



PAPCO Paratransit Program Plan Review

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



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

EAST COUNTY

May 2020



Paratransit Program Plan Staff Summary

Fiscal Year 2020-21

Planning Area: East County

Paratransit Program: Livermore Amador Valley Transit Authority (LAVTA)

Staff Recommendation: Recommend program plan for full approval.

- Services provided:
 - ADA-mandated paratransit
 - Same-Day Transportation – Para-Taxi, includes TNCs
- 25% Measure B/BB; Remainder: 75% TDA, STA, FTA
- 0% reserves
- Cost per trip – increase \$6.00
- Trends in trip provision – trending up
- Elements requiring approval:
 - None
- As recommended by the Comprehensive Tri-Valley Paratransit Study with the City of Pleasanton there may be transferring of all Pleasanton's ADA paratransit rides to LAVTA. Negotiations with the city are currently ongoing.



Annual Paratransit Program Plan for FY2020/21

May 13, 2020

Livermore Amador Valley Transit Authority (LAVTA)



Dial-A-Ride Service Overview



Wheels Dial-A-Ride Service

Americans with Disabilities Act (ADA) mandated service for persons unable to use the Wheels fixed route bus system due to a disability or health related condition.





Above and Beyond the ADA mandate

Wheels provides a premium level paratransit service

- Door-to-door service
- Service area is greater than the $\frac{3}{4}$ mile radius around a fixed route
- Fare is less than the maximum allowable



Para-Taxi Program

- Partially grant funded by Alameda CTC
- ADA paratransit eligible passengers
- Same day service
- 24-hours, not a shared ride
- Includes taxis and TNCs
- Currently reimbursement-based program
- Riders get reimbursed 85% of their total fare
 - Up to \$20 maximum reimbursement per ride
 - \$200 monthly maximum reimbursement





New in Para-Taxi Program for FY2020

- Currently working on incorporating a debit card payment method option into the program
 - Changes the program from reimbursement only to add an option to pre-pay the discounted rate.



Current Program Changes due to Covid-19



The following changes have been temporarily implemented:

- ADA paratransit service levels have not changed even though service has been reduced on fixed route due to significantly lower ridership.
- LAVTA has not charged fares on ADA paratransit or fixed route since March, 20, 2020.



The following changes have been temporarily implemented:

- Drivers are using protective masks, gloves and have hand sanitizer.
- Passengers are required to use face coverings or masks since April 18, 2020 per Alameda County Health Department's order. Drivers carry disposable masks in vehicles for passengers who do not have face coverings.



The following changes have been temporarily implemented:

- LAVTA has temporarily suspended all in-person ADA paratransit eligibility assessments and everyone who submits a complete application with the doctor's verification receives a temporary presumptive eligibility.
- Wheels Dial-A-Ride is limiting one passenger (and PCA) per vehicle for social distancing.



Due to significantly lower Dial-A-Ride ridership because of the Covid-19 some of the Wheels Dial-A-Ride drivers have begun using this slow period to deliver hot meals, snacks, and beverages to seniors as part of the **Meals on Wheels** program.





Planning Process



Program Plan Overview

- User input via:
 - Annual Customer Satisfaction Surveys
 - Customer Service Database
 - Tri-Valley Accessible Advisory Committee (TAAC)
- The implementation of new services or changes to existing services are coordinated through the TAAC and presented to public and to the Wheels Board of Directors for adoption



TAAC Responsibilities

- Serves as an advocacy group for disabled and senior residents in the Tri-Valley
- Provides input to the LAVTA staff and Board of Directors
 - passenger concerns
 - Wheels services and facilities
- Acts as liaisons to the public
 - Educates public on LAVTA/Wheels services and policies



Changes in FY2021



Comprehensive Tri-Valley Paratransit Assessment

- As recommended by the Comprehensive Tri-Valley Paratransit Study with the City of Pleasanton there may be transferring of Pleasanton's ADA paratransit trips to LAVTA. Negotiation with the city is currently ongoing.



The End

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

CONTACT INFORMATION	
Agency:	Livermore Amador Valley Transit Authority
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Date Submitted: 2/28/20

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.

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

LAVTA also provides same day Para-Taxi service, which is partially ACTC Measure B and BB GAP grant funded and partially LAVTA general fund-funded.

LAVTA recently undertook a Comprehensive Tri-Valley Paratransit Assessment in partnership with the City of Pleasanton. The study, led by a planning team from Nelson Nygaard concluded in FY20. The study was launched in an effort to evaluate the provision of paratransit service throughout the Tri-Valley, identify gaps and opportunities for streamlining, and engage stakeholders, users and non-users. One of the main recommendations of the study was to have LAVTA to provide all Pleasanton's ADA paratransit rides. Currently LAVTA and the city are negotiating the details of potentially transferring the ADA service to LAVTA.

