



# PAPCO Paratransit Program Plan Review

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

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

## **NORTH COUNTY**

April 2021



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# Paratransit Program Plan Staff Summary

## Fiscal Year 2021-22

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

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

- Services provided:
  - Group Trips
  - Accessible Shuttle
  - Means-Based Fare Program
  - Same-Day Transportation – TNC
- 99% Measure B/BB; Remainder: 1% city funds
- 23% reserves
- Cost per trip – Group Trips reducing by ~\$4, Same-Day Taxi reducing by \$10
- Trends in registration – Registration steady, expected to trend up
- Trends in trip provision – Trips expected to increase
- Demographics reporting – reported on some demographic questions, added data on home ownership and part of City
- Elements requiring Alameda CTC approval (approved by Alameda CTC staff on April 12, 2021):
  - TNCs via a concierge service – A third-party provider such as 211 or GoGo Technologies, which is known by users as “GoGo Grandparent,” would work with Lyft/Uber to

provide dispatch and concierge on-demand services for community members, including individuals without smart phones. The service would focus on East Bay Paratransit-enrolled Alameda residents who need rides returning home from medical appointments as well as other essential trips totaling up to \$75,000.

- Additional staff notes
  - Suspended group trips and door-through-door travel assistance; however, the Alameda Loop Shuttle and free bus passes have continued during COVID-19 and meal deliveries were added. Meal deliveries were provided for seniors and people with disabilities who cannot travel to congregate meal sites or obtain groceries during the coronavirus public health crisis.
  - The City is looking to expand curb-to-curb services to provide on-demand transportation for the City's most frail community members. The curb-to-curb service includes three potential options:
    - Concierge: A third-party provider such as GoGo Technologies, which is known by users as "GoGo Grandparent," would work with Lyft/Uber to provide dispatch and concierge on-demand services.
    - Non-profit: A door-to-door option would contract with a third-party provider that offers escorted transportation services using volunteer or stipend drivers such as LIFE ElderCare, 211 or another non-profit provider.
    - Meal Delivery: A third option is to continue providing meal delivery to allow for community members to age-in-place and live more independently in their homes depending on the COVID-19 community spread and vaccine availability.

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

CONTACT INFORMATION	
Agency:	City of Alameda
Contact Name:	Gail Payne
Title:	Senior Transportation Coordinator
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Date Submitted: February 25, 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.**

City staff temporarily suspended group trips and door-through-door travel assistance; however, the Alameda Loop Shuttle and free bus passes have continued during COVID-19 and meal deliveries were added. Meal deliveries were provided for seniors and people with disabilities who cannot travel to congregate meal sites or obtain groceries during the coronavirus public health crisis, and totaled as follows:

- Fiscal Year 2019-20: 3,846 meals delivered
- Fiscal Year 2020-21: 7,903 meals delivered
- Total: 11,749 meals delivered

**B. Provide a short narrative description of your agency's FY 2021-22 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 accessible 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:** Expands same day options by providing 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.
- **Capital Investments:** Adds new bus benches at bus/shuttle stops, adds or replaces bus shelters at bus/shuttle stops and ensures compliance with ADA at bus/shuttle stops and access to/from bus/shuttle stops.
- **Door-to-Door Program:** Includes three potential options for door-to-door/curb-to-curb services: concierge, volunteer driver program or meal delivery to better serve the City's most frail community members.
- **Customer Service and Outreach:** Includes program materials, advertisements, incentives, orientations and informational mailings as well as selling EBP tickets and announcements to best meet the unique needs of individual riders.
- **Program Management:** Provides program oversight, completes the Alameda CTC reporting requirements, reviews program data and invoices, participates in Alameda CTC's committees and coordinates with the transportation providers and Senior Center staff. Includes support by on-call paratransit consultant – Nelson Nygaard – to assist in evaluating and implementing the overall paratransit program. Includes the part-time driver for the group trips.

- 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?**

In general, the City of Alameda program is the same as previous years except with the **expansion of curb-to-curb services** using a third-party provider to assist Alameda's most frail community members. The **Alameda Loop Shuttle** is open to the public yet the primary purpose of the shuttle is to serve people with disabilities and seniors by providing access to shopping destinations and medical facilities around the City. The **group trips** support transportation for recreation programs run through Mastick Senior Center and the Alameda Recreation and Park Department. The City program also provides **free AC Transit bus passes** to qualifying seniors and people with disabilities for more same day transportation options.

- 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.**

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

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

- 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.**

Not applicable.

- 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)**

Not applicable.

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.

Since the City's taxi subsidy program was terminated in January 2020, the City is looking to expand curb-to-curb services to provide on-demand transportation for the City's most frail community members. The **curb-to-curb service** includes three potential options: concierge, volunteer driver program or meal delivery as follows:

- 1) **Concierge:** A third-party provider such as GoGo Technologies, which is known by users as "GoGo Grandparent," would work with Lyft/Uber to provide dispatch and concierge on-demand services.
- 2) **Non-profit:** A door-to-door option is to contract with a third-party provider that offers escorted transportation services using volunteer or stipend drivers such as LIFE Elder Care, 211 or another non-profit provider.
- 3) **Meal Delivery:** A third option is to continue providing meal delivery to allow for community members to age-in-place and live more independently in their homes depending on the COVID-19 community spread and vaccine availability.

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.

City staff will continue to monitor the demand for the main services - free AC Transit bus passes, Alameda Loop Shuttle and door-to-door services - to see how best to allocate future funds beyond fiscal year 2021-22.

#### 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)

One of the potential options for an expanded curb-to-curb service is to use **TNCs via a concierge service**. A third-party provider such as 211 or GoGo Technologies, which is known by users as "GoGo Grandparent," would work with Lyft/Uber to provide dispatch and concierge on-demand services for community members, including individuals without smart phones. The service would focus on East Bay Paratransit-enrolled Alameda residents who need rides returning home from medical appointments as well as other essential trips totaling up to \$75,000.

## 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:

- City staff obtain input including COVID-19 wellness checks (ongoing)
- Survey of users (Fall 2020)
- Presentation of draft Program Plan to four Commissions/Boards:
  - Recreation and Park Commission (January 14, 2021)
  - Transportation Commission (January 27, 2021)
  - Commission on Disability (February 10, 2021)
  - Social Service Human Relations Board (February 25, 2021)

- 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 fall 2020, and the City received a total of 33 completed questionnaires. The majority of the respondents use AC Transit buses at 84 percent and have a Senior Clipper Card at 58 percent. A majority of respondents - at 70 percent - currently ride the Alameda Loop Shuttle with 86 percent very likely to continue or start to ride the shuttle. Respondents rated the shuttle service, drivers and vehicles highly with an overall satisfaction rate of 82 percent. More than half - totaling 54 percent - would use a service like Uber or Lyft if subsidized by paratransit funding. Furthermore, City staff also provided over 900 wellness checks during COVID-19 to Mastick Senior Center members to provide transportation as well as other resources and to seek input on transportation needs.

**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 wellness checks, annual survey and the commissions/boards helped City staff decide on the program plan, such as to continue existing program elements and to expand curb-to-curb services using TNC concierge or a non-profit organization.

**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. In June 2021, City staff will request City Council approval of the 2021-2023 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.

For next fiscal year, the outreach program will consist of the following:

- In-person events – post-COVID (all programs)
- Web page: [www.AlamedaParatransit.com](http://www.AlamedaParatransit.com) (all programs)
- Flyers, mailings, press releases, email and social media (all programs)
- East Bay Paratransit-enrolled Alameda residents (door-to-door services)
- Shuttle bus, shuttle bus stop signs, schedules, cross street banners and advertisements (Alameda Loop Shuttle)

**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:

- Alameda Loop Shuttle: Anyone is eligible regardless of age or income for this free service; however, the priority is given to seniors and people with disabilities.
- Group Trips:
  - Cultural/monthly events: 50 years of age or older
  - Skilled Nursing Facility Picnic: Residents of Alameda skilled nursing facilities
  - Leisure Club: Adults with developmental disabilities

- Scholarships: AC Transit free bus passes: 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.
- Curb-to-curb services: Enrollment in EBP.
- 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 Mastick Senior Center staff is the main contact for enrollment, and can be reached by telephone, email or in-person post-COVID-19. It may take at least two weeks to process the enrollment form and approve eligibility for the free bus pass program, and longer if on the waiting list.

