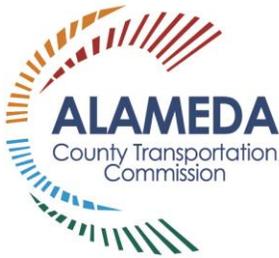


## **Paratransit Program Plan Staff Summary Fiscal Year 2017-18**

### **Subcommittee: Central County Paratransit Program: Hayward**

- Services provided:
  - Taxi
  - City-based Specialized Van (ASEB)
  - Group Trips
  - Travel Training (CRIL)
  - Volunteer Driver (LIFE Eldercare)
  - Scholarship/Subsidized Fare
  - Meal Delivery
- Widest variety of programs of any city-based programs
- Budget still in need of correction at time of publication
- Investigating Lyft Concierge service
- City-based specialized accessible car sharing program
- RFQ is out for a needs assessment
- Change from taxi based service to Lyft based service is under consideration in the next 5 years

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# FY 2017-18 Annual Paratransit Program Plan Application for Measure B and BB Funding

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• [www.AlamedaCTC.org](http://www.AlamedaCTC.org)

The Alameda County Transportation Commission (Alameda CTC) requires recipients of paratransit funding to participate in an Annual Program Plan Review process. Recipients are required to complete and submit a program plan application to Alameda CTC that outlines their prior expenditures and anticipated revenues and expenditures related to delivering paratransit services to seniors and people with disabilities in Alameda County.

## **Requirements and Instructions**

The Annual Paratransit Program Plan Application includes the following documents:

1. Paratransit Program Plan Application (this MS Word document)
2. Paratransit Program Plan Attachments A-D (Tables A, B, C and D of the provided MS Excel workbook) *NOTE: The FY 2017-18 Program Plan Excel workbook contains a tab to report on FY 2015-16 performance and budget (Attachment A Table). The FY 2015-16 program information entered into Table A will be used to monitor program performance and, where applicable, should align with program information included in the FY 2015-16 compliance report.*
3. References:
  - a. FY 2017-18 MB & MBB Paratransit DLD Revenue Projections, (distributed to ParaTAC, January 2017)
  - b. Alameda CTC Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines and Performance Measures, revised January 2017
  - c. Alameda CTC Timely Use of Funds Policy, adopted 12/3/15

**Submit the Word and Excel files listed above electronically via email by March 31, 2017 to Krystle Pasco at [kpasco@alamedactc.org](mailto:kpasco@alamedactc.org).**

*Be sure to include your agency name and FY 17-18 in the file name of both the Word document and the Excel workbook (e.g., Albany\_FY1718\_Paratransit\_Program\_Application.doc).*

If you have questions, please contact Krystle Pasco via email or phone at (510) 208-7467.

## FY 2017-18 Annual Paratransit Program Plan Application Due by March 31, 2017

CONTACT INFORMATION	
Agency:	CITY OF HAYWARD
Contact Name:	DANA BAILEY
Title:	COMMUNITY SERVICES DIVISION MANAGER
Phone Number:	510-583-4252
E-mail Address:	DANA.BAILEY@HAYWARD-CA.GOV

Date Submitted: APRIL 13, 2017

### TYPES OF SERVICES PROVIDED

- 1. What type of paratransit projects and programs will be funded, fully or partially, with Measures B and BB Direct Local Distribution (DLD, pass-through) and paratransit discretionary grant funds?** To answer this question, complete Attachment B (Table B tab of the Microsoft Excel workbook).

Below is a list of the types of services/programs that are eligible for Alameda CTC funding. For detailed information about these eligible services, including minimum service requirements and performance measures, refer to the Alameda CTC's Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines, revised January 2017 (provided with the application materials).

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- **ADA-mandated Paratransit:** Paratransit services provided by fixed-route transit operators to fulfill requirements under the American's with Disabilities Act (ADA).
- **City-based Door-to-Door:** Pre-scheduled, accessible, door-to-door service provided by city. Provides a similar level of service to ADA-mandated services; designed to fill gaps not met by ADA-mandated providers and/or relieve ADA-mandated providers of some trips.
- **Taxi Program:** Provides a same day, curb-to-curb service intended for situations when consumers cannot make their trip on a pre-scheduled

basis; allows eligible consumers to use taxis or Transportation Network Companies (TNCs) (at program discretion) at a reduced fare.

- **City-based Specialized Accessible Van Service:** Specialized van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. These services are generally implemented as a supplement to a taxi program that does not meet critical needs for 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 fund meal delivery to the homes of individuals who are transportation disadvantaged. Currently, only existing operating programs can continue to use Measure B funds for these service costs. No new meal delivery services can be established.
- **Capital Expenditure:** Capital purchase or other capital expenditure.
- **Note on volunteer driver programs and mobility management/training:** If your program is using DLD funds, but not discretionary grant funds, you will be required to submit further information.

**A. Provide a short narrative description of your agency's FY 2017-18 program.**

**The HOP is the Hayward Operated Paratransit Program.** It's a convenient, affordable and mobility device accessible transportation service provided for seniors (70+ years of age) and people with disabilities unable to use public transportation. The HOP is available for rides within Hayward, Castro Valley, Cherryland, Ashland, San Leandro and San Lorenzo.

The HOP is provided through specially contracted taxi service. HOP taxi is available 24 hours a day, 7 days a week. Rides are provided in wheelchair and other mobility device accessible taxis, vans or buses. Rides are paid for with special vouchers which are available for purchase at City Hall or by mail. To qualify for the service riders must be a resident of one of the cities listed above and unable to access public transportation like AC Transit or BART. A program application (available online or by request) is required. Seniors (70+ years old) are automatically eligible. Those under 70 must have a doctor certify disability.

In addition to the transportation service, The HOP offers these additional services:

**Group trip transportation:** pre-scheduled, accessible trips for a minimum group of four are offered to enrolled Hayward paratransit riders. Group trips are available primarily to senior housing complexes, skilled nursing facilities, and various community organizations serving seniors and disabled adults.

**Travel Training:** Mobility management workshops and classes available to groups or individuals and conducted by a Travel Training Coordinator from Community Resources for Independent Living (CRIL).

**Alzheimer's Services of the East Bay:** Alzheimer's Services of the Bay Area provides door-to-door transportation through specially trained drivers in lift equipped vans to individuals with dementia attending their local day program.

**SOS Meals on Wheels Meal Delivery:** Meals on Wheels program provides nutritionally balanced meals to homebound seniors and persons with disabilities residing in the Hayward service area through a network of trained volunteer drivers.

