



PAPCO Paratransit Program Plan Review

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

**FISCAL YEAR 2021-2022
DRAFT PROGRAM PLANS**

EAST COUNTY

April 2021



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Paratransit Program Plan Staff Summary Fiscal Year 2021-22

Planning Area: East County
Paratransit Program: LAVTA

Staff Recommendation: Recommend program plan for conditional approval, requesting mid-year update to PAPCO on contractor pilot program.

- Services provided:
 - ADA-mandated paratransit
 - Same Day Transportation – Para-Taxi
- 25% Measure B/BB; Remainder: 75% STA, TDA, FTA
- 0% reserves
- Cost per trip – Increasing by \$12
- Trends in registration – Registration down but expected to increase
- Trends in trip provision – Trips projected to increase
- Demographics reporting – Did not report on demographic questions
- Elements requiring Alameda CTC approval: None
- Additional staff notes
 - Starting on April 1, 2021 LAVTA's Dial-A-Ride operations and maintenance will be provided by neighboring transit agency County Connection contractor Transdev as a 15-month pilot program through the end of FY 2021-22. The

reason for the pilot is cost savings through the economies of scale and enhancing user experience by streamlining services. Users will see more seamless trips between the service areas.

- o The Paratransit Team forwarded this question: "Please provide more context to staff regarding the reasoning behind transferring service provision to Transdev and County Connection. Is Transdev the actual transportation provider? Will County Connection's transportation provider also provide service in LAVTA's service area? Who will handle certification, reservations, and dispatch?"
 - LAVTA response: "In addition to cost savings, one of the primary goals of the pilot program is to enhance customer experience by providing seamless transportation between LAVTA and CCCTA service areas. This will be accomplished through a shared service provider, Transdev, who offers a turnkey operation for both agencies. The reservation function will be performed with shared resources while the certification process, dispatching, and scheduling will be handled separately by each agency."

FY 2021-22 Annual Paratransit Program Plan Application

Due by February 26, 2021

CONTACT INFORMATION	
Agency:	Livermore Amador Valley Transit Authority
Contact Name:	Kadri Klm
Title:	Paratransit Planner
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Date Submitted: 2/26/2021_____

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 November 2020 (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").
- **Means-Based Fare Programs:** 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. Explain the impact of the COVID-19 pandemic on the FY 2019-20 and FY 2020-21 programs.

The impact from COVID-19 pandemic has caused about 70% decrease in ridership, leading to a decrease in fare revenue received and higher cost per trip. Because of the decreased ADA paratransit demand some Dial-A-Ride drivers were able to provide Meals on Wheels deliveries during this slow period.

Due to the Covid-19 pandemic LAVTA established the following safety measures for the ADA paratransit service:

- LAVTA did not charge fares from March 20, 2020 to October 1, 2020
- There have been no shared rides since the beginning of the pandemic
- Drivers have been using protective masks, hand sanitizer, and gloves
- As of April 18, 2020, riders have been required the wear face coverings. Drivers carry disposable masks in vehicles for passengers who do not have face coverings.
- 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.
- Sanitizing the vehicles after each trip

B. Provide a short narrative description of your agency's FY 2021-22 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.

The current FY20/21 is the last optional year with LAVTA's current ADA paratransit operations and maintenance provider MTM. As such, starting on April 1, 2021 LAVTA's Dial-A-Ride operations and maintenance will be provided by neighboring transit agency County Connection contractor Transdev as a 15-month pilot program through the end of FY22. The reason for the pilot is cost savings through the economies of scale and enhancing user experience by streamlining services. During the pilot, both agencies will look into integrating and aligning practices and policies (i.e. in-person assessment, no-show policy, fare policy, etc.). The outcome of the pilot will be a recommendation to the LAVTA Board to either conduct a joint procurement with County Connection to

continue the efforts to work together, or to conduct an independent procurement.

LAVTA also provides same day Para-Taxi service, which is funded with a combination of ACTC Measure B and BB GAP and LAVTA general fund.

One of the recommendations of the recent Comprehensive Tri-Valley Paratransit Assessment in partnership with the City of Pleasanton study was to have LAVTA provide all Pleasanton's ADA paratransit rides. As of February 1, 2021, Pleasanton Paratransit transferred ADA service to LAVTA and LAVTA will be providing ADA paratransit services for Pleasanton residents in FY22.

- C. 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 ADA mandated paratransit service for the 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.

The pilot partnership with County Connection will allow more seamless regional trips between the two services areas (Wheels service area and Contra Costa County).

LAVTA is also participating in the regional One Seat Ride Pilot program along with County Connection, WestCat, and Tri-Delta. With this program riders do not have to transfer between vehicles when travelling anywhere within the service area of the participating agencies.