## 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.

Staff encourages program participants to provide the following information:

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

City staff compiles and documents input received including in the 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.)*

Community members have requested the Alameda Loop Shuttle to be more extensive so as to cover more locations throughout the city and to be more frequent.

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

City staff have expanded same day options by providing free AC Transit bus passes to low-income Alameda seniors and people with disabilities so as to offer more transit coverage.

**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	267
Registrants at end of FY 2019-20	300
Current Registrants for FY 2020-21	320
Projected Registrants for FY 2021-22	360

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 registrations from the **free AC Transit bus pass program** total 167 for the Alameda Point Collaborative, 100 for the Alameda Housing Authority and 53 for the Mastick Senior Center members. The free bus pass program is expected to expand to Jack Capon Villa next fiscal year for an additional 15 free bus passes. The **expanded curb-to-curb service** is expected to increase registrations; however, it is unclear the amount. Assuming a \$75,000 annual budget for the curb-to-curb service, an estimated 45 people could be covered.

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

<b>Race/Ethnicity (check all that apply, individuals may be listed in multiple categories)</b>	
American Indian or Alaska Native	
Asian	26% of annual survey respondents
Black or African American	13% of annual survey respondents
Hispanic or Latino	
Native Hawaiian or Other Pacific Islander	
White	55% of annual survey respondents
Other	3% of annual survey respondents
<b>Disability (check all that apply, individuals may be listed in multiple categories)</b>	
Mobility/Physical	NA
Spinal Cord (SCI)	NA

Head Injuries (TBI)	NA
Vision	NA
Hearing	NA
Cognitive/Learning	NA
Psychological	NA
Invisible	NA
<b>Household Income</b>	
< \$27,450	NA
\$27,451-\$45,700	NA
\$45,701-\$54,840	NA
\$54,841-\$73,100	NA
> \$73,101	NA
<b>Rent or Own Home</b>	Over 50% of Alamedans are renters
Rent	43% of annual survey respondents
Own	57% of annual survey respondents
<b>Geographic Location in Alameda</b>	West end is lower income part of Alameda and Bay Farm/east Alameda is higher income
West	52% of annual survey respondents
Central	23% of annual survey respondents
East	20% of annual survey respondents
Bay Farm Island	7% of annual survey respondents

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

City staff expects an aging population with about 13 percent of the current Alameda population as being 65 years and older.

**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?**

City staff expects that the total number of one-way trips provided will increase due to post-COVID-19 shelter-in-place being lifted and with increased vaccine distributions causing more people to travel. 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 Alameda residents are located within one quarter mile of an AC Transit bus stop in Alameda and 92 percent are located within one half mile of a bus stop.

**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.)*

Unknown.

**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.**

<b>Number of trips provided to consumers who require an accessible vehicle in FY 2019-20</b>	669
<b>Number of trips provided to consumers who require an accessible vehicle in FY 2020-21 as of Dec. 31, 2020</b>	175
<b>Number of trips projected to consumers who require an accessible vehicle in FY 2021-22</b>	400

**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.)*

Not applicable.

- 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.

The City's Emergency Operations Plan was updated in 2019, and includes a transportation annex that focuses on evacuations, especially for tsunamis. City staff have compiled a list of critical care facilities based on City business licenses obtained through the City's Finance Department to help prioritize more vulnerable populations in Alameda.

**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**

Provides program oversight, completes the Alameda CTC reporting requirements, reviews program data and invoices, participates in Alameda CTC's committees and coordinates with the transportation providers and Senior Center staff. Includes support by on-call paratransit consultant – Nelson Nygaard – to assist in evaluating and implementing the overall paratransit program. Includes the part-time driver for the group trips.

**B. Customer Service and Outreach Costs**

Includes program materials, advertisements, incentives, orientations and informational mailings as well as selling EBP tickets and announcements to best meet the unique needs of individual riders.

**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?**

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, adding or replacing bus shelters 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**

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

Thank you!

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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	\$374,052
FY 2019-20 Measure B DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$191,362
Estimated Measure BB Paratransit DLD reserve balance at the start of FY 2019-20	\$264,947
FY 2019-20 Measure BB DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$194,121
<b>Total FY 2019-20 Measure B and BB Paratransit DLD Revenue (Automatically calculated)</b>	<b>\$1,024,483</b>
Total FY 2019-20 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$ 8,258
<b>Total FY 2019-20 Program Revenue (Measure B, Measure BB and all other sources available for FY 2019-20) (Automatically calculated)</b>	<b>\$1,032,741</b>

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)
Group Trips	Mastick Senior Center Group Trips	1,354	unavailable		\$ 4,593		\$ 17,554						\$ 22,147	
Accessible Fixed-Route Shuttle	Alameda Loop Shuttle	9,233	unavailable		\$ 90,000		\$ 68,119						\$ 158,119	
Means-Based Fare Program	AC Transit free bus passes	250			\$ 7,000		\$ 8,240						\$ 15,240	
Management/Overhead	Program Management	2					\$ 31,942						\$ 31,942	
Customer Service and Outreach	Customer Service and Outreach				\$ 20,126								\$ 20,126	
Same-Day Transp. - Taxi	Terminated in Jan 2020	1,074	unavailable		\$ 18,500		\$ 13,750						\$ 32,250	
Meal Delivery	For COVID-19, provided meal delivery via Alameda Meals on Wheels	3,846	unavailable				\$ 25,000						\$ 25,000	
Capital Purchase	Cross Alameda Trail (0.9 mile)	1		\$ 194,500		\$ 194,500							\$ 389,000	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
				\$ 194,500	\$ 140,219	\$ 194,500	\$ 164,605	\$ -		\$ -	\$ -		\$ 693,824	



**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**

<b>Total FY 2021-22 Program Revenue (Measure B, Measure BB and all other funds available for FY 2021-22)</b>	
Estimated Measure B Paratransit DLD ending balance at the end of THIS fiscal year, FY 2020-21 (June 30, 2021)	\$129,838
Projected FY 2021-22 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$147,808
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2020-21 (June 30, 2021)	\$100,000
Projected FY 2021-22 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$243,328
<b>Total FY 2021-22 Measure B and BB Paratransit DLD Revenue (Automatically calculated)</b>	<b>\$620,974</b>
Total FY 2021-22 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$ 4,000
<b>Total FY 2020-21 Program Revenue (Measure B, Measure BB and all other sources available for FY 2020-21) (Automatically calculated)</b>	<b>\$624,974</b>

<b>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)</b>											
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>
Mastick Monthly, Nursing Facility Picnic and Leisure Club	2,000		\$ 15,000		\$ 10,000						\$ 25,000
Alameda Loop Shuttle	11,000		\$ 80,000		\$ 100,000						\$ 180,000
AC Transit free bus passes	84,000		\$ 35,000		\$ 50,000						\$ 85,000
Program Management	0		\$ 20,000		\$ 17,000						\$ 37,000
Customer Service and Outreach	2,000				\$ 30,000			\$ 4,000	\$ 4,000	EBP tickets	\$ 38,000
Capital purchases to improve bus stops and access to bus stops and for bus stop amenities such as benches.	6	\$ 75,000		\$ 25,000							\$ 100,000
Providers of curb-to-curb services such as Go Go or 211	3,750	\$ 40,864	\$ 9,136		\$ 25,000						\$ 75,000
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
<b>Totals</b>	<b>102,756</b>	<b>\$ 115,864</b>	<b>\$ 159,136</b>	<b>\$ 25,000</b>	<b>\$ 232,000</b>	<b>\$ -</b>		<b>\$ 4,000</b>	<b>\$ 4,000</b>		<b>\$ 540,000</b>

*Budget check (total revenue less total cost): \$84,974*

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2021:	\$2,646	\$86,328	\$88,974
<b>Reserve balance as percent of FY 2021-22 Revenue*</b>	<b>2%</b>	<b>35%</b>	<b>23%</b>

