



# 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**

## NORTH COUNTY

May 2020



# Paratransit Program Plan Staff Summary

## Fiscal Year 2020-21

**Planning Area: North County**  
**Paratransit Program: Alameda**

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

- Services provided:
  - Accessible Fixed-Route Shuttle
  - Group Trips
  - Scholarship
  - Volunteer Driver program
  - Meal Delivery – “another door-through-door service that we are now providing due to the stay-at-home order and issues with covid-19 for our most vulnerable community members”
- 99% Measure B/BB; Remainder: 1% fare revenue
- 13% reserves
- Cost per trip – remaining steady, newly listed volunteer driver program projected at \$150 per trip (may include One Access Medical Transport which as an accessible service is higher cost) – staff will continue to monitor
- Trends in trip provision – trending slightly lower due to cessation of taxi program

- Elements requiring Alameda CTC approval (pending):
  - Capital Expenditure: City staff recommends that the capital budget cover the cost of adding new bus benches at Alameda Loop Shuttle and AC Transit bus stops and ensuring compliance with ADA at bus stops and to/from bus stops. The capital program allows staff to spend down the funding balance in a fiscally responsible way with one-time investments that will not have an on-going, long-term impact on the program's operational budget.
  - Shuttle Driver Incentives: City staff provides driver incentives using gift cards, and has worked with the shuttle company to stabilize their operations so that they can better staff their service.
  - Scholarships: The household income should not exceed 50 percent area median income (AMI) to qualify for a scholarship. The senior and disabled AC Transit bus passes will allow Mastick Senior Center members, Jack Capon Villa, Alameda Point Collaborative and Alameda Housing Authority seniors and persons with disabilities to ride AC Transit bus lines for free, which is a same day service option.



*Transportation for Seniors  
and People With Disabilities*

# **City of Alameda Transportation Program Plan for Seniors and People with Disabilities Fiscal Year 2020/2021**

**Funded by Measures B and BB**

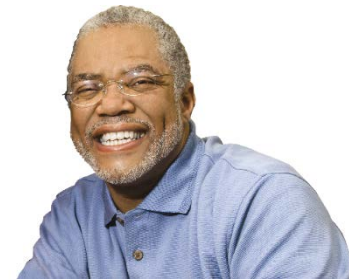
# Agenda

- Service Overview
- Recommended Program
- Customer Service and Outreach
- Budget
- Planning Process
- Transition Process from Taxi



# Service Overview

- Alameda Loop Shuttle
- Free AC Transit Bus Passes
- Group Trips
- Capital Investments
- Customer Service/Outreach
- Management



# Alameda Loop Shuttle

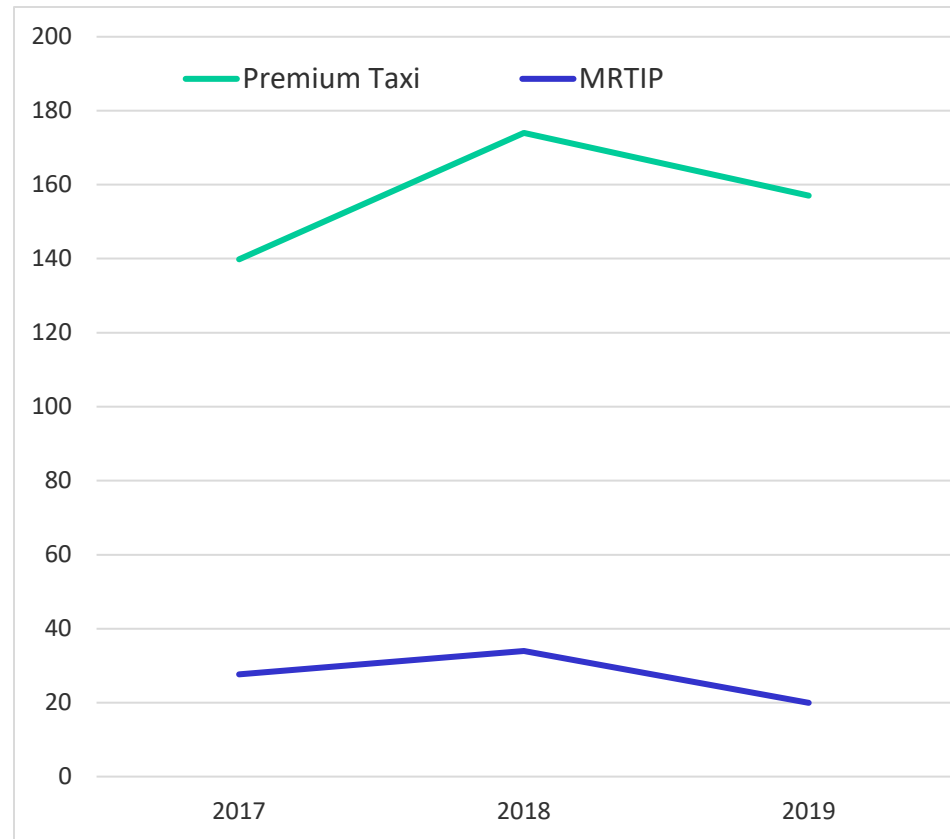
- Rebranded shuttle and increased frequency in late 2017
- Recommend continuation of service and installing a real-time shuttle location system



# Taxi Service:

Lower Reliability and Trips/Month, and Higher Costs

- Terminated taxi program – lack of insurance
- Driver shortages impact service
- No service on evenings or weekends
- Need to pre-schedule a day in advance
- Average cost per trip: \$40





# Free AC Transit Bus Passes

- Recommend expanding free AC Transit bus passes – EasyPass – for low-income residents to a maximum of 786 passes:
  - Alameda Point Collaborative
  - Alameda Housing Authority (Anne B. Diament, Everett Commons, Independence Plaza and other potential locations)
  - Jack Capon Villa
  - Mastick Senior Center Members



AC Transit  
**EasyPass**  
Get Going • Start Saving

# Recommendations (cont.)

## ■ Group Trips

- Continue current trips after covid
  - Mastick Monthly
  - Leisure Trips
  - Skilled Nursing Home Annual Picnic



## ■ Door-through-door Services (**New!**)

- Provide funds to door-through-door services in Alameda to help most frail
- Includes Alameda Meals on Wheels, LIFE ElderCare and Alameda Food Bank (future)

## ■ Capital Program

- Bus stops: benches and ADA compliance

# Customer Service and Outreach

- Materials: press releases, shuttle schedules and informational materials
- East Bay Paratransit ticket sales
- Clipper card assistance
- Presentations/orientations
- Advertisements/banners
- Web site



Three different shuttle routes take passengers to locations throughout Alameda, including:

**ROUTES:**

- Tuesdays: West End / Farmers' Market
- Wednesdays: East End / Bay Farm Island
- Thursdays: Central Alameda / Bridgeside

**ALL ROUTES INCLUDE:**

- Alameda Hospital
- Alameda Theatre
- Alameda Main Library
- Mastick Senior Center
- South Shore Center

View all route stops and shuttle times at [www.AlamedaLoopShuttle.com](http://www.AlamedaLoopShuttle.com).  
Call (510) 747-7513, or email [AlamedaLoopShuttle@alamedaca.gov](mailto:AlamedaLoopShuttle@alamedaca.gov)  
Funded by Measures B/BB.



# Budget



## Revenues

Measure B/BB	\$417,430
	(+ \$175,000 balance)
East Bay Paratransit Tickets	\$4,000
<b>Total revenues</b>	<b>\$596,430</b>

## Expenditures

Management	\$57,500
Customer Service	\$41,000
Trip Provision	\$305,000
Capital	\$121,930
<b>Total Expenditures</b>	<b>\$525,430</b>
<i>(Reserves</i>	<i>\$71,000)</i>


# Planning Process

- Survey (December 2019)
- Commissions (January 2020)
  - Commission on Disability
  - Recreation and Park Commission
  - Transportation Commission
  - Social Service Human Relations Board
- Submit Program Plan (February 2020)



# Transition Process from Taxi to Bus Passes and Life ElderCare

- **February-March:**  
Letter to participants
- **June:** Press release and announcements to general public
- **Travel Training (2020):** 5 courses – capacity for 68 people



**ASSISTED TRANSPORTATION**  
Do your health issues make it hard to get to the doctor or go grocery shopping?  
If you're 60+ you may qualify for LIFE ElderCare's assisted transportation!

**VOLUNTEER**  
Fun, flexible, and rewarding time with seniors that fits YOUR schedule. Become a volunteer driver!

  [LifeElderCare.org](http://LifeElderCare.org) | [info@LifeElderCare.org](mailto:info@LifeElderCare.org) 510-894-0370

AC Transit  
**EasyPass**  
Get Going • Start Saving



*Transportation for Seniors  
and People With Disabilities*

## **Contact Information:**

Victoria Williams

Program Coordinator

510-747-7513

[vwilliams@alamedaca.gov](mailto:vwilliams@alamedaca.gov)

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

CONTACT INFORMATION	
Agency:	City of Alameda
Contact Name:	Victoria Williams
Title:	Paratransit Coordinator
Phone Number:	510-747-7513
E-mail Address:	<a href="mailto:vwilliams@alamedaca.gov">vwilliams@alamedaca.gov</a>

**Date Submitted:** Tuesday, February 25, 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 Alameda will use its DLD funds to supplement East Bay Paratransit (EBP) and to reduce transportation gaps experienced by individuals with disabilities and by seniors with the following programs:

- **Alameda Loop Shuttle:** Acts as a bridge between AC Transit and EBP. Initiated in 2010, this same day service is free to users, is open to the general public yet targets seniors and people with disabilities.
- **Group Trips:** Provides leisure activities for seniors (Mastick Monthly Trips), individuals in skilled nursing facilities (Crown Memorial Beach Annual Picnic) and adults with developmental disabilities (Leisure Club).
- **Scholarships:** Provides free AC Transit bus passes to qualifying low-income residents of Alameda Point Collaborative, Jack Capon Villa, Alameda Housing Authority seniors or individuals with disabilities and Mastick Senior Center members who are Alameda residents, age 65 years or older or EBP certified, which expands same day options.
- **Capital Investments:** Adds new bus benches at Alameda Loop Shuttle and AC Transit bus stops and ensures compliance with ADA at bus stops and access to/from bus stops.
- **Door-through-Door Program:** Includes supplementing Door-through-Door Program providers such as LIFE Elder Care to better serve City of Alameda residents to ensure it is well advertised and has adequate drivers.
- **Meal Delivery:** Funding for meal delivery for seniors and people with disabilities who cannot travel to congregate meal sites or obtain groceries during coronavirus public health crisis.
- **Customer Service and Outreach:** Includes schedules, flyers, advertisements, incentives, orientations and informational mailings as well as selling EBP tickets and providing mobility training materials to best meet the unique needs of individual riders.
- **Program Management:** Includes staff that provides program oversight, completes the Alameda CTC reporting requirements, reviews program data and invoices, participates in Alameda CTC's committees, renews or establishes new contracts, conducts outreach meetings, coordinates with the transportation providers and Senior Center staff, and provides mobility management to best meet the unique needs of individuals. Also includes support by on-call paratransit consultant – Nelson Nygaard, to assist in evaluating and implementing the overall paratransit program as well as the part-time driver for the group trips.

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

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

- **Alameda Loop Shuttle:** This same day service provides both basic life needs such as to medical facilities like Kaiser, shopping centers, commercial districts and housing complexes as well as enhanced quality of life such as trips to/from Mastick Senior Center, Alameda Theatre and the Main Library.
- **Group Trips:** Provides recreation opportunities for seniors and people who have disabilities, many of whom might have limited ability to travel on their own and limited opportunities for community and social engagement.
- **Scholarships:** Expands travel opportunities for seniors and people with disabilities who have low incomes and who might not otherwise be able to use the AC Transit bus system to the full extent.
- **Capital Investments:** Expands mobility and accessibility with additional benches and ADA compliance, thereby allowing individuals with limited physical capabilities to take part in more activities and to reach more destinations.
- **Door-through-Door Program:** Serves frail Alameda residents, and provides escorted door-through-door transportation by LIFE Elder Care and other potential providers to be determined with consideration for other providers such as One Access Medical Transport.
- **Meal Delivery:** Serves frail Alameda residents who are unable to access groceries during the coronavirus public health crisis providing door-to-door service with meals delivered to door on a daily basis.
- **Customer Service/Outreach and Program Management:** Supports the program users by making the services available and by providing program information, especially mobility management to ensure that the unique needs of individuals are met given the variety of services that exist.

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

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

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

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

Not applicable

**2. Will your agency's program for FY 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)**

Not applicable

**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.

- **Alameda Loop Shuttle:** Includes budget to use real-time bus location technology to allow staff and riders to view the real-time location of the shuttle buses and to monitor on-time performance
- **Taxi Services:** As of January 28, 2020, the City of Alameda terminated the Premium Taxi and Medical Return Trip Improvement Program (MRTIP) because the transportation vendor was unable to comply with the terms of the contract. Furthermore, over the last several years, the taxi program level of service and reliability have continued to decrease while the costs of City subsidies have increased, resulting in higher per-ride costs totaling more than \$40 per ride. No other interested taxi company is available with sufficient insurance and the City needs quality control so is not going to pursue a reimbursement model.
- **Scholarships:** Expands free AC Transit bus passes for more low-income Alameda Housing Authority qualifying residents such as in Independence Plaza and expanding the free bus pass program to qualifying members of Mastick Senior Center and Jack Capon Villa, which is affordable housing for adults with developmental disabilities.
- **Capital Investments:** Includes budget for ADA compliance at bus stops and to/from bus stops as well as bus stop amenities such as benches. The capital program allows staff to spend down the funding balance in a fiscally responsible way with one-time investments that will not have an on-going, long-term impact on the program's operational budget.
- **Door-through-Door Program:** Supplements non-profit providers such as LIFE Elder Care that serve frail Alameda residents, and provides escorted door-through-door transportation, and expanded subsidy compared to the current fiscal year. City staff also will consider other potential providers such as One Access Medical Transport.
- **Meal Delivery:** The request to Alameda CTC would be to waive the restriction that "new programs may not be established," and to request that the City of Alameda Measure B paratransit program pay for up to \$20,000 in meal

delivery services to Alameda Meals on Wheels or another meal delivery non-profit organization this fiscal year so as to ensure that Alameda's most frail have access to food during the coronavirus public health crisis.

