



FY 2025-26 Annual Paratransit Program Plan Application for Measure BB Funding

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• www.AlamedaCTC.org

The Alameda County Transportation Commission (Alameda CTC) requires recipients of Measure BB Direct Local Distribution (DLD) 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 older adults 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 2025-26 Program Plan Excel workbook contains a tab to report on FY 2023-24 performance and budget (Attachment Table A). The FY 2023-24 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 2023-24 compliance report.*
3. References:
 - a. FY 2025-26 Measure BB Paratransit DLD Revenue Projections, (distributed to ParaTAC, January 2025)
 - b. Alameda CTC Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines and Performance Measures (revised January 2025)
 - c. Alameda CTC Timely Use of Funds Policy (updated March 2022)

Submit the Word and Excel files listed above electronically via email by February 28, 2025 to Krystle Pasco at kpasco@alamedactc.org.

Be sure to include your agency name and FY 25-26 in the file name of both the Word document and the Excel workbook (e.g., Albany_FY25-26_Paratransit_Program_Application.doc).

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

FY 2025-26 Annual Paratransit Program Plan Application Due by February 28, 2025

CONTACT INFORMATION	
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Date Submitted: February 28, 2025

TYPES OF SERVICES PROVIDED

- 1. What type of paratransit projects and programs will be funded, fully or partially, with Measure BB Direct Local Distribution (DLD), Measures B and BB reserves, and/or 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 January 2025 (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 Americans with Disabilities Act (ADA).

- **Same-Day Transportation Service:** 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.

Important Implementation Guidelines requirements: Eligible populations include: People 18 and above with disabilities who are unable to use fixed route services. Cities may, at their discretion, also provide services to consumers with disabilities under the age of 18. Older adults 70 years or older without proof of a disability. ADA-mandated providers that are not also city providers (East Bay Paratransit and LAVTA) are not required to provide service to older adults 70 years or older without ADA eligibility.
Programs must subsidize at least 50% of the 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.

Important Implementation Guidelines requirements: Specialized Accessible Van programs must demonstrate that they are providing trips at an equal or lower cost to the provider than the ADA-mandated provider on a cost per trip basis, except if providing "premium" service (e.g. same-day).

- **Accessible Shuttle Service:** 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.

Important Implementation Guidelines requirements: By end of the second fiscal year of service, the City's cost per one-way trip per person cannot exceed \$30, including transportation and direct administrative costs. Shuttles are required to coordinate with the local fixed route transit provider.

- **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"). If your program is using DLD funds, but not discretionary grant funds, you may be required to submit further information.
- **Means-Based Fare Programs:** Program to subsidize any service for customers who are low-income and can demonstrate financial need.

Important Implementation Guidelines requirements:

Outreach/communication plans related to means-based fares must be submitted to Alameda CTC staff annually.

If program sponsors include subsidized East Bay Paratransit (EBP) tickets in this program, no more than 3% of a program sponsor's Alameda CTC distributed funding may be used for the ticket subsidy.

- **Meal Delivery:** Program to fund meal delivery to the homes of individuals who are transportation disadvantaged.

Important Implementation Guidelines requirements: Program sponsors may not use more than 5% of their Alameda CTC DLD Paratransit program funds expended in a given fiscal year for transportation-related meal delivery program costs.

Funding for traditional meal delivery provided by a local community-based organization must be limited to no more than \$3 per meal delivered.

Mileage reimbursement for volunteer delivery drivers must be limited to no more than \$8 per meal delivered (not to exceed Federal General Services Administration (Privately Owned Vehicle) Mileage Reimbursement Rates).

- **Capital Expenditure:** Capital purchase or other capital expenditure.

A. Provide a short narrative description of your agency's FY 2025-26 program.

The City of Oakland plans to offer the following Program Model:

Management/Overhead - Program oversight, planning and budgeting.

Customer Service/Outreach - Activities associated enrolling consumers, issuing various fare medium, providing assistance as needed, educating consumers about services that are available to them, answering questions from consumers and taking, tracking and responding to complaints and commendations.

Same-Day Transportation – Taxi Scrip Program: All program eligible participants may purchase subsidized taxi scrip books and personally contact local contracted taxi companies for service.