- D. 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.**

- Livermore DaVita Dialysis
- Pleasanton DaVita Dialysis
- East Bay Regional Center day programs (The ARC Alameda County, Futures Explored, Keystone, etc.)
- Nursing Homes (Pleasanton Nursing and Rehab, Lili House, Vineyards Healthcare, etc.)
- Dublin/Pleasanton BART station

E. 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.

5.43 miles

2. Will your agency's program for FY 2021-22 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 26, 2021)

3. If proposing any service or program changes in FY 2021-22 from the current year, FY 2020-21, 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.

Starting on April 1, 2021 LAVTA's Dial-A-Ride operations and maintenance will be provided by neighboring transit agency County Connection contractor Transdev as a 15-month pilot program through the end of FY22. The reason for the pilot is cost savings through the economies of scale and enhancing user experience by streamlining services. Users will see more seamless trips between the service areas.

Wheels Dial-A-Ride fares will increase from \$3.75 to \$4.00 on January 1, 2022. Originally this increase was scheduled to take place on January 1, 2021 (by LAVTA board action two years ago); however, due to the hardship the Covid-19 pandemic has put on the riders, LAVTA staff and Board agreed to postpone this fare increase by one year.

4. **Looking ahead, beyond FY 2021-22, 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.

Being a fixed route transit provider and having a mandate to provide ADA paratransit service LAVTA will follow the guidance and recommendations from the Bay Area regional Metropolitan Transit Commission's (MTC) Blue Ribbon Task Force (BRTF). The BRTF was established in the Spring of 2020 to guide recovery of Bay Area public transit network in post-pandemic future. The BRTF favors regional connectivity among other things.

On February 1, 2021 LAVTA Board of Directors approved a 15-month pilot partnership with County Connection to test the viability of this partnership. The outcome of the pilot will be a recommendation to the LAVTA Board to either conduct a joint procurement with County Connection to continue the efforts to work together, or to conduct an independent procurement.

NEW PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

5. The November 2020 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 2021-22 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 2020-21 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 and outreach for any means-based fare programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility and the method of outreach for the program)

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 advises 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. LAVTA Board approves any policy changes.

User feedback is also sought through our Customer Service database system as well as surveys.

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

Regional connectivity has often surfaced as an obstacle for trips that are between jurisdictions. To address this shortcoming and to test possible long-term solutions LAVTA joined the regional One Seat Ride pilot program as well as the pilot sharing the service operations contractor with County Connection.

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.

Regional connectivity has often surfaced as an obstacle for trips that are occurring between jurisdictions. To address this issue and to test possible long-term solutions LAVTA joined the regional One Seat Ride pilot program as well as the pilot sharing the service operations contractor with County Connection.

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

Regional connectivity has often come up as an obstacle for trips that are between jurisdictions. To address this issue and to test possible long-term solutions LAVTA joined the regional One Seat Ride pilot program as well as the pilot sharing the service operations contractor with County Connection.

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

Yes

No

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

OUTREACH

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

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

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

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

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

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

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

Applicants submit a completed application, which includes the applicant's Medical Care Professional verification. LAVTA will then schedule an in-person assessment.

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. Due to the current Covid-19 pandemic LAVTA has not been conducting in-person assessments however, and grants applicants a temporary presumptive eligibility based on the paper application and doctor's verification.

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.

- 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.)

- Transfer/regional rides between service providers
- For the Para-Taxi program the obstacles have been having to pay up front and the burden of filling out and submitting paperwork for reimbursement.

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

- One-Seat Ride pilot program and partnership with County Connection to address regional connectivity
- PEX debit card payments for Para-Taxi (ACTC grant funded) to address having to pay up front and administrative burden

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 2019-20	984
Registrants at end of FY 2019-20	945
Current Registrants for FY 2020-21	864
Projected Registrants for FY 2021-22	950-1,000

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.

Since the ADA paratransit component of the Pleasanton Paratransit Service was recently (on 2/1/21) transferred to LAVTA, LAVTA is expecting more Pleasanton residents apply for the ADA service. LAVTA is also anticipating that the East Bay Regional center day programs will open their doors again in FY22, leading to increased number of Dial-A-Ride applications for their clients.

16. What are the current program registrant demographics for FY 2020-21, if available? Fill in the boxes below.

Race/Ethnicity (check all that apply, individuals may be listed in multiple categories)	
American Indian or Alaska Native	Unknown
Asian	Unknown
Black or African American	Unknown
Hispanic or Latino	Unknown
Native Hawaiian or Other Pacific Islander	Unknown
White	Unknown
Other	Unknown
Disability (check all that apply, individuals may be listed in multiple categories)	
Mobility/Physical	Unknown
Spinal Cord (SCI)	Unknown
Head Injuries (TBI)	Unknown
Vision	Unknown
Hearing	Unknown
Cognitive/Learning	Unknown
Psychological	Unknown
Invisible	Unknown
Household Income	
< \$27,450	Unknown
\$27,451-\$45,700	Unknown
\$45,701-\$54,840	Unknown
\$54,841-\$73,100	Unknown
> \$73,101	Unknown

A. Based on the current program demographics, describe any demographic trends you foresee for FY 2021-22.

N/A

17. Do you expect the total number of one-way trips provided by your program in FY 2021-22 to increase, decrease or stay the same compared to the current year, FY 2020-21? Why?

