

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

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

- Services provided:
  - Taxi
  - Accessible Fixed-Route Shuttle
  - Group Trips
  - Scholarship
  - Volunteer Driver
- 97% Measure B/BB; Remainder: fare revenue
- 16% reserves
- Cost per trip – showing increase in shuttle from \$14.63 to \$21.27
- Trends in trip provision – modest increase planned overall
- Capital planned – new program for purchasing and installing bus benches, poles, signs, and sign racks (for existing and new stops) – will also cover installation of curb ramps, truncated domes, accessible trail improvements, accessible pedestrian push buttons, or accessible on-street parking spaces.
- Capital planned – new accessible shuttle to be purchased to offer 30 min pickups instead of 60 min
- Taxi program demand is expected to increase due to increased promotion

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

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

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

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

## Requirements and Instructions

The Annual Paratransit Program Plan Application includes the following documents:

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

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

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

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

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

CONTACT INFORMATION	
Agency:	City of Alameda
Contact Name:	Victoria Williams
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Date Submitted: March 30, 2017

### TYPES OF SERVICES PROVIDED

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

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

- **Management/Overhead:** Program oversight, planning, budgeting, participation in regional/countywide meetings. Include admin/labor even if it is paid by the City/transit agency for accurate reporting of full program expenses.
- **Customer Service/Outreach:** Activities associated with educating consumers about services that are available to them, answering questions from consumers and taking, tracking and responding to complaints and commendations. Include costs even if paid by the City/transit agency for accurate reporting of full program expenses.
- **ADA-mandated Paratransit:** Paratransit services provided by fixed-route transit operators to fulfill requirements under the American's with Disabilities Act (ADA).
- **City-based Door-to-Door:** Pre-scheduled, accessible, door-to-door service provided by city. Provides a similar level of service to ADA-mandated services; designed to fill gaps not met by ADA-mandated providers and/or relieve ADA-mandated providers of some trips.

- **Taxi Program:** Provides a same day, curb-to-curb service intended for situations when consumers cannot make their trip on a pre-scheduled basis; allows eligible consumers to use taxis or Transportation Network Companies (TNCs) (at program discretion) at a reduced fare.
- **City-based Specialized Accessible Van Service:** Specialized van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. These services are generally implemented as a supplement to a taxi program that does not meet critical needs for particular trips in accessible vehicles in certain communities.
- **Accessible Fixed-Route Shuttle:** Generally accessible vehicles that operate on a fixed route and schedule to serve common trip origins and destinations, e.g. senior centers, medical facilities, grocery stores, BART stations, other transit stations, community centers, commercial districts, and post offices.
- **Group Trips Program:** Round-trip accessible van rides for pre-planned outings or to attend specific events or go to specific destinations for fixed amounts of time, e.g. shopping trips or religious services. Trips usually originate from a senior center or housing facility.
- **Volunteer Driver Program:** Pre-scheduled, door-through-door services that are generally not accessible; rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. May also have an escort component.
- **Mobility Management/Travel Training:** Covers a wide range of activities, such as travel training, trip planning, and brokerage. Does not include provision of trips. (This is considered "non-trip provision").
- **Scholarship/Subsidized Fare Program:** Program to subsidize any service for customers who are low-income and can demonstrate financial need.
- **Meal Delivery:** Program to fund meal delivery to the homes of individuals who are transportation disadvantaged. Currently, only existing operating programs can continue to use Measure B funds for these service costs. No new meal delivery services can be established.
- **Capital Expenditure:** Capital purchase or other capital expenditure.
- **Note on volunteer driver programs and mobility management/training:** If your program is using DLD funds, but not discretionary grant funds, you will be required to submit further information.

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

The City of 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 returning home from medical appointments, thereby eliminating the uncertainty of coordinating return trips with EBP. The Premium Taxi Service provides eligible Alameda residents a 70 percent discount on taxi rides within Alameda County.

- **Group Trips:** Provides leisure activities for seniors, individuals in nursing facilities and 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.

- **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. Mobility management provides general and specific transportation information to current and prospective consumers. 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.

- **Volunteer Driver Program:** Includes coordinating services with a Volunteer Driver Program when such a program is in place to serve City of Alameda residents.

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

The 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:** Provides recreation opportunities for seniors and people who have disabilities, 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.
- **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.
- **Mobility Management:** Enhances services for current and potential riders.
- **Volunteer Driver Program:** When in place to serve frail Alameda residents, provides escorted door-through-door Transportation.

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

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

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

☒ Yes

☐ No

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

N/A

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

**Shuttle Service**

- 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**

- Increases subsidy of Premium Taxi Program to 70% from current 50% discount.

**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.

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

The City of Alameda will consider incorporating Uber Pool or Lyft Line into the City's taxi service program in a way that ensures an equivalent service for both people with disabilities and without disabilities. Factors to be considered to ensure equivalent service include: fare, response time/service availability, reservation capability and availability of information.

**PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW**

- 5. The 2017 Paratransit Program Implementation Guidelines require Alameda CTC staff review of several program elements prior to implementation. The program elements requiring staff review are listed as items 4A – 4F below and for each item, further explanation is requested. If your FY 2017-18 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each.** Applicants must address any applicable paratransit projects and programs listed in Attachment B.
- A. Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment)
  - B. City-based Door-to-Door Service that includes trip limitations based on trip purpose** (describe the proposed trip limitations that are proposed)
  - C. Taxi Subsidy Program that includes use of Transportation Network Companies (TNCs)** (describe the proposed service including screening and how subsidies will be provided)
  - D. Taxi Subsidy Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives)



- E. Accessible Shuttle Service** (describe service plan and how city is coordinating with the local fixed route transit provider)
- F. New mobility management and/or travel training programs** (describe the well-defined set of activities)
- G. Low-income requirements for any scholarship and fare subsidy programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility)

**A. Planned capital expenditure**

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.

**E. Accessible Shuttle Service**

A second accessible shuttle van will be added to the service, making it possible for riders to get picked-up at designated stops every 30 minutes rather than every 60 minutes. Several designated stops are shared with AC Transit bus lines, making it easier for shuttle riders to get to many additional destinations, including other cities, not served by the shuttle route. The shuttle will be renamed "Alameda Loop" so outreach of this rebranding will be extensive.

**F. New mobility management and /or travel training programs**

In addition to selling taxi vouchers for city programs, East Bay Paratransit trip coupons are sold at the Mastick Senior Center to provide easy access to Alameda residents. Since Mobility Matter's Riders for Seniors Program has ended in Alameda County, the City of Alameda is eager to work with a replacement program to serve those who need door-through- door escorting, when another program is available.

**G. Low-income requirements for any scholarship and fare subsidy programs**

The household income should not exceed 50% area median income (AMI) in order to qualify for a scholarship. The Senior and Disabled Local Monthly A.C. Transit bus passes allow Alameda Point Collaborative (APC) seniors and persons with disabilities, to ride AC Transit bus lines. APC is a low-income community in the City of Alameda, and specifically located in the former Naval Air Station.

## DEVELOPMENT OF PROGRAM PLAN

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

The annual planning process includes the following:

- Staff at Mastick Senior Center hear input (ongoing)
- Survey of registered users (December 2016/January 2017)
- Presentation of draft Program Plan to four Commissions:
  - Commission on Disability Issues (February 8, 2017)
  - Recreation and Park Commission (February 9, 2017)
  - Transportation Commission (February 22, 2017)
  - Social Service Human Relations Board (February 23, 2017)

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

To ensure the City's paratransit program meets the community's needs, staff from Mastick Senior Center and the Transportation Planning Department conduct an annual survey of users of the paratransit programs. This year's survey was conducted from December 2016 through January 2017, and the City received a total of 115 completed questionnaires. Feedback from users was generally positive: over 95 percent of respondents said they were satisfied with the city-provided services. However, due to staff turnover and limited outreach done in FY 2016-17, 33% of respondents did not know about the taxi programs offered and 27 % did not know about the shuttle service. The majority of respondents voted to change the name of the "Alameda Paratransit Shuttle" to the "Alameda Loop".

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

**Survey input:**

- Due to staff turnover limited outreach was done in FY 2016-17, 33% of survey respondents did not know about the taxi programs offered and 27 % did not know about the shuttle service. A part-time Paratransit Coordinator has been hired and outreach in FY 2017-18 will be extensive.
- 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.

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

The City of Alameda will be exploring the use of technology in the future as other larger cities in Alameda County pioneer the way. Alameda has published Requests for Proposals (RFP) for 2017-18 Shuttle and Taxi Programs. There was no technology requirement listed but if the winning bidders use innovative technology that will be reported in the future.

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

☐ Yes

☒ No

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

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. The City Council will be requested to approve the CIP for FY2017/19 on June 6, which will include the City's paratransit program.

## OUTREACH

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

Due to staff turnover outreach for all Paratransit services in 2016-17 was limited. Now that a Paratransit Coordinator has been hired, and the Shuttle will be rebranded as the "Alameda Loop" outreach will be expanded.

The most recent outreach program consisted of the following:

- Web page: [www.AlamedaParatransit.com](http://www.AlamedaParatransit.com)
- Cross street banners
- Flyers, shuttle schedules
- 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
  - Earth Day Fair
  - Alameda Point Collaborative Easy Pass Event
  - Information Fair, College of Alameda

## ELIGIBILITY AND ENROLLMENT

### 12. 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 the City of Alameda.
- **Group Trips:**
  - Cultural/monthly events: 50 years of age or older
  - Nursing Home Picnic: Individuals residing in nursing facilities in Alameda
  - Leisure Club: 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 or individual with disability living at Alameda Point Collaborative.
- **ADA Mandated services ticket sales:**
  - Enrollment in ADA Mandated Program (EBP)

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

The City of Alameda's Paratransit Coordinator 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 Tuesday through Thursday between 9:00 a.m. and 3:30 p.m. A registration form is also located on the web site ([www.AlamedaParatransit.com](http://www.AlamedaParatransit.com)). It may take 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

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

The 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 as they may arise throughout the year.

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

Complaints have been received for just two of the programs:

**Shuttle:** Riders occasionally complain that the shuttle is late. Staff has been monitoring more closely to prevent this from being an on-going problem.

**MRTIP Taxi Program:** In the past, respondents have complained of taxis not showing up and the taxi service not taking requests for trips but with the new service provider this has not been a recurring complaint.

- B. 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 (currently MV Transportation) on each complaint received. MV has been responsive in re-training drivers and replacing drivers, when needed.

**MRTIP Taxi Program:** A new taxi services provider was hired and the complaints has ceased.

## EXPECTED DEMAND/USE OF SERVICES

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

<b>Registrants at beginning of FY 2015-16</b>	650
<b>Registrants at end of FY 2015-16</b>	688
<b>Current Registrants for FY 2016-17</b>	667
<b>Projected Registrants for FY 2017-18</b>	717

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

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

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

The one-way trips are expected to increase:

- **Shuttle Service:** Shuttle ridership is expected to increase since the frequency will increase, 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 was added in March 2017. City will increase ease of use and promotion of taxi voucher scholarship program, so use of this program may also increase.

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

☒ Yes

☐ No

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

Unknown

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

Lift/ramp trips provided in FY 2015-16	N/A
Lift/ramp trips to be provided in FY 2016-17	N/A
Lift/ramp trips projected to be provided in FY 2017-18	N/A

## VEHICLE FLEET

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

## SAFETY INCIDENTS

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

None.

## FINANCES: PROGRAM REVENUE AND COST

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

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

**A. Management/Overhead Costs**

The costs include Paratransit Coordinator's salary and supervision 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 2017-18.

**B. Customer Service and Outreach Costs**

The costs included in this category include a part-time Paratransit Coordinator, increased advertising and promotion expenses for new and expanded programs, postage costs, and materials and supplies.

**PROGRAM FUNDING RESERVES**

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

Funds will be used for capital improvements as stated earlier in this application.

