



PAPCO Paratransit Program Plan Review Subcommittee

**Measure B/BB
Transportation for
Seniors and People
With Disabilities**

**FISCAL YEAR 2019-2020
SUBMITTED PROGRAM PLANS**

EAST COUNTY

APRIL 2019



This page is intentionally left blank.

Paratransit Program Plan Staff Summary Fiscal Year 2019-20

**Subcommittee: East County
Paratransit Program: Livermore Amador Valley Transit Authority
(LAVTA)**

Staff Recommendation: Recommend program plan for full approval.

- Services provided:
 - ADA-mandated paratransit (coordinates with City of Pleasanton for Pleasanton and Sunol residents)
 - Para-Taxi (grant funded by Alameda CTC)
- 22% Measure B/BB; Remainder: CIP grant, TDA, STA, FTA, and fare revenue
- 0% reserves
- Cost per trip – showing increase in ADA trips from \$38.06 to \$47.70
- Trends in trip provision – Small increase planned
- Elements requiring approval:
 - None
- LAVTA has undertaken a Comprehensive Tri-Valley Paratransit Assessment in partnership with the City of Pleasanton. The study, led by a planning team from Nelson\Nygaard and is expected to conclude by 6/30/19. The study evaluates the provision of paratransit service in the Tri-Valley, identifies gaps and opportunities for streamlining, and engages stakeholders, users and non-users. Recommendations from the study will be reviewed and possibly implemented in FY 2019-20 and beyond.

This page is intentionally left blank.

FY 2019-20 Annual Paratransit Program Plan Application Due by February 28, 2019

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

Date Submitted: 2/28/19_____

TYPES OF SERVICES PROVIDED

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

Below is a list of the types of services/programs that are eligible for Alameda CTC funding. For detailed information about these eligible services, including minimum service requirements and performance measures, refer to the Alameda CTC's Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines, revised December 2018 (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 Paratransit:** Paratransit services provided by fixed-route transit operators to fulfill requirements under the American's with Disabilities Act (ADA).
- **Same-Day Transportation Program:** Provides a same day, curb-to-curb service intended for situations when consumers cannot make their trip on a pre-scheduled basis; allows eligible consumers to use taxis or

Transportation Network Companies (TNCs) (at program discretion) at a reduced fare.

- **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 same-day 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.*
- **Door-through-Door/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 and/or Travel Training:** *Covers a wide range of activities, such as travel training, trip planning, and brokerage. Does not include provision of trips. (This is considered "non-trip provision").*
- **Scholarship/Subsidized Fare Program:** *Program to subsidize any service for customers who are low-income and can demonstrate financial need.*
- **Meal Delivery:** *Program to fund meal delivery to the homes of individuals who are transportation disadvantaged. Currently, only existing operating programs can continue to use Measure B funds for these service costs. No new meal delivery services can be established.*
- **Capital Expenditure:** *Capital purchase or other capital expenditure.*
- **Note on volunteer driver programs and mobility management/training:** *If your program is using DLD funds, but not discretionary grant funds, you may be required to submit further information.*

A. Provide a short narrative description of your agency's FY 2019-20 program.

All Measure B and BB funding will be used to provide the "Wheels Dial-A-Ride" ADA mandated door-to-door paratransit service. The Wheels Dial-A-Ride service area covers the cities of Livermore, Dublin, and Pleasanton, as well as a medical center in San Ramon, and goes beyond the ADA 3/4 mile minimum boundary requirement of the Wheels fixed route bus system. Dial-A-Ride operates at the same time when Wheels route 10R is operating which operates the longest of all the fixed routes (from ~4:30a-1:30a). LAVTA's Dial-A-Ride operations and maintenance are provided through a brokerage contract by Medical Transportation Management, Inc. (MTM).

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

LAVTA has undertaken a Comprehensive Tri-Valley Paratransit Assessment in partnership with the City of Pleasanton. The study, led by a planning team from Nelson Nygaard and is expected to conclude by 6/30/19. The study was launched in an effort to evaluate the provision of paratransit service throughout the Tri-Valley, identify gaps and opportunities for streamlining, and engage stakeholders, users and non-users. Recommendations from the study will be reviewed and possibly implemented in FY20 and beyond.

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

Being a fixed route public transit operator in Livermore, Dublin and Pleasanton, LAVTA provides the ADA mandated paratransit service for the same three cities, and goes beyond the ADA minimum requirements of 1/4 mile buffer around the fixed route system. Since the ADA paratransit requires at least a day in advance reservation, LAVTA also provides same day trips through the Para-Taxi service. Seniors and people with disabilities can travel on fixed route for half fare.

One of the goals of the Comprehensive Tri-Valley Paratransit Assessment was to identify unmet needs within the senior and disabled community, as well as identify ways to streamline the service delivery process. The expectation is that recommendations from the study, once implemented, will better meet the needs of and enhance the quality of life for those who use paratransit in the Tri-Valley. Recommendations of the study include transferring the ADA service from the Pleasanton Paratransit Service to LAVTA, exploring new technology (such as online scheduling and taxi debit card payment method for the Para-Taxi program), including TNC's into the Para-Taxi program, etc.

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

centers. Please report separately, if available, for ADA paratransit, Same-Day Transportation (taxi and TNC), Specialized Accessible Van, and/or Accessible Fixed-Route Shuttle if applicable.

The facilities Wheels Dial-A-Ride riders most frequently travel include:

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

D. Please provide your average trip length, if available, and any interesting outliers, e.g. a significantly short or long trip associated with one of the common trip destinations above.

The average trip length in FY19 was 6.8 miles

2. Will your agency's program for FY 2019-20 conform to the Paratransit Program Implementation Guidelines, as required?

Yes

No

A. If "No", explain below and contact Alameda CTC staff to discuss (prior to February 28, 2019)

3. If proposing any service or program changes in FY 2019-20 from the current year, FY 2018-19, describe the changes and explain why they are proposed. Describe how these changes will impact the ability of seniors and people with disabilities in your community to meet their basic life needs.

LAVTA and the City of Pleasanton hired Nelson/Nygaard to conduct a Comprehensive Tri-Valley Paratransit Assessment to look for areas of overlap, gaps in services, and opportunities to streamline services. Included in the study is an analysis of LAVTA's provision of ADA paratransit service as it relates to current ridership and projected growth and recommendations for policy adjustments. Any policy modifications would be subject to a public hearing and LAVTA Board approval.

Recommendations of the study include transferring the ADA service from the Pleasanton Paratransit Service to LAVTA, exploring new technology (such as online scheduling and taxi debit card payment method for the Para-Taxi program), including TNC's into the Para-Taxi program, etc. These additions provide seniors and persons with disabilities as well as their caregivers more options for accessing transportation services.

