
Paratransit Coordinating Council **STAFF REPORT**

Meeting Date: June 10, 2025

Subject	Approval of the Fiscal Year (FY) 2025-26 Measure J Program 15 Claims
Summary of Issues	<p>The Measure J Transportation Expenditure Plan (TEP) establishes Program 15 – Countywide Transportation Services for Seniors and People with Disabilities funding at 5.0 percent of sales tax revenues. Funding is projected to be \$120 million in the FY 2025-26 budget. The total allocation to the operators for Program 15 for FY 2025-26 is \$6,120,000, including an additional 0.1% reserve fund payout. Measure J Program 15 claim forms were received by each of the seven eligible operators. The claims were subsequently reviewed by the Paratransit Coordinating Council (PCC) Claims Review Subcommittee (Subcommittee). During the week beginning May 19, 2025, the Subcommittee met with each of the operators individually so that any clarifications could be made, if necessary.</p>
Recommendations	<p>Staff seeks approval of the FY 2025-26 Measure J Program 15 claims as recommended by the Paratransit Coordinating Council Claims Review Subcommittee, and direction for staff to seek approval from the Authority Board authorizing the</p>

	annual allocations for FY 2025-26 Measure J Program 15.
Staff Contact	Danielle Elkins
Financial Implications	<p>Beginning in FY 2009-10, allocations were distributed using a sliding percentage scale starting at 3.5 percent and ending at 5.9 percent at the end of the measure. The difference in program revenues and the annual allocation percentage previously was “banked” in a restricted reserve to off-set allocations. Starting in FY 2025-26 the restricted reserve pay down begins by adding 0.1 percent to the annual allocation of 5.0 percent for a total of 5.1 percent for the FY 2025-2026 allocation. The interest earned on the restricted reserve over the long-term will be sufficient to cover staff management of the PCC and Measure J Program 15. The funds identified have been included in the Authority’s FY 2025-26 annual budget.</p>
Options	<ol style="list-style-type: none">1. Approve the Claim allocations.2. Do not approve the recommendation at this time. However, this would delay allocation of funds to operators.
Attachments	A. Program 15 Operator Claims
Changes from Committee	N/A

Background

Measure J Program 15 is the Countywide Transportation Service for Seniors and People with Disabilities. The Measure J TEP approved by Contra Costa County voters in 2004 is the guiding document for spending the half-cent sales tax collected to support various transportation projects and programs. The TEP directs specific distribution percentages to certain operators and sub-regions of Contra Costa County.

Measure J Reserve

In December 2022, the Authority Board approved Resolution 22-33-P, Measure J Reserve Policy (Policy), which established the mechanism to fund the reserve, eligible uses, and required approval to utilize funds from the reserve. The Policy will increase the Measure J Reserve by depositing any surplus funds calculated as the difference between actual Measure J revenues collected and estimated Measure J revenues in the Authority's adopted mid-year budget. The surplus funds from FY 2022-23, in the amount of \$683,591 in Program 15, were deposited in the Measure J Reserve. Starting in FY 2025-26, the Measure J Reserve will be incrementally added to the annual Program 15 allocation in an effort to spend down the fund by the sunset of Measure J.

PCC Review of the Operators' Claims

On April 3, 2025, staff distributed the annual claim forms, including the projected revenues for each operator, to the Program 15 eligible recipients. The operators were given a deadline of May 2, 2025, to return completed claims. All eligible applicants submitted claims. The claims were forwarded to the Subcommittee for review. During the week beginning May 19, 2025, the Subcommittee and staff had a series of meetings with each operator. These meetings provided an opportunity for the Subcommittee and staff to hear

more about each agency's operations and ask any questions about the claim or the agency. The Subcommittee will report out their recommendation for approvals of the claims at the PCC meeting.

PCC action is also required to make a recommendation to the Authority Board to allocate funds from Program 15 to the operators. Total funding available for allocation to operators in Program 15 for FY 2025-26 is \$6,120,000.

Staff seeks approval of the FY 2025-26 Measure J Program 15 claims as recommended by the Subcommittee, and direction for staff to seek approval from the Authority Board authorizing the annual allocations for FY 2025-26 Measure J Program 15.



Measure J Countywide Transportation for
Seniors and People with Disabilities
Program (Program 15) FY 2025-26

1. CLAIMANT INFORMATION		Date	5/2/2025
Agency	City of San Pablo		
Contact Person	Jean Clark / Blanca Martinez-Campos		
Address	1000 Gateway Avenue		
	San Pablo, CA 94806		
Telephone No.	510-215-3095		
Email	jclark@sanpabloca.gov / blancam@sanpabloca.gov		
<div>FOR INTERNAL USE ONLY</div> <div>Received:</div> <div>Revised Submission:</div> <div>Modifications Requested:</div> <div>Subcommittee Reviewed:</div>			

3. PROJECT WORKSHEETS

- | | |
|-----------------------------|--|
| A1 Measure J Claim Summary: | ALL CLAIMANTS |
| B. Capital Needs Forecast: | CLAIMANTS WHO USE MEASURE J FOR CAPITAL PURCHASES |
| C. Performance Indicators: | ALL CLAIMANTS |
| D. Rolling Stock Inventory: | ALL CLAIMANTS THAT OPERATE SERVICE USING MEASURE J FUNDS |

Measure J Countywide Transportation for Seniors and People with Disabilities Program (Program 15) FY 2025-26

Table A - Measure J Claim Summary TRANSIT

City of San Pablo

	FY 2024 Actual	FY 2025 Projected	FY 2026 Estimate
Program Sources (Revenues)	100% allocation		100% allocation
Measure J Prog 15 + 20b	\$ 417,824	\$ 350,000	\$ 365,795
Measure J local reserves			
Measure J Interest	\$ 33,198	\$ 8,000	\$ 9,000
Fares from Paratransit Service	\$ 13,221	\$ 12,000	\$ 13,000
TDA			
STA			
FTA			
Other -			
Other -			
Total Other	\$ -	\$ -	\$ -
TOTAL PROGRAM SOURCES	\$ 464,243	\$ 370,000	\$ 387,795
Program Uses (Expenditures)			
Administration (20% of total salaries)	\$ 63,363	\$ 84,889	\$ 87,000
Paratransit Operations	\$ 297,431	\$ 393,511	\$ 397,000
Excursion Operations (25 % of S & S)	\$ 4,886	\$ 12,000	\$ 12,000
Other -			
TOTAL PROGRAM USES	\$ 365,680	\$ 490,400	\$ 496,000

