Livermore Amador Valley Transit Authority

STAFF REPORT

SUBJECT: Annual Program Submittal for ACTC Measure B and BB Funding

FROM: Kadri Külm, Paratransit Planner

DATE: March 4, 2020

Action Requested

This is an informational item.

Background

Each year, Alameda CTC Measure B and BB recipients are required to submit an annual program plan describing paratransit services to be delivered and a budget for these services. The annual submittal also contains the total estimated Measure B and BB revenues available to programs to provide these services. The program managers are required to present their annual program submittals to PAPCO's sub-committee, who forwards their recommendations to the full PAPCO.

Discussion

LAVTA's portion of the projected Measures B and BB combined revenues for paratransit for the next fiscal year (2020/2021) is \$579,215.

Attached is the draft LAVTA's Annual program plan.

Recommendation

Information only.

Attachments:

1. Annual Submittal for Alameda CTC Measures B and BB Funding



FY 2020-21 Annual Paratransit Program Plan Application for Measures B and BB Funding

1111 Broadway, Suite 800, Oakland, CA 94607

510.208.7400

www.AlamedaCTC.org

The Alameda County Transportation Commission (Alameda CTC) requires recipients of paratransit funding to participate in an Annual Program Plan Review process. Recipients are required to complete and submit a program plan application to Alameda CTC that outlines their prior expenditures and anticipated revenues and expenditures related to delivering paratransit services to seniors and people with disabilities in Alameda County.

Requirements and Instructions

The Annual Paratransit Program Plan Application includes the following documents:

- 1. Paratransit Program Plan Application (this MS Word document)
- 2. Paratransit Program Plan Attachments A-D (Tables A, B, C, and D of the provided MS Excel workbook) NOTE: The FY 2020-21 Program Plan Excel workbook contains a tab to report on FY 2018-19 performance and budget (Attachment Table A). The FY 2018-19 program information entered into Table A will be used to monitor program performance and, where applicable, should align with program information included in the FY 2018-19 compliance report.
- 3. References:
 - a. FY 2020-21 Measure B and Measure BB Paratransit DLD Revenue Projections, (distributed to ParaTAC, January 2020)
 - Alameda CTC Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines and Performance Measures, revised December 2018
 - c. Alameda CTC Timely Use of Funds Policy, adopted December 2015

Submit the Word and Excel files listed above electronically via email by February 28, 2020 to Krystle Pasco at <u>kpasco@alamedactc.org</u>.

Be sure to include your agency name and FY 20-21 in the file name of both the Word document and the Excel workbook (e.g., Albany_FY20-21_Paratransit_Program_ Application.doc).

If you have questions, please contact Krystle Pasco via email or phone at (510) 208-7467.

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

CONTACT INFORMATION	
Agency:	Livermore Amador Valley Transit Authority
Contact Name: Title:	Kadri Kulm
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Date Submitted: 2/28/20

TYPES OF SERVICES PROVIDED

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

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

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

- Specialized Accessible Van Service: Specialized van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. These services are generally implemented as a supplement to a sameday 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, doorthrough-door services that are generally not accessible; rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. May also have an escort component.
- Mobility Management and/or Travel Training: Covers a wide range of activities, such as travel training, trip planning, and brokerage. Does not include provision of trips. (This is considered "non-trip provision").
- Scholarship/Subsidized Fare Program: Program to subsidize any service for customers who are low-income and can demonstrate financial need.
- **Meal Delivery:** Program to fund meal delivery to the homes of individuals who are transportation disadvantaged. Currently, only existing operating programs can continue to use Measure B funds for these service costs. No new meal delivery services can be established.
- Capital Expenditure: Capital purchase or other capital expenditure.
- Note on volunteer driver programs and mobility management/training: If your program is using DLD funds, but not discretionary grant funds, you may be required to submit further information.

