

STAFF REPORT

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

FROM: Kadri Klm, Paratransit Planner

DATE: March 6, 2019

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 (2019/2020) is \$526,810.

Attached is LAVTA's Annual program plan.

Recommendation

Information only.

Attachments:

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



FY 2019-20 Annual Paratransit Program Plan Application for Measure 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 2019-20 Program Plan Excel workbook contains a tab to report on FY 2017-18 performance and budget (Attachment A Table). The FY 2017-18 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 2017-18 compliance report.*
3. References:
 - a. FY 2019-20 MB and MBB Paratransit DLD Revenue Projections, (distributed to ParaTAC, January 2019)
 - b. 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, 2019 to Krystle Pasco at kpasco@alamedactc.org.

Be sure to include your agency name and FY 19-20 in the file name of both the Word document and the Excel workbook (e.g., Albany_FY19-20_Paratransit_Program_Application.doc).

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

FY 2019-20 Annual Paratransit Program Plan Application Due by February 28, 2019

| CONTACT INFORMATION | |
|---------------------|---|
| Agency: | Livermore Amador Valley Transit Authority |
| Contact Name: | Kadri Klm |
| Title: | Paratransit Planner |
| Phone Number: | 925-455-7555 |
| E-mail Address: | kkulm@lavta.org |

Date Submitted: 2/28/19_____

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 B (Table B tab of the Microsoft Excel workbook).

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

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

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

A. Provide a short narrative description of your agency's FY 2019-20 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 grant funded and partially LAVTA general fund-funded.

LAVTA has undertaken a Comprehensive Tri-Valley Paratransit Assessment in partnership with the City of Pleasanton. The study, led by a planning team from Nelson Nygaard and is expected to conclude by 6/30/19. 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. Recommendations from the study will be reviewed and possibly implemented in FY20 and beyond.

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.

The facilities Wheels Dial-A-Ride riders most frequently travel include:

- Day programs for the developmentally disabled (Go Group, Futures Explored, VFR, ARC, Keystone)
- Dialysis centers (Livermore DaVita Dialysis, Pleasanton DaVita Dialysis)
- Nursing homes (Pleasanton Nursing and Rehab)

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

The average trip length in FY19 was 6.8 miles

2. Will your agency's program for FY 2019-20 conform to the Paratransit Program Implementation Guidelines, as required?

Yes

No

A. If "No", explain below and contact Alameda CTC staff to discuss (prior to February 28, 2019)

3. If proposing any service or program changes in FY 2019-20 from the current year, FY 2018-19, 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.

LAVTA and the City of Pleasanton hired Nelson/Nygaard to conduct a Comprehensive Tri-Valley Paratransit Assessment to look for areas of overlap, gaps in services, and opportunities to streamline services. Included in the study is an analysis of LAVTA's provision of ADA paratransit service as it relates to current ridership and projected growth and recommendations for policy adjustments. Any policy modifications would be subject to a public hearing and LAVTA Board approval.

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. These additions provide seniors and persons with disabilities as well as their caregivers more options for accessing transportation services.

4. **Looking ahead, beyond FY 2019-20, 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.

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 2019-20 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each.** Applicants must address any applicable paratransit projects and programs listed in Attachment 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. The scope of work for the Comprehensive Tri-Valley Paratransit Assessment was partially derived from feedback received from the TAAC as well as from comments received from paratransit passengers. Significant public and stakeholder input (senior and disabled populations) has been included in the Comprehensive Tri-Valley Paratransit Assessment.

