

**Alameda CTC Special Transportation for Seniors and People with
Disabilities**

**Paratransit Program Plan Application Staff Summary Form
Fiscal Year 15/16**

Paratransit Program: City of Oakland

1. Review Plan Application

2. Review Applicable References

3. Staff Questions (to be provided separately)

4. Preliminary Notes

5. Preliminary Recommendation

With respect to this application, I want to send the following recommendation to the full PAPCO (*please check one*):

- ☐ Recommend **approval of base funding**
- ☐ Recommend **conditional approval with recommended actions** (for example, work with staff to correct plan or budget, require quarterly reports to PAPCO, etc).
- ☐ Don't recommend approval.

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Annual Paratransit Program Plan Application for Measure B and Measure BB Funding Fiscal Year 2015-2016 (July 1, 2015 - June 30, 2016)

Requirements and Instructions

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

Paratransit Program Plan Application Deadline: April 3, 2015

The Annual Paratransit Program Plan Application includes the following documents:

1. Paratransit Program Plan Application (this MS Word document)
2. Paratransit Program Plan Attachments (Tables A, B and C of the provided MS Excel workbook)
3. Alameda CTC Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines, revised 2/26/15

Submit both files via email by April 3, 2015 to Naomi Armenta: narmenta@alamedactc.org. **Hard copies are not required.** Clearly label both the Word document and the Excel workbook with your agency name and date in the file name (e.g., Albany_FY15-16_Paratransit_Program_Application.doc).

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

FY 2015-16 Paratransit Program Plan Application

Due by April 3, 2015

CONTACT INFORMATION	
Agency:	City of Oakland
Contact Name:	Hakeim McGee
Title:	Senior Services Supervisor
Phone Number:	(510) 238-2311
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Date Submitted: April 3, 2015

TYPES OF SERVICES PROVIDED

1. **What type of paratransit projects and programs will be funded, fully or partially, with Measures B and BB Direct Local Distribution (pass-through) and Gap Grant funds?** To answer this question, complete the Table A attachment (Table A 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, refer to the Alameda CTC's Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines, revised 2/26/15 (provided with the application materials).

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

Alameda CTC Paratransit Program Plan Application

Application Period: July 1, 2015 - June 30, 2016

- **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.

1A. Provide a short narrative description of your agency's FY 2015-16 program:

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

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

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

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

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

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

1C. List the most common trip destinations for seniors and people with disabilities in your community that your services are designed to serve , e.g. dialysis centers, hospitals, major shopping complexes, senior centers.

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

2. Will your agency's program for FY 2015-16 conform to the Paratransit Program Implementation Guidelines, as required? (FY 2015-16 Programs are *required* to conform to the Implementation Guidelines, revised February 2015)

[X] Yes [] No

2A. If "No", explain below and contact Alameda CTC staff to discuss (prior to April 3, 2015)

N/A

- 3. If proposing service changes from the current year, FY 2014-15, describe the changes and explain why they are proposed.** Describe how these changes will impact the ability of seniors and people with disabilities in your community to meet their basic life needs.

The City of Oakland plans to make adjustments to the taxi scrip program by offering more taxi scrip to participants per quarter without raising the current co-pay/fare. Currently, participants can purchase 12 books of taxi scrip per quarter at \$3.00 per taxi scrip book valued at \$10.00. The FY 2015-16 plan is to allow participants to still purchase 12 books of taxi scrip per quarter at \$3.00 per book, but the per book value will increase to \$28.00. This will increase the subsidy level from 70% to 90%. The purpose of this change is in response of years of survey responses and verbal requests to have more scrip available. Since more funds will be available, the program can finally begin to address this need.

In addition, we are attempting to achieve a more equitable service provision level for taxi riders in comparison to the van riders. Historically, there has been a disparity in how much is spent on van rides and allowable distance travelled that surpasses the amount offered and made available to taxi scrip participants. Therefore, we want to make steps towards making both services more equitable.

The only other notable change is that we are developing a pilot group trip service for Independent Senior Living facilities and local senior centers that will be in compliance with the Implementation Guidelines. We are currently in the process of conducting a survey of all sites to gauge the interest and demand to help staff develop the service plan and model.

DEVELOPMENT OF PROGRAM PLAN

- 4. 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

Alameda CTC Paratransit Program Plan Application

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Council Life Enrichment sub-committee on May 26th with full council approval to be sought on June 2nd. The meetings are open to the public and televised on the city's KTOP television network which allows for additional additional in-person consumer input and the opportunity to provide program contact information for future with staff.

5. 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 26 and then full City Council on June 2.

6. Describe how results from the community outreach, surveys and/or analysis described in Questions 4 and 5 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.

7. Was this program plan approved by a governing body (or is it scheduled for action)?

☒ Yes

☐ No

If yes, provide the planned or actual approval date.

Scheduled for June 2, 2015

OUTREACH

8. How do community members and potential users learn about the Alameda CTC-funded services provided in your community?

Alameda CTC Paratransit Program Plan Application

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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.

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

9. What are your requirements for eligibility? (E.g., age, residency, income requirements for any scholarship and fare subsidy components of the program and how qualifying income is documented/verified).

Subsidized Taxi Program: 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.

Wheelchair Van Program: 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.

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

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

EXPECTED DEMAND/USE OF SERVICES

11. How many program registrants do you anticipate for FY 2015-16? Fill in the box below.

Alameda CTC Paratransit Program Plan Application

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FY 2015-16 Estimated Registrants
1,200

11A. Do you expect your program registration to increase, decrease or stay the same compared to the current year, FY 2014-15, and why?

The City of Oakland expects program registration to stay the same, which is a general program average of approximately 1,200. As the addition of new services are explored for Measure BB expansion, the enrollment may or may not remain the same depending on the types of services that are added which may or may not require program registration.

12. 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 2014-15? Why?

This is yet to be determined. City of Oakland staff predicts that the FY 2014-15 ridership will be lower than previous years due to the loss of a prime transportation vendor due to internal business conflicts. Thus, it's difficult to project a comparison at this point.

CUSTOMER SATISFACTION

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

(See questions 13A and 13B that follow)

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

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

13A. Describe any common or recurring service complaints, commendations and/or suggestions your program has received.

The City of Oakland has had a very improved customer service experience with transportation providers during the current fiscal year based on very minimal complaints reported from consumers. Most complaints were simple problems that occurred based on communication issues between consumers and transportation providers that were resolved by staff offering additional information to our consumers and helpful trip planning/reservation advice.

Majority of the commendations have been towards the excellent customer service that program staff has offered to our participants in person and over the phone.

In relation to suggestions, staff has received a very idea through the annual customer service survey, which is to establish an award/commendation program for drivers with the ultimate goal on incentivizing enhanced customer service.

13B. Describe any changes you have made to your program as a result of these customer complaints, commendations and suggestions.

The City of Oakland has not made any program changes; however, staff plans to further explore the consumer suggestion of establishing an award/commendation program for drivers.

VEHICLE FLEET

14. Provide details regarding your vehicle fleet. To answer this question, complete the Table C Attachment (Table C tab) in the excel workbook.

CAPITAL PURCHASES

15. Describe any planned capital expenditures, such as purchase of vehicles or durable equipment, below.

No capital expenditures are planned at this time.

FINANCES: PROGRAM REVENUE AND COST**16. Detail your FY 2015-16 program's total estimated revenue (all fund sources) and total cost by completing the Table B Attachment (the Table B tab of the Excel workbook).**

For program components funded with a Measure B Gap Grant, in Table B, segregate the Gap Grant funding by entering it in the "Other Measure B" column.

17. Describe below the "Management/Overhead" and "Customer Service and Outreach" costs included in the Table B Attachment 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.*

17A. Management/Overhead Costs

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

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

17B. Customer Service and Outreach Costs

The Customer Service/Outreach consists of 100% of salary and fringe of five (5) program aides; 15% respectively of the program supervisor's and program assistant's salary and fringe; program document duplication, plus customer service tools and supplies necessary for business.

PROGRAM FUNDING RESERVES

- 18. If your paratransit program contains a Measure B/BB Direct Local Distribution fund balance at the end of FY 2014-15, as show in Table B, please explain how you anticipating expending these funds in FY 2015-16.**

The City of Oakland will have a projected \$269,478 Measure B and \$244,493 Measure BB fund balance at the end of FY 2014-15. The current plan is to exhaust each fund balance carry forward first for FY 2015-16 operations and then apply actual FY 2015-16 distributions towards operational expenditures for the remainder of the program year.

- 18A. Of the projected FY 2015-16 revenue, how much will be identified for anticipated project expenditures in FY 15/16, and how much will be directed towards an Operational, Undesignated or Capital Fund Reserve? (Per the Master Program Funding Agreements, up to 50% of annual Measure B/BB revenue can be directed towards an Operational Reserve and up to 10% towards an Undesignated Reserve, for a maximum allowable reserve balance of 60% of annual Measure B/BB Paratransit DLD revenue).**

The City of Oakland plans to spend approximately \$823,611 of its projected \$1,101,397 Measure B and approximately \$530,886 of its projected \$1,058,749 Measure BB FY 2015-16 DLD funds for project expenditures. Thus, \$277,786 or 25% is anticipated as a Measure B Operational Reserve and \$527,862 or 49% is anticipated as a Measure BB Operational Reserve. This represents a combined Operational Reserve of approximately 37% of Measure B/BB funds.

- 18B. If your agency's use of the Operational and Undesignated Fund Reserves exceeds the 60% collectively allowed for FY 2015-16, please explain why your agency's is not increasing your activities/expenditures in FY 2015-16 to come under the allowable limit.** Note that any reserve allocations above the 60% limit will require a Request for Exemption to the Timely Use of Funds and Reserve Policies that is approved by the Commission through the Annual Program Compliance Process.

The City of Oakland plans not to exceed 60% Operational and Undesignated Fund Reserves for Measure B or Measure BB.

