

# PAPCO Paratransit Program Plan Review Subcommittee

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MEASURE B/BB  
SPECIAL TRANSPORTATION  
FOR  
SENIORS AND PEOPLE  
WITH DISABILITIES



FY 2016 – 2017  
Submitted Program Plans



**NORTH COUNTY**

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

### **Subcommittee: North County Paratransit Program: Albany**

- Taxi, Group Trips (Recreation & Hiking Day Trips, Pick Up & Go! Shopping & Senior Center Trips)
- Proposing to increase taxi subsidy from 70% to 75%
- 100% Measure B/BB
- 6% Reserves
- Trends in trip provision – anticipate a modest increase due to increased taxi subsidy

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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 Albany
Contact Name:	Isabelle Leduc
Title:	Community and Human Services Manager
Phone Number:	510-559-7226
E-mail Address:	ileduc@albanyca.org

**Date Submitted: 3/30/2016**

## 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

**Taxi Program** - The taxi subsidy program provides same day, on demand service, available 24 hours per day, seven days per week to Albany residents who are EBP certified or 80 years of age. When taking a taxi ride, participants pay the taxi driver directly. They must get a receipt from the taxi driver in order to get a 75% reimbursement up to \$25.00 whichever is least. Reimbursement requests are turned in at the Senior Center and then forwarded to the City of Albany's Finance Dept. which sends a check by mail.

**Pick up and Go! Shopping & Senior Center trips** – Shopping trips and Senior Center trips are group trips with a door-to-door component which allows for increase accessibility to meet basic needs as participants are picked up from their homes (or the senior center), taken to local grocery stores, malls, and then taken home when they are done. A new component will be added to include trips to the Albany Senior Center, to give participants the opportunity to come to the congregate dinner program and special events.

**Group Trips** - The group trip program provides free transportation for recreational outings throughout the greater Bay Area organized by the Senior Center, senior center classes, and the senior center walking group. Group trips enhance quality of life providing opportunities for social interaction, learning, and fitness opportunities.

**Management/overhead** – Management/overhead provided by the Community and Human Services Manager will also be funded

**Customer Services** - customer service and outreach activities are crucial components of the program which help seniors and people with disabilities find out about the program offered and register for the ones they are eligible for.

**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?**

The City of Albany provides a wide array of services for seniors and people with disabilities to complement services offered by the regional ADA mandated program in order to meet local transportation needs of seniors and people with disabilities. The suite of services provides safe and reliable transportation to seniors and people with disabilities to:

- improve access to basic needs, health care, community services and activities,
- provide recreational trips that decrease isolation, promotes lifelong learning and fitness,
- allow for aging in place and promote independence
- enhance overall quality of life

**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.**

Taxi trips are designed to provide trips to local destinations such as grocery stores, pharmacies, medical clinics and hospitals in Albany, Berkeley, Oakland and Richmond  
 Pick up and Go! program destinations include Shopping trips to the El Cerrito Plaza, Target in Albany, Safeway in Albany, Ranch 99 in Richmond, Thrift Town in El Sobrante, Dollar tree in Berkeley or Richmond, Hilltop Mall in Richmond, Chinatown in Oakland, Farmer's Market, Grocery Outlet and Whole Foods in Berkeley and trips to the Albany Senior Center  
 Recreational Group trips and hiking trips are planned all over the bay area.

**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)**

**[ X]    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.

We are proposing to increase the taxi subsidy to 75% to make taxi rides more affordable and convenient for 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)

Not applicable

## 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.

Consumer input included:

Ridership evaluations ongoing for group trips & walking trips

Albany Paratransit survey sent to all registered individuals January 2015 with notice of Paratransit Workshop in February 2015

Held Albany Paratransit Workshop (consumer public meeting) February 2015

Presentation to Friends of Albany Seniors (public meeting) February 2015

Presentation to Tri City Cafe program (public meeting) February 2015

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

Development of plan included analysis of: number of trips performed, subsidy rate as compared to cost of trips for taxi rides, demand for group trips, destinations for shopping trips and other possible trips to the Senior Center based on feedback from riders

Group & Walking trip evaluations are ongoing throughout the year and reviewed closely to determine improvements and new destinations.

Annually, staff sends out a survey to all individuals registered with the Albany Paratransit Program and invites them to the Annual Paratransit Workshop held in February. This year we also made the survey available in our lobby and handed it out to different programs. Response rate was 20%. Riders rate the service as good to excellent.

A Paratransit workshop was hosted and feedback on all programs was collected. Suggestions and feedback are encouraged throughout the year to staff directly or by filling out a comment card available on the bus.

**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.**

Riders are very satisfied with the program. A higher subsidy on taxi rides ranked as the highest request. As a result, the taxi subsidy rate will increase from 70% to 75% to make taxi rides more affordable and convenient for riders. No other changes are being proposed and we will continue to monitor and tweak the program as needed.

**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.

Albany City Council 4/4/2016

## 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.

## Alameda CTC Paratransit Program Plan Application

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

The Albany Paratransit Program is published 3 times per year in the Recreation and Community Services Activity Guide. Information in city e-newsletter and website, senior center e-week and newsletter, presentations to groups, surveys/evaluations, yearly workshop. Flyers and Access Alameda brochure are available at the Senior Center, Community Center and City Hall.

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

Taxi program: riders must be Albany residents, EBP certified or 80 years +. Pick Up and Go! group trip with door-to-door component: riders must be Albany residents, EBP certified or 60 years +. All riders must fill out the Albany Paratransit registration form and show proof of age, residency or EBP certification. Group trips are open to anyone 50 years + or EBP certified and must fill out a trip form.

**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.**

For the taxi program and Pick Up & Go! program, applicants are enrolled within 24 hours upon receiving completed application. For group trips, enrollment is on a first come first serve basis.

**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)*

## Alameda CTC Paratransit Program Plan Application

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

For the Taxi program, riders are instructed to call, write or let the program supervisor know in person of any problems experienced. Group trip evaluations provide an area for comments/concerns. Comment cards are always available on the bus. Based on comments program manager responds, evaluates and makes changes to programs as necessary.

**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.)*

Consumers enjoy the variety of recreational day trips provided and the hiking destination. The bus driver is often complimented for her professionalism, friendliness and safe driving

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

No changes

**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.**

**Registrants at beginning of FY 2014-15**

448\*

**Registrants at end of FY 2014-15**

## Alameda CTC Paratransit Program Plan Application

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

448
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<b>Current Registrants for FY 2015-16</b>
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388
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<b>Estimated Registrants for FY 2016-17</b>
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440
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**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>What we have found throughout the years is that the number of participants is consistent from one year to the other. While new participants do register for programs, others drop out.</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?**

<p>We've really ramped up the program in FY15-16 with the use of Measure BB funds. The total number of one-way trip in FY 16-17 will probably stay the same for group trips &amp; pick up &amp; go programs since we are limited by the use of one vehicle, and there may be a slight increase in Taxi trips due to the higher subsidy rate offered in Fy2016-17.</p>
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**15. Do the ridership numbers reported in Attachments A and B include companions and/or attendants?**

[ ] Yes

[ X ] No

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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**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>
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<b>Lift/ramp trips to be provided in FY 2015-16</b>
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## Alameda CTC Paratransit Program Plan Application

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

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<b>Lift/ramp trips to be provided in FY 2016-17</b>
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**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.)*

n/a
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**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**

## Alameda CTC Paratransit Program Plan Application

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

3% of Program Manager salary and fringe benefits. Program manager is responsible for general program oversight and supervision of program coordinator, participation in ACTC meetings, planning, budgeting, program plan and reporting.

**20B. Customer Service and Outreach Costs**

21% of Senior Services Supervisor salary and fringe benefits. Senior Services Supervisor plans and implement group trips and hiking trips, plans and implements the Pick Up and Go! program, provides outreach and customer service for all programs, responds to commendations and complaints, distributes, collects and sorts program evaluations, tracks trips provided, process taxi reimbursements, supervises bus drivers, oversee maintenance schedule of vehicle and coordinates for needed maintenance and repairs, ensures compliance with the Department of CA Highway patrol. Plans and implements annual workshop, creates and distributes annual survey.

250 part time hours for Senior Services Program leader to provide assistance as assigned by the Senior Services Supervisor.

**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?**

The funds fall within the allowable guideline for operating reserve. Funds will be used as needed for operations.

## MISCELLANEOUS

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

13. number of registrants: Number of registrants includes all people we have applications on file for the taxi & shopping programs and all people who participated at least once in our group trip program.

We did not track data for the number of registrants at the beginning of FY14-15.

15. Starting FY16-17, we will track attendants

16. Starting in FY16-17, we will track lift assisted trips

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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  Drop-down Menu	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)  Automatically calculated	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Taxi Program	Taxi Subsidy Program	361			\$ 4,786								\$ 4,786	
Group Trips	Day Trips & Walking Trips	3,780			\$ 15,267								\$ 15,267	
Group Trips	Shopping Trips	2,390			\$ 9,640								\$ 9,640	
Customer Service and Outreach	Albany Paratransit Outreach				\$ 11,554.00								\$ 11,554	
Management/Overhead	Albany Paratransit Supervision	83			\$ 83								\$ 83	
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**Alameda CTC Paratransit Program Application - FY 2016-17 (July 1, 2016 - June 30, 2017)**  
**Attachment B: Description of Planned Program**

**Note: Definitions for each drop-down menu are in the Implementation Guidelines**

[illegible]

**Note: Definitions for each drop-down menu are in the Implementation Guidelines**

[illegible]

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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)	\$4,000
Projected FY 2016-17 <b>Measure B</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$32,351
Estimated <b>Measure BB</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2015-16 (as of June 30, 2016)	\$0
Projected FY 2016-17 <b>Measure BB</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC )	\$33,317
<b>Total FY 2016-17 Measure B and BB Paratransit DLD Revenue</b> <i>(Automatically calculated)</i>	<b>\$69,668</b>
Total FY 2016-17 Other Revenue (All other revenue sources, non-DLD, including Gap grant)	
<b>Total FY 2016-17 Program Revenue</b> (Measure B, Measure BB and all other sources available for FY 2016-17) <i>(Automatically calculated)</i>	<b>\$69,668</b>

Service/Program Name		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
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>
Taxi Subsidy Program	450				\$ 4,000			\$ -				\$ 4,000
Recreation & Hiking Day Trips	4,200		\$ 22,000					\$ -				\$ 22,000
Pick Up & Go! Shopping & Senior Center trips	2,000		\$ 10,351					\$ -				\$ 10,351
Customer Service & Outreach	0				\$ 24,817							\$ 24,817
Program Management	0				\$ 4,500							\$ 4,500
0	0											\$ -
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0	0											\$ -
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<b>Totals</b>	<b>6,650</b>	<b>\$ -</b>	<b>\$ 32,351</b>	<b>\$ -</b>	<b>\$ 33,317</b>	<b>\$ -</b>		<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>		<b>\$ 65,668</b>

Budget check (total revenue less total cost): \$4,000

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB
Estimated Reserve Balance, June 30, 2017:	\$4,000	\$0
<b>Reserve balance as percent of FY 16/17 Revenue</b>	<b>12%</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.**

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

### **Subcommittee: North County Paratransit Program: Oakland**

- Taxi (regular, TUGO), City-based Door-to-Door (BACS), City-based Specialized Van, Group Trips
- 95% Measure B/BB; fare revenue
- 33% Reserves
- Cost per trip – showing variability, Door-to-Door from \$28.43 to \$39.06, Specialized Van from \$12.19 to \$48.03, Taxi from \$36.24 to \$66.04
- Trends in trip provision – big increase due to group trip program and increased taxi scrip
- Has applied for 16/17 Gap Extension funding for Taxi Up & Go program
- Has been working collaboratively with other programs on taxi card feasibility study

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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)**

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  - 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 Oakland
Contact Name:	Hakeim McGee
Title:	Senior Services Supervisor
Phone Number:	(510) 238-2311
E-mail Address:	hmcgee@oaklandnet.com

**Date Submitted:** March 25, 2016

## 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:**

The City of Oakland plans to continue a subsidize and expanded taxi scrip program, limited wheelchair accessible van service and an expanded group trip program for senior residential sites and local senior centers. All services will be available to qualified Oakland and Piedmont residents.

