



# PAPCO Paratransit Program Plan Review

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

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**FISCAL YEAR 2020-2021  
DRAFT PROGRAM PLANS**

**EAST BAY  
PARATRANSIT**

May 2020



# Paratransit Program Plan Staff Summary

## Fiscal Year 2020-21

**Planning Areas: North, Central, South County**  
**Paratransit Program: East Bay Paratransit**

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

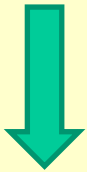
- Services provided:
  - ADA-mandated paratransit
- 44% Measure B/BB; Remainder: 56% Measure J, General Funds
- 0% reserves
- Cost per trip – increase of \$5.00
- Trends in trip provision – trending up
- Elements requiring Alameda CTC approval (pending):
  - Capital Expenditure: Capital funding might be considered for new or upgraded scheduling software expenditures.
- Potential future considerations:
  - Upgraded Scheduling Software that is internet based
  - Incorporating EBP fare tickets into the Clipper system
  - Providing a paperless option for fare collection
  - Development of an ambassador program to encourage more use of transit as part of a trip.

EAST BAY  
PARATRANSIT  
FY 20/21  
Measure B/BB  
Program Plan  
Review



# What Is East Bay Paratransit?

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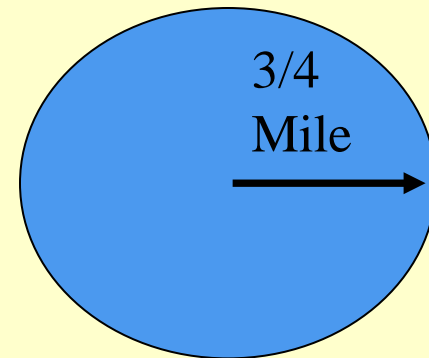
- AC Transit and BART formed a partnership to provide ADA mandated paratransit service in their overlapping service areas.
- The two agencies share in the responsibility of policy development and day-to-day management.

# Where and When Is Service Provided?

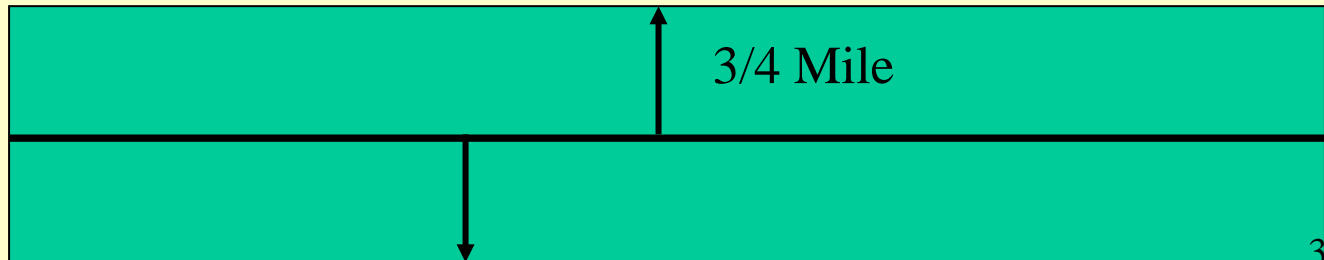
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- Within  $\frac{3}{4}$  mile of an AC Transit bus route or BART station.
- Day/Hours when bus or trains are operating.
- Service to regional transfer points.

**Any BART Station**



**AC Transit Routes**



# What Does East Bay Paratransit Do?

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## EBP Provides Mandated ADA Trips:

- Transit service for people who are prevented from using fixed route due to a physical or cognitive disability.
- No Trip Priority - equally serving trips for:
  - Medical Appointments
  - Senior Daycare and Adult Day Workshops
  - Errands and Entertainment (i.e. Bank, Post Office, Restaurants, Movies)
- Same days and hours as fixed route.
- Fares are no more than twice the non-discounted fixed route adult fare.
- Curb to curb (with door to door upon request).
- No more than 50% standing orders (subscription trips).
- Advanced Reservations required.
- Shared Rides.
- Regional Trip Connections.

# Most Common Trip Destinations



11- Regional  
Centers of East  
Bay

Located in San  
Leandro,  
Hayward,  
Oakland, Union  
City and Fremont



2- Medical Dialysis Centers



1- Adult Center in Oakland



1- Senior (Alzheimer's)  
Center in Berkeley

# Covid-19 Impacts to Service

No reduction to  
area of service  
or hours of  
operation!

Mid March Shelter-in-place orders reduced ridership to 85% of normal.

Broker office staffing reduced to 40%.

In person certifications were suspended. New applicant service & temporary eligibility provided via phone.

April 27<sup>th</sup> implemented free fares to mirror AC Transit.

Scheduling single-person trips to maintain social distance.



# Covid-19 Impacts to Ridership

Projected Ridership for FY 20/21 has dropped by ~19%

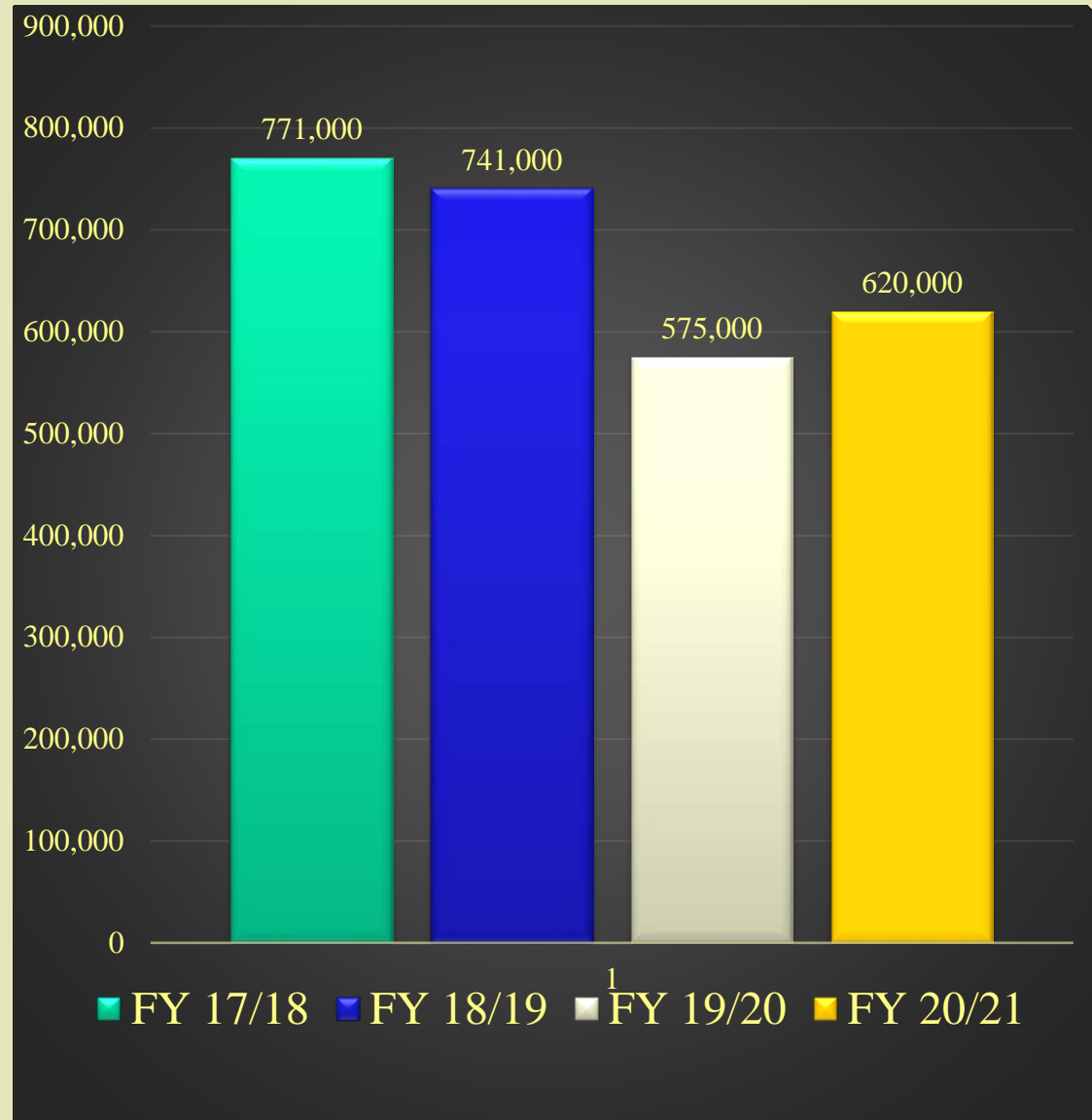
Original Projection in Measure B/BB submitted plan was  
765,000 estimated total passengers