MISCELLANEOUS

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

N/A

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Alameda CTC Paratransit Program Application - FY 2015-2016 (July 1, 2015 - June 30, 2016)
Table B Attachment: Program Revenue, Cost and Fund Sources

Total FY 2015-16 Program Revenue (Measure B, Measure BB and all other funds available for FY 2015-16)	
Estimated Measure B Paratransit DLD ending balance at the end of THIS fiscal year, FY 2014-15 (June 30, 2015)	\$269,478
Projected FY 2015-16 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$1,101,397
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2014-15 (as of June 30, 2015, based on Q4 FY14/15 BB projections distributed by the Alameda CTC)	\$244,493
Projected FY 2015-16 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$1,058,749
Total FY 2015-16 Measure B and BB Paratransit DLD Revenue	\$2,674,116
Total FY 2015-16 Other Revenue (All other revenue sources, non-DLD, including Gap grant)	\$147,868
Total FY 2015-16 Program Revenue (Measure B, Measure BB and all other sources available for FY 2015-16)	\$2,821,984

Service/Program Name		Total FY 2015-16 Program Costs by Fund Source (Measure B, Measure BB and all other funds planned to be expended during FY 2015-16)										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 15-16 <i>Automatically populated from prior sheet (column Q)</i>	Amount of RESERVE Measure B Paratransit DLD funds	Amount of FY 2015-16 Measure B Paratransit DLD funds	Amount of Remaining FY 2014-15 Measure BB Paratransit DLD funds	Amount of FY 2015-16 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 other (Non-Alameda CTC) funds (not including fares)	What is the source of these non-Alameda CTC funds? (e.g. City general fund, federal, state, etc.)	Total Cost (all sources) <i>Automatically calculated</i>
Taxi Scrip Program	37,400	\$ 269,478	\$ 350,522	\$ -	\$ -			\$ 72,000	\$ 72,000			\$ 692,000
BACS Adult Day Service	5,300		\$ 121,360	\$ -	\$ -			\$ 21,200	\$ 21,200			\$ 142,560
Van Voucher Program	15,306		\$ -	\$ -	\$ 364,000			\$ 45,918	\$ 45,918			\$ 409,918
Senior Day Trip Program	10,000		\$ -	\$ 86,363	\$ 31,637			\$ 8,750	\$ 8,750			\$ 126,750
Program Administration	0		\$ 245,418	\$ 124,239	\$ 103,647			\$ -	\$ -			\$ 473,304
Customer Relations	0		\$ 106,311	\$ 33,891	\$ 31,602			\$ -	\$ -			\$ 171,804
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
Totals	68,006	\$ 269,478	\$ 823,611	\$ 244,493	\$ 530,886	\$ -		\$ 147,868	\$ 147,868	\$ -		\$ 2,016,336

Budget check (total revenue less total cost): \$805,648

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB
Projected Maximum Allowable Reserve Balance (60% of FY 2015-16 revenue):	\$660,838	\$635,249
Estimated Reserve Balance, June 30, 2016:	\$277,786	\$527,862
Reserve check - over maximum (red)/ under (green):	-\$383,052	-\$107,387

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Alameda CTC Paratransit Program Application - FY 2015-2016 (July 1, 2015 through June 30, 2016)

Table C Attachment: 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 in
Ford	Small Bus	2004	Gas	Lift	22	2	1	Bay Area Charters - Contractor	Oakland
Ford	Small Bus	2005	Diesal	Lift	26	8	1	Bay Area Charters - Contractor	Oakland
Ford Winstar	Minivan	2004	Gas	Ramp	3	1	7	Friendly Transportation, Inc. - Contractor	Oakland
Ford Winstar	Minivan	2007	Gas	Ramp	3	1	8	Friendly Transportation, Inc. - Contractor	Oakland
Ford Escape Hybrid	Small Jeep	Various	Gas-electric	None	4	0	17	Friendly Transportation, Inc. - Contractor	Oakland

Alameda CTC Paratransit Program Application - FY 2015-2016 (July 1, 2015 through June 30, 2016)

Table C Attachment: Vehicle Fleet

Various	Sedan	Various	Gas 24 CNG	None	4	0	133	Friendly Transportation, Inc. - Contractor	Oakland
Ford	Large Van	2008	Gas	Ramp	5	2	1	Friendly Transportation, Inc. - Contractor	Oakland
Chevy	Minivan	2006	Gas	Ramp	3	1	3	Veterans Transportatio n, Inc. - Contractor	San Leandro
Dodge	Minivan	1998	Gas	Ramp	3	1	2	Veterans Transportation, Inc. - Contractor	San Leandro
Chevy	Minivan	2000	Gas	Ramp	3	1	1	Veterans Transportation, Inc. - Contractor	San Leandro
Dodge	Minivan	2000	Gas	Ramp	3	1	1	Veterans Transportation, Inc. - Contractor	San Leandro
Dodge	Minivan	1997	Gas	None	5	0	1	Veterans Transportation, Inc. - Contractor	San Leandro
Dodge	Minivan	1998	Gas	None	3	1	2	Veterans Transportation, Inc. - Contractor	San Leandro

Alameda CTC Paratransit Program Application - FY 2015-2016 (July 1, 2015 through June 30, 2016)

Table C Attachment: Vehicle Fleet

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Disabilities**

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Fiscal Year 15/16**

Paratransit Program: City of Berkeley

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5. Preliminary Recommendation

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FY 2015-16 Paratransit Program Plan Application

Due by April 3, 2015

CONTACT INFORMATION	
Agency:	City of Berkeley, Berkeley Paratransit Services
Contact Name:	Jonathan Torres
Title:	Senior Citizen Center Director, North Berkeley Senior Center
Phone Number:	510-981-5191
E-mail Address:	Jtorres@cityofberkeley.info

Date Submitted: April 3, 2015

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

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

1A. Provide a short narrative description of your agency's FY 2015-16 program:

Program elements are:

Taxi Scrip Program – Berkeley Paratransit Services issues no-charge "taxi scrip" (\$160) three times per year, which is used to pay for demand-response taxi transportation for Berkeley residents. We also provide up to \$120 three times per year in reimbursement taxi scrip for through the MrTrip program. Program enrollees can have taxi scrip used for medical trips reimbursed to them.

Wheelchair-Van Program – The City provides a limited amount of free van-ride vouchers or taxi scrip, or both, to wheelchair users needing wheelchair-accessible van or taxi service supplemental to rides provided by East Bay Paratransit. Residents who travel by wheelchair and are certified by East Bay Paratransit as eligible and requiring wheelchair-lift service are eligible for the program, regardless of income level. We also provide limited reimbursed wheelchair van vouchers three times through the MrTrip program. Program enrollees can have van vouchers used for medical trips reimbursed to them.

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

High Medical Need Program - The City will provide extra taxi scrip and van vouchers for eligible participants who have high medical needs that can't be met with other transportation services. Limited to additional \$120 in scrip or 3 van vouchers per month. Examples include: dialysis appointments; cancer treatment appointments.

Travel Training – The City will provide travel training for seniors and disabled Berkeley residents to gain skills in accessing transportation resources.

Scholarship/Subsidized Fare – The City will provide subsidized tickets for public transit to low income Berkeley residents.

Transportation Services – Berkeley Aging Services Programs

In addition, 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 p.m. This program includes:

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

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

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

This year, we also expanded existing programs and developed new programs to respond to community needs. Berkeley program participants provide feedback throughout the year about their unmet transportation needs. Berkeley Consumers have expressed a need for additional taxi scrip and van vouchers, as some consumers run out of scrip and van vouchers before the next scrip/voucher distribution. Mr. Trip users also have stated that the reimbursement is too infrequent and doesn't meet their needs for medical trips.

Travel Training is provided only once a year and is very popular. Consumers have given feedback to increase Travel Training opportunities.

1C. List the most common trip destinations for seniors and people with disabilities in your community that your services are designed to serve , e.g. dialysis centers, hospitals, major shopping complexes, senior centers.

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

Common destinations in the community for seniors and people with disabilities includes: North and South Berkeley Senior Center, Ed Roberts Campus, City Hall, 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 Social Security offices.

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 2015-16 conform to the Paratransit Program Implementation Guidelines, as required? (FY 2015-16 Programs are *required* to conform to the Implementation Guidelines, revised February 2015)

☒ Yes ☐ No

2A. If “No”, explain below and contact Alameda CTC staff to discuss (prior to April 3, 2015)**3. If proposing service changes from the current year, FY 2014-15, 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.**Existing/Expanded Programs**

We plan to expand current Berkeley Paratransit Services by increasing scrip benefits from \$360 to \$480 annually and increasing van voucher benefits from 36 van vouchers to 48 van vouchers annually. This benefit will continue to be adjusted as budget allows. If use increases beyond budget capacity, we may need to decrease benefits back to \$360 annually.

Income limits for seniors aged 70 to 79 will increase. Current limit is 30% of Area Median Income (AMI), or \$1,612 per month for a single person. We propose to set the limit at 50% of AMI, or \$2,683 per month for a single person. Every year we turn down a number of seniors and people with disabilities that have transportation needs that are slightly over the limit.

New Programs

A High Medical Needs program will provide extra taxi scrip and van vouchers for eligible participants who have high medical needs. Eligible participants will benefit from an additional \$120 in scrip or 3 van vouchers per month.

Travel training will be provided for seniors and disabled Berkeley residents to gain skills in accessing transportation resources.

The Scholarship and Subsidized Fare program will add additional incentive for Travel Training by providing subsidized tickets for public transit to low income Berkeley residents (30% of Area Median Income or less).

The expansions and additions to Berkeley Paratransit Services will address immediate needs expressed by current enrollees. The increase in scrip and van voucher benefits and additional subsidies for high medical needs, travel training and the scholarship fare program will provide seniors and people with disabilities in the community more resources for their transportation needs.

Electronic Scrip

Berkeley Paratransit Services staff aim to move from paper scrip to an electronic transportation debit card. We are collaborating with other jurisdictions to secure a vendor and implement a uniform electronic debit card interface.

Community Needs Assessment

To establish baselines and benchmarks of our communities' needs, the Berkeley Paratransit Services staff will develop a Community Needs Assessment (CNA). This will be a multi-pronged plan to ensure the highest level of accessibility for and participation from consumers, partnering

agencies, and community based organizations whose clients use Berkeley Paratransit Services.

Our plan for spending Measure BB does not fully expend all Measure BB funds. This community needs assessment will allow us to understand if the planned programs need further expansion, or if other programs could more fully meet community needs. This plan will inform us in developing future strategies to spend Measure BB reserves and total annual distribution.

DEVELOPMENT OF PROGRAM PLAN

- 4. 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 feedback to Berkeley Paratransit Services included:

1. Community Meeting: An announcement describing a community meeting was printed in the City of Berkeley newsletter and posted on Berkeley Disabled yahoo group. A community meeting was held on March 24, 2015.
2. Commission presentations: A presentation was made to the Commission on Aging on March 18, 2015. A presentation was made to the Commission on Disability on March 18, 2015.

Soliciting Feedback from Current Enrollees: A letter was mailed the first week of March. The letter included an explanation of our plan, and invited current enrollees to come to the community meeting, call the paratransit line, or call either North or South Berkeley Senior Center to provide input/feedback.

Feedback from all the efforts have indicated that community members, current enrollees and commissions are in support of the City's plan to expand taxi scrip and van voucher benefits, and to add additional services to the program to meet high medical needs of participants, and to support access to public transit through travel training and a scholarship program.