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

All Measure B and BB funding will be used to provide the "Wheels Dial-A-Ride" ADA mandated door-to-door paratransit service. The Wheels Dial-A-Ride service area covers the cities of Livermore, Dublin, and Pleasanton, as well as a medical center in San Ramon, and goes beyond the ADA 3/4 mile minimum boundary requirement of the Wheels fixed route bus system. Dial-A-Ride operates at the same time when Wheels route 10R is operating which operates the longest of all the fixed routes (from ~4:30a-1:30a). LAVTA's Dial-A-Ride operations and maintenance are provided through a brokerage contract by Medical Transportation Management, Inc. (MTM).

LAVTA also provides same day Para-Taxi service, which is partially ACTC Measure B and BB GAP grant funded and partially LAVTA general fund-funded.

LAVTA recently undertook a Comprehensive Tri-Valley Paratransit Assessment in partnership with the City of Pleasanton. The study, led by a planning team from Nelson Nygaard concluded in FY20. The study was launched in an effort to evaluate the provision of paratransit service throughout the Tri-Valley, identify gaps and opportunities for streamlining, and engage stakeholders, users and non-users. One of the main recommendations of the study was to have LAVTA to provide all Pleasanton's ADA paratransit rides. Currently LAVTA and the city are negotiating the details of potentially transferring the ADA service to LAVTA.

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

Being a fixed route public transit operator in Livermore, Dublin and Pleasanton, LAVTA provides the ADA mandated paratransit service for the same three cities, and goes beyond the ADA minimum requirements of ³/₄ mile buffer around the fixed route system. Since the ADA paratransit requires at least a day in advance reservation, LAVTA also provides same day trips through the Para-Taxi service. Seniors and people with disabilities can travel on fixed route for half fare.

One of the goals of the Comprehensive Tri-Valley Paratransit Assessment was to identify unmet needs within the senior and disabled community, as well as identify ways to streamline the service delivery process. The expectation is that recommendations from the study, once implemented, will better meet the needs of and enhance the quality of life for those who use paratransit in the Tri-Valley. Recommendations of the study include transferring the ADA service from the Pleasanton Paratransit Service to LAVTA, exploring new technology (such as online scheduling and taxi debit card payment method for the Para-Taxi program), including TNC's into the Para-Taxi program, etc.

C. List the most common trip destinations for seniors and people with disabilities in your community that your services are designed to serve, e.g. dialysis centers, hospitals, major shopping complexes, senior centers. Please report separately, if available, for ADA paratransit, Same-

Day Transportation (taxi and TNC), Specialized Accessible Van, and/or Accessible Fixed-Route Shuttle if applicable.

	Drop Off Location	# of Trips	Location Name	%
4	3201 DOOLAN RD,	0150		6.6
1	LIVERMORE	3153	Livermore DaVita Dialysis	7%
	5801 OWENS DR,			5.4
2	PLEASANTON	2593	Dublin/Pleasanton BART Station	8%
	5720 STONERIDGE MALL			4.6
3	RD, PLEASANTON	2207	Pleasanton DaVita Dialysis	7%
	1601 Railroad Ave,		Futures Explored (East Bay	3.7
4	Livermore	1755	Regional Center day program)	1%
	2021 Las Positas Court,		(East Bay Regional Center day	3.2
5	Livermore	1545	program)	7%
			The ARC of Alameda County (East	
			Bay Regional	2.4
6	6533 Sierra Lane, Dublin	1171	Center day program)	8%
	4355 COLGATE WAY,			1.6
7	Livermore	759	Lili House (care home)	1%
	1241 QUARRY LN,		Keystone (East Bay Regional	1.5
8	PLEASANTON	739	Center day program)	6%
	76 FENTON ST,		Vineyards Healthcare (nursing	1.5
9	LIVERMORE	717	home)	2%
1	550 Airway Blvd,		(East Bay Regional Center day	1.4
0	Livermore	687	program)	5%

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

6.16 miles

- 2. Will your agency's program for FY 2020-21 conform to the Paratransit Program Implementation Guidelines, as required?
 - [X] Yes
 - [] No
 - A. If "No", explain below and contact Alameda CTC staff to discuss (prior to February 28, 2020)

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

As recommended by the Comprehensive Tri-Valley Paratransit Study with the City of Pleasanton there may be transferring of all Pleasanton's ADA paratransit rides to LAVTA. Negotiations with the city are currently ongoing.

