



# PAPCO Paratransit Program Plan Review Subcommittee

---

Measure B/BB  
Transportation for  
Seniors and People  
With Disabilities

---

FISCAL YEAR 2019-2020  
SUBMITTED PROGRAM PLANS

## SOUTH COUNTY

APRIL 2019



This page is intentionally left blank.

## **Paratransit Program Plan Staff Summary Fiscal Year 2019-20**

**Subcommittee: South County**  
**Paratransit Program: Fremont**

**Staff Recommendation:** Recommend program plan for full approval.

- Services provided:
  - Specialized Accessible Van
  - Same-Day Transportation – Taxi and Transportation Network Companies (TNCs)
  - Group Trips
  - Volunteer Driver programs
  - Mobility Management and Travel Training
  - Meal Delivery (existing program)
- 92% Measure B/BB; Remainder: CIP grant funds, fare revenue
- 94% reserves
- Cost per trip – no change greater than \$3.00
- Trends in trip provision – significant increase planned
- Elements requiring approval:
  - Transportation Network Company (TNC) Pilot Project – the City is exploring ways to provide subsidized rides through a new TNC Pilot Project to eligible riders who have smartphones as well as those who do not. Individuals will be required to complete the standard Transportation Services Application that is currently in use for the

paratransit and taxi services and all eligibility determinations as well as education about the program's use will be handled by City staff. Fares will be structured in a similar manner to the current taxi program where there is a passenger share of cost and a maximum share of cost that the City covers, with any overage amount being the responsibility of the program participant.

- Already approved by Alameda CTC staff.

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

CONTACT INFORMATION	
Agency:	City of Fremont
Contact Name:	Shawn Fong
Title:	Program Manager
Phone Number:	510-574-2033
E-mail Address:	sfong@fremont.gov

Date Submitted: March 4, 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 following services are part of the **Ride-On Tri-City Program** that is operated by the City of Fremont. These services are funded through the City of Fremont's DLD funds:*

**Specialized Accessible Van Service:**

Wheelchair accessible, shared-ride van transportation is provided to Fremont residents who use wheelchairs as well as ambulatory individuals who are unable to use public transit and require door-to-door assistance when traveling. The service is available 7 days a week, from 8 am – 6 pm on weekdays and from 9 am – 3pm on weekends. Trip requests are accommodated based on vehicle availability and can be reserved up to 7 days in advance. The program serves all destinations within Fremont, Newark and Union City and provides riders with comprehensive transportation access for medical, shopping, errands, social/recreational, spiritual and educational needs. The vast majority of rides are provided during the weekday, daytime hours when program participants have few alternative transportation resources (i.e. family and friends) available. Rides are \$4.00 per one-way trip within the service area (using a pre-paid voucher). (Note: Specialized Accessible Van Service is also provided to Newark residents under an agreement with the City of Newark. These services are funded with Newark's DLD funding.)

**Same Day Taxi Trips:**

Subsidized taxi rides are provided to help seniors and people with disabilities with same-day transportation needs in the local area. Fremont residents who are at least 70 years of age as well as those who are unable to use public transit because of a disability are eligible for the taxi service. Program participants must be able to use a curb-to-curb service. Taxi vouchers cost \$4 each and subsidize up to \$16 of taxi meter fare. Only one voucher can be used per one-way trip. Program participants are responsible for paying any fare beyond the \$16 voucher subsidy and for tipping the driver. Subsidized taxi service is available 24 hours a day, 7 days a week. The service is not wheelchair accessible at this time. (Note: Same-day Taxi Service is also provided to Newark and Union City residents under an agreement with each city. These services are funded with Newark's and Union City's DLD funding.)

**Same Day TNC Trips:**

The City is in the process of implementing a pilot project to provide consumers with subsidized curb-to-curb rides through Lyft. The pilot will provide ride subsidies to eligible program participants in one of two ways: 1) Program participants who have their own smartphones will be able to apply a special discount code when requesting a ride through Lyft's ride hailing app, and; 2) Program participants without smartphones will be able to contact a call center that would be able to schedule a ride through Lyft's Concierge platform (the rider will only be charged their share of cost and the subsidized portion of the ride and administrative cost of scheduling the rides will be billed to the City of Fremont).

**Group Trips:**

The purpose of the group trip program is to promote socialization and decrease

isolation for seniors and people with disabilities. Wheelchair-accessible group trips are provided to housing complexes, skilled nursing facilities, social clubs, or other community organizations that serve persons with disabilities and/or seniors within Fremont. The program has a special emphasis on providing group transportation for socialization, recreational and shopping activities to individuals who are frail, linguistically isolated or unable to use public transportation. Transportation is available weekdays by arrangement. Destinations must be within a 25-mile radius of the Fremont City Hall.

**Meal Delivery:**

The Meals on Wheels Program provides nutritionally balanced meals for homebound seniors and persons with disabilities residing in Fremont. Meals on Wheels clients have various mobility and cognitive impairments that make it difficult to travel to congregate meal sites or to grocery shop and prepare meals for themselves. The program provides a critical life need by coordinating nutritious, cost effective and efficient meal delivery services.

**Management/Overhead and Customer Service/Outreach are also provided in support of the above service components.**

*The following services offer essential supplemental services for seniors and people with disabilities living in the Tri-City area (Fremont, Newark and Union City). These services are funded by an Alameda CTC discretionary grant with matching funds from the City of Fremont.*

**Mobility Management and Travel Training:**

The Tri-City Mobility Management and Travel Training Program provides individualized transportation assessment and planning assistance for seniors and people with disabilities residing in Fremont, Newark and Union City. Seniors and people with disabilities, their caregivers and service providers have a one-stop location/number where they can connect with a Mobility Specialist to receive information about services, get linked with particular programs, understand how to use the various services, and request advocacy help for a particular transportation service need. The travel training component of this program provides group and individualized travel training instruction to seniors and people with disabilities. Through a 2012 partnership with BART, the City continues to distribute senior Clipper Cards to community members and provides extensive education on how to use Clipper on transit.

- 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 goal of the City of Fremont's Ride-On Tri-City! Program is to provide safe and reliable transportation for seniors and people with disabilities in order to:

- improved their access to health care, community services and activities, and other needs;
- decrease the experience of social isolation;
- prevent unnecessary institutionalization; and,
- improve the overall quality of life by enhancing consumer's abilities to remain living independently in their chosen communities.

The service components of the Ride-On Tri-City! Program have been implemented in response to community outreach and feedback. The Ride-On Tri-City! Program aims to increase and sustain mobility options for seniors and people with disabilities by:

- Ensuring that community members understand the range of transportation options available to them and have ease of access to services in order to meet daily life needs.
- Providing affordable and accessible door-to-door and curb-to-curb transportation (including same-day transportation)
- Teaching seniors and people with disabilities how to ride transit

The City of Fremont has provided the continuum of transportation services and supports outlined in Question 1A for the past several years and these services have been successful at meeting the service gaps in our Tri-City 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.**

The City's transportation program serves any destination within Fremont, Newark and Union City, including, but not limited to: Washington Hospital, Kaiser Permanente, Palo Alto Medical Clinic, doctor's offices, dialysis centers, physical therapy clinics, Fremont, Newark & Union City Senior Centers, Fremont Family Resource Center, ASEB Adult Day Health, Fremont Adult School, skilled nursing facilities, California School for the Blind and Deaf, Friends of Children with Special Needs, Fremont Hub, Pacific Commons, Union Landing, NewPark Mall, Walmart, Costco, Lido Faire Shopping Center, grocery stores (large chain & ethnic markets), places of worship (i.e. churches, Hindu temple, Sikh gurdwara, mosques), pharmacies (i.e. Walgreens, CVS, Rite Aid), BART stations, Social Security Administration, libraries.

