



PAPCO Paratransit Program Plan Review

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

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

SOUTH COUNTY

April 2021



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Paratransit Program Plan Staff Summary Fiscal Year 2021-22

Planning Area: South County
Paratransit Program: Fremont and Newark

Staff Recommendation: Recommend program plan for full approval.

- Services provided:
 - Specialized Accessible Van – Ride-on Tri-City! – WC Van
 - Ride-On Tri-City! – Taxi, TNC
 - Meal Delivery
 - Group Trips (Fremont only)
- 100% Measure B/BB
- Reserves: 123% (Fremont), 59% (Newark)
- Cost per trip
 - Fremont – Specialized Van increasing by \$10, Group trips increasing by \$3, Same Day Taxi increasing by \$4, Same Day TNC increasing by \$8
 - Newark – Same Day Taxi increasing by \$6, Same Day TNC increasing by \$22
- Trends in registration – Registration down slightly, unable to project future
- Trends in trip provision – Unable to project changes in trips
- Demographics reporting – Some demographic data provided
- Elements requiring Alameda CTC approval – None

- Additional staff notes
 - Newark services are part of the Ride-On Tri-City Program that is operated under a Joint Powers Agreement with the City of Fremont. These services are funded through the City of Newark's DLD funds.
 - Program staff will be exploring electronic fare media for use on its taxi and WAV service during FY 2021-22.

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

CONTACT INFORMATION	
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Date Submitted: February 28, 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 has significantly affected ride demand in the Ride-On Tri-City! program. Service dropped off significantly when the pandemic emerged in the middle of March 2020. Ridership on the WAV service dropped to 23% of pre-pandemic rides for the last quarter of FY19/20 (2,160 WAV rides) compared to the last quarter of FY18/19 (5,047 WAV rides) and ridership for the taxi service dropped to 13% of pre-pandemic levels for the same time period (497 rides for last quarter of FY19/20 compared to 3,716 rides for last quarter of FY18/19). For the first half of FY20/21, WAV service dropped to 43% and same day rides through taxis and TNCs dropped to 47% of pre-pandemic levels for the same period in FY19/20.

At present, Ride-On Tri-City! staff are working to assist seniors (65 and older) to schedule their COVID-19 vaccines and help coordinate rides to and from those vaccine appointments.

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

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

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

Specialized Accessible Van Service:

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

Same Day Taxi Trips:

Subsidized taxi rides (curb-to-curb) are provided to help seniors and people with disabilities with same-day transportation needs. Taxi vouchers cost \$4 each and subsidize up to \$20 of taxi meter fare. Only one voucher can be used per one-way trip. Program participants are responsible for paying any fare beyond the \$20 voucher subsidy and for tipping the driver. The service is not wheelchair accessible currently.

(Note: Same-day Taxi Service is also provided to Newark and Union City residents under an agreement with each city. These services are funded with Newark's and Union City's DLD funding.)

Same Day TNC Trips:

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

Group Trips:

The purpose of the group trip program is to promote socialization and decrease isolation for seniors and people with disabilities. Wheelchair-accessible group trips are provided to housing complexes, skilled nursing facilities, social clubs, or other community organizations that serve persons with disabilities and/or seniors within Fremont. The program has a special emphasis on providing group transportation for socialization, recreational and shopping activities to individuals who are frail, linguistically isolated or unable to use public transportation. Transportation is available weekdays by arrangement. Destinations must be within a 25-mile radius of the Fremont City Hall.

NOTE: Group Trips are currently suspended due to the COVID-19 pandemic and will resume during FY21/22 if the pandemic dissipates and this activity is able to safely resume.

Meal Delivery:

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

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

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

Mobility Management and Travel Training:

The Tri-City Mobility Management and Travel Training Program provides individualized transportation assessment and planning assistance for seniors and people with disabilities residing in Fremont, Newark and Union City. Seniors and people with disabilities, their caregivers and service providers have a one-stop location/number where they can connect with a Mobility Specialist to receive information about services, get linked with particular programs, understand how to use the various services, and request advocacy

help for a particular transportation service need. The travel training component of this program provides group and individualized travel training instruction to seniors and people with disabilities. Through a partnership with MTC, the City continues to distribute senior Clipper Cards to community members and provides extensive education on how to use Clipper on transit. *NOTE: Travel Training is currently suspended due to the COVID-19 pandemic and will resume during FY21/22 if the pandemic dissipates and this activity is able to safely resume.*

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

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

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

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

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

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

Trip demand during the pandemic has mostly centered around essential trips needed for dialysis, cancer treatment and other medical appointments, grocery shopping and other needed errands.

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.

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

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.

Program participants using the call center to book TNC rides have access to wheelchair accessible TNC trips; the program will test whether wheelchair accessible vehicles are reliably available by recruiting volunteer program participants to use the service for any destinations they may choose within the Tri-City area. The City is currently working with Lyft to see if wheelchair-accessible vehicles can be made available on the Lyft platform for Ride-On Tri-City! Program Participants although it is unclear whether this can be implemented due to the reduced demand for WAV service during the COVID-19 pandemic.

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.

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

NEW PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

5. The 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)

Not applicable.

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 Ride-On Tri-City! Program was developed over the past 15 years through multiple comprehensive community needs assessments conducted by the City of Fremont. In 2006, those community needs assessments provided key strategic directions for our transportation service programs. Most recently, in 2017, the City started a new round of community outreach as part of a recently funded project to make Fremont a World Health Organization Age-Friendly City. Transportation was one of the dimensions included in the focus groups and community feedback sessions for the Age-Friendly needs assessment process and input generated helped to shape the Ride-On Tri-City!'s TNC service and will inform the development of future innovative transportation options (like driverless cars, etc.)

Prior to the COVID-19 pandemic, consumer input was gathered using the following strategies:

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

Although the pandemic has stymied our usual consumer input activities, hundreds of check-in calls were made to program participants during this crisis and feedback from these calls provided confirmation that Ride-On Tri-City! services were meeting the transportation needs of seniors and people with disabilities.

Additionally, the framework for the FY21/22 transportation services plan was reviewed and approved by the Fremont Senior Commission on 2/28/21.

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

Development of plan included:

- Analysis of current and past program service data - number of trips performed, on-time performance, productivity, cost per trip, etc.
- Feedback from consumers through informal calls from Ride-On Tri-City! staff during the past year.
- Conversations with service providers as program staff helped clients connect with needed services during the pandemic.
- Feedback from the Fremont Senior Commission.
- Findings from the WHO Age Friendly Community outreach process.

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

Feedback from outreach calls to program participants show a high degree of satisfaction with the current programs' parameters. Given the consumer feedback received, the success of the current programs and the uncertainty resulting from the pandemic, the City decided to continue offering its current suite of transportation and mobility management services, with the exception of Travel Training and Group Trips which are temporarily suspended until these activities can safely resume.

Implementation of the City's TNC services in Fall 2019 was guided by the analysis of the transportation findings from the City's WHO Age Friendly Community needs assessment process which showed a significant interest in TNC rides from our community members, especially from those who use smartphones. We expect this program component to continue to grow as the pandemic lifts given consumers excitement about the ability to get on-demand rides.