Capital Expenditures			\$ 205,000
-----------------------------	--	--	------------

NET OPERATING BALANCE	\$ 98,563	\$ (120,400)	\$ (313,205)
------------------------------	------------------	---------------------	---------------------

Measure J Funds: Changes in Reserve Balance			
Beginning Reserve Balance	\$ 643,812	\$ 742,375	\$ 621,975
Annual Revenue	\$ 464,243	\$ 370,000	\$ 387,795
Annual Operating Expenditures	\$ 365,680	\$ 490,400	\$ 496,000
Annual Capital Expenditures	\$ -	\$ -	\$ 205,000
Ending Reserve Balance	\$ 742,375	\$ 621,975	\$ 308,770

FY 24 - Revenue - City records show more revenue than CCTA. Part of FY 23 payment was recognised in FY 24

FY 24 - Expenditures - includes expenditures for Pilot Program to be reimbursed FY 26 by Measure X funds

Measure J Countywide Transportation for Seniors and People
with Disabilities Program (Program 15) FY 2025-26

Table B - Capital Needs and Acquisition Forecast
CITY OF SAN PABLO

Anticipated Purchases	FY 2023 Actual	FY 2024 Projected	FY 2025 Estimate	FY 2026 Estimated
Laptop / Mifi	\$ 1,850			
New 8 Passenger Van				\$ 75,000
Upgrade Scheduling Software				\$ 130,000
TOTAL	\$ 1,850	\$ -	\$ -	\$ 205,000

Measure J Countywide Transportation for Seniors and People with Disabilities Program (Program 15) FY 2025-26

Table C - Performance Indicators CITY OF SAN PABLO

Activity	FY 23-2024 Actual	FY 24-2025 Projected	FY 2026 Estimate
PARATRANSIT or DIAL-A-RIDE OPERATION			
1. Total Registered Clients - Incorporated Service Area	260	275	275
2. Total Registered Clients - Unincorporated Service Area	230	276	280
3. Total Registered Clients	490	551	555
4. Total Passenger Trips	5102	5644	5800
5. Total Revenue Service Hours (RSHr)	2122	2571	2620
6. Pass Trips per RSHr	2.40	2.20	2.21
7. Total Revenue Service Miles (RSM)	14,200	15,604	16,500
8. Average Passenger Trip Distance	2.8	2.8	2.8
9. Number of Wheelchair Passengers	345	434	455
10. Number of No-Shows	15	32	25
11. Number of Cancellations	293	213	150
12. Number of Trip Denials	115	173	75
13. Number of Multi-Agency Trips	65	97	110
14. Number of Accidents	1	0	0
15. Percent of On-Time Performance	90	95	95

see directions (and glossary) for the definitions of the above terms and the appropriate formulas

5. Hired Part-Time Driver in July 2024

11. We have many people who arrive at our senior center for an activity then find a friend and cancel their ride home

12. Mostly Same Day Trip Requests

This Data excludes Measure X funded shuttle from San Pablo to Martinez Health Center

5.B-9

April 2019

FY 2019-20 Measure J Claim

FY 2019-20 Measure J Claim



Measure J Paratransit Program 15 Claim FY 25-26 Project Description

Claimant/Agency: City of San Pablo

Project Description:

1) If your claim will be used, entirely or in part, to operate a vehicle that provides service to seniors and/or persons with disabilities please provide:

a) Brief Paratransit System History

San Pablo Senior & Disabled Transportation (SPSDT) provides door-to-door shuttle service for San Pablo residents aged 50 and older, as well as individuals with disabilities aged 18 and older. The program also serves non-residents living in the unincorporated areas of San Pablo.

Riders may utilize the service to visit various destinations, including medical appointments, grocery stores, personal errands, religious services, and social gatherings.

To enroll in the program, participants must complete an application. Applications are processed within 24 to 48 hours. First-time riders receive one free round-trip ride as a welcome benefit.

The program currently operates a fleet of three vehicles:

- A 2017 Ford E-350 StarCraft, which seats 7 passengers and accommodates 2 wheelchairs.
- A 2020 Ford E-450 StarCraft, which holds 12 passengers and 1 wheelchair.
- A 2018 Dodge Caravan, which fits 5 passengers and 1 wheelchair.

The two larger vehicles are currently utilized for shared rides to help meet community demand efficiently.

b) Types of service: *Check the box for each type of service you provide, and for each, provide a description of the service including a system overview, how the service is delivered (contracted, in-house), driver training, how service is monitored for effectiveness, how the service is marketed, fares, etc. Include attachments if appropriate.*

☐ Paratransit Service:

The San Pablo Senior & Disabled Transportation (SPSDT) program provides door-to-door transportation services Monday through Friday, from 9:00 a.m. to 4:00 p.m. Services cover the City of San Pablo and parts of unincorporated San Pablo, Richmond, and Pinole. Due to the absence of major medical facilities in San Pablo, we prioritize transporting passengers to Kaiser Permanente locations in Pinole and Richmond, even though Kaiser Richmond falls outside our formal service boundary. The majority of trips are for medical appointments, shopping, and banking.

San Pablo residents pay \$2 per one-way trip, while residents of unincorporated San Pablo areas pay \$4 per one-way trip. Ride reservations must be made at least 24 hours in advance and up to three days ahead (excluding City holidays). Same-day requests are accommodated when possible. Riders may pay cash or purchase ticket books, which include 10 single-use tickets for \$20.

Current staffing consists of a Community Services Manager (10% time), a full-time Community Services Coordinator (hired August 2024), two full-time drivers, one part-time driver (hired July 2024), and a part-time administrative support staff member (added previously to increase capacity).

During the prior fiscal year (January–June 2024), the program operated without a full-time coordinator. To maintain service operations, the two full-time drivers received 5% out-of-class pay to assist with dispatching duties and handling ride requests. The administrative staff supported operations but did not receive out-of-class pay. Full program staffing was reestablished, hiring a new coordinator in August 2024, and a part-time driver in July 2024.