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

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## Paratransit Program Plan Staff Summary Fiscal Year 2021-22

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

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

- Services provided:
  - Same-Day Transportation – Taxi and TNC
  - Group Trips - Recreation Day Trips/Grocery/basic needs trips
- 100% Measure B/BB
- 47% reserves
- Cost per trip – Group Trips is down to \$0 from \$8 because program did not list the number of trips. No other changes greater than \$3.
- Trends in registration – Registration is increasing
- Trends in trip provision – Trips expected to increase
- Demographics reporting – Reported on some demographic questions
- Elements requiring Alameda CTC approval – None
- Additional staff notes
  - Lowering age from 80 to 70 for taxi, and will possibly increase subsidy from 75% to 80%
  - Will provide virtual trainings on how to use TNCs, Uber and Lyft

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

CONTACT INFORMATION	
Agency:	City of Albany
Contact Name:	Brennen Brown
Title:	Recreation & Community Services Supervisor
Phone Number:	510-524-9122
E-mail Address:	bbrown@albanyca.org

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 COVID-19 pandemic impacted our ability to provide services from mid-March through June of fiscal year 2019-20. Before this, we were on track to exceed our goal of 6,300 total services for the year. That said, we greatly exceeded our taxi reimbursement program goal of 500 trips. So far, in FY 2020-21 our taxi reimbursement program is the only one currently operating. 139 trips we reimbursed so far over this time.

**B. Provide a short narrative description of your agency's FY 2021-22 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 70 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 80% 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. We are also offering a shuttle service for Albany residents in the paratransit program if they have booked an appointment to be vaccinated at the County-wide vaccination clinic in Albany (at the top of Buchanan). This service will be conducted by Easy Does It Emergency Services and will pick the resident up from their home and taken directly to the vaccine site. This will operate the same way that participants schedule a taxi to take them to medical appointments.

**Shopping trips (Temporarily Modified)** – We will continue to modify this service to meet the County guidelines regarding COVID-19 shelter in place restrictions. Shopping 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, and then taken home when they are done. Other services include trips to the Albany Senior Center, giving participants the opportunity to come to the congregate dinner program and special events.

**Group Trips & Senior Center trips (When it resumes. Temporarily Suspended Due to COVID-19 pandemic and shelter in place order.)** - The group trip program provides transportation for recreational outings throughout the greater Bay Area organized by the Senior Center, senior center classes, and the senior center walking group. Group trips enhance quality of life providing opportunities for social interaction, learning, and fitness opportunities.

**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.

**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 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.

**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.**

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.

**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.**

N/A

**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.

We are looking into lowering the minimum age for the Taxi Reimbursement Program from 80 to 70 and augment the subsidy from 75% to 80%. This would allow for a great number of those in need to be assisted by this program. The new age limit would also align more closely with the limit of most cities in the County.

We've reached an agreement with Easy Does It Emergency Services in Berkeley, CA to provide free rides to seniors registered for the Albany Paratransit Program to and from a vaccine site in Albany, at the foot of Buchanan Street. Like scheduling a taxi ride to a medical appointment, riders must have an appointment for a vaccine before scheduling a ride to the site.

We will provide virtual trainings on how to take TNCs, Uber and Lyft.

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.

N/A

#### 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.

Consumer input included:  
Albany Paratransit survey sent to all registered individuals February 2021 with notice of Paratransit Workshop in February 2021.  
Albany Paratransit Virtual Workshop (consumer/public meeting) February 18, 2021.  
Digital Survey available on City webpage along with Pre-recorded Presentation February 2021.  
Information and Survey to Tri City Café and Mercy Brown Bag programs distributed on March 5, 2021.  
Virtual Presentation provided to The Friends of Albany Seniors community group on March 4, 2021.  
TNC UBER and Lyft Virtual Training scheduled to take place on March 18, 2021.  
Program inquiries and questions are explained over the telephone when requested.

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

Mailed out surveys to Paratransit Users.  
Provided digital survey during Virtual Paratransit Workshop and on City Website.  
Collected feedback over-the-phone when provided by 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.**

We've received some feedback that more of our Senior Center customers would use our paratransit taxi program if we lowered the minimum age from 80 years old. This is part of the reason we will propose lowering the minimum age of our taxi program from 80 to 70 for the next fiscal year to our City Council. We are making the Taxi Program more affordable based on the feedback we received.

- 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 on April 19th

## 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.

Information on the Albany Paratransit Program is published in the City e-newsletter and website, Senior Center newsletter, through surveys/evaluations, and a yearly workshop. Posters with information are posted outside of the Albany Senior Center and Community Center.

## 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 70 years +. Group trips are open to anyone 60 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.**

We've received some feedback that more of our Senior Center customers would use our paratransit taxi program if we lowered the minimum age from 80 years old. This is part of the reason we will propose lowering the minimum age of our taxi program from 80 to 70 for the next fiscal year to our City Council. We are making the Taxi Program more affordable based on the few back we received.

**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	517
Registrants at end of FY 2019-20	495
Current Registrants for FY 2020-21	516
Projected Registrants for FY 2021-22	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.**

We project the number of registrations to increase to 550 based on our expectation that we will lower the minimum age for our taxi program to 70 from 80. This should increase registrations based on a new demographic that is able to sign up. Plus we have introduced a new program to provide rides directly from a program user's home to the Albany vaccine site through our contract with Easy Does it Emergency Services.

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

<b>Race/Ethnicity (check all that apply, individuals may be listed in multiple categories)</b>	
American Indian or Alaska Native	6
Asian	28
Black or African American	
Hispanic or Latino	12
Native Hawaiian or Other Pacific Islander	
White	25
Other	
<b>Disability (check all that apply, individuals may be listed in multiple categories)</b>	
Mobility/Physical	
Spinal Cord (SCI)	
Head Injuries (TBI)	
Vision	16
Hearing	
Cognitive/Learning	
Psychological	
Invisible	
<b>Household Income</b>	
< \$27,450	41
\$27,451-\$45,700	22
\$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. This information is optional to include for participants, so it is hard to say what our complete demographics are. We would need more information from more participants to infer trends.

**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?**

Despite less people currently traveling during the pandemic. We expect the total number of one-way trips to increase based on the current rate of vaccinations for our participants and with lowering the age minimum requirement from 80 to 70.

**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.

<b>Number of trips provided to consumers who require an accessible vehicle in FY 2019-20</b>	20
<b>Number of trips provided to consumers who require an accessible vehicle in FY 2020-21 as of Dec. 31, 2020</b>	0 (program suspended)
<b>Number of trips projected to consumers who require an accessible vehicle in FY 2021-22</b>	10 (This depends on COVID-19 restrictions being lifted.)

**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.)*

N/A

- 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.

N/A

#### 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

N/A

##### 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

- 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?**

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

**MISCELLANEOUS**

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





**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**

<b>Total FY 2021-22 Program Revenue (Measure B, Measure BB and all other funds available for FY 2021-22)</b>	
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)	\$23,880
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2020-21 (June 30, 2021)	\$50,000
Projected FY 2021-22 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$39,313
<b>Total FY 2021-22 Measure B and BB Paratransit DLD Revenue (Automatically calculated)</b>	<b>\$113,193</b>
Total FY 2021-22 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$ -
<b>Total FY 2020-21 Program Revenue (Measure B, Measure BB and all other sources available for FY 2020-21) (Automatically calculated)</b>	<b>\$113,193</b>

<b>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)</b>											
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>
Taxi Subsidy Program	1,100			\$ 6,000	\$ 8,000						\$ 14,000
Recreation Day Trips/ Grocery/basic needs trips	3,400		\$ 23,880	\$ 12,000	\$ 11,313						\$ 47,193
Customer Service & Outreach	0				\$ 22,000						\$ 22,000
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
<b>Totals</b>	<b>4,500</b>	<b>\$ -</b>	<b>\$ 23,880</b>	<b>\$ 18,000</b>	<b>\$ 41,313</b>	<b>\$ -</b>		<b>\$ -</b>	<b>\$ -</b>		<b>\$ 83,193</b>

