



Paratransit Advisory and Planning Committee Meeting Agenda Monday, June 29, 2020, 1:30 p.m.

Due to the statewide stay at home order and the Alameda County Shelter in Place Order, and pursuant to the Executive Order issued by Governor Gavin Newsom (Executive Order N-29-20), the Paratransit Advisory and Planning Committee will not be convening at its Committee Room but will instead move to a remote meeting.

Members of the public wishing to submit a public comment may do so by emailing Angie Ayers at aayers@alamedactc.org by 5:00 p.m. the day before the scheduled meeting. Submitted comments will be read aloud to the Committee and those listening telephonically or electronically; if the comments are more than three minutes in length the comments will be summarized. Members of the public may also make comments during the meeting by using Zoom's "Raise Hand" feature on their phone, tablet or other device during the relevant agenda item, and waiting to be recognized by the facilitator. If calling into the meeting from a telephone, you can use "Star (*) 9" to raise/ lower your hand. Comments will generally be limited to three minutes in length.

Chair: Sylvia Stadmire
Vice Chair: Sandra Johnson

Staff Liaisons: [Krystle Pasco](#)
Clerk: [Angie Ayers](#)

Location Information:

Virtual Meeting Information: <https://zoom.us/j/93832879843?pwd=ZmZlR3g5dWdHa3B6WkdMd0JhWUowQT09>
Webinar ID: 938 3287 9843
Password: 744716

For Public Access **(669) 900-6833**
Dial-in **Webinar ID: 938 3287 9843**
Information:

To request accommodation or assistance to participate in this meeting, please contact Angie Ayers, at least 48 hours prior to the meeting date at:
aayers@alamedactc.org

Meeting Agenda

1. Call to Order

2. Roll Call

3. Public Comment

4. Consent Calendar Page/Action

- | | | |
|--|----|---|
| 4.1. Approve the November 18, 2019 PAPCO Meeting Minutes | 1 | A |
| 4.2. Approve the February 24, 2020 Joint PAPCO and ParaTAC Meeting Minutes | 7 | A |
| 4.3. Receive the FY 2019-20 PAPCO Meeting Calendar | 11 | I |
| 4.4. Approve the FY 2020-21 PAPCO Meeting Calendar | 13 | A |
| 4.5. Receive the PAPCO Roster | 15 | I |

5. Election of Officers

- | | | |
|--|----|---|
| 5.1. Approve the Election of PAPCO Chair and Vice Chair for FY 2020-21 | 19 | A |
| 5.2. Approve the Appointment of a PAPCO Representative to the Independent Watchdog Committee (IWC) for FY 2020-21 | | A |
| 5.3. Approve the Appointment of a PAPCO Representative to the East Bay Paratransit Service Review Advisory Committee (SRAC) for FY 2020-21 | | A |

6. Paratransit Programs and Projects

- | | | |
|--|----|---|
| 6.1. Approve the FY 2020-21 Paratransit Direct Local Distribution (DLD) Program Plans Recommendation | 23 | A |
|--|----|---|

7. Committee and Transit Reports

- | | |
|---|---|
| 7.1. Independent Watchdog Committee (IWC) (Verbal) | I |
| 7.2. East Bay Paratransit Service Review Advisory Committee (SRAC) (Verbal) | I |

8. Member Reports

9. Staff Reports

10. Adjournment

Next PAPCO Meeting: September 28, 2020

Notes:

- All items on the agenda are subject to action and/or change by the Committee.
- To comment on an item not on the agenda (3-minute limit), submit a speaker card to the clerk.
- Call 510.208.7450 (Voice) or 1.800.855.7100 (TTY) five days in advance to request a sign-language interpreter.
- If information is needed in another language, contact 510.208.7400. Hard copies available only by request.
- Call 510.208.7400 48 hours in advance to request accommodation or assistance at this meeting.
- Meeting agendas and staff reports are available on the [website calendar](#).
- Alameda CTC is located near 12th St. Oakland City Center BART station and AC Transit bus lines. [Directions and parking information](#) are available online.



Alameda CTC Schedule of Upcoming Meetings July 2020

Commission Chair

Mayor Pauline Russo Cutter
City of San Leandro

Commission Vice Chair

Councilmember John Bauters
City of Emeryville

AC Transit

Board Vice President Elsa Ortiz

Alameda County

Supervisor Scott Haggerty, District 1
Supervisor Richard Valle, District 2
Supervisor Wilma Chan, District 3
Supervisor Nate Miley, District 4
Supervisor Keith Carson, District 5

BART

Director Rebecca Saltzman

City of Alameda

Mayor Marilyn Ezzy Ashcraft

City of Albany

Mayor Nick Pilch

City of Berkeley

Mayor Jesse Arreguin

City of Dublin

Mayor David Haubert

City of Fremont

Mayor Lily Mei

City of Hayward

Mayor Barbara Halliday

City of Livermore

Mayor John Marchand

City of Newark

Councilmember Luis Freitas

City of Oakland

Councilmember At-Large
Rebecca Kaplan
Councilmember Sheng Thao

City of Piedmont

Mayor Robert McBain

City of Pleasanton

Mayor Jerry Thorne

City of Union City

Mayor Carol Dutra-Vernaci

Executive Director

Tess Lengyel

Commission and Committee Meetings

Time	Description	Date
9:00 a.m.	I-680 Sunol Smart Carpool Lane JPA (I-680)	July 13, 2020
9:30 a.m.	Multi-Modal Committee (MMC)	
10:30 a.m.	Programs and Projects Committee (PPC)	
11:30 a.m.	Planning, Policy and Legislation Committee (PPLC)	
2:00 p.m.	Alameda CTC Commission Meeting	July 23, 2020

Advisory Committee Meetings

1:30 p.m.	Alameda County Technical Advisory Committee (ACTAC)	July 9, 2020
5:30 p.m.	Independent Watchdog Committee (IWC)	July 13, 2020

All meetings are held at Alameda CTC offices located at 1111 Broadway, Suite 800, Oakland, CA 94607. Meeting materials, directions and parking information are all available on the [Alameda CTC website](http://www.AlamedaCTC.org). Meetings subject to change.



1. Call to Order

Sylvia Stadmire, PAPCO Chair, called the meeting to order at 1:30 p.m.

2. Roll Call

A roll call was conducted and all members were present with the exception of Yvonne Behrens, Bob Coomber, Carmen Rivera-Hendrickson, Will Scott, Linda Smith, Cimberly Tamura, Esther Ann Waltz, and Hale Zukas.

3. Public Comment

A public comment was heard from Shawn Fong with the City of Fremont. She stated that the Ride-On Tri-City Project with Lyft launched in Alameda County. The program assists seniors and people with disabilities residing in Fremont, Newark, and Union City.

4. Approval of Consent Calendar

- 4.1. Approve the September 23, 2019 PAPCO Meeting Minutes
- 4.2. Receive the FY 2019-20 PAPCO Meeting Calendar
- 4.3. Receive the PAPCO Roster
- 4.4. Receive the Paratransit Outreach Calendar

Herb Hastings moved to approve the consent calendar. Michelle Rousey seconded the motion. The motion passed with the following votes:

Yes: Barranti, Bunn, Costello, Hastings, Johnson, Lewis, Orr, Patterson, Ross, Rousey, Stadmire

No: None

Abstain: None

Absent: Behrens, Coomber, Rivera-Hendrickson, Scott, Smith, Tamura, Waltz, Zukas

5. Paratransit Programs and Projects

5.1. FY 2020-21 Implementation Guidelines and Performance

Measures Update

Krystle Pasco gave an update on the Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities (Paratransit) Program. Ms. Pasco stated that these guidelines are periodically reviewed and updated and the last revision was completed in 2018 for FY 2019-20. The Implementation Guidelines for the Paratransit Program identifies the types of services that are eligible to be funded with Alameda County Measure B, Measure BB, and Vehicle Registration Fee Direct Local Distribution (DLD) revenues. She noted that the Implementation Guidelines and Performance Measures are incorporated by reference into the Master Program Funding Agreements and also apply to all paratransit discretionary grant funded programs that are included in the agency's Comprehensive Investment Plan. Ms. Pasco stated that staff is not recommending any changes at this time. The existing guidelines will carry over to FY 2020-21.

Peggy Patterson asked which eligible service type includes taxis and Transportation Network Companies (TNCs). Ms. Pasco said Same-Day Transportation.

This item is for information only.

5.2. Receive East Bay Paratransit Report

Cynthia Lopez and Laura Timothy presented the East Bay Paratransit (EBP) Report. Ms. Lopez stated that since the last update, their brokers office continues to work with all three service providers on recruiting on retaining competent drivers. She noted East Bay Paratransit is working with the service providers to assist with training new hires. Ms. Lopez stated that

Jasher Allen was hired as the Certification Manager and was promoted recently to the Quality Assurance Manager position, which oversees customer service, customer response, and certification.

Anthony Lewis asked if EBP has made multiple stops more consistent. Ms. Lopez stated that representatives from the East Bay Paratransit Service Review Advisory Committee (SRAC) are working to help improve their customer relations.

Anthony Lewis asked about the ability to transfer paratransit eligibility to other areas in- or out-of-state. Ms. Timothy stated the ADA requires agencies to honor a client's paratransit eligibility with other agencies. She noted that there is a time limit on how long a person can ride as a visitor before converting to that program.

Michelle Rousey commented that she used her eligibility from East Bay Paratransit to the ADA program in San Diego and she found it very useful.

Kevin Barranti asked how much notice is necessary to transfer eligibility out-of-state. Ms. Armenta suggested approximately three weeks.

This item is for information only.

5.3. Receive Livermore Amador Valley Transit Authority (LAVTA) Paratransit Program Report

Kadri Klum and Jonathan Steketee presented LAVTA's report on their ADA Paratransit services. Mr. Steketee provided an update on Wheels' Dial-A-Ride service, the Para-Taxi program, and their new Para-Taxi program for fiscal year 2020-21 that will include adding TNCs and incorporating a debit card payment method option into the program.

Michelle Rousey asked once LAVTA's debit program is established, will they share with other agencies. Mr. Steketee said yes.

Naomi Armenta asked if anyone is able to use the Wheelchair Accessible Vehicles (WAVs) with LAVTA's GO Dublin Program. Mr. Steketee said yes.

Shawn Costello asked is there is a way to contact GO Dublin without a mobile app. Mr. Steketee said LAVTA is working on it.

Anthony Lewis asked how does the service work with the debit card. Mr. Steketee said that the debit card can be used for the same day Para-Taxi program.

5.4. Mobility Management – Dialysis Transportation: The Intersection of Transportation and Healthcare

Naomi Armenta presented this item and discussed the executive summary that was in the agenda packet.

Peggy Patterson asked if the report is national or focused locally. Ms. Armenta stated it's a national report.

Peggy Patterson asked what is the goal of this report. Ms. Armenta stated that the report may be useful in providing data that will serve agencies to provide dialysis trips more effectively.

Anthony Lewis asked how difficult is it to get for-profit organizations to support dialysis services. Ms. Armenta stated that this is a policy consideration.

This item is for information only.

6. Committee and Transit Reports

6.1. Independent Watchdog Committee (IWC)

Krystle Pasco stated that the next IWC meeting is today, November 18, 2019 at 5:30 p.m. and the Committee will receive a report from the auditor.

6.2. East Bay Paratransit Service Review Advisory Committee (SRAC)

Michelle Rousey stated that SRAC met on October 1, 2019. She stated that Nelson\Nygaard gave a report on Regional Center of the East Bay riders, connection rides on regional trips, and safety on paratransit. SRAC acknowledged drivers that were doing well on the job. The next SRAC meeting is scheduled for December 3, 2019.

6.3. Other ADA and Transit Advisory Committees

Herb Hastings stated that the BART Accessibility Task Force is accepting applications for membership. The next meeting is scheduled for December 11, 2019 at the Kaiser Building on Lakeside Drive.

7. Member Reports

Herb Hastings stated on December 11, 2019 he's giving a presentation on the RTC card versus other transit cards for Alameda County Mobility Council. The meeting will be held at 9:30 a.m. at 1000 Broadway, 5th Floor, Oakland, CA.

Larry Bunn said that Drivers for Survivors is looking at expanding to Central County and the Tri-Valley.

Sylvia Stadmire stated that she is in a pool for the 2020 Redistricting Committee for Alameda County.

Peggy Patterson announced this will be her last PAPCO meeting as her term is up in February 2020. PAPCO members thanked Peggy for her valuable input.

8. Staff Reports

Naomi Armenta informed the Committee that partners and stakeholders shared that Lyft and Uber were providing WAV trips in coordination with existing paratransit transportation providers. She noted that she's testing these WAV trips through the app, not through a subsidized/concierge program. She gave the Committee an update on the Lyft WAV trips, wait time, and fares.

Shawn Fong ask what is the capacity of the ramps in terms of capacity and size. Ms. Armenta stated that the ramp is very steep. The drivers stated that they haven't been given limits in terms of wheelchair size; however, drivers are reluctant to push oversized manual chairs.

Kate Lefkowitz gave an update on SB 1376 and the efforts of the California Public Utilities Commission on ensuring that the TNCs are accessible for everyone. Krystle Pasco stated that there may be a role for PAPCO to assist with administering funding back to the community.

9. Adjournment

The meeting adjourned at 3:00 p.m. The next Joint PAPCO and ParaTAC meeting is scheduled for February 24, 2020 and the next PAPCO meeting is scheduled for March 23, 2020 at 1:30 p.m. at the Alameda CTC offices located at 1111 Broadway, Suite 800 in Oakland.



1. Call to Order

Kate Lefkowitz called the meeting to order at 1:30 p.m.

2. Welcome and Introductions

Introductions were conducted. All PAPCO members were present with the exception of Kevin Barranti, Larry Bunn, Bob Coomber, Carmen Rivera-Hendrickson, Christine Ross, Will Scott, Linda Smith, Sylvia Stadmire, Cimberly Tamura, and Hale Zukas.

All ParaTAC members were present with the exception of Brad Helfenberger, Jay Ingram, Robin Mariona, and David Zehnder.

3. Public Comment

Public comments were heard from members of the public on the following topics:

- A problem purchasing tickets on East Bay Paratransit's website and it was noted that it is not useful for people with vision impairments.
- A concern regarding issues/problems with paratransit drivers and many people with disabilities are using Uber and Lyft more frequently.
- A suggestion to upgrade the way ADA paratransit providers handle same-day-service and to make the process more efficient.

4. Emerging Mobility Overview

Kate Lefkowitz provided an overview of the topic of emerging mobility services which included a working definition of emerging mobility and why Alameda CTC decided to focus on this topic for the Joint PAPCO and ParaTAC meeting. Ms. Lefkowitz noted that several cities within Alameda County have integrated the use of Transportation Network

Companies (TNCs) as part of their paratransit services. Ms. Lefkowitz introduced Richard Weiner with Nelson\Nygaard Consulting as the facilitator of the meeting and noted that he has 36 years in the transportation field, primarily in the area of accessible transportation and senior mobility.

Mr. Weiner reviewed the panel logistics with the group and noted the continuity of the emerging mobility theme from last year, which garnered great interest. This year, the Joint PAPCO and ParaTAC meeting will delve deeper into the current legislative/regulatory issues with TNC partnerships.

5. Panel and Discussion

5.1. Marilyn Golden, Senior Policy Analyst for the Disability Rights Education and Defense Fund (DREDF)

Richard Weiner introduced Marilyn Golden and stated that she is a Senior Policy Analyst at the Disability Rights Education and Defense Fund, a leading national law and policy center on disability civil rights, with offices in Berkeley and in Washington, D.C. She has been closely involved with the Americans with Disabilities Act (ADA) throughout all the stages of its proposal, passage, and implementation, specializing in transportation. Ms. Golden's presentation covered an overview of SB 1376 legislation which focuses on making TNCs more accessible. She also discussed topics related to the successful implementation of the TNC Access for All Act.

5.2. Naomi Armenta, Senior Associate for Nelson\Nygaard Consulting Associates

(This item presented after 5.3)

Richard Weiner introduced Naomi Armenta and stated that she is a Senior Associate at Nelson\Nygaard Consulting with 14 years of experience working on transportation equity issues, including people with disabilities, seniors, and low-income communities. Ms. Armenta's presentation covered TNC Wheelchair Accessible Vehicles (WAVs) in real life.

5.3. Jonathan Steketee, Customer Service and Contract Compliance Manager for Livermore Amador Valley Transit Authority (LAVTA)
(This item was presented before 5.2)

Richard Weiner introduced Jonathan Steketee and stated that he is the Customer Service and Contract Compliance Manager for Livermore Amador Valley Transit Authority (LAVTA). Mr. Steketee oversees LAVTA's two operations contractors. Additionally, he is the project manager for the authority on their TNC partnerships and shared autonomous vehicle pilot program. His presentation covered the Go Dublin program and LAVTA's TNC Partnership with Uber and Lyft.

5.4. Tim McCormick, Manager of Planning and Performance for Santa Monica Big Blue Bus
(This item was presented after 5.1)

Richard Weiner introduced Tim McCormick and stated that he is the Manager of Planning and Performance at Santa Monica Big Blue Bus. Prior to that he was the Director of Planning at North County Transit District in Oceanside, California, and prior to that, Manager of Planning at Rhode Island Public Transit Authority where he also managed the statewide carpool and rideshare program, Commuter Resource RI. Mr. McCormick's presentation covered partnering with TNCs for Subsidized Demand Response Service and lessons learned.

6. Questions and Answers

Members and guests had an opportunity to ask the panelists questions about their programs.

7. Adjournment

The meeting adjourned at 4:30 p.m. The next PAPCO meeting is scheduled for March 23, 2020 at 1:30 p.m. at the Alameda CTC offices located at 1111 Broadway, Suite 800 in Oakland.

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FY 2019-20 Paratransit Advisory and Planning Committee (PAPCO) Meeting Calendar

4.3

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PAPCO meetings occur on the fourth Monday of the month from 1:30-3:30 p.m. Joint PAPCO and ParaTAC meetings also occur on the fourth Monday of the month from 1:30-3:30 p.m. Meetings are held at the Alameda CTC offices in downtown Oakland. Note that meetings and items on this calendar are subject to change; refer to www.AlamedaCTC.org for up-to-date information.

Categories	September 23, 2019 PAPCO	November 18, 2019 PAPCO	February 24, 2020 Joint PAPCO and ParaTAC	March 23, 2020 PAPCO	April 27-28, 2020 Subcommittees	June 29, 2020 PAPCO
Planning and Policy		<ul style="list-style-type: none"> Implementation Guidelines and Performance Measures Update 	<ul style="list-style-type: none"> Topic: Emerging Mobility 	<i>Cancelled due to Alameda County Shelter In Place Order</i>	<i>Cancelled due to Alameda County Shelter In Place Order; Staff conducted the Program Plan Review process via email and phone in May and June 2020</i>	<ul style="list-style-type: none"> Approve FY 2020-21 Paratransit DLD Program Plans Recommendation
Programs and Grants Review	<ul style="list-style-type: none"> Receive Final 2018 CIP Paratransit Program Progress Reports 	<ul style="list-style-type: none"> Receive East Bay Paratransit Report Receive LAVTA Report 				
Committee Development	<ul style="list-style-type: none"> AC Transit RealTime Presentation 					<ul style="list-style-type: none"> Elect FY 2020-21 PAPCO Officers Approve FY 2020-21 PAPCO Meeting Calendar

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FY 2020-21 Paratransit Advisory and Planning Committee (PAPCO) Meeting Calendar

4.4

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PAPCO meetings occur on the fourth Monday of the month from 1:30-3:30 p.m. Joint PAPCO and ParaTAC meetings also occur on the fourth Monday of the month from 1:30-3:30 p.m. Meetings are held at the Alameda CTC offices in downtown Oakland. Note that meetings and items on this calendar are subject to change; refer to www.AlamedaCTC.org for up-to-date information.

Categories	September 28, 2020 PAPCO	November 16, 2020 PAPCO	February 22, 2021 Joint PAPCO and ParaTAC	March 22, 2021 PAPCO	April 26-27, 2021 Subcommittees	June 28, 2021 PAPCO
Planning and Policy	<ul style="list-style-type: none"> Implementation Guidelines and Performance Measures Update 		<ul style="list-style-type: none"> Topic: TBD 		<ul style="list-style-type: none"> Paratransit Program Plan Review Subcommittees 	<ul style="list-style-type: none"> Approve FY 2021-22 Paratransit DLD Program Plans Recommendation
Programs and Grants Review	<ul style="list-style-type: none"> Receive 2020 CIP Paratransit Program Progress Reports 	<ul style="list-style-type: none"> Receive 2020 CIP Paratransit Discretionary Program Presentations 		<ul style="list-style-type: none"> Receive 2020 CIP Paratransit Program Progress Reports Receive 2020 CIP Paratransit Discretionary Program Presentations 		<ul style="list-style-type: none"> Receive 2020 CIP Paratransit Discretionary Program Presentations
Committee Development				<ul style="list-style-type: none"> Request Volunteers for Program Plan Review Subcommittees 		<ul style="list-style-type: none"> Elect FY 2021-22 PAPCO Officers Approve FY 2021-22 PAPCO Meeting Calendar

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**Alameda County Transportation Commission
Paratransit Advisory and Planning Committee
Roster - Fiscal Year 2019-2020**

	Title	Last	First	Appointed By	Term Began	Re apptmt.	Term Expires
1	Ms.	Stadmire, Chair	Sylvia J.	Alameda County Supervisor Wilma Chan, D-3	Sep-07	Jul-19	Jul-21
2	Ms.	Johnson, Vice Chair	Sandra	Alameda County Supervisor Nate Miley, D-4	Sep-10	Jul-19	Jul-21
3	Mr.	Barranti	Kevin	City of Fremont Mayor Lily Mei	Feb-16		Feb-18
4	Ms.	Behrens	Yvonne	City of Emeryville Councilmember John Bouters	Mar-18	Jan-19	Jan-21
5	Mr.	Bunn	Larry	Union City Transit Steve Adams, Transit Manager	Jun-06	Feb-19	Feb-21
6	Mr.	Coomber	Robert	City of Livermore Mayor John Marchand	May-17	May-19	May-21
7	Mr.	Costello	Shawn	City of Dublin Mayor David Haubert	Sep-08	Jun-16	Jun-18
8	Mr.	Hastings	Herb	Alameda County Supervisor Scott Haggerty, D-1	Mar-07	Oct-18	Oct-20
9	Mr.	Lewis	Anthony	City of Alameda Mayor Marilyn Ezzy Ashcraft	Jul-18		Jul-20
10	Rev.	Orr	Carolyn M.	City of Oakland, Councilmember At-Large Rebecca Kaplan	Oct-05	Jan-14	Jan-16
11	Ms.	Rivera-Hendrickson	Carmen	City of Pleasanton Mayor Jerry Thorne	Sep-09	Apr-19	Apr-21

	Title	Last	First	Appointed By	Term Began	Re apptmt.	Term Expires
12	Ms.	Ross	Christine	Alameda County Supervisor Richard Valle, D-2	Oct-17	Dec-19	Dec-21
13	Ms.	Rousey	Michelle	BART Director Rebecca Saltzman	May-10	Jan-16	Jan-18
14	Mr.	Scott	Will	Alameda County Supervisor Keith Carson, D-5	Mar-10	Jun-16	Jun-18
15	Ms.	Smith	Linda	City of Berkeley Mayor Jesse Arreguin	Apr-16		Apr-18
16	Ms.	Tamura	Cimberly	City of San Leandro Mayor Pauline Cutter	Dec-15	Mar-19	Mar-21
17	Ms.	Waltz	Esther Ann	LAVTA Executive Director Michael Tree	Feb-11	Jun-16	Jun-18
18	Mr.	Zukas	Hale	A. C. Transit Board Vice President Elsa Ortiz	Aug-02	Feb-16	Feb-18
19		Vacancy		City of Albany Mayor Nick Pilch			
20		Vacancy		City of Hayward Mayor Barbara Halliday			
21		Vacancy		City of Newark Councilmember Luis Freitas			
22		Vacancy		City of Piedmont Mayor Robert McBain			

Alameda County Transportation Commission
Paratransit Advisory and Planning Committee
Roster - Fiscal Year 2019-2020

	Title	Last	First	Appointed By	Term Began	Re apptmt.	Term Expires
23		Vacancy		City of Union City Mayor Carol Dutra-Vernaci			

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Memorandum

5.1

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

DATE: June 22, 2020

TO: Paratransit Advisory and Planning Committee

FROM: Krystle Pasco, Assistant Program Analyst

SUBJECT: PAPCO Election and Officer Roles and Responsibilities

Recommendation

Select PAPCO Officers for FY 2020-21 and representatives for Alameda CTC's Independent Watchdog Committee (IWC) and East Bay Paratransit's Service Review Advisory Committee (SRAC) for FY 2020-21.

Summary

At the end of each fiscal year, PAPCO elects a Chair and Vice Chair to serve a one year term from July through June of the following fiscal year. PAPCO also annually elects two representatives, one to serve on the Alameda CTC Independent Watchdog Committee (IWC) and one to serve on East Bay Paratransit's Service Review Advisory Committee (SRAC). PAPCO members will have the opportunity to elect officers and representatives at the organizational meeting on June 29, 2020.

Background

PAPCO officers and representatives play an important part on the Committee as they work closely with staff to help plan and guide the Committee's work throughout the year. Officers and representatives receive a great deal of support from staff so no one should feel too inexperienced to run for these positions. Staff can assist with writing talking points for any presentation the officers or representatives make at PAPCO or other meetings.

The roles and responsibilities of each elected position are outlined below:

PAPCO Chair

- Provides overall leadership to PAPCO
- Facilitates the regular PAPCO meetings to ensure full and fair participation from all members
- Weighs in on all PAPCO decisions and provides opinion
- Participates in planning sessions with staff to provide input towards PAPCO meeting agendas
- When possible, attends ParaTAC meetings to represent PAPCO and update ParaTAC on key PAPCO actions
- Reports monthly to the Alameda CTC Commission on PAPCO activities
- Eligible for per diems for ParaTAC and Commission meetings in addition to PAPCO meetings
- Eligible for additional per diems for eligible subcommittees
- Actively participates in outreach efforts
- Estimated time commitment: 5 – 7 hours per month (can vary depending on how many “extra” meetings are attended)

PAPCO Vice Chair

- Provides overall leadership to PAPCO
- Assists the PAPCO Chair to ensure full and fair participation from all members
- Participates in planning sessions with staff to provide input towards PAPCO meeting agendas
- Eligible for per diems for Commission meetings in addition to PAPCO meetings, and for ParaTAC if filling in for Chair
- Eligible for additional per diems for eligible subcommittees
- Actively participates in outreach efforts
- Estimated time commitment: 4 – 5 hours per month (can vary depending on how many “extra” meetings are attended)

Independent Watchdog Committee (IWC) Representative

- Participates in IWC meetings, usually held quarterly on the second Monday of the month from 6:30 – 8:30 p.m.
- Responsible for reviewing all Measure B and BB expenditures and annually reporting directly to the public on how Measure B and BB funds are spent, including paratransit funding
- Responsible for reporting to PAPCO on IWC actions and activities
- Eligible for per diem for attending IWC meetings
- Estimated time commitment: 4 – 8 hours per quarter

East Bay Paratransit Service Review Advisory Committee (SRAC) Representative

- Participates in SRAC meetings, usually on the first Tuesday of the month, approximately every other month, from 12:30 – 3:00 p.m.
- Responsible for representing PAPCO position on decisions
- Responsible for updating PAPCO on SRAC actions and activities
- SRAC meetings are not eligible for Alameda CTC per diem, but representative will be eligible for any SRAC Committee reimbursement (i.e. ride tickets)
- Estimated time commitment: three to five hours per quarter
- Note: If the PAPCO member who is elected as the SRAC representative is already a member of the SRAC, but not the PAPCO representative, they will give up their original SRAC seat to become the PAPCO representative to SRAC. When their term as PAPCO representative to SRAC ends, they will need to reapply if they want to continue to be a member of SRAC.

Fiscal Impact: There is no fiscal impact associated with the requested action.

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Memorandum

6.1

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DATE: June 22, 2020

TO: Paratransit Advisory and Planning Committee

FROM: Krystle Pasco, Assistant Program Analyst

SUBJECT: FY 2020-21 Paratransit Direct Local Distribution (DLD) Program Plans

Recommendation

Approve staff recommendation for approval of FY 2020-21 Measure B and BB Paratransit program plans.

Summary

Each year, agencies that receive Measure B and Measure BB Direct Local Distribution (DLD) funds for paratransit are provided with an estimate of annual sales tax revenue for the forthcoming fiscal year and are required to submit a paratransit program plan and budget of how they plan to spend the estimated revenue.

Due to the COVID-19 crisis, public advisory committees and boards are not meeting in-person and certain Brown Act requirements have been temporarily altered. The Paratransit Team developed an expedited and altered process for Program Plan Review in 2020 in order to ensure the safety of Committee members, and that transportation providers have the funds they need to continue their essential services with minimal disruption.

The Paratransit Advisory and Planning Committee (PAPCO) members reviewed draft Paratransit Program Plan Review packets between June

1-5, 2020 and provided input. On June 29, 2020 PAPCO will meet virtually (members can join via teleconference) to provide a recommendation on the program plans. PAPCO is asked to approve the staff recommendation for full approval. The PAPCO recommendation will be available to the Alameda CTC Commission in their next meeting packet.

Background

The 2000 Measure B Transportation Expenditure Plan (TEP) allocates 10.45% of net revenues and the 2014 Measure BB TEP allocates 10% of net revenues to affordable transportation for seniors and people with disabilities. Approximately 9% of net revenues from each TEP is distributed to agencies on a monthly basis as DLD funding for ADA-mandated services and City paratransit programs. The remaining funding is distributed as two-year grants on a discretionary basis. PAPCO is responsible for providing recommendations to the Commission related to all funding for transportation for seniors and people with disabilities.

In March 2020, Alameda County entered into shelter-in-place due to the COVID-19 crisis. Generally, all advisory committee in-person meetings for March and April were cancelled, including PAPCO and the Program Plan Review Subcommittees.

Although transit and paratransit ridership has dropped significantly due to COVID-19, transportation providers have found themselves extremely busy responding to the crisis, ensuring rider and driver safety, and determining the best approach to multiple issues. At the same time, many local communities found themselves desperately needing help in distributing meals and/or groceries to vulnerable persons. Many of the Direct Local Distribution (DLD) funded programs found themselves helping to meet those needs. Alameda CTC has been busy providing policy support and advice to allow programs to use funding to meet these emergencies.

Given these issues, the extensions of the shelter-in-place, and ongoing concerns about risks to senior populations and persons with certain pre-existing conditions, the Paratransit Team developed a process to provide

minimum disruption to providers, but allow PAPCO to safely review and meet their responsibility to provide a recommendation on the program plans.

PAPCO members received an email on May 29, 2020 advising them to review the draft program plan packets online. Members were able to review the packet and provide comments or questions between June 1-5, 2020. Any members who did not respond to the email received a follow up phone call. Any members who needed support in accessing the materials or recording their input were able to do so over the telephone with a member of the Paratransit Team.

Responses to input are included in the Staff Summaries for each program. A summary of the FY 2020-21 paratransit program plans (Attachment 6.1A) is attached for reference.

Fiscal Impact: There is no net fiscal impact associated with the requested action.

Attachments:

- A. Summary of FY 2020-21 Paratransit Program Plans
- B. FY 2020-21 Paratransit Program Plan Packets

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Summary of FY 2020-21 Measure B and BB Paratransit Direct Local Distribution (DLD) Program Plans 6.1A

Program	Paratransit Program Components (includes grant programs)	FY 2020-21 MB/BB DLD Funding	Other Funding*	Total Program Cost	Planned Number of Trips
Alameda	Accessible Fixed-Route Shuttle, Group Trips, Scholarship, Volunteer Driver programs, Meal Delivery	\$592,430	\$0	\$592,430	13,100
Albany	Same-Day Transportation (taxi, TNC), Group Trips	\$79,129	\$11,000	\$90,129	7,900
Berkeley	Same-Day Transportation (taxi, TNC), Specialized Accessible Van	\$1,155,179	\$10,000	\$1,165,179	22,200
Emeryville	Specialized Accessible Van (8-To-Go), Same-Day Transportation (taxi and TNC), Group Trips, Scholarship, Meal Delivery	\$93,944	\$206,600	\$300,544	8,300
Fremont	Specialized Accessible Van, Same-Day Transportation (taxi, TNC), Group Trips, Tri-City Mobility Management/Travel Training, Meal Delivery	\$3,577,260	\$200,000	\$3,777,260	39,956

Program	Paratransit Program Components (includes grant programs)	FY 2020-21 MB/BB DLD Funding	Other Funding*	Total Program Cost	Planned Number of Trips
Hayward	Accessible Fixed-Route Shuttle (ASEB), Specialized Accessible Van (Van Share program/CRIL), Same-Day Transportation (TNC), Volunteer Driver programs, Group Trips, Scholarship, Mobility Management/Travel Training, Meal Delivery	\$4,844,654	\$0	\$4,844,654	17,610
Newark	Specialized Accessible Van, Same-Day Transportation (taxi and TNC), Tri-City Mobility Management/Travel Training, Meal Delivery	\$434,336	\$0	\$434,336	8,454
Oakland	Same-Day Transportation (taxi, TNC), Specialized Accessible Van (Programs I and II, BACS, Emeryville 8-To-Go partnership), Group Trips, Volunteer Driver programs	\$5,186,130	\$178,969	\$5,365,099	84,731
Pleasanton	Specialized Accessible Van, Scholarship, Group Trips, Mobility Management/Travel Training	\$577,113	\$89,000	\$666,113	8,420

Program	Paratransit Program Components (includes grant programs)	FY 2020-21 MB/BB DLD Funding	Other Funding*	Total Program Cost	Planned Number of Trips
San Leandro	Accessible Fixed-Route Shuttle, Same-Day Transportation (TNC), Mobility Management/Travel Training	\$1,598,906	\$0	\$1,598,906	24,550
LAVTA	ADA-mandated paratransit, Para- Taxi, (inc. TNCs)	\$579,215	\$1,727,617	\$2,306,832	50,000
Union City	ADA-mandated paratransit, Same- Day Transportation (taxi, TNC), Tri- City Mobility Management/Travel Training, Volunteer Driver programs	\$626,053	\$513,609	\$1,139,662	22,558
EBP-AC Transit	ADA-mandated paratransit	\$16,669,898	\$16,616,723	\$33,286,621	765,000
EBP-BART		\$4,641,411	\$10,371,271	\$15,012,682	
Total		\$40,655,658	\$29,924,789	\$70,580,447	1,837,779

* Other funding includes Measure B/BB paratransit discretionary grant, fares, reserves, General Fund, etc.

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PAPCO Paratransit Program Plan Review

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

**FISCAL YEAR 2020-2021
PROGRAM PLANS**

REFERENCES

May 2020

6.1B





Memorandum

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

DATE: June 22, 2020

TO: Paratransit Advisory and Planning Committee

FROM: [Krystle Pasco](#), Assistant Program Analyst

SUBJECT: Instructions and Recommendation for
FY 2020-21 Direct Local Distribution Paratransit
Program Plan Review

Recommendation

PAPCO is asked to recommend approval of all program plans in full.

Summary

Due to the COVID-19 crisis, transit and City providers are facing additional work and/or uncertain futures and funding. Additionally, due to Alameda County shelter-in-place restrictions, public advisory committees and boards are not meeting in-person and certain Brown Act requirements have been temporarily altered. The Paratransit Team has developed an expedited and altered process for Program Plan Review in 2020 in order to ensure the safety of committee members, and that transportation providers have the funds they need to continue their essential services with minimal disruption.

Paratransit Advisory and Planning Committee (PAPCO) members will receive the draft Paratransit Program Plan Review packets to review between June 1-5, 2020 and provide input, and will then meet via teleconference as a committee on June 29, 2020 to provide a recommendation.

Background

In March 2020, Alameda County entered into shelter-in-place due to the COVID-19 crisis. Generally, all advisory committee in-person meetings for March and April were cancelled, including PAPCO and the Program Plan Review Subcommittees.

Although transit and paratransit ridership has dropped significantly due to COVID-19, transportation providers have found themselves extremely busy responding to the crisis, ensuring rider and driver safety, and determining the best approach to multiple issues. At the same time, many local communities found themselves desperately needing help in distributing meals and/or groceries to vulnerable persons. Many of the Direct Local Distribution (DLD) funded programs found themselves helping to meet those needs. Alameda CTC has been busy providing policy support and advice to allow programs to use funding to meet these emergencies.

Given these issues, the extensions of the shelter-in-place, and ongoing concerns about risks to senior populations and persons with certain pre-existing conditions, the Paratransit Team developed a process to provide minimum disruption to providers, but allow PAPCO to safely review and meet their responsibility to provide a recommendation on the program plans.

Program Plan Review is a primary PAPCO responsibility that is assigned by the Commission. Article 2.3.1 of the Bylaws describe PAPCO's program plan responsibilities as the following: *"Review performance data of mandated and non-mandated services, including cost-effectiveness and adequacy of service levels, with the objective of creating a more cost-efficient, productive and effective service network through better communication and collaboration of service providers. In this capacity, the Committee may identify and recommend to the Alameda CTC alternative approaches that will improve special transportation service in Alameda County."*

Process

PAPCO members will receive an email on May 29, 2020 advising them to review the draft program plan packets online. Members will be able to review the packet and provide comments or questions between June 1-5, 2020.

The draft package contains the following materials:

- PAPCO Agenda
- PAPCO Instruction Memo
- General References and Background Information
- Comparative References

The following materials are included for each planning area/program:

- Staff Summary
- Program Manager's Presentation – PowerPoint
- Program Plan Application

Any members who do not respond to the email will receive a follow up phone call. Any members who need support in accessing the materials or recording their input will be able to do so over the telephone with a member of the Paratransit Team.

PAPCO members are requested to review these documents carefully. As always, members have the opportunity to make comments and suggest ideas to the program managers regarding their programs. This process encourages the development of quality, cost effective and efficient services by suggesting coordination, mobility management activities, and consumer involvement as well as offering consumer experiences to respond to consumer needs. However, it is important to note that most jurisdictions have their own local advisory committee that they work with to develop their program.

PAPCO members will meet via teleconference as a committee on June 29, 2020 to provide a recommendation.

Alameda CTC is looking forward to PAPCO's participation in the annual Paratransit Program Plan Review process despite the challenges and changes. If you have any questions, please don't hesitate to call Krystle Pasco at (510) 208-7467.

Fiscal Impact: There is no fiscal impact associated with the requested action.

Attachments

A. Program Plan Review Materials

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Background

Transportation Expenditure Plans

- 2000 Measure B:
 - 20-year period, 2002 - 2022
 - ½ cent sales tax
- 2014 Measure BB:
 - 30-year period, 2015 – 2045
 - ½ cent, 2015 - 2022
 - 1 full cent, 2022– 2045

Excerpts from PAPCO Bylaws

Article 2: Purpose and Responsibilities

- **2.1 Committee Purpose.** The Committee purpose is to fulfill the functions mandated for the Committee in the 2000 and 2014 Expenditure Plan and to advise the Alameda CTC on all special transportation.
- **2.2 Committee Roles and Responsibilities from 2000 and 2014 Transportation Expenditure Plans.** As defined by the 200 and 2014 Transportation Expenditure Plans, the roles and responsibilities of the Committee are to:
 - **2.2.1** Develop the formula use to distribute Measure B and Measure BB programmatic funds to the cities in Alameda County and the County of Alameda for mandated and non-mandated special transportation services, subject to approval by the Commission.
 - **2.2.2** Recommend allocation of funds identified for coordination/gaps in service in Tier 1 of the 2000 Transportation Expenditure Plan, subject to approval by the Commission.
 - **2.2.3** Recommend allocation of funds identified for capital expenditures for coordination/gaps in service in Tier 2 of the 2000 Transportation Expenditure Plan, assuming funds are available for allocation, subject to approval by the Commission.

- **2.3 Additional Responsibilities.** Additional PAPCO member responsibilities are to:
 - **2.3.1** Review performance data of mandated and non-mandated services, including cost-effectiveness and adequacy of service levels, with the objective of creating a more cost-efficient, productive and effective service network through better communication and collaboration of service providers. In this capacity, the Committee may identify and recommend to the Alameda CTC alternative approaches that will improve special transportation service in Alameda County.
 - **2.3.2** Report annually on the status of special transportation services, including service availability, quality, and improvements made as compared to the previous year.
 - **2.3.3** Provide a forum for consumers to discuss common interests and goals affecting all special transportation services funded in whole or in part by Measure B and Measure BB funds in Alameda County.
 - **2.3.4** Encourage coordination of special transportation and public transit services as they relate to seniors and individuals with disabilities in Alameda County.

FY 2020-21 PAPCO Review Activities

Due Date	Report/Event	Applicable Period
July 31, 2020	CIP Progress Reports	Second half of prior fiscal year (Jan-Jun 2020)
December 31, 2020	Annual Audit and Compliance Report	Prior fiscal year (FY 2019-20)
January 31, 2021	CIP Progress Reports	First half of current fiscal year (Jul-Dec 2020)
February 28, 2021	Paratransit Program Plan Application	Upcoming fiscal year (FY 2021-22) and some prior and current year data
April 2021	PAPCO Program Plan Review Subcommittee	Prior fiscal year (FY 2019-20) and upcoming fiscal year (FY 2021-22)

Paratransit Program Plan Review Process

PAPCO members will receive an email on May 29, 2020 advising them to review the draft program plan packets online. Members will be able to review the packets and provide comments or questions between June 1-5, 2020.

The draft package contains the following materials:

- PAPCO Agenda
- PAPCO Instruction Memo
- General References and Background Information
- Comparative References

The following materials are included for each planning area/program:

- Staff Summary
- Program Manager's Presentation – PowerPoint
 - Current program changes due to COVID-19
 - Expand on the Staff Summary
 - Describe changes from last year's program and planned changes for next year
 - Planning process overview
 - Further challenges or issues that PAPCO should be aware of
- Program Plan Application

Any members who do not respond to the email will receive a follow up phone call. Any members who need support in accessing the materials or recording their input will be able to do so over the telephone with a member of the Paratransit Team.

PAPCO members will meet via teleconference as a committee on June 29, 2020 to provide a recommendation.

Options for Motions

1. Recommend approval of all components of the program plan
2. Recommend conditional approval with recommended actions (e.g. work with staff to correct plan or budget, require regular reports to PAPCO, etc.).
3. Do not recommend approval of some components of the program plan.

Overview of Paratransit Programs in Alameda County

There are 13 different paratransit programs in Alameda County. Broadly speaking, these programs can be categorized into “ADA-mandated” programs and “City” programs.

ADA-mandated programs exist due to the 1990 federal Americans with Disabilities Act (ADA), which mandates that all public transit systems make their services fully accessible to all people, including those who, due to disability, cannot ride regular buses and trains. In Alameda County, there are three mandated programs. AC Transit and BART have partnered to form the East Bay Paratransit Consortium (EBP) which provides ADA-mandated service in these agencies’ service areas. Livermore Amador Valley Transit (LAVTA) in the Tri-Valley, and Union City Transit in the City of Union City also provide ADA-mandated services. However, LAVTA and Union City do not receive funding under the “ADA-mandated paratransit” portion of Measure B and BB. They receive funding through the cities they serve and offer both ADA-mandated service and exceed ADA-mandate geographically. Only AC Transit and BART receive funding from the “ADA-mandated services” portion of Measure B and BB.

ADA-mandated services are required by federal law to provide service that is comparable to regular bus and transit services. Paratransit services must be provided to individuals who travel within a 3/4 mile radius of a regular bus or rail route during the days and hours that those regular services are offered. Other requirements of the ADA-mandated services are that they provide next day service; charge fares no more than twice the standard fixed route fare; accept requests for all types of trips without prioritization; operate during the same hours as regular transit services; and allow no pattern or practice of denials. Individuals who wish to use ADA-mandated paratransit in their area are required to complete an application, and sometimes an interview, to determine their eligibility.

City programs, on the other hand, have much more flexibility in how they design their programs. Eleven cities in the County have designed a paratransit program to meet the needs of consumers in their local jurisdiction. The major difference between the ADA-mandated and City programs, aside from the absence of federal regulations, are that they focus more on providing paratransit services for seniors rather than

exclusively those with disabilities, and that they offer a range of different types of services including taxi, TNC, shuttles and door-to-door.

City programs receive Measure B and BB funding through the “non-mandated program” stream of sales tax funding. Many cities rely on Measure B and BB funding for the majority of their paratransit program funding, although some do contribute some city general funds and/or support for administration and staffing.