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

LAVTA is not anticipating any major changes, but there may be some changes based on the recommendations from the Comprehensive Tri-Valley Paratransit Assessment. This could include one-click/one call clearing house, mobile ticketing, online trip booking, and outsourcing the eligibility/assessments to a contractor.

NEW PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

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

N/A

DEVELOPMENT OF PROGRAM PLAN

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

LAVTA has a passenger advisory committee (Tri-Valley Accessible Advisory Committee or TAAC) that meets bi-monthly to discuss passenger concerns and advise LAVTA on improvement of its services and facilities. The TAAC is comprised of membership from each jurisdiction and social/human services agencies. Service provision for customers and the planning process for the implementation of new services is coordinated through the TAAC, which meets every other month.

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

The 2019 annual Dial-A-Ride customer satisfaction survey was conducted in the Summer of 2019. The survey was administered by a third party surveyor, and a total of 289 Dial-A-Ride surveys were completed, which included 228 phone surveys and 61 online surveys.

Below is the summary of findings from most satisfied to least satisfied aspects of the service. The scale was from 1 to 5 with 5 being the most satisfied and 1 being dissatisfied.

Satisfaction with Service Aspects on a 1-5 Point Scale						
Driver operated vehicle safely/followed traffic laws						
Driver courteous and helpful						
Driver dressed appropriately/clean	4.15					
Person on phone courteous	4.07					
Vehicle/shuttle was clean	4.07					
Vehicle/shuttle was in working order	4.03					
Driver offered me help during drop off	4.02					
Driver arrived correct address/pickup spot	4.01					
Overall high level of satisfaction with ride experience	4.00					
No problems with phone menu	3.98					
Overall high level of satisfaction with drop off experience	3.96					
Driver dropped me off on time/in correct place	3.92					
Able to reach customer service quickly	3.87					
Person on phone able to arrange request for transportation	3.82					

Alameda CTC Annual Paratransit Program Plan Application Application Period: July 1, 2020 - June 30, 2021

Person on phone knowledgeable	3.82	
Easy to make arrangements for transportation on phone	3.82	
Overall high level of satisfaction with pickup experience	3.73	
Hold times not an issue	3.63	
Overall experience	3.61	
Prefer use of smaller vehicles	3.58	
Driver on time	3.53	

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

Our passenger satisfaction survey is utilized as an evaluation of the service we provide to the public; additionally, it is used as a key performance indicator for our contractor. While we are not anticipating any major changes to the program, we use the survey to give us a snap shot as to whether or not the program is meeting the needs of our passengers.

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

The Comprehensive Tri-Valley Paratransit Assessment's Scope of Work included strong emphasis on innovative/emerging technology solutions, which resulted in short- and long term recommendations such the one-click clearing house, phone app/mobile ticketing, Para-Taxi debit card, online trip booking, interfacing with Transportation Network Companies (TNCs), etc.

Based on the rider feedback as well as the Tri-Valley Comprehensive Paratransit Study LAVTA recently included TNCs into the Para-Taxi program, which also includes Uber's same day accessible service WAV. The patrons without smartphones or without the ability to use smartphones can now use a concierge service called GoGoGrandparents. LAVTA has heard positive feedback about all of these newest additions to the program – TNCs, WAV, and GoGoGrandparents.

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

[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 CTCfunded services provided in your community? Specify for each of the paratransit projects and programs listed in Attachment Table B.

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

ELIGIBILITY AND ENROLLMENT

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

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

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

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

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

Applicants submit a completed application to LAVTA. LAVTA has an ADA mandated 21 calendar day window for the completion of applications. Applicants who have critical medical needs, such as dialysis patients, are given higher priority in the application process. LAVTA then will schedule in the inperson assessment.

