



PAPCO Paratransit Program Plan Review

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

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

SOUTH COUNTY

May 2020



Paratransit Program Plan Staff Summary Fiscal Year 2020-21

Planning Area: South County
Paratransit Program: Fremont and Newark

Staff Recommendation: Recommend program plans for full approval.

- Services provided:
 - Same-Day Transportation – Taxi, TNC
 - Specialized Accessible Van
 - Group Trips (Fremont only)
 - Mobility Management/Travel Training
 - Meal Delivery
- 100% Measure B/BB
- Fremont – 100% reserves; Newark – 39% reserves
- Cost per trip – trending slightly up in taxi and Specialized Accessible Van, FY 2019-20 not available yet for TNC, difficult to predict effect of TNC on other services – staff will continue to monitor
- Trends in trip provision – trending up
- Looking into expanding Lyft WAV access
- Elements requiring approval:
 - None



***FY 2020-2021 Measure B/BB
Program Plan Presentation to PAPCO***

***Transportation Services for
Seniors and People with Disabilities
In Fremont and Newark***



Program Overview



The Ride-On Tri-City! Program is operated by the City of Fremont. In addition to serving seniors and people with disabilities living in Fremont, it provides services to seniors and people with disabilities in Newark and Union City under Joint Powers Agreements with each city.

Services for Fremont residents: *Wheelchair-Accessible Van, Same-Day Transportation Services, Meal Delivery, Mobility Management and Travel Training.*

Services to Newark residents: *Wheelchair-Accessible Van, Same-Day Transportation Services, Mobility Management and Travel Training.*

Services to Union City residents: *Same-Day Transportation Services, Mobility Management and Travel Training.*

Fremont & Newark Program Overview



City of Fremont and City of Newark Program Components funded with Measure B/BB DLD funding include:

- ***Wheelchair-Accessible Van (WAV)***
- ***Same-Day Transportation (Taxi and TNC rides)***
- ***Meal Delivery (Fremont & Newark have separate contracts with LIFE ElderCare for Meals on Wheels service)***
- ***Group Trips (City of Fremont Measure B/BB only)***
- ***Matching funding (City of Fremont Measure B/BB only) for Ride-On Tri-City! Mobility Management and Travel Training***

Planning Process Overview



Program Design and Parameters were informed by a thorough public input process that included:

- *Aging Friendly Community Needs Assessment (World Health Organization/AARP)*
- *Outreach to Consumers*
- *Outreach to Service Providers and Community Groups*
- *Feedback from our Paratransit Advisory Committee*
- *Feedback from the Fremont Senior Commission and the Newark Senior Citizen Advisory Committee*

Program Changes Related to COVID-19



Ride-On Tri-City! has taken the following actions in response to the COVID-19 pandemic:

- *Fremont Group Trips were suspended in March 2020.*
- *Travel Training for Tri-City residents was suspended in March 2020.*
- *All transportations services (WAV, Taxi and TNC) are continuing to provide transportation for essential services (dialysis, medical care, grocery shopping, etc.) during the Shelter In Place Order.*
- *Shared rides have been suspended and proper social distancing on vehicles has been implemented (ex: no front seat passengers on taxis).*
- *Fare collection has been suspended on the WAV and taxi services.*
- *COVID-19 informational and face coverings requirement signage was given to providers and is posted on taxis and WAV service.*

Program Changes Related to COVID-19



Ride-On Tri-City! has taken the following actions in response to the COVID-19 pandemic: (continued)

- Enhanced cleaning/sanitizing is occurring on all vehicles.*
- City of Fremont provided masks and gloves to our taxi service and wheelchair accessible van service providers. These masks are available to riders, in case they do not have one when boarding the vehicle.*

Program Changes Related to COVID-19



Ride-On Tri-City! has taken the following actions in response to the COVID-19 pandemic: (continued)

- All Fremont, Newark and Union City Ride-On Tri-City! Participants are receiving calls from our mobility managers to: 1) ensure that they are okay and see if they are in need of services (food, medications, etc.); 2) ensure that they understand that service is still operational for any travel to essential services and help coordinate those services when needed; 3) provide mobility management to participants needing transportation to testing sites; 4) provide information on completing the Census if they have not already done so; and 5) see if additional assistance is needed to complete the Emergency Preparedness Booklet that was mailed out on April 4th. (The Emergency Preparedness Booklet was part of a pre-pandemic grant- funded project to assist seniors in preparing for emergencies. An electronic copy of the booklet has been provided to ACTC.)*

Program Changes Related to COVID-19



Ride-On Tri-City! has taken the following actions in response to the COVID-19 pandemic: (continued)

- Providing mobility management assistance to any community member regarding transportation to testing sites. Coordinating with Medi-Cal Transportation providers as necessary on rides to essential medical services, including testing.*
- Coordinating with service providers to set-up rides for homeless at-risk clients to get to safe, sheltered locations.*
- Ride-On Tri-City! Transportation services will not transport COVID-19 positive or those suspected of having COVID-19 because the clients we are currently transporting are considered high risk for exposure to COVID-19. We have referred clients suspected of having COVID-19 to emergency services for transport to local hospitals.*

New Changes for FY20/21



Changes to TNC Call Center Service:

- *Riders who do not have smartphones and need to book subsidized TNC rides (Lyft or Uber) can call GoGoGrandparent. Call center service was switched from LIFE ElderCare to GoGoGrandparent on 4/1/2020.*
- *New contract with GoGo Technologies, Inc. (providers of GoGoGrandparent service) allows riders to access rides from 8 am and 6 pm, seven days a week. Prior contract with LIFE ElderCare only allowed rides between 8 am and 6 pm, Monday through Friday. All Ride-On Tri-City! transportation services now provide access to subsidized rides from 8 am to 6 pm, seven days a week (Wheelchair Accessible Van service does not provide service on some major holidays). Riders can also access non-subsidized rides for trips that are out of service area, service hours or exceed the maximum number of rides per month.*

New Changes for FY20/21



Changes to TNC Call Center Service: (continued)

- *Riders who use wheelchairs and can manage using a curb-to-curb service independently or with the aid of an attendant, may request Uber WAV rides through GoGoGrandparent.*
- *Riders who use the GoGoGrandparent service and do not have credit or debit cards can add cash value to their account using a pre-paid credit card or have a friend or family member add cash value to their account using a credit or debit card. Additionally, our program will also be able to add cash value to a rider's account as well.*
- *Riders who have out-of-area medical trips and have no other way to get there easily will be able to receive a ride that is subsidized at a higher rate than our local service trips. In these cases, the rider will pay \$4 and the program will pay for up to \$46 in TNC fare.*

New Changes for FY20/21



Changes to Taxi Service:

- *Taxi voucher subsidy value will increase from \$16 to \$20 per voucher to bring it in line with the subsidy provided on TNC rides through GoGoGrandparent and the Lyft app.*

Challenges and Trends



- **Program reserves are temporarily high** because of significant delays with: 1) implementation of TNC service (call center service launched on 10/21/19 and Lyft App service launched on 11/15/19, and; 2) filling two program staff positions (bilingual Mandarin/Cantonese-speaking mobility manager hired July 2019 and Administrative Support staff hired September 2019).
- **COVID-19 impacts on service-demand are unclear at this point.** We will maintain some flexibility to provide more or less service depending on community needs. The program will look at more outreach during this time, to ensure that seniors and people with disabilities are aware of their mobility/transportation options in the community. The program reserves will help us get through the anticipated drop in sales tax revenues.