**MISCELLANEOUS**

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

N/A



Alameda CTC FY 2017-18 Annual Paratransit Program Plan Application (July 1, 2017 - June 30, 2018)  
Attachment A: Summary of Past Program Service, Performance and Costs (FY 2015-16)

Service/Program Type and Name		Performance FY 2015-16		Total FY 2015-16 Program Costs Expended by Fund Source (Measure B, Measure BB and all other funds expended during FY 2015-16)										Notes
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M	Column N	Column O
Eligible Service/Program Type  <i>Drop-down Menu</i>	Service/Program/Project Name	Quantity Provided FY 2015-16 Provide total number of one-way trips or units	On-Time Performance FY 2015-16 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 2015-16 Measure B Paratransit DLD funds	Amount of FY 2015-16 Measure BB Paratransit DLD funds	Amount of OTHER Measure B/BB funds	What was the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, MB LSR, etc.)	Fare Revenue received from service	Fare Revenue expended on service	Amount of all non-Alameda CTC funds (not including fares)	What was the source of these non-Alameda CTC funds? (e.g. City general fund, federal, state, etc.)	Total Funds expended (all sources)  <i>Automatically calculated</i>	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Group Trips	Mastick Senior Center Group Trips	1,036	Unavailable		\$ 2,374	\$ 2,374		N/A				N/A	\$ 4,748	
Taxi Program	Premium Taxi Service	1,032	Unavailable		\$ 5,335	\$ 5,335		N/A	\$ 5,682	\$ 5,682		N/A	\$ 16,352	
Taxi Program	Medical Return Trip Improvement Program Taxi Service	114	Unavailable		\$ 1,884	\$ 1,885		N/A	\$ 248	\$ 248		N/A	\$ 4,017	
Accessible Fixed-Route Shuttle	Alameda Paratransit Shuttle	4,933	Unavailable		\$ 36,086	\$ 36,086		N/A				N/A	\$ 72,172	
Scholarship/Subsidized Fare	Scholarship Program	2	N/A		\$ 50	\$ 50		N/A				N/A	\$ 100	
Customer Service and Outreach	Outreach		N/A		\$ 19,364	\$ 19,365		N/A	\$ 4,000	\$ 4,000		N/A	\$ 42,729	
Management/Overhead	Professional Services		N/A		\$ 24,098	\$ 24,099		N/A				N/A	\$ 48,197	
Capital Purchase	shuttle bus procurement		N/A	\$ 123,447									\$ 123,447	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
				\$ 123,447	\$ 89,191	\$ 89,194	\$ -		\$ 9,930	\$ 9,930	\$ -		\$ 311,762	

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

Attachment B: Description of Planned Program

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

Service/Program Type and Name		Contractor	Need(s) Met	Cost to Consumer		For Trip Provision Services			
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
Eligible Service/Program Type  Drop-down Menu	Service/Program/Project Name	If service is contracted, provide name of contractor/service provider	Need(s) this Service Meets (E.g. medical, grocery, recreation, regional trips, etc.)	Fare/Cost to Consumer	Fare Medium (E.g. cash, voucher, reimbursement, annual fee, etc.)	Vehicle Accessibility  Drop-down Menu	Is this a same day or pre-scheduled service?  Drop-down Menu	Is this a fixed route or origin-to-destination service (e.g. door-to-door)?  Drop-down Menu	Service Area
Group Trips	Mastick Senior Center Group Trips	A-Paratransit for Nursing home trip. (Accessible service). Commercial vendors for cultural/monthly events programs. City for Leisure Club.	Recreation	Cultural/Monthly events: varies; Leisure Club/Nursing Home picnic: free	cash	Accessible	Pre-scheduled	curb-to-curb	varies
Taxi Program	Premium Taxi Service	RFP published in March for FY 2017-18 services. Currently Welcome Taxi Group provides this service.	Any trip within Alameda County	\$1.50 for \$5.00, \$3.00 for \$10.00 travel vouchers	travel voucher(s) and cash	Accessible	Same day	curb-to-curb	Alameda County
Taxi Program	Medical Return Trip Improvement Program (MRTIP) Taxi Service	RFP published in March for FY 2017-18 services. Currently Welcome Taxi Group provides this service.	Taxi trip home from medical appointment	\$2.50 per one-way trip	travel voucher	Accessible	Same day	curb-to-curb	Alameda County
Accessible Fixed-Route Shuttle	Alameda Loop (new name!)	RFP published in March for FY 2017-18 services. Currently MV Transportation provides this service.	Fixed route service serves various needs: medical, shopping, recreation, social, etc.	Free	N/A	Accessible	Same day	Fixed Route	City of Alameda
Scholarship/Subsidized Fare	Scholarship Programs (Current Taxi Voucher scholarship program and New AC Transit Monthly Transit pass subsidy)	In addition to service providers listed above, AC Transit to provides monthly passes for Alameda Point Collaborative (APC) eligible residents.	Any type of trip in Alameda County or along AC Transit bus line.	\$50 in matching funds per household (taxi program); Free AC Transit passes for eligible APC residents.	Cash/Voucher/Clipper Card	N/A	Same day	curb-to-curb	City of Alameda and AC Transit routes
Customer Service and Outreach	Customer Service and Outreach	For outreach: Alameda Sun, Alameda Telephone Book.	Program outreach and day-to-day contact with consumers.	N/A	N/A	N/A	N/A	N/A	N/A
Management/Overhead	Program Management	City Staff with occasional consulting with Nelson Nygaard	Staff time and on-call consultant to administer and evaluate the Paratransit program.	N/A	N/A	N/A	N/A	N/A	N/A
Capital Purchase	Capital program	Not yet under contract.	New transit amenities and sidewalk/curb ramp repairs will improve accessibility and usability of paratransit programs, and senior & disabled access in general.	N/A	N/A	N/A	N/A	N/A	N/A
Volunteer Driver	Volunteer Driver Program Potential	Unknown at this time.	Would provide escorted door-through-door transportation.	Free	N/A	Not Accessible	Pre-scheduled	door-through-door	Alameda County

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  Will automatically populate from rows above	Service/Program/Project Name  Will automatically populate from rows above	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  Drop-down Menu	Quantity Planned Provide total number of units (one-way passenger trips, consumers trained, meals delivered, etc.)	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)

[illegible]

Alameda CTC FY 2017-18 Annual Paratransit Program Plan Application (July 1, 2017 - June 30, 2018)  
Attachment C: Program Revenue, Cost and Fund Sources

Total FY 2017-18 Program Revenue (Measure B, Measure BB and all other funds available for FY 2017-18)	
Estimated <b>Measure B</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2016-17 (June 30, 2017)	\$150,000
Projected FY 2017-18 <b>Measure B</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$176,482
Estimated <b>Measure BB</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2016-17 (as of June 30, 2017)	\$150,000
Projected FY 2017-18 <b>Measure BB</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC )	\$181,755
<b>Total FY 2017-18 Measure B and BB Paratransit DLD Revenue</b> (Automatically calculated)	<b>\$658,237</b>
Total FY 2017-18 Other Revenue (All other revenue sources, non-DLD, including Gap grant)	\$14,000
<b>Total FY 2017-18 Program Revenue</b> (Measure B, Measure BB and all other sources available for FY 2017-18) (Automatically calculated)	<b>\$672,237</b>

Service/Program Name		Total FY 2017-18 Program Costs by Fund Source (Measure B, Measure BB and all other funds planned to be expended during FY 2017-18)										Total Cost
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M
Service/Program/Project Name  <i>Automatically populated from prior sheet (column B)</i>	Quantity Planned for FY 2017-18  <i>Automatically populated from prior sheet (column Q)</i>	Amount of RESERVE Measure B Paratransit DLD funds	Amount of FY 2017-18 Measure B Paratransit DLD funds	Amount of RESERVE Measure BB Paratransit DLD funds	Amount of FY 2017-18 Measure BB Paratransit DLD funds	Amount of OTHER Measure B/BB funds	What is the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, LSR, MB LSR, etc.)	Fare Revenue expected from service	Fare Revenue to be expended on service	Amount of all Non-Alameda CTC funds (not including fares)	What is the source of these non-Alameda CTC funds? (e.g. city funds, federal, state, etc.)	Total Cost (all sources)  <i>Automatically calculated</i>
Mastick Senior Center Group Trips	2,000		\$ 16,500		\$ 16,500							\$ 33,000
Premium Taxi Service	1,800		\$ 14,500		\$ 14,500			\$ 6,000	\$ 6,000			\$ 35,000
Medical Return Trip Improvement Program (MRTIP) Taxi Service	600		\$ 11,500		\$ 11,500			\$ 2,000	\$ 2,000			\$ 25,000
Alameda Loop (new name!)	8,088		\$ 86,000		\$ 86,000							\$ 172,000
Scholarship Programs (Current Taxi Voucher scholarship program and New AC Transit Monthly Transit pass subsidy)	14,430		\$ 11,000		\$ 11,000							\$ 22,000
Customer Service and Outreach	2,150		\$ 30,800		\$ 30,800			\$ 6,000				\$ 61,600
Program Management	0		\$ 22,200		\$ 22,200							\$ 44,400
Capital program	0	\$ 100,000		\$ 100,000								\$ 200,000
Volunteer Driver Program Potential	100		\$ 7,500		\$ 7,500							\$ 15,000
0	0											\$ -
0	0											\$ -
0	0											\$ -
Totals	29,168	\$ 100,000	\$ 200,000	\$ 100,000	\$ 200,000	\$ -		\$ 14,000	\$ 8,000	\$ -		\$ 608,000

Budget check (total revenue less total cost): \$64,237

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB
Estimated Reserve Balance, June 30, 2018:	\$26,482	\$31,755
Reserve balance as percent of FY 2017-18 Revenue	15%	17%

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

## Attachment D: Vehicle Fleet

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

[illegible]

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

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

- Services provided:
  - Taxi
  - Group Trips (Day Trips & Walking Trips, Pick Up & Go! Shopping Trips)
- Proposing to increase taxi subsidy from 70% to 75%
- 88% Measure B/BB; Remainder: City General Funds
- 9% reserves
- Trends in trip provision – modest increase planned overall

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

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

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

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

### **Requirements and Instructions**

The Annual Paratransit Program Plan Application includes the following documents:

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

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

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

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

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

CONTACT INFORMATION	
Agency:	City of Albany
Contact Name:	Isabelle Leduc
Title:	Community & Human Services Manager
Phone Number:	510-559-7226
E-mail Address:	ileduc@albanyca.org

**Date Submitted: 3/30/2017**

### TYPES OF SERVICES PROVIDED

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

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

- **Management/Overhead:** Program oversight, planning, budgeting, participation in regional/countywide meetings. Include admin/labor even if it is paid by the City/transit agency for accurate reporting of full program expenses.
- **Customer Service/Outreach:** Activities associated with educating consumers about services that are available to them, answering questions from consumers and taking, tracking and responding to complaints and commendations. Include costs even if paid by the City/transit agency for accurate reporting of full program expenses.
- **ADA-mandated Paratransit:** Paratransit services provided by fixed-route transit operators to fulfill requirements under the American's with Disabilities Act (ADA).
- **City-based Door-to-Door:** Pre-scheduled, accessible, door-to-door service provided by city. Provides a similar level of service to ADA-mandated services; designed to fill gaps not met by ADA-mandated providers and/or relieve ADA-mandated providers of some trips.

- **Taxi Program:** Provides a same day, curb-to-curb service intended for situations when consumers cannot make their trip on a pre-scheduled basis; allows eligible consumers to use taxis or Transportation Network Companies (TNCs) (at program discretion) at a reduced fare.
- **City-based Specialized Accessible Van Service:** Specialized van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. These services are generally implemented as a supplement to a taxi program that does not meet critical needs for particular trips in accessible vehicles in certain communities.
- **Accessible Fixed-Route Shuttle:** Generally accessible vehicles that operate on a fixed route and schedule to serve common trip origins and destinations, e.g. senior centers, medical facilities, grocery stores, BART stations, other transit stations, community centers, commercial districts, and post offices.
- **Group Trips Program:** Round-trip accessible van rides for pre-planned outings or to attend specific events or go to specific destinations for fixed amounts of time, e.g. shopping trips or religious services. Trips usually originate from a senior center or housing facility.
- **Volunteer Driver Program:** Pre-scheduled, door-through-door services that are generally not accessible; rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. May also have an escort component.
- **Mobility Management/Travel Training:** Covers a wide range of activities, such as travel training, trip planning, and brokerage. Does not include provision of trips. (This is considered "non-trip provision").
- **Scholarship/Subsidized Fare Program:** Program to subsidize any service for customers who are low-income and can demonstrate financial need.
- **Meal Delivery:** Program to fund meal delivery to the homes of individuals who are transportation disadvantaged. Currently, only existing operating programs can continue to use Measure B funds for these service costs. No new meal delivery services can be established.
- **Capital Expenditure:** Capital purchase or other capital expenditure.
- **Note on volunteer driver programs and mobility management/training:** If your program is using DLD funds, but not discretionary grant funds, you will be required to submit further information.

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

**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. Starting July 1, 2017, the program will reimburse receipts for rides taken using Transportation Network Companies and will reimburse riders at the same rate as for taxi rides.

**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. Trips to the Albany Senior Center, to give participants the opportunity to come to special events are also provided.