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

Ride-On Tri-City! program staff will be exploring electronic fare media for use on its taxi and WAV service during FY 21/22.

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

Yes

No

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

The paratransit program plan will be brought before the Fremont City Council in late spring 2021.

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

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

Although in-person outreach activities have been temporarily suspended due to the pandemic, virtual community presentations are occurring and outreach by phone and mail continues. Additionally, flyer distribution is being coordinated for food distribution and meal delivery programs.

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

The City of Fremont also coordinates with East Bay Paratransit and Union City Paratransit extensively. Outreach and education are also provided to Tri-City residents and assistance is provided to those consumers to sign up with ADA Paratransit and other transportation services.

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

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

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

An application must be submitted prior to accessing service.

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

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

In-Home Meal Delivery: Service available to homebound seniors living in Fremont. Clients are referred to Life ElderCare to complete an over the phone application.

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

Specialized Van Service, Taxi Service or TNC service:

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

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

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

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

In-Home Meal Delivery: Clients contact Life Eldercare and complete an over the phone application. A comprehensive in-home assessment is completed within 2 weeks of the client's call and then meal delivery is started after the assessment. In cases of urgent need, meal delivery can start within 2-3 days of the client's call and the in-home assessment is completed within two weeks of the start of meal delivery. (Note: during the COVID-19 pandemic, in-home assessments are suspended, and all assessments are being completed over the phone.)

CUSTOMER SATISFACTION

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

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

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

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

Riders of our Wheelchair Accessible Van service report easier access to reservations after the new TNC services started in Fall/Winter 2019 but continue to report some frustrations with having to schedule rides in advance.

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

Program staff will continue to build capacity in the same day transportation services to accommodate any increases in curb-to-curb service demand and explore ways to provide same day WAV service.

EXPECTED DEMAND/USE OF SERVICES

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

Registrants at beginning of FY 2019-20	1212
Registrants at end of FY 2019-20	1035
Current Registrants for FY 2020-21	1004
Projected Registrants for FY 2021-22	Unable to project

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

Due to unexpected consequences of the COVID-19 pandemic, it is unclear when we will be able to return to community in-person presentations with on-site immediate enrollment into the Ride-On Tri-City! Program. Additionally, East Bay Paratransit's satellite office at Fremont City Hall is temporarily suspended. Thus, it is hard to predict whether program enrollment will increase and by how much. Additionally, staff have used the unexpected down time from the pandemic to check-in with clients and found that a number of clients have moved, passed away or are no longer needing services. These inactivations may obscure the program's overall enrollment numbers over the course of time.

The City's older adult population continues to grow, and we generally expect enrollment and corresponding transportation service demand to increase as well. We expect that when in-person community outreach resumes, we will see a greater increase in program enrollment.

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

Total Fremont Registrants as of 12/31/2020: 1004

Race/Ethnicity (check all that apply, individuals may be listed in multiple categories)	
American Indian or Alaska Native	Less than 1% (n=4)
Asian	45% (n=448)
Black or African American	6% (n=56)
Hispanic or Latino	8% (n=84)
Native Hawaiian or Other Pacific Islander	Less than 1% (n=1)
White (includes Afghan and Middle Eastern Ethnicities)	38% (n=386)
Other	2% (n=25)
Disability (check all that apply, individuals may be listed in multiple categories)	
Mobility/Physical	870
Spinal Cord (SCI)	Included in Mobility/Physical
Head Injuries (TBI)	Included in Mobility/Physical
Vision	138
Hearing	43
Cognitive/Learning	77
Psychological	4
Invisible	6
Household Income (this information is not tracked as it is often not reported or reported inaccurately, i.e. does not include all family members)	
< \$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.

Given the demographic diversity in Fremont, currently enrolled participants are representative of the racial/ethnic diversity in Fremont. There is a large percentage of non-native English speakers among our program participants and a significant number of those individuals who do not speak English or have limited English proficiency. Language barriers can sometimes create barriers to accessing service, especially for our Afghan, Chinese, Asian Indian and LatinX communities.

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?

It is hard to predict trip demand due to the COVID-19 pandemic. We did see trips increases during the first half of FY20-21 compared to the last quarter for FY19-20 but as COVID-19 cases start to increase over the winter of 2020/21, trip demand decreased. Some of this decrease is seasonal but seemed more impacted this year due to the pandemic.

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.)

Attendant numbers are included in data for the Wheelchair Accessible Van service only. In FY19/20, attendants represented 43% of the overall rides and in FY20/21 (to date), attendants represent 48% of overall rides.

Many of our ambulatory riders using our taxi and TNC service travel with spouses, friends and neighbors. Since we don't have a reliable way to determine how many attendant or companion trips occur on the taxi or TNC service, we are likely significantly underreporting the total number of trips that we are providing.

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	4,615
Number of trips provided to consumers who require an accessible vehicle in FY 2020-21 as of Dec. 31, 2020	1,318
Number of trips projected to consumers who require an accessible vehicle in FY 2021-22	Cannot project due to pandemic

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 have been no reported safety incidents in FY 2019-20 or 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.

City is currently working on updating our emergency preparedness plan to include paratransit services.

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

Covers:

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

B. Customer Service and Outreach Costs

Covers:

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

PROGRAM FUNDING RESERVES

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 COVID-19 pandemic had a significant impact on our transportation demand in FY19/20 and FY 20/21. In addition, two part-time staff have not been working at all since March 2020 and the program lost its full-time Mandarin and Cantonese-speaking Mobility Specialist in November 2020. As a result, the City has expended far less of its Measure B and BB funding and current fund reserves are above the required limit set by Alameda CTC.

The City's Measure B/BB Direct Local Distribution will continue the funding of transportation operations and staffing for mobility management activities and other referrals and support that consumers need (food, medical, rental and other housing assistance, etc.) during the pandemic. Although we are not spending according to our projections at present, the end of Measure B sales tax collections in Spring 2022 will result in reduced funding and the current reserves along with the structural changes that have been made to the program over the past couple of years will enable us to continue to meet the expanding transportation demands in our community in a sustainable way.

