

PAPCO  
Paratransit  
Program Plan  
Review  
Subcommittee

MEASURE B/BB

SPECIAL TRANSPORTATION  
FOR  
SENIORS AND PEOPLE  
WITH DISABILITIES



FY 2016 – 2017  
Submitted Program Plans



EAST COUNTY

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# **Paratransit Program Plan Staff Presentation Fiscal Year 16/17**

## **Subcommittee: East County**

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

- ADA-mandated paratransit (coordinates with Pleasanton for Pleasanton and Sunol residents), Para-Taxi (not funded by Alameda CTC)
- 19% Measure B/BB, increased from 13% in 14/15; TDA; lowest proportion of Alameda CTC funding of ADA programs
- 0% Reserves
- Cost per trip - \$5 increase in from 14/15 to 16/17
- Trends in trip provision – currently seeing significant increase in trips to day programs, have budgeted for a 5% increase overall
- New transportation provider Medical Transportation Management (MTM) began in 2014
- Most common destinations are day programs for the developmentally disabled and dialysis centers
- LAVTA is planning on hiring a third party contractor to manage ADA paratransit eligibility in 16/17
- LAVTA and the City of Pleasanton are planning on hiring a consultant to conduct a comprehensive Tri-Valley paratransit assessment in 16/17

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## **Annual Paratransit Program Plan Application for Measure B and Measure BB Funding Fiscal Year 2016-2017 (July 1, 2016 - June 30, 2017)**

### **Requirements and Instructions**

The Alameda County Transportation Commission (Alameda CTC) requires recipients of paratransit funding 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 prior expenditures and anticipated revenues and expenditures related to delivering paratransit services to seniors and people with disabilities.

### **Paratransit Program Plan Application Deadline: March 25, 2016**

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 FY2016-17 Program Plan Excel workbook contains a new tab to report on FY 2014-15 performance (Attachment A Table). The FY 2014-15 program information entered into Table A will be used to monitor program performance and, where applicable, is to align with program information included in the FY 2014-15 compliance report.*
3. References:
  - FY 2016-17 MB & MBB Paratransit DLD Revenue Projections, (distributed to ParaTAC, January 2016)
  - Alameda CTC Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines and Performance Measures, revised 2/25/16
  - Alameda CTC Timely Use of Funds Policy, adopted 12/3/15

**Submit the Word and Excel files listed above electronically via email by March 25, 2016 to Naomi Armenta: [narmenta@alamedactc.org](mailto:narmenta@alamedactc.org).**

*Be sure to include your agency name and FY 16-17 in the file name of both the Word document and the Excel workbook (e.g., Albany\_FY1617\_Paratransit\_Program\_Application.doc).*

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

## FY 2016-17 Paratransit Program Plan Application

### Due by March 25, 2016

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

Date Submitted: 3/24/16 \_\_\_\_\_

### 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 (pass-through) and Gap 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 2/25/16 (provided with the application materials).

- **Management/Overhead:** Program oversight, planning, budgeting, participation in regional/countywide meetings. Include admin/labor even if it is paid by the City/transit agency for accurate reporting of full program expenses.
- **Customer Service/Outreach:** Activities associated with educating consumers about services that are available to them, answering questions from consumers and taking, tracking and responding to complaints and commendations. Include costs even if paid by the City/transit agency for accurate reporting of full program expenses.
- **ADA-mandated Paratransit:** Paratransit services provided by fixed-route transit operators to fulfill requirements under the American's with Disabilities Act.
- **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 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 Gap funds, you will be required to submit further information.

**1A. Provide a short narrative description of your agency's FY 2016-17 program:**

All Measure B and BB 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 the Wheels fixed route system. Dial-A-Ride operates at the same time when Wheels fixed route is operating.

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. LAVTA provides ADA paratransit services both before and after Pleasanton's in-service hours and on the weekends for local Pleasanton trips.

LAVTA's Dial-A-Ride operations and maintenance are provided by Medical Transportation Management, Inc. (MTM).

LAVTA also provides same day Para-Taxi service, which is partially grant funded and partially LAVTA general fund funded.

**1B. 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?**

Being a fixed route public transit operator in Livermore, Dublin and Pleasanton, LAVTA provides the ADA mandated paratransit service for the same three cities, and goes beyond the ADA minimum requirements. Since the ADA paratransit requires at least a day in advance reservation LAVTA also provides the same day Para-Taxi service. Seniors and people with disabilities can travel on fixed route for half fare and participate in LAVTA's free travel training program.



**1C. 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 facilities Wheels Dial-A-Ride riders most frequently travel include:

- Day programs for the developmentally disabled (Go Group, Futures Explored, VFR, ARC, Keystone)
- Dialysis centers (Livermore DaVita Dialysis, Pleasanton DaVita Dialysis)

In FY 2015/16 LAVTA has seen a significant increase of the trips to/from day programs when compared to the year before.

**2. Will your agency's program for FY 2016-17 conform to the Paratransit Program Implementation Guidelines, as required? (FY 2016-17 Programs are *required* to conform to the Implementation Guidelines, revised February 2016)**

**Yes**      **No**

**2A. If "No", explain below and contact Alameda CTC staff to discuss (prior to March 25, 2016)**

**3. If proposing service changes in FY 2016-17 from the current year, FY 2015-16, 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.

LAVTA is planning on hiring a third party contractor to manage ADA paratransit eligibility in FY17. The new process will most likely include in-person or phone interviews and possibly functional assessments. The eligibility determinations are currently conducted in house based on paper applications and applicant's doctor's verification.

LAVTA and the City of Pleasanton are planning on hiring a consultant to conduct a comprehensive Tri-Valley paratransit assessment in FY2017. The study would look for areas of overlap and opportunities to streamline services. Additionally, an analysis would be conducted on the impact of moving LAVTA's Dial-A-Ride service more in-line with the ADA requirements (i.e. ¾ mile from a fixed route line). Significant public and stakeholder input (senior and disabled populations) would be included in the study.

## Alameda CTC Paratransit Program Plan Application

Application Period: July 1, 2016 - June 30, 2017

4. The 2016 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 2016-17 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, below)
  - B. **City-based Door-to-Door Service that includes trip limitations based on trip purpose** (describe the proposed trip limitations that are proposed below)
  - C. **Taxi Subsidy Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives below)
  - D. **Accessible Shuttle Service** (describe service plan and how city is coordinating with the local fixed route transit provider)
  - E. **New mobility management and/or travel training programs** (describe the well-defined set of activities below)
  - F. **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 below)

N/A
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**DEVELOPMENT OF PROGRAM PLAN**

5. **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.