Challenges and Trends



- *The City's **DLD funding will drop significantly** when Measure B ends in 2022 (MB expenditure plan structured differently from MBB).*
- *The City continues to **shift ambulatory passengers from traditional wheelchair-accessible (door-to-door) paratransit to other modes (taxi and TNC rides)** since traditional paratransit service is so much more expensive. This strategy is intended to free up capacity on our door-to-door service to provide more wheelchair-accessible rides.*
- *The cost of the Wheelchair Accessible Van service has increased significantly. Rides by passengers using wheelchairs accounted for 58% of the combined Fremont and Newark WAV service for the first 9 months of FY 19/20. Productivity is at 1.14 passengers per revenue hour transported, thus making the service quite costly.*

Challenges and Trends



- *Prior to the COVID-19 pandemic, the City was exploring with Lyft the possibility of providing **same-day, wheelchair-accessible vehicles in the Tri-City area**. There have been no further discussions on this matter since the shelter in place order took effect.*
- *The City of Fremont has been working closely with the City of Union City as both of our paratransit service contracts are due to expire on 6/30/2020. The City of Fremont is planning to piggyback on the City of Union City's Request for Proposals for a new Wheelchair Accessible Van/Paratransit service provider. The original plan was to extend our current contracts through September 2020 and select a vendor thorough the new RFP process to start service in September or October 2020, however the COVID-19 pandemic has caused a significant delay and the hope now is to have the new contract period for the Wheelchair Accessible Van service start for Fremont and Union City in January 2021.*

Fremont & Newark Staff Contacts



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4 STEPS TO EMERGENCY PREPAREDNESS FOR ALL

The enclosed booklet will help you be better prepared for an emergency.

1. Please read the information on:

STEP 1 Find your five trusted allies and share your plan

STEP 2 Prioritize your health needs and create lists

STEP 3 Create your emergency supplies kit

STEP 4 Plan how and when to evacuate

2. Fill out the worksheet contained in the booklet.

NEED HELP FILLING OUT THE WORKSHEET?



Email us if you would like to join a virtual (online) meeting on your computer. Send an email to afs@fremont.gov to request an on line meeting invitation sent to your email.



Call us if you would like to set up a time to talk on the phone about the worksheet. Leave a message at **510.574.2050**



If you have questions about something other than this booklet, you can call our Senior InfoLine at **510.574.2041** and someone will call you back Monday through Friday.

Please take care of yourself.

City of Fremont Human Services Department





SOME BASIC INFORMATION ABOUT COVID-19

While this booklet contains general information for any emergency, **we realize the current COVID-19 emergency is on your mind.** So we are enclosing some basic information.



Learn how to wash your hands the right way. Use soap and water and clean all surfaces (inside, outside, fingertips, thumb, wrists, fingernails) for up to 40 seconds.



Wash your hands often and don't touch your face. Think about washing your hands everytime you leave or enter your house, prepare food and before and after you eat, and use the bathroom.



Clean surfaces in your house that get a lot of touch: doorknobs, light switches, refrigerator. Remember to clean your phone.



Keep your distance from others, at least 6 feet.



Shelter in place means stay at home unless you absolutely have to go out — to get groceries or medicine. Look for alternative options for delivery or a healthy friend to pick up and drop off what you need.



Monitor how you are feeling, especially your temperature and call your doctor with any questions or concerns. Remember to call first and talk to someone unless it is a medical emergency, then call 911.



Create some structure and enjoyment. Wake up the same time. Go for a walk. Exercise. Talk on the phone to family.

Source: New York Times What You Can Do About Coronavirus Right Now, Tara Parker-Pope March 26, 2020



4 STEPS TO EMERGENCY PREPAREDNESS FOR ALL



AGE-FRIENDLY
FREMONT



CITY OF
Fremont
Human Services Department

STEP 1

FIND YOUR FIVE TRUSTED ALLIES AND SHARE YOUR PLAN

Identify five people who will become your trusted allies during a disaster or emergency. Your five trusted allies are people that will check on you and that you can communicate with before, during, and after a disaster or emergency so that they know you are safe or if you need help. Your list of five people should have complete contact information with phone numbers, email and street addresses. In some disasters or emergencies, phones may not be working. In that case, try to make contact through e-mail, text, social media, or in-person.

Do not depend on only one person. People work different shifts, take vacations and are not always available. Make sure some of the people on your list live close to you and have at least one person who lives out of the area.

When you are creating your contact list of trusted allies, ask each person the best way to contact them. Explain what you are asking them to do for you during an emergency or disaster. Make sure they understand and agree.

ACTIONS

CREATE YOUR LIST OF FIVE TRUSTED ALLIES

- Include as many different ways to contact each person as possible.
- Contact each person in your group of allies and get their agreement.
- Keep your list updated.

USE IT

- Make several copies of your list. Keep them where it will be easy to find. For example — on your refrigerator, inside the front door, in your purse or wallet, in your car glove box, saved in your mobile phone or on another electronic device.
- Share a copy with each member of your group of allies.
- Put a copy in a sealed plastic bag in each of your emergency supply kits (go bag, car kit, keep it with you kit, etc.)
- Check in with your trusted allies often, especially on Red Flag Warning days.

STEP 2

PRIORITIZE YOUR HEALTH NEEDS AND CREATE LISTS

These are lists of your medication, disability-related supplies or equipment, and anything else you need daily. Decide what medication and equipment you need every day to be independent. Write down where you keep them and any information about them you may need during a disaster or emergency.

This information can be useful to your trusted allies, first responders, or shelter staff. There may be phone apps that you can use to help develop these lists as well as having a written or printed list.

ACTIONS



CREATE YOUR MEDICAL AND INDEPENDENT LIVING NEEDS LIST

- Make a list of all your medications and their use or dosage.
- Make a list of equipment you need. For example, list equipment to help you hear (like hearing aids), see (like glasses), or get around (like a walker or wheelchair). Also list oxygen equipment and other devices that you need.

USE IT

Make several copies. Keep them with your Contact Lists where it will be easy to find. Put them on apps in your phone if possible.

4 STEPS TO EMERGENCY PREPAREDNESS FOR ALL

NAME: _____

FIVE TRUSTED EMERGENCY ALLIES

When selecting your five Emergency Allies who know your plan, consider coaches, childcare providers, relatives outside the area, and neighbors on shared evacuation routes. Ask an out-of-state friend or relative to be your family's emergency contact.

Contact name	Phone number
1.	
2.	
3.	
4.	
5.	

*Include one out of area contact

HEALTH AND MEDICAL NEEDS LIST

Important medical and health related information	
Doctor's name:	
Phone number:	
Type of Health Insurance:	
Policy Number:	
Blood Type:	Allergies and sensitivities:
Medical and health related equipment	
1.	
2.	
3.	
4.	
5.	
Medication name	Dosage and time taken
1.	
2.	
3.	
4.	
5.	



EMERGENCY KIT CHECKLIST

- 3-day supply of non-perishable food and three gallons of water per person
- Map marked with evacuation routes
- List of important numbers in case your cell phone is lost
- 1-week supply of prescriptions and special medications
- Pet and service animal supplies (food, water, carrier, leashes)
- Credit cards, cash, or checks
- Copies of important documents (birth certificates, passports, etc.)
- Cell phone charging cord and extra battery
- First aid kit

- Change of clothing, sturdy shoes
- Eating utensils
- Personal hygiene items
- Hearing devices
- Sanitation and urinary supplies
- Extra eyeglasses or contact lenses
- N95 mask and hand sanitizer
- An extra set of car keys
- Diaper bag
- Breathing equipment
- Dentures

- Battery-powered radio
- Extra batteries and backup power
- Wheelchair and repair kit
- Flashlight
- Walker/crutches/cane

EVACUATION ROUTES | KNOW WHERE TO GO

- I have registered for AC Alert (www.acalert.org)

Evacuation Route 1: _____

Evacuation Route 2: _____

EMERGENCY MEETING PLACE

Make sure you and your family have a predetermined meet-up location away from your neighborhood in case you are separated in an emergency.

Emergency Meeting Place Location and Phone Number:

STEP 4

PLAN HOW AND WHEN TO EVACUATE

You do not need to evacuate in all emergencies. Make sure you know when to evacuate. Usually a city, county, or first responder will let you know. But if you feel unsafe, use your best judgement. Be familiar with all possible routes out of your home or office and to get out of your neighborhood.

It is important that you plan your evacuation strategy ahead of disasters. Develop a plan for yourself and your animal(s) on what to do in case of emergency or disaster: know when to evacuate, where to go, and what to take with you.

Think about how you want to exit your home or your office when a disaster happens and make a detailed map about where to go to meet friends, family, or your trusted allies (for home, work, or where you usually are).

Evacuation routes out of your neighborhood will depend on the type of disaster and where it is located. Know all the main routes out of your neighborhood, drive them ahead of time so that you are familiar with them before an emergency or disaster occurs.