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

The program conducted outreach through a community meeting, a letter to all participants, one-on-one discussions with current program participants, and outreach to Commission on Aging and Commission on Disability.

In addition to the efforts listed above, staff reviewed trends in enrollment and trip growth over the last two years to provide an estimate in growth of the taxi scrip and van voucher program and analyze the needs of existing community members.

Staff will also conduct a more in-depth community needs assessment over the next few months to inform future plans for use of Measure BB dollars.

6. Describe how results from the community outreach, surveys and/or analysis described in Questions 4 and 5 were used to guide the development of the program plan.

Through staff analysis, community meetings and Commission feedback, Berkeley Paratransit Services staff has determined that same-day taxi and van services are critical components to Berkeley transportation options for seniors and disabled Berkeley residents.

In our community meeting and one-on-one outreach to consumers, we discovered that participants struggle to meet their medical transportation needs with existing transportation services. Participants report that Mr. Trip reimbursements do not meet their needs.

Currently, our guidelines cause us to deny services to seniors monthly who come for help with transportation services and are just outside of 30% AMI. We will be able to serve a greater number of seniors with transportation needs by increasing income limits to 50% AMI.

Through enrollee feedback at both North and South Berkeley Senior Centers we are finding that there is a need for more frequent Travel Training. Travel Training is currently offered 2 times per year, and enrollees that attend find the training useful in navigating various transportation options. We will be able to increase educational and resource opportunities to seniors and disabled Berkeley residents.

A more in-depth community needs assessment over the next few months will help Berkeley Paratransit Staff identify more community needs and inspire future programming.

7. Was this program plan approved by a governing body (or is it scheduled for action)?

☒ Yes

☐ No

If yes, provide the planned or actual approval date.

Berkeley City Council will receive a report requesting authorization to accept the funding and a summary of the plan on June 9, 2015.

OUTREACH

8. How do community members and potential users learn about the Alameda CTC-funded services provided in your community?

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 partner with agencies that serve disabled persons in the community, supporting outreach efforts to the disability community. For example, we are currently part of a Berkeley collaborative focused on preparing seniors and disabled persons for disaster. The collaborative includes Berkeley Fire Department, Berkeley Public Health, Center for Independent Living, Easy Does It and the Aging Services Division.

ELIGIBILITY AND ENROLLMENT

9. What are your requirements for eligibility? (E.g., age, residency, income requirements for any scholarship and fare subsidy components of the program and how qualifying income is documented/verified).

To determine eligibility, program applicants complete an application form. The application form can be completed by the applicant, or a case manager or other support person can assist the applicant with completion. 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 verifications 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).

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

10. 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.

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.

EXPECTED DEMAND/USE OF SERVICES

11. How many program registrants do you anticipate for FY 2015-16? Fill in the box below.

FY 2015-16 Estimated Registrants
1100

11A. Do you expect your program registration to increase, decrease or stay the same compared to the current year, FY 2014-15, and why?

2010 Census data indicates one of the largest increases in population occurs in seniors. Since 2000, the number of seniors age 65 to 84 increased by 25%, and the number of seniors over the age of 85 increased by almost 30%.

With a growing population of seniors with transportation need, increasing income limits to 50% AMI to widen eligibility criteria and the expansion of programs, we anticipate our Berkeley Paratransit Services registration to continue to increase in FY15-16.

12. 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 2014-15? Why?

Our enrollment continues to expand. Additionally program expansion and changes this year will increase our enrollment. New or expanded services that we anticipate resulting in an increase in trips are:

- Increase in income eligibility for seniors age 70-79 from 30% to 50%
- Additional services for those with high medical needs.

CUSTOMER SATISFACTION

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

(See questions 13A and 13B that follow)

Program staff receives 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. Taxi complaints are also forwarded 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.

13A. Describe any common or recurring service complaints, commendations and/or suggestions your program has received.

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

1. There are not enough accessible taxis available for same day service.
2. Taxi scrip or van vouchers were not received due to a problem with mail service or are late arriving in the mail.
3. The taxi driver was rude, or impatient with the participant.
4. The Mr. Trip reimbursement is too infrequent and not sufficient.

Commendations: In the Taxi program, we get several cards of general appreciation from riders every time a mailing is sent.

13B. Describe any changes you have made to your program as a result of these customer complaints, commendations and suggestions.

We have developed efforts to respond to complaints listed above as follows

1. Lack of accessible taxis: Berkeley Paratransit Staff regularly gathers information regarding the availability of accessible taxi vehicles and provides that information to participants. The City of Berkeley Commission on Disability is working to increase the number of medallions for accessible taxis.
2. Missing or late scrip in mail: We plan to move from paper scrip to an electronic transportation debit card.
3. Poor customer services by taxi drivers: In order to ensure best service, the City requires each driver to attend a special class before receiving their permit provided by the San Francisco Taxi School. Cabs are inspected each year before the license is issued.
4. Need for more Mr. Trip Scrip: We developed a new program with Measure B funds, the High Need Medical Program, to provide additional scrip and vouchers for eligible participants who have high medical needs that can't be met with other transportation services.

VEHICLE FLEET

14. Provide details regarding your vehicle fleet. To answer this question, complete the Table C Attachment (Table C tab) in the excel workbook.

CAPITAL PURCHASES

15. Describe any planned capital expenditures, such as purchase of vehicles or durable equipment, below.

We plan to supplement the purchase of card reader equipment for taxis (for those without capacity of electronic payment) and other capitol needs associated with the debit card payment program.

FINANCES: PROGRAM REVENUE AND COST

16. Detail your FY 2015-16 program's total estimated revenue (all fund sources) and total cost by completing the Table B Attachment (the Table B tab of the Excel workbook). For program components funded with a Measure B Gap Grant, in Table B, segregate the Gap Grant funding by entering it in the "Other Measure B" column.

17. Describe below the "Management/Overhead" and "Customer Service and Outreach" costs included in the Table B Attachment 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.*

17A. Management/Overhead Costs

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.

Management and overhead costs are supported by the City of Berkeley General Fund.

17B. Customer Service and Outreach Costs

Ongoing Measure B Programs:

Customer Service and Outreach for existing BPS services are supported by the City of Berkeley General fund. These services include:

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

Staff costs for customer services include: including assisting applicants with registration,

verification of eligibility, enrolling participants into program, coordinating and distributing program benefits, assisting current enrollees with referrals to transportation and other services, answering questions from participants and community members, and investigating and responding to customer complaints.

Measure BB Programs:

We are planning use of some Measure BB funds to expand our Community Service and Outreach services to support the outreach, enrollment and customer service needs of the new programs planned for the Measure BB funds. The new program will include engaging with a community partner to contract for and implement travel training, developing materials for outreach about High Medical Need services, developing procedures for implementing scholarship program, outreach to and enrollment of new participants, determining eligibility for programs, and participating in community needs assessment.

PROGRAM FUNDING RESERVES

18. If your paratransit program contains a Measure B/BB Direct Local Distribution fund balance at the end of FY 2014-15, as show in Table B, please explain how you anticipating expending these funds in FY 2015-16.

We anticipate spending some of the reserve funds from FY2014-15 to support the implementation of an electronic debit card system. We are working cooperatively with other jurisdictions to implement similar systems for paratransit users across the county.

Additionally, we are developing new programs that may be needed by more seniors and disabled residents than our current estimate. Our reserve will allow us to support larger growth than planned in these new programs.

18A. Of the projected FY 2015-16 revenue, how much will be identified for anticipated project expenditures in FY 15/16, and how much will be directed towards an Operational, Undesignated or Capital Fund Reserve? (Per the Master Program Funding Agreements, up to 50% of annual Measure B/BB revenue can be directed towards an Operational Reserve and up to 10% towards an Undesignated Reserve, for a maximum allowable reserve balance of 60% of annual Measure B/BB Paratransit DLD revenue).

We are planning to spend the entirety of our Measure B revenue. We are planning to spend 55% of our Measure BB revenue, with the remaining 45% towards an operational reserve. Our planned needs assessment will inform future programming of Measure BB operational reserves.

18B. If your agency's use of the Operational and Undesignated Fund Reserves exceeds the 60% collectively allowed for FY 2015-16, please explain why your agency's is not

increasing your activities/expenditures in FY 2015-16 to come under the allowable limit.

Note that any reserve allocations above the 60% limit will require a Request for Exemption to the Timely Use of Funds and Reserve Policies that is approved by the Commission through the Annual Program Compliance Process.

--

MISCELLANEOUS

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

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Note: Definitions for each drop-down menu appear as Comments (scroll over the column title or in the Review mode, choose "Show All Comments"). The document is set up to print Comments at the end.

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 Program	n/a	Medical, Grocery, Recreation needs and includes taxi scrip reimbursement for medical return trips	None	Taxi Scrip	Accessible	Same day	curb-to-curb	Berkeley and surrounding cities
City-based Specialized Van	Wheelchair Van Program	Easy Does It; Friendly Transportation	Medical, Grocery, Recreation needs and includes taxi scrip reimbursement for medical return trips	None	Van Voucher	Accessible	Same day	curb-to-curb	Berkeley and surrounding cities
Scholarship/Subsidized Fare	Scholarship Program for East Bay Paratransit	n/a	Medical, Grocery, Recreation trips that are planned in advance	None	n/a	Accessible	Pre-scheduled	curb-to-curb	Berkeley and surrounding cities
Scholarship/Subsidized Fare	Scholarship Program for Public Transit	To Be Determined	Medical, Grocery, Recreation trips that are planned in advance	None	n/a		Same day	curb-to-curb	Berkeley and surrounding cities
Taxi Program	High Medical Need Program	n/a	Medical	None	Taxi Scrip / Van Voucher	Accessible	Same day	curb-to-curb	Berkeley and surrounding cities
Mobility Mngmt/Travel Training	Travel Training	To Be Determined	Provide travel training for seniors and disabled Berkeley residents to gain skills in accessing transportation resources	None	n/a	Accessible	Pre-scheduled		Berkeley and surrounding cities
Customer Service and Outreach	Customer Service and Outreach	n/a	Provide outreach, intake, scrip distribution, problem solving and other customer service needs.	None	n/a	Accessible			Berkeley
Management/Overhead	Management / Overhead	n/a	Provide administrative oversight, attend regional meetings, process payments and contracts.	None	n/a				Berkeley
Capital Purchase	Electronic Fare TaxiCard system	n/a	Provides fare medium for consumer and vendor and increases program efficiency and accuracy.	None	n/a				Berkeley
Group Trips	Aging Services Division Senior Centers Trip Program	n/a							
City-based Door-to-Door	Aging Services Division Senior Centers Shuttle Program	n/a	Recreation, shopping, and regional trips.	\$2.00 parking or toll fees when needed; cost of admission when needed	n/a	Accessible	Pre-scheduled	door-to-door	Berkeley and surrounding cities
			Door-to-door transport to/from senior center and home.	None	n/a	Accessible	Same day	curb-to-curb	Berkeley

Note: Definitions for each drop-down menu appear as Comments (scroll over the column title or in the Review mode, choose "Show All Comments"). The document is set up to print Comments at the end.