MISCELLANEOUS

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

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Alameda CTC FY 2021-22 Annual Paratransit Program Plan Application (July 1, 2021 - June 30, 2022)
Attachment Table 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	\$882,037
FY 2019-20 Measure B DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$956,947
Estimated Measure BB Paratransit DLD reserve balance at the start of FY 2019-20	\$889,991
FY 2019-20 Measure BB DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$590,947
Total FY 2019-20 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$3,319,922
Total FY 2019-20 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$ 182,530
Total FY 2019-20 Program Revenue (Measure B, Measure BB and all other sources available for FY 2019-20) (Automatically calculated)	\$3,502,452

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)
Specialized Accessible Van	Ride-On Tri-City! - WAV Service	14,058	96%		\$ 468,652								\$ 468,652	
Group Trips	Ride-On Tri-City! - Group Trip Service	1,254	not applicable		\$ 9,151								\$ 9,151	
Same-Day Transp. - Taxi	Ride-On Tri-City! - Taxi Service	9,675	not tracked - same day service				\$ 183,825						\$ 183,825	
Same-Day Transp. - TNC	Ride-On Tri-City! - Ride-Hailing Service	1,634	not tracked - same day service				\$ 16,228						\$ 16,228	
Customer Service and Outreach	Ride-On Tri-City! - CS&O		not applicable		\$ 297,983								\$ 297,983	
Management/Overhead	Ride-On Tri-City! - M&O		not applicable	\$ 201,428	\$ 57,104		\$ 71,295						\$ 329,827	
Meal Delivery	Meals on Wheels	65,609	not applicable		\$ 75,573								\$ 75,573	
Mobility Mgmt/Travel Training	Ride-On Tri-City! - Mobility Mgmt & Travel Training		not applicable					\$ 119,580	MB Gap				\$ 119,580	
Mobility Mgmt/Travel Training	Ride-On Tri-City! - Mobility Mgmt & Travel Training		not applicable		\$ 48,484								\$ 48,484	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
				\$ 201,428	\$ 956,947	\$ -	\$ 271,348	\$ 119,580		\$ -	\$ -		\$ 1,549,303	

Alameda CTC FY 2021-22 Annual Paratransit Program Plan Application (July 1, 2021 - June 30, 2022)
Attachment Table B: Description of Planned Program

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

Service/Program Type and Name		Contractor	Need(s) Met	Cost to Consumer		For Trip Provision Services			
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
Eligible Service/Program Type <i>Drop-down Menu</i>	Service/Program/Project Name	If service is contracted, provide name of contractor/service provider	Need(s) this Service Meets (E.g. medical, grocery, recreation, regional trips, etc.)	Fare/Cost to Consumer	Fare Medium (E.g. cash, voucher, reimbursement, annual fee, etc.)	Vehicle Accessibility <i>Drop-down Menu</i>	Is this a same day or pre-scheduled service? <i>Drop-down Menu</i>	Is this a fixed route or origin-to-destination service (e.g. door-to-door)? <i>Drop-down Menu</i>	Service Area
Specialized Accessible Van	Ride-On Tri-City! - WC Van	An RFP will be issued for FY21/22 service	all types	\$4.00/1-way trip	voucher	Accessible	Pre-scheduled	Door-to-Door	Fremont, Newark & Union City
Same-Day Transp. - Taxi	Ride-On Tri-City! - Taxi	Siddiq Inc., DBA Diamond Cab & Seir Cab	all types	\$4.00/1-way trip plus any amount of fare beyond the \$20 taxi voucher subsidy limit	voucher	Not Accessible	Same Day	Curb-to-Curb	Fremont, Newark & Union City
Same-Day Transp. - TNC	Ride-On Tri-City! - TNC	Contract with Lyft for services for smartphone users and with GoGo Technologies for call center services	all types	\$4.00/1-way trip plus any amount of fare beyond the \$16 TNC subsidy limit	no fare payments will be made directly to TNC drivers; passenger share will be paid directly through credit card/debit on smartphone app or through call center	Accessible	Same Day	Curb-to-Curb	Fremont, Newark & Union City
Group Trips	Ride-On Tri-City! - Group Trips	An RFP will be issued for FY21/22 service	recreation & shopping	\$2.00/1-way trip	cash	Accessible	Same Day	Door-to-Door	Within 25 miles of Fremont City Hall
Customer Service and Outreach	Ride-On Tri-City! - CS&O								
Management/Overhead	Ride-On Tri-City! - M&O								
Mobility Mgmt/Travel Training	Ride-On Tri-City! - MM & TT		all types	none					Fremont, Newark & Union City
Meal Delivery	Meals on Wheels	LIFE ElderCare	home delivered meals	donation based program					Fremont

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

Service/Program Type and Name		Limits	Schedule		Eligibility	Status	Deliverables	Notes	
Column A (repeated)	Column B (repeated)	Column K	Column L	Column M	Column N	Column O	Column P	Column Q	Column R
Service/Program Type <i>Will automatically populate from rows above</i>	Service/Program/Project Name <i>Will automatically populate from rows above</i>	Limits on number of trips/use of service? (e.g. trip limits per month/quarter/year or a maximum expenditure per consumer)	If pre-scheduled, what days/hours are reservations accepted for trip, training, etc?	If pre-scheduled, how far in advance can/must a consumer schedule a trip, training, etc?	Days/Hours of Operation	Eligibility Requirements	Project Status <i>Drop-down Menu</i>	Quantity Planned Provide total number of units (one-way passenger trips, consumers trained, meals delivered, etc.)	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Specialized Accessible Van	Ride-On Tri-City! - WC Van	30 trips/per month	Monday - Friday, 8am - 5pm	Rider can schedule up to 7 days in advance; limited same-day rides available.	8am - 6pm, seven days a week, excluding major holidays	Fremont residents who are: a) 70 years and older OR b) unable to use public transit because of disability	Continuing/Ongoing	15,000	
Same-Day Transp. - Taxi	Ride-On Tri-City! - Taxi	30 trips/per month	same-day scheduling		8am - 6pm, seven days a week	Fremont residents who are: a) 70 years and older OR b) unable to use public transit because of disability	Continuing/Ongoing	13,000	
Same-Day Transp. - TNC	Ride-On Tri-City! - TNC	30 trips/per month	same-day scheduling		8am - 6pm, seven days a week	Fremont residents who are: a) 70 years and older OR b) unable to use public transit because of disability	Continuing/Ongoing	10,000	
Group Trips	Ride-On Tri-City! - Group Trips	1-2 group trips per month depending on availability	Monday - Friday, 8am - 5pm	Group must schedule group trip at least 7 days in advance	Monday - Friday, 8am - 6pm Major holidays - closed	Fremont-based community organizations serving seniors and/or persons with disabilities	Continuing/Ongoing	1,000	
Customer Service and Outreach	Ride-On Tri-City! - CS&O	not applicable	not applicable	not applicable	not applicable	not applicable	Continuing/Ongoing		
Management/Overhead	Ride-On Tri-City! - M&O	not applicable	not applicable	not applicable	not applicable	not applicable	Continuing/Ongoing		
Mobility Mgmt/Travel Training	Ride-On Tri-City! - MM & TT	none	not applicable	Determined by client's needs for individual travel training. Regularly scheduled Travel Training Workshops throughout Tri-City area.	Determined by client's needs for individual travel training. Group Travel Training Workshops are held during weekday daytime hours.	Seniors and people with disabilities living in the Tri-City area.	Continuing/Ongoing		Please see grant application submitted for quantity of services planned. This entry refers to matching funds for that grant.
Meal Delivery	Meals on Wheels	none	Meal delivery starts within 2 weeks or within 2-3 days if there is an urgent need.	Determined by client's needs	Meals are delivered Monday through Friday, 10:30am-12:30pm, weekend meals delivered on Thursday and Friday.	Senior or person with a disability who resides in Fremont and is unable to shop for and/or prepare meals for oneself.	Continuing/Ongoing	50,000	
0	0								
0	0								
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0	0								
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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