During the current 24/25 fiscal year, we had one full-time driver out on FMLA starting December 2024, then chose to resign, leaving us down to only one full-time driver for half the fiscal year. We are in the process of hiring a full-time driver with the hopes of starting July 1, 2025. We have been using our part-time driver to keep up capacity as much as possible.

The Community Services Manager and Community Services Coordinator attend local and regional mobility meetings and share responsibilities for program operations, funding, revenue generation, and budget oversight. Higher-level decisions remain under the authority of the Manager and the Director of Community Services.

The Community Services Coordinator is responsible for overseeing transportation operations, including supervising the drivers and administrative staff, managing Routematch software for trip scheduling and dispatching, coordinating vehicle maintenance, conducting marketing and outreach, updating department web pages, tracking and reporting data, and preparing weekly, monthly, and quarterly reports. The Coordinator also serves as a backup driver when necessary.

To optimize service delivery, Routematch software is used for trip management, efficiency improvement, manifest verification, increasing passengers per revenue mile, and reducing no-shows.

To assess program effectiveness, staff regularly survey passengers. Given the increase in ridership, a new rider satisfaction survey is being developed for FY 25–26 to gather current feedback. Additionally, ongoing rider feedback is collected directly by drivers and the Coordinator during service interactions.

☐ Excursion Service:

We organize social outings for seniors and individuals with disabilities to various destinations across the Bay Area. Transportation is provided using our 14-passenger bus, which accommodates 12 seated passengers and 2 passengers using wheelchairs.

This fiscal year, we offered several excursions, including trips to:

- Half Moon Bay Art & Pumpkin Festival
- The Nutcracker ballet
- Holiday High Tea event
- Asian Art Museum
- *Ain't Too Proud – The Life and Times of The Temptations* musical
- Walmart shopping and Texas Roadhouse lunch outing
- California Academy of Sciences
- Cherry picking in Brentwood

Trip opportunities are announced in the monthly Senior Center newsletter, which is distributed to all Senior Center members, and are also advertised in the City's Community Services Activity Guide.

Depending on admission fees and other associated costs, trip fees range from \$5 to \$110 per person.

☐ Meal trips:

SPSDT provides transportation for senior participants attending the nutrition program at the San Pablo Senior Center, Monday through Friday. Seniors are picked up from their homes, transported to the Senior Center for lunch, and returned home between the hours of 10:00 a.m. and 1:00 p.m. For more details about service boundaries, please refer to the Service Area Map. These rides are scheduled in the same manner as regular transportation services and cost \$2 one way for San Pablo residents and \$4 one way for non-residents.

Additionally, SPSDT offers twice-monthly food delivery services for eligible seniors participating in the senior food program (formerly known as "Brown Bag"), operated by the Food Bank of Contra Costa and Solano. Deliveries are made directly to the homes of seniors who are unable to pick up their food bags. The food distribution is hosted at the San Pablo Library on the first and third Fridays of each month. Delivery fees are \$4 for San Pablo residents and \$6 for non-residents.

Senior Center volunteers who assist with the nutrition program, front desk operations, data entry, or social programming are provided free transportation to and from the Senior Center on the days they volunteer.

☐ Other: Measure X Funded

In June 2024, SPSDT launched a Medical Shuttle Pilot Program in partnership with the Contra Costa Transportation Authority (CCTA). This service provides direct transportation from the San Pablo Senior Center to the Martinez Health Center located at 2500 Alhambra Avenue, Martinez.

The shuttle operates on Mondays, Tuesdays, and Thursdays.

Fares are \$5 each way, and attendants ride free.

Reduced fares of \$1 each way are available for qualified riders.

To be eligible for the shuttle program, participants must reside within the 94806 zip code.

The Medical Shuttle Pilot Program is funded through Measure X, and no Measure J funds are used.

2) Budgets & Staffing: Complete attached Budget Spreadsheets

- a) Budget: If your agency received Measure J Program 15 funds in the past 3 years and did not spend the entire allocation ~~due to service reductions related to COVID please indicate the amounts in the spreadsheet and~~ for any reason, provide details here for how the funds will be spent. NOTE: Any funds must be spent in support of the agency's program to provide transportation services to seniors and people with disabilities.

Over the past fiscal year, SPSDT has made significant progress in strengthening and expanding services. We successfully hired a new full-time Community Services Coordinator in August 2024 and added a part-time driver in July 2024, helping to meet the growing demand for transportation services. These staffing additions have directly contributed to an increase in both ridership and program applicants.

To further improve operations, we are currently in the process of transitioning to a new software system that will feature tablets installed in each transit vehicle. This upgrade will enhance service efficiency through real-time GPS tracking, improved dispatching, and better communication between drivers and the transportation office.

We also plan to purchase a new vehicle within the next year to accommodate program growth and support increased service levels.

During the past year, the absence of a Transportation Coordinator for six months, coupled with a vacancy in the Senior Program Coordinator position for one year, greatly impacted our ability to offer monthly social outings and travel training workshops. Many of these activities were reduced or temporarily put on hold to prioritize essential transportation services. Now, with full staffing restored, we plan to reinvigorate monthly social outings and boost travel training opportunities using grant and program funds over the next two years.

We have also continued to use these funds to extend transportation services to critical destinations outside our standard service area, including Kaiser Richmond and Kaiser Pinole, which meet crucial healthcare needs for our riders.

In addition to these developments, we hired a part-time administrative staff member to assist with scheduling, dispatch support, and rider communications, further increasing our operational capacity.

Looking ahead, we plan to:

- **Complete the transition to the new software and GPS system within the next six months**
- **Expand marketing and outreach efforts to raise awareness of transportation services**

As our program continues to grow, these investments will position us to better serve our community and meet the evolving mobility needs of seniors and individuals with disabilities in San Pablo and surrounding areas.

b) Staffing: Please complete the table below.

Position		Full Time	Part Time	Total FTEs	Total PTEs
Drivers		2	1		
Dispatch		1			
Admin			1		
Other					

c) Staffing: For 'Admin' and 'Other' staffing positions noted in the above chart, please provide a brief description of the functions performed.