**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?**

The City of Oakland targets paratransit services towards seniors and people with disabilities by historically targeting service gaps in the community such same day service, underserved geographic areas and supplemental wheelchair accessible van services for trips that can be made more conveniently than through other local services.

These types of services have been selected to meet the trip needs of consumers over other eligible services based on historical and current consumer feedback and the input of knowledgeable staff and consumer advocate input.

City of Oakland services continue to be essential for persons connecting with the community at-large as well as accessing services. It has and continues to be essential for transit dependent adults with disabilities and seniors to be able to access medical services, the grocery store, visit friends and family, attend school, etc., which leads to enhanced independent living and prevents isolation in many cases.

Based on annual survey responses and phone calls, riders are satisfied with the suite of services that are offered; thus that is our goal. And we are pleased to continue to offer expanded and to identify potential new services with the additional Measure BB funds.

**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 City of Oakland has identified the following common trip destinations:

- Non-emergency medical
- Adult Day Care
- Dialysis Centers
- Grocery shopping
- Local attractions/events

**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)**

**[ X ]    Yes       [ ]    No**

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

N/A

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.

City of Oakland proposes no changes at this time; however, staff has participated in several meetings with Nelson\Nygaard Consulting Associates and other county program managers to explore the feasibility of piloting taxi swipe card technology with the vision of replacing paper fare mediums such as taxi scrip and vouchers. If moving forward in this direction seems feasible, further steps may be pursued.

## 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)

N/A

## 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.

The City of Oakland received consumer input through evaluation of the annual program satisfaction survey, especially the written comment sections. The annual survey is our primary tool for consumer input, as well as, a significant amount of feedback over the phone.

Staff also attends meetings and provides materials and responses as necessary to the Mayor's Commission on Aging and the Commission on Persons with Disabilities respectively throughout the year.

Although the City of Oakland does not have a formal paratransit advisory committee, the program plan has to be reviewed and approved by City Council. Staff is scheduled to go before the City Council Life Enrichment sub-committee on May 24<sup>th</sup> with full council approval to be sought on June 7<sup>th</sup>. The meetings are open to the public and televised on the city's KTOP television network which allows for additional in-person consumer input and the opportunity to provide program contact information for future with staff.

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

City of Oakland staff conducted an annual program satisfaction survey and compiled the results which were diligently reviewed and analyzed. The information will be incorporated in staff's City Council Agenda Report that will be reviewed and approved by the Life Enrichment Committee on May 24<sup>th</sup> and then full City Council on June 7<sup>th</sup>.

## 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 City of Oakland's program plan development process is highly guided by public meeting attendance, evaluation and analysis of annual survey responses, phone feedback and direct consumer contact. All of the phases engaged by staff are based on a historical methodology utilized by the program to inform the public of service plans.

Each phase not only allows for staff to relay service intentions, the process also allows for staff to solicit consumer feedback that is thoroughly reviewed and considered during the final planning process. Oakland has always been determined to improve existing services and to fill service gaps voiced by consumers through all outreach and formal survey feedback and analysis.

**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.

Oakland City Council and scheduled for June 7, 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.

City of Oakland services are listed in printed materials distributed by the City and electronic mediums, including:

- Multi-language brochures distributed at senior centers, community information fairs, etc.
- Departmental brochure with description and inserts.
- Departmental web page.
- ACTC's Access Alameda.

City of Oakland services are also described and shared through presentations at:

- Senior residential sites.
- Senior & persons with disabilities provider staff meetings.
- Oakland senior centers.
- Mayor's Commission on Aging.
- Mayor's Commission on Persons with Disabilities.

## ELIGIBILITY AND ENROLLMENT

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

Taxi Programs: Residents of Oakland and Piedmont who are 70 or older OR who are 18-69 and East Bay Paratransit certified. Available to ambulatory and transferable persons using manual folding wheelchairs.

City-based Door-to-Door: Elders with memory disorders.

City-based Specialized Van: Residents of Oakland and Piedmont who are 70 or older OR who are 18-69 and East Bay Paratransit certified. Available to persons with the need of wheelchair transport.

Group Trip Program: Residents of Oakland and Piedmont who are 55 or older and resides at a qualifying independent senior living facility or attending a local senior program. Available to ambulatory and persons using wheelchairs.

No income related/based services provided.

### 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.

Consumers submit a City of Oakland or county-wide non-ADA application via mail, in person or fax. The application is reviewed, verified and approved by staff within one (1) to two (2) business days. Once approved; pertinent client information is entered into the program's database and an enrollment package and program ID is mailed. The enrollment process generally does not exceed seven (7) business days. Same day expedited enrollment is also possible and services are made available immediately on a case by case basis.

## 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)

City of Oakland registrants are provided written instructions to file complaints directly with the transportation provider for resolution. They are asked to record as much information about the trip such as the trip date, company name, driver's name, vehicle number, destination, etc. If they do not receive a satisfactory resolution, registrants are requested to contact our office directly. At that point, staff contacts the vendor about the matter and works with them towards a satisfactory resolution or concessionary benefit. Staff then contacts the customer about the outcome as well as mails a confirming letter of which a copy is attached to their record for tracking purposes. In addition, all vendor complaints are filed and referenced as necessary for any possible trends. If the report is a serious issue, the complaint is forwarded to the City Administrator's Office for direction, action and/or permanent filing.

Although there is not a formal process for soliciting suggestions or commendations, staff has noticed that suggestions come primarily through written responses on annual customer satisfaction surveys and commendations seem to come by way of phone calls, letters and greeting cards.

**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.)*

- Taxi Program (taxi scrip) – Clients expressed a high level of satisfaction with the current service provision increase that took effect July 1, 2015.
- City-based Door-to-Door (adult day care) – Rarely feedback from this service due to a good line of established communication between ADC staff, families and transportation provider.
- City-based Specialized Van (van voucher) – Clients find this service satisfactory and highly convenient.
- Group Trip (seniors) – Wonderful service with great drivers is expressed with majority of the post-trip feedback.
- Taxi Program (gap grant) – Clients express that this service fills a much needed gap in service.

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

City of Oakland staff has not made any changes or any planned at the point. The goal is to sustain the high level of satisfaction and customer service as always attempted.

## EXPECTED DEMAND/USE OF SERVICES

## Alameda CTC Paratransit Program Plan Application

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

**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>
1,166

<b>Registrants at end of FY 2014-15</b>
1,198

<b>Current Registrants for FY 2015-16</b>
1,341

<b>Estimated Registrants for FY 2016-17</b>
1,341 (see 13A)

**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.**

The City of Oakland is uncertain in relation to next year's trend as the program has not, in recent years, seen such an increase in enrollment as it has from FY 14-15 to current FY 15-16. The program active enrollment generally ranges between 1,150 - 1,200 registrants.

**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 City of Oakland expects that one-way trips will increase as local senior centers and senior residential sites increase their participation in the group trip program. Staff is also hopeful that taxi and van rides will increase due to the higher program enrollment and the increased taxi scrip provision that was implemented during the current fiscal year.

**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.

Lift/ramp trips provided in FY 2014-15
6,043

Lift/ramp trips to be provided in FY 2015-16
8,700

Lift/ramp trips to be provided in FY 2016-17
8,700

## 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.)*

None reported.

## 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**

The Management/Overhead consists of 85% of program supervisor's salary and fringe; 85% of the program assistant's salary and fringe; 82% of accountant's salary and fringe; purchasing expenses associated with transportation vendor agreements; staff professional development activities; industry organizational memberships; local and regional meeting expenses and industry conference attendance.

The program anticipates the continuation of a General Purpose Fund waiver from the City for Central Service Overhead which includes basic city support services and facilities.

## **20B. Customer Service and Outreach Costs**

The Customer Service/Outreach consists of 100% of salary and fringe of five (6) program aides; 15% respectively of the program supervisor's and program assistant's salary and fringe; program document duplication, plus customer service tools and supplies necessary for business.

## **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?**

The City of Oakland anticipates 48% Measure B DLD and 108% Measure BB DLD reserve balances at the end of FY 2016-17 that will initially be dedicated to staff's efforts to continue to expand existing services, while continuing efforts to identify new services to implement, as well as, possibly support other community transportation programs that exist.

Alameda CTC Paratransit Program Plan Application  
Application Period: July 1, 2016 - June 30, 2017

## **MISCELLANEOUS**

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

N/A

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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  Drop-down Menu	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)  Automatically calculated	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Management/Overhead	Administration			\$ -	\$ 374,909	\$ -	\$ -		\$ -	\$ -	\$ -		\$ 374,909	
Customer Service and Outreach	O&M			\$ -	\$ 115,220	\$ -	\$ -		\$ -	\$ -	\$ -		\$ 115,220	
Taxi Program	Taxi Scrip Program	15,439	93%	\$ -	\$ 129,643	\$ -	\$ -		\$ 91,035	\$ 91,035	\$ -		\$ 220,678	
City-based Door-to-Door	BACS Adult Day Care Service	4,887	information unavailable	\$ -	\$ 122,094	\$ -	\$ -		\$ 16,828	\$ 16,828	\$ -		\$ 138,922	
City-based Specialized Van	Van Voucher Program	1,156	72%	\$ -	\$ 12,899	\$ -	\$ -		\$ 1,187	\$ 1,187	\$ -		\$ 14,086	
Taxi Program	Taxi Up & Go!	1,518	information unavailable	\$ -	\$ -	\$ -	\$ 88,312	MB Gap	\$ -	\$ -	\$ -		\$ 88,312	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
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				\$ -	\$ 754,765	\$ -	\$ 88,312		\$ 109,050	\$ 109,050	\$ -		\$ 952,127	

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

**Attachment B: Description of Planned Program**

*Note: Definitions for each drop-down menu are in the Implementation Guidelines*

[illegible]

*Note: Definitions for each drop-down menu are in the Implementation Guidelines*

[illegible]

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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)	\$257,195
Projected FY 2016-17 <b>Measure B</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$1,079,924
Estimated <b>Measure BB</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2015-16 (as of June 30, 2016)	\$824,198
Projected FY 2016-17 <b>Measure BB</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC )	\$1,112,191
<b>Total FY 2016-17 Measure B and BB Paratransit DLD Revenue</b> (Automatically calculated)	<b>\$3,273,507</b>
Total FY 2016-17 Other Revenue (All other revenue sources, non-DLD, including Gap grant)	\$212,330
<b>Total FY 2016-17 Program Revenue</b> (Measure B, Measure BB and all other sources available for FY 2016-17) (Automatically calculated)	<b>\$3,485,837</b>

Service/Program Name		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
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>
Administration	0	\$ -	\$ 190,890	\$ 190,890	\$ -							\$ 381,780
O&M	0	\$ -	\$ 110,445	\$ 57,352	\$ -							\$ 167,797
Taxi Scrip Program	11,500	\$ 144,195	\$ 212,805	\$ -	\$ -	\$ -		\$ 43,000	\$ 43,000	\$ -		\$ 400,000
BACS Adult Day Care Service	3,200	\$ 113,000	\$ -	\$ -	\$ -	\$ -		\$ 12,000	\$ 12,000	\$ -		\$ 125,000
Van Voucher Program	8,700	\$ -	\$ -	\$ 375,000	\$ -	\$ -		\$ 42,900	\$ 42,900	\$ -		\$ 417,900
Senior GTP	7,500	\$ -	\$ -	\$ 116,250	\$ -	\$ -		\$ 8,750	\$ 8,750	\$ -		\$ 125,000
Taxi Up & Go!	1,600	\$ -	\$ 50,000	\$ -	\$ -	\$ 105,680	MB Gap	\$ -	\$ -	\$ -		\$ 155,680
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
<b>Totals</b>	<b>32,500</b>	<b>\$ 257,195</b>	<b>\$ 564,140</b>	<b>\$ 739,492</b>	<b>\$ -</b>	<b>\$ 105,680</b>		<b>\$ 106,650</b>	<b>\$ 106,650</b>	<b>\$ -</b>		<b>\$ 1,773,157</b>

Budget check (total revenue less total cost): \$1,712,680

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB
Estimated Reserve Balance, June 30, 2017:	\$515,784	\$1,196,897
<b>Reserve balance as percent of FY 16/17 Revenue</b>	<b>48%</b>	<b>108%</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.