Door-Through-Door/Volunteer Driver Program - Taxi Up & Go! Project: Program eligible clients of the City of Oakland's Senior Companion Program and the Multipurpose Senior Services Program that require home, on trip and/or destination assistance for medical appointments and grocery shopping escorted by senior aged volunteers, caregivers, or family members on taxi trips.

Same-Day Transportation – GoGoGrandparent Concierge Service: Program eligible participants aged 70 or older will have access to limited monthly ride subsidies applied towards their personal GoGoGrandparent accounts when personally booking rides through the GoGoGrandparent Concierge Call Center for ride coordination utilizing Uber or Lyft.

Specialized Accessible Van Service - Van Voucher Program I: All program eligible participants may purchase subsidized van vouchers and personally contact local contracted accessible van companies for prescheduled, door-to-door wheelchair transportation service.

Specialized Accessible Van Service - Van Voucher Program II: All program eligible participants will have access to limited issuance amounts of special van vouchers and personally contact local contracted accessible van company. Same-day, door-to-door wheelchair transportation service; or prescheduled or same- day, door-through-door wheelchair transportation service will be available. No proposed service fee or co-pay continues during this program phase.

Specialized Accessible Van Service – City of Emeryville 8-To-Go Co-Sponsorship: Will provide same-day and prescheduled, door-to-door specialized accessible van service. The City of Oakland plans to continue to contribute transportation funding towards the Emeryville operated service as it provides service to Oakland residents of the shared cities 94608 zip code. Program to be administered by the City of Emeryville.

Group Trips Program – Senior Group Trip Program: All eligible groups from senior centers and independent senior living residences that are 55 or older will have

access to subsidized accessible shuttle transportation to community events, social activities, sporting events and other local destinations through a reservation process.

Meal Delivery – Meals delivered to homebound residents aged 60 and older.

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

The City of Oakland targets paratransit services towards seniors and adult persons with disabilities by historically filling service gaps in the community, such as same-day service and supplemental wheelchair accessible van services, and to improve access in underserved geographic areas for trips that cannot be provided or can be made more conveniently available than through other local services.

These types of services have been selected to meet the trip needs of consumers over other eligible services based on historical and current consumer feedback and input from knowledgeable staff and consumer advocates.

City of Oakland paratransit services continue to be important for eligible seniors and persons with disabilities to connect with the community at-large, as well as access health, social, and community services. The City of Oakland's program has and continues to be essential for transit dependent consumers to connect to vital services and supports to reduce isolation, remain independent, and age with dignity in the community.

Based on annual survey responses and phone calls, riders are satisfied with the suite of services that are offered, which is the goal of the program. The City of Oakland is pleased to continue to offer expanded services and to continue to identify potential new services.

Meal delivery service was supported through Service Opportunity for Seniors, Meals on Wheels service. This was a critical need during the pandemic, and it has continued due to the increased demand as Oakland's elderly population grows.

C. List the most common trip destinations for older adults and people with disabilities in your community that your services are designed to serve, e.g. dialysis centers, hospitals, major shopping complexes, senior centers. Please report separately, if available, for ADA paratransit, Same-Day Transportation (taxi and TNC), Specialized Accessible Van, and/or Accessible Fixed-Route Shuttle if applicable.

The City of Oakland has identified the following most common trip destinations per service category:

Same-Day Transportation Taxi/TNC: Medical Facilities (non-emergency) and Grocery Shopping Centers.

Specialized Accessible Van: Dialysis Centers and Medical Facilities (non-emergency).

Group Trip Shuttle: Grocery Shopping Centers, Museums, Movie Theatres and Regional Parks.

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

2. Will your agency's program for FY 2025-26 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 22, 2025)

3. If proposing any service or program changes in FY 2025-26 from the current year, FY 2024-25, describe the changes and explain why they are proposed. Describe how these changes will impact the ability of older adults and people with disabilities in your community to meet their basic life needs.

Currently, the City of Oakland proposes no new changes to current ongoing base program transportation services for FY 2025-26. However, the Oakland Paratransit for the Elderly & Disabled Program (OPED) continues to explore innovative programs and new transportation options implemented in other communities for possible replication in Oakland. OPED may propose changes to its plan to keep pace with the demand in services and deliver programs that are responsive to consumers' needs.

4. Looking ahead, beyond FY 2025-26, do you anticipate major service changes?

Please briefly describe. Describe major changes such as beginning or ending a type of service anticipated within the next five years.

