



# FY 2024-25 Annual Paratransit Program Plan Application for Measure BB Funding

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• [www.AlamedaCTC.org](http://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 2024-25 Program Plan Excel workbook contains a tab to report on FY 2022-23 performance and budget (Attachment Table A). The FY 2022-23 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 2022-23 compliance report.*
3. References:
  - a. FY 2024-25 Measure BB Paratransit DLD Revenue Projections, (distributed to ParaTAC, January 2024)
  - b. Alameda CTC Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines and Performance Measures (revised October 2023)
  - c. Alameda CTC Timely Use of Funds Policy (updated March 2022)

**Submit the Word and Excel files listed above electronically via email by February 29, 2024 to Krystle Pasco at [kpasco@alamedactc.org](mailto:kpasco@alamedactc.org).**

*Be sure to include your agency name and FY 24-25 in the file name of both the Word document and the Excel workbook (e.g., Albany\_FY24-25\_Paratransit\_Program\_Application.doc).*

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

## FY 2024-25 Annual Paratransit Program Plan Application Due by February 29, 2024

CONTACT INFORMATION	
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**Date Submitted:** March 29, 2024

### 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 October 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. 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. Explain the impact of the COVID-19 pandemic on your FY 2022-23 program.**

Ridership increased compared to previous FY 2021-22 by approximately 6,509 trips or 16%. 33,006 trip up to 39,515 in FY2022-23. However, the ridership for FY 2022-23 represented approximately a 35% decline based on pre-pandemic year FY 2018-19 where approximately 60,367 rides were recorded.

**B. Provide a short narrative description of your agency's FY 2024-25 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 subsidized taxi scrip books and personally contact a locally contracted taxi company for service.

Same-Day Transportation – GoGoGrandparent Concierge Service: Program eligible participants age 70 or older 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 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 subsidized 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 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, 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 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, 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 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 destinations.

Specialized Accessible Van: Dialysis centers and medical facilities (non-emergency).

Group Trip Shuttle: Grocery shopping destinations, museums, movie theaters 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 2024-25 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, 2024)**

**3. If proposing any service or program changes in FY 2024-25 from the current year, FY 2023-24, 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.**

The leadership of Oakland Paratransit for the Elderly & Disabled Program (OPED) is transitioning to a new Senior Services Supervisor that is planning changes that will include an outreach plan (to inform the target audience of available services), increased access to discounted on-demand rides and access to travel training through a collaboration with ACTC-funded travel trainers.

- 4. Looking ahead, beyond FY 2024-25, 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.

In FY 2024-25 OPED's partnership with GoGo Grandparent is expected to grow considerably. If administrative and financial processes allow, there is a potential for expanded access to another TNC partnership within the upcoming fiscal year. Additionally, increased access to travel training through ACTC-funded trainers is anticipated for OPED clients.

In the next five years, OPED's taxi scrip program in partnership with Friendly Cab is anticipated to decline consistently in ridership as fewer drivers are available. Program planning and eligibility criteria will be implemented to limit the service to clients that need this specific service the most. New or more able clients will be referred to other OPED or county-wide transportation resources to accommodate their needs.

Major service changes will include expanded access to TNCs. Innovative programs and collaborations are anticipated that will expand the portfolio of resources available to Oakland's seniors and people with disabilities. Program concepts related to microtransit and volunteer driver programs are being considered.

#### **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 2024-25 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 2023-24 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)

- A. Significant improvements will be needed in OPED's database to accommodate the growth anticipated in OPED programs. Conversations with the vendor have begun, but actual costs are not yet available.
- B. OPED will be exploring a partnership with Lyft following the model provided by Ride-On TriCity. Clients who have smartphones and are able to navigate the Lyft app will be provided with a code that triggers the City of Oakland's subsidy. The amount of the subsidy has yet to be determined. At a minimum, it will duplicate the current subsidy provided to clients of the GoGo Grandparent partnership with OPED: \$8 discount for up to 8 rides a month, as long as the trip starts, or ends, in Oakland/Piedmont.
- F. Oakland seniors and people with disabilities who are enrolled in the City of Oakland's Multipurpose Senior Services Program ("MSSP") are currently receiving free taxi scrip due to a partnership with OPED. MSSP serves clients who are enrolled in MediCal. A new program, Targeted Case Management ("TCM") has been launched under the auspices of MSSP. OPED intends to expand the partnership to increase transportation resources for both MSSP and TCM clients. OPED does not conduct means-testing with these clients as the assumption is that clients are enrolled in MSSP and TCM because they meet low-income criteria. OPED will explore a similar expansion of the free taxi scrip distribution to Taxi Up N' Go clients, who are means tested.