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

The 2018 annual Dial-A-Ride customer satisfaction survey was conducted in December 2018. The survey was administered by a third party surveyor, and a total of 280 Dial-A-Ride surveys were completed, which included 220 phone surveys and 60 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. 5 being the most satisfied and 1 being dissatisfied.

| Satisfaction with Service Aspects on a 1-5 Point Scale | 2018 |
|---|-------------|
| Driver courteous and helpful | 4.21 |
| Driver dressed appropriately/clean | 4.19 |
| Person on phone courteous | 4.19 |
| Vehicle/shuttle was clean | 4.13 |
| Driver operated vehicle safely/followed traffic laws | 4.13 |
| Vehicle/shuttle was in working order | 4.1 |
| No problems with phone menu | 4.1 |
| Overall high level of satisfaction with drop off experience | 4.08 |
| Driver offered me help during drop off | 4.05 |
| Driver dropped me off on time/in correct place | 4.01 |
| Driver arrived correct address/pickup spot | 3.98 |

| | |
|--|------|
| Overall high level of satisfaction with ride experience | 3.94 |
| Person on phone able to arrange request for transportation | 3.88 |
| Able to reach customer service quickly | 3.86 |
| Overall high level of satisfaction with pickup experience | 3.83 |
| Person on phone knowledgeable | 3.8 |
| Easy to make arrangements for transportation on phone | 3.75 |
| Prefer use of smaller vehicles | 3.65 |
| Overall experience | 3.64 |
| Hold times not an issue | 3.61 |
| 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.

The service is constantly under review by staff and the public is welcome to comment to staff and to the Board in person, via mail, via email, or telephone. Through the public input LAVTA has received and the survey results LAVTA has a better understanding which aspects of the service quality need more attention. Significant public and stakeholder input (senior and disabled populations) has also been included in the Comprehensive Tri-Valley Paratransit Assessment.

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 would like to include a Para-Taxi debit card feature as well as TNCs into its Para-Taxi program. Para-Taxi debit card would eliminate the need for the patrons to pay the full taxi fare up front as well as the need to have a credit card. LAVTA is also excited about Uber's same day wheelchair accessible service called WAV, which is now available in LAVTA service area. Also, LAVTA is currently working on including a third party concierge service (such as Go Go Grandparents) to the agency's GoDublin and possibly also Para-Taxi program so that patrons who do not have smartphones can call in and book their rides that way.

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.

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OUTREACH

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

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|---|
| <p>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.</p> |
|---|

ELIGIBILITY AND ENROLLMENT

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

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| <p>LAVTA's ADA paratransit eligibility determination process includes two parts:</p> <ol style="list-style-type: none"> 1. Paper application, which also includes the applicant's medical care professional's verification, and 2. In-person assessment |
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| <p>The primary eligibility criteria is being unable to utilize the fixed route bus system due to a disability or health-related condition.</p> |
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- 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.**

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| <p>Applicants submit a completed application to LAVTA. LAVTA has an ADA mandated 21 calendar day window for the completion of applications. Applicants who have critical medical needs, such as dialysis patients, are given higher priority in the application process. LAVTA then will schedule in the in-person assessment.</p> |
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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 B. (*Complaints are defined as phone calls, letters, or emails received for the specific purpose of making a complaint.*)

The lowest rated variables of the customer satisfaction survey were driver timeliness and the amount of time on hold on the phone. To investigate further, LAVTA staff analyzed the monthly on-time performance and hold times statistics from January 2018 to December 2018. The two tables below demonstrate the findings. The monthly telephone hold times' table demonstrates that the hold time percentages have been improving from December 2017 to December 2018. The same is true for the on time performance, which has increased from high seventies to mid-nineties.

Telephone Hold Times Percentages:

| Month, Year | <60 Seconds | <180 Seconds |
|-----------------|-------------|--------------|
| December, 2017 | 78.09% | 91.78% |
| January, 2018 | 74.45% | 89.27% |
| February, 2018 | 75.43% | 90.31% |
| March, 2018 | 72.43% | 86.28% |
| April, 2018 | 76.31% | 90.99% |
| May, 2018 | 84.12% | 94.94% |
| June, 2018 | 80.38% | 93.78% |
| July, 2018 | 75.31% | 90.33% |
| August, 2018 | 90.95% | 97.1% |
| September, 2018 | 77.44% | 91.38% |
| October, 2018 | 78.94% | 91.75% |
| November, 2018 | 93.04% | 97.59% |
| December, 2018 | 89.59% | 94.01% |