We currently employ a part-time administrative staff member who plays a key role in supporting daily operations. Their responsibilities include processing new client applications, responding to inquiries about the transportation program, preparing and distributing welcome packets, conducting follow-up communications with clients as needed, and developing marketing and outreach materials to promote program services.

d) Staffing: If your program expends Measure J Program 15 funds for personnel who are not actively engaged in the delivery of services, please explain.

We allocate 10% of the Community Services Manager's salary to the Measure J budget. The Manager provides direct supervision of the transportation program and full-time staff, and occasionally acts as a driver but does not participate in the program's daily operations regularly.

3) Training: What initial training is provided to staff (admin and drivers) when they become part of your service team? What on-going training or certification does your staff participate in to qualify them to do the job (admin and drivers)?

All full-time and part-time drivers participate in an onboarding training facilitated by the City's Human Resources Department, which covers City policies, employee rights, and basic job functions.

New drivers also complete a two-week field training program alongside an experienced driver to become familiar with routes, service protocols, and program expectations. Drivers maintain open communication with each other and with the Dispatcher for real-time support and assistance as needed.

Monthly staff meetings are held with all paratransit personnel to discuss rider concerns, address operational issues, develop solutions, and provide ongoing training.

Drivers are offered the opportunity to complete CPR and First Aid certification annually. In addition, we utilize an online training platform where drivers view educational videos focused on driver safety, customer service, and road regulations twice per year to reinforce safe driving practices and service standards.

- a) What training do Customer Service staff receive? Attach training curriculum if you have it.

Our training is conducted on the job and includes a thorough review of the Customer Guidebook as well as the program's rules and regulations for providing service.

- 4) Liability & Testing: What insurance liabilities do you have to protect staff and passengers?

We are insured through the Municipal Pooling Authority (MPA) and provide workers' compensation insurance.

- a) Are staff subject to drug and alcohol testing. If so, under what circumstances?

Yes, staff are subject to random DOT drug and alcohol testing, which is conducted through a pull program administered by our Human Resources Department.

- b) How are accidents and incidents handled? Is specialized training or materials provided to staff?

We follow the procedures outlined by our Human Resources Department, developed in coordination with the City's insurance provider, the Municipal Pooling Authority (MPA). Each vehicle is equipped with an accident report packet containing step-by-step instructions for responding to an accident. In the event of an accident, staff are required to notify the San Pablo Police Department or the Sheriff's Office to obtain an official accident report.

In addition, we have incident report procedures in place. Staff receive bi-annual training on how to properly complete incident reports. Most incidents are reviewed and discussed with the Program Coordinator, who assists staff in completing the necessary forms and determining appropriate next steps. All incidents are reported to Human Resources, which evaluates whether the report needs to be escalated to MPA for further action.

- 5) If your claim will be used, entirely or in part, to provide a program other than operating a vehicle, please provide the following: **N/A**

- a) Brief description of the program including a brief history of the program, who the program serves, reason for the program, marketing efforts, etc.
- b) If the program includes subsidizing paratransit or taxi or other ride hailing service (Uber, Lyft, etc.) fares please include the amount of the subsidy and explain in detail how your program works. Include a service area map of what zones you pick up in and what zones you drop off in. Please include any marketing materials you distribute and discuss how people learn about your program. Explain how people order a trip. If you serve pick-up locations outside your city, please list the number of pick-ups each month you provided to these "outside" areas.
- c) In these programs, how do you ensure that mobility aid users and ambulatory customers have equivalent access and service reliability?

- 6) Please provide a brief description of how your agency solicits feedback from passengers and potential passengers about your service, (i.e., surveys, comment cards, customer service logs).

Participants and community members can fill out remark cards, which are available in all of our vehicles. We also conduct rider polls to gather additional feedback about service quality and rider needs.

To engage the broader community, the Community Services Manager regularly attends meetings such as the WCCTAC Board of Directors, the Advisory Council on Aging (ACOA), and the Paratransit Coordinating Council, where public input is discussed. We also participate in other local community gatherings and events where feedback from the public is collected.

Additionally, the general public is encouraged to call or visit the Senior Center to share feedback directly with our staff. Since our transportation office is located within the Senior Center, we receive frequent in-person input from participants regarding desired destinations and ongoing transportation challenges.

- a) How do you utilize that input to inform and improve your program?

We meet monthly with our drivers to review feedback and discuss potential improvements. Our program is continually refined through small, ongoing adjustments based on both rider input and staff observations to better meet the needs of our participants.

- b) Do you have a committee of residents that meets to discuss your program? Explain how often this group meets and how it is staffed.

Yes, we have a Senior Advisory Board that meets once per month. The Board is composed of members of the Senior Center and transportation program riders. City staff attend all meetings to provide support, answer questions, and gather input for program planning and improvements.

- 7) How do you record and track customer complaints. What procedures do you have in place to resolve them?

We are a small team consisting of one Coordinator and three drivers. Most issues are addressed through direct discussion among staff. For more serious matters, such as a service denial, we complete an incident report and work collaboratively to resolve the situation.

- a) What customer service metrics do you track: ie Phone hold times, late/early pick-ups, fare disputes, loading problems, etc. How are these metrics trending year over year?

We track loading and unloading times, traffic-related delays, and late or early pick-ups. These details are recorded directly on our driver manifests.

We have observed an increase in passengers using mobility devices such as walkers and canes, which has led to longer loading times and has slightly reduced the number of rides we can accommodate per day compared to previous years.

b) If you have vendors delivering service on your behalf, what procedures do you have in place to gather and resolve complaints they receive. **N/A**

8) Please describe how your service is monitored and what criteria you use. Include tools you use to monitor performance, frequency of monitoring and reports generated. Include samples of reports from software used by your agency.

Due to the small size of our operation (two to three vehicles running daily), we are able to closely monitor service performance manually. We track the number of rides provided, as well as late or early pick-ups, to observe any trends over time. With only one dispatcher managing all ride requests, customer feedback, and complaints, any issues are quickly identified and addressed.

Our primary measure of success is maintaining or increasing ridership, and we have seen steady growth in both ride requests and overall service use.