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	Small Bus	2004	Gas	Lift	22	2	1	Bay Area Charters - Contractor	Oakland
Ford	Small Bus	2005	Diesel	Lift	26	8	1	Bay Area Charters - Contractor	Oakland
Ford Winstar	Minivan	2004	Gas	Ramp	3	1	4	Friendly Transportation, Inc. - Contractor	Oakland
Ford Winstar	Minivan	2007	Gas	Ramp	5	1	6	Friendly Transportation, Inc. - Contractor	Oakland
Ford Escape Hybrid	Small Jeep	Various	Gas-electric	None	4	0	17	Friendly Transportation, Inc. - Contractor	Oakland

Various	Sedan	Various	Gas 24 CNG	None	4	0	133	Friendly Transportatio n, Inc. - Contractor	Oakland
Ford	Large Van	2008	Gas	Ramp	1	3	4	Friendly Transportatio n, Inc. - Contractor	Oakland
Various	Sedan	Various	9 Hybrid / 35 Gas	None	4	0	44	St. Mini Cab Corp DBA Veterans Cab	San Leandro
Chevy	Minivan	2001	Gas	Ramp	3	1	2	Bell Transit Corp.	San Leandro
Chevy	Minivan	2002	Gas	Ramp	3	1	2	Bell Transit Corp.	San Leandro
Chevy	Minivan	2003	Gas	Ramp	3	1	4	Bell Transit Corp.	San Leandro
Chevy	Minivan	2006	Gas	Ramp	3	1	5	Bell Transit Corp.	San Leandro
Chevy	Minivan	2008	Gas	Ramp	3	1	3	Bell Transit Corp.	San Leandro
Ford	Sedan	2000	Gas	None	4	0	2	Bell Transit Corp.	San Leandro
Ford	Sedan	2006	Gas	None	4	0	4	Bell Transit Corp.	San Leandro
Ford	Sedan	2009	Gas	None	4	0	4	Bell Transit Corp.	San Leandro
Ford	Sedan	2010	Gas	None	4	0	2	Bell Transit Corp.	San Leandro
Ford	Minivan	1999	Gas	Ramp	3	1	2	Bell Transit Corp.	San Leandro
Ford	Minivan	2009	Gas	Ramp	3	1	6	Bell Transit Corp.	San Leandro

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

### **Subcommittee: North County Paratransit Program: Berkeley**

- Taxi Program (regular, high need medical, supplemental), City-based Specialized Van, Accessible Fixed-Route Shuttle, Travel Training, Scholarship
- Planning to implement a shuttle service to provide additional access to shopping and neighborhood activities
- 82% Measure B/BB, up from 41% in 14/15; and City General Funds
- 46% Reserves, not in violation of policy, to monitor going forward; planned for new shuttle and capital purchases
- Trends in trip provision – steady increase
- Has been working collaboratively with other programs on taxi card feasibility study
- Conducted extensive needs assessment in 2015
- Planning to rebrand to avoid confusion with East Bay Paratransit
- Planning capital expenditures for taxi program

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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 Berkeley, Paratransit Services
Contact Name:	Leah Talley
Title:	Manager of Aging Services
Phone Number:	(510) 981-5178
E-mail Address:	LTalley@cityofberkeley.info

**Date Submitted: March 25, 2016**

## 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:**

We anticipate servicing 1,100 seniors through Berkeley Paratransit Services (BPS). BPS program elements are:

### **Measure B**

#### **Taxi Scrip Program**

Berkeley Paratransit Services provides up to \$360/year of free scrip, (\$120 three times per year) to pay for demand-response transportation for Berkeley residents on conventional taxicabs, wheelchair-accessible taxicabs, vans, and other selected vehicles.

#### **Wheelchair Van Program**

BPS provides 12 free van-ride vouchers (3 times per year) or taxi scrip, or both, to wheelchair users needing wheelchair-accessible van or taxi service supplemental to rides provided by East Bay Paratransit. Residents who travel by wheelchair and are certified by East Bay Paratransit as eligible and requiring wheelchair-lift service are eligible for the program, regardless of income level.

#### **Medical Return Trip Improvement Program (MrTrip)**

BPS provides limited subsidies for taxicab or van rides to those returning from a health related appointment. Up to \$360 is reimbursed annually.

#### **East Bay Paratransit (EBP) Ticket Program**

BPS provides a limited amount of free EBP tickets valued at \$4 each and up to 18 per year for individuals who are registered with East Bay Paratransit and who request these tickets from the City. EBP users have the option of receiving either nine or 18 tickets annually, based on personal preference. This program is supported with the City's General Fund.

### **Measure BB**

#### **High Medical Need Program**

Provides up to \$120 in taxi scrip or 3 wheelchair van vouchers per month to seniors and disabled Berkeley residents with transportation needs associated with frequent medical appointments. Examples include, but are not limited to: dialysis appointments; cancer treatment appointments.

#### **Travel Training**

BPS will provide travel training for seniors and disabled Berkeley residents to gain skills in accessing transportation resources.

#### **Shuttle Services**

BPS, in consultation with AC Transit, will develop and implement a shuttle service to provide additional access to shopping and neighborhood activities. BPS will work with a consultant to develop a route that serves identified needs, and does not duplicate transit routes. Initial implementation will be partial week, with days to be determined through needs and shopping incentives such as "senior discount days."

#### **Supplemental Taxi Scrip**

BPS will provide supplemental taxi scrip, available to support the needs of seniors and disabled adults who transportation needs that are not met through other transportation resources.

**Outreach and Customer Service**

In addition to ongoing customer service, our efforts will increase next year to respond to results of our Needs Assessment. BPS will:

- Rename Berkeley Paratransit Services, to reduce community confusion between it and East Bay Paratransit. We will involve community members in selecting a new name.
- Provide education and empathy education to taxi service providers about the needs of senior and disabled riders.
- Improve scrip book by including “how to” information in each booklet
- Provide targeted outreach to potential participants of the High Medical Need Program, including outreach to current Mr.Trip users, medical offices, senior case managers and other agencies serving seniors and disabled with medical needs.

**Other Funded Programs****Transportation Services – Berkeley Aging Services Programs**

The City of Berkeley provides a robust transportation program for seniors participating in our senior centers. Two wheelchair-accessible mini-buses provide group transportation to North and South Berkeley Senior Center participants Monday through Friday, from 8 to 5 pm. This program includes:

- Daily Transport from seniors’ homes, to and from senior centers, where seniors can participate in varying activities, classes and enjoy a daily hot lunch.
- Eight to nine monthly field trips to local education, recreation and social venues.
- Eight to ten monthly shopping trips to local grocery stores and Costco.
- Two to three personal errand trips monthly.

**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?**

BPS is housed in the City of Berkeley’s Aging Services program. Aging Services provides an array of services to seniors, and outreaches with disability-serving agencies, programs and collaboratives to reach non-senior disabled community members.

The suite of services presented in this plan were developed through ongoing feedback from BPS participants, feedback from City Commissions and PAPCO, and results of a community needs assessment.

Berkeley seniors and disabled adults continue to express a high value in individual choice for transit options, and concern for meeting after-hours emergency transit needs. Taxi voucher/wheelchair van programs provide program participants with the most individual choice and time flexibility to connect with critical healthcare and community resources, take care of basic needs such as shopping, or engage in community functions and participating fully in community life.

Berkeley program participants provide feedback throughout the year about their unmet transportation needs. BPS participants have expressed a need for additional taxi scrip and van

## Alameda CTC Paratransit Program Plan Application

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

vouchers, as some consumers run out of scrip and van vouchers before the next scrip/voucher distribution. Mr. Trip users also have stated that the reimbursement is too infrequent and doesn't meet their needs for medical trips. In response to community need, we developed and launched the High Medical Need Program to provide additional support to those with frequent medical appointments.

In addition to taxi scrip and wheelchair van programs, BPS programs aim to enhance quality of life by supplementing transportation options through a new fixed shuttle service. The fixed shuttle will provide another resource to meet shopping and around-town transportation needs, allowing BPS participants to use scrip/van vouchers for other more individualized needs. Adding additional supplemental taxi scrip responds to expressed desire for after-business-hours transportation needs.

The Needs Assessment also indicated that public transit is not a preferred travel method. By providing Travel Training, Berkeley Paratransit Services aims to increase comfort with using public transportation resources, and assess the effectiveness of the training efforts.

**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.**

Berkeley Paratransit Services uses paper scrip and van vouchers that program participants can use for any purpose that assists their access to community services. The scrip submitted does not track destination for trips.

Based on responses collected in the Needs Assessment, shopping, medical visits and socialization are the most frequent destinations. In Berkeley, these places include: local grocery shopping stores (Safeway, Berkeley Bowl, Andronico's, Grocery Outlet), local doctors, hospitals (Alta Bates, Herrick Hospital), LifeLong Medical, Kaiser, medical centers in surrounding cities, dialysis centers (Berkeley Dialysis, Fresenius).

The City's senior service minibus trips include trips to local museums in Berkeley, Oakland and San Francisco; local and regional shopping trips; movies; athletic events (A's games); local restaurants; regional parks; regional senior programs and facilities; senior education fairs.

**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.

In last year's plan, BPS proposed two programs based on consumer feedback:

- The High Medical Need Program
- Travel Training

The High Medical Need Program has had limited traction; we plan to increase outreach and assessment efforts to determine if this service respond to community needs. Travel training will be implemented during this year's plan, with the aim of reaching seniors and disabled adults who are not comfortable with public transit, and thus increasing transportation options.

This year's plan includes the addition of a shuttle service, based on feedback obtained through Commissions, the Alameda County PAPCO, and the Needs Assessment. By adding a fixed shuttle that increases access to neighborhood and social activities, and also provides another method of meeting shopping needs, BPS aims to increase transportation options to seniors and disabled residents. BPS participants who use taxi scrip or van vouchers for shopping could now use a shuttle service, and be able to use their scrip for other transit needs where there are less resource available to them. A shuttle service also provides another element in a continuum of transit options for Berkeley seniors and disabled adults.

## 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)

A. If we are successful in determining how to implement electronic payment, the plan may need to include purchase of taxi equipment.

D. The City of Berkeley plans to coordinate with AC Transit to ensure that any planned shuttle service does not duplicate public transit routes. The plan to ensure this includes subcontracting with transportation experts to assist in the analysis and determination of best route that will not duplicate transit efforts, and also provide the most responsive route to meet community needs.

## 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.

The process for input to Berkeley Paratransit Services included:

1. Community Meeting: An announcement describing a community meeting was printed in the City of Berkeley senior centers newsletter. A community meeting was held on January 25, 2016.
2. Commission presentations:
  - a. A presentation giving details about the BPS Needs Assessment and annual plan was made to the Commission on Aging on March 16, 2016.
  - b. The Needs Assessment and materials detailing the BPS annual plan were given to the Commission on Disability on March 17, 2015.
3. Consumer Feedback: Please see question #6 and #7 for details of Needs Assessment.