Projection reduced due to Covid-19 to  
620,000 estimated total passengers

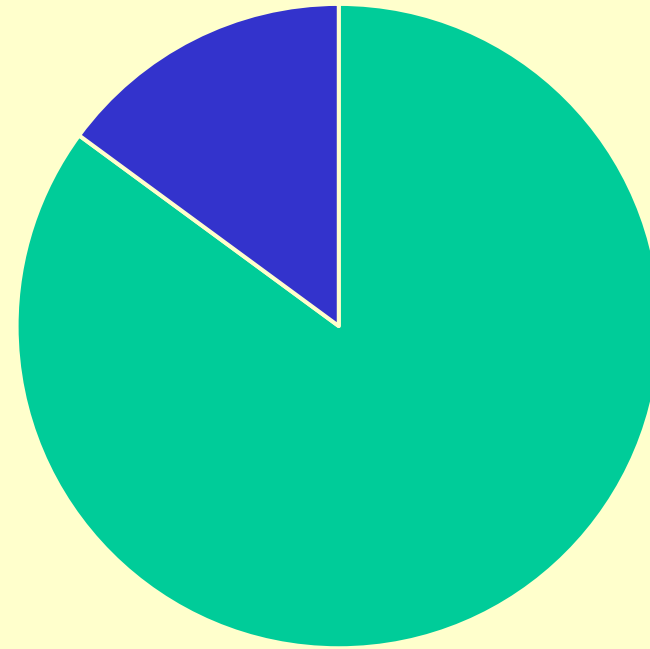
Projection estimates slow increase of ridership with  
modified recovery in January 2021

# EBP Ridership Change

Drop in  
Ridership due to  
Stay-at-home  
orders



# BART and AC Transit Share Expenses



■ AC Transit 69%

■ BART 31%

Total EBP  
budget for  
FY 20/21

44.2  
Million\*

\*Reduced from  
original  
projections due to  
Covid-19

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Projected Measure B/BB  
funding\*

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7.6 M Measure B

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8.3 M Measure BB

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15.9M total B/BB

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Percent Share of EBP budget  
is ~36%

# Challenges and Changes for EBP now and into the future

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Continued recovery from Covid-19 impacts.

- Caring for our Riders, Drivers and Office personnel with continued safety measures.
- Managing costs in a changing environment.
- Forecasting ridership and service needs accurately.
- Implementation of the “New Normal” with recommendations from State and Federal Agencies.

# Challenges and Changes for EBP now and into the future

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- Evaluation of EBP Broker Office location move.
- Continuing exploration of new scheduling software products for the future looking at:
  - On-line customer payments and paperless fare collection.
  - Self-Service options for customers.
  - Vehicle tracking app for mobile phones.

## Our Emergency Plan in Action!

- Robo calls went out quickly to notify riders about changes.
- Early outreach to riders with on-hold messages and call center screening to keep riders and drives safe.
- Implemented high level of vehicle cleaning.
- Masks, gloves and sanitizer for drivers
- Developed procedures to handle Covid-19 positive riders & drivers to prevent spread of the virus.



## FY 2020-21 Annual Paratransit Program Plan Application Due by February 28, 2020

CONTACT INFORMATION	
Agency:	AC Transit as part of the East Bay Paratransit Consortium
Contact Name:	Mallory Nestor-Brush
Title:	Manager, Accessible Services
Phone Number:	510 891-7213
E-mail Address:	mnestor@actransit.org

**Date Submitted:** Feb 28, 2020

### 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 Table 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, AC TRANSIT 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 2020-21 program.**

AC Transit and BART, operating as the East Bay Paratransit Consortium (EBPC), fund and operate the EBPC's ADA paratransit program to fulfill their requirements under the Americans with Disabilities Act. The primary objective of this partnership is to deliver high quality, cost effective paratransit service that meets the service criteria of the ADA.

**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?**

ADA services are targeted to meet the needs of individuals who are prevented from using accessible fixed route services because of their disabilities. AC Transit, as part of EBPC, is obligated and does comply with all regulations for ADA service.

**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.**

11 Regional Center of East Bay sites located in San Leandro, Hayward, Oakland, Union City and Fremont.

2—Dialysis Centers

1 – Adult Education Center – Oakland

1– Senior (Alzheimer's) Center – Berkeley

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

The average trip length as calculated by our scheduling software was 9.8 miles for the first half of FY19/20.

Regional Center of the East Bay does permit their clients to choose any service site regardless of the distance.

**2. Will your agency's program for FY 2020-21 conform to the Paratransit Program Implementation Guidelines, as required?**

[ X ] Yes

[ ] No

**A. If "No", explain below and contact Alameda CTC staff to discuss** (prior to February 28, 2020)

N/A

**3. If proposing any service or program changes in FY 2020-21 from the current year, FY 2019-20, 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.

EBPC will continue in FY20/21 to provide ADA mandated service in compliance with Federal law. No changes to service delivery are proposed in FY20/21; however, as required by law, EBPC will incorporate into the service area any service expansion of AC Transit.

**4. Looking ahead, beyond FY 2020-21, 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.

EBPC staff and our paratransit Broker are discussing:

- Upgraded Scheduling Software that is internet based
- Incorporating EBPC fare tickets into the Clipper system
- Providing a paperless option for fare collection
- Development of an ambassador program to encourage more use of AC TRANSIT as part of a trip.

At the February 4<sup>th</sup> SRAC (Service Review Advisory Committee) committee members made the following suggestions for service improvement within the next five years:

1. Develop an improved orientation program for new riders and families, which might include a video.
2. Develop an education/outreach program for group homes, regional centers and hospitals about EBPC, including possibly a video. Explain what the rules and expectations are. Ensure it is available in multiple languages such as Chinese and Spanish.
3. Consider including in future applications any service changes for either AC Transit or AC TRANSIT coming up in the next year.
4. Consider dedicated vans for dialysis-only riders.
5. Survey drivers to get ideas and feedback
6. Consider working with all adjacent transit agencies to lobby for safe hand-offs on all Regional trips.
7. Implement procedures to ensure all drivers have door knockers.
8. Always keep a 10% reserve of mSlates in stock.

**NEW 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 2020-21 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each. It is not necessary to include elements that were included in the FY 2019-20 Plan and are unchanged.** Applicants must address any applicable paratransit projects and programs listed in Attachment Table B.
- A. Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment)
  - B. Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs)** (describe the proposed service including how subsidies will be provided and how capacity will be managed)
  - C. Same-Day Transportation Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives)
  - D. Accessible Shuttle Service** (for new shuttles – describe service plan and how city is coordinating with the local fixed route transit provider)
  - E. New mobility management and/or travel training programs** (describe the well-defined set of activities)
  - F. Low-income requirements for any scholarship and fare subsidy programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility)

Capital funding might be considered for new or upgraded scheduling software expenditures.