LAVTA has a passenger advisory committee (WHEELS Accessible Advisory Committee or WAAC) that meets to discuss passenger concerns and advise LAVTA on improvement of its services and facilities. The WAAC is comprised of membership from each jurisdiction and social/human services agencies. Service provision for customers and the planning process for the implementation of new services is coordinated through the WAAC. In FY16 these meetings occurred on 07/01/15, 09/02/15, 10/28/15, 01/06/16, and 03/08/16.

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

The 2015 annual Dial-A-Ride customer satisfaction survey was conducted between October 26 and October 28, 2015 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 was administered by a third party surveyor, and a total of 100 Dial-A-Ride surveys were completed.

The following table compares the average customer satisfaction ratings of the surveys conducted over the last four years:

Service Aspect	Apr 2012		Jun 2013		Jul 2014		Oct 2014		Oct 2015	
	Mean	Median	Mean	Median	Mean	Median	Mean	Median	Mean	Median
Reservation	4.29	5	4.67	5	3.67	4	4.29	5	4.45	5
Pickup	3.97	4	4.27	4	3.58	4	4.11	4	4.45	5
Ride	4.08	4	4.6	5	4.6	5	4.68	5	4.38	5
Dropoff	4.28	5	4.5	5	4.1	5	4.61	5	4.37	4
Overall rating	4.11	5	4.47	5	3.55	4	4.36	4	4.61	5

Alameda CTC Paratransit Program Plan Application

Application Period: July 1, 2016 - June 30, 2017

**7. 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.**

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 and the survey results LAVTA has a better understanding which aspects of the service quality need more attention.

**8. 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

If yes, provide the name of the governing body and planned or actual approval date.

LAVTA Board of Directors tentatively scheduled for May 2, 2016

## OUTREACH

**9. 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.

LAVTA fully markets its services and provides information to customers desiring information regarding both paratransit and fixed route 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

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

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

LAVTA is planning on hiring a third party contractor for determining the ADA paratransit eligibility. The new process will include in-person or phone interviews and functional assessments.

### 11. 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.

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.

## CUSTOMER SATISFACTION

### 12. 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. (See questions 12A and 12B that follow)

The customers can either call the customer service phone line at 925-455-7500 or enter their complaint or commendation via the online form on [www.wheelsbus.com](http://www.wheelsbus.com). When customers file a complaint or commendation, the complaint/commendation and all information are entered into a web-based customer service database, which assigns the complaint/commendation 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.

### 12A. 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.)*

In addition to the quantitative scores for different aspects of the Dial-A-Ride service the surveyors of the October 2015 Customer Satisfaction Survey also encouraged responders to provide any verbal open-ended feedback/comments/suggestions about the service and received 100 such comments.

Thirty four people (34%) did not have any comments when asked, 28 passengers (28%) had positive feedback and they expressed appreciation for the service. The highest number of negative feedback had to do with late pick-ups and long travel times with 8 people (8%) reporting that there have been times when their ride has been late and four people (4%) complaining about long travel times. Three people (3%) had a general concerns. The following areas each had two people (or 2%) reporting it as a concern: vehicle maintenance (2%), reservations (2%), call center out of the area (2%), safety (2%), and routing (2%). One person (1%) was unhappy about the vehicle type and one (1%) said the driver was a no-show. LAVTA staff constantly monitors the on-time performance as well as the ride length statistics. Currently the OTP is considerably above the 95% contractual requirement. According to the ADA the a trip on a paratransit vehicle should take about the same amount of time as a similar trip on an existing fixed route system, including travel time to and from a bus stop, and any transfer time.

Since most of the above possibly valid verbal passenger concerns are impossible to validate without additional information, LAVTA is planning to add a question about whether the passenger would be willing to give his/her phone number for the staff follow-up in the next customer satisfaction survey.

There were 10 comments/concerns (10%) total that LAVTA staff considers invalid because of the nature of the ADA paratransit service and the staff therefore identified these as areas in which passengers can be provided more education. Out of the 10% invalid/educational issue comments 2 people (2%) didn't like regional/inter-agency trips, 1 person (1%) did not like the vehicle types used for Wheels Dial-A-Ride service, 1 passenger (1%) wanted to do changes to the drop-off location while onboard a Dial-A-Ride vehicle, 1 person (1%) wanted to know how to get Dial-A-Ride tickets, one passenger (1%) didn't like the half-hour pick-up window policy, one person (1%) wanted to know how to sign up, one (1%) said Dial-A-Ride is too expensive, and one (1%) wanted the same driver for the return ride. Staff is preparing a comprehensive "Riders Guide" where such aspects of the service can be explained in more detail and in a user friendly format. LAVTA staff is also working with County Connection's LINK service to better coordinate the trips between LAVTA service area and Contra Costa County.

LAVTA will continue to closely monitor customer satisfaction and following up on the comments/feedback received from the survey respondents.

**12B. Describe any changes you have made to your program as a result of these customer complaints, commendations and suggestions.**

- |   |
|---|
| <ol style="list-style-type: none"> <li>1. LAVTA is planning to add a question about whether the passenger would be willing to give his/her phone number for the staff follow-up in the next customer satisfaction survey.</li> <li>2. Staff is preparing a comprehensive "Riders Guide" where aspects of the service can be explained in more detail and in a user friendly format.</li> <li>3. LAVTA staff is working with County Connection's LINK service to better coordinate the trips between LAVTA service area and Contra Costa County</li> </ol> |
|---|

**EXPECTED DEMAND/USE OF SERVICES**

**13. 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 2014-15</b>

<b>Registrants at end of FY 2014-15</b>

<b>Current Registrants for FY 2015-16</b>
1,592

<b>Estimated Registrants for FY 2016-17</b>
1,580

**13A. 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.**

<p>LAVTA estimates the number of registrants to be either the same or less in FY 17. As LAVTA's intent is to have in-person interview process that scrutinizes each applicant more than the current paper application process on board in FY 17 the assumption is that the number of registrants may decrease as a result.</p>
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**14. 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 2015-16? Why?**

The number of trips is difficult to predict. In the current FY LAVTA is seeing about 20% increase in rides when compared to the FY 2015. The increase is mainly due to the significant increase in ridership to/from various day programs. LAVTA expects the number of rides to be about the same as in the current FY, but for our budget purposes we estimated a 5% increase.