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

Berkeley Paratransit Services Community Needs Assessment:

BPS initiated a community needs assessment in July 2015. The survey was designed and implemented by a staff member in the Office of the Director of the Health, Housing and Community Services Department. Surveys were mailed to 950 current paratransit users, handed out by staff at the Center for Independent Living and at the City of Berkeley Taxi Scrip reimbursement window at 1947 Center Street, and hand-delivered to local service providers. One-hundred and fifty-five (155) surveys were returned. Two focus groups were held at the South Berkeley Senior Center, and at Redwood Gardens Apartments, a subsidized senior housing facility. The survey results were finalized and compiled into a report in January 2016.

**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 Needs Assessment was presented to the Commission on Aging and Commission on Disability, and was a core guide to help us develop our plan. Below is the summary analysis and recommendations from the Needs Assessment effort:

***Analysis***

1. The cumulative results of the mailed survey indicated that **shopping, socializing, and health/wellness-related destinations are most important to respondents**. By using scrip for medical and grocery needs first, transportation to social opportunities becomes more difficult.
2. **People most frequently travel via taxi scrip, followed by rides from friends or family, and then the bus**. They do not take East Bay Paratransit or BART unless their preferred options are unavailable. When asked why they do not take the bus, both survey respondents and focus group participants noted physical discomfort with AC Transit buses. While respondents are familiar with the bus system, many prefer taxis and private vehicles that are more comfortable and able to maneuver around bumps and potholes that cause pain for some riders.
3. **Empathy for taxi riders is important**. By ordinance, all Berkeley taxis are required to accept scrip. However, taxi riders report that not all taxis will accept the call for a scrip ride. Taxi driver education on senior and disabled rider issues was seen as a need by taxi users. Additionally, developing contractual relationships with larger taxi providers may provide the City with a better relationship to provide taxi services that meet the needs of senior and disabled citizens.
4. Survey respondents and focus group participants value a fixed shuttle to meet the needs not currently met by current options. **Shopping and socializing seem to be the most unmet need and most desired type of fixed shuttle destinations**.
5. **Electronic payment for taxi rides would improve payment system for taxis in Berkeley**. Costs for hardware to implement the system would be a barrier to taxi operators. Berkeley Municipal Code requires all taxi drivers to accept scrip; many providers would not be able to implement hardware improvements without cost.
6. **Berkeley Paratransit Services was not recognized as a separate transportation program**. Some riders confused East Bay Paratransit with Berkeley Paratransit Services.

***Recommendations***

These recommendations are aimed to increase access to transportation in the City of Berkeley and respond to expressed needs of seniors and people living with disabilities. These include travelling to the doctor, the pharmacy, and the grocery store. The need to socialize and the need to be understood by those providing transportation services are also a priority for the Berkeley community.

**TIER ONE**

These recommendations could be implemented in the FY16 plan:

1. Change the name of Berkeley Paratransit Services to alleviate confusion between it and East Bay Paratransit and increase rider education.
2. Provide travel training and assess to determine if training results in increased public transit usage.
3. Provide driver education on the needs of senior and disabled riders.

## Alameda CTC Paratransit Program Plan Application

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

**TIER TWO**

These recommendations could be in development during FY16, and implement in the FY17 plan:

1. In consultation with AC Transit, and based on community input, develop and implement a fixed shuttle to provide access to shopping and neighborhood activities.

**TIER THREE**

These recommendations have barriers to completion, which could be addressed during the FY17 plan:

1. Consider developing contractual relationships with taxi companies to provide taxi services through scrip payments.
2. Analyze and address barriers to implementing electronic payment for scrip; barriers include cost of equipment and current requirements of Berkeley Municipal Code.

- 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.

City of Berkeley City Council (scheduled for June 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.

The City will continue to use the City of Berkeley's website, advertisements, public notices, senior centers newsletter and bulletin boards, and outreach to emergency-services consumers to promote the programs and services of Berkeley Paratransit Services. The BPS program operates out of North Berkeley Senior Center and South Berkeley Senior Center; this allows us to outreach to seniors who participate in seniors programs in person. We continue to partner with agencies that serve disabled persons in the community, supporting outreach efforts to the disability community. For example, we are currently part of a Berkeley collaborative focused on preparing seniors and disabled persons for disaster. The collaborative includes Berkeley Fire Department, Berkeley Public Health, Center for Independent Living, Easy Does It, and the Aging Services Division.

We will also be providing increased outreach for the High Medical Need Program by analyzing current users of Mr. Trip program, and assessing if their needs might be better met by the High Medical Need Program.

## ELIGIBILITY AND ENROLLMENT

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

All participants for both Measure B and Measure BB programs must be residents of the City of Berkeley and currently enrolled in Berkeley Paratransit Services.

#### **Measure B Program Eligibility**

To be eligible for the Taxi Scrip Program participants must be seniors over the age of 80 or those certified as disabled by East Bay Paratransit of ANY income; AND seniors age 70 to 79 whose incomes are not more than 50 percent of the Area Median Income. To participate in the Wheelchair-Van Program, riders must be certified by East Bay Paratransit as requiring "wheelchair lift" service, irrespective of income level.

#### **Measure BB Program Eligibility**

High Medical Need Program enrollees must be current Berkeley Paratransit Services enrollees and demonstrate a need. To participate in Travel Training and Fixed Shuttle services, participants must be 60 years of age or older, or certified as disabled.

#### **Senior Center Transportation Program**

Seniors of any income over the age of 55 are eligible to participate in senior centers and the senior center transportation program. Seniors can be from any city; most are from Berkeley.

### 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.

To determine eligibility, program applicants complete an application form. The application form can be completed by the applicant, a case manager or other support person. The application must include verification of residence in the City of Berkeley and verification of age. Verification of East Bay Paratransit enrollment status is completed by staff by calling EBP. Income verification is required for enrollees ages 70-79.

Staff review the application for basic eligibility and either deny or recommend for enrollment. A supervisor reviews the application packet to review the determination. Once the applicant is determined eligible, scrip is issued (the number of books depends on when the application is received in the distribution schedule).

Once an applicant is enrolled in Berkeley Paratransit Services, they are eligible for the services provided. Scrip and vouchers are mailed within one week of approval of application. If it is less than two weeks from our tri-annual distribution, the new applicant is informed that they will receive their scrip at the next scheduling scrip or van voucher mailing.

## 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)*

Program staff receive complaints and commendations. Most complaints are resolved by staff providing initial customer service. For example, a participant may not have received their scrip when expected. Basic information about when the scrip was mailed resolves most concerns.

Complaints regarding taxi companies, missing scrip, or other significant program problems are investigated by the Senior Center Director. BPS staff forward taxi complaints to the City of Berkeley Code Enforcement Unit (CEU) for resolution. The Senior Center Director investigates, and the consumer is called upon completion of the investigation.

- 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.)*

The City of Berkeley Paratransit Program's most common complaints are:

1. Taxi scrip or van vouchers were not received due to a problem with mail service or are late arriving in the mail.
2. The taxi driver was rude, or impatient with the participant.
3. The Mr. Trip reimbursement is too infrequent and not sufficient.
4. There is confusion between the name Berkeley Paratransit Services and East Bay Paratransit Services causing some users to overlook the distinction between the two.
5. Riders sometimes forget how to use the scrip.
6. Payment of service provider invoices is sometimes slow.

Commendations: We received several cards of general appreciation from riders. Members expressed appreciation for the taxi scrip program and how it allows them to have transportation assistance at any time of the day.

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

We have developed efforts to respond to complaints as follows:

1. Missing or late scrip in mail: We have joined a multi-jurisdictional effort to determine how to implement electronic scrip. This effort, as well as feedback in our Needs Assessment, has identified barriers to implementing electronic taxi scrip in Berkeley. In the next year, we plan to determine if these barriers can be resolved so that we can move forward with electronic payment.
2. Poor customer service by taxi drivers: We will be developing and providing education materials on the needs of seniors and people with disabilities, and the paratransit program.

## Alameda CTC Paratransit Program Plan Application

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

3. Need for more Mr. Trip Scrip: We will conduct special outreach to Mr. Trip participants to determine if the High Medical Need Program is a more appropriate service for their needs.
4. We plan to engage the community to rename Berkeley Paratransit Services so that there is a clear distinction between Berkeley Paratransit Services and East Bay Paratransit Services.
5. Taxi Scrip books have been redesigned to include "How to" instructions so that riders can easily reference information about how to use scrip correctly.
6. We have streamlined invoicing procedures to ensure faster payment to service providers.

**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>
888

<b>Registrants at end of FY 2014-15</b>
956

<b>Current Registrants for FY 2015-16</b>
975

<b>Estimated Registrants for FY 2016-17</b>
1,100

**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.**

With a growing population of seniors with transportation needs, increasing income limits to 50% AMI to widen eligibility criteria and the expansion of programs, we anticipate our Berkeley Paratransit Services registration to continue to increase in FY16-17.

Enrollment trends over the last three years show that we continue bring in large numbers of new program participants each year.

New enrollees over the last three years:

FY13: 163

FY14: 162

FY15: 146

July-Dec 2015: 55

Additionally, we anticipate a fixed shuttle to bring in additional enrollees into the program.

**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?**

Our trips have increased steadily over the last three years, and seem to be leveling off this year:

FY13: 8,661

FY14: 9,050

FY15: 10,250

July – Dec: 3,970

Enrollment trends show that enrollment has slightly dropped after an initial increase in FY13 and FY14, with higher enrollment through the first half of this year. The rides reported through December 2015 are lower than anticipated (lower by 750 as compared to same time last year). Historically, more rides are reported in the second half of the year.

We anticipate the number of one-way trips to remain about the same as reported in FY15 (estimated 10,000).

**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.)*

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**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>
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628
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<b>Lift/ramp trips to be provided in FY 2015-16</b>
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650
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<b>Lift/ramp trips to be provided in FY 2016-17</b>
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650
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**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.)*

No safety incidents have been reported.

## 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 supported by Measure B:**

One-time costs: To assist our efforts to address barriers to implementing electronic scrip payment, BPS will contract with an expert transit vendor to assist in the development and implementation of a plan to address barriers and implement electronic payment.

**Management and Overhead Costs supported by Measure BB:**

One-time costs: BPS will contract with an expert transit vendor to assist in the development of a fixed shuttle route, including coordination with AC Transit and development of Request for Proposal process.

Ongoing costs: These costs will support the administrative and ongoing program management costs of the program. Program management will be higher during the implementation phase of new programs. These costs will support staff time to work with consultants, staff time to implement new programs such as creation of a request for proposal; conducting request for proposal process, and contracting with service providers.

**Management and Overhead Costs support by City General Fund**

BPS Management/Overhead costs include:

- Staff costs for participation in county-wide meeting, completion of annual plans and year-end cost reports

## Alameda CTC Paratransit Program Plan Application

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

- Staff costs for processing payroll and processing payments to taxi vendors.
- Staff costs for completion division budget and oversight of revenue and expense fund accounts.
- Minimal cost for office supplies to support the activities listed above.

**20B. Customer Service and Outreach Costs****Ongoing Measure B Programs:**

Customer Service and Outreach for Measure B services are supported by the **City of Berkeley General fund**. These services include:

**Staff costs for outreach include:** outreach to potential new participants, including: coordinating and providing community meetings, developing outreach materials, writing outreach articles, providing one-on-one phone and in-person outreach, outreach to agencies serving eligible participants, and outreach at local fairs and community events.

**Staff costs for customer services include:** including assisting applicants with registration, verification of eligibility, enrolling participants into program, coordinating and distributing program benefits, assisting current enrollees with referrals to transportation and other services, answering questions from participants and community members, and investigating and responding to customer complaints.

**Measure BB Programs:**

Measure BB funds support the costs of a .50 Community Services Specialist I, who provides outreach to community stakeholders, residents and current paratransit members about Measure BB programs, assists community members with enrollment into Measure BB programs, reviews outcome of Measure BB programs, and other program support as needed. During implementation of new programs, outreach will be a higher program need to ensure that community members are aware of and can access new programs.

**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?**

Measure B Reserves: Our plan includes spending reserves during FY2016-17 as follows:  
To contract with a provider to move us toward implementation of electronic payment.  
To support capital costs if needed for electronic taxi payment program (if needed).  
To support additional taxi scrip costs that exceed annual revenue.