Due to the ridership in the current FY being heavily impacted by the pandemic (LAVTA has seen about 70% decrease in ridership), and the hope COVID-vaccines bring, LAVTA is anticipating increase in ridership in FY22.

18. 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.)

19. 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 2019-20	10,807
Number of trips provided to consumers who require an accessible vehicle in FY 2020-21 as of Dec. 31, 2020	2,491
Number of trips projected to consumers who require an accessible vehicle in FY 2021-22	12,000

VEHICLE FLEET

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

SAFETY AND PREPAREDNESS

- 21. Describe any safety incidents recorded by your program in FY 2019-20, or to date in FY 2020-21.** 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.)*

In FY 2019-20, there were two minor accidents but neither resulted in immediate medical attention and the cost of the damages was negligible.

- 22. If possible, describe your city's or your program's emergency preparedness plan.** Specify when the plan was last prepared or updated. Does the plan include the paratransit program? Indicate if it is available online or can be provide upon request. If available online, please include a link in the comment box below.

LAVTA's Public Transportation Agency Safety Plan (PTASP) was adopted by the Board of Directors in December 2020.

FINANCES: PROGRAM REVENUE AND COST

23. Detail your FY 2021-22 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.

24. 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) based on anticipated percentage of time spent. Paratransit staff person salary plus benefits.

B. Customer Service and Outreach Costs

Customer service staff 5% of their time salary. Paratransit printing, brochures, applications etc.

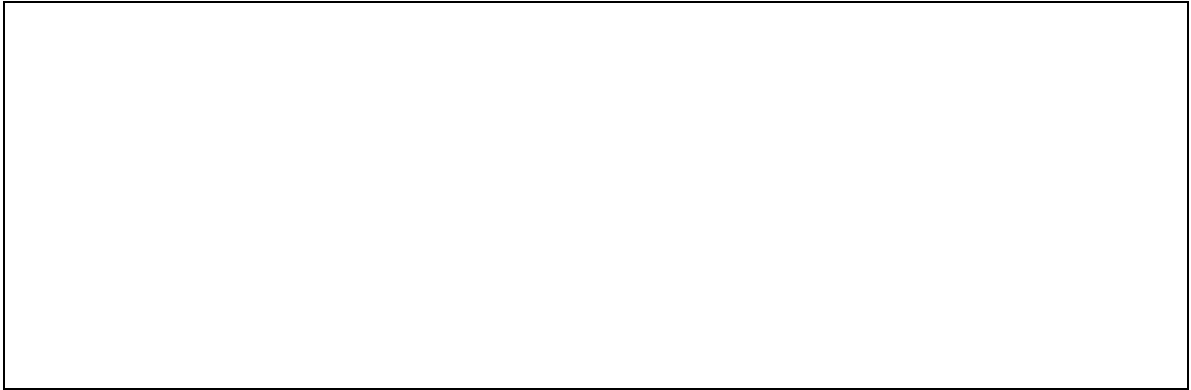
PROGRAM FUNDING RESERVES

25. If your paratransit program is anticipated to have a remaining balance of Measure B/BB DLD funding at the end of FY 2021-22, 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

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

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

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Alameda CTC FY 2021-22 Annual Paratransit Program Plan Application (July 1, 2021 - June 30, 2022)
Attachment Table A: Summary of Past Program Service, Performance, Revenue, and Costs (FY 2019-20)

Total FY 2019-20 Program Revenue (Measure B, Measure BB and all other funds available for FY 2019-20)	
Estimated Measure B Paratransit DLD reserve balance at the start of FY 2019-20	\$0
FY 2019-20 Measure B DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$185,448
Estimated Measure BB Paratransit DLD reserve balance at the start of FY 2019-20	\$0
FY 2019-20 Measure BB DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$341,602
Total FY 2019-20 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$527,050
Total FY 2019-20 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$ 1,087,836
Total FY 2019-20 Program Revenue (Measure B, Measure BB and all other sources available for FY 2019-20) (Automatically calculated)	\$1,614,886

Service/Program Type and Name		Performance FY 2019-20		Total FY 2019-20 Program Costs Expended by Fund Source (Measure B, Measure BB and all other funds expended during FY 2019-20)										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 2019-20 Provide total number of one-way trips or units	On-Time Performance FY 2019-20 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 2019-20 Measure B Paratransit DLD funds EXPENDED	Amount of RESERVE Measure BB Paratransit DLD funds EXPENDED	Amount of FY 2019-20 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 Paratransit	WHEELS Dial A Ride	34,687	91%	\$ -	\$ 185,448	\$ -	\$ 341,602	\$ 11,049	GAP	\$ 142,112	\$ 934,675	FTA, TDA, STA	\$ 1,614,886	
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Alameda CTC FY 2021-22 Annual Paratransit Program Plan Application (July 1, 2021 - June 30, 2022)