**LIFE Eldercare /VIP Rides Volunteer Driver Program:** Volunteer driver-based mobility program for seniors and people with disabilities who would benefit from a door-through-door service experience. Pilot program is scheduled for implementation in FY 15-16.

**City-based specialized accessible car-sharing program (CRIL):** Pilot program to offer disabled consumers access to a membership based car-sharing service with wheelchair/mobility device accessible vehicles available for short term reservation. Serves as a supplement to taxi service.

**Scholarship Program:** subsidized taxi fare program for enrolled HOP clients with demonstrated financial need. To qualify, clients must meet the HUD/federal standard for extremely low-income and submit income documentation.

**Driver Incentive Program:** HOP riders can now recommend drivers for recognition through the driver incentive program. Drivers who exhibit excellent customer service and/or go beyond the call of duty to assist are eligible for monthly awards of gas cards at the discretion of the program.

**B. Explain how the suite of services offered is targeted towards the seniors and people with disabilities in your community. Why have these services**

**been selected to meet the trip needs of your consumers over other eligible service types? How do these services enhance their quality of life and help them meet basic life needs?**

The HOP is intended to help seniors and people with disabilities to remain independent, age in place and continue to be active participants in the community. Riders cite reliability, availability and flexibility of travel as the greatest asset of the program. Most report their quality of life is enhanced when they can schedule travel independently and spontaneously and rely less on family and friends for travel needs. The HOP continually seeks out opportunities for Hayward service area clients to experience the greatest range of options to meet their individual circumstances. For some, traveling independently is the goal. For others, having a little assistance is required along the way. Through The HOP, seniors and people with disabilities are offered a range of choices and flexibility to customize service.

**C. List the most common trip destinations for seniors and people with disabilities in your community that your services are designed to serve, e.g. dialysis centers, hospitals, major shopping complexes, senior centers.**

Surveys of rider travel reveal enrolled clients access the service primarily to medical and pharmacy appointments, benefits offices and banking, classes, other social services programs and shopping. Review of taxi and group trip service reveals enrolled clients increasingly access the service for errands like grocery shopping and postal service. Travel for recurring medical appointments continue to trend upward, increasing 8% for over 2016.

**2. Will your agency's program for FY 2017-18 conform to the Paratransit Program Implementation Guidelines, as required?** (FY 2017-18 Programs are *required* to conform to the Implementation Guidelines, revised January 2017)

Yes

No

**A. If "No", explain below and contact Alameda CTC staff to discuss** (prior to March 31, 2017)

**3. If proposing any service or program changes in FY 2017-18 from the current year, FY 2016-17, describe the changes and explain why they are proposed.** Describe how these changes will impact the ability of seniors and people with disabilities in your community to meet their basic life needs.

The HOP continues to investigate the implementation of the following pilot programs;  
**LYFT Concierge:** The HOP is currently exploring a pilot project with LYFT Concierge. The LYFT Concierge service allows participants to call in a request for transportation to central hubs which route the calls to pre-qualified LYFT drivers. In partnership with the Hayward Area Recreation District (HARD), the program is proposed for pilot at three participating senior centers.  
**City-based specialized accessible car-sharing program:** Pilot program planned in partnership with CRIL to offer disabled consumers access to a membership based car-sharing service with wheelchair/mobility device accessible vehicles available for short term reservation. CRIL and The HOP are exploring a potential partnership with ride-share app Get-Around.  
**Needs Assessment:** An RFQ is in development to commission a Hayward-area needs assessment to ensure the planning and delivery of services over the next five years is closely aligned with the needs of seniors (age 60+) and people with disabilities. Alameda County has experienced a 54% increase in seniors age 60+ since 1980.

- 4. Looking ahead, beyond FY 2017-18, do you anticipate major service changes? Please briefly describe.** Describe major changes such as beginning or ending a type of service anticipated within the next five years.

The potential conversion of the program from taxi based to LYFT-based would be a major change under consideration over the next 1 -5 years. The prevalence of TNC's has had a major service impact on the taxi industry and a spillover effect on ridership. The taxi industry is struggling to maintain drivers and service. The HOP hopes to find a viable alternative to taxi through LYFT Concierge particularly given the programs customization to meet senior / disabled community needs. In addition, converting from a paper-based to debit/id card format is under consideration.

#### **PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW**

- 5.** The 2017 Paratransit Program Implementation Guidelines require Alameda CTC staff review of several program elements prior to implementation. The program elements requiring staff review are listed as items 4A – 4F below and for each item, further explanation is requested. **If your FY 2017-18 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each.** Applicants must address any applicable paratransit projects and programs listed in Attachment B.

- A. Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment)
- B. City-based Door-to-Door Service that includes trip limitations based on trip purpose** (describe the proposed trip limitations that are proposed)
- C. Taxi Subsidy Program that includes use of Transportation Network Companies (TNCs)** (describe the proposed service including screening and how subsidies will be provided)
- D. Taxi Subsidy Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives)
- E. Accessible Shuttle Service** (describe service plan and how city is coordinating with the local fixed route transit provider)
- F. New mobility management and/or travel training programs** (describe the well-defined set of activities)
- G. Low-income requirements for any scholarship and fare subsidy programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility)

All proposed services have received prior review by ACTC:

**Planned capital expenditure: Pilot – CRIL Car Share Program.** Potential purchase of fleet vehicles for participation in the program

**Taxi Subsidy Program that includes use of Transportation Network Companies (TNC's): Pilot – LYFT Concierge Program.** Potential partnership with LYFT Concierge, The HOP and HARD.

**Taxi Subsidy Program that includes incentives to drivers and/or transportation providers: Driver Gas Card Incentive Program.** Rider recommended drivers receive monthly gas-card award/incentive.

**Low-income requirements for any scholarship and fare subsidy programs: *HOP Scholarship Program*.** Available to active riders with at least one month of enrollment. Clients must qualify as HUD-defined extremely low-income to be eligible.

## DEVELOPMENT OF PROGRAM PLAN

- 6. How was consumer input sought in development of the program and selection of the services offered?** Describe all general outreach activities undertaken about this plan, including consumer or public meetings; meetings with other agencies; presentations to boards, commissions, or committees. If possible, provide dates for these activities. Note below if this plan was reviewed by a local paratransit advisory committee, including the name of the committee, and the date of the meeting.

