



PAPCO Paratransit Program Plan Review Subcommittee

Measure B/BB
Transportation for
Seniors and People
With Disabilities

FISCAL YEAR 2019-2020
SUBMITTED PROGRAM PLANS

NORTH COUNTY

APRIL 2019



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Paratransit Program Plan Staff Summary Fiscal Year 2019-20

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

Staff Recommendation: Recommend program plan for full approval.

- Services provided:
 - Same-Day Transportation – Taxi
 - Accessible Fixed-Route Shuttle
 - Group Trips
 - Scholarship
 - Volunteer Driver program
- 98% Measure B/BB; Remainder: 2% fare revenue
- 18% reserves
- Cost per trip – no changes greater than \$3.00
- Trends in trip provision – significant increase planned overall, additional programs added that are designed to help populations that are not being served by core programs
- Elements requiring approval:
 - Capital Expenditure: City staff recommends that the capital budget cover the cost of adding new bus benches at Alameda Loop Shuttle and AC Transit bus stops, replacing up to six bus shelters at AC Transit and Alameda Loop Shuttle bus stops and ensuring compliance with ADA at bus stops.

- Taxi Program: City staff will provide limited taxi driver incentives to ensure continued care and comfort for Alameda consumers. Program budget to shift towards Uber/Lyft type shared ride services, if needed, due to an industrywide driver shortage.
 - Already approved by Alameda CTC staff.
- Scholarships: The household income should not exceed 50 percent area median income (AMI) to qualify for a scholarship. The Senior and Disabled Local AC Transit bus passes allow Alameda Point Collaborative and Alameda Housing Authority seniors and persons with disabilities to ride AC Transit bus lines for free. For the taxi subsidies, a limit of \$90 in matching funds per family is available each fiscal year. The proposed emergency wheelchair breakdown service will be free for people in wheelchairs with a pilot beginning within the city limits.

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

CONTACT INFORMATION	
Agency:	City of Alameda
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Date Submitted: Tuesday, February 26, 2019

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

- **Alameda Loop Shuttle:** 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 accessible services – Medical Return Trip Improvement Program (MRTIP) and Premium Taxi Service. MRTIP provides subsidized taxi trips to EBP-certified residents returning home from medical appointments, thereby eliminating the uncertainty of coordinating return trips with EBP. The Premium Taxi Service provides eligible Alameda residents who are 70 or over or EBP- certified, with a 70 percent discount on taxi rides within Alameda County.
- **Group Trips:** Provides leisure activities for seniors (Mastick Monthly Trips), individuals in skilled nursing facilities (Crown Memorial Beach Annual Picnic) and adults with developmental disabilities (Leisure Club).
- **Scholarships:** Three programs: One scholarship program assists low-income individuals with Premium Taxi Service and MRTIP expenses. The second program provides free AC Transit bus passes for Alameda Point Collaborative and Alameda Housing Authority seniors or individuals with disabilities. The third program will provide transportation for people in need of an emergency wheelchair breakdown service, which is a new program offered by the City of Alameda. The City will consider local and countywide transportation provider options such as Easy Does It for the emergency wheelchair breakdown service provider.
- **Capital Investments:** Adds new bus benches at Alameda Loop Shuttle and AC Transit bus stops, replaces up to six bus shelters at AC Transit and Alameda Loop Shuttle bus stops and ensures compliance with ADA at bus stops.
- **Volunteer Driver Program:** Includes supplementing a Volunteer Driver Program to better serve City of Alameda residents.
- **Customer Service and Outreach:** Includes schedules, flyers, advertisements, incentives, orientations and informational mailings as well as selling EBP tickets and taxi vouchers.
- **Program Management:** Includes staff that provides program oversight, completes the Alameda CTC reporting requirements, reviews program data and invoices, participates in Alameda CTC's committees, renews or establishes new contracts, conducts outreach meetings, and coordinates with the transportation providers and Senior Center staff. Also includes support of on-call paratransit consultant, who assists in evaluating and implementing the overall paratransit program as well as the part-time driver for the group trips.

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

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

- **Alameda Loop Shuttle:** The primary destinations provide both basic life needs such as to medical facilities like Kaiser, shopping centers and housing complexes as well as enhanced quality of life such as to Mastick Senior Center, Alameda Theatre and the Main Library.
- **Taxi Services:** Both services allow for same day trips to occur, improving both quality of life and access to/from medical appointments. MRTIP makes it easier to return from a medical appointment. The Premium Service allows all trip types – not just restricted to medical origins. Includes budget to shift towards Uber/Lyft type shared ride services, if needed, due to an industrywide driver shortage.
- **Group Trips:** Provides recreation opportunities for seniors and people who have disabilities, many of whom might have limited ability to travel on their own and limited opportunities for community and social engagement.
- **Scholarships:** Expands travel opportunities for seniors and people with disabilities who have low incomes and who might not otherwise be able to use the AC Transit bus system or the subsidized taxi program to the full extent. Adds a service for people in wheelchairs to provide transportation in case an emergency wheelchair breakdown occurs.
- **Capital Investments:** Expands mobility and accessibility with additional benches, ADA compliance and improved shelters, thereby allowing individuals with limited physical capabilities to take part in more activities and to reach more destinations.
- **Volunteer Driver Program:** Serves frail Alameda residents, and provides escorted door-through-door transportation.
- **Customer Service/Outreach and Program Management:** Supports the program users by making the services available and providing program information.

- 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 most common destination for the fixed-route accessible shuttle are:

- Mastick Senior Center
- South Shore Shopping Center
- Marina Shopping Center
- Independence Plaza – affordable senior housing
- Kaiser Permanente
- Main Library
- Alameda Hospital
- Alameda Theatre
- Anne B. Diamant – affordable senior housing

- 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.**

Not applicable.

- 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)**

Not applicable.

- 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.

- **Alameda Loop Shuttle:** Includes budget to use real-time bus location technology.
- **Taxi Services:** Includes budget to shift towards Uber/Lyft type shared ride services, if needed, due to an industrywide driver shortage.
- **Scholarships:** Adds a service for people in wheelchairs to provide transportation in case an emergency wheelchair breakdown occurs.
- **Capital Investments:** Includes budget for ADA compliance and improved shelters at bus stops.
- **Volunteer Driver Program:** Supplements serving frail Alameda residents, and providing escorted door-through-door transportation.

- 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.

Driver shortages impact the reliability of both the taxi service and the fixed route accessible shuttle. If these driver shortages continue, the City will consider incorporating Uber/Lyft type shared ride services, if needed.

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)

Capital Expenditure: City staff recommends that the capital budget cover the cost of adding new bus benches at Alameda Loop Shuttle and AC Transit bus stops, replacing up to six bus shelters at AC Transit and Alameda Loop Shuttle bus stops and ensuring compliance with ADA at bus stops.

Taxi Program: City staff will provide limited taxi driver incentives to ensure continued care and comfort for Alameda consumers.

Scholarships: The household income should not exceed 50 percent area median income (AMI) to qualify for a scholarship. The Senior and Disabled Local A.C. Transit bus passes allow Alameda Point Collaborative and Alameda Housing Authority seniors and persons with disabilities to ride AC Transit bus lines for free. For the taxi subsidies, a limit of \$90 in matching funds per family is available each fiscal year. The proposed emergency wheelchair breakdown service will be free for people in wheelchairs with a pilot beginning within the city limits.

DEVELOPMENT OF PROGRAM PLAN

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

The annual planning process includes the following:

- Staff at Mastick Senior Center hear input (ongoing)
- Survey of registered users (December 2018)
- Presentation of draft Program Plan to four Commissions/Boards:
 - Commission on Disability (January 16, 2019)
 - Transportation Commission (January 23, 2019)
 - Recreation and Park Commission (February 14, 2019)
 - Social Service Human Relations Board (February 27, 2019)

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

To ensure the City's paratransit program meets the community's needs, staff from Mastick Senior Center and the Transportation Planning Department conduct an annual survey of users of the paratransit programs. This year's survey was conducted in December 2018, and the City received a total of 179 completed questionnaires. Input from users was generally positive. Only 22 percent of respondents stated that they prefer Lyft/Uber services over traditional taxi cabs. Over 40 percent of respondents stated that they would use the cheaper Lyft/Uber shared ride service. The most common reason for not using the services is that the survey respondent drives private vehicle.

- 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.**

In general, the high approval ratings from the surveys and the commissions validated that we are continuing the City's paratransit program without any major changes and only minor adjustments.

Survey Input: Some respondents indicated that they did not know about the existing taxi or shuttle program, so staff has recommended continued funding for outreach.

Commission Input: Commission and board members provided ideas on how to improve and expand on outreach. City staff will implement these ideas, as feasible.

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

Not applicable.

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.

Commissions/boards referenced above. City Council approved the 2017-2019 budget, which includes the paratransit program.

OUTREACH

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

The outreach program consists of the following:

- Web page: www.AlamedaParatransit.com
- Cross street banners
- Flyers, shuttle schedules
- On-screen advertising at Alameda Theatre
- Electronic image: government access TV station announcement, live streaming video web site announcement
- Print advertisement: Alameda Sun (monthly), Recreation and Parks Department Activity Guide ad
- Shuttle bus and shuttle bus stop signs
- Press releases
- City events such as:
 - New Member Orientations
 - Transportation 101 Workshops
 - Travel Trainings
 - Tabling at fairs, festivals and other occasions

ELIGIBILITY AND ENROLLMENT

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

The eligibility requirements for each service are as follows:

- Shuttle Service: Anyone is eligible regardless of age for this free service. The priority, however, is given to seniors and people with disabilities.
- Taxi Services:
 - MRTIP - Must be East Bay Paratransit (EBP)-certified.
 - Premium Taxi Service - Must be 70 years of age or older, or EBP-certified.
 - Both programs: Must be resident of the City of Alameda.
- Group Trips:
 - Cultural/monthly events: 50 years of age or older
 - Skilled Nursing Facility Picnic: Individuals residing in skilled nursing facilities in Alameda
 - Leisure Club: Adults with developmental disabilities
- Scholarships:
 - Taxi voucher program: Must be certified for the Premium Taxi Service, meet the very-low income requirements and be a resident of Alameda
 - AC Transit free bus passes: Must be low income senior or individual with disability living at Alameda Point Collaborative or Alameda Housing Authority
 - Emergency wheelchair breakdown service: Resident of Alameda and using a wheelchair.
- ADA Mandated services ticket sales: Enrollment in EBP.

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

The City of Alameda's Paratransit Coordinator is the main contact for enrollment into the taxi program, and is located at Alameda's Mastick Senior Center or can be reached by telephone or email. She is available Tuesday through Thursday between 9:00 a.m. and 3:00 p.m. A registration form is also located on the web site (www.AlamedaParatransit.com). It may take at least three business days to process the enrollment forms and approve eligibility. Customers can use the program as soon as they are deemed eligible and have purchased the taxi vouchers.

CUSTOMER SATISFACTION

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

The Rider Guide (posted at www.AlamedaParatransit.com) encourages program participants to send compliments and complaints to Mastick Senior Center and to provide the following information:

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

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

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

Driver shortages impact the reliability of both the taxi service and the fixed route accessible shuttle.

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

City staff provides driver incentives, and has worked with the taxi company to stabilize their operations so that they can better staff their service.

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	805
Registrants at end of FY 2017-18	854
Current Registrants for FY 2018-19	759 (due to database purge)
Projected Registrants for FY 2019-20	860

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

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

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

The one-way trips are expected to increase:

- Shuttle Service: Shuttle ridership is expected to increase since the frequency has increased, and there will be increased promotion of the service.
- Taxi Services: Both taxi services are expected to increase slightly with more promotion and improved service.
- Group Trips: A similar level of monthly cultural trips will be provided, so trips are expected to stay about the same.
- Scholarships: More trips are expected since the subsidized monthly AC Transit pass program is in the process of being expanded to include Alameda Housing Authority.

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

☒ Yes

☐ No

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

Unknown

18. Please provide 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

N/A

Number of trips provided to consumers who require an accessible vehicle in FY 2018-19	N/A
Number of trips provided to consumers who require an accessible vehicle in FY 2019-20	N/A

VEHICLE FLEET

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

SAFETY INCIDENTS

20. Describe any safety incidents recorded by your program in FY 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.)*

Not applicable.

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 funds the part-time paratransit coordinator and the group trip driver as well as on-call experts.