**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.

**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.

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

The 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

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

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, Costco 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 2017-18 conform to the Paratransit Program Implementation Guidelines, as required?** (FY 2017-18 Programs are *required* to conform to the Implementation Guidelines, revised January 2017)

☒ Yes

☐ No

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

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

Some of the cost associated with Customer Service and Outreach and all of the Management Overhead costs will shift to the general fund to allow for additional funding to pay for increase in pay rate, benefits and additional hours for the bus driver. The bus driver is a key staff of the Albany Paratransit program and we found in FY16-17 that the salary schedule did not keep up with industry standards. This change will allow for stability of the program and minimize disruptions in service delivery.

Receipts from Transportation Network Companies will be accepted and reimbursed at the same rate as taxi rides. This will allow for more options for riders who may feel more comfortable using TNCs.

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

No major changes are anticipated

#### PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

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

Taxi Subsidy program will include use of Transportation Network Companies (TNCs). The process and rate for reimbursement will be the same as for a Taxi ride. When taking a TNC ride, participants pay the TNC driver directly. They must get a receipt from the TNC 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 reimbursement check by mail.

#### DEVELOPMENT OF PROGRAM PLAN

6. **How was consumer input sought in development of the program and selection of the services offered?** Describe all general outreach activities undertaken in connection with this plan, including consumer or public meetings; meetings with other agencies; presentations to boards, commissions, or committees. If possible



provide dates for these activities. Note below if this plan was reviewed by a local paratransit advisory committee, including the name of the committee, and the date of the meeting.

Consumer input included:

Ridership evaluations ongoing for group trips & walking trips

Albany Paratransit survey sent to all registered individuals January 2017 with notice of Paratransit Workshop in February 2017

Held Albany Paratransit Workshop (consumer public meeting) February 2017

Presentation to Friends of Albany Seniors (public meeting) February 2017

Presentation to Tri City Cafe program (public meeting) February 2017

**7. 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 25%. 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.

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

According to the feedback received, riders are very satisfied with the Albany Paratransit Program. Some riders are interested in using TNCs, so we will include TNC rides as eligible for reimbursement through the Taxi subsidy program. No other changes are being proposed and we will continue to monitor and tweak the program as needed.

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

The eligibility of TNC rides into the Taxi Subsidy program is a new component that integrates new transportation options and strive to fulfill the changing needs of riders.

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

☒ Yes

☐ No

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

City Council – May 1, 2017

**OUTREACH**

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

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 and yearly Senior Resource Expo. Flyers and Access Alameda brochure are available at the Senior Center, Community Center and City Hall.

## ELIGIBILITY AND ENROLLMENT

**12. 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.

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

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

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

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 supervisor responds, evaluates and makes changes to programs as necessary.

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

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  
A few Taxi program participants expressed interest in using Uber and be reimbursed for the expense at the same rate as a taxi ride.

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

Starting July 1, 2017 Albany Paratransit will accept receipts for reimbursement from Transportation Network Companies

## EXPECTED DEMAND/USE OF SERVICES

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

<b>Registrants at beginning of FY 2015-16</b>	388
<b>Registrants at end of FY 2015-16</b>	377
<b>Current Registrants for FY 2016-17</b>	519
<b>Projected Registrants for FY 2017-18</b>	500

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

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.

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

The total number of one-way trip in FY 17-18 will remain the same for group trips, Slight Increase for the pickup & go program and Taxi may be experienced with additional advertising and the use of TNCs.

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

☐ Yes

☒ No

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

--

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

Lift/ramp trips provided in FY 2015-16	25
Lift/ramp trips to be provided in FY 2016-17	40
Lift/ramp trips projected to be provided in FY 2017-18	45

## VEHICLE FLEET

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

## SAFETY INCIDENTS

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

Not applicable

## FINANCES: PROGRAM REVENUE AND COST

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

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

**A. Management/Overhead Costs**

No management and overhead cost will be charged to Measure B & BB

**B. Customer Service and Outreach Costs**

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.

**PROGRAM FUNDING RESERVES**

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

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

**MISCELLANEOUS**

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





Alameda CTC FY 2017-18 Annual Paratransit Program Plan Application (July 1, 2017 - June 30, 2018)  
Attachment A: Summary of Past Program Service, Performance and Costs (FY 2015-16)

Service/Program Type and Name		Performance FY 2015-16		Total FY 2015-16 Program Costs Expended by Fund Source (Measure B, Measure BB and all other funds expended during FY 2015-16)										Notes
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M	Column N	Column O
Eligible Service/Program Type  <i>Drop-down Menu</i>	Service/Program/Project Name	Quantity Provided FY 2015-16 Provide total number of one-way trips or units	On-Time Performance FY 2015-16 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 2015-16 Measure B Paratransit DLD funds	Amount of FY 2015-16 Measure BB Paratransit DLD funds	Amount of OTHER Measure B/BB funds	What was the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, MB LSR, etc.)	Fare Revenue received from service	Fare Revenue expended on service	Amount of all non-Alameda CTC funds (not including fares)	What was the source of these non-Alameda CTC funds? (e.g. City general fund, federal, state, etc.)	Total Funds expended (all sources)  <i>Automatically calculated</i>	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Taxi Program	Taxi Subsidy program	298			\$ 191	\$ 3,146							\$ 3,337	
Group Trips	Day Trips & Walking Trips	4,374			\$ 21,835								\$ 21,835	
Group Trips	Pick Up & Go! Shopping Trips	802			\$ 4,018								\$ 4,018	
Customer Service and Outreach	Albany Paratransit Outreach					\$ 25,576							\$ 25,576	
Management/Overhead	Albany Praratransit spervision				\$ 32								\$ 32	
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				\$ -	\$ 26,076	\$ 28,722	\$ -		\$ -	\$ -	\$ -		\$ 54,798	

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## Attachment B: Description of Planned Program

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Alameda CTC FY 2017-18 Annual Paratransit Program Plan Application (July 1, 2017 - June 30, 2018)  
Attachment C: Program Revenue, Cost and Fund Sources

Total FY 2017-18 Program Revenue (Measure B, Measure BB and all other funds available for FY 2017-18)	
Estimated <b>Measure B</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2016-17 (June 30, 2017)	\$2,000
Projected FY 2017-18 <b>Measure B</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$31,385
Estimated <b>Measure BB</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2016-17 (as of June 30, 2017)	\$4,000
Projected FY 2017-18 <b>Measure BB</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC )	\$32,323
<b>Total FY 2017-18 Measure B and BB Paratransit DLD Revenue</b> (Automatically calculated)	<b>\$69,708</b>
Total FY 2017-18 Other Revenue (All other revenue sources, non-DLD, including Gap grant)	
<b>Total FY 2017-18 Program Revenue</b> (Measure B, Measure BB and all other sources available for FY 2017-18) (Automatically calculated)	<b>\$69,708</b>

Service/Program Name		Total FY 2017-18 Program Costs by Fund Source (Measure B, Measure BB and all other funds planned to be expended during FY 2017-18)										Total Cost
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M
Service/Program/Project Name  <i>Automatically populated from prior sheet (column B)</i>	Quantity Planned for FY 2017-18  <i>Automatically populated from prior sheet (column Q)</i>	Amount of RESERVE Measure B Paratransit DLD funds	Amount of FY 2017-18 Measure B Paratransit DLD funds	Amount of RESERVE Measure BB Paratransit DLD funds	Amount of FY 2017-18 Measure BB Paratransit DLD funds	Amount of OTHER Measure B/BB funds	What is the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, LSR, MB LSR, etc.)	Fare Revenue expected from service	Fare Revenue to be expended on service	Amount of all Non-Alameda CTC funds (not including fares)	What is the source of these non-Alameda CTC funds? (e.g. city funds, federal, state, etc.)	Total Cost (all sources)  <i>Automatically calculated</i>
Taxi Subsidy program	350				\$ 4,000							\$ 4,000
Day Trips & Hiking Trips	4,200		\$ 31,385		\$ 8,385							\$ 39,770
Pick Up & Go! Shopping Trips	1,000				\$ 9,938							\$ 9,938
Customer Service & Outreach	0				\$ 10,000					\$ 10,000	City general funds	\$ 20,000
0	0											\$ -
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<b>Totals</b>	<b>5,550</b>	<b>\$ -</b>	<b>\$ 31,385</b>	<b>\$ -</b>	<b>\$ 32,323</b>	<b>\$ -</b>		<b>\$ -</b>	<b>\$ -</b>	<b>\$ 10,000</b>		<b>\$ 73,708</b>

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

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB
Estimated Reserve Balance, June 30, 2018:	\$2,000	\$4,000
Reserve balance as percent of FY 2017-18 Revenue	6%	12%

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

## Attachment D: Vehicle Fleet

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

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

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

- Services provided:
  - Taxi Program (regular, high need medical)
  - City-based Specialized Van
  - Accessible Fixed-Route Shuttle
  - Scholarship
- Planning to implement a shuttle service to provide additional access to shopping and neighborhood activities
- 85% Measure B/BB; Remainder: City General Funds
- 31% reserves
- Cost per trip – showing increase in specialized van from \$42.17 to \$62.00 and taxi from \$25.35 to \$34.70
- Trends in trip provision – modest increase planned overall
- Includes flexibility to add a limited fixed neighborhood shopper shuttle if consultant (Nelson/Nygaard) determines they should
- Will not include travel training as was included last year because they are “focusing our plan on improvement of existing programs and a potential addition of limited shuttle services”
- Consultant will conduct needs assessment; held a February community meeting

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

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

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

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

## **Requirements and Instructions**

The Annual Paratransit Program Plan Application includes the following documents:

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

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

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

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

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

CONTACT INFORMATION	
Agency:	City of 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 31, 2017

### TYPES OF SERVICES PROVIDED

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

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

- **Management/Overhead:** Program oversight, planning, budgeting, participation in regional/countywide meetings. Include admin/labor even if it is paid by the City/transit agency for accurate reporting of full program expenses.
- **Customer Service/Outreach:** Activities associated with educating consumers about services that are available to them, answering questions from consumers and taking, tracking and responding to complaints and commendations. Include costs even if paid by the City/transit agency for accurate reporting of full program expenses.
- **ADA-mandated Paratransit:** Paratransit services provided by fixed-route transit operators to fulfill requirements under the American's with Disabilities Act (ADA).
- **City-based Door-to-Door:** Pre-scheduled, accessible, door-to-door service provided by city. Provides a similar level of service to ADA-mandated services; designed to fill gaps not met by ADA-mandated providers and/or relieve ADA-mandated providers of some trips.

- **Taxi Program:** Provides a same day, curb-to-curb service intended for situations when consumers cannot make their trip on a pre-scheduled basis; allows eligible consumers to use taxis or Transportation Network Companies (TNCs) (at program discretion) at a reduced fare.
- **City-based Specialized Accessible Van Service:** Specialized van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. These services are generally implemented as a supplement to a taxi program that does not meet critical needs for particular trips in accessible vehicles in certain communities.
- **Accessible Fixed-Route Shuttle:** Generally accessible vehicles that operate on a fixed route and schedule to serve common trip origins and destinations, e.g. senior centers, medical facilities, grocery stores, BART stations, other transit stations, community centers, commercial districts, and post offices.
- **Group Trips Program:** Round-trip accessible van rides for pre-planned outings or to attend specific events or go to specific destinations for fixed amounts of time, e.g. shopping trips or religious services. Trips usually originate from a senior center or housing facility.
- **Volunteer Driver Program:** Pre-scheduled, door-through-door services that are generally not accessible; rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. May also have an escort component.
- **Mobility Management/Travel Training:** Covers a wide range of activities, such as travel training, trip planning, and brokerage. Does not include provision of trips. (This is considered "non-trip provision").
- **Scholarship/Subsidized Fare Program:** Program to subsidize any service for customers who are low-income and can demonstrate financial need.
- **Meal Delivery:** Program to fund meal delivery to the homes of individuals who are transportation disadvantaged. Currently, only existing operating programs can continue to use Measure B funds for these service costs. No new meal delivery services can be established.
- **Capital Expenditure:** Capital purchase or other capital expenditure.
- **Note on volunteer driver programs and mobility management/training:** If your program is using DLD funds, but not discretionary grant funds, you will be required to submit further information.

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

We anticipate servicing 1,100 seniors through Berkeley Paratransit Services (BPS). BPS program elements in this year's plan are:

#### **Measure B**

##### **Taxi Scrip Program**

Berkeley Paratransit Services provides up to \$480 per person per year of no-cost scrip, (\$160 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 16 free van-ride vouchers (3 times per year) or taxi scrip, or both, to each wheelchair user needing wheelchair-accessible van or taxi service. 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 up to \$360 annually in reimbursed taxi scrip subsidies for taxicab or van rides returning from a health related appointment.