Attachment Table B: Description of Planned Program

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

Service/Program Type and Name		Contractor	Need(s) Met	Cost to Consumer		For Trip Provision Services			
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
Eligible Service/Program Type <i>Drop-down Menu</i>	Service/Program/Project Name	If service is contracted, provide name of contractor/service provider	Need(s) this Service Meets (E.g. medical, grocery, recreation, regional trips, etc.)	Fare/Cost to Consumer	Fare Medium (E.g. cash, voucher, reimbursement, annual fee, etc.)	Vehicle Accessibility <i>Drop-down Menu</i>	Is this a same day or pre-scheduled service? <i>Drop-down Menu</i>	Is this a fixed route or origin-to-destination service (e.g. door-to-door)? <i>Drop-down Menu</i>	Service Area
ADA Paratransit	Wheels Dial-A-Ride	Transdev as of April 1, 2021	All trip purposes and regional trips.	July-Dec, 2021 - \$3.75; Jan-Jun - \$4.00	Pre-purchased tickets and cash.	Accessible	Pre-scheduled	Door-to-Door	Livermore, Dublin, Pleasanton

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

Service/Program Type and Name		Limits	Schedule			Eligibility	Status	Deliverables	Notes
Column A (repeated)	Column B (repeated)	Column K	Column L	Column M	Column N	Column O	Column P	Column Q	Column R
Service/Program Type <i>Will automatically populate from rows above</i>	Service/Program/Project Name <i>Will automatically populate from rows above</i>	Limits on number of trips/use of service? (e.g. trip limits per month/quarter/year or a maximum expenditure per consumer)	If pre-scheduled, what days/hours are reservations accepted for trip, training, etc?	If pre-scheduled, how far in advance can/must a consumer schedule a trip, training, etc?	Days/Hours of Operation	Eligibility Requirements	Project Status <i>Drop-down Menu</i>	Quantity Planned Provide total number of units (one-way passenger trips, consumers trained, meals delivered, etc.)	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
ADA Paratransit	Wheels Dial-A-Ride	No limit	8:30am to 5pm 7 days a week	1 to 7 days	When Fixed Route service is operating, ~4:30am to 1:30am the next morning	ADA paratransit eligibility needed	Continuing/Ongoing	40,233	
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Alameda CTC FY 2021-22 Annual Paratransit Program Plan Application (July 1, 2021 - June 30, 2022)

Attachment Table C: Program Revenue, Cost and Fund Sources

Total FY 2021-22 Program Revenue (Measure B, Measure BB and all other funds available for FY 2021-22)	
Estimated Measure B Paratransit DLD ending balance at the end of THIS fiscal year, FY 2020-21 (June 30, 2021)	\$0
Projected FY 2021-22 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$137,355
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2020-21 (June 30, 2021)	\$0
Projected FY 2021-22 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$452,055
Total FY 2021-22 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$589,410
Total FY 2021-22 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$ 1,747,618
Total FY 2020-21 Program Revenue (Measure B, Measure BB and all other sources available for FY 2020-21) (Automatically calculated)	\$2,337,028

Total FY 2021-22 Program Costs by Fund Source (Measure B, Measure BB and all other funds planned to be expended during FY 2021-22)											
Service/Program Name											Total Cost
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L
Service/Program/Project Name <i>Automatically populated from prior sheet (column B)</i>	Quantity Planned for FY 2021-22 Automatically populated from prior sheet (column Q)	Amount of RESERVE Measure B Paratransit DLD funds to be EXPENDED	Amount of FY 2021-22 Measure B Paratransit DLD funds to be EXPENDED	Amount of RESERVE Measure BB Paratransit DLD funds to be EXPENDED	Amount of FY 2021-22 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	40,233	\$ -	\$ 137,355	\$ -	\$ 452,055	\$ -		\$ 156,641	\$ 1,590,977	STA, TDA, FTA	\$ 2,337,028
0	0										\$ -
0	0										\$ -
0	0										\$ -
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0	0										\$ -
0	0										\$ -
0	0										\$ -
Totals	40,233	\$ -	\$ 137,355	\$ -	\$ 452,055	\$ -		\$ 156,641	\$ 1,590,977		\$ 2,337,028

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 2021-22 Revenue*	0%	0%	0%

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

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Alameda CTC FY 2021-22 Annual Paratransit Program Plan Application (July 1, 2021 - June 30, 2022)

Attachment Table D: Vehicle Fleet

PLEASE NOTE: The vehicle list for FY22 is still being finalized, but it will be similar to the list below, which is what LAVTA operations and maintenance contractor used prior to Covid-19 pandemic.