Total FY 2021-22 Program Revenue (Measure B, Measure BB and all other funds available for FY 2021-22)	
Estimated Measure B Paratransit DLD ending balance at the end of THIS fiscal year, FY 2020-21 (June 30, 2021)	\$900,000
Projected FY 2021-22 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$731,353
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2020-21 (June 30, 2021)	\$1,400,000
Projected FY 2021-22 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$733,786
Total FY 2021-22 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$3,765,139
Total FY 2021-22 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$ 200,000
Total FY 2020-21 Program Revenue (Measure B, Measure BB and all other sources available for FY 2020-21) (Automatically calculated)	\$3,965,139

Total FY 2021-22 Program Costs by Fund Source (Measure B, Measure BB and all other funds planned to be expended during FY 2021-22)											
Service/Program Name											Total Cost
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L
Service/Program/Project Name <i>Automatically populated from prior sheet (column B)</i>	Quantity Planned for FY 2021-22 <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>
Ride-On Tri-City! - WC Van	15,000	\$ 88,918	\$ 558,282								\$ 647,200
Ride-On Tri-City! - Taxi	13,000				\$ 300,000						\$ 300,000
Ride-On Tri-City! - TNC	10,000				\$ 175,000						\$ 175,000
Ride-On Tri-City! - Group Trips	1,000		\$ 10,000								\$ 10,000
Ride-On Tri-City! - CS&O	0		\$ 23,500	\$ 15,723	\$ 258,786						\$ 298,009
Ride-On Tri-City! - M&O	0		\$ 59,571	\$ 340,206							\$ 399,777
Ride-On Tri-City! - MM & TT	0			\$ 52,670		\$ 150,000	MB Gap				\$ 202,670
Meals on Wheels	50,000		\$ 80,000								\$ 80,000
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
Totals	89,000	\$ 88,918	\$ 731,353	\$ 408,599	\$ 733,786	\$ 150,000		\$ -	\$ -		\$ 2,112,656

Budget check (total revenue less total cost): \$1,852,483

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2021:	\$811,082	\$991,401	\$1,802,483
Reserve balance as percent of FY 2021-22 Revenue*	111%	135%	123%

*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 E450	large van	2004	gas	Lift	16	2	1	MV	Union City
FORD E450	large van	2006	gas	Lift	16	2	2	MV	Union City
FORD E450	large van	2007	gas	Lift	16	2	3	MV	Union City
FORD E450	large van	2008	gas	Lift	16	2	2	MV	Union City
CHEVY G550	large van	2008	gas	Lift	22	7	1	MV	Union City
Toyota Sienna	minivan	various	gas	none	5	0	6	Diamond & Seir Cab	Fremont

Fremont

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

CONTACT INFORMATION	
Agency:	City of Newark
Contact Name:	David Zehnder
Title:	Recreation and Community Services Director
Phone Number:	510-578-4405
E-mail Address:	david.zehnder@newark.org

Date Submitted: 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.

The COVID-19 pandemic has significantly affected ride demand in the Ride-On Tri-City! program. Service dropped off significantly when the pandemic emerged in the middle of March 2020. Ridership on the WAV service dropped to 23% of pre-pandemic rides for the last quarter of FY19/20 (165 WAV rides) compared to the last quarter of FY18/19 (729 WAV rides) and ridership for the taxi service dropped to 7% of pre-pandemic levels for the same time period (25 rides for last quarter of FY19/20 compared to 379 rides for last quarter of FY18/19). For the first half of FY20/21, WAV service dropped to 51% of FY19/20 pre-pandemic levels. Remarkably during the first half of FY20/21, same day rides through taxis and TNCs was about 94% of FY19/20 pre-pandemic levels.

At present, Ride-On Tri-City! staff are working to assist seniors (65 and older) to schedule their COVID-19 vaccines and help coordinate rides to and from those vaccine appointments.

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

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

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

Specialized Accessible Van Service:

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

Same Day Taxi Trips:

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

Same Day TNC Trips:

Subsidized curb-to-curb TNC rides are provided to eligible program participants in one of two ways: 1) Program participants who have their own smartphones will be able to request rides through Lyft's ride hailing app, and; 2) Program participants without smartphones will be able to contact GoGoGrandparent will

schedule a ride through Lyft or Uber. Riders pay the first \$4 of the TNC trip and the program subsidizes up to \$16 in fare; riders are responsible for any amount over \$20.

Meal Delivery:

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

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

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

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

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

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

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

Trip demand during the pandemic has mostly centered around essential trips needed for dialysis, medical appointments, grocery shopping and other needed errands.

- 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.**

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

- 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.

Program participants using the call center to book TNC rides have access to wheelchair accessible TNC trips; the program will test whether wheelchair accessible vehicles are reliably available by recruiting volunteer program participants to use the service for any destinations they may choose within the Tri-City area. The City of Fremont is currently working with Lyft to see if wheelchair-accessible vehicles can be made available on the Lyft platform for Ride-On Tri-City! Program Participants although it is unclear whether this can be implemented due to the reduced demand for WAV service during the COVID-19 pandemic.

4. **Looking ahead, beyond FY 2021-22, do you anticipate major service changes? Please briefly describe.** Describe major changes such as beginning or ending a type of service anticipated within the next five years.

No major service changes are proposed for the next five years. The Ride-On Tri-City! program will continue to explore same day transportation options for individuals using wheelchairs and will research electronic fare media for its taxi and WAV 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)

Not applicable.

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 Ride-On Tri-City! Program was developed over the past 15 years through multiple comprehensive community needs assessments conducted by the City of Fremont. In 2006, those community needs assessments provided key strategic directions for our transportation service programs. Most recently, in 2017, the City of Fremont started a new round of community outreach as part of a recently funded project to make Fremont a World Health Organization Age-Friendly City. Transportation was one of the dimensions included in the focus groups and community feedback sessions for the Age-Friendly needs assessment process and input generated helped to shape the Ride-On Tri-City's TNC service and will inform the development of future innovative transportation options (like driverless cars, etc.)

Prior to the COVID-19 pandemic, consumer input was gathered using the following strategies:

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

Although the pandemic has stymied our usual consumer input activities, hundreds of check-in calls were made to program participants during this crisis and feedback from these calls provided confirmation that Ride-On

Tri-City! services were meeting the transportation needs of seniors and people with disabilities.

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

Development of plan included analysis of:

- Current program service data - number of trips performed, on-time performance, productivity, cost per trip, etc.
- Feedback from consumers through outreach via phone call check-ins.
- Findings from the WHO Age Friendly Community outreach process.

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

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

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

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

Ride-On Tri-City! program staff will be exploring electronic fare media for use on its taxi and WAV service during FY 21/22.

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.

Newark City Council, anticipated approval April 2021

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

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

Although in-person outreach activities have been temporarily suspended due to the pandemic, virtual community presentations are occurring and outreach by phone and mail continues. Additionally, flyer distribution is being coordinated for food distribution and meal delivery programs.