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

BPS provides up to 18 EBP tickets at no cost to any paratransit member 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 each eligible senior and/or disabled Berkeley resident with transportation needs associated with frequent medical appointments. Examples include, but are not limited to: dialysis appointments; cancer treatment appointments.

##### **Supplemental Taxi Scrip**

BPS provides supplemental taxi scrip to provide additional taxi scrip to transportation needs that are not met through other transportation resources. Supplemental scrip program is flexible to grow within budget and in response to need. Average scrip estimate is an additional \$240 per year, per participant.

##### **Limited Shuttle Services**

BPS will explore adding limited shopper/neighborhood shuttles to reach eligible Berkeley residents who do not access shopper shuttles available through Senior Center Programs.

##### **Management and Overhead**

Taxi drivers are key stakeholders in the successful implementation of our plan, and have expressed a willingness to move towards an improved payment model. Most taxi drivers are paid through a weekly cash window where scrip is turned in for payment. BPS' plan includes use

of Measure BB reserve funds for technical assistance to improve payment systems for taxi scrip programs. In FY16, BPS staff assumed responsibility for managing the taxi payment window.

**Capital Costs**

BPS will work with our Wheelchair Van program vendors to procure a wheelchair van that will increase wheelchair lift services to the Berkeley Community.

BPS plan provides flexibility to support for capital costs associated with improved taxi payment systems.

**Measure B and BB:**

**Outreach and Customer Service**

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

- Develop education materials about all transportation services in Berkeley, including other local shuttle systems
- Continue outreach on the High Medical Need scrip program.

**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.

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



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 in partnership with Nelson Nygaard to further explore the needs of the community.

Berkeley seniors and disabled adults place a high value in individual choice for transit options, and equity of service for all eligible residents. Taxi voucher/wheelchair van programs provide program participants with the most individual choice and time flexibility. This connects them with critical healthcare and community resources, and needs such as shopping, social activities and participating fully in community life. The scrip and van voucher programs also provide the greatest equity, bring transportation service to any participant's door, no matter where located in Berkeley.

The High Medical Need program provides critical support for those whose medical transportation needs are difficult to manage. Although enrollment in the program is small (38), for those participants, additional scrip is a significant support to health and wellness.

Our plan also provides us flexibility to add limited neighborhood shopper shuttle services if further analysis determines the community demand for service exists.

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

Berkeley Paratransit Services uses paper scrip and van vouchers that program participants can use for any purpose. 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), and local pharmacies (CVS, Walgreens, Safeway).

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 2017-18 conform to the Paratransit Program Implementation Guidelines, as required?** (FY 2017-18 Programs are *required* to conform to the Implementation Guidelines, revised January 2017)

☒ Yes

☐ No

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

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

This year’s plan includes the flexibility to add a limited fixed neighborhood shopper shuttle if community analysis determines we should add this service. Please see questions 7 and 8 for description of community process.

We will not provide travel training, which was included in our plan last year. We are focusing our plan on improvement of existing programs and a potential addition of limited shuttle services.

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

We do not anticipate any major service changes at this time. Our plan for program expansion (increase scrip and limited shuttle services) should allow for us to expand and contract benefits to match community growth and needs.

**PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW**

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

**A. Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment)

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

A. We will be seeking technical assistance to implement improved taxi payment, which may include purchase of taxi equipment.

E. The City of Berkeley has obtained technical assistance to ensure any potential shuttles are not duplicated of any fixed route transit provider.

## DEVELOPMENT OF PROGRAM PLAN

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

The process for input to Berkeley Paratransit Services included:

1. Community Meeting: An announcement describing a community meeting to explore how Berkeley would expand transportation options was printed in the City of Berkeley senior centers newsletter, mailed to every paratransit participant, and mailed to 19 community agencies serving seniors and disabled Berkeley residents. The community meeting was hosted by Nelson Nygaard and held on February 7, 2017.
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, 2017.
  - b. A presentation detailing the BPS annual plan will be provided to the Commission on Disability in June of 2017.
3. Consumer Feedback: Please see question #7 and #8 for details of deeper needs assessment conducted by Nelson Nygaard.

**7. 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. That needs assessment pointed us towards development of a shuttle service. We engaged with Nelson Nygaard to deepen the needs assessment through a two-phase process.

**Phase One:**

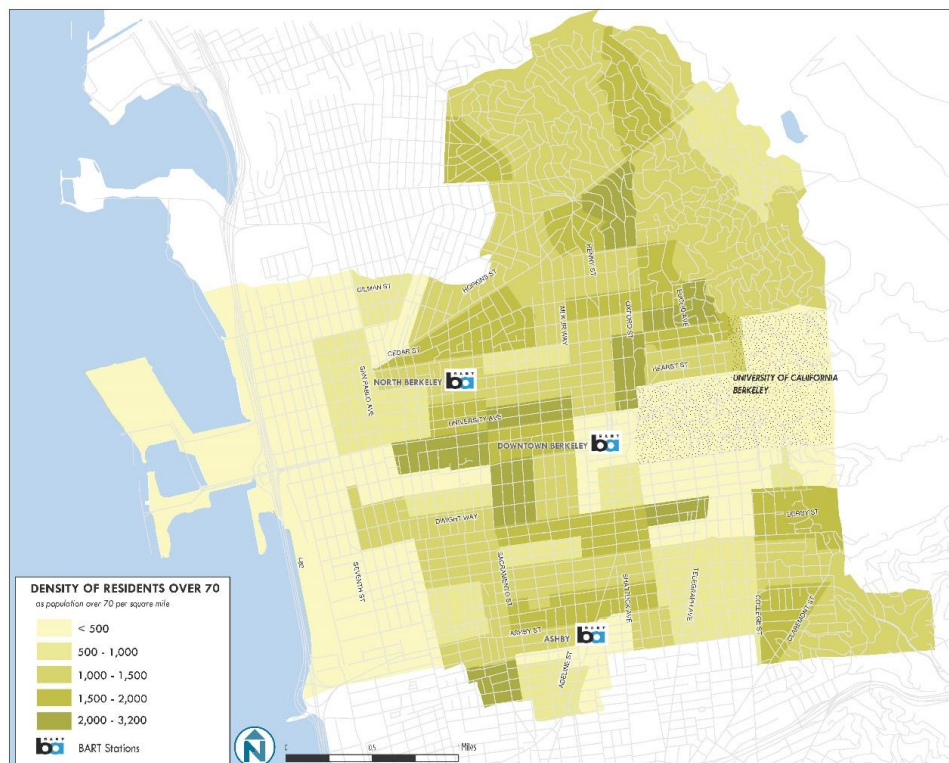
- Greatest impact of Measure B/BB Dollars
- Demographics in Berkeley
- Analysis of Community Transportation Options
- Shuttle Case Studies in Other Communities
- Deeper Dive into Consumer and Stakeholder Feedback

Phase Two: Developing operational plan based on analysis in Phase One.

We are approaching the end of Phase One. Highlights of the analysis include:

**DEMOGRAPHICS:**

- Berkeley residents:
  - 13% are seniors (65+)
  - 7.9% are people with disabilities
  - 25% of seniors have a disability
- Population Density:
  - Areas where higher numbers of residents age 70 and older are spread throughout Berkeley: North Berkeley, Central Berkeley, South and East Berkeley.



#### CURRENT PUBLIC TRANSIT SERVICES:

Berkeley is well-served with transit services.



#### CASE STUDIES:

Case studies in four communities for shuttle services were analyzed. Results showed that the most economical shuttles were available to the general public with high ridership. Other Paratransit-focused shuttles were less economical per ride, with low ridership, with the exception of shopping shuttles.

#### CONSUMER and STAKEHOLDER FEEDBACK

A community meeting and separate taxi driver feedback session were conducted by Nelson Nygaard. The majority of community members reported that the supplemental scrip program provided about the right amount of scrip needed. Community members also placed a great value on equity of service; while a shuttle service would be helpful, it would not serve all residents equally as seniors live throughout Berkeley. Community members also report that regional transportation solutions are a gap; taxis can take them to Oakland, but they may have a difficult time returning back to Berkeley using Berkeley taxi scrip.

Taxi drivers reported that for many drivers, paratransit scrip was a key source of business, as other competition has reduced non-paratransit taxi ridership. Taxi drivers were also interested in improved methods of reimbursement.

**FINDINGS**

- A high level of transportation service exist in Berkeley
- Taxis are challenged in the current operating environment
- Berkeley paratransit program has some regional limitations that impact a user's mobility
- Fixed shuttles exist in Berkeley that are open to public use. Increased outreach needed on transportation options in Berkeley.
- Shuttle services in other communities:
  - Successful models funded for general public
- Supplemental Scrip Program successful: demonstrated a need for additional scrip

**8. Describe how results from the community outreach, surveys and/or analysis described in Questions 6 and 7 were used to guide the development of the program plan.**

The results of our continued needs assessment have guided us to develop a flexible plan to support the operational objectives we anticipate to be developed in phase two of our continued needs assessment. Our plan includes supplemental scrip, shuttles, and management and overhead to support program improvements that will result from our needs assessment.

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

We will seek technical assistance to find creative solutions to improving taxi payments and options for consumers to return to Berkeley with BPS scrip from surrounding cities.

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

☒ Yes

☐ No

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

City of Berkeley City Council (scheduled for June 2017)

## OUTREACH

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

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.

We have also targeted agencies, residences and medical centers for presentations. This year, we have provided targeted outreach to:

**Senior Residences:**

- Silverado
- Lawrence Moore Manor
- Amistad
- Helios
- Oregon Apts.
- Mable Howard
- Redwood Gardens
- Stuart Pratt Manor
- Shattuck Senior Homes
- Strawberry Creek
- Sacramento Senior Homes

**Medical and Community Partners:**

- AC Adult Protective Services
- AC Highland Medical Center
- Alta Bates Summit Medical Center
- Lifelong Primary
- Over 60 Health Center
- Senior Information Line
- Eden I & R
- Kaiser – Oakland
- Easy Does It
- La Vita Dialysis
- Berkeley Dialysis
- Berkeley Food Pantry
- Meals on Wheels
- North Berkeley Senior Center Health Fair

## ELIGIBILITY AND ENROLLMENT

### 12. 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; or 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 frequent or distant medical appointments and a need for transportation services for medical care. Eligibility for supplemental taxi scrip is listed above. Over age 60 or certified as disabled by EB Paratransit are shuttle-eligible, with priority seating for residents age 70 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. Transport to and from senior centers is available for Berkeley residents; any senior can participate in group and shopping trips.

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

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

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

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 directly to taxi companies, and when appropriate, 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.

Complaints are also considered when developing program plans and improvements. For example, consumers let us know that it was difficult to remember exactly how to use scrip when you are a new participant. At our next scrip order, a sheet was added to our scrip book describing how to use the scrip.

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

The City of Berkeley Paratransit received 10 complaints this year concerning taxi service:

1. The taxi driver was rude, or impatient with the participant.
2. When called, the taxi said they would not accept scrip.
3. The taxi appeared to charge too much for the ride.

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. This year, riders have let us know the increased scrip provided through supplemental scrip, and the scrip for medical needs, has been made a significant improvement in their quality of life.

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

This year, we did not received any complaints regarding late scrip as a result of program changes made to mail scrip one week earlier.

Although we only received 10 complaints, all were related to taxi service. We have worked to improve relationships with taxi drivers as follows:

1. Establishing consistent communication with taxi owners to gather information concerning their needs and issues with our programs.
2. Improving service at the taxi reimbursement window by increasing reimbursement limits during periods of high demand.

We will continue our work during this next program year to improve relationships with taxi drivers as we seek technical assistance to improve payment methods for scrip services.

## EXPECTED DEMAND/USE OF SERVICES

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

<b>Registrants at beginning of FY 2015-16</b>	956
<b>Registrants at end of FY 2015-16</b>	1,000
<b>Current Registrants for FY 2016-17</b>	1,017
<b>Projected Registrants for FY 2017-18</b>	1,100

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

Enrollment trends over the recent years indicate that we have stabilized in new enrollments at about 150 per year.

New enrollees over the last three years:

FY13: 163

FY14: 162

FY15: 146

FY16: 140

July-Mar 2017: 102

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

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

FY16: 10,484

July – Mar 2017: 8,554

We anticipate the number of one-way trips to increase due to supplemental scrip and high medical need program.

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

[ ] Yes

[X] No

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

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

<b>Lift/ramp trips provided in FY 2015-16</b>	661
<b>Lift/ramp trips to be provided in FY 2016-17</b>	450
<b>Lift/ramp trips projected to be provided in FY 2017-18</b>	500

## VEHICLE FLEET

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

## SAFETY INCIDENTS

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

No safety incidents have been reported.