## 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 received consumer input through evaluation of the annual program satisfaction surveys, especially the written comments section. The annual survey is the primary tool for consumer input, as well as a significant amount of feedback over the phone.

Staff also attended meetings and provided 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.

Although the City of Oakland does not have a formal paratransit advisory committee, the 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 11<sup>th</sup> with full council approval to be sought on June 18<sup>th</sup>.

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 anticipatorily moved by full City Council approval in June.

- 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.

We strive 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.

**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.

**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 18, 2024.

## 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 (<https://www.oaklandca.gov/departments/department-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.

GoGoGrandparent Uber/Lyft Concierge Service TNC Program: Residents of Oakland or Piedmont who are age 70 or older. Clients 18-69 who are enrolled in East Bay Paratransit will be able to enroll in GoGo Grandparent with support from OPED staff. Service is 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.

**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 Taxi and Van programs: 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 is mailed.

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 receives requests by phone upon which an application is mailed or in-person appointment scheduled. Once the completed application is received by staff, it is reviewed, verified and approved typically within three (3) business days. Once approved, clients are notified by phone. GoGo Grandparent participants call the company directly to enroll.

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.

## 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 convenient. However, complaints about availability, wait-times, unreasonable fares and poor service have increased.

Taxi Up & Go! Transportation Program: Eligible means-tested clients express deep appreciation for the free taxi scrip that allows them to accomplish necessary errands.

GoGoGrandparent Concierge Service TNC Program: Of those surveyed, approximately 49% are very satisfied or satisfied. High cost of rides seems to be an area of concern.

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 but will re-evaluate the possibility of increasing the GoGoGrandparent subsidy.

**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.**

<b>Registrants at beginning of FY 2022-23</b>	1,708
<b>Registrants at end of FY 2022-23</b>	1,467
<b>Current Registrants for FY 2023-24</b>	1,595
<b>Projected Registrants for FY 2024-25</b>	1,659

**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 2024-25. We expect this upward trend to continue based on program 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 2023-24, if available? Fill in the boxes below.**

<b>Race/Ethnicity (include all that apply, individuals may be listed in multiple categories)</b>	
American Indian or Alaska Native	1
Asian	490
Black or African American	611
Hispanic or Latino	54
Native Hawaiian or Other Pacific Islander	
White	353
Other	79
<b>Disability (include all that apply, individuals may be listed in multiple categories)</b>	
Mobility/Physical	501
Spinal Cord (SCI)	94
Head Injuries (TBI)	14
Vision	115
Hearing	16
Cognitive/Learning	2
Psychological	3
Invisible	964
<b>Household Income</b> 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 2024-25.**

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 2024-25 to increase, decrease or stay the same compared to the current year, FY 2023-24? Why?**

The City of Oakland expects that one-ways trips will increase based on comparison to the FY 2023-24. At the mid-year point in FY 2022-23, 17,713 one-way trips were recorded. 20,426 at the mid-year point in the current year FY 2023-24.

**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.

<b>Number of trips provided to consumers who require an accessible vehicle in FY 2022-23</b>	The City of Oakland does not track this data, thus not available.
<b>Number of trips provided to consumers who require an accessible vehicle in FY 2023-24 as of Dec. 31, 2023</b>	The City of Oakland does not track this data, thus not available.
<b>Number of trips projected to consumers who require an accessible vehicle in FY 2024-25</b>	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 2022-23, or to date in FY 2023-24.** 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 2022-23 or to date in FY 2023-24.

**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 2024-25 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 one (1) Program Analyst salary and fringe; 85% of one (1) Administrative Assistant II salary and fringe; 82% of one (1) Accountant salary and fringe; 50% of one (1) Administrative Assistant I salary and fringe; 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 salaries and fringe of five (5) program customer support aide/staff; 50% of one (1) Administrative Assistant I salary and fringe; 15% respectively of the Program Supervisor, Program Analyst and Administrative Assistant II 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 2024-25, 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, but reduced MBB paratransit reserve at the end of FY 2024-25 projected at \$2,130,853. 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 2023-24 has yielded a promising upward trend in ridership; however, a substantial reserve is projected to remain, but with a sizeable reduction if ridership continues to increase, expansion of existing services and the addition of another service component. 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.**

OPED has a goal of reviewing and updating existing services and staffing to determine efficiency, efficacy and cost.

Some services may be reduced or deleted if deemed unscalable or unsustainable.

Outreach costs are expected to increase as OPED will be actively stepping into meeting community members and stakeholders where they are, where they gather. In the next 12 months, OPED will become more visible and accessible to our target population.