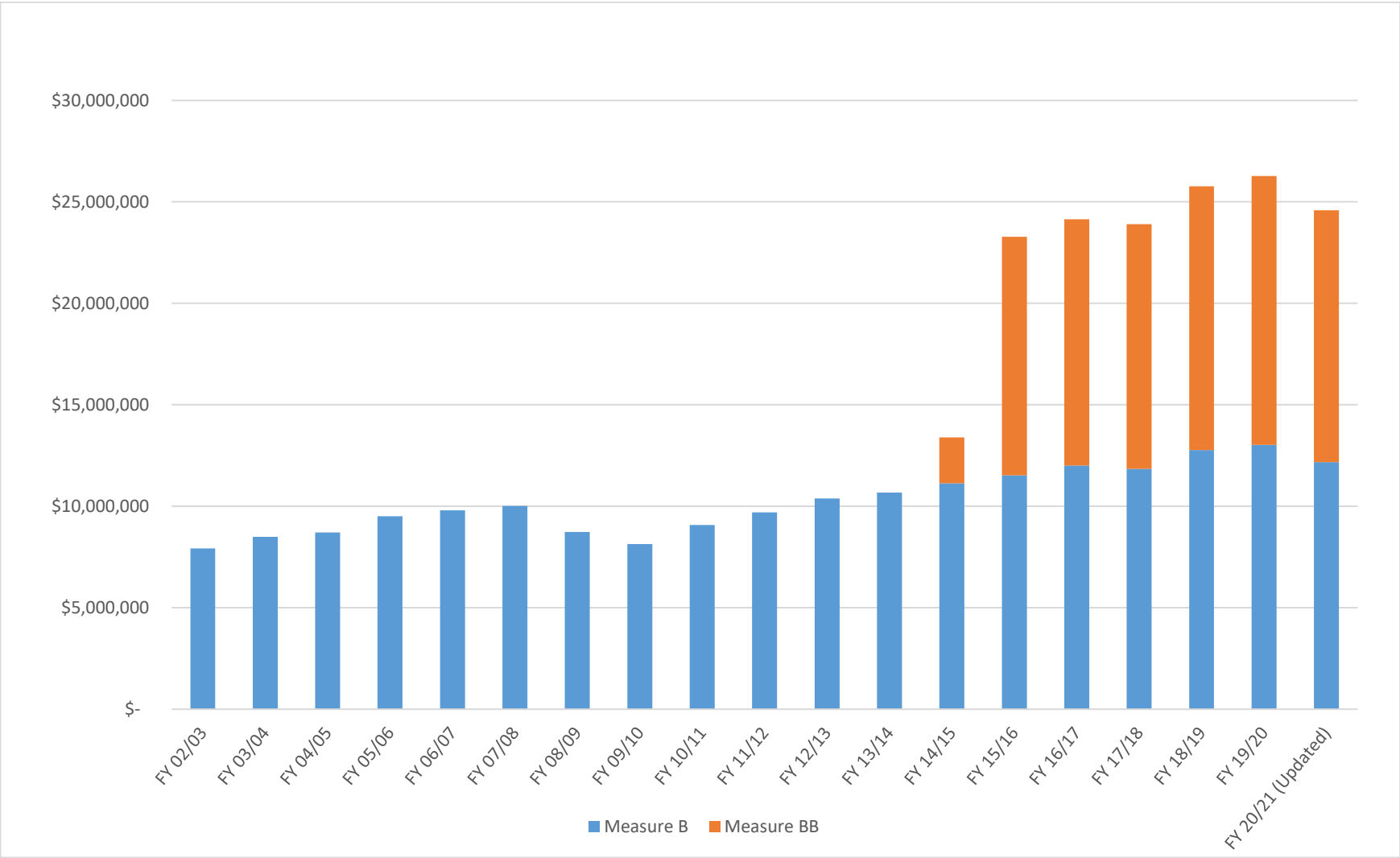
Summary of FY 2020-21 Alameda CTC Funded Paratransit Programs by City/Area*

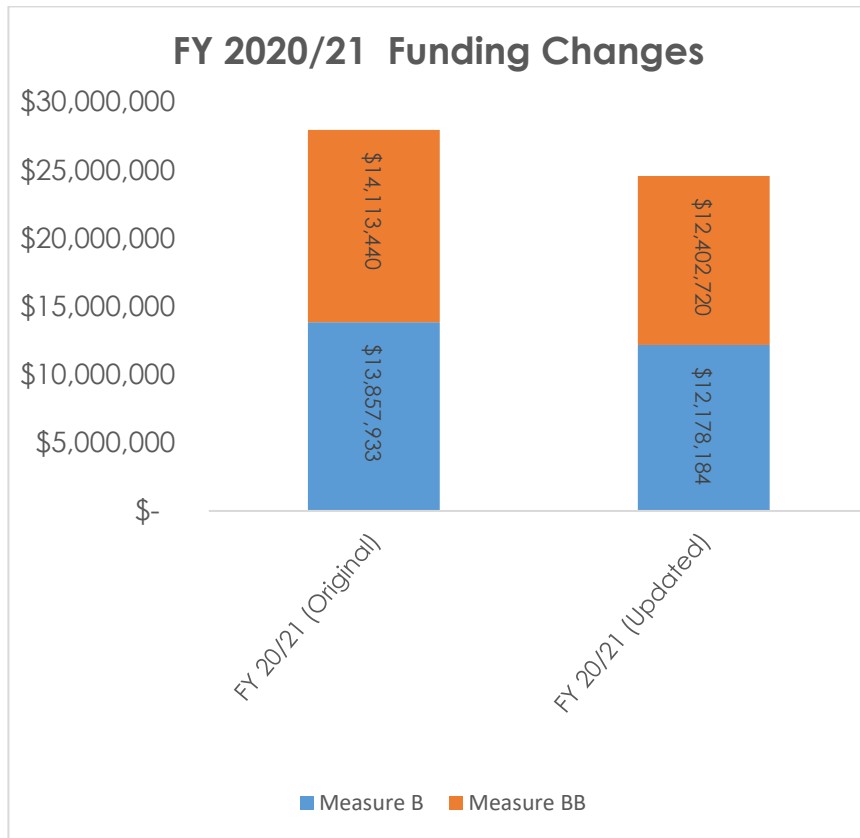
City	Planning Area	Accessible Shuttle	Capital Purchase	Customer Service and Outreach	Door-through-Door/Volunteer Driver	Group Trips	Management/Overhead	Meal Delivery (existing program)	Mobility Mgmt/Travel Training	Same-Day Transp. - Taxi	Same-Day Transp. - TNC	Scholarship/ Subsidized Fare	Specialized Accessible Van	ADA-mandated Paratransit
Alameda	North													
Albany	North													
Berkeley	North													
Dublin	East													
Emeryville	North													
Fremont	South													
Hayward (+ Castro Valley and San Lorenzo)	Central													
Livermore	East													
Newark	South													
Oakland (+ Piedmont)	North													
Pleasanton (also serving Sunol)	East													
San Leandro	Central													
Union City	South													

*Primary funding source based on program plan, 2020 CIP, and FTA 5310 recommendation (some programs have mixed funding sources, the box reflects majority):

Direct Local Distribution Funded	
Discretionary Grant Funded	
Other Funding	

Annual Measure B and BB Paratransit DLD Revenue Trends

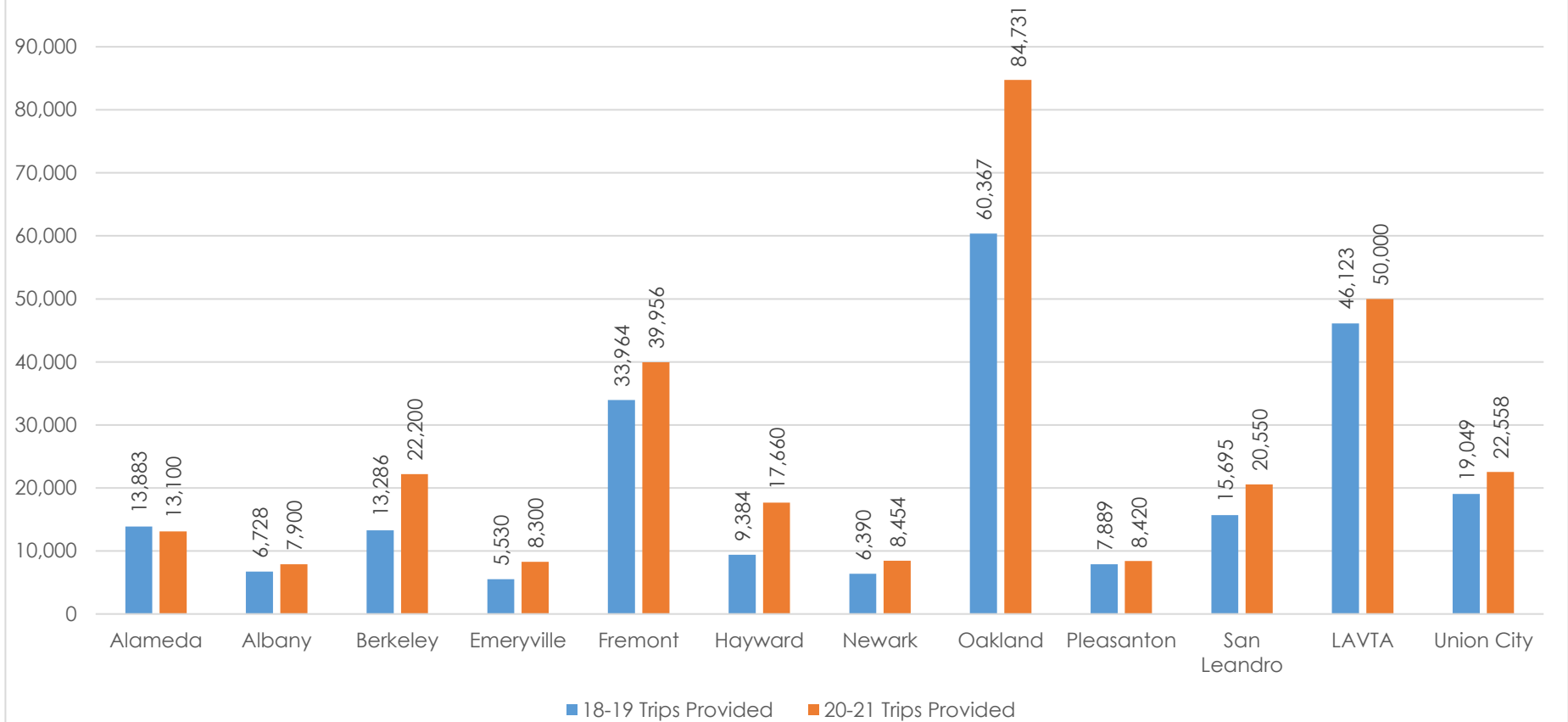




Total Number of Trips Planned

Program	FY 2018-19 Trips Provided	FY 2020-21 Trips Planned
Alameda	13,883	13,100
Albany	6,728	7,900
Berkeley	13,286	22,200
Emeryville	5,530	8,300
Fremont	33,964	39,956
Hayward	9,384	17,660
Newark	6,390	8,454
Oakland	60,367	84,731
Pleasanton	7,889	8,420
San Leandro	15,695	20,550
LAVTA	46,123	50,000
Union City	19,049	22,558
East Bay Paratransit	741,097	765,000
Grand Total	1,008,885	1,017,260

Number of City-Based Trips Provided vs. Planned



Cost Per Trip

ADA-Mandated Paratransit

Program	FY 2018-19	FY 2020-21
LAVTA	\$39.43	\$46.14
Union City	\$54.08	\$55.85
East Bay Paratransit	\$57.93	\$63.14

City Programs

FY 2018-19 (Actual) and FY 2020-21 (Planned)

	Accessible Shuttle		Specialized Accessible Van		Group Trips		Same-Day Transp. - Taxi		Same-Day Transp. - TNC		Door-through-Door/Volunteer Driver	
Program	18-19	20-21	18-19	20-21	18-19	20-21	18-19	20-21	18-19	20-21	18-19	20-21
Alameda	\$16.26	\$16.36			\$14.22	\$12.50	\$18.74					\$150.00
Albany					\$9.51	\$5.08	\$12.45	\$10.91				
Berkeley			\$38.06	\$38.64			\$26.51	\$26.51		\$53.85		
Emeryville			\$46.85	\$53.80	\$52.62	\$27.00	\$17.77	\$25.00		\$22.50		
Fremont			\$32.65	\$42.87	\$9.25	\$7.50	\$19.00	\$23.00		\$15.91		
Hayward	\$16.67	\$46.88	\$990.75	\$681.82	\$29.22	\$37.50	\$19.89		\$13.22	\$33.50	\$412.32	\$39.47
Newark			\$36.63	\$38.72			\$19.00	\$26.07		\$30.63		
Oakland			\$52.31	\$49.36	\$18.22	\$18.22	\$40.67	\$38.63		\$12.50	\$34.17	\$34.17
Pleasanton			\$61.11	\$66.38	\$29.97	\$29.09						
San Leandro	\$14.40	\$25.74							(Hayward)	\$247.27		
Union City							\$21.76	\$21.53		\$27.20		

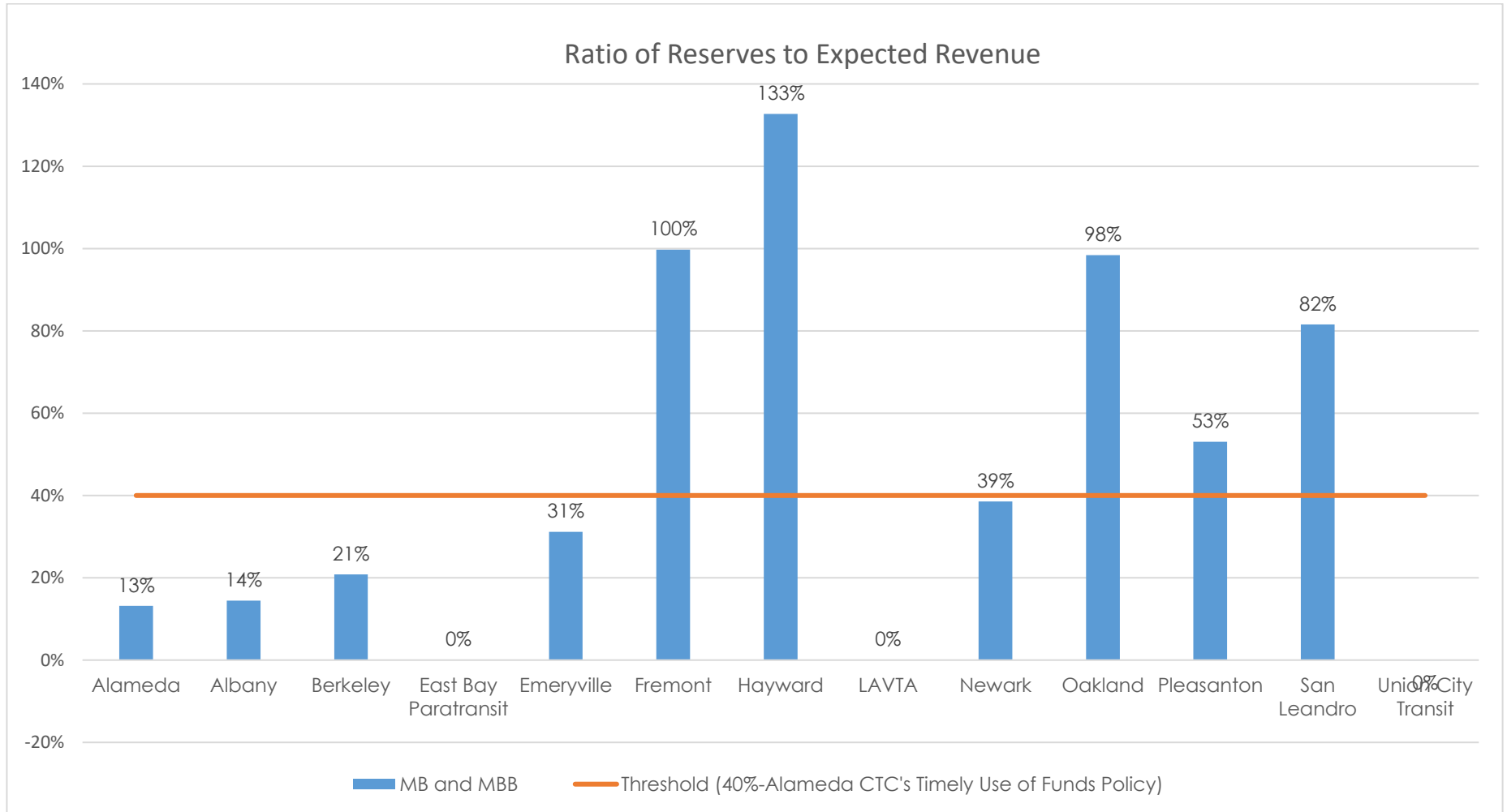
Percent Measure B/BB Funding

Program	FY 18-19 (Actual)	FY 20-21 (Planned)
Alameda	100%	99%
Albany	100%	86%
Berkeley	100%	100%
Emeryville	40%	44%
Fremont	100%	100%
Hayward	100%	100%
Newark	100%	100%
Oakland	91%	94%
Pleasanton	37%	53%
San Leandro	100%	100%
LAVTA	31%	25%
Union City	66%	55%
East Bay Paratransit	47%	44%

Percent Customer Service and Outreach (City Programs)

Program	FY 18-19 (Actual)	FY 20-21 (Planned)
Alameda	3.7%	7.5%
Albany	17.5%	28.2%
Berkeley	2.3%	8.6%
Emeryville	0.0%	0.0%
Fremont	11.8%	13.7%
Hayward	7.9%	3.1%
Newark	0.0%	0.0%
Oakland	8.4%	6.4%
Pleasanton	12.4%	6.0%
San Leandro	5.2%	4.5%

FY 2020-21 Planned Reserves



2019 PAPCO Subcommittee Comments and Recommendations

Program	Comments and Recommendations
City Programs	
Alameda	<ul style="list-style-type: none"> Members asked whether the City of Alameda will add additional routes on the free shuttle, to which they responded there are no changes to the route at this time. There is training for drivers around service animals. <p><i>Program plan recommended for full approval.</i></p>
Albany	<ul style="list-style-type: none"> The committee inquired whether the City of Albany considered a Clipper card for TNC's where the amount would be on the card. The city of Albany has a reimbursement program for TNC's. <p><i>Program plan recommended for full approval.</i></p>
Berkeley	<ul style="list-style-type: none"> The committee inquired about the cost for accessible vans. City of Berkeley is close to completing the hiring process for a Transportation coordinator. <p><i>Program plan recommended for full approval.</i></p>
Emeryville	<ul style="list-style-type: none"> The committee inquired about the accessibility to the manual that describes services and programs. <p><i>Program plan recommended for full approval.</i></p>
Fremont	<ul style="list-style-type: none"> The City of Fremont took over the Ride-On Tri-City Taxi Program for South County. <p><i>Program plan recommended for full approval.</i></p>
Hayward	<ul style="list-style-type: none"> Members support the program. <p><i>Program plan recommended for full approval.</i></p>
Newark	<ul style="list-style-type: none"> Members inquired about the city's drop in registrants and the city explained the vetting process and the expected increase in numbers due to the new senior housing complex being built in the city. <p><i>Program plan recommended for full approval.</i></p>
Oakland	<ul style="list-style-type: none"> Members inquired about the volunteer drivers' program. <p><i>Program plan recommended for full approval.</i></p>
Pleasanton	<ul style="list-style-type: none"> Members inquired about the inclusive services that the city provides. <p><i>Program plan recommended for full approval.</i></p>
San Leandro	<ul style="list-style-type: none"> Members questioned whether their Flex program would be the same in cost as the other programs. <p><i>Program plan recommended for full approval.</i></p>

Program	Comments and Recommendations
ADA-Mandated Providers	
East Bay Paratransit	<ul style="list-style-type: none"> Members expressed concerns of EBP being overwhelmed although the numbers are decreasing. <p><i>Program plan recommended for full approval.</i></p>
LAVTA	<ul style="list-style-type: none"> The committee expressed concerns about lack of communication with TAAC regarding their programs. <p><i>Program plan recommended for conditional approval.</i> <i>LAVTA's program must provide an annual report to PAPCO.</i></p>
Union City	<ul style="list-style-type: none"> The committee inquired why the cost per trip is high and about the taxi program. <p><i>Program plan recommended for full approval.</i></p>

PAPCO Appointments and Vacancies

Appointer	Member
Supervisor Scott Haggerty, District 1 Pleasanton, Livermore, most of Fremont and a portion of Sunol	Herb Hastings
Supervisor Richard Valle, District 2 Hayward (incorporated portion), Newark, Union City, Fremont (Niles, Brookvale and North of Decoto Road), and unincorporated Sunol (North of Highway 84 only)	Christine Ross
Supervisor Wilma Chan, District 3 San Leandro, Alameda, San Lorenzo, Ashland, Hillcrest Knolls and the Fruitvale, San Antonio, Chinatown portions of Oakland	Sylvia Stadmire
Supervisor Nate Miley, District 4 East Oakland, Oakland Hills, Castro Valley, Ashland, Cherryland, Fairview and Dublin	Sandra Johnson
Supervisor Keith Carson, District 5 Albany, Berkeley, Emeryville, Piedmont and large portions of Oakland, namely West Oakland, North Oakland (Rockridge and Montclair), and the Fruitvale and San Antonio districts	Will Scott
City of Alameda	Tony Lewis
City of Albany	Vacant
City of Berkeley	Linda Smith
City of Dublin	Shawn Costello
City of Emeryville	Yvonne Behrens
City of Fremont	Kevin Barranti
City of Hayward	Vacant
City of Livermore	Robert Coomber
City of Newark	Vacant
City of Oakland	Rev. Carolyn M. Orr
City of Piedmont	Vacant
City of Pleasanton	Carmen Rivera-Hendrickson
City of San Leandro	Cimberly Tamura
City of Union City	Vacant
A. C. Transit	Hale Zukas
BART	Michelle Rousey

Appointer	Member
LAVTA	Esther Waltz
Union City Transit	Larry Bunn

Summary of 2020 Paratransit Discretionary Grant Program

Sponsor	Project Name	Funding Awarded
City of Fremont	Ride-On Tri-City! Mobility Management & Travel Training Program	\$731,000
Eden I&R	Mobility Management Through 211 Alameda County	\$752,261
The Center for Independent Living (The CIL)	Community Connections Program (CoCo)	\$937,500
Community Resources for Independent Living (CRIL)	Travel Training: Oh The Places You Will Go!	\$485,206
United Seniors of Oakland & Alameda County (USOAC)	Senior Public Transportation Training & Education Program	\$419,634
LIFE ElderCare	Door Through Door (DthruD) & TNC Transportation for Seniors & Disabled Adults	\$1,022,608
Senior Support Program of Tri-Valley (SSPTV)	Volunteers Assisting Seniors Transportation Program (VAST)	\$560,218
Drivers for Survivors (DFS)	Drivers for Survivors Volunteer Driver Program	\$968,654
Livermore Amador Valley Transit Authority (LAVTA)	Para-Taxi Operations	\$139,391

Sponsor	Project Name	Funding Awarded
Livermore Amador Valley Transit Authority (LAVTA)	Para-Taxi Debit Card	\$86,240
Alzheimer's Services of the East Bay (ASEB)	Regrowth of Transportation Services for Individuals with Dementia	\$796,370
Bay Area Outreach & Recreation Program (BORP)	Accessible Group Trip Transportation for Youth & Adults with Disabilities	\$1,003,500
City of Emeryville	Emeryville Senior Center Group Trips Bus Purchase	\$70,000
Easy Does It Emergency Services (EDI)	Fast Accessible Safe Transportation Emergency Repair (FASTER)	\$952,150
Total		\$8,986,732

Draft Summary of FY 18 & FY 19 FTA Section 5310 Funding Recommendations

Sponsor	Project	Funding Recommended
Bay Area Outreach Program	Service Expansion vehicle	\$81,200
Center for Elders Independence	Service Expansion vehicles; Purchase of equipment	\$543,900 (may include out of County)
The Center for Independent Living	Mobility Management	\$300,000
Eden I&R	Mobility Management	\$175,624
Friends of Children with Special Needs	Service Expansion vehicles	\$112,000 (may include out of County)
On Lok Senior Health Services	Service Expansion vehicles	\$483,200 (may include out of County)
Satellite Affordable Housing Associates	Service Expansion vehicles	\$175,400
Self-Help for the Elderly	Service Expansion vehicles; Purchase of equipment	\$242,098 (may include out of County)

Alameda CTC Funding Policies

In June 2020, the Commission may consider the following policy updates:

- Modifying the meal delivery policy in the paratransit program guidelines to allow for delivery of food during the public health crisis.
- Modifying the timely use of funds policy to prohibit the taking away of any funds during the public health crisis.

Measures B/BB DLD Revenue - Timely Use of Funds Policies

TIMELY USE OF FUNDS POLICY

INTENT: The intent of the Timely Use of Funds Policy is to encourage Measure B/Measure BB/Vehicle Registration Fee recipients to expend voter-approved transportation dollars expeditiously on transportation improvements and operations that the public can use and benefit from immediately.

POLICY: RECIPIENT **shall not carry a fiscal year ending fund balance greater than 40 percent of the Direct Local Distribution revenue received for that same fiscal year for four consecutive fiscal years**, by funding program. Non-compliance with this policy may invoke rescission penalties per the Use it or Lose It Policy.

RECIPIENT may seek an exemption from the Timely Use of Funds Policy through the Annual Program Compliance reporting process. RECIPIENT must demonstrate that extraordinary circumstances have occurred and provide a timely expenditure plan that would justify the exemption. Exemption requests must be submitted to ALAMEDA CTC and approved by the Commission.

IMPLEMENTATION: Through the Annual Program Compliance reporting process, ALAMEDA CTC will monitor the RECIPIENT's annual ending fund balance to revenue received ratio, cumulatively across the RECIPIENT's programmatic categories by fund program, to verify policy compliance.

USE IT OR LOSE IT POLICY

INTENT: The Use It or Lose It Policy serves as the penalty action for non-compliance with the Timely Use of Funds Policy for Measure B/Measure

BB/Vehicle Registration Fee Direct Local Distribution program funds. The Use It or Lose It Policy enforces the timely use of funds requirements to encourage the RECIPIENT to expend voter-approved transportation dollars expeditiously on transportation improvements and operations that the public can use and benefit from immediately.

POLICY: If RECIPIENT does not meet the requirements of the Timely Use of Funds Policy, ALAMEDA CTC may determine that the RECIPIENT does not need Measure B/Measure BB/Vehicle Registration Fee funding. In such a case, ALAMEDA CTC may exercise the Use It or Lose It Policy to rescind the RECIPIENT's subsequent fiscal year's Measure B/Measure BB/Vehicle Registration Fee Direct Local Distribution, in part by programmatic category or in its entirety. All such funds rescinded by ALAMEDA CTC shall be placed into an account for redistribution to the same programmatic type.

IMPLEMENTATION: If a RECIPIENT does not meet the provisions of the Timely Use of Funds Policy, ALAMEDA CTC may exercise the Use it or Lose It Policy and rescind the RECIPIENT's subsequent year's Measure B/Measure BB/Vehicle Registration Fee Direct Local Distribution. ALAMEDA CTC will redistribute rescinded funds to other eligible recipients within the same programmatic type. Redistribution will be determined by the existing formula distribution for the respective fund program and programmatic type.

Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities (Paratransit) Program

Implementation Guidelines

These guidelines lay out the service types that are eligible to be funded with Alameda County Measure B (2000), Measure BB (2014) and Vehicle Registration Fee (VRF, 2010) revenues under the Special Transportation for Seniors and People with Disabilities (Paratransit) Program. All programs funded partially or in their entirety through these sources, including American with Disabilities Act (ADA)- mandated paratransit services, city-based programs and discretionary grant funded projects, must abide by the following requirements for each type of paratransit service.

Fund recipients are able to select which of these service types are most appropriate for their community to meet the needs of seniors and people with disabilities. Overall, all programs should be designed to enhance quality of life for seniors and people with disabilities by offering accessible, affordable and convenient transportation options to reach major medical facilities, grocery stores and other important travel destinations to meet life needs. Ultimately, the importance of a trip should be determined by the consumer.

The chart below summarizes the eligible service types and the transportation need the service targets. This is followed by more detailed descriptions of each.

Service	Transportation Need Targeted and Service Details
ADA Paratransit^{1,2}	Origin-to-destination trips for people with disabilities unable to ride fixed route transit <ul style="list-style-type: none"> • Pre-scheduled • Accessible
Same-Day Transportation³	Curb-to-curb trips using taxis or ride-hailing apps for seniors and/or people with disabilities (usually ADA paratransit certified) <ul style="list-style-type: none"> • Same day • Accessible vehicles not guaranteed

Service	Transportation Need Targeted and Service Details
Specialized Accessible Van	<p>Origin-to-destination specialized trips for seniors and people with disabilities using lift- or ramp-equipped vehicles</p> <ul style="list-style-type: none"> • Pre-scheduled & Same Day • Accessible
Accessible Shuttle	<p>Fixed or flex route trips for seniors and people with disabilities possibly able to ride fixed route transit, but who benefit from targeted routes/stops and more individualized service (compared to transit)</p> <ul style="list-style-type: none"> • Fixed Schedule • Accessible
Group Trips	<p>Round trip or origin-to-destination trips for seniors and people with disabilities</p> <ul style="list-style-type: none"> • Pre-scheduled/fixed schedule • Usually accessible
Door-through-Door/Volunteer Driver Service	<p>Origin-to-destination trips for seniors and people with disabilities with special needs requiring door-through-door service or escort</p> <ul style="list-style-type: none"> • Pre-scheduled • Generally not accessible when provided in private cars
Mobility Management and/or Travel Training	<p>Information and referral, service linkage, service coordination, advocacy, and/or individual/group training or travel orientation for seniors and people with disabilities to facilitate use of services</p>
Scholarship/Subsidized Fare Programs	<p>Financial assistance for seniors and people with disabilities to utilize services</p>
Meal Delivery Funding Programs	<p>Funding for meal delivery for seniors and people with disabilities who cannot travel to congregate meal sites</p> <ul style="list-style-type: none"> • Programs currently funded by Measure B may continue, but new programs may not be established.
Capital Expenditures⁴	<p>Funding for capital purchases for transportation programs for seniors and people with disabilities</p> <ul style="list-style-type: none"> • If purchasing vehicles, they should be accessible

¹ **Note on ADA Mandated Paratransit:** Programs mandated by the Americans with Disabilities Act are implemented and administered according to federal guidelines that may supersede these guidelines; however all ADA-mandated programs funded through Measure B and BB or the VRF are subject to the terms of the Master Programs Funding Agreement.

² **Interim Service for Consumers Awaiting ADA Certification:** At the request of a health care provider or ADA provider, city-based programs must provide interim service through the programs listed above to consumers awaiting ADA certification. Service must be provided within three business days of receipt of application.

³ **Note on Transportation Network Companies:** Programs may utilize Transportation Network Companies or TNCs (e.g. Lyft, Uber) that use ride-hailing apps under the guidelines for Same-Day Transportation Services. Other service types are ineligible unless wheelchair accessible service can be provided equitably. Programs should review the Department of Transportation guidance on shared mobility at www.transit.dot.gov/regulations-and-guidance/shared-mobility-frequently-asked-questions. Service changes to utilize TNCs are subject to review by Alameda CTC staff prior to implementation.

⁴ **Note on Capital Expenditures:** Any capital expenditures within the eligible service categories must be consistent with the objectives of the Alameda CTC Special Transportation for Seniors and Peoples with Disabilities (Paratransit) Program described above and are subject to review by Alameda CTC staff prior to implementation.

Same-Day Transportation Service Guidelines

Service Description	<p>Same-day transportation services provide on-demand same-day services utilizing taxis, Transportation Network Companies a.k.a. TNCs (e.g. Lyft, Uber) that use ride-hailing mobile apps, or other new transportation options. Services may be subsidized in different ways including vouchers, scrip, reimbursement, a discount code on an app, call center or website payment, etc.</p> <p>Taxis provide curb-to-curb service that can be scheduled on a same-day basis. Taxis charge riders on a distance/time basis using a meter. Taxi subsidy programs allow eligible consumers to use taxis at a reduced fare by reimbursing consumers a percentage of the fare or by providing some fare medium, e.g. scrip or vouchers, which can be used to cover a portion of the fare. These programs are intended for situations when consumers cannot make their trip on a pre-scheduled basis.</p> <p>Transportation Network Companies (e.g. Lyft, Uber) using ride-hailing apps and web-based platforms can also provide a similar service at the discretion of the program sponsor with local consumer input. TNC trip services can incorporate a concierge service.</p> <p>The availability of accessible vehicles varies by geographical area and provider, but programs should expand availability of accessible vehicles where possible in order to fulfill requests for same-day accessible trips.</p>
Eligible Population	<p>Eligible Populations include:</p> <ol style="list-style-type: none"> 1. People 18 and above with disabilities who are unable to use fixed route services. Cities may, at their discretion, also provide services to consumers with disabilities under the age of 18, and 2. Seniors 80 years or older without proof of a disability. Cities may provide services to consumers who are younger than age 80, but not younger than 70 years old. <p><i>Cities may continue to offer “grandfathered” eligibility to program registrants below 70 years old who were enrolled in the program as of FY 2011/12 and have continued to use it regularly, as long as it does not impinge on the City’s ability to meet the minimum requirements of the Implementation Guidelines.</i></p> <p><i>Program sponsors may use either ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit) or the Alameda County City-Based Paratransit Services Medical</i></p>

Same-Day Transportation Service Guidelines	
	<p><i>Statement Form, as proof of disability. Program sponsors may, at their discretion, also offer temporary eligibility due to disability.</i></p> <p><i>ADA-mandated providers that are not also city-based providers (East Bay Paratransit and LAVTA) are not required to provide service to seniors 80 years or older without ADA eligibility.</i></p>
Time & Days of Service	Service should be available 24 hours per day/7 days per week, unless a City notifies Alameda CTC staff that providers do not operate 24 hours per day/7 days per week in their jurisdiction.
Fare (Cost to Customer)	<p>Programs must subsidize at least 50% of the fare.</p> <p>Programs can impose a cap on total subsidy per person. This can be accomplished through a maximum subsidy per trip, a limit on the number of vouchers/scrip (or other fare medium) per person, and/or a total monetary subsidy per person per year.</p>
Other	<p>Programs may also use funding to provide incentives to drivers and/or transportation providers to ensure reliable service. Incentives are often utilized to promote accessible service. Planned expenditures on incentives are subject to review by Alameda CTC staff prior to implementation.</p> <p>Programs may utilize Transportation Network Companies (e.g. Lyft, Uber) for these programs but should review the Department of Transportation guidance on shared mobility at www.transit.dot.gov/regulations-and-guidance/shared-mobility-frequently-asked-questions. Program changes to utilize TNC's are subject to review by Alameda CTC staff prior to implementation.</p>

City-based Specialized Accessible Van Service Guidelines	
Service Description	<p>City-based specialized accessible van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. This service category is not required to be as comprehensive as primary services (i.e. ADA-mandated or Same-Day Transportation Services), but should complement core services in communities where critical needs for accessible or other specialized trips are not being adequately met by the existing primary services. Examples of unmet needs are a taxi or TNC program without accessible vehicles, medical trips for riders with dementia unable to safely take an ADA-mandated trip, or trips</p>

City-based Specialized Accessible Van Service Guidelines

	<p>outside of the ADA-mandated service area. When possible, a priority for this service should be fulfilling requests for same-day accessible trips.</p> <p>Services may be subsidized in different ways as agreed upon by the program sponsor and transportation provider, including vouchers, scrip, reimbursement, a discount code on an app, call center or website payment, etc.</p>
Eligible Population	<p>People 18 and above who are unable to use fixed route, ADA-mandated or same-day transportation services due to disability. Cities may, at their discretion, also provide services to consumers with disabilities under the age of 18.</p> <p><i>Cities may continue to offer “grandfathered” eligibility to “City-based Door-to-Door Service” registrants below 70 years old who have used the program regularly since FY 2011/12, as long as it does not impinge on the City’s ability to meet the minimum requirements of the Implementation Guidelines.</i></p> <p><i>Program sponsors may use either ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit) or the Alameda County City-Based Paratransit Services Medical Statement Form, as proof of disability. Program sponsors may, at their discretion, also offer temporary eligibility due to disability.</i></p>
Time & Days of Service	<p>At discretion of program sponsor with local consumer input. When possible, service should be available Monday – Friday between the hours of 8 a.m. and 5 p.m. (excluding holidays), and accept reservations between the hours of 9 a.m. and 5 p.m. Monday – Friday (excluding holidays).</p>
Fare (Cost to Customer)	<p>Fares for pre-scheduled service should not exceed comparable local ADA-mandated or same-day transportation services fares. Higher fares can be charged for “premium” service (e.g. same-day).</p>
Other	<p>Specialized Accessible van programs must demonstrate that they are providing trips at an equal or lower cost to the provider than the ADA-mandated provider on a cost per trip basis, except if providing “premium” service (e.g. same-day). Cost per trip is defined as total transportation cost (from all sources of revenue) during a reporting period divided by the number of one-way trips, including attendant and companion trips, provided during the period.</p>

Accessible Shuttle Service Guidelines

Service Description	<p>Shuttles are accessible vehicles that operate on a fixed, deviated, or flex-fixed route and schedule. They serve common trip origins and destinations visited by eligible consumers, e.g. senior centers, medical facilities, grocery stores, BART and other transit stations, community centers, commercial districts, and post offices.</p> <p>Shuttles should be designed to supplement existing fixed route transit services. Routes should not necessarily be designed for fast travel, but to get as close as possible to destinations of interest, such as going into parking lots or up to the front entrance of a senior living facility. Shuttles are often designed to serve active seniors who do not drive but are not ADA paratransit registrants.</p>
Eligible Population	Shuttles should be designed to appeal to older adults, but can be made open to the general public.
Time and Days of Service	At discretion of program sponsor with local consumer input.
Fare (Cost to Customer)	At discretion of program sponsor, but cannot exceed local ADA paratransit fares. Fares may be scaled based on distance.
Cost of Service	By end of the second fiscal year of service, the City's cost per one-way person trip cannot exceed \$20, including transportation and direct administrative costs. Cost per trip is defined as total cost (all sources) during a reporting period divided by the number of one-way trips, including attendant and companion trips, provided during period.
Other	<p>Shuttles are required to coordinate with the local fixed route transit provider.</p> <p>Shuttle routes and schedules should be designed with input from the senior and disabled communities to ensure effective design. Any new shuttle plan must be submitted to Alameda CTC staff for review prior to implementation.</p> <p>Deviations and flag stops are permitted at discretion of program sponsor.</p>

Group Trips Service Guidelines	
Service Description	Group trips are round-trip rides for pre-scheduled outings, including shopping trips, recreational events, and community activities. These trips are specifically designed to serve the needs of seniors and people with disabilities and typically originate from a senior center or housing facility, and are generally provided in accessible vans and other vehicle types or combinations thereof.
Eligible Population	At discretion of program sponsor.
Time and Days of Service	Group trips must begin and end on the same day.
Fare (Cost to Customer)	At discretion of program sponsor.
Other	Programs can impose mileage limitations to control program costs.

Door-through-Door/Volunteer Driver Service Guidelines	
Service Description	<p>Volunteer driver services are pre-scheduled, door-through-door services that are typically not accessible. These programs rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. Programs may use staff to complete intake or fill gaps in service provision. This service meets a key mobility gap by serving more vulnerable populations and should complement existing primary services (i.e. ADA-mandated, City-based Door-to-Door, or Same-Day).</p> <p>Volunteer driver programs may also have an escort component where volunteers accompany consumers on any service eligible for Alameda CTC funding, when they are unable to travel in a private vehicle.</p>
Eligible Population	At discretion of program sponsor.
Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	At discretion of program sponsor.

Door-through-Door/Volunteer Driver Service Guidelines

Other	Program sponsors can use funds for administrative purposes and/or to pay for volunteer mileage reimbursement purposes (not to exceed Federal General Services Administration (Privately Owned Vehicle) Mileage Reimbursement Rates) or an equivalent financial incentive for volunteers.
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Mobility Management and/or Travel Training Program Guidelines

Service Description	<p>Mobility management services cover a wide range of activities, such as travel training, coordinated services, trip planning, and brokerage. Mobility management activities often include education and outreach which play an important role in ensuring that people use the “right” service for each trip, e.g. using East Bay Paratransit from Fremont to Berkeley for an event, using a taxi voucher for a same-day urgent doctor visit, and scheduling with a group trip service to go grocery shopping. Service types can be categorized as information and referral, service linkage, service coordination, or advocacy.</p> <p>Travel training is short-term, one-on-one or group-based intensive instruction designed to teach people with disabilities and seniors to travel safely and independently on fixed-route public transportation in their community.¹</p> <p>Travel orientation, also known as transit orientation, is less formal and involved than traditional travel training and explains transportation systems by sharing information about trip planning, schedules, maps, fare systems, mobility devices, new mobility services, and benefits and services. It may be conducted in a group or one-on-one.²</p>
Eligible Population	At discretion of program sponsor.
Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	N/A

¹ Easter Seals Project ACTION <http://www.projectaction.com/glossary-of-disability-and-transit-terms/>

² Mass.gov <https://www.mass.gov/info-details/offering-travel-instruction#what-is-travel-instruction?>

Mobility Management and/or Travel Training Program Guidelines	
Other	For new mobility management and/or travel training programs, to ensure effective program design, a plan with a well-defined set of activities must be submitted to Alameda CTC staff for review prior to implementation.

Scholarship/Subsidized Fare Program Guidelines	
Service Description	Scholarship or Subsidized Fare Programs can subsidize any service eligible for paratransit funding and/or fixed-route transit for paratransit customers who are low-income and can demonstrate financial need.
Eligible Population	<p>Subsidies can be offered to low-income consumers with demonstrated financial need who are currently eligible for an Alameda County ADA-mandated or city-based paratransit program.</p> <p>Low income requirements are at discretion of program sponsors, but the requirement for household income should not exceed 50% AMI (area median income).</p>
Time and Days of Service	N/A
Fare (Cost to Customer)	N/A
Other	<p>Low-income requirements and the means to determine and verify eligibility must be submitted to Alameda CTC staff for review prior to implementation.</p> <p>If program sponsors include subsidized East Bay Paratransit (EBP) tickets in this program, no more than 3% of a program sponsor's Alameda CTC distributed funding may be used for the ticket subsidy.</p> <p>Other services or purposes proposed for scholarship and/or fare subsidy must be submitted to Alameda CTC staff for review prior to implementation.</p>

Meal Delivery Funding Guidelines	
Service Description	Meal Delivery Funding programs provide funding to programs that deliver meals to the homes of individuals who are generally too frail to travel outside to congregate meal sites. Although this provides access to life sustaining needs for seniors and people with disabilities, it is not a direct transportation expense.
Eligible Population	For currently operating programs, at discretion of program sponsor.
Time and Days of Service	For currently operating programs, at discretion of program sponsor.
Fare (Cost to Customer)	For currently operating programs, at discretion of program sponsor.
Other	Currently operating funding programs may continue, but new meal delivery funding programs may not be established.

Capital Expenditures Guidelines	
Description	Capital expenditures are eligible if directly related to the implementation of a program or project within an eligible service category, including but not limited to, purchase of scheduling software, accessible vehicles and equipment, and accessibility improvements at shuttle stops.
Eligible Population	N/A
Time and Days of Service	N/A
Fare (Cost to Customer)	N/A
Other	Capital expenditures are to support the eligible service types included in the Implementation Guidelines and must be consistent with objectives of the Alameda CTC Special Transportation for Seniors and Peoples with Disabilities (Paratransit) Program. If purchasing vehicles, they should be accessible. Planned expenditures are subject to review by Alameda CTC staff prior to implementation.

Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities (Paratransit) Program

Performance Measures

The Alameda CTC collects performance data from all programs funded with Alameda County Measure B (2000), Measure BB (2014) and Vehicle Registration Fee (VRF, 2010) revenues. All programs funded partially or in their entirety through these sources must at a minimum report annually through the Annual Compliance Report for Direct Local Distribution (DLD) funding on the performance measures identified within the Implementation Guidelines for each DLD program.

The performance measures for the Measure B and Measure BB Direct Local Distribution (DLD) funding distributed through the Special Transportation for Seniors and People with Disabilities (Paratransit) Program, which funds ADA-mandated paratransit services, city-based paratransit programs and discretionary grant funded projects, are identified below. Performance data required for Compliance Reports are marked with a ♦. Additional performance-related data is listed and may be required through separate discretionary grant guidelines or to report to the Alameda CTC's Commission or one of its community advisory committees. Additional performance measures include but are not limited to those below marked with a regular bullet.