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		
Crysler	Sedan	2005	Gasoline	Ramp	3	0	1		
Dodge	Minivan	2014	Gasoline	Ramp	5	1	1		
Dodge	Minivan	2016	Gasoline	Ramp	5	1	1		
Dodge	Minivan	2007	Gasoline	Ramp	3	1	1		
Dodge	Minivan	2007	Gasoline	Ramp	4	1	1		
Dodge	Minivan	2012	Gasoline	Ramp	4	1	1		
Dodge	Minivan	2014	Gasoline	Ramp	4	1	1		
Checy	Minivan	2007	Gasoline	Ramp	3	1	1		
Ford	Large Van	2004	Gasoline	Lift	1	2	2		
Dodge	Minivan	2010	Gasoline	None	5	0	1		
Dodge	Minivan	2013	Gasoline	None	5	0	1		
Crysler	Minivan	2009	Gasoline	None	5	0	1		
Crysler	Minivan	2017	Gasoline	None	5	0	1		
Chevy	Minivan	2010	Gasoline	None	5	0	1		
Dodge	Minivan	2019	Gasoline	Ramp	3	1	2		

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Paratransit Program Plan Staff Summary

Fiscal Year 2021-22

Planning Area: East County
Paratransit Program: Pleasanton

Staff Recommendation: Recommend program plan for full approval

- Services provided:
 - Specialized Accessible Van – Pleasanton Rides Door-to-Door Services
 - Means-Based Fare Program
 - Group Trips
- 78% Measure B/BB; Remainder: 32% City of Pleasanton General Fund
- 44% reserves
- Cost per trip – Group trips increasing from \$0 to \$98.
- Trends in registration – Registrations down significantly but expected to increase
- Trends in trip provision – Trips projected to increase
- Demographics reporting – Did not report on demographic questions
- Elements requiring Alameda CTC approval (approved by Alameda CTC staff on 4/12/2021):
 - Planned capital expenditure: We plan to purchase one accessible van which will diversify the aging fleet.
- Additional staff notes

- On December 1, 2020, the City awarded an Operator Agreement to Black Tie Transportation to assume management and day-to-day responsibility for PPS for a three-year agreement and they began providing the senior transportation service on February 1, 2021.
- Pleasanton Paratransit Service was rebranded and is now called Pleasanton Rides.

FY 2021-22 Annual Paratransit Program Plan Application Due by February 26, 2021

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: 2/25/21

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 November 2020 (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").
- **Means-Based Fare Programs:** 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. Explain the impact of the COVID-19 pandemic on the FY 2019-20 and FY 2020-21 programs.

Due to the COVID-19 pandemic, as of March 2020, Pleasanton Paratransit Service (now, Pleasanton Rides), has been offering rides for medical appointments and grocery trips on Mondays, Wednesdays and Fridays. The number of trips completed is significantly lower than previous years.

B. Provide a short narrative description of your agency's FY 2021-22 program.

Pleasanton Rides (previously known as Pleasanton Paratransit Service) is a door-to-door, shared-ride transportation service for the timely, safe, personalized, and convenient transportation of Pleasanton senior citizens. Pleasanton Rides is a City of Pleasanton program provided by Black Tie Transportation and partially funded by Alameda County Transportation Commission Measure B/BB. Staff has determined the Alameda CTC Measure B and BB Direct Local Distribution will fund the following programs/services:

Specialized Accessible Van Service: This core service offers door-to door transportation for Pleasanton residents 70+ years of age. When Pleasanton Rides is not operating or cannot meet the ADA service demand, Livermore Amador Valley Transit Authority (LAVTA) provides weekend and evening service hours.

Means Based Fare Program: This program allows for 75% subsidy on fare 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 contract buses to provide low cost day trip travel opportunities to seniors who would otherwise not have access to educational and enrichment programs.

Customer Service/Outreach - Pleasanton Senior Center staff will continue to provide customer service and outreach services including providing tickets sales for Wheels Dial-A-Ride and monthly bus passes for the senior and disabled populations. In addition, City staff will continue transportation outreach efforts through marketing materials and in-person outreach events when allowed to resume.

Management/Overhead - The Recreation Manager is responsible for administering the service agreement with Black Tie Transportation for the Specialized Accessible Van Service.

Capital Expenditures – The purchase of an accessible passenger van will diversify the aging fleet.

C. 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 Pleasanton Rides are designed to meet the needs of seniors of all abilities in the community. All vehicles are equipped to provide safe and reliable transportation.

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

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

D. 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.

During COVID we are offering rides to medical and grocery:

- Medical Appointments; dialysis centers, medical clinics
- Grocery stores

As restrictions lift, we expect our common trips to expand and include:

- Pleasanton Senior Center
- Pleasanton Library
- Basic living needs; salons, barbers, banks

E. 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 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 2021-22 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 26, 2021)

N/A

- 3. If proposing any service or program changes in FY 2021-22 from the current year, FY 2020-21, 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.