B. Customer Service and Outreach Costs

The outreach program includes printing shuttle schedules and flyers, advertisements, limited program incentives, banners, orientations at Mastick Senior Center, presentations with community members, providing taxi vouchers to consumers and producing informational mailings. As a service to East Bay Paratransit customers in the City of Alameda, staff also sells East Bay Paratransit tickets. The outreach budget is lower than the current fiscal year since the campaign to promote the more frequent and improved branding of the shuttle service is occurring in the current fiscal year.

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?**

Funds will be used for capital improvements as stated earlier in this application. The budget also allows for a fund balance reserve to assist with any unplanned future expenses or issues.

MISCELLANEOUS

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

Thank you!

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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 Drop-down Menu	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) Automatically calculated	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Group Trips	Mastick Senior Center Group Trips	1,758	NA		\$ 9,535		\$ 9,535							\$ 19,070	Monthly trips= 1,080 trips Skilled Nursing Facility picnic=314 trips Leisure Club=364
Same-Day Transp. - Taxi	Subsidized Taxi Service	2,184	NA		\$ 27,749		\$ 27,749			\$ 12,558	\$ 12,558			\$ 68,056	Number of One-Way Unduplicated Trips
Accessible Shuttle	Alameda Loop Shuttle	6,155	NA		\$ 64,333		\$ 64,334							\$ 128,667	Number of One-Way Unduplicated Trips
Scholarship/Subsidized Fare	AC Transit EasyPasses + Taxi Vouchers + Wheelchair Breakdown	41,204	NA		\$ 8,956		\$ 8,957							\$ 17,913	AC Transit boardings
Management/Overhead	Program Management	2	NA		\$ 21,767		\$ 21,768							\$ 43,535	2 part-time staff (paratransit coordinator and bus driver)
Customer Service and Outreach	Customer Service and Outreach	11,916	NA		\$ 416		\$ 19,604							\$ 20,020	Presentations=254 attendees Materials Distributed= 11,662 schedules
Capital Purchase	Capital Purchase of Signs, Schedule Holders and Benches and Cross Alameda Trail	90	NA		\$ 5,319		\$ 108,458							\$ 113,777	10 benches 40 signs 40 schedule holders Cross Alameda Trail final design
														\$ -	
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														\$ -	
														\$ -	
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				\$ -	\$ 138,075	\$ -	\$ 260,405	\$ -		\$ 12,558	\$ 12,558	\$ -		\$ 411,038	

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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 Drop-down Menu	Service/Program/Project Name	If service is contracted, provide name of contractor/service provider	Need(s) this Service Meets (E.g. medical, grocery, recreation, regional trips, etc.)	Fare/Cost to Consumer	Fare Medium (E.g. cash, voucher, reimbursement, annual fee, etc.)	Vehicle Accessibility Drop-down Menu	Is this a same day or pre-scheduled service? Drop-down Menu	Is this a fixed route or origin-to-destination service (e.g. door-to-door)? Drop-down Menu	Service Area
Group Trips	Mastick Senior Center Group Trips	East Bay Regional Park District, City Staff	Recreation	Cultural/Monthly events: varies; Leisure Club/Skilled Nursing Facility picnic: free	cash	Accessible	Pre-scheduled	Curb-to-Curb	varies
Same-Day Transp. - Taxi	Subsidized Taxi Service	First American Transit/Welcome	Same day trip within Alameda County; Potential to shift to Uber/Lyft type shared ride services, if needed	Premium: \$1.50 for \$5.00 MRTIP: \$2.50 per one-way trip	travel voucher(s) and cash	Accessible	Same Day	Curb-to-Curb	Alameda County
Accessible Shuttle	Alameda Loop Shuttle	MV Transportation	Fixed route service serves various needs: medical, shopping, recreation, social, etc.	Free to consumer	NA	Accessible	Same Day	Fixed Route	City of Alameda
Scholarship/Subsidized Fare	EasyPasses + Taxi + Wheelchair Breakdown	AC Transit provides free bus passes; First American Transit provides taxi service; to be determined for wheelchair breakdown	Any type of trip along AC Transit bus lines. Same day trip for taxi scholarship and wheelchair breakdown.	\$90 in matching funds per household (taxi program); Free AC Transit passes for eligible residents. Free wheelchair breakdown service.	Cash/Voucher/Clipper Card	Accessible	Same Day	Fixed Route	AC Transit District for free bus passes; Alameda County for taxi; to be determined for wheelchair breakdown
Management/Overhead	Program Management	City staff with occasional consulting with Nelson Nygaard	Staff time and on-call consultant to effectively administer and evaluate the Paratransit program.	NA	NA	Accessible			
Customer Service and Outreach	Customer Service and Outreach	Red Tie Printing	Program outreach, EBP ticket sales and day-to-day contact with consumers.	NA	NA	Accessible	Same Day		
Capital Purchase	Capital purchase of shelters and other bus stop improvements	To be determined	Improves senior and disabled access in general.	NA	NA	Accessible			
Door-through-Door/Volunteer Driver	Volunteer Driver Program	VIP - Life Elder Care	Door-through-door assistance.	Free to consumer	NA	Not Accessible	Pre-scheduled	Door-through-Door	To be determined

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

Service/Program Type and Name		Limits	Schedule			Eligibility	Status	Deliverables	Notes
Column A (repeated)	Column B (repeated)	Column K	Column L	Column M	Column N	Column O	Column P	Column Q	Column R
Service/Program Type Will automatically populate from rows above	Service/Program/Project Name Will automatically populate from rows above	Limits on number of trips/ use of service? (e.g. trip limits per month/quarter/year or a maximum expenditure per consumer)	If pre-scheduled, what days/hours are reservations accepted for trip, training, etc?	If pre-scheduled, how far in advance can/must a consumer schedule a trip, training, etc?	Days/Hours of Operation	Eligibility Requirements	Project Status Drop-down Menu	Quantity Planned Provide total number of units (one-way passenger trips, consumers trained, meals delivered, etc.)	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Group Trips	Mastick Senior Center Group Trips	N/A	Office hours: Monday thru Friday, 9:00am to 3:00pm	Varies, depending on group trip.	Varies, depending on group trip.	Cultural/monthly events: 50 years of age or older; Skilled Nursing Facility Picnic: individuals in nursing facilities; Leisure Club: young adults w/developmental disabilities.	Continuing/Ongoing	2,000	assumes continued level of service for group trips
Same-Day Transp. - Taxi	Subsidized Taxi Service	Limited to maximum of 30 Premium Taxi Service travel vouchers per quarter. Limited to maximum of 10 MRTIP travel vouchers per month.	N/A	N/A	Monday to Friday - 6 a.m. to 9 p.m.; Saturday and Sunday - 9 a.m. to 7 p.m.	Must be 70 years of age or older, or East Bay Paratransit-certified for Premium. EBP certified for MRTIP	Continuing/Ongoing	2,500	assumes slight increase in usage
Accessible Shuttle	Alameda Loop Shuttle	N/A	N/A	N/A	Tuesdays, Wednesdays and Thursdays from 8:30 a.m. to 4 p.m.	None - open to all	Continuing/Ongoing	7,500	assumes slight increase in usage
Scholarship/Subsidized Fare	EasyPasses + Taxi + Wheelchair Breakdown	Current taxi voucher program: \$90 in matching funds per household per fiscal year. New AC Transit pass program: Not applicable	N/A	N/A	Taxi hours above; According to AC Transit bus schedules for the free bus pass program	Taxi eligibility above; Alameda Point Collaborative and Alameda Housing Authority low-income eligible residents	Continuing/Ongoing	72,000	assumes Alameda Housing Authority free bus passes in use and slight increase in use by Alameda Point Collaborative
Management/Overhead	Program Management	N/A	N/A	N/A	N/A	N/A	Continuing/Ongoing	N/A	N/A
Customer Service and Outreach	Customer Service and Outreach	N/A	N/A	N/A	N/A	N/A	Continuing/Ongoing	1,300	For Quantities: Transportation 101 presentations and one-to-one transportation orientations expected total = 150; 1,150 EBP tickets sold
Capital Purchase	Capital purchase of shelters and other bus stop improvements	N/A	N/A	N/A	N/A	N/A	Continuing/Ongoing	15	assumes 6 bus shelters to be replaced and 9 bus benches to be installed
Door-through-Door/Volunteer Driver	Volunteer Driver Program	N/A	N/A	N/A	N/A	N/A	Continuing/Ongoing	200	N/A
0	0								
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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)	\$113,564
Projected FY 2019-20 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$190,910
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2018-19 (as of June 30, 2019)	\$113,564
Projected FY 2019-20 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$194,234
Total FY 2019-20 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$612,272
Total FY 2019-20 Other Revenue (All other revenue sources, non-DLD, including discretionary grant)	\$ 12,000
Total FY 2019-20 Program Revenue (Measure B, Measure BB and all other sources available for FY 2019-20) (Automatically calculated)	\$624,272

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>
Mastick Senior Center Group Trips	2,000		\$ 17,500		\$ 18,000							\$ 35,500
Subsidized Taxi Service	2,500		\$ 40,000		\$ 40,000			\$ 8,000	\$ 8,000		taxi vouchers	\$ 88,000
Alameda Loop Shuttle	7,500		\$ 82,500		\$ 82,500							\$ 165,000
EasyPasses + Taxi + Wheelchair Breakdown	72,000		\$ 17,000		\$ 17,000							\$ 34,000
Program Management	N/A		\$ 33,220		\$ 33,219							\$ 66,439
Customer Service and Outreach	1,300	\$ 19,000		\$ 19,000				\$ 4,000	\$ 4,000		EBP tickets	\$ 42,000
Capital purchase of shelters and other bus stop improvements	15	\$ 60,000		\$ 60,000								\$ 120,000
Volunteer Driver Program	200		\$ 2,500	\$ 795	\$ 1,705							\$ 5,000
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
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0	0											\$ -
Totals	85,515	\$ 79,000	\$ 192,720	\$ 79,795	\$ 192,424	\$ -		\$ 12,000	\$ 12,000	\$ -		\$ 555,939

Budget check (total revenue less total cost): \$68,333

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2020:	\$32,754	\$35,579	\$68,333
Reserve balance as percent of FY 2019-20 Revenue*	17%	18%	18%

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

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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
TOYOTA	SEDAN	2014	GAS	NO	NO	NO	#2	RAJIV SHARMA	ALAMEDA
TOYOTA	VAN	2006	GAS	RAMP	NO	YES	# 38	WELCOME TRANSPORT	ALAMEDA
TOYOTA	VAN	2011	GAS	NO	NO	NO	#30	RAJIV SHARMA	ALAMEDA
TOYOTA	SEDAN	2015	GAS	NO	NO	NO	#4	RAJIV SHARMA	ALAMEDA
FORD	SMALL BUS	2017	DIESEL	LIFT	16	2	1	MV TRANSPORTA TION	SAN LEANDRO
FORD	SMALL BUS	2017	DIESEL	LIFT	16	2	1	MV TRANSPORTA TION	SAN LEANDRO

Paratransit Program Plan Staff Summary Fiscal Year 2019-20

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

Staff Recommendation: Recommend program plan for full approval.

- Services provided:
 - Same-Day Transportation – Taxi
 - Group Trips (Recreation & Hiking Day Trips, Pick Up & Go! Shopping & Senior Center Trips)
- 88% Measure B/BB; Remainder: City funds
- 18% reserves
- Cost per trip – no changes greater than \$3.00
- Trends in trip provision – modest increase planned overall
- Elements requiring approval:
 - Taxi Subsidy/Same-Day Transportation Program use of Transportation Network Companies (TNCs) – When taking a taxi, UBER or Lyft ride, participants pay the taxi driver, UBER or Lyft directly. They must get a receipt from the taxi or TNC driver in order to get a 75% reimbursement up to \$25.00 whichever is least.
 - Already approved by Alameda CTC staff.

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

CONTACT INFORMATION	
Agency:	City of Albany
Contact Name:	Robin Mariona
Title:	Senior Supervisor
Phone Number:	510-524-9122
E-mail Address:	rmariona@albanyca.org

Date Submitted: 2/28/2019

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.

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, UBER or Lyft ride, participants pay the taxi driver, UBER or Lyft directly. They must get a receipt from the taxi driver to get a 75% reimbursement up to \$25.00 whichever is least. Reimbursement requests are turned in at the Senior Center then forwarded to the City of Albany's Finance Dept. which sends a check by mail.

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. Other services include trips to the Albany Senior Center, giving participants the opportunity to come to the congregate dinner program and special events.