The FY 17-18 Program Plan was developed and approved in consultation with the community organizations listed below, and following authorization from the department director:

- \* Service Opportunities for Seniors (SOS Meals on Wheels);
- \* Alzheimer's Services of the East Bay
- \* LIFE Eldercare
- \* Community Resources for Independent Living
- \* Area Agency on Aging
- \* Eden Housing
- \* Spanish Ranch II Mobile home park
- \* Hayward Country Club Mobile Home park
- \* Georgian Manor Mobile home park
- \* San Leandro Senior Center
- \* Hayward Senior Center
- \* Castro Valley Senior Center

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

The FY 17-18 Program Plan was also reviewed the period of one week by a random sample group of taxi riders visiting the City of Hayward to purchase vouchers.

- 8. Describe how results from the community outreach, surveys and/or analysis described in Questions 5 and 6 were used to guide the development of the program plan.**

Public input including comments and suggestions were incorporated into the process of determining which programs and projects to continue or expand in FY18. Feedback from the various senior / disability community serving agencies was also considered in the development of the plan.

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

The proposed CRIL Car Share Program and LYFT Concierge Program are examples of innovative partnerships based on rapidly changing transportation trends. Ultimately, The HOP seeks outcomes that provide the greatest range of options for eligible riders. As our riders' abilities change over the years the program attempts to adjust service to their needs.

**10. Was this program plan approved by a governing body (or is it scheduled for action)?** *This is not required by the Alameda CTC. Jurisdictions should follow their established internal process.*

Yes

No

**A.** If "Yes", provide the name of the governing body and planned or actual approval date.

City of Hayward City Council

**OUTREACH****11. How do community members and potential users learn about the Alameda CTC-funded services provided in your community?** Specify for each of the paratransit projects and programs listed in Attachment B.

Potential users primarily access information about The HOP through direct contact with the paratransit program. Vehicle wraps and direct marketing advertising publicizing the program have also been added. Ongoing outreach is conducted by the Paratransit Coordinator and the Travel Trainer. Services are also advertised through the following:

City website;

Community Access Channel 15; The Matt Jimenez Community Center;

Mobile home park newsletters; CRIL

The Hayward Public Library; Various dialysis and medical treatment centers;

Kaiser Hospital San Leandro; St. Rose Hospital;

The Hayward Senior Center; The San Leandro Senior Center; The Castro Valley Senior Center;

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

Hayward service area residents who are senior (70+) or disabled adults (18+) who are unable to use public transportation because of infirmity or disability or for whom East Bay Paratransit is not an option are eligible to enroll. An application must be submitted and approved to enroll, and all applicants are encouraged to enroll concurrently with EBP. Applicants under the age of 70 must submit a medical certification form signed by a physician or social worker. To qualify for scholarship, applicants must qualify by income (50% of AMI) and provide supporting documentation (proof of SSI/SDI, bank statements, most recent tax return, etc. All applicants must also apply concurrently with EBP to enroll with The HOP.

**How do consumers enroll in your program? Include how long the enrollment process takes, and how soon newly enrolled applicants can use the services offered.**

Applications are accepted year-round and reviewed within 24 hours of receipt. Applicants determined eligible are mailed an enrollment packet and travel vouchers within 3 business days of processing. Enrollment packets can be expedited within a few hours of receipt for those with urgent travel needs.

**CUSTOMER SATISFACTION**

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

The HOP program Rider's Guide is being updated with the new brand and additional information is included detailing the service communication process. Enrolled riders, their attendants-caregivers, and others serving seniors and the disabled can provide feedback to City staff in writing, via telephone, email or through the city website at any time. Complaints and commendations are documented by City staff and shared with the appropriate vendor. All complaints are investigated by the paratransit staff and a response is typically provided with 48 hours of receipt.

**A. Describe any common or recurring service complaints, commendations and/or suggestions your program has received.** Specify for each of the paratransit projects and programs listed in Attachment B. (*Complaints are defined as phone calls, letters, or emails received for the specific purpose of making a complaint.*)

The most common complaints involve the following;

- 1) Scheduling difficulty for taxi service after business hours or weekends;
- 2) Inability to travel outside the designated service area utilizing taxi;
- 3) Taxi driver availability during peak evening hours

The most common commendations involve the following;

- 1) Kudos to specific drivers (D2D and taxi) for excellent customer service;
- 2) Reliable and efficient scheduling of taxi rides.

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

- 1) Driver incentive program: implemented following client feedback requesting a means to reward drivers who make their lives easier.

**EXPECTED DEMAND/USE OF SERVICES**

**14. How many people are/have been/will be registered in the program during the following time periods? Fill in the boxes below.**

<b>Registrants at beginning of FY 2015-16</b>	501
<b>Registrants at end of FY 2015-16</b>	697 (196 undup)
<b>Current Registrants for FY 2016-17</b>	803 (106 undup)
<b>Projected Registrants for FY 2017-18</b>	898 (95 undup)

**A. Based on the registration projection provided, explain why you expect your program registration to increase, decrease or stay the same compared to the current year.**

Enrollment is expected to increase at a steady rate. Year to date ridership is up 11% from FY 15-16, primarily due to The HOP program marketing campaign. The program plans to conduct additional targeted mailers to low-income census tracts and anticipates additional inquiries and enrollment. The implementation of the LYFT Concierge Program through senior centers is also anticipated to increase enrollment.

**15. 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 2016-17? Why?**

Overall one way trips are increasing in FY 16-17 due primarily to taxi service. The program expects to see this trend continue in FY 17-18. The program is fielding more inquiries from family members and other caregivers about transportation options for eligible clients and a targeted direct mail campaign is scheduled to reach this market. Mailers and advertising in low-income census tracts in Hayward and a general mailing to unincorporated Alameda County is planned to increase awareness about the HOP and associated services.

**16. Do the ridership numbers reported in Attachments A and B include companions and/or attendants?**

Yes

No

**A.** If "Yes", and if known, what percent of total ridership are companions/attendants? (If providing an estimate, please clearly indicate it as such.)

--

**17. Please provide data on lift/ramp trips provided, if available.** If lift/ramp trips were provided in more than one service, please specify for each.

<b>Lift/ramp trips provided in FY 2015-16</b>	910
<b>Lift/ramp trips to be provided in FY 2016-17</b>	1158
<b>Lift/ramp trips projected to be provided in FY 2017-18</b>	1300

#### VEHICLE FLEET

**18. Provide details regarding your vehicle fleet.** To answer this question, complete Attachment D (Table D tab of the Excel workbook).