Budget check (total revenue less total cost): \$30,000

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2021:	\$0	\$30,000	\$30,000
<b>Reserve balance as percent of FY 2021-22 Revenue*</b>	<b>0%</b>	<b>76%</b>	<b>47%</b>

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

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# Paratransit Program Plan Staff Summary

## Fiscal Year 2021-22

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

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

- Services provided:
  - Same-Day Transportation – Taxi, TNC
  - Specialized Accessible Van
- 100% Measure B/BB
- 3% reserves
- Cost per trip – Specialized Van increasing by \$5, Same Day Taxi reducing by \$10
- Trends in registration – Registration relatively flat, projected to increase slightly from 1,114 to 1,288
- Trends in trip provision – Trips are down due to COVID-19 but projected to increase
- Demographics reporting – Did not report on demographic questions
- Elements requiring Alameda CTC approval (approved by Alameda CTC staff on April 12, 2021):
  - TNC – As noted previously, we are nearing the completion of our pilot program with GoGo Grandparent Technologies (GGG). With the overwhelming positive feedback we have received from our riders to date, we will be moving forward with adding GGG as an additional

transportation service to our BRSD program. Those who choose to enroll in the program, will receive 1 to 3 rides per month. The number of participants enrolled in the program will depend upon how many riders choose to enroll in the program and our allocation of costs.

- Additional staff notes
  - Approximate 45% decrease in the number of taxi rides and 36% decrease in the number of accessible wheelchair van rides.
  - GoGo Grandparent pilot program was postponed until September 1, 2020.
  - Did not send out general BRSD survey due to COVID-19, but was able to collect survey data via GGG
  - Lowering our age eligibility requirement from 80 years old to 70 years old, regardless of income

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

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 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.**

Since the onset of the pandemic in the Spring of 2020, we have seen a significant decrease in the number of taxi cab and accessible wheelchair van rides. In comparison to the previous year, there has been an approximate 45% decrease in the number of taxi rides and 36% decrease in the number of accessible wheelchair van rides.

We also had a delay in the launch of our GoGoGrandparent pilot program. We had originally planned to launch the pilot in the Spring of 2020 and it was postponed until the eventual launch on September 1, 2020.

We have not been able to host any travel trainings due to the closure of our senior centers and our partner, United Seniors of Oakland and Alameda County, ceased the facilitation of the trainings.

And, finally, we have not provided any in person community outreach visits. However, we have done ongoing electronic outreach to our senior/disability and other community partners advising them of our services.

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

We anticipate servicing 1,288 seniors through Berkeley Rides for Seniors & the Disabled (BRSD). BRSD program elements are:

**Measure B**

**Taxi Scrip Program**

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

**Wheelchair Van Program**

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

**Travel Training Promotion**

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

**Management & Overhead**

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

**Outreach and Customer Service**

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

**Measure BB****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.

**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.

**GoGoGrandparent Program**

We are nearing the completion of our pilot program with GoGoGrandparent Technologies (GGG). With the overwhelming positive feedback we have received from our riders, we will be moving forward with adding GGG as an additional transportation service to our BRSD program. Those who choose to enroll in the program, will receive 1 to 3 rides per month

**Management & Overhead**

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

**Outreach and Customer Service**

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

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

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

- 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?**

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, previous 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.

And with the new addition of GoGoGrandparent (GGG) transportation, we believe GGG will also provide seniors with individual choice, flexibility, easy access and help connect them to critical healthcare, grocery shopping and social activities.

- 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.**

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

Based on responses collected in previous needs assessment, past 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.

- 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 taxi scrip receipts and van vouchers used in our taxi scrip program and accessible wheelchair van program does not include information regarding the length of individual rides.

- 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.

We are nearing the completion of our pilot program with GoGoGrandparent Technologies (GGG). With the overwhelming positive feedback we have received to date from our riders, we will be moving forward with adding GGG as an additional transportation service to our BRSD program. Those who choose to enroll in the program, will receive 1 to 3 free rides per month.

We believe GGG will also provide seniors with individual choice, flexibility, easy access and help connect them to critical healthcare and community resources, grocery shopping and social activities.

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.

Since 2015, we have seen a consistent and significant decrease in the number of permitted taxi companies and taxi drivers in the City of Berkeley. In 2015, we had 59 taxi companies and 110 taxi drivers, we currently have 21 taxi companies and 21 taxi drivers.

This trend has a dramatic impact on BRSD and our ability to continue to provide on demand transportation services to our seniors and disability community. In preparation for what may be a waning on-demand transportation system in the City of Berkeley, we plan to continue exploring the use of TNCs such as GoGoGrandparent Technologies now and in the future.

#### 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)

**Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs):** As noted previously, we are nearing the completion of our pilot program with GoGoGrandparent Technologies (GGG). With the overwhelming positive feedback we have received from our riders to date, we will be moving forward with adding GGG as an additional transportation service to our BRSD program. Those who choose to enroll in the program, will receive 1 to 3 rides per month. The number of participants enrolled in the program will depend upon how many riders choose to enroll in the program and our allocation of costs.

We believe GGG will provide seniors with individual choice, flexibility, easy access and help connect them to critical healthcare and community resources, grocery shopping and social activities.

## 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.

We usually present our yearly BRSD program plan to the City of Berkeley Commission on Aging and Commission on Disability for feedback and suggestions. However, since the onset of COVID-19, the commissions have not been meeting and it is unclear at the moment when they will reconvene.

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

We did not send out our general BRSD survey to our participants this past year due to COVID-19. We felt the results would have been skewed due to our participants sheltering in place and minimizing their use of taxis and wheelchair vans. However, we regularly receive feedback from our riders via telephone. Many continue to be grateful for the taxi scrip and van vouchers, however, some have complained it sometimes is more difficult to get a taxi because some companies have decided to not work during this COVID-19 period. We will be sending out our next BRSD survey in April 2021.

As noted previously, we did launch our GoGoGrandparent pilot program and sent out monthly surveys to each participant. The majority of the participants reported being satisfied or very satisfied with the service. Many reported enjoying the ease and efficiency of using the service. With this direct feedback, we decided to implement an ongoing GGG program for those participants who are interested in enrolling in the program.

**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.**

Below is a statistical summary of those riders who responded to our monthly surveys from September 2020 through December 2020 (we are still awaiting our January surveys and will not have the February surveys back until March). We started the pilot with 50 participants, however, due to concerns regarding COVID-19 and other unknown reasons, some riders did not use the service despite verbally committing to do so. We had a total of 38 riders who used the service and a total of 519 rides provided through February 22, 2021:

**On average, how quickly did your Uber or Lyft ride come after you ordered your ride with GoGoGrandparent (GGG)?**

- 78% responded within 15 minutes
- 11% responded within 15 to 30 minutes
- 4% responded 30+ minutes.

**What did you appreciate about your GGG Service Experience this past month?**

- 72% responded to my call was answered in a timely manner
- 74% responded to GGG call center was helpful and supportive
- 65% responded to reserving a ride was easy and straightforward.

**Did you have any concerns with your GGG service this past month?**

- 67% responded no
- 20% responded yes.

\*\*Of those who responded yes, some of the concerns were related to Uber/Lyft drivers cancelling rides; rides taking a long time to arrive; long wait time for GGG operator and without a cell phone, it is difficult to place a call for a ride to get back home.

**How would you rate your overall experience with GoGoGrandparent this past month?**

- 48% responded very satisfied
- 23% responded satisfied
- 5% responded neutral
- 4% respond dissatisfied
- 4% responded very dissatisfied

**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.

**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.

BRSD continues to use the City of Berkeley's website, our monthly senior center newsletter and our quarterly electronic mailings to our community senior and disabled service providers, including: Senior Residences, health clinics, dialysis centers, disability agencies and senior and disability advocacy groups.

Due to COVID-19, we were not able to do in person community outreach to our local senior and disabled community service partners nor attend community events such as the City of Berkeley Wellness Fair. And, lastly, we were we not able to do the daily outreach to the seniors who would normally attend our two senior centers due to the closure of the centers.

## 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:**

Currently, 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 50% of the area median income. Beginning April 1, 2021, we will be revising the age eligibility criteria to seniors 70 years old and older and continuing with the disabled eligibility as noted above with East Bay Paratransit Services.