- 4. **Looking ahead, beyond FY 2019-20, do you anticipate major service changes? Please briefly describe.** Describe major changes such as beginning or ending a type of service anticipated within the next five years.

LAVTA is not anticipating any major changes, but there may be some changes based on the recommendations from the Comprehensive Tri-Valley Paratransit Assessment. This could include one-click/one call clearing house, mobile ticketing, online trip booking, and outsourcing the eligibility/assessments to a contractor.

PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

- 5. The December 2018 Paratransit Program Implementation Guidelines require Alameda CTC staff review of several program elements prior to implementation. The program elements requiring staff review are listed as items 5A – 5F below and for each item, further explanation is requested. **If your FY 2019-20 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each.** Applicants must address any applicable paratransit projects and programs listed in Attachment B.
 - A. **Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment)
 - B. **Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs)** (describe the proposed service including how subsidies will be provided and how capacity will be managed)
 - C. **Same-Day Transportation Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives)
 - D. **Accessible Shuttle Service** (for new shuttles – describe service plan and how city is coordinating with the local fixed route transit provider)
 - E. **New mobility management and/or travel training programs** (describe the well-defined set of activities)
 - F. **Low-income requirements for any scholarship and fare subsidy programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility)

N/A

DEVELOPMENT OF PROGRAM PLAN

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

LAVTA has a passenger advisory committee (Tri-Valley Accessible Advisory Committee or TAAC) that meets bi-monthly to discuss passenger concerns and advise LAVTA on improvement of its services and facilities. The TAAC is comprised of membership from each jurisdiction and social/human services agencies. Service provision for customers and the planning process for the implementation of new services is coordinated through the TAAC, which meets every other month. The scope of work for the Comprehensive Tri-Valley Paratransit Assessment was partially derived from feedback received from the TAAC as well as from comments received from paratransit passengers. Significant public and stakeholder input (senior and disabled populations) has been included in the Comprehensive Tri-Valley Paratransit Assessment.

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

The 2018 annual Dial-A-Ride customer satisfaction survey was conducted in December 2018. The survey was administered by a third party surveyor, and a total of 280 Dial-A-Ride surveys were completed, which included 220 phone surveys and 60 online surveys.

Below is the summary of findings from most satisfied to least satisfied aspects of the service. The scale was from 1 to 5. 5 being the most satisfied and 1 being dissatisfied.

Satisfaction with Service Aspects on a 1-5 Point Scale	2018
Driver courteous and helpful	4.21
Driver dressed appropriately/clean	4.19
Person on phone courteous	4.19
Vehicle/shuttle was clean	4.13
Driver operated vehicle safely/followed traffic laws	4.13
Vehicle/shuttle was in working order	4.1
No problems with phone menu	4.1
Overall high level of satisfaction with drop off experience	4.08
Driver offered me help during drop off	4.05
Driver dropped me off on time/in correct place	4.01

Driver arrived correct address/pickup spot	3.98
Overall high level of satisfaction with ride experience	3.94
Person on phone able to arrange request for transportation	3.88
Able to reach customer service quickly	3.86
Overall high level of satisfaction with pickup experience	3.83
Person on phone knowledgeable	3.8
Easy to make arrangements for transportation on phone	3.75
Prefer use of smaller vehicles	3.65
Overall experience	3.64
Hold times not an issue	3.61
Driver on time	3.53

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

The service is constantly under review by staff and the public is welcome to comment to staff and to the Board in person, via mail, via email, or telephone. Through the public input LAVTA has received and the survey results LAVTA has a better understanding which aspects of the service quality need more attention. Significant public and stakeholder input (senior and disabled populations) has also been included in the Comprehensive Tri-Valley Paratransit Assessment.

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

The Comprehensive Tri-Valley Paratransit Assessment's Scope of Work included strong emphasis on innovative/emerging technology solutions, which resulted in short- and long term recommendations such the one-click clearing house, phone app/mobile ticketing, Para-Taxi debit card, online trip booking, interfacing with Transportation Network Companies (TNCs), etc.

Based on the rider feedback as well as the Tri-Valley Comprehensive Paratransit Study LAVTA would like to include a Para-Taxi debit card feature as well as TNCs into its Para-Taxi program. Para-Taxi debit card would eliminate the need for the patrons to pay the full taxi fare up front as well as the need to have a credit card. LAVTA is also excited about Uber's same day wheelchair accessible service called WAV, which is now available in LAVTA service area. Also, LAVTA is currently working on including a third party concierge service (such as Go Go Grandparents) to the agency's GoDublin and possibly also Para-Taxi program so that patrons who do not have smartphones can call in and book their rides that way.

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

Yes

No

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

OUTREACH

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

LAVTA fully markets its services and provides information to customers desiring information regarding both paratransit and fixed route services via brochures, website, and outreach events. The LAVTA staff also visit senior centers, senior housings and community events to provide information about different services, including the complimentary wheelchair marking and tether strap program and Para-Taxi program. This information is also available on LAVTA web site at www.wheelsbus.com.

ELIGIBILITY AND ENROLLMENT

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

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

1. Paper application, which also includes the applicant's medical care professional's verification, and
2. In-person assessment

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

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

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

CUSTOMER SATISFACTION

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

The customers can either call the customer service phone line at 925-455-7500 or enter their complaint or commendation via the online form on www.wheelsbus.com. When customers file a complaint or commendation, the complaint/commendation and all information are entered into a web-based customer service database, which assigns the complaint/commendation to a LAVTA or contractor staff member based on the department in question. LAVTA and/or contractor staff will investigate complaint and, if requested, get back to the customer with the result. Complaints are tallied and reported to the Board monthly. The contract with MTM incentivizes low complaints.

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

The lowest rated variables of the customer satisfaction survey were driver timeliness and the amount of time on hold on the phone. To investigate further, LAVTA staff analyzed the monthly on-time performance and hold times statistics from January 2018 to December 2018. The two tables below demonstrate the findings. The monthly telephone hold times' table demonstrates that the hold time percentages have been improving from December 2017 to December 2018. The same is true for the on time performance, which has increased from high seventies to mid-nineties.