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

Being a fixed route public transit operator in Livermore, Dublin and Pleasanton, LAVTA provides the ADA mandated paratransit service for the same three cities, and goes beyond the ADA minimum requirements of 3/4 mile buffer around the fixed route system. Since the ADA paratransit requires at least a day in advance reservation, LAVTA also provides same day trips through the Para-Taxi service. Seniors and people with disabilities can travel on fixed route for half fare.

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

C. List the most common trip destinations for seniors and people with disabilities in your community that your services are designed to serve, e.g. dialysis centers, hospitals, major shopping complexes, senior centers. Please report separately, if available, for ADA paratransit, Same-

Day Transportation (taxi and TNC), Specialized Accessible Van, and/or Accessible Fixed-Route Shuttle if applicable.

Below are DAR's top 10 destinations:

	Drop Off Location	# of Trips	Location Name	%
1	3201 DOOLAN RD, LIVERMORE	3153	Livermore DaVita Dialysis	6.67%
2	5801 OWENS DR, PLEASANTON	2593	Dublin/Pleasanton BART Station	5.48%
3	5720 STONERIDGE MALL RD, PLEASANTON	2207	Pleasanton DaVita Dialysis	4.67%
4	1601 Railroad Ave, Livermore	1755	Futures Explored (East Bay Regional Center day program)	3.71%
5	2021 Las Positas Court, Livermore	1545	(East Bay Regional Center day program)	3.27%
6	6533 Sierra Lane, Dublin	1171	The ARC of Alameda County (East Bay Regional Center day program)	2.48%
7	4355 COLGATE WAY, Livermore	759	Lili House (care home)	1.61%
8	1241 QUARRY LN, PLEASANTON	739	Keystone (East Bay Regional Center day program)	1.56%
9	76 FENTON ST, LIVERMORE	717	Vineyards Healthcare (nursing home)	1.52%
10	550 Airway Blvd, Livermore	687	(East Bay Regional Center day program)	1.45%

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.

6.16 miles

2. Will your agency's program for FY 2020-21 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, 2020)

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.

As recommended by the Comprehensive Tri-Valley Paratransit Study with the City of Pleasanton there may be transferring of all Pleasanton's ADA paratransit rides to LAVTA. Negotiations with the city are currently ongoing.

- 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.

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

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)

N/A

DEVELOPMENT OF PROGRAM PLAN

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

LAVTA has a passenger advisory committee (Tri-Valley Accessible Advisory Committee or TAAC) that meets bi-monthly to discuss passenger concerns and advise LAVTA on improvement of its services and facilities. The TAAC is comprised of membership from each jurisdiction and social/human services agencies. Service provision for customers and the planning process for the implementation of new services is coordinated through the TAAC, which meets every other month.

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

The 2019 annual Dial-A-Ride customer satisfaction survey was conducted in the Summer of 2019. The survey was administered by a third party surveyor, and a total of 289 Dial-A-Ride surveys were completed, which included 228 phone surveys and 61 online surveys.

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

Satisfaction with Service Aspects on a 1-5 Point Scale	2019
Driver operated vehicle safely/followed traffic laws	4.17
Driver courteous and helpful	4.15
Driver dressed appropriately/clean	4.15
Person on phone courteous	4.07
Vehicle/shuttle was clean	4.07
Vehicle/shuttle was in working order	4.03
Driver offered me help during drop off	4.02
Driver arrived correct address/pickup spot	4.01
Overall high level of satisfaction with ride experience	4.00
No problems with phone menu	3.98
Overall high level of satisfaction with drop off experience	3.96
Driver dropped me off on time/in correct place	3.92
Able to reach customer service quickly	3.87
Person on phone able to arrange request for transportation	3.82

Person on phone knowledgeable	3.82
Easy to make arrangements for transportation on phone	3.82
Overall high level of satisfaction with pickup experience	3.73
Hold times not an issue	3.63
Overall experience	3.61
Prefer use of smaller vehicles	3.58
Driver on time	3.53

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

Our passenger satisfaction survey is utilized as an evaluation of the service we provide to the public; additionally, it is used as a key performance indicator for our contractor. While we are not anticipating any major changes to the program, we use the survey to give us a snap shot as to whether or not the program is meeting the needs of our passengers.

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

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

Based on the rider feedback as well as the Tri-Valley Comprehensive Paratransit Study LAVTA recently included TNCs into the Para-Taxi program, which also includes Uber's same day accessible service WAV. The patrons without smartphones or without the ability to use smartphones can now use a concierge service called GoGoGrandparents. LAVTA has heard positive feedback about all of these newest additions to the program – TNCs, WAV, and GoGoGrandparents.

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 Table B.

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

ELIGIBILITY AND ENROLLMENT

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

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

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

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

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

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

CUSTOMER SATISFACTION

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

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

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

Comparing the results of this most recent survey conducted in June 2019 to the previous survey from November/December 2018 shows that there was not statistically significant differences between the ratings in the two surveys.