Measure BB Reserves: Our plan includes spending reserves during FY2016-17 as follows:  
To contract with transit expert to help us develop and implement a fixed shuttle.  
To be available to support the capital costs of implementing an electronic taxi payment program.  
To support customer service costs.

Alameda CTC Paratransit Program Plan Application  
Application Period: July 1, 2016 - June 30, 2017

**MISCELLANEOUS**

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

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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  Drop-down Menu	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)  Automatically calculated	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Taxi Program	Berkeley Paratransit Taxi Scrip	10,250	not available		\$ 235,353	\$ -							\$ 235,353	
City-based Specialized Van	Wheelchair Van program	628	not available		\$ 21,770	\$ -							\$ 21,770	
Accessible Fixed-Route Shuttle	Shuttle Service												\$ -	
Mobility Mgmt./Travel Training	Travel Training												\$ -	
Taxi Program	High Need Medical Program												\$ -	
Customer Service and Outreach	Customer Services and Outreach				\$ 3,085	\$ -					\$ 75,543	City of Berkeley General Fund	\$ 78,628	
Management/Overhead	Management/Overhead				\$ 371	\$ -					\$ 11,717	City of Berkeley General Fund	\$ 12,088	
Scholarship/Subsidized Fare	Scholarship for East Bay Paratransit Tickets	1,500	not available								\$ 6,000	City of Berkeley General Fund	\$ 6,000	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
				\$ -	\$ 260,579	\$ -	\$ -		\$ -	\$ -	\$ 93,260		\$ 353,839	

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**Alameda CTC Paratransit Program Application - FY 2016-17 (July 1, 2016 - June 30, 2017)**  
**Attachment B: Description of Planned Program**

**Note: Definitions for each drop-down menu are in the Implementation Guidelines**

[illegible]

Note: Definitions for each drop-down menu are in the Implementation Guidelines

Service/Program Type and Name		Limits	Schedule			Eligibility	Status	Deliverables	Notes
Column A (repeated)	Column B (repeated)	Column K	Column L	Column M	Column N	Column O	Column P	Column Q	Column R
Service/Program Type	Service/Program/Project Name	Limits on number of trips/ use of service? (e.g. trip limits per month/quarter/year or a maximum expenditure per consumer)	If pre-scheduled, what days/hours are reservations accepted for trip, training, etc?	If pre-scheduled, how far in advance can/must a consumer schedule a trip, training, etc?	Days/Hours of Operation	Eligibility Requirements	Project Status	Quantity Planned	Miscellaneous Notes
Will automatically populate from rows above	Will automatically populate from rows above						Drop-down Menu	Provide total number of units (one-way passenger trips, consumers trained, meals delivered, etc.)	(If necessary, provide any notes/clarification about trip/program)
Taxi Program	Berkeley Paratransit Taxi Scrip	Limited to \$160 of taxi scrip every four months, and an additional \$120 in scrip reimbursement for medical return trips.	n/a	n/a	Monday through Sunday, all hours when taxi services are available	Berkeley resident seniors above age 80, and any Berkeley resident transit-disabled person regardless of income; seniors age 70 to 79 who are at or below 50% of Area Median Income	Continuing/Ongoing	11,500	
City-based Specialized Van	Wheelchair Van program	Limited to up to 16 vouchers every four months; OR 7 vouchers and \$120 in taxi scrip every four months; OR \$160 of taxi scrip every four months.	n/a	n/a	1. Monday through Sunday, when taxi services are available 2. For Easy Does It: Monday through Friday, 8 a.m. to midnights; Saturday and Sunday, 10 a.m. to midnight	Berkeley resident who travel by wheelchair and are certified by East Bay Paratransit as eligible and requiring wheelchair-lift service.	Continuing/Ongoing	650	
Accessible Fixed-Route Shuttle	Shuttle Service	no	limited to hours of service	n/a	Days/Hours of Operation to be determined. Plan includes starting at two to three days per week.	Berkeley residents who are seniors over the age of 60 and disabled adults.	To be initiated in FY 16/17	7,000	
Mobility Mgmt./Travel Training	Travel Training	n/a	n/a	n/a	to be provided during business hours	Berkeley residents who are seniors over the age of 60 and disabled adults.	To be initiated in FY 16/17	120	
Taxi Program	High Need Medical Program	Limited to \$75 in taxi scrip per month or 3 van voucher per month	n/a	n/a	Monday through Sunday, all hours when taxi services are available	Berkeley resident with high medical needs who are seniors above age 80, and any Berkeley resident transit-disabled person regardless of income; seniors age 70 to 79 who are at or below 50% of Area Median Income and Berkeley Residents who travel by wheelchair and are certified by East Bay Paratransit as eligible and requiring wheelchair-lift service	Continuing/Ongoing	750	
Customer Service and Outreach	Customer Services and Outreach	n/a	n/a	n/a	8 a.m. to 5 p.m., Monday through Friday		Continuing/Ongoing		
Management/Overhead	Management/Overhead	n/a	n/a	n/a	8 a.m. to 5 p.m., Monday through Friday		Continuing/Ongoing		
Scholarship/Subsidized Fare	East Bay Paratransit Tickets	n/a	Limited to hours of service and reservation requirements provided by East Bay Paratransit.	East Bay Paratransit tickets are limited to hours of service and reservation requirements provided by East Bay Paratransit.	hours of service of East Bay Paratransit.	Berkeley resident seniors above age 80, and any Berkeley resident transit-disabled person regardless of income; seniors age 70 to 79 who are at or below 50% of Area Median Income	Continuing/Ongoing		
Capital Purchase	Electronic Taxi Scrip Capital	n/a	n/a	n/a	n	taxi providers who serve Berkeley Paratransit Service participants	Continuing/Ongoing		

Taxi Program	Supplemental Taxi Scrip	limit of an additional \$40 per month	n/a	n/a	Monday through Sunday, all hours when taxi services are available	Berkeley resident seniors above age 80, and any Berkeley resident transit-disabled person regardless of income; seniors age 70 to 79 who are at or below 50% of Area Median Income	Continuing/Ongoing	625	
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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)	\$175,251
Projected FY 2016-17 <b>Measure B</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$271,267
Estimated <b>Measure BB</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2015-16 (as of June 30, 2016)	\$289,000
Projected FY 2016-17 <b>Measure BB</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC )	\$279,372
<b>Total FY 2016-17 Measure B and BB Paratransit DLD Revenue</b> <i>(Automatically calculated)</i>	<b>\$1,014,890</b>
Total FY 2016-17 Other Revenue (All other revenue sources, non-DLD, including Gap grant)	\$117,000
<b>Total FY 2016-17 Program Revenue</b> (Measure B, Measure BB and all other sources available for FY 2016-17) <i>(Automatically calculated)</i>	<b>\$1,131,890</b>

Service/Program Name		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
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>
Berkeley Paratransit Taxi Scrip	11,500	\$ 29,000	\$ 246,267					\$ -	\$ -			\$ 275,267
Wheelchair Van program	650		\$ 25,000					\$ -	\$ -			\$ 25,000
Shuttle Service	7,000				\$ 179,372			\$ -	\$ -			\$ 179,372
Travel Training	120				\$ 20,000			\$ -	\$ -			\$ 20,000
High Need Medical Program	750				\$ 15,000			\$ -	\$ -			\$ 15,000
Customer Services and Outreach	0			\$ 28,000	\$ 35,000			\$ -	\$ -	\$ 100,000	City GF	\$ 163,000
Management/Overhead	0	\$ 15,000		\$ 25,000	\$ 15,000			\$ -	\$ -	\$ 11,000	City GF	\$ 66,000
East Bay Paratransit Tickets	0							\$ -	\$ -	\$ 6,000	City GF	\$ 6,000
Electronic Taxi Scrip Capital	0	\$ 25,000		\$ 20,000				\$ -	\$ -	\$ -		\$ 45,000
Supplemental Taxi Scrip	625				\$ 15,000			\$ -	\$ -			\$ 15,000
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
<b>Totals</b>	<b>20,645</b>	<b>\$ 69,000</b>	<b>\$ 271,267</b>	<b>\$ 73,000</b>	<b>\$ 279,372</b>	<b>\$ -</b>		<b>\$ -</b>	<b>\$ -</b>	<b>\$ 117,000</b>		<b>\$ 809,639</b>

Budget check (total revenue less total cost): \$322,251

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB
Estimated Reserve Balance, June 30, 2017:	\$106,251	\$216,000
<b>Reserve balance as percent of FY 16/17 Revenue</b>	<b>39%</b>	<b>77%</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.**

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
Dodge Van	Van	N/A	Gas	Ramp	Yes	Yes	1	Eco Friendly # 312	N/A
Ford Windstar	Minivan	N/A	Gas	Ramp	Yes	Yes	1	Friendly Cab Co # 188	N/A
Ford Econoline	Van	N/A	Gas	Ramp	Yes	Yes	1	Easy Does It	N/A
Ford Econoline	Van	N/A	Gas	Ramp	Yes	Yes	1	Easy Does It	N/A
Ford Escape	SUV	N/A	Hybrid	None	N/A	N/A	1	A1 Taxi Cab Co. #157	N/A
Toyota Prius	Sedan	N/A	Hybrid	None	N/A	N/A	1	Adventure Cab # 580	N/A
Toyota Prius	Sedan	N/A	Hybrid	None	N/A	N/A	1	Airport Express # 55	N/A
Ford Escape	SUV	N/A	Hybrid	N/A	N/A	N/A	1	AVON Cab Co. #503	

Ford Escape	SUV	N/A	Hybrid	None	N/A	N/A	1	Dakha Taxi Co # 2005	N/A
Toyota Prius	Sedan	N/A	Hybrid	None	N/A	N/A	1	Eco Friendly #321	N/A
Ford Escape	SUV	N/A	Hybrid	None	N/A	N/A	1	Everest Cab Service # 73	N/A
Ford Escape	SUV	N/A	Hybrid	N/A	N/A	N/A	1	Executive Cab #599	N/A
Toyota Prius	Sedan	N/A	Hybrid	None	N/A	N/A	1	Friendly Cab Co # 186	N/A
Ford Escape	SUV	N/A	Hybrid	None	N/A	N/A	1	Friendly Cab Co #174	N/A
Toyota Prius	Sedan	N/A	Hybrid	None	N/A	N/A	1	Green Transportation # 811	N/A
Toyota Prius	Sedan	N/A	Hybrid	None	N/A	N/A	1	Har Cab # 913	N/A
Toyota Prius	Sedan	N/A	Hybrid	None	N/A	N/A	1	Non Smoking Cab #001	N/A
Toyota Prius	Sedan	N/A	Hybrid	None	N/A	N/A	1	Power Cab # 880	N/A
Toyota Prius	Sedan	N/A	Hybrid	None	N/A	N/A	1	R.K. Super Cab # 970	N/A
Toyota SUV	SUV	N/A	Hybrid	None	N/A	N/A	1	Rids Brothers Taxi Co # 13	N/A
Toyota Prius	Sedan	N/A	Hybrid	None	N/A	N/A	1	Silver Taxi # 94	N/A
Ford Escape	SUV	N/A	Hybrid	None	N/A	N/A	1	Smart Cab # 75	N/A

Toyota Prius	Sedan	N/A	Hybrid	None	N/A	N/A		Yankee Express # 007	N/A
Toyota Prius	Sedan	N/A	Hybrid	None	N/A	N/A	1	Yellow Cab Express # 703	N/A
Toyota Prius	Sedan	N/A	Hybrid	None	N/A	N/A	1	Yellow Cab Express # 720	N/A
Toyota Prius	Sedan	N/A	Hybrid	None	N/A	N/A	1	Yellow Cab Express # 727	N/A
Ford Escape	SUV	N/A	Hybrid	None	N/A	N/A	1	Yellow Campus # 52	N/A
Ford Escape	SUV	N/A	Hybrid	None	N/A	N/A	1	Yellow Checker Cab # 410	N/A
Ford Escape	SUV	N/A	Hybrid	None	N/A	N/A	1	Yellow Taxi Service # 04	N/A
Ford Escape	SUV	N/A	Hybrid	None	N/A	N/A	1	Yellow Taxi Service # 36	N/A