#### SAFETY INCIDENTS

**19. Describe any safety incidents recorded by your program in FY 2015-16, or to date in FY 2016-17.** Specify for each of the paratransit projects and programs listed in Attachment B. *(Report incidents resulting in any of the following: a fatality other than a suicide; injuries requiring immediate medical attention away from the scene for two or more persons; property damage equal to or exceeding \$7,500; an evacuation due to life safety reasons; or a collision at a grade crossing.)*

N/A

#### FINANCES: PROGRAM REVENUE AND COST

**20. Detail your FY 2017-18 program's total estimated revenue (all fund sources) and total cost by completing Attachment C (Table C tab of the Excel workbook).** For program components funded all or in part with a Measure B/BB discretionary grant, segregate the grant funding by entering it in the "Other Measure B/BB" column.

**21. Describe below the "Management/Overhead" and "Customer Service and Outreach" costs included in Attachment C and how these cost allocations were determined?** (These two categories are defined under Question 1). *The amount spent on Customer Service/Outreach and Management/Overhead is to be included as part of the total program cost, even if it is not funded with Alameda CTC funding. This includes city/agency staff time paid for by a city's general fund.*

**A. Management/Overhead Costs**

Funds;

- 1) Direct staff costs (salaries/benefits) based on program oversight, planning, budgeting, customer service and outreach (Measure B/BB and City of Hayward CDBG (10%) shared costs);
- 2) Insurance costs (Measure B- 100%);  
Direct program costs including printing, supplies, computer/IT support, travel, etc. (Measure B and Hayward CDBG (10%) shared costs).

**B. Customer Service and Outreach Costs**

Customer outreach includes daily operational activities such as fielding customer inquiries, application distribution and processing, database maintenance, group trip scheduling and monitoring, PAC administration, etc.

Other related activities include community presentations, and identification of potential partnerships.

Marketing materials, vehicle signage and potentially street signage.

In FY 17-18 the HOP will commission Measure BB funded Hayward-area needs assessment to ensure the planning and delivery of services over the next five years is aligned with the needs of seniors (age 60+) and people with disabilities.

The program also intends to cross market with LYFT Concierge and CRIL.

**PROGRAM FUNDING RESERVES****22. If your paratransit program is anticipated to have a remaining balance of Measure B/BB DLD funding at the end of FY 2017-18, as shown in Attachment C, please explain. How do you plan to expend these funds and when?**

Fund reserves are expected to be reduced by the following capital purchases;

- 1) New consumer database software program;
  - 2) New id/debit card system for taxi program;
  - 3) Approval of staff costs for operation of LYFT Concierge and CRIL programs;
  - 4) Service area wide needs assessment of seniors and people with disabilities;
- New curb-side signage at high traffic paratransit stop locations;

**MISCELLANEOUS****23. Use this space to provide any additional notes or clarifications about your program plan.**

The HOP is deeply appreciative to the voters of Alameda County for Measure B/BB funds. As a measure of responsible management, the program will continue to seek innovative ways to proactively plan and implement programming with effective outcomes. The City of Hayward is committed to inclusiveness and will continue to prioritize programs in service to its most vulnerable residents.

## **Paratransit Program Plan Staff Summary Fiscal Year 2017-18**

### **Subcommittee: Central County Paratransit Program: San Leandro**

- Services provided
  - Accessible Fixed-Route Shuttle
  - Participates in Central County Taxi with Hayward
- 99% Measure B/BB; Remainder: fare revenue
- 15% reserves
- Cost per trip – showing increase in shuttle from \$9.79 to \$22.00; would be above Implementation Guidelines
- Trends in trip provision and registrants – planned FY 2017-18 trips show a very slight decrease from FY 2015-16 actual trips, but the text of the application shows projected registrations increasing slightly, did not provide a textual answer re: trip provision
- Reported Customer Service and Outreach for first time in FY 2015-16
- Working with a consultant (Nelson/Nygaard) to develop new shuttle routes and possibly develop plans to expand services with a goal to increase ridership
- They want to include transportation support for a new Adult Day Care Center that will be opened in August 2017, possibly a shuttle stop.

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# FY 2017-18 Annual Paratransit Program Plan Application for Measure B and BB Funding

1111 Broadway, Suite 800, Oakland, CA 94607 • 510.208.7400 • [www.AlamedaCTC.org](http://www.AlamedaCTC.org)

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1. Paratransit Program Plan Application (this MS Word document)
2. Paratransit Program Plan Attachments A-D (Tables A, B, C and D of the provided MS Excel workbook) *NOTE: The FY 2017-18 Program Plan Excel workbook contains a tab to report on FY 2015-16 performance and budget (Attachment A Table). The FY 2015-16 program information entered into Table A will be used to monitor program performance and, where applicable, should align with program information included in the FY 2015-16 compliance report.*
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**Submit the Word and Excel files listed above electronically via email by March 31, 2017 to Krystle Pasco at [kpasco@alamedactc.org](mailto:kpasco@alamedactc.org).**

*Be sure to include your agency name and FY 17-18 in the file name of both the Word document and the Excel workbook (e.g., Albany\_FY1718\_Paratransit\_Program\_Application.doc).*

If you have questions, please contact Krystle Pasco via email or phone at (510) 208-7467.

## FY 2017-18 Annual Paratransit Program Plan Application Due by March 31, 2017

CONTACT INFORMATION	
Agency:	City of San Leandro
Contact Name:	Jacqui Diaz
Title:	Interim Senior Services Supervisor
Phone Number:	(510) 577-6079
E-mail Address:	JDiaz@sanleandro.org

**Date Submitted: March 31, 2017**

### TYPES OF SERVICES PROVIDED

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Below is a list of the types of services/programs that are eligible for Alameda CTC funding. For detailed information about these eligible services, including minimum service requirements and performance measures, refer to the Alameda CTC's Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines, revised January 2017 (provided with the application materials).

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- **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 or Transportation Network Companies (TNCs) (at program discretion) at a reduced fare.
- **City-based Specialized Accessible Van Service:** Specialized van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. These services are generally implemented as a supplement to a taxi program that does not meet critical needs for particular trips in accessible vehicles in certain communities.
- **Accessible Fixed-Route Shuttle:** Generally accessible vehicles that operate on a fixed route and schedule to serve common trip origins and destinations, e.g. senior centers, medical facilities, grocery stores, BART stations, other transit stations, community centers, commercial districts, and post offices.
- **Group Trips Program:** Round-trip accessible van rides for pre-planned outings or to attend specific events or go to specific destinations for fixed amounts of time, e.g. shopping trips or religious services. Trips usually originate from a senior center or housing facility.
- **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 fund meal delivery to the homes of individuals who are transportation disadvantaged. Currently, only existing operating programs can continue to use Measure B funds for these service costs. No new meal delivery services can be established.
- **Capital Expenditure:** Capital purchase or other capital expenditure.
- **Note on volunteer driver programs and mobility management/training:** If your program is using DLD funds, but not discretionary grant funds, you will be required to submit further information.