## FINANCES: PROGRAM REVENUE AND COST

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

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

## **A. Management/Overhead Costs**

### **Management and Overhead Costs supported by Measure B:**

Beginning this FY, Aging Services was assigned the task of managing the taxi payment window.

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

One-time costs: We will continue with phase two of our program analysis/needs assessment and develop plans to operationalize improved scrip payments and explore limited shuttle additions. We will continue to partner with Nelson Nygaard for one-time technical assistance and guidance. This year, we will also support the addition of a Transportation Coordinator partially with Measure BB, with the majority of this position supported by City General Funds. (Approximately 85% City Funds, 15% Measure BB). This position will be project based, and provide staff management to transportation services funded through Measure B and City General Fund. Some work by this position will include customer service and outreach duties.

Ongoing costs: Cost for management of taxi payment window will be partially supported by Measure BB funds.

### **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
- 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.

## **B. 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 and Measure B funds**. Measure B partially supports the costs of .50 FTE Community Services Specialist I (approximately .40 FTE). City Funds support the costs of approximately 1.0 FTE staff.

**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 a portion of the costs of a .50 Community Services Specialist I (approximately .40 FTE), 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.

## PROGRAM FUNDING RESERVES

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

Measure B Reserves: Our plan includes spending reserves during FY2017-18 as follows:

- Phase Two of Needs Assessment/Program Development Plan: Nelson Nygaard (partial)
- Capital costs if needed for electronic taxi payment program (if needed, partial).

Measure BB Reserves: Our plan includes spending reserves during FY2017-18 as follows:

Phase Two of Needs Assessment/Program Development Plan: Nelson Nygaard (partial)

- Capital costs if needed for electronic taxi payment program (partial).
- Capital costs for procurement of accessible van.

## MISCELLANEOUS

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

We are entering phase two of our extended needs assessment, where we will obtain technical assistance on developing operational plans to implement the plan resulting from community input. Our plan this year aims to provide flexibility to respond to needs and values expressed throughout our needs assessment: maintaining flexible transportation options; providing equity to community residents; and maximizing resources.

Alameda CTC FY 2017-18 Annual Paratransit Program Plan Application (July 1, 2017 - June 30, 2018)  
Attachment A: Summary of Past Program Service, Performance and Costs (FY 2015-16)

Service/Program Type and Name		Performance FY 2015-16		Total FY 2015-16 Program Costs Expended by Fund Source (Measure B, Measure BB and all other funds expended during FY 2015-16)										Notes
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M	Column N	Column O
Eligible Service/Program Type  <i>Drop-down Menu</i>	Service/Program/Project Name	Quantity Provided FY 2015-16 Provide total number of one-way trips or units	On-Time Performance FY 2015-16 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 2015-16 Measure B Paratransit DLD funds	Amount of FY 2015-16 Measure BB Paratransit DLD funds	Amount of OTHER Measure B/BB funds	What was the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, MB LSR, etc.)	Fare Revenue received from service	Fare Revenue expended on service	Amount of all non-Alameda CTC funds (not including fares)	What was the source of these non-Alameda CTC funds? (e.g. City general fund, federal, state, etc.)	Total Funds expended (all sources)  <i>Automatically calculated</i>	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Taxi Program	Taxi Scrip Program	10,484	unavailable		\$ 265,722								\$ 265,722	
													\$ -	
City-based Specialized Van	Wheelchair Van Program	661	unavailable	\$ 23,185	\$ 4,687								\$ 27,872	
													\$ -	
Customer Service and Outreach	Customer Services and Outreach		Not applicable	\$ 15,650		\$ 17,647					\$ 70,996		\$ 104,293	
													\$ -	
Management/Overhead	Management and Overhead		not applicable	\$ 400		\$ 2,388					\$ 5,463		\$ 8,251	
													\$ -	
Scholarship/Subsidized Fare	East Bay Paratransit Tickets	1,780									\$ 7,120		\$ 7,120	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
				\$ 39,235	\$ 270,409	\$ 20,035	\$ -		\$ -	\$ -	\$ 83,579		\$ 413,258	

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

Attachment B: Description of Planned Program

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

Service/Program Type and Name		Contractor	Need(s) Met	Cost to Consumer		For Trip Provision Services			
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
Eligible Service/Program Type  Drop-down Menu	Service/Program/Project Name	If service is contracted, provide name of contractor/service provider	Need(s) this Service Meets (E.g. medical, grocery, recreation, regional trips, etc.)	Fare/Cost to Consumer	Fare Medium (E.g. cash, voucher, reimbursement, annual fee, etc.)	Vehicle Accessibility  Drop-down Menu	Is this a same day or pre-scheduled service?  Drop-down Menu	Is this a fixed route or origin-to-destination service (e.g. door-to-door)?  Drop-down Menu	Service Area
Taxi Program	Taxi Scrip		Medical, social, grocery, recreational	none	taxi scrip	Accessible	Same day	door-to-door	Primarily Berkeley, with limited service in surrounding cities
Taxi Program	High Medical Need Program		Medical	none	taxi scrip	Accessible	Same day	door-to-door	Primarily Berkeley, with limited service in surrounding cities
City-based Specialized Van	Wheelchair Van Program	Easy Does It; Friendly Transportation	Medical, social, grocery, recreational	none	voucher	Accessible	Same day	door-to-door	Berkeley and surrounding cities
Accessible Fixed-Route Shuttle	Neighborhood Shopper Shuttle		Social, grocery, recreational	none	to be determined	Accessible	Same day	Fixed Route w/Deviations	Berkeley
Customer Service and Outreach	Customer Services and Outreach		program access	none	not applicable				Berkeley
Management/Overhead	Management/Overhead								Berkeley
Capital Purchase	Accessible Van		Medical, social, grocery, recreational	none	not applicable	Accessible			Primarily Berkeley, with limited service in surrounding cities
Capital Purchase	Taxi Payment Improvement		Medical, social, grocery, recreational	none	not applicable				Primarily Berkeley, with limited service in surrounding cities

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  Will automatically populate from rows above	Service/Program/Project Name  Will automatically populate from rows above	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  Drop-down Menu	Quantity Planned Provide total number of units (one-way passenger trips, consumers trained, meals delivered, etc.)	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Taxi Program	Taxi Scrip	\$160 every four months; \$80 every four months with supplemental scrip; \$120 every four months in medical return trip scrip reimbursement.	not applicable	not applicable	24/7; taxi operating hours	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; or seniors age 70 to 79 whose incomes are not more than 50 percent of the Area Median Income.	Continuing/Ongoing	12,000	
Taxi Program	High Medical Need Program	\$120 per month	not applicable	not applicable	24/7; taxi operating hours	High Medical Need Program enrollees must be current Berkeley Paratransit Services enrollees and demonstrate frequent or distant medical appointments and a need for transportation services for medical care.	Continuing/Ongoing	1,200	

[illegible]

Alameda CTC FY 2017-18 Annual Paratransit Program Plan Application (July 1, 2017 - June 30, 2018)  
Attachment C: Program Revenue, Cost and Fund Sources

Total FY 2017-18 Program Revenue (Measure B, Measure BB and all other funds available for FY 2017-18)	
Estimated <b>Measure B</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2016-17 (June 30, 2017)	\$50,000
Projected FY 2017-18 <b>Measure B</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$281,715
Estimated <b>Measure BB</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2016-17 (as of June 30, 2017)	\$325,000
Projected FY 2017-18 <b>Measure BB</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC )	\$290,132
<b>Total FY 2017-18 Measure B and BB Paratransit DLD Revenue</b> (Automatically calculated)	<b>\$946,847</b>
Total FY 2017-18 Other Revenue (All other revenue sources, non-DLD, including Gap grant)	\$ 220,000
<b>Total FY 2017-18 Program Revenue</b> (Measure B, Measure BB and all other sources available for FY 2017-18) (Automatically calculated)	<b>\$1,166,847</b>

Service/Program Name		Total FY 2017-18 Program Costs by Fund Source (Measure B, Measure BB and all other funds planned to be expended during FY 2017-18)										Total Cost
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M
Service/Program/Project Name  <i>Automatically populated from prior sheet (column B)</i>	Quantity Planned for FY 2017-18  <i>Automatically populated from prior sheet (column Q)</i>	Amount of RESERVE Measure B Paratransit DLD funds	Amount of FY 2017-18 Measure B Paratransit DLD funds	Amount of RESERVE Measure BB Paratransit DLD funds	Amount of FY 2017-18 Measure BB Paratransit DLD funds	Amount of OTHER Measure B/BB funds	What is the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, LSR, MB LSR, etc.)	Fare Revenue expected from service	Fare Revenue to be expended on service	Amount of all Non-Alameda CTC funds (not including fares)	What is the source of these non-Alameda CTC funds? (e.g. city funds, federal, state, etc.)	Total Cost (all sources)  <i>Automatically calculated</i>
Taxi Scrip	12,000		\$ 232,715	\$ 55,000	\$ 185,132							\$ 472,847
High Medical Need Program	1,200				\$ 36,000							\$ 36,000
Wheelchair Van Program	500		\$ 26,000	\$ 5,000								\$ 31,000
Neighborhood Shopper Shuttle	1,000				\$ 15,000							\$ 15,000
Customer Services and Outreach	0		\$ 13,000		\$ 44,000					\$ 149,000	City funds	\$ 206,000
Management/Overhead	0		\$ 10,000	\$ 60,000	\$ 10,000					\$ 70,000	City funds	\$ 150,000
Accessible Van	0	\$ 5,000		\$ 50,000								\$ 55,000
Taxi Payment Improvement	0	\$ 5,000		\$ 20,000								\$ 25,000
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
<b>Totals</b>	<b>14,700</b>	<b>\$ 10,000</b>	<b>\$ 281,715</b>	<b>\$ 190,000</b>	<b>\$ 290,132</b>	<b>\$ -</b>		<b>\$ -</b>	<b>\$ -</b>	<b>\$ 219,000</b>		<b>\$ 990,847</b>

		281,715	
PARATRANSIT DLD RESERVE BALANCES		Measure B	Measure BB
Estimated Reserve Balance, June 30, 2018:		\$40,000	\$135,000
<i>Reserve balance as percent of FY 2017-18 Revenue</i>		<i>14%</i>	<i>47%</i>

Budget check (total revenue less total cost): \$176,000  
\$175,000.00

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

**Attachment D: Vehicle Fleet**

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

Vehicle Fleet									
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
					Vehicle Capacity				
Make	Type of Vehicle(s) (specify bus, large van, minivan, sedan)	Year of Vehicle	Fuel Type	Lift/Ramp Equipment (specify lift, ramp, or none)	Ambulatory	Wheelchair	Number of Vehicles	Owner (specify if contractor)	City that vehicle(s) are garaged
Ford-Econoline	Van	N/A	Gas	Ramp	Yes	Yes	1	Easy Does It	N/A
Ford-Escape	SUV	2007		None	N/A	N/A	1	A. Express Cab (Veh #502)	N/A
Toyota-Sienna	Minivan	2001	Gas	None	N/A	N/A	1	A1 California Cab (Veh #413)	N/A
Ford-Escape	SUV	2008		None	N/A	N/A	1	A-1 Taxi Cab Co (Veh #157)	N/A
Toyota-Prius	Sedan	2008	Hybrid	None	N/A	N/A	1	Adventure Cab (Veh #580)	N/A
Toyota-Prius	Sedan	2007	Hybrid	None	N/A	N/A	1	Airport Express (Veh #55)	N/A
Ford-Escape	SUV	2010		None	N/A	N/A	1	Airport Luxor (Veh #5)	N/A
Ford-Escape	SUV	2008		None	N/A	N/A	1	American Cab Express (Veh #20)	N/A
Ford-Escape	SUV	2008		None	N/A	N/A	1	Avon Cab (Veh #503)	N/A
Toyota-Sienna	Minivan	2001	Gas	None	N/A	N/A	1	Berkeley Cab (Veh #1214)	N/A
Ford		2008		None	N/A	N/A	1	Berkeley Namaste	N/A
Ford-Escape	SUV	2008		None	N/A	N/A	1	City Cab (Veh #50)	N/A
Mercury-Mariner	SUV	2008	Gas	None	N/A	N/A	1	City Express (Veh #27)	N/A
Toyota-Prius	Sedan	2007	Hybrid	None	N/A	N/A	1	Commuters Cab (Veh #77)	N/A
Toyota-Sienna	Minivan	2013	Gas	None	N/A	N/A	1	D.D. Cab Co (Veh #93)	N/A
Ford-Escape	SUV	2008		None	N/A	N/A	1	Dakha Taxi Service (Veh #2005)	N/A
Ford-Escape	SUV	2008		None	N/A	N/A	1	Eagle Cab Co (Veh #9)	N/A
Toyota-Prius	Sedan	2009	Hybrid	None	N/A	N/A	1	East Bay Cab (Veh #23)	N/A
Toyota-Prius	Sedan	2004	Hybrid	None	N/A	N/A	1	Eko Cab (Veh #16)	N/A
Toyota-Prius	Sedan	2009	Hybrid	None	N/A	N/A	1	Eros Cab (Veh #280)	N/A
Ford-Escape	SUV	2007		None	N/A	N/A	1	Executive Cab (Veh #599)	N/A
Toyota-Prius	Sedan	2013	Hybrid	None	N/A	N/A	1	Friendly Cab (Veh #61)	N/A
Toyota-Prius	Sedan		Hybrid	None	N/A	N/A	1	Friendly Cab (Veh #89)	N/A