ACTIONS

REGISTER FOR ALERTS AND STAY INFORMED

It is important to be informed — sign up at www.acalert.org

CREATE AN EVACUATION PLAN

Write down your exit plans and evacuation routes in detail and where to meet for home, work, or wherever you usually are, including how you will evacuate and where you will go. If you have animals, include them in your evacuation plan.

Make sure you, your family, and trusted allies have a meet-up location away from your neighborhood in case you are separated in an emergency or disaster.

PRACTICE YOUR PLAN

- Practice your evacuation plan. Get familiar with it and see if anything should be changed, added, or removed. Make sure everybody in your plan knows the plan.

For further information contact:

Fremont Fire Department

✉ fremontfire@fremont.gov

☎ 510.494.4200

Human Services Department

✉ afs@fremont.gov

☎ 510.574.2050



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CITY OF
Fremont
Human Services Department

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3300 Capitol Avenue Building B
Fremont CA 94537

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

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

Date Submitted: March 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.

Fremont

- **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 following services are part of the **Ride-On Tri-City! Program** that is operated by the City of Fremont and funded through the City of Fremont's DLD funds.*

The van, taxi or TNC trips below are available to any Fremont resident who is 70 years of age or older or any Fremont resident over 18 years of age or older who is unable to use public transit independently due to a disability or disabling health condition. These services provide up to 30 subsidized trips per month to and from destinations in Fremont, Newark and Union City between the hours of 8am to 6pm, seven days a week:

Specialized Accessible Van Service:

Wheelchair accessible van (WAV) service is provided to Fremont residents who use wheelchairs as well as ambulatory individuals who are unable to use public transit and require door-to-door assistance when traveling. Trip requests are accommodated based on vehicle availability and can be reserved up to 7 days in advance. Rides are \$4.00 per one-way trip (using a pre-paid voucher). (Note: Specialized Accessible Van Service is also provided to Newark residents under an agreement with the City of Newark. These services are funded with Newark's DLD funding.)

Same Day Taxi Trips:

Subsidized taxi rides (curb-to-curb) are provided to help seniors and people with disabilities with same-day transportation needs. Taxi vouchers cost \$4 each and subsidize up to \$20 of taxi meter fare. Only one voucher can be used per one-way trip. Program participants are responsible for paying any fare beyond the \$20 voucher subsidy and for tipping the driver. The service is not wheelchair accessible at this time. (Note: Same-day Taxi Service is also provided to Newark and Union City residents under an agreement with each city. These services are funded with Newark's and Union City's DLD funding.)

Same Day TNC Trips:

Subsidized curb-to-curb TNC rides are provided to eligible program participants in one of two ways: 1) Program participants who have their own smartphones will be able to request rides through Lyft's ride hailing app, and; 2) Program participants without smartphones will be able to contact a call center that will schedule a ride through Lyft or Uber. Riders pay the first \$4 of the TNC trip and the program subsidizes up to \$16 in fare; riders are responsible for any amount over \$20. (Note: Same-day TNC Service is also provided to Newark and Union City residents under an agreement with each city. These services are funded with Newark's and Union City's DLD funding.)

Group Trips:

The purpose of the group trip program is to promote socialization and decrease isolation for seniors and people with disabilities. Wheelchair-accessible group trips are provided to housing complexes, skilled nursing facilities, social clubs, or other community organizations that serve persons with disabilities and/or seniors

within Fremont. The program has a special emphasis on providing group transportation for socialization, recreational and shopping activities to individuals who are frail, linguistically isolated or unable to use public transportation. Transportation is available weekdays by arrangement. Destinations must be within a 25-mile radius of the Fremont City Hall.

Meal Delivery:

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

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

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

Mobility Management and Travel Training:

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

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

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

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

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

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

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

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

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

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

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

2. Will your agency's program for FY 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 taxi subsidy will be increased to \$20 per ride to match the subsidy provided for TNC trips.
Program participants using the call center to book TNC rides will have access to wheelchair accessible TNC trips. The City is currently working with Lyft to see if wheelchair-accessible vehicles can be made available on the Lyft platform for Ride-On Tri-City! Program Participants.

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.

If wheelchair accessible TNC vehicles become more widely available, the demand for more traditional WAV service which requires advance reservations may decrease and the City would make corresponding adjustments to its transportation services.

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)

DEVELOPMENT OF PROGRAM PLAN

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

Consumer input gathered using the following strategies:

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

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

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

Development of plan included analysis of:

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

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

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

Implementation of the City's new TNC services was guided by the analysis of the transportation findings from the City's WHO Age Friendly Community needs assessment process which showed a significant interest in TNC rides from our community members, especially from those who use smartphones.

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

Already described in above sections.

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

Yes

No

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

The paratransit program plan will be brought before the Fremont City Council in late spring 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.

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

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

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

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

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

ELIGIBILITY AND ENROLLMENT

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

Specialized Van Service, Taxi Service or TNC service:

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

An application must be submitted prior to accessing service.

Eligible individuals can apply for WAV, taxi or the TNC services using the same application.

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

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

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

Specialized Van Service, Taxi Service or TNC service:

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

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

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

Group Transportation: Organizations submit an application form & schedules outings based on service/vehicle availability.

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

CUSTOMER SATISFACTION

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

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

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

Program participants greatly appreciate the Ride-On Tri-City! Taxi & TNC Service because it is a responsive, convenient same-day service. Taxis typically arrive within 20 minutes of the rider's call. Riders report that taxi drivers are very courteous and helpful. Riders love the ease of access to requesting their own rides in real-time on the Lyft app and like being able to get rides when they want them rather than having to schedule rides in advance.

Riders of our Specialized Van Service report easier access to reservations after changes were made to the program last year but continue to report some frustrations with having to schedule rides in advance.

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

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

EXPECTED DEMAND/USE OF SERVICES

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

Registrants at beginning of FY 2018-19	2,717
Registrants at end of FY 2018-19	1,208
Current Registrants for FY 2019-20	1,677
Projected Registrants for FY 2020-21	2,000

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

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

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

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

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

[X] Yes

[] No

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

Approximately 42% of our ridership on the specialized van service are attendant/companion trips. Many of our ambulatory riders using our taxi and TNC service travel with spouses, friends and neighbors. Since we have don't have a reliable way to track the number of attendant/companion trips on our taxi or TNC service, we are likely significantly underreporting the total number of trips that we are providing.

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

Number of trips provided to consumers who require an accessible vehicle in FY 2018-19	3,457
Number of trips provided to consumers who require an accessible vehicle in FY 2019-20 as of Dec. 31, 2019	2,647
Number of trips projected to consumers who require an accessible vehicle in FY 2019-20	5,200

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 have been no reported safety incidents in FY 2018-19 or 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

Covers:

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

B. Customer Service and Outreach Costs

Covers:

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

PROGRAM FUNDING RESERVES

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

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

MISCELLANEOUS

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

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

Total FY 2018-19 Program Revenue (Measure B, Measure BB and all other funds available for FY 2018-19)	
Estimated Measure B Paratransit DLD reserve balance at the start of FY 2018-19	\$875,074
FY 2018-19 Measure B DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$1,037,291
Estimated Measure BB Paratransit DLD reserve balance at the start of FY 2018-19	\$529,237
FY 2018-19 Measure BB DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$647,218
Total FY 2018-19 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$3,088,820
Total FY 2018-19 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$ 196,354
Total FY 2018-19 Program Revenue (Measure B, Measure BB and all other sources available for FY 2018-19) (Automatically calculated)	\$3,285,174

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)
Specialized Accessible Van	Ride-On Tri-City! - WAV Service	16,898	96%		\$ 551,707								\$ 551,707	
Group Trips	Ride-On Tri-City! - Group Trip Service	2,987	unavailable		\$ 27,634								\$ 27,634	
Same-Day Transp. - Taxi	Ride-On Tri-City! - Taxi Service	14,079	unavailable				\$ 267,501						\$ 267,501	
Customer Service and Outreach	Ride-On Tri-City! - CS&O		not applicable		\$ 178,625								\$ 178,625	
Management/Overhead	Ride-On Tri-City! - M&O		not applicable	\$ 21,406	\$ 175,639		\$ 40,080						\$ 237,125	
Meal Delivery (existing program)	Meals on Wheels	62,115	not applicable		\$ 74,886								\$ 74,886	
Mobility Mgmt/Travel Training	Ride-On Tri-City! - Mobility Mgmt & Travel Training		not applicable					\$ 146,868	MB Gap				\$ 146,868	
Mobility Mgmt/Travel Training	Ride-On Tri-City! - Mobility Mgmt & Travel Training		not applicable		\$ 28,800								\$ 28,800	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
				\$ 21,406	\$ 1,037,291	\$ -	\$ 307,581	\$ 146,868		\$ -	\$ -		\$ 1,513,146	