On Time Performance Percentages:

| Month, Year | OTP % |
|-----------------|--------|
| December, 2017 | 78.85% |
| January, 2018 | 77.75% |
| February, 2018 | 82.31% |
| March, 2018 | 86.97% |
| April, 2018 | 89.36% |
| May, 2018 | 87.24% |
| June, 2018 | 88.13% |
| July, 2018 | 90.42% |
| August, 2018 | 91.06% |
| September, 2018 | 92.79% |
| October, 2018 | 91.74% |
| November, 2018 | 94.71% |
| December, 2018 | 94.2% |

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

Hired more drivers and retrained call center staff. Additionally, we are working on ensuring that all subcontractors 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 2017-18 | 1,198 |
| Registrants at end of FY 2017-18 | |
| Current Registrants for FY 2018-19 | 984 |
| Projected Registrants for FY 2019-20 | 1,100 |

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 2019-20 to increase, decrease or stay the same compared to the current year, FY 2018-19? 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 A and 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.)

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

| | |
|---|-------------------|
| Number of trips provided to consumers who require an accessible vehicle in FY 2017-18 | 12,671 (actual) |
| Number of trips provided to consumers who require an accessible vehicle in FY 2018-19 | 12,569 (estimate) |
| Number of trips provided to consumers who require an accessible vehicle in FY 2019-20 | 13,000 (estimate) |

VEHICLE FLEET

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

SAFETY INCIDENTS

20. Describe any safety incidents recorded by your program in FY 2017-18, or to date in FY 2018-19. Specify for each of the paratransit projects and programs listed in Attachment 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.)

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|-------|
| None. |
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FINANCES: PROGRAM REVENUE AND COST

- 21. Detail your FY 2019-20 program's total estimated revenue (all fund sources) and total cost by completing Attachment 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

\$55,000- 25% of labor costs for the contracts manager and the paratransit planner.

B. Customer Service and Outreach Costs

\$38,742- 25% of the labor costs for the employees who take the calls and answer the questions of paratransit customers. Not scheduling or dispatch calls but calls with questions and concerns.

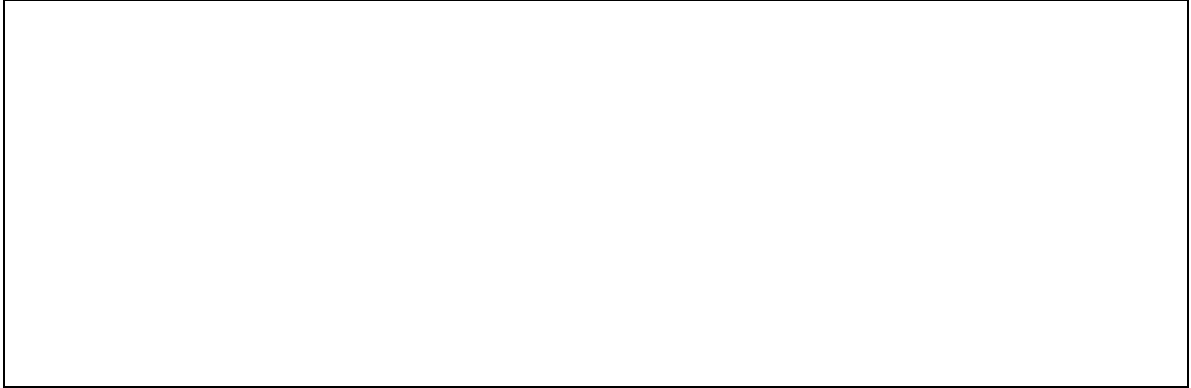
PROGRAM FUNDING RESERVES

- 23. If your paratransit program is anticipated to have a remaining balance of Measure B/BB DLD funding at the end of FY 2019-20, as shown in Attachment 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.

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