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

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

Management/Overhead – Senior Services Supervisor attends ACTC meetings, oversee overall program, reviews budget and applies for funding, supervises bus drivers, customer service outreach staff, 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 and other outreach efforts.

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

The City of Albany provides a wide array of services for seniors and people with disabilities to complement services offered by the regional ADA mandated program 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 by allowing those who can not drive opportunities to participate in their community.

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.

Taxi, UBER and Lyft trips are designed to provide trips to local destinations such as grocery stores, pharmacies, medical clinics and hospitals in Albany, Berkeley, Oakland and Richmond.

The Albany shopping trip program offers destinations including; 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 in Berkeley, Sprouts in Albany and trips to the Albany Senior Center

Recreational Group trips and hiking trips are planned all over the bay area.

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.

N/A

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

[X] 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.

No program changes proposed

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.

N/A

PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

- 4.** 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)

B. 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, UBER or Lyft ride, participants pay the taxi driver, UBER or Lyft directly. They must get a receipt from the taxi/Uber/Lyft driver to get a 75% reimbursement up to \$25.00 whichever is least. Reimbursement requests are turned in at the Senior Center and then forwarded to the City of Albany's Finance Dept. which sends a check by mail.

DEVELOPMENT OF PROGRAM PLAN

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

Consumer input included:
Ridership evaluations ongoing for group trips & walking trips
Albany Paratransit survey sent to all registered individuals January 2019 with notice of Paratransit Workshop in February 2019
Albany Paratransit Workshop (consumer public meetings) February 12, 2019
Presentation to Friends of Albany Seniors (public meeting) February 4, 2019
Presentation to Tri City Cafe program (public meeting) February 5, 2019
TNC UBER and Lyft Training February 20, 2019

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

Development of plan included analysis of: number of trips performed, subsidy rate as compared to cost of trips for taxi rides, demand for group trips, destinations for shopping trips and other possible trips to the Senior Center based on feedback from riders.
Group & Walking trip evaluations are ongoing throughout the year and reviewed closely to determine improvements and new destinations.
Annually, staff sends out a survey to all individuals registered with the Albany Paratransit Program and invites them to the Annual Paratransit Workshop held in

February. The survey available in our lobby and handed it out to different programs. Response rate was 47%. Riders rate the service as good to excellent. A Paratransit workshop was hosted and feedback on all programs was collected. Suggestions and feedback are encouraged throughout the year to staff directly or by filling out a comment card available on the bus.

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

Riders are very satisfied with the program; no changes are being proposed. Monitoring and training for TNC usage will continue.

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

The addition of TNC's has been significant to our ridership. Our on-going senior class/support group for touch screen phones and devices has helped our seniors and disabled participants to utilize TNC services. UBER and Lyft have added to our ridership.

9. 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.

Albany City Council April 2019

OUTREACH

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

The Albany Paratransit Program is published 3 times per year in the Recreation and Community Services Activity Guide. Information in city e-newsletter and website, and Senior Center 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

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

Taxi program: riders must be Albany residents, EBP certified or 80 years +. Group trips 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.

- 12. 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 shopping program, applicants are enrolled within 24 hours upon receiving completed application. For group trips, enrollment is on a first come first serve basis.

CUSTOMER SATISFACTION

- 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.

Taxi program, riders are instructed to call, write or let the 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.

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

Specify for each of the paratransit projects and programs listed in Attachment B. (*Complaints are defined as phone calls, letters, or emails received for the specific purpose of making a complaint.*)

Consumers enjoy the variety of recreational day trips provided and the hiking destinations. The bus driver is often complimented for her professionalism, friendliness and safe driving. Shopping trip hours have recently changed from 9am to 10am per customer requests. Recently we have heard from travelers on longer trips that the seats in the rear of the senior bus are not comfortable.

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

Adjustments are being considered for rear seat repair.

EXPECTED DEMAND/USE OF SERVICES

14. 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	514
Registrants at end of FY 2017-18	529
Current Registrants for FY 2018-19	487
Projected Registrants for FY 2019-20	600

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.

Increase, as the use of Lyft and UBER is expected to continue to rise.

15. 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?

The total number of one-way trips in FY 19-20 will increase due to the option of using UBER & Lyft. Other group trips will likely stay the same.

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

☐ Yes

☒ No

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

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- 17. 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	30
Number of trips provided to consumers who require an accessible vehicle in FY 2018-19	20
Number of trips provided to consumers who require an accessible vehicle in FY 2019-20	20

VEHICLE FLEET

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

SAFETY INCIDENTS

- 19. 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.)*

NA

FINANCES: PROGRAM REVENUE AND COST

- 20. 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.

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

A. Management/Overhead Costs

Management cost is not funded by Measure B/BB - Senior Services Supervisor attends ACTC meetings, oversee overall program, reviews budget and applies for funding, supervises bus drivers, customer service outreach staff, 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 and other outreach efforts.

B. Customer Service and Outreach Costs

Senior Services Coordinator salary and benefits. Coordinator plans and implements group trips and hiking trips, plans and implements the shopping program, provides outreach and customer service for all programs, responds to recommendations and complaints, distributes, collects and sorts program evaluations, tracks trips provided, processes taxi and TNS reimbursements, supervises bus drivers, oversee maintenance schedule of vehicle and coordinates needed repair.

PROGRAM FUNDING RESERVES

22. 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?

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

MISCELLANEOUS

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

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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 Drop-down Menu	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) Automatically calculated	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)	
		Same-Day Transp. - Taxi	Taxi Subsidy Program	478				\$ 8,556							\$ 8,556	
		Group Trips	Day Trips/Walking/Shopping Group Trips	6,328		\$ 10,123	\$ 34,387		\$ 15,448						\$ 59,958	
		Customer Service and Outreach	customer service and outreach					\$ 10,585							\$ 10,585	
								0							\$ -	
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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

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

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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)	\$33,192
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2018-19 (as of June 30, 2019)	\$12,000
Projected FY 2019-20 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$33,769
Total FY 2019-20 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$78,961
Total FY 2019-20 Other Revenue (All other revenue sources, non-DLD, including discretionary grant)	\$ 11,000
Total FY 2019-20 Program Revenue (Measure B, Measure BB and all other sources available for FY 2019-20) (Automatically calculated)	\$89,961

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>
Taxi Subsidy Program	600				\$ 8,000							\$ 8,000
Recreation & Hiking Day Trips	4,200		\$ 24,894		\$ 3,577							\$ 28,471
Shopping & Senior Center Trips	1,000		\$ 8,298		\$ 1,192							\$ 9,490
Customer Service & Outreach	0				\$ 21,000							\$ 21,000
Management/Overhead	0									\$ 11,000	city funds	\$ 11,000
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Totals	5,800	\$ -	\$ 33,192	\$ -	\$ 33,769	\$ -		\$ -	\$ -	\$ 11,000		\$ 77,961

Budget check (total revenue less total cost): \$12,000

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2020:	\$0	\$12,000	\$12,000
Reserve balance as percent of FY 2019-20 Revenue*	0%	36%	18%

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

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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.

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Paratransit Program Plan Staff Summary Fiscal Year 2019-20

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

Staff Recommendation: Recommend program plan for full approval.

- Services provided:
 - Same-Day Transportation – Taxi (regular and High Medical Need)
 - City-based Specialized Van
 - Mobility Management and Travel Training
- 92% Measure B/BB; Remainder: City funds
- 17% reserves
- Cost per trip – showing increase in Specialized Accessible Van from \$40.00 to \$62.08
- Trends in trip provision – modest increase planned overall
- Elements requiring approval:
 - Planned Capital Expenditure: Replacement wheelchair van purchase.
 - New mobility management and/or travel training program – Berkeley Paratransit Services (BPS) plans to offer travel training in FY 2019-20 for seniors and disabled Berkeley residents to gain skills in accessing transportation resources.
 - Already approved by Alameda CTC staff.

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

CONTACT INFORMATION	
Agency:	City of Berkeley Paratransit Services
Contact Name:	Tanya Bustamante, DrPH, MPH
Title:	Manager of Aging Services
Phone Number:	(510) 981-5178
E-mail Address:	tbustamante@cityofberkeley.info

Date Submitted: February 26, 2019

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.

We anticipate servicing 1,250 seniors through Berkeley Paratransit Services (BPS). BPS program elements are:

Measure B

Taxi Scrip Program

Berkeley Paratransit Services provides up to \$480.00 of free scrip (\$160.00 three times per year) to pay for demand-response transportation for Berkeley residents on conventional taxicabs, wheelchair-accessible taxicabs, vans and other selected vehicles.

Wheelchair Van Program

BPS provides 12 free van-ride vouchers (3 times per year) or a combination of van vouchers and taxi scrip to wheelchair users. Residents who travel by wheelchair and are certified by East Bay Paratransit requiring wheelchair-lift service are eligible for the program, regardless of age and income level. Wheelchair rides are provided by our local partner agency, Easy Does it.

Medical Return Trip Improvement Program (MRTIP)

BPS provides limited subsidies for taxicab or van rides to those returning from a medically related appointment. Riders can be reimbursed up to \$360 annually.

Travel Training Promotion

BPS will be collaborating with United Seniors of Oakland and Alameda County (USOA) in providing quarterly travel trainings to our seniors and disabled adults. We will provide the facility space at our senior centers, enrollment outreach and training incentives such as lunch and clipper cards to help increase enrollment participation.

Management & Overhead

BPS will continue to provide program services with appropriate staff, including an office specialist primarily responsible for servicing the taxi window, and a paratransit services administrator responsible for program management.

Outreach and Customer Service

BPS continues to provide excellent customer services through the efficient processing of applications and responding promptly to the specific inquiries and needs of registrants. BPS will continue with providing ongoing program outreach to local senior residences, medical centers, local events and senior agency partners.

Measure BB

High Medical Need Program (HMNP)

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

Supplemental Taxi Scrip

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

Management & Overhead

BPS will continue to provide program services with appropriate staff, including a paratransit services administrator(s) responsible for program management.

Outreach and Customer Service

BPS continues to provide excellent customer services through the efficient processing of applications and responding promptly to the specific inquiries and needs of registrants. BPS will continue with providing ongoing program outreach to local senior residences, medical centers, local events and senior agency partners.

Capital Costs

Our local partner agency, Easy Does It (EDI), provides van wheelchair-lift transportation services for our paratransit wheelchair users who are certified by East Bay Paratransit Services. EDI has two wheelchair-lift vans, one of which has had severe mechanical difficulties and needs to be replaced. We will be purchasing a new van to ensure our wheelchair users have timely and accessible wheelchair transportation.

Other Funded Programs (City's General Fund):**East Bay Paratransit (EBP) Ticket Program**

BPS provides a limited amount of free EBP tickets valued at \$4 each and up to 18 per year for individuals who are registered with East Bay Paratransit (EBP) and who request these tickets from the City. EBP users have the option of receiving either 9 or 18 tickets annually, based on personal preference. This program is supported with the City's General Fund.

Senior Center Transportation Services:

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 am to 5 pm. This program includes:

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

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

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

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

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

The High Medical Needs program provides critical support for those whose have chronic and severe health conditions. The registrants receive additional taxi script or van vouchers so they can travel to and from their medical appointments. There has been a high demand for this program and we are at full capacity.

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.

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 and vouchers submitted does not track destination for trips.

Based on responses collected in previous needs assessments and from conversations with seniors, shopping, medical visits and socialization are the most frequent destinations. In Berkeley, these places include: local grocery shopping stores (Safeway & Berkeley Bowl), local doctors, hospitals (Alta Bates, Herrick Hospital), LifeLong Medical Care, Kaiser, medical centers in surrounding cities, dialysis centers (DSI Berkeley Dialysis Center and DaVita Berkeley Dialysis), and local pharmacies (CVS, Walgreens, Safeway).

In our Wheelchair Van Program, frequent rider destinations include: Alta Bates Summit Medical Center in Oakland and Berkeley, Kaiser in Oakland and Richmond, Eastmont Mall Wellness Center in Oakland and Herrick Hospital in Berkeley.

The City's senior service minibuses 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; and senior education fairs.

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 taxi scrip receipts used in our taxi scrip program does not include information regarding the length of individual taxi rides.

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.

In last year's plan, we indicated we would continue to work with our consultant, Nelson Nygaard, to possibly implement a Limited Shuttle Service. Upon further community outreach and feedback, it was determined that the shuttle was not desired by the community. Riders expressed concern that with a shuttle they would be required to walk to a stop and ride a pre-determined route. They continue to prefer the individual choice and flexibility provided by taxi scrip and van vouchers.