**A. Provide a short narrative description of your agency's FY 2017-18 program.**

**Fixed Route:**

The City of San Leandro Paratransit Program services will continue to have a fixed-route shuttle (FLEX Shuttle) program. San Leandro's FLEX shuttle has continuously proven to be the most widely used, cost-effective and successful paratransit service. The service consists of two interconnecting loops that travel on a fixed route to locations where riders can take care of basic life needs. The shuttle's current hours are Monday – Friday, 9:00 a.m. – 5:00 p.m.

**Taxi Program:**

The taxi voucher program will continue to be offered. The voucher program is offered in partnership with the City of Hayward's paratransit program so as to provide an economy of scale and a more regional approach to riders. Due to demand and outreach, the City is looking into increasing ridership in FY2017-18.

**Volunteer Drivers:** In the past fiscal year, the volunteer driver program was reduced by the program coordinators due to fewer number of available drivers. The goal for FY 2017-18 is to research similar programs to implement. The City is supportive of the Drivers for Survivors program and has submitted a letter of support in the past fiscal year to further partner with the program as an additional option for community members in need of transportation.

**Group Trips Program:**

The City has a robust day trip and extended travel program. During FY 2017-18 staff will be seeking a contract with an ADA accessible bus coach transportation firm to provide accessible transportation for group day trip events.

**Outreach:**

During the 2016-17 fiscal year, the City entered into contract with Nelson/Nygaard, a transportation study firm, to evaluate the existing routes and transportation needs for the City's senior and disabled population. Staff anticipates the evaluation to be completed within the first half of the new fiscal year 2017-18, with implementation of new materials/routes/marketing beginning in Winter 2018. Along with expanded options, the outreach and marketing program is slated to be substantially expanded; not only are we setting the goal to increase awareness, but increase actual ridership. Special events will include community festivals (e.g. Cherry Festival, United 4 Safety, annual Senior Resource Fair), pop-up "kiosks" with information and sign up materials, group workshops, staff will be visiting and making presentations to senior residential housing, community centers, churches, etc. to increase awareness and provide hands-on help to sign up for transportation programs.

**Overhead and Management:**

These programs are overseen by the City's Senior Services Supervisor and Paratransit Coordinator to coordinate daily operations, budget, participation in regional meetings, and overall planning. Additionally, City staff coordinate customer service and outreach on a regular basis to answer questions, respond to complaints, produce marketing, and provide general consumer education. The City of San Leandro contracts with MV Transportation, Inc. to provide transportation and drivers for the program.

**Study:**

As mentioned above, the City contracted with Nelson/Nygaard for a transportation study. It is anticipated to result in increased FLEX services such new alternative routes and adding shuttles. It will also produce a plan for increasing ridership and identifying areas for growth, based on the current demographics as well as input from current riders of all programs.

**B. Explain how the suite of services offered is targeted towards the seniors and people with disabilities in your community. Why have these services been selected to meet the trip needs of your consumers over other eligible service types? How do these services enhance their quality of life and help them meet basic life needs?**

**Shuttle Services:** The FLEX Shuttle has a long and successful history in San Leandro. The program is available for senior residents and people with disabilities who meet the age requirements. Seniors are required to be 60+ years old, and adults must be 18+ years old with a disability and a qualified participant with East Bay Paratransit. Riders are using them to go to medical appointments, basic shopping needs, and other care-related trips such as church and salons. The City's Senior Community Center is one of the stops, so it's also providing transportation to hot lunch, social, and educational classes. Not only does the FLEX Shuttle Program provide the much needed transportation for our seniors, but it provides additional benefits such as: increased independence and socialization; a sense of self-determination; and contributes to more opportunities for health and wellness. The Flex Shuttle provides a comfortable and secure way of traveling and allows the recipient to have peace of mind as they are able to manage their basic needs independently. Based on feedback, our current study being conducted is focusing on the current routes, users, and day/time patterns.

**Taxi Vouchers:** The Taxi Voucher Program allows seniors and persons with disabilities to travel to locations that are not on the FLEX Shuttle North and South Routes, and allows the door-to-door option, which many prefer including those who are unable to travel to a FLEX shuttle stop.

**Other Services:** At this submittal, we are in the middle of the transportation survey to evaluate what is currently being offered in order to add/change and offer more what the clientele is needing for the community. Overall, it is anticipated that programs will be expanding over the next fiscal year.

**C. List the most common trip destinations for seniors and people with disabilities in your community that your services are designed to serve, e.g. dialysis centers, hospitals, major shopping complexes, senior centers.**

The most common trip destinations for San Leandro FLEX Shuttle members are listed below, with the top two points of destination listed first:

Medical Facilities and Appointments – 80% of passengers

- Davis Healthcare Center
- Kaiser Permanente Medical Center
- San Leandro Hospital

Major Shopping Complexes – 80% of passengers

- Bay Fair Shopping Center (Target)
- Greenhouse Shopping Center (Safeway)
- Marina Faire
- Marina Square
- San Leandro's Downtown Plaza (Safeway)
- Walmart

Senior Housing Facilities

<ul style="list-style-type: none"> <li>○ Broadmoor Plaza Apartments</li> <li>○ Estabrook Place/Eden Housing</li> <li>○ Fargo Senior Center Apartments</li> <li>○ Mission Bay Mobile Home Community</li> </ul> <p>Community Resources</p> <ul style="list-style-type: none"> <li>○ San Leandro Main Library</li> <li>○ Marina Community Center</li> <li>○ San Leandro Senior Community Center</li> </ul> <p>Places of Worship</p> <ul style="list-style-type: none"> <li>○ Bethel Presbyterian Church</li> </ul> <p>Transportation</p> <ul style="list-style-type: none"> <li>○ San Leandro BART Station</li> <li>○ The Flex Shuttle routes (North and South) travels in areas where other major stores are vital for the senior riders (e.g., CVS Pharmacy, US Post Office).</li> </ul>
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**2. Will your agency's program for FY 2017-18 conform to the Paratransit Program Implementation Guidelines, as required?** (FY 2017-18 Programs are *required* to conform to the Implementation Guidelines, revised January 2017)

Yes

No

**A. If "No", explain below and contact Alameda CTC staff to discuss** (prior to March 31, 2017)

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**3. If proposing any service or program changes in FY 2017-18 from the current year, FY 2016-17, describe the changes and explain why they are proposed.** Describe how these changes will impact the ability of seniors and people with disabilities in your community to meet their basic life needs.

