

Paratransit Program Plan Staff Summary Fiscal Year 2017-18

Subcommittee: East County

Paratransit Program: Livermore Amador Valley Transit Authority (LAVTA)

- Services provided:
 - ADA-mandated paratransit (coordinates with Pleasanton Paratransit to provide some of the ADA service for Pleasanton and Sunol residents)
 - Para-Taxi (grant funded by Alameda CTC)
- 19% Measure B/BB; Remainder: TDA
- 0% reserves
- Cost per trip – per trip costs increased by \$6 from FY 2015-16 to FY 2017-18
- Trends in trip provision – modest increase planned overall
- Received CIP funding for Para-Taxi program for next two fiscal years

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DRAFT 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

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.

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:	Livermore Amador Valley Transit Authority
Contact Name:	Kadri Klm
Title:	Paratransit Planner
Phone Number:	925-455-7555
E-mail Address:	kkulm@lavta.org

Date Submitted: 3/30/17 _____

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).

- **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 (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 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.

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, as well as a medical center in San Ramon, and goes beyond the ADA 3/4 mile minimum boundary requirement of the Wheels fixed route bus system. Dial-A-Ride operates at the same time when Wheels route 10R is operating which operates the longest of all the fixed routes (from ~4:30a-1:30a). LAVTA's Dial-A-Ride operations and maintenance are provided through a brokerage contract by Medical Transportation Management, Inc. (MTM).

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 also provides trips when the City of Pleasanton has capacity issues, or based on the rider preference.

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

LAVTA has undertaken a Comprehensive Tri-Valley Paratransit Assessment in partnership with the City of Pleasanton. The study, led by a planning team from Nelson Nygaard, kicked off in January 2017 and is expected to last 12-months. The study was launched in an effort to evaluate the provision of paratransit service throughout the Tri-Valley, identify gaps and opportunities for streamlining, and engage stakeholders, users and non-users. Recommendations from the study will be implemented in FY18 and beyond.

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?

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 of 3/4 mile buffer around the fixed route system. Since the ADA paratransit requires at least a day in advance reservation, LAVTA also provides same day trips through the Para-Taxi service. Seniors and people with disabilities can travel on fixed route for half fare.

One of the goals of the Comprehensive Tri-Valley Paratransit Assessment is to identify unmet needs within the senior and disabled community, as well as identify ways to streamline the service delivery process. The expectation is that recommendations from the study, once implemented,

will better meet the needs of and enhance the quality of life for those who use paratransit in the Tri-Valley.

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 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)
- Nursing homes (Pleasanton Nursing and Rehab)

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.

LAVTA and the City of Pleasanton hired Nelson Nygaard to conduct a Comprehensive Tri-Valley Paratransit Assessment to look for areas of overlap, gaps in services, and opportunities to streamline services. Included in the study will be an analysis of LAVTA's provision of ADA paratransit service as it relates to current ridership and projected growth, and may include recommendations for policy adjustments. Significant public and stakeholder input (senior and disabled populations) will be included in the study. The assessment is scheduled to be completed by January 2018. Any policy modifications would be subject to a public hearing and LAVTA Board approval.

- 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.

LAVTA is not anticipating any major changes, but there may be some changes based on the recommendations from the Comprehensive Tri-Valley Paratransit Assessment.

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)

N/A

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.

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 FY17 these meetings occurred on 07/06/16, 09/07/16, 11/03/16, 01/03/17, and 03/01/17. The scope of work for the Comprehensive Tri-Valley Paratransit Assessment was partially derived from feedback received from the WAAC as well as from comments received from paratransit passengers.

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

The 2016 annual Dial-A-Ride customer satisfaction survey was conducted in November, 2016 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 150 Dial-A-Ride surveys were completed. The following table summarizes the survey findings:

Service Aspect	Nov 2016 (n=150)	
	Median	Median
Reservation	4.22	5

Pickup	4.36	5
Ride	4.37	5
Dropoff	4.42	4
Overall rating	4.43	5

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.

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.

While the overall customer satisfaction survey scores in 2016 were very good, the weakest of the five aspects of the rider experience was the reservations process. LAVTA is working with the contractor on improving the reservation process.

Also, the results of the customer service surveys will be given to the third party contractor conducting the Tri-Valley Paratransit Assessment.

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

The Comprehensive Tri-Valley Paratransit Assessment's Scope of Work includes strong emphasis on innovative/emerging technology solutions, which could potentially include a one-click clearing house, phone app/mobile ticketing, interfacing with Transportation Network Companies (TNCs), etc.