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

Yes

No

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

**16. 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 2014-15</b>
13,613

<b>Lift/ramp trips to be provided in FY 2015-16</b>
14,543

<b>Lift/ramp trips to be provided in FY 2016-17</b>
15,270

**VEHICLE FLEET**

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

**SAFETY INCIDENTS**

**18. Describe any safety incidents recorded by your program in FY 2014-15, or to date in FY 2015-16.** 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.)*



In FY2015 there were 4 preventable paratransit accidents total. In the first quarter there was one (1) paratransit accident and that was determined to be preventable. There was only minor damage to the vehicle (not LAVTA owned) and no personal injuries. In the second quarter there were two (2) paratransit accidents and they were both determined to be preventable. There was only minor damage to the vehicles (not LAVTA owned) and one personal injury with no medical transport. In the third quarter there were no paratransit accidents. In the fourth quarter there were two (2) paratransit accidents. One (1) was preventable, and the damage to the non-LAVTA vehicle was minor and there were no injuries.

In the current FY2016 there were zero paratransit accidents compared to one (1) last year. In the second quarter there was one (1) non-preventable paratransit accidents. While the passenger requested the driver complete an injury report at the time, the passenger stated medical attention was not needed at that time and during a follow up call, the passenger stated all was well.

## FINANCES: PROGRAM REVENUE AND COST

**19. Detail your FY 2016-17 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 with a Measure B Gap Grant, segregate the Gap Grant funding by entering it in the "Other Measure B" column.

**20. 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.*

### 20A. Management/Overhead Costs

Management and overhead costs were allocated by taking the salary of the full time paratransit planner salary and benefits, plus training costs. Added to this was a percentage of the Department Directors' salary and benefits based on anticipated time spent on paratransit oversight (10%), additionally 10% of the salary and benefits from our customer outreach coordinator was included as she helps process applications. Additional costs were added based on expected postage and printing for mailing to paratransit clients, plus a portion of the utility costs based on the amount of space take up by paratransit operations vs fixed route operations (15%).

### 20B. Customer Service and Outreach Costs

**PROGRAM FUNDING RESERVES**

**21. If your paratransit program is anticipated to have a remaining balance of Measure B/BB DLD funding at the end of FY 2016-17, as shown in Attachment C, please explain. How do you plan to expend these funds and when?**

100% of the measure B/BB funds for FY16/17 will be expended in FY 16/17.

**MISCELLANEOUS**

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

**Alameda CTC Paratransit Program Application - FY 2016-17 (July 1, 2016 - June 30, 2017)**  
**Attachment A: Summary of Past Program Service, Performance and Costs (FY 2014-15)**

Service/Program Type and Name		Performance FY 14-15		Total FY 2014-15 Program Costs Expended by Fund Source (Measure B, Measure BB and all other funds expended during FY 2014-15)										Notes
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M	Column N	Column O
Eligible Service/Program Type <i>Drop-down Menu</i>	Service/Program/Project Name	Quantity Provided FY 2014-15 Provide total number of one-way trips or units	On-Time Performance FY 14-15 Percent of passenger trips arrived within designated window (indicate if data is unavailable or non-applicable)	Amount of RESERVE Measure B Paratransit DLD funds	Amount of FY 2014-15 Measure B Paratransit DLD funds	Amount of FY 2014-15 Measure BB Paratransit DLD funds	Amount of OTHER Measure B/BB funds	What was the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, MB LSR, etc.)	Fare Revenue received from service	Fare Revenue expended on service	Amount of all non-Alameda CTC funds (not including fares)	What was the source of these non-Alameda CTC funds? (e.g. City general fund, federal, state, etc.)	Total Funds expended (all sources)  <i>Automatically calculated</i>	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
ADA-mandated Paratransit	Wheels Dial-A-Ride	46,461	97%	\$ -	\$ 158,020	\$ 50,920	\$ -		\$ 203,821	\$ 203,821	\$ 1,222,393	TDA	\$ 1,635,154	
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				\$ -	\$ 158,020	\$ 50,920	\$ -		\$ 203,821	\$ 203,821	\$ 1,222,393		\$ 1,635,154	

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**Alameda CTC Paratransit Program Application - FY 2016-17 (July 1, 2016 - June 30, 2017)**  
**Attachment C: Program Revenue, Cost and Fund Sources**

Total FY 2016-17 Program Revenue (Measure B, Measure BB and all other funds available for FY 2016-17)	
Estimated <b>Measure B</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2015-16 (June 30, 2016)	\$0
Projected FY 2016-17 <b>Measure B</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$167,445
Estimated <b>Measure BB</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2015-16 (as of June 30, 2016)	
Projected FY 2016-17 <b>Measure BB</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$280,636
<b>Total FY 2016-17 Measure B and BB Paratransit DLD Revenue</b> (Automatically calculated)	<b>\$448,081</b>
Total FY 2016-17 Other Revenue (All other revenue sources, non-DLD, including Gap grant)	\$1,948,683
<b>Total FY 2016-17 Program Revenue</b> (Measure B, Measure BB and all other sources available for FY 2016-17) (Automatically calculated)	<b>\$2,396,764</b>

Total FY 2016-17 Program Costs by Fund Source (Measure B, Measure BB and all other funds planned to be expended during FY 2016-17)												Total Cost
Service/Program Name	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M
Service/Program/Project Name <i>Automatically populated from prior sheet (column B)</i>	Quantity Planned for FY 16-17 <i>Automatically populated from prior sheet (column Q)</i>	Amount of RESERVE Measure B Paratransit DLD funds	Amount of FY 2016-17 Measure B Paratransit DLD funds	Amount of RESERVE Measure BB Paratransit DLD funds	Amount of FY 2016-17 Measure BB Paratransit DLD funds	Amount of OTHER Measure B/BB funds	What is the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, LSR, MB LSR, etc.)	Fare Revenue expected from service	Fare Revenue to be expended on service	Amount of all Non-Alameda CTC funds (not including fares)	What is the source of these non-Alameda CTC funds? (e.g. city funds, federal, state, etc.)	Total Cost (all sources) <i>Automatically calculated</i>
Wheels Dial-A-Ride	58,848	\$ -	\$ 167,445	\$ -	\$ 280,636	\$ -		\$ 188,650	\$ 188,650	\$ 1,760,033		\$ 2,396,764
0	0											\$ -
0	0											\$ -
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<b>Totals</b>	<b>58,848</b>	<b>\$ -</b>	<b>\$ 167,445</b>	<b>\$ -</b>	<b>\$ 280,636</b>	<b>\$ -</b>		<b>\$ 188,650</b>	<b>\$ 188,650</b>	<b>\$ 1,760,033</b>		<b>\$ 2,396,764</b>

*Budget check (total revenue less total cost):* \$0

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB
Estimated Reserve Balance, June 30, 2017:	\$0	\$0
<b>Reserve balance as percent of FY 16/17 Revenue</b>	<b>0%</b>	<b>0%</b>

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**Alameda CTC Paratransit Program Application - FY 2016-17 (July 1, 2016 - June 30, 2017)**