**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.

EBPC staff works with its rider committee, the Service Review Advisory Committee (SRAC) and the EBPC executive committee, the Service Review Committee (SRC), when considering changes in the ADA paratransit plan or design. Comments and support for changes are obtained prior to implementation. Meetings of these committees are publicly noticed, and public comment is welcome.

The SRAC consists of 12 EBPC riders from all over the service area & 4 members from city programs and SS Agencies with ADA riders as clients. The SRAC meets

every other month and an announcement about the SRAC is included in phone hold messages, so interested individuals may attend.

Meeting materials are sent to everyone who requests them.

The SRAC reviewed and commented on the FY20/21 B/BB application plan and provided their comments, on several sections of the application at their February 4, 2020 meeting.

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

EBPC conducts an annual satisfaction survey asking about aspects of the service. Data from the survey & tracking of service indicators & customer comments/complaints are used to determine areas needing adjustments to improve the service.

The SRAC receives a regular report from the Broker with statistics and data about operations and customer 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.**

- Customer Service agents place calls to riders alerting them if their trip will be significantly late, as a result of comments at SRAC meetings.
- The request for use of credit cards to purchase EBPC fare tickets was raised at a SRAC meeting. EBPC responded and established a link in its website at [www.eastbayparatransit.org](http://www.eastbayparatransit.org) which allows credit card purchases. A kiosk is also available at the main office which takes credit cards.
- To keep riders and their care givers updated on Emergency Planning for EBPC, a rider's brochure was developed and widely circulated.

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

- Interactive Voice Response (IVR) System- that sends reminder phone messages of scheduled trips for the next day and provides eminent arrival call when the vehicle is close to the pick-up location.
- On-going modifications to scheduling software to zone vehicles more effectively particularly subscription trips going to the same center.
- New phone system installed with improved reporting features making monitoring easier for complaint resolution. Training and maintenance are simplified allowing for ease of trouble shooting.

**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.

N/A

## 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 Table B.

Outreach by staff at information events is conducted consistent with federal & State Title VI and related requirements. EBPC informs users about the program with brochures and Rider's Guides. EBPC has Multi-lingual staff available for customer services and outreach events.

The phone tree allows selection of languages other than English.

EBPC works closely with many organizations supporting low income individuals & meets with agencies and individuals to provide information. EBPC has its own website & EBPC is mentioned on AC Transit and BART's websites. All three websites list support from Alameda County's Measures B and BB.

## ELIGIBILITY AND ENROLLMENT

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

A new applicant must complete a written application & an in-person interview. Occasionally, medical verification is required. Every three years, riders must recertify. Most recertifying riders use a short form application primarily to update rider information. Some recertifying riders with temporary or conditional eligibility may be required to complete the full ADA application & possibly return for another interview.

**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.**

Once the interview & written application are complete applicants may use services upon receipt of their determination letter, assuming they are found eligible. If a determination has not been made within 21 days after the application and interview are complete, the ADA requires the agency to provide presumptive eligibility and service for that applicant until the determination is made.

**CUSTOMER SATISFACTION**

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

Complaints can be submitted through a variety of methods: on-board vehicle complaint cards, phone calls, email, through the EBPC website, and in person. Complaints are typically taken by the call center at the Broker's Office. A small number of complaints are received directly at AC Transit or AC TRANSIT; some are forwarded by outside agencies. All complaints are responded to and tracked by type. Complaints are reported to the SRAC as part of the Brokers report.

Response clerks research the complaint using tracking data (phone tapes, AVL data, route mapping, etc.) Complaint details are used to determine areas of service which need attention and/or improvements or modification of service practices.

Once investigated, the complaint is sent to the appropriate party (Service Provider or Broker management) for follow-up and customer response.

Senders of complaints receive a post card or phone call with thanks, explaining complaints are used to review and improve the system. Riders requesting alternative formats receive post cards in their specified format.

Once a resolution has been reached then a letter is drafted to the sender of the complaint summarizing the following: the issue of the complaint, the investigation outcome and a summary of the resolution.

Complaints needing additional response are sent to AC Transit/BART management and a letter to the individual is drafted cooperatively by Program management and the ADA paratransit Broker.

- 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 Table B.  
*(Complaints are defined as phone calls, letters, or emails received for the specific purpose of making a complaint.)*

Complaints are summarized into these categories: Driver complaints; on-time performance issues; vehicle problems; scheduling concerns; & Broker complaints. Staff reviews complaint statistics every month. Every 2 months at their meeting, the SRAC receives a report with a complaint breakdown and summary. Complaints about individual staff are shared & made a part of their file. The individual is counseled or re-trained. Progressive discipline procedures are used with individuals receiving multiple complaints.

Complaints about vehicles are investigated and repairs are made, if necessary.

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

Complaint statistics and details are used to determine areas of the service needing attention. Information uncovered in the complaint process is used to improve the service, most often through specific attention and retraining of individual employees and holding them accountable or through modification of service practices.

**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 2018-19</b>	18,896
<b>Registrants at end of FY 2018-19</b>	15,561
<b>Current Registrants for FY 2019-20</b>	15,192
<b>Projected Registrants for FY 2020-21</b>	15,500

Note: Due to changes in Certification Management and staff, purging of inactive records was not completed in FY17/18 and not until the first half of FY18/19. The data base was cleaned in December 2019, explaining the higher figure at the start of FY18/19.

**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.**

On our system, we find the addition of newly certified riders are generally balanced by those leaving our program through death, moving out of the service area or transferring to living arrangements where they no longer need ADA paratransit.

Riders on the data base usually number from around 15,000 to 16,500.

**16. Do you expect the total number of one-way trips provided by your program in FY 2020-21 to increase, decrease or stay the same compared to the current year, FY 2019-20? Why?**

For FY20/21, EBPC budgeted a small 0.5% increase of passengers compared to the budgeted demand for FY19/20. This is because demand in FY19/20 is running approximately 2.6% below the budgeted figure for FY19/20. Some of this decrease in the current fiscal year is due to Regional Center of the East Bay looking for some alternatives for transportation of their riders outside of EBPC.



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

[ X ] Yes

[ ] No

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

14% PCA's; 0.8% Companions, as of the first half of FY19/20.
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**18. Please provide the number of trips provided to consumers who required an accessible vehicle, if available.** If trips were provided in more than one service (e.g. taxi, TNC, specialized accessible van, etc.), please specify for each.

<b>Number of trips provided to consumers who require an accessible vehicle in FY 2018-19</b>	248,625
<b>Number of trips provided to consumers who require an accessible vehicle in FY 2019-20 as of Dec. 31, 2019</b>	125,056
<b>Number of trips projected to consumers who require an accessible vehicle in FY 2019-20</b>	250,112

**VEHICLE FLEET**

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

**SAFETY INCIDENTS**

- 20. Describe any safety incidents recorded by your program in FY 2018-19, or to date in FY 2019-20.** Specify for each of the paratransit projects and programs listed in Attachment Table 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.)*

**FY18/19**

1. A fatality other than a suicide - **1**
2. Injuries requiring immediate medical attention away from the scene for two or more persons) - **0**
3. Property damage equal to or exceeding \$7,500 - **0**
4. an evacuation due to life safety reason - **0**
5. a collision at a grade crossing – **0**

**FY19/20 (July 1, 2019 to January 31, 2020)**

1. A fatality other than a suicide - **0**
2. Injuries requiring immediate medical attention away from the scene for two or more persons) - **1**
3. Property damage equal to or exceeding \$7,500 - **2**
4. an evacuation due to life safety reason - **0**
5. a collision at a grade crossing - **0**

**FINANCES: PROGRAM REVENUE AND COST**

- 21. Detail your FY 2020-21 program's total estimated revenue (all fund sources) and total cost by completing Attachment Table 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/Overhead expenses are the fully loaded salary of the Broker's General Manager, split 69%/31% between AC Transit and BART, plus the entire amount of the Program Coordinator's contract, split 50/50 between the two agencies. Services include coordination, general management of the Broker's office and Program Coordinator oversight. The FY20/21 Projected Amount is \$383,864; AC Transit's portion is \$231,332.