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.

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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.

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 and Para-Taxi program. This information is also available on LAVTA web site at www.wheelsbus.com.

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

LAVTA's ADA paratransit eligibility determination process includes two parts:

1. Paper application, which also includes the applicant's medical care professional's verification, and
2. In-person assessment (conducted by a third party contractor).

The primary eligibility criteria is being unable to utilize the fixed route bus system due to a disability or health-related condition.

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.

Applicants submit a completed application to LAVTA. LAVTA has an ADA mandated 21 calendar day window for the completion of applications. Applicants who have critical medical needs, such as dialysis patients, are given higher priority in the application process. LAVTA then will schedule in the in-person assessment. Temporary paratransit eligibility is given until the assessment can take place.

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.

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. 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. Complaints are tallied and reported to the Board monthly. The contract with MTM incentivizes low 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.*)

While the overall customer satisfaction survey scores in 2016 were very good, the weakest of the five aspects of the rider experience was the reservations process.

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

LAVTA's operations contractor MTM is currently working on improving the reservations process. The MTM's Livermore office management staff recently had a meeting with their call center's management staff to discuss training program for the reservationists and will have another one in two weeks. The final outcome will be a 4-week training program for all the reservationists. MTM's Livermore office staff has also taken steps to improve the communication between the reservations department in Lake St. Louis, MO and the local scheduling/dispatching department in Livermore.

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.

Registrants at beginning of FY 2015-16	1,592
Registrants at end of FY 2015-16	
Current Registrants for FY 2016-17	1,351
Projected Registrants for FY 2017-18	1,300

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.

LAVTA estimates the number of registrants to be either the same or less in FY 18. LAVTA started conducting in-person ADA eligibility assessments in May 2016 and has since seen a decrease in applicants who decide to go through in-person assessment process.

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?

LAVTA expects the number of rides to be about the same as in the current FY.

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.)*

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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.

Lift/ramp trips provided in FY 2015-16	13,496
Lift/ramp trips to be provided in FY 2016-17	
Lift/ramp trips projected to be provided in FY 2017-18	

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.)*

In FY2015-16 there were two non-preventable accidents, for one of the accidents 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

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

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%). 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%).

B. Customer Service and Outreach Costs

None

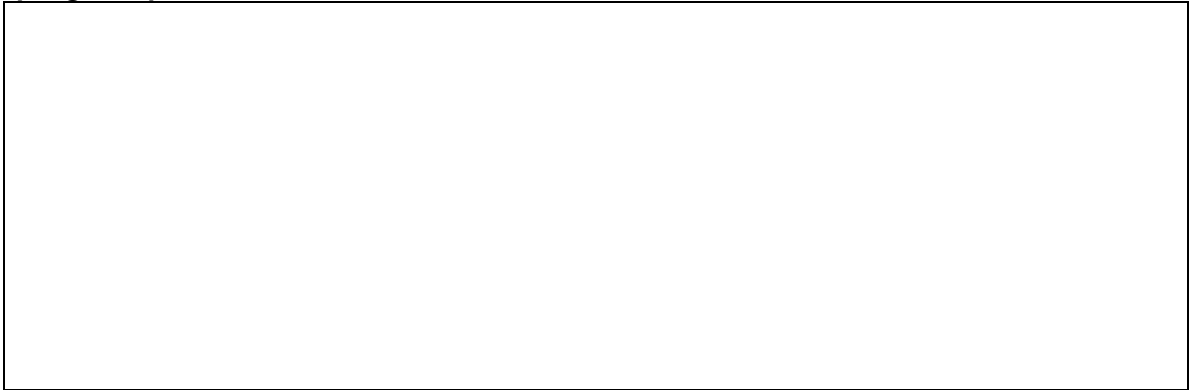
PROGRAM FUNDING RESERVES

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?

100% of the measure B/BB funds for FY17/18 will be expended in FY 17/18.

