



FY 2023-24 Annual Paratransit Program Plan Application for Measure BB Funding

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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 2023-24 Program Plan Excel workbook contains a tab to report on FY 2021-22 performance and budget (Attachment Table A). The FY 2021-22 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 2021-22 compliance report.*
3. References:
 - a. FY 2023-24 Measure BB Paratransit DLD Revenue Projections, (distributed to ParaTAC, January 2023)
 - b. Alameda CTC Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines and Performance Measures, revised February 2023 – Draft, pending PAPCO approval on February 27, 2023)
 - 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, 2023 to Krystle Pasco at kpasco@alamedactc.org.

Be sure to include your agency name and FY 23-24 in the file name of both the Word document and the Excel workbook (e.g., Albany_FY23-24_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 2023-24 Annual Paratransit Program Plan Application Due by February 28, 2023

CONTACT INFORMATION	
Agency:	City of Oakland
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Date Submitted: March 13, 2023

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 February 2023 – Draft, pending PAPCO approval on February 27, 2023 (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. Seniors 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 seniors 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 costs for meal delivery.

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

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

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

A. Explain the impact of the COVID-19 pandemic on the FY 2022-23 and FY 2023-24 programs.

The City of Oakland was impacted as follows:

FY 2022-23 (July – Present)

- Most City offices remain closed to the public, including our program department, Human Services.
- Taxi, accessible van and group trip ridership increased compared to previous FY 2021-22.
- No Adult Day Care rides were provided as Bay Area Community Services ADC closed its doors.
- Necessary medical and nutrition related trips remained the primary destinations for travel.

FY 2023-24 (July – June)

- Unable to predict the impact for next program year at this time.

B. Provide a short narrative description of your agency's FY 2023-24 program.

The City of Oakland plans to offer the following subsidized mobility services:

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

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

Same-Day Transportation – GoGoGrandparent Concierge Service: Program eligible participants age 70 or older will have access to limited monthly ride subsidies applied towards their personal Uber or Lyft TNC accounts when personally booking rides through the GoGoGrandparent Concierge Call Center for ride coordination. This will serve as a supplemental service to the taxi scrip program.

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

Specialized Accessible Van Service - Van Voucher Program II: All program eligible participants will have access to limited issuance amounts of special van vouchers and personally contact contracted accessible van company for same-day, door-to-door wheelchair transportation service; or prescheduled or same-

day, door-through-door wheelchair transportation service. No proposed service fee or co-pay continues during this program phase.

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

Group Trips Program – Senior Group Trip Program: All eligible groups from senior centers and independent senior living residences that are 55 or older will have access to accessible shuttle transportation to community events, social activities, sporting events and other local destinations through a reservation process.

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

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

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

City of Oakland services continue to be important for persons connecting with the community at-large, as well as, accessing social and community services. It has and continues to be essential for transit dependent adults with disabilities and seniors to be able to access medical services, grocery stores, friend and family visits, school attendance, etc., which leads to enhanced independent living and prevents social isolation in many cases.

Based on annual survey responses and phone calls, riders are satisfied with the suite of services that are offered; thus, that is our goal. And we are pleased to continue to offer expanded services and to continue to identify potential new services.

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

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

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.

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

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

2. Will your agency's program for FY 2023-24 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 21, 2023)

3. If proposing any service or program changes in FY 2023-24 from the current year, FY 2022-23, describe the changes and explain why they are proposed. Describe how these changes will impact the ability of seniors and people with disabilities in your community to meet their basic life needs.

The City of Oakland proposes no new changes to current ongoing base program transportation services for FY 2023-24. However, in recent years we did begin a soft rollout of a new, overarching program branding name from Oakland Paratransit for the Elderly & Disabled Program (OPED) to Rides for Seniors & Persons with Disabilities (RSPD). This process is stagnant at this point because of several internal complexities that must be vetted in order to determine if the process can move forward.

However, the name change would not compromise the ability of seniors and people with disabilities in our community to meet their basic life needs through offered services, but it would allow for further agency distinction from East Bay Paratransit (EBP). In many instances, over the years, the City of Oakland transportation services have been linked and/or associated with EBP, which has led to some public misunderstanding of the distinction.