ADA-mandated Paratransit

- ❖ Number of one-way trips provided
- ❖ Total Measure B/BB cost per one-way trip (*Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.*)
- Total program cost per one-way trip (total program cost during period divided by the number of one-way trips provided during period).
- Non-Measure B/BB revenues and costs
- Number of registrants
- On-time performance
- Number of trips provided to consumers who require an accessible vehicle
- Qualitative information on complaints
- Qualitative information on safety incidents
- Qualitative information on outreach
- Qualitative information on “high need” trips

❖ *Performance data required for Compliance Reports*

Same-Day Transportation Service

- ❖ Number of one-way trips provided on taxis
- ❖ Number of one-way trips provided on Transportation Network Companies (e.g. Lyft, Uber) using ride-hailing apps
- ❖ Total Measure B/BB cost per one-way trip (*Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.*)
- Total program cost per one-way trip, including extra concierge costs if applicable (total program cost during period divided by the number of one-way trips provided during period)
- Non-Measure B/BB revenues and costs
- Number of registrants (report quantities for taxis and/or Transportation Network Companies separately)
- Information in aggregate on origin and destination for same day trips by category (i.e. medical appointments, grocery store, senior center, etc.; report quantities for taxis and/or Transportation Network Companies separately)
- Qualitative information on complaints (report quantities for taxis and/or Transportation Network Companies separately)
- Qualitative information on safety incidents (report quantities for taxis and/or Transportation Network Companies separately)
- Qualitative information on outreach

❖ *Performance data required for Compliance Reports*

City-based Specialized Accessible Van Service

- ❖ Number of one-way trips provided
- ❖ Total Measure B/BB cost per one-way trip (*Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.*)
- Total program cost per one-way trip, including extra costs for specialized service if applicable (total program cost during period divided by the number of one-way trips provided during period).
- Non-Measure B/BB revenues and costs
- Number of registrants
- On-time performance
- Number of trips provided to consumers who require an accessible vehicle
- Qualitative information on complaints
- Qualitative information on safety incidents
- Qualitative information on outreach

❖ *Performance data required for Compliance Reports*

Accessible Shuttle Service

- ❖ Total ridership (*One-way passenger boardings*)
- ❖ Total Measure B/BB cost per one-way passenger trip (*Total Measure B/BB program cost during period divided by the total ridership during period.*)
- Total program cost per one-way passenger trip (total program cost during period divided by the total ridership during period).
- Non-Measure B/BB revenues and costs
- Number of registrants
- On-time performance
- Number of trips provided to consumers who require an accessible vehicle
- Qualitative information on complaints
- Qualitative information on safety incidents
- Qualitative information on outreach

❖ *Performance data required for Compliance Reports*

Group Trips Service

- ❖ Number of one-way passenger trips provided
- ❖ Total Measure B/BB cost per passenger trip (*Total Measure B/BB program cost during period divided by the number of passenger trips provided during period.*)
- Total program cost per passenger trip (total program cost during period divided by the number of passenger trips provided during period).
- Non-Measure B/BB revenues and costs
- Number of registrants
- Number of trips provided to consumers who require a wheelchair accessible trip
- Qualitative information on complaints
- Qualitative information on safety incidents
- Qualitative information on outreach

❖ *Performance data required for Compliance Reports*

Door-through-Door/Volunteer Driver Service

- ❖ Number of one-way trips provided
- ❖ Total Measure B/BB cost per one-way trip (*Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.*)
- Total program cost per one-way trip (total program cost during period divided by the number of one-way trips provided during period).
- Non-Measure B/BB revenues and costs
- Number of registrants
- Qualitative information on complaints
- Qualitative information on safety incidents
- Qualitative information on outreach
- Number of active volunteer drivers
- Number of one-way trips provided by staff
- Percentage of service requests unfulfilled when requested within specified time

❖ *Performance data required for Compliance Reports*

Mobility Management Program

- ❖ Number of individuals provided with mobility management support (*Note: an individual may have multiple contacts*)
- ❖ Number of contacts providing mobility management support (service type can be categorized as information and referral, service linkage, service coordination, or advocacy.)
- ❖ Total Measure B/BB cost per individual provided with mobility management support (*Total Measure B/BB program cost during period divided by the number of individuals provided with support during period.*)
- Total cost per individual provided with mobility management support (total program cost during period divided by the number of individuals provided with support during period).
- Non-Measure B/BB revenues and costs
- Qualitative information on outreach

❖ *Performance data required for Compliance Reports*

Travel Training Program

- ❖ Number of individuals trained and/or received travel orientation (divided by those in individual training and those participating in group trainings)
- ❖ Total Measure B/BB cost per individual trained in individual trainings and in group trainings (*Total Measure B/BB program cost during period divided by the number of individuals trained during period*)
- Total program cost per individual trained in individual trainings and in group trainings (total program cost during period divided by the number individuals trained during period)
- Non-Measure B/BB revenues and costs
- Number of individuals trained (divided by those receiving travel orientation, mobility device training, seniors, adults with disabilities, youth with disabilities, and/or people with visual impairments)
- Qualitative information on outreach
- Percentage/number of people surveyed who used transit post workshop

❖ *Performance data required for Compliance Reports*

Scholarship/Subsidized Fare Program

- | |
|--|
| <ul style="list-style-type: none">❖ Number of unduplicated individuals who received scholarship/subsidized fares❖ Number of one-way fares/tickets subsidized❖ Total Measure B/BB cost per subsidy (<i>Total Measure B/BB program cost during period divided by the number of subsidized fares/tickets during period</i>)• Total program cost per subsidy (total program cost during period divided by the number of subsidized fares/tickets during period)• Non-Measure B/BB revenues and costs• Qualitative information on complaints• Qualitative information on outreach |
|--|

❖ *Performance data required for Compliance Reports*

Meal Delivery Funding Program

- | |
|---|
| <ul style="list-style-type: none">❖ Number of meal delivery trips❖ Total Measure B cost per meal delivery trip (<i>Total Measure B program cost during period divided by the number of meal delivery trips during period</i>)• Total cost per meal delivery trip (total program cost during period divided by the number of meal delivery trips during period)• Non-Measure B revenues and costs |
|---|

❖ *Performance data required for Compliance Reports*

Capital Expenditures

- | |
|---|
| <ul style="list-style-type: none">❖ Total Measure B/BB cost• Non-Measure B/BB revenues and costs |
|---|

❖ *Performance data required for Compliance Reports*



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PAPCO Paratransit Program Plan Review



Measure B/BB
Transportation for
Seniors and People
With Disabilities

FISCAL YEAR 2020-2021
PROGRAM PLANS

EAST BAY
PARATRANSIT



Paratransit Program Plan Staff Summary Fiscal Year 2020-21

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

Staff Recommendation: Recommend program plan for full approval.

- Services provided:
 - ADA-mandated paratransit
- 44% Measure B/BB; Remainder: 56% Measure J, General Funds
- 0% reserves
- Cost per trip – increase of \$5.00
- Trends in trip provision – trending up
- Elements requiring Alameda CTC approval (approved by Alameda CTC staff on June 19, 2020):
 - Capital Expenditure: Capital funding might be considered for new or upgraded scheduling software expenditures.
- Potential future considerations:
 - Upgraded Scheduling Software that is internet based
 - Incorporating EBP fare tickets into the Clipper system
 - Providing a paperless option for fare collection
 - Development of an ambassador program to encourage more use of transit as part of a trip.

PAPCO and Staff questions/comments forwarded June 9, 2020:

- What is the Ambassador Program?
- Questions 6, 7, 8, 9 - Nice to see this effort in improving interactive communications
- Was the safety incident which took place between FY July 2019 and January 2020 one incident or several?
- Question 23 in AC Transit application, Program Funding Reserves indicates that the estimate is for 2018-2019 instead of post 2020-2021? Please check or inform me as to why this is not a mistake?
 - No responses provided.

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



What Is East Bay Paratransit?

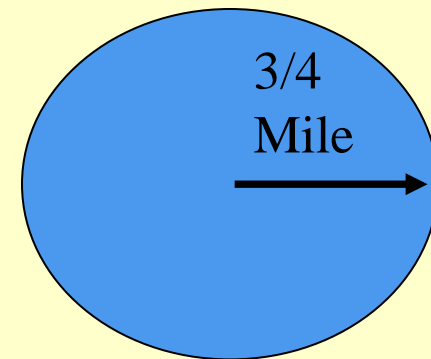


- AC Transit and BART formed a partnership to provide ADA mandated paratransit service in their overlapping service areas.
- The two agencies share in the responsibility of policy development and day-to-day management.

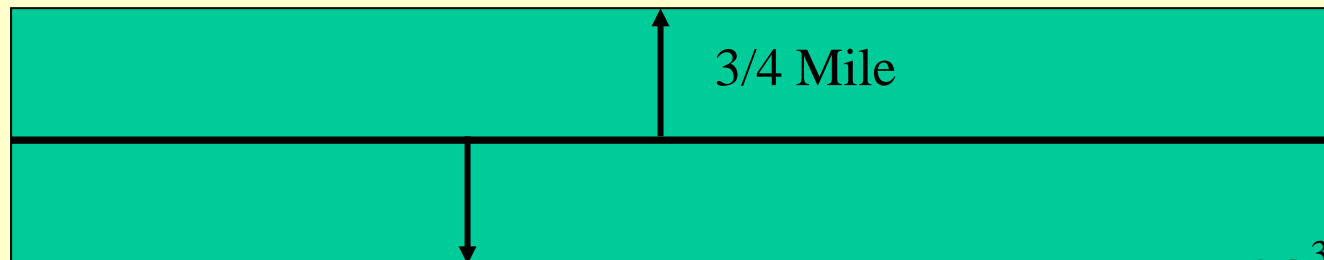
Where and When Is Service Provided?

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

Any BART Station



AC Transit Routes



What Does East Bay Paratransit Do?

EBP Provides Mandated ADA Trips:

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

Most Common Trip Destinations



11- Regional
Centers of East
Bay

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



2- Medical Dialysis Centers



1- Adult Center in Oakland



1- Senior (Alzheimer's)
Center in Berkeley

Covid-19 Impacts to Service

No reduction to
area of service
or hours of
operation!

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

Broker office staffing reduced to 40%.

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

April 27th implemented free fares to mirror AC Transit.

Scheduling single-person trips to maintain social distance.

Covid-19 Impacts to Ridership

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



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



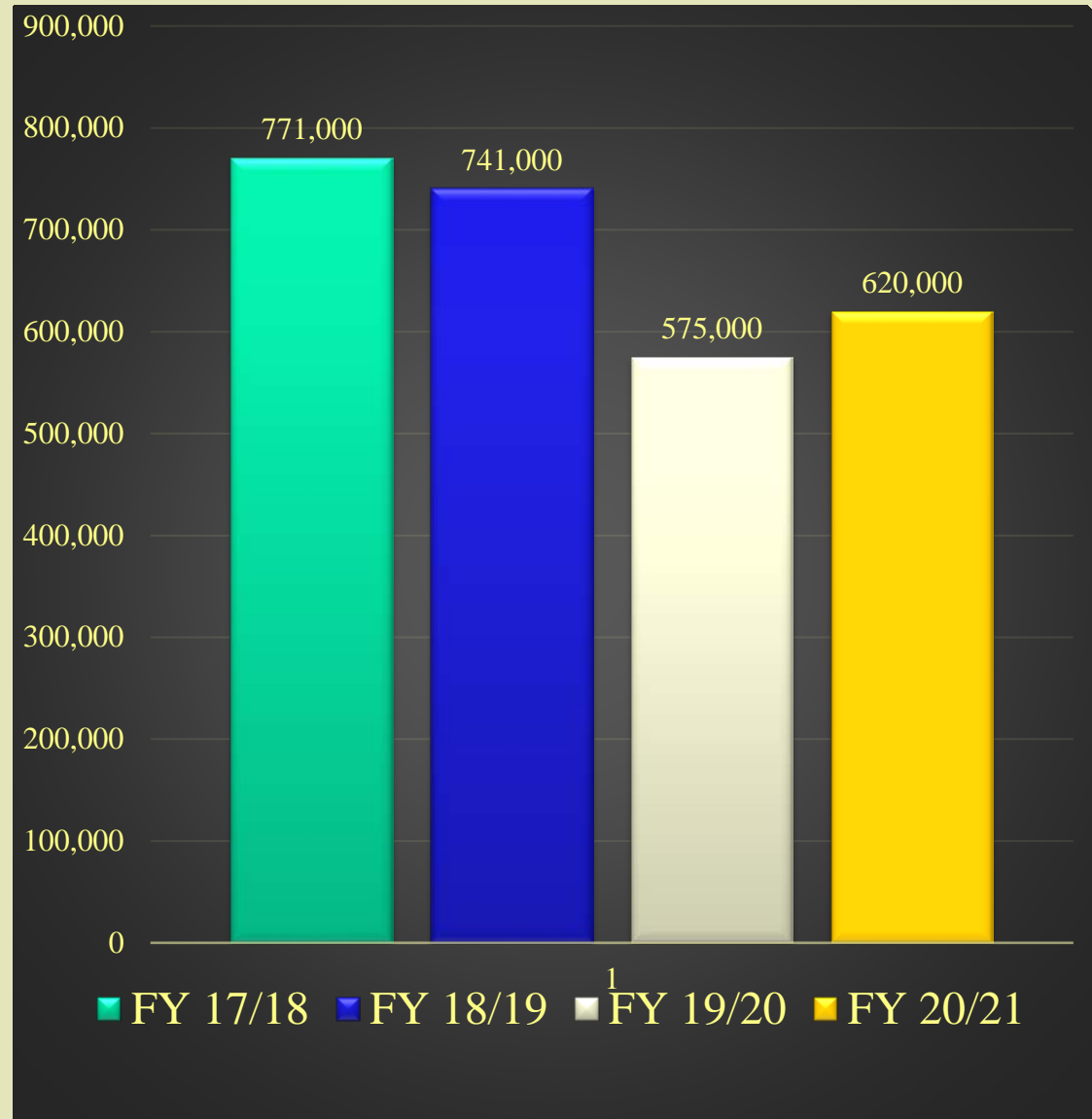
Projection reduced due to Covid-19 to
620,000 estimated total passengers



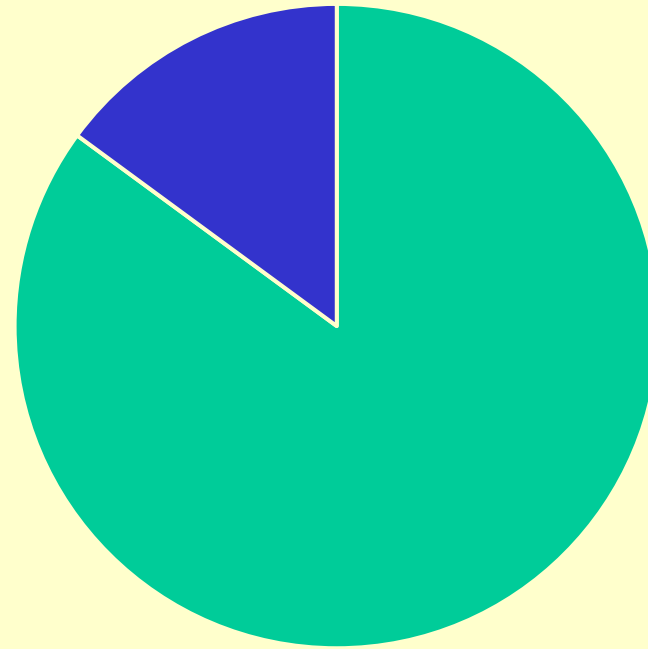
Projection estimates slow increase of ridership with
modified recovery in January 2021

EBP Ridership Change

Drop in
Ridership due to
Stay-at-home
orders



BART and AC Transit Share Expenses



■ AC Transit 69%

■ BART 31%

Total EBP
budget for
FY 20/21

44.2
Million*

*Reduced from
original
projections due to
Covid-19

Projected Measure B/BB
funding*

7.6 M Measure B

8.3 M Measure BB

15.9M total B/BB

Percent Share of EBP budget
is ~36%

Challenges and Changes for EBP now and into the future

Continued recovery from Covid-19 impacts.

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

Challenges and Changes for EBP now and into the future

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

Our Emergency Plan in Action!

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



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

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

Date Submitted: Feb 28, 2020

TYPES OF SERVICES PROVIDED

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

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

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

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

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

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

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

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

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

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

2—Dialysis Centers

1 – Adult Education Center – Oakland

1– Senior (Alzheimer's) Center – Berkeley

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

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

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

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

[X] Yes

[] No

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

N/A

3. If proposing any service or program changes in FY 2020-21 from the current year, FY 2019-20, describe the changes and explain why they are proposed. Describe how these changes will impact the ability of seniors and people with disabilities in your community to meet their basic life needs.

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

4. Looking ahead, beyond FY 2020-21, do you anticipate major service changes? Please briefly describe. Describe major changes such as beginning or ending a type of service anticipated within the next five years.

EBPC staff and our paratransit Broker are discussing:

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

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

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

NEW PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

5. The December 2018 Paratransit Program Implementation Guidelines require Alameda CTC staff review of several program elements **prior to implementation**. The program elements requiring staff review are listed as items 5A – 5F below and for each item, further explanation is requested. **If your FY 2020-21 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each. It is not necessary to include elements that were included in the FY 2019-20 Plan and are unchanged.** Applicants must address any applicable paratransit projects and programs listed in Attachment Table B.

- A. **Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment)
- B. **Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs)** (describe the proposed service including how subsidies will be provided and how capacity will be managed)
- C. **Same-Day Transportation Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives)
- D. **Accessible Shuttle Service** (for new shuttles – describe service plan and how city is coordinating with the local fixed route transit provider)
- E. **New mobility management and/or travel training programs** (describe the well-defined set of activities)
- F. **Low-income requirements for any scholarship and fare subsidy programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility)

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

DEVELOPMENT OF PROGRAM PLAN

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

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

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

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

Meeting materials are sent to everyone who requests them.

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

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

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

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

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

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

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

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

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

☐ Yes

☒ No

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

N/A

OUTREACH

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

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

The phone tree allows selection of languages other than English.

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

ELIGIBILITY AND ENROLLMENT

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

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

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

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

CUSTOMER SATISFACTION

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

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

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

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

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

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

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

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

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

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

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

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

EXPECTED DEMAND/USE OF SERVICES

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

Registrants at beginning of FY 2018-19	18,896
Registrants at end of FY 2018-19	15,561
Current Registrants for FY 2019-20	15,192
Projected Registrants for FY 2020-21	15,500

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

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

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

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

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

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

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

☒ Yes

☐ No

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

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

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

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

VEHICLE FLEET

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

SAFETY INCIDENTS

- 20. Describe any safety incidents recorded by your program in FY 2018-19, or to date in FY 2019-20.** Specify for each of the paratransit projects and programs listed in Attachment Table B. *(Report incidents resulting in any of the following: a fatality other than a suicide; injuries requiring immediate medical attention away from the scene for two or more persons; property damage equal to or exceeding \$7,500; an evacuation due to life safety reasons; or a collision at a grade crossing.)*

FY18/19

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

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

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

FINANCES: PROGRAM REVENUE AND COST

- 21. Detail your FY 2020-21 program's total estimated revenue (all fund sources) and total cost by completing Attachment Table C (Table C tab of the Excel workbook).** For program components funded all or in part with a Measure B/BB discretionary grant, segregate the grant funding by entering it in the "Other Measure B/BB" column.
- 22. Describe below the "Management/Overhead" and "Customer Service and Outreach" costs included in Attachment C and how these cost allocations were determined?** (These two categories are defined under Question 1). *The amount spent on Customer Service/Outreach and Management/Overhead is to be included as part of the total program cost, even if it is not funded with Alameda CTC funding. This includes city/agency staff time paid for by a city's general fund.*

A. Management/Overhead Costs

Management/Overhead expenses are the fully loaded salary of the Broker's General Manager, split 69%/31% between AC Transit and BART, plus the entire amount of the Program Coordinator's contract, split 50/50 between the two agencies. Services include coordination, general management of the Broker's office and Program Coordinator oversight. The FY20/21 Projected Amount is \$383,864; AC Transit's portion is \$231,332.

B. Customer Service and Outreach Costs

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

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

PROGRAM FUNDING RESERVES

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

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

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

MISCELLANEOUS

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

None.

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

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 Drop-down Menu	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) Automatically calculated	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)	
		ADA-mandated Paratransit	AC Transit as part of the EBPC (East Bay Paratransit Consortium)	511,357	88%	\$939,794	\$ 6,446,168	\$1,042,908	\$ 7,133,296	\$0	N/A	\$ 1,909,422	\$ 12,117,426	AC Transit General Funds + CCC Measure J	\$ - \$ 29,589,014 511,357 trips include companions and escorts
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						\$ 939,794	\$ 6,446,168	\$ 1,042,908	\$ 7,133,296	\$ -		\$ 1,909,422	\$ 12,117,426		\$ 29,589,014

Alameda CTC FY 2020-21 Annual Paratransit Program Plan Application (July 1, 2020 - June 30, 2021)
Attachment Table B: Description of Planned Program

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

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

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

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

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

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>
AC Transit as part of the EBPC (East Bay Paratransit Consortium)	527,850	\$ 1,541,943	\$ 6,360,515	\$1,710,720	\$ 7,056,720	\$0	N/A	\$ 1,979,438	\$ 12,868,535	AC Transit General Funds + CCC Measure J	\$ 31,517,871
0	0										\$ -
AC Transit as part of the EBPC - Management and Administrative Costs	0								\$ 231,332		\$ 231,332
	0										\$ -
AC Transit as part of the EBPC - Education and Outreach	0								\$ 1,537,418		\$ 1,537,418
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
Totals	527,850	\$ 1,541,943	\$ 6,360,515	\$ 1,710,720	\$ 7,056,720	\$ -		\$ 1,979,438	\$ 14,637,285		\$ 33,286,621

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

Attachment D: Vehicle Fleet

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

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

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

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

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

Date Submitted: Feb 28, 2020

TYPES OF SERVICES PROVIDED

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

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

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

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

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

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

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

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

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

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

2—Dialysis Centers

1 – Adult Education Center - Oakland

1– Senior (Alzheimer's) Center - Berkeley

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

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

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

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

[X] Yes

[] No

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

N/A

3. If proposing any service or program changes in FY 2020-21 from the current year, FY 2019-20, describe the changes and explain why they are proposed. Describe how these changes will impact the ability of seniors and people with disabilities in your community to meet their basic life needs.

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

4. Looking ahead, beyond FY 2020-21, do you anticipate major service changes? Please briefly describe. Describe major changes such as beginning or ending a type of service anticipated within the next five years.

EBPC staff and our paratransit Broker are discussing:

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

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

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

NEW PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

5. The December 2018 Paratransit Program Implementation Guidelines require Alameda CTC staff review of several program elements ***prior to implementation***. The program elements requiring staff review are listed as items 5A – 5F below and for each item, further explanation is requested. **If your FY 2020-21 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each. It is not necessary to include elements that were included in the FY 2019-20 Plan and are unchanged.** Applicants must address any applicable paratransit projects and programs listed in Attachment Table B.

- A. **Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment)
- B. **Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs)** (describe the proposed service including how subsidies will be provided and how capacity will be managed)
- C. **Same-Day Transportation Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives)
- D. **Accessible Shuttle Service** (for new shuttles – describe service plan and how city is coordinating with the local fixed route transit provider)
- E. **New mobility management and/or travel training programs** (describe the well-defined set of activities)
- F. **Low-income requirements for any scholarship and fare subsidy programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility)

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

DEVELOPMENT OF PROGRAM PLAN

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

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

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

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

Meeting materials are sent to everyone who requests them.

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

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

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

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

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

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

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

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

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

☐ Yes

☒ No

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

N/A

OUTREACH

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

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

The phone tree allows selection of languages other than English.

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

ELIGIBILITY AND ENROLLMENT

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

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

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

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

CUSTOMER SATISFACTION

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

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

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

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

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

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

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

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

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

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

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

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

EXPECTED DEMAND/USE OF SERVICES

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

Registrants at beginning of FY 2018-19	18,896
Registrants at end of FY 2018-19	15,561
Current Registrants for FY 2019-20	15,192
Projected Registrants for FY 2020-21	15,500

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

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

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

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

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

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

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

- ☒ Yes
☐ No

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

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

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

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

VEHICLE FLEET

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

SAFETY INCIDENTS

20. Describe any safety incidents recorded by your program in FY 2018-19, or to date in FY 2019-20. Specify for each of the paratransit projects and programs listed in Attachment Table B. *(Report incidents resulting in any of the following: a fatality other than a suicide; injuries requiring immediate medical attention away from the scene for two or more persons; property damage equal to or exceeding \$7,500; an evacuation due to life safety reasons; or a collision at a grade crossing.)*

FY18/19

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

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

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

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

FINANCES: PROGRAM REVENUE AND COST

21. Detail your FY 2020-21 program's total estimated revenue (all fund sources) and total cost by completing Attachment Table C (Table C tab of the Excel workbook). For program components funded all or in part with a Measure B/BB discretionary grant, segregate the grant funding by entering it in the "Other Measure B/BB" column.

22. Describe below the "Management/Overhead" and "Customer Service and Outreach" costs included in Attachment C and how these cost allocations were determined? (These two categories are defined under Question 1). *The amount spent on Customer Service/Outreach and Management/Overhead is to be included as part of the total program cost, even if it is not funded with Alameda CTC funding. This includes city/agency staff time paid for by a city's general fund.*

A. Management/Overhead Costs

Management/Overhead expenses are the fully loaded salary of the Broker's General Manager, split 69%/31% between BART and AC Transit, plus the entire amount of the Program Coordinator's contract, split 50/50 between the two agencies. Services include coordination, general management of the Broker's office and Program Coordinator oversight. The FY20/21 Projected Amount is \$383,864; BART's portion is \$152,532.

B. Customer Service and Outreach Costs

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

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

PROGRAM FUNDING RESERVES

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

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

MISCELLANEOUS

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

None.

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

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

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

Attachment Table B: Description of Planned Program

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

[illegible]

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

[illegible]

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)	\$2,289,171
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)	\$2,352,240
Total FY 2020-21 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$4,641,411
Total FY 2020-21 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$10,371,271
Total FY 2019-20 Program Revenue (Measure B, Measure BB and all other sources available for FY 2019-20) (Automatically calculated)	\$15,012,682

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>
BART as part of the EBPC (East Bay Paratransit Consortium)	237,150	\$0	\$ 2,289,171	\$0	\$ 2,352,240	\$0	N/A	\$ 899,313	\$ 8,628,702	Measaure J Bart General funds	\$ 14,169,426
0	0										\$ -
BART as part of the EBPC - Management and Administrative Costs	0								\$ 152,532		\$ 152,532
	0										\$ -
BART as part of the EBPC - Education and Outreach	0								\$ 690,724		\$ 690,724
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
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0	0										\$ -
0	0										\$ -
0	0										\$ -
Totals	237,150	\$ -	\$ 2,289,171	\$ -	\$ 2,352,240	\$ -		\$ 899,313	\$ 9,471,958		\$ 15,012,682

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

Attachment D: Vehicle Fleet

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

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

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



Alameda County Transportation Commission
1111 Broadway, Suite 800
Oakland, CA 94607
P • 510.208.7400
www.AlamedaCTC.org

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PAPCO Paratransit Program Plan Review



Measure B/BB
Transportation for
Seniors and People
With Disabilities

FISCAL YEAR 2020-2021
PROGRAM PLANS



NORTH COUNTY

May 2020



Paratransit Program Plan Staff Summary Fiscal Year 2020-21

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

Staff Recommendation: Recommend program plan for full approval.

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

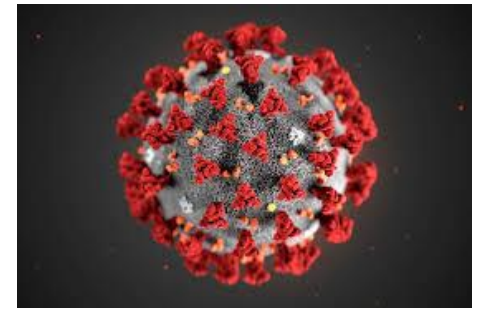
- Elements requiring Alameda CTC approval (approved by Alameda CTC staff on June 19, 2020):
 - Capital Expenditure: City staff recommends that the capital budget cover the cost of adding new bus benches at Alameda Loop Shuttle and AC Transit bus stops and ensuring compliance with ADA at bus stops and to/from bus stops. The capital program allows staff to spend down the funding balance in a fiscally responsible way with one-time investments that will not have an on-going, long-term impact on the program's operational budget.
 - Shuttle Driver Incentives: City staff provides driver incentives using gift cards, and has worked with the shuttle company to stabilize their operations so that they can better staff their service.
 - Scholarships: The household income should not exceed 50 percent area median income (AMI) to qualify for a scholarship. The senior and disabled AC Transit bus passes will allow Mastick Senior Center members, Jack Capon Villa, Alameda Point Collaborative and Alameda Housing Authority seniors and persons with disabilities to ride AC Transit bus lines for free, which is a same day service option.

PAPCO and Staff questions/comments forwarded June 9, 2020:

- Did not include any updates related to COVID-19 in their PowerPoint
 - Response: City provided a revised PowerPoint with a separate slide regarding Covid-19 adaptations. Staff has attached new slide to this summary.
- Interested in finding out how the GoGoGrandparents pilot program (once it is implemented) works out

- Response: "The City of Alameda is only providing resource information about Go Go Grandparent and is not in a formal partnership or pilot with them."

Response to Covid



- Alameda Loop Shuttle
 - Continue for Alamedan essential trips
- Scholarships for AC Transit EasyPass
 - Continue for Alamedan essential trips
- Group Trips (after covid only)
- Door-through-door Services
 - Includes Alameda Meals on Wheels, LIFE ElderCare (discontinued for now)
- Customer Service
 - Via phone includes wellness checks and transportation and other resources



*Transportation for Seniors
and People With Disabilities*

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

Funded by Measures B and BB Page 136

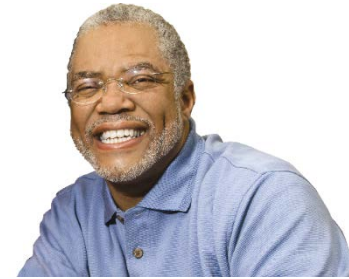
Agenda

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



Service Overview

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



Alameda Loop Shuttle

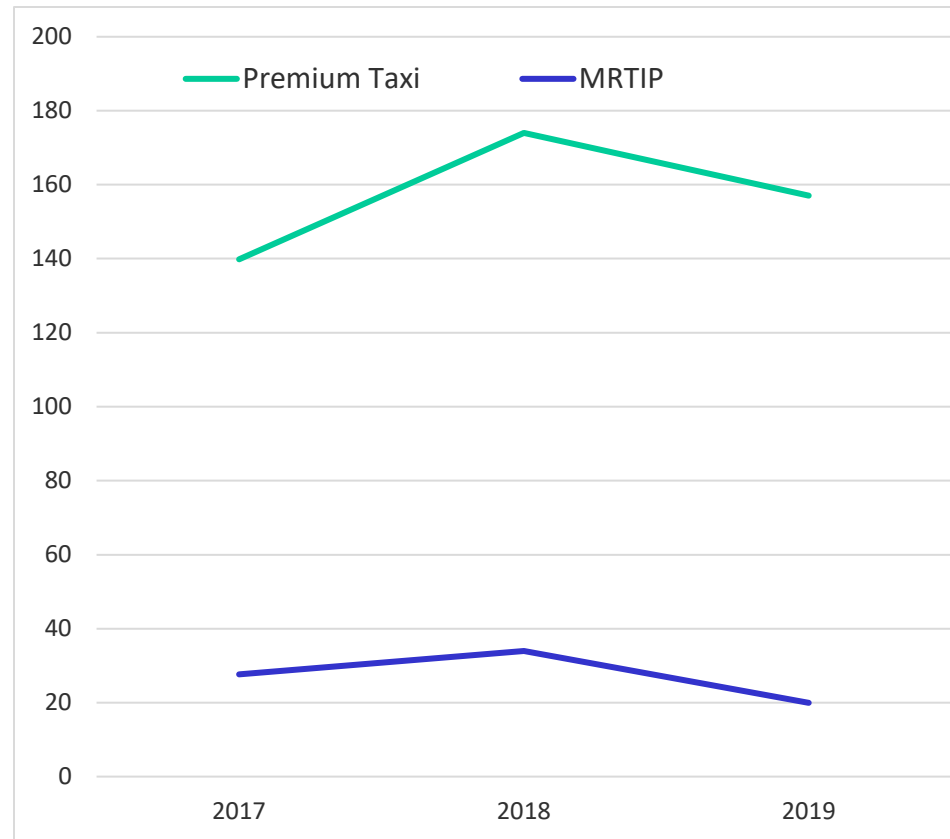
- Rebranded shuttle and increased frequency in late 2017
- Recommend continuation of service and installing a real-time shuttle location system



Taxi Service:

Lower Reliability and Trips/Month, and Higher Costs

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



Free AC Transit Bus Passes

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



AC Transit
EasyPass
Get Going • Start Saving

Recommendations (cont.)

■ Group Trips

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



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

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

■ Capital Program

- Bus stops: benches and ADA compliance

Customer Service and Outreach

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

A banner for the Alameda Loop Shuttle. It features the Alameda Loop Shuttle logo on the left, which includes the text 'Alameda Loop Shuttle' and 'This Is How We Roll!'. To the right of the logo is a large blue starburst graphic with the word 'Free!' in white, and below it, 'Open To All' in white. Below the starburst is a photograph of a white shuttle bus with 'Free Shuttle' and 'Alameda Loop Shuttle' written on its side. Below the photograph, the text reads: 'Three different shuttle routes take passengers to locations throughout Alameda, including:'. Then, under the heading 'ROUTES:', there is a list: '• Tuesdays: West End / Farmers' Market', '• Wednesdays: East End / Bay Farm Island', and '• Thursdays: Central Alameda / Bridgeside'. To the right of this list, under the heading 'ALL ROUTES INCLUDE:', there is a list: '• Alameda Hospital', '• Alameda Theatre', '• Alameda Main Library', '• Mastick Senior Center', and '• South Shore Center'. At the bottom, it says: 'View all route stops and shuttle times at www.AlamedaLoopShuttle.com. Call (510) 747-7513, or email AlamedaLoopShuttle@alamedaca.gov'. Below this is the text 'Funded by Measures B/BB.' and a row of logos for Alameda County, the Public Works Department, and the Mastick Senior Center.

Budget



Revenues

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

Expenditures

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


Planning Process

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



Transition Process from Taxi to Bus Passes and Life ElderCare

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



ASSISTED TRANSPORTATION
Do your health issues make it hard to get to the doctor or go grocery shopping?

If you're 60+ you may qualify for LIFE ElderCare's assisted transportation!

VOLUNTEER

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



510-894-0370
LifeElderCare.org | info@LifeElderCare.org

AC Transit
EasyPass
Get Going • Start Saving



*Transportation for Seniors
and People With Disabilities*

Contact Information:

Victoria Williams

Program Coordinator

510-747-7513

vwilliams@alamedaca.gov

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

CONTACT INFORMATION	
Agency:	City of Alameda
Contact Name:	Victoria Williams
Title:	Paratransit Coordinator
Phone Number:	510-747-7513
E-mail Address:	vwilliams@alamedaca.gov

Date Submitted: Tuesday, February 25, 2020

TYPES OF SERVICES PROVIDED

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

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

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

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

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

The City of Alameda will use its DLD funds to supplement East Bay Paratransit (EBP) and to reduce transportation gaps experienced by individuals with disabilities and by seniors with the following programs:

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

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

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

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

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

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

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

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

Not applicable

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

☒ Yes

☐ No

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

Not applicable

3. If proposing any service or program changes in FY 2020-21 from the current year, FY 2019-20, describe the changes and explain why they are proposed. Describe how these changes will impact the ability of seniors and people with disabilities in your community to meet their basic life needs.

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

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

4. **Looking ahead, beyond FY 2020-21, do you anticipate major service changes? Please briefly describe.** Describe major changes such as beginning or ending a type of service anticipated within the next five years.

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

NEW PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

5. The December 2018 Paratransit Program Implementation Guidelines require Alameda CTC staff review of several program elements **prior to implementation**. The program elements requiring staff review are listed as items 5A – 5F below and for each item, further explanation is requested. **If your FY 2020-21 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each. It is not necessary to include elements that were included in the FY 2019-20 Plan and are unchanged.** Applicants must address any applicable paratransit projects and programs listed in Attachment Table B.
- A. **Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment)
 - B. **Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs)** (describe the proposed service including how subsidies will be provided and how capacity will be managed)
 - C. **Same-Day Transportation Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives)
 - D. **Accessible Shuttle Service** (for new shuttles – describe service plan and how city is coordinating with the local fixed route transit provider)
 - E. **New mobility management and/or travel training programs** (describe the well-defined set of activities)
 - F. **Low-income requirements for any scholarship and fare subsidy programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility)

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

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

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

DEVELOPMENT OF PROGRAM PLAN

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

The annual planning process includes the following:

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

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

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

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

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

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

Not applicable

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

☒ Yes ☐ No

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

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

OUTREACH

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

The outreach program consists of the following:

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

ELIGIBILITY AND ENROLLMENT

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

The eligibility requirements for each service are as follows:

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

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

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

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

CUSTOMER SATISFACTION

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

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

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

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

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

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

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

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

EXPECTED DEMAND/USE OF SERVICES

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

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

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

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

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

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

The one-way trips are expected to increase:

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

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

☒ Yes

☐ No

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

Unknown

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

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

Number of trips projected to consumers who require an accessible vehicle in FY 2019-20	N/A
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VEHICLE FLEET

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

SAFETY INCIDENTS

20. Describe any safety incidents recorded by your program in FY 2018-19, or to date in FY 2019-20. Specify for each of the paratransit projects and programs listed in Attachment Table B. *(Report incidents resulting in any of the following: a fatality other than a suicide; injuries requiring immediate medical attention away from the scene for two or more persons; property damage equal to or exceeding \$7,500; an evacuation due to life safety reasons; or a collision at a grade crossing.)*

Not applicable

FINANCES: PROGRAM REVENUE AND COST

21. Detail your FY 2020-21 program's total estimated revenue (all fund sources) and total cost by completing Attachment Table C (Table C tab of the Excel workbook). For program components funded all or in part with a Measure B/BB discretionary grant, segregate the grant funding by entering it in the "Other Measure B/BB" column.

22. Describe below the "Management/Overhead" and "Customer Service and Outreach" costs included in Attachment C and how these cost allocations were determined? (These two categories are defined under Question 1). *The amount spent on Customer Service/Outreach and Management/Overhead is to be included as part of the total program cost, even if it is not funded with Alameda CTC funding. This includes city/agency staff time paid for by a city's general fund.*

A. Management/Overhead Costs

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

B. Customer Service and Outreach Costs

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

PROGRAM FUNDING RESERVES

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

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

MISCELLANEOUS

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

Thank you!

Alameda CTC FY 2020-21 Annual Paratransit Program Plan Application (July 1, 2020 - June 30, 2021)
Attachment Table 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	\$297,069
FY 2018-19 Measure B DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$203,962
Estimated Measure BB Paratransit DLD reserve balance at the start of FY 2018-19	\$205,773
FY 2018-19 Measure BB DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$210,192
Total FY 2018-19 Measure B and BB Paratransit DLD Revenue <i>(Automatically calculated)</i>	\$916,996
Total FY 2018-19 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$ 8,322
Total FY 2018-19 Program Revenue (Measure B, Measure BB and all other sources available for FY 2018-19) <i>(Automatically calculated)</i>	\$925,318

[illegible]

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

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

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

Alameda CTC FY 2020-21 Annual Paratransit Program Plan Application (July 1, 2020 - June 30, 2021)
Attachment Table C: Program Revenue, Cost and Fund Sources

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)	\$87,500
Projected FY 2020-21 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$208,445
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2019-20 (June 30, 2020)	\$87,500
Projected FY 2020-21 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$208,985
Total FY 2020-21 Measure B and BB Paratransit DLD Revenue <i>(Automatically calculated)</i>	\$592,430
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) <i>(Automatically calculated)</i>	\$592,430

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>
Mastick Monthly, Nursing Facility Picnic and Leisure Club	2,000		\$ 10,000		\$ 15,000						\$ 25,000
Alameda Loop Shuttle	11,000		\$ 100,000		\$ 80,000						\$ 180,000
AC Transit free bus passes - EasyPass bulk rate purchases	786		\$ 40,000		\$ 45,000						\$ 85,000
Program Management	0		\$ 25,000		\$ 32,500						\$ 57,500
Customer Service and Outreach	2,000		\$ 15,000		\$ 18,000			\$ 4,000	\$ 4,000	EBP tickets	\$ 41,000
Capital purchases to improve bus stops and access to bus stops to ensure ADA compliance and bus stop amenities such as benches.	6	\$ 50,000	\$ 8,445	\$ 50,000	\$ 13,485						\$ 121,930
Non-profit providers of door-through-door services	100		\$ 10,000		\$ 5,000						\$ 15,000
Provide meal delivery during coronavirus public health crisis	3,000	\$ 20,000									\$ 20,000
#REF!	#REF!										\$ -
#REF!	#REF!										\$ -
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#REF!	#REF!										\$ -
0	#REF!										\$ -
0	0										\$ -
Totals	#REF!	\$ 70,000	\$ 208,445	\$ 50,000	\$ 208,985	\$ -		\$ 4,000	\$ 4,000		\$ 545,430

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

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

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

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

Attachment Table D: Vehicle Fleet

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

Vehicle Fleet									
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
					Vehicle Capacity				
Make	Type of Vehicle(s) (specify bus, large van, minivan, sedan)	Year of Vehicle	Fuel Type	Lift/Ramp Equipment (specify lift, ramp, or none)	Ambulatory	Wheelchair	Number of Vehicles	Owner (specify if contractor)	City that vehicle(s) are garaged
FORD	SMALL BUS	2017	GAS	LIFT	16	2	1	MV TRANSPORTATION	SAN LEANDRO
FORD	SMALL BUS	2017	GAS	LIFT	16	2	1	MV TRANSPORTATION	SAN LEANDRO

Paratransit Program Plan Staff Summary Fiscal Year 2020-21

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

Staff Recommendation: Recommend program plan for full approval.

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

PAPCO and Staff questions/comments forwarded June 9, 2020:

- Interested in finding out how the GoGoGrandparents pilot program (once it is implemented) works out
 - No response provided



Paratransit Program Plan Review Presentation





Subsidized Taxi & TNC Program

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





Door-to-Door Shopping Service

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





Hiking & Group Trips

Albany residents 50 and older





Program benefits

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





Planning Process Overview

User Surveys:

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

Workshops:

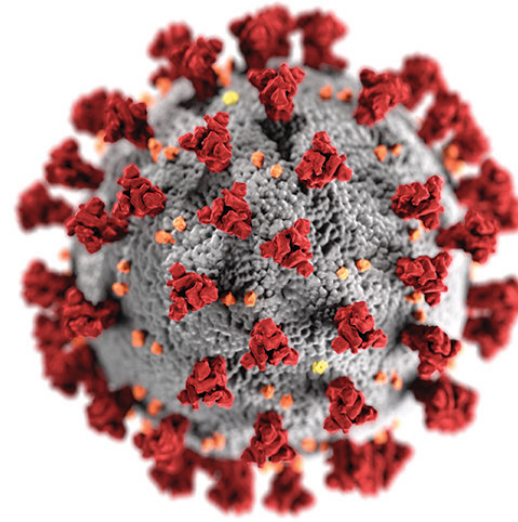
- Community Workshop with Lunch Provided
- Presentation to 2 Tri-City Café Dinners
- Presentation to 2 Movie Days
- Presentation to Friends of Albany Seniors

Feedback:

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

COVID-19

U P D A T E



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

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

Suspended operations of:

- Door to Door Shopping Program
- Group Trip Programs

Continued to offer services to our:

- Subsidized Taxi and TNC Program

Program Outreach:

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



www.facebook.com/AlbanySeniorCenter



City of Albany Paratransit Program

www.albanyca.org/services

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

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

Date Submitted: 2/28/2020

TYPES OF SERVICES PROVIDED

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

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

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

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

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

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

Group Day Trips:

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

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

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

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

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

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

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

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

Taxi, UBER and Lyft trips are designed to provide trips to local destinations such as grocery stores, pharmacies, medical clinics and hospitals in Albany, Berkeley, Oakland and Richmond.

The Albany shopping trip program offers destinations including; the El Cerrito Plaza, Target in Albany, Safeway in Albany, Ranch 99 in Richmond, Thrift Town in El Sobrante, Dollar tree in Berkeley or Richmond, Hilltop Mall in Richmond, Chinatown in Oakland, Farmer's Market, Grocery Outlet and in Berkeley, Sprouts in Albany and trips to the Albany Senior Center

Recreational Group trips and hiking trips are planned all over the bay area.