**B. Customer Service and Outreach Costs**

30% of Broker expenses split 69%/31% between AC Transit and BART are considered Customer Service & Outreach. In FY20/21, these costs are estimated at \$2,228,143 in total, of which AC Transit's share is \$1,537,419.

This figure includes the call center activity, community outreach to groups and committees, publication of EBPC documents such as the Rider's Guide, ADA Applications, Emergency Guide, 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 2020-21, as shown in Attachment Table C, please explain. How do you plan to expend these funds and when?**

AC Transit estimates a fund balance in Measure B of \$1,590,129 and in Measure BB of \$1,764,180 in BB for a total fund balance of \$3,354,309 at the end of FY18/19.

This balance is due to timing issues in receiving Measure B/BB payments for the months of April, May and June every year. For accounting purposes, the total distribution amount for these months is carried over to the next fiscal year and spent on operations.

**MISCELLANEOUS**

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

None.
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**Alameda CTC FY 2020-21 Annual Paratransit Program Plan Application (July 1, 2020 - June 30, 2021)**  
**Attachment Table A: Summary of Past Program Service, Performance, Revenue, and Costs (FY 2018-19)**

<b>Total FY 2018-19 Program Revenue</b> (Measure B, Measure BB and all other funds available for FY 2018-19)	
Estimated <b>Measure B</b> Paratransit DLD reserve balance at the start of FY 2018-19	\$939,794
FY 2018-19 <b>Measure B</b> DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$6,446,168
Estimated <b>Measure BB</b> Paratransit DLD reserve balance at the start of FY 2018-19	\$1,042,908
FY 2018-19 <b>Measure BB</b> DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$7,133,296
<b>Total FY 2018-19 Measure B and BB Paratransit DLD Revenue</b> (Automatically calculated)	\$15,562,167
Total FY 2018-19 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$14,026,847
<b>Total FY 2018-19 Program Revenue</b> (Measure B, Measure BB and all other sources available for FY 2018-19) (Automatically calculated)	\$29,589,014

<b>Service/Program Type and Name</b>		<b>Performance FY 2018-19</b>		<b>Total FY 2018-19 Program Costs Expended by Fund Source</b> (Measure B, Measure BB and all other funds expended during FY 2017-18)									<b>Notes</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	Column N	Column O
<b>Eligible Service/Program Type</b> <i>Drop-down Menu</i>	<b>Service/Program/Project Name</b>	<b>Quantity Provided FY 2018-19</b> Provide total number of one-way trips or units	<b>On-Time Performance FY 2018-19</b> Percent of passenger trips arrived within designated window (indicate if data is unavailable or non-applicable)	<b>Amount of RESERVE Measure B Paratransit DLD funds EXPENDED</b>	<b>Amount of FY 2018-19 Measure B Paratransit DLD funds EXPENDED</b>	<b>Amount of RESERVE Measure BB Paratransit DLD funds EXPENDED</b>	<b>Amount of FY 2018-19 Measure BB Paratransit DLD funds EXPENDED</b>	<b>Amount of OTHER Measure B/BB funds EXPENDED</b>	<b>What was the source of these OTHER Measure B/BB funds?</b> (e.g. MB Gap Grant, MB LSR, etc.)	<b>Fare Revenue expended on service</b>	<b>Amount of all non-Alameda CTC funds EXPENDED</b> (not including fares)	<b>What was the source of these non-Alameda CTC funds?</b> (e.g. City general fund, federal, state, etc.)	<b>Total Funds expended (all sources)</b> <i>Automatically calculated</i>	<b>Miscellaneous Notes</b> (If necessary, provide any notes/clarification about trip/program)
ADA-mandated Paratransit	AC Transit as part of the EBPC (East Bay Paratransit Consortium)	511,357	88%	\$939,794	\$ 6,446,168	\$1,042,908	\$ 7,133,296	\$0	N/A	\$ 1,909,422	\$ 12,117,426	AC Transit General Funds + CCC Measure J	\$ - \$ 29,589,014	511,357 trips include companions and escorts
													\$ -	
													\$ -	
													\$ -	
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													\$ -	
				\$ 939,794	\$ 6,446,168	\$ 1,042,908	\$ 7,133,296	\$ -		\$ 1,909,422	\$ 12,117,426		\$ 29,589,014	

**Alameda CTC FY 2020-21 Annual Paratransit Program Plan Application (July 1, 2020 - June 30, 2021)**

**Attachment Table B: Description of Planned Program**

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

Service/Program Type and Name Column A	Contractor Column B	Need(s) Met Column D	Cost to Consumer Column E		For Trip Provision Services Column G				
Eligible Service/Program Type <i>Drop-down Menu</i>	Service/Program/Project Name	If service is contracted, provide name of contractor/service provider	Need(s) this Service Meets (E.g. medical, grocery, recreation, regional trips, etc.)	Fare/Cost to Consumer	Fare Medium (E.g. cash, voucher, reimbursement, annual fee, etc.)	Vehicle Accessibility <i>Drop-down Menu</i>	Is this a same day or pre-scheduled service? <i>Drop-down Menu</i>	Is this a fixed route or origin-to-destination service (e.g. door-to-door)? <i>Drop-down Menu</i>	Service Area
ADA-mandated Paratransit	AC Transit as part of the EBPC (East Bay Paratransit Consortium)	Transdev Services, Inc.	All eligible trips are provided. There is no restriction on trip purpose.	\$4.00 to \$7.00 in the East Bay. \$6.00 to \$10.00 in SF.	Cash or EBPC fare tickets are accepted.	Accessible	Pre-scheduled	Curb-to-Curb	Western Alameda and Contra Costa Counties plus San Francisco
Management/Overhead	AC Transit as part of the EBPC (East Bay Paratransit Consortium)	Transdev Services Inc. and Mary Rowlands P/T Consulting	N/A	N/A	N/A	N/A	N/A	N/A	Western Alameda and Contra Costa Counties plus San Francisco
Customer Service and Outreach	AC Transit as part of the EBPC (East Bay Paratransit Consortium)	Transdev Services, Inc	N/A	N/A	N/A	N/A	N/A	N/A	Western Alameda and Contra Costa Counties plus San Francisco

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

Service/Program Type and Name Column A (repeated)	Limits Column K	Schedule Column L	Schedule Column M	Eligibility Column N	Status Column O	Deliverables Column P	Notes Column Q		
Service/Program Type <i>Will automatically populate from rows above</i>	Limits on number of trips/use of service? (e.g. trip limits per month/quarter/year or a maximum expenditure per consumer)	If pre-scheduled, what days/hours are reservations accepted for trip, training, etc?	If pre-scheduled, how far in advance can/must a consumer schedule a trip, training, etc?	Days/Hours of Operation	Eligibility Requirements	Project Status <i>Drop-down Menu</i>	Quantity Planned Provide total number of units (one-way passenger trips, consumers trained, meals delivered, etc.)	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)	
ADA-mandated Paratransit	AC Transit as part of the EBPC (East Bay Paratransit Consortium)	No limits	8:00 am to 5:00 pm, 7 days a week	one to seven days	same hours/days as BART trains or AC Transit buses operate in both the origin and destination location	Individuals must have a cognitive or physical impairment that prevents use of the accessible service of AC Transit and BART	Continuing/Ongoing	527,850	527,850 Trips include companions and attendants.
0	0								
Management/Overhead	AC Transit as part of the EBPC (East Bay Paratransit Consortium)	N/A	N/A	N/A	N/A	N/A	Continuing/Ongoing		Services conducted under program management provide coordination and leadership to the program. There is not a readably quantifiable measure.
0	0								
Customer Service and Outreach	AC Transit as part of the EBPC (East Bay Paratransit Consortium)	N/A	N/A	N/A	N/A	N/A	Continuing/Ongoing		Customer service and outreach help support smooth delivery of trips by ensuring riders understand the program. Call center hours are 8:00 am to 1:00 am.
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0	0								
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**Alameda CTC FY 2020-21 Annual Paratransit Program Plan Application (July 1, 2020 - June 30, 2021)**