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 FY 15-16 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 Program	Limited to \$160 of taxi scrip every four months, and an additional \$120 in scrip reimbursement for medical return trips.	n/a	n/a	Monday through Sunday, all hours when taxi services are available	Berkeley resident seniors above age 80, and any Berkeley resident transit-disabled person regardless of income; seniors age 70 to 79 who are at or below 50% of Area Median Income	Continuing/Ongoing	10,600	Eligibility for seniors age 70 to 79 is now those whose income is 50% of Area Median Income or below. (Previously 30%) The BPS MrTrip program includes in the general taxi and wheelchair van program.

[illegible]

Alameda CTC Paratransit Program Application - FY 2015-2016 (July 1, 2015 - June 30, 2016)
Table B Attachment: Program Revenue, Cost and Fund Sources

Total FY 2015-16 Program Revenue (Measure B, Measure BB and all other funds available for FY 2015-16)	
Estimated Measure B Paratransit DLD ending balance at the end of THIS fiscal year, FY 2014-15 (June 30, 2015)	\$180,000
Projected FY 2015-16 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$265,948
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2014-15 (as of June 30, 2015, based on Q4 FY14/15 BB projections distributed by the Alameda CTC)	\$66,771
Projected FY 2015-16 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$276,661
Total FY 2015-16 Measure B and BB Paratransit DLD Revenue	\$789,380
Total FY 2015-16 Other Revenue (All other revenue sources, non-DLD, including Gap grant)	\$325,244
Total FY 2015-16 Program Revenue (Measure B, Measure BB and all other sources available for FY 2015-16)	\$1,114,624

Service/Program Name		Total FY 2015-16 Program Costs by Fund Source (Measure B, Measure BB and all other funds planned to be expended during FY 2015-16)										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 15-16 <i>Automatically populated from prior sheet (column Q)</i>	Amount of RESERVE Measure B Paratransit DLD funds	Amount of FY 2015-16 Measure B Paratransit DLD funds	Amount of Remaining FY 2014-15 Measure BB Paratransit DLD funds	Amount of FY 2015-16 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 other (Non-Alameda CTC) funds (not including fares)	What is the source of these non-Alameda CTC funds? (e.g. City general fund, federal, state, etc.)	Total Cost (all sources) <i>Automatically calculated</i>
Taxi Program	10,600		\$ 225,948							\$ 4,000	City GF	\$ 229,948
Wheelchair Van Program	800		\$ 30,000									\$ 30,000
Scholarship Program for East Bay Paratransit	1,600									\$ 6,000	City GF	\$ 6,000
Scholarship Program for Public Transit	1,250			\$ 30,000								\$ 30,000
High Medical Need Program	1,600			\$ 60,500								\$ 60,500
Travel Training	100			\$ 35,000								\$ 35,000
Customer Service and Outreach	0		\$ 10,000	\$ 52,000						\$ 70,000	City GF	\$ 132,000
Management / Overhead	0									\$ 20,000	City GF	\$ 20,000
Electronic Fare TaxiCard system	125	\$ 25,000										\$ 25,000
#REF!	#REF!											\$ -
Aging Services Division Senior Centers Trip Program	180									\$ 135,146	City GF	\$ 135,146
Aging Services Division Senior Centers Shuttle Program	6,200									\$ 90,098	City GF	\$ 90,098
0	#REF!											\$ -
#REF!	#REF!											\$ -
Totals	#REF!	\$ 25,000	\$ 265,948	\$ 177,500	\$ -	\$ -		\$ -	\$ -	\$ 325,244		\$ 793,692

Budget check (total revenue less total cost): \$320,932

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB
Projected Maximum Allowable Reserve Balance (60% of FY 2015-16 revenue):	\$159,569	\$165,997
Estimated Reserve Balance, June 30, 2016:	\$155,000	\$165,932
Reserve check - over maximum (red)/ under (green):	-\$4,569	-\$65

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Alameda CTC Paratransit Program Application - FY 2015-2016 (July 1, 2015 through June 30, 2016)

Table C Attachment: 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 in
Ford Windstar	Minivan	N/A	Gas	Ramp	Yes	Yes	1	American Cab Express # 28	N/A
Dodge Van	Van	N/A	Gas	Ramp	Yes	Yes	1	Eco Friendly # 312	N/A
Ford Windstar	Minivan	N/A	Gas	Ramp	Yes	Yes	1	Friendly Cab Co # 188	N/A
Ford Freestar Van	Minivan	N/A	Gas	Ramp	Yes	Yes	1	Yellow Cab Co # 150	N/A
Ford Econoline	Van	N/A	Gas	Ramp	Yes	Yes	1	Easy Does It	N/A
Ford Econoline	Van	N/A	Gas	Ramp	Yes	Yes	1	Easy Does It	N/A
Ford Escape	SUV	N/A	Hybrid	None	N/A	N/A	1	A1 Taxi Cab Co. #157	N/A

Alameda CTC Paratransit Program Application - FY 2015-2016 (July 1, 2015 through June 30, 2016)

Table C Attachment: Vehicle Fleet

Toyota Prius	Sedan	N/A	Hybrid	None	N/A	N/A	1	Commuters Cab Co #77	N/A
Toyota Prius	Sedan	N/A	Hybrid	None	N/A	N/A	1	Adventure Cab # 580	N/A
Toyota Prius	Sedan	N/A	Hybrid	None	N/A	N/A	1	Airport Express # 55	N/A
Ford Escape	SUV	N/A	Hybrid	None	N/A	N/A	1	Dakha Taxi Co # 2005	N/A
Toyota Prius	Sedan	N/A	Hybrid	None	N/A	N/A	1	Eco Friendly #321 Toyota Prius*	N/A
Ford Escape	SUV	N/A	Hybrid	None	N/A	N/A	1	Everest Cab Service # 73	N/A
Toyota Prius	Sedan	N/A	Hybrid	None	N/A	N/A	1	Friendly Cab Co # 186	N/A
Ford Escape	SUV	N/A	Hybrid	None	N/A	N/A	1	Friendly Cab Co #174	N/A
Toyota Prius	Sedan	N/A	Hybrid	None	N/A	N/A	1	Green Transportati on # 811	N/A
Toyota Prius	Sedan	N/A	Hybrid	None	N/A	N/A	1	Har Cab # 913	N/A
Toyota Prius	Sedan	N/A	Hybrid	None	N/A	N/A	1	Non Smoking Cab #001	N/A
Toyota Prius	Sedan	N/A	Hybrid	None	N/A	N/A	1	Power Cab # 880	N/A

Alameda CTC Paratransit Program Application - FY 2015-2016 (July 1, 2015 through June 30, 2016)

Table C Attachment: Vehicle Fleet

Toyota Prius	Sedan	N/A	Hybrid	None	N/A	N/A	1	R.K. Super Cab # 970	N/A
Toyota SUV	SUV	N/A	Hybrid	None	N/A	N/A	1	Rids Brothers Taxi Co # 13	N/A
Toyota Prius	Sedan	N/A	Hybrid	None	N/A	N/A	1	Silver Taxi # 94	N/A
Ford Escape	SUV	N/A	Hybrid	None	N/A	N/A	1	Smart Cab # 75	N/A
Toyota Prius	Sedan	N/A	Hybrid	None	N/A	N/A	1	Welcome Transportation # 003	N/A
Toyota Prius	Sedan	N/A	Hybrid	None	N/A	N/A	1	Welcome Transportation # 17	N/A
Toyota Prius	Sedan	N/A	Hybrid	None	N/A	N/A		Yankee Express # 007	N/A
Toyota Prius	Sedan	N/A	Hybrid	None	N/A	N/A	1	Yellow Cab Express # 703	N/A
Toyota Prius	Sedan	N/A	Hybrid	None	N/A	N/A	1	Yellow Cab Express # 720	N/A
Toyota Prius	Sedan	N/A	Hybrid	None	N/A	N/A	1	Yellow Cab Express # 722	N/A
Toyota Prius	Sedan	N/A	Hybrid	None	N/A	N/A	1	Yellow Cab Express # 725	N/A
Toyota Prius	Sedan	N/A	Hybrid	None	N/A	N/A	1	Yellow Cab Express # 727	N/A

Alameda CTC Paratransit Program Application - FY 2015-2016 (July 1, 2015 through June 30, 2016)

Table C Attachment: Vehicle Fleet

Ford Escape	SUV	N/A	Hybrid	None	N/A	N/A	1	Yellow Campus # 52	N/A
Ford Escape	SUV	N/A	Hybrid	None	N/A	N/A	1	Yellow Checker Cab # 410	N/A
Ford Escape	SUV	N/A	Hybrid	None	N/A	N/A	1	Yellow Taxi Service # 04	N/A
Ford Escape	SUV	N/A	Hybrid	None	N/A	N/A	1	Yellow Taxi Service # 24	N/A
Ford Escape	SUV	N/A	Hybrid	None	N/A	N/A	1	Yellow Taxi Service # 36	N/A

Toyota Van	Minivan	N/A	Gas	N/A	N/A	N/A	1	A1 California Cab # 413	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Air Express # 10	N/A
Toyota Camry	Sedan	N/A	Gas	N/A	N/A	N/A	1	Air Express # 70	N/A
Mercury Marquise	Sedan	N/A	Gas		N/A	N/A	1	Airport Luxor # 786	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	American Cab Co #1000	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Local & Airport Cab Co # 511	N/A

Alameda CTC Paratransit Program Application - FY 2015-2016 (July 1, 2015 through June 30, 2016)

Table C Attachment: Vehicle Fleet

Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Local & Airport Cab Co. # 599	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	National Cab # 005	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Sunny Cab # 27	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Union Cab #96	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	United Taxi Cab #208	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	US Cab #208	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	US Express #824	N/A
Lincoln Town Car	Sedan	N/A	Gas	N/A	N/A	N/A	1	US Express #825	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	US Express #826	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Veterans Taxi Co # 084	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Veterans Taxi Co # 057	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Veterans Taxi Co # 080	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Veterans Taxi Co # 86	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Veterans Taxi Co # 87	N/A

Alameda CTC Paratransit Program Application - FY 2015-2016 (July 1, 2015 through June 30, 2016)