As the survey results indicate the riders are clearly more positive than negative when it comes to all variables assessed. There was a noticeable change in the number of highly agree to agree. This could mean that there is a sliding confidence in some categories, or that the individual taking the survey was positive, but more reserve in their rating. There was not a migration of favorable to unfavorable rankings. The highest rated variables were driver courtesy and helpfulness, drivers being dressed appropriately and being clean, the person on the phone being courteous, vehicles being clean, and driver operating the vehicle safely/following traffic rules. The lowest rated variables were driver timeliness and the amount of time on hold.

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

The subcontractors now have a clearly identifiable uniform and identification issued by LAVTA.

EXPECTED DEMAND/USE OF SERVICES

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

Registrants at beginning of FY 2018-19	1,198
Registrants at end of FY 2018-19	984
Current Registrants for FY 2019-20	945
Projected Registrants for FY 2020-21	1,000

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

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

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

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

17. Do the ridership numbers reported in Attachments 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.)*

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

Number of trips provided to consumers who require an accessible vehicle in FY 2018-19	13,139
Number of trips provided to consumers who require an accessible vehicle in FY 2019-20 as of Dec. 31, 2019	6,093
Number of trips projected to consumers who require an accessible vehicle in FY 2019-20	12,664

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.)*

None.

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

Manager oversight salary (paratransit portion) \$30,475. Paratransit staff person salary \$82,630. Intern \$16,097. Benefits \$40,842. Utilities \$4,333, facility maintenance \$10,745

B. Customer Service and Outreach Costs

Customer service staff 5% of their time salary \$8,540. Paratransit printing, brochures, applications etc. \$10,756.00.

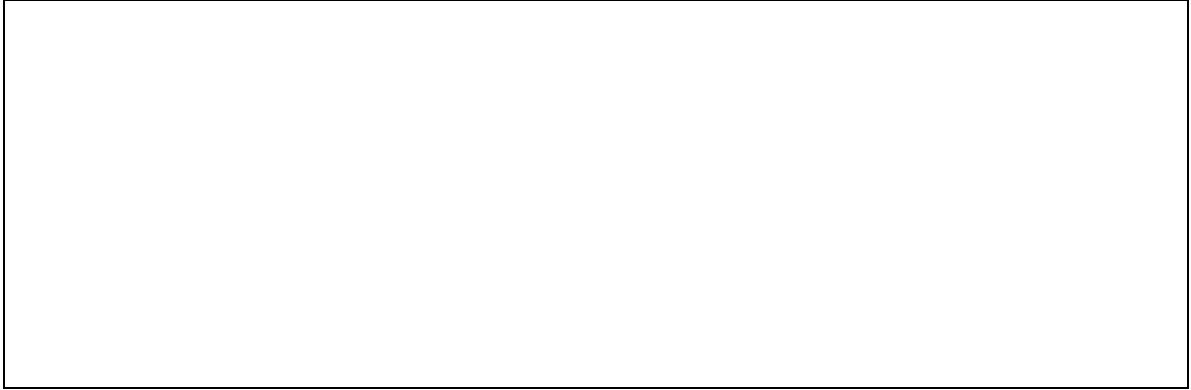
PROGRAM FUNDING RESERVES

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?

We will not have any reserves.

MISCELLANEOUS

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

A large, empty rectangular box with a thin black border, intended for the applicant to provide additional notes or clarifications about their program plan.

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)

Total FY 2018-19 Program Revenue (Measure B, Measure BB and all other funds available for FY 2018-19)	
Estimated Measure B Paratransit DLD reserve balance at the start of FY 2018-19	\$0
FY 2018-19 Measure B DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$ 200,170
Estimated Measure BB Paratransit DLD reserve balance at the start of FY 2018-19	\$0
FY 2018-19 Measure BB DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$ 362,042
Total FY 2018-19 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$ 562,212
Total FY 2018-19 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$ 1,256,218
Total FY 2018-19 Program Revenue (Measure B, Measure BB and all other sources available for FY 2018-19) (Automatically calculated)	\$ 1,818,430

Service/Program Type and Name		Performance FY 2018-19		Total FY 2018-19 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
Eligible Service/Program Type <i>Drop-down Menu</i>	Service/Program/Project Name	Quantity Provided FY 2018-19 Provide total number of one-way trips or units	On-Time Performance FY 2018-19 Percent of passenger trips arrived within designated window (indicate if data is unavailable or non-applicable)	Amount of RESERVE Measure B Paratransit DLD funds EXPENDED	Amount of FY 2018-19 Measure B Paratransit DLD funds EXPENDED	Amount of RESERVE Measure BB Paratransit DLD funds EXPENDED	Amount of FY 2018-19 Measure BB Paratransit DLD funds EXPENDED	Amount of OTHER Measure B/BB funds EXPENDED	What was the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, MB LSR, etc.)	Fare Revenue expended on service	Amount of all non-Alameda CTC funds EXPENDED (not including fares)	What was the source of these non-Alameda CTC funds? (e.g. City general fund, federal, state, etc.)	Total Funds expended (all sources) <i>Automatically calculated</i>	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
ADA-mandated Paratransit	Wheels Dial-A-Ride	46,123	94%	\$ -	\$ 200,170		\$ 362,042	\$ 9,968	GAP	\$ 195,367	\$ 1,050,883	FTA, TDA, STA	\$ 1,818,430	
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				\$ -	\$ 200,170	\$ -	\$ 362,042	\$ 9,968		\$ 195,367	\$ 1,050,883		\$ 1,818,430	