**Attachment Table C: Program Revenue, Cost and Fund Sources**

<b>Total FY 2020-21 Program Revenue</b> (Measure B, Measure BB and all other funds available for FY 2020-21)	
Estimated <b>Measure B</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2019-20 (June 30, 2020)	\$1,541,943
Projected FY 2020-21 <b>Measure B</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$6,360,515
Estimated <b>Measure BB</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2019-20 (June 30, 2020)	\$1,710,720
Projected FY 2020-21 <b>Measure BB</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$7,056,720
<b>Total FY 2020-21 Measure B and BB Paratransit DLD Revenue</b> (Automatically calculated)	<b>\$16,669,898</b>
Total FY 2020-21 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$16,616,723
<b>Total FY 2019-20 Program Revenue</b> (Measure B, Measure BB and all other sources available for FY 2019-20) (Automatically calculated)	<b>\$33,286,621</b>

<b>Service/Program Name</b>		<b>Total FY 2020-21 Program Costs by Fund Source</b> (Measure B, Measure BB and all other funds planned to be expended during FY 2020-21)									<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
Service/Program/Project Name  <i>Automatically populated from prior sheet (column B)</i>	Quantity Planned for FY 2020-21  <i>Automatically populated from prior sheet (column Q)</i>	Amount of RESERVE Measure B Paratransit DLD funds to be EXPENDED	Amount of FY 2020-21 Measure B Paratransit DLD funds to be EXPENDED	Amount of RESERVE Measure BB Paratransit DLD funds to be EXPENDED	Amount of FY 2020-21 Measure BB Paratransit DLD funds to be EXPENDED	Amount of OTHER Measure B/BB funds to be EXPENDED	What is the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, LSR, MB LSR, etc.)	Fare Revenue to be expended on service	Amount of all Non-Alameda CTC funds to be EXPENDED (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>
AC Transit as part of the EBPC (East Bay Paratransit Consortium)	527,850	\$ 1,541,943	\$ 6,360,515	\$1,710,720	\$ 7,056,720	\$0	N/A	\$ 1,979,438	\$ 12,868,535	AC Transit General Funds + CCC Measure J	\$ 31,517,871
0	0										\$ -
AC Transit as part of the EBPC - Management and Administrative Costs	0								\$ 231,332		\$ 231,332
0	0										\$ -
AC Transit as part of the EBPC - Education and Outreach	0								\$ 1,537,418		\$ 1,537,418
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
<b>Totals</b>	<b>527,850</b>	<b>\$ 1,541,943</b>	<b>\$ 6,360,515</b>	<b>\$ 1,710,720</b>	<b>\$ 7,056,720</b>	<b>\$ -</b>		<b>\$ 1,979,438</b>	<b>\$ 14,637,285</b>		<b>\$ 33,286,621</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, 2021:	\$0	\$0	\$0
<b>Reserve balance as percent of FY 2020-21 Revenue*</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>

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

**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>									
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
					Vehicle Capacity				
Make	Type of Vehicle(s) (specify bus, large van, minivan, sedan)	Year of Vehicle	Fuel Type	Lift/Ramp Equipment (specify lift, ramp, or none)	Ambulatory	Wheelchair	Number of Vehicles	Owner (specify if contractor)	City that vehicle(s) are garaged
Ford E350 SuperDuty	van	2014	gas	lift	7	1	32	FTI	Oakland
Ford E450	van	2016	gas	lift	14	1	8	FTI	Oakland
Ford E450	van	2016	gas	lift	14	5	9	FTI	Oakland
Ford E450	Van	2017	gas	lift	14	5	11	FTI	Oakland
Ford E450 SuperDuty	van	2019	gas	lift	14	5	16	FTI	Oakland
Ford E450	van	2002	diesel	lift	14	5	2	APT	San Leandro
Ford E450	van	2007	gas	lift	14	5	3	APT	San Leandro
Chevy 3500	van	2008	diesel	lift	7	1	2	APT	San Leandro
Ford E450	van	2008	gas	lift	8	4	2	APT	San Leandro
Chevy E350	van	2009	diesel	lift	8	4	3	APT	San Leandro
Ford E450	van	2010	gas	lift	8	4	1	APT	San Leandro
FORD E350	van	2014	gas	lift	7	2	34	APT	San Leandro
Ford E450	van	2019	gas	lift	14	5	20	APT	San Leandro
Ford E450	van	2020	gas	lift	14	5	11	APT	San Leandro
Ford E350	van	2012	gas	lift	8	1	4	MVT	San Leandro
Ford E450	van	2012	gas	lift	14	5	3	MVT	San Leandro
Ford E450	van	2013	gas	lift	14	5	8	MVT	San Leandro
Ford E450	van	2013	gas	lift	7	1	7	MVT	San Leandro
Ford E450	Van	2015	gas	lift	14	5	3	MVT	San Leandro
Ford E450	van	2016	gas	lift	14	5	3	MVT	San Leandro

Vehicle Fleet									
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
					Vehicle Capacity				
Make	Type of Vehicle(s) (specify bus, large van, minivan, sedan)	Year of Vehicle	Fuel Type	Lift/Ramp Equipment (specify lift, ramp, or none)	Ambulatory	Wheelchair	Number of Vehicles	Owner (specify if contractor)	City that vehicle(s) are garaged
Ford E450	van	2017	gas	lift	14	5	18	MVT	San Leandro
Ford E350	van	2019	gas	lift	14	5	4	MVT	
Ford E350	van	2019	gas	lift	10	2	23	MVT	San Leandro
						Total Vehicles:	227		



## FY 2020-21 Annual Paratransit Program Plan Application Due by February 28, 2020

CONTACT INFORMATION	
Agency:	BART as part of the East Bay Paratransit Consortium
Contact Name:	Laura Timothy
Title:	Manager of Access, Accessibility and Paratransit
Phone Number:	510 464-6446
E-mail Address:	ltimoth@bart.gov

**Date Submitted:** Feb 28, 2020

### 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 Table 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 2020-21 program.**

BART and AC Transit, operating as the East Bay Paratransit Consortium (EBPC), fund and operate the EBPC's ADA paratransit program to fulfill their requirements under the Americans with Disabilities Act. The primary objective of this partnership is to deliver high quality, cost effective paratransit service that meets the service criteria of the ADA.

**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?**

ADA services are targeted to meet the needs of individuals who are prevented from using accessible fixed route services because of their disabilities. BART, as part of EBPC, is obligated and does comply with all regulations for ADA service.

**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.**

11 Regional Center of East Bay sites located in San Leandro, Hayward, Oakland, Union City and Fremont.

2—Dialysis Centers

1 – Adult Education Center - Oakland

1– Senior (Alzheimer's) Center - Berkeley

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

The average trip length as calculated by our scheduling software was 9.8 miles for the first half of FY19/20.

Regional Center of the East Bay does permit their clients to choose any service site regardless of the distance.

**2. Will your agency's program for FY 2020-21 conform to the Paratransit Program Implementation Guidelines, as required?**

[ X ] Yes

[ ] No

**A. If "No", explain below and contact Alameda CTC staff to discuss** (prior to February 28, 2020)

N/A

**3. If proposing any service or program changes in FY 2020-21 from the current year, FY 2019-20, 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.