Toyota Van	Minivan	N/A	Gas	N/A	N/A	N/A	1	A1 California Cab # 413	N/A
Mercury Marquise	Sedan	N/A	Gas		N/A	N/A	1	Airport Luxor # 786	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	American Cab Co #1000	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Sunny Cab # 27	N/A

Lincoln Town Car	Sedan	N/A	Gas	N/A	N/A	N/A	1	US Express #825	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	US Express #826	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Veterans Taxi Co # 084	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Veterans Taxi Co # 057	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	West Coast Cab Co # 92	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Yellow Cab Co # 136	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Yellow Cab Co # 25	N/A
Mini Van	Minivan	N/A	Gas	N/A	N/A	N/A	1	Yellow Cab Express # 707	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Yellow Cab Express # 710	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Yellow Cab Express # 711	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Yellow Cab Express # 729	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Yellow Campus # 51	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Yellow Checker # 123	N/A

Ford Windstar	Minivan	N/A	Gas	N/A	N/A	N/A	1	Yellow City Cab # 25	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Yellow City Cab # 37	N/A
Toyota Mini Van	Minivan	N/A	Gas	N/A	N/A	N/A	1	Yellow Express Cab # 510	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Yellow Express Cab # 539	N/A
Toyota Van	Minivan	N/A	Gas	N/A	N/A	N/A	1	Yellow Friendly Mary # 29	N/A
Toyota Van	Minivan	N/A	Gas	N/A	N/A	N/A	1	Yellow Star Express # 76	N/A

N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	American Cab Express #20	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Aman Cab #200	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Arrow Taxi Cab #313	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Berkeley Cab Co. #1214	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Berkeley Namaste Cab #107	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	City Cab Co. #50	N/A

N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	City Express Cab #27	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Commuters Cab Co. #77	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	DD Cab Co. #93	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Desoto Cab Co. #4444	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Eagle Cab Co. #9	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	EROS Cab Co. #280	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Friendly Cab Co. #158	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Friendly Cab Co. #160	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Friendly Cab Co. #165	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Friendly Cab Co. #169	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Friendly Cab Co. #174	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Friendly Cab Co. #176	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Friendly Cab Co. #177	N/A

N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Friendly Cab Co. #180	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Friendly Cab Co. #182	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Friendly Cab Co. #186	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Friendly Cab Co. #193	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Friendly Cab Co. #204	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Friendly Cab Co. #216	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Friendly Cab Co. #226	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Green Cab Co. #48	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Inter City Cab Co. #46	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Local Airport Cab #501	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Local Airport Cab #502	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Lotus Cab Co. 101	N/A

N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Power Cab #881	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Safari Taxi Cab #2001	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Sky Taxi Service #17	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Super Wheel Cab #259	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Tip Top Cab Co. #02	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Union Cab Taxi Service #96	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	United Taxi Cab #108	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	US Cab Co. #208	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Veterans Cab Co. #88	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Veterans Cab Co. #283	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Veterans Cab Co. #287	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Veterans Cab Co. #291	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Veterans Cab Co. #299	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Vulture Cab #11	N/A

N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Yellow Cab Co. #107	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Yellow Cab Express #702	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Yellow Cab Express #732	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Yellow Checker Cab Co. #411	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Yellow Express Cab #505	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Yellow Express Cab #511	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Yellow Taxi Service #18	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Yellow Taxi Service #34	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Yeti Taxi Service #823	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Yeti Taxi Service #824	N/A

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# **Paratransit Program Plan Staff Presentation**

## **Fiscal Year 16/17**

### **Subcommittee: North County**

### **Paratransit Program: Alameda**

- Taxi, Accessible Fixed-Route Shuttle, Group Trips, Scholarship, Volunteer Driver
- Proposing shuttle changes – service to BART, increased frequency, and rebranding
- 97% Measure B/BB; fare revenue
- 38% Reserves
- Cost per trip – showing significant increase in Shuttle from \$12.62 to \$24.29 and Taxi from \$20.12 to \$38.33
- Trends in trip provision – modest increase planned overall
- Planning capital expenditures for transit amenities and sidewalk/curb ramp repairs

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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 Alameda
Contact Name:	Rochelle Wheeler
Title:	Transportation Planner
Phone Number:	510-747-7944
E-mail Address:	rwheeler@alamedaca.gov

Date Submitted: March 25, 2016

## 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 Alameda will use its DLD funds to supplement East Bay Paratransit (EBP) and to reduce transportation gaps experienced by individuals with disabilities and by seniors with the following programs:

- **Shuttle Service:** Acts as a bridge between AC Transit and EBP. Initiated in 2010, this service is free to users, is open to the general public yet targets seniors and individuals with disabilities.
- **Taxi Services:** Provides same day services – MRTIP and Premium Taxi Service. MRTIP provides subsidized taxi trips to EBP-certified residents when they return home from medical appointments, thereby eliminating the uncertainty of coordinating return trips with EBP. The Premium Taxi Service provides eligible Alameda residents a 50 percent discount on taxi rides within Alameda County.
- **Group Trips:** Provides leisure activities for seniors, individuals in nursing facilities and young adults with disabilities.
- **Scholarships:** Two programs: One, assists low-income individuals with Premium Taxi Service and MRTIP expenses. The second includes a subsidized monthly AC Transit pass program for Alameda Point Collaborative seniors or individuals with disabilities.
- **Volunteer Driver Program:** Provides door-through-door service via expansion, in the city of Alameda, of the current volunteer driver program operating in select Alameda County cities with ACTC funding.
- **Capital Program:** New program that will cover the cost of purchasing and installing bus benches, poles, signs and sign racks to be placed at any new shuttle stops, or to upgrade current stops. Program will also cover, as needed, the installation of curb ramps, truncated domes, accessible trail improvements, accessible pedestrian push buttons or accessible on-street parking spaces throughout the city based on priorities in the City's Pedestrian Plan.
- **Customer Service and Outreach:** Staff that provides customer service and public outreach, plus printing schedules and flyers, advertisements, coordinating advertisements, banners and producing informational mailings. Also, will include increased outreach and promotion for expanded, improved and new programs.
- **Program Management:** Includes staff that provide program oversight, complete the Alameda CTC reporting requirements, review program data and invoices, participate in Alameda CTC's committees, renew or establish new contracts, conduct outreach meetings, and coordinate with the transportation providers and Senior Center staff. Also includes support of on-call paratransit consultant, who assists in evaluating and implementing the overall paratransit program.

**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?**

## Alameda CTC Paratransit Program Plan Application

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

The recommended services meet the needs of seniors and individuals with disabilities in the following ways:

- **Shuttle Service:** The primary destinations provide both basic life needs such as to medical facilities (like Kaiser), shopping centers and housing complexes as well as enhanced quality of life such as to Mastick Senior Center, Alameda Theatre and the Main Library.
- **Taxi Services:** Both services allow for same day trips to occur, improving both quality of life and access to/from medical appointments. MRTIP makes it easier to return from a medical appointment. The Premium Service allows all trip types – not just restricted to medical origins.
- **Group Trips:** Provide recreation opportunities for seniors and people with disabilities, including youth, many of whom might have limited ability to travel on their own and limited opportunities for community and social engagement.
- **Scholarships:** Expands travel opportunities for people with low incomes, who might not otherwise be able to utilize the paratransit programs, or AC Transit.
- **Volunteer Driver Program:** Allows for home-bound seniors to take door-to-door trips.
- **Capital Program:** Enhances the shuttle program by improving accessibility and awareness of the program, and also meets needs of people with disabilities by generally improving accessibility to important destinations.
- **Customer Service/Outreach and Program Management:** Supports the program users by making the services available and providing information about them.

**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 most common destinations are as follows:

- Mastick Senior Center
- South Shore Shopping Center
- Marina Village Shopping Center

**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)

N/A

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.

***Shuttle Service***

- Proposes expanding service to BART (in Oakland), which will allow access to cities throughout the Bay Area along the BART lines.
- Increases shuttle service frequency.
- Evaluates and modifies current route system to maximize usage, meet rider needs, and best build on other existing and proposed transit.
- Rebrands shuttle so as to attract a wider passenger base and increase visibility of program.

***Taxi Services***

- Evaluate and implement changes that ensure MRTIP program is meeting customer needs. The current program is under-utilized and not highly regarded.

***Capital Program***

- (Program described in Question 1A.) Enhances the shuttle service program by improving accessibility and awareness of the program, and also meets needs of people with disabilities by generally improving accessibility to important destinations.

## 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)

**Group Trips:**

- With purchase in FY 15/16 of new low-floor shuttle bus, City will add the cost of operating and maintaining the bus (expected to be very low in first year, since it's a new vehicle under warranty).

**Capital Program:**

- **New** program that will cover the cost of purchasing and installing bus benches, poles, signs and sign racks to be placed at any new shuttle stops, or to upgrade current stops. Program will also cover, as needed, the installation of curb ramps, truncated domes, accessible trail improvements, accessible pedestrian push buttons or accessible on-street parking spaces throughout the city based on priorities in the City's Pedestrian Plan.

**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.

The annual planning process includes the following:

- Staff at Mastick Senior Center hear input (ongoing)
- Survey of registered users (December 2015/January 2016)
- Presentation of draft Program Plan to four Commissions:
  - Transportation Commission (January 27, 2016)
  - Commission on Disability Issues (Feb 10, 2016)
  - Recreation and Park Commission (Feb 11, 2016)
  - Social Service Human Relations Board (Feb 25, 2016)

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

## Alameda CTC Paratransit Program Plan Application

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

To ensure the City's paratransit program meets the community's needs, staff from Mastick Senior Center and the Public Works Department conduct an annual survey of users of the paratransit programs. This year's survey was conducted from December 2015 through January 2016, and the City received a total of 69 completed questionnaires. Feedback from users was generally positive: over 90 percent of respondents said they were satisfied with the city-provided services. The vast majority of the survey respondents (over 85%) stated that the drivers were courteous, the vehicles were clean, and the services were punctual.

**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.**

**Survey input:**

- Some respondents described problems with the MRTIP taxi program, which the City plans to evaluate and address, as indicated in Question 3.
- Very few people indicated that they knew about the existing (taxi voucher) scholarship program, so staff will look into promoting this program more and possibly making it easier to use.

**Commission input:**

- Many ideas on how to improve and expand on outreach, particularly for the Paratransit Shuttle, were suggested at the Commission meetings. Staff will implement these ideas, as feasible.
- Many ideas were also suggested for re-routing and improving the Paratransit Shuttle. Staff have noted these ideas and will include them in the analysis of the Shuttle routes. Staff are also considering convening an ad-hoc working group of users and commissioners to provide input on the shuttle service.

**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

[X] No

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

However, all four Commissions (referenced above) approved the program plan, and the Paratransit budget was approved by the City Council in 2015, as part of the Fiscal Year 2015-2017 Biennial Capital Improvement Program.