BPS will be collaborating with United Seniors of Oakland and Alameda County (USOAC) in providing quarterly travel trainings to our seniors and disabled adults. We will provide the facility space at our senior centers, conduct promotion and outreach, and offer participation incentives such as lunch and clipper cards to help increase training enrollment.

- 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.

Transportation Network Companies: Due to the popularity and competition of Transportation Network Companies (TNCs) such as Uber and Lyft, there has been a significant and steady decrease in the number of permitted city taxi cabs and taxi cab drivers. Our city permit department has shared data that indicates a steady and consistent decrease in the number of permitted taxi cabs and taxi cab drivers over the last four years (*see Question 24, page 18*). With the diminishing number of taxi cabs/drivers, we regularly receive feedback from riders complaining of long waits for taxi cabs and difficulty in getting a taxi cab ride back from destinations outside of the City of Berkeley.

In light of the above, BPS anticipates piloting the use of Uber and/or Lyft to provide demand-response transportation for our city's seniors and adults with disabilities. We anticipate using our FY 19-20 reserve funds to pilot the TNC program. We will consider programs that include rides for both smartphone and non-smartphone users.

Mobility Management: BPS will be exploring a customer-focused solution to help riders understand what transportation options are available and which options are best suited to their individualized needs.

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: Our local partner agency, Easy Does It (EDI), provides van wheelchair-lift transportation services for our paratransit wheelchair users who are certified by East Bay Paratransit Services. EDI has two wheelchair-lift vans, one of which has had severe mechanical difficulties and needs to be replaced. We will be purchasing a new van to ensure our wheelchair users have timely and accessible wheelchair transportation.

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.

Commission Presentations:

City of Berkeley Commission on Aging: A presentation regarding BPS's annual program plan was made to the City of Berkeley's Commission on Aging on January 16, 2019. A couple of commission members inquired as to whether the City was considering the use of Transportation Network Companies (TNCs) such as Uber and Lyft. They noted their appreciation of the efficiency of using Uber and Lyft and would welcome BPS considering a partnership. BPS informed the commission that due to the competition of TNCs and the steady decrease of permitted taxi cabs over the last four years, we will be exploring and researching the viability of using Uber and/or Lyft to provide demand-response transportation.

City of Berkeley Commission on Disability: A presentation detailing BPS annual plan will be provided to the Commission on Disability on March 6, 2019.

Consumer Feedback:

We receive consistent and ongoing feedback from our riders regarding their experience with BPS. Riders have complained of long waits for taxi cabs and difficulty in getting a taxi cab ride from destinations outside of the City of Berkeley. We attribute many of these complaints to the competition of TNCs and the significant decrease in the number of taxi cabs and taxi cab drivers over the last several years. These concerns have also influenced our decision to research and explore the viability of using Uber and/or Lyft.

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

Our consultant, Nelson, Nygaard, made the following program recommendations based on community outreach, a review of existing services and current trends:

- **Expanding the services our shopper shuttle provides through adding shopping trips to our monthly shopping schedule:** We have and will continue to increase our number of monthly shopping trips.
- **Adding a pre-scheduled transportation connection between the two senior centers to increase number of people on each field trip from both senior centers:** We have and will also continue to arrange these shuttle van connections for both senior centers.
- **Procure an additional accessible wheelchair van for our Wheelchair Van Program:** An additional accessible wheelchair van was purchased and is operational. We plan to explore the possibility of purchasing an additional wheelchair van.
- **Hire a Transportation Manager:** A Transportation Services Coordinator was hired in April 2018 but left the City in September 2018. Division leadership will assess the appropriateness of the current job classification and will recruit a replacement.
- **Help Riders Schedule Rides with TNCs such as Uber and Lyft:** We will be exploring the viability of using TNCs to provide demand-response transportation for our city's seniors and adults with disabilities. We will be considering programs that include rides for both smartphone and non-smartphone users.
- **Expand hours that taxi drivers can be reimbursed:** We were not able to expand our taxi driver reimbursement hours. However, we did significantly increase the weekly reimbursement dollar amount for all taxi drivers.
- **Implement mobility management:** We will be exploring a customer-focused solution to help riders understand what transportation options are available and which options are best suited to their individualized needs.

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.

In April 2019, we will send out a BPS community needs assessment to our paratransit users to help identify BPS strengths and assets and the community's needs and challenges. We will also include inquiries related to the community's interest in using TNCs such as Uber and Lyft.

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

As noted earlier, we will be exploring and researching the viability of using Uber and/or Lyft to provide demand-response transportation for our city's seniors and adults with disabilities. We will be considering programs that include rides for both smartphone and non-smartphone users.

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

☒ Yes

☐ No

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

City of Berkeley City Council (scheduled for late Spring/Early Summer).

OUTREACH

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

The City will continue to use the City of Berkeley's website, advertisements, public notices, senior center's 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 location allows us to outreach to seniors who participate in seniors programs in person. We continue to partner with agencies that serve disabled persons in the community, supporting outreach efforts to the disability community.

We also provided targeted outreach at various events held in the City of Berkeley and local senior residences:

- Berkeley High School Reunion Health Fair
- The Solano Stroll Street Fair
- Annual Senior Center Health/Wellness Fair
- Senior Center Month Fair
- Strawberry Creek Lodge

ELIGIBILITY AND ENROLLMENT

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

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

Taxi Scrip Program Eligibility

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

High Medical Needs Program Eligibility

High Medical Needs Program enrollees must be current BPS participants and demonstrate frequent or long distance medical appointments.

Wheelchair Van Program

Must be current BPS participants and 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.

Senior Center Transportation Program

Seniors of any income over the age of 55 are eligible to participate in senior centers and the senior center transportation program. Transport to and from senior centers is available for Berkeley residents and any senior can participate in group and shopping trips.

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

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

Staff review the application for basic eligibility and either deny or recommend for enrollment. A supervisor then reviews the application for final approval. Once the applicant is determined eligible and application is approved, scrip and/or vouchers are mailed within one week to new registrant.

Length of time to enroll new registrants is approximately 15-20 minutes.

CUSTOMER SATISFACTION

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

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

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

Complaints and commendations are received by email and/or phone by either BPS staff, the Senior Center Directors or the Aging Services Manager. Currently the Senior Center Directors supervise the bus drivers as well as the staff that directly manage the Taxi scrip window.

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

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

1. Long waits for taxi cabs to arrive.
2. Difficulty getting a taxi cab outside of Berkeley for return ride to Berkeley.
3. When calling for a taxi cab, they are told they do not accept taxi scrip.
4. Taxi scrip or van vouchers were not received due to a problem with mail service.

Most of our commendations come from thank you cards and/or phone calls from our consumers. Members have repeatedly expressed their appreciation for the taxi scrip/van vouchers. Many say that the taxi scrip/van vouchers have improved the quality of their lives by enabling them to get to and from their daily activities. Those members enrolled in the High Medical Needs Program have expressed particular appreciation for being able to get to and from their critical medical appointments.

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

- As noted earlier, due to the popularity and competition of Transportation Network Companies (TNCs) such as Uber and Lyft, there has been a significant and steady decrease in the number of permitted city taxi cabs and taxi cab drivers in the city of Berkeley. It appears that the long wait for taxi cabs and difficulty in getting a taxi cab ride back from destinations outside of the City of Berkeley, are related to the decreasing number of taxi cabs and taxi cab drivers. We will be exploring and

researching the viability of using Uber and/or Lyft to provide demand-response transportation for our seniors and disabled adults. With the use of TNCs, our hope is that this will decrease the complaints of long waits for taxi cabs, difficulty in getting a taxi ride outside of Berkeley and problems with taxi cabs accepting taxi scrip.

- We continue to have regular and consistent conversations with our taxi cab companies reminding them they are required to accept taxi scrip from our seniors and disabled adults.
- We have ensured that we have appropriate systems in place so that all mail scrip/van vouchers are delivered on time. Recently, we were advised our local mail service had gone through significant staff changes that impacted the timely receipt of mail. We received an unusual amount of phone calls stating the scrip/vouchers were not received on time or not received at all. For those who did not receipt their taxi scrip/vouchers, we sent additional taxi scrip/vouchers.

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	1,075
Registrants at end of FY 2017-18	1,120
Current Registrants for FY 2018-19	1,125
Projected Registrants for FY 2019-20	1.250

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.

New enrollees over the last three years:

FY16: 140
 FY17: 100
 FY18: 158
 July-February, 2019: 47

BPS anticipates the number of enrollees to increase slightly in the future with improved community outreach efforts.

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?

Our trips have increased over the last four years, with a significant increase in FY17 which may be attributed to the start of the High Medical Needs Program.

FY15: 10,250

FY16: 10,484

FY17: 13,443

FY18: 12,940

FY19: July – Jan: 6,651

Historically, more rides are reported in the second half of the year. We anticipate the number of one-way trips to remain about the same as reported in FY18, estimated at 13,000.

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	1000
Number of trips provided to consumers who require an accessible vehicle in FY 2018-19	July 2018- January 2019: 510
Number of trips provided to consumers who require an accessible vehicle in FY 2019-20	1200

VEHICLE FLEET

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

See Attachment D.

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.)*

In January 2019, the City of Berkeley received a claim regarding an incident involving a paratransit client. The individual was a passenger in a paratransit vehicle provider, and was involved in a vehicle accident on July 18, 2018. The passenger sustained serious injuries that ultimately resulted in death.

Unfortunately, the City of Berkeley Aging Services Division was never notified of this accident from the paratransit service provider, and also never received notification from the family of the individual notifying us that he is now deceased.

The claim is currently under investigation by the City Attorney Office.

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

Management and Overhead Costs supported by Measure B:

- Staff costs for processing payments to taxi vendors.
- Ongoing administrative and program management costs, including but not limited to: staff time to work with consultants and community agencies, research of new programs, and contracting with service providers.

Management and Overhead Costs supported by Measure BB:

- Staff costs for processing payments to taxi vendors.
- Ongoing administrative and program management costs, including but not limited to: staff time to work with consultants and community agencies, research of new programs, and contracting with service providers.

Management and Overhead Costs supported by City General Fund

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

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

B. Customer Service and Outreach Costs

Measure B & BB programs:

Staff costs for outreach: 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: 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.

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?

BPS anticipates piloting the use of Uber and/or Lyft to provide demand-response transportation for our city's seniors and adults with disabilities. We anticipate using our FY 19-20 reserve funds to pilot the TNC program. We will consider programs that include rides for both smartphone and non-smartphone users.

MISCELLANEOUS

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

As noted earlier, due to the popularity and competition of Transportation Network Companies (TNCs) such as Uber and Lyft, there has been a significant and steady decrease in the number of permitted city taxi cabs in the City of Berkeley. The table of data below demonstrates the steady and consistent decrease in the number of permitted taxi companies, vehicles and drivers over the last 4 years:

Years	# of Companies Permitted	# Vehicles Permitted	# of Drivers/Operators
2015	59	117	110
2016	63	107	112
2017	55	86	119
2018	47	60	60
2019	30	33	33

Our participants continue to present ongoing complaints of long wait for taxis and difficulty in getting a taxi ride back from destinations outside of the City of Berkeley. We attribute, at least in part, that these complaints are related to the decreasing number of taxis and taxi drivers. Consequently, we will be exploring and researching the viability of using Uber and/or Lyft to provide demand-response transportation for our seniors and disabled adults.