**2017-18 Anticipated Changes:** Due to the study being conducted by Nelson/Nygaard, staff determined it best to wait on the new shuttles and weekend service until the study has been concluded. Several factors contributed to this decision – one is that the department now has new demographic data software about the community by which programming can be better determined – this information is part of the NN study. We desire to have a full evaluation of all transportation for seniors and people with disabilities, and to be able to implement either expanded, altered or new programming as a result. Languages spoken are also being included so that marketing materials will be offered in the alternate languages spoken in the community.

The study is also taking into consideration newer senior housing facilities, and community/day care facilities that are currently planned – so that paratransit services can be included in the route. For example, the new Adult Day Care Center in San Leandro will open in August 2017 and later will include medical facilities. We want to include a transportation element to this center and will be mindful in our survey that residents will now need access to this facility.

Therefore, we anticipate implementing the new routes, shuttles, etc. in winter 2018.

- 4. Looking ahead, beyond FY 2017-18, do you anticipate major service changes? Please briefly describe.** Describe major changes such as beginning or ending a type of service anticipated within the next five years.

Based on the anticipated transportation evaluation and report from Nelson/Nygaard, staff expects to implement new and updated routes, and provide more services to the senior and disabled residents, effective winter 2018. At this time, our primary goal is to increase ridership of the existing programs.

#### **PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW**

- 5.** The 2017 Paratransit Program Implementation Guidelines require Alameda CTC staff review of several program elements prior to implementation. The program elements requiring staff review are listed as items 4A – 4F below and for each item, further explanation is requested. **If your FY 2017-18 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each.** Applicants must address any applicable paratransit projects and programs listed in Attachment B.
- A. Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment)
  - B. City-based Door-to-Door Service that includes trip limitations based on trip purpose** (describe the proposed trip limitations that are proposed)
  - C. Taxi Subsidy Program that includes use of Transportation Network Companies (TNCs)** (describe the proposed service including screening and how subsidies will be provided)
  - D. Taxi Subsidy Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives)
  - E. Accessible Shuttle Service** (describe service plan and how city is coordinating with the local fixed route transit provider)
  - F. New mobility management and/or travel training programs** (describe the well-defined set of activities)
  - G. Low-income requirements for any scholarship and fare subsidy programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility)

**Accessible Shuttle Service** – The City’s accessible shuttle service is the FLEX Shuttle. San Leandro contracts for this service with MV Transportation, Inc. to provide the shuttles and drivers for the fixed route service. The shuttle stops allow individuals to be dropped-off and picked-up at popular destinations. City staff has ongoing communication with MV transportation, and meet in-person throughout the year to ensure proper operations. Staff from MV work closely with City staff to address complaints and concerns. MV Transportation provides the City of San Leandro with monthly invoices and monthly data, including number of one-way trips. Data submitted also includes the number of hours driven and number of passengers riding the shuttles throughout the month.

## DEVELOPMENT OF PROGRAM PLAN

- 6. How was consumer input sought in development of the program and selection of the services offered?** Describe all general outreach activities undertaken in connection with this plan, including consumer or public meetings; meetings with other agencies; presentations to boards, commissions, or committees. If possible provide dates for these activities. Note below if this plan was reviewed by a local paratransit advisory committee, including the name of the committee, and the date of the meeting.

In order to create a viable expansion plan for the FLEX Shuttle, Nelson/Nygaard will work with staff to use existing information about the known client base, funding, and to the extent data is available, the most recent annual ridership and annual ridership trends. Prior to the contract, a first round of focus groups was conducted between December 2015 and March 2016 to obtain feedback about existing services. N/N will be obtaining additional input from riders, drivers, and the general community (including organizations focused on delivering services to individuals with disabilities; as well as other languages spoken) prior to developing any proposed changes to the current system and routes. They will also document the existing public AC Transit service routes that may be competing with the FLEX Shuttle ridership. They will map existing services, highlight key concentrations of senior residents, disabled adults, major destinations, and identify areas with spatial or temporal gaps where the expanded shuttle service might help to address these gaps. After an initial round of review of current practices and feedback, they will also obtain community feedback on proposed changes. The report will be presented to the City Council at a public meeting. Outreach to obtain additional community feedback will occur at public meetings, events, on survey cards and kiosks at the main library.

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

Nelson/Nygaard, with the help of the City of San Leandro, will conduct more data gathering with groups to round out the information gathered from the first round of focus group meetings conducted between December 2015 and March 2016. The first will include individuals with disabilities. It will be available in multiple languages, as needed. Nelson/Nygaard will hire and provide a translator. With help from City staff Nelson/Nygaard will have materials prepared in advance of the focus group available in multiple languages. Additionally a group meeting will be held with MV Transportation, the current transportation provider in the City. San Leandro will be responsible for inviting participants, and setting the meeting location and times. Nelson/Nygaard will provide the materials. We are developing an outreach plan to provide information to the library, farmers’ market, and special events where we can talk with people about the services. Staff is reviewing paper surveys, electronic access, and other manners to obtain feedback such

as an information kiosk at the main library.

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

For the 2017-18 Program Plan, staff is referencing the feedback obtained in 2016 focus groups. However, a priority was established during 2016-17 to contract with a firm to conduct a comprehensive study on transportation needs. In February 2017 Nelson/Nygaard conducted a project kickoff meeting with City of San Leandro staff, including the Senior Services Supervisor and Recreation and Human Services Director, to confirm study goals, objectives, a final scope of work, schedule, project oversight and communications, and outreach activities.

Moving ahead, most of the community outreach will occur in spring and summer 2017 in order to prioritize needs; the final plan recommendations will be unveiled in fall 2017. Implementation of program changes and enhancements are anticipated to occur in Winter 2018.