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

Attachment Table C: Program Revenue, Cost and Fund Sources

Total FY 2020-21 Program Revenue (Measure B, Measure BB and all other funds available for FY 2020-21)	
Estimated Measure B Paratransit DLD ending balance at the end of THIS fiscal year, FY 2019-20 (June 30, 2020)	\$932,000
Projected FY 2020-21 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$1,021,991
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2019-20 (June 30, 2020)	\$990,000
Projected FY 2020-21 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$633,269
Total FY 2020-21 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$3,577,260
Total FY 2020-21 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$ 200,000
Total FY 2019-20 Program Revenue (Measure B, Measure BB and all other sources available for FY 2019-20) (Automatically calculated)	\$3,777,260

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>
Ride-On Tri-City! - WC Van	15,000	\$ 380,463	\$ 262,537								\$ 643,000
Ride-On Tri-City! - Taxi	11,956				\$ 275,000						\$ 275,000
Ride-On Tri-City! - TNC	11,000				\$ 175,000						\$ 175,000
Ride-On Tri-City! - Group Trips	2,000		\$ 15,000								\$ 15,000
Ride-On Tri-City! - CS&O	0		\$ 284,403								\$ 284,403
Ride-On Tri-City! - M&O	0		\$ 327,381		\$ 73,720						\$ 401,101
Ride-On Tri-City! - MM & TT	0		\$ 52,670			\$ 145,000	MB Gap				\$ 197,670
Meals on Wheels	50,000		\$ 80,000								\$ 80,000
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
Totals	89,956	\$ 380,463	\$ 1,021,991	\$ -	\$ 523,720	\$ 145,000		\$ -	\$ -		\$ 2,071,174

Budget check (total revenue less total cost): \$1,706,086

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2021:	\$551,537	\$1,099,549	\$1,651,086
Reserve balance as percent of FY 2020-21 Revenue*	54%	174%	100%

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

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

CONTACT INFORMATION	
Agency:	City of Newark
Contact Name:	David Zehnder
Title:	Recreation and Community Services Director
Phone Number:	510.578.4405
E-mail Address:	David.zehnder@newark.org

Date Submitted: _____

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

The van, taxi or TNC trips below are available to any Newark resident who is 70 years of age or older or any Newark resident over 18 years of age or older who is unable to use public transit independently due to a disability or disabling health condition. These services provide up to 30 subsidized trips per month to and from destinations in Fremont, Newark and Union City between the hours of 8am to 6pm, seven days a week:

Specialized Accessible Van Service:

Wheelchair accessible van (WAV) service is provided to Fremont residents who use wheelchairs as well as ambulatory individuals who are unable to use public transit and require door-to-door assistance when traveling. Trip requests are accommodated based on vehicle availability and can be reserved up to 7 days in advance. Rides are \$4.00 per one-way trip (using a pre-paid voucher).

Same Day Taxi Trips:

Program participants can access subsidized curb-to-curb taxi rides by purchasing taxi vouchers at a cost of \$4 each; each voucher subsidizes up to \$20 of taxi meter fare. Only one voucher can be used per one-way trip. Program participants are responsible for paying any fare beyond the \$20 voucher subsidy and for tipping the driver. The service is not wheelchair accessible at this time.

Same Day TNC Trips:

Subsidized curb-to-curb TNC rides are provided to eligible program participants in one of two ways: 1) Program participants who have their own smartphones will be able to request rides through Lyft's ride hailing app, and; 2) Program participants without smartphones will be able to contact a call center that will schedule a ride through Lyft or Uber. Riders pay the first \$4 of the TNC trip and the program subsidizes up to \$16 in fare; riders are responsible for any amount over \$20.

Meal Delivery:

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

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

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

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

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

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

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

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

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

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

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

2. Will your agency's program for FY 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 taxi subsidy will be increased to \$20 per ride to match the subsidy provided for TNC trips.
Program participants using the call center to book TNC rides will have access to wheelchair accessible TNC trips. The City is currently working with Lyft to see if wheelchair-accessible vehicles can be made available on the Lyft platform for Ride-On Tri-City! Program Participants.

- 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.

If wheelchair accessible TNC vehicles become more widely available, the demand for more traditional WAV service which requires advance reservations may decrease and the City would make corresponding adjustments to its transportation services.

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)

DEVELOPMENT OF PROGRAM PLAN

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

Consumer input gathered using the following strategies:

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

The City of Fremont continues to implement elements identified during the World Health Organization Age-Friendly City process. City of Newark residents continue to receive benefits associated with this process, including improved transportation services such the TNC pilot. Future innovative transportation options (like driveless cars, etc.) are currently being explored.

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

Development of plan included analysis of:

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

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

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

Current riders continue to express significant interest in the TNC program. Every effort has been made to ensure this program is effectively integrated to the suite of current services.

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

Already described in above sections.

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

Yes

No

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

City of Newark City Council – anticipated approval 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.

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

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

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

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

ELIGIBILITY AND ENROLLMENT

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

Specialized Van Service, Taxi Service or TNC service:

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

An application must be submitted prior to accessing service.

Eligible individuals can apply for WAV, taxi or the TNC services using the same application.

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

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

Specialized Van Service, Taxi Service or TNC service:

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

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

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

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

CUSTOMER SATISFACTION

14. Describe your complaint and commendation process. Describe your process from beginning to end, including instructions you provide to customers for filing

program suggestions, complaints or commendations, your documentation procedures and your follow up.

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

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

Program participants greatly appreciate the Ride-On Tri-City! Taxi & TNC Service because it is a responsive, convenient same-day service. Taxis typically arrive within 20 minutes of the rider's call. Riders report that taxi drivers are very courteous and helpful. Riders love the ease of access to requesting their own rides in real-time on the Lyft app and like being able to get rides when they want them rather than having to schedule rides in advance.

Riders of our Specialized Van Service report easier access to reservations after changes were made to the program last year but continue to report some frustrations with having to schedule rides in advance.

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

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

EXPECTED DEMAND/USE OF SERVICES

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

Registrants at beginning of FY 2018-19	Unable to provide at this time
Registrants at end of FY 2018-19	Unable to provide at this time
Current Registrants for FY 2019-20	307
Projected Registrants for FY 2020-21	375

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

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

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

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

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

[X] Yes

[] No

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

Approximately 42% of our ridership on the specialized van service are attendant/companion trips. Many of our ambulatory riders using our taxi and TNC service travel with spouses, friends and neighbors. Since we have don't have a reliable way to track the number of attendant/companion trips on our taxi or TNC service, we are likely significantly underreporting the total number of trips that we are providing.

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

Number of trips provided to consumers who require an accessible vehicle in FY 2018-19	1,271
Number of trips provided to consumers who require an accessible vehicle in FY 2019-20 as of Dec. 31, 2019	864
Number of trips projected to consumers who require an accessible vehicle in FY 2019-20	1,700

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 have been no reported safety incidents in FY 2018-19 or 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

Not applicable

B. Customer Service and Outreach Costs

Not applicable

PROGRAM FUNDING RESERVES

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

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

Measure BB. The City will adhere to the timely use of funds protocols set forth by Alameda CTC regarding fund balances.