**Attachment D: Vehicle Fleet**

**Instructions: Please complete table below. If necessary, please contact your contractors to obtain the information.**

<b>Vehicle Fleet</b>									
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
					Vehicle Capacity				
<b>Make</b>	<b>Type of Vehicle(s)</b> (specify bus, large van, minivan, sedan)	<b>Year of Vehicle</b>	<b>Fuel Type</b>	<b>Lift/Ramp Equipment</b> (specify lift, ramp, or none)	<b>Ambulatory</b>	<b>Wheelchair</b>	<b>Number of Vehicles</b>	<b>Owner</b> (specify if contractor)	<b>City that vehicle(s) are garaged</b>
Ford	Large Van	2005	Gasoline	Lift	2	2		Contractor	119 E 9th St. Tracy CA 95376
Dodge	Minivan	2014	Gasoline	Ramp	3	1		Contractor	341 Baldwin Ln Tracy CA 95376
Toyota Sienna	Minivan	2013	Gasoline	Ramp	3	1	3	Contractor	341 Baldwin Ln Tracy CA 95376
Ford	Large Van	2010	Gasoline	Lift	6	1		Contractor	2301 Camino Ramon San Ramon CA 94583
Dodge	Large Van	2007	Gasoline	Lift	2	2		Contractor	2301 Camino Ramon San Ramon CA 94583

Ford	Large Van	2003	Gasoline	Lift	6	1		Contractor	2301Camino Ramon San Ramon CA 94583
FORD	Minivan	2015	Gasoline	Ramp	3	1	4	Contractor	2301Camino Ramon San Ramon CA 94583
Dodge	Minivan	2010	Gasoline	Ramp	2	1		Contractor	4481 East Ave. Livermore CA 94551
Dodge	Minivan	2010	Gasoline	Ramp	2	1		Contractor	4481 East Ave. Livermore CA 94551
Dodge	Minivan	2010	Gasoline	Ramp	2	1		Contractor	4481 East Ave. Livermore CA 94551
Dodge	Minivan	2010	Gasoline	Ramp	2	1		Contractor	4481 East Ave. Livermore CA 94551
Dodge	Minivan	2010	Gasoline	Ramp	2	1		Contractor	4481 East Ave. Livermore CA 94551
Dodge	Minivan	2010	Gasoline	Ramp	2	1		Contractor	4481 East Ave. Livermore CA 94551
Dodge	Minivan	2011	Gasoline	Ramp	2	1		Contractor	4481 East Ave. Livermore CA 94551

Dodge	Minivan	2010	Gasoline	Ramp	2	1	7	Contractor	4481 East Ave. Livermore CA 94551
Dodge	Minivan	2014	Gasoline	Ramp	5	1		Owner	152 Heligan Ln. Livermore CA 94551
Dodge	Minivan	2016	Gasoline	Ramp	5	1	2	Owner	152 Heligan Ln. Livermore CA 94551
Chevrolet	Minivan	2008	Gasoline	Ramp	5	1		Contractor	7 W Acacia St, Suite C3 Stockton CA 95202
Toyota	Sedan	2005	Gasoline/Hybrid	None	4	0		Contractor	7 W Acacia St, Suite C3 Stockton CA 95202
Chevrolet	Minivan	2008	Gasoline	Ramp	5	1		Contractor	7 W Acacia St, Suite C3 Stockton CA 95202
Dodge	Minivan	2010	Gasoline	Ramp	5	1	4	Contractor	7 W Acacia St, Suite C3 Stockton CA 95202

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# **Paratransit Program Plan Staff Presentation Fiscal Year 16/17**

## **Subcommittee: East County Paratransit Program: Pleasanton**

- City-based Door-to-Door, ADA-mandated paratransit for Pleasanton and Sunol residents (coordinates with LAVTA), Scholarship, Shuttle (grant-funded), ADA-certified registrants would be eligible for LAVTA's Para-Taxi
- Shuttle program also offers Group Trips
- 55% Measure B/BB, decrease from 69% in 14/15; other funding includes City General Funds and TDA 4.5 29% Reserves – might be used for capital purchase or assessment
- Cost per trip – showing significant increase in Door-to-Door from \$25.54 to \$44.95
- Trends in trip provision – anticipated increase based on first half of current FY
- Planning a Tri-Valley paratransit and ADA assessment with LAVTA, applied for a Cal Trans Sustainable Transportation Planning Grant
- Reported CS&O for first time in FY15-16
- Has applied for 16/17 Gap Extension funding for Shuttle
- Planning capital purchase of new bus

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## **Annual Paratransit Program Plan Application for Measure B and Measure BB Funding Fiscal Year 2016-2017 (July 1, 2016 - June 30, 2017)**

### **Requirements and Instructions**

The Alameda County Transportation Commission (Alameda CTC) requires recipients of paratransit funding 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 prior expenditures and anticipated revenues and expenditures related to delivering paratransit services to seniors and people with disabilities.

### **Paratransit Program Plan Application Deadline: March 25, 2016**

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 FY2016-17 Program Plan Excel workbook contains a new tab to report on FY 2014-15 performance (Attachment A Table). The FY 2014-15 program information entered into Table A will be used to monitor program performance and, where applicable, is to align with program information included in the FY 2014-15 compliance report.*
3. References:
  - FY 2016-17 MB & MBB Paratransit DLD Revenue Projections, (distributed to ParaTAC, January 2016)
  - Alameda CTC Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines and Performance Measures, revised 2/25/16
  - Alameda CTC Timely Use of Funds Policy, adopted 12/3/15

**Submit the Word and Excel files listed above electronically via email by March 25, 2016 to Naomi Armenta: [narmenta@alamedactc.org](mailto:narmenta@alamedactc.org).**

*Be sure to include your agency name and FY 16-17 in the file name of both the Word document and the Excel workbook (e.g., Albany\_FY1617\_Paratransit\_Program\_Application.doc).*

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

# FY 2016-17 Paratransit Program Plan Application

## Due by March 25, 2016

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

Date Submitted: 3/25/16

### 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 (pass-through) and Gap 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 2/25/16 (provided with the application materials).

- **Management/Overhead:** Program oversight, planning, budgeting, participation in regional/countywide meetings. Include admin/labor even if it is paid by the City/transit agency for accurate reporting of full program expenses.
- **Customer Service/Outreach:** Activities associated with educating consumers about services that are available to them, answering questions from consumers and taking, tracking and responding to complaints and commendations. Include costs even if paid by the City/transit agency for accurate reporting of full program expenses.
- **ADA-mandated Paratransit:** Paratransit services provided by fixed-route transit operators to fulfill requirements under the American's with Disabilities Act.
- **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.



## Alameda CTC Paratransit Program Plan Application

Application Period: July 1, 2016 - June 30, 2017

- **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 Gap funds, you will be required to submit further information.