**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 age or income level.

**High Medical Need Program:**

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

**GoGoGrandparent:** Must be current BRSD participants.

We recognize there are some seniors and disabled members of our community who are less resourced than others, particularly in regards to transportation. We are in the process of reevaluating our outreach efforts, and more recently our age eligibility criteria, to create equity and access for our more vulnerable seniors and disabled persons.

### 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.

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.

Complaints and commendations are received by email and/or phone by either BRSD staff, the Senior Center Directors or the Aging Services Division Manager. 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 and/or re-sending the taxi scrip resolves most concerns.

Complaints regarding taxi companies, missing taxi scrip, or other significant program problems are investigated by the Transportation Services Coordinator (TSC). The TSC investigates the complaint and the consumer is called upon completion of the investigation. If the complaint involves issues related to a taxi cab permit for example, TSC will forward the complaint to the City of Berkeley Code Enforcement Unit (CEU) for resolution.

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. And finally, some of the consumers enrolled in our GoGoGrandparent program have expressed that they hope BRSD will continue providing GGG as a transportation service.

- 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.)*

Some of the complaints received over this last year have been related to COVID-19, overall, these complaints have been minimal:

1. Some companies have informed seniors they are not working due to the pandemic.
2. Some seniors have reported sometimes taxi drivers do not answer their phones and believe it is because the taxi companies are not working due to the pandemic.

And an ongoing, though small fraction, of seniors report they did not receive their taxi scrip or van vouchers due a problem with the U.S. Postal service.

We receive numerous commendations throughout the year via telephone, cards and letters. Some examples include: "Since March 2020, I don't take public transportation due to COVID. Taxis are very expensive for a disabled old woman like me. It's so helpful to me, Thanks alot!"; "After COVID crisis, I can't take public transportation but only use your taxi scrip. It helps me a lot, thank you over again"; "What a help this is to me! I have an appointment for my knees coming up and the taxi scrip will make it so much easier"; and "I don't know how we could manage these transportation costs without the scrip".

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

As the City of Berkeley taxi companies are independent contractors, the City has no authority over controlling whether a taxi company decides to not work during a global pandemic. From what we have observed from our taxi reimbursement, there has been a significant decrease in the number of operating taxi cab companies. However, there is also a steady and consistent group of taxi cab companies that are providing taxi services to our seniors.

Many seniors have been adhering to the shelter in place orders and are staying home to keep themselves safe. Hence, the above complaints have been minimal.

**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	1,154
Registrants at end of FY 2019-20	1146
Current Registrants for FY 2020-21	1,114
Projected Registrants for FY 2021-22	1,288

**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.**

Over the last three years, we have averaged approximately 124 new consumers each year. Given the impact of COVID-19 on the lives of our seniors, it is challenging to project how many new registrants we may have in FY 2021-22. However, given we will be lowering our age eligibility requirement from 80 years old to 70 years old, we may

experience an influx of new BRSD consumers. With the above in mind, we are projecting the average increase in new consumers plus 50 new enrollments due to the lowering of the age eligibility requirement.

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

<b>Race/Ethnicity (check all that apply, individuals may be listed in multiple categories)</b>	
American Indian or Alaska Native	
Asian	
Black or African American	
Hispanic or Latino	
Native Hawaiian or Other Pacific Islander	
White	
Other	
<b>Disability (check all that apply, individuals may be listed in multiple categories)</b>	
Mobility/Physical	
Spinal Cord (SCI)	
Head Injuries (TBI)	
Vision	
Hearing	
Cognitive/Learning	
Psychological	
Invisible	
<b>Household Income</b>	
< \$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?**

The number of riders over the last 3 years and current fiscal year:

FY18: 12,940

FY19: 13, 286

FY20: 13,742

FY21: July 2020 – December 2020: 5,080

The number of rides to date for FY21 has been low compared to previous years. We believe this is due to COVID-19 and riders minimizing their use of taxi cabs. Given the uncertainty of the trajectory of the pandemic, it is challenging to estimate what the number of rides may be in FY22. However, with the vaccine and our anticipation of more riders with the change in age eligibility, we anticipate there will be an increase in rides.

**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	826
Number of trips provided to consumers who require an accessible vehicle in FY 2020-21 as of Dec. 31, 2020	315

<b>Number of trips projected to consumers who require an accessible vehicle in FY 2021-22</b>	700
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## 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.)*

None to report.

**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.

The City has an Emergency Action plan that was lasted revised in August 2018 and a Health, Housing & Community Services Emergency Action Plan for our Senior Center last revised in January 2019. The plans can be provided upon request.

## 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

### 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, contracting with service providers and printing, postage, office supplies and travel costs.

### 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, contracting with service providers and printing, postage, office supplies and travel costs.

### 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**

**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?**

With increased BRSD rider awareness and success of our GGG program, we imagine our ridership enrollment will grow. We anticipate using some FY 21-22 reserve funds to extend our contract with GGG. In addition, we will use our reserves for taxi scrip, High Medical Need program, customer service and management and overhead costs.

**MISCELLANEOUS**

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





**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**

<b>Total FY 2021-22 Program Revenue (Measure B, Measure BB and all other funds available for FY 2021-22)</b>	
Estimated Measure B Paratransit DLD ending balance at the end of THIS fiscal year, FY 2020-21 (June 30, 2021)	\$1,000
Projected FY 2021-22 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$228,970
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2020-21 (June 30, 2021)	\$324,129
Projected FY 2021-22 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$376,941
<b>Total FY 2021-22 Measure B and BB Paratransit DLD Revenue (Automatically calculated)</b>	<b>\$931,040</b>
Total FY 2021-22 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$ -
<b>Total FY 2020-21 Program Revenue (Measure B, Measure BB and all other sources available for FY 2020-21) (Automatically calculated)</b>	<b>\$931,040</b>

<b>Service/Program Name</b>		<b>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)</b>									<b>Total Cost</b>
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L
Service/Program/Project Name <i>Automatically populated from prior sheet (column B)</i>	Quantity Planned for FY 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>
Taxi Scrip Program	13,000	\$ 1,000	\$ 185,000		\$ 230,000						\$ 416,000
High Medical Need Program	3,000			\$ 63,000							\$ 63,000
Wheelchair Van Program	700		\$ 26,600								\$ 26,600
High Medical Need Program Wheelchair Van Program	250			\$ 9,500							\$ 9,500
Customer Service and Outreach	0		\$ 2,500	\$ 50,000	\$ 35,000						\$ 87,500
Management and Overhead	0		\$ 13,000	\$ 150,000	\$ 95,000						\$ 258,000
GoGoGrandparent	4,000			\$ 50,000							\$ 50,000
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
<b>Totals</b>	<b>20,950</b>	<b>\$ 1,000</b>	<b>\$ 227,100</b>	<b>\$ 322,500</b>	<b>\$ 360,000</b>	<b>\$ -</b>		<b>\$ -</b>	<b>\$ -</b>		<b>\$ 910,600</b>

*Budget check (total revenue less total cost): \$20,440*

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2021:	\$1,870	\$18,570	\$20,440
<b>Reserve balance as percent of FY 2021-22 Revenue*</b>	<b>1%</b>	<b>5%</b>	<b>3%</b>