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	Wheels Dial-A-Ride	Medical Transportation Management (MTM)	All trip purposes	\$3.75 (ticket price will increase to \$4.00 on 01/01/2021)	Cash or pre-purchased tickets	Accessible	Pre-scheduled	door-to-door	Livermore, Dublin, Pleasanton

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	Wheels Dial-A-Ride	No limit	8:30am to 5pm 7 days a week	1 to 7 days	When Fixed Route service is operating, ~4:30am to 1:30am the next morning	ADA paratransit eligibility needed	Continuing/Ongoing	50,000	
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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

Total FY 2020-21 Program Revenue (Measure B, Measure BB and all other funds available for FY 2020-21)	
Estimated Measure B Paratransit DLD ending balance at the end of THIS fiscal year, FY 2019-20 (June 30, 2020)	\$0
Projected FY 2020-21 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$195,409
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2019-20 (June 30, 2020)	\$0
Projected FY 2020-21 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$383,806
Total FY 2020-21 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$579,215
Total FY 2020-21 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$ 1,727,617
Total FY 2019-20 Program Revenue (Measure B, Measure BB and all other sources available for FY 2019-20) (Automatically calculated)	\$2,306,832

Service/Program Name		Total FY 2020-21 Program Costs by Fund Source (Measure B, Measure BB and all other funds planned to be expended during FY 2020-21)									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
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>
Wheels Dial-A-Ride	50,000	\$ -	\$ 195,409	\$ -	\$ 383,806	\$ -		\$ 219,750	\$ 1,507,867	TDA, STA, FTA	\$ 2,306,832
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Totals	50,000	\$ -	\$ 195,409	\$ -	\$ 383,806	\$ -		\$ 219,750	\$ 1,507,867		\$ 2,306,832

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
Reserve balance as percent of FY 2020-21 Revenue*	0%	0%	0%

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

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

Attachment Table D: Vehicle Fleet

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

Vehicle Fleet									
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
					Vehicle Capacity				
Make	Type of Vehicle(s) (specify bus, large van, minivan, sedan)	Year of Vehicle	Fuel Type	Lift/Ramp Equipment (specify lift, ramp, or none)	Ambulatory	Wheelchair	Number of Vehicles	Owner (specify if contractor)	City that vehicle(s) are garaged
Dodge	Minivan	2014	Gasoline	Ramp	3	1	1	MTM	Livermore
Crysler	Sedan	2005	Gasoline	Ramp	3	0	1	Tri Valley	Livermore
Dodge	Minivan	2014	Gasoline	Ramp	5	1	1	Tri Valley	Livermore
Dodge	Minivan	2016	Gasoline	Ramp	5	1	1	Tri Valley	Livermore
Dodge	Minivan	2007	Gasoline	Ramp	3	1	1	Northbay	Livermore
Dodge	Minivan	2007	Gasoline	Ramp	4	1	1	Northbay	Livermore
Dodge	Minivan	2012	Gasoline	Ramp	4	1	1	Northbay	Livermore
Dodge	Minivan	2014	Gasoline	Ramp	4	1	1	Northbay	Livermore
Chevy	Minivan	2007	Gasoline	Ramp	3	1	1	Northbay	Livermore
Ford	Large Van	2004	Gasoline	Lift	1	2	2	Northbay	Livermore
Dodge	Minivan	2010	Gasoline	None	5	0	1	Northbay	Livermore
Dodge	Minivan	2013	Gasoline	None	5	0	1	Northbay	Livermore
Crysler	Minivan	2009	Gasoline	None	5	0	1	Northbay	Livermore
Crysler	Minivan	2017	Gasoline	None	5	0	1	Northbay	Livermore
Chevy	Minivan	2010	Gasoline	None	5	0	1	Northbay	Livermore
Dodge	Minivan	2019	Gasoline	Ramp	3	1	2	Northbay	Livermore

Paratransit Program Plan Staff Summary Fiscal Year 2020-21

Planning Area: East County
Paratransit Program: Pleasanton

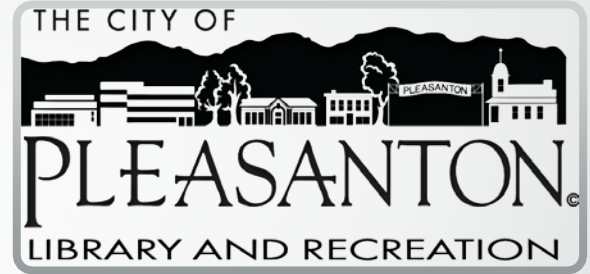
Staff Recommendation: Recommend program plan for full approval.