**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.**

Trip length is not tracked for Ride-On Tri-City! service components.

**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.

No changes proposed for FY 19/20. The same-day TNC service was proposed for FY18/19 and is anticipated to start prior to the end of the current fiscal year.

**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.

No major service changes are anticipated. Given the increasing service demands and the increasing costs of providing transportation services, the City will continue to research and evaluate innovative methods for delivering high quality, cost-effective transportation services to seniors and people with disabilities.

**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)

As described in question 1A, the City is currently implementing a new TNC-ride service which will provide subsidized rides through Lyft for eligible riders who have smartphones as well as those who don't. Individuals will be required to complete the standard Transportation Services Application that is currently in use for the for the Ride-On Tri-City! Program. All eligibility determinations as well as education about the program's use will be handled by City staff. Fares will be structured in a similar manner to the current taxi program where there is a passenger share of cost and a maximum share of cost that the City covers, with any overage amount being the responsibility of the program participant.

## DEVELOPMENT OF PROGRAM PLAN

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

Consumer input gathered using the following strategies:

- Program outreach activities (throughout the year) – At outreach meetings, feedback on service needs and transportation barriers was gathered directly from consumers and social service professionals.
- Paratransit Advisory Committee meetings - feedback on service needs and transportation barriers was gathered directly from consumers.
- Fremont Senior Commission - feedback on service needs and transportation barriers was gathered directly from commissioners.

Although the comprehensive needs assessment that the City conducted in 2006 provided key strategic directions for our transportation service programs, the City recently completed community outreach as part of a recently funded project to make Fremont a World Health Organization Age-Friendly City. Transportation was one of the dimensions included in the focus groups and community feedback sessions for Age-Friendly needs assessment process and input generated helped to shape the Ride-On Tri-City!'s TNC pilot and will inform the development of future innovative transportation options (like driveless cars, etc.).

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

Development of plan included analysis of:

- Current program service data - number of trips performed, on-time performance, productivity, cost per trip, etc.
- Feedback from consumer (through outreach meetings) and service providers as well as input from the Paratransit Advisory Committee and the Fremont Senior Commission.
- Findings from the WHO Age Friendly Community outreach process.
- Survey data on our current Ride-on Tri-City! taxi service.

**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.**

Feedback from program outreach shows a high degree of satisfaction with the current programs' parameters. Given the consumer feedback received and the success of the current programs, the City decided to continue offering its current suite of transportation and mobility management services.

Although the City was exploring how to integrate TNC-provided rides into our spectrum of services, the analysis of the transportation findings from the WHO Age Friendly Community needs assessment process showed a significant interest in these rides from our community members, especially from those who use smartphones.

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

None at this time.

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

☒ Yes

☐ No

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

The paratransit program plan will be brought before the Fremont City Council in May 2019.

## OUTREACH

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

Outreach presentations are regularly conducted with consumer groups, social service agencies, health care providers, senior centers, community and faith-based organizations, housing complexes for seniors and persons with disabilities, and caregivers groups. Additionally, the program publishes a newsletter and posts flyers at locations that seniors and people with disabilities frequent.

The program maintains collaborative partnerships with key service providers (i.e. Aging and Family Services case management team, Life ElderCare, Drivers for

Survivors, Community Ambassadors Program for Seniors, Fremont Family Resource Center, Tri-City Elder Coalition, local medical facilities and housing complexes). These organizations disseminate service information to the larger community and provide a large number of referrals to our program.

The City of Fremont also coordinates with East Bay Paratransit and Union City Paratransit extensively. Our staff meets with all interested EBP applicants who come into the Fremont satellite office for their certification appointments to ensure that applicants are aware of transportation service options beyond ADA Paratransit. Outreach and education are also provided to Union City residents and assistance is provided to those consumers to sign up with ADA Paratransit and other transportation services.

All of our current wheelchair-accessible vans have signage about our program and includes the phone number for community members to call to get assistance with transportation services.

## ELIGIBILITY AND ENROLLMENT

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

#### **Specialized Van Service, Taxi Service or TNC service:**

Fremont residents who are unable to use public transit because of a disability or who are 70 years or older are eligible for Door-to-Door Services.

An application must be submitted prior to accessing service.

Eligible individuals can apply for door-to-door services, taxi services or the TNC Pilot Project using the same application.

**Group Transportation:** Service is available to community organizations that serve persons with disabilities and/or seniors living in Fremont. Organizations must submit a group trip services application.

**In-Home Meal Delivery:** Service available to homebound seniors and people with disabilities living in Fremont. Clients contact Life Eldercare and complete an over the phone application.

### 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.

#### **Specialized Van Service, Taxi Service or TNC service:**

Mobility Specialists assist clients in completing applications over the phone to ensure understanding and ease of access to services. Applications can also be completed online, by email, by mail or by fax.

Applications are reviewed to determine eligibility. Enrollment packets are sent out to consumers within 1-2 days of receipt of a completed application.

Applications can be expedited within a few hours for consumers with critical medical/social service needs.

**Group Transportation:** Organizations submit an application form & schedules

outings based on service/vehicle availability.

**In-Home Meal Delivery:** Clients contact Life Eldercare and complete an over the phone application. A comprehensive in-home assessment is completed within 2 weeks of the client's call and then meal delivery is started after the assessment. In cases of urgent need, meal delivery can start within 2-3 days of the client's call and the in-home assessment is completed within two weeks of the start of meal delivery.

## 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 Ride-On Tri-City! Riders' Guides for the Wheelchair Van Service and the Taxi Service that are provided to each enrolled participant details the procedures for submitting complaints, commendations or suggestions. Customers can provide feedback to City of Fremont staff in writing or by telephone. Complaints and commendations are documented by City staff. Service compliments are relayed to named parties. All complaints are investigated by program staff and a response is typically provided to the consumer within 7 days of receipt of the complaint.

- 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.*)

Program participants greatly appreciate the Ride-On Tri-City! Taxi Service because it is a responsive, convenient same-day service where taxis typically arrive within 20 minutes of the rider's call. Riders report that taxi drivers are very courteous and helpful.

Riders of our Specialized Van Service report easier access to reservations after changes were made to the program last year.

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

Last year, riders complained about difficulties getting wheelchair van service, with the most common feedback about needing to schedule rides with more than 3 days' notice or no availability for rides at peak times. In response, we moved riders who did not use wheelchairs or require door-to-door assistance to our taxi service. This change created more capacity for managing wheelchair accessible rides as well as trips where riders needed assistance from the driver to successfully complete their rides. Adding an additional curb-to-curb option through our TNC pilot project will also allow us to accommodate the growing demand for curb-to-curb rides. Once our TNC ride service is implemented, the Ride-On Tri-City! Program will have more flexibility to experiment with different ways to provide same-day wheelchair accessible services.

**EXPECTED DEMAND/USE OF SERVICES**

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

<b>Registrants at beginning of FY 2017-18</b>	2,903
<b>Registrants at end of FY 2017-18</b>	2,717
<b>Current Registrants for FY 2018-19</b>	1,236*
<b>Projected Registrants for FY 2019-20</b>	1,800

*\*NOTE: The program did a massive purge of client files during fall of FY 18/19 and inactivated many clients (clients were deceased, moved out of the area, were no longer needing services/needed a higher level of service or had lost contact with the program with no forwarding contact information.)*

**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.**

Program enrollment is expected to increase. The City's older adult population continues to grow and program outreach continues to generate a large number of referrals each month. . Additionally, the implementation of the TNC ride service will bring additional participants into the Ride-On Tri-City! Program.