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

N/A

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

☒ Yes

☐ No

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

3. If proposing any service or program changes in FY 2020-21 from the current year, FY 2019-20, describe the changes and explain why they are proposed. Describe how these changes will impact the ability of seniors and people with disabilities in your community to meet their basic life needs.

N/A

4. **Looking ahead, beyond FY 2020-21, do you anticipate major service changes? Please briefly describe.** Describe major changes such as beginning or ending a type of service anticipated within the next five years.

N/A

NEW PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

5. The December 2018 Paratransit Program Implementation Guidelines require Alameda CTC staff review of several program elements ***prior to implementation***. The program elements requiring staff review are listed as items 5A – 5F below and for each item, further explanation is requested. **If your FY 2020-21 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each. It is not necessary to include elements that were included in the FY 2019-20 Plan and are unchanged.** Applicants must address any applicable paratransit projects and programs listed in Attachment Table B.

- A. **Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment)
- B. **Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs)** (describe the proposed service including how subsidies will be provided and how capacity will be managed)
- C. **Same-Day Transportation Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives)
- D. **Accessible Shuttle Service** (for new shuttles – describe service plan and how city is coordinating with the local fixed route transit provider)
- E. **New mobility management and/or travel training programs** (describe the well-defined set of activities)
- F. **Low-income requirements for any scholarship and fare subsidy programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility)

No Changes

DEVELOPMENT OF PROGRAM PLAN

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

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

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

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

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

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

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

N/A

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

☒ Yes

☐ No

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

Albany City Council April 2020

OUTREACH

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

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

ELIGIBILITY AND ENROLLMENT

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

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

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

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

CUSTOMER SATISFACTION

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

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

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

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

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

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

EXPECTED DEMAND/USE OF SERVICES

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

Registrants at beginning of FY 2018-19	487
Registrants at end of FY 2018-19	517
Current Registrants for FY 2019-20	495
Projected Registrants for FY 2020-21	550

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

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

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

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

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

[] Yes

[X] 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.)*

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

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

VEHICLE FLEET**19. Provide details regarding your vehicle fleet.** To answer this question, complete Attachment Table D (Table D tab of the Excel workbook).**SAFETY INCIDENTS****20. Describe any safety incidents recorded by your program in FY 2018-19, or to date in FY 2019-20.** Specify for each of the paratransit projects and programs listed in Attachment Table B. *(Report incidents resulting in any of the following: a fatality other than a suicide; injuries requiring immediate medical attention away from the scene for two or more persons; property damage equal to or exceeding \$7,500; an evacuation due to life safety reasons; or a collision at a grade crossing.)*

N/A

FINANCES: PROGRAM REVENUE AND COST

- 21. Detail your FY 2020-21 program's total estimated revenue (all fund sources) and total cost by completing Attachment Table C (Table C tab of the Excel workbook).** For program components funded all or in part with a Measure B/BB discretionary grant, segregate the grant funding by entering it in the "Other Measure B/BB" column.
- 22. Describe below the "Management/Overhead" and "Customer Service and Outreach" costs included in Attachment C and how these cost allocations were determined?** (These two categories are defined under Question 1). *The amount spent on Customer Service/Outreach and Management/Overhead is to be included as part of the total program cost, even if it is not funded with Alameda CTC funding. This includes city/agency staff time paid for by a city's general fund.*

A. Management/Overhead Costs

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

B. Customer Service and Outreach Costs

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

PROGRAM FUNDING RESERVES

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

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

MISCELLANEOUS

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

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

Total FY 2018-19 Program Revenue (Measure B, Measure BB and all other funds available for FY 2018-19)	
Estimated Measure B Paratransit DLD reserve balance at the start of FY 2018-19	0
FY 2018-19 Measure B DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$36,998
Estimated Measure BB Paratransit DLD reserve balance at the start of FY 2018-19	\$ 38,935
FY 2018-19 Measure BB DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$38,128
Total FY 2018-19 Measure B and BB Paratransit DLD Revenue <i>(Automatically calculated)</i>	\$114,061
Total FY 2018-19 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	
Total FY 2018-19 Program Revenue (Measure B, Measure BB and all other sources available for FY 2018-19) <i>(Automatically calculated)</i>	\$114,061

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 Drop-down Menu	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) Automatically calculated	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Same-Day Transp. - Taxi	Taxi Subsidy Program	1,124					\$ 13,992						\$ 13,992	
Group Trips	Day Trips/Walking/Shopping Group Trips	5,604			\$ 43,045		\$ 10,266						\$ 53,311	
Customer Service and Outreach	customer service and outreach				\$ 14,285								\$ 14,285	
													\$ -	
													\$ -	
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				\$ -	\$ 57,330	\$ -	\$ 24,258	\$ -		\$ -	\$ -		\$ 81,588	

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 Drop-down Menu	Service/Program/Project Name	If service is contracted, provide name of contractor/service provider	Need(s) this Service Meets (E.g. medical, grocery, recreation, regional trips, etc.)	Fare/Cost to Consumer	Fare Medium (E.g. cash, voucher, reimbursement, annual fee, etc.)	Vehicle Accessibility Drop-down Menu	Is this a same day or pre-scheduled service? Drop-down Menu	Is this a fixed route or origin-to-destination service (e.g. door-to-door)? Drop-down Menu	Service Area
Same-Day Transp. - Taxi	Taxi Subsidy Program		basic needs, medical, grocery	Fare is cost above the 75% subsidy or over \$25		Accessible	Same Day	Curb-to-Curb	Local
Group Trips	Recreation Day Trips/ Grocery/basic needs trips		recreation, fitness, regional, social, lifelong learning, groceries			Accessible	Pre-scheduled	Curb-to-Curb	Bay Area
Customer Service and Outreach	Customer Service & Outreach					Accessible	Pre-scheduled		Local
Management/Overhead	Program Management								

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

Service/Program Type and Name		Limits	Schedule			Eligibility	Status	Deliverables	Notes
Column A (repeated)	Column B (repeated)	Column K	Column L	Column M	Column N	Column O	Column P	Column Q	Column R
Service/Program Type Will automatically populate from rows above	Service/Program/Project Name Will automatically populate from rows above	Limits on number of trips/ use of service? (e.g. trip limits per month/quarter/year or a maximum expenditure per consumer)	If pre-scheduled, what days/hours are reservations accepted for trip, training, etc?	If pre-scheduled, how far in advance can/must a consumer schedule a trip, training, etc?	Days/Hours of Operation	Eligibility Requirements	Project Status Drop-down Menu	Quantity Planned Provide total number of units (one-way passenger trips, consumers trained, meals delivered, etc.)	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Same-Day Transp. - Taxi	Taxi Subsidy Program	subsidy of 75% up to \$25			7 days/week - 24 hours/day	80 years or over/18 years EBP certified	Continuing/Ongoing	1,100	
Group Trips	Recreation Day Trips/ Grocery/basic needs trips	None	M-F 8:30am-5pm	Registration is ongoing once trip registration forms are available	M-F 8:30am-5pm	50 years or over/18 years EBP certified 60 years or over/18 years EBP certified for grocery trips	Continuing/Ongoing	6,800	
Customer Service and Outreach	Customer Service & Outreach								
Management/Overhead	Program Management								
0	0								
0	0								
0	0								
0	0								
0	0								
0	0								
0	0								
0	0								
0	0								
0	0								
0	0								
0	0								

Alameda CTC FY 2020-21 Annual Paratransit Program Plan Application (July 1, 2020 - June 30, 2021)
Attachment Table C: Program Revenue, Cost and Fund Sources

Total FY 2020-21 Program Revenue (Measure B, Measure BB and all other funds available for FY 2020-21)	
Estimated 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)	\$34,520
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2019-20 (June 30, 2020)	\$10,000
Projected FY 2020-21 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$34,609
Total FY 2020-21 Measure B and BB Paratransit DLD Revenue <i>(Automatically calculated)</i>	\$79,129
Total FY 2020-21 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$ 11,000
Total FY 2019-20 Program Revenue (Measure B, Measure BB and all other sources available for FY 2019-20) <i>(Automatically calculated)</i>	\$90,129

Service/Program Name		Total FY 2020-21 Program Costs by Fund Source (Measure B, Measure BB and all other funds planned to be expended during FY 2020-21)									Total Cost
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L
Service/Program/Project Name <i>Automatically populated from prior sheet (column B)</i>	Quantity Planned for FY 2020-21 <i>Automatically populated from prior sheet (column Q)</i>	Amount of RESERVE Measure B Paratransit DLD funds to be EXPENDED	Amount of FY 2020-21 Measure B Paratransit DLD funds to be EXPENDED	Amount of RESERVE Measure BB Paratransit DLD funds to be EXPENDED	Amount of FY 2020-21 Measure BB Paratransit DLD funds to be EXPENDED	Amount of OTHER Measure B/BB funds to be EXPENDED	What is the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, LSR, MB LSR, etc.)	Fare Revenue to be expended on service	Amount of all Non-Alameda CTC funds to be EXPENDED (not including fares)	What is the source of these non-Alameda CTC funds? (e.g. city funds, federal, state, etc.)	Total Cost (all sources) <i>Automatically calculated</i>
Taxi Subsidy Program	1,100				\$ 12,000						\$ 12,000
Recreation Day Trips/ Grocery/basic needs trips	6,800		\$ 34,520								\$ 34,520
Customer Service & Outreach	0				\$ 22,609						\$ 22,609
Program Management	0								\$ 11,000	General Fund	\$ 11,000
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
Totals	7,900	\$ -	\$ 34,520	\$ -	\$ 34,609	\$ -		\$ -	\$ 11,000		\$ 80,129

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

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

*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.

[illegible]

Paratransit Program Plan Staff Summary Fiscal Year 2020-21

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

Staff Recommendation: Recommend program plan for full approval.

- Services provided:
 - Same-Day Transportation – Taxi, GoGoGrandparent Pilot, High Medical Need, Supplemental
 - Specialized Accessible Van
- 100% Measure B/BB
- 21% reserves
- Cost per trip – remaining steady, new TNC trips projected at \$54 per trip – staff will continue to monitor
- Trends in trip provision – trending up significantly
- New Program Name: Berkeley Rides for Seniors & the Disabled
- Elements requiring Alameda CTC approval (approved by Alameda CTC staff on June 19, 2020):
 - Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs): As noted previously, we will be implementing a 6-month pilot program with GoGoGrandparent that will include the use of Uber and Lyft. We will enroll 50 participants into the program and each participant will have an individual profile account that will contain an \$80 monthly subsidy. BRSD will register and create each individual profile accounts and will have access to a dashboard of

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

PAPCO and Staff questions/comments forwarded June 9, 2020:

- Expressed surprise at the cost of TNC trips (\$54)
- Interested in finding out how the GoGoGrandparents pilot program (once it is implemented) works out
 - Response: “we do not track the cost per trip for all our programs and that would include the upcoming TNC pilot with GoGoGrandparent. As outlined in the plan, we will be recruiting 50 participants for the 6-month duration and each participant will be given \$80 per month. Participants can use the monthly allotment of funds at their own discretion at whatever the cost per trip may be.”



Berkeley Rides for Seniors & the Disabled

FY20-21

Demographics

Berkeley residents:

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

Source: US Census, ACS 2013-2017

2020-21 Plan: Measure B

Eligibility Criteria

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

Taxi scrip/Wheelchair Van Vouchers

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

2020-21 Plan: Measure B (continued)

Travel Training

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

* (BRSD personnel costs incurred for this effort)

2020-21 Plan: Measure BB

Supplemental Scrip:

- Allows for flexibility to meet consumer needs



High Medical Needs Program:

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

Program Operations During COVID-19

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

FY 20-21 Program Plan Highlights

Average Cost of 1 Way Rides:

FY-19:

Taxi (12,327): \$26.00

Wheelchair Van (950) : \$28.00

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

Taxi (8,717) : \$26.00

Wheelchair Van (641): \$28.00

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

FY 20-21 Program Plan Highlights (continued)

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

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

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

FY 20-21 Program Plan Highlights (continued)

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

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

Staffing Summary

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

Current Program Challenges

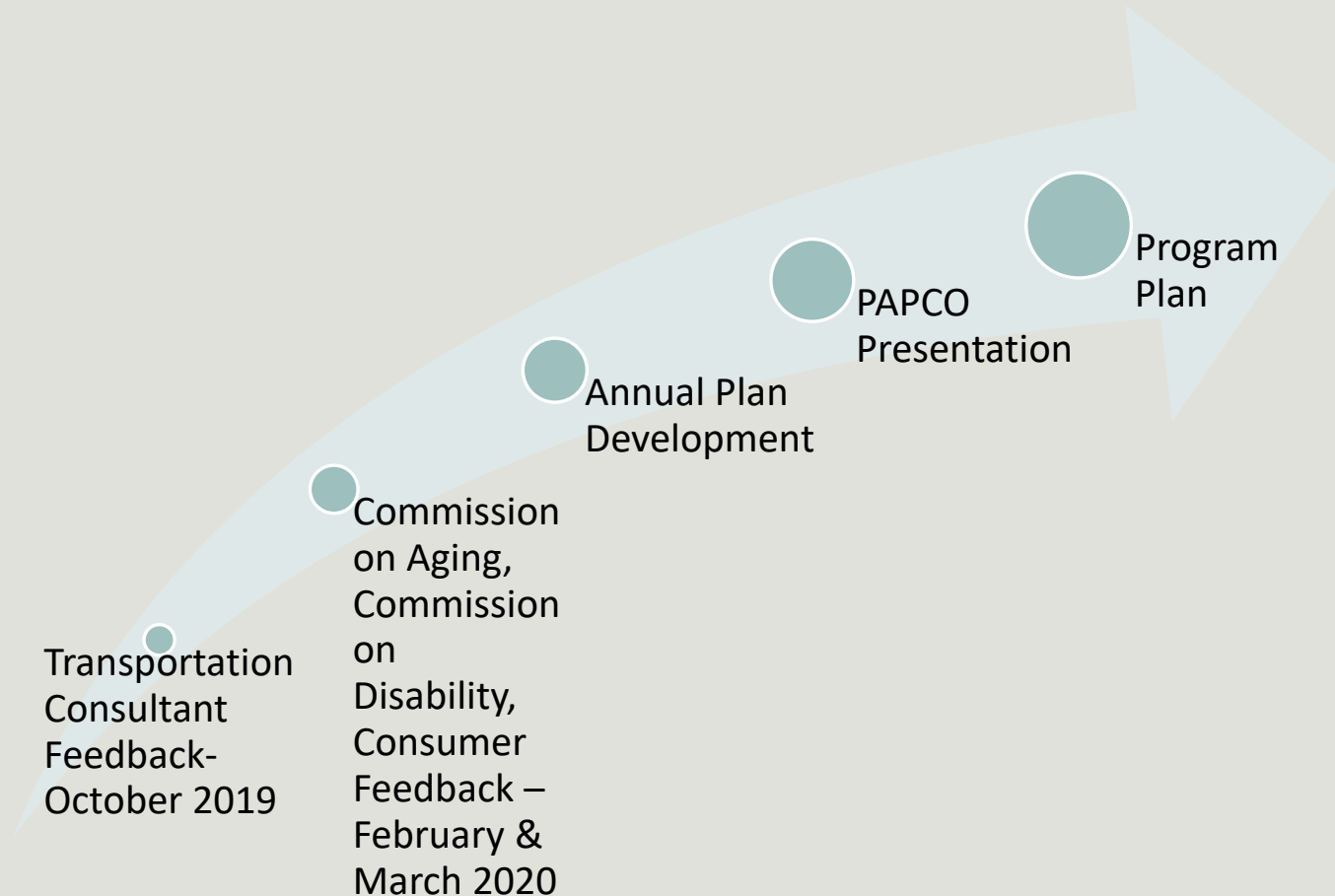
- **GoGoGrandparent Pilot Program:** Due to COVID-19 and the uncertainty of the length of time of shelter in place and the resulting delays, it is unclear when we will be able to launch the program. We plan to move forward as quickly as possible once it is prudent to do so.
- **Taxi Scrip Reimbursement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

Current Program Challenges (continued)

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

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

Planning Process Overview



Thank You

Mary Triston, MSW

Transportation Services Coordinator

City of Berkeley – Health, Housing and Community
Services

Aging Services

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(510) 981-5135

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

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

Date Submitted: February 28, 2020

TYPES OF SERVICES PROVIDED

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

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

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

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

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

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

Measure B

Taxi Scrip Program

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

Wheelchair Van Program

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

Travel Training Promotion

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

Management & Overhead

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

Outreach and Customer Service

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

GoGoGrandparent Pilot Program

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

Measure BB

High Medical Need Program (HMNP)

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

Supplemental Taxi Scrip

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

Management & Overhead

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

Outreach and Customer Service

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

Other Funded Programs (City's General Fund):

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

Senior Center Transportation Services:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

☒ Yes

☐ No

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

3. If proposing any service or program changes in FY 2020-21 from the current year, FY 2019-20, describe the changes and explain why they are proposed. Describe how these changes will impact the ability of seniors and people with disabilities in your community to meet their basic life needs.

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

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

4. **Looking ahead, beyond FY 2020-21, do you anticipate major service changes? Please briefly describe.** Describe major changes such as beginning or ending a type of service anticipated within the next five years.

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

NEW PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

5. The December 2018 Paratransit Program Implementation Guidelines require Alameda CTC staff review of several program elements **prior to implementation**. The program elements requiring staff review are listed as items 5A – 5F below and for each item, further explanation is requested. **If your FY 2020-21 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each. It is not necessary to include elements that were included in the FY 2019-20 Plan and are unchanged.** Applicants must address any applicable paratransit projects and programs listed in Attachment Table B.
- A. **Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment)
 - B. **Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs)** (describe the proposed service including how subsidies will be provided and how capacity will be managed)
 - C. **Same-Day Transportation Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives)
 - D. **Accessible Shuttle Service** (for new shuttles – describe service plan and how city is coordinating with the local fixed route transit provider)
 - E. **New mobility management and/or travel training programs** (describe the well-defined set of activities)
 - F. **Low-income requirements for any scholarship and fare subsidy programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility)

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

DEVELOPMENT OF PROGRAM PLAN

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

Commission Presentations:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

☐ Yes
☒ No

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

OUTREACH

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

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

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

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

ELIGIBILITY AND ENROLLMENT

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

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

Taxi Scrip Program Eligibility

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

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

High Medical Needs Program Eligibility

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

Wheelchair Van Program

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

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

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

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

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

CUSTOMER SATISFACTION

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

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

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

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

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

The City of Berkeley BRSD most common complaints are:

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

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

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

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

EXPECTED DEMAND/USE OF SERVICES

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

Registrants at beginning of FY 2018-19	1,120
Registrants at end of FY 2018-19	1,201
Current Registrants for FY 2019-20	1,154
Projected Registrants for FY 2020-21	1,350

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

New enrollees over the last three years:

FY17: 100

FY18: 158

FY19: 89

July 2019-February 2020: 77

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

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

FY17: 13,443

FY18: 12,940

FY19: 13,286

FY20: July 2019 – January 2020: 9,358

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

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

☐ Yes

☒ No

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

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

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

VEHICLE FLEET

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

SAFETY INCIDENTS

20. Describe any safety incidents recorded by your program in FY 2018-19, or to date in FY 2019-20. Specify for each of the paratransit projects and programs listed in Attachment Table B. *(Report incidents resulting in any of the following: a fatality other than a suicide; injuries requiring immediate medical attention away from the scene for two or more persons; property damage equal to or exceeding \$7,500; an evacuation due to life safety reasons; or a collision at a grade crossing.)*

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

FINANCES: PROGRAM REVENUE AND COST

21. Detail your FY 2020-21 program's total estimated revenue (all fund sources) and total cost by completing Attachment Table C (Table C tab of the Excel workbook). For program components funded all or in part with a Measure B/BB discretionary grant, segregate the grant funding by entering it in the "Other Measure B/BB" column.

22. Describe below the "Management/Overhead" and "Customer Service and Outreach" costs included in Attachment C and how these cost allocations were determined? (These two categories are defined under Question 1). *The amount spent on Customer Service/Outreach and Management/Overhead is to be included as part of the total program cost, even if it is not funded with Alameda CTC funding. This includes city/agency staff time paid for by a city's general fund.*

A. Management/Overhead Costs

Management and Overhead Costs supported by Measure B:

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

Management and Overhead Costs supported by Measure BB:

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

Management and Overhead Costs supported by City General Fund

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

B. Customer Service and Outreach Costs

Measure B & BB programs:

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

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

PROGRAM FUNDING RESERVES

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

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

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

MISCELLANEOUS

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

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

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

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

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

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

Service/Program Type and Name		Performance FY 2018-19		Total FY 2018-19 Program Costs Expended by Fund Source (Measure B, Measure BB and all other funds expended during FY 2018-19)										Notes
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M	Column N	Column O
Eligible Service/Program Type <i>Drop-down Menu</i>	Service/Program/Project Name	Quantity Provided FY 2018-19 Provide total number of one-way trips or units	On-Time Performance FY 2018-19 Percent of passenger trips arrived within designated window (indicate if data is unavailable or non-applicable)	Amount of RESERVE Measure B Paratransit DLD funds EXPENDED	Amount of FY 2018-19 Measure B Paratransit DLD funds EXPENDED	Amount of RESERVE Measure BB Paratransit DLD funds EXPENDED	Amount of FY 2018-19 Measure BB Paratransit DLD funds EXPENDED	Amount of OTHER Measure B/BB funds EXPENDED	What was the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, MB LSR, etc.)	Fare Revenue expended on service	Amount of all non-Alameda CTC funds EXPENDED (not including fares)	What was the source of these non-Alameda CTC funds? (e.g. City general fund, federal, state, etc.)	Total Funds expended (all sources) <i>Automatically calculated</i>	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Same-Day Transp. - Taxi	Taxi Scrip program	10,711	Unavailable	\$ 200,000	\$ 78,152								\$ 278,152	
Specialized Accessible Van	Wheelchair Van Program	850	Unavailable	\$ 22,396	\$ 10,000								\$ 32,396	
Same-Day Transp. - Taxi	High Medical Need Program	1,616	Unavailable			\$ 120,000	\$ 42,427						\$ 162,427	
Specialized Accessible Van	High Medical Need Program	109				\$ 4,558							\$ 4,558	
Customer Service and Outreach	Customer Service and Outreach		N/A	\$ 6,226		\$ 6,226							\$ 12,452	
Management/Overhead	Management/Overhead		N/A	\$ 55,000	\$ 5,387	\$ 35,861	\$ 29,130						\$ 125,378	
Scholarship/Subsidized Fare	East Bay Paratransit Tickets	1,800	N/A								\$ 7,200	City GF	\$ 7,200	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
				\$ 283,622	\$ 93,539	\$ 166,645	\$ 71,557	\$ -		\$ -	\$ 7,200		\$ 622,563	

Alameda CTC FY 2020-21 Annual Paratransit Program Plan Application (July 1, 2020 - June 30, 2021)
Attachment Table B: Description of Planned Program

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

Service/Program Type and Name		Contractor	Need(s) Met	Cost to Consumer		For Trip Provision Services			
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
Eligible Service/Program Type Drop-down Menu	Service/Program/Project Name	If service is contracted, provide name of contractor/service provider	Need(s) this Service Meets (E.g. medical, grocery, recreation, regional trips, etc.)	Fare/Cost to Consumer	Fare Medium (E.g. cash, voucher, reimbursement, annual fee, etc.)	Vehicle Accessibility Drop-down Menu	Is this a same day or pre-scheduled service? Drop-down Menu	Is this a fixed route or origin-to-destination service (e.g. door-to-door)? Drop-down Menu	Service Area
Same-Day Transp. - Taxi	Taxi Scrip	N/A	Medical, grocery shopping, social and recreation	None	Taxi Scrip	Not Accessible	Same Day	Curb-to-Curb	Primarily Berkeley with some surrounding cities
Same-Day Transp. - Taxi	High Medical Need Program	N/A	Medically related appointments	None	Taxi Scrip	Accessible	Same Day	Curb-to-Curb	Primarily Berkeley with some surrounding cities
Specialized Accessible Van	Wheelchair Van Program	Easy Does It	Medical, grocery shopping, social and recreation	None	Van Voucher	Accessible	Same Day	Door-to-Door	Berkeley and surrounding cities
Specialized Accessible Van	High Medical Need Program	Easy Does It	Medically related appointments	None	Van Voucher	Accessible	Same Day	Door-to-Door	Primarily Berkeley with some surrounding cities
Customer Service and Outreach	Customer Service and Outreach		Program Access	N/A					Berkeley
Management/Overhead	Management/Overhead			N/A					
Same-Day Transp. - TNC	Go Go Grandparent Pilot extension	Go Go Grandparent Technologies	Medical, grocery shopping, social and recreation	N/A	Cash	Not Accessible	Same Day	Curb-to-Curb	Berkeley and surrounding cities

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

Service/Program Type and Name		Limits	Schedule			Eligibility	Status	Deliverables	Notes
Column A (repeated)	Column B (repeated)	Column K	Column L	Column M	Column N	Column O	Column P	Column Q	Column R
Service/Program Type Will automatically populate from rows above	Service/Program/Project Name Will automatically populate from rows above	Limits on number of trips/ use of service? (e.g. trip limits per month/quarter/year or a maximum expenditure per consumer)	If pre-scheduled, what days/hours are reservations accepted for trip, training, etc?	If pre-scheduled, how far in advance can/must a consumer schedule a trip, training, etc?	Days/Hours of Operation	Eligibility Requirements	Project Status Drop-down Menu	Quantity Planned Provide total number of units (one-way passenger trips, consumers trained, meals delivered, etc.)	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Same-Day Transp. - Taxi	Taxi Scrip	\$240 every 4 months	N/A	N/A	Taxi operating hours 24/7	Must be senior over the age of 80 or those certified as disabled by East Bay Paratransit of ANY income or age; AND seniors age 70 to 79 whose incomes are not more than 50 percent of the Area Median Income.	Continuing/Ongoing	16,000	
Same-Day Transp. - Taxi	High Medical Need Program	\$480 every 4 months	N/A	N/A	Taxi operating hours 24/7	High Medical Need Program enrollees must be current BRSD participants and demonstrate frequent or long distance medical appointments.	Continuing/Ongoing	3,000	
Specialized Accessible Van	Wheelchair Van Program	\$336 every 4 months	N/A	N/A	Easy Does It operates 8 a.m. to 11 p.m.	Must be current BRSD participants and residents who travel by wheelchair and are certified by East Bay Paratransit as eligible and requiring wheelchair-lift service regardless of age and income level.	Continuing/Ongoing	1,200	
Specialized Accessible Van	High Medical Need Program	\$448 every 4 months	N/A	N/A	Easy Does It operates 8 a.m. to 11 p.m.	High Medical Need Program enrollees must be current BRSD participants and demonstrate frequent or long distance medical appointments.	Continuing/Ongoing	500	
Customer Service and Outreach	Customer Service and Outreach	N/A	N/A	N/A	Monday - Friday, 8 a.m. - 5 p.m.	Any community member seeking information.	Continuing/Ongoing		
Management/Overhead	Management/Overhead	N/A	N/A	N/A	N/A	N/A	Continuing/Ongoing		
Same-Day Transp. - TNC	Go Go Grandparent Pilot extension	N/A	N/A	N/A	N/A	N/A	Continuing/Ongoing	1,300	Initiated FY19-20

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

Service/Program Name		Total FY 2020-21 Program Costs by Fund Source (Measure B, Measure BB and all other funds planned to be expended during FY 2020-21)									Total Cost
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L
Service/Program/Project Name <i>Automatically populated from prior sheet (column B)</i>	Quantity Planned for FY 2020-21 <i>Automatically populated from prior sheet (column Q)</i>	Amount of RESERVE Measure B Paratransit DLD funds to be EXPENDED	Amount of FY 2020-21 Measure B Paratransit DLD funds to be EXPENDED	Amount of RESERVE Measure BB Paratransit DLD funds to be EXPENDED	Amount of FY 2020-21 Measure BB Paratransit DLD funds to be EXPENDED	Amount of OTHER Measure B/BB funds to be EXPENDED	What is the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, LSR, MB LSR, etc.)	Fare Revenue to be expended on service	Amount of all Non-Alameda CTC funds to be EXPENDED (not including fares)	What is the source of these non-Alameda CTC funds? (e.g. city funds, federal, state, etc.)	Total Cost (all sources) <i>Automatically calculated</i>
Taxi Scrip	16,000	\$ 50,000	\$ 280,000		\$ 155,000						\$ 485,000
High Medical Need Program	3,000			\$ 68,100							\$ 68,100
Wheelchair Van Program	1,400		\$ 20,000		\$ 35,000						\$ 55,000
High Medical Need Program	500			\$ 19,000							\$ 19,000
Customer Service and Outreach	0	\$ 10,000	\$ 2,500	\$ 60,000	\$ 15,000						\$ 87,500
Management/Overhead	0		\$ 20,000	\$ 120,000	\$ 95,000						\$ 235,000
Go Go Grandparent Pilot extension	1,300			\$ 70,000							\$ 70,000
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
Totals	22,200	\$ 60,000	\$ 322,500	\$ 337,100	\$ 300,000	\$ -		\$ -	\$ -		\$ 1,019,600

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

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

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

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

Attachment Table D: Vehicle Fleet

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

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

Vehicle Fleet									
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
					Vehicle Capacity				
Make	Type of Vehicle(s) (specify bus, large van, minivan, sedan)	Year of Vehicle	Fuel Type	Lift/Ramp Equipment (specify lift, ramp, or none)	Ambulatory	Wheelchair	Number of Vehicles	Owner (specify if contractor)	City that vehicle(s) are garaged
Ford Escape	SUV		Gas	None	N/A	N/A	1	Checker Cab (Veh #411)	N/A
Ford Escape	SUV	2007	Gas	None	N/A	N/A	1	A Express Cab (Veh #502)	N/A
Ford Escape	SUV	2008	Gas	None	N/A	N/A	1	Avon Cab (Veh #503)	N/A
Mercury Mariner	Minivan	2008	Gas	None	N/A	N/A	1	Yellow Express Cab (Veh #511)	N/A
Toyota Prius	Sedan	2008	Hybrid	None	N/A	N/A	1	Yellow Express Cab (Veh #539)	N/A
Ford Escape	SUV	2007	Gas	None	N/A	N/A	1	Yeti Taxi Services (Veh #824)	N/A
Ford Escape	SUV	2008	Gas	None	N/A	N/A	1	US Express Cab (Veh #826)	N/A
Toyota Sienna	Minivan	2001	Gas	None	N/A	N/A	1	Berkeley Cab Co. (Veh #1214	N/A
Ford Escape	SUV	2008	Gas	None	N/A	N/A	1	Dakha Taxi Service	N/A
Toyota Prius	Sedan		Hybrid	None	N/A	N/A	1	Himalayan Cab	N/A

Paratransit Program Plan Staff Summary Fiscal Year 2020-21

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

Staff Recommendation: Recommend program plan for full approval.

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

PAPCO and Staff questions/comments forwarded June 9, 2020:

- Asked this question last year but do not remember the answer received so will ask it again this year: Why has the figure of registrants not changed over the past three years?
- Staff updated Excel to list 8-To-Go as Specialized Accessible Van in FY 18/19 for data consistency with FY 20/21
 - No response provided.

City of Emeryville 2020-21 Paratransit Program Plan



Overview

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

Group Trips

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



Taxi/TNC Reimbursement

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

Discounted Paratransit Tickets

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

8 To Go

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



COVID-19 Updates

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

COVID-19 Updates (cont.)

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

COVID-19 Updates (cont.)

■ 8 To Go

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

Thank you!



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

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

Date Submitted: 3/3/2020

TYPES OF SERVICES PROVIDED

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

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

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

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

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

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

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

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

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

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

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

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

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

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

☒ Yes

☐ No

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

3. If proposing any service or program changes in FY 2020-21 from the current year, FY 2019-20, describe the changes and explain why they are proposed. Describe how these changes will impact the ability of seniors and people with disabilities in your community to meet their basic life needs.

There are no significant changes from the previous fiscal year.

4. **Looking ahead, beyond FY 2020-21, do you anticipate major service changes? Please briefly describe.** Describe major changes such as beginning or ending a type of service anticipated within the next five years.

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

NEW PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

5. The December 2018 Paratransit Program Implementation Guidelines require Alameda CTC staff review of several program elements **prior to implementation**. The program elements requiring staff review are listed as items 5A – 5F below and for each item, further explanation is requested. **If your FY 2020-21 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each. It is not necessary to include elements that were included in the FY 2019-20 Plan and are unchanged.** Applicants must address any applicable paratransit projects and programs listed in Attachment Table B.

- A. **Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment)
- B. **Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs)** (describe the proposed service including how subsidies will be provided and how capacity will be managed)
- C. **Same-Day Transportation Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives)
- D. **Accessible Shuttle Service** (for new shuttles – describe service plan and how city is coordinating with the local fixed route transit provider)
- E. **New mobility management and/or travel training programs** (describe the well-defined set of activities)
- F. **Low-income requirements for any scholarship and fare subsidy programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility)

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

DEVELOPMENT OF PROGRAM PLAN

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

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

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

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

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

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

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

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

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

☐ Yes

☒ No

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

OUTREACH

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

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

ELIGIBILITY AND ENROLLMENT

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

Each program has different requirements for eligibility.

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

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

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

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

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

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

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

CUSTOMER SATISFACTION

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

EXPECTED DEMAND/USE OF SERVICES

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

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

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

Programs have reached a healthy equilibrium between resources and demand.

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

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

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

☒ Yes

☐ No

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

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

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

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

VEHICLE FLEET

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

SAFETY INCIDENTS

- 20. Describe any safety incidents recorded by your program in FY 2018-19, or to date in FY 2019-20.** Specify for each of the paratransit projects and programs listed in Attachment Table B. *(Report incidents resulting in any of the following: a fatality other than a suicide; injuries requiring immediate medical attention away from the scene for two or more persons; property damage equal to or exceeding \$7,500; an evacuation due to life safety reasons; or a collision at a grade crossing.)*

There were no safety incidents as described above for the reporting period.

FINANCES: PROGRAM REVENUE AND COST

21. Detail your FY 2020-21 program's total estimated revenue (all fund sources) and total cost by completing Attachment Table C (Table C tab of the Excel workbook). For program components funded all or in part with a Measure B/BB discretionary grant, segregate the grant funding by entering it in the "Other Measure B/BB" column.

22. Describe below the "Management/Overhead" and "Customer Service and Outreach" costs included in Attachment C and how these cost allocations were determined? (These two categories are defined under Question 1). *The amount spent on Customer Service/Outreach and Management/Overhead is to be included as part of the total program cost, even if it is not funded with Alameda CTC funding. This includes city/agency staff time paid for by a city's general fund.*

A. Management/Overhead Costs

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

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

B. Customer Service and Outreach Costs

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

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

PROGRAM FUNDING RESERVES

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

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

MISCELLANEOUS

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

Alameda CTC FY 2020-21 Annual Paratransit Program Plan Application (July 1, 2020 - June 30, 2021)
Attachment Table 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	\$42,004
FY 2018-19 Measure B DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$35,067
Estimated Measure BB Paratransit DLD reserve balance at the start of FY 2018-19	\$7,673
FY 2018-19 Measure BB DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$36,138
Total FY 2018-19 Measure B and BB Paratransit DLD Revenue <i>(Automatically calculated)</i>	\$120,882
Total FY 2018-19 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	
Total FY 2018-19 Program Revenue (Measure B, Measure BB and all other sources available for FY 2018-19) <i>(Automatically calculated)</i>	\$120,882

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 Drop-down Menu	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) Automatically calculated	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Management/Overhead	Finance - Audit Fees	1			\$ 551		\$ 551						\$ 1,102	
Group Trips	Accessible Group Trips Program	2,362			\$ 8,185					\$ 66,105	\$ 50,000	City General Fund	\$ 124,290	
Same-Day Transp. - Taxi	Taxi/Lyft/Uber Reimbursement	361			\$ 5,416						\$ 1,000	City General Fund	\$ 6,416	
Meal Delivery (existing program)	Meals on Wheels Reimbursement	4,963			\$ 179						\$ 250	City General Fund	\$ 429	
Scholarship/Subsidized Fare	Subsidized EBP Program	320								\$ 80	\$ 250	City General Fund	\$ 330	
Accessible Shuttle	8-To-Go Shuttle	2,487			\$ 18,291		\$ 30,727	\$ 35,000	2016-18 CIP	\$ 2,487	\$ 30,000	City General Fund	\$ 116,505	
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				\$ -	\$ 32,622	\$ -	\$ 31,278	\$ 35,000		\$ 68,672	\$ 81,500		\$ 249,072	

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 Drop-down Menu	Service/Program/Project Name	If service is contracted, provide name of contractor/service provider	Need(s) this Service Meets (E.g. medical, grocery, recreation, regional trips, etc.)	Fare/Cost to Consumer	Fare Medium (E.g. cash, voucher, reimbursement, annual fee, etc.)	Vehicle Accessibility Drop-down Menu	Is this a same day or pre-scheduled service? Drop-down Menu	Is this a fixed route or origin-to-destination service (e.g. door-to-door)? Drop-down Menu	Service Area
Group Trips	Accessible Group Trip Program	Some service contracted to charter bus companies	Regional Trips	Depends on Trip	Cash	Accessible	Pre-scheduled	Fixed Route w/Deviations	California, but primarily the Bay Area
Same-Day Transp. - Taxi	Taxi Reimbursement	n/a	medical, grocery, recreation, any quality of life improving desitnation	10% of taxi fare, up to \$8 per quarter (\$72.00 reimbursed)	Reimbursement	Not Accessible	Same day	curb-to-curb	Trips originating in Alameda County
Same-Day Transp. - TNC	Lyft/Uber Reimbursement	n/a	medical, grocery, recreation, any quality of life improving desitnation	10% of taxi fare, up to \$8 per quarter (\$72.00 reimbursed)	Reimbursement	Not Accessible	Same day	Curb-to-Curb	Trips originating in Alameda County
Meal Delivery (existing program)	Meals on Wheels Reimbursement	n/a	ready to eat meals to homebound seniors	none, donations are requested from recipients	None	Not Accessible	Pre-scheduled	Fixed Route	Emeryville
Scholarship/Subsidized Fare	Subsidiezed EBP Fare Program	n/a	medical, grocery, recreation, any quality of life improving desitnation	depends on trip, tickets are subsidized by 75%, with participants paying \$5 per quarter and receiving \$20 in EBP tickets	Cash	Accessible	Pre-scheduled	door-to-door	Bay Area
Specialized Accessible Van	8-To-Go Shuttle	Emeryville Transportation Management Association (ETMA)	medical, grocery, recreation, any quality of life improving desitnation	\$1 per ride, scholarship program available through "Friends of the Emeryville Senior Center" non-profit.	Punch Card (can be purchased by cash or check)	Accessible	Same day	door-to-door	94608 Oakland and Emeryville with some major desitnations just outside the zip code area
Management/Overhead	Finance - Audit Fees	Lance, Soll, & Lunghard, LLP							

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	Service/Program/Project Name	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	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)
Will automatically populate from rows above	Will automatically populate from rows above						Drop-down Menu		
Group Trips	Accessible Group Trip Program	None	n/a	Up to departure (space allowing)	All Days and Times, but typically Monday-Saturday 9:00am-5:00pm	Member of Senior Center	Continuing/Ongoing	5,000	
Same-Day Transp. - Taxi	Taxi Reimbursement	\$80 max reimbursement per quarter	n/a	n/a	24/7/365	Member of Senior Center, Resident of Emeryville, Over 70 Years Old	Continuing/Ongoing	100	
Same-Day Transp. - TNC	Lyft/Uber Reimbursement	\$80 max reimbursement per quarter	n/a	n/a	24/7/365	Member of Senior Center, Resident of Emeryville, Over 70 Years Old	Continuing/Ongoing	200	
Meal Delivery (existing program)	Meals on Wheels Reimbursement	one meal per person per day, reimbursement limited to actual miles traveled	Must pre-qualify with nutrional specialist	Meals are pre-scheduled. Initiation of service takes two weeks.	Monday-Friday, 12:00-1:00pm	Resident of Emeryville, Over 70 Years Old, and Qualified by Need	Continuing/Ongoing	4,000	
Scholarship/Subsidized Fare	Subsidiezed EBP Fare Program	\$20 max purchase per customer per quarter until funding runs out	n/a	Subject to EBP Policy	EBP Hours of Operation	Member of Senior Center, Over 70 Years Old, Resident of Emeryville and Qualified by Need	Continuing/Ongoing	500	
Specialized Accessible Van	8-To-Go Shuttle	6 one-way trips per week	24/7 via answering machine	Up to departure (space allowing)	Monday-Friday, 9:00am-5:00pm	Over 70 Years Old, Resident of 94608 Oakland/Emeryville	Continuing/Ongoing	2,500	
Management/Overhead	Finance - Audit Fees								
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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)	\$14,530
Projected FY 2020-21 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$33,397
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2019-20 (June 30, 2020)	\$12,533
Projected FY 2020-21 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$33,484
Total FY 2020-21 Measure B and BB Paratransit DLD Revenue <i>(Automatically calculated)</i>	\$93,944
Total FY 2020-21 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$ 206,600
Total FY 2019-20 Program Revenue (Measure B, Measure BB and all other sources available for FY 2019-20) <i>(Automatically calculated)</i>	\$300,544

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

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

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

*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.

[illegible]

Paratransit Program Plan Staff Summary Fiscal Year 2020-21

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

Staff Recommendation: Recommend program plan for full approval.

- Services provided:
 - Same-Day Transportation – Taxi, TNC
 - Specialized Accessible Van – Programs I and II, BACS, sponsor 8-To-Go
 - Group Trips
 - Volunteer Driver program – Taxi Up & Go
- 94% Measure B/BB; Remainder: 6% fare revenue
- 98% reserves
- Cost per trip – remaining steady, new TNC (\$12.50) – staff will continue to monitor
- Trends in trip provision – trending up
- Elements requiring Alameda CTC approval (approved by Alameda CTC staff on June 19, 2020):
 - The City of Oakland plans to introduce a Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs) through a contract with GoGoGrandparent Concierge Service (GoGo) to coordinate Uber and Lyft TNC transportation ride

connections for enrolled clients that are age 70 and older for FY 2020-21.

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

PAPCO and Staff questions/comments forwarded June 9, 2020:

- None
 - Response: Acknowledged



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

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

FY 2020-21

OPED PROGRAM BACKGROUND

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

FY 2019-20 PROGRAM SERVICES

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

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

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

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

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

FY 2019-20 PROGRAM OPERATIONS

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

FY 2019-20 EXPANDED PROGRAM ACTIVITIES

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

FY 2020-21 PROGRAM STATUS & ACTIONS

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


FY 2020-21 PLANNING PROCESS

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

FY 2020-21 CHALLENGES OR ISSUES

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

CONTACT INFORMATION

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

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

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

Date Submitted: March 9, 2020

TYPES OF SERVICES PROVIDED

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

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

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

These services are generally implemented as a supplement to a same-day program that does not meet critical needs for particular trips in accessible vehicles in certain communities.

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

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

The City of Oakland plans to offer the following subsidized mobility services:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

☒ Yes

☐ No

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

3. If proposing any service or program changes in FY 2020-21 from the current year, FY 2019-20, describe the changes and explain why they are proposed. Describe how these changes will impact the ability of seniors and people with disabilities in your community to meet their basic life needs.

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

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

- 4. Looking ahead, beyond FY 2020-21, do you anticipate major service changes? Please briefly describe.** Describe major changes such as beginning or ending a type of service anticipated within the next five years.

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

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

NEW PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

- 5.** The December 2018 Paratransit Program Implementation Guidelines require Alameda CTC staff review of several program elements ***prior to implementation***. The program elements requiring staff review are listed as items 5A – 5F below and for each item, further explanation is requested. **If your FY 2020-21 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each. It is not necessary to include elements that were included in the FY 2019-20 Plan and are unchanged.** Applicants must address any applicable paratransit projects and programs listed in Attachment Table B.
- A. Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment)
 - B. Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs)** (describe the proposed service including how subsidies will be provided and how capacity will be managed)
 - C. Same-Day Transportation Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives)
 - D. Accessible Shuttle Service** (for new shuttles – describe service plan and how city is coordinating with the local fixed route transit provider)
 - E. New mobility management and/or travel training programs** (describe the well-defined set of activities)
 - F. Low-income requirements for any scholarship and fare subsidy programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility)

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

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

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

Information about GoGo can be found at www.gogograndparent.com.

DEVELOPMENT OF PROGRAM PLAN

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

Ongoing Services from FY 2019-20:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

☒ Yes

☐ No

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

Planned: Oakland City Council; scheduled for June 16, 2020.