- 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.

Driver shortages impact the reliability of the fixed route accessible shuttle. If these driver shortages continue, the City will consider incorporating Uber/Lyft type shared ride services instead of the shuttle, if needed, once labor issues are resolved and accessibility is provided by these Uber/Lyft type services. City staff considered but is not recommending Uber/Lyft type services due to labor and accessibility issues and the lack of finger printing. Other local jurisdictions are exploring the use of Lyft/Uber, and City staff is monitoring their progress for potential future use in Alameda.

#### **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 Expenditure:** City staff recommends that the capital budget cover the cost of adding new bus benches at Alameda Loop Shuttle and AC Transit bus stops and ensuring compliance with ADA at bus stops and to/from bus stops. The capital program allows staff to spend down the funding balance in a fiscally responsible way with one-time investments that will not have an on-going, long-term impact on the program's operational budget.

**Shuttle Driver Incentives:** City staff provides driver incentives using gift cards, and has worked with the shuttle company to stabilize their operations so that they can better staff their service.

**Scholarships:** The household income should not exceed 50 percent area median income (AMI) to qualify for a scholarship. The senior and disabled AC Transit bus passes will allow Mastick Senior Center members, Jack Capon Villa, Alameda Point Collaborative and Alameda Housing Authority seniors and persons with disabilities to ride AC Transit bus lines for free, which is a same day service option.

## DEVELOPMENT OF PROGRAM PLAN

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

The annual planning process includes the following:

- Staff at Mastick Senior Center hear input (ongoing)
- Survey of registered users (October 2019)
- Presentation of draft Program Plan to four Commissions/Boards:
  - Commission on Disability (January 8, 2020)
  - Recreation and Park Commission (January 9, 2020)
  - Transportation Commission (January 22, 2020)
  - Social Service Human Relations Board (January 23, 2020)

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

To ensure the City's paratransit program meets the community's needs, staff from Mastick Senior Center and the Transportation Planning Department conduct an annual survey of users of the paratransit programs. This year's survey was conducted in October 2019, and the City received a total of 173 completed questionnaires. For the taxi program, only 66 percent of the respondents are satisfied with the service and 77 percent are satisfied with the Alameda Loop Shuttle.

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

The input from the in-person outreach, surveys and the commissions helped City staff decide to terminate the taxi program, and provided ideas on how to improve and expand on outreach. The taxi vendor being unable to provide all contractual requirements, forced the ending of the taxi program sooner than planned by staff. City staff will implement these ideas, as feasible.

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

Not applicable

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

Yes [ ] No

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

Commissions/boards referenced above. City Council approved the 2019-2021 budget, which includes the paratransit program.

## OUTREACH

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

The outreach program consists of the following:

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

## ELIGIBILITY AND ENROLLMENT

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

The eligibility requirements for each service are as follows:

- Shuttle Service: Anyone is eligible regardless of age or income for this free service. The priority, however, is given to seniors and people with disabilities.
- Group Trips:
  - Cultural/monthly events: 50 years of age or older
  - Skilled Nursing Facility Picnic: Individuals residing in skilled nursing facilities in Alameda
  - Leisure Club: Adults with developmental disabilities
- Scholarships:
  - AC Transit free bus passes: Must be low income senior or individual with disability living at Alameda Point Collaborative, Jack Capon Villa or select facilities of Alameda Housing Authority, or must be a Mastick Senior Center member who is 65 years or older or EBP certified, low income and Alameda resident.
  - ADA Mandated services ticket sales: Enrollment in EBP.



- o Meal Delivery: Not able to access groceries or meals during covid-19.

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

The City of Alameda's Paratransit Coordinator is the main contact for enrollment into the free bus pass program, and is located at Alameda's Mastick Senior Center or can be reached by telephone or email. She is available Tuesday through Thursday between 9:00 a.m. and 3:00 p.m. A registration form is also located on the web site (www.AlamedaParatransit.com). It may take at least two weeks to process the enrollment form and approve eligibility.

**CUSTOMER SATISFACTION**

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

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

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

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

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

Driver shortages impact the reliability of the fixed route accessible shuttle.

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

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

**EXPECTED DEMAND/USE OF SERVICES**

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

<b>Registrants at beginning of FY 2018-19</b>	854
<b>Registrants at end of FY 2018-19</b>	759 (due to database purge)

<b>Current Registrants for FY 2019-20</b>	770
<b>Projected Registrants for FY 2020-21</b>	0 (terminated taxi program)

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

The City expects that the program registrants will increase due to the aging population, increased consumer outreach and improvements to the services. Furthermore, the City is expanding the use of free AC Transit bus passes, which is one of the most cost effective ways of providing transportation and will reduce the burden on East Bay Paratransit for some trips that are possible using AC Transit's fixed route lines. Two thirds of residents are located within one quarter mile of a bus stop in Alameda and 92 percent are located within one half mile of a bus stop.

**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?**

The one-way trips are expected to increase:

- Shuttle Service: Shuttle ridership is expected to increase since the frequency has increased, and there will be increased promotion of the service.
- Group Trips: A similar level of monthly cultural trips will be provided, so trips are expected to stay about the same.
- Scholarships: More trips are expected since the subsidized monthly AC Transit pass program is in the process of being expanded to include another Alameda Housing Authority facility, Jack Capon Villa residents and Mastick Senior Center members.

**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.)**

Unknown

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

<b>Number of trips provided to consumers who require an accessible vehicle in FY 2018-19</b>	N/A
<b>Number of trips provided to consumers who require an accessible vehicle in FY 2019-20 as of Dec. 31, 2019</b>	N/A

<b>Number of trips projected to consumers who require an accessible vehicle in FY 2019-20</b>	N/A
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## 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.)*

Not applicable

## 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 component funds the part-time paratransit coordinator and the group trip driver as well as on-call experts. The program management includes providing program oversight and management mobility expertise, completing the Alameda CTC application and reporting requirements, reviewing program data and invoices, participating in Alameda CTC's paratransit committees, renewing or establishing new contracts and programs, conducting outreach meetings and other outreach activities, and coordinating with transportation providers and City staff.

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

The outreach program includes distributing shuttle schedules, program materials, informational mailings and press releases, advertising in the Alameda Sun and at Alameda Theatre, listing services in the quarterly City Recreation Guides, hanging the cross street banner that promotes the Alameda Loop Shuttle, presenting at Mastick Senior Center transportation program orientations and with other community members, assisting with the issuance of Clipper cards to seniors or people with disabilities and tabling at events. As a service to East Bay Paratransit customers in the City of Alameda, staff also sells East Bay Paratransit tickets.

### **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?**

The capital program allows staff to spend down the funding balance in a fiscally responsible way with one-time investments that will not have an on-going, long-term impact on the program's operational budget. Staff recommends that the capital budget cover the cost of adding new bus benches and ensuring compliance with ADA at bus stops and to/from bus stops. The budget also allows for a fund balance reserve to assist with any unplanned future expenses or issues.

### **MISCELLANEOUS**

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

Thank you!



**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
Group Trips	Mastick Monthly, Nursing Facility Picnic and Leisure Club	varies - Storer Transport; City of Alameda part-time driver and shuttle bus (Mastick monthly trips)	Recreation	Cultural/Monthly events: varies; Leisure Club/Skilled Nursing Facility picnic: free	cash	Accessible	Pre-scheduled	Curb-to-Curb	varies
Accessible Shuttle	Alameda Loop Shuttle	MV Transportation	Medical, grocery, commercial district, senior center, post office and recreation in Alameda.	free	NA	Accessible	Same Day	Fixed Route	City of Alameda
Scholarship/Subsidized Fare	AC Transit free bus passes - EasyPass bulk rate purchases	AC Transit provides service; citywide Alameda TMA provides bulk rate passes	Medical, grocery, commercial district, senior center, post office and recreation in AC Transit District, which includes 13 cities and adjacent unincorporated areas of Alameda and Contra Costa Counties.	free	NA	Accessible	Same Day	Fixed Route	AC Transit District serving 13 cities and adjacent unincorporated areas in Alameda and Contra Costa Counties.
Management/Overhead	Program Management	City staff with occasional consulting with Nelson Nygaard; CIL and USOA for travel training	Staff time and on-call consultant to effectively administer and evaluate the Paratransit program including mobility management services to best meet the unique needs of individual riders.	NA	NA				
Customer Service and Outreach	Customer Service and Outreach	Red Tie Printing; CIL and USOAC for travel training	Program outreach, EBP ticket sales and day-to-day contact with customers providing them with mobility management materials to ensure individual needs are met.	NA	NA				
Capital Purchase	Capital purchases to improve bus stops and access to bus stops to ensure ADA compliance and bus stop amenities such as benches.	To be determined	ADA compliance and bus stop amenities such as benches to improve mobility for people with disabilities and seniors.	NA	NA				
Door-through-Door/Volunteer Driver	Non-profit providers of door-through-door services	LIFE Elder Care and to be determined with consideration for other providers such as One Access Medical Transport	Critical trip needs such as medical and grocery trips for individuals needing door-through-door assistance.	free	NA	Not Accessible	Pre-scheduled	Door-through-Door	To be determined
Meal Delivery (existing program)	Provide meal delivery during coronavirus public health crisis	Alameda Meals on Wheels, Alameda Food Bank or other entity that offers meal delivery to Alamedans	Provide meal delivery to home bound individuals who are unable to access food during coronavirus public health crisis.	free	NA	Accessible	Pre-scheduled	Door-to-Door	City of Alameda

*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)
Group Trips	Mastick Monthly, Nursing Facility Picnic and Leisure Club	NA	Office hours: Monday thru Friday, 9:00am to 3:00pm	Varies, depending on group trip.	Varies, depending on group trip.	Cultural/monthly events: 50 years of age or older; Skilled Nursing Facility Picnic: individuals in nursing facilities; Leisure Club: young adults w/developmental disabilities.	Continuing/Ongoing	2,000	assumes continued level of service for group trips
Accessible Shuttle	Alameda Loop Shuttle	NA	NA	NA	Tuesdays, Wednesdays and Thursdays from 8:30 a.m. to 4 p.m.	Open to all - general public	Continuing/Ongoing	11,000	assumes slight increase in usage
Scholarship/Subsidized Fare	AC Transit free bus passes - EasyPass bulk rate purchases	NA	NA	NA	According to AC Transit bus schedules for the free bus pass program, which tend to run between 6 a.m. to 10 p.m.	Low income Alameda residents in Alameda Point Collaborative, Anne B. Diament, Jack Capon and Independence Plaza and Mastick Senior Center members who are 65 years old and older or EBP certified.	Continuing/Ongoing	786	assumes that each free bus pass totaling about 700 bus passes is used about 10 times each month
Management/Overhead	Program Management	NA	NA	NA	NA	NA	Continuing/Ongoing		NA
Customer Service and Outreach	Customer Service and Outreach	NA	NA	NA	NA	NA	Continuing/Ongoing	2,000	1,000 EBP tickets and 1,000 Alameda Loop Shuttle copies
Capital Purchase	Capital purchases to improve bus stops and access to bus stops to ensure ADA compliance and bus stop amenities such as benches.	NA	NA	NA	NA	NA	Continuing/Ongoing	6	improve six bus stops
Door-through-Door/Volunteer Driver	Non-profit providers of door-through-door services	NA	Office hours: Monday thru Friday, 9:00am to 5:00pm	Varies, depending on driver availability.	Office hours: Monday thru Friday, 9:00am to 5:00pm	Age restrictions apply, and individuals must need assistance and not have friend/family available to assist.	Continuing/Ongoing	100	assumes provider increases service due to advertisement in Alameda Sun
Meal Delivery (existing program)	Provide meal delivery during coronavirus public health crisis	NA	Office hours: Monday thru Friday, 9 a.m. to 12 noon	Varies, and typically 1 to 2 day turnaround to register new participants	7 Days/week, 9 a.m. to 12 noon	Individuals must need assistance and not able to access meals or groceries.	To be closed out in FY 18/19	3,000	Added as an additional disaster relief request during the coronavirus public health crisis
0	0								

**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)	\$87,500
Projected FY 2020-21 <b>Measure B</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$208,445
Estimated <b>Measure BB</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2019-20 (June 30, 2020)	\$87,500
Projected FY 2020-21 <b>Measure BB</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$208,985
<b>Total FY 2020-21 Measure B and BB Paratransit DLD Revenue</b> (Automatically calculated)	<b>\$592,430</b>
Total FY 2020-21 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	
<b>Total FY 2019-20 Program Revenue</b> (Measure B, Measure BB and all other sources available for FY 2019-20) (Automatically calculated)	<b>\$592,430</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>
Mastick Monthly, Nursing Facility Picnic and Leisure Club	2,000		\$ 10,000		\$ 15,000						\$ 25,000
Alameda Loop Shuttle	11,000		\$ 100,000		\$ 80,000						\$ 180,000
AC Transit free bus passes - EasyPass bulk rate purchases	786		\$ 40,000		\$ 45,000						\$ 85,000
Program Management	0		\$ 25,000		\$ 32,500						\$ 57,500
Customer Service and Outreach	2,000		\$ 15,000		\$ 18,000			\$ 4,000	\$ 4,000	EBP tickets	\$ 41,000
Capital purchases to improve bus stops and access to bus stops to ensure ADA compliance and bus stop amenities such as benches.	6	\$ 50,000	\$ 8,445	\$ 50,000	\$ 13,485						\$ 121,930
Non-profit providers of door-through-door services	100		\$ 10,000		\$ 5,000						\$ 15,000
Provide meal delivery during coronavirus public health crisis	3,000	\$ 20,000									\$ 20,000
#REF!	#REF!										\$ -
#REF!	#REF!										\$ -
#REF!	#REF!										\$ -
#REF!	#REF!										\$ -
0	#REF!										\$ -
0	0										\$ -
<b>Totals</b>	<b>#REF!</b>	<b>\$ 70,000</b>	<b>\$ 208,445</b>	<b>\$ 50,000</b>	<b>\$ 208,985</b>	<b>\$ -</b>		<b>\$ 4,000</b>	<b>\$ 4,000</b>		<b>\$ 545,430</b>

*Budget check (total revenue less total cost): \$47,000*

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2021:	\$17,500	\$37,500	\$55,000
<b>Reserve balance as percent of FY 2020-21 Revenue*</b>	<b>8%</b>	<b>18%</b>	<b>13%</b>

\*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	SMALL BUS	2017	GAS	LIFT	16	2	1	MV TRANSPORTATION	SAN LEANDRO
FORD	SMALL BUS	2017	GAS	LIFT	16	2	1	MV TRANSPORTATION	SAN LEANDRO



## **Paratransit Program Plan Staff Summary Fiscal Year 2020-21**

**Planning Area: North County  
Paratransit Program: Albany**

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

- Services provided:
  - Same-Day Transportation – Taxi, TNC
  - Group Trips
- 86% Measure B/BB; Remainder: 14% General Fund
- 14% reserves
- Cost per trip – trending down likely due to an increase in projected trips
- Trends in trip provision – trending up
- Elements requiring approval:
  - None



# Paratransit Program Plan Review Presentation





# Subsidized Taxi & TNC Program

Albany residents 80 and older  
or  
18 and older &  
East Bay Paratransit certified





# Door-to-Door Shopping Service

Albany residents 60+ and older  
or  
18 and older &  
East Bay Paratransit certified





# Hiking & Group Trips

Albany residents 50 and older





# Program benefits

The City of Albany's Paratransit Program promotes socialization, health and wellness, lifelong learning, good feelings, independence, healthy living, and helps give participants a sense of belonging.