**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?**



Trips are expected to increase with the anticipated increase in the number of program participants.

**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.)*

Approximately 32% of our ridership on the specialized van service are attendant/companion trips. We do not have a reliable way to track the number of attendant/companion trips on our taxi program nor on the soon to be implemented TNC ride service. Therefore, we may be significantly underreporting the total number of trips provided through this program, especially as more ambulatory passengers switch from our specialized van service (door-to-door service) to the convenience of our curb-to-curb same day transportation options.

**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.

<b>Number of trips provided to consumers who require an accessible vehicle in FY 2017-18</b>	2942
<b>Number of trips provided to consumers who require an accessible vehicle in FY 2018-19</b>	2040 (through Jan. 2019)
<b>Number of trips provided to consumers who require an accessible vehicle in FY 2019-20</b>	Unable to predict at this time

**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 have been no reported safety incidents in FY 2017-18 or 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

Covers:

- Portion of staff salary/benefit costs: based on percentage of time spent on program oversight, planning, budgeting, etc.
- Overhead allocation for services received from Finance, Human Resources, and Legal departments. (Designated percentage for overhead allocation is approved in the City's OMB A-87 cost allocation plan).

### B. Customer Service and Outreach Costs

Covers:

- Portion of staff salary/benefit costs based on percentage of time spent on the following types of customer service and outreach activities: providing paratransit program information in-person or over the phone to individual clients, caregivers/support persons and service providers, assisting clients/caregivers with applications, eligibility determinations, sending out enrollment packets and additional correspondence for riders that facilitate their ongoing use of the service, providing follow-up counseling and education to riders, caregivers and service providers, problem solving difficult transportation scenarios, assistance with trip planning and scheduling, and handling customer complaints and commendations.
- Direct program costs: printing, supplies, computers/IT support, travel, etc.

## 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's Measure B/BB Direct Local Distribution fund balance will be maintained as an operations reserve for subsequent fiscal years. The City is trying to be prudent in its expenditure of B/BB DLD funding to ensure that our consumers get the necessary transportation services they need. Although our Measure B reserves are currently above the required 40% of annual revenues, we are intending to use more funding for services as consumers' service demand increases and as we add new service components, like our TNC Pilot Project. We are also mindful that the City's DLD funding will drop significantly when Measure B ends in 2022 and want to ensure that any expansion of services is sustainable given the reduced funding under Measure BB. The City will adhere to the timely use of funds protocols set forth by Alameda CTC regarding fund balances.

## MISCELLANEOUS

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

This page is intentionally left blank.

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

Service/Program Type and Name		Performance FY 2017-18		Total FY 2017-18 Program Costs Expended by Fund Source (Measure B, Measure BB and all other funds expended during FY 2017-18)											Notes
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M	Column N	Column O	Column P
<div>Eligible Service/Program Type<div>Drop-down Menu</div></div>	Service/Program/Project Name	<div>Quantity Provided FY 2017-18Provide total number of one-way trips or units</div>	<div>On-Time Performance FY 2017-18Percent of passenger trips arrived within designated window (indicate if data is unavailable or non-applicable)</div>	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)
Specialized Accessible Van	Ride-On Tri-City!	18,178	96%		\$ 230,050		\$ 264,338			\$ 29,066				\$ 494,388	
Same-Day Transp. - Taxi	Ride-On Tri-City!	10,703	unavailable		\$ -		\$ 203,357			\$ 43,697				\$ 203,357	
Group Trips	Ride-On Tri-City!	4,013	unavailable		\$ 39,769		\$ -							\$ 39,769	
Customer Service and Outreach	Ride-On Tri-City!		not applicable		\$ 121,329		\$ 2,500							\$ 123,829	
Management/Overhead	Ride-On Tri-City!		not applicable		\$ 215,489		\$ 64,315							\$ 279,804	
Mobility Mgmt/Travel Training	Ride-On Tri-City!		not applicable		\$ 17,467		\$ -	\$ 133,467	MB Gap					\$ 150,934	matching funds for management of MM/TT grant from ACTC
Meal Delivery (existing program)	Meals on Wheels	62,190	not applicable		\$ 74,437		\$ -							\$ 74,437	
														\$ -	
														\$ -	
														\$ -	
														\$ -	
														\$ -	
														\$ -	
														\$ -	
														\$ -	
														\$ -	
					\$ -	\$ 698,541	\$ -	\$ 534,510	\$ 133,467		\$ 72,763	\$ -	\$ -	\$ 1,366,518	

This page is intentionally left blank.

Alameda CTC FY 2019-20 Annual Paratransit Program Plan Application (July 1, 2019 - June 30, 2020)  
Attachment B: Description of Planned Program

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

Service/Program Type and Name		Contractor	Need(s) Met	Cost to Consumer		For Trip Provision Services			
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
Eligible Service/Program Type  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
Specialized Accessible Van	Ride-On Tri-City! - WC Van	MV Transportation	all types	\$4.00/1-way trip	voucher	Accessible	Pre-scheduled	Door-to-Door	Fremont, Newark & Union City
Same-Day Transp. - Taxi	Ride-On Tri-City! - Taxi	Siddiq Inc., DBA Diamond Cab & Seir Cab	all types	\$4.00/1-way trip plus any amount of fare beyond the \$16 taxi voucher subsidy limit	voucher	Not Accessible	Same Day	Curb-to-Curb	Fremont, Newark & Union City
Same-Day Transp. - TNC	Ride-On Tri-City! - TNC	Not contracted at present: Anticipated contract with Lyft for services for smartphone users and with Life ElderCare for call center services	all types	\$4.00/1-way trip plus any amount of fare beyond the \$16 TNC subsidy limit	no fare payments will be made directly to TNC drivers; passenger share will be paid directly through credit card on smartphone app or billed by call center	Not Accessible	Same Day	Curb-to-Curb	Fremont, Newark & Union City
Group Trips	Ride-On Tri-City! - Group Trips	MV Transportation	recreation & shopping	\$2.00/1-way trip	cash	Accessible	Pre-scheduled	Door-to-Door	Within 25 miles of Fremont City Hall
Customer Service and Outreach	Ride-On Tri-City! - CS&O								
Management/Overhead	Ride-On Tri-City! - M&O								
Mobility Mgmt/Travel Training	Ride-On Tri-City! - MM & TT		all types	none					Fremont, Newark & Union City
Meal Delivery (existing program)	Meals on Wheels	Life Eldercare	home delivered meals	donation based program					Fremont