OUTREACH

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

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

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

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

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

ELIGIBILITY AND ENROLLMENT

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

CUSTOMER SATISFACTION

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

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

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

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

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

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

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

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

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

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

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

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

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

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

EXPECTED DEMAND/USE OF SERVICES

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

Registrants at beginning of FY 2018-19	1,736
Registrants at end of FY 2018-19	1,956
Current Registrants for FY 2019-20	2,109
Projected Registrants for FY 2020-21	2,185

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

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

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

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

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

☐ Yes

☒ No

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

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

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

VEHICLE FLEET

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

SAFETY INCIDENTS

20. Describe any safety incidents recorded by your program in FY 2018-19, or to date in FY 2019-20. Specify for each of the paratransit projects and programs listed in Attachment Table B. *(Report incidents resulting in any of the following: a fatality other than a suicide; injuries requiring immediate medical attention away from the scene for two or more persons; property damage equal to or exceeding \$7,500; an evacuation due to life safety reasons; or a collision at a grade crossing.)*

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

FINANCES: PROGRAM REVENUE AND COST

21. Detail your FY 2020-21 program's total estimated revenue (all fund sources) and total cost by completing Attachment Table C (Table C tab of the Excel workbook). For program components funded all or in part with a Measure B/BB discretionary grant, segregate the grant funding by entering it in the "Other Measure B/BB" column.

22. Describe below the "Management/Overhead" and "Customer Service and Outreach" costs included in Attachment C and how these cost allocations were determined? (These two categories are defined under Question 1). *The amount spent on Customer Service/Outreach and Management/Overhead is to be included as part of the total program cost, even if it is not funded with Alameda CTC funding. This includes city/agency staff time paid for by a city's general fund.*

A. Management/Overhead Costs

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

B. Customer Service and Outreach Costs

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

PROGRAM FUNDING RESERVES

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

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

MISCELLANEOUS

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

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

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

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

Service/Program Type and Name		Performance FY 2018-19		Total FY 2018-19 Program Costs Expended by Fund Source (Measure B, Measure BB and all other funds expended during FY 2017-18)										Notes
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M	Column N	Column O
Eligible Service/Program Type <i>Drop-down Menu</i>	Service/Program/Project Name	Quantity Provided FY 2018-19 Provide total number of one-way trips or units	On-Time Performance FY 2018-19 Percent of passenger trips arrived within designated window (indicate if data is unavailable or non-applicable)	Amount of RESERVE Measure B Paratransit DLD funds EXPENDED	Amount of FY 2018-19 Measure B Paratransit DLD funds EXPENDED	Amount of RESERVE Measure BB Paratransit DLD funds EXPENDED	Amount of FY 2018-19 Measure BB Paratransit DLD funds EXPENDED	Amount of OTHER Measure B/BB funds EXPENDED	What was the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, MB LSR, etc.)	Fare Revenue expended on service	Amount of all non-Alameda CTC funds EXPENDED (not including fares)	What was the source of these non-Alameda CTC funds? (e.g. City general fund, federal, state, etc.)	Total Funds expended (all sources) <i>Automatically calculated</i>	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Management/Overhead	Oakland Paratransit for the Elderly & Disabled Program		non-applicable	\$ 268,610		\$ 320,562					\$ 62,305	City general fund	\$ 651,477	
Customer Service and Outreach	Oakland Paratransit for the Elderly & Disabled Program		non-applicable	\$ 102,458		\$ 61,487							\$ 163,945	
Same-Day Transp. - Taxi	Taxi Scrip Program	23,908	unavailable	\$ 140,951	\$ 497,072			\$ 218,657	Unaudited MB	\$ 115,722			\$ 972,402	
Customer Service and Outreach	Taxi Up & Go! Project		non-applicable		\$ 66,073								\$ 66,073	
Door-through-Door/Volunteer Driver	Taxi Up & Go! Project	2,018	unavailable		\$ 68,956								\$ 68,956	
Specialized Accessible Van	Van Voucher Program I	16,697	unavailable			\$ 391,167				\$ 46,746			\$ 437,913	
Specialized Accessible Van	Van Voucher Program II	100	unavailable			\$ 8,717							\$ 8,717	
Specialized Accessible Van	Adult Day Care Program	1,980	unavailable			\$ 77,121				\$ 9,064			\$ 86,185	
Group Trips	Senior Group Trip Program	15,664	unavailable			\$ 278,208				\$ 7,263			\$ 285,471	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
				\$ 512,019	\$ 632,101	\$ 1,137,262	\$ -	\$ 218,657		\$ 178,794	\$ 62,305		\$ 2,741,138	

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

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

Service/Program Type and Name		Limits	Schedule			Eligibility	Status	Deliverables	Notes
Column A (repeated)	Column B (repeated)	Column K	Column L	Column M	Column N	Column O	Column P	Column Q	Column R
Service/Program Type Will automatically populate from rows above	Service/Program/Project Name Will automatically populate from rows above	Limits on number of trips/ use of service? (e.g. trip limits per month/quarter/year or a maximum expenditure per consumer)	If pre-scheduled, what days/hours are reservations accepted for trip, training, etc?	If pre-scheduled, how far in advance can/must a consumer schedule a trip, training, etc?	Days/Hours of Operation	Eligibility Requirements	Project Status Drop-down Menu	Quantity Planned Provide total number of units (one-way passenger trips, consumers trained, meals delivered, etc.)	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Management/Overhead	Oakland Paratransit for the Elderly & Disabled Program	N/A	N/A	N/A	Monday - Friday, 8:30am-5pm	N/A	Continuing/Ongoing		
Customer Service and Outreach	Oakland Paratransit for the Elderly & Disabled Program	N/A	N/A	N/A	Monday - Friday, 8:30am-5pm	N/A	Continuing/Ongoing		
Same-Day Transp. - Taxi	Taxi Scrip Program	Trip limits per quarter	N/A	N/A	24/7	Adult w/ mobility disability & EBP registered or 70+ w/out disability proof	Continuing/Ongoing	25,103	Column Q represents one-way individual passenger trips.
Customer Service and Outreach	Taxi Up & Go! Project	N/A	N/A	N/A	Monday - Friday, 8:30am-5pm	N/A	Continuing/Ongoing		
Door-through-Door/Volunteer Driver	Taxi Up & Go! Project	Trip limits per month	N/A	N/A	24/7	Adult w/ mobility disability or 55+ w/out disability proof; in need of an escort and have limited income or resources	Continuing/Ongoing	2,119	Column Q represents one-way individual passenger trips.
Same-Day Transp. - TNC	GoGoGrandparent Concierge Pilot	Trip limits per month	N/A	N/A	24/7	70+ w/out disability proof		20,000	Column Q represents one-way individual passenger trips. Project Status: To be initiated in FY 20/21.
Specialized Accessible Van	Van Voucher Program I	Trip limits per quarter	Monday - Friday, 8am-5pm	One to three days in advance	Monday - Saturday, 8am-5pm	Adult w/ mobility disability & EBP registered or 70+ w/out disability proof	Continuing/Ongoing	17,532	Column Q represents one-way individual passenger trips.
Specialized Accessible Van	Van Voucher Program II	Trip limits per quarter	N/A	N/A	Monday - Saturday, 8am-5pm	Adult w/ mobility disability & EBP registered or 70+ w/out disability proof	Continuing/Ongoing	200	Column Q represents one-way individual passenger trips.
Specialized Accessible Van	Adult Day Care Program	Trip limits per month	Fridays by 5pm	Every Friday for upcoming week	Monday - Friday, 8am-5pm	Elders w/ memory disorders	Continuing/Ongoing	2,079	Column Q represents one-way individual passenger trips.
Specialized Accessible Van	Emeryville 8-To-Go	6 one-way trips per week	24/7 via dispatcher or response to voicemails	Up to departure (space allowing)	Monday - Friday, 9am-5pm	Adult w/ mobility disability & EBP registered or senior center member over 70+; resident of 94608 Oakland/Emeryville	Continuing/Ongoing	1,250	Column Q represents one-way individual passenger trips.
Group Trips	Senior Group Trip Program	Trip limits per month	Monday - Friday 8:30am-5pm	Two weeks	Monday - Sunday, flexible	Seniors 55+	Continuing/Ongoing	16,448	Column Q represents one-way individual passenger trips.
0	0								
0	0								
0	0								

Alameda CTC FY 2020-21 Annual Paratransit Program Plan Application (July 1, 2020 - June 30, 2021)
Attachment Table C: Program Revenue, Cost and Fund Sources

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

Service/Program Name		Total FY 2020-21 Program Costs by Fund Source (Measure B, Measure BB and all other funds planned to be expended during FY 2020-21)									Total Cost
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L
Service/Program/Project Name <i>Automatically populated from prior sheet (column B)</i>	Quantity Planned for FY 2020-21 <i>Automatically populated from prior sheet (column Q)</i>	Amount of RESERVE Measure B Paratransit DLD funds to be EXPENDED	Amount of FY 2020-21 Measure B Paratransit DLD funds to be EXPENDED	Amount of RESERVE Measure BB Paratransit DLD funds to be EXPENDED	Amount of FY 2020-21 Measure BB Paratransit DLD funds to be EXPENDED	Amount of OTHER Measure B/BB funds to be EXPENDED	What is the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, LSR, MB LSR, etc.)	Fare Revenue to be expended on service	Amount of all Non-Alameda CTC funds to be EXPENDED (not including fares)	What is the source of these non-Alameda CTC funds? (e.g. city funds, federal, state, etc.)	Total Cost (all sources) <i>Automatically calculated</i>
Oakland Paratransit for the Elderly & Disabled Program	0		\$ 280,625	\$ 126,750							\$ 407,375
Oakland Paratransit for the Elderly & Disabled Program	0		\$ 72,559	\$ 39,524							\$ 112,083
Taxi Scrip Program	25,103	\$ 569,039	\$ 284,639					\$ 116,000			\$ 969,678
Taxi Up & Go! Project	0		\$ 67,000								\$ 67,000
Taxi Up & Go! Project	2,119		\$ 72,407								\$ 72,407
GoGoGrandparent Concierge Pilot	20,000			\$ 250,000							\$ 250,000
Van Voucher Program I	17,532			\$ 413,721				\$ 45,969			\$ 459,690
Van Voucher Program II	200			\$ 17,434							\$ 17,434
Adult Day Care Program	2,079			\$ 82,605				\$ 9,000			\$ 91,605
Emeryville 8-To-Go	1,250			\$ 50,000							\$ 50,000
Senior Group Trip Program	16,448			\$ 291,683				\$ 8,000			\$ 299,683
0	0										\$ -
0	0										\$ -
0	0										\$ -
Totals	84,731	\$ 569,039	\$ 777,230	\$ 1,271,717	\$ -	\$ -		\$ 178,969	\$ -		\$ 2,796,955

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

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

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

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

Attachment Table D: Vehicle Fleet

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

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

Vehicle Fleet									
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
					Vehicle Capacity				
Make	Type of Vehicle(s) (specify bus, large van, minivan, sedan)	Year of Vehicle	Fuel Type	Lift/Ramp Equipment (specify lift, ramp, or none)	Ambulatory	Wheelchair	Number of Vehicles	Owner (specify if contractor)	City that vehicle(s) are garaged
Ford	Large Van	2012	Gas	Lift	4	2	1	One Access Medical Transportation - Contractor	Newark
Ford	Large Van	2008	Gas	Lift	4	2	1	One Access Medical Transportation - Contractor	Newark
Ford	Large Van	2015	Gas	Ramp	2	1	1	One Access Medical Transportation - Contractor	Newark
Chevy	Minivan	2006	Gas	Ramp	3	1	5	Bell Transit Corp. - Contractor	San Leandro
Chevy	Minivan	2008	Gas	Ramp	3	1	3	Bell Transit Corp. - Contractor	San Leandro
Ford	Sedan	2010	Gas	None	4	0	1	Bell Transit Corp. - Contractor	San Leandro
Dodge	Minivan	Various	Gas	Ramp	3	2	4	Friendly Transportation, Inc. - Contractor	Oakland

Vehicle Fleet									
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
					Vehicle Capacity				
Make	Type of Vehicle(s) (specify bus, large van, minivan, sedan)	Year of Vehicle	Fuel Type	Lift/Ramp Equipment (specify lift, ramp, or none)	Ambulatory	Wheelchair	Number of Vehicles	Owner (specify if contractor)	City that vehicle(s) are garaged
Dodge	Minivan	Various	Gas	None	6	0	10	Friendly Transportation, Inc. - Contractor	Oakland
Toyota	Sedan	Various	Gas	None	4	0	20	Friendly Transportation, Inc. - Contractor	Oakland
Ford Escape Hybrid	Small Jeep	Various	Gas-electric	None	4	0	4	Friendly Transportation, Inc. - Contractor	Oakland
Various	Sedan	Various	Gas	None	4	0	21	Friendly Transportation, Inc. - Contractor	Oakland
Ford	Large Van	2017	Gas	None	10	0	1	Friendly Transportation, Inc. - Contractor	Oakland



Alameda County Transportation Commission
1111 Broadway, Suite 800
Oakland, CA 94607
P • 510.208.7400
www.AlamedaCTC.org



PAPCO Paratransit Program Plan Review



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

**FISCAL YEAR 2020-2021
PROGRAM PLANS**

CENTRAL COUNTY

May 2020



Paratransit Program Plan Staff Summary Fiscal Year 2020-21

**Planning Area: Central County
Paratransit Program: Hayward**

Staff Recommendation: Recommend program plan for full approval.

- Services provided:
 - Same-Day Transportation – TNC
 - Specialized Accessible Van – Van Share
 - Accessible Fixed-Route Shuttle – ASEB
 - Group Trips
 - Scholarship
 - Volunteer Driver program
 - Meal Delivery
 - Mobility Management/Travel Training
- 100% Measure B/BB
- 133% reserves
- Cost per trip – varied due to changing programs, trending up
- Trends in trip provision – trending up
- Elements requiring approval:
 - None
- Changing TNC Concierge provider

PAPCO and Staff questions/comments forwarded June 9, 2020:

- Excel did not include quantity of taxi trips for FY 18/19 – staff updated with data from Compliance report
 - Response: The number indicated in your email below (2,692) corresponds to the number of TNC rides provided in FY18-19.
 - In FY18-19 there were 2,934 total taxi rides provided. The breakdown between ambulatory and non-ambulatory is provided below:

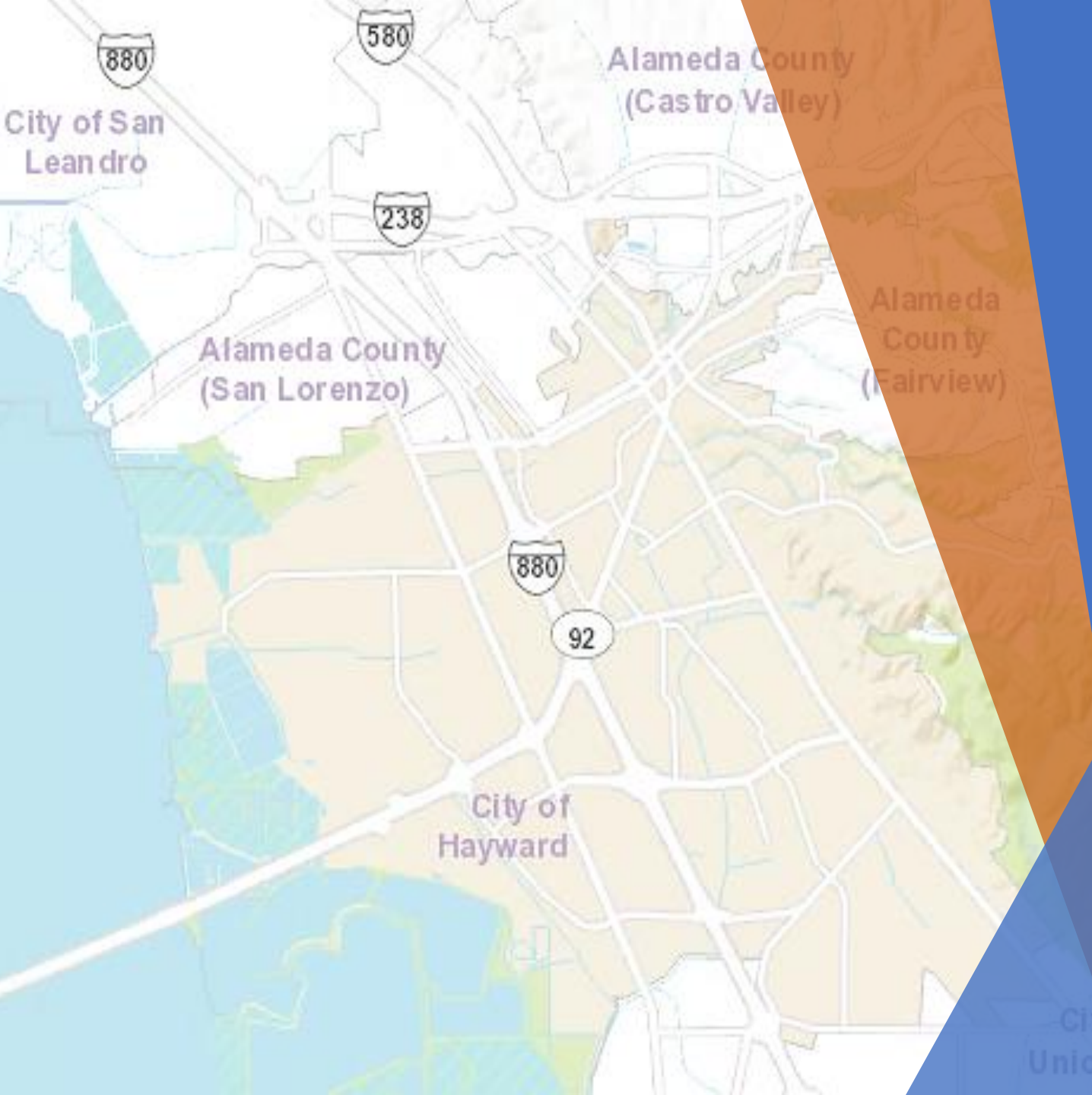
Same Day/Taxi Program	St. Mini Cab Corporation	Total number of rides: 2934	Number of People/Passengers	Total ambulatory: 2897 Total non-ambulatory: 37
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- Staff note: Hayward Staff provided updated FY18/19 data for Same-Day Transp. – Taxi from 2,692 trips to 2,934 trips lowering the cost per trip from \$19.89 to \$18.25.



FY 2020-21 Annual Paratransit Program Plan

THE HAYWARD OPERATED
PARATRANSIT PROGRAM



HAYWARD OPERATED PARATRANSIT PROGRAM

Provides paratransit and related services to eligible residents

- ▶ Live in Hayward, the unincorporated areas of Castro Valley, San Lorenzo, Ashland/Cherryland and San Leandro
- ▶ Seniors (70+)
- ▶ Individuals with a certified disability and unable to drive or use public transportation



HOP PROGRAMS

OVERVIEW

VIP ZIP Program (TNC On-Demand Curb-to-Curb)

Group Transportation

Meal Delivery

VIP Rides (Door-through-Door)

Specialized Accessible Van Service

Specialized Accessible Van Service (Accessible Car-Sharing Program)

Mobility Management and/or Travel Training

Ensuring Equity: Scholarship Program/AC Transit Easy Passes

Capital Expenditure (ADA Improvements to Sidewalks and Streets)

VIP ZIP PROGRAM

(TNC On-Demand Curb-to-Curb)

Now in partnership with Eden I&R

- On-demand curb to curb rides through TNC providers (transportation network company)
 - Lyft Concierge
 - Uber Health
- Transitioning service providers from LIFE ElderCare to Eden I&R



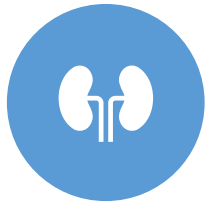
**Retail and Grocery
Shopping Centers**



Medical Offices



Hospitals



Dialysis Centers



Banks



**Social Services-
related
Organizations**

TOP DESTINATIONS FOR ON-DEMAND RIDES

GROUP TRANSPORTATION

In partnership with A-Para Transit

- ▶ Pre-scheduled, accessible trips for a minimum group of four riders
- ▶ Primarily coordinated through senior housing complexes, skilled nursing facilities and various community organizations serving seniors and people with disabilities
- ▶ Provides social outings to reduce isolation





MEAL DELIVERY

In partnership with SOS Meals on Wheels

- ▶ Provides nutritionally balanced meals to homebound seniors
- ▶ Addresses senior isolation and malnutrition in our local community

VIP RIDES

(LIFE Door-through-Door)

In partnership with LIFE ElderCare

- ▶ Volunteer-driver-based mobility program
- ▶ Serving seniors and people with disabilities who require destination assistance



SPECIALIZED ACCESSIBLE VAN SERVICE

In partnership with Alzheimer's Services of the East Bay (ASEB)

- ▶ Door-to-door transportation through drivers who are specially trained in lift equipped vans
- ▶ Serving individuals with dementia

MOBILITY MANAGEMENT AND TRAVEL TRAINING

In partnership with Community Resources for Independent Living

Accessible Car-Sharing Program

- ▶ Two wheelchair accessible vans with hand and foot controls
- ▶ Short-term reservation
- ▶ Membership is required
- ▶ Private vehicle at a reasonable cost

Travel training

- ▶ Mobility management workshops and classes
- ▶ Training in a wide variety of transportation options including
 - ▶ Accessing AC Transit
 - ▶ BART
 - ▶ Clipper cards
 - ▶ Enrolling in paratransit services
 - ▶ Travel safety tips

City of Hayward Ensuring Equity

Scholarship Program

- Subsidized TNC fare program is available for enrolled HOP clients with demonstrated financial need
- Income documentation that meet federal income limits for extremely-low income required

Purchase of AC Transit Easy Passes

- AC Transit Easy Passes are made available to qualifying residents of newly proposed senior housing developments and the Homeless Navigation Center
- Aid in accessing transportation to employment or social services-related appointments



ADA Improvements to Sidewalks and Streets

In partnership with Hayward Public Works Department

- ▶ ADA improvements to sidewalks and streets near senior housing and disabled services providers
- ▶ Installation of curb cuts and sidewalk widening to accommodate wheelchairs and mobility devices
- ▶ Phase I of the project will be offered in coordination with the Hayward Downtown Specific Plan to enhance projects within 5 miles of the Hayward Downtown
- ▶ Area includes five senior housing developments and three nonprofit offices serving disabled clients

PROGRAM CHANGES

OVERVIEW

VIP ZIP

- ▶ Expanded Eligible Service Area
- ▶ Onboarded New Service Provider
- ▶ Updated Program Administration



EXPANDED ELIGIBLE SERVICE AREA

Background

- ▶ VIP ZIP introduced in February 2019
- ▶ At the end of 2019 – VIP ZIP had the highest usage among all of HOP's transportation services
- ▶ Participants expressed the need to travel outside of the original service area
- ▶ Ridership data showed that over 86% of the rides were 8 miles or less in length
- ▶ Trip costs were still within a reasonable range to maximize the subsidized fare

Outcome

- ▶ Increased access to other surrounding cities
- ▶ In January 2020, The City expanded eligible service areas to include Hayward, San Leandro, Union City, Newark, Fremont, Pleasanton, Livermore, Dublin, San Ramon, Oakland, Alameda, Castro Valley, Fairview, Cherryland, San Lorenzo, and Ashland

ONBOARDED NEW SERVICE PROVIDER



Starting a new partnership with 2-1-1 Alameda County
(operated by Eden I&R)



Effective July 1



Service Provider has experience operating as a call center



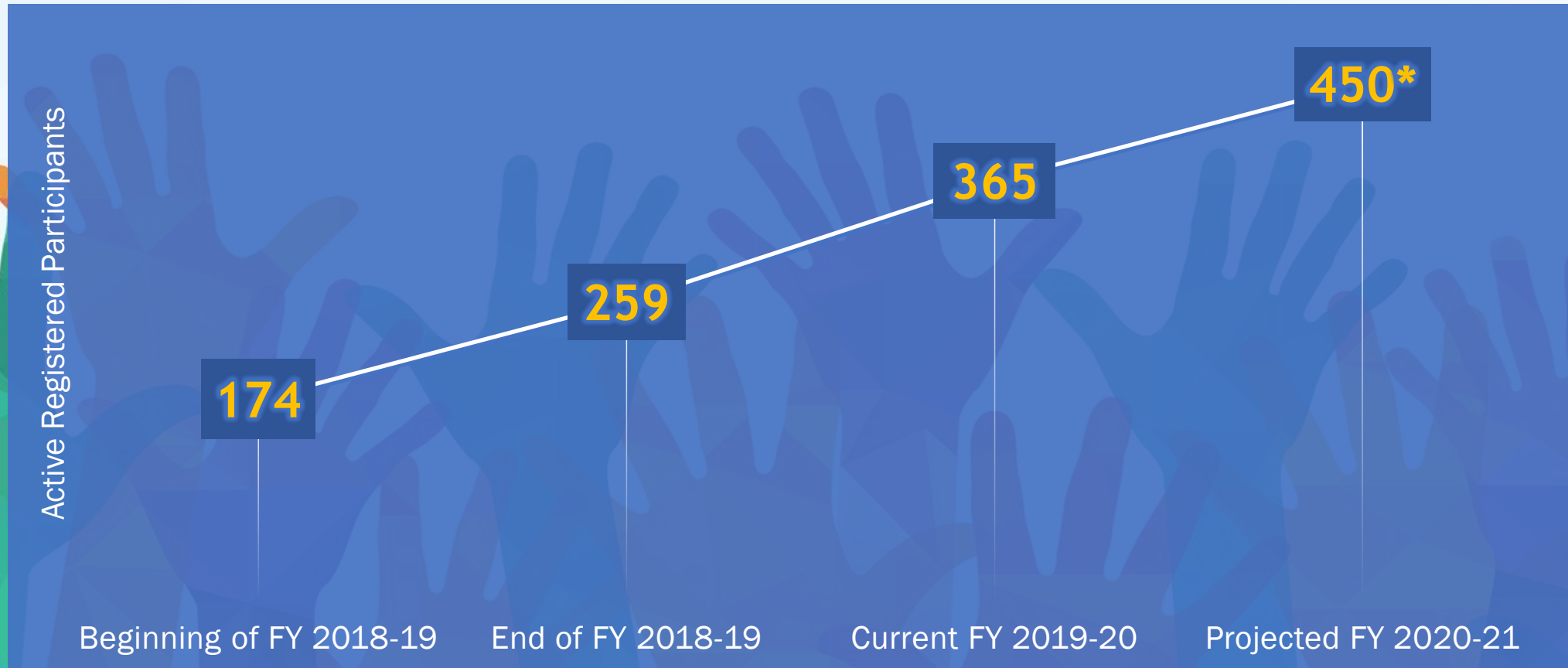
Largely based on the success of VIP ZIP and the
increasing number of ride requests

UPDATED PROGRAM ADMINISTRATION

In February 2019, Hayward and City of San Leandro partnered with LIFE ElderCare to provide on-demand curb to curb rides through TNC providers to both HOP and FLEX participants.

Due to the success of this program, in FY21, Hayward and City of San Leandro will be administering programs independently.

REGISTERED PARTICIPANTS



*The actual number of participants at the start of FY2020-21 may be fewer due to the impacts of COVID-19

COVID 19 IMPACTS

- ▶ HOP Changes in Service in response to Alameda County Shelter-in-Place Order
 - ▶ Same Day Transportation Service Change - permitted for essential services and activities only
 - ▶ Group Trips - suspend all non-essential trips
 - ▶ Travel Training Service Change - suspended until further notice
- ▶ Increase demand for meal delivery service
 - ▶ Some service partners redirected efforts/implemented changes to meet current demands (no overall fiscal impact)
 - ▶ City connected volunteers with local organizations that support these services (no fiscal impact)
 - ▶ HOP is prepared to provide additional FY21 funding in toward the transportation costs of meal delivery services to home-bound seniors
- ▶ Safe Route for Senior Project Postponed
 - ▶ \$1.9M Fiscal Impact in FY20 (will go out to bid in FY21)

PLANNING FOR FY21

TNC Concierge Service Provider Change: 2-1-1

- Effective July 1, 2020
- Direct mailing to be distributed

Potential Continued Impacts of COVID19

- City Call Center – Information dissemination
- Eden I&R added resources during emergencies
- Processes in place to sustain program remotely

Partnership with Hayward Public Works Department (Safe Route for Senior Project Postponed)

- Scheduled to go to bid for Design and Construction in FY21
- Project scope and budget increased
- Anticipated increase interest among potential bidders

NEXT STEPS

- ▶ Continue to outreach and collect feedback to improve programs
- ▶ Continue to use technology to enhance services
- ▶ Meet current needs
- ▶ Long-term planning in partnership with Hayward Public Works
 - Bring accessibility to the forefront of future infrastructure and transportation projects
- ▶ Flexibility & Adaptability
 - To creatively meet the needs of our community



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

CONTACT INFORMATION	
Agency:	CITY OF HAYWARD
Contact Name:	CAROL LEE
Title:	MANAGEMENT ANALYST
Phone Number:	510-583-5343
E-mail Address:	CAROL.LEE@HAYWARD-CA.GOV

Date Submitted: February 28, 2020

TYPES OF SERVICES PROVIDED

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

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

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

- **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 HOP (Hayward Operated Paratransit) program provides paratransit and related services to eligible enrolled residents and their attendants who live in Hayward, the unincorporated areas of Castro Valley, San Lorenzo, Ashland/Cherryland and San Leandro. Per ACTC Implementation Guidelines, The HOP is available to seniors (70+) and individuals between the ages of eighteen (18) and sixty-nine (69) years old with a certified disability and unable to drive or use public transportation.

The HOP currently operates eight (9) paratransit and transportation related programs to provide a broad range of mobility options in addition to those offered by public 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 following is a brief overview of the suite of services targeted to seniors (70+) and qualifying individuals with disabilities in the Hayward service area:

EDEN I&R- VIP ZIP program: Through a partnership with EDEN I&R, The HOP offers rides through TNC (transportation network company) providers *Lyft Concierge* and *Uber Health*. This partnership with EDEN does not require enrolled clients have a smart phone to access Lyft/Uber rides. Clients call EDEN direct, and EDEN arranges for the ride using a specially equipped software system.

Group transportation: Pre-scheduled, accessible trips for a minimum group of four are offered to enrolled HOP riders. Group trips are available primarily to senior housing complexes, skilled nursing facilities and various community organizations serving seniors and people with disabilities. Group trips offer participants social outings to reduce isolation.

Accessible car-sharing program: In partnership with CRIL, two wheelchair-accessible vans with hand and foot controls are available for short-term reservation. Membership is required for this enhanced car-sharing service. The service gives participants the ability to travel with friends and family in a private vehicle at a reasonable cost.

Travel training: Mobility management workshops and classes are available to groups or individuals and conducted by the CRIL Travel Training Coordinator. Participants receive training in a wide variety of transportation options including accessing AC Transit and BART, obtaining Clipper cards, enrolling in paratransit services and travel safety tips.

LIFE Eldercare – VIP Rides: Volunteer driver-based mobility program for seniors and people with disabilities who would benefit from a door-through-door service experience. Volunteers help clients with destination assistance, light shopping and other mobility related services.

Alzheimer's Services of the East Bay (ASEB): ASEB provides door-to-door transportation through specially trained drivers in lift equipped vans to individuals with dementia attending a local day program.

SOS Meals on Wheels: Meals on Wheels program provides nutritionally balanced meals to homebound seniors and person with disabilities residing in the Hayward service area through a network of trained volunteer drivers.

Scholarship program: Subsidized Lyft/Uber fare program for enrolled HOP clients with demonstrated financial need. To qualify, clients must meet HUD/federal income limits for extremely-low income and submit income documentation.

Purchase of AC Transit Easy Passes: In partnership with the City of Hayward Housing Division – purchasing AC Transit Easy Passes for use by qualifying residents of newly proposed senior housing developments and the newly approved Homeless Navigation Center operated by Bay Area Community Services. Residents who meet HOP and ACTC Implementation Guidelines will be assessed by a property /case manager and provided scholarships through Easy Passes to aid in accessing transportation to employment or social services-related appointments.

ADA Improvements to Sidewalks and Streets: In partnership with Hayward Public Works Department to make ADA improvements to sidewalks and streets near senior housing and disabled services providers. Measure BB funds will be allocated to the installation of curb cuts and sidewalk widening to accommodate wheelchairs and mobility devices. The City of Hayward and The HOP partnered with local senior housing facilities, senior centers, and nonprofit provider CRIL to gather information from seniors and people with disabilities about locations that don't currently have access or in need of rehabilitation. Phase I of the project will be offered in coordination with the Hayward Downtown Specific Plan to enhance projects within 5 miles of the Hayward Downtown. This area includes five senior housing developments and three nonprofit offices serving disabled clients.

- 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 top destinations reported by HOP clients:

- Retail and grocery shopping centers
- Medical offices
- Hospitals
- Dialysis centers
- Banks
- Social services-related organizations

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.

Between July 2019 and December 2019, the average length of ride for VIP ZIP, HOP's most frequently used program, was 4.68 miles. The highest actual trip length was slightly over 30 miles and was to transport a participant from Castro Valley to San Francisco International Airport. Distances of this magnitude are infrequent. Over 86% of the rides are 8 miles or less in length.

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)

N/A

3. If proposing any service or program changes in FY 2020-21 from the current year, FY 2019-20, describe the changes and explain why they are proposed. Describe how these changes will impact the ability of seniors and people with disabilities in your community to meet their basic life needs.

The HOP is considering one program change for FY 20-21:

VIP ZIP program:

In January 2019, the HOP implemented a pilot TNC program. Since its inception, HOP has seen great success and high usage. In response, HOP will be transitioning to a provider that has experience in operating as a call center.

Furthermore, during the TNC program pilot, HOP partnered with the City of San Leandro and LIFE Eldercare to provide on-demand curb-to-curb services to both HOP and FLEX participants. In FY20-21, Hayward will no longer administer the TNC program for the City of San Leandro.

- 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.

Hayward will continue to review data and assess client needs to ensure programs are best-serving the community. Should changes need to be made, Hayward is open to explore alternative 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)

At this time, there are no proposed changes in the City's FY20-21 program plan that require Alameda CTC staff review.

DEVELOPMENT OF PROGRAM PLAN

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

The FY 20-21 Program Plan was presented to the agencies and community organizations listed below, developed with the consideration of feedback provided, and following authorization from the Department Director: City of Hayward Public Works Department; City of Hayward Housing Division; City of Fremont; City of San Leandro; Hayward Senior Center; The ARC; Kenneth Aitken Senior & Community Center; Ashland Community Center; Eden Issie Terrace; Hayward Senior Apartments; Casa Sandoval; Wittenberg Manor.

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

The HOP conducted a Community Needs Assessment in 2019 to explore community needs and requests. The program is in alignment with the expressed needs of paratransit users.

- 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.**

On January 1, 2020, HOP expanded the eligible service area for the VIP ZIP ride program. City of Hayward staff reviewed VIP ZIP rider data to explore expanding service area to better meet the needs of clients. Staff reviewed all usage data and found that 90% of rides were within an 8-mile radius of Hayward and San Leandro. Given this finding, HOP expanded the service area from the original Hayward, San Leandro, and unincorporated to the following areas: Hayward, Newark, Livermore, Oakland, San Leandro, Fremont, Dublin, Alameda, Union City, Pleasanton, San Ramon, Castro Valley, Fairview, Cherryland, San Lorenzo, and Ashland.

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

The HOP VIP Zip program utilizes emerging technology by cooperating with TNCs to help address the need for on-demand same-day service through a web-based platform.

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.

Scheduled for Council review (April 7, 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.

Potential users primarily access information about The HOP through direct contact with the paratransit program. Ongoing outreach is conducted by the Paratransit Coordinator and the Travel Trainer. Services are also advertised through the following: City website; Community Access Channel 15; The Matt Jimenez Community Center; Mobile home park newsletters; CRIL The Hayward Public Library; Various dialysis and medical treatment centers; Kaiser Hospital San Leandro; St. Rose Hospital; The Hayward Senior Center; The San Leandro Senior Center; The Castro Valley Senior Center.

ELIGIBILITY AND ENROLLMENT

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

Hayward service area residents who are senior (70+) or disabled adults (18+) who are unable to use public transportation because of infirmity or disability or for whom East Bay Paratransit is not an option are eligible to enroll. An application must be submitted and approved to enroll, and all applicants are encouraged to enroll concurrently with EBP. Applicants under the age of 70 must submit a medical certification form signed by a physician or social worker. To qualify for scholarship, applicants must qualify by income (50% of AMI) and provide supporting documentation (proof of SSI/SDI, bank statements, most recent tax return, etc. All applicants must also apply concurrently with EBP to enroll with the HOP.

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.

Applications are accepted year-round and typically reviewed within 24 hours of receipt during business hours. Applicants determined eligible are mailed an enrollment packet within 3 business days of processing. Enrollment packets can be expedited within a few hours of receipt for those with urgent travel needs.

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 HOP program Rider's Guide has been updated with the new brand and additional information is included detailing the service communication process. Enrolled riders, their attendants-caregivers, and others serving seniors and the disabled can provide feedback to City staff in writing, via telephone, email or through the city website at any time. Complaints and commendations are documented by City staff and shared with the appropriate vendor. All complaints are investigated by the paratransit staff and a response is typically provided with 48 hours of receipt.

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 2019 Community Needs Assessment revealed information about community needs along with viable improvements to the HOP program. One of the requests, aligned with general HOP participant feedback, called for the expansion of HOP's service area, largely for participants who had medical appointments outside of the designated service area.

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

As previously mentioned, on January 1, 2020, HOP expanded the eligible service area for the VIP ZIP ride program. City of Hayward staff reviewed VIP ZIP rider data to explore expanding service area to better meet the needs of clients. Staff reviewed all usage data and found that 90% of rides were within an 8-mile radius of Hayward and San Leandro. Given this finding, HOP expanded the service area from the original Hayward, San Leandro, and unincorporated to the following areas: Hayward, Newark, Livermore, Oakland, San Leandro, Fremont, Dublin, Alameda, Union City, Pleasanton, San Ramon, Castro Valley, Fairview, Cherryland, San Lorenzo, and Ashland.

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	174
Registrants at end of FY 2018-19	259 Active Registrants
Current Registrants for FY 2019-20	365 Active Registrants
Projected Registrants for FY 2020-21	450 Active Registrants

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.

HOP expects the number of registrants to increase do the success of the VIP ZIP ride program and the recent expansion of the service area which was advertised through a direct mailer.

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?

HOP expects the number of one-way trips to continue to increase due to the favorable response to rides through the TNC providers Lyft Concierge and Uber Health.

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

☐ Yes

☒ No

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

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

Number of trips provided to consumers who require an accessible vehicle in FY 2018-19	200 (taxi – van share) 241 (group trip)
Number of trips provided to consumers who require an accessible vehicle in FY 2019-20 as of Dec. 31, 2019	170 (TNC) 104 (group trip)
Number of trips projected to consumers who require an accessible vehicle in FY 2019-20	340 (TNC) 210 (group trip)

VEHICLE FLEET

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

SAFETY INCIDENTS

20. Describe any safety incidents recorded by your program in FY 2018-19, or to date in FY 2019-20. Specify for each of the paratransit projects and programs listed in Attachment Table B. *(Report incidents resulting in any of the following: a fatality other than a suicide; injuries requiring immediate medical attention away from the scene for two or more persons; property damage equal to or exceeding \$7,500; an evacuation due to life safety reasons; or a collision at a grade crossing.)*

N/A

FINANCES: PROGRAM REVENUE AND COST

- 21. Detail your FY 2020-21 program's total estimated revenue (all fund sources) and total cost by completing Attachment Table C (Table C tab of the Excel workbook).** For program components funded all or in part with a Measure B/BB discretionary grant, segregate the grant funding by entering it in the "Other Measure B/BB" column.
- 22. Describe below the "Management/Overhead" and "Customer Service and Outreach" costs included in Attachment C and how these cost allocations were determined?** (These two categories are defined under Question 1). *The amount spent on Customer Service/Outreach and Management/Overhead is to be included as part of the total program cost, even if it is not funded with Alameda CTC funding. This includes city/agency staff time paid for by a city's general fund.*

A. Management/Overhead Costs

Funds:

- 1) Direct staff costs (salaries/benefits) based on program oversight, planning, budgeting, customer service and outreach (Measure B/BB and City of Hayward CDBG (10%) shared costs);
- 2) Insurance costs (Measure B- 100%); Direct program costs including printing, supplies, computer/IT support, travel, etc. (Measure B and Hayward CDBG (10%) shared costs).

B. Customer Service and Outreach Costs

Customer outreach includes daily operational activities such as fielding customer inquiries, application distribution and processing, database maintenance, group trip scheduling and monitoring, etc. Other related activities include community presentations, and identification of potential partnerships. Marketing materials, vehicle signage and potentially street signage are also included.

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?**

As currently projected, the HOP anticipates a remaining balance of Measure B/BB DLD funding at the end of FY20-21. Staff is in the process of developing a long-term strategic plan. As part of the process, service gaps will be identified, analyzed and potentially addressed through small scale pilot programs. Any additions or deviations from the proposed plan will be presented to Alameda CTC staff prior to implementation.

MISCELLANEOUS

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

In FY19-20, the HOP program experienced some staffing changes. The impact on HOP services has been minor and services will continue into FY20-21 as planned. Looking forward, staff will focus on developing on a long-term strategic plan to utilize the City's reserve balances to implement innovative programs and continuing existing programs that are effectively serving its most vulnerable residents. HOP will continue to collaborate with Hayward stakeholders including neighboring cities, LIFE Eldercare, CRIL, ASEB, SOS Meals on Wheels, Eden I&R, and the Hayward Area Recreation Department to achieve effective outcomes.