The City of Oakland's Aging and Adult Services Division, which oversees OPED, is currently developing the *Aging Well in Oakland: 5-year Strategic Action Plan*, which includes assessing the needs of older persons and adults with disabilities in Oakland and establishing goals, objectives, and tactics pertaining to transportation needs of client populations. As of the writing of this proposal, no major change is anticipated, but the City of Oakland would like to have the flexibility and discretion to modify its program plan in response to the transportation needs and action items identified in its 5-year strategic plan.

NEW PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

- 5.** The October 2023 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 – 5G below and for each item, further explanation is requested. **If your FY 2025-26 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 2024-25 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)

G. Proposed new Meal Delivery Funding Program (describe the proposed service – traditional or mileage reimbursement – and the population(s) it serves)

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 advisory committee, including the name of the committee, and the date of the meeting.

The City of Oakland solicit consumer input through an annual administration of program satisfaction surveys. The written comments section is especially informative in identifying process and service improvements. The annual survey is the primary tool for consumer input. In addition, consumer feedback received over the phone is used on an ongoing basis to make program adjustments and improve services.

Staff presents to the Mayor's Commission on Aging and the Mayor's Commission on Persons with Disabilities at least once during the fiscal year, and as invited, to provide program updates and gather feedback.

Although the City of Oakland does not have a formal paratransit advisory committee, the Mayor's Commission on Aging serves as the advisory board to the City of Oakland's Aging and Adult Services Division, Human Services Department, which oversees OPED. The Division Manager provides a monthly report to the Mayor's Commission on Aging.

The City of Oakland's program plan must be reviewed and approved by City Council. Staff is scheduled to go before the City Council Life Enrichment sub-committee on June 11th with full council approval to be sought on June 18th.

The meetings are open to the public and televised on the City's KTOP cable television network, which allows for additional in-person consumer and stakeholder input and the opportunity to provide program contact information for any future feedback for staff.

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

City of Oakland staff conducted an annual program satisfaction survey and compiled the results which were diligently reviewed and analyzed. The information will be incorporated in staff's City Council Agenda Report/Program Plan that will be reviewed and anticipated by full City Council approval in June. OPED has added an Outreach Developer on staff who serves as the liaison to the City Communications Team, coordinates community outreach activities, posts social media messages, and maintains the program's website, among other duties. The Outreach Developer is currently providing support on the development of the 5-year strategic plan and will have major input on setting outreach goals and activities in response to the identified transportation needs of consumers.

A. Describe how the outreach addressed equity and inclusion. (e.g. translations/interpretation, culturally significant locations, select stakeholders, etc.)

The City of Oakland's Race & Equity mission is to create a city where our diversity has been maintained, racial disparities have been eliminated and racial equity has been achieved. Therefore, to promote inclusion and full participation is inherent in all outreach activities with translated materials, multi-cultural staff or partners for communication purposes, translation services and by targeting culturally significant locations to reach diverse populations.

The City of Oakland strives to make services accessible for all qualifying residents who only due to age or disability would not otherwise have access. Staff recognizes that there are areas and populations that have low participation, therefore, targeted outreach efforts will continue such that residents are informed and have access to services as needed. Access to services will improve the quality of life for paratransit participants and homebound seniors in need of meals.

The strategic planning process currently underway centers equity and inclusion. A staff from the City's Department of Race and Equity works closely with the project team to ensure that the most marginalized communities have a voice in the process and their needs represented in the plan. Aside from distributing a needs assessment survey in multiple languages, the City is conducting 15 listening sessions to ground the lived experience of the populations of focus. Listening session sites were specifically selected due to the high percentage of seniors, persons with disabilities, low-income individuals, and people of color in the neighborhood.

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

The City of Oakland's program plan development process is highly guided by public meeting attendance, evaluation and analysis of annual survey responses, phone feedback and direct consumer contact. All the phases engaged by staff are based on a historical methodology utilized by the program to inform the public of service plans.

Each phase not only allows for staff to relay service intentions; the process also allows for staff to solicit consumer feedback that is thoroughly reviewed and considered during the final planning process. Oakland has always been determined to improve existing services and to fill service gaps voiced by consumers through all outreach and formal survey feedback and analysis.