Table C Attachment: Vehicle Fleet

Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Veterans Taxi Co # 89	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	West Coast Cab Co # 92	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Yellow Cab Co # 121	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Yellow Cab Co # 132	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Yellow Cab Co # 136	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Yellow Cab Co # 145	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Yellow Cab Co # 149	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Yellow Cab Co # 22	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Yellow Cab Co # 25	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Yellow Cab Co # TP22	N/A
Mini Van	Minivan	N/A	Gas	N/A	N/A	N/A	1	Yellow Cab Express # 707	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Yellow Cab Express # 709	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Yellow Cab Express # 710	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Yellow Cab Express # 711	N/A

Alameda CTC Paratransit Program Application - FY 2015-2016 (July 1, 2015 through June 30, 2016)

Table C Attachment: Vehicle Fleet

Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Yellow Cab Express # 713	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Yellow Cab Express # 717	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Yellow Cab Express # 718	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Yellow Cab Express # 729	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Yellow Cab Express # 734	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Yellow Campus # 51	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Yellow Checker # 123	N/A
Ford Windstar	Minivan	N/A	Gas	N/A	N/A	N/A	1	Yellow City Cab # 25	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Yellow City Cab # 37	N/A
Mercury Marquise	Sedan	N/A	Gas	N/A	N/A	N/A	1	Yellow Express Cab # 503	N/A
Toyota Mini Van	Minivan	N/A	Gas	N/A	N/A	N/A	1	Yellow Express Cab # 510	N/A
Crown Vic	Sedan	N/A	Gas	N/A	N/A	N/A	1	Yellow Express Cab # 539	N/A

Alameda CTC Paratransit Program Application - FY 2015-2016 (July 1, 2015 through June 30, 2016)

Table C Attachment: Vehicle Fleet

Toyota Van	Minivan	N/A	Gas	N/A	N/A	N/A	1	Yellow Friendly Mary # 29	N/A
Toyota Van	Minivan	N/A	Gas	N/A	N/A	N/A	1	Yellow Star Express # 76	N/A

**Alameda CTC Special Transportation for Seniors and People with
Disabilities**

**Paratransit Program Plan Application Staff Summary Form
Fiscal Year 15/16**

Paratransit Program: City of Albany

1. Review Plan Application

2. Review Applicable References

3. Staff Questions (to be provided separately)

4. Preliminary Notes

5. Preliminary Recommendation

With respect to this application, I want to send the following recommendation to the full PAPCO (*please check one*):

- ☐ Recommend **approval of base funding**
- ☐ Recommend **conditional approval with recommended actions** (for example, work with staff to correct plan or budget, require quarterly reports to PAPCO, etc).
- ☐ Don't recommend approval.

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Annual Paratransit Program Plan Application for Measure B and Measure BB Funding Fiscal Year 2015-2016 (July 1, 2015 - June 30, 2016)

Requirements and Instructions

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

Paratransit Program Plan Application Deadline: April 3, 2015

The Annual Paratransit Program Plan Application includes the following documents:

1. Paratransit Program Plan Application (this MS Word document)
2. Paratransit Program Plan Attachments (Tables A, B and C of the provided MS Excel workbook)
3. Alameda CTC Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines, revised 2/26/15

Submit both files via email by April 3, 2015 to Naomi Armenta: narmenta@alamedactc.org. **Hard copies are not required.** Clearly label both the Word document and the Excel workbook with your agency name and date in the file name (e.g., Albany_FY15-16_Paratransit_Program_Application.doc).

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

FY 2015-16 Paratransit Program Plan Application

Due by April 3, 2015

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

Date Submitted: 4/3/15

TYPES OF SERVICES PROVIDED

- 1. What type of paratransit projects and programs will be funded, fully or partially, with Measures B and BB Direct Local Distribution (pass-through) and Gap Grant funds?** To answer this question, complete the Table A attachment (Table A 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, refer to the Alameda CTC's Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines, revised 2/26/15 (provided with the application materials).

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

Alameda CTC Paratransit Program Plan Application

Application Period: July 1, 2015 - June 30, 2016

- **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.

1A. Provide a short narrative description of your agency's FY 2015-16 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 70% reimbursement up to \$25.00 which ever is least. Reimbursement requests are turned in at the Senior Center and then forwarded to the City of Albany's Finance Dept. which sends a check by mail.

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

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

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

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

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

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

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

1C. List the most common trip destinations for seniors and people with disabilities in your community that your services are designed to serve , e.g. dialysis centers, hospitals, major shopping complexes, senior centers.

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

2. Will your agency's program for FY 2015-16 conform to the Paratransit Program Implementation Guidelines, as required? (FY 2015-16 Programs are *required* to conform to the Implementation Guidelines, revised February 2015)

☒ **Yes** ☐ **No**

2A. If "No", explain below and contact Alameda CTC staff to discuss (prior to April 3, 2015)

3. If proposing service changes from the current year, FY 2014-15, 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.

Proposed changes include:
 Increasing subsidy on taxi rides by increasing the cap for taxi rides to \$25 to allow for more affordable transportation
 Providing additional recreational group trips to meet the increased demand
 Creating a new program called "Pick Up and Go!" which consists of a group trip program with a door-to-door component that includes the shopping trips and new trips to the Albany Senior Center to allow seniors to attend the congregate meal program and special events.
 We will also add shopping destinations such as Farmers' Markets, new Whole Foods on Gilman and Grocery Outlet in Berkeley

DEVELOPMENT OF PROGRAM PLAN

4. 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

Alameda CTC Paratransit Program Plan Application

Application Period: July 1, 2015 - June 30, 2016

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 in January 2014 with notice of Paratransit Workshop in March 2014

Held Albany Paratransit Workshop (consumer public meeting) March 2014

Presentation to Friends of Albany Seniors (public meeting) March 2014

Presentation to Tri City Cafe program (public meeting) March 2014

5. 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 March. Response rate was 16%.

Riders rate the service as good to excellent.

A Paratransit workshop was also 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.

6. Describe how results from the community outreach, surveys and/or analysis described in Questions 4 and 5 were used to guide the development of the program plan.

Consumers asked for a greater subsidy on Taxi rides, so we will raise the cap from \$20 to \$25.

Consumers asked for different shopping trip destinations, so we will try to include additional destinations such as Farmer's Markets, new Whole Foods on Gilman and Grocery Outlet in Berkeley as schedule permits

There is increased demand for group trips, so we will organize additional trips as schedule permits.

Consumers asked for door-to-door trips to the Senior Center to attend the congregate dinner and special events. We will include these types of trips in the schedule.

7. Was this program plan approved by a governing body (or is it scheduled for action)?

☒ Yes

☐ No

If yes, provide the planned or actual approval date.

5/4/2015 by the City Council

OUTREACH

8. How do community members and potential users learn about the Alameda CTC-funded services provided in your community?

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

ELIGIBILITY AND ENROLLMENT

9. What are your requirements for eligibility? (E.g., age, residency, income requirements for any scholarship and fare subsidy components of the program and how qualifying income is documented/verified).

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.

10. 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.

EXPECTED DEMAND/USE OF SERVICES

11. How many program registrants do you anticipate for FY 2015-16? Fill in the box below.

FY 2015-16 Estimated Registrants
250

11A. Do you expect your program registration to increase, decrease or stay the same compared to the current year, FY 2014-15, and why?

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.

12. 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 2014-15? Why?

Increase as we will be offering additional recreational day trips, trips to the Senior Center and a larger subsidy on taxi programs.

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

(See questions 13A and 13B that follow)

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

13A. Describe any common or recurring service complaints, commendations and/or suggestions your program has received.

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

13B. Describe any changes you have made to your program as a result of these customer complaints, commendations and suggestions.

No changes

VEHICLE FLEET

14. Provide details regarding your vehicle fleet. To answer this question, complete the Table C Attachment (Table C tab) in the excel workbook.

CAPITAL PURCHASES

15. Describe any planned capital expenditures, such as purchase of vehicles or durable equipment, below.

n/a

FINANCES: PROGRAM REVENUE AND COST

16. Detail your FY 2015-16 program's total estimated revenue (all fund sources) and total cost by completing the Table B Attachment (the Table B tab of the Excel workbook). For program components funded with a Measure B Gap Grant, in Table B, segregate the Gap Grant funding by entering it in the "Other Measure B" column.

17. Describe below the “Management/Overhead” and “Customer Service and Outreach” costs included in the Table B Attachment 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.*

17A. Management/Overhead Costs

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

17B. Customer Service and Outreach Costs

24% of Senior Services Coordinator salary and fringe benefits. Senior Services Coordinators plans and implement group trips and hiking trips, plans and implements the Pick Up and Go! program, provides outreach and customer service for all programs, responds to commendations and complaints, distributes, collects and sorts program evaluations, tracks trips provided, process taxi reimbursements, supervises bus drivers, oversee maintenance schedule of vehicle and coordinates for needed maintenance and repairs, ensures compliance with the Department of CA Highway patrol. Plans and implements annual workshop, creates and distributes annual survey. 250 part time hours for Senior Services Program leader to provide assistance as assigned by the Senior Services Coordinator.

PROGRAM FUNDING RESERVES

18. If your paratransit program contains a Measure B/BB Direct Local Distribution fund balance at the end of FY 2014-15, as show in Table B, please explain how you anticipating expending these funds in FY 2015-16.

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

18A. Of the projected FY 2015-16 revenue, how much will be identified for anticipated project expenditures in FY 15/16, and how much will be directed towards an Operational, Undesignated or Capital Fund Reserve? (Per the Master Program Funding Agreements, up

Alameda CTC Paratransit Program Plan Application

Application Period: July 1, 2015 - June 30, 2016

to 50% of annual Measure B/BB revenue can be directed towards an Operational Reserve and up to 10% towards an Undesignated Reserve, for a maximum allowable reserve balance of 60% of annual Measure B/BB Paratransit DLD revenue).

Of the projected FY2015-16 revenue \$63,993 will be identified for anticipated project expenditures and \$13,943.00 will be directed towards an operational reserve fund.

18B. If your agency's use of the Operational and Undesignated Fund Reserves exceeds the 60% collectively allowed for FY 2015-16, please explain why your agency's is not increasing your activities/expenditures in FY 2015-16 to come under the allowable limit. Note that any reserve allocations above the 60% limit will require a Request for Exemption to the Timely Use of Funds and Reserve Policies that is approved by the Commission through the Annual Program Compliance Process.