**1A. Provide a short narrative description of your agency's FY 2016-17 program:**

## Alameda CTC Paratransit Program Plan Application

Application Period: July 1, 2016 - June 30, 2017

The City of Pleasanton Paratransit Services (PPS) includes a suite of transit services for local seniors and people with disabilities. Staff has determined the Alameda CTC Measure B and BB Direct Local Distribution and Gap Grant will fund the following programs/services:

City-based Door-to-Door Services — This core service offers door-to-door transportation for Pleasanton and Sunol residents 70+ years of age and ADA eligible residents 18+ years of age. When PPS is not operating or cannot meet the ADA service demand, Livermore Amador Valley Transit Authority (LAVTA) provides service for this population.

Accessible Fixed Route Shuttle — Currently called Downtown Route Shuttle (DTR), The program offers same day, low cost rides for seniors 70+ years of age. Our proposal for 2016/17 is to rebrand the program in 2016/17. A new name, “My Ride” and concept for this same day fixed shuttle service will be rolled out in June 2016. The twice weekly program will transport seniors from senior housing facilities to the Pleasanton Senior Center. Once riders arrive at the Center, they have the opportunity to socialize and recreate while having access to social services, transportation and senior services. Seniors will also have the opportunity to take the shuttle from the Center to predesignated destinations (i.e. grocery stores, shopping mall, etc.). Additionally, we will be offering a monthly group recreation trip program with trips to popular destinations in the Tri-Valley. In an effort to give more residents same day transportation, we propose lowering the age eligibility from 70 to 60.

PPS Fare Scholarship Program — We will continue to offer fare subsidies of 50%, 75% or 100%. The level of assistance is determined based on the client’s income level and requires an application process verifying residency, income and household size. Income requirements are consistent with the City of Pleasanton’s Fee Assistance Program and are based on the U.S. Department of Housing and Urban Development (HUD) Annual Income Limits by Household Size Guidelines. Surveys continue to prove that without this program, some seniors would have no transportation options.

Group Trips Program— This program will be expanded this year to include monthly trips through the Accessible Fixed Route Shuttle and will continue to provide group trip transportation for special events for our RADD (Recreation for Adults with Developmental Disabilities) participants.

Customer Service/Outreach — In addition to the customer service and outreach we already provide such as selling transportation tickets for other transportation providers (Wheels Dial A Ride, LAVTA monthly bus passes) and a consistent presence in the senior community, our plan includes hiring an interpreter to provide bi-lingual outreach and education.

Management/Overhead — The Community Services Manager and Recreation Supervisor manage all Pleasanton transportation programs. A new position of Recreation Coordinator, specifically overseeing Paratransit, RADD (Recreation for Adults with Developmental Disabilities) and Inclusion has been added to ensure planning, budgeting, reporting on all transportation programs are implemented accurately and effectively. Some hours for the Dispatcher, specifically for duties related to statistical reporting and performance evaluations for all transportation programs are included.

Capital expenditures — Our plan includes the purchase of a new bus. It is becoming increasingly apparent that some of our buses are in need of replacement as repairs are becoming a more normal occurrence. Additionally, the feedback from our customer surveys continues to indicate dissatisfaction with the aged and worn feel of the older buses.

**1B. Explain how the suite of services offered is targeted towards the seniors and people with disabilities in your community. Why have these services been selected to meet the trip needs of your consumers over other eligible service types? How do these services enhance their quality of life and help them meet basic life needs?**

All of the transportation services provided by Pleasanton Paratransit Services were designed to meet the needs of the seniors and disabled in the community.

All vehicles are equipped to provide safe and reliable transportation. Providing Paratransit door-to-door service allows riders to get to their destinations timely and safely. My Ride, a fixed route accessible shuttle, gives seniors a same day ride option, going to destinations such as the grocery store and also allows for a social experience. Additionally, we will be bringing seniors directly to the senior center to eat lunch in the congregate meal program, engage in activities, and access social services. In an effort to reduce isolation and increase socialization, we will be offering group trips for seniors and the disabled. These trips will be designed specifically for this population.

Scholarships are an important component of our programs because it allows low income seniors and the disabled to fully participate in our programs and services at reduced rates or, if applicable, no cost.

The reliability and comfort of a new accessible bus will allow seniors and the disabled to continue to have the mobility they are accustomed to having with Pleasanton Paratransit Services.

**1C. 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.**

Primary destinations for Pleasanton Paratransit Services are:

22 %	Medical Appointments
21%	Basic living needs. Grocery store, banks, beauty salons, etc.
20%	Recreational activities primarily at the Pleasanton Senior Center
20%	Pleasanton Senior Nutrition Program at Senior Center Sage Cafe
9%	Places of employment
7%	Dialysis
1%	Connection to other transit options (BART, WHEELS, County Connections)

**2. Will your agency's program for FY 2016-17 conform to the Paratransit Program Implementation Guidelines, as required? (FY 2016-17 Programs are *required* to conform to the Implementation Guidelines, revised February 2016)**

**Yes**      **No**

**2A. If "No", explain below and contact Alameda CTC staff to discuss (prior to March 25, 2016)**

- 3. If proposing service changes in FY 2016-17 from the current year, FY 2015-16, 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.

Door-to-Door services will have some service changes for FY 2016-2017. Additional drivers will be added to daily schedules to meet increasing demands for service. More rides will be available between 10:00am to 2:00pm, which are the hours with the highest demand. Expanded bi-lingual outreach and education about Pleasanton Paratransit Services and the scholarship program are planned. The goal of this outreach is to encourage new ridership in the program and better serve the growing senior ethnic population. With continued outreach opportunities and new group trip offerings, we hope to enhance our current service as well as attract new riders. The capital expenditure of a new Paratransit bus will keep the service reliable and more comfortable for the riders.

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

- 4.** The 2016 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 2016-17 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, below)
  - B. **City-based Door-to-Door Service that includes trip limitations based on trip purpose** (describe the proposed trip limitations that are proposed below)
  - C. **Taxi Subsidy Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives below)
  - D. **Accessible Shuttle Service** (describe service plan and how city is coordinating with the local fixed route transit provider)
  - E. **New mobility management and/or travel training programs** (describe the well-defined set of activities below)
  - F. **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 below)

Planned Capital Expenditure - Our plan is to purchase an accessible vehicle for the door-to-door service.

City Based Door-to Door Service – We provide pre-scheduled, next day, accessible door to door trips. Same day service is not available.

Accessible Shuttle Service – This fixed route, same day service is funded through Measure B Gap Grant with common trip origins. Because this is a pilot program with the rebranding of the shuttle, the cost per trip guideline is a primary goal but may not be attainable in the pilot year. We will continue to offer free transfers for use of the Wheels Fixed Route bus service.