EBPC will continue in FY20/21 to provide ADA mandated service in compliance with Federal law. No changes to service delivery are proposed in FY20/21; however, as required by law, EBPC will incorporate into the service area any service expansion of AC Transit.

**4. Looking ahead, beyond FY 2020-21, 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.

EBPC staff and our paratransit Broker are discussing:

- Upgraded Scheduling Software that is internet based
- Incorporating EBPC fare tickets into the Clipper system
- Providing a paperless option for fare collection
- Development of an ambassador program to encourage more use of BART as part of a trip.

At the February 4<sup>th</sup> SRAC (Service Review Advisory Committee) committee members made the following suggestions for service improvement within the next five years:

1. Develop an improved orientation program for new riders and families, which might include a video.
2. Develop an education/outreach program for group homes, regional centers and hospitals about EBPC, including possibly a video. Explain what the rules and expectations are. Ensure it is available in multiple languages such as Chinese and Spanish.
3. Consider including in future applications any service changes for either AC Transit or BART coming up in the next year.
4. Consider dedicated vans for dialysis-only riders.
5. Survey drivers to get ideas and feedback
6. Consider working with all adjacent transit agencies to lobby for safe hand-offs on all Regional trips.
7. Implement procedures to ensure all drivers have door knockers.
8. Always keep a 10% reserve of mSlates in stock.

**NEW 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 2020-21 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each. It is not necessary to include elements that were included in the FY 2019-20 Plan and are unchanged.** Applicants must address any applicable paratransit projects and programs listed in Attachment Table B.
- A. Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment)
  - B. Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs)** (describe the proposed service including how subsidies will be provided and how capacity will be managed)
  - C. Same-Day Transportation Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives)
  - D. Accessible Shuttle Service** (for new shuttles – describe service plan and how city is coordinating with the local fixed route transit provider)
  - E. New mobility management and/or travel training programs** (describe the well-defined set of activities)
  - F. Low-income requirements for any scholarship and fare subsidy programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility)

Capital funding might be considered for new or upgraded scheduling software expenditures.

**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.

EBPC staff works with its rider committee, the Service Review Advisory Committee (SRAC) and the EBPC executive committee, the Service Review Committee (SRC), when considering changes in the ADA paratransit plan or design. Comments and support for changes are obtained prior to implementation. Meetings of these committees are publicly noticed, and public comment is welcome.

The SRAC consists of 12 EBPC riders from all over the service area & 4 members

from city programs and SS Agencies with ADA riders as clients. The SRAC meets every other month and an announcement about the SRAC is included in phone hold messages, so interested individuals may attend.

Meeting materials are sent to everyone who requests them.

The SRAC reviewed and commented on the FY20/21 B/BB application plan and provided their comments, on several sections of the application at their February 4, 2020 meeting.

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

EBPC conducts an annual satisfaction survey asking about aspects of the service. Data from the survey & tracking of service indicators & customer comments/complaints are used to determine areas needing adjustments to improve the service.

The SRAC receives a regular report from the Broker with statistics and data about operations and customer 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.**

- Customer Service agents place calls to riders alerting them if their trip will be significantly late, as a result of comments at SRAC meetings.
- The request for use of credit cards to purchase EBPC fare tickets was raised at a SRAC meeting. EBPC responded and established a link in its website at [www.eastbayparatransit.org](http://www.eastbayparatransit.org) which allows credit card purchases. A kiosk is also available at the main office which takes credit cards.
- To keep riders and their care givers updated on Emergency Planning for EBPC, a rider's brochure was developed and widely circulated.

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

- Interactive Voice Response (IVR) System- that sends reminder phone messages of scheduled trips for the next day and provides eminent arrival call when the vehicle is close to the pick-up location.
- On-going modifications to scheduling software to zone vehicles more effectively particularly subscription trips going to the same center.
- New phone system installed with improved reporting features making monitoring easier for complaint resolution. Training and maintenance are simplified allowing for ease of trouble shooting.

**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.

N/A

## 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 Table B.

Outreach by staff at information events is conducted consistent with federal & State Title VI and related requirements. EBPC informs users about the program with brochures and Rider's Guides. EBPC has Multi-lingual staff available for customer services and outreach events.

The phone tree allows selection of languages other than English.

EBPC works closely with many organizations supporting low income individuals & meets with agencies and individuals to provide information. EBPC has its own website & EBPC is mentioned on BART's and AC Transit's websites. All three websites list support from Alameda County's Measures B and BB.

## ELIGIBILITY AND ENROLLMENT

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

A new applicant must complete a written application & an in-person interview. Occasionally, medical verification is required. Every three years, riders must recertify. Most recertifying riders use a short form application primarily to update rider information. Some recertifying riders with temporary or conditional eligibility may be required to complete the full ADA application & possibly return for another interview.

**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.**

Once the interview & written application are complete applicants may use services upon receipt of their determination letter, assuming they are found eligible. If a determination has not been made within 21 days after the application and interview are complete, the ADA requires the agency to provide presumptive eligibility and service for that applicant until the determination is made.

## CUSTOMER SATISFACTION

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

Complaints can be submitted through a variety of methods: on-board vehicle complaint cards, phone calls, email, through the EBPC website, and in person. Complaints are typically taken by the call center at the Broker's Office. A small number of complaints are received directly at AC Transit or BART; some are forwarded by outside agencies. All complaints are responded to and tracked by type. Complaints are reported to the SRAC as part of the Brokers report.

Response clerks research the complaint using tracking data (phone tapes, AVL data, route mapping, etc.) Complaint details are used to determine areas of service which need attention and/or improvements or modification of service practices.

Once investigated, the complaint is sent to the appropriate party (Service Provider or Broker management) for follow-up and customer response.

Senders of complaints receive a post card or phone call with thanks, explaining complaints are used to review and improve the system. Riders requesting alternative formats receive post cards in their specified format.

Once a resolution has been reached then a letter is drafted to the sender of the complaint summarizing the following: the issue of the complaint, the investigation outcome and a summary of the resolution.

Complaints needing additional response are sent to AC Transit/BART management and a letter to the individual is drafted cooperatively by Program management and the ADA paratransit Broker.

- 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 Table B.  
*(Complaints are defined as phone calls, letters, or emails received for the specific purpose of making a complaint.)*

Complaints are summarized into these categories: Driver complaints; on-time performance issues; vehicle problems; scheduling concerns; & Broker complaints. Staff reviews complaint statistics every month. Every 2 months at their meeting, the SRAC receives a report with a complaint breakdown and summary. Complaints about individual staff are shared & made a part of their file. The individual is counseled or re-trained. Progressive discipline procedures are used with individuals receiving multiple complaints.

Complaints about vehicles are investigated and repairs are made, if necessary.



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

Complaint statistics and details are used to determine areas of the service needing attention. Information uncovered in the complaint process is used to improve the service, most often through specific attention and retraining of individual employees and holding them accountable or through modification of service practices.

**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 2018-19</b>	18,896
<b>Registrants at end of FY 2018-19</b>	15,561
<b>Current Registrants for FY 2019-20</b>	15,192
<b>Projected Registrants for FY 2020-21</b>	15,500

Note: Due to changes in Certification Management and staff, purging of inactive records was not completed in FY17/18 and not until the first half of FY18/19. The data base was cleaned in December 2019, explaining the higher figure at the start of FY18/19.

**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.**

On our system, we find the addition of newly certified riders are generally balanced by those leaving our program through death, moving out of the service area or transferring to living arrangements where they no longer need ADA paratransit.

Riders on the data base usually number from around 15,000 to 16,500.