Assessment of Paratransit Services was identified as a City Council Priority in March 2017. In fall 2017, the City of Pleasanton (City), in collaboration with the Livermore Amador Valley Transit Authority (LAVTA), launched a comprehensive study of paratransit services called Mobility Forward: Tri- Valley Paratransit Study. Goals of the study were to continue to meet paratransit needs of Tri- Valley residents; identify opportunities for greater partnership and efficiencies between the City and LAVTA; and/or identify opportunities for consolidation or re-organization of paratransit services in the Tri-Valley. The study evaluated current service delivery and determined how to best meet the needs of residents. A final report was adopted by City Council on May 7, 2019 and staff was directed to return to City Council with recommendations for future operational service delivery. On August 18, 2020 City Council approved policy direction to contract for services with a transportation service provider for the Pleasanton Paratransit Service (PPS) program. On December 1, 2020, the City awarded an Operator Agreement to Black Tie Transportation to assume management and day-to-day responsibility for PPS for a three-year agreement and they began providing the senior transportation service on February 1, 2021. Pleasanton Paratransit Service was rebranded and is now called Pleasanton Rides.

- 4. Looking ahead, beyond FY 2021-22, 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.

No major service changes planned.

NEW PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

5. The November 2020 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 2021-22 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 2020-21 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 and outreach for any means-based fare programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility and the method of outreach for the program)

Planned capital expenditure: We plan to purchase one accessible van which will diversify the aging fleet.

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.

Pleasanton Paratransit 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.

Pre-COVID, a staff member was assigned the responsibility of outreach. This staff member kept a list of applicable locations that would benefit from our program. This list includes medical centers, senior housing communities, and rehabilitation centers. Due to the pandemic, outreach has shifted to phone calls with customers and local senior housing communities.

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

Staff reviews daily and monthly ridership trends to determine gaps in service as well as opportunities for improvement. Riders are always willing to share their experiences both positive and negative with staff which makes it easy to gather this data.

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 2021/22. Based on general customer feedback, the following programs/services 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 Scholarship Program.
- Expanded service hours to 8am-5pm, Monday through Friday.
- On-going emphasis on the importance of excellent customer service in the area of the Dispatching office. With the transition to the contract model, clients can book a ride 24 hours a day, 7 days a week.
- Community outreach is integral to the success of Pleasanton Rides service, particularly to the senior housing communities in Pleasanton. Staff will continue outreach efforts.

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

Currently clients purchase a paper punch pass. We are working to implement a permanent card that has the option to re-load, making it more convenient for clients.

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, May 2021

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:

- Pleasanton Rides is listed in printed materials distributed by the City, including: City of Pleasanton website, City of Pleasanton's Library and Recreation Department Activities Guide which is delivered to 28,000 households three time a year, the Tri-Valley Pocket Guide for Human Services, and informational advertisements in the Pleasanton Senior Center monthly e-newsletter (The EDGE).
- Printed materials and when possible, in person-presentations at local senior housing complexes, medical offices and community organizations
- Cross promotion of programs at time of Wheels 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:

- Pleasanton resident
- 70 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.

Pleasanton Rides program applications can be found on the City of Pleasanton and Black Tie Transportation websites. The applications can be printed and mailed to the office for processing. If an interested rider does not have access to internet or a printer, they can call the office and an application will be mailed to them. Applications are processed and approved within 2-3 days. Upon approval, riders can begin scheduling rides 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.

Pleasanton Rides Staff:

- Maintain the ability to receive verbal complaints and compliments and have e-mail capabilities to enable persons to communicate complaints and compliments via e-mail.
- Are responsible for the prompt and courteous attention to, and prompt and reasonable resolution of, all complaints that are attached to required performance standards and liquidated damages.
- Record in a separate log all complaints and compliments, noting the name of customer(s) involved, date and time of complaint or compliment, nature of complaint or compliment, and nature and date of resolution.
- Compile a summary statistical table of the complaint and compliment log, and submit the table to Recreation Manager along with monthly reports.
- Pleasanton Rides responds to all complaints from generators or customers by phone or email within twenty-four (24) hours, weekends and Holidays excluded, by informing the customer of the action they will take to remedy the complaint or respond to the service request.

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.)

Common rider complaints are that we are not currently providing rides to salons. Once COVID-19 restrictions lift, we will begin to expand service locations.

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

N/A

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 2019-20	1506
Registrants at end of FY 2019-20	1602
Current Registrants for FY 2020-21	775
Projected Registrants for FY 2021-22	950

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.

Due to county restrictions and the comfortability of the senior clientele, we expect a slow and steady increase in program registrations going into FY 21/22. With the recent rebranding of the program we anticipate new interest in the program in the coming months as more vaccines become available to seniors and county restrictions begin lifting.