- Services provided:
 - Specialized Accessible Van
 - Group Trips
 - Scholarship
 - Mobility Management/Travel Training
- 53% Measure B/BB; Remainder: 47% fare revenue, General Funds and TDA 4.5
- 53% reserves
- Cost per trip – unclear due to program changes
- Trends in trip provision – trending up
- Elements requiring Alameda CTC approval (pending):
 - Capital Expenditure: We plan to purchase a Dodge BraunAbility passenger van which will diversify the aging PPS fleet and allow flexibility in scheduling rides that have special requirements and provide efficiency in using a smaller vehicle.
- The Mobility Forward study was completed in January 2019 and staff have been directed to begin the work to implement the three recommendations specific to PPS:

- Transfer ADA service from the City of Pleasanton to LAVTA
- Restructure Pleasanton Paratransit Service as a City-Based Program for Older Adults
- Implement a Tri-Valley Coordinated Transit Strategy for Older Adults and People with Disabilities
- In 2018 we implemented TripSpark Notifications and DriverMate which has improved efficiencies through the electronic manifests and on-board tablets. By April of 2019 we updated our client profiles to set up automated call backs and have received positive feedback from the clients who are currently set up in the system to receive automated notifications. To further enhance our services, we plan to purchase 12 two-way EBRCSA radios which will improve communication between drivers and dispatch and also provide a back-up system for driver to dispatch communication.

Pleasanton Paratransit Service (PPS)

Expenditure Plan 2020/2021



Program Changes Due to COVID-19



- PPS is currently offering medical and grocery rides only
- At this time, our facilities are not open so tickets cannot be purchased; staff is tracking IOU's at this time
- A maximum of three riders are scheduled on one bus at a time to ensure social distancing
- Drivers always wear gloves and a mask and wipe down the bus between each passenger
- Day Trips are cancelled until further notice

Program Plan Highlights FY 20/21

- Provide 7,800 door-to-door rides to Pleasanton and Sunol residents 70+ years of age and ADA eligible residents 18+ years of age



Program Plan Highlights FY 20/21

- Provide group trips for seniors 60+ and persons with disabilities 18+
 - Monthly low-cost trips
 - Total one-way trips planned for FY 20/21: 550
 - Educational and enriching offerings



Program Plan Highlights FY 20/21

- Pleasanton Paratransit Fare Scholarship Program
 - Offer 75% subsidy on Paratransit Tickets
 - Anticipate serving 70 seniors in FY 20/21





Program Plan Highlights FY 20/21

- Provide One-on-One Travel Training
- Anticipate serving 12 seniors

TRAVEL TRAINING

Individualized Travel Training provided by the City of Pleasanton will give you the opportunity to receive one-on-one instruction on how to access public transportation. Learn how to ride WHEELS, BART or Pleasanton Paratransit Service. Call our travel trainer, Shellie Gianotti, at 925-931-5372 to schedule an appointment.

This Program is partially funded by Measure B/BB.



Program Plan Highlights FY 20/21

- **Capital Expenditure:**
 - Purchase a Dodge BraunAbility passenger van which will diversify the aging PPS fleet and allow flexibility in scheduling rides that have special requirements and provide efficiency in using a smaller vehicle
 - This purchase is already approved by Alameda CTC staff



Pleasanton Paratransit General Updates

- 9 Radios to be programmed and delivered May 2020
 - EBRCSA radios which will improve communication between drivers and dispatch
 - Provide a back-up system for driver to dispatch communication

Mobility Forward Study Update

- The Mobility Forward study was completed in January 2019 resulting in three Pleasanton specific recommendations shown below:
 - Transfer ADA service from the City of Pleasanton to LAVTA
 - Restructure Pleasanton Paratransit Service as a City-Based Program for Older Adults
 - Implement a Tri-Valley Coordinated Transit Strategy for Older Adults and People with Disabilities
 - Due to COVID-19 the above plans are on hold as recommendations must first go before the City Council



***Thank you
for your
continued
support!***



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

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

Date Submitted: 2/27/2020

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.

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

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

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

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

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

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

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

Capital Expenditures - The purchase of a Dodge BraunAbility passenger van will diversify the aging PPS fleet and allow flexibility in scheduling rides that have special requirements and provide efficiency in using a smaller vehicle.

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 transportation services provided by PPS are designed to meet the needs of the seniors and disabled in the community. All vehicles are equipped to provide safe and reliable transportation. The 2018 implementation of updated technology has allowed drivers instant access to notifications of cancellations and changes in their respective manifests on a tablet. Additionally, the *Tripspark Drivermate and Notification* software that was fully implemented in 2019 has streamlined phone services, eliminating the need for a live person call-back confirmation, and allowing staff more time to work directly with new ride requests, program information and referral services.

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

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

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

The Group Trip program provides affordable monthly trips to seniors who would otherwise not have access to educational and enrichment programs.

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.

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

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

Our average trip length is between 20 and 25 minutes.