The screenshot displays the 'New Customer Record' form within the RouteMatch 6.2.35 software. The form is organized into several sections: 'General' for basic customer information, 'Trip Default Settings' for service preferences, and a 'Comments' section for additional notes. The 'General' section includes fields for Name, Address, Phone, and Email. The 'Trip Default Settings' section includes fields for Mobility Type, Associated Service, Load Time, and Unload Time. The 'Comments' section is a large text area for additional information. The software interface also features a sidebar with icons for various functions such as Alerting, Reporting, Customers, Vehicles, Drivers, Trips, Scheduling, Dispatching, Verification, Funding Sources, Addresses, Services, Settings, Billing, Incidents, and Accidents.

We utilize RouteMatch Software to manage the San Pablo Transportation Program. This system is used to maintain our rider database, schedule rides, and track trip data for reporting purposes. The schedule is monitored daily for cancellations, schedule changes, or other modifications. Data collected through RouteMatch is used to prepare quarterly reports and to monitor overall program trends.

Attached is a completed daily manifest as an example, along with a screenshot of the RouteMatch customer database.

- a) Please include the key performance indicators you use to measure the success of your program in the chart below. (Example: cost per passenger, on-time performance, complaints) **N/A**

Metric	Goal	Prior FY	FY YTD

- b) If services have degraded per the performance metrics reported, what were the reasons, and what actions are you taking to improve service?

- 9) Please describe how, and with what frequency, your policy makers (Board or Council) review operating budget and performance of the service you provide. Do you submit an annual report to bring your Board or Council? Please include that document in this claim.

We provide quarterly updates to the City of San Pablo's Community Services Standing Committee, which include statistical information and any noteworthy transportation-related developments. Additionally, we present an annual transportation program update to the San Pablo City Council.

The City Council members are actively engaged with our program and often participate in daily activities, including utilizing transportation services or signing up for social outings.

Program staff also work closely with the City's Finance Division to prepare and submit mid-year and end-of-fiscal-year budget reports for review and evaluation.

- 10) How many people are registered in your client database now? How many unincorporated area residents does this include? How often do you review and update this database to reflect changes in client eligibility or activity?

We currently have 490 individuals registered in our client database, including 230 non-residents from unincorporated areas. We review and update our database annually through an application renewal process to ensure that all client information remains current and that eligibility criteria are met.

- a) How many of those in your client database are active riders (i.e., took at least one ride in the last six months)?

Approximately half of the individuals in our database are considered active riders, meaning they have taken at least one ride in the past six months. This number is expected to change significantly as we transition to a new software system and streamline our registration process, which will include a thorough cleanup of inactive or outdated records.

- 11) Please discuss any known unmet paratransit needs in your service area. For example, residents asking to be picked-up or dropped off outside your service area to medical facilities in another city, specific locations that are frequently requested that are not within your service area, requests for additional hours or days of service, etc.

The vast majority of transportation requests are to medical facilities such as Martinez County Hospital, the VA Hospital in Martinez, Hercules Medi-Cal offices, Kaiser Oakland Hospital, Kaiser Medical Offices in Berkeley, and Alta Bates Medical Center in Berkeley. In addition, passengers frequently request rides to medical destinations that fall outside of our designated service area, including Kaiser Richmond, Kaiser Pinole, Sutter Medical Offices in Pinole, and Marin General Hospital in Greenbrae.

Other requested destinations include shopping, banking, and personal errands outside our standard service boundaries. Common locations include BMO Bank in both El Cerrito and Pinole, Home Depot in El Cerrito, and the El Cerrito Plaza shopping center. We also receive occasional requests for trips to Costco in Richmond, which remains outside of our official service coverage area.

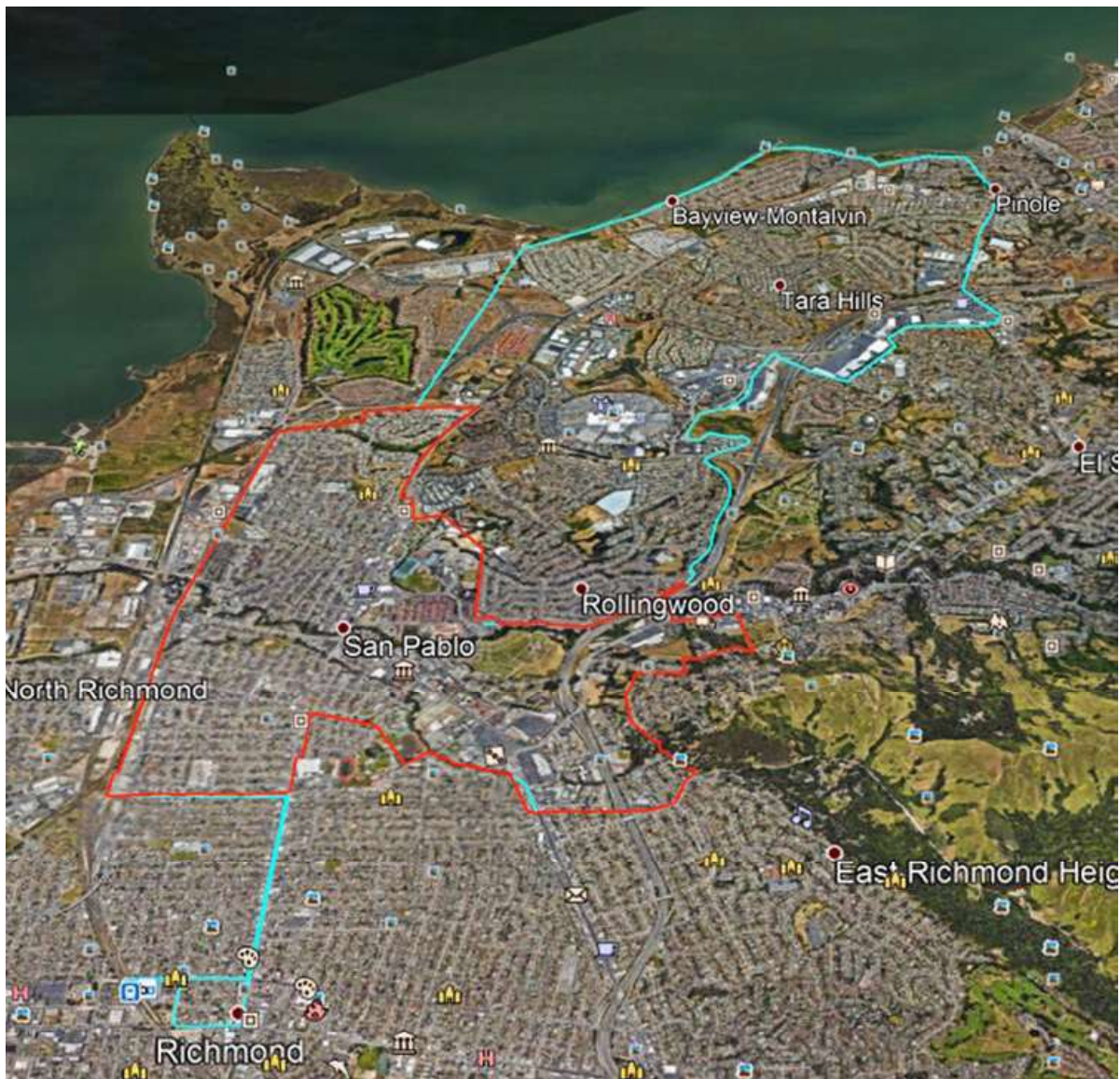
Service demand trends show that we have requests to begin service as early as 7:30 a.m., although our first pickups currently begin at 9:00 a.m. We receive fewer ride requests after 2:00 p.m. Most additional ride inquiries are from individuals unfamiliar with our program's service area, requesting transportation to cities beyond our coverage. In those cases, we refer them to other local transit agencies that can better meet their needs.