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	\$1,449,781
FY 2018-19 Measure B DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$1,030,905
Estimated Measure BB Paratransit DLD reserve balance at the start of FY 2018-19	\$1,945,296
FY 2018-19 Measure BB DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$861,176
Total FY 2018-19 Measure B and BB Paratransit DLD Revenue <i>(Automatically calculated)</i>	\$5,287,158
Total FY 2018-19 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	
Total FY 2018-19 Program Revenue (Measure B, Measure BB and all other sources available for FY 2018-19) <i>(Automatically calculated)</i>	\$5,287,158

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)
Same-Day Transp. - TNC	LifeElderCare TNC	2,692			\$ 35,585								\$ 35,585	
Customer Service and Outreach	Research, Marketing & Data Collection				\$ 83,232								\$ 83,232	
Management/Overhead	Program Administration				\$ 445,623								\$ 445,623	
Group Trips	A-Para Transit, Inc.	1,932			\$ 56,452								\$ 56,452	Total ambulatory: 1441 Total non ambulatory: 491
Meal Delivery (existing program)	Meals on Wheels (Service Opportunity for Seniors (SOS))	25,000			\$ 81,250								\$ 81,250	Number of meals delivered
Mobility Mgmt/Travel Training	Hayward on the Go! Travel Training (CRIL)	77			\$ 73,087								\$ 73,087	Number of workshops: 3 Number of Participants in TT Workshops: 77 Number of group trips: 9 Number of Paratranist Group Trips: 8
Accessible Shuttle	Alzheimer's Services of the East Bay	4,500			\$ 75,000								\$ 75,000	40 unduplicated clients with dementia received 4,500 one-day unduplicated trips
Door-through-Door/Volunteer Driver	VIP Rides (LIFE ElderCare)	188			\$ 77,517								\$ 77,517	188 unduplicated individuals received 3,330 one way trips
Specialized Accessible Van	Van Share Program (CRIL)	72			\$ 71,334								\$ 71,334	Number of vehicle reservations
Same-Day Transp. - Taxi	St. Mini Cab Corporation				\$ 53,552								\$ 53,552	
Scholarship/Subsidized Fare	HOP												\$ -	
													\$ -	
													\$ -	
													\$ -	
				\$ -	\$ 1,052,632	\$ -	\$ -	\$ -		\$ -	\$ -		\$ 1,052,632	

Alameda CTC FY 2020-21 Annual Paratransit Program Plan Application (July 1, 2020 - June 30, 2021)									
Attachment Table B: Description of Planned Program									
Note: Definitions for each drop-down menu are in the Implementation Guidelines									
Service/Program Type and Name Column A	Column B	Contractor Column C	Need(s) Met Column D	Cost to Consumer Column E		Column G	For Trip Provision Services Column H		
Eligible Service/Program Type Drop-down Menu	Service/Program/Project Name	If service is contracted, provide name of contractor/service provider	Need(s) this Service Meets (E.g. medical, grocery, recreation, regional trips, etc.)	Fare/Cost to Consumer	Fare Medium (E.g. cash, voucher, reimbursement, annual fee, etc.)	Vehicle Accessibility Drop-down Menu	Is this a same day or pre-scheduled service? Drop-down Menu	Is this a fixed route or origin-to-destination service (e.g. door-to-door)? Drop-down Menu	Service Area
Same-Day Transp. - TNC	VIP Zip Program TNC	EDEN I&R/Lyft-Uber	TNC: On-demand transportation for eligible clients to meet Activities of Daily Living (ADL's) needs	HOP will pay the costs of rides over \$4.00 up to a maximum of \$20.00. Any costs over \$20.00 are the rider's responsibility.	Debit/Credit Card	Not Accessible	Same Day	Curb-to-Curb	Hayward, Newark, Livermore, Oakland, San Leandro, Fremont, Dublin, Alameda, Union City, Pleasanton, San Ramon, Castro Valley, Fairview, Chaerryland, San Lorenzo, Ashland
Customer Service and Outreach	Research, Marketing & Data Collection	City of Hayward	Communications Costs-Research, Marketing & Data Collection	N/A	N/A				City of Hayward
Management/Overhead	Program Administration	City of Hayward	Operations Costs-Administrative costs for program delivery	N/A	N/A				City of Hayward
Group Trips	HOP Group Trips	A-Para Transit, Inc.	Groups of 4 or more: transportation for groups of eligible clients to meet ADL needs	N/A	N/A	Accessible	Pre-scheduled	Curb-to-Curb	Hayward, Newark, Livermore, Oakland, San Leandro, Fremont, Dublin, Alameda, Union City, Pleasanton, San Ramon, Castro Valley, Fairview, Chaerryland, San Lorenzo, Ashland
Meal Delivery (existing program)	Meals on Wheels (Service Opportunity for Seniors (SOS))	Meals on Wheels	Delivery of meals to homebound seniors	N/A	N/A	Not Accessible	Pre-scheduled	Door-through-Door	Hayward,Castro Valley, Unincorporated
Mobility Mgmt/Travel Training	Hayward on the Go!	CRIL	Mobility management training for seniors and people with disabilities	N/A	N/A		Pre-scheduled		Hayward,Castro Valley, Unincorporated
Accessible Shuttle	Alzheimer's Services of the East Bay	Alzheimer's Services of the East Bay	Transportation to Hayward Adult Day Health Care centers, support for caregivers and individuals recently diagnosed with dementia	N/A	N/A	Accessible	Pre-scheduled	Door-to-Door	Hayward, Newark, Livermore, Oakland, San Leandro, Fremont, Dublin, Alameda, Union City, Pleasanton, San Ramon, Castro Valley, Fairview, Chaerryland, San Lorenzo, Ashland
Door-through-Door/Volunteer Driver	VIP Rides (LIFE ElderCare)	LIFE Eldercare	Trained volunteers provide door-through-door transportation to eligible clients to meet ADL needs	N/A	N/A	Accessible	Pre-scheduled	Door-through-Door	Hayward, Newark, Livermore, Oakland, San Leandro, Fremont, Dublin, Alameda, Union City, Pleasanton, San Ramon, Castro Valley, Fairview, Chaerryland, San Lorenzo, Ashland
Specialized Accessible Van	Hayward Van Share Program	CRIL	Provides van share services that are mobility-device accessible	Hourly Rate	Debit/Credit Card	Accessible	Same Day	Door-to-Door	Hayward, Newark, Livermore, Oakland, San Leandro, Fremont, Dublin, Alameda, Union City, Pleasanton, San Ramon, Castro Valley, Fairview, Chaerryland, San Lorenzo, Ashland
Scholarship/Subsidized Fare	Hayward Navigation Center	City of Hayward	On-demand transportation for eligible clients to meet ADL needs	N/A	N/A	Not Accessible	Same Day	Door-to-Door	Hayward, Newark, Livermore, Oakland, San Leandro, Fremont, Dublin, Alameda, Union City, Pleasanton, San Ramon, Castro Valley, Fairview, Chaerryland, San Lorenzo, Ashland
Mobility Mgmt/Travel Training	HARD Mobility Specialist	Hayward Area Recreation Program (HARD)	ADL	N/A	N/A		Pre-scheduled		Hayward,Castro Valley, Unincorporated
Capital Purchase	PW Safe Routes for Seniors	City of Hayward	Improved Mobility	N/A	N/A	Accessible			City of Hayward
Scholarship/Subsidized Fare	HOP Scholarships	City of Hayward	ADL	N/A	N/A				Hayward, Newark, Livermore, Oakland, San Leandro, Fremont, Dublin, Alameda, Union City, Pleasanton, San Ramon, Castro Valley, Fairview, Chaerryland, San Lorenzo, Ashland

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	Service/Program/Project Name	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	Quantity Planned	Miscellaneous Notes	
Will automatically populate from rows above	Will automatically populate from rows above						Drop-down Menu	Provide total number of units (one-way passenger trips, consumers trained, meals delivered, etc.)	(If necessary, provide any notes/clarification about trip/program)	
Same-Day Transp. - TNC	VIP Zip Program TNC	40 rides per month	N/A	N/A	M-F, 8:15AM-5:30PM	70+ Years of Age or Adult with certified disability and unable to drive or use public transportation independently	Continuing/Ongoing	10,000	Transitioning from LIFE Eldercare to EDEN I&R in FY20-21	
Customer Service and Outreach	Research, Marketing & Data Collection	N/A	N/A	N/A	N/A	N/A	Continuing/Ongoing			
Management/Overhead	Program Administration	N/A	N/A	N/A	N/A	N/A	Continuing/Ongoing			
Group Trips	HOP Group Trips	2 trips per org per month	Mon - Sat	Reservations accepted by 3rd calendar week from upcoming month	9am-4pm	Adheres to ACTC Implementation Guidelines	Continuing/Ongoing	2,000		
Meal Delivery (existing program)	Meals on Wheels (Service Opportunity for Seniors (SOS))	Daily per client	Mon - Sat	By request	9am-5pm	Adheres to ACTC Implementation Guidelines	Continuing/Ongoing	46,000		
Mobility Mgmt/Travel Training	Hayward on the Go!	By appointment	case-by-case basis	By appointment	9am-5pm	Adheres to ACTC Implementation Guidelines	Continuing/Ongoing	100		
Accessible Shuttle	Alzheimer's Services of the East Bay	as requested	Mon - Fri	By request	9am-5pm	Adheres to ACTC Implementation Guidelines	Continuing/Ongoing	1,600		
Door-through-Door/Volunteer Driver	VIP Rides (LIFE ElderCare)	as requested	case-by-case basis	By appointment	9am-5pm	Adheres to ACTC Implementation Guidelines	Continuing/Ongoing	1,900		
Specialized Accessible Van	Hayward Van Share Program	as requested	reservations	By appointment	9am-5pm	Adheres to ACTC Implementation Guidelines	Continuing/Ongoing	110		
Scholarship/Subsidized Fare	HOP/Hayward Navigation Center	40 rides per month (TNC); 1 monthly AC Transit Easy Pass per qualifying resident	According to AC Transit bus schedules for Easy Pass	N/A	Mon - Fri 8:15AM-5:30PM (TNC); 9am-5pm	Adheres to ACTC Implementation Guidelines	Continuing/Ongoing	1,000		
Mobility Mgmt/Travel Training	HARD Mobility Specialist	By appointment	Mon-Fri	By appointment	9am-5pm	Adheres to ACTC Implementation Guidelines		50	Program provides enrolled clients links to social services	
Capital Purchase	PW Safe Routes for Seniors	N/A	N/A	N/A	N/A	ADA Improvements	Continuing/Ongoing		In collaboration with COH Public Works - curb cuts and sidewalk widening in specified locations	
Scholarship/Subsidized Fare	HOP Scholarships	40 rides per month	N/A	N/A	M-F, 8:15AM-5:30PM	Adheres to ACTC Implementation Guidelines	Continuing/Ongoing	1,000		

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)	\$1,210,307
Projected FY 2020-21 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$998,638
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2019-20 (June 30, 2020)	\$1,785,048
Projected FY 2020-21 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$850,661
Total FY 2020-21 Measure B and BB Paratransit DLD Revenue <i>(Automatically calculated)</i>	\$4,844,653
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) <i>(Automatically calculated)</i>	\$4,844,653

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>
VIP Zip Program TNC	10,000	\$ 335,000									\$ 335,000
Research, Marketing & Data Collection	0	\$ 75,000									\$ 75,000
Program Administration	0	\$ 550,000									\$ 550,000
HOP Group Trips	2,000		\$ 75,000								\$ 75,000
Meals on Wheels (Service Opportunity for Seniors (SOS))	46,000		\$ 75,000								\$ 75,000
Hayward on the Go!	100		\$ 75,000								\$ 75,000
Alzheimer's Services of the East Bay	1,600		\$ 75,000								\$ 75,000
VIP Rides (LIFE ElderCare)	1,900		\$ 75,000								\$ 75,000
Hayward Van Share Program	110		\$ 75,000								\$ 75,000
Hayward Navigation Center	1,000		\$ 100,000								\$ 100,000
HARD Mobility Specialist	50		\$ 70,000								\$ 70,000
PW Safe Routes for Seniors	0			\$ 800,000							\$ 800,000
HOP Scholarships	1,000	\$ 10,000									\$ 10,000
0	0										\$ -
Totals	63,760	\$ 970,000	\$ 620,000	\$ 800,000	\$ -	\$ -		\$ -	\$ -		\$ 2,390,000

Budget check (total revenue less total cost): \$2,454,653

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2021:	\$618,944	\$1,835,709	\$2,454,653
Reserve balance as percent of FY 2020-21 Revenue*	62%	216%	133%

*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.

[illegible]

Paratransit Program Plan Staff Summary Fiscal Year 2020-21

Planning Area: Central County
Paratransit Program: San Leandro

Staff Recommendation: Recommend program plan for full approval.

- Services provided:
 - Same-Day Transportation – TNC
 - Accessible Fixed-Route Shuttle
 - Mobility Management/Travel Training
- 100% Measure B/BB
- 82% reserves
- Cost per trip – trending up, new TNC (\$248)
- Trends in trip provision – trending up
- Elements requiring Alameda CTC approval (approved by Alameda CTC staff on June 19, 2020):
 - Planned Capital Expenditure: San Leandro plans to construct a formal loading zone (turnout) at the Broadmoor Plaza stop to increase safety for onboarding/offboarding passengers. The FLEX Shuttle Expansion Plan also recommended improving stop amenities. Another component of the FLEX Shuttle Expansion Plan is to reduce wait times by increasing total vehicles to four (two for each loop) and to improve ride experience by replacing current vehicles. This will not be accomplished by a direct purchase. Service provider will

purchase vehicles and cost will be incorporated into provider's hourly rate.

- Accessible Shuttle Service – FLEX Shuttle: Route changes will include minor re-routing, addition of some new stops requested by community during the Expansion Study and adding one additional vehicle to each route to increase route frequency.
- Low Income Scholarship: San Leandro will research the feasibility to develop a low-income scholarship subsidy for FLEX Rides On Demand members.

PAPCO and Staff questions/comments forwarded June 9, 2020:

- None
 - Although not required to respond, City staff found an error and sent a correction.
 - Staff note: San Leandro updated plan year numbers for Same-Day Transp. – TNC from 550 to 4,550 trips, reducing cost per trip from \$247.27 to \$29.89.



City of San Leandro FLEX RIDES Paratransit Program

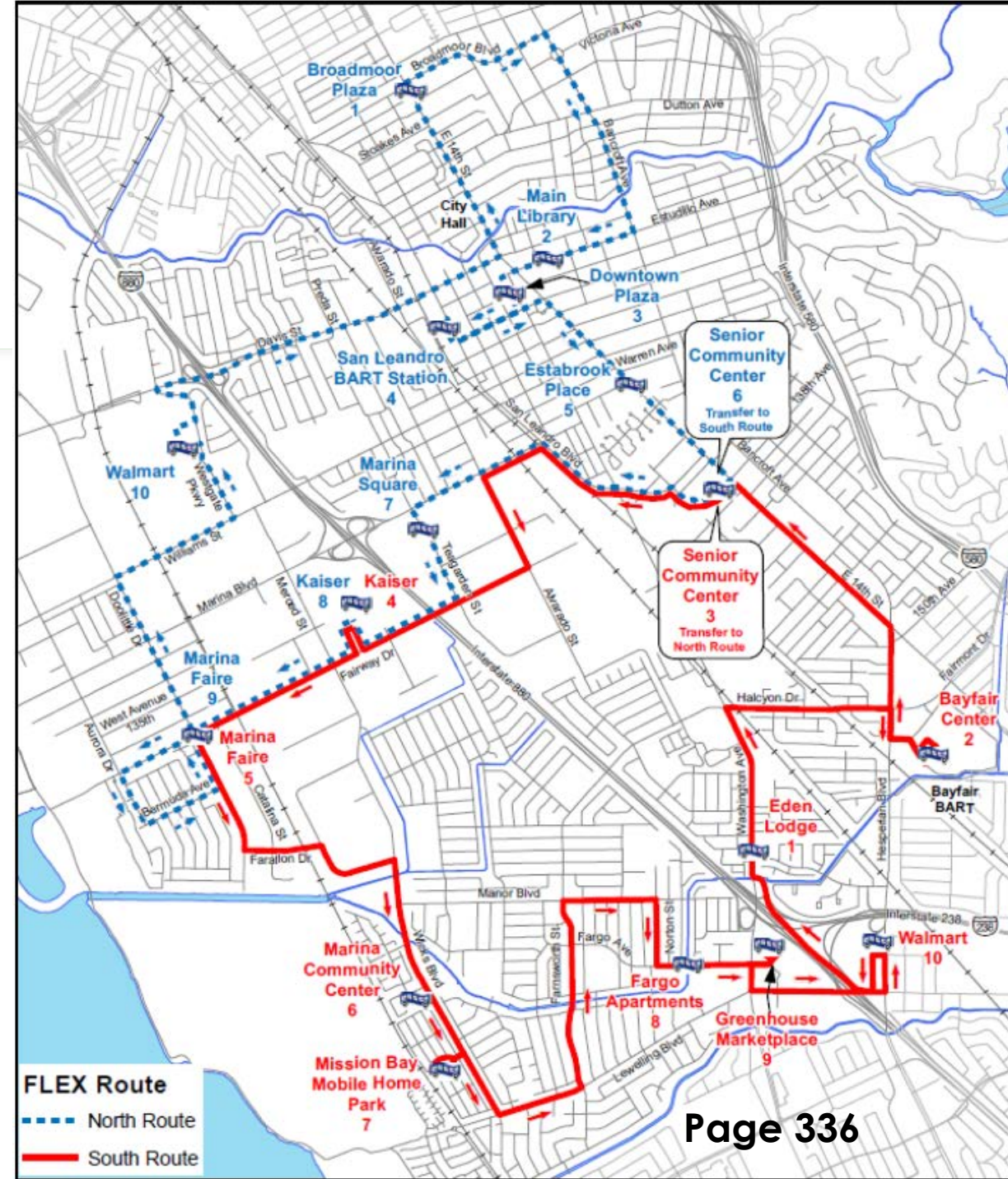
Alameda CTC Paratransit Program Plan Review FY2020-2021

April 27, 2020



Current FLEX Shuttle Program

- Two fixed route shuttles that make hourly loops around San Leandro
- Service Hours:
Monday-Friday, 9:00am - 5:00pm



Current FLEX RIDES On Demand Service

- Personalized dispatch of Lyft or Uber rides making it a fast and convenient travel option
- Subsidized On Demand service:
 - Cost is \$4/ride. FLEX covers the remaining ride costs up to a maximum of \$20
 - Cost over \$20 is paid by member
- Service provides 40 one-way rides per month
- Service Hours: Monday-Friday, 8:15am – 5:30pm
- Service area:

Alameda, Ashland, Castro Valley, Cherryland, Dublin, Fremont, Hayward, Livermore, Newark, Oakland, Pleasanton, San Leandro, San Lorenzo, San Ramon, Union City

FLEX RIDES Eligibility (Current)

FLEX Shuttle:

- San Leandro Resident
- 60 years old + or 18 years old plus East Bay Paratransit Certified
- \$20 Annual Registration Fee

FLEX RIDES On Demand:

- Enrolled in FLEX Program
- 70 years old + or 18 years old plus East Bay Paratransit Certified



Ridership Information

FY 2019-2020:

- 261 registered riders
- 10,748 completed shuttle trips (July 1, 2019- Feb 29, 2020)
- 18% enrollment increase from FY2018-2019
- Most common destinations:
 - Medical appointments, Community centers, Senior housing facilities, shopping

FY 2018-2019:

- 220 registered riders
- 9,782 completed shuttle trips (July 1, 2018- Feb 28, 2019)
- 17% enrollment decrease from FY2017-2018



FLEX Expansion Plan

- City of San Leandro previously contracted with Nelson\Nygaard Consulting Associates, Inc. to conduct a thorough review and analysis of the fixed route FLEX Shuttle program to determine why ridership has decreased and to provide alternative service models to better serve the changing needs of San Leandro paratransit users.
- The FLEX Shuttle Expansion Plan submitted by Nelson\Nygaard conducted various modes of outreach conducted in multiple languages targeted toward both current users and those who were not familiar in the program. Different versions of the Draft Expansion Plan were reviewed multiple times by City staff, Senior Commission and City Council; the final version was completed in February 2020.

Service Updates in 2020-2021

- Implementation of FLEX Expansion Plan
 - Four new shuttles
 - Bi-Directional loop routes
 - New service days/hours: 3 days/week, 8:30am-5:30pm
- FLEX Shuttle: Eligibility age decreased to 50 years old
- Replacing/adding FLEX Stop signs, stop amenities
- \$20 membership fee has been eliminated



Service Updates in 2020-2021

- Branding refresh
- Expand marketing in multiple languages and community outreach to educate the community on the service updates
- FLEX RIDES On Demand service will enter contract with a new agency for its call center/dispatch service.



Concerns and Challenges

Pandemic and Shelter in Place order is and will continue to have repercussions on the timeline for implementation of FLEX Expansion Plan.

- Reduced sales tax revenue may result in changes to the program to ensure financial sustainability.
- Vendors are delaying quotations and/or adjusting delivery timelines due to the uncertain economic climate and lack of clarity when normal business operations will be able to resume.
- Marketing efforts may need to be adjusted since the target population will most likely continue to be reluctant to venture from home once the Shelter-In-Place is lifted.

Ridership Impacts of Shelter In Place

- FLEX RIDES On Demand:
 - 55 one way trips made in April, which is an 86% decrease from February (376 one way trips) and 78% decrease from March (241 one way trips)
 - Pre-COVID 19 average monthly trips: 305 one way trips
- FLEX SHUTTLE:
- Trips have declined significantly since Shelter-In-Place order.
 - North Route: Averaging approximately 3-5 riders a day
 - South Route: Averaging approximately 15 riders a day

City of San Leandro Paratransit Contact Information

Senior Services Supervisor:
Susan Criswell
1 (510) 577-6079
Scriswell@sanleandro.org

FLEX Admin Assistant II:
Liz Escobar
1 (510) 577-7985
Lescobar@sanleandro.org

San Leandro
Senior Community Center
13909 E. 14th Street
San Leandro, CA 94578
1 (510) 577-3462

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

CONTACT INFORMATION	
Agency:	City of San Leandro
Contact Name:	Ely Hwang
Title:	Recreation and Human Services Manager
Phone Number:	(510) 577-3463
E-mail Address:	ehwang@sanleandro.org

Date Submitted: February 28, 2020

TYPES OF SERVICES PROVIDED

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

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

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

- **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.

FLEX Shuttle- Accessible Fixed Route Shuttle:

The City of San Leandro Paratransit Program services will continue to have a fixed-route shuttle (Flex Shuttle) program. The service currently consists of two intersecting loops that travel on a fixed route to locations where riders can take care of basic life needs. The shuttle's current hours are Monday – Friday, 9:00 a.m. – 5:00 p.m. Changes to shuttle route/frequency will be implemented during FY 2020-2021 based upon final report issued by Nelson/Nygaard in Spring, 2020.

FLEX RIDES On Demand - Same Day Transportation Program:

The City of San Leandro is currently offering a pilot subsidized Rides On Demand Service in partnership with City of Hayward's Paratransit Program and LIFE Eldercare. This service allows qualified riders access to Lyft/Uber rides, with LIFE Eldercare serving as customer liaison between riders and Transportation Network Companies (TNCs). Rider's share of cost will be \$4.00 up to a maximum of \$20. If total one way trip cost exceeds \$20, rider will be responsible for \$4.00 plus cost exceeding \$20 (e.g. total ride cost is \$26.00, rider will pay \$4.00 + \$6.00 = \$10 total). Ride fees are will be charged directly to customer via debit/credit card. Program hours are Monday – Friday, 8:15am to 5:30pm.

Paratransit Coordinator provides one-on-one orientations and customer support as requested by clients. This service will transition to San Leandro's direct oversight July 2020. The service model will be similar to the existing service.

Door-Through-Door/Volunteer Driver Program – Drivers for Survivors:

The City provides support to the Drivers for Survivors program in the form of providing space at the Senior Community Center that serves both for program administration purposes as well as a central location for volunteer driver interviews and orientations.

Customer Service/Outreach:

Outreach efforts for 2020 - 2021 will include community events (e.g. Cherry Festival, United 4 Safety, annual Senior Resource Fair), pop-up "kiosks" with information and sign up materials, group workshops, as well as presentations to senior residential housing, community centers, churches, etc. to increase awareness and to provide individuals assistance to sign up for transportation programs.

The City is expanding the outreach and marketing program specifically to the Asian and Hispanic communities, in response to needs identified in the City's Human Services Gap Analysis. The City plans to collaborate with Alice and Associates, (Advice, Access and Advocacy organization), to address the population of vulnerable seniors who have limited access to services due to language barriers. Program information, schedules, applications and other program documents will be translated, and interpreters will be engaged as needed for outreach events.

In addition to the outreach efforts above, opportunities for riders to obtain hands on Travel Training, in partnership with CRIL, are now available.

Management/Overhead:

The FLEX Paratransit programs are overseen by the City's Senior Services Supervisor and Administrative Assistant II assigned to FLEX Paratransit to coordinate daily operations, budget,

participation in regional meetings, and overall planning. Additionally, City staff coordinate customer service and outreach on a regular basis to answer questions, respond to complaints, produce marketing, and provide general consumer education. The City of San Leandro is currently in agreement with MV Transportation, Inc. to provide transportation and drivers for the program.

During the Fiscal Year 2017-18, the City contracted with Nelson/Nygaard, a transportation study firm, to evaluate the existing routes and transportation needs for the City's senior and disabled population. The final FLEX Shuttle Expansion Study was approved by City staff in February, 2020. Plans to implement the recommended changes and enhances to the Accessible Fixed Route FLEX Shuttle will proceed. Nelson\Nygaard will be retained to assist with the Plan implementation. It is anticipated that the route changes and upgraded equipment will be fully realized by the fiscal year end of 2020-2021.

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?

Accessible Fixed Route Shuttle – FLEX Shuttle:

The shuttle program is available for senior residents and people with disabilities who meet the age requirements. Seniors are required to be 50+ years old; alternately, adults must be 18+ years old with a disability and a qualified participant with East Bay Paratransit. Majority of the riders are using the shuttle to go to medical appointments, basic shopping needs, and other care-related trips. The City's Senior Community Center is one of the stops and serves as the transfer point for the two routes. This provides transportation to the Center's Spectrum Senior Meal program, educational and fitness classes, social events, and human services. Not only does the Flex Shuttle Program provide much-needed transportation for our seniors, but it provides additional benefits that promote independence and socialization; a sense of self-determination; and serves to provide seniors access to more opportunities for health and wellness. The Flex Shuttle provides a comfortable and secure way of traveling and allows the recipient to have peace of mind and the ability to manage their basic needs independently.

Same Day Transportation Program - FLEX RIDES On Demand:

FLEX RIDES On Demand has been selected to serve as an important adjunct to the Shuttle Service. Rides On Demand offers an alternative curb-to-curb service for riders 70+ years old to travel to destinations not located along the Shuttle Service routes. It offers a wider service area as well as a longer service day. It also offers the advantage of freeing riders from the necessity of filling out and carrying vouchers, as well as cash transactions with drivers. This service provides a more nimble, flexible option to deliver riders to medical facilities and providers, shopping destinations, leisure and social activities.

Door-Through-Door/Volunteer Driver Program – Drivers for Survivors:

Our support of Drivers for Survivors undergirds their efforts to provide door-through-door services to a very specific population – those whose lives have been impacted by a cancer diagnosis. Reliable transportation for chemotherapy, radiation and other oncology appointments meet a critical need for cancer patients and allows them to focus on their treatment and recovery.

Community Education:

With increased staffing, the City is prioritizing the tailoring of community education in order to meet FLEX members' special needs. City staff will facilitate travel training for members at no cost, in partnership with Community Resources for Independent Living (CRIL), including group trips.

- 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.**

Accessible Fixed Route Shuttle – FLEX Shuttle:

The most common trip destinations for San Leandro Flex Shuttle riders are listed below, with the top two points of destination listed first:

Medical Facilities and Appointments

- Kaiser Permanente Medical Center
- San Leandro Hospital

Major Shopping Complexes

- Bay Fair Shopping Center (Target)
- Greenhouse Shopping Center (Safeway)
- San Leandro's Downtown Plaza (Safeway)
- Walmart

Senior Housing Facilities

- Eden Lodge
- Fargo Senior Center Apartments
- Broadmoor Plaza

Community Resources

- San Leandro Senior Community Center
- Marina Community Center
- San Leandro Main Library

Transportation

- San Leandro BART Station
- The Flex Shuttle routes (North and South) travels in areas where other major stores are vital for the senior riders (e.g., CVS Pharmacy, US Post Office).

Same Day Transportation Program - FLEX Rides On Demand:

The data received from City of Hayward (lead agency for 2019-2020 program) did not disaggregate location data. Detailed data collection will be addressed in new contract with dispatch center provider.

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.

Accessible Fixed Route Shuttle – FLEX Shuttle:

Average trip length is presently an hour for each completed loop for both North and South routes. Please see attached Flex Shuttle Service Schedule. This may change during FY 2020-2021 based on the new route configuration adopted upon the completion of the Nelson/Nygaard study, as well as reducing the trip length to half as we are seeking to service with two shuttles per route.

Same Day Transportation Program - FLEX Rides On Demand:

Based on the data provided to us by City of Hayward, 93% of all rides (Hayward and San Leandro clients combined) terminate within 9 miles of the starting location.

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.

2020 -21 Anticipated Changes:

Accessible Fixed Route Shuttle – FLEX Shuttle:

Major changes will be made to the FLEX Shuttle during FY 2020 – 2021. City staff have accepted the final version of the FLEX Shuttle Expansion Plan prepared by Nelson\Nygaard. One of the focusses for FY 2020-2021 is to make this program more accessible for all seniors and riders with disabilities. The \$20 annual renewal fee will be eliminated to remove a potential financial barrier for low socio-economic status riders.

Changes to improve and spread awareness of FLEX Programs:

- Provide marketing strategy, create culturally appropriate outreach to Paratransit Users and Non-Users in multiple languages and provide translation services for printed materials and outreach meetings.
- Agreement for daily service to both North and South Route - 4 new vehicles, two bi-directional loops.
- Project Management, Marketing, Travel Training, Implementation of new FLEX routes and FLEX RIDES On Demand, and Program Monitoring.
- One FTE
- Improved Stop Amenities - shelters, seating, turnout, signage.

Current vehicles will be replaced upon contract renewal with service provider MV Transit. Additionally, adding a second shuttle to each route to help decrease wait times will be implemented.

The vacant part-time Paratransit Coordinator position has been replaced with a full-time Administrative Assistant assigned to Paratransit Programs. This staff member will play a major role including:

- increasing awareness and ridership of FLEX among desired riders
- expanding marketing and outreach, ensuring that these efforts are culturally equitable to effectively reach out to San Leandro's diverse senior population data analysis to ascertain to what degree changes have benefitted riders
- Working closely with service provider and implementation consultants to evaluate whether the implemented route changes are working well, or need further modification

These changes will result in many positive impacts to shuttle riders. Staff anticipate that focusing outreach efforts to previously underserved populations will increase awareness and use of the FLEX Shuttle. The redesigned route should increase the ridership as it offers new destinations.

Same Day Transportation Program – FLEX RIDES On Demand:

New and existing FLEX clients have responded positively to the FLEX Rides On Demand service. Clients had found the taxi service increasingly unreliable and were eager to try out the new service model. Positive impacts for Rides On Demand clients include access to a quick, reliable source for curb-to-curb transportation that offers subsidized rides. Additionally, FLEX Rides On Demand offers access to all of Alameda County, albeit at a higher out-of-pocket cost if the ride is outside the defined service areas shown below:

Alameda	Dublin	Newark	San Lorenzo
Ashland	Fremont	Oakland	San Ramon
Castro Valley	Hayward	Pleasanton	Union City
Cherryland	Livermore	San Leandro	

The FLEX RIDES On Demand Program will separate from partnership with Hayward HOP program in order to tailor this service to San Leandro client needs.

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.

Accessible Fixed Route Shuttle – FLEX Shuttle:

The introduction of the new route/schedule will require close monitoring to determine whether further adjustments are necessary to maximize the service's effectiveness. The City anticipates that adjustments may be necessary, but these most likely would be of a minor nature.

Same Day Transportation Program – FLEX RIDES On Demand:

As San Leandro embarks upon providing this service directly to FLEX members, changes will be made to this program based upon rider feedback. Many riders have expressed concern that this program (unlike taxi voucher service) is not available seven days a week. Adding weekend service is an option to consider. Staff will analyze data in order to determine whether an expanded service model would be financially sustainable.

NEW PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

5. The December 2018 Paratransit Program Implementation Guidelines require Alameda CTC staff review of several program elements **prior to implementation**. The program elements requiring staff review are listed as items 5A – 5F below and for each item, further explanation is requested. **If your FY 2020-21 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each. It is not necessary to include elements that were included in the FY 2019-20 Plan and are unchanged.** Applicants must address any applicable paratransit projects and programs listed in Attachment Table B.
- A. **Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment)
 - B. **Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs)** (describe the proposed service including how subsidies will be provided and how capacity will be managed)
 - C. **Same-Day Transportation Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives)
 - D. **Accessible Shuttle Service** (for new shuttles – describe service plan and how city is coordinating with the local fixed route transit provider)
 - E. **New mobility management and/or travel training programs** (describe the well-defined set of activities)
 - F. **Low-income requirements for any scholarship and fare subsidy programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility)

Planned Capital Expenditure

San Leandro plans to construct a formal loading zone (turnout) at the Broadmoor Plaza stop to increase safety for onboarding/offboarding passengers. This was necessitated due to lane changes on East 14th Street for AC Transit BRT route.

The FLEX Shuttle Expansion Plan also recommended improving stop amenities. City staff have conducted a complete stop location review and plans to provide sheltered seating areas for our

riders at selected locations. Additionally, new, larger signage will be placed at all stops in multiple languages to improve rider equitability.

Another component of the FLEX Shuttle Expansion Plan is to reduce wait times by increasing total vehicles to four (two for each loop) and to improve ride experience by replacing current vehicles. This will not be accomplished by a direct purchase. Service provider will purchase vehicles and cost will be incorporated into provider's hourly rate.

Same-Day Transportation Program – FLEX RIDES On Demand Service:

Subsidies and capacity issues had been managed by City of Hayward, the lead agency in the Agreement for FY 2019-2020. City of San Leandro plans to transition to an independent agreement for FY 2020 – 2021. This will permit San Leandro to have greater control over decisions regarding service area, ride subsidies and other operational parameters.

Accessible Shuttle Service – FLEX Shuttle:

With the completion of the Nelson/Nygaard Expansion Plan Study, City will work with service provider MV Transportation to road test and implement recommended route changes. Route changes will include minor re-routing, addition of some new stops requested by community during the Expansion Study and adding one additional vehicle to increase route frequency.

Additionally, MV Transportation, Inc. will purchase four new vehicles and incorporate the cost into their hourly rate.

The age qualification for the fixed route FLEX Shuttle will be reduced to 50 years of age; the qualification for adults 18+ will still require East Bay Paratransit certification.

The FLEX Paratransit Program annual renewal fee of \$20 will be eliminated for FY 2020-2021 and beyond.

Travel Training Programs:

In efforts to spread safe travel consciousness and increase awareness of mobility options, FLEX Paratransit Program is partnering with Community Resources for Independent Living (CRIL) to provide Travel Training and resources at no cost to our elderly community and people with disabilities. Presentations and group and individual orientations will be a part of outreach plans in order to provide personalized travel training to meet riders' individual needs.

Low Income Scholarship:

San Leandro will research the feasibility to develop a low-income scholarship subsidy for FLEX Rides On Demand members. Basic qualifications for scholarship subsidy may include enrollment with the FLEX Paratransit Program and meeting Extremely Low-Income guidelines. Proof of income documentation, such as social security benefit statement, disability benefit statement or pension-investment benefit statement and bank statement, may be required.

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.

Nelson/Nygaard (N/N) was engaged for the Flex Shuttle Expansion Study. N/N compiled existing information about the known client base, funding, the annual ridership and trends. Staff obtained feedback about existing services through member interviews, riding the shuttles, surveying the shuttle stops, and frequenting popular shuttle destinations. Additional input from drivers, the service provider, and the general community (via online surveys provided in English, Spanish, and Chinese) was also collected. The City contracted with International Contact, Inc. to increase outreach to the Asian and Hispanic communities in San Leandro. This effort resulted in the return of 201 surveys. City staff then contracted with Alice and Associates in order to gain increase responses and an additional 303 surveys. N/N has mapped existing services, highlighted key concentrations of senior residents, disabled adults, senior living facilities, major destinations, and identified Asian and Hispanic communities where the expanded shuttle service might help to address awareness and service gaps. The Final Draft FLEX Shuttle Expansion Study was presented to the City Council at its September 3, 2019 meeting. Input from Council was incorporated into a revised Final Draft that was presented to Senior Commission at its November 21, 2019 meeting. Senior Commission had additional input that was incorporated into the Final FLEX Shuttle Expansion Study that was accepted and approved by staff in February 2020.

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

Nelson/Nygaard (N/N), with the help of the City of San Leandro staff, conducted consumer outreach and data gathering between April 2017 and November 2017. The first form of outreach was the creation of online surveys for distribution with translated versions in Spanish and Chinese accessible through the City's website; marketing materials were purchased to entice the community to partake in the online survey. Nelson/Nygaard conducted ride-alongs on the North and South FLEX routes. Materials were prepared and an interactive map was created to be readily available in collecting data during City sponsored events (Senior Resource Fair, United 4 Safety, Cherry Festival). A group meeting was held with MV Transportation, the current transportation provider in the City, to analyze ridership data and discuss transportation trends. Due to the low turnout of online survey results, revisions to the survey and the outreach process were conducted in November 2017; International Contact was contracted to conduct engaged survey/data collection by visiting and being stationed at key destinations within the City targeting non-riders and Asian/Hispanic communities. City staff developed an outreach plan to provide information to senior/disabled living facilities and at the Senior Community Center where surveys were distributed and collected for analysis. The Draft FLEX Shuttle Expansion Study with recommendations was presented to the Senior Commission March 21, 2019 and during three Community Outreach Meetings March 24 – 26, 2019. The Final Draft FLEX Shuttle Expansion Study was presented to the City Council at its September 3, 2019 meeting. Input from Council was incorporated into a revised Final Draft that was presented to Senior Commission at its November 21, 2019 meeting. Senior Commission had additional input that was incorporated into the Final FLEX Shuttle Expansion Study that was accepted and approved by staff in February 2020.

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.

Staff will be referencing the outcomes based on the Nelson/Nygaard FLEX Shuttle Expansion Plan. Implementation of the program changes and enhancements described in Question 5 above is being fast tracked for Fiscal Year 2020 – 2021.

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

The City's marketing strategy to expand into culturally sensitive marketing techniques will also consist of an increase in social media marketing for FLEX Programs. Many younger, culturally diverse generations utilize social media daily, as their main source of information. It is imperative to spread awareness of FLEX Programs and their benefits to our senior community through social media platforms such as Facebook, Instagram, and even NEXTDOOR.

During City Council Meeting on 9/3/2019, a concern regarding shuttle delays and schedules was brought forward. NEXTBUS is an innovative transportation app that allows members to track shuttles, set alarms for pick up times, obtain shuttle delay information; it has been successfully implemented by the LINKS Shuttle in San Leandro. This technology appears to be an innovative solution to the concern expressed and San Leandro plans to incorporate this service in FY 2020-2021.

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 budget for the 2019-2021 Paratransit Program was approved by San Leandro's City Council as part of the biennial budgeting process in June 2019. Mid-cycle adjustments (as needed) will be reviewed and approved by City Council in June 2020.

OUTREACH

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

Community members and potential users learn about the different components of the paratransit services offered by San Leandro via the following sources:

- City Website
- Local Access Channel
- Local Newspaper – San Leandro Times
- Recreation Activities Guide (delivered to San Leandro households three times per year)
- Activity Display Screen (PowerPoint presentation that plays throughout the day at the Senior Community Center).
- Signage on Flex Shuttles and at Flex Shuttle stops
- Flex Shuttle flyers, applications and routes/map (always on display at the Senior Community Center and Marina Community Center; regularly distributed to City Libraries, City Hall and other locations)
- One-on-one Flex Shuttle Orientations and/or refresher appointments
- Senior Services Monthly Calendar
- Recreation and Human Services Department Social Media outlets - Facebook
- Direct Outreach and presentations at Community Events, Disabled/Senior Living Facilities, Farmers' Markets, Flex Shuttle stops/popular destinations, etc.
- Press conference to introduce the FLEX Shuttle Expansion Plan.

ELIGIBILITY AND ENROLLMENT

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

Accessible Fixed Route Shuttle – FLEX Shuttle:

Eligibility Requirements for the Flex Shuttle include Seniors 50+ years old or Disabled Adults 18+ years old and must reside within the incorporated city limits of San Leandro. Adults between the ages of 18 years and 50 years must be East Bay Paratransit certified.

Same Day Transportation Program – FLEX RIDES On Demand:

Eligibility requirements for FLEX Rides On Demand is 70+ years old or Disabled Adults 18+ years old that are East Bay Paratransit certified, and must reside within the incorporated city limits of San Leandro.

The \$20 application fee has been eliminated as recommended in the FLEX Shuttle Expansion Study.

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.

Accessible Fixed Route Shuttle – FLEX Shuttle:

Our participants submit a completed Flex Paratransit application (in person, via mail, or online) along with a valid ID, proof of residency and birth date. If the membership is purchased online, the customer must provide required documentation by either mail or drop-off to the Senior Community Center. Once the application has been reviewed, approved and processed by FLEX Paratransit Coordinator, a FLEX Paratransit membership card will be created and issued to the individual the same day. If the application is processed via mail or online then the timeframe usually takes 3-5 business days.

Interim Service is provided for individuals applying for or awaiting East Bay Paratransit certification.

Same Day Transportation Program – FLEX RIDES On Demand:

The enrollment process is the same as delineated above. Once FLEX Paratransit enrollment is completed, FLEX Paratransit Coordinator provides client data to the dispatch service provider to add to the FLEX RIDES On Demand database. Staff anticipate that this will require an additional 3 – 5 business days.

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.

Senior Services staff handle complaints on an individual basis, with responses within 24 hours or the next business day. Riders typically make complaints by calling the Paratransit Coordinator or talking to the Paratransit Coordinator in-person. Riders can also email FLEX Program complaints to the Paratransit Coordinator at lescobar@sanleandro.org.

Paratransit Coordinator maintains an up-to-date complaint log. Staff obtain complete incident information from the riders directly and contact our service provider immediately if deemed appropriate. The City's contract with the transportation provider requires a 24-hour response to all complaints. The transportation provider keeps us apprised of their findings, and Senior Services staff typically communicates directly to the rider with that information. If requested, complaints will remain anonymous.

Staff also meet with the service provider in person when needed, but at a minimum, meet semi-annually to discuss the program and any service-related issues.

Staff receive recommendations/commendations in the same manner. Usually paratransit riders will call the Paratransit Coordinator directly with positive feedback. Riders will also give positive feedback to staff in person.

- 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.)

Accessible Fixed Route Shuttle – FLEX Shuttle:

The most recurring service complaints are as follows:

- Riders cannot reach anyone when calling the dispatch number for the transportation company (i.e. when trying to call when a shuttle is late)
- The substitute drivers do not know the routes
- The shuttles are old and need replacement
- No seating/shelter areas at stop locations
- Lack of signs

The suggestions and commendations submitted are:

- Add an additional shuttle on each route to decrease wait time from stop-to-stop
- Expand services to the weekend and to other parts of the City
- The regular drivers are very compassionate and go out of their way to help the riders
- Construction of sheltered seating areas at stop locations
- Adding/replacing signs at all stop locations

Same Day Transportation Program – FLEX RIDES On Demand:

The most recurring services complaints are as follows:

- Service isn't available on evenings or weekends
- Confusion regarding the service area and availability of rides outside the service area.

The suggestions and commendations submitted are:

- Service be extended to evenings and/or weekends
- Updated marketing communication to reflect program updates
- Riders have expressed great interest and appreciation for this curb-to-curb service. It has simplified their lifestyle, especially for those unable to drive due to medical conditions

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

Accessible Fixed Route Shuttle – FLEX Shuttle:

Customer complaints have been shared with Nelson/Nygaard during the Expansion Study period and this input has informed the recommendations in the study. Specific issues that the study addresses are replacement of shuttle vehicles and revising the FLEX Shuttle route, which will be implemented during 2020 – 2021.

Same Day Transportation Program – FLEX RIDES On Demand:

City of Hayward was the lead agency in providing this service to FLEX riders in 2019-2020. San Leandro and Hayward staff met in Fall 2019, and Hayward provided a clear definition of the service area for RIDES on Demand which San Leandro in turn, informed clients. This clarification resulted in a significant increase in participants.

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	208
Registrants at end of FY 2018-19	220

Current Registrants for FY 2019-20	259
Projected Registrants for FY 2020-21	280

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.

Accessible Fixed Route Shuttle – FLEX Shuttle:

As the recommendations from San Leandro Flex Shuttle Expansion Plan conducted by Nelson/Nygaard are implemented, staff anticipates that expanded and improved service will sustain the current membership and entice new riders that were not familiar with the program. Program awareness will increase to those communities (Asian and Hispanic) whom the Flex Shuttle has not traditionally served as a result of rebranding and new marketing strategies that will be conducted in multiple languages. The FLEX Shuttle will become more user friendly for these populations as all materials, including shuttle stop signs, will be translated.

Additionally, lowering the eligibility age to 50 years old will allow for a greater population to register for the FLEX program without the need to be East Bay Paratransit certified in order to be approved.

Same Day Transportation Program – FLEX Rides On Demand:

Staff will expand marketing efforts to attract new users; this should result in a net increase of registered riders by the end of 2020-2021. Planned marketing and outreach strategies include but are not limited to culturally sensitive social media platforms to spread awareness, outreach events and presentations, Activity Guide publication, fliers, and press releases.

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?

Accessible Fixed Route Shuttle – FLEX Shuttle:

Staff anticipates a net increase in one-way rides during FY 2020 - 2021. The changes to route(s) and frequency of service, higher membership enrollment, a concerted marketing effort and cultural accessibility should all contribute to increased ridership.

Same Day Transportation Program – FLEX RIDES On Demand:

Staff has observed a slow, steady increase in ridership as FLEX members have become familiar with the new service model for curb-to-curb service. Staff have received numerous commendations regarding the FLEX RIDES On Demand service, and anticipate further growth in ridership as a result of increased marketing and outreach.

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

☐ Yes

☒ No

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

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

Number of trips provided to consumers who require an accessible vehicle in FY 2018-19	0 RIDES On Demand 135 lift uses on Shuttle 135 Total
Number of trips provided to consumers who require an accessible vehicle in FY 2019-20 as of Dec. 31, 2019	16 RIDES On Demand 43 FLEX Shuttle 59 Total
Number of trips projected to consumers who require an accessible vehicle in FY 2019-20	120 total

VEHICLE FLEET

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

SAFETY INCIDENTS

20. Describe any safety incidents recorded by your program in FY 2018-19, or to date in FY 2019-20. Specify for each of the paratransit projects and programs listed in Attachment Table B. *(Report incidents resulting in any of the following: a fatality other than a suicide; injuries requiring immediate medical attention away from the scene for two or more persons; property damage equal to or exceeding \$7,500; an evacuation due to life safety reasons; or a collision at a grade crossing.)*

N/A

FINANCES: PROGRAM REVENUE AND COST

21. Detail your FY 2020-21 program's total estimated revenue (all fund sources) and total cost by completing Attachment Table C (Table C tab of the Excel workbook). For program components funded all or in part with a Measure B/BB discretionary grant, segregate the grant funding by entering it in the "Other Measure B/BB" column.