Toyota-Prius	Sedan	2007	Hybrid	None	N/A	N/A	1	Friendly Cab (Veh #158)	N/A
Toyota-Prius	Sedan	2010	Hybrid	None	N/A	N/A	1	Friendly Cab (Veh #170)	N/A
Ford-Escape	SUV	2009		None	N/A	N/A	1	Friendly Cab (Veh #174)	N/A
Toyota-Prius	Sedan	2010	Hybrid	None	N/A	N/A	1	Friendly Cab (Veh #177)	N/A
Toyota-Prius	Sedan	2014	Hybrid	None	N/A	N/A	1	Friendly Cab Veh #186)	N/A
Toyota-Prius	Sedan	2006	Hybrid	None	N/A	N/A	1	Friendly Cab (Veh #193)	N/A
Ford-escape	SUV	2013		None	N/A	N/A	1	Friendly Cab (Veh #226)	N/A
Toyota-Prius	Sedan	2007	Hybrid	None	N/A	N/A	1	Friendly Cab (Veh #241)	N/A
Toyota-Prius	Sedan	2007	Hybrid	None	N/A	N/A	1	Friendly Cab (Veh #321)	N/A
Toyota-Prius	Sedan	2007	Hybrid	None	N/A	N/A	1	Friendly Cab (Veh #216)	N/A
Honda Civic	Sedan	2012	Gas	None	N/A	N/A	1	Friendly Cab (Veh #160)	N/A
Toyota-Prius	Sedan	2010	Hybrid	None	N/A	N/A	1	Friendly Cab (Veh #175)	N/A
Ford Crown Victoria	Sedan	2005	Gas	None	N/A	N/A	1	Friendly Cab (Veh #182)	N/A
Toyota-Sienna	Minivan	2002	Gas	None	N/A	N/A	1	Green Cab Co (Veh #48)	N/A
Mercury-Mariner	SUV	2007	Gas	None	N/A	N/A	1	Inter City Cab Co (Veh #46)	N/A
Toyota-Prius	Sedan	2006	Hybrid	None	N/A	N/A	1	Local & Airport Cab (Veh #507)	N/A
Toyota-Prius	Sedan	2006	Hybrid	None	N/A	N/A	1	Local Airport Cab (Veh #501)	N/A
Ford Crown Victoria	Sedan	1999	Gas	None	N/A	N/A	1	Local Airport Cab (Veh #507)	N/A
Toyota-Prius	Sedan	2008	Hybrid	None	N/A	N/A	1	Lotus Cab (Veh #101)	N/A
Toyota-Prius	Sedan	2006	Hybrid	None	N/A	N/A	1	Lumi Cab (Veh #71)	N/A
Toyota-Prius	Sedan	2007	Hybrid	None	N/A	N/A	1	Non Smoking Cab (Veh #1)	N/A
Ford-Escape	SUV	2006		None	N/A	N/A	1	Power Cab (Veh #881)	N/A
Toyota-Prius	Sedan	2009	Hybrid	None	N/A	N/A	1	Rids Brothers (Veh #12)	N/A
Toyota-Highlander	SUV	2007	Gas	None	N/A	N/A	1	Rids Brothers (Veh #13)	N/A
Toyota-Highlander	SUV	2006	Gas	None	N/A	N/A	1	Safari Cab (Veh #2001)	N/A
Toyota-Prius	Sedan	2006	Hybrid	None	N/A	N/A	1	Silver Taxi (Veh #94)	N/A
Ford-Escape	SUV	2008		None	N/A	N/A	1	Smart Cab (Veh #75)	N/A
Toyota-Prius	Sedan	2005	Hybrid	None	N/A	N/A	1	Super Wheel Cab (Veh #259)	N/A
Mercedes	Sedan	2001		None	N/A	N/A	1	Tip Top Cab (Veh #2)	N/A
Toyota-Prius	Sedan	2007	Hybrid	None	N/A	N/A	1	Union Cab (Veh #96)	N/A
Toyota-Prius	Sedan	2010	Hybrid	None	N/A	N/A	1	Unique Taxi (Veh #27)	N/A
Ford Crown Victoria	Sedan	1999	Gas	None	N/A	N/A	1	United Taxi Cab (Veh #108)	N/A
Toyota-Camry	Sedan	2014	Gas	None	N/A	N/A	1	US Cab (Veh #208)	N/A
Toyota-Prius	Sedan	2007	Hybrid	None	N/A	N/A	1	US Express Cab (Veh #825)	N/A

Ford-Escape	SUV	2008		None	N/A	N/A	1	US Express Cab (Veh #826)	N/A
Toyota-Prius	Sedan	2008	Hybrid	None	N/A	N/A	1	Vulture Cab (Veh #11)	N/A
Toyota-Prius	Sedan	2014	Hybrid	None	N/A	N/A	1	West Coast Cab (Veh #92)	N/A
Ford Crown Victoria	Sedan	2005	Gas	None	N/A	N/A	1	Yellow Cab Co (Veh #107)	N/A
Toyota-Prius	Sedan	2006	Hybrid	None	N/A	N/A	1	Yellow Cab Express (Veh #707)	N/A
Toyota-Prius	Sedan	2004	Hybrid	None	N/A	N/A	1	Yellow Cab Express (Veh #711)	N/A
Ford-Escape	SUV	2008		None	N/A	N/A	1	Yellow Campus Cab Co (Veh #51)	N/A
Ford-Escape	SUV	2008		None	N/A	N/A	1	Yellow Campus Cab Co (Veh #52)	N/A
Ford-Escape	SUV	2006		None	N/A	N/A	1	Yellow Checker Cab (Veh #410)	N/A
Ford-Escape	SUV	2007		None	N/A	N/A	1	Yellow Checker Cab (Veh #411)	N/A
Ford-Escape	SUV	2009		None	N/A	N/A	1	Yellow Checker Cab Co (Veh #123)	N/A
Toyota-Prius	Sedan	2007	Hybrid	None	N/A	N/A	1	Yellow City Cabs (Veh #25)	N/A
Toyota-Prius	Sedan	2006	Hybrid	None	N/A	N/A	1	Yellow Express Cab (Veh #505)	N/A
Toyota-Prius	Sedan	2005	Hybrid	None	N/A	N/A	1	Yellow Express Cab (Veh #510)	N/A
Mercury-Mariner	SUV	2008	Gas	None	N/A	N/A	1	Yellow Express Cab (Veh #511)	N/A
Toyota-Prius	Sedan	2005	Hybrid	None	N/A	N/A	1	Yellow Express Cab (Veh #539)	N/A
Ford-Escape	SUV	2007		None	N/A	N/A	1	Yellow Friendly Mary Cab (Veh #29)	N/A
Toyota-Sienna	Minivan	2002	Gas	None	N/A	N/A	1	Yellow Star Express (Veh #76)	N/A
Ford-Escape	SUV	2008		None	N/A	N/A	1	Yellow Taxi Service (Veh #34)	N/A
Toyota-Prius	Sedan	2007	Hybrid	None	N/A	N/A	1	Yeti Taxi Services (Veh #823)	N/A
Ford-Escape	SUV	2008		None	N/A	N/A	1	Yeti Taxi Services (Veh # 824)	N/A

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

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

- Services provided:
  - Taxi
  - Group Trips
  - Scholarship
  - City-based Door-to-Door (8-To-Go)
  - Meal Delivery
- 58% Measure B/BB; Remainder: City General Funds
- 46% reserves, not in violation of policy, set aside for 8-To-Go
- Cost per trip – showing increase in taxi from \$21.34 to \$30.00
- Trends in trip provision – modest increase planned overall
- Did not include city-paid costs for program administration
- Received partial CIP funding for 8-to-Go Shuttle
- Report they are facing an annual shortfall of about \$30,000 beginning in FY 2019-20. New funding source needed in order to fund “8-To-Go” beyond FY 2018-19
- Interested in expanding taxi program to include TNCs as eligible for reimbursement

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

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

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

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

## **Requirements and Instructions**

The Annual Paratransit Program Plan Application includes the following documents:

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

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

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

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

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

CONTACT INFORMATION	
Agency:	City of Emeryville
Contact Name:	Brad Helfenberger
Title:	Recreation Manager
Phone Number:	510-596-3779
E-mail Address:	bhelfenberger@emeryville.org

**Date Submitted:** 3/29/2017

### TYPES OF SERVICES PROVIDED

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

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

- **Management/Overhead:** Program oversight, planning, budgeting, participation in regional/countywide meetings. Include admin/labor even if it is paid by the City/transit agency for accurate reporting of full program expenses.
- **Customer Service/Outreach:** Activities associated with educating consumers about services that are available to them, answering questions from consumers and taking, tracking and responding to complaints and commendations. Include costs even if paid by the City/transit agency for accurate reporting of full program expenses.
- **ADA-mandated Paratransit:** Paratransit services provided by fixed-route transit operators to fulfill requirements under the American's with Disabilities Act (ADA).
- **City-based Door-to-Door:** Pre-scheduled, accessible, door-to-door service provided by city. Provides a similar level of service to ADA-mandated services; designed to fill gaps not met by ADA-mandated providers and/or relieve ADA-mandated providers of some trips.

- **Taxi Program:** Provides a same day, curb-to-curb service intended for situations when consumers cannot make their trip on a pre-scheduled basis; allows eligible consumers to use taxis or Transportation Network Companies (TNCs) (at program discretion) at a reduced fare.
- **City-based Specialized Accessible Van Service:** Specialized van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. These services are generally implemented as a supplement to a taxi program that does not meet critical needs for particular trips in accessible vehicles in certain communities.
- **Accessible Fixed-Route Shuttle:** Generally accessible vehicles that operate on a fixed route and schedule to serve common trip origins and destinations, e.g. senior centers, medical facilities, grocery stores, BART stations, other transit stations, community centers, commercial districts, and post offices.
- **Group Trips Program:** Round-trip accessible van rides for pre-planned outings or to attend specific events or go to specific destinations for fixed amounts of time, e.g. shopping trips or religious services. Trips usually originate from a senior center or housing facility.
- **Volunteer Driver Program:** Pre-scheduled, door-through-door services that are generally not accessible; rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. May also have an escort component.
- **Mobility Management/Travel Training:** Covers a wide range of activities, such as travel training, trip planning, and brokerage. Does not include provision of trips. (This is considered "non-trip provision").
- **Scholarship/Subsidized Fare Program:** Program to subsidize any service for customers who are low-income and can demonstrate financial need.
- **Meal Delivery:** Program to fund meal delivery to the homes of individuals who are transportation disadvantaged. Currently, only existing operating programs can continue to use Measure B funds for these service costs. No new meal delivery services can be established.
- **Capital Expenditure:** Capital purchase or other capital expenditure.
- **Note on volunteer driver programs and mobility management/training:** If your program is using DLD funds, but not discretionary grant funds, you will be required to submit further information.

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

The City of 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.

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

All of the 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.

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

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 2017-18 conform to the Paratransit Program Implementation Guidelines, as required?** (FY 2017-18 Programs are *required* to conform to the Implementation Guidelines, revised January 2017)

☒ Yes

☐ No

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

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

We plan to use a portion of our reserve funding to supplement the costs of the 8 To Go Program since it is anticipated that the program will not be awarded the full amount applied for through the 2018 CIP program. We plan to use the rest of our reserve funding in FY 18-19 to continue the program at least through June 2019.

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

We will need to secure another source of funding beyond FY 18-19 in order to continue the 8 To Go Program. We are facing an annual shortfall of about \$30,000 beginning in FY 19-20.

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

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

**requested explanation for each.** Applicants must address any applicable paratransit projects and programs listed in Attachment B.