- 12) Service Area: Please provide a map of the service area and tables to illustrate the data, as appropriate. Describe both who is geographically eligible to ride your service and where your service will take and pick up those eligible riders.

The City of San Pablo staff utilizes the map below to determine applicant eligibility. Applicants residing within the red boundary are classified as San Pablo residents. Those whose addresses fall within the blue boundary are considered non-residents living in unincorporated San Pablo.

Reservations can be made for destinations within the San Pablo region (inside the red boundary), as well as select areas of Pinole and Richmond (within the blue boundary). Service routes now extend between Kaiser Richmond and Kaiser Pinole. Typically, trips do not go beyond Kaiser Pinole to the north or Macdonald Avenue in Richmond to the south.

The most frequent destinations for SPSDT riders include Kaiser Pinole, Kaiser Richmond, and the West County Health Center.



- 13) Please share how you promote and market the programs you offer to potential new clients. Describe your outreach efforts in terms of Limited English Proficiency and Title VI. Attach your public-facing promotional materials, including your website address. Are your outreach materials available in languages other than English? If so, what languages?

We advertise our programs through a variety of channels, including social media, the City of San Pablo website, the Senior Center newsletter, local residential outreach, and City publications such as the City Manager’s Weekly Report and the quarterly Activity Guide. Our program information is also included in the Contra Costa Crisis Center’s 211 resource materials, broadcast on Comcast Cable Channel 36, listed in the Way to Go, Contra Costa! Transportation Resource Guide produced by Mobility Matters, and the Contra Costa County Area Agency on Aging Senior Resource Directory produced by the County’s Information and Assistance (I&A) program. Most of our outreach materials are available in both English and Spanish.

- 14) Please provide any additional information that you feel is unique or relevant to the transportation service that you provide to seniors or people with disabilities.

15) West County Operators Only Program 20b: Please describe how your agency will use program 20b funds (the amount your agency will receive is provided in the budget form).
Note: It is the intent of the Measure J Transportation Expenditure Plan that Program 20b funds be used to provide “additional or new services” beyond what was previously provided under Measure C or “regular” service. If you previously started a new or additional service with these funds you can continue to use these funds to operate that service as long as it is productive.

SPSDT will continue offering monthly social trips to the San Pablo community with 20b funds. We are also utilizing additional Measure X funds to offer our Medical Shuttle Pilot Program, providing service to the Martinez Health Center for all eligible residents residing within the 94806 zip code.

With continued growth in ridership and the successful addition of monthly social trips since October 2024, we plan to use funding to further strengthen our service capacity. This includes continuing to support the part-time driver hired in July 2024, the full-time Community Services Coordinator hired in August 2024, and our two full-time drivers. We are also utilizing a part-time administrative intern to assist with scheduling, data entry, customer service, and implementation support as we transition to a new scheduling software system.

As services expand, funding will also help support the installation of tablets with GPS capabilities in all transit vehicles, enhanced outreach efforts, and the planned purchase of a new vehicle within the next year to accommodate increased demand.



Driver Manifest - SanPablo

For Time Period: 5/1/2025

Printed: 5/2/2025 11:49:43AM

Vehicle: 0005

Driver Name: [-] _____

Run: Unassigned [8:45AM - 4:30PM]

Driver Signature: _____ Date: _____

Time	Run Start	First Pickup	Last Dropoff	Run End	Break1 Start	Break1 End	Break2 Start	Break2 End
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Odometer	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information
-----------	---------------	--------------	---------	--------------	------------------------

8:45AM Earliest Pullout
8:45AM Scheduled Pullout

San Pablo Fire Department
13928 San Pablo Ave
San Pablo, CA 94806

Stop Time
Odometer

9:00AM	<input type="text"/>	<input type="text"/>	30980	9:00AM P	Stop Time <input type="text"/>	Cancellation <input type="checkbox"/>
Pick Up	<input type="text"/>	San Pablo, CA 94806			Odometer <input type="text"/>	No Show <input type="checkbox"/>
Customer Pay:						Complete <input type="checkbox"/>
\$0.00						

Attendants: 1 Guests: 0 Mobility: Requires Lift Assistance Need:

Funding Source: Resident FY 23/24

Fare Type : \$1 Cash Martinez \$1 Ticket \$1 Ticket Martinez \$2 Cash \$2 Ticket \$4 Cash \$4 Ticket \$5 Cash Martinez \$5 Ticket Martinez Assorted Check No Pay

9:03AM	<input type="text"/>	<input type="text"/>	30980	9:00AM P	Stop Time <input type="text"/>	
Drop Off	<input type="text"/>	San Pablo Senior Center 1943 Church Ln San Pablo, CA 94806			Odometer <input type="text"/>	

Attendants: 1 Guests: 0 Mobility: Requires Lift Assistance Need:

Funding Source: Resident FY 23/24


Vehicle: 0005Run: Unassigned [8:45AM - 4:30PM]Driver Name: [-]For: 5/1/2025

Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information		
9:30AM			30261	9:30AM P	Stop Time	Cancellation	
Pick Up		San Pablo, CA 94806			Odometer	No Show	
Customer Pay: \$0.00						Complete	
Attendants: 0Guests: 0Mobility: AmbulatoryAssistance Need: Funding Source: Non - Resident FY 2							
Comments: Volunteer							
Fare Type :	\$1 Cash Martinez	\$1 Ticket Martinez	\$2 Cash	\$2 Ticket	\$4 Cash	\$4 Ticket	
			\$5 Cash Martinez	\$5 Ticket Martinez	Assorted	Check No Pay	
9:37AM		San Pablo Senior Center	30261	9:30AM P	Stop Time		
Drop Off		1943 Church Ln			Odometer		
		San Pablo, CA 94806					
Attendants: 0Guests: 0Mobility: AmbulatoryAssistance Need: Funding Source: Non - Resident FY 2							
Comments: Volunteer							
9:41AM			24829	9:35AM P	Stop Time	Cancellation	
Pick Up		San Pablo, CA 94806			Odometer	No Show	
Customer Pay: \$0.00						Complete	
Attendants: 0Guests: 0Mobility: AmbulatoryAssistance Need: Funding Source: Resident FY 22/23							
Fare Type :	\$1 Cash Martinez	\$1 Ticket Martinez	\$2 Cash	\$2 Ticket	\$4 Cash	\$4 Ticket	
			\$5 Cash Martinez	\$5 Ticket Martinez	Assorted	Check No Pay	
9:45AM		San Pablo Senior Center	24829	9:35AM P	Stop Time		
Drop Off		1943 Church Ln			Odometer		
		San Pablo, CA 94806					
Attendants: 0Guests: 0Mobility: AmbulatoryAssistance Need: Funding Source: Resident FY 22/23							
5.B-23							

Run By Vehicle

Driver Initial: _____

Page 2 of 7



Vehicle: 0005

Run: Unassigned [8:45AM - 4:30PM]

Driver Name: [-]

For: 5/1/2025



Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information
9:56AM					Stop Time Odometer
Break End					
10:00AM			30998	10:00AM P	Stop Time Odometer
Pick Up		San Pablo, ca 94806			Cancellation No Show Complete
Customer Pay: \$2.00					
Attendants: 0 Guests: 0 Mobility: Cane Assistance Need: Funding Source: Resident FY 23/24					
Fare Type : \$1 Cash Martinez \$1 Ticket \$1 Ticket Martinez \$2 Cash \$2 Ticket \$4 Cash \$4 Ticket \$5 Cash Martinez \$5 Ticket Martinez Assorted Check No Pay					
10:03AM		Walmart	30998	10:00AM P	Stop Time Odometer
Drop Off		1400 Hilltop Mall Road Richmond, CA 94806			
Attendants: 0 Guests: 0 Mobility: Cane Assistance Need: Funding Source: Resident FY 23/24					
10:30AM	T		31007	10:30AM P	Stop Time Odometer
Pick Up		SAN PABLO, CA 94806			Cancellation No Show Complete
Customer Pay: \$2.00					
Attendants: 0 Guests: 0 Mobility: Ambulatory Assistance Need: Funding Source: Resident FY 23/24					
Fare Type : \$1 Cash Martinez \$1 Ticket \$1 Ticket Martinez \$2 Cash \$2 Ticket \$4 Cash \$4 Ticket \$5 Cash Martinez \$5 Ticket Martinez Assorted Check No Pay					
10:34AM		Raleys Shopping Center	31007	10:30AM P	Stop Time Odometer
Drop Off		3360 San Pablo Dam Rd San Pablo, CA 94806			
Attendants: 0 Guests: 0 Mobility: Ambulatory Assistance Need: Funding Source: Resident FY 23/24					

5. B-24

Run By Vehicle

Page 3 of 7

Driver Initial: _____



Vehicle: 0005

Run: Unassigned [8:45AM - 4:30PM]

Driver Name: [-]

For: 5/1/2025

Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information							
11:45AM												
Break Start					<div>Stop Time</div> <div>Odometer</div>							
12:15PM					<div>Stop Time</div> <div>Odometer</div>							
Break End												
12:30PM		San Pablo Senior Center 1943 Church Ln San Pablo, CA 94806	20530	12:30PM P	<div>Stop Time</div> <div>Odometer</div> <div>Cancellation</div> <div>No Show</div> <div>Complete</div>							
Pick Up												
Customer Pay: \$2.00												
Attendants: 1	Guests: 0	Mobility: Ambulatory	Assistance Need:	Funding Source: Resident FY 22/23								
Fare Type :	\$1 Cash Martinez	\$1 Ticket	\$1 Ticket Martinez	\$2 Cash	\$2 Ticket	\$4 Cash	\$4 Ticket	\$5 Cash Martinez	\$5 Ticket Martinez	Assorted	Check	No Pay
12:32PM				20530	12:30PM P	<div>Stop Time</div> <div>Odometer</div>						
Drop Off												
Attendants: 1	Guests: 0	Mobility: Ambulatory	Assistance Need:	Funding Source: Resident FY 22/23								
1:00PM		San Pablo Senior Center 1943 Church Ln San Pablo, CA 94806	17699	1:00PM P	<div>Stop Time</div> <div>Odometer</div> <div>Cancellation</div> <div>No Show</div> <div>Complete</div>							
Pick Up												
Customer Pay: \$0.00												
Attendants: 0	Guests: 0	Mobility: Ambulatory	Assistance Need:	Funding Source: Resident FY 22/23								
Fare Type :	\$1 Cash Martinez	\$1 Ticket	\$1 Ticket Martinez	\$2 Cash	\$2 Ticket	\$4 Cash	\$4 Ticket	\$5 Cash Martinez	\$5 Ticket Martinez	Assorted	Check	No Pay

Paratransit

Run By Vehicle

Page 4 of 7

Driver Initial: _____

RouteMatch

Software

5.B-25

Vehicle: 0005

Run: Unassigned [8:45AM - 4:30PM]

Driver Name: [-]

For: 5/1/2025

Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information
1:04PM			17699	1:00PM P	Stop Time Odometer
Drop Off	(510) 367-5374	San Pablo, CA 94806			