# Planning Process Overview

## User Surveys:

- 300 surveys distributed to program participants & community
- 45% of surveys were returned
- Respondents said the bus service and driver were excellent

## Workshops:

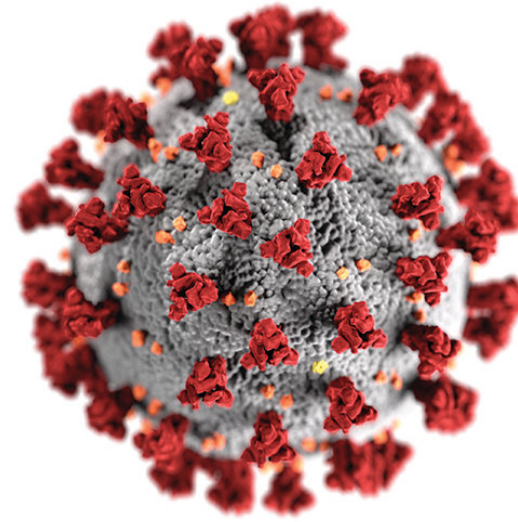
- Community Workshop with Lunch Provided
- Presentation to 2 Tri-City Café Dinners
- Presentation to 2 Movie Days
- Presentation to Friends of Albany Seniors

## Feedback:

- TNC Training Workshops
- Driver to transport participants to Senior Center special events

# COVID-19

U P D A T E



The City of Albany is working closely with Alameda County Public Health to monitor and mitigate the spread of the novel coronavirus disease (COVID-19). The Albany City Council declared a local emergency at their Council Meeting on March 16, 2020 and the City of Albany has activated its Emergency Operations Center (EOC).

Since the Alameda County Shelter In-Place order, the City has:

Suspended operations of:

- Door to Door Shopping Program
- Group Trip Programs

Continued to offer services to our:

- Subsidized Taxi and TNC Program



## Program Outreach:

- City of Albany Website
- City of Albany Social Media Sites
- Monthly Senior Center Newsletter
- Literature Racks at City Facilities



[www.facebook.com/AlbanySeniorCenter](http://www.facebook.com/AlbanySeniorCenter)



# City of Albany Paratransit Program

[www.albanyca.org/services](http://www.albanyca.org/services)

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

CONTACT INFORMATION	
Agency:	City of Albany
Contact Name:	Sid Schoenfeld
Title:	Neighborhood & Community Services Manager
Phone Number:	510-524-9122
E-mail Address:	sschoenfeld@albanyca.org

Date Submitted: 2/28/2020

### 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.**

**Taxi Program** - The taxi subsidy program provides same day, on demand service, available 24 hours per day, seven days per week to Albany residents who are EBP certified or 80 years of age. When taking a taxi, UBER or Lyft ride, participants pay the taxi driver, UBER or Lyft directly. They must get a receipt from the taxi driver to get a 75% reimbursement up to \$25.00 whichever is least. Reimbursement requests are turned in at the Senior Center then forwarded to the City of Albany's Finance Dept. which sends a check by mail.

**Group Day Trips:**

Group Day trips include shopping trips, trips to the Senior Center and trips to outings throughout the greater Bay Area organized by the Senior Center, senior center classes, and the senior center walking group. Group trips with a door-to-door component which allows for increase accessibility to meet basic needs as participants are picked up from their homes or the senior center, taken to local grocery stores, malls, local destinations and then taken back home or the Senior Center.

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

**Management/Overhead** - Albany Senior Services attends ACTC meetings, oversee overall program, reviews budget and applies for funding, supervises bus drivers, customer service outreach staff, oversee maintenance schedule of vehicle and coordinates for needed maintenance and repairs, ensures compliance with the Department of CA Highway Patrol. Plans and implements annual workshop, creates and distributes annual survey and other outreach efforts.

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

The City of Albany provides a wide array of services for seniors and people with disabilities to complement services offered by the regional ADA mandated program to meet local transportation needs of seniors and people with disabilities. The suite of services provides safe and reliable transportation to seniors and people with disabilities to:

- improve access to basic needs, health care, community services and activities,
  - provide recreational trips that decrease isolation, promotes lifelong learning and fitness
  - allow for aging in place and promote independence
- enhance overall quality of life by allowing those who cannot drive opportunities to participate in their community.

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

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

Taxi, UBER and Lyft trips are designed to provide trips to local destinations such as grocery stores, pharmacies, medical clinics and hospitals in Albany, Berkeley, Oakland and Richmond.  
The Albany shopping trip program offers destinations including; the El Cerrito Plaza, Target in Albany, Safeway in Albany, Ranch 99 in Richmond, Thrift Town in El Sobrante, Dollar tree in Berkeley or Richmond, Hilltop Mall in Richmond, Chinatown in Oakland, Farmer’s Market, Grocery Outlet and in Berkeley, Sprouts in Albany and trips to the Albany Senior Center  
Recreational Group trips and hiking trips are planned all over the bay area.

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

N/A

**2. Will your agency’s program for FY 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.**

N/A
-----

- 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.

N/A

#### 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)

No Changes

## DEVELOPMENT OF PROGRAM PLAN

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

Consumer input included:  
Ridership evaluations ongoing for group trips & walking trips  
Albany Paratransit survey sent to all registered individuals January 2020 with notice of Paratransit Workshop in February 2020.  
Albany Paratransit Workshop (consumer public meetings) February 5, 2020  
Presentation to Friends of Albany Seniors (public meeting) February 3, 2020  
Presentation to Tri City Cafe program (public meeting) February 7, 2020  
Presentation at 2 major senior center events  
Presented at various trip departures  
TNC UBER and Lyft Training on going as needed

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

Development of plan included analysis of: number of trips performed, subsidy rate as compared to cost of trips for taxi rides, demand for group trips, destinations for shopping trips and other possible trips to the Senior Center based on feedback from riders.  
Group trip evaluations are ongoing throughout the year and reviewed closely to determine improvements and new destinations.  
Annually, staff sends out a survey to all individuals registered with the Albany Paratransit Program and invites them to the Annual Paratransit Workshop held in February. The survey available in our lobby and handed it out to different programs. Response rate was 46%. Riders rate the service as good to excellent. A Paratransit workshop was hosted and feedback on all programs was collected. Suggestions and feedback are encouraged throughout the year to staff directly or by filling out a comment card available on the bus.

- 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.**

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



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

N/A

**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.

Albany City Council April 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.

The Albany Paratransit Program is published 3 times per year in the Recreation and Community Services Activity Guide. Information in city e-newsletter and website, Senior Center newsletter, presentations to groups, Senior Resource Expo, surveys/evaluations, yearly workshop. Flyers and Access Alameda brochure are available at the Senior Center, Community Center and City Hall.

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

Taxi program: riders must be Albany residents, EBP certified or 80 years +. Group trips are open to anyone 50 years + or EBP certified and must fill out a trip form  
Group trips for grocery shopping: riders must be Albany residents, EBP certified or 60 years +. All riders must fill out the Albany Paratransit registration form and show proof of age, residency or EBP certification..

**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.**

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

**CUSTOMER SATISFACTION**

**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.

Taxi and TNC program riders are instructed to call, write or let the program coordinator know in person of any problems experienced. Group trip evaluations provide an area for comments/concerns. Comment cards are always available on the bus. Based on comments program manager responds, evaluates and makes changes to programs as necessary.

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

Consumers enjoy the variety of recreational day trips provided and the hiking destinations. The bus driver is often complimented for her professionalism, friendliness and safe driving.

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

Repairs were made to the bus suspension system to improve the ride.

**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>	487
<b>Registrants at end of FY 2018-19</b>	517
<b>Current Registrants for FY 2019-20</b>	495
<b>Projected Registrants for FY 2020-21</b>	550

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

The use of Lyft and UBER has leveled out and we expect a small increase going forward.

**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 anticipate a small increase in the total number of one-way trips in FY 20-21 due to UBER & Lyft. Other group trips will likely stay the same.

**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.

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

**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.)*

N/A

**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 cost is not funded by Measure B/BB - Senior Services staff attends ACTC meetings, oversee overall program, reviews budget and applies for funding, supervises bus drivers, customer service outreach staff, oversee maintenance schedule of vehicle and coordinates for needed maintenance and repairs, ensures compliance with the Department of CA Highway patrol. Plans and implements annual workshop, creates and distributes annual survey and other outreach efforts.

**B. Customer Service and Outreach Costs**

Senior Services staff salaries that plan and implement group trips, provide outreach and customer service for all programs, responds to recommendations and complaints, distributes, collects and sorts program evaluations, tracks trips provided, processes taxi and TNC reimbursements, oversee maintenance schedule of vehicle and coordinates needed repair.

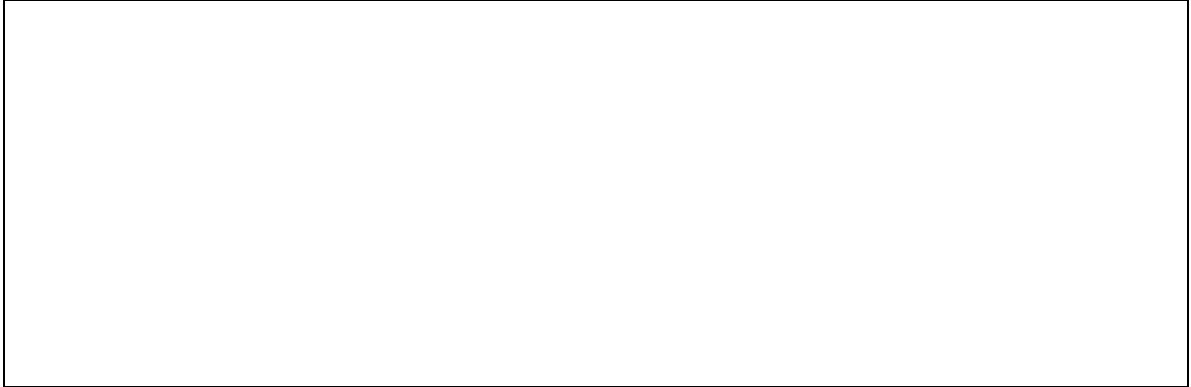
**PROGRAM FUNDING RESERVES**

**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?**

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

**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 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)	\$34,520
Estimated <b>Measure BB</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2019-20 (June 30, 2020)	\$10,000
Projected FY 2020-21 <b>Measure BB</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$34,609
<b>Total FY 2020-21 Measure B and BB Paratransit DLD Revenue</b> (Automatically calculated)	<b>\$79,129</b>
Total FY 2020-21 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$ 11,000
<b>Total FY 2019-20 Program Revenue</b> (Measure B, Measure BB and all other sources available for FY 2019-20) (Automatically calculated)	<b>\$90,129</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	Quantity Planned for FY 2020-21	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) Automatically calculated
Taxi Subsidy Program	1,100				\$ 12,000						\$ 12,000
Recreation Day Trips/ Grocery/basic needs trips	6,800		\$ 34,520								\$ 34,520
Customer Service & Outreach	0				\$ 22,609						\$ 22,609
Program Management	0								\$ 11,000	General Fund	\$ 11,000
0	0										\$ -
0	0										\$ -
0	0										\$ -
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<b>Totals</b>	<b>7,900</b>	<b>\$ -</b>	<b>\$ 34,520</b>	<b>\$ -</b>	<b>\$ 34,609</b>	<b>\$ -</b>		<b>\$ -</b>	<b>\$ 11,000</b>		<b>\$ 80,129</b>

Budget check (total revenue less total cost): \$10,000

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2021:	\$0	\$10,000	\$10,000
<b>Reserve balance as percent of FY 2020-21 Revenue*</b>	<b>0%</b>	<b>29%</b>	<b>14%</b>

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



## Paratransit Program Plan Staff Summary Fiscal Year 2020-21

**Planning Area: North County**  
**Paratransit Program: Berkeley**

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

- Services provided:
  - Same-Day Transportation – Taxi, GoGoGrandparent Pilot, High Medical Need, Supplemental
  - Specialized Accessible Van
- 100% Measure B/BB
- 21% reserves
- Cost per trip – remaining steady, new TNC trips projected at \$54 per trip – staff will continue to monitor
- Trends in trip provision – trending up significantly
- New Program Name: Berkeley Rides for Seniors & the Disabled
- Elements requiring Alameda CTC approval (pending):
  - Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs): As noted previously, we will be implementing a 6-month pilot program with GoGoGrandparent that will include the use of Uber and Lyft. We will enroll 50 participants into the program and each participant will have an individual profile account that will contain an \$80 monthly subsidy. BRSD will register and create each individual profile accounts and will have access to a dashboard of information at any given time regarding participant's

travel and subsidy information. We will survey every participant each month on the quality and overall experience of using GoGoGrandparent to help determine success and/or challenges of program.