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

The City of Fremont also coordinates with East Bay Paratransit and Union City Paratransit extensively. Outreach and education are also provided to Tri-City residents and assistance is provided to those consumers to sign up with ADA Paratransit and other transportation services.

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

ELIGIBILITY AND ENROLLMENT

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

Specialized Van Service, Taxi Service or TNC service:

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

An application must be submitted prior to accessing service.

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

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

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

Specialized Van Service, Taxi Service or TNC service:

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

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

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

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

CUSTOMER SATISFACTION

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

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

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

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

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

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

Program staff will continue to build capacity in the same day transportation services to accommodate any increases in curb-to-curb service demand and explore ways to provide same day WAV service.

EXPECTED DEMAND/USE OF SERVICES

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

Registrants at beginning of FY 2019-20	285
Registrants at end of FY 2019-20	268
Current Registrants for FY 2020-21	254
Projected Registrants for FY 2021-22	Unable to project

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

Due to unexpected consequences of the COVID-19 pandemic, it is unclear when we will be able to return to community in-person presentations with on-site immediate enrollment into the Ride-On Tri-City! Program. Additionally, East Bay Paratransit's satellite office at Fremont City Hall is temporarily suspended. Thus, it is hard to predict whether program enrollment will increase.

Additionally, staff have used the unexpected down time from the pandemic and contacted clients to check-in and found that a number of clients have moved, passed away or are no longer needing services. These in-activations may lead to a drop in overall enrollment even though we continue to enroll new participants into the program.

The City's older adult population continues to grow, and we generally expect enrollment and corresponding transportation service demand to increase as well. We expect that when in-person community outreach resumes, we will see a greater increase in program enrollment.

16. What are the current program registrant demographics for FY 2020-21, if available? Fill in the boxes below.*Current Registrants as of 12/31/2020: 254*

Race/Ethnicity (check all that apply, individuals may be listed in multiple categories)	
American Indian or Alaska Native	0
Asian	39%
Black or African American	7%
Hispanic or Latino	14%
Native Hawaiian or Other Pacific Islander	Less than 1%
White (includes Afghan and Middle Eastern Ethnicities)	36%
Other	4%
Disability (check all that apply, individuals may be listed in multiple categories)	
Mobility/Physical	215
Spinal Cord (SCI)	Included in Mobility/Physical
Head Injuries (TBI)	Included in Mobility/Physical
Vision	18
Hearing	7
Cognitive/Learning	25
Psychological	2
Invisible	3
Household Income (this information is not tracked)	
< \$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.

Given the demographic diversity in Newark, currently enrolled participants are representative of the racial/ethnic diversity in Newark. There is a large percentage of non-native English speakers among our program participants and a significant number of those individuals who do not speak English or have limited English proficiency. Language barriers can sometimes create barriers to accessing service, especially for our Afghan, Chinese, Asian Indian and LatinX communities.

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?

It is hard to predict trip demand due to the COVID-19 pandemic. We did see trips increases during the first half of FY20-21 compared to the last three months of FY19-20 but as COVID-19 cases start to increase over the winter of 2020/21, trip demand decreased. Some of this decrease is seasonal but seemed more impacted this year due to the pandemic.

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.)

Attendant numbers are included in data for the Wheelchair Accessible Van service only. In FY19/20, attendants represented 43% of the overall rides.

Many of our ambulatory riders using our taxi and TNC service travel with spouses, friends and neighbors. Since we don't have a reliable way to determine how many attendant or companion trips occur on the taxi or TNC service, we are likely significantly underreporting the total number of trips that we are providing.

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	1,228
Number of trips provided to consumers who require an accessible vehicle in FY 2020-21 as of Dec. 31, 2020	338
Number of trips projected to consumers who require an accessible vehicle in FY 2021-22	Unable to project due to pandemic

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 have been no reported safety incidents in FY 2019-20 or 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.

City is currently working on updating our emergency preparedness plan to include paratransit services.

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

N/A

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's Measure B/BB Direct Local Distribution fund balance will be maintained as an operations reserve for subsequent fiscal years. The City is trying to be prudent in its expenditure of B/BB DLD funding to ensure that our consumers get the necessary transportation services they need. Although our reserves are currently above the required 40% of annual revenues, in part due to decreased expenditures resulting from the decreased transportation service demand during the pandemic, we are intending to use more funding for services as consumers' service demand increases.

We are also mindful that the City's DLD funding will drop significantly when Measure B ends in 2022 and want to ensure that any expansion of services is sustainable given the reduced funding under Measure BB. The City will adhere to the timely use of funds protocols set forth by Alameda CTC regarding fund balances.

MISCELLANEOUS

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

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Alameda CTC FY 2021-22 Annual Paratransit Program Plan Application (July 1, 2021 - June 30, 2022)
Attachment Table 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	\$326,435
FY 2019-20 Measure B DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$210,232
Estimated Measure BB Paratransit DLD reserve balance at the start of FY 2019-20	\$317,397
FY 2019-20 Measure BB DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$129,825
Total FY 2019-20 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$983,889
Total FY 2019-20 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	
Total FY 2019-20 Program Revenue (Measure B, Measure BB and all other sources available for FY 2019-20) (Automatically calculated)	\$983,889

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)
Specialized Accessible Van	Ride-On Tri-City! - Wheelchair Accessible Van Service	3,631	96%	\$ -	\$ 136,124	\$ -	\$ -						\$ 136,124	
Same-Day Transp. - Taxi	Ride-On Tri-City! - Taxi Service	972	not tracked - same day service	\$ -	\$ 18,468	\$ -	\$ -						\$ 18,468	
Same-Day Transp. - TNC	Ride-On Tri-City! - TNC service	885	not tracked - same day service	\$ -	\$ 8,415	\$ -	\$ -						\$ 8,415	
Meal Delivery	Life Elder Care Meals on Wheels	17,811	not applicable	\$ -	\$ -	\$ -	\$ 7,000						\$ 7,000	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
				\$ -	\$ 163,007	\$ -	\$ 7,000	\$ -		\$ -	\$ -		\$ 170,007	

Alameda CTC FY 2021-22 Annual Paratransit Program Plan Application (July 1, 2021 - June 30, 2022)
Attachment Table B: Description of Planned Program