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)
Specialized Accessible Van	Ride-On Tri-City! - WC Van	360 trips per year	Monday - Friday, 8am - 5pm	Rider can schedule up to 7 days in advance; limited same-day rides available.	Monday - Friday, 8am - 6pm Saturday & Sunday, 9am - 3pm Major holidays - closed	Fremont residents who are: a) 70 years and older OR b) unable to use public transit because of disability	Continuing/Ongoing	20,500	
Same-Day Transp. - Taxi	Ride-On Tri-City! - Taxi	360 trips per year	same-day scheduling		24 hour service access	Fremont residents who are: a) 70 years and older OR b) unable to use public transit because of disability	Continuing/Ongoing	14,400	
Same-Day Transp. - TNC	Ride-On Tri-City! - TNC	360 trips per year	same-day scheduling		24 hour service access for smartphone users Monday - Friday, 8am - 6pm for clients using Call Center	Fremont residents who are: a) 70 years and older OR b) unable to use public transit because of disability	To be initiated in FY 18/19	6,000	
Group Trips	Ride-On Tri-City! - Group Trips	1-2 group trips per month depending on availability	Monday - Friday, 8am - 5pm	Group must schedule group trip at least 7 days in advance	Monday - Friday, 8am - 6pm Major holidays - closed	Fremont-based community organizations serving seniors and/or persons with disabilities	Continuing/Ongoing	4,000	
Customer Service and Outreach	Ride-On Tri-City! - CS&O	not applicable	not applicable	not applicable	not applicable	not applicable	Continuing/Ongoing		
Management/Overhead	Ride-On Tri-City! - M&O	not applicable	not applicable	not applicable	not applicable	not applicable	Continuing/Ongoing		
Mobility Mgmt/Travel Training	Ride-On Tri-City! - MM & TT	none	not applicable	Determined by client's needs for individual travel training. Regularly scheduled Travel Training Workshops throughout Tri-City area.	Determined by client's needs for individual travel training. Group Travel Training Workshops are held during weekday daytime hours.	Seniors and people with disabilities living in the Tri-City area.	Continuing/Ongoing		Please see grant application submitted for quantity of services planned. This entry refers to matching funds for that grant.
Meal Delivery (existing program)	Meals on Wheels	none	Meal delivery starts within 2 weeks or within 2-3 days if there is an urgent need.	Determined by client's needs	Meals are delivered Monday through Friday, 10:30am-12:30pm, weekend meals delivered on Thursday and Friday.	Senior or person with a disability who resides in Fremont and is unable to shop for and/or prepare meals for oneself.	Continuing/Ongoing	50,000	
0	0								
0	0								
0	0								
0	0								
0	0								
0	0								
0	0								

This page is intentionally left blank.



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

Total FY 2019-20 Program Revenue (Measure B, Measure BB and all other funds available for FY 2019-20)	
Estimated <b>Measure B</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2018-19 (June 30, 2019)	\$975,000
Projected FY 2019-20 <b>Measure B</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$954,687
Estimated <b>Measure BB</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2018-19 (as of June 30, 2019)	\$630,000
Projected FY 2019-20 <b>Measure BB</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC )	\$591,289
<b>Total FY 2019-20 Measure B and BB Paratransit DLD Revenue</b> <i>(Automatically calculated)</i>	<b>\$3,150,976</b>
Total FY 2019-20 Other Revenue (All other revenue sources, non-DLD, including discretionary grant)	\$ 146,000
<b>Total FY 2019-20 Program Revenue</b> (Measure B, Measure BB and all other sources available for FY 2019-20) <i>(Automatically calculated)</i>	<b>\$3,296,976</b>

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>
Ride-On Tri-City! - WC Van	20,500		\$ 608,000									\$ 608,000
Ride-On Tri-City! - Taxi	14,400				\$ 275,000							\$ 275,000
Ride-On Tri-City! - TNC	6,000				\$ 175,000							\$ 175,000
Ride-On Tri-City! - Group Trips	4,000		\$ 50,000									\$ 50,000
Ride-On Tri-City! - CS&O	0		\$ 246,060									\$ 246,060
Ride-On Tri-City! - M&O	0		\$ 190,290		\$ 56,065							\$ 246,355
Ride-On Tri-City! - MM & TT	0		\$ 22,000			\$ 146,000	MB Gap Grant					\$ 168,000
Meals on Wheels	50,000		\$ 75,000									\$ 75,000
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
<b>Totals</b>	<b>94,900</b>	<b>\$ -</b>	<b>\$ 1,191,350</b>	<b>\$ -</b>	<b>\$ 506,065</b>	<b>\$ 146,000</b>		<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>		<b>\$ 1,843,415</b>

Budget check (total revenue less total cost): \$1,453,561

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2020:	\$738,337	\$715,224	\$1,453,561
<b>Reserve balance as percent of FY 2019-20 Revenue*</b>	<b>77%</b>	<b>121%</b>	<b>94%</b>

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

This page is intentionally left blank.

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

## Attachment D: Vehicle Fleet

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

[illegible]

This page is intentionally left blank.

## **Paratransit Program Plan Staff Summary Fiscal Year 2019-20**

**Subcommittee: South County  
Paratransit Program: Newark**

**Staff Recommendation:** Recommend program for full approval.

- Services provided:
  - Specialized Accessible Van
  - Same-Day Transportation – Taxi and Transportation Network Companies (TNCs)
  - Volunteer Driver programs
  - Meal Delivery (existing program)
- 100% Measure B/BB
- 36% reserves
- Cost per trip – showing increase in Accessible Van cost from \$31.02 to \$37.50 per trip.
- Trends in trip provision – modest increase planned overall
- Elements requiring approval:
  - Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs) - The City of Fremont is in the process of implementing a pilot project to provide Newark riders with subsidized curb-to-curb rides through Lyft. The pilot will provide ride subsidies to eligible program participants in one of two ways: 1) Program participants who have their own smartphones will be able to apply a special discount code when requesting a ride

through Lyft's ride hailing app, and 2) Program participants without smartphones will be able to contact a call center that would be able to schedule a ride through Lyft's Concierge platform (the rider will only be charged their share of cost and the subsidized portion of the ride and administrative cost of scheduling the rides will be billed to the City of Fremont).

- Already approved by Alameda CTC staff.

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

CONTACT INFORMATION	
Agency:	City of Newark
Contact Name:	David Zehnder
Title:	Recreation and Community Services Director
Phone Number:	510-578-4405
E-mail Address:	david.zehnder@newark.org

**Date Submitted: March 4, 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 following services are part of the **Ride-On Tri-City Program** that is operated under a Joint Powers Agreement with the City of Fremont. These services are funded through the City of Newark's DLD funds:*

**Specialized Accessible Van Service:**

Wheelchair accessible, shared-ride van transportation is provided to Newark residents who use wheelchairs as well as ambulatory individuals who are unable to use public transit and require door-to-door assistance when traveling. The service is available 7 days a week, from 8 am – 6 pm on weekdays and from 9 am – 3pm on weekends. Trip requests are accommodated based on vehicle availability and can be reserved up to 7 days in advance. The program serves all destinations within Fremont, Newark and Union City and provides riders with comprehensive transportation access for medical, shopping, errands, social/recreational, spiritual and educational needs. The vast majority of rides are provided during the weekday, daytime hours when program participants have few alternative transportation resources (i.e. family and friends) available. Rides are \$4.00 per one-way trip within the service area (using a pre-paid voucher).

**Same Day Taxi Trips:**

Subsidized taxi rides are provided to help seniors and people with disabilities with same-day transportation needs in the local area. Newark residents who are at least 70 years of age as well as those who are unable to use public transit because of a disability are eligible for the taxi service. Program participants must be able to use a curb-to-curb service. Taxi vouchers cost \$4 each and subsidize up to \$16 of taxi meter fare. Only one voucher can be used per one-way trip. Program participants are responsible for paying any fare beyond the \$16 voucher subsidy and for tipping the driver. Subsidized taxi service is available 24 hours a day, 7 days a week. The service is not wheelchair accessible at this time.

**Same Day TNC Trips:**

The City of Fremont is in the process of implementing a pilot project to provide Newark riders with subsidized curb-to-curb rides through Lyft. The pilot will provide ride subsidies to eligible program participants in one of two ways: 1) Program participants who have their own smartphones will be able to apply a special discount code when requesting a ride through Lyft's ride hailing app, and; 2) Program participants without smartphones will be able to contact a call center that would be able to schedule a ride through Lyft's Concierge platform (the rider will only be charged their share of cost and the subsidized portion of the ride and administrative cost of scheduling the rides will be billed to the City of Fremont).