# **Berkeley Rides for Seniors & the Disabled**

**FY20-21**

# Demographics

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## **Berkeley residents:**

- 15.1% are seniors (65+)
- 8.6% are people with disabilities
- 26% of seniors have a disability
- 15% of seniors have a household income less than 150% of the poverty level

Source: US Census, ACS 2013-2017

# 2020-21 Plan: Measure B

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## Eligibility Criteria

- > 80 of any age or income
- East Bay Paratransit Services participants of any age or income
- Age 70-79: 50% Area Median Income (\$2,845 for 1 person household and \$3,250 for 2 person household)

## Taxi scrip/Wheelchair Van Vouchers

- \$720 per year in taxi scrip
- 36 wheelchair van vouchers per year

# 2020-21 Plan: Measure B (continued)

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## Travel Training

- In collaboration with United Seniors of Oakland and Alameda County, BRSD host quarterly travel trainings at both Berkeley senior centers. We provide the senior center and community-wide enrollment and outreach for the trainings.

\* (BRSD personnel costs incurred for this effort)



# 2020-21 Plan: Measure BB

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## Supplemental Scrip:

- Allows for flexibility to meet consumer needs

## High Medical Needs Program:

- Provide \$120 in taxi scrip or van vouchers each month
- Eligibility same as Taxi Scrip/Wheelchair Van program, with documented high medical need



# Program Operations During COVID-19

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- \* We have continued with our usual quarterly mailing of taxi scrip and van vouchers to our seniors and disability community. Due to shelter in place, we anticipate there will be a decrease in the usage of taxi scrip and van vouchers.
- \* Our taxi reimbursement window remains open two times per month. Although this is a decrease from four times per month, due to a decrease in taxi business this seems sufficient for our taxi drivers.
- \* We continue to provide customer service via telephone, postal service mail and email.
- \* Due to shelter in place, we are not coordinating travel trainings with USOAC at this time.

# FY 20-21 Program Plan Highlights

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## Average Cost of 1 Way Rides:

### FY-19:

Taxi (12,327): \$26.00

Wheelchair Van (950) : \$28.00

### FY-20 (through 1/30/20) :

Taxi (8,717) : \$26.00

Wheelchair Van (641): \$28.00

**\*Note:** We do not track for the actual cost of each taxi ride, the above are rough average estimates. Most of our accessible van rides cost us \$28.00 per 1 way trip.

# FY 20-21 Program Plan Highlights (continued)

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**BRSD Rider Survey:** Survey was completed in July 2019 with a nearly 50% return of completed surveys. Some highlights included:

➤ *On average how quickly does your taxi come after you call? 48% responded within 15 minutes and 43% responded within 15 to 30 minutes*

➤ *Those who responded no to ever using Uber/Lyft and reason why? 47% responded because they did not know how to use Uber/Lyft and 28% responded because it costs too much*

# FY 20-21 Program Plan Highlights (continued)

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▲ *Do you have a smartphone: 53% responded yes and 47% responded no*

- **GoGoGrandparent (GGG) Pilot Program:** BRSD will be piloting a 6 month program with GGG which will provide a call center for seniors to call to arrange rides with Uber and/or Lyft.
- **New Program Name:** To be better reflect our services and avoid ongoing rider confusion with East Bay Paratransit, we have changed our name to Berkeley Rides for Seniors & the Disabled.

# Staffing Summary

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- **Transportation Services Coordinator** – As proposed last year, we rehired a full-time Transportation Services Coordinator in November 2019.
- **Support Staff**
  - We continue with administrative support staff at our taxi scrip reimbursement window

# Current Program Challenges

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- **GoGoGrandparent Pilot Program:** Due to COVID-19 and the uncertainty of the length of time of shelter in place and the resulting delays, it is unclear when we will be able to launch the program. We plan to move forward as quickly as possible once it is prudent to do so.
- **Taxi Scrip Reimbursement Window:** Due to COVID-19 and shelter in place, our reimbursement window is now operating twice per month as opposed to our usual four times per month. This decrease has not had a significant impact on our taxi drivers because their business has slowed down due to shelter in place.

# Current Program Challenges (continued)

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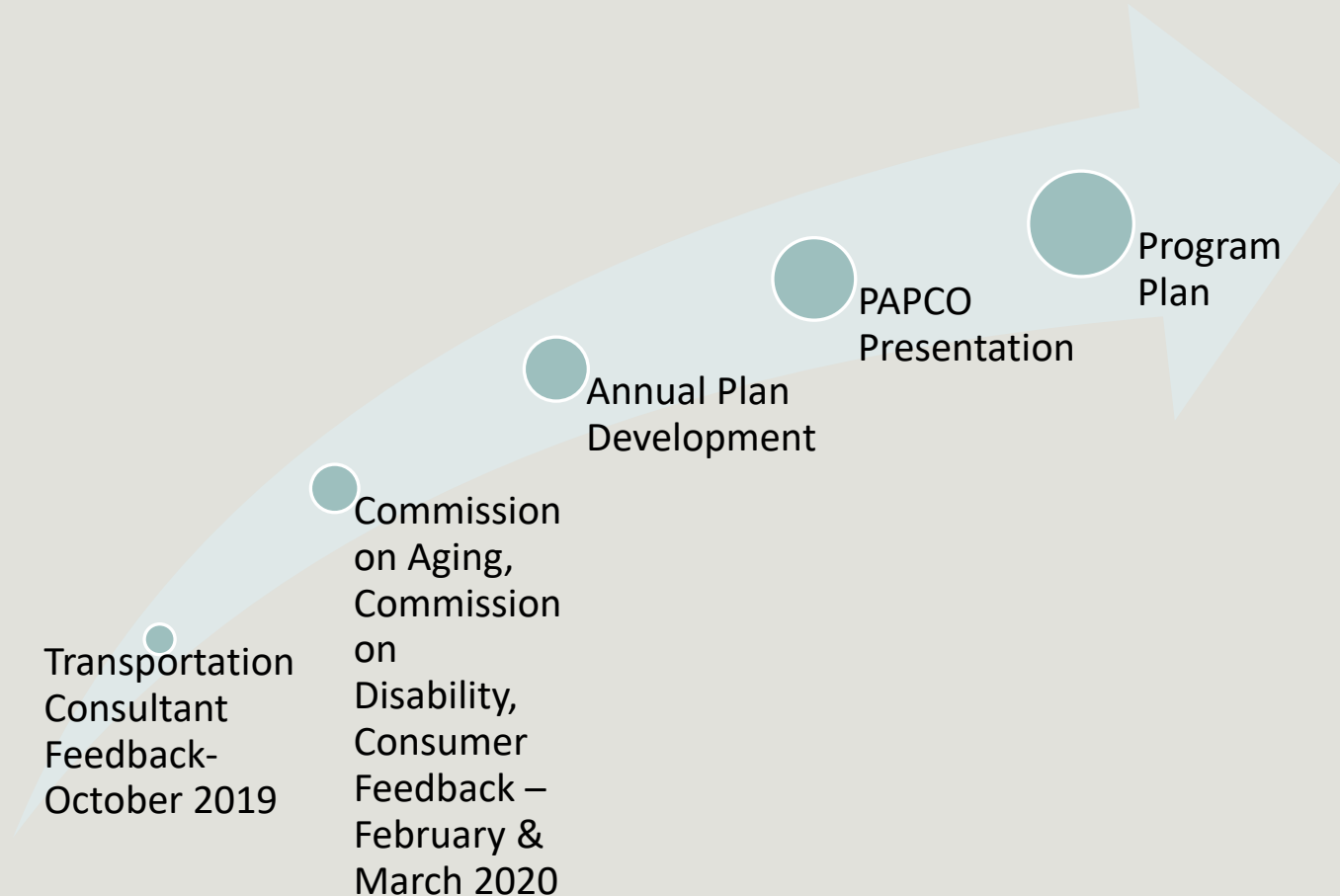
**\* Administrative Support Staff:** Due to the challenges of COVID-19, the City of Berkeley has implemented a hiring freeze. We had anticipated the hiring of another part-time administrative support staff and that has now been put on hold until further notice. Additionally, this freeze may pose a risk to keeping our current part-time support staff.

**\* Projected Number of Rides for FY20-21:** Due to shelter in place, we anticipate there will be an ongoing decrease in the number of both taxi and van rides. This will impact the number of rides we projected for in our current program plan.



# Planning Process Overview

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# Thank You

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Mary Triston, MSW

Transportation Services Coordinator

City of Berkeley – Health, Housing and Community  
Services

Aging Services

[mtriston@cityofberkeley.info](mailto:mtriston@cityofberkeley.info)

(510) 981-5135

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

CONTACT INFORMATION	
Agency:	City of Berkeley, Berkeley Rides for Seniors & the Disabled
Contact Name:	Mary Triston, MSW
Title:	Transportation Services Coordinator
Phone Number:	(510) 981-5135
E-mail Address:	mtriston@cityofberkeley.info

**Date Submitted:** February 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.

**Berkeley**

- **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.**

We anticipate servicing 1,350 seniors through Berkeley Rides for Seniors & the Disabled (BRSD). BRSD program elements are:

**Measure B****Taxi Scrip Program**

BRSD provides up to \$720.00 of free scrip (\$240.00 three times per year) to pay for demand-response transportation for Berkeley residents on conventional taxicabs.

**Wheelchair Van Program**

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

**Travel Training Promotion**

BRSD collaborates with United Seniors of Oakland and Alameda County (USOA) in providing quarterly travel trainings to our seniors. We provide the facility space at our senior centers and community outreach and enrollment.

**Management & Overhead**

BRSD will continue to provide program services with appropriate staff, including an office specialist primarily responsible for servicing the taxi window, and a Transportation Services Coordinator responsible for program management.

**Outreach and Customer Service**

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

**GoGoGrandparent Pilot Program**

BRSD will be piloting a 6 month program with GoGoGrandparent (aka GoGo Technologies, Inc.). GoGoGrandparent essentially acts as a call center for seniors who want to use on demand transportation network companies such as Uber and Lyft. We are in the process of getting final contract signatures and had planned to begin the pilot program in Spring 2020. However, due to COVID-19, obtaining final contract review and signatures has been delayed. Given the uncertainty of the length of time of shelter and place and the resulting delays, it is unclear when will be able to launch the program. However, we plan to move forward as quickly as possible once it is prudent to do so. If the program is determined to be successful, we will consider adding this service to our BRSD program.

**Measure BB****High Medical Need Program (HMNP)**

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

**Supplemental Taxi Scrip**

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

**Management & Overhead**

BRSD will continue to provide program services with appropriate staff, including a Transportation Services Coordinator responsible for program management.

**Outreach and Customer Service**

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

**Other Funded Programs (City's General Fund):**

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

**Senior Center Transportation Services:**

The City of Berkeley provides a robust transportation program for seniors participating in our senior centers. Two wheelchair-accessible mini-buses provide group transportation to North and South Berkeley Senior Center participants Monday through Friday, from 8 am to 5 pm. This program includes:

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

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

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

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

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

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

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

BRSD uses paper scrip and van vouchers that program participants can use for any purpose that assists their access to community services. The scrip and vouchers submitted does not track destination for trips.

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

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

The City's senior service minibus trips include trips to local museums in Berkeley, Oakland and San Francisco; local and regional shopping trips; movies; athletic events (A's games); local restaurants; regional parks; regional senior programs and facilities; and senior education fairs.

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

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

**2. Will your agency's program for FY 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.

**New Program Name: Berkeley Rides for Seniors & the Disabled:** Due to the similarity in program names, we frequently have potential and current program participants confuse our former name Berkeley Paratransit Services with East Bay Paratransit Services. In order to alleviate that confusion and streamline our enrollment process, we changed our name to Berkeley Rides for Seniors & the Disabled (BRSD). A voting process was conducted at both our North and South Senior Centers with several relevant possible program names and center participants voted on BRSD.

**GoGoGrandparent Pilot Program:** Due to the popularity and competition of Transportation Network Companies (TNCs) such as Uber and Lyft, over the last 5 years there has been a significant and steady decrease in the number of permitted city taxi cabs and taxi cab drivers in the City of Berkeley. With the diminishing number of taxi cabs/drivers, we regularly receive feedback from riders complaining of long waits for taxi cabs and difficulty getting taxi cab rides back from destinations outside of the City of Berkeley. BRSD will be piloting a 6 month program with GoGoGrandparent (aka GoGo Technologies, Inc.) GoGoGrandparent essentially acts as a call center for seniors who want to use on demand transportation network companies such as Uber and Lyft. As noted previously, due to COVID-19, there is a delay in the launching of the pilot program. However, we plan to move forward as quickly as possible once it is prudent to do so. If the program is determined to be successful, we will consider adding this service to our BRSD program.



- 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.

**GoGoGrandparent Pilot Program:** As noted above, BRSD will be piloting a 6 month program with GoGoGrandparent (aka GoGo Technologies, Inc.)

#### **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)

**Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs):** As noted previously, we will be implementing a 6 month pilot program with GoGoGrandparent that will include the use of Uber and Lyft. We will enroll 50 participants into the program and each participant will have an individual profile account that will contain an \$80 monthly subsidy. BRSD will register and create each individual profile accounts and will have access to a dashboard of information at any given time regarding participant’s travel and subsidy information. We will survey every participant each month on the quality and overall experience of using GoGoGrandparent to help determine success and/or challenges of program.

**DEVELOPMENT OF PROGRAM PLAN**

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

**Commission Presentations:**

**City of Berkeley Commission on Aging:** A presentation regarding BRSD's annual program plan was made to the City of Berkeley's Commission on Aging on February 19, 2020. Commissioners are excited about the GoGoGrandparent pilot program and support the continued service components of BRSD.

**City of Berkeley Commission on Disability:** A presentation detailing BRSD's annual program plan was made to the Commission on Disability on March 4, 2020. The Commission was in support of our continued BRSD services. They were also enthusiastic about our proposed GoGoGrandparent pilot program. They also expressed their hope that Uber/Lyft will continue to expand their fleet of WAVs for those who need wheelchair accessible vehicles and that those vehicles will arrive to customers on a timely basis.