4. Looking ahead, beyond FY 2023-24, do you anticipate major service changes?

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

The City of Oakland does not anticipate any major future service changes or the beginning or ending of any services beyond FY 2023-24 at this time; however, consideration and analysis will continue to be given to the following areas with the advanced approval and input of PAPCO and Alameda CTC staff:

- Additional integration of Transportation Network Companies (TNCs).
- Taxi swipe card technology with the vision of replacing paper fare mediums such as taxi scrip and van vouchers.
- Taxi driver incentive/training programs to improve customer service.

NEW PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

5. The February 2023 Draft 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 2023-24 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 2022-23 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)

The City of Oakland proposes no new program elements at this time.

DEVELOPMENT OF PROGRAM PLAN

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

The City of Oakland received consumer input through evaluation of the annual program satisfaction surveys, especially the written comment sections. The annual survey is our primary tool for consumer input, as well as a significant amount of feedback over the phone.

Staff would generally attend meetings and provide materials and responses as necessary to the Mayor's Commission on Aging and the Mayor's Commission on Persons with Disabilities respectively throughout the year, however, COVID-19 impacts, and administrative adjustments curtailed this process.

The adverse impact of the current inability to attend these meetings, has been that these annual meetings are open to the public and televised on the City of Oakland's KTOP cable television network which allows for additional in-person consumer and stakeholder input and the opportunity to provide program contact information for any future feedback for staff. Resumption of in-person attendance is anticipated for next program year.

Although the City of Oakland does not have a formal paratransit advisory committee, the program plan must be reviewed and approved by Oakland City Council. This plan is scheduled to go before the City Council in June.

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 anticipatingly moved by full City Council approval in June.

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

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

Each phase not only allows for staff to relay service intentions; the full process also allows for staff to solicit consumer feedback that is thoroughly reviewed and considered during the final planning process.

Oakland has always been determined to improve existing services and to fill service gaps voiced by consumers through all outreach and formal survey feedback and analysis.

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

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

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

☒ Yes

☐ No

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

Planned: Oakland City Council; scheduled for June 20, 2023.

OUTREACH

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

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 (<https://www.oaklandca.gov/departments/departments-of-human-services>).
- 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.

As assumed, more electronic and phone information have been and currently provided in lieu of typical in person outreach options due to pandemic impacts/adjustments.

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 55 or older) or disabled adult (age 18 or older) that need transportation with at home or destination assistance while attending medical appointments and grocery shopping.

GoGoGrandparent Concierge Service TNC Program: Residents of Oakland or Piedmont who are age 70 or older. Available to ambulatory and transferable persons using manual folding wheelchairs.

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

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

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

No income related/based services provided except the Taxi Up & Go Project provides services to only persons with low incomes or limited resources.

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

City of Oakland Base Program Services (Taxi, TNC and Van): Consumers submit a City of Oakland or ACTC county-wide non-ADA application via standard mail, online, in person or fax.

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

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

Taxi Up & Go! Project: Staff generally receive requests for escorted taxi assistance by phone upon which an application is mailed. Once the completed application is received by staff, it is reviewed, verified and approved within three (3) business days. Once approved, clients are notified by phone. It generally takes about one (1) to two (2) weeks to assign a travel volunteer.

The City of Emeryville coordinates enrollment and eligibility processes. The Group Senior Trip Program does not have an enrollment process as it has a senior (age 55 or older) location and population targeted participation element.

CUSTOMER SATISFACTION

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

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

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

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

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

Companies are encouraged to share positive feedback directly with their employees and hopefully with our staff. In cases where the information is shared with our office, we ensure that we provide the feedback and appreciation to the companies. Acclamation generally is written.

A. Describe any common or recurring service complaints, commendations and/or suggestions your program has received. Specify for each of the

paratransit projects and programs listed in Attachment Table B.
(Complaints are defined as phone calls, letters, or emails received for the specific purpose of making a complaint.)

Taxi Scrip Transportation Program: Overall, clients find this service satisfactory and highly convenient.

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

GoGoGrandparent Concierge Service TNC Program: No formal process established to date to receive feedback in relation to subsidy application satisfaction levels.

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.

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

City of Oakland staff has not made any changes or any planned at this point.