**16. Do you expect the total number of one-way trips provided by your program in FY 2020-21 to increase, decrease or stay the same compared to the current year, FY 2019-20? Why?**

For FY20/21, EBPC budgeted a small 0.5% increase of passengers compared to the budgeted demand for FY19/20. This is because demand in FY19/20 is running approximately 2.6% below the budgeted figure for FY19/20. Some of this decrease in the current fiscal year is due to Regional Center of the East Bay looking for some alternatives for transportation of their riders outside of EBPC.

**17. Do the ridership numbers reported in Attachments Table A and Table 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.)*

14% PCA's; 0.8% Companions, as of the first half of FY19/20.

**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 2018-19</b>	248,625
<b>Number of trips provided to consumers who require an accessible vehicle in FY 2019-20 as of Dec. 31, 2019</b>	125,056
<b>Number of trips projected to consumers who require an accessible vehicle in FY 2019-20</b>	250,112

**VEHICLE FLEET**

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

**SAFETY INCIDENTS**

**20. Describe any safety incidents recorded by your program in FY 2018-19, or to date in FY 2019-20.** Specify for each of the paratransit projects and programs listed in Attachment Table 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.)*

**FY18/19**

1. A fatality other than a suicide - **1**
2. Injuries requiring immediate medical attention away from the scene for two or more persons) - **0**
3. Property damage equal to or exceeding \$7,500 - **0**
4. an evacuation due to life safety reason - **0**
5. a collision at a grade crossing – **0**

**FY19/20 (July 1, 2019 to January 31, 2020)**

1. A fatality other than a suicide - **0**
2. Injuries requiring immediate medical attention away from the scene for two or more persons) - **1**

3. Property damage equal to or exceeding \$7,500 - **2**
4. an evacuation due to life safety reason - **0**
5. a collision at a grade crossing - **0**

## FINANCES: PROGRAM REVENUE AND COST

**21. Detail your FY 2020-21 program's total estimated revenue (all fund sources) and total cost by completing Attachment Table 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/Overhead expenses are the fully loaded salary of the Broker's General Manager, split 69%/31% between BART and AC Transit, plus the entire amount of the Program Coordinator's contract, split 50/50 between the two agencies. Services include coordination, general management of the Broker's office and Program Coordinator oversight. The FY20/21 Projected Amount is \$383,864; BART's portion is \$152,532.

### B. Customer Service and Outreach Costs

30% of Broker expenses split 69%/31% between BART and AC Transit are considered Customer Service & Outreach. In FY20/21, these costs are estimated at \$2,228,143 in total, of which BART's share is \$690,724.

This figure includes the call center activity, community outreach to groups and committees, publication of EBPC documents such as the Rider's Guide, ADA Applications, Emergency Guide, etc.

## PROGRAM FUNDING RESERVES

**BART**

**23. If your paratransit program is anticipated to have a remaining balance of Measure B/BB DLD funding at the end of FY 2020-21, as shown in Attachment Table C, please explain. How do you plan to expend these funds and when?**

BART expects no remaining balance of either B or BB DLD funding at the end of FY19/20 or FY20/21

**MISCELLANEOUS**

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

None.

**Alameda CTC FY 2020-21 Annual Paratransit Program Plan Application (July 1, 2020 - June 30, 2021)**  
**Attachment Table A: Summary of Past Program Service, Performance, Revenue, and Costs (FY 2018-19)**

<b>Total FY 2018-19 Program Revenue</b> <i>(Measure B, Measure BB and all other funds available for FY 2018-19)</i>	
Estimated <b>Measure B</b> Paratransit DLD reserve balance at the start of FY 2018-19	\$0
FY 2018-19 <b>Measure B</b> DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$2,319,998
Estimated <b>Measure BB</b> Paratransit DLD reserve balance at the start of FY 2018-19	\$0
FY 2018-19 <b>Measure BB</b> DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$2,377,765
<b>Total FY 2018-19 Measure B and BB Paratransit DLD Revenue</b> (Automatically calculated)	<b>\$4,697,763</b>
Total FY 2018-19 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$8,642,800
<b>Total FY 2018-19 Program Revenue</b> (Measure B, Measure BB and all other sources available for FY 2018-19) (Automatically calculated)	<b>\$13,340,563</b>

<b>Service/Program Type and Name</b>		<b>Performance FY 2018-19</b>		<b>Total FY 2018-19 Program Costs Expended by Fund Source</b> <i>(Measure B, Measure BB and all other funds expended during FY 2017-18)</i>										<b>Notes</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	Column N	Column O
<b>Eligible Service/Program Type</b> <i>Drop-down Menu</i>	<b>Service/Program/Project Name</b>	<b>Quantity Provided FY 2018-19</b> Provide total number of one-way trips or units	<b>On-Time Performance FY 2018-19</b> Percent of passenger trips arrived within designated window (indicate if data is unavailable or non-applicable)	<b>Amount of RESERVE Measure B Paratransit DLD funds EXPENDED</b>	<b>Amount of FY 2018-19 Measure B Paratransit DLD funds EXPENDED</b>	<b>Amount of RESERVE Measure BB Paratransit DLD funds EXPENDED</b>	<b>Amount of FY 2018-19 Measure BB Paratransit DLD funds EXPENDED</b>	<b>Amount of OTHER Measure B/BB funds EXPENDED</b>	<b>What was the source of these OTHER Measure B/BB funds?</b> (e.g. MB Gap Grant, MB LSR, etc.)	<b>Fare Revenue expended on service</b>	<b>Amount of all non-Alameda CTC funds EXPENDED</b> (not including fares)	<b>What was the source of these non-Alameda CTC funds?</b> (e.g. City general fund, federal, state, etc.)	<b>Total Funds expended (all sources)</b> <i>Automatically calculated</i>	<b>Miscellaneous Notes</b> (If necessary, provide any notes/clarification about trip/program)
ADA-mandated Paratransit	BART as part of the EBPC (East Bay Paratransit Consortium)	229,740	88%	\$0	\$ 2,319,998	\$0	\$ 2,377,765	\$0	n/a	\$ 857,856	\$ 7,784,944	BART General Funds + CCC Measure J	\$ -	229,740 trips include companions and escorts
													\$ -	
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				\$ -	\$ 2,319,998	\$ -	\$ 2,377,765	\$ -		\$ 857,856	\$ 7,784,944		\$ 13,340,563	

Alameda CTC FY 2020-21 Annual Paratransit Program Plan Application (July 1, 2020 - June 30, 2021)

Attachment Table B: Description of Planned Program

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

Service/Program Type and Name		Contractor	Need(s) Met	Cost to Consumer		For Trip Provision Services			
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
Eligible Service/Program Type <i>Drop-down Menu</i>	Service/Program/Project Name	If service is contracted, provide name of contractor/service provider	Need(s) this Service Meets (E.g. medical, grocery, recreation, regional trips, etc.)	Fare/Cost to Consumer	Fare Medium (E.g. cash, voucher, reimbursement, annual fee, etc.)	Vehicle Accessibility <i>Drop-down Menu</i>	Is this a same day or pre-scheduled service? <i>Drop-down Menu</i>	Is this a fixed route or origin-to-destination service (e.g. door-to-door)? <i>Drop-down Menu</i>	Service Area
ADA-mandated Paratransit	BART as part of the EBPC (East Bay Paratransit Consortium)	Transdev Services, Inc.	All eligible trips are provided. There is no restriction on trip purpose.	\$4.00 to \$7.00 in the East Bay. \$6.00 to \$10.00 in SF.	Cash or EBPC fare tickets are accepted.	Accessible	Pre-scheduled	Curb-to-Curb	Western Alameda and Contra Costa Counties plus San Francisco
Management/Overhead	BART as part of the EBPC (East Bay Paratransit Consortium)	Transdev Services Inc. and Mary Rowlands P/T Consulting	N/A	N/A	N/A	N/A	N/A	N/A	Western Alameda and Contra Costa Counties plus San Francisco
Customer Service and Outreach	BART as part of the EBPC (East Bay Paratransit Consortium)	Transdev Services, Inc	N/A	N/A	N/A	N/A	N/A	N/A	Western Alameda and Contra Costa Counties plus San Francisco