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

MISCELLANEOUS

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

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Alameda CTC Paratransit Program Application - FY 2015-2016 (July 1, 2015 - June 30, 2016)
Table B Attachment: Program Revenue, Cost and Fund Sources

Total FY 2015-16 Program Revenue (Measure B, Measure BB and all other funds available for FY 2015-16)	
Estimated Measure B Paratransit DLD ending balance at the end of THIS fiscal year, FY 2014-15 (June 30, 2015)	\$5,000
Projected FY 2015-16 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$31,716
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2014-15 (as of June 30, 2015, based on Q4 FY14/15 BB projections distributed by the Alameda CTC)	\$8,226
Projected FY 2015-16 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$32,994
Total FY 2015-16 Measure B and BB Paratransit DLD Revenue	\$77,936
Total FY 2015-16 Other Revenue (All other revenue sources, non-DLD, including Gap grant)	
Total FY 2015-16 Program Revenue (Measure B, Measure BB and all other sources available for FY 2015-16)	\$77,936

Service/Program Name		Total FY 2015-16 Program Costs by Fund Source (Measure B, Measure BB and all other funds planned to be expended during FY 2015-16)										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 15-16 <i>Automatically populated from prior sheet (column Q)</i>	Amount of RESERVE Measure B Paratransit DLD funds	Amount of FY 2015-16 Measure B Paratransit DLD funds	Amount of Remaining FY 2014-15 Measure BB Paratransit DLD funds	Amount of FY 2015-16 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 other (Non-Alameda CTC) funds (not including fares)	What is the source of these non-Alameda CTC funds? (e.g. City general fund, federal, state, etc.)	Total Cost (all sources) <i>Automatically calculated</i>
Taxi Subsidy	500		\$ 1,000		5,000			\$ -	\$ -	\$ -		\$ 6,000
Recreational and Hiking Day Trips	3,800		\$ 21,000					\$ -	\$ -	\$ -		\$ 21,000
Pick up and go! Shopping trips and trips to the Albany Senior Center	2,000		\$ 9,000					\$ -	\$ -	\$ -		\$ 9,000
Management/Overhead	0				\$ 4,500							\$ 4,500
Customer Service/Outreach	0				\$ 23,493							\$ 23,493
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
Totals	6,300	\$ -	\$ 31,000	\$ -	\$ 32,993	\$ -		\$ -	\$ -	\$ -		\$ 63,993

Budget check (total revenue less total cost): \$13,943

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB
Projected Maximum Allowable Reserve Balance (60% of FY 2015-16 revenue):	\$19,030	\$19,796
Estimated Reserve Balance, June 30, 2016:	\$5,716	\$8,227
Reserve check - over maximum (red)/ under (green):	-\$13,314	-\$11,569

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Alameda CTC Paratransit Program Application - FY 2015-2016 (July 1, 2015 through June 30, 2016)

Table C Attachment: Vehicle Fleet

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

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**Alameda CTC Special Transportation for Seniors and People with
Disabilities**

**Paratransit Program Plan Application Staff Summary Form
Fiscal Year 15/16**

Paratransit Program: City of Alameda

1. Review Plan Application

2. Review Applicable References

3. Staff Questions (to be provided separately)

4. Preliminary Notes

5. Preliminary Recommendation

With respect to this application, I want to send the following recommendation to the full PAPCO (*please check one*):

- ☐ Recommend **approval of base funding**
- ☐ Recommend **conditional approval with recommended actions** (for example, work with staff to correct plan or budget, require quarterly reports to PAPCO, etc).
- ☐ Don't recommend approval.

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Annual Paratransit Program Plan Application for Measure B and Measure BB Funding Fiscal Year 2015-2016 (July 1, 2015 - June 30, 2016)

Requirements and Instructions

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

Paratransit Program Plan Application Deadline: April 3, 2015

The Annual Paratransit Program Plan Application includes the following documents:

1. Paratransit Program Plan Application (this MS Word document)
2. Paratransit Program Plan Attachments (Tables A, B and C of the provided MS Excel workbook)
3. Alameda CTC Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines, revised 2/26/15

Submit both files via email by April 3, 2015 to Naomi Armenta: narmenta@alamedactc.org. **Hard copies are not required.** Clearly label both the Word document and the Excel workbook with your agency name and date in the file name (e.g., Albany_FY15-16_Paratransit_Program_Application.doc).

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

FY 2015-16 Paratransit Program Plan Application

Due by April 3, 2015

CONTACT INFORMATION	
Agency:	City of Alameda, Public Works Department
Contact Name:	Gail Payne
Title:	Transportation Coordinator
Phone Number:	510-747-7948
E-mail Address:	gpayne@alamedaca.gov

Date Submitted: **Thursday, April 2, 2015**

TYPES OF SERVICES PROVIDED

1. **What type of paratransit projects and programs will be funded, fully or partially, with Measures B and BB Direct Local Distribution (pass-through) and Gap Grant funds?** To answer this question, complete the Table A attachment (Table A 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, refer to the Alameda CTC's Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines, revised 2/26/15 (provided with the application materials).

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

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

1A. Provide a short narrative description of your agency's FY 2015-16 program:

The City of Alameda uses the non-mandated funds to supplement East Bay Paratransit (EBP) and to reduce transportation gaps experienced by individuals with disabilities and by seniors with the following five programs:

- **Shuttle Service:** Acts as a bridge between AC Transit and EBP. Initiated in 2010, this service is free to users, is open to the general public yet targets seniors and individuals with disabilities.
- **Taxi Services:** Provides same day services – MRTIP and Premium Taxi Service. MRTIP provides subsidized taxi trips to EBP-certified residents when they return home from medical appointments, thereby eliminating the uncertainty of coordinating return trips with EBP. The Premium Taxi Service provides eligible Alameda residents a 50 percent discount on taxi rides within Alameda County.
- **Group Trips:** Provides leisure activities for seniors, individuals in nursing facilities and young adults with disabilities.
- **Scholarships:** Assists low-income individuals with Premium Taxi Service and MRTIP expenses, Alameda Family Services trips and subsidized monthly AC Transit passes for Alameda Point Collaborative seniors or individuals with disabilities.
- **Volunteer Driver Program: (new!):** Provides door-through-door service, and helps fund the Senior Helpline Services organization for further expansion in Alameda.

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

The 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 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. 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:** For monthly trip program and cultural events class, travel destinations include various Bay Area recreational locations. The Leisure Club provides a social program for young adults. A trip to the

beach is subsidized annually for residents of nursing homes.

- **Scholarships:** Provides subsidies for taxi trips, Alameda Family Services case management services trips and AC Transit trips by Alameda Point Collaborative individuals.
- **Volunteer Driver Program:** Allows for home-bound seniors to take door-to-door trips.

1C. List the most common trip destinations for seniors and people with disabilities in your community that your services are designed to serve , e.g. dialysis centers, hospitals, major shopping complexes, senior centers.

The most common destinations are as follows:

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

2. Will your agency's program for FY 2015-16 conform to the Paratransit Program Implementation Guidelines, as required? (FY 2015-16 Programs are *required* to conform to the Implementation Guidelines, revised February 2015)

[X] Yes [] No

2A. If "No", explain below and contact Alameda CTC staff to discuss (prior to April 3, 2015)

NA

- 3. If proposing service changes from the current year, FY 2014-15, describe the changes and explain why they are proposed.** Describe how these changes will impact the ability of seniors and people with disabilities in your community to meet their basic life needs.

Shuttle Service

- Proposes service to Fruitvale BART on Thursday (Central) Loop.
- Increases shuttle service frequency from one-hour loops to 30-minute loops.
- Rebrands shuttle so as to attract a wider passenger base.

Taxi Services

- Reduces eligible age to all seniors age 70 and older instead of the current eligibility of 75 years of age or older or 70 years of age or older without a driver's license.

Group Trips

- Replaces city-owned shuttle bus with a low-floor shuttle bus.

Scholarships

- Subsidizes Alameda Family Services case management services trips.
- Subsidizes AC Transit trips by Alameda Point Collaborative low-income seniors and individuals with disabilities.

Volunteer Driver Program

- Provides door-through-door service, and helps fund the Senior Helpline Services organization for further expansion in Alameda.

DEVELOPMENT OF PROGRAM PLAN

- 4. 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 (ongoing)
- Survey (December 2014)
- Outreach to Commissions
 - Recreation and Park Commission (March 12, 2015)
 - Transportation Commission (March 25, 2015)
 - Social Service Human Relations Board (March 26, 2015)
- City Council (Spring 2015 – exact date to be determined; part of Capital Improvement Program budget)

5. 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 Public Works Department conduct an annual survey. This year's survey was conducted in December 2014, and the City received a total of 97 completed questionnaires. The majority of the survey respondents stated that the drivers were courteous; the vehicles were clean; the services were punctual; and the respondents were satisfied.

6. Describe how results from the community outreach, surveys and/or analysis described in Questions 4 and 5 were used to guide the development of the program plan.

Respondents have requested more transportation provider options for the MRTIP service so staff will be issuing a request for proposals for an additional taxi provider.

7. Was this program plan approved by a governing body (or is it scheduled for action)?

☒ Yes

☐ No

If yes, provide the planned or actual approval date.

Spring 2015 as part of the Fiscal Year 2015-2017 Biennial Capital Improvement Program Budget

OUTREACH

8. How do community members and potential users learn about the Alameda CTC-funded services provided in your community?

The outreach program consists of the following:

- Alameda Theatre advertising (reaches approximately 100 seniors per day)
- Web page: www.AlamedaParatransit.com
- Cross street banner
- Flyers
- Electronic image: government access TV station announcement, live streaming video web site announcement
- Print advertisement: Alameda Sun (monthly), telephone book ad, *Recreation and Parks Department Activity Guide* ad
- Shuttle bus and shuttle bus stop signs
- Events:
 - New Member Orientations (monthly)

- Alameda Hospital Fair and Staff Orientation
- Alameda Meals on Wheels Fund Raiser
- Alameda Recreation and Park Department in the Park
- Cardinal Point
- Earth Fair
- Independence Plaza
- Kiwanis Club
- Mastick Senior Center Open House
- Transportation Information Fair, College of Alameda
- Transportation 101 (2 to 4 times per year)
- Travel Training (2 to 4 times per year)

ELIGIBILITY AND ENROLLMENT

9. What are your requirements for eligibility? (E.g., age, residency, income requirements for any scholarship and fare subsidy components of the program and how qualifying income is documented/verified).

The eligibility requirements for each service are as follows:

- **Shuttle Service:** Anyone is eligible regardless of age may board the shuttle anywhere along the fixed route for free.
- **Taxi Services:** MRTIP - Must be East Bay Paratransit-certified. Premium Taxi Service - Eligible age is for all seniors age 70 and older.
- **Group Trips:** Provides leisure activities for seniors age 50 years of age or older, individuals in nursing facilities and young adults with disabilities.
- **Scholarships:** Assists low-income individuals with Premium Taxi Service and MRTIP expenses, Alameda Family Services trips and subsidized monthly AC Transit passes for Alameda Point Collaborative seniors or individuals with disabilities.
- **Volunteer Driver Program:** (new!): The Senior Helpline Services organization staff interviews each customer to ensure that the individual is able to travel door-through-door with a volunteer.