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

In March 2016, Recreation and Human Services' purchased and installed a new database system, Active Net. Training sessions were held for all staff members who work directly with the public. Staff is interested in using the demographics tools and communication tools to create better data on use as well as create forums/tools to communicate with the clients. We also have a dashboard system whereby we are starting to learn more about the demographics of our users – the overall department goal is to learn who is NOT being served and then begin to unroll programs to include those individuals. More public outreach and engagement is an overarching goal of the department in FY 2017-18 for all programs, paratransit included.

**10. Was this program plan approved by a governing body (or is it scheduled for action)?** *This is not required by the Alameda CTC. Jurisdictions should follow their established internal process.*

Yes

No

**A.** If "Yes", provide the name of the governing body and planned or actual approval date.

The approval of the 2017-2018 Paratransit Program Application is scheduled for the San Leandro City Council meeting as part of the budget approval process for June 2017.

## OUTREACH

**11. How do community members and potential users learn about the Alameda CTC-funded services provided in your community?** Specify for each of the paratransit projects and programs listed in Attachment B.

Community members and potential users learn about paratransit services in the following ways:

- City Website
- Local Access Channel
- Recreation Activity Guide (delivered to San Leandro households three time per year)
- Activity Display Screen (PowerPoint presentation that plays throughout the day at the Senior Community Center).
- Signage on Flex Shuttles and at Flex Shuttle stops
- Flex Shuttle flyers, applications and routes/map (always on display at the Senior Community Center, Marina Community Center, Libraries, and City Hall)
- Annual Flex Focus Group Meetings
- Paratransit Educational Workshops
- Mobility & Transit Workshop and Fair
- Direct Outreach at Community Events, Senior Living Facilities, Farmers Markets, etc.

## ELIGIBILITY AND ENROLLMENT

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

Consumers must annually submit a program application with proof of San Leandro residency, date of birth, and \$20 annual registration fee to enroll in the program.

Eligibility Requirements for the FLEX Shuttle include: Seniors 60+ or Disabled Adults 18+, San Leandro resident (incorporated).

Consumers can mail in their applications, or bring it to one of our two customer service locations: Marina Community Center or Senior Community Center. Beginning April 2016, consumers can now purchase their FLEX Shuttle memberships online via the City's registration website [www.sanleandrorec.org](http://www.sanleandrorec.org).

Staff also assists applicants in completing their applications when needed.

### 13. How do consumers enroll in your program? Include how long the enrollment process takes, and how soon newly enrolled applicants can use the services offered.

The maximum amount of time enrollment would take is 14 days. However, the average enrollment time is 7 days.

Interim Service is provided for individuals applying for or awaiting East Bay Paratransit Service.

Our participants submit a completed FLEX Shuttle application (in person, via mail, or online) along with a valid ID and a \$20 registration fee. Once the application has been reviewed, approved and processed by our Customer Service staff, a FLEX Shuttle membership card will be created and issue to the individual. The timeframe generally takes less than one hour. If the application is processed via mail or online then the timeframe usually takes 3-5 business days.

## CUSTOMER SATISFACTION

### 14. Describe your complaint and commendation process. Describe your process from beginning to end, including instructions you provide to customers for filing

program suggestions, complaints or commendations, your documentation procedures and your follow up.

Complaints are handled on an individual basis, with responses within 24 hours or the next business day. Riders typically make complaints by calling the Paratransit Coordinator or talking to the Paratransit Coordinator in-person. We maintain an up-to-date complaint log. We obtain complete incident information from the riders directly, and contact our service provider immediately, if deemed appropriate. Our contract with the transportation provider requires a 24-hour response to all complaints. Our transportation provider keeps us apprised of their findings, and Senior Services typically communicates directly to the rider with that information. If requested, complaints will remain anonymous.

We also meet with our service provider in person when needed, but at a minimum, we meet semi-annually to discuss the program and any service related issues.

We take recommendations in the same manner. Usually paratransit riders will call the Paratransit Coordinator directly with positive feedback. They also give positive feedback to staff in person.

Beginning 2016, the City established an email address specific to Paratransit, [SLParatransit@sanleandro.org](mailto:SLParatransit@sanleandro.org). Complaints can be emailed to this email address as well and individuals will receive a response within 24 hours or the next business day. For 2017-18 staff will enhance the marketing efforts for this email address and encourage more suggestions, ideas, feedback and any issues and/or complaints.

**A. Describe any common or recurring service complaints, commendations and/or suggestions your program has received.** Specify for each of the paratransit projects and programs listed in Attachment B. *(Complaints are defined as phone calls, letters, or emails received for the specific purpose of making a complaint.)*

We will address this from a pre-study perspective as follows. However, as part of the assessment and evaluation being conducted at this writing, we are aware that more specific complaints and issues will be mentioned and identified. We look forward to hearing those, so as to best identify program needs and limitations – which is what the study is to address.

**Flex Shuttle Program:** The most recurring service complaints are as follows:

- Riders cannot reach anyone when calling the dispatch number for the transportation company (i.e. when trying to call when a shuttle is late).
- The substitute drivers do not know the routes
- The shuttle is late and/or off schedule

The suggestions and commendations submitted are:

- Increase the size of signage on the shuttles and at stops for those who have vision issues
- Add an additional shuttle to go the reverse direction on shuttle routes
- Expand services to the weekend
- The regular drivers are very compassionate and go out of their way to help the riders

**Taxi Voucher Program:** The most recurring services complaints are as follows:

- Our riders are frustrated with the program that will not allow them to travel outside Central Alameda County. Although they have been advised of the risk of travel outside the borders they tend to forget and have complication getting back to the San Leandro area. Most of them find it to daunting to get on Bart and/or AC Transit; they prefer door-

to-door services.

- Taxi service pick-up takes a long time

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

We created an email address to collect any complaints or suggestions. Generally, we address all complaints with phone calls or face-to-face interaction. MV Transportation is informed immediately of any concerns brought to our attention; we ask them to respond to our concerns within 24 hours. Often we have found that it's a misunderstanding (e.g. recently a new driver did not understand the specific pick up spot at a public building) so we are able to work with MV staff to help with their staff trainings.

**EXPECTED DEMAND/USE OF SERVICES**

**15. How many people are/have been/will be registered in the program during the following time periods? Fill in the boxes below.**

<b>Registrants at beginning of FY 2015-16</b>	
<b>Registrants at end of FY 2015-16</b>	305
<b>Current Registrants for FY 2016-17</b>	360
<b>Projected Registrants for FY 2017-18</b>	

**A. Based on the registration projection provided, explain why you expect your program registration to increase, decrease or stay the same compared to the current year.**

There is a new Adult Day Care facility planned in San Leandro, anticipated to open during August 2017. This may increase the number of rides based on the services provided. The facility will have transportation for their patients, however, they will offer programs that seniors will need shuttle service.