\*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.**

<b>Vehicle Fleet</b>									
<b>Column A</b>	<b>Column B</b>	<b>Column C</b>	<b>Column D</b>	<b>Column E</b>	<b>Column F</b>	<b>Column G</b>	<b>Column H</b>	<b>Column I</b>	<b>Column J</b>
					<b>Vehicle Capacity</b>				
<b>Make</b>	<b>Type of Vehicle(s)</b> (specify bus, large van, minivan, sedan)	<b>Year of Vehicle</b>	<b>Fuel Type</b>	<b>Lift/Ramp Equipment</b> (specify lift, ramp, or none)	<b>Ambulatory</b>	<b>Wheelchair</b>	<b>Number of Vehicles</b>	<b>Owner</b> (specify if contractor)	<b>City that vehicle(s) are garaged</b>
Ford Escape	SUV	2007	Gas	None	N/A	N/A	1	A. Express Cab	N/A
Ford Escape	SUV	2008	Gas	None	N/A	N/A	1	Avon Cab	N/A
Ford Escape	SUV	2007	Gas	None	N/A	N/A	1	Berkeley Namaste	N/A
Ford Escape	SUV	2007	Gas	None	N/A	N/A	1	Checker Cab	N/A
Toyota Prius	Sedan	2007	Hybrid	None	N/A	N/A	1	Commuters Cabs	N/A
Toyota Sienna	Minivan	2013	Gas	None	N/A	N/A	1	D.D. Cab Co.	N/A
Ford Escape	SUV	2008	Gas	None	N/A	N/A	1	Eagle Cab Co.	N/A
Toyota Highlander	SUV	2007	Gas	None	N/A	N/A	1	Everest Cab Service	N/A
Ford Escape	SUV	2009	Gas	None	N/A	N/A	1	Friendly Cab	N/A
Toyota Prius	Sedan		Hybrid	None	N/A	N/A	1	Himalayan Cab	N/A
Toyota Prius	Sedan	2008	Hybrid	None	N/A	N/A	1	Lotus Cab	N/A
Toyota Prius	Sedan	2013	Hybrid	None	N/A	N/A	1	Non Smoking Cab	N/A
Toyota Prius	Sedan	2016	Hybrid	None	N/A	N/A	1	Tip Top Cab	N/A

**Berkeley**

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
Toyota Prius	Sedan	2007	Hybrid	None	N/A	N/A	1	Union Cab	N/A
Toyota Prius	Sedan	2013	Hybrid	None	N/A	N/A	1	Vuture Cab	N/A
Ford Escape	SUV	2008	Gas	None	N/A	N/A	2	Yellow Campus Cab Co.	N/A
Ford Escape	SUV	2008	Gas	None	N/A	N/A	2	Yellow Campus Cab Co.	
Ford Escape	SUV	2009	Gas	None	N/A	N/A	1	Yellow Checker Cab Co.	N/A
Toyota Highlander	SUV	2010	Gas	None	N/A	N/A	2	Yellow Express Cab	N/A
Ford Escape	SUV	2008	Gas	None	N/A	N/A	1	Yeti Cab	
Mercury Marina	SUV	2008	Gas	None	N/A	N/A	2	Yello Express Cab	N/A
Ford Wagon	Wagon Van	2018	Gas	Ramp	N/A	2	1	Easy Does It (Contractor)	N/A
Honda Van	Minivan	2009	Gas	Ramp	N/A	1	1	Easy Does It (Contractor)	N/A

**Berkeley**

# Paratransit Program Plan Staff Summary

## Fiscal Year 2021-22

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

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

- Services provided:
  - Group Trips
  - Same-Day Transportation – Taxi, TNC
  - Meal Delivery
  - Means Based Fare – Subsidized EBP Fare Program
  - Specialized Accessible Van – 8 to Go Shuttle
  - Capital Purchase – Groups Trips new bus purchase
- 74% Measure B/BB; Remainder: 26% City funds
- 72% reserves
- Cost per trip – Specialized Accessible Van increase from \$50 to \$63, Group Trips increasing from \$36 to \$63, Same Day Taxi decreasing by \$20, Same Day TNC increasing by \$3
- Trends in registration – Registration completely flat
- Trends in trip provision – Expecting a slight increase in trips
- Demographics reporting – Did not report on demographic questions
- Elements requiring Alameda CTC approval – None
- Additional staff notes

- 8 to Go operating 3 days a week instead of 5
- Increase in TNC trips due to perceived safety
- Continuing partnership with the City of Oakland to fund operations for the 8 To Go program

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

CONTACT INFORMATION	
Agency:	City of Emeryville
Contact Name:	Kim Burrowes
Title:	Adult Services Supervisor
Phone Number:	510-596-4308
E-mail Address:	kburrowes@emeryville.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 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.**

Since the beginning of March 2020, we have been closed to the public due to the pandemic. Our transportation services have continued to operate on a limited basis due to a significant drop in ridership. Our 8 to Go shuttle operates three days a week (instead of 5 days/week). We have seen an increase in TNC reimbursements due to individual riders due to safety concerns for public shared transportation options.

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

**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?**

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.

- 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.**

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

- 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.**

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 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.

There are no significant changes from the previous fiscal 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.

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

**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)

- 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 2019-20	1,800
Registrants at end of FY 2019-20	1,800
Current Registrants for FY 2020-21	1,800
Projected Registrants for FY 2021-22	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. What are the current program registrant demographics for FY 2020-21, if available? Fill in the boxes below.**

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

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

N/A hope have some data after FY 21/22.

**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 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.

**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.)

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.

**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.**

<b>Number of trips provided to consumers who require an accessible vehicle in FY 2019-20</b>	Group Trips: 7 8 to Go: 132
<b>Number of trips provided to consumers who require an accessible vehicle in FY 2020-21 as of Dec. 31, 2020</b>	Group Trips: 2 8 to Go: 67
<b>Number of trips projected to consumers who require an accessible vehicle in FY 2021-22</b>	Group Trips: 10 8 To Go: 150

## 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 as described above for the reporting period.

**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.

The City of Emeryville has an emergency operations plan that was last updated in 2014. There is a transportation resource unit that reports to logistics section of the EOC addressing transportation resources. There is also a Local Hazard & Mitigation Plan approved by FEMA and adopted by City Council in 2019. All documents are either available by request or on the city website.

## 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 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

**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?**

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**

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





**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**

<b>Total FY 2021-22 Program Revenue (Measure B, Measure BB and all other funds available for FY 2021-22)</b>	
Estimated Measure B Paratransit DLD ending balance at the end of THIS fiscal year, FY 2020-21 (June 30, 2021)	\$66,128
Projected FY 2021-22 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$24,817
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2020-21 (June 30, 2021)	\$27,533
Projected FY 2021-22 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$40,855
<b>Total FY 2021-22 Measure B and BB Paratransit DLD Revenue (Automatically calculated)</b>	<b>\$159,334</b>
Total FY 2021-22 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$ 284,875
<b>Total FY 2020-21 Program Revenue (Measure B, Measure BB and all other sources available for FY 2020-21) (Automatically calculated)</b>	<b>\$444,209</b>

<b>Service/Program Name</b>		<b>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)</b>									<b>Total Cost</b>
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L
Service/Program/Project Name  <i>Automatically populated from prior sheet (column B)</i>	Quantity Planned for FY 2021-22  <i>Automatically populated from prior sheet (column Q)</i>	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>
Accessible Group Trips Program	1,250				\$ 10,000			\$ 18,750	50000	city funds	\$ 78,750
Taxi Reimbursement	50				\$ 1,000				250	city funds	\$ 1,250
Lyft/Uber Reimbursement	250				\$ 4,000				750	city funds	\$ 4,750
Meals on Wheels Reimbursement	10,000				\$ 500				250	city funds	\$ 750
Subsidized EBP Fare Program	500				\$ 500			\$ 125	250	city funds	\$ 875
8 to Go Shuttle	2,500	\$ 20,428	\$ 24,817		\$ 30,855	\$ 50,000	City of Oakland DLD funds	\$ 2,500	30000	city funds	\$ 158,600
Finance - Audit Fees	0		\$ 1,000		\$ 1,000						\$ 2,000
Group Trips - New Bus Purchase	0	\$ 18,000					2020-2025 CIP				\$ 150,000
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
<b>Totals</b>	<b>14,550</b>	<b>\$ 38,428</b>	<b>\$ 25,817</b>	<b>\$ -</b>	<b>\$ 47,855</b>	<b>\$ 182,000</b>		<b>\$ 21,375</b>	<b>\$ 81,500</b>		<b>\$ 396,975</b>

*Budget check (total revenue less total cost): \$47,234*

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2021:	\$26,700	\$20,533	\$47,234
<b>Reserve balance as percent of FY 2021-22 Revenue*</b>	<b>108%</b>	<b>50%</b>	<b>72%</b>

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

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## Paratransit Program Plan Staff Summary Fiscal Year 2021-22