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

Service/Program Type and Name		Contractor	Need(s) Met	Cost to Consumer		For Trip Provision Services			
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
Eligible Service/Program Type <i>Drop-down Menu</i>	Service/Program/Project Name	If service is contracted, provide name of contractor/service provider	Need(s) this Service Meets (E.g. medical, grocery, recreation, regional trips, etc.)	Fare/Cost to Consumer	Fare Medium (E.g. cash, voucher, reimbursement, annual fee, etc.)	Vehicle Accessibility <i>Drop-down Menu</i>	Is this a same day or pre-scheduled service? <i>Drop-down Menu</i>	Is this a fixed route or origin-to-destination service (e.g. door-to-door)? <i>Drop-down Menu</i>	Service Area
Specialized Accessible Van	Ride-On Tri-City! - Wheelchair Accessible Van Service	City of Fremont	All Types	\$4.00/1-way trip	voucher	Accessible	Pre-scheduled	Door-to-Door	Fremont, Newark & Union City
Same-Day Transp. - Taxi	Ride-On Tri-City! - Taxi Service	City of Fremont	All Types	\$4.00/1-way trip plus any amount of fare beyond the \$20 taxi voucher subsidy limit	voucher	Not Accessible	Same Day	Curb-to-Curb	Fremont, Newark & Union City
Same-Day Transp. - TNC	Ride-On Tri-City! - TNC service	City of Fremont	All Types	\$4.00/1-way trip plus any amount of fare beyond the \$16 TNC subsidy limit	no fare payments will be made directly to TNC drivers; passenger share will be paid directly through credit/debit card on smartphone app or through call center	Accessible	Same Day	Curb-to-Curb	Fremont, Newark & Union City
Meal Delivery	Life Elder Care Meals on Wheels	Life Elder Care	Home-delivered meals and well-checks to elderly Newark residents.	Donation based program					Newark

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

Service/Program Type and Name		Limits	Schedule		Eligibility	Status	Deliverables	Notes	
Column A (repeated)	Column B (repeated)	Column K	Column L	Column M	Column N	Column O	Column P	Column Q	Column R
Service/Program Type <i>Will automatically populate from rows above</i>	Service/Program/Project Name <i>Will automatically populate from rows above</i>	Limits on number of trips/use of service? (e.g. trip limits per month/quarter/year or a maximum expenditure per consumer)	If pre-scheduled, what days/hours are reservations accepted for trip, training, etc?	If pre-scheduled, how far in advance can/must a consumer schedule a trip, training, etc?	Days/Hours of Operation	Eligibility Requirements	Project Status <i>Drop-down Menu</i>	Quantity Planned Provide total number of units (one-way passenger trips, consumers trained, meals delivered, etc.)	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Specialized Accessible Van	Ride-On Tri-City! - Wheelchair Accessible Van Service	30 trips/per month	Monday - Friday, 8am - 5pm	Rider can schedule up to 7 days in advance; limited same-day rides available.	8am - 6pm, seven days a week, excluding major holidays	Newark residents who are: a) 70 years and older OR b) unable to use public transit because of disability	Continuing/Ongoing	4,800	
Same-Day Transp. - Taxi	Ride-On Tri-City! - Taxi Service	30 trips/per month	same-day scheduling		8am - 6pm, seven days a week	Newark residents who are: a) 70 years and older OR b) unable to use public transit because of disability	Continuing/Ongoing	1,750	
Same-Day Transp. - TNC	Ride-On Tri-City! - TNC service	30 trips/per month	same-day scheduling		8am - 6pm, seven days a week	Newark residents who are: a) 70 years and older OR b) unable to use public transit because of disability	Continuing/Ongoing	1,900	
Meal Delivery	Life Elder Care Meals on Wheels	N/A	N/A	Meal delivery is on-going with service beginning once application is approved.	Meals are delivered Monday through Friday, 10:30am-12:30pm	Newark residents ages 60 and over who are homebound, have difficulty travelling or preparing meals. Disabled residents under age 60 are served based on a fee-for-service agreement.	Continuing/Ongoing	17,000	



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

Attachment Table C: Program Revenue, Cost and Fund Sources

Total FY 2021-22 Program Revenue (Measure B, Measure BB and all other funds available for FY 2021-22)	
Estimated Measure B Paratransit DLD ending balance at the end of THIS fiscal year, FY 2020-21 (June 30, 2021)	\$47,225
Projected FY 2021-22 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$153,630
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2020-21 (June 30, 2021)	\$122,824
Projected FY 2021-22 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$154,141
Total FY 2021-22 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$477,820
Total FY 2021-22 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	
Total FY 2020-21 Program Revenue (Measure B, Measure BB and all other sources available for FY 2020-21) (Automatically calculated)	\$477,820

Total FY 2021-22 Program Costs by Fund Source (Measure B, Measure BB and all other funds planned to be expended during FY 2021-22)											
Service/Program Name											Total Cost
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L
Service/Program/Project Name <i>Automatically populated from prior sheet (column B)</i>	Quantity Planned for FY 2021-22 <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>
Ride-On Tri-City! - Wheelchair Accessible Van Service	4,800		\$ 153,630		\$ 33,000						\$ 186,630
Ride-On Tri-City! - Taxi Service	1,750				\$ 45,000						\$ 45,000
Ride-On Tri-City! - TNC service	1,900				\$ 59,000						\$ 59,000
Life Elder Care Meals on Wheels	17,000				\$ 7,000						\$ 7,000
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
Totals	25,450	\$ -	\$ 153,630	\$ -	\$ 144,000	\$ -		\$ -	\$ -		\$ 297,630

Budget check (total revenue less total cost): \$180,190

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2021:	\$47,225	\$132,965	\$180,190
Reserve balance as percent of FY 2021-22 Revenue*	31%	86%	59%

*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 E450	large van	2004	gas	Lift	16	2	1	MV	Union City
FORD E450	large van	2006	gas	Lift	16	2	2	MV	Union City
FORD E450	large van	2007	gas	Lift	16	2	3	MV	Union City
FORD E450	large van	2008	gas	Lift	16	2	2	MV	Union City
CHEVY G550	large van	2008	gas	Lift	22	7	1	MV	Union City
Toyota Sienna	minivan	various	gas	none	5	0	6	Diamond & Seir Cab	Fremont

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Paratransit Program Plan Staff Summary

Fiscal Year 2021-22

Planning Area: South County
Paratransit Program: Union City

Staff Recommendation: Recommend program plan for full approval

- Services provided:
 - ADA-mandated Paratransit
 - Same-Day Transportation – Taxi, TNC (through Ride-On Tri-City)
- 49% Measure B/BB; Remainder: 51% TDA, STA
- 0% reserves
- Cost per trip – No changes greater than \$3
- Trends in registration – Registration slightly down but expected to increase
- Trends in trip provision – Trips projected to increase
- Demographics reporting – Did not report on demographic questions
- Elements requiring Alameda CTC approval (approved by Alameda CTC staff on 4/12/2021):
 - The Ride-hailing TNC program for FY 2021-22 is planned to include an option for customers to get a wheelchair accessible vehicle (WAV), which was not available before.
- Additional staff notes

- Initially, Union City Paratransit suspended the Paratransit Plus program to avoid non-essential trips outside of Union City; as the pandemic continued, suspension of the Paratransit Plus program became indefinite to maintain social distancing of ADA paratransit rides in Union City to offer as few shared rides as possible with the goal of zero shared rides. This decision has impacted ridership by as much as an 80% drop some days and about a 50% drop on days when the dialysis clinics were receiving clients. Clients with necessary or essential trips outside of Union City continue to be referred to East Bay Paratransit, which has also contributed to a decrease in Union City Paratransit ridership.
- The City of Union City will begin partnering with the City of Fremont to provide WAVs through the City of Union City's selected paratransit operator for TNC trips that request a wheelchair accessible vehicle. The WAVs will come from Union City Paratransit's existing fleet of non-federally funded vehicles to assess the demand and determine future procurement needs. The drivers will be dispatched through the Lyft app, and not Union City Paratransit's dispatch, however, drivers in the Union City Paratransit existing fleet vehicles operating a WAV will have access to Union City Paratransit dispatch if there is an issue. Union City WAVs will not be purchased with Measure B or BB funding.
- When the non-ADA Ride-Hailing TNC program expands to include WAVs, this along with the Taxi-Voucher program may reduce/eliminate the need to provide non-ADA Paratransit Plus service.