The needs assessment survey and listening sessions currently underway, as part of the process to develop the *Aging Well in Oakland: A 5-Year Strategic Action Plan*, will guide the development of the program plan. However, data is not yet available as of the writing of this proposal. Any major change to the program plan resulting from the needs assessment will be communicated to ACTC and approval will be sought prior to implementation.

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

The City of Oakland is not proposing any new advances in this area for the upcoming year that is distinctive from any previous plans.

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

☒ Yes

☐ No

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

Planned: Oakland City Council approval process with Life Enrichment Committee Meeting scheduled for 6/24/25.

INFORMATION

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.

City of Oakland services are listed in printed materials distributed by the City and electronic sources, including:

- Multi-language brochures distributed/displayed at senior centers, community information fairs, etc.
- Departmental e-newsletter and printed brochure with description and inserts.
- Program handbills and/or flyers.
- Departmental web page ([City of Oakland | Transportation Resources for Seniors and Persons...](#)).
- ACTC's Access Alameda publication and web page (<http://accessalameda.org/>).

City of Oakland services are also described and shared through presentations at:

- Senior residential sites.
- Senior & persons with disabilities provider staff meetings.
- Oakland senior centers.
- Televised Mayor's Commission on Aging public meetings.
- Televised Mayor's Commission on Persons with Disabilities public meetings.

More in-person outreach events and presentations are now being conducted post-pandemic. The Outreach Developer is actively seeking opportunities to participate in community events and coordinating activities with other City programs.

ELIGIBILITY AND ENROLLMENT

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

Taxi Scrip Transportation Program: Residents of Oakland or Piedmont who are age 70 or older OR who are ages 18-69 and East Bay Paratransit certified. Available to ambulatory and transferable persons using manual folding wheelchairs.

Taxi Up & Go! Transportation Project: Residents of Oakland who are senior (age 60 or older) that need escorted transportation as a supplement to existing transportation resources. Available to ambulatory and transferable persons using manual folding wheelchairs.

GoGoGrandparent Uber/Lyft Concierge Service TNC Program: Residents of Oakland or Piedmont who are age 70 or older. Eligibility may expand in the future. Available to ambulatory and transferable persons using manual folding wheelchairs. Limited wheelchair accessible vehicles currently available through Uber WAV program.

Van Voucher Transportation Program I & II: Residents of Oakland or Piedmont who are age 70 or older OR who are ages 18-69 and East Bay Paratransit certified. Available to persons with the need of wheelchair transport.

City of Emeryville's 8-To-Go Program Partnership: Emeryville and Oakland residents that reside in the cities shared 94608 zip code that are ages 18-69 with East Bay Paratransit enrollment or age 70 or older. Service administered by the City of Emeryville.

Senior Group Trip Shuttle Transportation Program: Residents of Oakland or Piedmont who are age 55 or older and reside at or near a qualifying independent senior living community or attending a local senior program. Available to ambulatory and persons using wheelchairs.

Meals on Wheels: Oakland homebound residents aged 60 or older.

No income related/means-testing requirements to be eligible.

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

City of Oakland Base Program Services (Taxi and Van): Consumers submit a City of Oakland or ACTC county-wide non-ADA application via standard mail, online, in person or fax. GoGoGrandparent participants may apply directly with the provider to participate. An application is required for access to other base program services.

The application is reviewed, verified and approved by staff within one (1) to two (2) business days. Once approved; pertinent client information is entered in the program's database and an enrollment package and program ID are mailed not exceed seven (7) business days, including the mailing process.

Same day expedited enrollment is also possible on a case-by-case basis and access to services are made available immediately.

Taxi Up & Go! Project: Provides taxi scrips free of charge to eligible consumers that need door-through-door assisted transportation service. Applicants are pre-screened for the following eligibility: age (70 years and older or 18-69 with a disability), need for escorted rides, and have a companion/escort through a volunteer match with Oakland's Senior Companion Program and/or a caregiver verified by a case worker from Oakland's Multipurpose Senior Services Program and referred to Taxi Up and Go. A Taxi Up and Go is completed by client and reviewed by staff for eligibility. Eligible applications are emailed to OPED for approval within 5 business days.