Planning Area: North County  
Paratransit Program: Oakland

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

- Services provided:
  - Same-Day Transportation – Taxi, TNC
  - Door-through-door/Volunteer Driver – Taxi Up & Go!
  - Specialized Accessible Van – Van Voucher Program, Same-Day, BACS
  - Group Trips
- 96% Measure B/BB; Remainder: fare revenue
- 72% reserves
- Cost per trip – No changes greater than \$3.00
- Trends in registration – Registrants down
- 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
  - 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)

- 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
- City of Emeryville 8-To-Go Co-Sponsorship

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

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 1, 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 City of Oakland was impacted by COVID-19 due to Shelter In Place Orders as follows:

FY 2019-20 (March - June)

- City offices closed to the public beginning mid-March.
- Taxi & accessible van ridership decreased (-849 3<sup>rd</sup> quarter rides and -6,680 4<sup>th</sup> quarter rides compared to FY 2018-19).
- Bay Area Community Services Adult Day Care facility closed, so transportation to and from ceased.
- Group trips cancelled and ceased.
- Necessary medical and nutrition related trips were the primary destinations for travel.
- January – June MB revenues down by \$84,983 and MBB revenues down by \$95,632.48 compared to FY 2018-19.

FY 2020-21 (July – February)

- City offices remained closed to the public.
- Taxi and accessible van ridership increased slightly in relation to the previous 3<sup>rd</sup> and 4<sup>th</sup> quarters of FY 2019-20, but -4,348 1<sup>st</sup> quarter rides and -4,188 2<sup>nd</sup> quarter rides compared to FY 2019-20.
- Adult Day Care rides and group trips remained halted.
- Necessary medical and nutrition related trips remained the primary destinations for travel.
- July – November MB revenues decreased by \$3,087.95 and MBB revenues increased by \$8,274.16 compared to FY 2019-20.

**B. Provide a short narrative description of your agency's FY 2021-22 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 senior aged 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. This service was to be launched during FY 2020-21 but was stalled due to contracting challenges to be worked through.

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 continues during 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. This service was halted during the current program year due to COVID-19, therefore, further contingent resumption timeline during FY 2021-20.

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 transportation 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. This service was halted during the current program year due to COVID-19, therefore, further contingent resumption timeline during FY 2021-20.

**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 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 social 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.

- 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.**

The City of Oakland has identified the following most 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.

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

- 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.

The City of Oakland proposes no new changes to current ongoing base program transportation services for FY 2021-22. 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 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.

The City of Oakland does not anticipate any major future service changes or the beginning or ending of any services beyond FY 2021-22 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 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)

The City of Oakland does not plan to introduce any new program elements beyond any previously approved in prior plan years.

## 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 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 would generally attend meetings and provide 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, however, COVID-19 impacts, and administrative adjustments curtailed this process.

Although the City of Oakland does not have a formal paratransit advisory committee, the program plan must be reviewed and approved by City Council. This plan is scheduled to go before the City Council on June 1<sup>st</sup>. The general first step of Life Enrichment Sub-Committee review will not occur due to administrative adjustments due to COVID-19.

The adverse impact of the current inability to attend these meetings, has been that these annual 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.

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

City of Oakland staff conducted an annual program satisfaction survey and compiled the results which were diligently reviewed and analyzed. The information will be incorporated in staff's City Council Agenda Report/Program Plan that will be reviewed and anticipatngly moved by full City Council approval by June 1<sup>st</sup>.

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

The City of Oakland's program plan development process was guided by evaluation and analysis of annual survey responses and phone feedback. Unfortunately, public meeting attendance and direct consumer contact were methods removed this year due to COVID-19. All the phases generally engaged by staff are based on a historical methodology utilized by the program to inform the public of service plans.

Each phase not only allows for staff to relay service intentions; the full process also allows for staff to solicit consumer feedback that is 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 is not proposing any new advances in this area for the upcoming year that is distinctive from any previous plans.

**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.*

[X] 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 1, 2021.
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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.

<p>City of Oakland services are listed in printed materials distributed by the City and electronic sources, including:</p>
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- Multi-language brochures distributed/displayed at senior centers, community information fairs, etc.
- Departmental brochure with description and inserts.
- Program handbills and/or flyers.
- Departmental web page (<https://www.oaklandca.gov/departments/department-of-human-services>).
- ACTC's Access Alameda publication and web page (<http://accessalameda.org/>).

<p>City of Oakland services are also described and shared through presentations at:</p>
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- 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).**

<p>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.</p>
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<p>Taxi Up &amp; 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.</p>
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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.

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.

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.

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.

- 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 2019-20	1,956
Registrants at end of FY 2019-20	2,028
Current Registrants for FY 2020-21	1,889
Projected Registrants for FY 2021-22	1,820

**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 2021-22 due to a post-pandemic upswing once people begin to resume lives of normalcy. Staff currently attributes the registration decrease from the beginning of the program year to Shelter In Place Orders and personal comfort and safety levels of being in public. We expect this upward trend to continue based on program increased enrollment trends over the past few years and data from the FY 2015-2019 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. 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	X
Asian	X
Black or African American	X
Hispanic or Latino	X
Native Hawaiian or Other Pacific Islander	X
White	X

Other	X
<b>Disability (check all that apply, individuals may be listed in multiple categories)</b>	
Mobility/Physical	X
Spinal Cord (SCI)	X
Head Injuries (TBI)	X
Vision	X
Hearing	X
Cognitive/Learning	X
Psychological	
Invisible	
<b>Household Income</b>	
< \$27,450	X
\$27,451-\$45,700	X
\$45,701-\$54,840	X
\$54,841-\$73,100	X
> \$73,101	X

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

The City of Oakland predicts that current program demographics will remain consistent as in recent years. No significant shifts or trends have been identified. Staff will re-evaluate once 2020 Census Data is available.

**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?**

The City of Oakland expects that one-ways trips will increase based on the post-pandemic travel uptick over the upcoming months once riders and essential transportation personnel continue to receive vaccinations. However, currently no determinant way to predict how exactly soon pre-pandemic service levels of service will be achieved again.

**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.

<b>Number of trips provided to consumers who require an accessible vehicle in FY 2019-20</b>	The City of Oakland does not track this data, thus not available.
<b>Number of trips provided to consumers who require an accessible vehicle in FY 2020-21 as of Dec. 31, 2020</b>	The City of Oakland does not track this data, thus not available.
<b>Number of trips projected to consumers who require an accessible vehicle in FY 2021-22</b>	The City of Oakland does not track this data, thus not available.

**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.)*

The City of Oakland has no qualifying recorded safety incidents for FY 2019-20 or to date in FY 2020-21.

- 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.

The City of Oakland's Emergency Operations Plan was last updated in 2012 and is currently being updated. The plan should be presented to City Council in April 2021 for promulgation. Once adopted, the plan will be hosted on the Emergency Services Division website: <https://www.oaklandca.gov/services/emergency-management-services-division>.

The paratransit program is included in the EOP as part of the Emergency Support Function 1: Transportation Annex.

## 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/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 four (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

**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?**

The City of Oakland is projected to have a substantial paratransit reserve at the end of FY 2021-22; MB - \$455,804 and MBB \$1,315,630 (\$1,771,435). Staff has been successful in expanding existing services and adding new service components that had program service expenditures that nearly met the full level of annual MB/BB revenues, but during that time of incremental development, a reserve built. And since, COVID-19 has caused a tremendous drop in service expenditure levels during the close of FY 2019-20 and to date through FY 2020-21; therefore, a substantial reserve is projected to remain and slightly increase as result. The funds will continue to be designated as operational reserves as staff monitors and manages the projected post-pandemic upstart and continues efforts to identify

potential new service areas, possible capital expenditures and/or additional expansion opportunities.