Low income requirements for Scholarship Program – Residency and income requirements are consistent with the City of Pleasanton’s Fee Assistance Program and are based on the U.S. Department of Housing and Urban Development (HUD) Annual Income Limits by Household Size Guidelines. This program allows for a 50%, 75% or 100% subsidy on Paratransit tickets based on the individual’s income.

## DEVELOPMENT OF PROGRAM PLAN

**5. 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.

- Survey of users – On August 1, 2015, a program evaluation was sent to over 600 door-to-door riders. Free rides were offered to anyone completing the surveys. Eighty seven (87) completed evaluations were received and a summary of the findings was reviewed by the PPS Task Force and staff. In December 2015, surveys were sent to the Downtown Route (DTR) riders. We received forty one (41) completed surveys which provided valuable feedback on the DTR’s performance, as well as new ideas.
- Focus group of Downtown Route (DTR) users- On February 11, 2016, the public was invited to participate in a focus group to discuss the fixed route shuttle service (DTR). A summary of the findings were documented and are attached. The results serve as an important component as we look to re-design this program. (Attachment A)
- PPS Task Force input – Staff worked with the Pleasanton Paratransit Task Force to review and seek feedback on rider’s statistics and evaluations for both the Downtown Route and door-to-door services. The information from the Task Force is valuable in planning future projects and determining opportunities for service improvement. The PPS Task Force and the Pleasanton Senior Advisory Committee will review this proposed plan at their April 11, 2016 meeting.
- Community Outreach – A Transit Fair was held on March 17, 2015 which encouraged community input on local transportation needs. There were over 200 people participating in this annual event. We held another successful Transit Fair on March 17, 2106 with staff

seeking feedback about transportation options from the participants. We consistently provide outreach at senior housing and local community agencies. Additionally we continually seek feedback on transportation service delivery and implement changes/improvements into our services, when feasible.

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

Annually, a program evaluation is sent to over 600 registered Pleasanton Paratransit Services riders and we offer a free ride for completion of the survey. The FY 2014-2015 evaluation results from eighty seven (87) riders are included in Attachment B. The FY 2015-2016 survey will be mailed in Summer 2016. We closely review daily and monthly ridership trends to determine gaps in service or opportunities for improvements. Additionally, an annual DTR evaluation is sent to all Pleasanton Paratransit Services riders seeking feedback and providing ride incentives for those completing the evaluation. The information from this evaluation is summarized and reviewed by the PPS Task Force allowing us to identify areas of improvement or service delivery modifications. The January 2016 DTR evaluation findings are included in Attachment C. In February 2016, staff completed a focus group with DTR riders asking about their interests and to seek input on a new design for this program. PPS staff regularly meets with LAVTA staff as both agencies collaborate on the changing Tri-Valley transit needs. Additionally, we complete a variety of outreach efforts including senior group meetings, a community Transit Fair, one-on-one appointments with community members and participation at community events such as the Transition Fair for families with children with developmental disabilities, recently held in October 2015 at the Pleasanton Senior Center.

**7. 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.**

Several factors determine how the City will prioritize funding for FY 2016/17, including the door-to-door evaluation, DTR survey and focus group findings. Based on the results from these survey tools and general customer feedback, the following program/service areas are the primary focus for the program plan:

- The number of subsidized transportation tickets has increased this year from previous years. Providing affordable trips ranks high in priority by our riders and thus the need to continue the PPS Scholarship Program.
- Expanded driver hours to meet the increasing need for service during prime rider times (10:00 am to 2:00 pm).
- On-going emphasis on the importance of excellent customer service in the PPS Dispatch Office with resources earmarked to expand customer service staff in the dispatch area.
- Community outreach is integral to informing the community about the services PPS offers. An interpreter to assist in language translation will be hired to participate in outreach events.
- On-going review of PPS and LAVTA ridership statistics, comments, and costs has led to a Tri-Valley look at paratransit services. This expanded study will help determine paratransit needs and the most effective ways to provide public transportation for Tri-Valley residents

now and into the future.

- 8. 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

If yes, provide the name of the governing body and planned or actual approval date.

June 7, 2016 - Pleasanton City Council Meeting

## OUTREACH

- 9. 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.

Outreach efforts include:

- PPS is listed in printed materials distributed by the City, including: City of Pleasanton website, multi-lingual brochures and flyers, City of Pleasanton's Community Services Activities Guide which is delivered to 28,000 households three time a year, the Tri-Valley Pocket Guide for Human Services, Paratransit Newsletter, informational advertisements in the Pleasanton Senior Center bi-monthly newsletter, The Edge, and the Recreational Activities for Adults with Developmental Disabilities (RADD) Program Newsletter
- Presentations at local senior housing complexes, medical offices and community organizations
- Community fairs such as the Pleasanton Senior Center Transit Fair which attracts over 200 people a year to learn about transit options
- Cross promotion of programs at time of Wheels and PPS ticket sales and advertisements on websites and in brochures
- Information is included in the 211 informational brochure and is included as part of their referral service
- Participation at the Alameda County Fair, providing informational brochures and an opportunity for fair-goers to ask specific questions about transportation services in Pleasanton and the Tri-Valley area.

## ELIGIBILITY AND ENROLLMENT

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

Eligibility requirements for PPS:

Pleasanton or Sunol residents  
 70 years or older or ADA eligible 18 years of age or older.

For FY 2016-2017, PPS staff is pleased to once again offer the PPS Fare Scholarship Program. During the first half of FY 2015-2016, fifty seven (57) residents applied and were certified for the scholarship program with over \$3,000 in funds used for transportation. In addition to offering the scholarship program to Pleasanton residents, we will again offer the scholarship program to low income Sunol paratransit clients as well. An application is required verifying their residency, income and household size. All fee assistance guidelines, including caps on funds available per client, will be updated and implemented on July 1, 2016. The level of assistance will be determined on the client's income level with a subsidy of 50%, 75% or 100% for paratransit vouchers. Funding guidelines will be based on the U.S. department of Housing and Urban Development (HUD) Annual Income Limits by Household Size Guidelines. These guidelines are consistent with the City of Pleasanton's fee assistance program. (Attachment D)

We are pleased to offer this scholarship program and know that many riders benefit from and appreciate this subsidy program.

### 11. 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.

There are several options for obtaining a PPS Application. In addition to having applications available at the Senior Center, they are available online at the City of Pleasanton's website and LAVTA's website.

The general PPS application is available to all seniors 70 years and older. Disabled adults 18-69 years of age are provided an ADA application and referred to LAVTA's ADA Coordinator for assistance and evaluation. Applications are accepted by mail, walk-in or fax and are processed and approved within 2 to 3 days. It is our practice to expedite enrollment for applicants that need next day emergency medical rides.