## 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.

## Alameda CTC Paratransit Program Plan Application

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

The outreach program consists of the following:

- Web page: [www.AlamedaParatransit.com](http://www.AlamedaParatransit.com)
- Cross street banners
- Flyers
- Electronic image: government access TV station announcement, live streaming video web site announcement
- Print advertisement: Alameda Sun (monthly), telephone book ad, Recreation and Parks Department Activity Guide ad
- Shuttle bus and shuttle bus stop signs
- Events:
  - New Member Orientations (monthly)
  - Alameda Hospital Fair and Staff Orientation
  - Alameda Meals on Wheels Fund Raiser
  - Alameda Recreation and Park Department in the Park
  - Cardinal Point
  - Earth Day Fair
  - Independence Plaza
  - Kiwanis Club
  - Mastick Senior Center Open House
  - Transportation Information Fair, College of Alameda
  - Transportation 101 (2 to 4 times per year)
  - Travel Training (2 to 4 times per year)

## ELIGIBILITY AND ENROLLMENT

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

The eligibility requirements for each service are as follows:

- **Shuttle Service:** Anyone is eligible regardless of age for this free service. Priority, however, is given to seniors and people with disabilities.
- **Taxi Services:**
  - MRTIP - Must be East Bay Paratransit-certified.
  - Premium Taxi Service - Must be 70 years of age or older, or EBP-certified.
  - Both programs: Must be resident of Alameda (city).
- **Group Trips:**
  - Cultural/monthly events: 50 years of age or older
  - Nursing Home Picnic: Individuals in nursing facilities in Alameda
  - Leisure Club: Young adults w/disabilities
- **Scholarships:**
  - Taxi voucher program: Must be certified for the Premium Taxi Service, meet the very-low income requirements and be a resident of Alameda (City).
  - AC Transit monthly pass program: Must be low income senior and/or individual with disability living at Alameda Point Collaborative.
- **Volunteer Driver Program:** Must be 60 years old or older and ambulatory.

**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.**

The City of Alameda's Customer Outreach staff person is the main contact for enrollment. She is located at Alameda's Mastick Senior Center, and can be reached by telephone or email. She is available Monday through Thursday between 8:30 a.m. and 3:30 p.m. A registration form also is located on the web site ([www.AlamedaParatransit.com](http://www.AlamedaParatransit.com)). It takes at least three business days to process the enrollment forms and approve eligibility. Customers can use the program as soon as they are deemed eligible and have purchased the taxi vouchers.

## **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 Rider Guide (posted at [www.AlamedaParatransit.com](http://www.AlamedaParatransit.com)) encourages program participants to send compliments and complaints to Mastick Senior Center and to provide the following information:

- Rider name, address and telephone number.
- Date and time of incident.
- Details of the incident.

City staff compiles and documents annual survey results, and contacts its transportation service providers to resolve any issues that may arise throughout the year.

**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.)*

Complaints have been received for just two of the programs:

**Shuttle:** Riders sometimes complain of missed stops or rude service from drivers.

**MRTIP Taxi Program:** Respondents have complained of taxis not showing up and the taxi service not taking requests for trips.

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

**Shuttle:** City staff work closely with the shuttle contractor (MV Transportation) on each complaint received. MV has been responsive in re-training drivers and replacing drivers, when needed.

**MRTIP Taxi Program:** As explained in Questions 3, staff are evaluating providing additional MRTIP service, via additional taxi providers.

**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>
521

<b>Registrants at end of FY 2014-15</b>
588

<b>Current Registrants for FY 2015-16</b>
618

<b>Estimated Registrants for FY 2016-17</b>
680

**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.**

## Alameda CTC Paratransit Program Plan Application

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

The City expects that the program registrants will increase due to the aging population, increased consumer outreach and improvements to the service.

**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 one-way trips are expected to increase:

- **Shuttle Service:** Shuttle ridership is expected to increase since the frequency will increase, and the route will extend to BART and there will be increased promotion of the service.
- **Taxi Services:** Both taxi services are expected to increase with increased promotion and improved service.
- **Group Trips:** Additional monthly cultural trips will be provided, so trips are expected to increase.
- **Scholarships:** More trips are expected since the subsidized monthly AC Transit pass program is being added late in FY 15/16. As well, City will increase ease of use and promotion of taxi voucher scholarship program, so use of this program may also increase.
- **Volunteer Driver Program:** This program is being implemented very late in FY 15/16, so the number of trips will 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.)*

Unknown

**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**

N/A

**Lift/ramp trips to be provided in FY 2015-16**

N/A

**Lift/ramp trips to be provided in FY 2016-17**

N/A

**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.)*

None.

**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**

The costs include City staff time to manage the overall paratransit program and an on-call paratransit consultant which will support evaluation and implementation of the program. The costs are based on anticipated costs in FY 15/16 and the expected consultant contract amount.

**20B. Customer Service and Outreach Costs**

Alameda CTC Paratransit Program Plan Application

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

The costs included in this category include a part-time customer service/outreach staff person at the same level as in FY 15/16, increased advertising and promotion expenses for new and expanded programs, postage costs, and materials and supplies.

## 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?**

The remaining balance of approximately \$52,000 is being held in reserve for future unforeseen expenses.

## 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  Drop-down Menu	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)  Automatically calculated	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Group Trips	Mastick Senior Center Group Trips	1,749	Unavailable	\$ -	\$ 17,357	\$ -	\$ -	N/A	\$ -	\$ -	\$ -	N/A	\$ 17,357	
Taxi Program	Premium Taxi Service	827	Unavailable	\$ -	\$ 8,585	\$ -	\$ -	N/A	\$ -	\$ -	\$ -	N/A	\$ 8,585	
Taxi Program	Medical Return Trip Improvement Program Taxi Service	276	Unavailable	\$ -	\$ 8,242	\$ -	\$ -	N/A	\$ -	\$ -	\$ -	N/A	\$ 8,242	
Accessible Fixed-Route Shuttle	Alameda Paratransit Shuttle	5,176	Unavailable	\$ -	\$ 65,306	\$ -	\$ -	N/A	\$ -	\$ -	\$ -	N/A	\$ 65,306	
Scholarship/Subsidized Fare	Scholarship Program	2	N/A	\$ -	\$ 100	\$ -	\$ -	N/A	\$ -	\$ -	\$ -	N/A	\$ 100	
Customer Service and Outreach	Outreach		N/A	\$ -	\$ 22,413	\$ -	\$ -	N/A	\$ -	\$ -	\$ -	N/A	\$ 22,413	
Management/Overhead	Professional Services		N/A	\$ -	\$ 9,988	\$ -	\$ -	N/A	\$ -	\$ -	\$ -	N/A	\$ 9,988	
													\$ -	
													\$ -	
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													\$ -	
													\$ -	
													\$ -	
				\$ -	\$ 131,991	\$ -	\$ -		\$ -	\$ -	\$ -		\$ 131,991	

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## Attachment B: Description of Planned Program

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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)	\$106,163
Projected FY 2016-17 <b>Measure B</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$176,939
Estimated <b>Measure BB</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2015-16 (as of June 30, 2016)	\$109,336
Projected FY 2016-17 <b>Measure BB</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$182,226
<b>Total FY 2016-17 Measure B and BB Paratransit DLD Revenue</b> (Automatically calculated)	<b>\$574,664</b>
Total FY 2016-17 Other Revenue (All other revenue sources, non-DLD, including Gap grant)	\$9,400
<b>Total FY 2016-17 Program Revenue</b> (Measure B, Measure BB and all other sources available for FY 2016-17) (Automatically calculated)	<b>\$584,064</b>

Service/Program Name		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
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>
Mastick Senior Center Group Trips	2,000	\$ 102	\$ -	\$ 5,272	\$ 19,626	\$ -	N/A			\$ -	N/A	\$ 25,000
Premium Taxi Service	1,000	\$ 33,000	\$ -	\$ -				\$ 2,000	\$ 2,000			\$ 35,000
Medical Return Trip Improvement Program (MRTIP) Taxi Service	600	\$ 19,000		\$ -				\$ 6,000	\$ 6,000			\$ 25,000
Alameda Paratransit Shuttle	7,000	\$ 54,000	\$ -	\$ 52,000	\$ 62,600	\$ 1,400	Interest					\$ 170,000
Scholarship Programs (Current Taxi Voucher scholarship program and New AC Transit Monthly Transit pass subsidy)	150	\$ 61	\$ 24,939		\$ -							\$ 25,000
Expanded Volunteer Driver Program	300		\$ 15,000									\$ 15,000
Customer Service and Outreach	0		\$ 86,600									\$ 86,600
Program Management	0		\$ 50,400									\$ 50,400
Capital program	0				\$ 100,000							\$ 100,000
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
<b>Totals</b>	<b>11,050</b>	<b>\$ 106,163</b>	<b>\$ 176,939</b>	<b>\$ 57,272</b>	<b>\$ 182,226</b>	<b>\$ 1,400</b>		<b>\$ 8,000</b>	<b>\$ 8,000</b>	<b>\$ -</b>		<b>\$ 532,000</b>

Budget check (total revenue less total cost): \$52,064

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB
Estimated Reserve Balance, June 30, 2017:	\$0	\$52,064
<b>Reserve balance as percent of FY 16/17 Revenue</b>	<b>0%</b>	<b>29%</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.

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
Champion	Large Van	2016	Gasoline	Ramp	14	2	1	City	Alameda
Toyota	Minivan	2011	Gas	None	6	0	3	Welcome Taxi	Alameda
Toyota	Minivan	2008	Gas	Ramp	3	1	1	Welcome Taxi	Alameda
Toyota	Minivan	2006	Gas	None	5	0	1	Welcome Taxi	Alameda
Chrysler	Minivan	2006	Gas	Ramp	3	1	1	Welcome Taxi	Alameda
Chrysler	Minivan	2002	Gas	Ramp	3	1	1	Welcome Taxi	Alameda
Toyota	Sedan	2014	Gas/Electric	None	4	0	1	Welcome Taxi	Alameda
Toyota	Sedan	2015	Gas/Electric	None	4	0	1	Welcome Taxi	Alameda
Toyota	Minivan	2006	Gas	None	7	0	1	Welcome Taxi	Alameda
Toyota	Minivan	2005	Gas	None	6	0	1	Welcome Taxi	Alameda
Toyota	Minivan	2004	Gas	Ramp	4	1	1	Welcome Taxi	Alameda
Ford E450	Large Van	2003	Diesel	Lift	16	2	1	MV Transp.	San Leandro
FORD	SEDAN	2008	GAS	NONE	4	0	1	St. Mini Cab	San Leandro
CHEV	MINIVAN	2006	GAS	RAMP	3	2	3	St. Mini Cab	San Leandro
DODG	MINIVAN	1998	GAS	RAMP	3	2	1	St. Mini Cab	San Leandro
CHEV	MINIVAN	2006	GAS	RAMP	3	2	3	St. Mini Cab	San Leandro
CHEV	MINIVAN	2006	GAS	RAMP	3	2	3	St. Mini Cab	San Leandro

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

### **Subcommittee: North County Paratransit Program: Emeryville**

- Taxi, Group Trips, Scholarship, City-based Door-to-Door (8-To-Go), Meal Delivery
- 100% Measure B/BB, up from 55% in 14/15 0% Reserves
- Cost per trip – showing big variation, Door-to-Door changing from \$36.93 to \$11.61 and Group Trips from \$24.82 to \$2.67
- Trends in trip provision – steady or slight decrease, operating at or near program capacity
- Did not include city-paid costs for program administration
- Has applied for Gap Extension funding for 8-to-Go Shuttle

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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 Emeryville
Contact Name:	Brad Helfenberger
Title:	Recreation Manager
Phone Number:	510-596-3779
E-mail Address:	<a href="mailto:bhelfenberger@emeryville.org">bhelfenberger@emeryville.org</a>

Date Submitted: 3/30/2016

## 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:

The City of Emeryville provides a suite of Paratransit services offered to meet the leisure, quality of life, and safety net services for seniors and people with disabilities. As a small City receiving a relatively small amount of funding from the Alameda CTC Paratransit program, staff has chosen the most desired and needed programs to fund. The Accessible Group Trips Program is the most popular form of transportation services provided in the City of Emeryville. The Senior Center attracts ~1,800 people from throughout Alameda County that enjoy the accessible group trips program each year. The Taxi Reimbursement Program provides a safety net to fund on-demand trips for seniors and people with disabilities who live in Emeryville to various destinations. The Meals on Wheels Volunteer Driver Mileage Reimbursement Program helps the City incentivize volunteers who may have financial constraints to sign-up and deliver meals to seniors and people with disabilities in Emeryville. The City also offers Subsidized EBP Ticket Programs to serve those who have trouble purchasing East Bay Paratransit tickets at full cost. Measure BB funds will be used to support the ongoing operations of its 8-To-Go Shuttle that provides enhanced mobility for seniors and people with disabilities throughout the 94608 zip code area of Oakland and Emeryville.