**MISCELLANEOUS**

**26. 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.

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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	\$692,066
FY 2019-20 Measure B DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$1,223,427
Estimated Measure BB Paratransit DLD reserve balance at the start of FY 2019-20	\$1,704,141
FY 2019-20 Measure BB DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$1,241,066
<b>Total FY 2019-20 Measure B and BB Paratransit DLD Revenue (Automatically calculated)</b>	<b>\$4,860,700</b>
Total FY 2019-20 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$164,997
<b>Total FY 2019-20 Program Revenue (Measure B, Measure BB and all other sources available for FY 2019-20) (Automatically calculated)</b>	<b>\$5,025,697</b>

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)
Management/Overhead	Oakland Paratransit for the Elderly & Disabled Program		non-applicable		\$ 331,876	\$ 353,954					\$ 729	City general fund	\$ 686,559	
Customer Service and Outreach	Oakland Paratransit for the Elderly & Disabled Program		non-applicable		\$ 127,975	\$ 61,130							\$ 189,105	
Same-Day Transp. - Taxi	Taxi Scrip Program	17,400	unavailable	\$ 692,066	\$ 218,207			\$ 361	unaudited MB expended DLD funds	\$ 101,280			\$ 1,011,914	
Customer Service and Outreach	Taxi Up & Go! Project		non-applicable		\$ 59,902								\$ 59,902	
Door-through-Door/Volunteer Driver	Taxi Up & Go! Project	1,695	unavailable		\$ 80,662								\$ 80,662	
Specialized Accessible Van	Van Voucher Program I	17,985	unavailable			\$ 427,652				\$ 51,873			\$ 479,525	
Specialized Accessible Van	Van Voucher Program II	189	unavailable			\$ 17,306							\$ 17,306	
Specialized Accessible Van	Adult Day Care Program	1,246	unavailable			\$ 82,220				\$ 4,984			\$ 87,204	
Specialized Accessible Van	City of Emeryville 8 To Go Program	1,040	unavailable			\$ 37,500		\$ 12,500	unaudited MBB expended reserve funds				\$ 50,000	
Group Trips	Senior Group Trip Program	11,450	unavailable			\$ 171,854				\$ 6,860			\$ 178,714	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
				\$ 692,066	\$ 818,622	\$ 1,151,616	\$ -	\$ 12,861		\$ 164,997	\$ 729		\$ 2,840,891	

**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
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 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.
Same-Day Transp. - TNC	GoGoGrandparent Concierge Pilot	GoGoGrandparent	Any purpose trips	Cost of ride beyond initial \$8 subsidy.	Personal Credit/Debit Card	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 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.
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 zip code 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 K	Column L	Column M	Column N	Column O	Column P	Column Q	Column R	
Service/Program Type <i>Will automatically populate from rows above</i>	Service/Program/Project Name <i>Will automatically populate from rows above</i>	Limits on number of trips/ use of service? (e.g. trip limits per month/quarter/year or a maximum expenditure per consumer)	If pre-scheduled, what days/hours are reservations accepted for trip, training, etc?	If pre-scheduled, how far in advance can/must a consumer schedule a trip, training, etc?	Days/Hours of Operation	Eligibility Requirements	Project Status <i>Drop-down Menu</i>	Quantity Planned Provide total number of units (one-way passenger trips, consumers trained, meals delivered, etc.)	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Management/Overhead	Oakland Paratransit for the Elderly & Disabled Program	N/A	N/A	N/A	Monday - Friday, 8:30am-5pm	N/A	Continuing/Ongoing		
Customer Service and Outreach	Oakland Paratransit for the Elderly & Disabled Program	N/A	N/A	N/A	Monday - Friday, 8:30am-5pm	N/A	Continuing/Ongoing		
Same-Day Transp. - Taxi	Taxi Scrip Program	Trip limits per quarter	N/A	N/A	24/7	18-69 w/ mobility disability & EBP registered or 70+ w/out disability proof	Continuing/Ongoing	8,950	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	Continuing/Ongoing	4,000	Column Q represents one-way individual passenger trips. Project Status: Currently inactive, may start, but planned in FY 21/22.
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	18-69 w/ mobility disability or 55+ w/out disability proof; in need of an escort and have limited income or resources	Continuing/Ongoing	1,294	Column Q represents one-way individual passenger trips.
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	18-69 w/ mobility disability & EBP registered or 70+ w/out disability proof	Continuing/Ongoing	15,450	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	18-69 w/ mobility disability & EBP registered or 70+ w/out disability proof	Continuing/Ongoing	100	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	2,000	Column Q represents one-way individual passenger trips. Project Status: Currently inactive, may start, but planned in FY 21/22.
Specialized Accessible Van	Emeryville 8-To-Go	Trip limits per week	24/7 via dispatcher or response to voicemails	Up to departure (space allowing)	Monday - Friday, 9am-5pm	18-69 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 suggested	Monday - Sunday, flexible	Seniors 55+	Continuing/Ongoing	7,625	Column Q represents one-way individual passenger trips. Project Status: Currently inactive, may start, but planned in FY 21/22.
0	0								
0	0								
0	0								

**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**

<b>Total FY 2021-22 Program Revenue (Measure B, Measure BB and all other funds available for FY 2021-22)</b>	
Estimated Measure B Paratransit DLD ending balance at the end of THIS fiscal year, FY 2020-21 (June 30, 2021)	\$523,884
Projected FY 2021-22 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$925,401
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2020-21 (June 30, 2021)	\$1,381,190
Projected FY 2021-22 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$1,523,440
<b>Total FY 2021-22 Measure B and BB Paratransit DLD Revenue (Automatically calculated)</b>	<b>\$4,353,916</b>
Total FY 2021-22 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$ 109,763
<b>Total FY 2020-21 Program Revenue (Measure B, Measure BB and all other sources available for FY 2020-21) (Automatically calculated)</b>	<b>\$4,463,679</b>

<b>Service/Program Name</b>		<b>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)</b>									<b>Total Cost</b>
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L
Service/Program/Project Name <i>Automatically populated from prior sheet (column B)</i>	Quantity Planned for FY 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>
Oakland Paratransit for the Elderly & Disabled Program	0		\$ 260,245	\$ 511,778							\$ 772,023
Oakland Paratransit for the Elderly & Disabled Program	0	\$ 80,787	\$ 44,754	\$ 54,212							\$ 179,753
Taxi Scrip Program	8,950	\$ 443,097						\$ 48,741			\$ 491,838
GoGoGrandparent Concierge Pilot	4,000		\$ 32,000								\$ 32,000
Taxi Up & Go! Project	0		\$ 71,029								\$ 71,029
Taxi Up & Go! Project	1,294		\$ 61,569								\$ 61,569
Van Voucher Program I	15,450			\$ 543,340	\$ 182,810			\$ 46,350			\$ 772,500
Van Voucher Program II	100			\$ 9,157							\$ 9,157
Adult Day Care Program	2,000			\$ 130,000				\$ 8,000			\$ 138,000
Emeryville 8-To-Go	1,250			\$ 50,000							\$ 50,000
Senior Group Trip Program	7,625			\$ 107,703				\$ 6,672			\$ 114,375
0	0										\$ -
0	0										\$ -
0	0										\$ -
<b>Totals</b>	<b>40,669</b>	<b>\$ 523,884</b>	<b>\$ 469,597</b>	<b>\$ 1,406,190</b>	<b>\$ 182,810</b>	<b>\$ -</b>		<b>\$ 109,763</b>	<b>\$ -</b>		<b>\$ 2,692,244</b>

*Budget check (total revenue less total cost): \$1,771,435*

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2021:	\$455,804	\$1,315,630	\$1,771,435
<b>Reserve balance as percent of FY 2021-22 Revenue*</b>	<b>49%</b>	<b>86%</b>	<b>72%</b>

\*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
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
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

**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	2019	Gas	Lift	2	2	2	Quality Transit, LLC - Contractor	Oakland
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	2008	Gas	Ramp	3	1	3	Bell Transit Corp. - Contractor	San Leandro
Ford E350	Bus	2014	Gas	Lift	4	1	15	Bell Transit Corp. - Contractor	San Leandro
Unspecified/No Response/Count from Insurance Documents	Mix	Various	Mix	Mix	Not Provided	Not Provided	39	Friendly Transportation, Inc. - Contractor	Oakland

**Oakland**



Alameda County Transportation Commission  
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[www.AlamedaCTC.org](http://www.AlamedaCTC.org)

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