The City of Emeryville coordinates enrollment and eligibility processes. The Group Senior Trip Program does not have an enrollment process as it has a senior (age 55 or older) congregate location and/or population targeted participation element. Service Opportunity for Seniors coordinates enrollment and eligibility process for Meals on Wheels.

CUSTOMER SATISFACTION

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

Complaint Process: Participants are provided written instructions in their program enrollment documents about procedures to file complaints. The complainant shall contact the transportation provider directly for resolution. They are asked to record as much information about the experience such as the date, company name, staff or driver's name, vehicle number, destination, other circumstances, etc.

If participants do not receive a satisfactory resolution, they are requested to contact the OPED office directly. At that point, staff contacts the vendor about the matter and works with them towards a satisfactory resolution or a plan to avoid future occurrences.

Commendation Process: This is an unscripted process where participants may contact the transportation providers directly or they may contact the OPED office. Positive feedback may come by phone or mail that outlines their positive experience with a company or driver.

Companies are encouraged to share positive feedback directly with their employees and the OPED staff. In cases where the information is shared with the OPED office, staff ensures the feedback and appreciation are shared with the companies. Acclamation is generally submitted in written.

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

Taxi Scrip Transportation Program: Overall, clients find this service satisfactory and highly convenient. However, availability and wait-time complaints have increased directly related to lower demands for taxi services in lieu of competition posed by TNCs; thus, a reduction in drivers and vehicle fleets have resulted, which lends to this issue.

Taxi Up & Go! Transportation Program: Clients express that this service fills a much-needed gap in service for those that need home, on trip and destination assistance if unable to travel independently.

GoGoGrandparent Concierge Service TNC Program: Clients are very satisfied or satisfied. High cost of rides feedback was addressed during FY 23/24 by increasing the monthly subsidized rides from two (2) to eight (8).

Van Voucher Transportation Program I & II: Clients find these services satisfactory and highly convenient.

City of Emeryville's 8-To-Go Program: Process and information coordinated, reported and provided through Emeryville staff.

Senior Group Trip Transportation Program: Wonderful service with great drivers is expressed with majority of the post-trip feedback.

Meal Delivery: Process and information coordinated, reported and provided through Service Opportunity for Seniors. A vital program addressing food security and nutrition needs for homebound seniors.

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

The City of Oakland had no customer service complaints to address.

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 2023-24	1,467
Registrants at end of FY 2023-24	1,694
Current Registrants for FY 2024-25	1,907
Projected Registrants for FY 2025-26	2,013

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

The City of Oakland's registration projection increase is based on the enrollment pattern of the first and second quarters of the current fiscal year as a barometer for the beginning enrollment for FY 2025-26. The program expects this upward trend to continue based on increased enrollment trends and data from the FY 2022 American Community Survey (ACS) that reports a steady, but modest increase in Oakland residents identified as having disabilities and the senior population of 65 and older.

16. What are the current program registrant demographics for FY 2024-25, if available? Fill in the boxes below.

Race/Ethnicity (include all that apply, individuals may be listed in multiple categories)	
American Indian or Alaska Native	2
Asian	576
Black or African American	714
Hispanic or Latino	62
Native Hawaiian or Other Pacific Islander	Combined w/ Asian Total
White	430
Other	121
Disability (include all that apply, individuals may be listed in multiple categories)	
Mobility/Physical	675
Spinal Cord (SCI)	97
Head Injuries (TBI)	14
Vision	148
Hearing	21
Cognitive/Learning	1
Psychological	4
Invisible	1193
Household Income Reported data is not discernable.	
< \$35,500	
\$35,501-\$59,200	
\$59,201-\$74,000	
\$74,001-\$89,750	
> \$89,750	

A. Based on the current program demographics, describe any demographic trends you foresee for FY 2025-26.

The City of Oakland predicts that current program demographics will remain consistent as in recent years. No significant shifts or trends have been identified.

17. Do you expect the total number of one-way trips provided by your program in FY 2025-26 to increase, decrease or stay the same compared to the current year, FY 2024-25? Why?

The City of Oakland expects that one-ways trips will increase based on comparison to the FY 2024-25. At the mid-year point in FY 2023-24, 18,240 one-way trips were recorded. 20,784 at the mid-year point in the current year FY 2024-25.

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

☒ Yes

☐ No

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

Only trips listed for the Taxi Up & Go Program are 100% companion/attendant trips.