**Meal Delivery:**

The Meals on Wheels Program provides nutritionally balanced meals for homebound seniors and persons with disabilities residing in Newark. Meals on Wheels clients have various mobility and cognitive impairments that make it difficult to travel to congregate meal sites or to grocery shop and prepare meals for themselves. The program provides a critical life need by coordinating nutritious, cost effective and efficient meal delivery services.

**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 goal of the City of Newark's Ride-On Tri-City! program is to provide safe and reliable transportation for seniors and people with disabilities in order to:

- improved their access to health care, community services and activities, and other needs;
- decrease the experience of social isolation;
- prevent unnecessary institutionalization; and,
- improve the overall quality of life by enhancing consumer's abilities to remain living independently in their chosen communities.

The service components of the Ride-On Tri-City! program have been implemented in response to community outreach and feedback. The Ride-On Tri-City! program aims to increase and sustain mobility options for seniors and people with disabilities by:

- Ensuring that community members understand the range of transportation options available to them and have ease of access to services in order to meet daily life needs.
- Providing affordable and accessible door-to-door and curb-to-curb transportation (including same-day transportation)
- Teaching seniors and people with disabilities how to ride transit

The City of Newark has provided the continuum of transportation services and supports outlined in Question 1A for the past several years and these services have been successful at meeting the service gaps in our Tri-City 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.**

The City's transportation program serves any destination within Fremont, Newark and Union City, including, but not limited to: Washington Hospital, Kaiser Permanente, Palo Alto Medical Clinic, doctor's offices, dialysis centers, physical therapy clinics, Fremont, Newark & Union City Senior Centers, Fremont Family Resource Center, ASEB Adult Day Health, Fremont Adult School, skilled nursing facilities, California School for the Blind and Deaf, Friends of Children with Special Needs, Fremont Hub, Pacific Commons, Union Landing, NewPark Mall, Walmart, Costco, Lido Faire Shopping Center, grocery stores (large chain & ethnic markets), places of worship (i.e. churches, Hindu temple, Sikh gurdwara, mosques), pharmacies (i.e. Walgreens, CVS, Rite Aid), BART stations, Social Security Administration, libraries.

**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.**

Trip length is not tracked for Ride-On Tri-City! service components.

**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.

No changes proposed for FY 19/20. The same-day TNC service was proposed for FY18/19 and is anticipated to start prior to the end of the current fiscal year.

- 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.

No major service changes are anticipated. Given the increasing service demands and the increasing costs of providing transportation services, the City will continue to research and evaluate innovative methods for delivering high quality, cost-effective transportation services to seniors and people with disabilities.

#### **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)

As described in question 1A, the City of Fremont is currently implementing a new TNC-ride service which will provide subsidized rides through Lyft for eligible Newark riders who have smartphones as well as those who don't. Individuals will be required to complete the standard Transportation Services Application that is currently in use for the Ride-On Tri-City! program. All eligibility determinations as well as education about the program's use will be handled by City of Fremont staff. Fares will be structured in a similar manner to the current taxi program where there is a passenger share of cost and a maximum share of cost that the City covers, with any overage amount being the responsibility of the program participant.

## DEVELOPMENT OF PROGRAM PLAN

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

Consumer input gathered using the following strategies:

- Program outreach activities (throughout the year) – At outreach meetings, feedback on service needs and transportation barriers was gathered directly from consumers and social service professionals.
- Paratransit Advisory Committee meetings - feedback on service needs and transportation barriers was gathered directly from consumers.
- Newark Senior Advisory Committee - feedback on service needs and transportation barriers was gathered directly from committee members.

The City of Fremont recently completed community outreach as part of a recently funded project to make Fremont a World Health Organization Age-Friendly City. City of Newark residents participated in focus groups and were surveyed as part of the outreach efforts. Transportation was one of the dimensions included in the focus groups and community feedback sessions for Age-Friendly needs assessment process and input generated helped to shape the Ride-On Tri-City!'s TNC pilot and will inform the development of future innovative transportation options (like driveless cars, etc.).

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

Development of plan included analysis of:

- Current program service data - number of trips performed, on-time performance, productivity, cost per trip, etc.
- Feedback from consumer (through outreach meetings) and service providers as well as input from the Paratransit Advisory Committee and the Newark Senior Advisory Committee.
- Findings from the WHO Age Friendly Community outreach process.
- Survey data on our current Ride-on Tri-City! taxi service.

**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.**

Feedback from program outreach shows a high degree of satisfaction with the current programs' parameters. Given the consumer feedback received and the success of the current programs, the City decided to continue offering its current suite of transportation services.

Although the City was exploring how to integrate TNC-provided rides into our spectrum of services, the analysis of the transportation findings from the WHO Age Friendly Community needs assessment process showed a significant interest in these rides from our community members, especially from those who use smartphones.

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

None at this time.

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

☒ Yes

☐ No

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

The paratransit program plan will be brought before the Newark City Council in April 2019.

## OUTREACH

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

Outreach presentations are regularly conducted with consumer groups, social service agencies, health care providers, senior centers, community and faith-based organizations, housing complexes for seniors and persons with disabilities, and caregivers groups. Additionally, the City publishes articles in the Recreation and Community Services Activities Guide (distributed 3-times per year) as well as the Newark News newsletter both of which are mailed to all residences and businesses. Flyers are posted at locations that seniors and people with disabilities frequent.

The program maintains collaborative partnerships with key service providers (i.e. Aging and Family Services case management team, Life ElderCare, Drivers for Survivors, Community Ambassadors Program for Seniors, Fremont Family Resource Center, Tri-City Elder Coalition, local medical facilities and housing complexes). These organizations disseminate service information to the larger community and provide a large number of referrals to our program.

The City through our partnership with the City of Fremont, also coordinates with East Bay Paratransit and Union City Paratransit extensively. Fremont staff meets with all interested EBP applicants who come into the Fremont satellite office for their certification appointments to ensure that applicants are aware of transportation service options beyond ADA Paratransit. Outreach and education are also provided to Union City residents and assistance is provided to those consumers to sign up with ADA Paratransit and other transportation services.

All of the current MV Transportation supplied wheelchair-accessible vans have signage about our program and includes the phone number for community members to call to get assistance with transportation services.

## ELIGIBILITY AND ENROLLMENT

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

#### **Specialized Van Service, Taxi Service or TNC service:**

Newark residents who are unable to use public transit because of a disability or who are 70 years or older are eligible for Door-to-Door Services.

An application must be submitted prior to accessing service.

Eligible individuals can apply for door-to-door services, taxi services or the TNC Pilot Project using the same application.

**In-Home Meal Delivery:** Service available to homebound seniors and people with disabilities living in Newark. Clients contact Life ElderCare and complete an over the phone application.

### 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.

#### **Specialized Van Service, Taxi Service or TNC service:**

City of Fremont Mobility Specialists assist clients in completing applications over the phone to ensure understanding and ease of access to services. Applications can also be completed online, by email, by mail or by fax.

Applications are reviewed to determine eligibility. Enrollment packets are sent out to consumers within 1-2 days of receipt of a completed application.

Applications can be expedited within a few hours for consumers with critical medical/social service needs.

**In-Home Meal Delivery:** Clients contact Life ElderCare and complete an over the phone application. A comprehensive in-home assessment is completed within 2

weeks of the client's call and then meal delivery is started after the assessment. In cases of urgent need, meal delivery can start within 2-3 days of the client's call and the in-home assessment is completed within two weeks of the start of meal delivery.