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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 Drop-down Menu	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) Automatically calculated	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Same-Day Transp. - Taxi	Taxi Scrip Program	12,940	Unavailable	\$ 93,439		\$ 360,016								\$ 453,455	
Specialized Accessible Van	Wheelchair Van Program	1,000	Unavailable		\$ 20,000		\$ 20,000							\$ 40,000	
Customer Service and Outreach	Customer Service and Outreach		N/A	\$ 26,973	\$ 4,852		\$ 4,422					\$ 30,103	City GF	\$ 66,350	
Management/Overhead	Management/Overhead		N/A	\$ 28,636	\$ 4,632	\$ 63,214	\$ 8,178					\$ 56,432	City GF	\$ 161,092	
Scholarship/Subsidized Fare	East Bay Paratransit Tickets	1,734										\$ 9,600	City GF	\$ 9,600	
														\$ -	
														\$ -	
														\$ -	
														\$ -	
														\$ -	
														\$ -	
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														\$ -	
														\$ -	
														\$ -	
				\$ 149,048	\$ 29,484	\$ 423,230	\$ 32,600	\$ -		\$ -	\$ -	\$ 96,135		\$ 730,497	

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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 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
Same-Day Transp. - Taxi	Taxi Scrip	N/A	Medical, grocery shopping, social & recreational	None	Taxi Scrip	Accessible	Same day	Door-to-Door	Primarily Berkeley with limited service in surrounding cities
Same-Day Transp. - Taxi	High Medical Needs Program	N/A	Medical appointments	None	Taxi Scrip	Accessible	Same day	Door-to-Door	Primarily Berkeley with limited service in surrounding cities
Specialized Accessible Van	Wheelchair Van Program	Easy Does It.	Medical, grocery shopping, social & recreational	None	Voucher	Accessible	Same day	Door-to-Door	Berkeley and surrounding cities.
Customer Service and Outreach	Customer Service and Outreach		Program Access	None	N/A				Berkeley
Management/Overhead	Management/Overhead				N/A				Berkeley
Capital Purchase	Wheelchair Van Purchase	Easy Does It.	Medical, grocery shopping, social & recreational	None	N/A				
Mobility Mgmt/Travel Training	Travel Training Promotion		Medical, grocery shopping, social & recreational	None	N/A				

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

Service/Program Type and Name		Limits	Schedule			Eligibility	Status	Deliverables	Notes
Column A (repeated)	Column B (repeated)	Column K	Column L	Column M	Column N	Column O	Column P	Column Q	Column R
Service/Program Type Will automatically populate from rows above	Service/Program/Project Name Will automatically populate from rows above	Limits on number of trips/ use of service? (e.g. trip limits per month/quarter/year or a maximum expenditure per consumer)	If pre-scheduled, what days/hours are reservations accepted for trip, training, etc?	If pre-scheduled, how far in advance can/must a consumer schedule a trip, training, etc?	Days/Hours of Operation	Eligibility Requirements	Project Status Drop-down Menu	Quantity Planned Provide total number of units (one-way passenger trips, consumers trained, meals delivered, etc.)	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Same-Day Transp. - Taxi	Taxi Scrip	\$160 every four months; \$120 every four months for Medical Return Trip Improvement Program.	N/A	N/A	Taxi operating hours 24/7	Must be seniors over the age of 80 or those certified as disabled by East Bay Paratransit of ANY income; AND seniors age 70 to 79 whose incomes are not more than 50 percent of the Area Median Income.	Continuing/Ongoing	13,000	
Same-Day Transp. - Taxi	High Medical Needs Program	\$120 per month	N/A	N/A	Taxi operating hours 24/7	High Medical Needs Program enrollees must be current BPS participants and demonstrate frequent or long distance medical appointments.	Continuing/Ongoing	1,800	
Specialized Accessible Van	Wheelchair Van Program	Up to 16 vouchers every four months; OR 7 vouchers and \$120 in taxi scrip every four months; or \$160 taxi scrip every four months.	Services are available same day.	N/A	Van operating hours 24/7	Must be current BPS participants and residents who travel by wheelchair and are certified by East Bay Paratransit as eligible and requiring wheelchair-lift service regardless of age and income level.	Continuing/Ongoing	1,200	
Customer Service and Outreach	Customer Service and Outreach	N/A	N/A	N/A	N/A	Any community member seeking information.	Continuing/Ongoing		
Management/Overhead	Management/Overhead	N/A	N/A	N/A	N/A	N/A	Continuing/Ongoing		
Capital Purchase	Wheelchair Van Purchase	N/A	N/A	N/A	N/A	N/A	To be initiated in FY 18/19	1	
Mobility Mgmt/Travel Training	Travel Training Promotion	N/A	N/A	N/A	N/A	N/A	Continuing/Ongoing	80	

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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)	\$330,501
Projected FY 2019-20 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$313,555
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2018-19 (as of June 30, 2019)	\$16,000
Projected FY 2019-20 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$319,014
Total FY 2019-20 Measure B and BB Paratransit DLD Revenue <i>(Automatically calculated)</i>	\$979,070
Total FY 2019-20 Other Revenue (All other revenue sources, non-DLD, including discretionary grant)	\$ 85,000
Total FY 2019-20 Program Revenue (Measure B, Measure BB and all other sources available for FY 2019-20) <i>(Automatically calculated)</i>	\$1,064,070

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>
Taxi Scrip	13,000	\$ 150,000	\$ 230,000		\$ 100,000							\$ 480,000
High Medical Needs Program	1,800			\$ 10,000	\$ 44,000							\$ 54,000
Wheelchair Van Program	1,200	\$ 30,000	\$ 40,000	\$ 4,500								\$ 74,500
Customer Service and Outreach	0	\$ 50,000			\$ 8,000					\$ 10,000	City GF	\$ 68,000
Management/Overhead	0	\$ 100,000	\$ 40,000		\$ 5,000					\$ 75,000	City GF	\$ 220,000
Wheelchair Van Purchase	1				\$ 60,000							\$ 60,000
Travel Training Promotion	80		\$ 1,000									\$ 1,000
												\$ -
												\$ -
												\$ -
												\$ -
												\$ -
												\$ -
												\$ -
Totals	16,081	\$ 330,000	\$ 311,000	\$ 14,500	\$ 217,000	\$ -		\$ -	\$ -	\$ 85,000		\$ 957,500

Budget check (total revenue less total cost): \$106,570

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2020:	\$3,056	\$103,514	\$106,570
Reserve balance as percent of FY 2019-20 Revenue*	1%	32%	17%

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

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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	Van	2010		Ramp		1	1	Easy Does It (contractor)	N/A
Ford	Wagon Van	2018		Ramp		2	1	Easy Does It (contractor)	N/A
Ford Escape	SUV	2007		None	N/A	N/A	1	A. Express Cab (Veh #502)	N/A
Ford Escape	SUV	2008		None	N/A	N/A	1	A-1 Taxi Cab Co (Veh #157)	N/A
Ford Escape	SUV	2008		None	N/A	N/A	1	Avon Cab (Veh #503)	N/A
Toyota Sienna	Minivan	2001	Gas	None	N/A	N/A	1	Berkeley Cab Co (Veh #1214)	N/A
Ford Escape	SUV	2007		None	N/A	N/A	1	Berkeley Namaste (Veh #35)	N/A
Ford Escape	SUV	2007		None	N/A	N/A	1	Checker Cab (Veh #410)	N/A
Toyota Prius	Sedan	2007	Hybrid	None	N/A	N/A	1	Commuters Cab (Veh #77)	N/A
Toyota Sienna	Minivan	2013	Gas	None	N/A	N/A	1	D.D. Cab Co (Veh #93)	N/A
Ford Escape	SUV	2008		None	N/A	N/A	1	Dakha Taxi Service (Veh #2005)	N/A
Ford Escape	SUV	2008		None	N/A	N/A	1	Eagle Cab Co (Veh #9)	N/A
Toyota Prius	Sedan	2004	Hybrid	None	N/A	N/A	1	Eko Cab (Veh #16)	N/A
Toyota Prius	Sedan	2009	Hybrid	None	N/A	N/A	1	Eros (Veh #280)	N/A
Toyota Highlander	SUV	2007	Gas	None	N/A	N/A	1	Everest Cab Service (Veh #73)	N/A
Toyota Prius	Sedan	2014	Hybrid	None	N/A	N/A	1	Friendly Cab (Veh #186)	N/A
Ford Escape	SUV	2009		None	N/A	N/A	1	Friendly Cab (Veh #224)	N/A
Mercury Mariner	SUV	2008	Gas	None	N/A	N/A	1	Inter City Cab Co (Veh #46)	N/A
Toyota Prius	Sedan	2006	Hybrid	None	N/A	N/A	1	Local & Airport Cab (Veh #501)	N/A
Toyota Prius	Sedan	2008	Hybrid	None	N/A	N/A	1	Lotus Cab (Veh #101)	N/A

Toyota Prius	Sedan	2006	Hybrid	None	N/A	N/A	1	Lumi Cab (Veh #71)	N/A
Toyota Prius	Sedan	2013	Hybrid	None	N/A	N/A	1	Non Smoking Cab (Veh #1)	N/A
Mercedes S500	Sedan	2001		None	N/A	N/A	1	Tip Top Cab (Veh #20)	N/A
Toyota Prius	Sedan	2007	Hybrid	None	N/A	N/A	1	Union Cab (Veh #96)	N/A
Ford Escape	SUV	2008		None	N/A	N/A	1	US Express Cab (Veh #826)	N/A
Toyota Prius	Sedan	2008	Hybrid	None	N/A	N/A	1	Vulture Cab (Veh #11)	N/A
Toyota Prius	Sedan	2014	Hybrid	None	N/A	N/A	1	West Coast Cab (Veh #92)	N/A
Ford Escape	SUV	2008		None	N/A	N/A	1	Yellow Campus Cab Co (Veh #51)	N/A
Ford Escape	SUV	2008		None	N/A	N/A	1	Yellow Campus Cab Co (Veh #52)	N/A
Ford Escape	SUV	2009		None	N/A	N/A	1	Yellow Checker Cab Co (Veh #123)	N/A
Toyota Prius	Sedan	2006	Hybrid	None	N/A	N/A	1	Yellow Express Cab (Veh #505)	N/A
Mercury Mariner	SUV	2008		None	N/A	N/A	1	Yellow Express Cab (Veh #511)	N/A
Toyota Prius	Sedan	2008	Hybrid	None	N/A	N/A	1	Yellow Express Cab (Veh #539)	N/A
Ford Escape	SUV	2005	Gas	None	N/A	N/A	1	Yellow Friendly Mary Cab (Veh #29)	N/A
Ford Escape	SUV	2007		None	N/A	N/A	1	Yeti Taxi Services (Veh #824)	N/A

Paratransit Program Plan Staff Summary Fiscal Year 2019-20

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

Staff Recommendation: Recommend program plan for full approval.

- Services provided:
 - Group Trips
 - Same-Day Transportation – Taxi and Transportation Network Companies (TNCs)
 - Scholarship/Subsidized Fare
 - Specialized Accessible Van
 - Meal Delivery (existing program)
- 23% Measure B/BB; Remainder: City funds, fare revenue, CIP grant funds
- 13% reserves
- Cost per trip – no changes greater than \$3.00
- Trends in trip provision – DLD funding for 8-To-Go service is drawing upon reserves to maintain service levels. By FY 2020-21 the City expects the DLD reserves to be depleted.
- Elements requiring approval:
 - Capital Purchase - New vehicle for group trips.
 - Already approved by Alameda CTC staff through the 2020 Paratransit Discretionary Grant Program.

- Same-Day Transportation Program use of Transportation Network Companies (TNCs) – reimbursement program
 - Already approved by Alameda CTC staff.

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

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

Date Submitted: 3/5/2019

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 Emeryville provides a suite of Paratransit services offered to meet the leisure, quality of life, and safety net services for seniors and people with disabilities. As a small City receiving a relatively small amount of funding from the Alameda CTC Paratransit program, staff has chosen the most desired and needed programs to fund. The Accessible Group Trips Program is the most popular form of transportation services provided in the City of Emeryville. The Senior Center attracts ~1,800 people from throughout Alameda County that enjoy the accessible group trips program each year. The Taxi Reimbursement Program provides a safety net to fund on-demand trips for seniors and people with disabilities who live in Emeryville to various destinations. The TNC Program has now been broken out separately from the Taxi Reimbursement program, but works on the same principle. The Meals on Wheels Volunteer Driver Mileage Reimbursement Program helps the City incentivize volunteers who may have financial constraints to sign-up and deliver meals to seniors and people with disabilities in Emeryville. The City also offers Subsidized EBP Ticket Programs to serve those who have trouble purchasing East Bay Paratransit tickets at full cost. Measure BB funds are used to support the ongoing operations of its 8-To-Go Shuttle that provides enhanced mobility for seniors and people with disabilities throughout the 94608 zip code area of Oakland and Emeryville. The City of Oakland will begin contributing part of its DLD fund to the 8 To Go Program beginning in FY2019-20. We also plan to purchase a new bus in FY19-20 to be used primarily for the Group Trips program.

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

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

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

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

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.

Data for average trip length is not available. The distance of the trip depends on the focus of the program. For example, the Meals on Wheels program and 8 To Go are designed to be hyper-local so they will have short trips. The Group Trips program often goes as far as Monterey or Sacramento.

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.