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 2023-24	The City of Oakland does not track this data, thus not available.
Number of trips provided to consumers who require an accessible vehicle in FY 2024-25 as of Dec. 31, 2024	The City of Oakland does not track this data, thus not available.
Number of trips projected to consumers who require an accessible vehicle in FY 2025-26	The City of Oakland does not track this data, thus not available.

VEHICLE FLEET

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

SAFETY AND PREPAREDNESS

21. Describe any safety incidents recorded by your program in FY 2023-24, or to date in FY 2024-25. Specify for each of the paratransit projects and programs listed in Attachment Table B. *(Report incidents resulting in any of the following: a fatality other than a suicide; injuries requiring immediate medical attention away from the scene for two or more persons; property damage equal to or exceeding \$7,500; an evacuation due to life safety reasons; or a collision at a grade crossing.)*

The City of Oakland has no qualifying recorded safety incidents for FY 2023-24 or to date in FY 2024-25.

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

The City of Oakland's Emergency Operations Plan was last updated in April 2023 and can be found: <https://www.oaklandca.gov/departments/fire#emergency-management-services-division>.

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

FINANCES: PROGRAM REVENUE AND COST

23. Detail your FY 2025-26 program's total estimated revenue (all fund sources) and total cost by completing Attachment Table C (Table C tab of the Excel workbook). For program components funded all or in part with a Measure B/BB discretionary grant, segregate the grant funding by entering it in the "Other Measure B/BB" column.

24. Describe below the "Management/Overhead" and "Customer Service and Outreach" costs included in Attachment C and how these cost allocations were determined? (These two categories are defined under Question 1.) *The amount*

spent on Customer Service/Outreach and Management/Overhead is to be included as part of the total program cost, even if it is not funded with Alameda CTC funding. This includes city/agency staff time paid for by a city's general fund.

A. Management/Overhead Costs

The Management/Overhead consists of:

- 85% of .15FTE of one Human Services Manager's salary and fringe
- 85% of .20FTE of one Administrative Service Manager
- 100 % of 1FTE of one Senior Services Supervisor
- 100% of .82FTE of one Accountant III
- 25% of .90FTE of one Outreach Developer
- 25% of 1FTE of one Administrative Assistant II
- 25% of 1FTE one Administrative Assistant I

Also includes purchasing expenses associated with transportation vendor agreements; internal operations charges; staff professional development activities; industry organizational memberships; local and regional meeting expenses and industry conference attendance.

B. Customer Service and Outreach Costs

The Customer Service/Outreach consists of:

- 100% of .53FTE of salaries and fringe of four Office Assistant I's
- 75% of Outreach Developer
- 75% of Administrative Assistant II
- 75% of Administrative Assistant I
- 15% of Human services Manager based on the FTE's listed in the Management/Overhead Cost.

Also includes program document duplication, plus customer service tools and supplies necessary for business.

PROGRAM FUNDING RESERVES

25. If your paratransit program currently has a remaining balance of Measure B DLD funding, note the amount remaining as of December 31, 2024. Explain in detail how you plan to finish expending these funds by the June 30, 2026 deadline?

The City of Oakland has no Measure B funds remaining. They were expended FY 2022-23.

26. If your paratransit program is anticipated to have a remaining balance of Measure BB DLD funding at the end of FY 2025-26, as shown in Attachment Table C, please explain in detail how you plan to expend these funds and when?

The City of Oakland Paratransit Program had leadership change mid-year FY 2023-24 and recently in the current fiscal year. The City of Oakland has since issued a hiring freeze which will delay seeking and hiring a new Paratransit lead. Until the hiring moratorium is lifted, the role of Human Services Manager (Aging & Adult Services) will take on lead responsibilities with the support of the current lean staff. The Outreach Coordinator will be instrumental in this effort as well.

The City of Oakland will continue to explore opportunities to implement Paratransit DLD funds towards expanded or new programs in the future as those needs emerge and staff acumen becomes stronger.

Current thoughts are focused on seeking new partnerships, which will more than likely lead to the expansion of existing services to expend funds.

MISCELLANEOUS

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

An OPED front desk office will open at the Downtown Oakland Senior Center in FY 25-26 as a pilot. This will improve customer service by making taxi scrip scales and answering questions about transportation services more accessible to the public where they already attend programs.