MISCELLANEOUS

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

A large, empty rectangular box with a thin black border, intended for the applicant to provide additional notes or clarifications about their 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

Total FY 2017-18 Program Revenue (Measure B, Measure BB and all other funds available for FY 2017-18)	
Estimated Measure B Paratransit DLD ending balance at the end of THIS fiscal year, FY 2016-17 (June 30, 2017)	
Projected FY 2017-18 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2016-17 (as of June 30, 2017)	
Projected FY 2017-18 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	
Total FY 2017-18 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$0
Total FY 2017-18 Other Revenue (All other revenue sources, non-DLD, including Gap grant)	
Total FY 2017-18 Program Revenue (Measure B, Measure BB and all other sources available for FY 2017-18) (Automatically calculated)	\$0

Total FY 2017-18 Program Costs by Fund Source (Measure B, Measure BB and all other funds planned to be expended during FY 2017-18)												Total Cost
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	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
Wheels Dial-A-Ride	58,000	\$ -	\$ 170,441	\$ -	\$ 285,657			\$ 242,968	\$ 242,968	\$ 1,741,990	TDA, STA, FTA,	\$ 2,441,056
0	0											\$ -
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Totals	58,000	\$ -	\$ 170,441	\$ -	\$ 285,657	\$ -		\$ 242,968	\$ 242,968	\$ 1,741,990		\$ 2,441,056

Budget check (total revenue less total cost): (\$2,441,056)

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB
Estimated Reserve Balance, June 30, 2018:	-\$170,441	-\$285,657
Reserve balance as percent of FY 2017-18 Revenue	#DIV/0!	#DIV/0!

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

Attachment D: Vehicle Fleet

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

Vehicle Fleet									
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
					Vehicle Capacity				
Make	Type of Vehicle(s) (specify bus, large van, minivan, sedan)	Year of Vehicle	Fuel Type	Lift/Ramp Equipment (specify lift, ramp, or none)	Ambulatory	Wheelchair	Number of Vehicles	Owner (specify if contractor)	City that vehicle(s) are garaged
Ford	Large Van	2005	Unleaded fuel	wheelchair Lift	3	2	1	Ally Friendly Transportation	Tracy
Dodge	Minivan	2014	Unleaded fuel	Wheelchair Ramp	3	1	1	Ally Friendly Transportation	Oakland
Toyota Sienna	Minivan	2013	Unleaded fuel	Wheelchair Ramp	4	1	1	Ally Friendly Transportation	Tracy
Ford	Large Van	2010	Unleaded fuel	Wheelchair Ramp	6	1	1	Cabulance Comfort Inc.	San Ramon
Ford	Large Van	2003	Unleaded fuel	Wheelchair Ramp	6	1	1	Cabulance Comfort Inc.	San Ramon
Nissan Altima	Sedan	2014	Unleaded fuel	Ambulatory	3	0	1	Cabulance Comfort Inc.	San Ramon
Nissan Altima	Sedan	2013	Unleaded fuel	Ambulatory	3	0	1	Cabulance Comfort Inc.	San Ramon
Ford	Minivan	2016	Unleaded fuel	Wheelchair Ramp	3	1	1	Cabulance Comfort Inc.	San Ramon
Dodge	Minivan	2010	Unleaded fuel	Wheelchair Ramp	2	1	7	Secure Transportation	Livermore

Paratransit Program Plan Staff Summary Fiscal Year 2017-18

Subcommittee: East County Paratransit Program: Pleasanton

- Services provided:
 - City-based Door-to-Door
 - ADA-mandated paratransit for Pleasanton and Sunol residents (coordinates with LAVTA)
 - Scholarship
 - ADA-certified registrants would be eligible for LAVTA's Para-Taxi
 - Group Trips
- 59% Measure B/BB; Remainder: City General Funds and TDA 4.5
- 21% reserves
- Trends in trip provision – modest increase planned overall
- Reported Customer Service and Outreach for first time in FY 2015-16
- Will be discontinuing fixed route shuttle services
- Three drivers will be added to staff to accommodate medical appointments

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CONTACT INFORMATION	
Agency:	City of Pleasanton
Contact Name:	Raymond Figueroa
Title:	Recreation Supervisor
Phone Number:	(925) 931-5366
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Date Submitted: 3/30/17

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).

- **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 (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 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.

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 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.

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 and guidelines are consistent with the City of Pleasanton's Fee Assistance Program. Low income determinations 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 affordable transportation options.

Group Trips Program— This program includes affordable monthly trips using a combination of PPS vehicles, contract buses and the former fixed Route Shuttle bus to provide low cost day trip travel opportunities to seniors who would otherwise not have access to educational and enrichment programs. Program will also continue to provide group trip transportation for some special events for our RADD (Recreation for Adults with Developmental Disabilities) participants.

Customer Service/Outreach — PPS and Pleasanton Senior Center staff will continue to provide customer service and outreach services for seniors and the disabled in our community in addition to continuing to sell tickets for Wheels Dial-A-Ride, Fare Buster ticket sheets and monthly bus passes for the senior and disabled populations .