## 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 Ride-On Tri-City! Riders' Guides for the Wheelchair Van Service and the Taxi Service that are provided to each enrolled participant details the procedures for submitting complaints, commendations or suggestions. Customers can provide feedback to City of Fremont staff in writing or by telephone. Complaints and commendations are documented by City staff. Service compliments are relayed to named parties. All complaints are investigated by program staff and a response is typically provided to the consumer within 7 days of receipt of the complaint.

- 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.*)

Program participants greatly appreciate the Ride-On Tri-City! Taxi Service because it is a same-day service and the response time for a ride is very fast - taxis typically arrive within 20 minutes of the rider's call. Riders report that taxi drivers are very courteous and helpful.

Riders of our Specialized Van Service report easier access to reservations after changes were made to the program last year.



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

Last year, riders complained about difficulties getting wheelchair van service, with the most common feedback about needing to schedule rides with more than 3 days' notice or no availability for rides at peak times. In response, we moved riders who did not use wheelchairs or require door-to-door assistance to our taxi service. This change created more capacity for managing wheelchair accessible rides as well as trips where riders needed assistance from the driver to successfully complete their rides. Adding an additional curb-to-curb option through our TNC pilot project will also allow us to accommodate the growing demand for curb-to-curb rides. Once our TNC ride service is implemented, it will provide us with the flexibility to experiment with different ways to provide same-day wheelchair accessible services.

**EXPECTED DEMAND/USE OF SERVICES**

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

<b>Registrants at beginning of FY 2017-18</b>	419
<b>Registrants at end of FY 2017-18</b>	411
<b>Current Registrants for FY 2018-19</b>	285
<b>Projected Registrants for FY 2019-20</b>	350

*NOTE: The program did a massive purge of our client files during fall of FY 18/19 and inactivated many clients (clients were deceased, moved out of the area, were no longer needing services/needed a higher level of service or had lost contact with the program with no forwarding contact information.)*

**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.**

Program enrollment is expected to increase. The City's older adult population continues to grow and program outreach continues to generate a large number of referrals each month. . Additionally, the implementation of the TNC ride service will bring additional participants into the Ride-On Tri-City! program.

**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?**

Trips are expected to increase with the anticipated increase in the number of program participants.

**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.)*

Approximately 32% of our ridership on the specialized van service are attendant/companion trips. We do not have a reliable way to track the number of attendant/companion trips on our taxi program nor on the soon to be implemented TNC ride service. Therefore, we may be significantly underreporting the total number of trips provided through this program, especially as more ambulatory passengers switch from our specialized van service (door-to-door service) to the convenience of our curb-to-curb same day transportation options.

**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.

<b>Number of trips provided to consumers who require an accessible vehicle in FY 2017-18</b>	819
<b>Number of trips provided to consumers who require an accessible vehicle in FY 2018-19</b>	728 (through Jan. 2019)
<b>Number of trips provided to consumers who require an accessible vehicle in FY 2019-20</b>	Unable to predict at this time

**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 have been no reported safety incidents in FY 2017-18 or 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

Not Applicable

### B. Customer Service and Outreach Costs

Not Applicable

## 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's Measure B/BB Direct Local Distribution fund balance will be maintained as an operations reserve for subsequent fiscal years. The City is trying to be prudent in its expenditure of B/BB DLD funding to ensure that our consumers get the necessary transportation services they need. Although our combined Measure B/BB reserves are close to the required 40% of annual revenues, we are intending to use more funding for services as consumers' service demand increases and as we add new service components, like our TNC Pilot Project. We are also mindful that the City's DLD funding will drop significantly when Measure B ends in 2022 and want to ensure that any expansion of services is sustainable given the reduced funding under Measure BB. The City will adhere to the timely use of funds protocols set forth by Alameda CTC regarding fund balances.

**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)**

[illegible]

This page is intentionally left blank.

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

Attachment B: Description of Planned Program

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

Service/Program Type and Name		Contractor	Need(s) Met	Cost to Consumer		For Trip Provision Services			
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
Eligible Service/Program Type  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
Specialized Accessible Van	Ride-On Tri-City!	City of Fremont	All types	\$4.00 per one-way trip.	voucher	Accessible	Pre-scheduled	Door-to-Door	Fremont, Newark & Union City
Same-Day Transp. - Taxi	Ride-On Tri-City!	City of Fremont	All types	\$4.00/1-way trip plus any amount of fare beyond the \$16 taxi	voucher	Not Accessible	Same Day	Curb-to-Curb	Fremont, Newark & Union City
Same-Day Transp. - TNC	Ride-On Tri-City!	City of Fremont, who in turn will contract with Lyft and Life Elder Care	All types	\$4.00/1-way trip plus any amount of fare beyond the \$16 TNC subsidy limit	no fare payments will be made directly to TNC drivers; passenger share will be paid directly through credit card on smartphone app or billed by call center	Not Accessible	Same Day	Curb-to-Curb	Fremont, Newark & Union City
Meal Delivery (existing program)	Meals on Wheels	Life Elder Care	home delivered meals	donation based program					Newark

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)
Specialized Accessible Van	Ride-On Tri-City!	300 trips per year	Monday - Friday, 8am - 5pm	Rider can schedule up to 7 days in advance; limited same-day rides available.	Monday - Friday, 8am - 6pm Saturday & Sunday, 9am - 3pm Major holidays - closed	Newark residents ages 70 years and older and disabled residents, ages 18 and over.	Continuing/Ongoing	5,600	
Same-Day Transp. - Taxi	Ride-On Tri-City!	300 trips per year	same-day scheduling	N/A	24 hour service access	Newark residents ages 70 years and older and disabled residents, ages 18 and over.	Continuing/Ongoing	2,000	
Same-Day Transp. - TNC	Ride-On Tri-City!	300 trips per year	same-day scheduling	N/A	24 hour service access for smartphone users Monday - Friday, 8am - 6pm for clients using Call Center	Newark residents ages 70 years and older and disabled residents, ages 18 and over.	Continuing/Ongoing	1,200	
Meal Delivery (existing program)	Meals on Wheels	N/A	N/A	Meal delivery is on-going with service beginning once application is approved.	Meals are delivered Monday through Friday, 10:30am-12:30pm	Newark residents ages 60 and over who are homebound, have difficulty travelling or preparing meals. Disabled residents under age 60 are served based on a fee-for-service agreement.	Continuing/Ongoing	15,000	
0	0								
0	0								
0	0								
0	0								
0	0								
0	0								
0	0								
0	0								
0	0								
0	0								
0	0								
0	0								
0	0								

This page is intentionally left blank.



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

<b>Total FY 2019-20 Program Revenue</b> (Measure B, Measure BB and all other funds available for FY 2019-20)	
Estimated <b>Measure B</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2018-19 (June 30, 2019)	\$72,205
Projected FY 2019-20 <b>Measure B</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$209,735
Estimated <b>Measure BB</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2018-19 (as of June 30, 2019)	\$237
Projected FY 2019-20 <b>Measure BB</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$129,900
<b>Total FY 2019-20 Measure B and BB Paratransit DLD Revenue</b> (Automatically calculated)	<b>\$412,077</b>
Total FY 2019-20 Other Revenue (All other revenue sources, non-DLD, including discretionary grant)	\$ -
<b>Total FY 2019-20 Program Revenue</b> (Measure B, Measure BB and all other sources available for FY 2019-20) (Automatically calculated)	<b>\$412,077</b>

<b>Service/Program Name</b>		<b>Total FY 2019-20 Program Costs by Fund Source</b> (Measure B, Measure BB and all other funds planned to be expended during FY 2019-20)										<b>Total Cost</b>
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>
Ride-On Tri-City!	5,600		\$ 210,000									\$ 210,000
Ride-On Tri-City!	2,000		\$ 44,000									\$ 44,000
Ride-On Tri-City!	1,200		\$ 20,940	\$ 9,060								\$ 30,000
Meals on Wheels	15,000		\$ 7,000									\$ 7,000
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
<b>Totals</b>	<b>23,800</b>	<b>\$ -</b>	<b>\$ 281,940</b>	<b>\$ 9,060</b>	<b>\$ -</b>	<b>\$ -</b>		<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>		<b>\$ 291,000</b>

*Budget check (total revenue less total cost):*      \$121,077

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2020:	\$0	\$121,077	\$121,077
<b>Reserve balance as percent of FY 2019-20 Revenue*</b>	<b>0%</b>	<b>93%</b>	<b>36%</b>

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

This page is intentionally left blank.