10. 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 Consumer Outreach staff - Donatella Zepplin - is the main contact for enrollment. She is at Alameda's Mastick Senior Center, and can be reached by telephone. Donatella is available Monday through Thursday between 8:30 a.m. and 3:30 p.m. A registration form also is located on the web site (www.AlamedaParatransit.com). For the Alameda Paratransit Shuttle, anyone is eligible regardless of age may board the shuttle anywhere along the fixed route for free.

EXPECTED DEMAND/USE OF SERVICES**11. How many program registrants do you anticipate for FY 2015-16? Fill in the box below.**

FY 2015-16 Estimated Registrants
650

11A. Do you expect your program registration to increase, decrease or stay the same compared to the current year, FY 2014-15, and why?

The City expects that the program registrants will increase due to the aging population, increased consumer outreach and a more flexible eligibility requirement for the Premium Taxi Service.

12. 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 2014-15? Why?

The one-way trips are expected to increase:

- **Shuttle Service:** Shuttle ridership is expected to increase since the frequency is increasing from one hour to every 30 minutes.
- **Taxi Services:** Premium Taxi Service will be available to more seniors since the eligible age will be for all seniors age 70 and older.
- **Group Trips:** same number of trips is expected.
- **Scholarships:** More trips are expected from the scholarships since it is expanding to serve Alameda Family Services trips and subsidized monthly AC Transit passes for Alameda Point Collaborative seniors or individuals with disabilities.
- **Volunteer Driver Program:** The Senior Helpline Services organization is expected to have more of an Alameda presence, which will help recruit more volunteers and customers.

CUSTOMER SATISFACTION

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

(See questions 13A and 13B that follow)

The Rider Guide encourages program participants to send complaints to Mastick Senior Center and to provide the following information:

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

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

13A. Describe any common or recurring service complaints, commendations and/or suggestions your program has received.

Respondents have requested more transportation provider options for the MRTIP service so staff will be issuing a request for proposals for an additional taxi provider.

13B. Describe any changes you have made to your program as a result of these customer complaints, commendations and suggestions.

Please see 13A.

VEHICLE FLEET

14. Provide details regarding your vehicle fleet. To answer this question, complete the Table C Attachment (Table C tab) in the excel workbook.

CAPITAL PURCHASES

15. Describe any planned capital expenditures, such as purchase of vehicles or durable equipment, below.

- **Description:** The City of Alameda is proposing to purchase a Champion LF Transport Flex Bus, which includes advanced features such as IntelliSYNC Electronic Auto-Leveling Air Suspension System to provide all passengers with a level, flat surface while accessing the vehicle, regardless of the road angle or road crown, Equalizer Ramp, Gatorshield galvanized steel cage construction, and large passenger side windows and the openness of the 102 inch wide body. The bus will be designed with some open seating in an effort to provide easily accessible seating for developmentally disabled individuals participating in City-sponsored recreation programs, as well as two seating wells for wheelchair-using passengers.
- **Cost:** The cost of the bus is \$123,478.51. The cost of the bus geared for a fixed-route operation (Title 13 compliant) is \$131,294.38.
- **Timeline:** The bus will be purchase in July 2015.
- **Planned vendor/seller:** The vendor is Creative Bus Sales, 29220 Pacific Street, Hayward, CA 94544.
- **Usage:** It is estimated that there are approximately 250 City of Alameda business days. At present the bus will be in use 132 of 250 days. This use represents existing programs. The new bus provides an opportunity for growth within our programs and replaces a bus (1991) that was removed from the fleet in 2014.

FINANCES: PROGRAM REVENUE AND COST

16. Detail your FY 2015-16 program's total estimated revenue (all fund sources) and total cost by completing the Table B Attachment (the Table B tab of the Excel workbook). For program components funded with a Measure B Gap Grant, in Table B, segregate the Gap Grant funding by entering it in the "Other Measure B" column.

17. Describe below the "Management/Overhead" and "Customer Service and Outreach" costs included in the Table B Attachment 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.*

17A. Management/Overhead Costs

The costs included in this management category are based on previous year expenses:

- Professional services: \$15,000
- Travel expenses: \$50
- Cost allocation: \$4,000
- Workers comp charges: \$200
- Risk Management charges: \$1,000
- TOTAL: \$20,250

17B. Customer Service and Outreach Costs

The costs included in this customer service/outreach category are based on an increase from previous year expenses:

- Part-time staff: \$26,000
- Purchase East Bay Paratransit tickets: \$15,000
- Advertising/promotions: \$36,250
- Postage: \$5,000
- Materials and supplies: \$14,500
- TOTAL: \$96,750

PROGRAM FUNDING RESERVES

18. If your paratransit program contains a Measure B/BB Direct Local Distribution fund balance at the end of FY 2014-15, as show in Table B, please explain how you anticipating expending these funds in FY 2015-16.

The City plans to replace a city-owned low-floor shuttle bus with the Paratransit program reserves.

18A. Of the projected FY 2015-16 revenue, how much will be identified for anticipated project expenditures in FY 15/16, and how much will be directed towards an Operational, Undesignated or Capital Fund Reserve? (Per the Master Program Funding Agreements, up to 50% of annual Measure B/BB revenue can be directed towards an Operational Reserve and up to 10% towards an Undesignated Reserve, for a maximum allowable reserve balance of 60% of annual Measure B/BB Paratransit DLD revenue).

\$521,000 is expected for FY 2015/2016 expenditures and \$47,057 for operational reserve.

18B. If your agency's use of the Operational and Undesignated Fund Reserves exceeds the 60% collectively allowed for FY 2015-16, please explain why your agency's is not

increasing your activities/expenditures in FY 2015-16 to come under the allowable limit.

Note that any reserve allocations above the 60% limit will require a Request for Exemption to the Timely Use of Funds and Reserve Policies that is approved by the Commission through the Annual Program Compliance Process.

NA

MISCELLANEOUS

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

NA

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Alameda CTC Paratransit Program Application - FY 2015-2016 (July 1, 2015 - June 30, 2016)
Table B Attachment: Program Revenue, Cost and Fund Sources

Total FY 2015-16 Program Revenue (Measure B, Measure BB and all other funds available for FY 2015-16)	
Estimated Measure B Paratransit DLD ending balance at the end of THIS fiscal year, FY 2014-15 (June 30, 2015)	\$150,000
Projected FY 2015-16 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$173,470
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2014-15 (as of June 30, 2015, based on Q4 FY14/15 BB projections distributed by the Alameda CTC)	\$41,129
Projected FY 2015-16 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$180,458
Total FY 2015-16 Measure B and BB Paratransit DLD Revenue	\$545,057
Total FY 2015-16 Other Revenue (All other revenue sources, non-DLD, including Gap grant)	\$24,333
Total FY 2015-16 Program Revenue (Measure B, Measure BB and all other sources available for FY 2015-16)	\$569,390

Service/Program Name		Total FY 2015-16 Program Costs by Fund Source (Measure B, Measure BB and all other funds planned to be expended during FY 2015-16)										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 15-16 <i>Automatically populated from prior sheet (column Q)</i>	Amount of RESERVE Measure B Paratransit DLD funds	Amount of FY 2015-16 Measure B Paratransit DLD funds	Amount of Remaining FY 2014-15 Measure BB Paratransit DLD funds	Amount of FY 2015-16 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 other (Non-Alameda CTC) funds (not including fares)	What is the source of these non-Alameda CTC funds? (e.g. City general fund, federal, state, etc.)	Total Cost (all sources) <i>Automatically calculated</i>
Mastick Senior Center Group Trips	1,300	\$ 122,000	\$ 15,000									\$ 137,000
Premium Taxi Service	1,000		\$ 8,000			\$ 2,000	vouchers					\$ 10,000
Medical Return Trip Improvement Program (MRTIP)	1,000		\$ 2,871	\$ 41,129		\$ 6,000	vouchers					\$ 50,000
Alameda Paratransit Shuttle	7,000				\$ 162,000							\$ 162,000
Scholarship Program	150		\$ 11,542		\$ 18,458							\$ 30,000
Assists organization	300		\$ 15,000									\$ 15,000
Professional Services	0		\$ 20,250									\$ 20,250
Part-time staff, fixed charges, marketing, advertising and materials/supplies.	0		\$ 81,750			\$ 15,000	EBP ticket sales					\$ 96,750
#REF!	0											\$ -
#REF!	0											\$ -
#REF!	0											\$ -
#REF!	0											\$ -
#REF!	0											\$ -
#REF!	0											\$ -
Totals	10,750	\$ 122,000	\$ 154,413	\$ 41,129	\$ 180,458	\$ 23,000		\$ -	\$ -	\$ -		\$ 521,000

Budget check (total revenue less total cost): \$48,390

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB
Projected Maximum Allowable Reserve Balance (60% of FY 2015-16 revenue):	\$104,082	\$108,275
Estimated Reserve Balance, June 30, 2016:	\$47,057	\$0
Reserve check - over maximum (red)/ under (green):	-\$57,025	-\$108,275

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Alameda CTC Paratransit Program Application - FY 2015-2016 (July 1, 2015 through June 30, 2016)

Table C Attachment: Vehicle Fleet

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

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**Alameda CTC Special Transportation for Seniors and People with
Disabilities**

**Paratransit Program Plan Application Staff Summary Form
Fiscal Year 15/16**

Paratransit Program: City of Emeryville

1. Review Plan Application

2. Review Applicable References

3. Staff Questions (to be provided separately)

4. Preliminary Notes

5. Preliminary Recommendation

With respect to this application, I want to send the following recommendation to the full PAPCO (*please check one*):

- ☐ Recommend **approval of base funding**
- ☐ Recommend **conditional approval with recommended actions** (for example, work with staff to correct plan or budget, require quarterly reports to PAPCO, etc).
- ☐ Don't recommend approval.

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Annual Paratransit Program Plan Application for Measure B and Measure BB Funding Fiscal Year 2015-2016 (July 1, 2015 - June 30, 2016)

Requirements and Instructions

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

Paratransit Program Plan Application Deadline: April 3, 2015

The Annual Paratransit Program Plan Application includes the following documents:

1. Paratransit Program Plan Application (this MS Word document)
2. Paratransit Program Plan Attachments (Tables A, B and C of the provided MS Excel workbook)
3. Alameda CTC Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines, revised 2/26/15

Submit both files via email by April 3, 2015 to Naomi Armenta: narmenta@alamedactc.org. **Hard copies are not required.** Clearly label both the Word document and the Excel workbook with your agency name and date in the file name (e.g., Albany_FY15-16_Paratransit_Program_Application.doc).