MISCELLANEOUS

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

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

Attachment Table C: Program Revenue, Cost and Fund Sources

Total FY 2020-21 Program Revenue (Measure B, Measure BB and all other funds available for FY 2020-21)	
Estimated Measure B Paratransit DLD ending balance at the end of THIS fiscal year, FY 2019-20 (June 30, 2020)	\$0
Projected FY 2020-21 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$220,009
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2019-20 (June 30, 2020)	\$78,000
Projected FY 2020-21 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$136,327
Total FY 2020-21 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$434,336
Total FY 2020-21 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	
Total FY 2019-20 Program Revenue (Measure B, Measure BB and all other sources available for FY 2019-20) (Automatically calculated)	\$434,336

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>
Ride-On Tri-City! - WAV Van	4,811		\$ 186,297								\$ 186,297
Ride-On Tri-City! - Taxi	1,726		\$ 33,712			\$ 11,288					\$ 45,000
Ride-On Tri-City! - TNC	1,917					\$ 58,710					\$ 58,710
Meals on Wheels	15,000					\$ 7,000					\$ 7,000
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
Totals	23,454	\$ -	\$ 220,009	\$ -	\$ 76,998	\$ -		\$ -	\$ -		\$ 297,007

Budget check (total revenue less total cost): \$137,329

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2021:	\$0	\$137,329	\$137,329
Reserve balance as percent of FY 2020-21 Revenue*	0%	101%	39%

*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: South County
Paratransit Program: Union City

Staff Recommendation: Recommend program plan for full approval.

- Services provided:
 - ADA-mandated paratransit
 - Same-Day Transportation – Taxi, TNC
 - Access to Ride-On Tri-City! Administered by Fremont
- 55% Measure B/BB; Remainder: 2% fare revenue, TDA and STA
- 0% reserves
- Cost per trip – trending up
- Trends in trip provision – trending up
- Elements requiring approval:
 - None
- If the non-ADA Ride-Hailing TNC and Taxi-Voucher Programs expand, this may reduce the need to provide non-ADA Paratransit Plus service.

PAPCO Program Plan Review Union City Paratransit May 2020



Operations & Administration

- City Staff and Contractor offices based out of Union City Public Works Maintenance Facility, also referred to as the Corporation Yard
- Corporation Yard activities include Fueling, Washing, and Vehicle Parking
- Union City currently provides eighteen (18) buses and seven (7) paratransit vans to provide service. All active buses are compressed natural gas (CNG) fueled while paratransit vehicles are a mix of CNG and gasoline

Operations & Administration

- Current contract with MV Transportation (MV) expires December 31, 2020
- The contract includes Management, Dispatchers, Road Supervisors, Drivers, Trainers, Service Crews, Mechanics and Office Staff
- MV uses a leased building and facilities from the City for operations and an off-site maintenance facility to service vehicles

Operating Budget

- Cost-structure is different because of ADA requirements
- \$1,213,479 is projected budget for FY 2020-2021 including estimated cost increases with new contractor
- \$339,684 in Measure B and \$210,483 in Measure BB are projected for FY 2020-2021 based on April fund estimate
- Procurements are made with Federal grants and/or TDA funds while Measures B/BB are used for operations

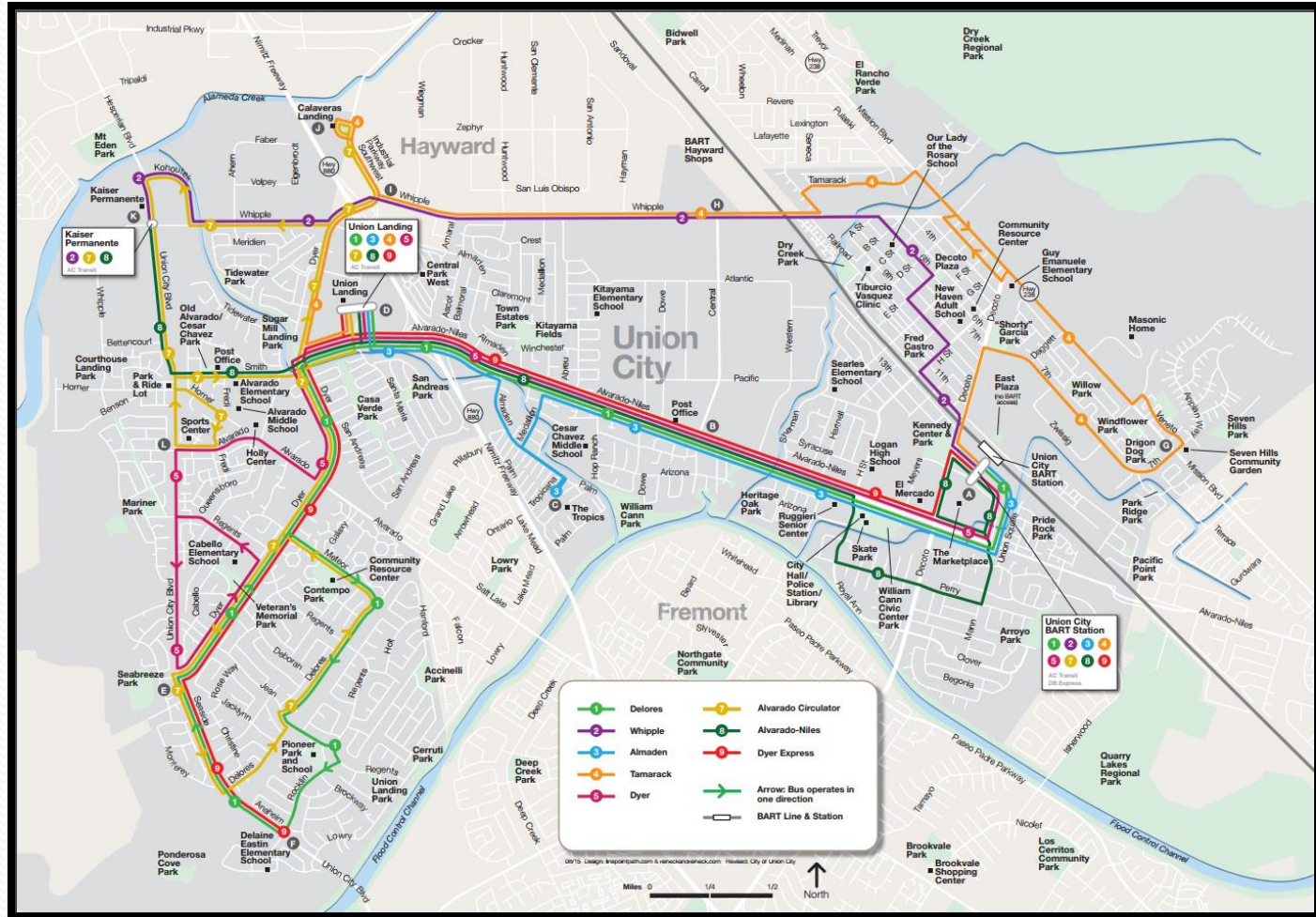
Operating Budget

- Operating revenues usually include Measures B/BB, Transportation Development Act (TDA), State Transit Assistance (STA) and Passenger Fares
(All are expected to be 10% to 25% lower)
- Coronavirus Aid, Relief, and Economic Security (CARES) Act Federal grant funds will be used for operating revenue shortfalls
- Federal Transit Administration (FTA) Section 5307 formula grant funds may be used for ADA paratransit operations for the first time