22. Describe below the "Management/Overhead" and "Customer Service and Outreach" costs included in Attachment C and how these cost allocations were determined? (These two categories are defined under Question 1). *The amount spent on Customer Service/Outreach and Management/Overhead is to be included as part of the total program cost, even if it is not funded with Alameda CTC funding. This includes city/agency staff time paid for by a city's general fund.*

A. Management/Overhead Costs

These costs include 35% of the Senior Services Supervisor's compensation and 100% of FLEX Paratransit Coordinator's compensation.

B. Customer Service and Outreach Costs

The outreach and marketing budget has been increased for FY 2020-21 based on the Nelson/Nygaard study and additional community outreach vendors. Increased costs will include those for updated brochures, flyers, surveys, and marketing materials provided throughout the community, vehicle wrap/advertising, translation services, and a variety of marketing tools (print, radio, social media, 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 FLEX Shuttle expansion plan is scheduled for implementation in September 2020. At the six-month mark, San Leandro will be working with consultants Nelson\Nygaard to compile feedback from riders. It's anticipated that further route changes and/or service enhancements will be implemented after this data is analyzed, resulting in further expenditures not in the current Expansion Plan budget projections.

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	\$366,567
FY 2018-19 Measure B DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$339,295
Estimated Measure BB Paratransit DLD reserve balance at the start of FY 2018-19	\$722,363
FY 2018-19 Measure BB DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$283,433
Total FY 2018-19 Measure B and BB Paratransit DLD Revenue <i>(Automatically calculated)</i>	\$1,711,658
Total FY 2018-19 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$ 4,320
Total FY 2018-19 Program Revenue (Measure B, Measure BB and all other sources available for FY 2018-19) <i>(Automatically calculated)</i>	\$1,715,978

Service/Program Type and Name		Performance FY 2018-19		Total FY 2018-19 Program Costs Expended by Fund Source (Measure B, Measure BB and all other funds expended during FY 2017-18)										Notes
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M	Column N	Column O
Eligible Service/Program Type <i>Drop-down Menu</i>	Service/Program/Project Name	Quantity Provided FY 2018-19 Provide total number of one-way trips or units	On-Time Performance FY 2018-19 Percent of passenger trips arrived within designated window (indicate if data is unavailable or non-applicable)	Amount of RESERVE Measure B Paratransit DLD funds EXPENDED	Amount of FY 2018-19 Measure B Paratransit DLD funds EXPENDED	Amount of RESERVE Measure BB Paratransit DLD funds EXPENDED	Amount of FY 2018-19 Measure BB Paratransit DLD funds EXPENDED	Amount of OTHER Measure B/BB funds EXPENDED	What was the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, MB LSR, etc.)	Fare Revenue expended on service	Amount of all non-Alameda CTC funds EXPENDED (not including fares)	What was the source of these non-Alameda CTC funds? (e.g. City general fund, federal, state, etc.)	Total Funds expended (all sources) <i>Automatically calculated</i>	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Accessible Shuttle	FLEX Shuttle	15,412	96%	\$ 116,827	\$ 38,942	\$ 49,676	\$ 16,559	\$ -	N/A			N/A	\$ 222,004	\$20 membership fee resulted in \$4,320 revenue for FY 18-19
Customer Service and Outreach	FLEX Expansion Study/ Outreach	N/A	N/A			\$ 9,772	\$ 3,257						\$ 13,029	
Same-Day Transp. - TNC	FLEX RIDES On Demand	283	Data provided to Hayward (lead agency)										\$ -	
Management/Overhead	Staff/Supplies/Insurance	N/A		\$ 11,045	\$ 3,681								\$ 14,726	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
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				\$ 127,872	\$ 42,623	\$ 59,448	\$ 19,816	\$ -		\$ -	\$ -		\$ 249,759	

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 Drop-down Menu	Service/Program/Project Name	If service is contracted, provide name of contractor/service provider	Need(s) this Service Meets (E.g. medical, grocery, recreation, regional trips, etc.)	Fare/Cost to Consumer	Fare Medium (E.g. cash, voucher, reimbursement, annual fee, etc.)	Vehicle Accessibility Drop-down Menu	Is this a same day or pre-scheduled service? Drop-down Menu	Is this a fixed route or origin-to-destination service (e.g. door-to-door)? Drop-down Menu	Service Area
Management/Overhead	Lizbeth Escobar	N/A	FLEX Coordinator, Senior Services/Customer Sevice, FLEX Operations	N/A	N/A		Pre-scheduled		San Leandro
Management/Overhead	Susan Criswell	N/A	Senior Services Supervisor	N/A	N/A		Pre-scheduled		San Leandro
Customer Service and Outreach	Community Outreach Contracts	International Contact, Inc. Alice and Associates	Marketing, Translation and Interpretation Services	N/A	N/A		Pre-scheduled		
Customer Service and Outreach	Expand Marketing and Outreach	N/A	Spread awareness and knowledge of senior transportation services	N/A	N/A		Pre-scheduled		San Leandro and Social Media
Mobility Mgmt/Travel Training	Community Outreach and Education	Community Resources for Independent Living (CRIL)	Travel and Safety Training	N/A	N/A		Pre-scheduled		San Leandro
Same-Day Transp. - TNC	FLEX RIDES On Demand	Eden Information and Referral (Eden I&R)	Door to Door services for basic life trips- medical, groceries, shopping, recreation	Rider pays first \$4 of the trip. Subsidized program covers up to \$20. Rider pays amount that exceeds \$20 (in addition to first \$4).	Cash- Trip amount is charged to rider's debit/credit card	Accessible	Same Day	Door-to-Door	Alameda, Ashland, Castro Valley, Cherryland, Dublin, Fremont, Hayward, Livermore, Newark, Oakland, Pleasanton, San Leandro, San Lorenzo, San Ramon, Union City
Accessible Shuttle	FLEX Shuttle	MV Transportation	Fixed route shuttle service for basic life trips- medical, groceries, shopping, recreation	N/A	N/A	Accessible	Same Day	Fixed Route w/Deviations	San Leandro
Capital Purchase	Stop Amenities	TBD	Seating and shelter for riders to wait for shuttle	N/A	N/A		Pre-scheduled		San Leandro
Capital Purchase	NEXTBUS	NEXTBUS	Shuttle reliability, reporting, delays, tracking, schedules	N/A	N/A		Pre-scheduled		
Capital Purchase	Broadmoor Stop turnout	TBD	Provide safer stop location due to lane reconfiguration for AC Transit BRT route	N/A	N/A	Accessible	Pre-scheduled	Fixed Route w/Deviations	San Leandro

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

Service/Program Type and Name		Limits	Schedule			Eligibility	Status	Deliverables	Notes
Column A (repeated)	Column B (repeated)	Column K	Column L	Column M	Column N	Column O	Column P	Column Q	Column R
Service/Program Type Will automatically populate from rows above	Service/Program/Project Name Will automatically populate from rows above	Limits on number of trips/ use of service? (e.g. trip limits per month/quarter/year or a maximum expenditure per consumer)	If pre-scheduled, what days/hours are reservations accepted for trip, training, etc?	If pre-scheduled, how far in advance can/must a consumer schedule a trip, training, etc?	Days/Hours of Operation	Eligibility Requirements	Project Status Drop-down Menu	Quantity Planned Provide total number of units (one-way passenger trips, consumers trained, meals delivered, etc.)	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Management/Overhead	Lizbeth Escobar	N/A	Monday-Friday, 8:30am-5:00pm or as needed		Monday-Friday, 8:30am-5:00pm or as needed	N/A	Continuing/Ongoing		
Management/Overhead	Susan Criswell	N/A	Monday-Friday, 8:30am-5:00pm or as needed		Monday-Friday, 8:30am-5:00pm or as needed	N/A	Continuing/Ongoing		
Customer Service and Outreach	Community Outreach Contracts	N/A				N/A	Continuing/Ongoing		
Customer Service and Outreach	Expand Marketing and Outreach	N/A	Monday-Friday, 8:30am-5:00pm or as needed	Two weeks-month in advance to ensure availability	Monday-Friday, 8:30am-5:00pm or as needed	N/A	Continuing/Ongoing		
Mobility Mgmt/Travel Training	Community Outreach and Education	N/A	Monday-Friday, 8:30am-5:00pm or as needed	Travel Training- One week in advance notice to ensure availability	Monday-Friday, 8:30am-5:00pm or as needed		Continuing/Ongoing	75	
Same-Day Transp. - TNC	FLEX RIDES On Demand	40 one way trips/month		Same day, an hour+ in advance to avoid delays	Monday-Friday, 8:15am-5:30pm	San Leandro resident, 70 years old or 18 years old with EB Paratransit certification	Continuing/Ongoing	550	
Accessible Shuttle	FLEX Shuttle	FLEX Shuttle does not have a limit on the amount of trips			Monday, Wednesday, Friday, 8:00am-5:30pm	San Leandro resident, 50 years old or 18 years old with EB Paratransit certification	To be initiated in FY 20/21	20,000	New M-W-F schedule with dual bi-directional loops to be implemented Sept. 2020
Capital Purchase	Stop Amenities	N/A	N/A	N/A	N/A	N/A	To be initiated in FY 20/21	4	
Capital Purchase	NEXTBUS	N/A	N/A	N/A	N/A	N/A	To be initiated in FY 20/21	1	
Capital Purchase	Broadmoor Stop turnout	N/A	N/A	N/A	N/A	N/A	To be initiated in FY 20/21	1	
0	0								
0	0								
0	0								
0	0								

Alameda CTC FY 2020-21 Annual Paratransit Program Plan Application (July 1, 2020 - June 30, 2021)
Attachment Table C: Program Revenue, Cost and Fund Sources

Total FY 2020-21 Program Revenue (Measure B, Measure BB and all other funds available for FY 2020-21)	
Estimated Measure B Paratransit DLD ending balance at the end of THIS fiscal year, FY 2019-20 (June 30, 2020)	\$149,053
Projected FY 2020-21 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$353,356
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2019-20 (June 30, 2020)	\$795,501
Projected FY 2020-21 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$300,996
Total FY 2020-21 Measure B and BB Paratransit DLD Revenue <i>(Automatically calculated)</i>	\$1,598,906
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) <i>(Automatically calculated)</i>	\$1,598,906

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>
Lizbeth Escobar	0	\$ 7,717	\$ 25,725	\$ 28,298	\$ 20,580						\$ 82,320
Susan Criswell	0	\$ 2,577	\$ 15,465	\$ 12,888	\$ 10,310						\$ 41,240
Community Outreach Contracts	0	\$ 1,125	\$ 6,750	\$ 5,625	\$ 4,500						\$ 18,000
Expand Marketing and Outreach	0	\$ 1,875	\$ 11,250	\$ 9,375	\$ 7,500						\$ 30,000
Community Outreach and Education	75	\$ 406	\$ 2,438	\$ 2,031	\$ 1,625						\$ 6,500
FLEX RIDES On Demand	550	\$ 8,500	\$ 51,000	\$ 42,500	\$ 34,000						\$ 136,000
FLEX Shuttle	20,000	\$ 32,175	\$ 193,050	\$ 160,875	\$ 128,700						\$ 514,800
Stop Amenities	4	\$ 1,806	\$ 10,836	\$ 9,030	\$ 7,224						\$ 28,896
NEXTBUS	1	\$ 375	\$ 2,250	\$ 1,875	\$ 1,500						\$ 6,000
Broadmoor Stop turnout	1	\$ 12,597	\$ 75,582	\$ 62,985	\$ 50,388						\$ 201,552
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
Totals	20,631	\$ 69,153	\$ 394,346	\$ 335,482	\$ 266,327	\$ -		\$ -	\$ -		\$ 1,065,308

Budget check (total revenue less total cost): \$533,598

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2021:	\$38,910	\$494,688	\$533,598
<i>Reserve balance as percent of FY 2020-21 Revenue*</i>	<i>11%</i>	<i>164%</i>	<i>82%</i>

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

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

Attachment Table D: Vehicle Fleet

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

Vehicle Fleet									
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
					Vehicle Capacity				
Make	Type of Vehicle(s) (specify bus, large van, minivan, sedan)	Year of Vehicle	Fuel Type	Lift/Ramp Equipment (specify lift, ramp, or none)	Ambulatory	Wheelchair	Number of Vehicles	Owner (specify if contractor)	City that vehicle(s) are garaged
FORD	BUS	2008	GASOLINE	LIFT	8	2	1	MV TRANSPORTATION (contractor) (Current Vehicle)	SAN LEANDRO
CHEVROLET	BUS	2008	GASOLINE	LIFT	22	7	1	MV TRANSPORTATION (contractor) (Current Vehicle)	SAN LEANDRO
FORD	BUS	2012	GASOLINE	LIFT	8 14	4 0	2	MV TRANSPORTATION (contractor) (Interim Vehicles until February 2021)	SAN LEANDRO
FORD	BUS	2020	GASOLINE	LIFT	8 14	4 0	4	MV TRANSPORTATION (contractor) (New Vehicles as of February 2021)	SAN LEANDRO



Alameda County Transportation Commission
1111 Broadway, Suite 800
Oakland, CA 94607
P • 510.208.7400
www.AlamedaCTC.org



PAPCO Paratransit Program Plan Review



Measure B/BB
Transportation for
Seniors and People
With Disabilities

FISCAL YEAR 2020-2021
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

PAPCO and Staff questions/comments forwarded June 9, 2020:

- 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.*

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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Transportation & Mobility Services Program Manager
City of Fremont Human Services
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sfong@fremont.gov

David Zehnder
Recreation & Community Services Director
City of Newark
(510) 578-4405
david.zehnder@Newark.org



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



AGE-FRIENDLY
FREMONT



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

Page 389

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.

STEP 3

Are you prepared for your important needs during an emergency or disaster no matter where you are? Emergencies and disasters can occur at anytime and anywhere. You may be at home, at work, on vacation, or just out and about. Keeping important items with you is key to successful emergency and disaster planning.



ACTIONS



PACK EMERGENCY KITS TO HAVE IN DIFFERENT PLACES

- Carry with you
- In your car
- In your home
- In your office

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.	



4 STEPS TO EMERGENCY PREPAREDNESS FOR ALL

EMERGENCY KIT CHECKLIST

- | | |
|--|---|
| <input type="checkbox"/> 3-day supply of non-perishable food and three gallons of water per person | <input type="checkbox"/> Personal hygiene items |
| <input type="checkbox"/> Map marked with evacuation routes | <input type="checkbox"/> Hearing devices |
| <input type="checkbox"/> List of important numbers in case your cell phone is lost | <input type="checkbox"/> Sanitation and urinary supplies |
| <input type="checkbox"/> 1-week supply of prescriptions and special medications | <input type="checkbox"/> Extra eyeglasses or contact lenses |
| <input type="checkbox"/> Pet and service animal supplies (food, water, carrier, leashes) | <input type="checkbox"/> N95 mask and hand sanitizer |
| <input type="checkbox"/> Credit cards, cash, or checks | <input type="checkbox"/> An extra set of car keys |
| <input type="checkbox"/> Copies of important documents (birth certificates, passports, etc.) | <input type="checkbox"/> Diaper bag |
| <input type="checkbox"/> Cell phone charging cord and extra battery | <input type="checkbox"/> Breathing equipment |
| <input type="checkbox"/> First aid kit | <input type="checkbox"/> Dentures |
| <input type="checkbox"/> Change of clothing, sturdy shoes | <input type="checkbox"/> Battery-powered radio |
| <input type="checkbox"/> Eating utensils | <input type="checkbox"/> Extra batteries and backup power |
| | <input type="checkbox"/> Wheelchair and repair kit |
| | <input type="checkbox"/> Flashlight |
| | <input type="checkbox"/> 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



AGE-FRIENDLY
FREMONT


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
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Title:	Program Manager
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Date Submitted: March 9, 2020

TYPES OF SERVICES PROVIDED

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

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

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

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

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

*The 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?

☒ 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 <i>(Automatically calculated)</i>	\$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) <i>(Automatically calculated)</i>	\$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 B: Description of Planned Program

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

Service/Program Type and Name		Contractor	Need(s) Met	Cost to Consumer		For Trip Provision Services			
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
Eligible Service/Program Type Drop-down Menu	Service/Program/Project Name	If service is contracted, provide name of contractor/service provider	Need(s) this Service Meets (E.g. medical, grocery, recreation, regional trips, etc.)	Fare/Cost to Consumer	Fare Medium (E.g. cash, voucher, reimbursement, annual fee, etc.)	Vehicle Accessibility Drop-down Menu	Is this a same day or pre-scheduled service? Drop-down Menu	Is this a fixed route or origin-to-destination service (e.g. door-to-door)? Drop-down Menu	Service Area
Specialized Accessible Van	Ride-On Tri-City! - WC Van	An RFP will be issued for FY20/21 service	all types	\$4.00/1-way trip	voucher	Accessible	Pre-scheduled	Door-to-Door	Fremont, Newark & Union City
Same-Day Transp. - Taxi	Ride-On Tri-City! - Taxi	Siddiq Inc., DBA Diamond Cab & Seir Cab	all types	\$4.00/1-way trip plus any amount of fare beyond the \$20 taxi voucher subsidy limit	voucher	Not Accessible	Same Day	Curb-to-Curb	Fremont, Newark & Union City
Same-Day Transp. - TNC	Ride-On Tri-City! - TNC	Contract with Lyft for services for smartphone users and with GoGo Technologies for call center services	all types	\$4.00/1-way trip plus any amount of fare beyond the \$16 TNC subsidy limit	no fare payments will be made directly to TNC drivers; passenger share will be paid directly through credit card on smartphone app or billed by call center	Accessible	Same Day	Curb-to-Curb	Fremont, Newark & Union City
Group Trips	Ride-On Tri-City! - Group Trips	Fremont will bee issuing RFP for service	recreation & shopping	\$2.00/1-way trip	cash	Accessible	Pre-scheduled	Door-to-Door	Within 25 miles of Fremont City Hall
Customer Service and Outreach	Ride-On Tri-City! - CS&O								
Management/Overhead	Ride-On Tri-City! - M&O								
Mobility Mgmt/Travel Training	Ride-On Tri-City! - MM & TT		all types	none					Fremont, Newark & Union City
Meal Delivery (existing program)	Meals on Wheels	LIFE ElderCare	home delivered meals	donation based program					Fremont

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

Service/Program Type and Name		Limits	Schedule		Eligibility		Status	Deliverables	Notes
Column A (repeated)	Column B (repeated)	Column K	Column L	Column M	Column N	Column O	Column P	Column Q	Column R
Service/Program Type Will automatically populate from rows above	Service/Program/Project Name Will automatically populate from rows above	Limits on number of trips/ use of service? (e.g. trip limits per month/quarter/year or a maximum expenditure per consumer)	If pre-scheduled, what days/hours are reservations accepted for trip, training, etc?	If pre-scheduled, how far in advance can/must a consumer schedule a trip, training, etc?	Days/Hours of Operation	Eligibility Requirements	Project Status Drop-down Menu	Quantity Planned Provide total number of units (one-way passenger trips, consumers trained, meals delivered, etc.)	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Specialized Accessible Van	Ride-On Tri-City! - WC Van	30 trips/per month	Monday - Friday, 8am - 5pm	Rider can schedule up to 7 days in advance; limited same-day rides avaialble.	8am - 6pm, seven days a week, excluding major holidays	Fremont residents who are: a) 70 years and older OR b) unable to use public transit because of disability	Continuing/Ongoing	15,000	
Same-Day Transp. - Taxi	Ride-On Tri-City! - Taxi	30 trips/per month	same-day scheduling		8am - 6pm, seven days a week	Fremont residents who are: a) 70 years and older OR b) unable to use public transit because of disability	Continuing/Ongoing	11,956	
Same-Day Transp. - TNC	Ride-On Tri-City! - TNC	30 trips/per month	same-day scheduling		8am - 6pm, seven days a week	Fremont residents who are: a) 70 years and older OR b) unable to use public transit because of disability	Continuing/Ongoing	11,000	
Group Trips	Ride-On Tri-City! - Group Trips	1-2 group trips per month depending on availability	Monday - Friday, 8am - 5pm	Group must schedule group trip at least 7 days in advance	Monday - Friday, 8am - 6pm Major holidays - closed	Fremont-based community organizations serving seniors and/or persons with disabilities	Continuing/Ongoing	2,000	
Customer Service and Outreach	Ride-On Tri-City! - CS&O	not applicable	not applicable	not applicable	not applicable	not applicable	Continuing/Ongoing		
Management/Overhead	Ride-On Tri-City! - M&O	not applicable	not applicable	not applicable	not applicable	not applicable	Continuing/Ongoing		
Mobility Mgmt/Travel Training	Ride-On Tri-City! - MM & TT	none	not applicable	Determined by client's needs for individual travel training. Regularly scheduled Travel Training Workshops throughout Tri-City area.	Determined by client's needs for individual travel training. Group Travel Training Workshops are held during weekday daytime hours.	Seniors and people with disabilities living in the Tri-City area.	Continuing/Ongoing		Please see grant application submitted for quantity of services planned. This entry refers to matching funds for that grant.
Meal Delivery (existing program)	Meals on Wheels	none	Meal delivery starts within 2 weeks or within 2-3 days if there is an urgent need.	Determined by client's needs	Meals are delivered Monday through Friday, 10:30am-12:30pm, weekend meals delivered on Thursday and Friday.	Senior or person with a disability who resides in Fremont and is unable to shop for and/or prepare meals for oneself.	Continuing/Ongoing	50,000	
0	0								
0	0								
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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)	\$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 <i>(Automatically calculated)</i>	\$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) <i>(Automatically calculated)</i>	\$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
<i>Reserve balance as percent of FY 2020-21 Revenue*</i>	<i>54%</i>	<i>174%</i>	<i>100%</i>

*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.

[illegible]

*Please note that the vans listed above represent the FY 19/20 fleet. The City will be issuing an RFP for WAV services for FY20/21 and fleet has not yet been determined.

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?

☒ 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 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	\$200,832
FY 2018-19 Measure B DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$223,201
Estimated Measure BB Paratransit DLD reserve balance at the start of FY 2018-19	\$275,651
FY 2018-19 Measure BB DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$139,266
Total FY 2018-19 Measure B and BB Paratransit DLD Revenue <i>(Automatically calculated)</i>	\$838,950
Total FY 2018-19 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	
Total FY 2018-19 Program Revenue (Measure B, Measure BB and all other sources available for FY 2018-19) <i>(Automatically calculated)</i>	\$838,950

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 Drop-down Menu	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) Automatically calculated	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)	
		Specialized Accessible Van	Ride-On Tri-City!	4,413	N/A		\$ 80,816		\$ 80,816					\$ 161,632	
		Same-Day Transp. - Taxi	Ride-On Tri-City!	1,977	N/A		\$ 18,782		\$ 18,782					\$ 37,564	
		Meal Delivery (existing program)	Life Elder Care Meals on Wheels	14,305	N/A		\$ 3,500		\$ 3,500					\$ 7,000	
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Attachment Table B: Description of Planned Program

[illegible][illegible]

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 <i>(Automatically calculated)</i>	\$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) <i>(Automatically calculated)</i>	\$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
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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.

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.

[illegible]

*Please note that the vans listed above represent the FY 19/20 fleet. Ride-on Tri-City! will be issuing an RFP for WAV services for FY20/21 and fleet has not yet been determined.

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 and Staff questions/comments forwarded June 9, 2020:

- PPT states “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” – staff believes this is an extreme and

unnecessary escalation to a situation that warrants, at most, denial of service

- Response: "Why does staff believe this is extreme? Refusal to wear a mask is in violation of the Alameda County Health Orders that are constantly being revised. Drivers document it with dispatch for contact tracing in the event someone does become ill. A willful refusal by the rider on a repeat basis becomes a public health threat that could require taking the vehicle out of service for cleaning and delaying a pick-up of a client that is abiding by the Health Orders. Repeated failure to abide by the Health Orders may be reported to police for enforcement; enforcement will likely be a citation if police show up at all.
- There are always ways around this including the client providing documentation that a facial covering impedes their ability to breathe or the client proposing an alternative that they must provide for themselves that could be just as effective as a face covering, but they need to make that known before booking a ride. The dispatcher can ask if wearing a face covering will be an issue as part of the reservation process."
- PPT states "Migrating towards a reliance on TNC's when those companies may not exist after the upcoming economic downturn" – unclear which companies may not exist – TNC's? if so, migrating towards them is a bad idea? Companies that provide transit? So the migration is because the transit will cease to be available?
 - Response: "TNC's (Uber and Lyft) are publicly traded for profit technology companies that will do what they need to do to stay in business; they are not the standard contract transportation companies that are normally used because they comply with all the state and Federal regulations.

- If their shareholders no longer think they are profitable or the losses they rack up each quarter become unsurmountable, there is nothing that says they need to stay in business or provide a certain type of service. Remember that Uber wants to fly people everywhere in pods.
- These are just some additional factors that may drive their demise, but there could be more:
 - an economic downturn, where the companies are currently dependent on choice riders, who no longer have jobs, to make a profit no longer take rides (this includes all the companies they invested in for bike sharing, scooter sharing, food delivery, etc.)
 - an ongoing health pandemic, where their ridership no longer wants to take the rides because there is no guarantee that the privately owned vehicle has been disinfected after the last client (including bike sharing and scooter sharing)
- Union City Transit and Paratransit will embrace the TNC services as long as they exist to provide that option of same day service, but should not expect them to be around for the long haul."

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

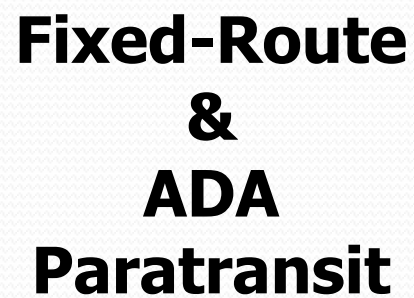
- Current contract with MV Transportation (MV) expires December 31, 2020
- The contract includes Management, Dispatchers, Road Supervisors, Drivers, Trainers, Service Crews, Mechanics and Office Staff
- MV uses a leased building and facilities from the City for operations and an off-site maintenance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

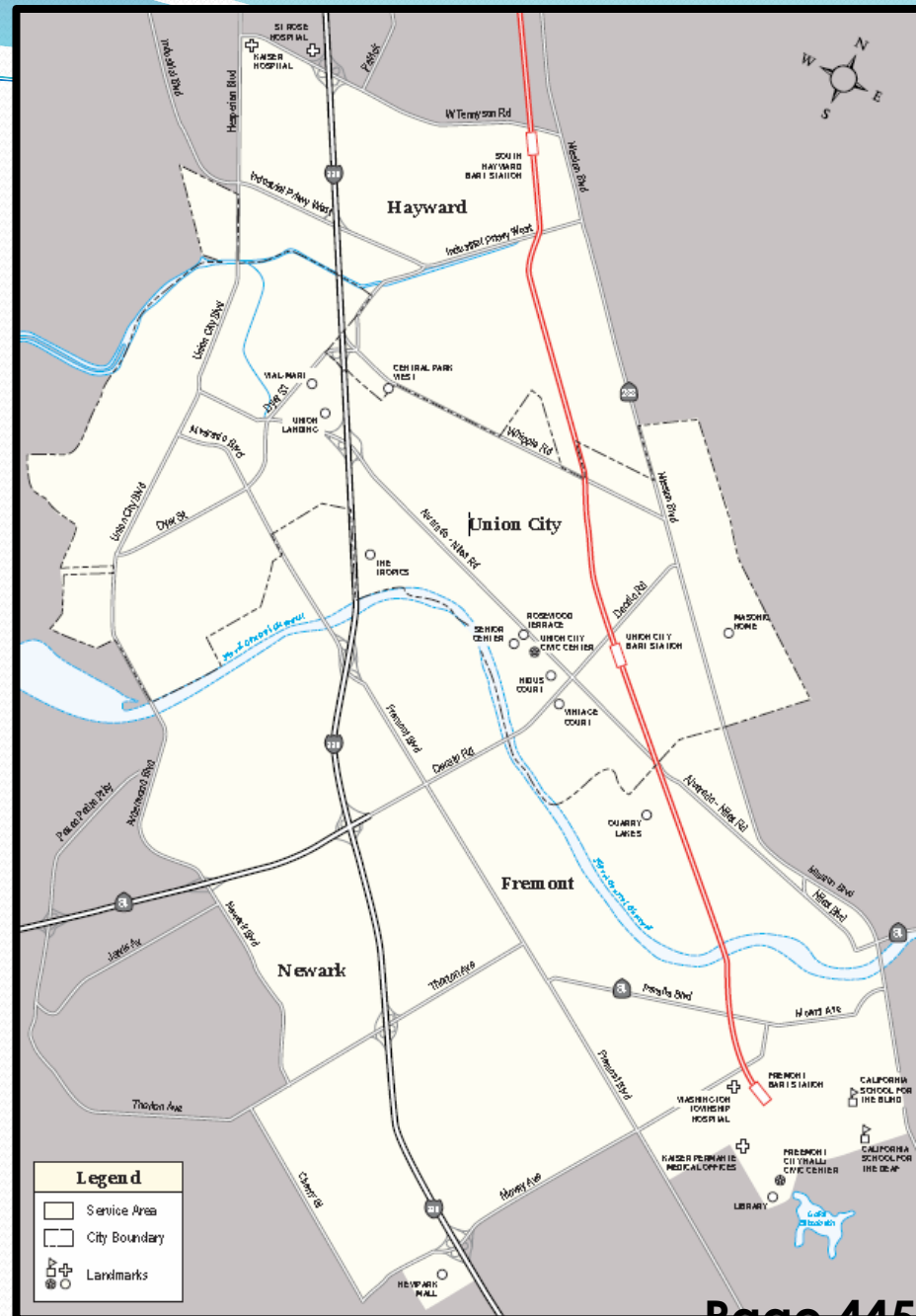
- Operating revenues usually include Measures B/BB, Transportation Development Act (TDA), State Transit Assistance (STA) and Passenger Fares
(All are expected to be 10% to 25% lower)
- Coronavirus Aid, Relief, and Economic Security (CARES) Act Federal grant funds will be used for operating revenue shortfalls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





Service Area Map

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.

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

Total FY 2018-19 Program Revenue (Measure B, Measure BB and all other funds available for FY 2018-19)	
Estimated Measure B Paratransit DLD reserve balance at the start of FY 2018-19	\$0
FY 2018-19 Measure B DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$389,975
Estimated Measure BB Paratransit DLD reserve balance at the start of FY 2018-19	\$0
FY 2018-19 Measure BB DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$243,326
Total FY 2018-19 Measure B and BB Paratransit DLD Revenue <i>(Automatically calculated)</i>	\$633,301
Total FY 2018-19 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$ 329,639
Total FY 2018-19 Program Revenue (Measure B, Measure BB and all other sources available for FY 2018-19) <i>(Automatically calculated)</i>	\$962,940

Service/Program Type and Name		Performance FY 2018-19		Total FY 2018-19 Program Costs Expended by Fund Source (Measure B, Measure BB and all other funds expended during FY 2017-18)										Notes
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M	Column N	Column O
Eligible Service/Program Type <i>Drop-down Menu</i>	Service/Program/Project Name	Quantity Provided FY 2018-19 Provide total number of one-way trips or units	On-Time Performance FY 2018-19 Percent of passenger trips arrived within designated window (indicate if data is unavailable or non-applicable)	Amount of RESERVE Measure B Paratransit DLD funds EXPENDED	Amount of FY 2018-19 Measure B Paratransit DLD funds EXPENDED	Amount of RESERVE Measure BB Paratransit DLD funds EXPENDED	Amount of FY 2018-19 Measure BB Paratransit DLD funds EXPENDED	Amount of OTHER Measure B/BB funds EXPENDED	What was the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, MB LSR, etc.)	Fare Revenue expended on service	Amount of all non-Alameda CTC funds EXPENDED (not including fares)	What was the source of these non-Alameda CTC funds? (e.g. City general fund, federal, state, etc.)	Total Funds expended (all sources) <i>Automatically calculated</i>	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
ADA-mandated Paratransit	Union City Paratransit	16,971	99% within 30 min. window		\$ 344,765		\$ 243,325			\$ 42,594	\$ 287,045	TDA and STA	\$ 917,729	
Same-Day Transp. - Taxi	Tri-City Taxi Voucher Program	2,078	not available		\$ 45,211								\$ 45,211	\$8,312 in fares retained by City of Fremont
													\$ -	
													\$ -	
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				\$ -	\$ 389,976	\$ -	\$ 243,325	\$ -		\$ 42,594	\$ 287,045		\$ 962,940	

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 Drop-down Menu	Service/Program/Project Name	If service is contracted, provide name of contractor/service provider	Need(s) this Service Meets (E.g. medical, grocery, recreation, regional trips, etc.)	Fare/Cost to Consumer	Fare Medium (E.g. cash, voucher, reimbursement, annual fee, etc.)	Vehicle Accessibility Drop-down Menu	Is this a same day or pre-scheduled service? Drop-down Menu	Is this a fixed route or origin-to-destination service (e.g. door-to-door)? Drop-down Menu	Service Area
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 Will automatically populate from rows above	Service/Program/Project Name Will automatically populate from rows above	Limits on number of trips/ use of service? (e.g. trip limits per month/quarter/year or a maximum expenditure per consumer)	If pre-scheduled, what days/hours are reservations accepted for trip, training, etc?	If pre-scheduled, how far in advance can/must a consumer schedule a trip, training, etc?	Days/Hours of Operation	Eligibility Requirements	Project Status Drop-down Menu	Quantity Planned Provide total number of units (one-way passenger trips, consumers trained, meals delivered, etc.)	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
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 <i>(Automatically calculated)</i>	\$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) <i>(Automatically calculated)</i>	\$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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0	0										\$ -
0	0										\$ -
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
<i>Reserve balance as percent of FY 2020-21 Revenue*</i>	<i>0%</i>	<i>0%</i>	<i>0%</i>

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

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.

[illegible]



Alameda County Transportation Commission
1111 Broadway, Suite 800
Oakland, CA 94607
P • 510.208.7400
www.AlamedaCTC.org



PAPCO Paratransit Program Plan Review



Measure B/BB
Transportation for
Seniors and People
With Disabilities

FISCAL YEAR 2020-2021
PROGRAM PLANS

EAST COUNTY

May 2020



Paratransit Program Plan Staff Summary Fiscal Year 2020-21

Planning Area: East County

**Paratransit Program: Livermore Amador Valley Transit Authority
(LAVTA)**

Staff Recommendation: Recommend program plan for full approval.

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

PAPCO and Staff questions/comments forwarded June 9, 2020:

- Why are the fares on DAR going up to \$6?
 - Response: "Dial-A-Ride fares are not going up by \$6, but by 25 cents from the current \$3.75 to \$4.00 on 1/1/21.

LAVTA Board of Directors approved this increase back in 2018 as part of the 2-step DAR fare increase process in which the fare went up by 25 cents on 1/1/19 from \$3.50 to \$3.75 and is scheduled to increase again two years later on 1/1/21 from \$3.75 to \$4.00. TAAC discussed this at their meeting in 2018 and forwarded their recommendation to the LAVTA Board."



Annual Paratransit Program Plan for FY2020/21

May 13, 2020

Livermore Amador Valley Transit Authority (LAVTA)



Dial-A-Ride Service Overview



Wheels Dial-A-Ride Service

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





Above and Beyond the ADA mandate

Wheels provides a premium level paratransit service

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



Para-Taxi Program

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





New in Para-Taxi Program for FY2020

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



Current Program Changes due to Covid-19



The following changes have been temporarily implemented:

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



The following changes have been temporarily implemented:

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



The following changes have been temporarily implemented:

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



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





Planning Process



Program Plan Overview

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



TAAC Responsibilities

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



Changes in FY2021



Comprehensive Tri-Valley Paratransit Assessment

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



The End

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

CONTACT INFORMATION	
Agency:	Livermore Amador Valley Transit Authority
Contact Name:	Kadri Klm
Title:	Paratransit Planner
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Date Submitted: 2/28/20

TYPES OF SERVICES PROVIDED

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

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

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

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

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

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

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

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

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

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

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

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

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

Below are DAR's top 10 destinations:

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

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

6.16 miles

2. Will your agency's program for FY 2020-21 conform to the Paratransit Program Implementation Guidelines, as required?☒ Yes☐ No

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

3. If proposing any service or program changes in FY 2020-21 from the current year, FY 2019-20, describe the changes and explain why they are proposed. Describe how these changes will impact the ability of seniors and people with disabilities in your community to meet their basic life needs.

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

4. Looking ahead, beyond FY 2020-21, do you anticipate major service changes?

Please briefly describe. Describe major changes such as beginning or ending a type of service anticipated within the next five years.

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

NEW PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

5. The December 2018 Paratransit Program Implementation Guidelines require Alameda CTC staff review of several program elements ***prior to implementation***. The program elements requiring staff review are listed as items 5A – 5F below and for each item, further explanation is requested. **If your FY 2020-21 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each. It is not necessary to include elements that were included in the FY 2019-20 Plan and are unchanged.** Applicants must address any applicable paratransit projects and programs listed in Attachment Table B.

- A. Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment)
- B. Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs)** (describe the proposed service including how subsidies will be provided and how capacity will be managed)
- C. Same-Day Transportation Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives)
- D. Accessible Shuttle Service** (for new shuttles – describe service plan and how city is coordinating with the local fixed route transit provider)
- E. New mobility management and/or travel training programs** (describe the well-defined set of activities)
- F. Low-income requirements for any scholarship and fare subsidy programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility)

N/A

DEVELOPMENT OF PROGRAM PLAN

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

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

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

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

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

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

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

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

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

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

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

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

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

☐ Yes

[X] No

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

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OUTREACH

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

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

ELIGIBILITY AND ENROLLMENT

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

LAVTA's ADA paratransit eligibility determination process includes two parts: <ol style="list-style-type: none">1. Paper application, which also includes the applicant's medical care professional's verification, and2. In-person assessment

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

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

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

CUSTOMER SATISFACTION

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

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

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

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

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

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

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

EXPECTED DEMAND/USE OF SERVICES

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

Registrants at beginning of FY 2018-19	1,198
Registrants at end of FY 2018-19	984
Current Registrants for FY 2019-20	945
Projected Registrants for FY 2020-21	1,000

A. Based on the registration projection provided, explain why you expect your program registration to increase, decrease or stay the same compared to the current year.

One of the recommendations of the Comprehensive Paratransit Assessment/Mobility Forward study is to transfer the ADA service from Pleasanton Paratransit to LAVTA. As such, there may be an increase of Pleasanton residents applying for Wheels Dial-A-Ride.

16. Do you expect the total number of one-way trips provided by your program in FY 2020-21 to increase, decrease or stay the same compared to the current year, FY 2019-20? Why?

One of the recommendations of the Comprehensive Paratransit Assessment/Mobility Forward study is to transfer the ADA service from Pleasanton Paratransit to LAVTA. Because of this there may be an increase of Pleasanton residents' trips on Wheels Dial-A-Ride.

17. Do the ridership numbers reported in Attachments Table A and Table B include companions and/or attendants?

[] Yes

[X] 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.)*

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18. Please provide the number of trips provided to consumers who required an accessible vehicle, if available. If trips were provided in more than one service (e.g. taxi, TNC, specialized accessible van, etc.), please specify for each.

Number of trips provided to consumers who require an accessible vehicle in FY 2018-19	13,139
Number of trips provided to consumers who require an accessible vehicle in FY 2019-20 as of Dec. 31, 2019	6,093
Number of trips projected to consumers who require an accessible vehicle in FY 2019-20	12,664

VEHICLE FLEET**19. Provide details regarding your vehicle fleet.** To answer this question, complete Attachment Table D (Table D tab of the Excel workbook).**SAFETY INCIDENTS****20. Describe any safety incidents recorded by your program in FY 2018-19, or to date in FY 2019-20.** Specify for each of the paratransit projects and programs listed in Attachment Table B. *(Report incidents resulting in any of the following: a fatality other than a suicide; injuries requiring immediate medical attention away from the scene for two or more persons; property damage equal to or exceeding \$7,500; an evacuation due to life safety reasons; or a collision at a grade crossing.)*

None.

FINANCES: PROGRAM REVENUE AND COST

21. Detail your FY 2020-21 program's total estimated revenue (all fund sources) and total cost by completing Attachment Table C (Table C tab of the Excel workbook). For program components funded all or in part with a Measure B/BB discretionary grant, segregate the grant funding by entering it in the "Other Measure B/BB" column.

22. Describe below the "Management/Overhead" and "Customer Service and Outreach" costs included in Attachment C and how these cost allocations were determined? (These two categories are defined under Question 1). *The amount spent on Customer Service/Outreach and Management/Overhead is to be included as part of the total program cost, even if it is not funded with Alameda CTC funding. This includes city/agency staff time paid for by a city's general fund.*

A. Management/Overhead Costs

Manager oversight salary (paratransit portion) \$30,475. Paratransit staff person salary \$82,630. Intern \$16,097. Benefits \$40,842. Utilities \$4,333, facility maintenance \$10,745

B. Customer Service and Outreach Costs

Customer service staff 5% of their time salary \$8,540. Paratransit printing, brochures, applications etc. \$10,756.00.

PROGRAM FUNDING RESERVES

23. If your paratransit program is anticipated to have a remaining balance of Measure B/BB DLD funding at the end of FY 2020-21, as shown in Attachment Table C, please explain. How do you plan to expend these funds and when?

We will not have any reserves.

MISCELLANEOUS

24. Use this space to provide any additional notes or clarifications about your program plan.

Alameda CTC FY 2020-21 Annual Paratransit Program Plan Application (July 1, 2020 - June 30, 2021)
Attachment Table A: Summary of Past Program Service, Performance, Revenue, and Costs (FY 2018-19)

Total FY 2018-19 Program Revenue (Measure B, Measure BB and all other funds available for FY 2018-19)	
Estimated Measure B Paratransit DLD reserve balance at the start of FY 2018-19	\$0
FY 2018-19 Measure B DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$ 200,170
Estimated Measure BB Paratransit DLD reserve balance at the start of FY 2018-19	\$0
FY 2018-19 Measure BB DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$ 362,042
Total FY 2018-19 Measure B and BB Paratransit DLD Revenue <i>(Automatically calculated)</i>	\$ 562,212
Total FY 2018-19 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$ 1,256,218
Total FY 2018-19 Program Revenue (Measure B, Measure BB and all other sources available for FY 2018-19) <i>(Automatically calculated)</i>	\$ 1,818,430

Service/Program Type and Name		Performance FY 2018-19		Total FY 2018-19 Program Costs Expended by Fund Source (Measure B, Measure BB and all other funds expended during FY 2017-18)										Notes
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M	Column N	Column O
Eligible Service/Program Type <i>Drop-down Menu</i>	Service/Program/Project Name	Quantity Provided FY 2018-19 Provide total number of one-way trips or units	On-Time Performance FY 2018-19 Percent of passenger trips arrived within designated window (indicate if data is unavailable or non-applicable)	Amount of RESERVE Measure B Paratransit DLD funds EXPENDED	Amount of FY 2018-19 Measure B Paratransit DLD funds EXPENDED	Amount of RESERVE Measure BB Paratransit DLD funds EXPENDED	Amount of FY 2018-19 Measure BB Paratransit DLD funds EXPENDED	Amount of OTHER Measure B/BB funds EXPENDED	What was the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, MB LSR, etc.)	Fare Revenue expended on service	Amount of all non-Alameda CTC funds EXPENDED (not including fares)	What was the source of these non-Alameda CTC funds? (e.g. City general fund, federal, state, etc.)	Total Funds expended (all sources) <i>Automatically calculated</i>	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
ADA-mandated Paratransit	Wheels Dial-A-Ride	46,123	94%	\$ -	\$ 200,170		\$ 362,042	\$ 9,968	GAP	\$ 195,367	\$ 1,050,883	FTA, TDA, STA	\$ 1,818,430	
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				\$ -	\$ 200,170	\$ -	\$ 362,042	\$ 9,968		\$ 195,367	\$ 1,050,883		\$ 1,818,430	

Attachment Table B: Description of Planned Program

Note: Definitions for each drop-down menu are in the Implementation Guidelines

[illegible]

Note: Definitions for each drop-down menu are in the Implementation Guidelines

[illegible]

Alameda CTC FY 2020-21 Annual Paratransit Program Plan Application (July 1, 2020 - June 30, 2021)
Attachment Table C: Program Revenue, Cost and Fund Sources

Total FY 2020-21 Program Revenue (Measure B, Measure BB and all other funds available for FY 2020-21)	
Estimated Measure B Paratransit DLD ending balance at the end of THIS fiscal year, FY 2019-20 (June 30, 2020)	\$0
Projected FY 2020-21 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$195,409
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2019-20 (June 30, 2020)	\$0
Projected FY 2020-21 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$383,806
Total FY 2020-21 Measure B and BB Paratransit DLD Revenue <i>(Automatically calculated)</i>	\$579,215
Total FY 2020-21 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$ 1,727,617
Total FY 2019-20 Program Revenue (Measure B, Measure BB and all other sources available for FY 2019-20) <i>(Automatically calculated)</i>	\$2,306,832

Service/Program Name		Total FY 2020-21 Program Costs by Fund Source (Measure B, Measure BB and all other funds planned to be expended during FY 2020-21)									Total Cost
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L
Service/Program/Project Name <i>Automatically populated from prior sheet (column B)</i>	Quantity Planned for FY 2020-21 <i>Automatically populated from prior sheet (column Q)</i>	Amount of RESERVE Measure B Paratransit DLD funds to be EXPENDED	Amount of FY 2020-21 Measure B Paratransit DLD funds to be EXPENDED	Amount of RESERVE Measure BB Paratransit DLD funds to be EXPENDED	Amount of FY 2020-21 Measure BB Paratransit DLD funds to be EXPENDED	Amount of OTHER Measure B/BB funds to be EXPENDED	What is the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, LSR, MB LSR, etc.)	Fare Revenue to be expended on service	Amount of all Non-Alameda CTC funds to be EXPENDED (not including fares)	What is the source of these non-Alameda CTC funds? (e.g. city funds, federal, state, etc.)	Total Cost (all sources) <i>Automatically calculated</i>
Wheels Dial-A-Ride	50,000	\$ -	\$ 195,409	\$ -	\$ 383,806	\$ -		\$ 219,750	\$ 1,507,867	TDA, STA, FTA	\$ 2,306,832
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Totals	50,000	\$ -	\$ 195,409	\$ -	\$ 383,806	\$ -		\$ 219,750	\$ 1,507,867		\$ 2,306,832

Budget check (total revenue less total cost): \$0

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2021:	\$0	\$0	\$0
<i>Reserve balance as percent of FY 2020-21 Revenue*</i>	<i>0%</i>	<i>0%</i>	<i>0%</i>

*Alameda CTC's Timely Use of Funds policy looks at entire jurisdiction's fund balance.