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

In July 2019, we sent a BRSD program survey to all of our 1,150 registered riders and received a nearly 50% return of completed surveys. We also continue to receive ongoing telephone and in person feedback from our riders. While the majority of our riders reported being satisfied to greatly satisfied with our services, we continue to receive consistent feedback regarding long waits for taxis, taxis companies reporting they are unavailable and taxis that will not travel to surrounding cities.

**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.**

*With the responses we received from the July 2019 BRSD participant survey, we were able to glean some information that has influenced and shaped our program plan, namely the implementation of our TNC pilot program with GoGoGrandparent, the expansion of our High Medical Need Program and an increase in our quarterly taxi scrip. A significant number of those surveyed, indicated they did not use Uber/Lyft because they did not know how to use the service and second to that was the cost of the service. The pilot program with GoGoGrandparent simplifies the use of Uber/Lyft as there is no need to download an application nor the knowledge to navigate the application.*

*Below is a summary of those who responded and of statistical significance as it relates to our program planning:*

***On average how quickly does your taxi come after you call?*** 48% responded within 15 minutes and 43% responded within 15 to 30 minutes (with GoGoGrandparent and the use of TNCs like Uber and Lyft, we anticipate that wait times for rides will shorten)

***What are your most frequent travel destinations:*** 43% responded medical visits and 24% responded grocery store (with the increase in our quarterly taxi scrip distribution and High Medical Need program, we anticipate more riders will get help with their medical transportation needs)

***Those who responded no to ever using Uber/Lyft and reason why?*** 47% responded because they did not know how to use Uber/Lyft and 28% responded because it costs too much (with GoGoGrandparent, it will simplify the use of Uber and Lyft as there is no need for to download and navigate a smartphone application)

***Do you have a smartphone:*** 53% responded yes and 47% responded no much (with GoGoGrandparent and the use of Uber and Lyft, there is no need for a smartphone)

***How satisfied are you with your BRSD experience?*** 43% responded with very satisfied and 33% responded with satisfied (we strive to provide a program of excellence to our riders and look forward to continuing to do so with a look toward innovative transportation programs)

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

As noted previously, we will be conducting a 6 month pilot program with GoGoGrandparent (GGG). GGG is a senior friendly/centered call center that coordinates rides for seniors with Uber and/or Lyft. With the call center, seniors do not need to own a smartphone nor navigate a cell phone application. We will be enrolling 50 participants in the program and will be conducting monthly surveys to receive feedback on the quality and efficiency of the program.

**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.

The City will continue to use the City of Berkeley's website, advertisements, public notices, senior center's newsletter and bulletin boards, and outreach to emergency-services consumers to promote the programs and services of BRSD. BRSD operates out of the North Berkeley Senior Center and South Berkeley Senior Center. This location allows us to outreach to seniors who participate in seniors programs in person. We continue to partner with agencies that serve disabled persons in the community, supporting outreach efforts to the disability community.

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

City of Berkeley Wellness Fair  
Alameda County Fairground  
City of Berkeley Safety & Health Fair  
Senior Center Month Aging Services Resource Fair  
Lifelong Health Fair at Ed Roberts Campus  
Senior Residence at Strawberry Creek Lodge  
Senior Resident at Helios Corner

## ELIGIBILITY AND ENROLLMENT

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

All participants for both Measure B and Measure BB programs must be residents of the City of Berkeley and currently enrolled in Berkeley Rides for Seniors & the Disabled.

**Taxi Scrip Program Eligibility**

To be eligible for the Taxi Scrip Program participants must be seniors over the age of 80 or those certified as disabled by East Bay Paratransit of ANY income; AND seniors age 70 to 79 whose incomes are not more than 50 percent of the Area Median Income. To participate in the

Wheelchair-Van Program, riders must be certified by East Bay Paratransit as requiring “wheelchair lift” service, irrespective of income level.

**High Medical Needs Program Eligibility**

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

**Wheelchair Van Program**

Must be current BRSD participants and residents who travel by wheelchair and are certified by East Bay Paratransit as eligible and requiring wheelchair-lift service are eligible for the program, regardless of income level.

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

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

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

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

**CUSTOMER SATISFACTION**

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

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

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

Complaints and commendations are received by email and/or phone by either BRSD staff, the Senior Center Directors or the Aging Services Manager.

- 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.)

The City of Berkeley BRSD most common complaints are:

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

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

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

- We attribute, at least in part, the long waits for taxi cabs are a result of the ongoing diminishment of the number of taxi cabs and taxi cab drivers in the City of Berkeley. Additionally, some of the taxi cabs do not pick up riders in areas outside of Berkeley in places such as San Francisco where some of our riders have medical appointments. With the GoGoGrandparent pilot program, we are looking toward a future of using transportation network companies like Uber and Lyft that may alleviate the concerns noted above.
- We continue to have regular and consistent conversations with our taxi cab companies reminding them they are required to accept taxi scrip from our seniors and disabled adults
- We continue to ensure that we have appropriate systems in place so that all mail scrip/van vouchers are delivered on time.

## 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>	1,120
<b>Registrants at end of FY 2018-19</b>	1,201
<b>Current Registrants for FY 2019-20</b>	1,154
<b>Projected Registrants for FY 2020-21</b>	1,350

**Berkeley**

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

New enrollees over the last three years:

FY17: 100  
 FY18: 158  
 FY19: 89  
 July 2019-February 2020: 77

We anticipate the number of enrollees to increase slightly in the future based upon our current number of enrollees and past trends.

**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?**

FY17: 13,443  
 FY18: 12,940  
 FY19: 13,286  
 FY20: July 2019 – January 2020: 9,358

Given our current rate of rides, we anticipate exceeding last year’s total and estimate 16,000 one-way trips

**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.

<b>Number of trips provided to consumers who require an accessible vehicle in FY 2018-19</b>	959
<b>Number of trips provided to consumers who require an accessible vehicle in FY 2019-20 as of Dec. 31, 2019</b>	641
<b>Number of trips projected to consumers who require an accessible vehicle in FY 2020-21</b>	1,400

**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.)*

As noted in last year's program plan, in January 2019, the City of Berkeley received a claim regarding a BRSD client who sustained serious injuries that ultimately resulted in death. The vehicle involved belonged to Friendly Transportation Services, one of our previous accessible wheelchair van providers. Our City Attorney's Office advised us to suspend our services with Friendly and soon thereafter we terminated our contract with them in December 2019.

**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 and Overhead Costs supported by Measure B:**

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

**Management and Overhead Costs supported by Measure BB:**

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



**Management and Overhead Costs supported by City General Fund**

- Staff costs for processing payments to taxi vendors.
- Staff costs for participation in county-wide meeting, completion of annual plans and year-end cost reports.
- Staff costs for completion of division budget and oversight of revenue and expense fund accounts.
- Minimal cost for office supplies to support the activities listed above.

**B. Customer Service and Outreach Costs****Measure B & BB programs:**

**Staff costs for outreach:** Outreach to potential new participants, including coordinating and providing community meetings, developing outreach materials, writing outreach articles, providing one-on-one phone and in-person outreach, outreach to agencies serving eligible participants, and outreach at local fairs and community events.

**Staff costs for customer services:** Servicing weekly taxi driver reimbursement payment window, assisting applicants with registration, verification of eligibility, enrolling participants into program, coordinating and distributing program benefits, assisting current enrollees with referrals to transportation and other services, answering questions from participants and community members, and investigating and responding to customer complaints.

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

At the completion of our TNC pilot with GoGoGrandparent, if we determine the program is effective and successful, we anticipate using our FY 20-21 reserve funds to extend the contract.

Additionally, now that we have hired a permanent Transportation Services Coordinator, we may be hiring additional staff to help with our program customer service needs. With the hiring of additional staff, we anticipate using our FY 20-21 reserve funds for this new position.

## MISCELLANEOUS

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

**Hiring of permanent transportation services coordinator:** In November 2019, we hired a full-time permanent Transportation Services Coordinator to manage our BRSD program.

**Expansion of High Medical Need Program:** Due to the high demand and long waitlists for our High Medical Need Program, we increased our budget which has allowed us to enrolled more participants and shorten our waitlist.

**Increased Amount of quarterly Taxi Scrip Distribution:** We have increased our quarterly taxi scrip distribution from \$160.00 to \$240.00. We repeatedly get calls from riders telling us they have run out of taxi scrip, many need the scrip for medical appointments. With the increase we hope to help with these medical appointments and only critical travel destinations.

**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	\$290,435
FY 2018-19 <b>Measure B</b> DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$295,428
Estimated <b>Measure BB</b> Paratransit DLD reserve balance at the start of FY 2018-19	\$262,272
FY 2018-19 <b>Measure BB</b> DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$305,240
<b>Total FY 2018-19 Measure B and BB Paratransit DLD Revenue</b> (Automatically calculated)	<b>\$1,153,374</b>
Total FY 2018-19 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$ 7,200
<b>Total FY 2018-19 Program Revenue</b> (Measure B, Measure BB and all other sources available for FY 2018-19) (Automatically calculated)	<b>\$1,160,574</b>

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 2018-19)										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)
Same-Day Transp. - Taxi	Taxi Scrip program	10,711	Unavailable	\$ 200,000	\$ 78,152								\$ 278,152	
Specialized Accessible Van	Wheelchair Van Program	850	Unavailable	\$ 22,396	\$ 10,000								\$ 32,396	
Same-Day Transp. - Taxi	High Medical Need Program	1,616	Unavailable			\$ 120,000	\$ 42,427						\$ 162,427	
Specialized Accessible Van	High Medical Need Program	109				\$ 4,558							\$ 4,558	
Customer Service and Outreach	Customer Service and Outreach		N/A	\$ 6,226		\$ 6,226							\$ 12,452	
Management/Overhead	Management/Overhead		N/A	\$ 55,000	\$ 5,387	\$ 35,861	\$ 29,130						\$ 125,378	
Scholarship/Subsidized Fare	East Bay Paratransit Tickets	1,800	N/A								\$ 7,200	City GF	\$ 7,200	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
				\$ 283,622	\$ 93,539	\$ 166,645	\$ 71,557	\$ -		\$ -	\$ 7,200		\$ 622,563	



**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 <b>Measure B</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2019-20 (June 30, 2020)	\$60,000
Projected FY 2020-21 <b>Measure B</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$325,415
Estimated <b>Measure BB</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2019-20 (June 30, 2020)	\$443,505
Projected FY 2020-21 <b>Measure BB</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$326,259
<b>Total FY 2020-21 Measure B and BB Paratransit DLD Revenue</b> (Automatically calculated)	<b>\$1,155,179</b>
Total FY 2020-21 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$ 10,000
<b>Total FY 2019-20 Program Revenue</b> (Measure B, Measure BB and all other sources available for FY 2019-20) (Automatically calculated)	<b>\$1,165,179</b>

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>
Taxi Scrip	16,000	\$ 50,000	\$ 280,000		\$ 155,000						\$ 485,000
High Medical Need Program	3,000			\$ 68,100							\$ 68,100
Wheelchair Van Program	1,400		\$ 20,000		\$ 35,000						\$ 55,000
High Medical Need Program	500			\$ 19,000							\$ 19,000
Customer Service and Outreach	0	\$ 10,000	\$ 2,500	\$ 60,000	\$ 15,000						\$ 87,500
Management/Overhead	0		\$ 20,000	\$ 120,000	\$ 95,000						\$ 235,000
Go Go Grandparent Pilot extension	1,300			\$ 70,000							\$ 70,000
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
<b>Totals</b>	<b>22,200</b>	<b>\$ 60,000</b>	<b>\$ 322,500</b>	<b>\$ 337,100</b>	<b>\$ 300,000</b>	<b>\$ -</b>		<b>\$ -</b>	<b>\$ -</b>		<b>\$ 1,019,600</b>

*Budget check (total revenue less total cost):* \$145,579

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2021:	\$2,915	\$132,664	\$135,579
<b>Reserve balance as percent of FY 2020-21 Revenue*</b>	<b>1%</b>	<b>41%</b>	<b>21%</b>

\*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.**

<b>Vehicle Fleet</b>									
<b>Column A</b>	<b>Column B</b>	<b>Column C</b>	<b>Column D</b>	<b>Column E</b>	<b>Column F</b>	<b>Column G</b>	<b>Column H</b>	<b>Column I</b>	<b>Column J</b>
					<b>Vehicle Capacity</b>				
<b>Make</b>	<b>Type of Vehicle(s)</b> (specify bus, large van, minivan, sedan)	<b>Year of Vehicle</b>	<b>Fuel Type</b>	<b>Lift/Ramp Equipment</b> (specify lift, ramp, or none)	<b>Ambulatory</b>	<b>Wheelchair</b>	<b>Number of Vehicles</b>	<b>Owner (specify if contractor)</b>	<b>City that vehicle(s) are garaged</b>
Ford	Wagon Van	2018	Gas	Ramp		2	1	Easy Does It (contractor)	N/A
Honda	Odyssey Minivan	2009	Gas	Ramp		1	1	Easy Does It (contractor)	N/A
Toyota Prius	Sedan	2013	Hybrid	None	N/A	N/A	1	Non Smoking Cab (Veh #1)	N/A
Toyota Prius	Sedan		Hybrid	None	N/A	N/A	1	Tip Top Cab (Veh #2)	N/A
Ford Escape	SUV		Gas	None	N/A	N/A	1	Airport Luxor (Veh #5)	N/A
Ford Escape	SUV	2008	Gas	None	N/A	N/A	1	Eagle Cab Co (Veh #9)	N/A
Toyota Prius	Sedan	2008	Hybrid	None	N/A	N/A	1	Vulture Cab (Veh #11)	N/A
Ford Escape	SUV	2004	Gas	None	N/A	N/A	1	Eko Cab (Veh #16)	N/A
Ford Escape	SUV	2005	Gas	None	N/A	N/A	1	Yellow Friendly Mary Cab (Veh #29)	N/A
Ford Escape	SUV	2007	Gas	None	N/A	N/A	1	Berkeley Namaste (Veh # 35)	N/A
Mercury Mariner	SUV	2008	Gas	None	N/A	N/A	1	Inter City Cab Co (Veh # 346)	N/A
Ford Escape	SUV	2008	Gas	None	N/A	N/A	1	Yellow Campus Cab Co (Veh #51)	N/A
Ford Escape	SUV	2008	Gas	None	N/A	N/A	1	Yellow Campus Cab Co (Veh #52)	N/A
Toyota Prius	Sedan		Hybrid	None	N/A	N/A	1	Airport Express ( Veh #55)	N/A
Toyota Prius	Sedan	2006	Hybrid	None	N/A	N/A	1	Lumi Cab (Veh #71)	N/A
Toyota Highlander	SUV	2007	Gas	None	N/A	N/A	1	Everest Cab (Veh #73)	N/A
Toyota Prius	Sedan	2007	Hybrid	None	N/A	N/A	1	Commuters Cab (Veh #77)	N/A
Toyota Prius	Sedan	2014	Hybrid	None	N/A	N/A	1	West Coast Cab (Veh #92)	N/A
Toyota Sienna	Minivan	2013	Gas	None	N/A	N/A	1	D.D. Cab Co. (Veh #93)	N/A
Toyota Prius	Sedan	2007	Gas	None	N/A	N/A	1	Union Cab (Veh #96)	N/A
Lotus Cab	Toyota Prius	2008	Hybrid	None	N/A	N/A	1	Lotus Cab (Veh #101)	N/A
Ford Escape	SUV	2009	Gas	None	N/A	N/A	1	Yellow Checker Cab Co. (Veh #123)	N/A
Ford Escape	SUV	2008	Gas	None	N/A	N/A	1	A-1 Taxi Cab Co. (Veh #157)	N/A
Ford Escape	SUV	2009	Gas	None	N/A	N/A	1	Friendly Cab (Veh #224)	N/A
Ford Escape	SUV	2007	Gas	None	N/A	N/A	1	Checker Cab (Veh #410)	N/A