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

## Attachment D: Vehicle Fleet

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

[illegible]

This page is intentionally left blank.

## **Paratransit Program Plan Staff Summary Fiscal Year 2019-20**

**Subcommittee: South County**  
**Paratransit Program: Union City**

**Staff Recommendation:** Recommend program plan for full approval.

- Services provided:
  - ADA-mandated Paratransit
  - Same-Day Transportation – Taxi and Transportation Network Companies (TNCs)
  - Volunteer Driver programs
- 53% Measure B/BB; Remainder: TDA, STA, and fare revenue
- 0% reserves
- Cost per trip – showing slight increase in ADA trip cost from \$65.16 to \$68.58
- Trends in trip provision – modest increase planned overall
- Elements requiring approval:
  - Taxi program incentives that were approved under Alameda CTC's discretionary grant funding (with the City of Fremont administering the program) will continue with the adoption of the taxi service into Union City's base program using DLD funds in FY 2017-18. The incentives include reimbursement of \$16.00 per taxi voucher redeemed and a \$3.00 administrative fee paid to the taxi company. The \$16.00 voucher reimbursement provides an incentive for taxi drivers to provide rides for short distance trips. Included as part of the driver incentives was an

approved additional \$8.00 reimbursement for drivers of wheelchair accessible taxis who provided rides to individuals using wheelchairs or scooters. This latter incentive has not been activated, as there are currently no wheelchair accessible taxis permitted to operate in the local area.

- Already approved by Alameda CTC staff.
- Contributing DLD funds to the Tri-City Taxi program

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

CONTACT INFORMATION	
Agency:	City of Union City – Union City Transit & Paratransit
Contact Name:	Steve Adams
Title:	Transit Manager
Phone Number:	510.675.5446
E-mail Address:	sadams@unioncity.org

Date Submitted: 02/28/2019

### 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.**

**Union City Paratransit** is a service of Union City Transit and the City of Union City. Union City Paratransit provides services required under the Americans with Disabilities Act (ADA). Services are partially funded by the Measures B & BB sales tax of Alameda County. Union City Paratransit offers ADA service within the city limits of Union City. Union City Paratransit also offers an additional service known as Paratransit Plus. Paratransit Plus offers limited service to southern Hayward, and northern Fremont and Newark. The service is offered on CNG (compressed natural gas) paratransit vans and a CNG paratransit sedan. Riders must be certified before using Union City Paratransit. Once certified, riders are eligible to use any other ADA Paratransit program in the Bay Area through a shared eligibility database.

**Same Day Taxi/TNC Trips:**

Union City will continue to use DLD funds to support the Ride-On Tri-City! Taxi Voucher and TNC discount code programs for eligible Union City residents. The program is administered by the City of Fremont on behalf of the Tri-Cities.

Subsidized taxi rides are provided to help seniors and people with disabilities with same-day transportation needs in the local area. Union City residents who are at least 80 years of age as well as those ADA eligible are eligible for the taxi service. Taxi vouchers cost \$4 each and subsidize up to \$16 of taxi meter fare. Only one voucher can be used per one-way trip. Program participants are responsible for paying any fare beyond the \$16 voucher subsidy and for tipping the driver. A maximum of 20 taxi vouchers may be purchased per month. Voucher allotments are subject to change based on program funding. Subsidized taxi service is available 24 hours a day, 7 days a week. The service is not wheelchair accessible at this time.

**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?**

Union City Paratransit is provided because it is mandated by the ADA. The service is provided under strict guidelines and in essence provides service to those who cannot use our fixed-route transit service, Union City Transit.

Union City Paratransit provides equal access to all riders with the same operating hours, service area, etc. as our bus service without trip priority.

The Ride-On Tri-City! Taxi Voucher and TNC discount code programs provide same-day service to eligible Union City residents. This is a vital non-ADA service because traditional paratransit is an advanced reservation service that generally cannot meet same day needs.

- 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.**

Major destinations include dialysis centers, adult day care facilities (regional centers), medical offices and local shopping centers. Since Union City Paratransit is an ADA program, there are no trip priorities when scheduling reservations. The non-ADA Ride-On Tri-City! Taxi Voucher and TNC discount code programs do not trip prioritize either, however, a TNC may cancel a trip.

- 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 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.

Addition of TNC discount codes.

- 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.

Implementing Clipper Card as means to pay for trips; Implementing more TNC (or similar) service in Union City as a same-day option for all residents; Explore autonomous vehicles for same-day service.

## 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)

Taxi program incentives that were approved under Alameda CTC's discretionary grant funding (with the City of Fremont Administering the program) will continued with the adoption of the taxi service into the Union City's base program using DLD funds in 2017-2018. The incentives include reimbursement of \$16 per taxi voucher redeemed and a \$3 administrative fee paid to the taxi company. The \$16 voucher reimbursement provides an incentive for taxi drivers to provide rides for short distance trips. Included as part of the driver incentives was an approved additional \$8 reimbursement for drivers of wheelchair accessible taxis who provided rides to individuals using wheelchairs or scooters. This latter incentive has not been activated as there are currently no wheelchair accessible taxis permitted to operate in the local area.

## 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.

Union City prepares periodic Short Range Transit Plans which are adopted by our City Council. The Plans respond to public outreach for both Paratransit and Fixed-Route users as well as input from our periodic Joint Accessibility Advisory Committee meetings with the Cities of Fremont and Newark. The Short Range Transit Plan will be updated in calendar year 2019.

The non-ADA component of Union City Paratransit, known as Paratransit Plus, was developed in 2003. Stakeholders were interviewed and focus group meetings were held; the service is a direct result of those meetings.

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

Union City Paratransit is an ADA mandated program so our service is primarily guided by the ADA. Meetings with our Advisory Committee, general public comment, periodic Short Range Transit Plans, other service plans help us develop non-ADA components of our service.

- 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.**

Because Union City Paratransit is an ADA program, the program was designed around ADA requirements. This includes eligibility, service hours, reservation guidelines, fares, vehicle accessibility, cancellation and no-show policies, and the prohibition of trip priorities.

The Ride-On Tri-City! Taxi Voucher has been in existence for many years and there was a desire from existing consumers to continue to maintain same-day service.

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

Incorporating TNC discount codes.

- 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.

Union City Paratransit conducts presentations at Union City area senior housing facilities to explain the program and the benefits of using the available services for transport throughout Union City, as well as some parts of the neighboring cities of Newark, Fremont, and Hayward. Union City Paratransit also takes part in local area fairs and festivals, by having an information booth available with literature and staff available for questions. Our City and Transit websites also have information about our services. Many of our riders also learn about our services through social service agencies.

## ELIGIBILITY AND ENROLLMENT

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

Applicants enroll in our paratransit service through an ADA certification process. They must show that they have a disability that will prevent them from using fixed-route transit services.