Service Area Map

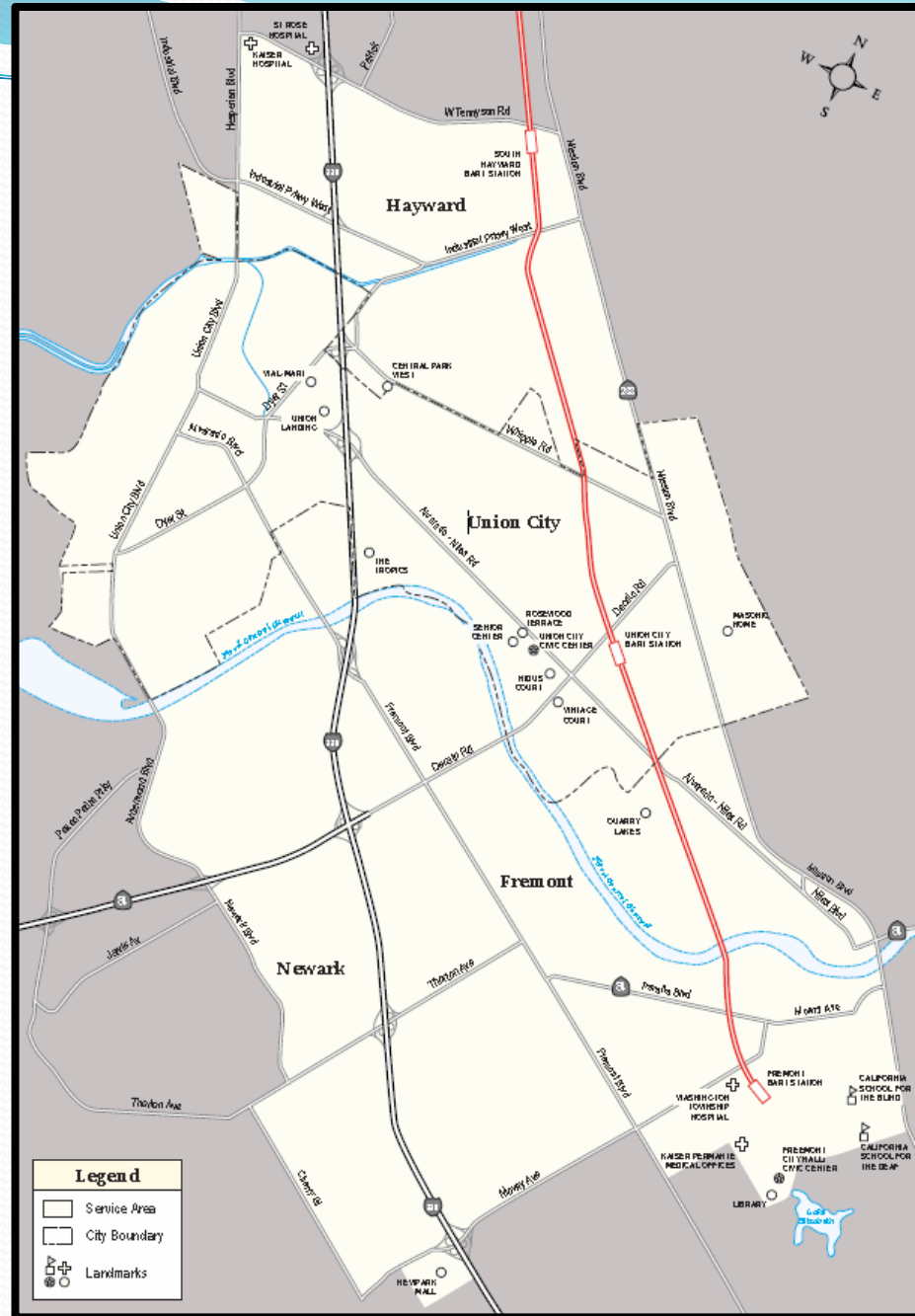
Fixed-Route & ADA Paratransit





Service Area Map

Paratransit Plus



Paratransit Program Highlights

- Expect about 15,500 trips with 18,000 riders
- Expect about 3,000 Personal Care Attendants (PCA) and 400 companion trips
- 30% of trips are lift-assisted
- Average cost of approximately \$63 per trip

ADA Paratransit Service

- Union City Paratransit provides Americans with Disabilities Act of 1990 (ADA) service, which is not the same as city-based paratransit programs
- Required of all transit operators to provide complementary paratransit service to those who cannot use fixed-route services (bus and rail)
- Origin-to-Destination service and follows the same hours as the fixed-route system
- Service at a minimum must be provided within a $\frac{3}{4}$ mile radius of any bus line (or train station)

ADA Paratransit Service

- Service hours mirror fixed-route bus service hours (4:30am to 10:20pm on weekdays; 6:45am to 7:30pm on Saturday; and 7:45am to 6:30pm on Sunday)
- Service offered everyday except for major holidays as identified on the transit website, transit brochure, and paratransit rider's guide
- A paratransit one-way fare is **\$2.75** payable with cash or pre-paid tickets. A pre-paid 10-ride ticket book is for sale at City Hall, the local Safeway in Union City and on the transit website

ADA Paratransit Service

- An ADA eligibility application is required for all riders of Union City Paratransit, but certified riders in Union City are eligible to use any ADA paratransit system in the Bay Area and the rest of the country
- While Union City Paratransit provides ADA service within Union City, East Bay Paratransit provides ADA service outside of Union City to Fremont, Hayward, and Newark

ACTC Program Highlights

- Paratransit Plus trips continue to cost the same as an ADA trip inside Union City
- Continue to use Direct Local Distribution (DLD) funds to support Ride-On Tri-City! programs:
 - Taxi voucher program for eligible Union City clients and residents using a \$4 voucher for up to a \$20 ride
 - TNC discount code program for eligible Union City clients and residents where \$4 can provide up to a \$20 ride
 - Taxi and TNC users are responsible for costs above \$20
 - Anticipate 4,200 taxi-voucher and TNC discount code trips.

ACTC Program Services

- Paratransit Plus is a non-ADA service to parts of Fremont, Hayward, and Newark for Union City ADA clients
 - Operates 9am to 6pm on weekdays, 6:45am to 7:30pm on Saturday, and 7:45am to 6:30pm on Sunday
 - Requires reservations and rides are not guaranteed
- The Ride-On Tri-City! Program, administered by the City of Fremont, provides same day trip options to ADA registered clients and Union City residents 80 and older
 - Available 9am to 6pm daily
 - Program offers subsidized Taxi-Vouchers or Transportation Network Company (TNC) Discount Codes

ACTC Program Changes

- Ride-On Tri-City! TNC program is operational and has already changed reservation assistance provider for those without a smart phone
- Ride-On Tri-City! working to get wheelchair accessible vehicles (WAV) available as an option with TNC voucher program
- Cost effectiveness of TNC voucher program may allow expansion of service based on very early data

Results of COVID-19 Pandemic

- Approximately eighty percent (80%) decrease in fixed-route bus ridership
- Between sixty and ninety percent (60-90%) decrease in daily ridership depending on the day of the week
- Delayed issuing request for proposals (RFP) for Operations and Maintenance Contractor because of uncertainty
- Some products and services are under consideration for elimination along with fare adjustments

COVID-19 Pandemic Response

- Paratransit Plus service suspended indefinitely to discourage non-essential trips
- No fare enforcement on fixed-route and paratransit services to avoid spreading virus with fare media
- Rear door boarding of buses when possible, ramp available to those that need it, only wheelchairs allowed immediately behind operator
- All vehicles operate with reduced capacity for social distancing

COVID-19 Pandemic Response

- All drivers wear person protective equipment (PPE) including masks, gloves, and face shields when securing wheelchairs
- Vehicles are cleaned using commercial disinfectants as frequently as possible
- All riders are required to have a facial covering to ride and are reminded to have one by the drivers; repeat offenders are documented and may be reported to the police for enforcement

Program Challenges

- Union City Transit and Paratransit received a Federal grant to fund operating shortfalls, but available funding in the next two (2) fiscal years are expected to be much lower because of upcoming economic downturn
- Migrating towards a reliance on TNC's when those companies may not exist after the upcoming economic downturn

Program Challenges

- Operating costs are expected to increase because of social distancing requirements that put fewer people on more vehicles
- Operating costs are expected to increase because of new contract operator
- Recruiting members to participate in local and regional advisory groups is becoming difficult

Upcoming Projects

- Short Range Transit Plan Study to address future services and financials
- RFP for Operations and Maintenance Contractor needs to be released for contract to begin January 1, 2021
- Finding a product for contactless fare payments
- Clipper 2 for fixed-route and paratransit, including a mobile app and possibly self-service kiosks

Upcoming Projects

- Six (6) new gasoline powered paratransit vehicles that are smaller with fewer seats are expected by the end of the Calendar Year
- Three (3) new gasoline powered microtransit vehicles are expected by the end of the Calendar Year
- Zero-emission buses for fixed-route service in fiscal year 2022

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

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

Date Submitted: 02/27/2020

TYPES OF SERVICES PROVIDED

1. **What type of paratransit projects and programs will be funded, fully or partially, with Measures B and BB Direct Local Distribution (DLD, pass-through) and paratransit discretionary grant funds?** To answer this question, complete Attachment Table B (Table B tab of the Microsoft Excel workbook).

Below is a list of the types of services/programs that are eligible for Alameda CTC funding. For detailed information about these eligible services, including minimum service requirements and performance measures, refer to the Alameda CTC's Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines, revised December 2018 (provided with the application materials).