**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 Escape	SUV		Gas	None	N/A	N/A	1	Checker Cab (Veh #411)	N/A
Ford Escape	SUV	2007	Gas	None	N/A	N/A	1	A Express Cab (Veh #502)	N/A
Ford Escape	SUV	2008	Gas	None	N/A	N/A	1	Avon Cab ( Veh #503)	N/A
Mercury Mariner	Minivan	2008	Gas	None	N/A	N/A	1	Yellow Express Cab (Veh #511)	N/A
Toyota Prius	Sedan	2008	Hybrid	None	N/A	N/A	1	Yellow Express Cab (Veh #539)	N/A
Ford Escape	SUV	2007	Gas	None	N/A	N/A	1	Yeti Taxi Services (Veh #824)	N/A
Ford Escape	SUV	2008	Gas	None	N/A	N/A	1	US Express Cab (Veh #826)	N/A
Toyota Sienna	Minivan	2001	Gas	None	N/A	N/A	1	Berkeley Cab Co. (Veh #1214	N/A
Ford Escape	SUV	2008	Gas	None	N/A	N/A	1	Dakha Taxi Service	N/A
Toyota Prius	Sedan		Hybrid	None	N/A	N/A	1	Himalayan Cab	N/A

# Paratransit Program Plan Staff Summary Fiscal Year 2020-21

**Planning Area: North County**  
**Paratransit Program: Emeryville**

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

- Services provided:
  - Same-Day Transportation – Taxi, TNC
  - Specialized Accessible Van – 8-To-Go
  - Group Trips
  - Scholarship
  - Meal Delivery
- 44% Measure B/BB; Remainder: 56% General Funds, Oakland Measure B/BB contribution for Oakland 94608 residents utilizing the 8-To-Go program
- 31% reserves
- Cost per trip – Shuttle and Same-Day trending up; Group trending down
- Trends in trip provision – trending up
- Elements requiring approval:
  - None



# City of Emeryville 2020-21 Paratransit Program Plan



## Overview

- Group Trips
- Taxi/TNC Reimbursement
- Discounted Paratransit Tickets
- Meals on Wheels Mileage Reimbursement
- 8 To Go
- COVID-19 Updates

## Group Trips

- Program Requirements
  - Must be Age 50+ and an Emeryville Senior Center Member
  - 10-15 Day Trips/ Month Normally



## Taxi/TNC Reimbursement

- Separate Programs, Same Requirements/ Benefits
- Benefit: 90% Reimbursement of up to \$80 per calendar quarter
- Program Requirements
  - Emeryville Resident
  - Age 70+

## Discounted Paratransit Tickets

- Must be an Emeryville Resident and EBP Certified.
- Program previously provided \$20 worth of EBP tickets for \$5. We increased the benefit to \$40 worth of EBP tickets for \$4.
  - The program has had low demand and we are hoping increasing the benefit amount will increase usage of the program.

## 8 To Go

- Local Door to Door Paratransit
- Program Requirements
  - 94608 Resident (Emeryville or Oakland)
  - Age 70+ or 18+ and EBP Certified
- Oakland Partnership



## COVID-19 Updates

- Emeryville Senior Center is closed to the public
  - Most staff operating remotely. Staff on site 2x per week to operate Meals on Wheels.
- Taxi/TNC Reimbursement
  - No changes to the program, but we are mailing out more reimbursement forms since people can't pick them up.
  - Usage of program has decreased by about 75%.
- Group Trips are cancelled until permitted and deemed safe to operate.
  - Will plan on implementing social distancing guidelines initially, including reduced capacity and requiring PPE.

## COVID-19 Updates (cont.)

- **Discount Paratransit Tickets**
  - No Program Changes. Program has not been used/tickets have not been requested during the shelter in place. If they were requested, we would send them by mail.
- **Meals on Wheels Mileage Reimbursement**
  - No Program Changes. Meals on Wheels clients have tripled during the Shelter in Place. We have added additional volunteers and anticipate increased reimbursement requests.



## COVID-19 Updates (cont.)

### ■ 8 To Go

- Demand has decreased by about 80% from an average ~50 rides per week to about ~10.
- We reduced service to Tuesday/Thursday only because of the decrease in demand but remain ready to increase service when demand returns.
- We are currently scheduling all rides to only have one passenger at a time. All passengers and the driver are required to wear masks.
- We have increased the frequency in which we are sanitizing the vehicle.
- We have stopped collecting \$1 rider fees until the Senior Center re-opens.

Thank you!



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

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

**Date Submitted:** 3/3/2020

### 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.

**Emeryville**

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

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

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

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

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

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

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

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

**2. Will your agency's program for FY 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.

There are no significant changes from the previous fiscal year.

- 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.

We do not anticipate any major service changes at this time.

#### 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)

- A. There is no planned capital expenditure for FY20-21.
- B. There are no planned changes to our existing Taxi/TNC program.
- C. Our Taxi Subsidy program does not include incentives to drivers and/or transportation providers.
- D. The City of Emeryville does not fund an Accessible Shuttle Service as defined by A-CTC with Measure B or BB funds.
- E. No mobility management/travel training programs as defined by A-CTC are currently being funded in the City of Emeryville by Measure B or BB.
- F. There are no low-income requirements for our scholarship or fare subsidy programs.



## DEVELOPMENT OF PROGRAM PLAN

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

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

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

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

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

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

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

We are continuing with our partnership with the City of Oakland to fund operations for the 8 To Go program. This program is mutually beneficial for both Cities as it means their residents will continue to have access to the service.

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

Yes

No

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

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

The public is informed of these programs through the Emeryville City News and Activity Guide, which is produced and distributed three times per year. They are also highlighted in the Emeryville Senior Center Monthly Newsletter, the City of Emeryville Website, and other publication materials produced by the City. We have also produced a manual for all of our programs, which explains how they work and what the eligibilities are.

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

Each program has different requirements for eligibility.

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

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

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

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

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

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

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

## CUSTOMER SATISFACTION

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

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

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

**A. Describe any common or recurring service complaints, commendations and/or suggestions your program has received.** Specify for each of the paratransit projects and programs listed in Attachment Table B.

**Emeryville**

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

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

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

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

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

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

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

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

Discount Paratransit Tickets: We are increasing the amount of the available benefit from \$20 for \$5 per calendar quarter to \$40 for \$4 per calendar quarter. This brings the benefit closer in line with our taxi/TNC program (which provides a 90% reimbursement).

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

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

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

<b>Registrants at beginning of FY 2018-19</b>	1,800
<b>Registrants at end of FY 2018-19</b>	1,800
<b>Current Registrants for FY 2019-20</b>	1,800
<b>Projected Registrants for FY 2020-21</b>	1,800

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

Programs have reached a healthy equilibrium between resources and demand.

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

Due to the popularity of the TNC Program, we anticipate an increase in the number of rides for that program. There will also likely be an increase in the use of the Paratransit Ticket program due to the increased benefit amount. Other programs will likely remain unchanged.

**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.)*

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

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

<b>Number of trips provided to consumers who require an accessible vehicle in FY 2018-19</b>	Group Trips: 7 8 to Go: 132
<b>Number of trips provided to consumers who require an accessible vehicle in FY 2019-20 as of Dec. 31, 2019</b>	Group Trips: 2 8 to Go: 67
<b>Number of trips projected to consumers who require an accessible vehicle in FY 2020-21</b>	Group Trips: 10 8 To Go: 150

**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 as described above for the reporting period.





## 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 City of Emeryville DOES NOT use the Alameda-CTC Paratransit money for overhead and management costs with the exception of the direct cost for auditing services. The City strives to place every Paratransit penny received towards actual Paratransit programs/services.

See the attached spreadsheet detailing in-kind support for the Measure B and BB Paratransit Pass Through Programs. The City expends approximately \$81,500 annually to support accessible transportation programs.

### B. Customer Service and Outreach Costs

The City of Emeryville DOES NOT use the Alameda-CTC Paratransit money for Customer Services and Outreach Costs. The City strives to place every Paratransit penny received towards actual Paratransit programs/services.

See the attached spreadsheet detailing in-kind support for the Measure B and BB Paratransit Pass Through Programs. The City expends approximately \$81,500 annually to support accessible transportation programs.

## PROGRAM FUNDING RESERVES

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

The City of Emeryville has gradually been spending its funding reserves. We plan to continue using our reserve for 8 To Go Operations. Since the City of Oakland is now contributing to the program, only a small amount of reserve spending is needed for the program. If the reserve spending becomes unsustainable, the City of Emeryville will either consider further supporting the program with the general fund or seek another funding source.

**MISCELLANEOUS**

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





**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 <b>Measure B</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2019-20 (June 30, 2020)	\$14,530
Projected FY 2020-21 <b>Measure B</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$33,397
Estimated <b>Measure BB</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2019-20 (June 30, 2020)	\$12,533
Projected FY 2020-21 <b>Measure BB</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$33,484
<b>Total FY 2020-21 Measure B and BB Paratransit DLD Revenue</b> (Automatically calculated)	<b>\$93,944</b>
Total FY 2020-21 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$ 206,600
<b>Total FY 2019-20 Program Revenue</b> (Measure B, Measure BB and all other sources available for FY 2019-20) (Automatically calculated)	<b>\$300,544</b>

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)											
Service/Program Name											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>
Accessible Group Trip Program	5,000		\$ 10,000					\$ 75,000	\$ 50,000	City Funds	\$ 135,000
Taxi Reimbursement	100		\$ 2,000						\$ 500	City Funds	\$ 2,500
Lyft/Uber Reimbursement	250		\$ 4,000						\$ 500	City Funds	\$ 4,500
Meals on Wheels Reimbursement	4,000		\$ 500						\$ 250	City Funds	\$ 750
Subsidized EBP Fare Program	500		\$ 1,000					\$ 100	\$ 250	City Funds	\$ 1,350
8-To-Go Shuttle	2,500	\$ 4,221	\$ 15,346	\$ 2,000	\$ 32,933	\$ 50,000	City of Oakland DLD funds	\$ 2,500	\$ 27,500	City Funds	\$ 134,500
Finance - Audit Fees	0		\$ 551			\$ 551					\$ 1,102
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
<b>Totals</b>	<b>12,350</b>	<b>\$ 4,221</b>	<b>\$ 33,397</b>	<b>\$ 2,000</b>	<b>\$ 33,484</b>	<b>\$ 50,000</b>		<b>\$ 77,600</b>	<b>\$ 79,000</b>		<b>\$ 279,702</b>

*Budget check (total revenue less total cost): \$20,842*

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2021:	\$10,309	\$10,533	\$20,842
<b>Reserve balance as percent of FY 2020-21 Revenue*</b>	<b>31%</b>	<b>31%</b>	<b>31%</b>

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



## Paratransit Program Plan Staff Summary Fiscal Year 2020-21

**Planning Area: North County**  
**Paratransit Program: Oakland**

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

- Services provided:
  - Same-Day Transportation – Taxi, TNC
  - Specialized Accessible Van – Programs I and II, BACS, sponsor 8-To-Go
  - Group Trips
  - Volunteer Driver program – Taxi Up & Go
- 94% Measure B/BB; Remainder: 6% fare revenue
- 98% reserves
- Cost per trip – remaining steady, new TNC (\$12.50) – staff will continue to monitor
- Trends in trip provision – trending up
- Elements requiring Alameda CTC approval (pending):
  - The City of Oakland plans to introduce a Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs) through a contract with GoGoGrandparent Concierge Service (GoGo) to coordinate Uber and Lyft TNC transportation ride connections for enrolled clients that are age 70 and older for FY 2020-21.

- We have begun and will continue a soft rollout of a new, overarching program branding name from Oakland Paratransit for the Elderly & Disabled Program (OPED) to Rides for Seniors & Persons with Disabilities (RSPD).
- The City of Oakland does not anticipate any major future service changes or the beginning or ending of any services beyond FY 2020-21 at this time; however, consideration and analysis will continue to be given to the following areas with the advanced approval and input of PAPCO and Alameda CTC staff:
  - Additional integration of Transportation Network Companies (TNCs).
  - Taxi swipe card technology with the vision of replacing paper fare mediums such as taxi scrip and van vouchers.
  - Taxi driver incentive/training programs to improve customer service.