CUSTOMER SATISFACTION

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

The customers can either call the customer service phone line at 925-455-7500 or enter their complaint or commendation via the online form on www.wheelsbus.com. When customers file a complaint or commendation, the complaint/commendation and all information are entered into a web-based customer service database, which assigns the complaint/commendation to a LAVTA or contractor staff member based on the department in question. LAVTA and/or contractor staff will investigate complaint and, if requested, get back to the customer with the result. Complaints are tallied and reported to the Board monthly. The contract with MTM incentivizes low complaints.

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

Comparing the results of this most recent survey conducted in June 2019 to the previous survey from November/December 2018 shows that there was not statistically significant differences between the ratings in the two surveys.

As the survey results indicate the riders are clearly more positive than negative when it comes to all variables assessed. There was a noticeable change in the number of highly agree to agree. This could mean that there is a sliding confidence in some categories, or that the individual taking the survey was positive, but more reserve in their rating. There was not a migration of favorable to unfavorable rankings. The highest rated variables were driver courtesy and helpfulness, drivers being dressed appropriately and being clean, the person on the phone being courteous, vehicles being clean, and driver operating the vehicle safely/following traffic rules. The lowest rated variables were driver timeliness and the amount of time on hold.

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

The subcontractors now have a clearly identifiable uniform and identification issued by LAVTA.

EXPECTED DEMAND/USE OF SERVICES

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

Registrants at beginning of FY 2018-19	984
Registrants at end of FY 2018-19	
Current Registrants for FY 2019-20	945
Projected Registrants for FY 2020-21	1,000

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

One of the recommendations of the Comprehensive Paratransit Assessment/Mobility Forward study is to transfer the ADA service from Pleasanton Paratransit to LAVTA. As such, there may be an increase of Pleasanton residents applying for Wheels Dial-A-Ride.

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

One of the recommendations of the Comprehensive Paratransit Assessment/Mobility Forward study is to transfer the ADA service from Pleasanton Paratransit to LAVTA. Because of this there may be an increase of Pleasanton residents' trips on Wheels Dial-A-Ride.

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

[]Yes

[X] No

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

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

Number of trips provided to consumers who require an accessible vehicle in FY 2018-19	13,139
Number of trips provided to consumers who require an accessible vehicle in FY 2019-20 as of Dec. 31, 2019	6,093
Number of trips projected to consumers who require an accessible vehicle in FY 2019-20	12,664

VEHICLE FLEET

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

SAFETY INCIDENTS

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

None.

FINANCES: PROGRAM REVENUE AND COST

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

A. Management/Overhead Costs

Manager oversite salary (paratransit portion) \$30,475. Paratransit staff person salary \$82,630. Intern \$16097. Benefits \$40,842. Utilities \$4,333, facility maintenance \$10,745

B. Customer Service and Outreach Costs

Customer service staff 5% of their time salary \$8,540. Paratransit printing, brochures, applications etc. \$10,756.00.

PROGRAM FUNDING RESERVES

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

We will not have any reserves.

MISCELLANEOUS

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

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

Total FY 2018-19 Program Revenue (Measure B, Measure BB and all other funds available for FY 2018-19)	
Estimated Measure B Paratransit DLD reserve balance at the start of FY 2018-19	\$0
FY 2018-19 Measure B DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$ 200,170
Estimated Measure BB Paratransit DLD reserve balance at the start of FY 2018-19	\$0
FY 2018-19 Measure BB DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$ 362,042
Total FY 2018-19 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$ 562,212
Total FY 2018-19 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$ 1,256,218
Total FY 2018-19 Program Revenue (Measure B, Measure BB and all other sources available for FY 2018-19) (Automatically calculated)	\$ 1,818,430