The Ride-On Tri-City! taxi voucher program is available to all Union City Paratransit eligible riders and residents 80 years or older.

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

Union City Paratransit uses the MTC regional ADA paratransit application. Although the application review process can take up to 21 days (per ADA guidelines), most applications are reviewed within 7 days. Once enrolled in our program, riders are entered into a regional eligibility database making them immediately eligible to ride any other ADA paratransit service in the Bay Area. Registered riders must re-certify every three years.

## 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.

Comments/Complaints/Compliments are received by Union City Transit/ Paratransit staff and are either forwarded to the Contractor or handled by Union City Transit/ Paratransit staff for resolution. Customers are replied to either in writing, telephone or e-mail. All valid comments/complaints/compliments are reported in our Monthly Management Reports.

Comments/Complaints/Compliments for the Ride-On Tri-City! Taxi Voucher program are forwarded to the City of Fremont and are reported back through period reports.

- 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 most common complaint we receive is that we do not guarantee non-ADA service (service into neighboring Cities) as easily as our ADA service. Because we are an ADA program, all intra-Union City trips (which are our ADA trips) will take priority over non-ADA trips. Another common complaint is that a rider cannot get a ride reservation at the exact time they request it; we are required to offer a trip +/- 1 hour from the requested time.

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

We have not made any significant changes to our program as a result of these complaints. We encourage our riders to use East Bay Paratransit for their trips into neighboring Cities because it is an ADA trip on East Bay Paratransit and thus, service cannot be denied. However many of our riders still prefer to use our service for these inter-City trips because they feel it is a much more reliable and comfortable 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.

<b>Registrants at beginning of FY 2017-18</b>	1,124
<b>Registrants at end of FY 2017-18</b>	1,097
<b>Current Registrants for FY 2018-19</b>	977
<b>Projected Registrants for FY 2019-20</b>	975

**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.**

Because we have a long standing ADA program, our client database has remained very consistent. We have riders that move into and out of our service area. We do not anticipate the population pool to change significantly, but the numbers are showing a downward trend. New residents become ADA eligible while some will later become ineligible after the re-certification process.

While attending some public workshops, we have heard members of the public indicate they have their own TNC accounts or that family members have added them to their TNC accounts. This may be a contributing factor to the decrease in enrollment.

**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?**

Ridership numbers are lower than in years past, which is consistent with the decrease in program enrollment. There are no changes planned at the time of this application, but depending on the outcome of the Short Range Transit Plan and when any recommended service changes get implemented would determine if changes occur in FY2019-20.

Ridership in public transit has been on the decline nationwide, reportedly because of TNC convenience, but Union City Transit/Paratransit cannot confirm this.

**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.)

10.1% of the FY17-18 ridership are companions or attendants

**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.**

<b>Number of trips provided to consumers who require an accessible vehicle in FY 2017-18</b>	5,131
<b>Number of trips provided to consumers who require an accessible vehicle in FY 2018-19</b>	5,200 (2,663 July-December)
<b>Number of trips provided to consumers who require an accessible vehicle in FY 2019-20</b>	5,200

## 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.)*

No safety incident reported that meet these thresholds.

## 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 includes Program oversight, planning, budgeting, participation in regional/countywide meetings, etc. Estimated that about \$50,000 is spent on Management/Overhead.

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

Activities associated with educating consumers about services that are available, answering questions from consumers and taking, tracking and responding to complaints and commendations, and providing eligibility services. Estimated that about \$50,000 is spent on Customer Service and Outreach.



## 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?**

No remaining balance anticipated.

## MISCELLANEOUS

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

On question 18, this is the number of times the lift/ramp was used. This does not directly correlate to whether or not the passenger used a mobility device. Any passengers, with or without a mobility device, may request the use of the lift/ramp.

This page is intentionally left blank.

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

[illegible]

This page is intentionally left blank.

**Alameda CTC FY 2019-20 Annual Paratransit Program Plan Application (July 1, 2019 - June 30, 2020)**  
**Attachment B: Description of Planned Program**

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

[illegible]

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

[illegible]

This page is intentionally left blank.

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

Total FY 2019-20 Program Revenue (Measure B, Measure BB and all other funds available for FY 2019-20)	
Estimated <b>Measure B</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2018-19 (June 30, 2019)	
Projected FY 2019-20 <b>Measure B</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$365,416
Estimated <b>Measure BB</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2018-19 (as of June 30, 2019)	
Projected FY 2019-20 <b>Measure BB</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC )	\$226,322
<b>Total FY 2019-20 Measure B and BB Paratransit DLD Revenue</b> <i>(Automatically calculated)</i>	<b>\$591,738</b>
Total FY 2019-20 Other Revenue (All other revenue sources, non-DLD, including discretionary grant)	\$ 517,262
<b>Total FY 2019-20 Program Revenue</b> (Measure B, Measure BB and all other sources available for FY 2019-20) <i>(Automatically calculated)</i>	<b>\$1,109,000</b>

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>
Union City Paratransit	15,500		\$ 319,416		\$ 226,322			\$ 43,000	\$ 43,000	\$ 474,262	TDA and STA	\$ 1,063,000
Tri-City Taxi Voucher Program	2,100		\$ 46,000									\$ 46,000
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
<b>Totals</b>	<b>17,600</b>	<b>\$ -</b>	<b>\$ 365,416</b>	<b>\$ -</b>	<b>\$ 226,322</b>	<b>\$ -</b>		<b>\$ 43,000</b>	<b>\$ 43,000</b>	<b>\$ 474,262</b>		<b>\$ 1,109,000</b>

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

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

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

This page is intentionally left blank.



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

**Attachment D: Vehicle Fleet**

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

<b>Vehicle Fleet</b>									
<b>Column A</b>	<b>Column B</b>	<b>Column C</b>	<b>Column D</b>	<b>Column E</b>	<b>Column F</b>	<b>Column G</b>	<b>Column H</b>	<b>Column I</b>	<b>Column J</b>
					<b>Vehicle Capacity</b>				
<b>Make</b>	<b>Type of Vehicle(s)</b> (specify bus, large van, minivan, sedan)	<b>Year of Vehicle</b>	<b>Fuel Type</b>	<b>Lift/Ramp Equipment</b> (specify lift, ramp, or none)	<b>Ambulatory</b>	<b>Wheelchair</b>	<b>Number of Vehicles</b>	<b>Owner</b> (specify if contractor)	<b>City that vehicle(s) are garaged</b>
Starcraft Allstar (Ford E-450 chassis) - All Scheduled for Retirement in 2019	Large Van	2009	CNG	Lift	8	3	5	City Owned	Union City
Starcraft Allstar (Ford E-450 chassis) - Retired in 2018	Large Van	2009	CNG	Lift	8	3	1	City Owned	Union City
Honda - Retired in 2019	Sedan	2003	CNG	None	3	0	1	City Owned	Union City
Starcraft Allstar (Ford E-350 chassis) - On Order	Large Van	2019	Gasoline	Lift	12 (Unfolded Seats) 8 (Folded Seats)	2 (Unfolded Seats) 4 (Folded Seats)	2	City Owned	Union City
NorCal Van 350EL (Ford Transit T-350) - On Order	Large Van	2019	Gasoline	Lift	9 (Unfolded Seats) 3 (Folded Seats)	0 (Unfolded Seats) 3 (Folded Seats)	2	City Owned	Union City



This page is intentionally left blank.



Alameda County Transportation Commission  
1111 Broadway, Suite 800  
Oakland, CA 94607  
P • 510.208.7400  
[www.AlamedaCTC.org](http://www.AlamedaCTC.org)

---