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

FY 2015-16 Paratransit Program Plan Application

Due by April 3, 2015

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

Date Submitted: 4/7/2015

TYPES OF SERVICES PROVIDED

- 1. What type of paratransit projects and programs will be funded, fully or partially, with Measures B and BB Direct Local Distribution (pass-through) and Gap Grant funds?** To answer this question, complete the Table A attachment (Table A 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, refer to the Alameda CTC's Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines, revised 2/26/15 (provided with the application materials).

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

Alameda CTC Paratransit Program Plan Application

Application Period: July 1, 2015 - June 30, 2016

- **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.

1A. Provide a short narrative description of your agency's FY 2015-16 program:

Alameda CTC Paratransit Program Plan Application

Application Period: July 1, 2015 - June 30, 2016

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 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 will offer Subsidized EBP Ticket Programs to serve those who have trouble purchasing East Bay Paratransit tickets at full cost. In FY15-16, the City is using this funding 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. If the submitted Gap Grant Cycle 5 extension application is approved, more funding will be allocated toward capital replacement of the 8 To Go van and shuttle bus, both of which are used for accessible trip programs.

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

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

1C. List the most common trip destinations for seniors and people with disabilities in your community that your services are designed to serve , e.g. dialysis centers, hospitals, major shopping complexes, senior centers.

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

2. Will your agency's program for FY 2015-16 conform to the Paratransit Program Implementation Guidelines, as required? (FY 2015-16 Programs are *required* to conform to the Implementation Guidelines, revised February 2015)

☒ **Yes** ☐ **No**

2A. If "No", explain below and contact Alameda CTC staff to discuss (prior to April 3, 2015)

3. If proposing service changes from the current year, FY 2014-15, 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 the increase in funding provided to begin the capital replacement process for our aging vehicles. The new funds from Measure BB will allow us to do this while maintaining existing service levels in the programs that we currently offer.

DEVELOPMENT OF PROGRAM PLAN

4. 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

Alameda CTC Paratransit Program Plan Application

Application Period: July 1, 2015 - June 30, 2016

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.

5. 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.

6. Describe how results from the community outreach, surveys and/or analysis described in Questions 4 and 5 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.

7. Was this program plan approved by a governing body (or is it scheduled for action)?

☐ Yes

☒ No

If yes, provide the planned or actual approval date.

OUTREACH

8. How do community members and potential users learn about the Alameda CTC-funded services provided in your community?

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**9. What are your requirements for eligibility? (E.g., age, residency, income requirements for any scholarship and fare subsidy components of the program and how qualifying income is documented/verified).**

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.

10. 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.

EXPECTED DEMAND/USE OF SERVICES**11. How many program registrants do you anticipate for FY 2015-16? Fill in the box below.**

Alameda CTC Paratransit Program Plan Application

Application Period: July 1, 2015 - June 30, 2016

FY 2015-16 Estimated Registrants

1,800

11A. Do you expect your program registration to increase, decrease or stay the same compared to the current year, FY 2014-15, and why?

The City expects the program registration to increase slightly with more new members and the program supporting the 8-To-Go service. We don't anticipate any major changes that would cause an influx or decrease in the total number of users of the transportation programs.

12. 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 2014-15? Why?

The City expects the total number of one-way trips to stay to increase slightly as more Paratransit funding is now going to fund daily 8-To-Go shuttle rides along with the high level of accessible group trips, taxi reimbursement, and subsidized EBP ticket programs.

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

(See questions 13A and 13B that follow)

Staff tracks accessible group trip and comments via surveys distributed to each participant on every trip or word-of-mouth to the staff at the Senior Center. Complaints are followed up with phone/email contact from the Senior Center's staff. Comments that lead to change are noted in program descriptions for future trips. Meals on wheels driver mileage program, taxi reimbursement, subsidized EBP program, scholarships complaints, and 8-To-Go shuttle service and comments are gathered through gathered by in-person or phone interviews/communication.

13A. Describe any common or recurring service complaints, commendations and/or suggestions your program has received.

Taxi reimbursement customers have noted one must pay for the taxi prior to the reimbursement, which can be a hardship. EBP subsidized ticket purchasers say the \$20/quarter limit is too low and we should sell more each quarter. Residents in nearby 94608 Oakland complain that the taxi reimbursement and EBP subsidized ticket program are limited to Emeryville residents only. Customers of the 8-To-Go shuttle wished it would travel farther outside the 94608 zip code area.

13B. Describe any changes you have made to your program as a result of these customer complaints, commendations and suggestions.

Staff asks taxi users to submit their reimbursement requests immediately and we've sped up the refund process to a 1-week turnaround. Staff informed EBP purchasers the program is limited per A-CTC policy. Staff limits taxi reimbursement/EBP vouchers to residents due to limited resources and informs customers they can contact the City of Oakland. The 8-To-Go has added extended service permanently when it is able, but the shuttle relies on quick turnarounds to service the many riders who use it daily, so staff help customers find alternative methods to their out of service area destinations when possible.

VEHICLE FLEET

14. Provide details regarding your vehicle fleet. To answer this question, complete the Table C Attachment (Table C tab) in the excel workbook.

CAPITAL PURCHASES

15. Describe any planned capital expenditures, such as purchase of vehicles or durable equipment, below.

We plan on earmarking some funds for capital replacement of the "8 To Go" van as well as the "Go Van Go" bus. Both programs provide transportation for seniors and people with disabilities.

FINANCES: PROGRAM REVENUE AND COST

16. Detail your FY 2015-16 program's total estimated revenue (all fund sources) and total cost by completing the Table B Attachment (the Table B tab of the Excel workbook). For program components funded with a Measure B Gap Grant, in Table B, segregate the Gap Grant funding by entering it in the "Other Measure B" column.

17. Describe below the “Management/Overhead” and “Customer Service and Outreach” costs included in the Table B Attachment 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.*

17A. 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 \$155,000 annually to support accessible transportation programs.

17B. Customer Service and Outreach Costs

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

See the attached spreadsheet detailing in-kind support for the Measure B Paratransit Pass Through Programs. The City expends approximately \$155,000 annually to support accessible transportation programs.

PROGRAM FUNDING RESERVES

18. If your paratransit program contains a Measure B/BB Direct Local Distribution fund balance at the end of FY 2014-15, as show in Table B, please explain how you anticipating expending these funds in FY 2015-16.

We plan to begin the capital replacement process for both of our vehicles, which are near the end of their useful lives and are experiencing increasing wear and maintenance issues.

18A. Of the projected FY 2015-16 revenue, how much will be identified for anticipated project expenditures in FY 15/16, and how much will be directed towards an Operational, Undesignated or Capital Fund Reserve? (Per the Master Program Funding Agreements, up to 50% of annual Measure B/BB revenue can be directed towards an Operational Reserve

and up to 10% towards an Undesignated Reserve, for a maximum allowable reserve balance of 60% of annual Measure B/BB Paratransit DLD revenue).

\$35,281 are designated for project expenditures in FY15/16.

\$34,646 are designated for Capital Fund Reserve (most likely will be used during FY 15/16)

18B. If your agency's use of the Operational and Undesignated Fund Reserves exceeds the 60% collectively allowed for FY 2015-16, please explain why your agency's is not increasing your activities/expenditures in FY 2015-16 to come under the allowable limit.

Note that any reserve allocations above the 60% limit will require a Request for Exemption to the Timely Use of Funds and Reserve Policies that is approved by the Commission through the Annual Program Compliance Process.

MISCELLANEOUS

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

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Table B Attachment: Program Revenue, Cost and Fund Sources

Total FY 2015-16 Program Revenue (Measure B, Measure BB and all other funds available for FY 2015-16)	
Estimated Measure B Paratransit DLD ending balance at the end of THIS fiscal year, FY 2014-15 (June 30, 2015)	\$9,210
Projected FY 2015-16 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$28,820
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2014-15 (as of June 30, 2015, based on Q4 FY14/15 BB projections distributed by the Alameda CTC)	\$5,986
Projected FY 2015-16 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$29,981
Total FY 2015-16 Measure B and BB Paratransit DLD Revenue	\$73,996
Total FY 2015-16 Other Revenue (All other revenue sources, non-DLD, including Gap grant)	\$349,900
Total FY 2015-16 Program Revenue (Measure B, Measure BB and all other sources available for FY 2015-16)	\$423,896

Service/Program Name		Total FY 2015-16 Program Costs by Fund Source (Measure B, Measure BB and all other funds planned to be expended during FY 2015-16)										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 15-16 <i>Automatically populated from prior sheet (column Q)</i>	Amount of RESERVE Measure B Paratransit DLD funds	Amount of FY 2015-16 Measure B Paratransit DLD funds	Amount of Remaining FY 2014-15 Measure BB Paratransit DLD funds	Amount of FY 2015-16 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 other (Non-Alameda CTC) funds (not including fares)	What is the source of these non-Alameda CTC funds? (e.g. City general fund, federal, state, etc.)	Total Cost (all sources) <i>Automatically calculated</i>
Accessible Group Trip Program	7,500		\$ 7,000		\$ 7,000			\$ 125,000	\$ 125,000	\$ 150,000	City GF Staff and Trip Expenditures (tickets, buses, fuel, etc)	\$ 289,000
Taxi Reimbursement	150		\$ 3,000		\$ 1,000					\$ 450	City GF Staff	\$ 4,450
Meals on Wheels Reimbursement	20		\$ 350							\$ 100	City GF Staff	\$ 450
Subsidiezed EBP Fare Program	500		\$ 500		\$ 500			\$ 250	\$ 250	\$ 1,000	City GF Staff and City Ticket Purchase	\$ 2,250
8-To-Go Shuttle	3,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 34,000	Gap Grant (if approved)	\$ 3,000	\$ 3,000	\$ 36,100	City General Fund	\$ 93,100
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Totals	11,170	\$ 5,000	\$ 15,850	\$ 5,000	\$ 13,500	\$ 34,000		\$ 128,250	\$ 128,250	\$ 187,650		\$ 389,250

Budget check (total revenue less total cost): \$34,646

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB
Projected Maximum Allowable Reserve Balance (60% of FY 2015-16 revenue):	\$17,292	\$17,989
Estimated Reserve Balance, June 30, 2016:	\$17,180	\$17,466
Reserve check - over maximum (red)/ under (green):	-\$112	-\$522

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Alameda CTC Paratransit Program Application - FY 2015-2016 (July 1, 2015 through June 30, 2016)

Table C Attachment: Vehicle Fleet

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

[illegible]

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