Service/Program	n Type and Name	Performa	nce FY 2018-19						osts Expended b ner funds expended					Notes
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M	Column N	Column O
Eligible Service/Program Type Drop-down Menu	Service/Program/Project Name	Quantity Provided	On-Time Performance FY 2018-19 Percent of passenger trips arrived within designated window (indicate if data is unavailable or non- applicable)	Amount of RESERVE Measure B Paratransit DLD funds EXPENDED	Amount of FY 2018-19 Measure B Paratransit DLD funds EXPENDED	Amount of RESERVE Measure BB Paratransit DLD funds EXPENDED	Amount of FY 2018-19 Measure BB Paratransit DLD funds EXPENDED	Amount of OTHER Measure B/BB funds EXPENDED		Fare Revenue expended on service	Amount of all non-Alameda CTC funds EXPENDED (not including fares)	What was the source of these non-Alameda CTC funds? (e.g. City general fund, federal, state, etc.)	Total Funds expended (all sources) Automatically calculated	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
DA-mandated Paratransit	Wheels Dial-A-Ride	46,123	94%	\$ -	\$ 200,170		\$ 362,042	\$ 9,968	GAP	\$ 195,367	\$ 1,050,883	FTA, TDA, STA	\$ 1,818,430	
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				\$-	\$ 200,170	\$ -	\$ 362,042	\$ 9.968		\$ 195.367	\$ 1,050,883		\$ 1,818,430	

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

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

Service/Program	n Type and Name	Contractor	Need(s) Met	Cost to C	onsumer		
Column A	Column B	Column C	Column D	Column E	Column F	Column G	
Eligible Service/Program Type Drop-down Menu	Service/Program/Project Name	If service is contracted, provide name of contractor/service provider	Need(s) this Service Meets (E.g. medical, grocery, recreation, regional trips, etc.)	Fare/Cost to Consumer	Fare Medium (E.g. cash, voucher, reimbursement, annual fee, etc.)	Vehicle Accessibility Drop-down Menu	Is this scl
ADA-mandated Paratransit	Wheels Dial-A-Ride	Medical Transportation	All trip purposes	\$3.75 (ticket price will increase to	Cash or pre-purchased tickets	Accessible	Pre-scheo
		Management (MTM)		\$4.00 on 01/01/2021)			

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

Service/Program Type and Name		Limits		Schedule		Eligibility	Status	Deliverables	Notes
Column A (repeated)	Column B (repeated)	Column K	Column L	Column M	Column N	Column O	Column P	Column Q	Column R
Service/Program Type Will automatically populate from rows above	Service/Program/Project Name Will automatically populate from rows above	Limits on number of trips/ use of service? (e.g. trip limits per month/quarter/year or a maximum expenditure per consumer)	If pre-scheduled, what days/hours are reservations accepted for trip, training, etc?	If pre-scheduled, how far in advance can/must a consumer schedule a trip, training, etc?	Days/Hours of Operation	Eligibility Requirements	Project Status Drop-down Menu	Quantity Planned Provide total number of units (one-way passenger trips, consumers trained, meals delivered, etc.)	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
ADA-mandated Paratransit	Wheels Dial-A-Ride	No limit	8:30am to 5pm 7 days a week	1 to 7 days	When Fixed Route service is operating, ~4:30am to 1:30am the next morning	ADA paratransit eligibility needed	Continuing/Ongoing	50,000	
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For Trip Provis	ion Services								
Column H	Column I	Column J							
s a same day or pre- heduled service?	Is this a fixed route or origin-to-destination service (e.g. door-to-door)?	Service Area							
rop-down Menu	Drop-down Menu								
duled	door-to-door	Livermore, Dublin, Pleasanton							