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

CONTACT INFORMATION	
Agency:	City of Union City
Contact Name:	Steve Adams
Title:	Transit Manager
Phone Number:	510-675-5446
E-mail Address:	sadams@unioncity.org

Date Submitted: 02/25/2021

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.

The COVID-19 pandemic has had a significant impact on the FY19-20 and FY20-21 programs. Union City Paratransit has never reduced its hours of service since the beginning of the pandemic. Initially, Union City Paratransit suspended the Paratransit Plus program to avoid non-essential trips outside of Union City; as the pandemic continued, suspension of the Paratransit Plus program became indefinite to maintain social distancing of ADA paratransit rides in Union City to offer as few shared rides as possible with the goal of zero shared rides. This decision has impacted ridership by as much as an 80% drop some days and about a 50% drop on days when the dialysis clinics were receiving clients. Clients with necessary or essential trips outside of Union City continue to be referred to East Bay Paratransit, which has also contributed to a decrease in Union City Paratransit ridership. Union City Paratransit suspended fare collection from late March to the beginning of November. With the resumption of fare collection, cash fares are being discouraged in favor of pre-paid paratransit tickets, unfortunately in-person purchase of paratransit ticket books at City Hall have been suspended because of City Hall's closure schedule due to the pandemic and clients are directed to purchase paratransit ticket books either online or through the local Safeway.

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

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

Same Day Taxi/TNC Trips:

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

Subsidized taxi rides are provided to help seniors and people with disabilities with same-day transportation needs in the local area. Union City residents who are at least 80 years of age as well as those ADA eligible are eligible for the taxi service. Taxi vouchers cost \$4 each and currently subsidize up to \$20 of taxi meter fare. Only one voucher can be used per one-way trip. Program participants are responsible for paying any fare beyond the \$20 voucher subsidy and for tipping the driver. A maximum of 300 taxi vouchers may be purchased per year. Voucher allotments and subsidy amount are subject to change based on program funding. Subsidized taxi service is available 8am - 6pm, 7 days a week. The current vendor is a local taxicab company operating in the Tri-Cities area. The service is currently not wheelchair accessible.

Ride-On Tri-City! also offers Subsidized TNC rides with the same eligibility requirements and service area. Registered riders can hail rides through their smartphone Lyft app (using a special discount code). The rider is responsible for the first \$4 and up to \$16 of the trip will be subsidized; the rider is responsible for any fare above \$20. Staff-approved medical out-of-area trips (up to a \$46 subsidy) are available on a case-by-case basis. A maximum of 30 subsidized rides can be taken each month. Riders without smartphones can access the service through a call center (currently GoGo Technologies) that will book rides on their behalf. In FY21-22, the City of Union City will begin partnering with the City of Fremont to provide wheelchair accessible vans (WAVs) through the City of Union City's selected paratransit operator for TNC trips that request a wheelchair accessible vehicle; this allows wheelchair users improved access to the TNC program while being transported by individuals trained to assist those with mobility limitations. The WAVs will come from Union City Paratransit's existing fleet of non-federally funded vehicles (2 cutaway vans and 2 large vans) to assess the demand and determine future procurement needs.

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?

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

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

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

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.

Major destinations include dialysis centers, adult day care facilities (regional centers), medical offices and local shopping centers. Since Union City Paratransit is an ADA program, there are no trip priorities when scheduling reservations. Union City's Paratransit Plus program provides service to adjacent cities primarily to access medical facilities. Because it is a non-ADA service, trip priorities and subsequent cancellations may be imposed. However, Paratransit Plus is currently suspended due to the COVID-19 pandemic. The non-ADA Ride-On Tri-City! Taxi Voucher and TNC discount code programs do not trip prioritize either.

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

- 2. Will your agency's program for FY 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 TNC program is scheduled to offer wheelchair accessible vehicles (WAVs) in FY21-22. Lyft drivers currently provide their own vehicles; none are lift-equipped. The City of Union City will begin partnering with the City of Fremont to provide WAVs through the City of Union City's selected paratransit operator for TNC trips that request a wheelchair accessible vehicle; this allows wheelchair users improved access to the TNC program while being transported by individuals trained to assist those with mobility limitations. The WAVs will come from Union City Paratransit's existing fleet of non-federally funded vehicles (2 cutaway vans and 2 large vans) to assess the demand and determine future procurement needs. The drivers will be dispatched through the Lyft app, and not Union City Paratransit's dispatch, however, drivers in the Union City Paratransit existing fleet vehicles operating a WAV will have access to Union City Paratransit dispatch if there is an issue. Union City WAVs will **not** be purchased with Measure B or BB.

- 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.

When the non-ADA Ride-Hailing TNC program expands to include WAVs, this along with the Taxi-Voucher program may reduce/eliminate the need to provide non-ADA Paratransit Plus 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 Ride-hailing TNC program for FY21-22 is planned to include an option for customers to get a wheelchair accessible vehicle (WAV) which was not available before.

DEVELOPMENT OF PROGRAM PLAN

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

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

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

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

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

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

The Ride-On Tri-City! Taxi Voucher has been in existence for many years and there was a desire from existing consumers to continue to maintain same-day service. The Ride-Hailing TNC program is a supplement to existing services that provides more flexible same-day transportation options for Tri-City residents. The scheduled addition of Wheelchair Accessible Vehicles (WAVs) addresses a persistent unmet need of a same-day transportation service with wheelchair accessibility.

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

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

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

[] Yes

[X] No

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

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

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

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

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

The Ride-On Tri-City! taxi voucher and TNC ride-hailing programs are available to all Union City Paratransit ADA eligible riders as well as any Union City resident 80 years or older.

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

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

Riders who wish to register for the Ride-On Tri-City! taxi voucher and TNC programs apply through the City of Fremont.

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

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

Comments/Complaints/Compliments for the Ride-On Tri-City! taxi voucher program are forwarded to the City of Fremont and are reported back through periodic reports. Issues for the Ride-Hailing TNC program are not reported directly to Fremont; they are reported through the TNC's app; because Union City Paratransit vehicles will be used as WAVs, it is anticipated that the reservation phone number will be used as a reporting number.