Once a client is approved, they can begin scheduling rides immediately.

## CUSTOMER SATISFACTION

### 12. 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. (See questions 12A and 12B that follow)



Complaints/commendations are documented and 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 door-to-door and DTR evaluation tools, telephone calls, City of Pleasanton's website, letters from riders, and suggestions from the PPS Task Force. Responses to customers are done in writing, by telephone or e-mail.

Personnel issues are directly addressed by the Supervisor on a one-on-one basis and documented in the personnel files which are used in the evaluation process.

**12A. 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.)*

Riders continue to comment about their desire for same-day rides, especially for medical appointments. Out-of-county transportation needs continue to be a challenge for some seniors and ADA clients. Specifically, there is an on-going need is for rides to Contra Costa County for Kaiser medical appointments. Senior Support Program of the Tri-Valley's Volunteers Assisting Seniors with Transportation (VAST) Program is critical in trying to keep up with the demand for cross county medical appointments.

With the drought concerns, cleanliness of the buses continues to be an issue. On March 1, 2016, the City reinstated the drought fines and water conservation measures which make it difficult to keep the buses clean.

Feedback about the DTR, has focused on the one hour bus ride which, for many, is too long and uncomfortable. Riders also voiced a need to eliminate stops that were seldom used to make the service more attractive to current and new riders.

**12B. Describe any changes you have made to your program as a result of these customer complaints, commendations and suggestions.**

PPS staff worked with the new San Ramon Kaiser staff to design a twice weekly door to-door bus option for Kaiser riders. This option was a compromise as it required PPS to expand the service area to accommodate Kaiser patients, giving them an alternative to get their medical needs meet. One-way trips to San Ramon average around 45 minutes and cost the rider \$3.50.

In an effort to address some of the DTR rider concerns, we are redesigning and rebranding the program, including developing a new schedule which uses the Senior Center as the hub for all transit rides. Participants will have a shorter ride time on the bus and also be able to learn about and use other transit services provided by the city. This new shuttle will be named "My Ride" and will start in July 2016 pending approval of Alameda CTC. Additionally, recreation group trips will be

incorporated in this new design and included in the pilot year FY 2016-2017.

### EXPECTED DEMAND/USE OF SERVICES

**13. 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 2014-15</b>
497

<b>Registrants at end of FY 2014-15</b>
584

<b>Current Registrants for FY 2015-16</b>
652

<b>Estimated Registrants for FY 2016-17</b>
720

**13A. 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.**

During the first half of FY 2015-2016, we experienced an increase in new clients using PPS which is a direct result of increased outreach efforts and new and improved services at the Pleasanton Senior Center. There is and will continue to be an emphasis on educating riders in Pleasanton about the transportation services we offer and the importance of using PPS during service hours and only using LAVTA services when PPS is not operating. With these efforts and the continuation of community outreach, we anticipate ridership numbers will continue to increase.

**14. 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 2015-16? Why?**

We anticipate that the door-to-door ridership number will rise slightly from 2015/16 and have identified a goal of 10,000 one-way trips to be completed in FY 2016/17. The number of trips completed in the first half of FY 2015/2016 shows an increase in ridership. PPS staff is working with LAVTA staff to assure that Pleasanton residents are using PPS as their primary transit option.

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

- Yes  
 No

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

The ridership numbers do include companions and attendants which represents 3% to 4% of total ridership.

**16. 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.

**Lift/ramp trips provided in FY 2014-15**  
 4183 or 47% of total ridership

**Lift/ramp trips to be provided in FY 2015-16**  
 4,200 or 45% of total ridership

**Lift/ramp trips to be provided in FY 2016-17**  
 4,700 rides or 47% of total ridership

## VEHICLE FLEET

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

## SAFETY INCIDENTS

**18. Describe any safety incidents recorded by your program in FY 2014-15, or to date in FY 2015-16.** Specify for each of the paratransit projects and programs listed in Attachment B. *(Report incidents resulting in any of the following: a fatality other than a suicide; injuries requiring immediate medical attention away from the scene for two or more persons; property damage equal to or exceeding \$7,500; an evacuation due to life safety reasons; or a collision at a grade crossing.)*

There were no safety incidents reported during FY 2014-15 and no incidents to date in FY 2015-16.

## FINANCES: PROGRAM REVENUE AND COST

**19. Detail your FY 2016-17 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 with a Measure B Gap Grant, segregate the Gap Grant funding by entering it in the "Other Measure B" column.

**20. 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.*

### 20A. Management/Overhead Costs

An in-kind City contribution of \$112,312, representing 20.6% of the total Measure B planned expenditures will be allocated for the Paratransit Supervisor, Recreation Coordinator and Dispatcher to fulfill requirements to fully implement door-to-door Paratransit services, including the following:

- On-site daily supervision of staff and program details
- Planning, budgeting, and program development
- Participation in Tri-Valley and countywide transit committees and oversight of the PPS Task Force
- Maintaining all statistical records and coordination with finance to support compliance of all records
- Analyzing customer evaluations and making recommendations regarding service delivery
- Facilitation and implementation of the Tri-Valley Paratransit Assessment

### 20B. Customer Service and Outreach Costs

## Alameda CTC Paratransit Program Plan Application

Application Period: July 1, 2016 - June 30, 2017

A total of \$6,529 in customer service and outreach costs are included in the Measure BB allocation and reflect the following services:

- Expansion of the outreach and customer service component to provide outreach and bi-lingual staff support.

An in-kind City contribution of \$155,568 or 28.6% of the door-to-door budget will be used for customer service and outreach costs, including staff time to complete community outreach/education, resolve rider issues and concerns, complete call backs to clients, develop surveys and evaluations, and create and distribute marketing materials.

## PROGRAM FUNDING RESERVES

### 21. If your paratransit program is anticipated to have a remaining balance of Measure B/BB DLD funding at the end of FY 2016-17, as shown in Attachment C, please explain. How do you plan to expend these funds and when?

In carefully reviewing all budgetary implications and in developing the FY 2016/2017 Program Plan, there are two possible scenarios on how the 2015/16 funds will be utilized. All existing and proposed uses for the funding will positively affect the operations of Pleasanton Paratransit Services. Maximizing Measure BB funds was the main reason for entertaining possible changes to our existing plan.

We had the opportunity to co-write a Cal Trans Sustainable Transportation Planning Grant with LAVTA which would substantially fund the Tri-Valley assessment that was planned in FY2015/16. The grant will be awarded in June 2016. If the grant is approved, the City's expenditure portion will be \$2,773, leaving a balance of \$97,227 to be spent on the purchase of a new accessible bus for door-to-door transportation services.