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

- Palo Alto VA Medical Center, Livermore

- Stanford Health Care – Valley Care Medical Center, Livermore
- Lifestyle Rx, Livermore
- Kaiser Medical Facility, Livermore
- Kaiser Medical Facility, Dublin
- Palo Alto Medical Center, Dublin
- Regal Hacienda Crossings Theater, Dublin
- San Ramon Regional Medical Center, San Ramon
- Kaiser, San Ramon

2. Will your agency's program for FY 2020-21 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, 2020)

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.

The Mobility Forward study was developed as a partnership between Livermore Amador Valley Transit Authority (LAVTA, also known as "Wheels") and the City of Pleasanton to explore the effectiveness of the current organization, management and delivery of paratransit service in the Tri-Valley. Nelson\Nygaard was hired to work with the City of Pleasanton and LAVTA in 2016 to conduct the study, and to prepare recommendations for service improvements. The study was completed in January 2019 and staff have been directed to begin the work to implement the three recommendations specific to PPS:

1. Transfer ADA service from the City of Pleasanton to LAVTA
2. Restructure Pleasanton Paratransit Service as a City-Based Program for Older Adults
3. Implement a Tri-Valley Coordinated Transit Strategy for Older Adults and People with Disabilities

- 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.

The Mobility Forward Study concluded in January 2019 and staff have been directed to begin the work to implement the three recommendations from the Mobility Forward study specific to PPS:

1. Transfer ADA service from the City of Pleasanton to LAVTA
2. Restructure Pleasanton Paratransit Service as a City-Based Program for Older Adults
3. Implement a Tri-Valley Coordinated Transit Strategy for Older Adults and People with Disabilities

If the program plan needs to be modified after submittal, City staff will confer with ACTC staff. The City is committed to maintaining the current high level of customer satisfaction. It is also anticipated that if/when the recommendations are implemented, the customer will notice little to no change in the services provided.

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)

Planned capital expenditure: We plan to purchase a Dodge BraunAbility passenger van which will diversify the aging PPS fleet and allow flexibility in scheduling rides that have special requirements and provide efficiency in using a smaller vehicle.

DEVELOPMENT OF PROGRAM PLAN

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

PPS Task Force input – Staff worked with the Pleasanton Paratransit Task Force, a transportation advisory group, to review and seek feedback on rider’s statistics and evaluations for door-to-door services. The information from the Task Force is valuable in planning future projects and determining opportunities for service improvement. The PPS Task Force will meet on Monday, April 27 and will review this plan at their respective meetings.

The Pleasanton Senior Center will host an annual Transit Fair on Friday, March 17, 2020 with staff seeking feedback about transportation options from the participants. Having a presence in the medical community is an important part of our outreach activities. We continually visit local medical offices and share information about PPS. In addition, we consistently provide outreach at senior housing and local agencies, and continually seek feedback on transportation service delivery and implement changes/improvements into our services, when feasible.

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

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

In August 2019 we sent surveys to our registered clients and received a total of 44 completed surveys. Although this is a very small sample of returned surveys, we reviewed and took into consideration the comments made by those who submitted. We also closely review daily and monthly ridership trends to determine gaps in service or opportunities for improvement. The information from this evaluation is summarized and reviewed by the PPS Task Force allowing us to identify areas of improvement or service delivery modifications. PPS staff regularly meets with LAVTA staff as both agencies collaborate on the changing Tri-Valley transit needs. Additionally, we complete a variety of outreach efforts including senior group meetings, a community Transit Fair, one-on-one appointments with community members and participation at community events.

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

Several factors determine how the City will prioritize funding for FY 2020/21. Based on general customer feedback, the following program/service are the primary focus for the program plan:

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

On-going review of PPS and LAVTA ridership statistics, comments, and costs prompted the partnership to hire consultant Nelson-Nygaard to conduct a comprehensive Tri-Valley Paratransit study, which concluded in January 2020. The study brought forth recommendations that will allow both agencies to operate innovatively and more efficiently to serve the transportation needs of Tri-Valley residents.

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

In 2018 we implemented *TripSpark Notifications* and *DriverMate* which has improved efficiencies through the electronic manifests and on-board tablets. By April of 2019 we updated our client profiles to set up automated call backs and have received positive feedback from the clients who are currently set up in the system to receive automated notifications.

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

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

Yes

No

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

Pleasanton City Council, June 2020

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.**Pleasanton**

Outreach efforts include:

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

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

Eligibility requirements for PPS:

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

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

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

The general PPS application is available to all seniors 70 years and older. Disabled adults 18-69 years of age are provided an ADA application and referred to LAVTA's ADA Coordinator for assistance and evaluation. Applications are accepted by mail, walk-in or fax and are processed and approved within 2 to 3 days.

Upon client approval, rides can be scheduled immediately.

CUSTOMER SATISFACTION

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

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

Personnel issues are directly addressed by the Supervisor on a one-on-one basis and documented.

- 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.)