Telephone Hold Times Percentages:

Month, Year	<60 Seconds	<180 Seconds
December, 2017	78.09%	91.78%
January, 2018	74.45%	89.27%
February, 2018	75.43%	90.31%
March, 2018	72.43%	86.28%
April, 2018	76.31%	90.99%

May, 2018	84.12%	94.94%
June, 2018	80.38%	93.78%
July, 2018	75.31%	90.33%
August, 2018	90.95%	97.1%
September, 2018	77.44%	91.38%
October, 2018	78.94%	91.75%
November, 2018	93.04%	97.59%
December, 2018	89.59%	94.01%

On Time Performance Percentages:

Month, Year	OTP %
December, 2017	78.85%
January, 2018	77.75%
February, 2018	82.31%
March, 2018	86.97%
April, 2018	89.36%
May, 2018	87.24%
June, 2018	88.13%
July, 2018	90.42%
August, 2018	91.06%
September, 2018	92.79%
October, 2018	91.74%
November, 2018	94.71%
December, 2018	94.2%

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

Hired more drivers and retrained call center staff. Additionally, we are working on ensuring that all subcontractors have a clearly identifiable uniform and identification issued by LAVTA.

EXPECTED DEMAND/USE OF SERVICES

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

Registrants at beginning of FY 2017-18	1,198
Registrants at end of FY 2017-18	
Current Registrants for FY 2018-19	984
Projected Registrants for FY 2019-20	1,100

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

One of the recommendations of the Comprehensive Paratransit Assessment/Mobility Forward study is to transfer the ADA service from Pleasanton Paratransit to LAVTA. As such, there may be an increase of Pleasanton residents applying for Wheels Dial-A-Ride.

16. Do you expect the total number of one-way trips provided by your program in FY 2019-20 to increase, decrease or stay the same compared to the current year, FY 2018-19? Why?

One of the recommendations of the Comprehensive Paratransit Assessment/Mobility Forward study is to transfer the ADA service from Pleasanton Paratransit to LAVTA. Because of this there may be an increase of Pleasanton residents' trips on Wheels Dial-A-Ride.

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

- Yes
- No

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

18. Please provide the number of trips provided to consumers who required an accessible vehicle, if available. If trips were provided in more than one service (e.g. taxi, TNC, specialized accessible van, etc.), please specify for each.

Number of trips provided to consumers who require an accessible vehicle in FY 2017-18	12,671 (actual)
Number of trips provided to consumers who require an accessible vehicle in FY 2018-19	12,569 (estimate)
Number of trips provided to consumers who require an accessible vehicle in FY 2019-20	13,000 (estimate)

VEHICLE FLEET

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

SAFETY INCIDENTS

20. Describe any safety incidents recorded by your program in FY 2017-18, or to date in FY 2018-19. Specify for each of the paratransit projects and programs listed in Attachment B. *(Report incidents resulting in any of the following: a fatality other than a suicide; injuries requiring immediate medical attention away from the scene for two or more persons; property damage equal to or exceeding \$7,500; an evacuation due to life safety reasons; or a collision at a grade crossing.)*

None.

FINANCES: PROGRAM REVENUE AND COST

21. Detail your FY 2019-20 program's total estimated revenue (all fund sources) and total cost by completing Attachment C (Table C tab of the Excel workbook). For program components funded all or in part with a Measure B/BB discretionary grant, segregate the grant funding by entering it in the "Other Measure B/BB" column.

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

A. Management/Overhead Costs

\$55,000- 25% of labor costs for the contracts manager and the paratransit planner.

B. Customer Service and Outreach Costs

\$38,742- 25% of the labor costs for the employees who take the calls and answer the questions of paratransit customers. Not scheduling or dispatch calls but calls with questions and concerns.

PROGRAM FUNDING RESERVES

23. If your paratransit program is anticipated to have a remaining balance of Measure B/BB DLD funding at the end of FY 2019-20, as shown in Attachment C, please explain. How do you plan to expend these funds and when?

We will not have any reserves.

MISCELLANEOUS

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

This page is intentionally left blank.

Alameda CTC FY 2019-20 Annual Paratransit Program Plan Application (July 1, 2019 - June 30, 2020)
Attachment A: Summary of Past Program Service, Performance and Costs (FY 2017-18)

Service/Program Type and Name		Performance FY 2017-18		Total FY 2017-18 Program Costs Expended by Fund Source (Measure B, Measure BB and all other funds expended during FY 2017-18)										Notes	
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M	Column N	Column O	Column P
Eligible Service/Program Type <i>Drop-down Menu</i>	Service/Program/Project Name	Quantity Provided FY 2017-18 Provide total number of one-way trips or units	On-Time Performance FY 2017-18 Percent of passenger trips arrived within designated window (indicate if data is unavailable or non-applicable)	Amount of RESERVE Measure B Paratransit DLD funds	Amount of FY 2017-18 Measure B Paratransit DLD funds	Amount of RESERVE Measure BB Paratransit DLD funds	Amount of FY 2017-18 Measure BB Paratransit DLD funds	Amount of OTHER Measure B/BB funds	What was the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, MB LSR, etc.)	Fare Revenue received from service	Fare Revenue expended on service	Amount of all non-Alameda CTC funds (not including fares)	What was the source of these non-Alameda CTC funds? (e.g. City general fund, federal, state, etc.)	Total Funds expended (all sources) <i>Automatically calculated</i>	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
ADA-mandated Paratransit	Wheels Dial-A-Ride	48,872	89%	\$ -	\$ 186,747		\$ 310,968	\$ 11,576	GAP	\$ 217,184	\$ 217,184	\$ 1,133,776	FTA, TDA, STA	\$ 1,860,251	
														\$ -	
														\$ -	
														\$ -	
														\$ -	
														\$ -	
														\$ -	
														\$ -	
														\$ -	
														\$ -	
														\$ -	
														\$ -	
														\$ -	
														\$ -	
				\$ -	\$ 186,747	\$ -	\$ 310,968	\$ 11,576		\$ 217,184	\$ 217,184	\$ 1,133,776		\$ 1,860,251	

This page is intentionally left blank.

This page is intentionally left blank.

Alameda CTC FY 2019-20 Annual Paratransit Program Plan Application (July 1, 2019 - June 30, 2020)
Attachment C: Program Revenue, Cost and Fund Sources

Total FY 2019-20 Program Revenue (Measure B, Measure BB and all other funds available for FY 2019-20)	
Estimated Measure B Paratransit DLD ending balance at the end of THIS fiscal year, FY 2018-19 (June 30, 2019)	\$0
Projected FY 2019-20 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$185,010
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2018-19 (as of June 30, 2019)	
Projected FY 2019-20 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$341,800
Total FY 2019-20 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$526,810
Total FY 2019-20 Other Revenue (All other revenue sources, non-DLD, including discretionary grant)	\$ 1,905,947
Total FY 2019-20 Program Revenue (Measure B, Measure BB and all other sources available for FY 2019-20) (Automatically calculated)	\$2,432,757