Alameda CTC FY 2020-21 Annual Paratransit Program Plan Application (July 1, 2020 - June 30, 2021)

Attachment Table D: Vehicle Fleet

Instructions: Please complete table below. If necessary, please contact your contractors to obtain the information.

Vehicle Fleet									
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
					Vehicle Capacity				
Make	Type of Vehicle(s) (specify bus, large van, minivan, sedan)	Year of Vehicle	Fuel Type	Lift/Ramp Equipment (specify lift, ramp, or none)	Ambulatory	Wheelchair	Number of Vehicles	Owner (specify if contractor)	City that vehicle(s) are garaged
Dodge	Minivan	2014	Gasoline	Ramp	3	1	1	MTM	Livermore
Crysler	Sedan	2005	Gasoline	Ramp	3	0	1	Tri Valley	Livermore
Dodge	Minivan	2014	Gasoline	Ramp	5	1	1	Tri Valley	Livermore
Dodge	Minivan	2016	Gasoline	Ramp	5	1	1	Tri Valley	Livermore
Dodge	Minivan	2007	Gasoline	Ramp	3	1	1	Northbay	Livermore
Dodge	Minivan	2007	Gasoline	Ramp	4	1	1	Northbay	Livermore
Dodge	Minivan	2012	Gasoline	Ramp	4	1	1	Northbay	Livermore
Dodge	Minivan	2014	Gasoline	Ramp	4	1	1	Northbay	Livermore
Chevy	Minivan	2007	Gasoline	Ramp	3	1	1	Northbay	Livermore
Ford	Large Van	2004	Gasoline	Lift	1	2	2	Northbay	Livermore
Dodge	Minivan	2010	Gasoline	None	5	0	1	Northbay	Livermore
Dodge	Minivan	2013	Gasoline	None	5	0	1	Northbay	Livermore
Crysler	Minivan	2009	Gasoline	None	5	0	1	Northbay	Livermore
Crysler	Minivan	2017	Gasoline	None	5	0	1	Northbay	Livermore
Chevy	Minivan	2010	Gasoline	None	5	0	1	Northbay	Livermore
Dodge	Minivan	2019	Gasoline	Ramp	3	1	2	Northbay	Livermore

Paratransit Program Plan Staff Summary Fiscal Year 2020-21

**Planning Area: East County
Paratransit Program: Pleasanton**

Staff Recommendation: Recommend program plan for full approval.

- Services provided:
 - Specialized Accessible Van
 - Group Trips
 - Scholarship
 - Mobility Management/Travel Training
- 53% Measure B/BB; Remainder: 47% fare revenue, General Funds and TDA 4.5
- 53% reserves
- Cost per trip – unclear due to program changes
- Trends in trip provision – trending up
- Elements requiring Alameda CTC approval (approved by Alameda CTC staff on June 19, 2020):
 - Capital Expenditure: We plan to purchase a Dodge BraunAbility passenger van which will diversify the aging PPS fleet and allow flexibility in scheduling rides that have special requirements and provide efficiency in using a smaller vehicle.

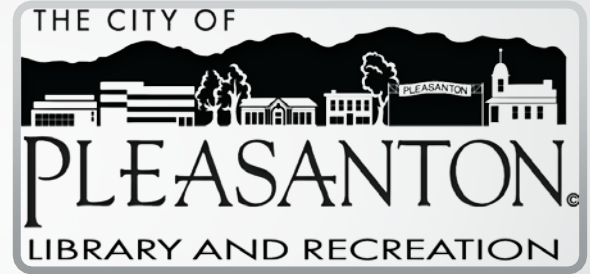
- The Mobility Forward study was completed in January 2019 and staff have been directed to begin the work to implement the three recommendations specific to PPS:
 - Transfer ADA service from the City of Pleasanton to LAVTA
 - Restructure Pleasanton Paratransit Service as a City-Based Program for Older Adults
 - Implement a Tri-Valley Coordinated Transit Strategy for Older Adults and People with Disabilities
- In 2018 we implemented TripSpark Notifications and DriverMate which has improved efficiencies through the electronic manifests and on-board tablets. By April of 2019 we updated our client profiles to set up automated call backs and have received positive feedback from the clients who are currently set up in the system to receive automated notifications. To further enhance our services, we plan to purchase 12 two-way EBRCSA radios which will improve communication between drivers and dispatch and also provide a back-up system for driver to dispatch communication.

PAPCO and Staff questions/comments forwarded June 9, 2020:

- Staff updated Excel to list PPS as Specialized Accessible Van in FY 18/19 for data consistency with FY 20/21
 - Response: City staff updated application.

Pleasanton Paratransit Service (PPS)

Expenditure Plan 2020/2021



Program Changes Due to COVID-19



- PPS is currently offering medical and grocery rides only
- At this time, our facilities are not open so tickets cannot be purchased; staff is tracking IOU's at this time
- A maximum of three riders are scheduled on one bus at a time to ensure social distancing
- Drivers always wear gloves and a mask and wipe down the bus between each passenger
- Day Trips are cancelled until further notice

Program Plan Highlights FY 20/21

- Provide 7,800 door-to-door rides to Pleasanton and Sunol residents 70+ years of age and ADA eligible residents 18+ years of age



Program Plan Highlights FY 20/21

- Provide group trips for seniors 60+ and persons with disabilities 18+
 - Monthly low-cost trips
 - Total one-way trips planned for FY 20/21: 550
 - Educational and enriching offerings



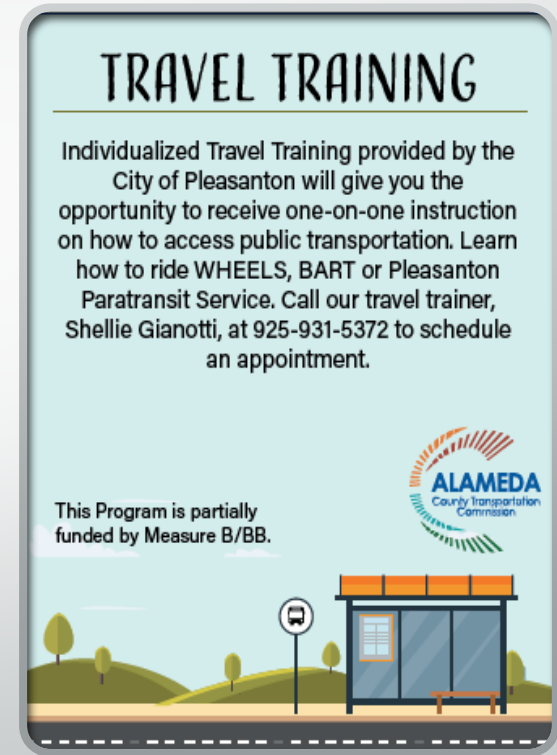
Program Plan Highlights FY 20/21

- Pleasanton Paratransit Fare Scholarship Program
 - Offer 75% subsidy on Paratransit Tickets
 - Anticipate serving 70 seniors in FY 20/21



Program Plan Highlights FY 20/21

- Provide One-on-One Travel Training
- Anticipate serving 12 seniors



Program Plan Highlights FY 20/21

- **Capital Expenditure:**
 - Purchase a Dodge BraunAbility passenger van which will diversify the aging PPS fleet and allow flexibility in scheduling rides that have special requirements and provide efficiency in using a smaller vehicle
 - This purchase is already approved by Alameda CTC staff

Pleasanton Paratransit General Updates

- 9 Radios to be programmed and delivered May 2020
 - EBRCSA radios which will improve communication between drivers and dispatch
 - Provide a back-up system for driver to dispatch communication

Mobility Forward Study Update

- The Mobility Forward study was completed in January 2019 resulting in three Pleasanton specific recommendations shown below:
 - Transfer ADA service from the City of Pleasanton to LAVTA
 - Restructure Pleasanton Paratransit Service as a City-Based Program for Older Adults
 - Implement a Tri-Valley Coordinated Transit Strategy for Older Adults and People with Disabilities
 - Due to COVID-19 the above plans are on hold as recommendations must first go before the City Council



***Thank you
for your
continued
support!***



FY 2020-21 Annual Paratransit Program Plan Application Due by February 28, 2020

CONTACT INFORMATION	
Agency:	City of Pleasanton
Contact Name:	Rachel Prater
Title:	Recreation Supervisor
Phone Number:	925-931-5367
E-mail Address:	rprater@cityofpleasantonca.gov

Date Submitted: 2/27/2020

TYPES OF SERVICES PROVIDED

1. **What type of paratransit projects and programs will be funded, fully or partially, with Measures B and BB Direct Local Distribution (DLD, pass-through) and paratransit discretionary grant funds?** To answer this question, complete Attachment Table B (Table B tab of the Microsoft Excel workbook).

Below is a list of the types of services/programs that are eligible for Alameda CTC funding. For detailed information about these eligible services, including minimum service requirements and performance measures, refer to the Alameda CTC's Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines, revised December 2018 (provided with the application materials).

- **Management/Overhead:** Program oversight, planning, budgeting, participation in regional/countywide meetings. Include admin/labor even if it is paid by the City/transit agency for accurate reporting of full program expenses.
- **Customer Service/Outreach:** Activities associated with educating consumers about services that are available to them, answering questions from consumers and taking, tracking and responding to complaints and commendations. Include costs even if paid by the City/transit agency for accurate reporting of full program expenses.
- **ADA Paratransit:** Paratransit services provided by fixed-route transit operators to fulfill requirements under the American's with Disabilities Act (ADA).
- **Same-Day Transportation Program:** Provides a same day, curb-to-curb service intended for situations when consumers cannot make their trip on a pre-scheduled basis; allows eligible consumers to use taxis or Transportation Network Companies (TNCs) (at program discretion) at a reduced fare.

- **Specialized Accessible Van Service:** Specialized van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. These services are generally implemented as a supplement to a same-day program that does not meet critical needs for particular trips in accessible vehicles in certain communities.
- **Accessible Fixed-Route Shuttle:** Generally accessible vehicles that operate on a fixed route and schedule to serve common trip origins and destinations, e.g. senior centers, medical facilities, grocery stores, BART stations, other transit stations, community centers, commercial districts, and post offices.
- **Group Trips Program:** Round-trip accessible van rides for pre-planned outings or to attend specific events or go to specific destinations for fixed amounts of time, e.g. shopping trips or religious services. Trips usually originate from a senior center or housing facility.
- **Door-through-Door/Volunteer Driver Program:** Pre-scheduled, door-through-door services that are generally not accessible; rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. May also have an escort component.
- **Mobility Management and/or Travel Training:** Covers a wide range of activities, such as travel training, trip planning, and brokerage. Does not include provision of trips. (This is considered "non-trip provision").
- **Scholarship/Subsidized Fare Program:** Program to subsidize any service for customers who are low-income and can demonstrate financial need.
- **Meal Delivery:** Program to fund meal delivery to the homes of individuals who are transportation disadvantaged. Currently, only existing operating programs can continue to use Measure B funds for these service costs. No new meal delivery services can be established.
- **Capital Expenditure:** Capital purchase or other capital expenditure.
- **Note on volunteer driver programs and mobility management/training:** If your program is using DLD funds, but not discretionary grant funds, you may be required to submit further information.

A. Provide a short narrative description of your agency's FY 2020-21 program.

The City of Pleasanton Paratransit Services (PPS) includes a suite of transit services for local seniors and people with disabilities. Staff has determined the Alameda CTC Measure B and BB Direct Local Distribution will fund the following programs/services:

City-based Door-to-Door Services - This core service offers door-to door transportation for Pleasanton and Sunol residents 70+ years of age and ADA eligible residents 18+ years of age. When PPS is not operating or cannot meet the ADA service demand, Livermore Amador Valley Transit Authority (LAVTA) provides service for this population.

PPS Fare Scholarship Program - This program allows for 75% subsidy on Paratransit tickets. Application guidelines and requirements are consistent with the City of Pleasanton's Fee Assistance Program.

Group Trips Program - This program includes affordable monthly trips using a combination of PPS vehicles, contract buses and the former fixed route shuttle bus to provide low cost day trip travel opportunities to seniors who would otherwise not have access to educational and enrichment programs. The program will also continue to provide group trip transportation for some special events for our RADD (Recreation for Adults with Developmental Disabilities) participants.

Customer Service/Outreach - PPS and Pleasanton Senior Center staff will continue to provide customer service and outreach services for LAVTA including providing tickets sales for Wheels Dial-A-Ride and monthly bus passes for the senior and disabled populations.

Travel Training Program - This is an individualized travel training program that provides seniors 60+ years of age with the opportunity to receive one-on-one instruction on how to access local public transportation.

Management/Overhead - The Recreation Manager and Supervisor manage all Pleasanton transportation programs. Some hours for the Dispatcher, specifically for duties related to statistical reporting and performance evaluations for all transportation programs are also included in the management/overhead.

Capital Expenditures - The purchase of a Dodge BraunAbility passenger van will diversify the aging PPS fleet and allow flexibility in scheduling rides that have special requirements and provide efficiency in using a smaller vehicle.

B. Explain how the suite of services offered is targeted towards the seniors and people with disabilities in your community. Why have these services been selected to meet the trip needs of your consumers over other eligible service types? How do these services enhance their quality of life and help them meet basic life needs?

The transportation services provided by PPS are designed to meet the needs of the seniors and disabled in the community. All vehicles are equipped to provide safe and reliable transportation. The 2018 implementation of updated technology has allowed drivers instant access to notifications of cancellations and changes in their respective manifests on a tablet. Additionally, the *Tripspark Drivemate and Notification* software that was fully implemented in 2019 has streamlined phone services, eliminating the need for a live person call-back confirmation, and allowing staff more time to work directly with new ride requests, program information and referral services.

With paratransit services being delivered out of the Pleasanton Senior Center there is an opportunity for staff to educate seniors on the services available at the Senior Center such as the congregate meal program, various recreational and educational activities, and access of a wide array of social services, ranging from foot care and free notary services to eye glass repairs and tax assistance. Programs offered foster socialization and independence.

Providing fare subsidies through the scholarship program is an important component of the PPS program allowing low-income seniors and people with disabilities an affordable transportation option.

The Travel Training program provides seniors the confidence to utilize local public transportation. This program gives seniors 60+ years of age and older the opportunity to schedule a one-on-one training session with a staff member.

The Group Trip program provides affordable monthly trips to seniors who would otherwise not have access to educational and enrichment programs.

C. List the most common trip destinations for seniors and people with disabilities in your community that your services are designed to serve, e.g. dialysis centers, hospitals, major shopping complexes, senior centers. Please report separately, if available, for ADA paratransit, Same-Day Transportation (taxi and TNC), Specialized Accessible Van, and/or Accessible Fixed-Route Shuttle if applicable.

- Medical Appointments
- Basic living needs; Grocery store, banks, beauty salons, etc.
- Recreational activities; primarily at the Pleasanton Senior Center and Library
- Pleasanton Senior Nutrition Program at Senior Center Sage Café

D. Please provide your average trip length, if available, and any interesting outliers, e.g. a significantly short or long trip associated with one of the common trip destinations above.

Our average trip length is between 20 and 25 minutes.

A significant longer trip that we accommodate upon request is medical appointments out of town to the following locations:

- Palo Alto VA Medical Center, Livermore

- Stanford Health Care – Valley Care Medical Center, Livermore
- Lifestyle Rx, Livermore
- Kaiser Medical Facility, Livermore
- Kaiser Medical Facility, Dublin
- Palo Alto Medical Center, Dublin
- Regal Hacienda Crossings Theater, Dublin
- San Ramon Regional Medical Center, San Ramon
- Kaiser, San Ramon

2. Will your agency's program for FY 2020-21 conform to the Paratransit Program Implementation Guidelines, as required?

☒ Yes

☐ No

A. If "No", explain below and contact Alameda CTC staff to discuss (prior to February 28, 2020)

3. If proposing any service or program changes in FY 2020-21 from the current year, FY 2019-20, describe the changes and explain why they are proposed. Describe how these changes will impact the ability of seniors and people with disabilities in your community to meet their basic life needs.

The Mobility Forward study was developed as a partnership between Livermore Amador Valley Transit Authority (LAVTA, also known as "Wheels") and the City of Pleasanton to explore the effectiveness of the current organization, management and delivery of paratransit service in the Tri-Valley. Nelson\Nygaard was hired to work with the City of Pleasanton and LAVTA in 2016 to conduct the study, and to prepare recommendations for service improvements. The study was completed in January 2019 and staff have been directed to begin the work to implement the three recommendations specific to PPS:

1. Transfer ADA service from the City of Pleasanton to LAVTA
2. Restructure Pleasanton Paratransit Service as a City-Based Program for Older Adults
3. Implement a Tri-Valley Coordinated Transit Strategy for Older Adults and People with Disabilities

- 4. Looking ahead, beyond FY 2020-21, do you anticipate major service changes? Please briefly describe.** Describe major changes such as beginning or ending a type of service anticipated within the next five years.

The Mobility Forward Study concluded in January 2019 and staff have been directed to begin the work to implement the three recommendations from the Mobility Forward study specific to PPS:

1. Transfer ADA service from the City of Pleasanton to LAVTA
2. Restructure Pleasanton Paratransit Service as a City-Based Program for Older Adults
3. Implement a Tri-Valley Coordinated Transit Strategy for Older Adults and People with Disabilities

If the program plan needs to be modified after submittal, City staff will confer with ACTC staff. The City is committed to maintaining the current high level of customer satisfaction. It is also anticipated that if/when the recommendations are implemented, the customer will notice little to no change in the services provided.

NEW PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

- 5.** The December 2018 Paratransit Program Implementation Guidelines require Alameda CTC staff review of several program elements **prior to implementation**. The program elements requiring staff review are listed as items 5A – 5F below and for each item, further explanation is requested. **If your FY 2020-21 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each. It is not necessary to include elements that were included in the FY 2019-20 Plan and are unchanged.** Applicants must address any applicable paratransit projects and programs listed in Attachment Table B.

- A. Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment)
- B. Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs)** (describe the proposed service including how subsidies will be provided and how capacity will be managed)
- C. Same-Day Transportation Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives)
- D. Accessible Shuttle Service** (for new shuttles – describe service plan and how city is coordinating with the local fixed route transit provider)
- E. New mobility management and/or travel training programs** (describe the well-defined set of activities)
- F. Low-income requirements for any scholarship and fare subsidy programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility)

Planned capital expenditure: We plan to purchase a Dodge BraunAbility passenger van which will diversify the aging PPS fleet and allow flexibility in scheduling rides that have special requirements and provide efficiency in using a smaller vehicle.

DEVELOPMENT OF PROGRAM PLAN

- 6. How was consumer input sought in development of the program and selection of the services offered?** Describe all general outreach activities undertaken in connection with this plan, including consumer or public meetings; meetings with other agencies; presentations to boards, commissions, or committees. If possible provide dates for these activities. Note below if this plan was reviewed by a local paratransit advisory committee, including the name of the committee, and the date of the meeting.

PPS Task Force input – Staff worked with the Pleasanton Paratransit Task Force, a transportation advisory group, to review and seek feedback on rider's statistics and evaluations for door-to-door services. The information from the Task Force is valuable in planning future projects and determining opportunities for service improvement. The PPS Task Force will meet on Monday, April 27 and will review this plan at their respective meetings.

The Pleasanton Senior Center will host an annual Transit Fair on Friday, March 17, 2020 with staff seeking feedback about transportation options from the participants. Having a presence in the medical community is an important part of our outreach activities. We continually visit local medical offices and share information about PPS. In addition, we consistently provide outreach at senior housing and local agencies, and continually seek feedback on transportation service delivery and implement changes/improvements into our services, when feasible.

A staff member has been assigned the responsibility of Paratransit Outreach. This staff member keeps a list of applicable locations that would benefit from our program. This list includes medical centers, senior housing communities, and rehabilitation centers. The locations are on a rotation and the staff person visits and provides presentations and flyers as well as report back on feedback received.

- 7. Describe any outreach, surveys and/or analysis conducted to develop this plan and to determine the types of services the program offers.**

In August 2019 we sent surveys to our registered clients and received a total of 44 completed surveys. Although this is a very small sample of returned surveys, we reviewed and took into consideration the comments made by those who submitted. We also closely review daily and monthly ridership trends to determine gaps in service or opportunities for improvement. The information from this evaluation is summarized and reviewed by the PPS Task Force allowing us to identify areas of improvement or service delivery modifications. PPS staff regularly meets with LAVTA staff as both agencies collaborate on the changing Tri-Valley transit needs. Additionally, we complete a variety of outreach efforts including senior group meetings, a community Transit Fair, one-on-one appointments with community members and participation at community events.

8. Describe how results from the community outreach, surveys and/or analysis described in Questions 6 and 7 were used to guide the development of the program plan.

Several factors determine how the City will prioritize funding for FY 2020/21. Based on general customer feedback, the following program/service are the primary focus for the program plan:

- Providing affordable trips ranks high in priority by our riders and thus the need to continue the PPS Scholarship Program.
- Continue expanded driver hours to meet the increasing need for service during prime rider times (10:00 am to 2:00 pm). PPS will continue recruiting additional drivers to expand our driver pool to accommodate these expanded prime time rider times.
- On-going emphasis on the importance of excellent customer service in the PPS Dispatch Office with resources earmarked to expand customer service staff in the dispatch area. We have deployed software tools to enhance service delivery.
- Community outreach is integral to the success of PPS services, particularly to the senior housing communities in Pleasanton. Staff will continue outreach efforts.

On-going review of PPS and LAVTA ridership statistics, comments, and costs prompted the partnership to hire consultant Nelson-Nygaard to conduct a comprehensive Tri-Valley Paratransit study, which concluded in January 2020. The study brought forth recommendations that will allow both agencies to operate innovatively and more efficiently to serve the transportation needs of Tri-Valley residents.

9. Describe any innovative, emerging technology or non-traditional elements integrated into the program plan.

In 2018 we implemented *TripSpark Notifications* and *DriverMate* which has improved efficiencies through the electronic manifests and on-board tablets. By April of 2019 we updated our client profiles to set up automated call backs and have received positive feedback from the clients who are currently set up in the system to receive automated notifications.

To further enhance our services, we plan to purchase 12 two-way EBRCSA radios which will improve communication between drivers and dispatch and also provide a back-up system for driver to dispatch communication.

10. Was this program plan approved by a governing body (or is it scheduled for action)? *This is not required by the Alameda CTC. Jurisdictions should follow their established internal process.*

☒ Yes

☐ No

A. If "Yes", provide the name of the governing body and planned or actual approval date.

Pleasanton City Council, June 2020

OUTREACH

11. How do community members and potential users learn about the Alameda CTC-funded services provided in your community? Specify for each of the paratransit projects and programs listed in Attachment Table B.

Outreach efforts include:

- PPS is listed in printed materials distributed by the City, including: City of Pleasanton website, City of Pleasanton's Library and Recreation Department Activities Guide which is delivered to 28,000 households three times a year, the Tri-Valley Pocket Guide for Human Services, informational advertisements in the Pleasanton Senior Center bi-monthly newsletter (The EDGE), and the Recreational Activities for Adults with Developmental Disabilities (RADD) Program Newsletter
- Presentations at local senior housing complexes, medical offices and community organizations
- Community fairs such as the Pleasanton Senior Center Transit Fair which attracts over 200 people a year to learn about transit options
- Cross promotion of programs at time of Wheels and PPS ticket sales and advertisements on websites and in brochures
- Information is included in the Eden I&R 2-1-1 informational brochure and is included as part of their referral service

ELIGIBILITY AND ENROLLMENT

12. What are your requirements for eligibility? (e.g., age, residency, income, ADA-certification status, or other verification of disability).

Eligibility requirements for PPS:

- Pleasanton or Sunol residents
- 70 years or older or ADA eligible 18 years of age or older

13. How do consumers enroll in your program? Include how long the enrollment process takes, and how soon newly enrolled applicants can use the services offered.

In addition to having PPS applications available at the Senior Center, they are available online at the City of Pleasanton's website, LAVTA's website and through ACCESS Alameda.

The general PPS application is available to all seniors 70 years and older. Disabled adults 18-69 years of age are provided an ADA application and referred to LAVTA's ADA Coordinator for assistance and evaluation. Applications are accepted by mail, walk-in or fax and are processed and approved within 2 to 3 days.

Upon client approval, rides can be scheduled immediately.

CUSTOMER SATISFACTION

- 14. Describe your complaint and commendation process.** Describe your process from beginning to end, including instructions you provide to customers for filing program suggestions, complaints or commendations, your documentation procedures and your follow up.

Complaints/commendations are documented and directed to the PPS Supervisor, who responds to issues on a one-on-one basis. Suggestions/concerns come from a variety of sources, including door-to-door evaluation surveys, telephone calls, the City of Pleasanton website, letters from riders, and suggestions from the PPS Task Force. Responses to customers are done in writing, by telephone or e-mail.

Personnel issues are directly addressed by the Supervisor on a one-on-one basis and documented.

- A. Describe any common or recurring service complaints, commendations and/or suggestions your program has received.** Specify for each of the paratransit projects and programs listed in Attachment Table B.
(Complaints are defined as phone calls, letters, or emails received for the specific purpose of making a complaint.)

Riders continue to comment about their desire for same-day rides, most often for medical appointments. Out-of-county transportation needs continue to be a challenge for some seniors and ADA clients.

B. Describe any changes you have made to your program as a result of these customer complaints, commendations and suggestions.

The recent purchase of the Braun Mini-Van will allow more flexibility for the City to hire new drivers that only require a Class C license. In our current hiring practices, we find it challenging to hire, train and retain a commercial licensed driver.

EXPECTED DEMAND/USE OF SERVICES

15. How many people are/have been/will be registered in the program during the following time periods? Fill in the boxes below.

Registrants at beginning of FY 2018-19	1393
Registrants at end of FY 2018-19	1506
Current Registrants for FY 2019-20	1591
Projected Registrants for FY 2020-21	1600

A. Based on the registration projection provided, explain why you expect your program registration to increase, decrease or stay the same compared to the current year.

As the senior population increases, we expect that seniors will be requesting more rides to local shopping centers, supermarkets, the library and other downtown destinations. There is and will continue to be an emphasis on educating riders in Pleasanton about the PPS and the importance of using the service during operational hours and only using LAVTA services during hours that PPS is not operating. With these efforts and the continuation of community outreach, we anticipate ridership numbers will continue to increase.

16. Do you expect the total number of one-way trips provided by your program in FY 2020-21 to increase, decrease or stay the same compared to the current year, FY 2019-20? Why?

We expect the total number of one-way trips provided to stay the same.

17. Do the ridership numbers reported in Attachments Table A and Table B include companions and/or attendants?

☒ Yes

☐ No

- A.** If "Yes", and if known, what percent of total ridership are companions/attendants? *(If providing an estimate, please clearly indicate it as such.)*

The ridership numbers do include companions and attendants which represents 2% to 3% of total ridership.

18. Please provide the number of trips provided to consumers who required an accessible vehicle, if available. If trips were provided in more than one service (e.g. taxi, TNC, specialized accessible van, etc.), please specify for each.

Number of trips provided to consumers who require an accessible vehicle in FY 2018-19	1157
Number of trips provided to consumers who require an accessible vehicle in FY 2019-20 as of Dec. 31, 2019	625
Number of trips projected to consumers who require an accessible vehicle in FY 2019-20	1400

VEHICLE FLEET

- 19. Provide details regarding your vehicle fleet.** To answer this question, complete Attachment Table D (Table D tab of the Excel workbook).

SAFETY INCIDENTS

- 20. Describe any safety incidents recorded by your program in FY 2018-19, or to date in FY 2019-20.** Specify for each of the paratransit projects and programs listed in Attachment Table B. *(Report incidents resulting in any of the following: a fatality other than a suicide; injuries requiring immediate medical attention away from the scene for two or more persons; property damage equal to or exceeding \$7,500; an evacuation due to life safety reasons; or a collision at a grade crossing.)*

There were no safety incidents reported during FY 2018-19 and the same applies to FY 2019-20 thus far.

FINANCES: PROGRAM REVENUE AND COST

21. Detail your FY 2020-21 program's total estimated revenue (all fund sources) and total cost by completing Attachment Table C (Table C tab of the Excel workbook). For program components funded all or in part with a Measure B/BB discretionary grant, segregate the grant funding by entering it in the "Other Measure B/BB" column.

22. Describe below the "Management/Overhead" and "Customer Service and Outreach" costs included in Attachment C and how these cost allocations were determined? (These two categories are defined under Question 1). *The amount spent on Customer Service/Outreach and Management/Overhead is to be included as part of the total program cost, even if it is not funded with Alameda CTC funding. This includes city/agency staff time paid for by a city's general fund.*

A. Management/Overhead Costs

The Management/Overhead costs totals \$64,131. This was determined by the percentage of time spent on the program by each employee.

- Recreation Manager
- Recreation Supervisor (2)
- Paratransit Dispatcher

Pending future direction for PPS related to the Mobility Forward study recommendations, management/overhead costs will need to be modified.

B. Customer Service and Outreach Costs

The Customer Service and Outreach costs total \$43,065. This was determined by staff salaries. This includes staff time to complete community outreach/education, resolve rider issues and concerns, complete call backs to clients, develop surveys and evaluations, and create and distribute marketing materials. Also included are the costs to conduct a transit fair annually that is a favorite local event attended by approximately 200 residents.

PROGRAM FUNDING RESERVES

23. If your paratransit program is anticipated to have a remaining balance of Measure B/BB DLD funding at the end of FY 2020-21, as shown in Attachment Table C, please explain. How do you plan to expend these funds and when?

In carefully reviewing all budgetary implications and in developing the FY 2020/2021 Program Plan, if we have a remaining balance, we will expend Measure BB dollars on the implementation of the recommendations from the Mobility Forward Study, including the implementation of a Tri-Valley Coordinated Strategy for Older Adults and People with Disabilities.

MISCELLANEOUS

24. Use this space to provide any additional notes or clarifications about your program plan.

As mentioned in question #4, staff have been directed to begin the work to implement the three recommendations from the Mobility Forward study specific to PPS. If the program plan needs to be modified after submittal, City staff will confer with ACTC staff.

Alameda CTC FY 2020-21 Annual Paratransit Program Plan Application (July 1, 2020 - June 30, 2021)
Attachment Table A: Summary of Past Program Service, Performance, Revenue, and Costs (FY 2018-19)

Total FY 2018-19 Program Revenue (Measure B, Measure BB and all other funds available for FY 2018-19)	
Estimated Measure B Paratransit DLD reserve balance at the start of FY 2018-19	\$0
FY 2018-19 Measure B DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$126,809
Estimated Measure BB Paratransit DLD reserve balance at the start of FY 2018-19	\$351,334
FY 2018-19 Measure BB DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$229,356
Total FY 2018-19 Measure B and BB Paratransit DLD Revenue <i>(Automatically calculated)</i>	\$707,499
Total FY 2018-19 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$ 81,984
Total FY 2018-19 Program Revenue (Measure B, Measure BB and all other sources available for FY 2018-19) <i>(Automatically calculated)</i>	\$789,483

Service/Program Type and Name		Performance FY 2018-19		Total FY 2018-19 Program Costs Expended by Fund Source (Measure B, Measure BB and all other funds expended during FY 2017-18)										Notes
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M	Column N	Column O
Eligible Service/Program Type <i>Drop-down Menu</i>	Service/Program/Project Name	Quantity Provided FY 2018-19 Provide total number of one-way trips or units	On-Time Performance FY 2018-19 Percent of passenger trips arrived within designated window (indicate if data is unavailable or non-applicable)	Amount of RESERVE Measure B Paratransit DLD funds EXPENDED	Amount of FY 2018-19 Measure B Paratransit DLD funds EXPENDED	Amount of RESERVE Measure BB Paratransit DLD funds EXPENDED	Amount of FY 2018-19 Measure BB Paratransit DLD funds EXPENDED	Amount of OTHER Measure B/BB funds EXPENDED	What was the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, MB LSR, etc.)	Fare Revenue expended on service	Amount of all non-Alameda CTC funds EXPENDED (not including fares)	What was the source of these non-Alameda CTC funds? (e.g. City general fund, federal, state, etc.)	Total Funds expended (all sources) <i>Automatically calculated</i>	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Accessible Shuttle	Pleasanton Paratransit Door-to-Door Service	7,439	98%	\$ -	\$ 126,809	\$ -	\$ 39,897			\$ 22,318	\$ 265,547	City General Fund, MTC	\$ 454,571	
Customer Service and Outreach	Pleasanton Paratranist Customer Service and Outreach						\$ 2,380				\$ 82,677	City General Fund, MTC	\$ 85,057	
Management/Overhead	Pleasanton Paratransit Management/Overhead					\$ 35,700	\$ 27,300				\$ 64,500	City General Fund, MTC	\$ 127,500	
Scholarship/Subsidized Fare	Pleasanton Paratransit Fee Assistance					\$ 7,312							\$ 7,312	
Group Trips	Pleasanton Paratransit Group Trip Program	450					\$ 13,488						\$ 13,488	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
				\$ -	\$ 126,809	\$ 43,012	\$ 83,065	\$ -		\$ 22,318	\$ 412,724		\$ 687,928	

Alameda CTC FY 2020-21 Annual Paratransit Program Plan Application (July 1, 2020 - June 30, 2021)
Attachment Table B: Description of Planned Program

Note: Definitions for each drop-down menu are in the Implementation Guidelines

Service/Program Type and Name		Contractor	Need(s) Met	Cost to Consumer		For Trip Provision Services			
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
Eligible Service/Program Type Drop-down Menu	Service/Program/Project Name	If service is contracted, provide name of contractor/service provider	Need(s) this Service Meets (E.g. medical, grocery, recreation, regional trips, etc.)	Fare/Cost to Consumer	Fare Medium (E.g. cash, voucher, reimbursement, annual fee, etc.)	Vehicle Accessibility Drop-down Menu	Is this a same day or pre-scheduled service? Drop-down Menu	Is this a fixed route or origin-to-destination service (e.g. door-to-door)? Drop-down Menu	Service Area
Specialized Accessible Van	Pleasanton Paratransit Door-to-Door Service	N/A	Rides include trips for basic living needs, including trips to grocery stores, medical offices, banks, beauty salons, employment, recreational and educational activities, nutrition sites, dialysis and connecting to transit rides.	Resident In-Town: \$3.50 Non-Resident In-Town: \$4.00 Resident Out-of-Town: \$4.00 Non-Resident Out-of Town: \$4.50	Voucher (Punch Card)	Accessible	Pre-scheduled	Door-to-Door	Door-to-Door service covers all of Pleasanton, its unincorporated areas and Sunol. Limited service to medical appointments in Livermore, Dublin and San Ramon is permitted to specific pre-approved destinations. Trips beyond the identified service area are coordinated with Livermore Amador Valley Transit Authority, County Connections and East Bay Paratransit
Management/Overhead	PPS Management/Overhead	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Customer Service and Outreach	PPS Customer Service/Outreach	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Group Trips	Day Trip Program	N/A	Recreation	Varies by trip destination	Cash, check or card	Accessible	Pre-scheduled		Preference to Pleasanton and Sunol
Scholarship/Subsidized Fare	Fee Assistance Program		Scholarship program offering 75% subsidy to Pleasanton and Sunol residents.						Pleasanton and Sunol
Capital Purchase	Accessible Van	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Mobility Mgmt/Travel Training	Travel Training	N/A	One-on-one travel training and trip planning for older adults or people with cognitive or physical disabilities.	No fee	No fee	N/A	Pre-scheduled	N/A	Pleasanton and Sunol

Note: Definitions for each drop-down menu are in the Implementation Guidelines

Service/Program Type and Name		Limits	Schedule			Eligibility	Status	Deliverables	Notes
Column A (repeated)	Column B (repeated)	Column K	Column L	Column M	Column N	Column O	Column P	Column Q	Column R
Service/Program Type Will automatically populate from rows above	Service/Program/Project Name Will automatically populate from rows above	Limits on number of trips/ use of service? (e.g. trip limits per month/quarter/year or a maximum expenditure per consumer)	If pre-scheduled, what days/hours are reservations accepted for trip, training, etc?	If pre-scheduled, how far in advance can/must a consumer schedule a trip, training, etc?	Days/Hours of Operation	Eligibility Requirements	Project Status Drop-down Menu	Quantity Planned Provide total number of units (one-way passenger trips, consumers trained, meals delivered, etc.)	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Specialized Accessible Van	Pleasanton Paratransit Door-to-Door Service	None	Reservations are accepted Monday - Friday from 9:00am - 3:00pm. Additionally, PPS Dispatch voicemail is available for clients to leave reservation requests and is monitored until 5:00pm each weekday.	A trip can be scheduled up to two (2) weeks in advance with most clients reserving round trips. Rides are reserved on a first-call, first-served basis. PPS is not able to make same-day reservations due to service demands.	Service is in operation Monday-Friday, 8:15am - 4:30pm. Eligible ADA riders can call Wheels-Dial-A-Ride for additional assistance during non-PPS service hours or when PPS has reached maximum scheduled ride capacity.	PPS eligibility requirements include Pleasanton or Sunol residency and either 70+ years of age or ADA certified 18+ years of age. PPS approved riders 60-69 years of age were grandfathered into the program if they were registered prior to July 1, 2012.	Continuing/Ongoing	7,800	
Management/Overhead	PPS Management/Overhead	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Customer Service and Outreach	PPS Customer Service/Outreach	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Group Trips	Day Trip Program	None	N/A	N/A	N/A	60+	Continuing/Ongoing	550	1-2 trips planned each month with an average of 20 participants on each trip.
Scholarship/Subsidized Fare	Fee Assistance Program	N/A	N/A	N/A	N/A	All clients are approved using guidelines outlined inn the City of Pleasanton Fee Assistance Program.	Continuing/Ongoing	70	
Capital Purchase	Accessible Van	N/A	N/A	N/A	N/A	N/A	N/A	N/A	To be initiated in FY 20/21
Mobility Mgmt/Travel Training	Travel Training	None	Customizable. Clients call trainer directly to set up a time that works for both the trainer and client.	N/A	Monday - Friday, 9:00am - 4:00pm	Same as door-to-door service	Continuing/Ongoing	12	Goal of one client per month
0	0								
0	0								
0	0								
0	0								
0	0								
0	0								
0	0								
0	0								
0	0								
0	0								

Alameda CTC FY 2020-21 Annual Paratransit Program Plan Application (July 1, 2020 - June 30, 2021)
Attachment Table C: Program Revenue, Cost and Fund Sources

Total FY 2020-21 Program Revenue (Measure B, Measure BB and all other funds available for FY 2020-21)	
Estimated Measure B Paratransit DLD ending balance at the end of THIS fiscal year, FY 2019-20 (June 30, 2020)	\$0
Projected FY 2020-21 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$127,226
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2019-20 (June 30, 2020)	\$200,000
Projected FY 2020-21 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$249,887
Total FY 2020-21 Measure B and BB Paratransit DLD Revenue <i>(Automatically calculated)</i>	\$577,113
Total FY 2020-21 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$ 89,000
Total FY 2019-20 Program Revenue (Measure B, Measure BB and all other sources available for FY 2019-20) <i>(Automatically calculated)</i>	\$666,113

Service/Program Name		Total FY 2020-21 Program Costs by Fund Source (Measure B, Measure BB and all other funds planned to be expended during FY 2020-21)									Total Cost
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L
Service/Program/Project Name <i>Automatically populated from prior sheet (column B)</i>	Quantity Planned for FY 2020-21 <i>Automatically populated from prior sheet (column Q)</i>	Amount of RESERVE Measure B Paratransit DLD funds to be EXPENDED	Amount of FY 2020-21 Measure B Paratransit DLD funds to be EXPENDED	Amount of RESERVE Measure BB Paratransit DLD funds to be EXPENDED	Amount of FY 2020-21 Measure BB Paratransit DLD funds to be EXPENDED	Amount of OTHER Measure B/BB funds to be EXPENDED	What is the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, LSR, MB LSR, etc.)	Fare Revenue to be expended on service	Amount of all Non-Alameda CTC funds to be EXPENDED (not including fares)	What is the source of these non-Alameda CTC funds? (e.g. city funds, federal, state, etc.)	Total Cost (all sources) <i>Automatically calculated</i>
Pleasanton Paratransit Door-to-Door Service	7,800		\$ 127,226		\$ 136,387			\$ 22,665	\$ 231,458	City of Pleasanton General Fund and TDA 4.5	\$ 517,736
PPS Management/Overhead	N/A				\$ 11,000				\$ 53,131	City of Pleasanton General Fund and TDA 4.5	\$ 64,131
PPS Customer Service/Outreach	N/A				\$ 10,000				\$ 33,065	City of Pleasanton General Fund and TDA 4.5	\$ 43,065
Day Trip Program	550				\$ 16,000						\$ 16,000
Fee Assistance Program	70				\$ 5,000						\$ 5,000
Accessible Van	N/A				\$ 70,000						\$ 70,000
Travel Training	12				\$ 1,500						\$ 1,500
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
Totals	8,432	\$ -	\$ 127,226	\$ -	\$ 249,887	\$ -		\$ 22,665	\$ 317,654		\$ 717,432

Budget check (total revenue less total cost): (\$51,319)

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2021:	\$0	\$200,000	\$200,000
<i>Reserve balance as percent of FY 2020-21 Revenue*</i>	<i>0%</i>	<i>80%</i>	<i>53%</i>

*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)	Amblulatory	Wheelchair	Number of Vehicles	Owner (specify if contractor)	City that vehicle(s) are garaged
Ford E350	Passenger Bus	2005	Gas	Lift	10	2	1	City of Pleasanton	Pleasanton Senior Center
Ford E350	Passenger Van	2003	Gas	Lift	8	1	1	City of Pleasanton	Pleasanton Senior Center
Chevrolet Aero	Passenger Bus	2009	Gas	Lift	23	1	1	City of Pleasanton	Pleasanton Senior Center
Ford Transit	Passenger Bus	2017	Gas	Lift	7	1	1	City of Pleasanton	Pleasanton Senior Center
Ford E350	Passenger Bus	2006	Gas	Lift	10	2	1	City of Pleasanton	Pleasanton Senior Center
Ford E350	Passenger Bus	2005	Gas	Lift	10	2	1	City of Pleasanton	Pleasanton Senior Center
Ford E350	Passenger Bus	2006	Gas	Lift	10	2	1	City of Pleasanton	Pleasanton Senior Center
Dodge Braunability	Passenger Van	2018	Gas	Ramp	6	1	1	City of Pleasanton	Pleasanton Senior Center
Ford E350	Passenger Bus	2008	Gas	Lift	8	2	1	City of Pleasanton	Pleasanton Senior Center



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