Management/Overhead— The Community Services Manager and Recreation Supervisor manage all Pleasanton transportation programs. Additionally, a Recreation Coordinator, specifically overseeing Paratransit and RADD (Recreation for Adults with Developmental Disabilities) 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 *Tripspark Drivermate* software/licensing and *Tripspark Notification* software/licensing to upgrade and increase efficiencies in the delivery of services.

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?

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

We anticipate registering for expert training for dispatch and management staff on how to utilize the Paratransit software to gain greater efficiencies in service delivery and greater reporting capabilities.

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. With Paratransit services being delivered out of the Pleasanton Senior Center there is an opportunity for staff to educate seniors about services available at the Senior Center such as the congregate meal program, various recreational and educational activities, and access of a wide array of social services, ranging from foot care and free notary services to eye glass repairs and tax assistance. 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 program 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 purchase of new *Tripspark Drivermate* software/licensing and *Tripspark Notification* software/licensing to upgrade and increase efficiencies in the delivery of Paratransit services. This newer technology would also allow drivers quicker access to trip modifications. Additionally, the *Tripspark Notification* software will streamline phone services, eliminating the need for live person call back confirmation, and allowing staff more time to working directly with new ride requests and program information and referral services.

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.

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 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.

Despite a history of proactive marketing efforts and the recent rebranding of the fixed route shuttle service (from *Downtown Route* to *My Ride* shuttle in September 2017), ridership remains low. In consideration of this on-going trend and in conjunction with the recent reduction in subsidies for the shuttle service through CIP, the PPS management team has elected to discontinue providing the fixed route shuttle service. As we move forward with the Paratransit assessment, we will review alternative same day transportation options to be implemented in the future

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.

Currently, LAVTA and PPS have partnered to hire Nelson-Nygaard to conduct a comprehensive Tri-Valley Paratransit study. We anticipate that the study will conclude in late 2017 or early 2018, which we expect to result in a number of important recommendations but expect no significant changes for Pleasanton Paratransit Services in FY 2017/18.

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)

Planned Capital Expenditure - Our plan is to purchase new *Tripspark Drivermate* software/licensing and *Tripspark Notification* software/licensing to upgrade and increase efficiencies in the delivery of Paratransit services. This newer technology would also allow drivers quicker access to notification on cancellations or changes in their respective manifests. Additionally, the *Tripspark Notification* software will streamline phone services, eliminating the need for live person call back confirmation, and allowing staff more time to work directly with new ride requests and program information and referral services. An important component of this program is the addition of a technology device (tablet) for each driver. The tablets will give the drivers the ability to enter real time data and to receive updates to their schedules directly from the dispatcher as they are occurring.

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

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 Low Income Limits by Household Size Guidelines. This program allows for a 50%, 75% or 100% subsidy on Paratransit tickets based on an individual's income.

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.

- Survey of users – In October 2016, a program evaluation was sent to over 600 door-to-door riders. Free rides were offered to anyone completing the surveys. One hundred two (102) completed evaluations were received and reviewed by staff.
- PPS Task Force input – Staff worked with the Pleasanton Paratransit Task Force, a transportation advisory group, to review and seek feedback on rider's statistics and evaluations for 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 will meet on Monday, April 24 and the Pleasanton Senior Advisory Committee on Monday, April 10 and will review this proposed plan at their respective meetings.
- Community Outreach – A Transit Fair was held on Friday, March 17, 2017 which encouraged community input on local transportation needs in addition to educating the public on transportation options available in the Tri Valley area. There were over 200 people participating in this annual event. The Pleasanton Senior Center will host another Transit Fair on Friday, March 16, 2018 with staff seeking feedback about transportation options from the participants. Having a presence in the medical community is an important part of our outreach activities. We continually visit local physician offices and leave information about Pleasanton Paratransit Services. In addition, we consistently provide outreach at senior housing and local community agencies, and continually seek feedback on transportation service delivery and implement changes/improvements into our services, when feasible.

7. 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 FY2016/17 evaluation results netted one hundred two (102) rider responses; a 16% response rate. In rating the overall experience with Pleasanton Paratransit, 97% rated the experience good to excellent. (Attachment #1)

The FY 2017/18 survey will be mailed in Summer 2017. We closely review daily and monthly ridership trends to determine gaps in service or opportunities for improvements. 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. 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, to be held in October 2017 at the Pleasanton Senior Center.

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.