Total FY 2019-20 Program Costs by Fund Source (Measure B, Measure BB and all other funds planned to be expended during FY 2019-20)												Total Cost
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M
Service/Program/Project Name	Quantity Planned for FY 2019-20	Amount of RESERVE Measure B Paratransit DLD funds	Amount of FY 2019-20 Measure B Paratransit DLD funds	Amount of RESERVE Measure BB Paratransit DLD funds	Amount of FY 2019-20 Measure BB Paratransit DLD funds	Amount of OTHER Measure B/BB funds	What is the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, LSR, MB LSR, etc.)	Fare Revenue expected from service	Fare Revenue to be expended on service	Amount of all Non-Alameda CTC funds (not including fares)	What is the source of these non-Alameda CTC funds? (e.g. city funds, federal, state, etc.)	Total Cost (all sources) <i>Automatically calculated</i>
Wheels Dial-A-Ride	51,000		\$ 185,010		\$ 341,800		Gap	\$ 182,000	\$ 182,000	\$ 1,723,947	TDA, FTA, STA	\$ 2,432,757
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
Totals	51,000	\$ -	\$ 185,010	\$ -	\$ 341,800	\$ -		\$ 182,000	\$ 182,000	\$ 1,723,947		\$ 2,432,757

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

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2020:	\$0	\$0	\$0
Reserve balance as percent of FY 2019-20 Revenue*	0%	0%	0%

*Alameda CTC's Timely Use of Funds policy looks at entire jurisdiction's fund balance.

This page is intentionally left blank.

Alameda CTC FY 2019-20 Annual Paratransit Program Plan Application (July 1, 2019 - June 30, 2020)

Attachment D: Vehicle Fleet

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

Vehicle Fleet									
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
					Vehicle Capacity				
Make	Type of Vehicle(s) (specify bus, large van, minivan, sedan)	Year of Vehicle	Fuel Type	Lift/Ramp Equipment (specify lift, ramp, or none)	Ambulatory	Wheelchair	Number of Vehicles	Owner (specify if contractor)	City that vehicle(s) are garaged
Dodge	Minivan	2014	Gasoline	Ramp	3	1	1	MTM	Livermore
Crysler	Sedan	2005	Gasoline	Ramp	3	0	1	Tri Valley	Livermore
Dodge	Minivan	2014	Gasoline	Ramp	5	1	1	Tri Valley	Livermore
Dodge	Minivan	2016	Gasoline	Ramp	5	1	1	Tri Valley	Livermore
Dodge	Minivan	2007	Gasoline	Ramp	3	1	2	Northbay	Livermore
Dodge	Minivan	2007	Gasoline	Ramp	4	1	1	Northbay	Livermore
Dodge	Minivan	2005	Gasoline	Ramp	4	1	1	Northbay	Livermore
Dodge	Minivan	2012	Gasoline	Ramp	4	1	1	Northbay	Livermore
Dodge	Minivan	2014	Gasoline	Ramp	4	1	1	Northbay	Livermore
Crystler	Minivan	2004	Gasoline	Ramp	3	1	1	Northbay	Livermore
Checy	Minivan	2007	Gasoline	Ramp	3	1	1	Northbay	Livermore
Ford	Large Van	2004	Gasoline	Lift	1	2	1	Northbay	Livermore
Dodge	Minivan	2010	Gasoline	None	5	0	1	Northbay	Livermore
Dodge	Minivan	2013	Gasoline	None	5	0	1	Northbay	Livermore
Crysler	Minivan	2009	Gasoline	None	5	0	1	Northbay	Livermore
Crysler	Minivan	2017	Gasoline	None	5	0	1	Northbay	Livermore
Chevy	Minivan	2010	Gasoline	None	5	0	1	Northbay	Livermore

This page is intentionally left blank.

Paratransit Program Plan Staff Summary Fiscal Year 2019-20

Subcommittee: East County Paratransit Program: Pleasanton

Staff Recommendation: Recommend program plan for full approval.

- Services provided:
 - City-based Door-to-Door
 - ADA-mandated paratransit for Pleasanton and Sunol residents (coordinates with LAVTA)
 - ADA-certified registrants would be eligible for LAVTA's Para-Taxi program
 - Group Trips
 - Scholarship/Subsidized Fare
 - Mobility Management and Travel Training
- 45% Measure B/BB; Remainder: General Fund, TDA 4.5, and fare revenue
- 61% reserves
- Cost per trip – Door-to-door trips decreasing from \$71.86 to \$58.49
- Trends in trip provision – modest increase planned overall
- Elements requiring approval:
 - Planned capital expenditure: Purchase new two-way East Bay Regional Communications System Authority (EBRCSA) radios.

- City Based Door-to Door Service: We provide pre-scheduled, accessible door-to-door trips. Same day service is not available. In addition, in an effort to reduce isolation and increase socialization, we will be offering group trips for seniors and the disabled. These trips will be designed specifically for this population.
- Travel Training Programs – Host annual Transit Fair and consult seniors weekly regarding transportation options. Seniors 60+ one-on-one appointments.
 - Already approved by Alameda CTC staff.
- Low income requirements for Scholarship Program – City of Pleasanton's Fee Assistance Program. This program allows for 75% subsidy on Paratransit tickets based on an individual's income.
 - Already approved by Alameda CTC staff.
- Pleasanton Paratransit Services (PPS) and the Livermore Amador Valley Transit Authority (LAVTA) are completing a Tri-Valley Paratransit study entitled, "Mobility Forward" facilitated by Nelson\Nygaard. Staff expects to have recommendations this spring that will enable PPS and LAVTA to operate more efficiently and increase their coordinated services. The City and LAVTA are currently in discussions to potentially transfer ADA service to LAVTA, which may include transferring MTC TDA 4.5 funds. Regardless of the enhancements to PPS, it is the City's intention to continue a City-based transportation service for older adults in Pleasanton. At this point, it is not known what recommendations will be accepted, so we are planning for the additional improvement listed below. This program plan may need to be modified depending upon accepted recommendations.

FY 2019-20 Annual Paratransit Program Plan Application Due by February 28, 2019

CONTACT INFORMATION	
Agency:	City of Pleasanton
Contact Name:	Rachel Prater
Title:	Recreation Supervisor
Phone Number:	925-931-5367
E-mail Address:	rprater@cityofpleasantonca.gov

Date Submitted: 2-27-19

TYPES OF SERVICES PROVIDED

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

Below is a list of the types of services/programs that are eligible for Alameda CTC funding. For detailed information about these eligible services, including minimum service requirements and performance measures, refer to the Alameda CTC's Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines, revised December 2018 (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 Paratransit:** Paratransit services provided by fixed-route transit operators to fulfill requirements under the American's with Disabilities Act (ADA).
- **Same-Day Transportation Program:** Provides a same day, curb-to-curb service intended for situations when consumers cannot make their trip on a pre-scheduled basis; allows eligible consumers to use taxis or Transportation Network Companies (TNCs) (at program discretion) at a reduced fare.

