 925-455-7500 or enter their complaint via the online form on wheelsbus.com. When patrons file a complaint, the complaint and all information are entered into a web-based customer service database, which assigns the complaint to a LAVTA or contractor staff member based on the department in question. LAVTA and/or contractor staff will investigate complaint and, if requested, get back to the customer with the result.

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

On-time performance during weekday afternoons since many day-programs and other special programs are ending at the same time.

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

The contractor, ALC, reacted to the on-time performance issue during weekday afternoons by pulling in more resources (vehicles) into the area for that time frame.

**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.

**CAPITAL PURCHASES**

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

No capital expenditures are anticipated in FY 14-15.

**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.**

**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.

LAVTA does not anticipate a fund balance by the end of FY 14-15.

**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**

Of the \$1,565,507 to be expended on the program \$103,009 is expected for management/overhead and customer service and outreach. These costs are associated with the salary and fringe benefits of our paratransit staff.

**18B.Customer Service and Outreach**

This is included in the answer above as the same staff member conducts all paratransit functions. Cost such as printing and postage are included in are fixed route general fund expenses.

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

## **MISCELLANEOUS**

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

## **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.**

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

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

**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  
Application Period July 1, 2014 through June 30, 2015

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

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

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

<b>City-based Door-to-Door Service Guidelines</b>	
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>

<b>Taxi Subsidy Service Guidelines</b>	
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>



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

<b>City-based Specialized Van Service</b>	
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.

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

<b>City Accessible Shuttle Service Guidelines</b>	
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>

<b>Group Trips Service Guidelines</b>	
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.

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

Other	Programs can impose mileage limitations to control program costs.
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<b>Volunteer Driver Service Guidelines</b>	
Service Description	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. 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.
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.

<b>Mobility Management and/or Travel Training Service Guidelines</b>	
Service Description	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.
Eligible Population	At discretion of program sponsor.
Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	N/A
Other	Programs must specify a well-defined set of activities that will be undertaken in a mobility management or travel training program. 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.

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

<b>Scholarship/Subsidized Fare Program Guidelines</b>	
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% AML (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.

<b>Meal Delivery Service Guidelines</b>	
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.

**Note: Definitions for each drop-down menu appear as Comments (scroll over the column title or in the Review mode, choose "Show All Comments"). The document is set up to print Comments at the end.**

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**Note: Definitions for each drop-down menu appear as Comments (scroll over the column title or in the Review mode, choose "Show All Comments"). The document is set up to print Comments at the end.**

[illegible]

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>
Wheels Dial-A-Ride	44300 trips	\$145,934.00				\$155,050.00	\$155,050.00	\$1,141,514.00	TDA 4.0, TDA 4.5, STA, FTA	\$1,442,498.00
Management/Overhead								\$103,009.00	TDA 4.0/ General Fund	\$103,009.00
Para-Taxi	1,500							\$20,000.00	New Freedom Grant/ LAVTA General Fund	\$20,000.00
0	0									\$0.00
0	0									\$0.00
0	0									\$0.00
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0	0									\$0.00
Totals	1,500	\$145,934.00	\$0.00	\$0.00		\$155,050.00	\$155,050.00	\$1,264,523.00		\$1,565,507.00

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

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Cell: I19

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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 D	Column E	Column F	Column G	Column H	Column I	Column J
				Vehicle Capacity				
Make	Type of Vehicle(s) (specify bus, large van, minivan, sedan)	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
Dodge	Large Van	Gasoline	Lift	4	2	1	Cabulance	San Ramon
Ford	Minivan	Gasoline	None	4	1	1	Cabulance	San Ramon
Toyota	Sedan	Gasoline	Ramp	3	0	1	Cabulance	San Ramon
Chevy	Minivan	Gasoline	Ramp	4	1	1	De Soto Cab	Pleasanton
Dodge	Minivan	Gasoline	Ramp	2	1	1	De Soto Cab	Pleasanton
Dodge	Minivan	Gasoline	Ramp	2	1	6	Secure Transportation	Livermore
Ford	Large Van	Gasoline	Lift	3	2	1	Secure Transportation	Livermore

PLEASE NOTE: THIS IS ONLY A PRELIMINARY LIST AND SUBJECT FOR CHANGE.

MTM, LAVTA'S CONTRACTOR FOR FY 14/15, IS CURRENTLY CONDUCTING CONTRACT NEGOTIATIONS WITH THE POTENTIAL SUB-CONTRACTORS

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