Several factors determine how the City will prioritize funding for FY 2017/18, including the door-to-door evaluation 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:

- Providing affordable trips ranks high in priority by our riders and thus the need to continue the PPS Scholarship Program.
- Continue expanded driver hours to meet the increasing need for service during prime rider times (10:00 am to 2:00 pm). PPS is in the process of hiring three new driver trainees, which will expand our driver pool to accommodate these expanded

prime time ride requests.

- 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. We anticipate deploying software tools to enhance service delivery including excellent customer service, greater efficiencies and more accurate reporting.
- Community outreach is integral to the success of PPS services, particularly to the senior housing communities in Pleasanton. Staff will continue outreach efforts to these residents, the medical community and other community events.

On-going review of PPS and LAVTA ridership statistics, comments, and costs prompted the partnership to hire consultant Nelson-Nygaard to conduct a comprehensive Tri-Valley Paratransit study, which is expected to conclude in early 2018. We anticipate that the study will result in clarification and recommendations that will allow both agencies to operate innovatively and more efficiently to serve the transportation needs of Tri-Valley residents.

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

Technological enhancements to the Pleasanton Paratransit software will be implemented in FY2017/18. In addition to providing the drivers with a mobile technology device, they will be equipped with newer technology to assist in their daily data entry requirements and have real-time communication with the dispatch office. Additionally, an automated notification system will be implemented which will decrease daily staff hours currently required to verify bus arrival times.

We anticipate aggressive recommendations at the conclusion of The Tri-Valley Comprehensive Paratransit Assessment, scheduled to conclude in early 2018.

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.

Pleasanton City Council, 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.

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 times 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

Past 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

12. 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 2017-2018, PPS staff is pleased to once again offer the PPS Fare Scholarship Program. A total of \$3,300 or 44% of the FY 16/17 budget has been spent to date. Fifty two (52) seniors/disabled have been approved to receive fee assistance for their transportation tickets and group trips being offered through the My Ride Program. In addition to offering the scholarship program to Pleasanton residents, we will again offer the scholarship program to low income Sunol paratransit clients. 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, 2017. 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 #2)

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

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.

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, LAVTA's website and through ACCESS Alameda.

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.

Upon client approval, rides can be scheduled immediately.

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/commendations are documented and directed to the PPS Supervisor, who responds to issues on a one-on-one basis. Suggestions/concerns come from a variety of sources, including: the annual door-to-door evaluation tool, 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.

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.*)

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.

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

We included a Group Trips program component as a result of the response we have received regarding this program. Seniors have been extremely enthusiastic about the destinations and affordability of the outings. Seniors register early and the trips fill up quickly. As a result, we look forward to planning a full slate of educational and enrichment destinations in FY2017/18.

We will add three drivers to our staff to assist with the demand for medical appointments.

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.

Registrants at beginning of FY 2015-16	652
Registrants at end of FY 2015-16	1203*
Current Registrants for FY 2016-17	1365*
Projected Registrants for FY 2017-18	1400*

** The increase in registrant numbers are a result of a stronger collaboration with LAVTA, which has encouraged Pleasanton area residents to register with PPS. Additionally, PPS has seen an increase in ADA qualified passengers, ages 18-65 (currently, in fiscal year 16/17, 680 registrants are under 60 years of age). However, despite the rise in registrants, ridership totals have not increased significantly.*

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.

Based on the registration projections provided, we anticipate an increase in door-to-door services as a result of the termination of the *My Ride* fixed route shuttle service. Additionally, as the senior population increases, we expect that seniors will be requesting more rides to local shopping centers, supermarkets, the library and other downtown destinations. There is and will continue to be an emphasis on educating riders in Pleasanton about the PPS and the importance of using the service during operational hours and only using LAVTA services during hours that PPS is not operating. With these efforts and the continuation of community outreach, we anticipate ridership numbers will continue to increase.

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?

We anticipate that the door-to-door ridership number will rise slightly from 2016/17 because of the termination of the *My Ride* fixed route shuttle service. We have identified a goal of 11,500 one-way trips to be completed in FY 2017/18. This is an increase of 15%. PPS staff is working with LAVTA staff to assure that Pleasanton residents are using PPS as their primary transportation option.

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.)

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

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.