- **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 same-day 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.
- **Door-through-Door/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 and/or Travel Training:** Covers a wide range of activities, such as travel training, trip planning, and brokerage. Does not include provision of trips. (This is considered "non-trip provision").
- **Scholarship/Subsidized Fare Program:** Program to subsidize any service for customers who are low-income and can demonstrate financial need.
- **Meal Delivery:** Program to fund meal delivery to the homes of individuals who are transportation disadvantaged. Currently, only existing operating programs can continue to use Measure B funds for these service costs. No new meal delivery services can be established.
- **Capital Expenditure:** Capital purchase or other capital expenditure.
- **Note on volunteer driver programs and mobility management/training:** If your program is using DLD funds, but not discretionary grant funds, you may be required to submit further information.

A. Provide a short narrative description of your agency's FY 2019-20 program.

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

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

PPS Fare Scholarship Program - This program allows for 75% subsidy on Paratransit tickets based on an individual's income. Residency and income requirements are consistent with the City of Pleasanton's Fee Assistance Program.

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

Customer Service/Outreach - PPS and Pleasanton Senior Center staff will continue to provide customer service and outreach services for LAVTA including providing tickets sales for Wheels Dial-A-Ride, Fare buster ticket sheets and monthly bus passes for the senior and disabled populations.

Travel Training Program - This is an individualized travel training program that provides seniors 60+ years of age with the opportunity to receive one-on-one instruction on how to access public transportation.

Management/Overhead - The Recreation Manager and Supervisor manage all Pleasanton transportation programs. Some hours for the Dispatcher, specifically for duties related to statistical reporting and performance evaluations for all transportation programs are also included in the management/overhead.

Capital Expenditures - In an effort to enhance our services we plan to purchase new East Bay Regional Communications Systems Authority (EBRCSA) two-way radios which will make communication between drivers and dispatch more effective which in turn will increase our level of customer service. Current two-way radios have multiple dead-zones throughout town.

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

All of the transportation services provided by PPS are designed to meet the needs of the seniors and disabled in the community. All vehicles are equipped to provide safe and reliable transportation. The recent implementation of updated technology has allowed drivers instant access to notifications of cancellations and changes in their respective manifests on a tablet. Additionally, the *Tripspark Drivermate and Notification* software has streamlined phone services, eliminating the need for a live person call-back confirmation, and allowing staff more time to working directly with new ride requests, program information and referral services.

With paratransit services being delivered out of the Pleasanton Senior Center there is an opportunity for staff to educate seniors on the services available at the Senior Center such as the congregate meal program, various recreational and educational activities, and access of a wide array of social services, ranging from foot care and free notary services to eye glass repairs and tax assistance. Programs offered foster socialization and independence.

Providing fare subsidies through the scholarship program is an important component of the PPS program allowing low-income seniors and people with disabilities an affordable transportation option.

The Travel Training and Group Trip programs provide seniors the confidence to utilize public transportation. This program gives seniors 60+ years of age and older the opportunity to schedule a one-on-one training session with a staff member.

The purchase of the new EBRCSA two-way radios will enhance our service by ensuring communication between drivers and dispatch. The radios will serve as an additional back-up for communication between drivers and dispatch. Current two-way radios have multiple dead-zones in the senior center and throughout town.

C. List the most common trip destinations for seniors and people with disabilities in your community that your services are designed to serve, e.g. dialysis centers, hospitals, major shopping complexes, senior centers. Please report separately, if available, for ADA paratransit, Same-Day Transportation (taxi and TNC), Specialized Accessible Van, and/or Accessible Fixed-Route Shuttle if applicable.

Primary destinations for Pleasanton Paratransit Services are:

- Medical Appointments
- Basic living needs; Grocery store, banks, beauty salons, etc.
- Recreational activities; primarily at the Pleasanton Senior Center
- Pleasanton Senior Nutrition Program at Senior Center Sage Café
- Dialysis

D. Please provide your average trip length, if available, and any interesting outliers, e.g. a significantly short or long trip associated with one of the common trip destinations above.

Our average trip length is between 20 and 25 minutes.

A significant longer trip that we accommodate upon request is medical appointments out of town to the following locations:

- San Ramon Regional Medical Center, San Ramon
- Veterans Administration Medical Center, Livermore
- Valley Memorial Hospital/Medical Corridor, Livermore
- Medical Offices on Concanon Boulevard, Livermore
- Kaiser, Livermore
- Palo Alto Medical Center, Dublin

2. Will your agency's program for FY 2019-20 conform to the Paratransit Program Implementation Guidelines, as required?

Yes

No

A. If "No", explain below and contact Alameda CTC staff to discuss (prior to February 28, 2019)**3. If proposing any service or program changes in FY 2019-20 from the current year, FY 2018-19, 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.

PPS and the Livermore Amador Valley Transit Authority (LAVTA) are completing a Tri-Valley Paratransit study called, "Mobility Forward" facilitated by transportation consultant Nelson-Nygaard. We expect to have recommendations this spring that will enable PPS and LAVTA to operate more efficiently and increase our coordinated services. The current recommendations propose a wide range of options from simple policy changes to potentially contracting out a portion of, or all our current door-to-door service. The City and LAVTA are currently in discussions to potentially transfer ADA service to LAVTA, which may include transferring MTC TDA 4.5 funds. Regardless of the enhancements to PPS, it is the City's intention to continue a City-based transportation service for older adults in Pleasanton. At this point it is not known what recommendations will be accepted, so we are planning for the additional improvement listed below. This program plan may need to be modified depending upon accepted recommendations.

- To enhance our services, we plan to purchase new two-way EBRCSA radios which will make communication between drivers and dispatch more effective which in turn will increase our level of customer service.

- 4. Looking ahead, beyond FY 2019-20, do you anticipate major service changes? Please briefly describe.** Describe major changes such as beginning or ending a type of service anticipated within the next five years.

Pending recommendations PPS will implement efficiency recommendations based on the Nelson Nydargd report. It is safe to say that improvements will take place, however, that decision is yet to be made. If this program plan needs to be modified based on recommendations, City staff will confer with ACTC staff. The City is committed to maintaining the current level of high customer satisfaction the program currently provides. It is also anticipated that the customer will notice little to no change in the services provided.

PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

- 5.** The December 2018 Paratransit Program Implementation Guidelines require Alameda CTC staff review of several program elements prior to implementation. The program elements requiring staff review are listed as items 5A – 5F below and for each item, further explanation is requested. **If your FY 2019-20 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each.** Applicants must address any applicable paratransit projects and programs listed in Attachment B.
- A. Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment)
 - B. Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs)** (describe the proposed service including how subsidies will be provided and how capacity will be managed)
 - C. Same-Day Transportation Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives)
 - D. Accessible Shuttle Service** (for new shuttles – describe service plan and how city is coordinating with the local fixed route transit provider)
 - E. New mobility management and/or travel training programs** (describe the well-defined set of activities)
 - F. Low-income requirements for any scholarship and fare subsidy programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility)

Planned capital expenditure: In an effort to enhance our services we plan to purchase new two-way EBRCSA radios which will make communication between drivers and dispatch more effective which in turn will increase our level of customer service.

City Based Door-to Door Service – We provide pre-scheduled, accessible door-to -door trips. Same day service is not available. In addition, in an effort to reduce isolation and increase socialization, we will be offering group trips for seniors and the disabled. These trips will be designed specifically for this population.

Travel Training Programs – Host annual Transit Fair and consult seniors weekly regarding transportation options. Seniors 60+ one-on-on appointments.

Low income requirements for Scholarship Program – Residency and income requirements are consistent with the City of Pleasanton's Fee Assistance Program. This program allows for 75% subsidy on Paratransit tickets based on an individual's income.

DEVELOPMENT OF PROGRAM PLAN

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

PPS Task Force input – Staff worked with the Pleasanton Paratransit Task Force, a transportation advisory group, to review and seek feedback on rider’s statistics and evaluations for door-to-door services. The information from the Task Force is valuable in planning future projects and determining opportunities for service improvement. The PPS Task Force and the Senior Advisory Committee will meet on Monday, April 22 and will review this plan at their respective meetings.

The Pleasanton Senior Center will host an annual Transit Fair on Friday, March 15, 2019 with staff seeking feedback about transportation options from the participants. Having a presence in the medical community is an important part of our outreach activities. We continually visit local medical offices and share information about PPS. In addition, we consistently provide outreach at senior housing and local agencies, and continually seek feedback on transportation service delivery and implement changes/improvements into our services, when feasible.

A staff member has been assigned the responsibility of Paratransit Outreach. This staff member keeps a list of applicable locations that would benefit from our program. This list includes medical centers, senior housing communities, and rehabilitation centers. The locations are on a rotation and the staff person visits and provides presentations and flyers as well as report back on feedback received.

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

We closely review daily and monthly ridership trends to determine gaps in service or opportunities for improvement. The information from this evaluation is summarized and reviewed by the PPS Task Force allowing us to identify areas of improvement or service delivery modifications. PPS staff regularly meets with LAVTA staff as both agencies collaborate on the changing Tri-Valley transit needs. Additionally, we complete a variety of outreach efforts including senior group meetings, a community Transit Fair, one-on-one appointments with community members and participation at community events.

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

Several factors determine how the City will prioritize funding for FY 2019/20. Based on general customer feedback, the following program/service the primary focus for the program plan:

- Providing affordable trips ranks high in priority by our riders and thus the need to continue the PPS Scholarship Program.
- Continue expanded driver hours to meet the increasing need for service during prime rider times (10:00 am to 2:00 pm). PPS will continue recruiting additional drivers to expand our driver pool to accommodate these expanded prime time rider times.
- On-going emphasis on the importance of excellent customer service in the PPS Dispatch Office with resources earmarked to expand customer service staff in the dispatch area. We have deployed software tools to enhance service delivery.
- Community outreach is integral to the success of PPS services, particularly to the senior housing communities in Pleasanton. Staff will continue outreach efforts.

On-going review of PPS and LAVTA ridership statistics, comments, and costs prompted the partnership to hire consultant Nelson-Nygaard to conduct a comprehensive Tri-Valley Paratransit study, which is expected to conclude in 2019. We anticipate that the study will result in clarification and recommendations that will allow both agencies to operate innovatively and more efficiently to serve the transportation needs of Tri-Valley residents.

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

This year we have implemented *TripSpark Notifications* and *DriverMate* which have improved efficiencies through the electronic manifests and on-board tablets. We are currently updating our client profiles to set up automated call backs and have received positive feedback from the clients who are currently set up in the system to receive automated notifications.

In an effort to further enhance our services we plan to purchase 12 two-way EBRCSA radios which will improve communication between drivers and dispatch and also provide a back-up system for driver to dispatch communication.

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

Yes

No

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

Pleasanton City Council, June 2019

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

Outreach efforts include:

- PPS is listed in printed materials distributed by the City, including: City of Pleasanton website, multi-lingual brochures and flyers, City of Pleasanton's Library and Recreation Department Activities Guide which is delivered to 28,000 households three time a year, the Tri-Valley Pocket Guide for Human Services, Paratransit Newsletter, informational advertisements in the Pleasanton Senior Center bi-monthly newsletter (The EDGE), and the Recreational Activities for Adults with Developmental Disabilities (RADD) Program Newsletter
- Presentations at local senior housing complexes, medical offices and community organizations
- Community fairs such as the Pleasanton Senior Center Transit Fair which attracts over 200 people a year to learn about transit options
- Cross promotion of programs at time of Wheels and PPS ticket sales and advertisements on websites and in brochures
- Information is included in the Eden I&R 2-1-1 informational brochure and is included as part of their referral service

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

Eligibility requirements for PPS:

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

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

In addition to having PPS applications available at the Senior Center, they are available online at the City of Pleasanton's website, LAVTA's website and through ACCESS Alameda.

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

Upon client approval, rides can be scheduled immediately.

CUSTOMER SATISFACTION**14. Describe your complaint and commendation process.** Describe your process from beginning to end, including instructions you provide to customers for filing

program suggestions, complaints or commendations, your documentation procedures and your follow up.

Complaints/commendations are documented and directed to the PPS Supervisor, who responds to issues on a one-on-one basis. Suggestions/concerns come from a variety of sources, including: door-to-door evaluation surveys, telephone calls, City of Pleasanton's website, letters from riders, and suggestions from the PPS Task Force. Responses to customers are done in writing, by telephone or e-mail.

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

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

Riders continue to comment about their desire for same-day rides, most often for medical appointments. Out-of-county transportation needs continue to be a challenge for some seniors and ADA clients.

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

We continually recruit for additional drivers to keep up with the high demand of requests.

The recent purchase of the Braun Mini-Van will allow more flexibility for the City to hire new drivers that only require a Class C license. In our current hiring practices we find it challenging to hire, train and retain a commercial licensed driver.