HUMAN SERVICES DEPARTMENT, AGING & ADULT SERVICES DIVISION  
OAKLAND PARATRANSIT FOR THE ELDERLY AND DISABLED PROGRAM (OPED)

Annual ACTC Program Plan Review Prepared by Hakeim McGee, OPED Supervisor  
Submitted to PAPCO Paratransit Program Plan Review Subcommittee

FY 2020-21

# OPED PROGRAM BACKGROUND

- The City of Oakland began operating city-based paratransit services in 1978 with State Transportation Development Act (TDA 4.5) funds to assist frail-elderly and adult persons with disabilities to address public transportation access challenges.
- The TDA 4.5 funding was later augmented with Alameda County's half-cent sales tax Measure B funding in 1987. OPED transitioned solely to Measure B funding in 1996 in addition to half-cent sales tax Measure BB supplemental funding as of 2015.
- Passenger fares/co-pays and City general fund contributions have also augmented and supported services.

## FY 2019-20 PROGRAM SERVICES

**Taxi Scrip Program** – Subsidized taxi scrip books purchased quarterly and clients contact taxi companies independently for service.

**Van Voucher Program I (wheelchair van)** – Subsidized van vouchers purchased quarterly and clients contact van companies independently for service. Includes BACS Adult Day Care routes and City of Emeryville co-sponsored 8-To-Go service.

**Van Voucher Program II (wheelchair van)** – Fully subsidized van vouchers allocated quarterly and clients contact van company independently for service.

**Senior Group Trip Program (accessible shuttle)** – Subsidized group trips from senior centers and independent senior living residences traveling to community events, social activities, sporting events and other local destinations by reservation.

**Volunteer Driver Program** - Fully subsidized taxi program with senior companion trip escorts for at home and destination assistance. Administered through partnership with Oakland's Senior Companion Program.

# FY 2019-20 PROGRAM OPERATIONS

- Entered agreements with the following transportation vendors:
  - a) Friendly Transportation, Inc. - Taxi program and limited accessible lift/ramp van services.
  - b) St. Mini Cab Corporation (dba Veterans Cab) - Taxi program and limited accessible lift/ramp van services.
  - c) Quality Transit, LLC - Dialysis accessible lift/ramp van and limited other destination van services.
  - d) Bell Transit Corporation - Adult day care door-to-door accessible lift/ramp van services and limited other destination van services.
  - e) One Access Medical – Same-day; pre-scheduled or same-day door-through-door wheelchair van services.
  - f) Bay Area Charters, Inc. - Senior Group Trip Program accessible lift van services.

## FY 2019-20 EXPANDED PROGRAM ACTIVITIES

- Continued the Grocery Return Improvement Program (GRIP) to provide improved grocery return taxi service by providing a \$5.00 tip incentive for taxi drivers for better service. Tips rendered at rider's discretion.
- Continued Out of ADA transportation service for those with no or limited East Bay Paratransit service as they may not live within  $\frac{3}{4}$  of a mile of an operating bus route or BART station or due to service hour ends.

## FY 2020-21 PROGRAM STATUS & ACTIONS

- All previous year's base program services will be in operation and provided by Five Rivers Transit, Inc. (formerly Friendly Transportation, Inc.), Quality Transit, LLC, Bell Transit Corporation, One Access Medical and Bay Area Charters, Inc.
- Initiating pilot TNC program with GoGo Technologies, Inc. through the GoGo Grandparent concierge platform to supplement the taxi scrip program.
- Continue co-sponsorship of the City of Emeryville's 8-To-Go same-day accessible van service for qualifying Emeryville and Oakland residents that reside in shared zip code 94608.
- COVID-19 adaptations are in consideration and anticipated, especially as it pertains to social distancing travel policies with the group trip service and individual transports as well. As majority of rides are to essential destinations, it is possible that overall service levels will not be greatly impacted, but this projection will be monitored.
- All expired transportation vouchers from FY 2019-20 will be honored during the new program year due to the impact of the shelter-in-place orders which limited participant travel during the final quarter.

## FY 2020-21 PLANNING PROCESS

- Evaluate FY 18-19 annual satisfaction survey and client verbal feedback as a tool for program service planning and strategies.
- Presentations at and communications with the Mayor's Commission on Persons with Disabilities and the Mayor's Commission on Aging.
- Staff development of FY 2020-21 program service plan.
- Service plan reviewed by Aging & Adult Services Division Manager.
- Submit service plan to the Alameda County Transportation Commission (Alameda CTC) for review by staff and the Paratransit Advisory & Planning Committee (PAPCO) for approval.
- Service plan report and resolution then reviewed and approved by Human Services Department Head, Budget & Fiscal, City Attorney's Office and City Administrator's Office.
- Service plan then reviewed by staff report and resolution to City of Oakland Life Enrichment Committee for approval.
- Final step to receive final review and authorization by full City Council.

## FY 2020-21 CHALLENGES OR ISSUES

- Continued efforts to spend down reserves.
- Wait and see in relation to COVID-19 impacts.
- Continue to chip away at pursuing technology or systems to replace paper voucher systems.



# CONTACT INFORMATION

- Customer Service  
City of Oakland Human Services Department  
Aging & Adult Services Division  
150 Frank H. Ogawa Plaza, Ste. #4353  
Oakland, CA 94612  
 (510) 238-3036  
 (510) 238-7724
- Online Application  
 <http://accessalameda.org/>
- Administration  
Hakeim McGee  
 (510) 238-2311  
 HMcGee@oaklandca.gov

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

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

**Date Submitted:** March 9, 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 Oakland plans to offer the following subsidized mobility services:

Same-Day Transportation – Taxi Scrip Program: All program eligible participants may purchase taxi scrip books at a discount and personally contact local contracted taxi companies for service.

Door-Through-Door/Volunteer Driver Program - Taxi Up & Go! Project: Program eligible clients of the City of Oakland's Senior Companion Program that require home, on trip and/or destination assistance for medical appointments and grocery shopping are escorted by volunteers and caregivers on taxi trips.

Same-Day Transportation – GoGoGrandparent Concierge Service: This will be a pilot service where program eligible participants age 70 or older will have access to limited monthly subsidized Uber or Lyft TNC rides by personally contacting the GoGoGrandparent Concierge Call Center for ride coordination. This will serve as a supplemental service to the taxi scrip program.

Specialized Accessible Van Service - Van Voucher Program I: All program eligible participants may purchase van vouchers at a discount and personally contact local contracted accessible van companies for prescheduled, door-to-door wheelchair transportation service.

Specialized Accessible Van Service - Van Voucher Program II: All program eligible participants will have access to limited issuance amounts of special van vouchers and personally contact contracted accessible van company for same-day, door-to-door wheelchair transportation service; or prescheduled or same-day, door-through-door wheelchair transportation service. No proposed service fee or co-pay at this program phase.

Specialized Accessible Van Service – BACS Adult Day Care Program: All program eligible clients of Bay Area Community Services' North Oakland Adult Day Care will be provided weekly, prescheduled rides to and from the facility located at the North Oakland Senior Center.

Specialized Accessible Van Service – City of Emeryville 8-To-Go Co-Sponsorship: Will provide same day and prescheduled, door-to-door specialized accessible van service. The City of Oakland plans to continue to contribute operational funding towards the Emeryville operated service as it provides service to Oakland residents of the shared cities 94608 zip code. Program to be administered by the City of Emeryville.

Group Trips Program – Senior Group Trip Program: All eligible groups from senior centers and independent senior living residences that are 55 or older will have access to accessible shuttle transportation to community events, social activities, sporting events and other local destinations through a reservation process.

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

The City of Oakland targets paratransit services towards seniors and adult persons with disabilities by historically filling service gaps in the community such same day service, underserved geographic areas and supplemental wheelchair accessible van services for trips that cannot be provided or can be made more conveniently than through other local services.

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

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

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

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

The City of Oakland has identified the following common trip destinations per service category:

Same-Day Transportation Taxi: Medical Facilities (non-emergency) and Grocery Shopping Centers.

Specialized Accessible Van: Dialysis Centers, Medical Facilities (non-emergency) and Adult Day Care.

Group Trip Shuttle: Grocery Shopping Centers, Entertainment Venues, Sporting Events, Restaurants and Theatre/Stage Performances.

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

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

**2. Will your agency's program for FY 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 City of Oakland proposes no new changes to current ongoing base program transportation services for FY 2020-21. However, we have begun and will continue a soft rollout of a new, overarching program branding name from Oakland Paratransit for the Elderly & Disabled Program (OPED) to Rides for Seniors & Persons with Disabilities (RSPD).

The name change will not have an impact that will compromise the ability of seniors and people with disabilities in our community to meet their basic life needs, but it will allow for further agency distinction from East Bay Paratransit. In many instances, over the years, the City of Oakland transportation services have been linked and/or associated with EBP, which has led to some public misunderstanding of the distinction.

- 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 City of Oakland does not anticipate any major future service changes or the beginning or ending of any services beyond FY 2020-21 at this time; however, consideration and analysis will continue to be given to the following areas with the advanced approval and input of PAPCO and Alameda CTC staff:

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

#### **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)

The City of Oakland plans to introduce a Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs) through a contract with GoGoGrandparent Concierge Service (GoGo) to coordinate Uber and Lyft TNC transportation ride connections for enrolled clients that are age 70 and older for FY 2020-21.

The subsidy launch point will be the first \$8.00 of the TNC fare for riders' first two (2) trips per month with a monthly unused trip rollover feature linked to each fiscal year usage only. The subsidy is based on the average City of Oakland trip cost of \$16-\$17 per trip provided through GoGo during the year 2019 by individuals independently enrolled (not linked through City of Oakland services).

City of Oakland staff will identify clients interested in the supplemental service and enter their preliminary profile data in an associated, assigned GoGo internet portal. Then GoGo staff will complete the enrollment process, ride coordination, tracking and monthly service billing to the City of Oakland.

Information about GoGo can be found at [www.gogograndparent.com](http://www.gogograndparent.com).

## 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.

### Ongoing Services from FY 2019-20:

The City of Oakland received consumer input through evaluation of the annual program satisfaction surveys, especially the written comment sections. The annual survey is our primary tool for consumer input, as well as, a significant amount of feedback over the phone.

Staff also attended meetings and provided materials and responses as necessary to the Mayor's Commission on Aging and the Mayor's Commission on Persons with Disabilities respectively throughout the year.

Although the City of Oakland does not have a formal paratransit advisory committee, the program plan must be reviewed and approved by City Council. Staff is scheduled to go before the City Council Life Enrichment Sub-Committee on June 9<sup>th</sup> with full council approval to be sought on June 16<sup>th</sup>.

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



Proposed Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs):

The City of Oakland did not formally seek consumer input through a targeted process for the integration of the GoGoGrandparent TNC Pilot Program (GoGo). It has been a more informal process over several years based on staff's local, national and international research since the emergence of the TNC industry; plus, casual feedback and inquiries from citizens during customer engagement or various open comment sections of annual program surveys.

City of Oakland staff has also had attendance and participation of various topic related meetings, conferences and workshops; coupled with the knowledge, evaluation and recommendations of colleagues and community-based organizations in Alameda County that have launched or nearing implementation of city-based TNC pilot projects.

Over the years, City of Oakland staff has researched and remained abreast of the TNC industry. And in recent months, GoGoGrandparent's CEO, Justin Boogaard, contacted staff to enter discussions towards the possibility of establishing a contractual relationship as there was significant demand in Oakland GoGo ridership of approximately 6,000 rides during 2019.

Therefore, the City of Oakland would like to respond to this demand and reach out to other citizens that may be unaware of GoGo in order to offer another supplemental service component with the added goal of expanding the types of services offered.

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

City of Oakland staff conducted an annual program satisfaction survey and compiled the results which were diligently reviewed and analyzed. The information will be incorporated in staff's City Council Agenda Report/Program Plan that will be reviewed and anticipatngly moved by the Life Enrichment Committee on June 9<sup>th</sup> and then full City Council approval on June 16<sup>th</sup>.

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

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

Each phase not only allowed for staff to relay service intentions; the process also allowed for staff to solicit consumer feedback that was thoroughly reviewed and considered during the final planning process. Oakland has always been determined to improve existing services and to fill service gaps voiced by consumers through all outreach and formal survey feedback and analysis.

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

The City of Oakland finds the GoGoGrandparent service model to be innovative because it allows for a set of citizens to have access to a smartphone-based transportation connection without needing to have a smartphone.

It offers access to a technology system that utilizes global positioning tracking that not only locates, connects and monitors trips over internet connections, but it also allows emergency contacts to stay informed with by-the-minute text updates along with texting capability to communicate with a dispatch operator with questions at any time during the trip process.

And the non-traditional elements integrated into the program plan is that GoGoGrandparent offers 24/7 dispatch operators (professional grandchildren) to provide trip coordination, communication and monitoring.

**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.

Planned: Oakland City Council; scheduled for June 16, 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.

## Oakland

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

- Multi-language brochures distributed at senior centers, community information fairs, etc.
- Departmental brochure with description and inserts.
- Program handbills and/or flyers.
- Departmental web page (<https://www.oaklandca.gov/departments/department-of-human-services>).
- ACTC's Access Alameda publication and web page (<http://accessalameda.org/>).

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

- Senior residential sites.
- Senior & persons with disabilities provider staff meetings.
- Oakland senior centers.
- Televised Mayor's Commission on Aging public meetings.
- Televised Mayor's Commission on Persons with Disabilities public meetings.

## ELIGIBILITY AND ENROLLMENT

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

Taxi Scrip Transportation Program: Residents of Oakland or Piedmont who are age 70 or older OR who are ages 18-69 and East Bay Paratransit certified. Available to ambulatory and transferable persons using manual folding wheelchairs.

GoGoGrandparent Concierge Service TNC Pilot Program: Residents of Oakland or Piedmont who are age 70 or older. Available to ambulatory and transferable persons using manual folding wheelchairs.

Van Voucher Transportation Program I & II: Residents of Oakland or Piedmont who are age 70 or older OR who are ages 18-69 and East Bay Paratransit certified. Available to persons with the need of wheelchair transport.

BACS Adult Day Care Transportation Program: Elderly residents of Oakland or Piedmont who are age 65 or older with memory disorders and enrolled in care services provided by Bay Area Community Services.

City of Emeryville's 8-To-Go Program Partnership: Emeryville and Oakland residents that reside in the cities shared 94608 zip code that are ages 18-69 with East Bay Paratransit enrollment or age 70 or older. Service administered by the City of Emeryville.

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

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

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

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

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

The application is reviewed, verified and approved by staff within one (1) to two (2) business days. Once approved; pertinent client information is entered in the program's database and an enrollment package and program ID are mailed not exceed seven (7) business days, including the mailing process.