16. What are the current program registrant demographics for FY 2020-21, if available? Fill in the boxes below.

Race/Ethnicity (check all that apply, individuals may be listed in multiple categories)	
American Indian or Alaska Native	
Asian	
Black or African American	
Hispanic or Latino	
Native Hawaiian or Other Pacific Islander	
White	
Other	
Disability (check all that apply, individuals may be listed in multiple categories)	
Mobility/Physical	
Spinal Cord (SCI)	
Head Injuries (TBI)	
Vision	
Hearing	
Cognitive/Learning	
Psychological	
Invisible	
Household Income	
< \$27,450	
\$27,451-\$45,700	
\$45,701-\$54,840	
\$54,841-\$73,100	
> \$73,101	

A. Based on the current program demographics, describe any demographic trends you foresee for FY 2021-22.

N/A

17. Do you expect the total number of one-way trips provided by your program in FY 2021-22 to increase, decrease or stay the same compared to the current year, FY 2020-21? Why?

Increase – Due to COVID-19 and providing rides for three days a week for most of the current year, it is safe to say, assuming COVID-19 restrictions improve, the number of one-way trips will increase.

18. 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.

19. 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 2019-20	412
Number of trips provided to consumers who require an accessible vehicle in FY 2020-21 as of Dec. 31, 2020	93
Number of trips projected to consumers who require an accessible vehicle in FY 2021-22	550

VEHICLE FLEET**20. Provide details regarding your vehicle fleet.** To answer this question, complete Attachment Table D (Table D tab of the Excel workbook).**SAFETY AND PREPAREDNESS****21. Describe any safety incidents recorded by your program in FY 2019-20, or to date in FY 2020-21.** 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 2019-20 and the same applies to FY 2021-21 thus far.

22. If possible, describe your city's or your program's emergency preparedness plan.

Specify when the plan was last prepared or updated. Does the plan include the paratransit program? Indicate if it is available online or can be provide upon request. If available online, please include a link in the comment box below.

Pleasanton Rides staff shall provide emergency services at the City of Pleasanton's request in the event of major accidents, disruptions, or natural calamities in a manner consistent with the services and procedures identified in its Emergency Operations Plan. Emergency services may include, but are not limited to, assistance providing trips to people with disabilities and seniors from known Pleasanton locations such as skilled nursing facilities and assisted living locations. Pleasanton Rides shall be capable of providing emergency transportation services within two (2) hours of notification by the City or as soon thereafter as is reasonably practical in light of the circumstances. If Pleasanton Rides cannot provide the requested emergency services, the City shall have the right to take possession of the vehicles and necessary equipment for the purposes of providing emergency services as declared by the City of Pleasanton.

FINANCES: PROGRAM REVENUE AND COST

23. Detail your FY 2021-22 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.

24. 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 and Overhead costs for FY 21-22 includes management oversight of contract with Black Tie Transportation, annual ACTC Program Plan submittal and audits/compliance reports.

B. Customer Service and Outreach Costs

The Customer Service and Outreach costs were determined by staff salaries. This includes staff time to complete community outreach/education on the Pleasanton Rides program.

PROGRAM FUNDING RESERVES

25. If your paratransit program is anticipated to have a remaining balance of Measure B/BB DLD funding at the end of FY 2021-22, 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 developing the FY 2021-22 Program Plan, if we have a remaining balance, we will look at expending Measure BB dollars on an additional accessible van as our current available fleet is aging.

MISCELLANEOUS

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

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Alameda CTC FY 2021-22 Annual Paratransit Program Plan Application (July 1, 2021 - June 30, 2022)

Attachment Table B: Description of Planned Program

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

Service/Program Type and Name		Contractor	Need(s) Met	Cost to Consumer		For Trip Provision Services			
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
Eligible Service/Program Type <i>Drop-down Menu</i>	Service/Program/Project Name	If service is contracted, provide name of contractor/service provider	Need(s) this Service Meets (E.g. medical, grocery, recreation, regional trips, etc.)	Fare/Cost to Consumer	Fare Medium (E.g. cash, voucher, reimbursement, annual fee, etc.)	Vehicle Accessibility <i>Drop-down Menu</i>	Is this a same day or pre-scheduled service? <i>Drop-down Menu</i>	Is this a fixed route or origin-to-destination service (e.g. door-to-door)? <i>Drop-down Menu</i>	Service Area
Specialized Accessible Van	Pleasanton Rides Door-to-Door Service	Black Tie Transportation	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 Resident Out-of-Town: \$4.00	Punch Pass, 10 rides on each pass	Accessible	Pre-scheduled	Door-to-Door	Door-to-Door service covers all of Pleasanton. 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
Customer Service and Outreach	Cusomter Service/Outreach	N/A	N/A	N/A	N/A				
Management/Overhead	Managment/Overhead	N/A	N/A	N/A	N/A				
Means-Based Fare Program	Fee Assistance Program		Scholarship program offering 75% subsidy to Pleasanton and Sunol residents.	Customer pays 75% of fare costs	Punch Pass, 10 rides on each pass				Pleasanton Residents
Group Trips	Day Trip Program	N/A	Recreation	Varies by trip destination	N/A	Accessible	Pre-scheduled		Preference to Pleasanton Residents
Capital Purchase	Accessible Van	N/A	N/A	N/A	N/A	Accessible			