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

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

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

EXPECTED DEMAND/USE OF SERVICES

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

Registrants at beginning of FY 2018-19	1393
Registrants at end of FY 2018-19	1506
Current Registrants for FY 2019-20	1591
Projected Registrants for FY 2020-21	1600

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

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

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

We expect the total number of one-way trips provided to stay the same.

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.)*

The ridership numbers do include companions and attendants which represents 2% to 3% of total ridership.
--

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

Number of trips provided to consumers who require an accessible vehicle in FY 2018-19	1157
Number of trips provided to consumers who require an accessible vehicle in FY 2019-20 as of Dec. 31, 2019	625
Number of trips projected to consumers who require an accessible vehicle in FY 2019-20	1400

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.)*

There were no safety incidents reported during FY 2018-19 and the same applies to FY 2019-20 thus far.
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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

The Management/Overhead costs totals \$64,131. This was determined by the percentage of time spent on the program by each employee.

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

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

B. Customer Service and Outreach Costs

The Customer Service and Outreach costs total \$43,065. This was determined by staff salaries. This includes staff time to complete community outreach/education, resolve rider issues and concerns, complete call backs to clients, develop surveys and evaluations, and create and distribute marketing materials. Also included are the costs to conduct a transit fair annually that is a favorite local event attended by approximately 200 residents.

PROGRAM FUNDING RESERVES

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

In carefully reviewing all budgetary implications and in developing the FY 2020/2021 Program Plan, if we have a remaining balance, we will expend Measure BB dollars on the implementation of the recommendations from the Mobility Forward Study, including the implementation of a Tri-Valley Coordinated Strategy for Older Adults and People with Disabilities.

MISCELLANEOUS

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

As mentioned in question #4, staff have been directed to begin the work to implement the three recommendations from the Mobility Forward study specific to PPS. If the program plan needs to be modified after submittal, City staff will confer with ACTC staff.

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)

Total FY 2018-19 Program Revenue (Measure B, Measure BB and all other funds available for FY 2018-19)	
Estimated Measure B Paratransit DLD reserve balance at the start of FY 2018-19	\$0
FY 2018-19 Measure B DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$126,809
Estimated Measure BB Paratransit DLD reserve balance at the start of FY 2018-19	\$351,334
FY 2018-19 Measure BB DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$229,356
Total FY 2018-19 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$707,499
Total FY 2018-19 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$ 81,984
Total FY 2018-19 Program Revenue (Measure B, Measure BB and all other sources available for FY 2018-19) (Automatically calculated)	\$789,483

Service/Program Type and Name		Performance FY 2018-19		Total FY 2018-19 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
Eligible Service/Program Type <i>Drop-down Menu</i>	Service/Program/Project Name	Quantity Provided FY 2018-19 Provide total number of one-way trips or units	On-Time Performance FY 2018-19 Percent of passenger trips arrived within designated window (indicate if data is unavailable or non-applicable)	Amount of RESERVE Measure B Paratransit DLD funds EXPENDED	Amount of FY 2018-19 Measure B Paratransit DLD funds EXPENDED	Amount of RESERVE Measure BB Paratransit DLD funds EXPENDED	Amount of FY 2018-19 Measure BB Paratransit DLD funds EXPENDED	Amount of OTHER Measure B/BB funds EXPENDED	What was the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, MB LSR, etc.)	Fare Revenue expended on service	Amount of all non-Alameda CTC funds EXPENDED (not including fares)	What was the source of these non-Alameda CTC funds? (e.g. City general fund, federal, state, etc.)	Total Funds expended (all sources) <i>Automatically calculated</i>	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Accessible Shuttle	Pleasanton Paratransit Door-to-Door Service	7,439	98%	\$ -	\$ 126,809	\$ -	\$ 39,897			\$ 22,318	\$ 265,547	City General Fund, MTC	\$ 454,571	
Customer Service and Outreach	Pleasanton Paratranist Customer Service and Outreach						\$ 2,380				\$ 82,677	City General Fund, MTC	\$ 85,057	
Management/Overhead	Pleasanton Paratransit Management/Overhead					\$ 35,700	\$ 27,300				\$ 64,500	City General Fund, MTC	\$ 127,500	
Scholarship/Subsidized Fare	Pleasanton Paratransit Fee Assistance					\$ 7,312							\$ 7,312	
Group Trips	Pleasanton Paratransit Group Trip Program	450					\$ 13,488						\$ 13,488	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
				\$ -	\$ 126,809	\$ 43,012	\$ 83,065	\$ -		\$ 22,318	\$ 412,724		\$ 687,928	