The Lyft/Uber (TNC) program has been separated from the Taxi Reimbursement Program primarily for reporting purposes, but both programs will be operated together and will run on the same principle.

This year will be the first year that the 8 To Go program is not supported by grant funding from A-CTC. The City of Oakland has generously offered to support the program with a portion of its DLD funds. The 8 To Go program participants are about 50% Oakland Residents, so this is a sensible partnership.

- 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.

As the cost to operate 8 To Go increases, it has come to rely on the DLD Fund Balances that Emeryville accumulated. The fund balance will likely be depleted by FY20-21, at which time the program will also need to be supported by the City of Emeryville General Fund or another funding source. The annual shortfall will be in the neighborhood of \$15,000 beginning in FY20-21, so staff will plan to budget this from the Emeryville General Fund.

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)

- A. The City of Emeryville plans to purchase a new bus for the Group Trips program in FY19-20. This will hopefully be funded primarily by the A-CTC CIP Grant, with matching funds coming from DLD Reserves.
- B. This year, the TNC program will be separated from the Taxi Reimbursement program, but will operate on the same principle and the process for receiving reimbursement will be the same. We do not anticipate capacities being an issue, though the program is showing to be popular since we rolled it out in July.
- C. Our Taxi Subsidy program does not include incentives to drivers and/or transportation providers.
- D. The City of Emeryville does not fund an Accessible Shuttle Service as defined by A-CTC with Measure B or BB funds.

- E. No mobility management/travel training programs as defined by A-CTC are currently being funded in the City of Emeryville by Measure B or BB.
- F. There are no low-income requirements for our scholarship or fare subsidy programs.

DEVELOPMENT OF PROGRAM PLAN

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

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

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

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

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

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

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

This year, we are establishing a partnership with the City of Oakland to fund operations for the 8 To Go program. This will be mutually beneficial for both Cities as it means their residents will continue to have access to the service.

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.

The public is informed of these programs through the Emeryville City News and Activity Guide, which is produced and distributed three times per year. 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 also produced a manual for all of our programs, which explains how they work and what the eligibilities are.

ELIGIBILITY AND ENROLLMENT

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

Each program has different requirements for eligibility.

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

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

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

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

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

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

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

CUSTOMER SATISFACTION

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

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

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

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

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

8 to Go: The program receives an occasional phone call complaining of late pickups and/or miscommunication in ride scheduling. This is often caused by the rider who may have forgotten to schedule a ride, and later thought he/she did.

Discount Paratransit Tickets: Prospective participants sometimes complain if they are not eligible for the program. They feel that the program should be open to those living outside Emeryville. They would also like to be able to purchase more tickets than the program allows for.

Taxi Reimbursement Program: We receive an occasional complaint about the turnaround time for reimbursement, but this is limited by the City's accounts payable system.

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

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

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

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

Taxi Reimbursement Program: TNCs were incorporated into the program in FY18-19. Staff work to process reimbursement requests as quickly as possible and are mindful of the accounts payable schedule. We even try to squeeze payments in past check run deadlines to make sure checks are distributed more quickly.

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

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	1,800
Registrants at end of FY 2017-18	1,800
Current Registrants for FY 2018-19	1,800
Projected Registrants for FY 2019-20	1,800

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

Programs have reached a healthy equilibrium between resources and demand.

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

Due to the popularity of the TNC Program, we anticipate an increase in the number of rides for that program. Other programs will likely remain unchanged.

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.)*

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

18. Please provide 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	Group Trips: 18 8 To Go: 146
Number of trips provided to consumers who require an accessible vehicle in FY 2018-19	Group Trips: 15 8 To Go: 150
Number of trips provided to consumers who require an accessible vehicle in FY 2019-20	Group Trips: 15 8 To Go: 150

VEHICLE FLEET

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

SAFETY INCIDENTS

20. Describe any safety incidents recorded by your program in FY 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 as defined above for FY 2017-18 or to date in 2018-19.

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 City of Emeryville DOES NOT use the Alameda-CTC Paratransit money for overhead and management costs with the exception of the direct cost for auditing services. 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 and BB Paratransit Pass Through Programs. The City expends approximately \$81,500 annually to support accessible transportation programs.

B. Customer Service and Outreach Costs

The City of Emeryville DOES NOT use the Alameda-CTC Paratransit money for Customer Services and Outreach Costs. 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 and BB Paratransit Pass Through Programs. The City expends approximately \$81,500 annually to support accessible transportation programs.

PROGRAM FUNDING RESERVES

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

The City of Emeryville has gradually been spending down reserves over the past few years. We plan to use some of the reserve for 8 To Go operations and to support our new bus purchase. The remainder of our reserve will be spent in FY20-21 on the 8 To Go program at which time any shortfall will presumably be covered by the City of Emeryville's General Fund.

MISCELLANEOUS

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

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 Drop-down Menu	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) Automatically calculated	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Group Trips	Accessible Group Trip Program	4,968	unavailable		\$ 9,365					\$ 82,466	\$ 63,420	\$ 50,000	City General Fund	\$ 122,785	Non-ACTC Funds were spent on staff time (estimated)
Taxi Subsidy/Same-Day Transp.	Taxi Reimbursement	162	non-applicable		\$ 3,246							\$ 1,000	City General Fund	\$ 4,246	Non-ACTC Funds were spent on staff time (estimated)
Meal Delivery (existing program)	Meals on Wheels Reimbursement	4,142	non-applicable		\$ 311							\$ 250	City General Fund	\$ 561	Non-ACTC Funds were spent on staff time (estimated)
Scholarship/Subsidized Fare	Subsidized EBP Fare Program	500	non-applicable		\$ 500					\$ 125		\$ 250	City General Fund	\$ 750	Non-ACTC Funds were spent on staff time (estimated)
City-based Door-to-Door	8-To-Go Shuttle	2,281	unavailable	\$ 13,755	\$ 15,984	\$ 233	\$ 30,628	\$ 35,000	MBB CIP Grant	\$ 1,932		\$ 32,810	City General Fund	\$ 128,177	Non-ACTC Funds were spent on staff time (estimated)
Management/Overhead	Finance - Audit Fees		non-applicable		\$ 333	\$ 333								\$ 333	
														\$ -	
														\$ -	
														\$ -	
														\$ -	
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				\$ 13,755	\$ 29,739	\$ 566	\$ 30,628	\$ 35,000		\$ 84,523	\$ 63,420	\$ 84,310		\$ 256,852	

\$	24.72	\$	27.00
\$	26.21	\$	25.00
\$	0.14	\$	17.50
\$	1.50	\$	0.19
\$	56.19	\$	1.50
		\$	56.00

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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 Drop-down Menu	Service/Program/Project Name	If service is contracted, provide name of contractor/service provider	Need(s) this Service Meets (E.g. medical, grocery, recreation, regional trips, etc.)	Fare/Cost to Consumer	Fare Medium (E.g. cash, voucher, reimbursement, annual fee, etc.)	Vehicle Accessibility Drop-down Menu	Is this a same day or pre-scheduled service? Drop-down Menu	Is this a fixed route or origin-to-destination service (e.g. door-to-door)? Drop-down Menu	Service Area
Group Trips	Accessible Group Trip Program	Some service contracted to charter bus companies	Regional Trips	Depends on Trip	Cash	Accessible	Pre-scheduled	Fixed Route w/Deviations	California, but primarily the Bay Area
Same-Day Transp. - Taxi	Taxi Reimbursement	n/a	medical, grocery, recreation, any quality of life improving desitnation	10% of taxi fare, up to \$8 per quarter (\$72.00 reimbursed)	Reimbursement	Not Accessible	Same day	curb-to-curb	Trips originating in Alameda County
Same-Day Transp. - TNC	Lyft/Uber Reimbursement	n/a	medical, grocery, recreation, any quality of life improving desitnation	10% of taxi fare, up to \$8 per quarter (\$72.00 reimbursed)	Reimbursement	Not Accessible	Same day	Curb-to-Curb	Trips originating in Alameda County
Meal Delivery (existing program)	Meals on Wheels Reimbursement	n/a	ready to eat meals to homebound seniors	none, donations are requested from recipients	None	Not Accessible	Pre-scheduled	Fixed Route	Emeryville
Scholarship/Subsidized Fare	Subsidiezed EBP Fare Program	n/a	medical, grocery, recreation, any quality of life improving desitnation	depends on trip, tickets are subsidized by 75%, with participants paying \$5 per quarter and receiving \$20 in EBP tickets	Cash	Accessible	Pre-scheduled	door-to-door	Bay Area
Specialized Accessible Van	8-To-Go Shuttle	Emeryville Transportation Management Association (ETMA)	medical, grocery, recreation, any quality of life improving desitnation	\$1 per ride, scholarship program available through "Friends of the Emeryville Senior Center" non-profit.	Punch Card (can be purchased by cash or check)	Accessible	Same day	door-to-door	94608 Oakland and Emeryville with some major desitnations just outside the zip code area
Management/Overhead	Finance - Audit Fees	Lance, Soll, & Lunghard, LLP							
Capital Purchase	Group Trips - New Bus Purchase	TBD	Regional Trips	Depends on Trip	Cash	Accessible	Pre-scheduled	Fixed Route w/Deviations	California, but primarily the Bay Area

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

Service/Program Type and Name		Limits	Schedule			Eligibility	Status	Deliverables	Notes
Column A (repeated)	Column B (repeated)	Column K	Column L	Column M	Column N	Column O	Column P	Column Q	Column R
Service/Program Type Will automatically populate from rows above	Service/Program/Project Name Will automatically populate from rows above	Limits on number of trips/ use of service? (e.g. trip limits per month/quarter/year or a maximum expenditure per consumer)	If pre-scheduled, what days/hours are reservations accepted for trip, training, etc?	If pre-scheduled, how far in advance can/must a consumer schedule a trip, training, etc?	Days/Hours of Operation	Eligibility Requirements	Project Status Drop-down Menu	Quantity Planned Provide total number of units (one-way passenger trips, consumers trained, meals delivered, etc.)	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Group Trips	Accessible Group Trip Program	None	n/a	Up to departure (space allowing)	All Days and Times, but typically Monday-Saturday 9:00am-5:00pm	Member of Senior Center	Continuing/Ongoing	5,000	
Same-Day Transp. - Taxi	Taxi Reimbursement	\$80 max reimbursement per quarter	n/a	n/a	24/7/365	Member of Senior Center, Resident of Emeryville, Over 70 Years Old	Continuing/Ongoing	100	
Same-Day Transp. - TNC	Lyft/Uber Reimbursement	\$80 max reimbursement per quarter	n/a	n/a	24/7/365	Member of Senior Center, Resident of Emeryville, Over 70 Years Old	Continuing/Ongoing	200	Separated from Taxi Program from previous year
Meal Delivery (existing program)	Meals on Wheels Reimbursement	one meal per person per day, reimbursement limited to actual miles traveled	Must pre-qualify with nutritional specialist	Meals are pre-scheduled. Initiation of service takes two weeks.	Monday-Friday, 12:00-1:00pm	Resident of Emeryville, Over 70 Years Old, and Qualified by Need	Continuing/Ongoing	4,000	
Scholarship/Subsidized Fare	Subsidiezed EBP Fare Program	\$20 max purchase per customer per quarter until funding runs out	n/a	Subject to EBP Policy	EBP Hours of Operation	Member of Senior Center, Over 70 Years Old, Resident of Emeryville and Qualified by Need	Continuing/Ongoing	500	
Specialized Accessible Van	8-To-Go Shuttle	6 one-way trips per week	24/7 via answering machine	Up to departure (space allowing)	Monday-Friday, 9:00am-5:00pm	Over 70 Years Old, Resident of 94608 Oakland/Emeryville	Continuing/Ongoing	2,500	
Management/Overhead	Finance - Audit Fees								
Capital Purchase	Group Trips - New Bus Purchase	None	n/a	Up to departure (space allowing)	All Days and Times, but typically Monday-Saturday 9:00am-5:00pm	Member of Senior Center	Continuing/Ongoing		
0	0								
0	0								
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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)	\$33,818
Projected FY 2019-20 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$31,427
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2018-19 (as of June 30, 2019)	\$6,274
Projected FY 2019-20 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$31,975
Total FY 2019-20 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$103,494
Total FY 2019-20 Other Revenue (All other revenue sources, non-DLD, including discretionary grant)	\$ 340,625
Total FY 2019-20 Program Revenue (Measure B, Measure BB and all other sources available for FY 2019-20) (Automatically calculated)	\$444,119

0.233032241

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>
Accessible Group Trip Program	5,000		\$ 10,000					\$ 75,000	\$ 75,000	\$ 50,000	City Funds	\$ 135,000
Taxi Reimbursement	100		\$ 2,000							\$ 500	City Funds	\$ 2,500
Lyft/Uber Reimbursement	200		\$ 3,000							\$ 500	City Funds	\$ 3,500
Meals on Wheels Reimbursement	4,000		\$ 500							\$ 250	City Funds	\$ 750
Subsidiezed EBP Fare Program	500		\$ 500					\$ 125		\$ 250	City Funds	\$ 750
8-To-Go Shuttle	2,500	\$ 13,598	\$ 14,927		\$ 31,475	\$ 50,000	City of Oakland DLD funds	\$ 2,000		\$ 30,000	City Funds	\$ 140,000
Finance - Audit Fees	0		\$ 500		\$ 500							\$ 1,000
Group Trips - New Bus Purchase	0	\$ 18,000				\$ 132,000	2020-2025 CIP					\$ 150,000
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
Totals	12,300	\$ 31,598	\$ 31,427	\$ -	\$ 31,975	\$ 182,000		\$ 77,125	\$ 75,000	\$ 81,500		\$ 433,500

60%

Budget check (total revenue less total cost): \$10,619

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2020:	\$2,220	\$6,274	\$8,494
Reserve balance as percent of FY 2019-20 Revenue*	7%	20%	13%

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

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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.