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

Service/Program Type and Name		Limits	Schedule		Eligibility	Status	Deliverables	Notes	
Column A (repeated)	Column B (repeated)	Column K	Column L	Column M	Column N	Column O	Column P	Column Q	Column R
Service/Program Type <i>Will automatically populate from rows above</i>	Service/Program/Project Name <i>Will automatically populate from rows above</i>	Limits on number of trips/use of service? (e.g. trip limits per month/quarter/year or a maximum expenditure per consumer)	If pre-scheduled, what days/hours are reservations accepted for trip, training, etc?	If pre-scheduled, how far in advance can/must a consumer schedule a trip, training, etc?	Days/Hours of Operation	Eligibility Requirements	Project Status <i>Drop-down Menu</i>	Quantity Planned Provide total number of units (one-way passenger trips, consumers trained, meals delivered, etc.)	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Specialized Accessible Van	Pleasanton Rides Door-to-Door Service	None	Reservations are accepted 24/7	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.	Service is in operation Monday-Friday, 8am - 5pm.	Eligibility requirements include Pleasanton residency and 70+ 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	5,000	
Customer Service and Outreach	Cusomter Service/Outreach	N/A	N/A	N/A	N/A	N/A	Continuing/Ongoing		In-person outreach currently on-hold due to COVID-19
Management/Overhead	Managment/Overhead	N/A	N/A	N/A	N/A	N/A	Continuing/Ongoing		
Means-Based Fare Program	Fee Assistance Program	None	N/A	N/A	N/A	Clients are approved using guidelines outlined in the City of Pleasanton Fee Assistance Program.	Continuing/Ongoing	70	Pleasanton Residents
Group Trips	Day Trip Program	None	Registration is open one month prior to trip and can be done online.	Registration is open one month prior to trip.	Offered once a month	60+	Continuing/Ongoing	150	Program currently on hold due to COVID-19. Planned to begin offering trips in January 2022.
Capital Purchase	Accessible Van	N/A	N/A	N/A	N/A	N/A	To be initiated in FY 21-22		

Alameda CTC FY 2021-22 Annual Paratransit Program Plan Application (July 1, 2021 - June 30, 2022)

Attachment Table C: Program Revenue, Cost and Fund Sources

Total FY 2021-22 Program Revenue (Measure B, Measure BB and all other funds available for FY 2021-22)	
Estimated Measure B Paratransit DLD ending balance at the end of THIS fiscal year, FY 2020-21 (June 30, 2021)	\$0
Projected FY 2021-22 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$91,423
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2020-21 (June 30, 2021)	\$172,079
Projected FY 2021-22 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$300,886
Total FY 2021-22 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$564,387
Total FY 2021-22 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$ -
Total FY 2020-21 Program Revenue (Measure B, Measure BB and all other sources available for FY 2020-21) (Automatically calculated)	\$564,387

Total FY 2021-22 Program Costs by Fund Source (Measure B, Measure BB and all other funds planned to be expended during FY 2021-22)											
Service/Program Name											Total Cost
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L
Service/Program/Project Name <i>Automatically populated from prior sheet (column B)</i>	Quantity Planned for FY 2021-22 Automatically populated from prior sheet (column Q)	Amount of RESERVE Measure B Paratransit DLD funds to be EXPENDED	Amount of FY 2021-22 Measure B Paratransit DLD funds to be EXPENDED	Amount of RESERVE Measure BB Paratransit DLD funds to be EXPENDED	Amount of FY 2021-22 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 Rides Door-to-Door Service	5,000		\$ 91,422.71		\$ 168,785.77				\$ 82,324	City of Pleasanton General Fund	\$ 342,532
Cusomter Service/Outreach	0				\$ 5,000				\$ 12,237	City of Pleasanton General Fund	\$ 17,237
Managment/Overhead	0				\$ 12,000				\$ 16,687	City of Pleasanton General Fund	\$ 28,687
Fee Assistance Program	70				\$ 5,400						\$ 5,400
Day Trip Program	150				\$ 14,700						\$ 14,700
Accessible Van	0				\$ 95,000						\$ 95,000
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
Totals	5,220	\$ -	\$ 91,423	\$ -	\$ 300,886	\$ -		\$ -	\$ 111,248		\$ 503,557

Budget check (total revenue less total cost): \$60,831

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2021:	\$0	\$172,079	\$172,079
Reserve balance as percent of FY 2021-22 Revenue*	0%	57%	44%

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

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Alameda CTC FY 2021-22 Annual Paratransit Program Plan Application (July 1, 2021 - June 30, 2022)

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 Braunability	Passenger Van	2018	Gas	Ramp	6	1	1	City of Pleasanton	Pleasanton
Ford Transit	Passenger Bus	2017	Gas	Lift	7	1	1	City of Pleasanton	Pleasanton
Ford E350	Passenger Bus	2006	Gas	Lift	10	2	1	City of Pleasanton	Pleasanton

Pleasanton

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