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

Service/Program Type and Name		Limits	Schedule			Eligibility	Status	Deliverables	Notes
Column A (repeated)	Column B (repeated)	Column K	Column L	Column M	Column N	Column O	Column P	Column Q	Column R
Service/Program Type <i>Will automatically populate from rows above</i>	Service/Program/Project Name <i>Will automatically populate from rows above</i>	Limits on number of trips/ use of service? (e.g. trip limits per month/quarter/year or a maximum expenditure per consumer)	If pre-scheduled, what days/hours are reservations accepted for trip, training, etc?	If pre-scheduled, how far in advance can/must a consumer schedule a trip, training, etc?	Days/Hours of Operation	Eligibility Requirements	Project Status <i>Drop-down Menu</i>	Quantity Planned Provide total number of units (one-way passenger trips, consumers trained, meals delivered, etc.)	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
ADA-mandated Paratransit	BART as part of the EBPC (East Bay Paratransit Consortium)	No limits	8:00 am to 5:00 pm, 7 days a week	one to seven days	same hours/days as BART trains or AC Transit buses operate in both the origin and destination location	Individuals must have a cognitive or physical impairment that prevents use of the accessible service of AC Transit and BART	Continuing/Ongoing	237,150	237,150 Trips include companions and attendants.
0	0								
Management/Overhead	BART as part of the EBPC (East Bay Paratransit Consortium)	N/A	N/A	N/A	N/A	N/A	Continuing/Ongoing		Services conducted under program management provide coordination and leadership to the program. There is not a readily quantifiable measure.
0	0								
Customer Service and Outreach	BART as part of the EBPC (East Bay Paratransit Consortium)	N/A	N/A	N/A	N/A	N/A	Continuing/Ongoing		Customer service and outreach help support smooth delivery of trips by ensuring riders understand the program. Call center hours are 8:00 am to 1:00 am.
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**Alameda CTC FY 2020-21 Annual Paratransit Program Plan Application (July 1, 2020 - June 30, 2021)**

**Attachment Table C: Program Revenue, Cost and Fund Sources**

<b>Total FY 2020-21 Program Revenue</b> (Measure B, Measure BB and all other funds available for FY 2020-21)	
Estimated <b>Measure B</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2019-20 (June 30, 2020)	\$0
Projected FY 2020-21 <b>Measure B</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$2,289,171
Estimated <b>Measure BB</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2019-20 (June 30, 2020)	\$0
Projected FY 2020-21 <b>Measure BB</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$2,352,240
<b>Total FY 2020-21 Measure B and BB Paratransit DLD Revenue</b> (Automatically calculated)	<b>\$4,641,411</b>
Total FY 2020-21 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$10,371,271
<b>Total FY 2019-20 Program Revenue</b> (Measure B, Measure BB and all other sources available for FY 2019-20) (Automatically calculated)	<b>\$15,012,682</b>

<b>Service/Program Name</b>		<b>Total FY 2020-21 Program Costs by Fund Source</b> (Measure B, Measure BB and all other funds planned to be expended during FY 2020-21)									<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
Service/Program/Project Name <i>Automatically populated from prior sheet (column B)</i>	Quantity Planned for FY 2020-21 <i>Automatically populated from prior sheet (column Q)</i>	Amount of RESERVE Measure B Paratransit DLD funds to be EXPENDED	Amount of FY 2020-21 Measure B Paratransit DLD funds to be EXPENDED	Amount of RESERVE Measure BB Paratransit DLD funds to be EXPENDED	Amount of FY 2020-21 Measure BB Paratransit DLD funds to be EXPENDED	Amount of OTHER Measure B/BB funds to be EXPENDED	What is the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, LSR, MB LSR, etc.)	Fare Revenue to be expended on service	Amount of all Non-Alameda CTC funds to be EXPENDED (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>
BART as part of the EBPC (East Bay Paratransit Consortium)	237,150	\$0	\$ 2,289,171	\$0	\$ 2,352,240	\$0	N/A	\$ 899,313	\$ 8,628,702	Measare J Bart General funds	\$ 14,169,426
0	0										\$ -
BART as part of the EBPC - Management and Administrative Costs	0								\$ 152,532		\$ 152,532
0	0										\$ -
BART as part of the EBPC - Education and Outreach	0								\$ 690,724		\$ 690,724
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
<b>Totals</b>	<b>237,150</b>	<b>\$ -</b>	<b>\$ 2,289,171</b>	<b>\$ -</b>	<b>\$ 2,352,240</b>	<b>\$ -</b>		<b>\$ 899,313</b>	<b>\$ 9,471,958</b>		<b>\$ 15,012,682</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, 2021:	\$0	\$0	\$0
<b>Reserve balance as percent of FY 2020-21 Revenue*</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>

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

**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>									
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
					Vehicle Capacity				
Make	Type of Vehicle(s) (specify bus, large van, minivan, sedan)	Year of Vehicle	Fuel Type	Lift/Ramp Equipment (specify lift, ramp, or none)	Ambulatory	Wheelchair	Number of Vehicles	Owner (specify if contractor)	City that vehicle(s) are garaged
Ford E350 SuperDuty	van	2014	gas	lift	7	1	32	FTI	Oakland
Ford E450	van	2016	gas	lift	14	1	8	FTI	Oakland
Ford E450	van	2016	gas	lift	14	5	9	FTI	Oakland
Ford E450	Van	2017	gas	lift	14	5	11	FTI	Oakland
Ford E450 SuperDuty	van	2019	gas	lift	14	5	16	FTI	Oakland
Ford E450	van	2002	diesel	lift	14	5	2	APT	San Leandro
Ford E450	van	2007	gas	lift	14	5	3	APT	San Leandro
Chevy 3500	van	2008	diesel	lift	7	1	2	APT	San Leandro
Ford E450	van	2008	gas	lift	8	4	2	APT	San Leandro
Chevy E350	van	2009	diesel	lift	8	4	3	APT	San Leandro
Ford E450	van	2010	gas	lift	8	4	1	APT	San Leandro
FORD E350	van	2014	gas	lift	7	2	34	APT	San Leandro
Ford E450	van	2019	gas	lift	14	5	20	APT	San Leandro
Ford E450	van	2020	gas	lift	14	5	11	APT	San Leandro
Ford E350	van	2012	gas	lift	8	1	4	MVT	San Leandro
Ford E450	van	2012	gas	lift	14	5	3	MVT	San Leandro
Ford E450	van	2013	gas	lift	14	5	8	MVT	San Leandro

**BART**



Vehicle Fleet									
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
					Vehicle Capacity				
Make	Type of Vehicle(s) (specify bus, large van, minivan, sedan)	Year of Vehicle	Fuel Type	Lift/Ramp Equipment (specify lift, ramp, or none)	Ambulatory	Wheelchair	Number of Vehicles	Owner (specify if contractor)	City that vehicle(s) are garaged
Ford E450	van	2013	gas	lift	7	1	7	MVT	San Leandro
Ford E450	Van	2015	gas	lift	14	5	3	MVT	San Leandro
Ford E450	van	2016	gas	lift	14	5	3	MVT	San Leandro
Ford E450	van	2017	gas	lift	14	5	18	MVT	San Leandro
Ford E350	van	2019	gas	lift	14	5	4	MVT	
Ford E350	van	2019	gas	lift	10	2	23	MVT	San Leandro
						Total Vehicles:	227		



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