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
Specialized Accessible Van	Pleasanton Paratransit Door-to-Door Service	N/A	Rides include trips for basic living needs, including trips to grocery stores, medical offices, banks, beauty salons, employment, recreational and educational activities, nutrition sites, dialysis and connecting to transit rides.	Resident In-Town: \$3.50 Non-Resident In-Town: \$4.00 Resident Out-of-Town: \$4.00 Non-Resident Out-of-Town: \$4.50	Voucher (Punch Card)	Accessible	Pre-scheduled	Door-to-Door	Door-to-Door service covers all of Pleasanton, its unincorporated areas and Sunol. Limited service to medical appointments in Livermore, Dublin and San Ramon is permitted to specific pre-approved destinations. Trips beyond the identified service area are coordinated with Livermore Amador Valley Transit Authority, County Connections and East Bay Paratransit
Management/Overhead	PPS Management/Overhead	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Customer Service and Outreach	PPS Customer Service/Outreach	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Group Trips	Day Trip Program	N/A	Recreation	Varies by trip destination	Cash, check or card	Accessible	Pre-scheduled		Preference to Pleasanton and Sunol
Scholarship/Subsidized Fare	Fee Assistance Program		Scholarship program offering 75% subsidy to Pleasanton and Sunol residents.						Pleasanton and Sunol
Capital Purchase	Accessible Van	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Mobility Mgmt/Travel Training	Travel Training	N/A	One-on-one travel training and trip planning for older adults or people with cognitive or physical disabilities.	No fee	No fee	N/A	Pre-scheduled	N/A	Pleasanton and Sunol

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)
Specialized Accessible Van	Pleasanton Paratransit Door-to-Door Service	None	Reservations are accepted Monday - Friday from 9:00am - 3:00pm. Additionally, PPS Dispatch voicemail is available for clients to leave reservation requests and is monitored until 5:00pm each weekday.	A trip can be scheduled up to two (2) weeks in advance with most clients reserving round trips. Rides are reserved on a first-call, first-served basis. PPS is not able to make same-day reservations due to service demands.	Service is in operation Monday-Friday, 8:15am - 4:30pm. Eligible ADA riders can call Wheels-Dial-A-Ride for additional assistance during non-PPS service hours or when PPS has reached maximum scheduled ride capacity.	PPS eligibility requirements include Pleasanton or Sunol residency and either 70+ years of age or ADA certified 18+ years of age. PPS approved riders 60-69 years of age were grandfathered into the program if they were registered prior to July 1, 2012.	Continuing/Ongoing	7,800	
Management/Overhead	PPS Management/Overhead	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Customer Service and Outreach	PPS Customer Service/Outreach	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Group Trips	Day Trip Program	None	N/A	N/A	N/A	60+	Continuing/Ongoing	550	1-2 trips planned each month with an average of 20 participants on each trip.
Scholarship/Subsidized Fare	Fee Assistance Program	N/A	N/A	N/A	N/A	All clients are approved using guidelines outlined in the City of Pleasanton Fee Assistance Program.	Continuing/Ongoing	70	
Capital Purchase	Accessible Van	N/A	N/A	N/A	N/A	N/A	N/A	N/A	To be initiated in FY 20/21
Mobility Mgmt/Travel Training	Travel Training	None	Customizable. Clients call trainer directly to set up a time that works for both the trainer and client.	N/A	Monday - Friday, 9:00am - 4:00pm	Same as door-to-door service	Continuing/Ongoing	12	Goal of one client per month
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

Total FY 2020-21 Program Revenue (Measure B, Measure BB and all other funds available for FY 2020-21)	
Estimated Measure B Paratransit DLD ending balance at the end of THIS fiscal year, FY 2019-20 (June 30, 2020)	\$0
Projected FY 2020-21 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$127,226
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2019-20 (June 30, 2020)	\$200,000
Projected FY 2020-21 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$249,887
Total FY 2020-21 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$577,113
Total FY 2020-21 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$ 89,000
Total FY 2019-20 Program Revenue (Measure B, Measure BB and all other sources available for FY 2019-20) (Automatically calculated)	\$666,113

Service/Program Name		Total FY 2020-21 Program Costs by Fund Source (Measure B, Measure BB and all other funds planned to be expended during FY 2020-21)									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
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>
Pleasanton Paratransit Door-to-Door Service	7,800		\$ 127,226		\$ 136,387			\$ 22,665	\$ 231,458	City of Pleasanton General Fund and TDA 4.5	\$ 517,736
PPS Management/Overhead	N/A				\$ 11,000				\$ 53,131	City of Pleasanton General Fund and TDA 4.5	\$ 64,131
PPS Customer Service/Outreach	N/A				\$ 10,000				\$ 33,065	City of Pleasanton General Fund and TDA 4.5	\$ 43,065
Day Trip Program	550				\$ 16,000						\$ 16,000
Fee Assistance Program	70				\$ 5,000						\$ 5,000
Accessible Van	N/A				\$ 70,000						\$ 70,000
Travel Training	12				\$ 1,500						\$ 1,500
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
Totals	8,432	\$ -	\$ 127,226	\$ -	\$ 249,887	\$ -		\$ 22,665	\$ 317,654		\$ 717,432

Budget check (total revenue less total cost): (\$51,319)

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2021:	\$0	\$200,000	\$200,000
Reserve balance as percent of FY 2020-21 Revenue*	0%	80%	53%

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

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

Attachment Table D: Vehicle Fleet

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

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



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