EXPECTED DEMAND/USE OF SERVICES

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

Registrants at beginning of FY 2021-22	1,887
Registrants at end of FY 2021-22	1,708
Current Registrants for FY 2022-23	1,559
Projected Registrants for FY 2023-24	1,547

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

The City of Oakland expects the program registration to decrease based on the current quarterly enrollment trend fluctuations. Difficult to explain why, but staff can only rely on analyzing what is currently occurring due to continued and normal account closure patterns.

16. What are the current program registrant demographics for FY 2022-23, if available? Fill in the boxes below.

Race/Ethnicity (check all that apply, individuals may be listed in multiple categories)	
American Indian or Alaska Native	1%
Asian	31%
Black or African American	39%
Hispanic or Latino	4%
Native Hawaiian or Other Pacific Islander	Currently, not a selection on program application &

	none stated in other.
White	21%
Other	2%
Disability (check all that apply, individuals may be listed in multiple categories)	
Mobility/Physical	26%
Spinal Cord (SCI)	6%
Head Injuries (TBI)	1%
Vision	7%
Hearing	1%
Cognitive/Learning	0.1%
Psychological	0.3%
Invisible	58%
Household Income - Reported data is not discernable.	
< \$29,750	
\$29,751-\$49,600	
\$49,601-\$59,520	
\$59,521-\$78,850	
> \$78,851	

A. Based on the current program demographics, describe any demographic trends you foresee for FY 2023-24.

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 2023-24 to increase, decrease or stay the same compared to the current year, FY 2022-23? Why?**

The City of Oakland expects that one-way trips will increase based on comparison to the FY 2021-22. At the mid-year point in FY 2021-22, 7,965 one-way trips were recorded. 9,931 at the mid-year point in the current year.

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

☐ Yes

☒ No

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

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

Number of trips provided to consumers who require an accessible vehicle in FY 2021-22	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 2022-23 as of Dec. 31, 2022	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 2023-24	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 2021-22, or to date in FY 2022-23. 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 2021-22 or to date in FY 2022-23.

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 current draft form April 2021 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 2023-24 program's total estimated revenue (all fund sources) and total cost by completing Attachment Table C (Table C tab of the Excel workbook). For program components funded all or in part with a Measure B/BB discretionary grant, segregate the grant funding by entering it in the "Other Measure B/BB" column.

24. Describe below the "Management/Overhead" and "Customer Service and Outreach" costs included in Attachment C and how these cost allocations were determined? (These two categories are defined under Question 1.) *The amount spent on Customer Service/Outreach and Management/Overhead is to be included as part of the total program cost, even if it is not funded with Alameda CTC funding. This includes city/agency staff time paid for by a city's general fund.*

A. Management/Overhead Costs

The Management/Overhead consists of 85% of one (1) program supervisor salary and fringe; 85% of two (2) program assistant salaries and fringe; 82% of one (1) accountant salary and fringe; 50% of one (1) administrative assistant and fringe; purchasing expenses associated with transportation vendor agreements; staff professional development activities; industry organizational memberships; local and regional meeting expenses and industry conference attendance.

B. Customer Service and Outreach Costs

The Customer Service/Outreach consists of 100% of salary and fringe of four (4) program customer support aide/staff; 50% of one (1) administrative assistant and fringe; 15% respectively of the program supervisor and program assistant salaries and fringe; program document duplication, plus customer service tools and supplies necessary for business.

PROGRAM FUNDING RESERVES

25. If your paratransit program is anticipated to have a remaining balance of Measure B/BB DLD funding at the end of FY 2023-24, as shown in Attachment Table C, please explain. How do you plan to expend these funds and when?

The City of Oakland is projected to have a substantial MBB paratransit reserve at the end of FY 2023-24 projected at \$4,561,390. Staff has been successful in previous years expanding existing services and adding new service components that had program service expenditures nearly meeting the full level of annual MB/BB revenues, but during that time of incremental service development, a reserve built. And since, COVID-19 has caused a tremendous drop in service expenditure levels, particularly during the closing quarters of FY 2019-20 through FY 2020-21. FY 2021-22 through FY 2022-23 has yielded a promising upward trend in ridership; however, a substantial reserve is projected to remain and slightly increase nonetheless.

The reserve funds will continue to be designated as operational reserves as staff monitors and manages the post-pandemic rebound and continue efforts to identify potential new service areas, possible capital expenditures and/or additional expansion opportunities.

MISCELLANEOUS

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

The City of Oakland has no additional notes of clarifications at this time.