Lift/ramp trips provided in FY 2015-16	3,586 or 42% of total ridership
Lift/ramp trips to be provided in FY 2016-17	1,537 or 20% of total ridership*
Lift/ramp trips projected to be provided in FY 2017-18	4025 or 35% of total ridership**

**Several of PPS daily subscribers requiring lift assist have recently deceased or stopped using the service, thus reducing the number and percentage of lift/ramp trips.*

*** We anticipate that the door-to-door ridership number will increase from 2016/17 because of the termination of the **My Ride** fixed route shuttle service. We have identified a goal of 11,500 one-way trips to be completed in FY 2017/18. In addition, we expect the number and percentage of lift/ramp trips to increase because many of the My Ride clients used lift/ramp assistance.*

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.)

There were no safety incidents reported during FY 2015-16 and no incidents to date in FY 2016-17.

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

An in-kind City contribution of \$78,804, representing 11% of the total program 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

B. Customer Service and Outreach Costs

A total of \$4,128 in customer service and outreach costs are included in the Measure BB allocation with an in-kind City contribution of \$97,113 or 13% 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

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?

In carefully reviewing all budgetary implications and in developing the FY 2017/2018 Program Plan, we anticipate using the Reserve Measure BB DLD Funds for the following programs in FY 2017/18

- \$25,282 to implement the proposed Paratransit software enhancements. We expect to deploy the new software by December 2017.
- \$50,000 to consultant for the Tri-Valley Paratransit Services Assessment
- \$33,000 for implementation of Phase I program recommendations as a result of the Tri-Valley Services Assessment.

MISCELLANEOUS

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

As noted in item #15, the increase in PPS registrant numbers are a result of a stronger collaboration with LAVTA, which has encouraged Pleasanton area residents to register with PPS. Additionally, PPS has seen an increase in ADA qualified passengers, ages 18-60 (currently, in fiscal year 16/17, 680 registrants are under 60 years of age). However, despite the rise in registrants, ridership totals have not increased significantly.

PPS staff has worked closely with LAVTA staff during FY2016-2017 and has partnered to hire consultant Nelson-Nygaard to conduct a Comprehensive Tri-Valley Paratransit study. To date, this collaboration has already improved inter-agency communication and will better serve our partnership in implementing the study recommendations. Staff has also worked to clarify expectations, goals and objectives, agency responsibilities and short and long term strategic options which will adequately serve the Tri-Valley residents' paratransit needs.

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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

Total FY 2017-18 Program Revenue (Measure B, Measure BB and all other funds available for FY 2017-18)	
Estimated Measure B Paratransit DLD ending balance at the end of THIS fiscal year, FY 2016-17 (June 30, 2017)	\$0
Projected FY 2017-18 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$105,265
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2016-17 (as of June 30, 2017)	\$168,446
Projected FY 2017-18 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$176,423
Total FY 2017-18 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$450,134
Total FY 2017-18 Other Revenue (All other revenue sources, non-DLD, including Gap grant)	\$450,579
Total FY 2017-18 Program Revenue (Measure B, Measure BB and all other sources available for FY 2017-18) (Automatically calculated)	\$900,713

Service/Program Name		Total FY 2017-18 Program Costs by Fund Source (Measure B, Measure BB and all other funds planned to be expended during FY 2017-18)										Total Cost
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 2017-18 <i>Automatically populated from prior sheet (column Q)</i>	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) <i>Automatically calculated</i>
Pleasanton Paratransit Door-to-Door Service	11,500		\$ 105,265		\$ 89,393			\$ 34,500	\$ 34,500	\$ 232,454	City General Fund, TDA 4.5	\$ 461,612
0	0											\$ -
Pleasanton Paratransit Door-to-Door customer Service/Outreach	0				\$ 4,128					\$ 97,113	City General Fund	\$ 101,241
0	0											\$ -
Pleasanton Paratransit Door-to-Door Management/Overhead	0			\$ 83,000	\$ 10,266					\$ 78,804	City General Fund	\$ 172,070
0	0											\$ -
PPS Fare Scholarship Program	60				\$ 8,100							\$ 8,100
0	0											\$ -
Transportation Software Augmentation	0			\$ 25,282	\$ 56,136							\$ 81,418
0	0											\$ -
Pleasanton Paratransit Group Trip Program	156				\$ 8,400					\$ 7,708	City General Fund	\$ 16,108
0	0											\$ -
0	0											\$ -
0	0											\$ -
Totals	11,716	\$ -	\$ 105,265	\$ 108,282	\$ 176,423	\$ -		\$ 34,500	\$ 34,500	\$ 416,079		\$ 840,549

Budget check (total revenue less total cost): \$60,164

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB
Estimated Reserve Balance, June 30, 2018:	\$0	\$60,164
Reserve balance as percent of FY 2017-18 Revenue	0%	34%

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