[illegible]

Paratransit Program Plan Staff Summary Fiscal Year 2019-20

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

Staff Recommendation: Recommend program plan for full approval.

- Services provided:
 - Same-Day Transportation – Taxi (regular and Taxi Up & Go!)
 - Volunteer Driver program (Taxi Up & Go! – escort component)
 - Specialized Accessible Van (Van Voucher Program I and II, BACS Adult Day Care Program partnership, Emeryville 8-To-Go partnership)
 - Group Trips
- 94% Measure B/BB; Remainder: 6% fare revenue
- 76% reserves
- Cost per trip – showing increase in Adult Day Care cost from \$41.53 to \$43.60 per trip
- Trends in trip provision – modest increase planned overall
- Elements requiring approval:
 - None

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

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

Date Submitted: February 28, 2019

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 Oakland plans to offer the following subsidized mobility services through local, contracted transportation providers:

Taxi Scrip Transportation Program - Provides same day, curb-to-curb service. Enrolled participants purchase taxi scrip books at a discount and personally contact contracted taxi companies for service.

Van Voucher Transportation Program I – Provides pre-scheduled, door-to-door specialized accessible van service. Enrolled participants purchase van vouchers at a discount and personally contact contracted van companies for service.

Van Voucher Transportation Program II – Provides same day, door-to-door or door-thru-door specialized accessible van service. Also allows for pre-scheduled door-through-door service as well. Enrolled participants are provided free van vouchers at a discount and personally contact contracted van company for service.

City of Emeryville's 8 To Go Program Partnership - Provides same day, door-to-door specialized accessible van service. The City of Oakland plans to contribute operational funding towards the Emeryville operated service as it provides service to Oakland residents of the shared cities 94608 zip code. Program to be administered by the City of Emeryville.

Adult Day Care Transportation Program – Provides pre-scheduled, door-to-door specialized service for ambulatory and riders with wheelchairs. Enrolled clients of Bay Area Community Services North Oakland Day Care are provided weekly prescheduled rides to and from the facility.

Senior Group Trip Transportation Program – Provides pre-scheduled, curb-to-curb, round-trip accessible shuttle van rides for recreational outings, special events, local theatre, etc. for fixed amounts of time. Trips usually originate from a senior center or senior housing facility.

Taxi Up & Go! Transportation Project Sponsorship - Provides a same day, curb-to-curb taxi service to enrolled clients of the City of Oakland's Senior Companion Program. These clients are provided escorted and destination assistance by volunteers and caregivers for medical appointments and grocery locations. Administration is conducted by Senior Companion staff.

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

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

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

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

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

C. List the most common trip destinations for seniors and people with disabilities in your community that your services are designed to serve, e.g. dialysis centers, hospitals, major shopping complexes, senior centers. 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 City of Oakland has identified the following common trip destinations per service category:

Taxi Services:

- Medical Facilities (non-emergency)
- Grocery Shopping Centers

Specialized Accessible Van:

- Dialysis Centers
- Medical Facilities (non-emergency)
- Adult Day Care

Group Trip:

- Grocery Shopping Centers
- Entertainment Venues and Sporting Events
- Theatre/Performances

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 City of Oakland does not track this information, thus not available.

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.

The City of Oakland proposes no new changes to base program services for FY 2019-20. However, forming the partnership to co-sponsor the City of Emeryville's 8 To Go transportation service will be considered an added component.

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.

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

- Transportation Network Company service integration.
- Taxi driver incentive/training programs to improve customer service.
- Taxi swipe card technology with the vision of replacing paper fare mediums such as taxi scrip and vouchers.

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)

The City of Oakland proposes no new program elements for FY 2019-20.

DEVELOPMENT OF PROGRAM PLAN

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

The City of Oakland received consumer input through evaluation of the annual program satisfaction surveys, 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 attended meetings and provided materials and responses as necessary to the Mayor's Commission on Aging and the Mayor's 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 must be reviewed and approved by City Council. Staff is scheduled to go before the City Council Life Enrichment sub-committee on June 25th with full council approval to be sought on July 9th.

The meetings are open to the public and televised on the City's KTOP cable television network which allows for additional in-person consumer and stakeholder input and the opportunity to provide program contact information for any future feedback for staff.

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

City of Oakland staff conducted an annual program satisfaction survey and compiled the results which were diligently reviewed and analyzed. The information will be incorporated in staff's City Council Agenda Report/Program Plan that will be reviewed and anticipatorily approved by the Life Enrichment Committee on June 25th and then full City Council on July 9th.

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

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

Each phase not only allows for staff to relay service intentions; the process also allows for staff to solicit consumer feedback that is thoroughly reviewed and

considered during the final planning process. Oakland has always been determined to improve existing services and to fill service gaps voiced by consumers through all outreach and formal survey feedback and analysis.

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

The City of Oakland has none planned at this time.

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

☒ Yes

☐ No

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

Oakland City Council and scheduled for July 9, 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.

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

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

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

- Senior residential sites.
- Senior & persons with disabilities provider staff meetings.
- Oakland senior centers.

- Televised Mayor's Commission on Aging public meetings.
- Televised Mayor's Commission on Persons with Disabilities public meetings.

ELIGIBILITY AND ENROLLMENT

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

Taxi Scrip Transportation Program: Residents of Oakland or 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.

Van Voucher Transportation Program I & II: Residents of Oakland or 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.

City of Emeryville's 8 To Go Program Partnership – Emeryville and Oakland residents that reside in the cities shared 94608 zip code that are 70 or older. Service administered by the City of Emeryville.

Adult Day Care Transportation Program: Elderly residents of Oakland or Piedmont who are age 65 or older with memory disorders.

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

Taxi Up & Go! Transportation Project: Residents of Oakland who are senior (age 55 or older) or disabled adult (age 18 or older) that need transportation with destination assistance while attending medical appointments and grocery shopping.

No income related/based services provided except the Taxi Up & Go Project provides services to only persons with low incomes or limited resources.

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.

City of Oakland Base Program Services: Consumers submit a City of Oakland or ACTC county-wide non-ADA application via standard mail, online, in person or fax.

The application is reviewed, verified and approved by staff within one (1) to two (2) business days. Once approved; pertinent client information is entered in the program's database and an enrollment package and program ID is mailed.

The enrollment process generally does not exceed seven (7) business days, including the mailing process. Same day expedited enrollment is also possible on a case by case basis and services are made available immediately.

Taxi Up & Go! Project: Staff generally receive requests for escorted taxi assistance by phone upon which an application is mailed. Once the completed application is received by staff, it is reviewed, verified and approved by staff within three (3) business days. Once approved, clients are notified by phone. It generally takes about one (1) to two (2) weeks to assign a travel volunteer.

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.

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

If participants do not receive a satisfactory resolution, they are requested to contact our office directly. At that point, staff contacts the vendor about the matter and works with them towards a satisfactory resolution or a plan to avoid future occurrences.

Commendation Process: This is an unscripted process where participants may contact the transportation providers directly or they may contact our office as well. Positive feedback may come by phone or mail that outlines their positive experience with a company or driver.

Companies are encouraged to share positive feedback directly with their employees and hopefully with our staff. In cases where the information is shared with our office, we ensure that we provide the feedback and appreciation to the companies.

Acclamation generally is written.

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

Taxi Scrip Transportation Program: Overall, clients find this service satisfactory and highly convenient, however, some complaints have been reported this service year in relation to slow/delayed response times in parts of East Oakland.

Van Voucher Transportation Program I & II: Clients find these services satisfactory and highly convenient.

Adult Day Care Transportation Program: Rarely feedback from this service due to a good line of established communication between ADC staff, families and transportation provider.

Senior Group Trip Transportation Program: Wonderful service with great drivers is expressed with majority of the post-trip feedback.

Taxi Up & Go! Transportation Program: Clients express that this service fills a much-needed gap in service for those that need on trip and destination assistance.

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

City of Oakland staff has not made any changes or any planned at the point; however, we are monitoring taxi service in the East Oakland area to determine if and how the issue should be addressed should an increased and significant number of complaints be received.

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	1,545
Registrants at end of FY 2017-18	1,736
Current Registrants for FY 2018-19	1,882
Projected Registrants for FY 2019-20	2,026

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

The City of Oakland's registration projection increase is based on the enrollment pattern of the first and second quarters of the current fiscal year as a barometer for the beginning enrollment for FY 2019-20. We expect this upward trend to continue based on program increased enrollment trends and data from the FY 2013-2017 American Community Survey (ACS) that reports a steady, but modest increase in Oakland residents identified as having disabilities and the senior population of 65 and older.

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?

The City of Oakland expects that one-ways trips will increase based on the projected increase in registration.

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

☐ Yes

☒ No

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

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18. Please provide 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	The City of Oakland does not track this data, thus not available.
Number of trips provided to consumers who require an accessible vehicle in FY 2018-19	The City of Oakland does not track this data, thus not available.
Number of trips provided to consumers who require an accessible vehicle in FY 2019-20	The City of Oakland does not track this data, thus not available.

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.)*

The City of Oakland has no recorded safety incidents for FY 2017-18 or to date in FY 2018-19.

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 consists of 85% of one (1) program supervisor salary and fringe; 85% of two (2) program assistant salaries and fringe; 82% of one (1) accountant salary and fringe; 50% of one (1) administrative assistant 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 operational support and facility services. The FY 2018-19 waiver authorizations were \$61,602 for Measure B and \$45,427 for Measure BB.

B. Customer Service and Outreach Costs

The Customer Service/Outreach consists of 100% of salary and fringe of five (4) program customer support aide/staff; 50% of one (1) administrative assistant and fringe; 15% respectively of the program supervisor and program assistant salaries and fringe; program document duplication, plus customer service tools and supplies necessary for business.

PROGRAM FUNDING RESERVES

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

The City of Oakland is projected to have a substantial paratransit reserve at the end of FY 2019-20; MB - \$602,762 and MBB \$1,432,371 (\$2,035,133). Staff has been successful in expanding existing services and adding new service components that currently have program service expenditures that nearly meet the full level of current annual MB/BB revenues, but during that time of development, a reserve built. The funds will continue to be designated as operational reserves as staff continues efforts to identify potential new service areas, possible capital expenditures or additional expansion opportunities.

MISCELLANEOUS

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

The City of Oakland has no additional notes of clarifications at this time.