EXPECTED DEMAND/USE OF SERVICES

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

Registrants at beginning of FY 2017-18	1,249
Registrants at end of FY 2017-18	1,393
Current Registrants for FY 2018-19	1,468
Projected Registrants for FY 2019-20	1,638

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

As the senior population increases, we expect that seniors will be requesting more rides to local shopping centers, supermarkets, the library and other downtown destinations. There is and will continue to be an emphasis on educating riders in Pleasanton about the PPS and the importance of using the service during operational hours and only using LAVTA services during hours that PPS is not operating. With these efforts and the continuation of community outreach, we anticipate ridership numbers will continue to increase.

16. Do you expect the total number of one-way trips provided by your program in FY 2019-20 to increase, decrease or stay the same compared to the current year, FY 2018-19? Why?

We expect the total number of one-way trips provided to stay the same. If we are able to hire and retain additional drivers, the number of one-way trips should increase.

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

[x] Yes

[] No

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

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

18. Please provide the number of trips provided to consumers who required an accessible vehicle, if available. If trips were provided in more than one service (e.g. taxi, TNC, specialized accessible van, etc.), please specify for each.

Number of trips provided to consumers who require an accessible vehicle in FY 2017-18	1,332
Number of trips provided to consumers who require an accessible vehicle in FY 2018-19	1,400
Number of trips provided to consumers who require an accessible vehicle in FY 2019-20	1,450

VEHICLE FLEET

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

SAFETY INCIDENTS

- 20. Describe any safety incidents recorded by your program in FY 2017-18, or to date in FY 2018-19.** Specify for each of the paratransit projects and programs listed in Attachment B. *(Report incidents resulting in any of the following: a fatality other than a suicide; injuries requiring immediate medical attention away from the scene for two or more persons; property damage equal to or exceeding \$7,500; an evacuation due to life safety reasons; or a collision at a grade crossing.)*

There were no safety incidents reported during FY 2017-18 and the same applies to FY 2018-19 thus far.
--

FINANCES: PROGRAM REVENUE AND COST

21. Detail your FY 2019-20 program's total estimated revenue (all fund sources) and total cost by completing Attachment C (Table C tab of the Excel workbook). For program components funded all or in part with a Measure B/BB discretionary grant, segregate the grant funding by entering it in the "Other Measure B/BB" column.

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

A. Management/Overhead Costs

The Management/Overhead costs totals \$106,363. This was determined by the percentage of time spent on the program by each employee.

- Recreation Manager
- Recreation Supervisor (2)
- Paratransit Dispatcher

Pending future direction for PPS related to the Mobility Forward study recommendations, management/overhead costs will need to be modified.

B. Customer Service and Outreach Costs

The Customer Service and Outreach costs total \$67,203. This was determined by staff salaries. This includes staff time to complete community outreach/education, resolve rider issues and concerns, complete call backs to clients, develop surveys and evaluations, and create and distribute marketing materials. Also included are the costs to conduct a transit fair annually that is a favorite local event attended by approximately 200 residents.

PROGRAM FUNDING RESERVES

23. If your paratransit program is anticipated to have a remaining balance of Measure B/BB DLD funding at the end of FY 2019-20, as shown in Attachment C, please explain. How do you plan to expend these funds and when?

In carefully reviewing all budgetary implications and in developing the FY 2019/2020 Program Plan, if we have a remaining balance, we will expend Measure BB dollars on the balance of the Mobility Forward Tri-Valley Paratransit Study. We also plan to spend additional Measure BB balance on enhancements that may arise from recommendations.

MISCELLANEOUS

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

PPS staff has worked closely with LAVTA staff and has partnered to hire consultant Nelson-Nygaard to conduct a Comprehensive Tri-Valley Paratransit study. To date, this collaboration has already improved inter-agency communication and will better serve our partnership in implementing the study recommendations.

This page is intentionally left blank.

Alameda CTC FY 2019-20 Annual Paratransit Program Plan Application (July 1, 2019 - June 30, 2020)

Attachment B: Description of Planned Program

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

Service/Program Type and Name		Contractor	Need(s) Met	Cost to Consumer		For Trip Provision Services			
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
Eligible Service/Program Type <i>Drop-down Menu</i>	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 <i>Drop-down Menu</i>	Is this a same day or pre-scheduled service? <i>Drop-down Menu</i>	Is this a fixed route or origin-to-destination service (e.g. door-to-door)? <i>Drop-down Menu</i>	Service Area
City-based Door-to-Door	Pleasanton Paratransit Door-to-Door Service		Rides include trips for basic living needs, including trips to grocery stores, medical offices, banks, beauty salons, employment, recreational and educational activities, nutrition sites, dialysis and connecting to transit rides.	Resident In-Town: \$3.50 Non-Resident In-Town: \$4.00 Resident Out-of-Town: \$4.00 Non-Resident Out-of-Town: \$4.50	Voucher (Punch Card)	Accessible	Pre-scheduled	Door-to-Door	Door-to-Door service covers all of Pleasanton, its unincorporated areas and Sunol. Limited service to medical appointments in Livermore, Dublin and San Ramon is permitted to specific pre-approved destinations. Trips beyond the identified service area are coordinated with Livermore Amador Valley Transit Authority, County Connections and East Bay Paratransit
Management/Overhead	PPS Management/Overhead								
Customer Service and Outreach	PPS Customer Service/Outreach								
Group Trips	Daytrippers		Recreation	Varies by trip destination	Cash, Card or check	Accessible			Preference to Pleasanton and Sunol
Scholarship/Subsidized Fare	Fee Assistance Program		Scholarship program offering discounts to low-income Pleasanton and Sunol residents.						Pleasanton and Sunol
Mobility Mgmt/Travel Training	Travel Training		One-on-one travel training and trip planning for older adults or people with cognitive or physical disabilities.		No fee		Pre-scheduled		Pleasanton and Sunol
Capital Purchase	Upgrade of onboard two-way EBRCSA radios								