- **Management/Overhead:** Program oversight, planning, budgeting, participation in regional/countywide meetings. Include admin/labor even if it is paid by the City/transit agency for accurate reporting of full program expenses.
- **Customer Service/Outreach:** Activities associated with educating consumers about services that are available to them, answering questions from consumers and taking, tracking and responding to complaints and commendations. Include costs even if paid by the City/transit agency for accurate reporting of full program expenses.
- **ADA Paratransit:** Paratransit services provided by fixed-route transit operators to fulfill requirements under the American's with Disabilities Act (ADA).
- **Same-Day Transportation Program:** Provides a same day, curb-to-curb service intended for situations when consumers cannot make their trip on a pre-scheduled basis; allows eligible consumers to use taxis or Transportation Network Companies (TNCs) (at program discretion) at a reduced fare.

- **Specialized Accessible Van Service:** Specialized van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. These services are generally implemented as a supplement to a same-day program that does not meet critical needs for particular trips in accessible vehicles in certain communities.
- **Accessible Fixed-Route Shuttle:** Generally accessible vehicles that operate on a fixed route and schedule to serve common trip origins and destinations, e.g. senior centers, medical facilities, grocery stores, BART stations, other transit stations, community centers, commercial districts, and post offices.
- **Group Trips Program:** Round-trip accessible van rides for pre-planned outings or to attend specific events or go to specific destinations for fixed amounts of time, e.g. shopping trips or religious services. Trips usually originate from a senior center or housing facility.
- **Door-through-Door/Volunteer Driver Program:** Pre-scheduled, door-through-door services that are generally not accessible; rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. May also have an escort component.
- **Mobility Management and/or Travel Training:** Covers a wide range of activities, such as travel training, trip planning, and brokerage. Does not include provision of trips. (This is considered "non-trip provision").
- **Scholarship/Subsidized Fare Program:** Program to subsidize any service for customers who are low-income and can demonstrate financial need.
- **Meal Delivery:** Program to fund meal delivery to the homes of individuals who are transportation disadvantaged. Currently, only existing operating programs can continue to use Measure B funds for these service costs. No new meal delivery services can be established.
- **Capital Expenditure:** Capital purchase or other capital expenditure.
- **Note on volunteer driver programs and mobility management/training:** If your program is using DLD funds, but not discretionary grant funds, you may be required to submit further information.

A. Provide a short narrative description of your agency's FY 2020-21 program.

Union City Paratransit is the complementary Paratransit service required under the Americans with Disabilities Act (ADA). Services are partially funded by the Measures B & BB sales tax of Alameda County. Union City Paratransit offers origin-to-destination ADA service within the city limits of Union City. Union City Paratransit also offers an additional service known as Paratransit Plus. Paratransit Plus offers limited service to southern Hayward, and northern Fremont and Newark. Union City Paratransit currently operates seven (7) gasoline and CNG lift-equipped vans. Riders must be certified before using Union City Paratransit. Once certified, riders are eligible to use any other ADA Paratransit program in the Bay Area through a shared eligibility database.

Same Day Taxi/TNC Trips:

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

Subsidized taxi rides are provided to help seniors and people with disabilities with same-day transportation needs in the local area. Union City residents who are at least 80 years of age as well as those ADA eligible are eligible for the taxi service. Taxi vouchers cost \$4 each and currently subsidize up to \$20 of taxi meter fare. Only one voucher can be used per one-way trip. Program participants are responsible for paying any fare beyond the \$20 voucher subsidy and for tipping the driver. A maximum of 30 taxi vouchers may be purchased per month. Voucher allotments and subsidy amount are subject to change based on program funding. Subsidized taxi service is available 8am - 6pm, 7 days a week. The current vendor is a local taxicab company operating in the Tri-Cities area. The service is currently not wheelchair accessible.

Ride-On Tri-City! also offers Subsidized TNC rides with the same eligibility requirements and service area. Registered riders can hail rides through their smartphone Lyft app (using a special discount code). The rider is responsible for the first \$4 and up to \$16 of the trip will be subsidized; the rider is responsible for any fare above \$20. Staff-approved medical out-of-area trips (up to a \$46 subsidy) are available on a case-by-case basis. A maximum of 30 subsidized rides can be taken per month. Riders without smartphones can access the service through a call center (currently Life Eldercare) that will book rides on their behalf. Wheelchair accessible vehicles are not currently widely available with this service. The City of Fremont is currently negotiating for the provision of dedicated WAV(s) (wheelchair accessible vehicle) within the Tri-Cities area for the TNC service.

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

Union City Paratransit is provided because it is mandated by the ADA. The service provides complementary service to those who cannot use our fixed-route transit service, Union City Transit.

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

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

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

Major destinations include dialysis centers, adult day care facilities (regional centers), medical offices and local shopping centers. Since Union City Paratransit is an ADA program, there are no trip priorities when scheduling reservations. Union City's Paratransit Plus program provides service to adjacent cities primarily to access medical facilities. Because it is a non-ADA service, trip priorities and subsequent cancellations may be imposed. The non-ADA Ride-On Tri-City! Taxi Voucher and TNC discount code programs do not trip prioritize either.

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

Not Available. Trip lengths are generally not tracked. However, there have been no complaints of long or excessive trip lengths.

- 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.

May be adjusting allotment of taxi vouchers and/or TNC discount code usage based on demand and funding availability.

For the current TNC program, riders without a Lyft app account and/or a smartphone can use a call center operated by Life Eldercare to book rides. The City of Fremont plans to contract with a new call center next fiscal year operated by Go Go Grandparent (GGG).

- 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.

If the non-ADA Ride-Hailing TNC and Taxi-Voucher Programs expand, this may reduce the need to provide non-ADA Paratransit Plus 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 taxi voucher program currently provides a \$16 ride with a pre-paid \$4 voucher. The program may now provide a \$20 ride with a pre-paid \$4 voucher. This will be done so that the two Ride-On Tri-City programs (Taxi-Voucher and Ride-Hailing TNC service) will have the same subsidy amounts.

The Ride-hailing TNC program provides a \$20 ride with the rider paying the first \$4 from their own Lyft app account. Riders book the rides using a special code that provides the discount so long as the ride stays within the Tri-Cities and is between 8am-6pm.

Union City riders registering with Ride-On Tri-City! can only choose one program (either Taxi-Voucher or Ride-Hailing TNC), not both. Riders are allowed either 30 taxi-vouchers or 40 discounted TNC rides per month.

Please note that there is no limit to the number of ADA Union City Paratransit or non-ADA Paratransit Plus rides.

DEVELOPMENT OF PROGRAM PLAN

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

Union City prepares periodic Short Range Transit Plans which are adopted by our City Council. A non-ADA component of Union City Paratransit, known as Paratransit Plus, was developed in 2003. The Plans respond to public outreach for both Paratransit and Fixed-Route users as well as input from our periodic Joint Accessibility Advisory Committee meetings with the Cities of Fremont and Newark.

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

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

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

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

The Ride-On Tri-City! Taxi Voucher has been in existence for many years and there was a desire from existing consumers to continue to maintain same-day service. The Ride-Hailing TNC program is a supplement to existing services that provides more flexible same-day transportation options for Tri-City residents.

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

The Ride-Hailing TNC program requires that riders have a smart phone with the Lyft app. They schedule rides like all other Lyft users and use a special discount code that gives them the ride subsidy so long as they travel within the Tri-City area between the hours of 8am-6pm. All of these operating restrictions are programmed into the Lyft app so there is no staff requirement to book rides. However, if the rider does not have smartphone access and/or a Lyft account, they can book a TNC ride using a designated call-center.

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.

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

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

Applicants enroll in our paratransit service through an ADA certification process. They must show that they have a disability that will prevent them from using fixed-route transit services. Once certified in our ADA paratransit service, the rider is put into a regional database and is eligible to ride all ADA paratransit services in the SF Bay Area.

The Ride-On Tri-City! taxi voucher program is available to all Union City Paratransit ADA eligible riders as well as any Union City resident 80 years or older.

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

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

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

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

Comments/Complaints/Compliments for the Ride-On Tri-City! Taxi Voucher program are forwarded to the City of Fremont and are reported back through period reports. Issues for the Ride-Hailing TNC program are not reported directly to Fremont; they are reported through the applicable TNC's (Lyft or Uber) app.