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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 Drop-down Menu	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) Automatically calculated	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Management/Overhead	Oakland Paratransit for the Elderly & Disabled Program		non-applicable		\$ 293,865	\$ 315,181						\$ 33,167	City general fund, penalties & fees	\$ 642,213	
Customer Service and Outreach	Oakland Paratransit for the Elderly & Disabled Program		non-applicable		\$ 109,504	\$ 89,503								\$ 199,007	
Same-Day Transp. - Taxi	Taxi Scrip Program	22,793	unavailable	\$ 547,041	\$ 150,201					\$ 105,312	\$ 105,312			\$ 802,554	
Customer Service and Outreach	Taxi Up & Go! Project		non-applicable		\$ 69,246									\$ 69,246	
Door-through-Door/Volunteer Driver	Taxi Up & Go! Project	2,049	unavailable		\$ 88,204									\$ 88,204	
Specialized Accessible Van	Van Voucher Program	14,328	unavailable			\$ 343,715				\$ 36,905	\$ 36,905			\$ 380,620	
Specialized Accessible Van	Adult Day Care Program	2,973	unavailable			\$ 110,680				\$ 12,788	\$ 12,788			\$ 123,468	
Group Trips	Senior Group Trip Program	14,742	unavailable			\$ 226,946				\$ 5,355	\$ 5,355			\$ 232,301	
														\$ -	
														\$ -	
														\$ -	
														\$ -	
														\$ -	
														\$ -	
														\$ -	
				\$ 547,041	\$ 711,020	\$ 1,086,025	\$ -	\$ -		\$ 160,360	\$ 160,360	\$ 33,167		\$ 2,537,613	

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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 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
Management/Overhead	Oakland Paratransit for the Elderly & Disabled Program	N/A	Oversight of base program services	N/A	N/A				N/A
Customer Service and Outreach	Oakland Paratransit for the Elderly & Disabled Program	N/A	Support of base program services	N/A	N/A				N/A
Same-Day Transp. - Taxi	Taxi Scrip Program	Friendly Transportation dba Friendly Cab and Metro Yellow Cab & St Mini Cab Corporation dba Veterans Cab	Any purpose trips	\$3 per \$28 taxi scrip book	Taxi Scrip	Not Accessible	Same Day	Curb-to-Curb	Oakland & Piedmont residents for primarily North County travel.
Customer Service and Outreach	Taxi Up & Go! Project	N/A	Support of TUGO program services	N/A	N/A				N/A
Door-through-Door/Volunteer Driver	Taxi Up & Go! Project	Friendly Transportation dba Friendly Cab and Metro Yellow Cab & St Mini Cab Corporation dba Veterans Cab	TUGO escorted any purpose trips for mono-lingual and isolated seniors and elderly	\$0.00	Taxi Scrip	Not Accessible	Same Day	Curb-to-Curb	Oakland & Piedmont residents for primarily North County travel.
Specialized Accessible Van	Van Voucher Program I	Friendly Transportation, Bell Transit & Quality Transit	Dialysis, non-emergency medical or any purpose trips	\$3 per 10 mile/ \$28 van voucher	Van Voucher	Accessible	Pre-scheduled	Door-to-Door	Oakland & Piedmont residents for primarily North County travel.
Specialized Accessible Van	Van Voucher Program II	One Access Medical Transportation	Any purpose trips	\$0.00	Van Voucher	Accessible	Same Day	Door-through-Door	Oakland & Piedmont residents for primarily North County travel.
Specialized Accessible Van	Adult Day Care Program	Bell Transit	Round or one-way transportation for adult day care service	\$4 per trip	Agency invoice paid by check	Accessible	Pre-scheduled	Door-to-Door	Oakland & Piedmont residents for Oakland travel.
Specialized Accessible Van	Emeryville 8 To Go	City of Emeryville	Mediac, grocery, recreation, any quality of life improving destination	\$1 per ride, scholarship program available through "Friends of the Emeryville Senior Center" non-profit.	Punch card (can be purchased by cash or check)	Accessible	Same Day	Door-to-Door	94608 Oakland & Emeryville with some major destinations just outside the zip code area.
Group Trips	Senior Group Trip Program	Bay Area Charters	Social & recreational purposes	\$35 per trip	Agency invoice paid by check	Accessible	Pre-scheduled	Curb-to-Curb	Oakland & Piedmont locations/sites for local Bay Area travel within 45 miles.

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

Service/Program Type and Name		Limits	Schedule			Eligibility	Status	Deliverables	Notes
Column A (repeated)	Column B (repeated)	Column K	Column L	Column M	Column N	Column O	Column P	Column Q	Column R
Service/Program Type Will automatically populate from rows above	Service/Program/Project Name Will automatically populate from rows above	Limits on number of trips/ use of service? (e.g. trip limits per month/quarter/year or a maximum expenditure per consumer)	If pre-scheduled, what days/hours are reservations accepted for trip, training, etc?	If pre-scheduled, how far in advance can/must a consumer schedule a trip, training, etc?	Days/Hours of Operation	Eligibility Requirements	Project Status Drop-down Menu	Quantity Planned Provide total number of units (one-way passenger trips, consumers trained, meals delivered, etc.)	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Management/Overhead	Oakland Paratransit for the Elderly & Disabled Program	N/A	N/A	N/A	Monday - Friday, 8:30am-5pm	N/A	Continuing/Ongoing		
Customer Service and Outreach	Oakland Paratransit for the Elderly & Disabled Program	N/A	N/A	N/A	Monday - Friday, 8:30am-5pm	N/A	Continuing/Ongoing		
Same-Day Transp. - Taxi	Taxi Scrip Program	Trip limits per quarter	N/A	N/A	24/7	18-69 w/ mobility disability & EBP registered or 70+ w/out disability proof	Continuing/Ongoing	23,000	Column Q represents one-way individual passenger trips
Customer Service and Outreach	Taxi Up & Go! Project	N/A	N/A	N/A	Monday - Friday, 8:30am-5pm	N/A	Continuing/Ongoing		
Door-through-Door/Volunteer Driver	Taxi Up & Go! Project	Trip limits per month	N/A	N/A	24/7	18-69 w/ mobility disability or 55+ w/out disability proof and need an escort	Continuing/Ongoing	2,100	Column Q represents one-way individual passenger trips
Specialized Accessible Van	Van Voucher Program I	Trip limits per quarter	Monday - Friday, 8am-5pm	One to three days in advance	Monday - Saturday, 8am-5pm	18-69 w/ mobility disability & EBP registered or 70+ w/out disability proof	Continuing/Ongoing	15,600	Column Q represents one-way individual passenger trips
Specialized Accessible Van	Van Voucher Program II	Trip limits per quarter	N/A	N/A	Monday - Saturday, 8am-5pm	18-69 w/ mobility disability & EBP registered or 70+ w/out disability proof	Continuing/Ongoing	1,000	Column Q represents one-way individual passenger trips
Specialized Accessible Van	Adult Day Care Program	Trip limits per month	Fridays by 5pm	Every Friday for upcoming week	Monday - Friday, 8am-5pm	Elders w/ memory disorders	Continuing/Ongoing	3,000	Column Q represents one-way individual passenger trips
Specialized Accessible Van	Emeryville 8 To Go	6 one-way trips per week	24/7 via answering machine	Up to departure (space allowing)	Monday - Friday, 9am-5pm	Over 70 years old; resident of 94608 Oakland/Emeryville	Continuing/Ongoing	1,250	Column Q represents one-way individual passenger trips
Group Trips	Senior Group Trip Program	Trip limits per month	Monday - Friday 8:30am-5pm	Two weeks	Monday - Sunday, flexible	Seniors 55+	Continuing/Ongoing	15,000	Column Q represents one-way individual passenger trips
0	0								
0	0								
0	0								
0	0								

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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)	\$446,201
Projected FY 2019-20 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$1,220,537
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2018-19 (as of June 30, 2019)	\$1,504,561
Projected FY 2019-20 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$1,241,785
Total FY 2019-20 Measure B and BB Paratransit DLD Revenue <i>(Automatically calculated)</i>	\$4,413,084
Total FY 2019-20 Other Revenue (All other revenue sources, non-DLD, including discretionary grant)	\$161,150
Total FY 2019-20 Program Revenue (Measure B, Measure BB and all other sources available for FY 2019-20) <i>(Automatically calculated)</i>	\$4,574,234

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>
Oakland Paratransit for the Elderly & Disabled Program	0		\$ 337,000	\$ 305,000								\$ 642,000
Oakland Paratransit for the Elderly & Disabled Program	0		\$ 103,000	\$ 100,000								\$ 203,000
Taxi Scrip Program	23,000	\$ 446,201	\$ 251,799					\$ 106,000	\$ 106,000			\$ 804,000
Taxi Up & Go! Project	0		\$ 70,000									\$ 70,000
Taxi Up & Go! Project	2,100		\$ 90,000									\$ 90,000
Van Voucher Program I	15,600			\$ 400,000				\$ 37,000	\$ 37,000			\$ 437,000
Van Voucher Program II	1,000			\$ 50,000								\$ 50,000
Adult Day Care Program	3,000			\$ 118,000				\$ 12,790	\$ 12,790			\$ 130,790
Emeryville 8 To Go	1,250			\$ 50,000								\$ 50,000
Senior Group Trip Program	15,000			\$ 227,000				\$ 5,360	\$ 5,360			\$ 232,360
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
Totals	60,950	\$ 446,201	\$ 851,799	\$ 1,250,000	\$ -	\$ -		\$ 161,150	\$ 161,150	\$ -		\$ 2,709,150

Budget check (total revenue less total cost): \$1,865,084

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2020:	\$368,738	\$1,496,346	\$1,865,084
Reserve balance as percent of FY 2019-20 Revenue*	30%	120%	76%

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

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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	Small Bus	2004	Gas	Lift	21	2	1	Bay Area Charters, Inc. - Contractor	Oakland
GMC	Small Bus	2005	Diesel	Lift	26	8	1	Bay Area Charters, Inc. - Contractor	Oakland
Ford	Large Van	2004	Gas	Lift	2	2	1	Quality Transit, LLC - Contractor	Oakland
Ford	Minivan	2006	Gas	Ramp	3	1	1	Quality Transit, LLC - Contractor	Oakland
Toyota	Minivan	2012	Gas	None	4	0	1	Quality Transit, LLC - Contractor	Oakland

Ford	Large Van	2015	Gas	Lift	2	2	1	Quality Transit, LLC - Contractor	Oakland
Ford	Large Van	2017	Gas	Lift	2	2	1	Quality Transit, LLC - Contractor	Oakland
Ford	Minivan	2017	Gas	Ramp	4	1	1	Quality Transit, LLC - Contractor	Oakland
Ford	Minivan	2018	Gas	Ramp	4	1	1	Quality Transit, LLC - Contractor	Oakland
Ford	Large Van	2019	Gas	Lift	2	2	1	Quality Transit, LLC - Contractor	Oakland
Ford	Large Van	2012	Gas	Lift	4	2	1	One Access Medical Transportation	Newark
Ford	Large Van	2008	Gas	Lift	4	2	1	One Access Medical Transportation	Newark
Ford	Large Van	2015	Gas	Ramp	2	1	1	One Access Medical Transportation	Newark
Chevy	Minivan	2001	Gas	Ramp	3	1	2	Bell Transit Corp.	San Leandro
Chevy	Minivan	2002	Gas	Ramp	3	1	2	Bell Transit Corp.	San Leandro
Chevy	Minivan	2003	Gas	Ramp	3	1	4	Bell Transit Corp.	San Leandro
Chevy	Minivan	2006	Gas	Ramp	3	1	5	Bell Transit Corp.	San Leandro

Chevy	Minivan	2008	Gas	Ramp	3	1	3	Bell Transit Corp.	San Leandro
Ford	Sedan	2000	Gas	None	4	0	2	Bell Transit Corp.	San Leandro
Ford	Sedan	2006	Gas	None	4	0	4	Bell Transit Corp.	San Leandro
Ford	Sedan	2009	Gas	None	4	0	4	Bell Transit Corp.	San Leandro
Ford	Sedan	2010	Gas	None	4	0	2	Bell Transit Corp.	San Leandro
Ford	Minivan	1999	Gas	Ramp	3	1	2	Bell Transit Corp.	San Leandro
Ford	Minivan	2009	Gas	Ramp	3	1	6	Bell Transit Corp.	San Leandro
Ford Winstar	Minivan	2004	Gas	Ramp	3	1	4	Friendly Transportation, Inc. - Contractor	Oakland
Ford Winstar	Minivan	2007	Gas	Ramp	5	1	6	Friendly Transportation, Inc. - Contractor	Oakland
Ford Escape Hybrid	Small Jeep	Various	Gas-electric	None	4	0	17	Friendly Transportation, Inc. - Contractor	Oakland
Various	Sedan	Various	Gas 24 CNG	None	4	0	133	Friendly Transportation, Inc. - Contractor	Oakland
Ford	Large Van	2008	Gas	Ramp	1	3	4	Friendly Transportation, Inc. - Contractor	Oakland
Various	Sedan	Various	9 Hybrid / 35 Gas	None	4	0	44	St. Mini Cab Corp DBA Veterans Cab	San Leandro

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