Additionally, we are working with Nelson/Nygaard to develop plans to expand services and develop new routes, which we anticipate increasing program registration in 2017-18.

**16. Do you expect the total number of one-way trips provided by your program to increase, decrease or stay the same compared to the current year, FY 2016-17? Why?**

**17. Do the ridership numbers reported in Attachments A and B include companions and/or attendants?**

- Yes  
 No

**A.** If "Yes", and if known, what percent of total ridership are companions/attendants? *(If providing an estimate, please clearly indicate it as such.)*

**18. Please provide data on lift/ramp trips provided, if available.** If lift/ramp trips were provided in more than one service, please specify for each.

<b>Lift/ramp trips provided in FY 2015-16</b>	
<b>Lift/ramp trips to be provided in FY 2016-17</b>	
<b>Lift/ramp trips projected to be provided in FY 2017-18</b>	

**VEHICLE FLEET**

**19. Provide details regarding your vehicle fleet.** To answer this question, complete Attachment D (Table D tab of the Excel workbook).

**SAFETY INCIDENTS**

**20. Describe any safety incidents recorded by your program in FY 2015-16, or to date in FY 2016-17.** Specify for each of the paratransit projects and programs listed in Attachment B. *(Report incidents resulting in any of the following: a fatality other than a suicide; injuries requiring immediate medical attention away from the scene for two or more persons; property damage equal to or exceeding \$7,500; an evacuation due to life safety reasons; or a collision at a grade crossing.)*

N/A

**FINANCES: PROGRAM REVENUE AND COST**

**21. Detail your FY 2017-18 program's total estimated revenue (all fund sources) and total cost by completing Attachment C (Table C tab of the Excel workbook).** For program components funded all or in part with a Measure B/BB discretionary grant, segregate the grant funding by entering it in the "Other Measure B/BB" column.

**22. Describe below the "Management/Overhead" and "Customer Service and Outreach" costs included in Attachment C and how these cost allocations were determined?** (These two categories are defined under Question 1). *The amount spent on Customer Service/Outreach and Management/Overhead is to be included as part of the total program cost, even if it is not funded with Alameda CTC funding. This includes city/agency staff time paid for by a city's general fund.*

**A. Management/Overhead Costs**

These costs include a percentage of the Senior Services Supervisor and an 18 hours per week part time coordinator.

**B. Customer Service and Outreach Costs**

The outreach and marketing budget will be increased for FY 2017-18 based on the N/N study. There will be a need for new route maps, brochures, information, surveys, marketing materials provided throughout the community, advertising, and a variety of branding materials.

**PROGRAM FUNDING RESERVES**

**23. If your paratransit program is anticipated to have a remaining balance of Measure B/BB DLD funding at the end of FY 2017-18, as shown in Attachment C, please explain. How do you plan to expend these funds and when?**

It is anticipated that the department will not be able to use the entire amount in FY 2017-18 since the new or enhanced paratransit program will be implemented (anticipated) in winter 2018. The department has experienced some changes within the leadership in the past six months of this submittal, so a full staff is anticipated by summer 2017 to help guide the program.

Given the programming expansions, it is anticipated that the next FY will include increased staff hours to provide more customer service and outreach to manage the increase in ridership. Any unexpended funds will be carried over into the next fiscal year for use by the Paratransit program.

**MISCELLANEOUS**

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



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**Alameda CTC FY 2017-18 Annual Paratransit Program Plan Application (July 1, 2017 - June 30, 2018)**

**Attachment C: Program Revenue, Cost and Fund Sources**

<b>Total FY 2017-18 Program Revenue</b> (Measure B, Measure BB and all other funds available for FY 2017-18)	
Estimated <b>Measure B</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2016-17 (June 30, 2017)	\$25,491
Projected FY 2017-18 <b>Measure B</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$286,614
Estimated <b>Measure BB</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2016-17 (as of June 30, 2017)	\$126,096
Projected FY 2017-18 <b>Measure BB</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC )	\$255,623
<b>Total FY 2017-18 Measure B and BB Paratransit DLD Revenue</b> (Automatically calculated)	<b>\$693,824</b>
Total FY 2017-18 Other Revenue (All other revenue sources, non-DLD, including Gap grant)	
<b>Total FY 2017-18 Program Revenue</b> (Measure B, Measure BB and all other sources available for FY 2017-18) (Automatically calculated)	<b>\$693,824</b>

<b>Total FY 2017-18 Program Costs by Fund Source</b> (Measure B, Measure BB and all other funds planned to be expended during FY 2017-18)												<b>Total Cost</b>
Service/Program Name	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M
Service/Program/Project Name	Quantity Planned for FY 2017-18	Amount of RESERVE Measure B Paratransit DLD funds	Amount of FY 2017-18 Measure B Paratransit DLD funds	Amount of RESERVE Measure BB Paratransit DLD funds	Amount of FY 2017-18 Measure BB Paratransit DLD funds	Amount of OTHER Measure B/BB funds	What is the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, LSR, MB LSR, etc.)	Fare Revenue expected from service	Fare Revenue to be expended on service	Amount of all Non-Alameda CTC funds (not including fares)	What is the source of these non-Alameda CTC funds? (e.g. city funds, federal, state, etc.)	Total Cost (all sources) Automatically calculated
San Leandro FLEX Shuttle	13,590		\$ 190,000	\$ 101,000				\$ 8,000	\$ 8,000			\$ 299,000
Taxi Voucher Program	0											\$ -
N/N contract and outreach/customer svc	0	\$ 25,000	\$ 50,000	\$ 50,000								\$ 125,000
Travel Troope	200		\$ 8,000									\$ 8,000
Management/Overhead	0		\$ 40,000	\$ 150,000								\$ 190,000
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
<b>Totals</b>	<b>13,790</b>	<b>\$ 25,000</b>	<b>\$ 288,000</b>	<b>\$ 301,000</b>	<b>\$ -</b>	<b>\$ -</b>		<b>\$ 8,000</b>	<b>\$ 8,000</b>	<b>\$ -</b>		<b>\$ 622,000</b>

Budget check (total revenue less total cost): \$71,824

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB
Estimated Reserve Balance, June 30, 2018:	-\$895	\$80,719
<b>Reserve balance as percent of FY 2017-18 Revenue</b>	<b>0%</b>	<b>32%</b>

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