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

For the Ride-On Tri-City! Taxi Voucher and TNC, there have been some requests for expanded hours of both services beyond 8am-6pm.

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

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

EXPECTED DEMAND/USE OF SERVICES

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

Registrants at beginning of FY 2018-19	1,097
Registrants at end of FY 2018-19	1,065
Current Registrants for FY 2019-20	1,068
Projected Registrants for FY 2020-21	1,068

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

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

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 do not anticipate a significant change in our ADA Paratransit or Paratransit Plus Program ridership. We expect to see an increase in the Ride-On Tri City! Ride-Hailing TNC program as ridership has been robust for the first few months of service.

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.)*

Yes for Union City Paratransit (approximately 10%). No for

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

Number of trips provided to consumers who require an accessible vehicle in FY 2018-19	5,135
Number of trips provided to consumers who require an accessible vehicle in FY 2019-20 as of Dec. 31, 2019	3,006
Number of trips projected to consumers who require an accessible vehicle in FY 2019-20	6,000

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.)*

No incidents meet these thresholds.

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

B. Customer Service and Outreach Costs

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

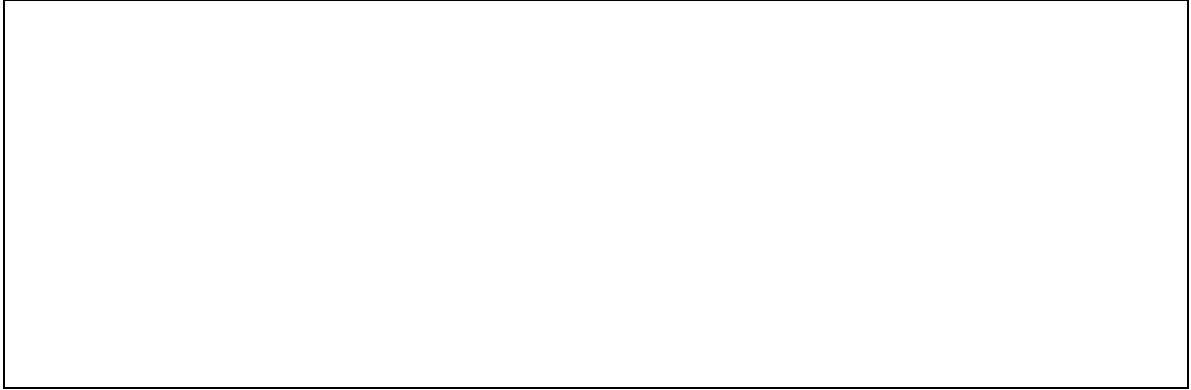
PROGRAM FUNDING RESERVES

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

All funds are planned to be spent and no remaining balance is anticipated.

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 B: Description of Planned Program

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

Service/Program Type and Name		Contractor	Need(s) Met	Cost to Consumer		For Trip Provision Services			
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
Eligible Service/Program Type <i>Drop-down Menu</i>	Service/Program/Project Name	If service is contracted, provide name of contractor/service provider	Need(s) this Service Meets (E.g. medical, grocery, recreation, regional trips, etc.)	Fare/Cost to Consumer	Fare Medium (E.g. cash, voucher, reimbursement, annual fee, etc.)	Vehicle Accessibility <i>Drop-down Menu</i>	Is this a same day or pre-scheduled service? <i>Drop-down Menu</i>	Is this a fixed route or origin-to-destination service (e.g. door-to-door)? <i>Drop-down Menu</i>	Service Area
ADA-mandated Paratransit	Union City Paratransit	MV Transportation	General Transportation (No-Trip Priority)	\$2.75 One-Way	Cash and Pre-Paid Tickets	Accessible	Pre-scheduled	Curb-to-Curb	City of Union City and portions of Hayward, Newark and Fremont
Same-Day Transp. - Taxi	Ride-On Tri-City Taxi Service	Seir and Diamond Cab	General Transportation (No-Trip Priority)	\$4 for \$20 voucher	Pre-Paid Voucher	Not Accessible	Same Day	Curb-to-Curb	Union City, Newark and Fremont
Same-Day Transp. - TNC	Ride-On Tri-City Ride-Hailing Service	Lyft and Uber	General Transportation (No-Trip Priority)	\$4 for \$20 ride-value	Electronic Discount Code with TNCs. Paid through Riders individual TNC accounts.	Not Accessible	Same Day	Curb-to-Curb	Union City, Newark and Fremont

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

Service/Program Type and Name		Limits	Schedule			Eligibility	Status	Deliverables	Notes
Column A (repeated)	Column B (repeated)	Column K	Column L	Column M	Column N	Column O	Column P	Column Q	Column R
Service/Program Type <i>Will automatically populate from rows above</i>	Service/Program/Project Name <i>Will automatically populate from rows above</i>	Limits on number of trips/use of service? (e.g. trip limits per month/quarter/year or a maximum expenditure per consumer)	If pre-scheduled, what days/hours are reservations accepted for trip, training, etc?	If pre-scheduled, how far in advance can/must a consumer schedule a trip, training, etc?	Days/Hours of Operation	Eligibility Requirements	Project Status <i>Drop-down Menu</i>	Quantity Planned Provide total number of units (one-way passenger trips, consumers trained, meals delivered, etc.)	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
ADA-mandated Paratransit	Union City Paratransit	No Limit	Daily 8am-5pm	Three (3) days	4:30a-10:20p M-F; 6:45a-7:30p Sat; 7:45a-6:30p Sun	ADA Eligibility Required	Continuing/Ongoing	18,725	
Same-Day Transp. - Taxi	Ride-On Tri-City Taxi Service	30 per month			Daily 8a-6p	ADA Eligible or 80+	Continuing/Ongoing	1,833	
Same-Day Transp. - TNC	Ride-On Tri-City Ride-Hailing Service	30 per month			Daily 8a-6p	ADA Eligible or 80+	Continuing/Ongoing	2,000	Passengers without mobile app access use a designated call center to book rides
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Alameda CTC FY 2020-21 Annual Paratransit Program Plan Application (July 1, 2020 - June 30, 2021)

Attachment Table C: Program Revenue, Cost and Fund Sources

Total FY 2020-21 Program Revenue (Measure B, Measure BB and all other funds available for FY 2020-21)	
Estimated Measure B Paratransit DLD ending balance at the end of THIS fiscal year, FY 2019-20 (June 30, 2020)	\$0
Projected FY 2020-21 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$386,538
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2019-20 (June 30, 2020)	\$0
Projected FY 2020-21 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$239,515
Total FY 2020-21 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$626,053
Total FY 2020-21 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$ 513,609
Total FY 2019-20 Program Revenue (Measure B, Measure BB and all other sources available for FY 2019-20) (Automatically calculated)	\$1,139,662

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>
Union City Paratransit	18,725		\$ 292,662		\$ 239,515			\$ 51,000	\$ 462,609	TDA and STA	\$ 1,045,786
Ride-On Tri-City Taxi Service	1,833		\$ 39,473								\$ 39,473
Ride-On Tri-City Ride-Hailing Service	2,000		\$ 54,403								\$ 54,403
0	0										\$ -
0	0										\$ -
0	0										\$ -
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Totals	22,558	\$ -	\$ 386,538	\$ -	\$ 239,515	\$ -		\$ 51,000	\$ 462,609		\$ 1,139,662

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

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

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

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

Attachment Table D: Vehicle Fleet

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

Vehicle Fleet									
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
					Vehicle Capacity				
Make	Type of Vehicle(s) (specify bus, large van, minivan, sedan)	Year of Vehicle	Fuel Type	Lift/Ramp Equipment (specify lift, ramp, or none)	Ambulatory	Wheelchair	Number of Vehicles	Owner (specify if contractor)	City that vehicle(s) are garaged
NorCal Vans	Large Van	2019	Gasoline	Lift	3 to 9	up to 3	2	City Owned	Union City
Starcraft Allstar	Large Van	2019	Gasoline	Lift	4 to 12	up to 3	2	City Owned	Union City
Starcraft Allstar	Large Van	2009	CNG	Lift	8	3	3	City Owned	Union City
Toyota Sienna	Minivan	Various	Gasoline	None	5	0	6	Seir and Diamond Cab	Fremont



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