If we do not receive funding from Cal Trans, we will expend Measure BB dollars on the Tri-Valley Paratransit Assessment, as written in our original program plan, with an opportunity to partnership with LAVTA. Collaborating with LAVTA will allow a transportation assessment to be completed for the Region as opposed to a single focus of Pleasanton only.

## MISCELLANEOUS

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

PPS staff worked closely with LAVTA staff during FY2015-2016 and is pleased to collaborate on a Tri-Valley paratransit and ADA assessment. During this period staff has worked closely to apply for outside funding to help fund this project. Staff has also worked to clarify expectations, goals and objectives, agency responsibilities and short and long term strategic options which will adequately serve the residents' paratransit needs.

**Alameda CTC Paratransit Program Application - FY 2016-17 (July 1, 2016 - June 30, 2017)**

**Attachment A: Summary of Past Program Service, Performance and Costs (FY 2014-15)**

Service/Program Type and Name		Performance FY 14-15		Total FY 2014-15 Program Costs Expended by Fund Source (Measure B, Measure BB and all other funds expended during FY 2014-15)									Notes	
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M	Column N	Column O
Eligible Service/Program Type <i>Drop-down Menu</i>	Service/Program/Project Name	Quantity Provided FY 2014-15 Provide total number of one-way trips or units	On-Time Performance FY 14-15 Percent of passenger trips arrived within designated window (indicate if data is unavailable or non-applicable)	Amount of RESERVE Measure B Paratransit DLD funds	Amount of FY 2014-15 Measure B Paratransit DLD funds	Amount of FY 2014-15 Measure BB Paratransit DLD funds	Amount of OTHER Measure B/BB funds	What was the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, MB LSR, etc.)	Fare Revenue received from service	Fare Revenue expended on service	Amount of all non-Alameda CTC funds (not including fares)	What was the source of these non-Alameda CTC funds? (e.g. City general fund, federal, state, etc.)	Total Funds expended (all sources) <i>Automatically calculated</i>	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
City-based Door-to-Door	Pleasanton Paratransit Door-to-Door Service	8,868		\$ -	\$ 101,138	\$ 32,590	\$ -		\$ 25,734	\$ 25,734	\$ 67,002	City General Funds, TDA 4.5 dollars	\$ 226,464	
													\$ -	
Customer Service and Outreach	Pleasanton Paratransit Door-to-Door Customer Service/Outreach Costs												\$ -	
													\$ -	
Management/Overhead	Pleasanton Paratransit Door-to-Door Management /Overhead Costs												\$ -	
													\$ -	
													\$ -	
Accessible Fixed-Route Shuttle	Pleasanton Downtown Route Shuttle (DTR)	1,857		\$ -	\$ -	\$ -	\$ 38,786	MB Gap Grant	\$ 1,200	\$ 1,200	\$ 9,279	City General Funds	\$ 49,265	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
				\$ -	\$ 101,138	\$ 32,590	\$ 38,786		\$ 26,934	\$ 26,934	\$ 76,281		\$ 275,729	

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**Alameda CTC Paratransit Program Application - FY 2016-17 (July 1, 2016 - June 30, 2017)**  
**Attachment C: Program Revenue, Cost and Fund Sources**

<b>Total FY 2016-17 Program Revenue</b> (Measure B, Measure BB and all other funds available for FY 2016-17)	
Estimated <b>Measure B</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2015-16 (June 30, 2016)	\$0
Projected FY 2016-17 <b>Measure B</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$101,809
Estimated <b>Measure BB</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2015-16 (as of June 30, 2016)	\$112,552
Projected FY 2016-17 <b>Measure BB</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$170,630
<b>Total FY 2016-17 Measure B and BB Paratransit DLD Revenue</b> (Automatically calculated)	<b>\$384,991</b>
Total FY 2016-17 Other Revenue (All other revenue sources, non-DLD, including Gap grant)	\$483,674
<b>Total FY 2016-17 Program Revenue</b> (Measure B, Measure BB and all other sources available for FY 2016-17) (Automatically calculated)	<b>\$868,665</b>

<b>Service/Program Name</b>		<b>Total FY 2016-17 Program Costs by Fund Source</b> (Measure B, Measure BB and all other funds planned to be expended during FY 2016-17)										<b>Total Cost</b>
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M
Service/Program/Project Name <i>Automatically populated from prior sheet (column B)</i>	Quantity Planned for FY 16-17 <i>Automatically populated from prior sheet (column Q)</i>	Amount of RESERVE Measure B Paratransit DLD funds	Amount of FY 2016-17 Measure B Paratransit DLD funds	Amount of RESERVE Measure BB Paratransit DLD funds	Amount of FY 2016-17 Measure BB Paratransit DLD funds	Amount of OTHER Measure B/BB funds	What is the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, LSR, MB LSR, etc.)	Fare Revenue expected from service	Fare Revenue to be expended on service	Amount of all Non-Alameda CTC funds (not including fares)	What is the source of these non-Alameda CTC funds? (e.g. city funds, federal, state, etc.)	Total Cost (all sources) <i>Automatically calculated</i>
0	0											
Pleasanton Paratransit Door-to-Door Service	10,000		\$ 101,809		\$ 88,277			\$ 30,000	\$ 30,000	\$ 229,379	City General Fund, TDA 4.5	\$ 449,465
0	0											\$ -
Pleasanton Paratransit Door-to-Door Customer Service/Outreach	0				\$ 6,529					\$ 112,312		\$ 118,841
0	0											\$ -
Pleasanton Paratransit Door-to-Door Mangement/Overhead	0									\$ 155,568		\$ 155,568
0	0											\$ -
PPS Fare Scholarship Program	65				\$ 8,376							\$ 8,376
0	0											\$ -
Pleasanton Downtown Route Shuttle (DTR) to be renamed My Ride	1,500					\$ 45,623	Gap Grant	\$ 1,200	\$ 1,200	\$ 9,592	City General Fund	\$ 56,415
0	0											\$ -
Pleasanton Paratransit Door-to-Door Service	0				\$ 80,000							\$ 80,000
0	0											\$ -
0	0											\$ -
<b>Totals</b>	<b>11,565</b>	<b>\$ -</b>	<b>\$ 101,809</b>	<b>\$ -</b>	<b>\$ 183,182</b>	<b>\$ 45,623</b>		<b>\$ 31,200</b>	<b>\$ 31,200</b>	<b>\$ 506,851</b>		<b>\$ 868,665</b>

Budget check (total revenue less total cost): \$0

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB
Estimated Reserve Balance, June 30, 2017:	\$0	\$100,000
<b>Reserve balance as percent of FY 16/17 Revenue</b>	<b>0%</b>	<b>59%</b>

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