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

- 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 current Taxi Subsidy Program does not use TNCs
- D. Our Taxi Subsidy program does not include incentives to drivers and/or transportation providers.
- E. The City of Emeryville does not fund an Accessible Shuttle Service as defined by A-CTC with Measure B or BB funds.
- F. 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.
- G. There are no low-income requirements for our scholarship or fare subsidy programs.

## DEVELOPMENT OF PROGRAM PLAN

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

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.



**7. 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.

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

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.

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

There are no major changes to the program plan from previous years. However, we are interested in integrating our taxi program with the use of TNCs and also interested in learning about new innovative or emerging technology that other agencies have found success with.

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

☐ Yes

☒ No

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

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## OUTREACH

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

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/mailed 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

**12. 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.

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

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

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

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.

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

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. They would also like to be able to purchase more tickets than the program allows for.

Taxi Reimbursement Program: Common complaints include the inability to use TNCs. 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.

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

**8 to Go:** We are finding that miscommunications are most often caused when riders mistakenly believe they reserved a ride when they in fact did not. Late pickups are usually caused by a rider with limited mobility who may take longer to board. We are trying to build more time in to these rides, but unfortunately this further limits the amount of rides we are able to provide and thus increases the cost per ride.

**Discount Paratransit Tickets:** No changes to this program have been made. We are interested in increasing the benefit amount of the program, if this is permissible.

**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. We are also interested in learning how we can incorporate TNCs into the program.

**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

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

<b>Registrants at beginning of FY 2015-16</b>	1,800
<b>Registrants at end of FY 2015-16</b>	1,800
<b>Current Registrants for FY 2016-17</b>	1,800
<b>Projected Registrants for FY 2017-18</b>	1,800

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

Programs have reached a healthy equilibrium between resources and demand.

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

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

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

☒ Yes

☐ No

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

Yes for the Group Trips Program and the 8 To Go program. Each Group Trip has an escort, who is also a participant in the trip. This accounts for about 5% of the ridership. Occasionally, on Group Trips and/or the 8 To Go Program, wheelchair-bound passengers will bring an attendant along on the trip and are counted in attendance. We estimate this to be about 1% of total ridership.

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

<b>Lift/ramp trips provided in FY 2015-16</b>	Data was not collected
<b>Lift/ramp trips to be provided in FY 2016-17</b>	Group Trips: 15 8 To Go: 147
<b>Lift/ramp trips projected to be provided in FY 2017-18</b>	Group Trips: 15 8 To Go: 150

## VEHICLE FLEET

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

## SAFETY INCIDENTS

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

There were no safety incidents recorded by our program in FY 2015-16 or to date in FY 2016-17

## FINANCES: PROGRAM REVENUE AND COST

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

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

**A. Management/Overhead Costs**

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.

**B. Customer Service and Outreach Costs**

The City of Emeryville DOES NOT use the Alameda-CTC Paratransit money for Customer Services and Outreach Costs 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**

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

As mentioned above, some of the balance will be spent this year toward operations of the 8 To Go Program. The remainder of the balance is anticipated to be used in 2018-19 for this purpose. This will be necessary to make up the difference between what was applied for and what is anticipated to be awarded from the 2018 CIP program. This will allow the program to be fully funded through FY 2018-19.

**MISCELLANEOUS**

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





Alameda CTC FY 2017-18 Annual Paratransit Program Plan Application (July 1, 2017 - June 30, 2018)  
Attachment A: Summary of Past Program Service, Performance and Costs (FY 2015-16)

Service/Program Type and Name		Performance FY 2015-16		Total FY 2015-16 Program Costs Expended by Fund Source (Measure B, Measure BB and all other funds expended during FY 2015-16)										Notes
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M	Column N	Column O
Eligible Service/Program Type  <i>Drop-down Menu</i>	Service/Program/Project Name	Quantity Provided FY 2015-16 Provide total number of one-way trips or units	On-Time Performance FY 2015-16 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 2015-16 Measure B Paratransit DLD funds	Amount of FY 2015-16 Measure BB Paratransit DLD funds	Amount of OTHER Measure B/BB funds	What was the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, MB LSR, etc.)	Fare Revenue received from service	Fare Revenue expended on service	Amount of all non-Alameda CTC funds (not including fares)	What was the source of these non-Alameda CTC funds? (e.g. City general fund, federal, state, etc.)	Total Funds expended (all sources)  <i>Automatically calculated</i>	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Group Trips	Accessible Group Trip Program	4,950	unavailable		\$ 8,338				\$ 85,546	\$ 84,534	\$ 50,000	City Gen. Fund	\$ 142,872	D-Data Unavailable L-Staff time estimate
Taxi Program	Taxi Reimbursement	196	non-applicable		\$ 3,183						\$ 1,000	City Gen. Fund	\$ 4,183	D-Data Unavailable L-Staff time estimate
Meal Delivery (existing program)	Meals on Wheels Reimbursement	6,145	non-applicable		\$ 261						\$ 250	City Gen. Fund	\$ 511	D-Data Unavailable L-Staff time estimate
Scholarship/Subsidized Fare	Subsidized EBP Fare Program	500	non-applicable		\$ 500				\$ 125		\$ 500	City Gen. Fund	\$ 1,000	D-Data Unavailable L-Staff time estimate
City-based Door-to-Door	8-To-Go Shuttle	2,679	unavailable			\$ 28,000	\$ 34,000	MB Gap Grant	\$ 1,345		\$ 53,075	City Gen. Fund	\$ 115,075	D - Data Unavailable L - Details provided in Gap Grant Rembursement Request
Management/Overhead	Finance - Audit Fees				\$ 873	\$ 867							\$ 1,740	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
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				\$ -	\$ 13,155	\$ 28,867	\$ 34,000		\$ 87,016	\$ 84,534	\$ 104,825		\$ 265,381	

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**Alameda CTC FY 2017-18 Annual Paratransit Program Plan Application (July 1, 2017 - June 30, 2018)**  
**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 FY 2017-18 Annual Paratransit Program Plan Application (July 1, 2017 - June 30, 2018)  
Attachment C: Program Revenue, Cost and Fund Sources

Total FY 2017-18 Program Revenue (Measure B, Measure BB and all other funds available for FY 2017-18)	
Estimated <b>Measure B</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2016-17 (June 30, 2017)	\$47,573
Projected FY 2017-18 <b>Measure B</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$29,739
Estimated <b>Measure BB</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2016-17 (as of June 30, 2017)	\$6,840
Projected FY 2017-18 <b>Measure BB</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC )	\$30,628
<b>Total FY 2017-18 Measure B and BB Paratransit DLD Revenue</b> (Automatically calculated)	<b>\$114,780</b>
Total FY 2017-18 Other Revenue (All other revenue sources, non-DLD, including Gap grant)	\$218,250
<b>Total FY 2017-18 Program Revenue</b> (Measure B, Measure BB and all other sources available for FY 2017-18) (Automatically calculated)	<b>\$333,030</b>

Service/Program Name		Total FY 2017-18 Program Costs by Fund Source (Measure B, Measure BB and all other funds planned to be expended during FY 2017-18)										Total Cost
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M
Service/Program/Project Name  <i>Automatically populated from prior sheet (column B)</i>	Quantity Planned for FY 2017-18  <i>Automatically populated from prior sheet (column Q)</i>	Amount of RESERVE Measure B Paratransit DLD funds	Amount of FY 2017-18 Measure B Paratransit DLD funds	Amount of RESERVE Measure BB Paratransit DLD funds	Amount of FY 2017-18 Measure BB Paratransit DLD funds	Amount of OTHER Measure B/BB funds	What is the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, LSR, MB LSR, etc.)	Fare Revenue expected from service	Fare Revenue to be expended on service	Amount of all Non-Alameda CTC funds (not including fares)	What is the source of these non-Alameda CTC funds? (e.g. city funds, federal, state, etc.)	Total Cost (all sources)  <i>Automatically calculated</i>
Accessible Group Trip Program	7,500		\$ 20,000	\$ -				\$ 100,000	\$ 100,000	\$ 50,000	City Funds	\$ 170,000
Taxi Reimbursement	150		\$ 3,500	\$ -				\$ -	\$ -	\$ 1,000	City Funds	\$ 4,500
Meals on Wheels Reimbursement	20		\$ 350	\$ -				\$ -	\$ -	\$ 250	City Funds	\$ 600
Subsidiezed EBP Fare Program	500		\$ 1,000	\$ -				\$ 125	\$ -	\$ 500	City Funds	\$ 1,500
8-To-Go Shuttle	3,000	\$ 27,000	\$ 4,400	\$ -	\$ 30,500	\$ 35,000	CIP/Gap Grant	\$ 1,500	\$ 1,500	\$ 30,000	City Funds	\$ 128,400
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>\$ 27,000</b>	<b>\$ 29,250</b>	<b>\$ -</b>	<b>\$ 30,500</b>	<b>\$ 35,000</b>		<b>\$ 101,625</b>	<b>\$ 101,500</b>	<b>\$ 81,750</b>		<b>\$ 305,000</b>

Budget check (total revenue less total cost): \$28,030

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB
Estimated Reserve Balance, June 30, 2018:	\$21,062	\$6,968
<b>Reserve balance as percent of FY 2017-18 Revenue</b>	<b>71%</b>	<b>23%</b>

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

## Attachment D: Vehicle Fleet

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

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

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

- Services provided:
  - Taxi (regular, Taxi Up & Go)
  - City-based Door-to-Door (BACS)
  - City-based Specialized Van
  - Group Trips
- 96% Measure B/BB; Remainder: fare revenue
- 100% reserves, not in violation of policy, set aside for operations and to expand base program services as well as identify new transportation projects
- Trends in trip provision – planned FY 2017-18 trips show a very slight decrease from FY 2015-16 actual trips, but in the text of the application the program projects similar quantity of trips or slight increase

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

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

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

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

## Requirements and Instructions

The Annual Paratransit Program Plan Application includes the following documents:

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

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

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

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

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

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

Date Submitted: \_\_\_\_\_

### TYPES OF SERVICES PROVIDED

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

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

- **Management/Overhead:** Program oversight, planning, budgeting, participation in regional/countywide meetings. Include admin/labor even if it is paid by the City/transit agency for accurate reporting of full program expenses.
- **Customer Service/Outreach:** Activities associated with educating consumers about services that are available to them, answering questions from consumers and taking, tracking and responding to complaints and commendations. Include costs even if paid by the City/transit agency for accurate reporting of full program expenses.
- **ADA-mandated Paratransit:** Paratransit services provided by fixed-route transit operators to fulfill requirements under the American's with Disabilities Act (ADA).
- **City-based Door-to-Door:** Pre-scheduled, accessible, door-to-door service provided by city. Provides a similar level of service to ADA-mandated services; designed to fill gaps not met by ADA-mandated providers and/or relieve ADA-mandated providers of some trips.

- **Taxi Program:** Provides a same day, curb-to-curb service intended for situations when consumers cannot make their trip on a pre-scheduled basis; allows eligible consumers to use taxis or Transportation Network Companies (TNCs) (at program discretion) at a reduced fare.
- **City-based Specialized Accessible Van Service:** Specialized van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. These services are generally implemented as a supplement to a taxi program that does not meet critical needs for particular trips in accessible vehicles in certain communities.
- **Accessible Fixed-Route Shuttle:** Generally accessible vehicles that operate on a fixed route and schedule to serve common trip origins and destinations, e.g. senior centers, medical facilities, grocery stores, BART stations, other transit stations, community centers, commercial districts, and post offices.
- **Group Trips Program:** Round-trip accessible van rides for pre-planned outings or to attend specific events or go to specific destinations for fixed amounts of time, e.g. shopping trips or religious services. Trips usually originate from a senior center or housing facility.
- **Volunteer Driver Program:** Pre-scheduled, door-through-door services that are generally not accessible; rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. May also have an escort component.
- **Mobility Management/Travel Training:** Covers a wide range of activities, such as travel training, trip planning, and brokerage. Does not include provision of trips. (This is considered "non-trip provision").
- **Scholarship/Subsidized Fare Program:** Program to subsidize any service for customers who are low-income and can demonstrate financial need.
- **Meal Delivery:** Program to fund meal delivery to the homes of individuals who are transportation disadvantaged. Currently, only existing operating programs can continue to use Measure B funds for these service costs. No new meal delivery services can be established.
- **Capital Expenditure:** Capital purchase or other capital expenditure.
- **Note on volunteer driver programs and mobility management/training:** If your program is using DLD funds, but not discretionary grant funds, you will be required to submit further information.

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

The City of Oakland plans to continue its taxi scrip program, specialized wheelchair accessible van service and group trip program for senior residential sites and local senior centers.

In addition, the City of Oakland plans to fully sponsor the Taxi Up & Go Project, which is a volunteer escorted taxi scrip program in partnership with the Senior Companion Program that is currently funded partially (57.4%) by Measure B Gap Grant funds.