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

Service/Program Type and Name		Limits	Schedule		Eligibility	Status	Deliverables	Notes	
Column A (repeated)	Column B (repeated)	Column K	Column L	Column M	Column N	Column O	Column P	Column Q	Column R
Service/Program Type <i>Will automatically populate from rows above</i>	Service/Program/Project Name <i>Will automatically populate from rows above</i>	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 <i>Drop-down Menu</i>	Quantity Planned Provide total number of units (one-way passenger trips, consumers trained, meals delivered, etc.)	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
City-based Door-to-Door	Pleasanton Paratransit Door-to-Door Service	None	Reservations are accepted Monday - Friday from 9:00am - 3:00pm. Additionally, PPS Dispatch voicemail is available for clients to leave reservation requests and is monitored until 4:30pm each weekday.	A trip can be scheduled up to two (2) weeks in advance with most clients reserving round trips. Rides are reserved on a first-call, first-served basis. PPS is not able to make same-day reservations due to service demands.	Service is in operation Monday-Friday, 8:15am - 4:30pm. Eligible ADA riders can call Wheels-Dial-A-Ride for additional assistance during non-PPS service hours or when PPS has reached maximum scheduled ride capacity.	PPS eligibility requirements include Pleasanton or Sunol residency and either 70+ years of age or ADA certified 18+ years of age. PPS approved riders 60-69 years of age were grandfathered into the program if they were registered prior to July 1, 2012.	Continuing/Ongoing	9,000	
0	0								
Management/Overhead	PPS Management/Overhead								
0	0								
Customer Service and Outreach	PPS Customer Service/Outreach								
0	0								
Group Trips	Daytrippers	None				60+	Continuing/Ongoing	504	One trip each month with 21 participants.
0	0								
Scholarship/Subsidized Fare	Fee Assistance Program	Maximum spending limits based on approved funding levels and available scholarship funds.				All clients are approved using low income guidelines outlined in the City of Pleasanton Fee Assistance Program.	Continuing/Ongoing	70	Anticipated number of approved fee assistance recipients.
0	0								
Mobility Mgmt/Travel Training	Travel Training		Based upon availability of trainer		Monday - Friday, 9:00am - 4:00pm	Same as door-to-door service	Continuing/Ongoing	20	
Capital Purchase	Upgrade of onboard two-way EBRCSA radios						To be initiated in FY 18/19	12	
0	0								

This page is intentionally left blank.

Alameda CTC FY 2019-20 Annual Paratransit Program Plan Application (July 1, 2019 - June 30, 2020)
Attachment C: Program Revenue, Cost and Fund Sources

Total FY 2019-20 Program Revenue (Measure B, Measure BB and all other funds available for FY 2019-20)	
Estimated Measure B Paratransit DLD ending balance at the end of THIS fiscal year, FY 2018-19 (June 30, 2019)	\$0
Projected FY 2019-20 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$118,071
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2018-19 (as of June 30, 2019)	\$206,182
Projected FY 2019-20 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$218,133
Total FY 2019-20 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$542,386
Total FY 2019-20 Other Revenue (All other revenue sources, non-DLD, including discretionary grant)	\$ 410,641
Total FY 2019-20 Program Revenue (Measure B, Measure BB and all other sources available for FY 2019-20) (Automatically calculated)	\$953,027

Service/Program Name		Total FY 2019-20 Program Costs by Fund Source (Measure B, Measure BB and all other funds planned to be expended during FY 2019-20)										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 2019-20 <i>Automatically populated from prior sheet (column Q)</i>	Amount of RESERVE Measure B Paratransit DLD funds	Amount of FY 2019-20 Measure B Paratransit DLD funds	Amount of RESERVE Measure BB Paratransit DLD funds	Amount of FY 2019-20 Measure BB Paratransit DLD funds	Amount of OTHER Measure B/BB funds	What is the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, LSR, MB LSR, etc.)	Fare Revenue expected from service	Fare Revenue to be expended on service	Amount of all Non-Alameda CTC funds (not including fares)	What is the source of these non-Alameda CTC funds? (e.g. city funds, federal, state, etc.)	Total Cost (all sources) <i>Automatically calculated</i>
Pleasanton Paratransit Door-to-Door Service	9,000		\$ 118,071		\$ 150,921			\$ 31,500	\$ 31,500	\$ 225,930	City of Pleasanton General Fund and TDA 4.5	\$ 526,422
0	0											\$ -
PPS Management/Overhead	0				\$ 10,718					\$ 95,645	City of Pleasanton General Fund and TDA 4.5	\$ 106,363
0	0											\$ -
PPS Customer Service/Outreach	0				\$ 9,637					\$ 57,566	City of Pleasanton General Fund and TDA 4.5	\$ 67,203
0	0											\$ -
Group Trips	504				\$ 15,960							\$ 15,960
0	0											\$ -
Fee Assistance Program	70				\$ 8,026							\$ 8,026
0	0											\$ -
Travel Training	20				\$ 2,871							\$ 2,871
Upgrade of onboard two-way EBRCSA radios	12				\$ 20,000							\$ 20,000
Totals	9,606	\$ -	\$ 118,071	\$ -	\$ 218,133	\$ -		\$ 31,500	\$ 31,500	\$ 379,141		\$ 746,845

Budget check (total revenue less total cost): \$206,182

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2020:	\$0	\$206,182	\$206,182
Reserve balance as percent of FY 2019-20 Revenue*	0%	95%	61%

*Alameda CTC's Timely Use of Funds policy looks at entire jurisdiction's fund balance.

This page is intentionally left blank.

Alameda CTC FY 2019-20 Annual Paratransit Program Plan Application (July 1, 2019 - June 30, 2020)

Attachment D: Vehicle Fleet

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

Vehicle Fleet									
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
					Vehicle Capacity				
Make	Type of Vehicle(s) (specify bus, large van, minivan, sedan)	Year of Vehicle	Fuel Type	Lift/Ramp Equipment (specify lift, ramp, or none)	Ambulatory	Wheelchair	Number of Vehicles	Owner (specify if contractor)	City that vehicle(s) are garaged
Ford E350	Passenger Bus	2005	Gas	Lift	10	2	1	City of Pleasanton	Pleasanton Senior Center
Ford E350	Passenger Van	2003	Gas	Lift	8	1	1	City of Pleasanton	Pleasanton Senior Center
Chevrolet Aero	Passenger Bus	2009	Gas	Lift	23	1	1	City of Pleasanton	Pleasanton Senior Center
Ford Transit	Passenger Bus	2017	Gas	Lift	7	1	1	City of Pleasanton	Pleasanton Senior Center
Ford E350	Passenger Bus	2006	Gas	Lift	10	2	1	City of Pleasanton	Pleasanton Senior Center
Ford E350	Passenger Bus	2005	Gas	Lift	10	2	1	City of Pleasanton	Pleasanton Senior Center
Ford E350	Passenger Bus	2006	Gas	Lift	10	2	1	City of Pleasanton	Pleasanton Senior Center
Dodge Braunability	Passenger Van	2018	Gas	Ramp	6	1	1	City of Pleasanton	Pleasanton Senior Center
Ford E350	Passenger Bus	2008	Gas	Lift	8	2	1	City of Pleasanton	Pleasanton Senior Center

This page is intentionally left blank.

This page is intentionally left blank.



Alameda County Transportation Commission
1111 Broadway, Suite 800
Oakland, CA 94607
P • 510.208.7400
www.AlamedaCTC.org