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

The most common complaint we receive is that we do not guarantee non-ADA Paratransit Plus service (service into neighboring Cities) as easily as our ADA service. Because we are an ADA program, all intra-Union City trips (which are our ADA trips) will take priority over non-ADA trips. However, Paratransit Plus has been suspended due to the COVID-19 pandemic to comply with social distancing requirements on vehicles in our ADA service area. Another common complaint is that a rider cannot get a ride reservation at the exact time they request it; we are required to offer a trip within an hour (+/-) from the requested time.

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

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

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

To address the lack of same-day wheelchair accessible transportation, the TNC ride-hailing program is scheduled to offer WAVs in FY21-22.

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	1065
Registrants at end of FY 2019-20	967
Current Registrants for FY 2020-21	903
Projected Registrants for FY 2021-22	1000

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

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

However, due to the COVID-19 pandemic, the demand for rides has dropped as much as 80% on certain days. New applications are still being received at similar pre-pandemic levels because of referrals from physicians or social workers. There are signs of some decline with renewals though as they are not being returned for reasons we speculate as: family members are driving clients more, family members are paying for TNC rides outside of the offered discount program, fear of riding the service during the pandemic, clients not checking mail or unable to return the renewal, and clients relocating outside of the region. We are anticipating that when the pandemic has subsided, renewal activity will increase.

-+

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

Race/Ethnicity (check all that apply, individuals may be listed in multiple categories)	
American Indian or Alaska Native	
Asian	
Black or African American	
Hispanic or Latino	
Native Hawaiian or Other Pacific Islander	
White	
Other	
Disability (check all that apply, individuals may be listed in multiple categories)	
Mobility/Physical	(number not aggregated)
Spinal Cord (SCI)	
Head Injuries (TBI)	
Vision	(number not aggregated)
Hearing	(number not aggregated)
Cognitive/Learning	(number not aggregated)
Psychological	
Invisible	
Household Income	
< \$27,450	
\$27,451-\$45,700	
\$45,701-\$54,840	
\$54,841-\$73,100	
> \$73,101	

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

N/A

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

We are anticipating an increase in one way trips compared to the previous year in anticipation that the COVID-19 pandemic subsides and customers begin to ride more consistently 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.)

Yes for Union City Paratransit (approx.. 8-10%). No for Ride-On Tri-City Taxi Voucher or TNC Ride-Hailing program.

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	4,721
Number of trips provided to consumers who require an accessible vehicle in FY 2020-21 as of Dec. 31, 2020	1,440
Number of trips projected to consumers who require an accessible vehicle in FY 2021-22	4,750

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.)*

No incidents meet these reporting thresholds.

- 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.

Union City's Comprehensive Emergency Management Plan was adopted on January 2, 2014. It provides strategic guidance designed to assist policy makers and City staff in the preventing of, preparing for, mitigating of, responding to, and recovering from, natural, civil, and technological disasters. It does refer to paratransit services, but our services are not specifically named in the Plan. The document is not available online but 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 includes Program oversight, planning, budgeting, participation in regional/countywide meetings, etc. Estimated that about \$50,000 is spent on Management/Overhead.

B. Customer Service and Outreach Costs

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

PROGRAM FUNDING RESERVES

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?

All funds are planned to be spent during the Fiscal Year and no remaining balance is anticipated.

MISCELLANEOUS

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

For question 16, the disability categories listed are not specifically asked in the ADA paratransit application. If the applicant provides this information when describing their disability or health related condition that prevents them from using conventional fixed-route public transit, then the eligibility reviewer has the option to check off the following disability categories in the online database: Visual, Cognitive, Hearing, Mobility and Other. The Disability Categories cannot be aggregated.

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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	
FY 2019-20 Measure B DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$366,281
Estimated Measure BB Paratransit DLD reserve balance at the start of FY 2019-20	
FY 2019-20 Measure BB DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$226,191
Total FY 2019-20 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$592,472
Total FY 2019-20 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$ 404,852
Total FY 2019-20 Program Revenue (Measure B, Measure BB and all other sources available for FY 2019-20) (Automatically calculated)	\$997,324

Service/Program Type and Name		Performance FY 2019-20		Total FY 2019-20 Program Costs Expended by Fund Source (Measure B, Measure BB and all other funds expended during FY 2019-20)										Notes
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M	Column N	Column O
Eligible Service/Program Type <i>Drop-down Menu</i>	Service/Program/Project Name	Quantity Provided FY 2019-20 Provide total number of one-way trips or units	On-Time Performance FY 2019-20 Percent of passenger trips arrived within designated window (indicate if data is unavailable or non-applicable)	Amount of RESERVE Measure B Paratransit DLD funds EXPENDED	Amount of FY 2019-20 Measure B Paratransit DLD funds EXPENDED	Amount of RESERVE Measure BB Paratransit DLD funds EXPENDED	Amount of FY 2019-20 Measure BB Paratransit DLD funds EXPENDED	Amount of OTHER Measure B/BB funds EXPENDED	What was the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, MB LSR, etc.)	Fare Revenue expended on service	Amount of all non-Alameda CTC funds EXPENDED (not including fares)	What was the source of these non-Alameda CTC funds? (e.g. City general fund, federal, state, etc.)	Total Funds expended (all sources) <i>Automatically calculated</i>	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
ADA Paratransit	Union City Paratransit	14,638	98% within 30 min. window		\$ 331,708		\$ 226,191			\$ 31,896	\$ 372,956	TDA/STA	\$ 962,751	
Same-Day Transp. - Taxi	Ride-On Tri-City Taxi Service	1,472	not available		\$ 31,699								\$ 31,699	\$5,888 in fares retained by City of Fremont
Same-Day Transp. - TNC	Ride-On Tri-City Ride Hailing Service	240	not available		\$ 2,874								\$ 2,874	
													\$ -	
													\$ -	
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				\$ -	\$ 366,281	\$ -	\$ 226,191	\$ -		\$ 31,896	\$ 372,956		\$ 997,324	

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

Attachment Table C: Program Revenue, Cost and Fund Sources

Total FY 2021-22 Program Revenue (Measure B, Measure BB and all other funds available for FY 2021-22)	
Estimated Measure B Paratransit DLD ending balance at the end of THIS fiscal year, FY 2020-21 (June 30, 2021)	
Projected FY 2021-22 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$269,798
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2020-21 (June 30, 2021)	
Projected FY 2021-22 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$270,696
Total FY 2021-22 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$540,494
Total FY 2021-22 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$ 556,821
Total FY 2020-21 Program Revenue (Measure B, Measure BB and all other sources available for FY 2020-21) (Automatically calculated)	\$1,097,315

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)											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 <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>
Union City Paratransit	15,000		\$ 231,510		\$ 270,696			\$ 40,000	\$ 516,821	TDA and STA	\$ 1,059,027
Ride-On Tri-City Taxi Service	1,500		\$ 32,302								\$ 32,302
Ride-On Tri-City Ride-Hailing Service	500		\$ 5,986								\$ 5,986
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
Totals	17,000	\$ -	\$ 269,798	\$ -	\$ 270,696	\$ -		\$ 40,000	\$ 516,821		\$ 1,097,315

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

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

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

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