All services will be available to qualified Oakland and Piedmont residents.

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

The 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 the 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, grocery stores, friend and family visits, school attendance, 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.

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

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

- Medical Facilities (non-emergency)
- Adult Day Care Sites
- Dialysis Centers
- Grocery Shopping Centers
- Entertainment Venues and Sport Arenas

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

☒ Yes

☐ No

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

N/A

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

City of Oakland proposes no changes at this time.

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

The City of Oakland does not anticipate any major service changes or the beginning or ending of any services at this time; however, consideration is being given to the following possibilities with the advanced approval of PAPCO and Alameda CTC staff:

- Possible taxi driver incentive program to improve customer service.
- Possible taxi swipe card technology with the vision of replacing paper fare mediums such as taxi scrip and vouchers.
- Possible TNC service integration.

#### PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

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

N/A

#### DEVELOPMENT OF PROGRAM PLAN

6. **How was consumer input sought in development of the program and selection of the services offered?** Describe all general outreach activities undertaken in connection with this plan, including consumer or public meetings; meetings with



other agencies; presentations to boards, commissions, or committees. If possible provide dates for these activities. Note below if this plan was reviewed by a local paratransit advisory committee, including the name of the committee, and the date of the meeting.

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 23<sup>rd</sup> with full council approval to be sought on June 6<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.

**7. 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 23<sup>rd</sup> and then full City Council on June 6<sup>th</sup>.

**8. Describe how results from the community outreach, surveys and/or analysis described in Questions 6 and 7 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.

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

None at this time.

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

☒ Yes

☐ No

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

Oakland City Council and scheduled for June 6, 2017.

**OUTREACH**

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

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

### 12. 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.

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

Consumers submit a City of Oakland or county-wide non-ADA application via standard mail, online, 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

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

City of Oakland participants are provided written instructions to file complaints directly with the transportation provider for resolution. They are asked to record as much information about the experience such as the date, company name, staff or driver's name, vehicle number, destination, other circumstances, etc.

If participants do not receive a satisfactory resolution, they 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 participant 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 no 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.

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

- Taxi Program (taxi scrip) – Clients find this service satisfactory and highly convenient.
- 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 (escort) – Clients express that this service fills a much needed gap in service.

**B. 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

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

<b>Registrants at beginning of FY 2015-16</b>	1,195
<b>Registrants at end of FY 2015-16</b>	1,360
<b>Current Registrants for FY 2016-17</b>	1,476
<b>Projected Registrants for FY 2017-18</b>	1,617

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

The City of Oakland's projection is simply based on the trend of FY 2015-16 and FY 2016-17 average increases of approximately 141 active registrants per year above and beyond the client entry base count at the beginning of each program year. This process involves tracking accounts that become inactive during each year and the number of newly established accounts.

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

The City of Oakland expects that one-ways trips will remain approximately the same because FY 2016-17 has been a fairly complete year of the full launch and access to all services. There is the possibility that the group trip program might attract additional ridership as sites increase their usage and a few yet to be identified groups begin to participate as well.

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

☐ Yes

☒ No

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

--

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

<b>Lift/ramp trips provided in FY 2015-16</b>	9,210
<b>Lift/ramp trips to be provided in FY 2016-17</b>	12,125
<b>Lift/ramp trips projected to be provided in FY 2017-18</b>	12,125

## VEHICLE FLEET

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

## SAFETY INCIDENTS

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

None reported.

## FINANCES: PROGRAM REVENUE AND COST

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

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

### **A. Management/Overhead Costs**

The Management/Overhead consists of 85% of one (1) program supervisor's salary and fringe; 85% of two (2) program assistants' salaries and fringe; 82% of one (1) 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.

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

The Customer Service/Outreach consists of 100% of salary and fringe of five (5) program customer support aides/staff; 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**

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

The City of Oakland anticipates 53% Measure B and 145% Measure BB DLD reserve balances at the end of FY 2017-18 that will be applied towards FY 2018-19 operations.

Staff is hopeful to identify strategic ways to expand current base program services as well as identify new transportation projects through the release of a Request for Interest process to be conducted during FY 2017-18.

**MISCELLANEOUS**

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

No additional information.



Alameda CTC FY 2017-18 Annual Paratransit Program Plan Application (July 1, 2017 - June 30, 2018)  
Attachment A: Summary of Past Program Service, Performance and Costs (FY 2015-16)

Service/Program Type and Name		Performance FY 2015-16		Total FY 2015-16 Program Costs Expended by Fund Source (Measure B, Measure BB and all other funds expended during FY 2015-16)										Notes
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M	Column N	Column O
Eligible Service/Program Type  <i>Drop-down Menu</i>	Service/Program/Project Name	Quantity Provided FY 2015-16 Provide total number of one-way trips or units	On-Time Performance FY 2015-16 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 2015-16 Measure B Paratransit DLD funds	Amount of FY 2015-16 Measure BB Paratransit DLD funds	Amount of OTHER Measure B/BB funds	What was the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, MB LSR, etc.)	Fare Revenue received from service	Fare Revenue expended on service	Amount of all non-Alameda CTC funds (not including fares)	What was the source of these non-Alameda CTC funds? (e.g. City general fund, federal, state, etc.)	Total Funds expended (all sources)  <i>Automatically calculated</i>	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Management/Overhead	Base Program Administration	0	N/A	\$ -	\$ 299,077	\$ 167,098	\$ -	N/A	\$ -	\$ -	\$ -		\$ 466,175	
Customer Service and Outreach	Base Program O&M	0	N/A	\$ -	\$ 103,746	\$ 19,469	\$ -	N/A	\$ -	\$ -	\$ -		\$ 123,215	
Taxi Program	Taxi Scrip Program	15,517	88%	\$ 168,056	\$ 159,660	\$ -	\$ -	N/A	\$ 55,032	\$ 55,032	\$ -		\$ 382,748	
City-based Door-to-Door	BACS Adult Day Care Service	3,012	not tracked	\$ 97,732	\$ -	\$ -	\$ -	N/A	\$ 14,972	\$ 14,972	\$ -		\$ 112,704	
City-based Specialized Van	Van Voucher Program	9,210	88%	\$ -	\$ -	\$ 28,472	\$ 194,624	FY 14-15 MBB Reserves	\$ 31,648	\$ 31,648	\$ -		\$ 254,744	
Group Trips	Senior Day Trip Program	3,431	not tracked	\$ -	\$ -	\$ 26,375	\$ 18,267	FY 14-15 MBB Reserves	\$ 175	\$ 175	\$ -		\$ 44,817	
Customer Service and Outreach	Taxi Up & Go! - Gap Project O&M	0	N/A	\$ -	\$ -	\$ -	\$ 50,579	MB Gap	\$ -	\$ -	\$ -		\$ 50,579	
Taxi Program	Taxi Up & Go! - Gap Project Transportation	1,691		\$ -	\$ -	\$ -	\$ 44,760	MB Gap	\$ -	\$ -	\$ -		\$ 44,760	
													\$ -	
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				\$ 265,788	\$ 562,483	\$ 241,414	\$ 308,230		\$ 101,827	\$ 101,827	\$ -		\$ 1,479,742	

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**Alameda CTC FY 2017-18 Annual Paratransit Program Plan Application (July 1, 2017 - June 30, 2018)**  
**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 FY 2017-18 Annual Paratransit Program Plan Application (July 1, 2017 - June 30, 2018)  
Attachment C: Program Revenue, Cost and Fund Sources

Total FY 2017-18 Program Revenue (Measure B, Measure BB and all other funds available for FY 2017-18)	
Estimated <b>Measure B</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2016-17 (June 30, 2017)	\$534,280
Projected FY 2017-18 <b>Measure B</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$1,108,658
Estimated <b>Measure BB</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2016-17 (as of June 30, 2017)	\$1,249,760
Projected FY 2017-18 <b>Measure BB</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC )	\$1,141,783
<b>Total FY 2017-18 Measure B and BB Paratransit DLD Revenue</b> (Automatically calculated)	<b>\$4,034,481</b>
Total FY 2017-18 Other Revenue (All other revenue sources, non-DLD, including Gap grant)	\$105,531
<b>Total FY 2017-18 Program Revenue</b> (Measure B, Measure BB and all other sources available for FY 2017-18) (Automatically calculated)	<b>\$4,140,012</b>

Service/Program Name		Total FY 2017-18 Program Costs by Fund Source (Measure B, Measure BB and all other funds planned to be expended during FY 2017-18)										Total Cost
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M
Service/Program/Project Name  <i>Automatically populated from prior sheet (column B)</i>	Quantity Planned for FY 2017-18  <i>Automatically populated from prior sheet (column Q)</i>	Amount of RESERVE Measure B Paratransit DLD funds	Amount of FY 2017-18 Measure B Paratransit DLD funds	Amount of RESERVE Measure BB Paratransit DLD funds	Amount of FY 2017-18 Measure BB Paratransit DLD funds	Amount of OTHER Measure B/BB funds	What is the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, LSR, MB LSR, etc.)	Fare Revenue expected from service	Fare Revenue to be expended on service	Amount of all Non-Alameda CTC funds (not including fares)	What is the source of these non-Alameda CTC funds? (e.g. city funds, federal, state, etc.)	Total Cost (all sources)  <i>Automatically calculated</i>
Base Program Administration	0	\$ -	\$ 331,550	\$ 316,070	\$ -	\$ -		\$ -	\$ -	\$ -		\$ 647,620
Base Program O&M	0	\$ -	\$ 38,240	\$ 1,933	\$ -	\$ -		\$ -	\$ -	\$ -		\$ 40,173
Taxi Scrip Program - Base Program Transportation	17,000	\$ 269,280	\$ 154,360	\$ -	\$ -	\$ -		\$ 52,360	\$ 52,360	\$ -		\$ 476,000
BACS Adult Day Care Service - Base Program Transportation	3,604	\$ 109,000	\$ -	\$ -	\$ -	\$ -		\$ 14,416	\$ 14,416	\$ -		\$ 123,416
Van Voucher Program - Base Program Transportation	12,125	\$ -	\$ -	\$ 303,125	\$ -	\$ -		\$ 36,375	\$ 36,375	\$ -		\$ 339,500
Senior GTP - Base Program Transportation	10,652	\$ -	\$ -	\$ 110,007	\$ -	\$ -		\$ 2,380	\$ 2,380	\$ -		\$ 112,387
Taxi Up & Go! Project- Base Program O&M	0	\$ 58,000	\$ -	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -		\$ 58,000
Taxi Up & Go! Project - Base Program Transportation	3,770	\$ 98,000	\$ -	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -		\$ 98,000
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
<b>Totals</b>	<b>47,151</b>	<b>\$ 534,280</b>	<b>\$ 524,150</b>	<b>\$ 731,135</b>	<b>\$ -</b>	<b>\$ -</b>		<b>\$ 105,531</b>	<b>\$ 105,531</b>	<b>\$ -</b>		<b>\$ 1,895,096</b>

Budget check (total revenue less total cost): \$2,244,916

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB
Estimated Reserve Balance, June 30, 2018:	\$584,508	\$1,660,408
<b>Reserve balance as percent of FY 2017-18 Revenue</b>	<b>53%</b>	<b>145%</b>

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

**Attachment D: Vehicle Fleet**

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

Vehicle Fleet									
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
					Vehicle Capacity				
Make	Type of Vehicle(s) (specify bus, large van, minivan, sedan)	Year of Vehicle	Fuel Type	Lift/Ramp Equipment (specify lift, ramp, or none)	Ambulatory	Wheelchair	Number of Vehicles	Owner (specify if contractor)	City that vehicle(s) are garaged
Ford	Small Bus	2004	Gas	Lift	22	2	1	Bay Area Charters, Inc. Contractor	Oakland
Ford	Small Bus	2005	Diesel	Lift	26	8	1	Bay Area Charters, Inc. Contractor	Oakland
Ford	Medium Van	2004	Gas	Lift	2	2	1	Quality Transit, LLC - Contractor	Oakland
Ford	Medium Van	2004	Gas	Lift	2	2	1	Quality Transit, LLC - Contractor	Oakland
Ford	Minivan	2006	Gas	Ramp	3	1	1	Quality Transit, LLC - Contractor	Oakland
Ford	Minivan	2006	Gas	Ramp	3	1	1	Quality Transit, LLC - Contractor	Oakland

Ford	Medium Van	2015	Gas	Lift	4	2	1	Quality Transit, LLC - 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 Transportation, Inc. - Contractor	Oakland
Ford	Large Van	2008	Gas	Ramp	1	3	4	Friendly Transportation, 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

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