**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 services described above are only available for seniors and people with disabilities as outlined by the A-CTC guidelines. The public is informed of these programs through the Emeryville City News and Activity Guide, which is mailed three times per year to every household in the 94608 Zip Code. They are also highlighted in the Emeryville Senior Center Monthly Newsletter, the City of Emeryville Website, and other publication materials produced by the City. We have selected the suite of services that we offer based on demand from previously successful programs. We also actively seek feedback into our programs and are open to creating new programs if we find that demand exists. Existing programs enhance quality of life by allowing those who cannot provide their own transportation or use public transportation to remain independent by providing forms of transportation that are accessible. The group trips program also provides positive social interaction and experiences that individuals may not otherwise have the opportunity to experience.

**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.**

Dialysis centers, hospitals, major shopping complexes, senior centers, senior housing, private homes, restaurants, beauty salons, grocery stores, BART.

**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.

We plan on allocating our entire share of Measure BB funding to operations of the 8 To Go program. This will help ensure the program remains financially sustainable.

## 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)

- A. There is no planned capital expenditure for FY16/17.
- B. Our 8 To Go program does not limit trips based on trip purpose
- C. Our Taxi Subsidy program does not include incentives to drivers and/or transportation providers.
- D. The City of Emeryville does not fund an Accessible Shuttle Service as defined by A-CTC with Measure B or BB funds.
- E. No mobility management/travel training programs as defined by A-CTC are currently being funded in the City of Emeryville by Measure B or BB.
- F. There are no low-income requirements for our scholarship or fare subsidy programs.

## 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.

The City collects surveys from customers after every accessible group trip and feedback is gathered from the Commission on Aging and Friends of the Emeryville Senior Center meetings on the entire Paratransit program via monthly reports and updates. 8-To-Go ridership is surveyed via phone interviews and/or rider surveys.

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

The City collects surveys after every accessible group trip and encourages feedback at the Emeryville Commission on Aging and Friends of the Emeryville Senior Center meetings. Also receive comment/suggestion via comment boxes and in-person/email/phone suggestions to staff.

- 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.**

As indicated by the surveys collected and feedback from word-of-mouth to staff and the two committees, accessible group trips is still the biggest demand. Yet, given the funding need for 8-To-Go and its service to those who really need help, the shuttle is also a top priority. The two senior center committees also ask staff to keep the safety net services of taxi reimbursement program, meals on wheels driver mileage reimbursement program, and subsidized EBP ticket sales programs in place to help those in need.

- 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.*

## Alameda CTC Paratransit Program Plan Application

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

☐ Yes☒ No

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

**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.

The City offers quarterly travel trainings along with heavy promotion of all Paratransit programs on paper and online. Travel trainings are advertised in the monthly newsletter, the LINK, which is mailed/emailed to over 1,800 citizens throughout the East Bay monthly. All information is also accessible on line on the City's web site 24/7/365. The information is published in the Emeryville City News and Activity Guide that is mailed to all addresses in Emeryville three times a year.

**ELIGIBILITY AND ENROLLMENT**

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

Each program has different requirements for eligibility.

8 to Go: Participants must be at least age 70 or Paratransit eligible and be a resident of the 94608 Zip Code.

Discount Paratransit Tickets: Participants must be Emeryville Residents and paratransit eligible.

Taxi Reimbursement Program: Participants must be residents of Emeryville and at least age 70.

Group Trips program: Participants must be members of the Emeryville Senior Center.

Meals on Wheels mileage reimbursement: Participants must be volunteer meal delivery drivers who use their private vehicle to deliver meals to participants of the Meals on Wheels 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.**

Customers enroll by filling out a one-page application. Customers in all of our programs can be enrolled and become eligible for service the same day.

## 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)*

Participants have the option of contacting staff in person, via email, phone, or written correspondence. There is also a suggestion box located at the senior center in case the patron wishes to remain anonymous. We provide "How are we doing" cards that give the individual the option of being contacted. These cards also offer the opportunity to provide commendations. Additionally, each of our group trips includes an itinerary with a comments section at the bottom for the trip escort to collect at the end of each day.

Staff responds to individual comments as quickly as possible. Depending on the situation, staff may contact other participants, vendors, drivers, or other staff to gain additional information. Refunds or gift certificates are often offered if it is found that we are the least bit at fault. Staff does not rest until a mutually agreeable solution is found to every complaint. Written documentation is not maintained for every complaint, but in the rare instance a chronic issue is apparent, staff/participant actions are documented.

**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.)*

Each program experiences limited complaints and each program experiences different types of complaints.

8 to Go: The program receives an occasional phone call complaining of late pickups and/or miscommunication in ride scheduling.

Discount Paratransit Tickets: Prospective participants sometimes complain if they are not eligible for the program. They feel that the program should be open to those living outside Emeryville.

Taxi Reimbursement Program: Common complaints include the inability to use ride sharing services such as Uber and Lyft. We also receive an occasional complaint about the turnaround time for

reimbursement, but this is limited by the City's accounts payable system.

Group Trips program: This program has a wide variety of activities that are unique to the individual destinations. The most common complaints we receive are in regards to traffic delays or the behavior of other participants. Parking at the Emeryville Senior Center is also often identified as a challenge.

Meals on Wheels mileage reimbursement: We receive an occasional complaint about the turnaround time for reimbursement, but this is limited by the City's accounts payable system.

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

8 to Go: The program was slightly revamped to include a 30 minute time window for each ride. Previously, we were scheduling 15 minutes for the ride and 15 minutes in between, but this caused more errors in scheduling.

Discount Paratransit Tickets: No changes to this program have been made.

Taxi Reimbursement Program: Staff work to process reimbursement requests as quickly as possible and are mindful of the accounts payable schedule. We even try to squeeze payments in past check run deadlines to make sure checks are distributed more quickly.

Group Trips program: We changed the departure location on weekends to another facility that has ample parking. We also speak to individual seniors to ensure that the Emeryville Senior Center's "Codes of Conduct" is being followed by all members.

Meals on Wheels mileage reimbursement: Staff work to process reimbursement requests as quickly as possible and are mindful of the accounts payable schedule. We even try to squeeze payments in past check run deadlines to make sure checks are distributed more quickly.

**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.**

**Registrants at beginning of FY 2014-15**

1,800

**Registrants at end of FY 2014-15**

1,800

**Current Registrants for FY 2015-16**

1,800

**Estimated Registrants for FY 2016-17**

## Alameda CTC Paratransit Program Plan Application

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

1,800
-------

**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>Programs have reached a healthy equilibrium between resources and demand.</p>
--

**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?**

<p>One way trips will likely stay the same as previous years because we have been operating at or near our program capacity.</p>
--

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

[X] 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.)*

<p>Yes only for the Group Trips Program. Each Group Trip has an escort, who is also a participant in the trip. Occasionally, wheelchair-bound passengers will bring an attendant along on the trip and are counted in attendance.</p>
---

**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>
---

N/A
-----

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

N/A
-----

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

We can begin taking this data in FY 2016-17.
--

## 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 recorded by our program in FY 2014-15 or 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

The City of Emeryville **DOES NOT** use the Alameda-CTC Paratransit money for overhead and management costs. The City strives to place every Paratransit penny received towards actual Paratransit programs/services.

See the attached spreadsheet detailing in-kind support for the Measure B Paratransit Pass Through Programs. The City expends approximately \$215,000 annually to support accessible transportation programs.

**20B. Customer Service and Outreach Costs**

The City of Emeryville DOES NOT use the Alameda-CTC Paratransit money for overhead and management costs. The City strives to place every Paratransit penny received towards actual Paratransit programs/services.

See the attached spreadsheet detailing in-kind support for the Measure B Paratransit Pass Through Programs. The City expends approximately \$215,000 annually to support accessible transportation programs.

**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?**

We do not anticipate having a remaining balance of Measure B/BB DLD funding at the end of FY 2016-17.

**MISCELLANEOUS**

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

**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  Drop-down Menu	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)  Automatically calculated	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Group Trips	Accessible Group Trip Program	7,058		\$ 2,086	\$ 20,340	\$ -	\$ -		\$ 115,523	\$ 102,776	\$ 50,000	City Gen. Fund	\$ 175,202	D-Data Unavailable L-Staff time estimate
Taxi Program	Taxi Reimbursement	160		\$ -	\$ 3,200	\$ -	\$ -		\$ -	\$ -	\$ 1,000	City Gen. Fund	\$ 4,200	D-Data Unavailable L-Staff time estimate
Meal Delivery (existing program)	Meals on Wheels Reimbursement	4,524		\$ -	\$ 313	\$ -	\$ -		\$ -	\$ -	\$ 250	City Gen. Fund	\$ 563	D-Data Unavailable L-Staff time estimate
Scholarship/Subsidized Fare	Subsidiezed EBP Fare Program	500		\$ 1	\$ 500	\$ -	\$ -		\$ 125	\$ -	\$ 500	City Gen. Fund	\$ 1,001	D-Data Unavailable L-Staff time estimate
City-based Door-to-Door	8-To-Go Shuttle	2,690		\$ -	\$ -	\$ -	\$ 37,282	MB Gap Grant	\$ 1,501		\$ 62,060	City Gen. Fund	\$ 99,342	D - Data Unavailable L - Details provided in Gap Grant Rembursement Request
Management/Overhead	Finance - Audit Fees			\$ -	\$ 649	\$ -	\$ -		\$ -	\$ -	\$ -		\$ 649	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
				\$ 2,087	\$ 25,002	\$ -	\$ 37,282		\$ 117,149	\$ 102,776	\$ 113,810		\$ 280,957	

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

**Attachment B: Description of Planned Program**

*Note: Definitions for each drop-down menu are in the Implementation Guidelines*

[illegible]

*Note: Definitions for each drop-down menu are in the Implementation Guidelines*

[illegible]

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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)	\$29,396
Estimated <b>Measure BB</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2015-16 (as of June 30, 2016)	\$0
Projected FY 2016-17 <b>Measure BB</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC )	\$30,560
<b>Total FY 2016-17 Measure B and BB Paratransit DLD Revenue</b> <i>(Automatically calculated)</i>	<b>\$59,956</b>
Total FY 2016-17 Other Revenue (All other revenue sources, non-DLD, including Gap grant)	
<b>Total FY 2016-17 Program Revenue</b> (Measure B, Measure BB and all other sources available for FY 2016-17) <i>(Automatically calculated)</i>	<b>\$59,956</b>

Service/Program Name		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
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>
Accessible Group Trip Program	7,500	\$ -	\$ 20,000	\$ -								\$ 20,000
Taxi Reimbursement	150	\$ -	\$ 3,500	\$ -								\$ 3,500
Meals on Wheels Reimbursement	20	\$ -	\$ 350	\$ -								\$ 350
Subsidiezed EBP Fare Program	500	\$ -	\$ 1,000	\$ -								\$ 1,000
8-To-Go Shuttle	3,000	\$ -	\$ 4,546	\$ -	\$ 30,275							\$ 34,821
Finance - Audit Fees	0	\$ -										\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
<b>Totals</b>	<b>11,170</b>	<b>\$ -</b>	<b>\$ 29,396</b>	<b>\$ -</b>	<b>\$ 30,275</b>	<b>\$ -</b>		<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>		<b>\$ 59,671</b>

Budget check (total revenue less total cost): \$285

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB
Estimated Reserve Balance, June 30, 2017:	\$0	\$285
<b>Reserve balance as percent of FY 16/17 Revenue</b>	<b>0%</b>	<b>1%</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.**

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