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

Attachment Table C: Program Revenue, Cost and Fund Sour	ces
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Total FY 2020-21 Program Revenue (Measure B, Measure BB and all other funds available for FY 2020-21)						
Estimated Measure B Paratransit DLD ending balance at the end of THIS fiscal year, FY 2019-20 (June 30, 2020)	\$0					
Projected FY 2020-21 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$195,409					
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2019-20 (June 30, 2020)						
Projected FY 2020-21 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$383,806					
Total FY 2020-21 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$579,215					
Total FY 2020-21 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$ 1,727,617					
Total FY 2019-20 Program Revenue (Measure B, Measure BB and all other sources available for FY 2019-20) (Automatically calculated)	\$2,306,832					

Service/Program N	Total FY 2020-21 Program Costs by Fund Source (Measure B, Measure BB and all other funds planned to be expended during FY 2020-21)									Total Cost	
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L
Service/Program/Project Name	Quantity Planned for FY 2020-21	Amount of RESERVE Measure B	Amount of FY 2020-21 Measure B	Amount of RESERVE Measure BB	Amount of FY 2020-21 Measure BB	Amount of OTHER Measure B/BB	What is the source of these OTHER Measure B/BB funds?	Fare Revenue to be expended on		What is the source of these non-Alameda CTC funds?	Total Cost (all sources)
Automatically populated from prior sheet (column B)	Automatically populated from prior sheet (column Q)	Paratransit DLD funds to be EXPENDED	funds to be EXPENDED	(e.g. MB Gap Grant, LSR, MB LSR, etc.)	service	(not including fares)	(e.g. city funds, federal, state, etc.)	Automatically calculated			
Wheels Dial-A-Ride	50,000	\$-	\$ 195,409	\$ -	\$ 383,806	\$-		\$ 219,750	\$ 1,507,867	TDA, STA, FTA	\$ 2,306,832
0	0										\$-
0	0										\$-
0	0										\$-
0	0										\$-
0	0										\$-
0	0										\$-
0	0										\$-
0	0										\$-
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$-
Totals	50,000	\$-	\$ 195,409	\$-	\$ 383,806	\$-		\$ 219,750	\$ 1,507,867		\$ 2,306,832

Budget check (total revenue less total cost):

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

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

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

Attachment Table D: Vehicle Fleet

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

Vehicle Fleet									
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
					Vehicle Capacity				
Make	Type of Vehicle(s) (specify bus, large van, minivan, sedan)	Year of Vehicle	Fuel Type	Lift/Ramp Equipment (specify lift, ramp, or none)	Ambulatory	Wheelchair	Number of Vehicles	Owner (specify if contractor)	City that vehicle(s) are garaged
Dodge	Minivan	2014	Gasoline	Ramp	3	1	1	MTM	Livermore
Crysler	Sedan	2005	Gasoline	Ramp	3	0	1	Tri Valley	Livermore
Dodge	Minivan	2014	Gasoline	Ramp	5	1	1	Tri Valley	Livermore
Dodge	Minivan	2016	Gasoline	Ramp	5	1	1	Tri Valley	Livermore
Dodge	Minivan	2007	Gasoline	Ramp	3	1	1	Northbay	Livermore
Dodge	Minivan	2007	Gasoline	Ramp	4	1	1	Northbay	Livermore
Dodge	Minivan	2012	Gasoline	Ramp	4	1	1	Northbay	Livermore
Dodge	Minivan	2014	Gasoline	Ramp	4	1	1	Northbay	Livermore
Checy	Minivan	2007	Gasoline	Ramp	3	1	1	Northbay	Livermore
Ford	Large Van	2004	Gasoline	Lift	1	2	2	Northbay	Livermore
Dodge	Minivan	2010	Gasoline	None	5	0	1	Northbay	Livermore
Dodge	Minivan	2013	Gasoline	None	5	0	1	Northbay	Livermore
Crysler	Minivan	2009	Gasoline	None	5	0	1	Northbay	Livermore
Crysler	Minivan	2017	Gasoline	None	5	0	1	Northbay	Livermore
Chevy	Minivan	2010	Gasoline	None	5	0	1	Northbay	Livermore
Dodge	Minivan	2019	Gasoline	Ramp	3	1	2	Northbay	Livermore