Same day expedited enrollment is also possible on a case by case basis and access to services are made available immediately.

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

Bay Area Community Services and the City of Emeryville coordinates enrollment and eligibility processes. The Group Senior Trip Program does not have an enrollment process as it has a senior (age 55 or older) location and population targeted participation element.

**CUSTOMER SATISFACTION**

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

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

If participants do not receive a satisfactory resolution, they are requested to contact our office directly. At that point, staff contacts the vendor about the

matter and works with them towards a satisfactory resolution or a plan to avoid future occurrences.

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

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

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

Taxi Scrip Transportation Program: Overall, clients find this service satisfactory and highly convenient. Less reports of slow/delayed response times in parts of East Oakland this program year.

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

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

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

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

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

City of Oakland staff has not made any changes or any planned at the point.

**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>	1,736
<b>Registrants at end of FY 2018-19</b>	1,956
<b>Current Registrants for FY 2019-20</b>	2,109
<b>Projected Registrants for FY 2020-21</b>	2,185

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

The City of Oakland expects the program registration to increase for FY 2020-21 based on the current fiscal year's quarterly enrollment patterns to date. We expect this upward trend to continue based on program increased enrollment trends over the past few years and data from the FY 2014-2018 American Community Survey (ACS) that reports a steady, but modest increase in Oakland residents identified as having disabilities and the senior population of 65 and older.

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

The City of Oakland expects that one-ways trips will increase for current offered services based on the projected steady increase in registration, plus an overall increase with the addition of the GoGoGrandparent Concierge Pilot Program.

**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.

<b>Number of trips provided to consumers who require an accessible vehicle in FY 2018-19</b>	The City of Oakland does not track this data, thus not available.
<b>Number of trips provided to consumers who require an accessible vehicle in FY 2019-20 as of Dec. 31, 2019</b>	The City of Oakland does not track this data, thus not available.
<b>Number of trips projected to consumers who require an accessible vehicle in FY 2019-20</b>	The City of Oakland does not track this data, thus not available.

## VEHICLE FLEET

**19. Provide details regarding your vehicle fleet.** To answer this question, complete Attachment 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.)*

The City of Oakland has no qualifying recorded safety incidents for FY 2018-19 or to date in FY 2019-20.

## 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 consists of 85% of one (1) program supervisor salary and fringe; 85% of two (2) program assistant salaries and fringe; 82% of one (1) accountant salary and fringe; 50% of one (1) administrative assistant and fringe; purchasing expenses associated with transportation vendor agreements; staff professional development activities; industry organizational memberships; local and regional meeting expenses and industry conference attendance.

**B. Customer Service and Outreach Costs**

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

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

The City of Oakland is projected to have a substantial paratransit reserve at the end of FY 2019-20; MB - \$472,119 and MBB \$1,898,352 (\$2,370,471). Staff has been successful in expanding existing services and adding new service components that currently have program service expenditures that nearly meet the full level of current annual MB/BB revenues, but during that time of development, a reserve built. The funds will continue to be designated as operational reserves as staff continues efforts to identify potential new service areas, possible capital expenditures or additional expansion opportunities.

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

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



**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	\$ 512,019
FY 2018-19 <b>Measure B</b> DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$ 1,311,641
Estimated <b>Measure BB</b> Paratransit DLD reserve balance at the start of FY 2018-19	\$ 1,408,744
FY 2018-19 <b>Measure BB</b> DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$ 1,351,707
<b>Total FY 2018-19 Measure B and BB Paratransit DLD Revenue</b> (Automatically calculated)	\$ <b>4,584,111</b>
Total FY 2018-19 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$ 459,756
<b>Total FY 2018-19 Program Revenue</b> (Measure B, Measure BB and all other sources available for FY 2018-19) (Automatically calculated)	\$ <b>5,043,867</b>

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)
Management/Overhead	Oakland Paratransit for the Elderly & Disabled Program		non-applicable	\$ 268,610		\$ 320,562					\$ 62,305	City general fund	\$ 651,477	
Customer Service and Outreach	Oakland Paratransit for the Elderly & Disabled Program		non-applicable	\$ 102,458		\$ 61,487							\$ 163,945	
Same-Day Transp. - Taxi	Taxi Scrip Program	23,908	unavailable	\$ 140,951	\$ 497,072			\$ 218,657	Unaudited MB	\$ 115,722			\$ 972,402	
Customer Service and Outreach	Taxi Up & Go! Project		non-applicable		\$ 66,073								\$ 66,073	
Door-through-Door/Volunteer Driver	Taxi Up & Go! Project	2,018	unavailable		\$ 68,956								\$ 68,956	
Specialized Accessible Van	Van Voucher Program I	16,697	unavailable			\$ 391,167				\$ 46,746			\$ 437,913	
Specialized Accessible Van	Van Voucher Program II	100	unavailable			\$ 8,717							\$ 8,717	
Specialized Accessible Van	Adult Day Care Program	1,980	unavailable			\$ 77,121				\$ 9,064			\$ 86,185	
Group Trips	Senior Group Trip Program	15,664	unavailable			\$ 278,208				\$ 7,263			\$ 285,471	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
				\$ 512,019	\$ 632,101	\$ 1,137,262	\$ -	\$ 218,657		\$ 178,794	\$ 62,305		\$ 2,741,138	

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

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

Service/Program Type and Name		Limits	Schedule			Eligibility	Status	Deliverables	Notes
Column A (repeated)	Column B (repeated)	Column K	Column L	Column M	Column N	Column O	Column P	Column Q	Column R
Service/Program Type <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)
Management/Overhead	Oakland Paratransit for the Elderly & Disabled Program	N/A	N/A	N/A	Monday - Friday, 8:30am-5pm	N/A	Continuing/Ongoing		
Customer Service and Outreach	Oakland Paratransit for the Elderly & Disabled Program	N/A	N/A	N/A	Monday - Friday, 8:30am-5pm	N/A	Continuing/Ongoing		
Same-Day Transp. - Taxi	Taxi Scrip Program	Trip limits per quarter	N/A	N/A	24/7	Adult w/ mobility disability & EBP registered or 70+ w/out disability proof	Continuing/Ongoing	25,103	Column Q represents one-way individual passenger trips.
Customer Service and Outreach	Taxi Up & Go! Project	N/A	N/A	N/A	Monday - Friday, 8:30am-5pm	N/A	Continuing/Ongoing		
Door-through-Door/Volunteer Driver	Taxi Up & Go! Project	Trip limits per month	N/A	N/A	24/7	Adult w/ mobility disability or 55+ w/out disability proof; in need of an escort and have limited income or resources	Continuing/Ongoing	2,119	Column Q represents one-way individual passenger trips.
Same-Day Transp. - TNC	GoGoGrandparent Concierge Pilot	Trip limits per month	N/A	N/A	24/7	70+ w/out disability proof		20,000	Column Q represents one-way individual passenger trips. Project Status: To be initiated in FY 20/21.
Specialized Accessible Van	Van Voucher Program I	Trip limits per quarter	Monday - Friday, 8am-5pm	One to three days in advance	Monday - Saturday, 8am-5pm	Adult w/ mobility disability & EBP registered or 70+ w/out disability proof	Continuing/Ongoing	17,532	Column Q represents one-way individual passenger trips.
Specialized Accessible Van	Van Voucher Program II	Trip limits per quarter	N/A	N/A	Monday - Saturday, 8am-5pm	Adult w/ mobility disability & EBP registered or 70+ w/out disability proof	Continuing/Ongoing	200	Column Q represents one-way individual passenger trips.
Specialized Accessible Van	Adult Day Care Program	Trip limits per month	Fridays by 5pm	Every Friday for upcoming week	Monday - Friday, 8am-5pm	Elders w/ memory disorders	Continuing/Ongoing	2,079	Column Q represents one-way individual passenger trips.
Specialized Accessible Van	Emeryville 8-To-Go	6 one-way trips per week	24/7 via dispatcher or response to voicemails	Up to departure (space allowing)	Monday - Friday, 9am-5pm	Adult w/ mobility disability & EBP registered or senior center member over 70+; resident of 94608 Oakland/Emeryville	Continuing/Ongoing	1,250	Column Q represents one-way individual passenger trips.
Group Trips	Senior Group Trip Program	Trip limits per month	Monday - Friday 8:30am-5pm	Two weeks	Monday - Sunday, flexible	Seniors 55+	Continuing/Ongoing	16,448	Column Q represents one-way individual passenger trips.
0	0								
0	0								
0	0								

**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 <b>Measure B</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2019-20 (June 30, 2020)	\$569,039
Projected FY 2020-21 <b>Measure B</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$1,303,304
Estimated <b>Measure BB</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2019-20 (June 30, 2020)	\$2,007,106
Projected FY 2020-21 <b>Measure BB</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$1,306,681
<b>Total FY 2020-21 Measure B and BB Paratransit DLD Revenue</b> (Automatically calculated)	<b>\$5,186,130</b>
Total FY 2020-21 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$ 178,969
<b>Total FY 2019-20 Program Revenue</b> (Measure B, Measure BB and all other sources available for FY 2019-20) (Automatically calculated)	<b>\$5,365,099</b>

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>
Oakland Paratransit for the Elderly & Disabled Program	0		\$ 280,625	\$ 126,750							\$ 407,375
Oakland Paratransit for the Elderly & Disabled Program	0		\$ 72,559	\$ 39,524							\$ 112,083
Taxi Scrip Program	25,103	\$ 569,039	\$ 284,639					\$ 116,000			\$ 969,678
Taxi Up & Go! Project	0		\$ 67,000								\$ 67,000
Taxi Up & Go! Project	2,119		\$ 72,407								\$ 72,407
GoGoGrandparent Concierge Pilot	20,000			\$ 250,000							\$ 250,000
Van Voucher Program I	17,532			\$ 413,721				\$ 45,969			\$ 459,690
Van Voucher Program II	200			\$ 17,434							\$ 17,434
Adult Day Care Program	2,079			\$ 82,605				\$ 9,000			\$ 91,605
Emeryville 8-To-Go	1,250			\$ 50,000							\$ 50,000
Senior Group Trip Program	16,448			\$ 291,683				\$ 8,000			\$ 299,683
0	0										\$ -
0	0										\$ -
0	0										\$ -
<b>Totals</b>	<b>84,731</b>	<b>\$ 569,039</b>	<b>\$ 777,230</b>	<b>\$ 1,271,717</b>	<b>\$ -</b>	<b>\$ -</b>		<b>\$ 178,969</b>	<b>\$ -</b>		<b>\$ 2,796,955</b>

Budget check (total revenue less total cost): \$2,568,144

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2021:	\$526,074	\$2,042,070	\$2,568,144
<b>Reserve balance as percent of FY 2020-21 Revenue*</b>	<b>40%</b>	<b>156%</b>	<b>98%</b>

\*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.**

<b>Vehicle Fleet</b>									
<b>Column A</b>	<b>Column B</b>	<b>Column C</b>	<b>Column D</b>	<b>Column E</b>	<b>Column F</b>	<b>Column G</b>	<b>Column H</b>	<b>Column I</b>	<b>Column J</b>
					<b>Vehicle Capacity</b>				
<b>Make</b>	<b>Type of Vehicle(s)</b> (specify bus, large van, minivan, sedan)	<b>Year of Vehicle</b>	<b>Fuel Type</b>	<b>Lift/Ramp Equipment</b> (specify lift, ramp, or none)	<b>Ambulatory</b>	<b>Wheelchair</b>	<b>Number of Vehicles</b>	<b>Owner (specify if contractor)</b>	<b>City that vehicle(s) are garaged</b>
Ford	Small Bus	2008	Gas	Lift	22	2	1	Bay Area Charters, Inc. - Contractor	Richmond
Chevy	Midsize Bus	2009	Gas	Lift	30	2	1	Bay Area Charters, Inc. - Contractor	Richmond
Ford	Large Van	2004	Gas	Lift	2	2	1	Quality Transit, LLC - Contractor	Oakland
Ford	Minivan	2006	Gas	Ramp	3	1	1	Quality Transit, LLC - Contractor	Oakland
Toyota	Minivan	2012	Gas	None	4	0	1	Quality Transit, LLC - Contractor	Oakland
Ford	Large Van	2015	Gas	Lift	2	2	1	Quality Transit, LLC - Contractor	Oakland
Ford	Large Van	2017	Gas	Lift	2	2	1	Quality Transit, LLC - Contractor	Oakland
Ford	Minivan	2017	Gas	Ramp	4	1	1	Quality Transit, LLC - Contractor	Oakland
Ford	Minivan	2018	Gas	Ramp	4	1	1	Quality Transit, LLC - Contractor	Oakland
Ford	Large Van	2019	Gas	Lift	2	2	1	Quality Transit, LLC - Contractor	Oakland

**Oakland**

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	Large Van	2012	Gas	Lift	4	2	1	One Access Medical Transportation - Contractor	Newark
Ford	Large Van	2008	Gas	Lift	4	2	1	One Access Medical Transportation - Contractor	Newark
Ford	Large Van	2015	Gas	Ramp	2	1	1	One Access Medical Transportation - Contractor	Newark
Chevy	Minivan	2006	Gas	Ramp	3	1	5	Bell Transit Corp. - Contractor	San Leandro
Chevy	Minivan	2008	Gas	Ramp	3	1	3	Bell Transit Corp. - Contractor	San Leandro
Ford	Sedan	2010	Gas	None	4	0	1	Bell Transit Corp. - Contractor	San Leandro
Dodge	Minivan	Various	Gas	Ramp	3	2	4	Friendly Transportation, Inc. - Contractor	Oakland

**Oakland**

## 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	Various	Gas	None	6	0	10	Friendly Transportation, Inc. - Contractor	Oakland
Toyota	Sedan	Various	Gas	None	4	0	20	Friendly Transportation, Inc. - Contractor	Oakland
Ford Escape Hybrid	Small Jeep	Various	Gas-electric	None	4	0	4	Friendly Transportation, Inc. - Contractor	Oakland
Various	Sedan	Various	Gas	None	4	0	21	Friendly Transportation, Inc. - Contractor	Oakland
Ford	Large Van	2017	Gas	None	10	0	1	Friendly Transportation, Inc. - Contractor	Oakland



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