Attendants: 0 Guests: 0 Mobility: Ambulatory Assistance Need: Funding Source: Resident FY 22/23

1:08PM

Pick Up

Customer Pay: \$0.00

San Pablo Senior Center
1943 Church Ln
San Pablo, CA 94806

30262

1:00PM P

Stop Time
Odometer

Cancellation
No Show
Complete

Attendants: 0 Guests: 0 Mobility: Ambulatory Assistance Need: Funding Source: Non - Resident FY 2

Comments: Volunteer

Fare Type : \$1 Cash Martinez \$1 Ticket \$1 Ticket Martinez \$2 Cash \$2 Ticket \$4 Cash \$4 Ticket \$5 Cash Martinez \$5 Ticket Martinez Assorted Check No Pay

1:15PM

Drop Off

(510) 375-1178

San Pablo, CA 94806

30262

1:00PM P

Stop Time
Odometer

Attendants: 0 Guests: 0 Mobility: Ambulatory Assistance Need: Funding Source: Non - Resident FY 2

Comments: Volunteer

Fare Type : \$1 Cash Martinez \$1 Ticket \$1 Ticket Martinez \$2 Cash \$2 Ticket \$4 Cash \$4 Ticket \$5 Cash Martinez \$5 Ticket Martinez Assorted Check No Pay

1:20PM

Pick Up

Customer Pay: \$2.00

San Pablo, CA 94806

30963

1:00PM P

Stop Time
Odometer

Cancellation
No Show
Complete

Attendants: 0 Guests: 0 Mobility: Ambulatory Assistance Need: Funding Source: Resident FY 22/23

Comments: 1:30pm Class

Fare Type : \$1 Cash Martinez \$1 Ticket \$1 Ticket Martinez \$2 Cash \$2 Ticket \$4 Cash \$4 Ticket \$5 Cash Martinez \$5 Ticket Martinez Assorted Check No Pay

5.B-26

Paratransit

Run By Vehicle

Page 5 of 7

Driver Initial: _____

RouteMatch Software

Vehicle: 0005

Run: Unassigned [8:45AM - 4:30PM]

Driver Name: [-]

For: 5/1/2025

Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information
1:25PM		San Pablo Senior Center 1943 Church Ln San Pablo, CA 94806	30963	1:00PM P	Stop Time Odometer
Drop Off					

Attendants: 0

Guests: 0

Mobility: Ambulatory

Assistance Need:

Funding Source: Resident FY 22/23

Comments: 1:30pm Class

2:00PM		San Pablo Senior Center 1943 Church Ln San Pablo, CA 94806	30982	2:00PM P	Stop Time Odometer
Pick Up					Cancellation No Show Complete

Customer Pay:

\$0.00

Attendants: 1

Guests: 0

Mobility: Requires Lift

Assistance Need:

Funding Source: Resident FY 23/24

Fare Type :	\$1 Cash Martinez	\$1 Ticket	\$1 Ticket Martinez	\$2 Cash	\$2 Ticket	\$4 Cash	\$4 Ticket	\$5 Cash Martinez	\$5 Ticket Martinez	Assorted	Check	No Pay
2:02PM								30982	2:00PM P	Stop Time Odometer		
Drop Off												

Attendants: 1

Guests: 0

Mobility: Requires Lift

Assistance Need:

Funding Source: Resident FY 23/24

3:00PM										Stop Time Odometer		
Break Start												

3:00PM		San Pablo Senior Center 1943 Church Ln San Pablo, CA 94806	30964	3:00PM P	Stop Time Odometer
Pick Up					Cancellation No Show Complete

Customer Pay:

\$2.00

Attendants: 0

Guests: 0

Mobility: Ambulatory

Assistance Need:

Funding Source: Resident FY 22/23

Comments: 1:30pm Class


Fare Type :	\$1 Cash Martinez	\$1 Ticket	\$1 Ticket Martinez	\$2 Cash	\$2 Ticket	\$4 Cash	\$4 Ticket	\$5 Cash Martinez	\$5 Ticket Martinez	Assorted	Check	No Pay
-------------	-------------------	------------	---------------------	----------	------------	----------	------------	-------------------	---------------------	----------	-------	--------

Paratransit

Run By Vehicle

Page 6 of 7

Driver Initial: _____



RouteMatch
Software

Vehicle: 0005

Run: Unassigned [8:45AM - 4:30PM]

Driver Name: [-]

For: 5/1/2025

Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information
3:04PM			30964	3:00PM P	<div>Stop Time</div> <div></div>
Drop Off		San Pablo, CA 94806			<div>Odometer</div> <div></div>

Attendants: 0

Guests: 0

Mobility: Ambulatory

Assistance Need:

Funding Source: Resident FY 22/23

Comments: 1:30pm Class

3:10PM

Break End

Stop Time

Odometer

4:30PM

Scheduled Pullin

San Pablo Fire Department

4:30PM

Latest Pullin

13928 San Pablo Ave

San Pablo, CA 94806

Stop Time

Odometer

Total Customer Pay: \$10.00

Paratransit

Run By Vehicle

Page 7 of 7

Driver Initial: _____

RouteMatch Software



Driver Manifest - SanPablo

For Time Period: 5/1/2025

Printed: 5/2/2025 11:49:43AM

Vehicle: 0325

Driver Name: [-] _____

Run: Unassigned [9:00AM - 2:00PM]

Driver Signature: _____ Date: _____

Time	Run Start	First Pickup	Last Dropoff	Run End	Break1 Start	Break1 End	Break2 Start	Break2 End
Odometer								

Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information
-----------	---------------	--------------	---------	--------------	------------------------

9:00AM Earliest Pullout
9:00AM Scheduled Pullout

City Hall-Lot
13831 San Pablo Ave
San Pablo, CA 94806

Stop Time
Odometer

9:30AM				31006	9:30AM P	Stop Time	Cancellation
Pick Up		San Pablo, c 94806				Odometer	No Show
Customer Pay:							Complete

\$2.00

Attendants: 0 Guests: 0 Mobility: Cane

Assistance Need:

Funding Source: Resident FY 24/25

Comments: One-Way

Fare Type : \$1 Cash Martinez \$1 Ticket \$1 Ticket Martinez \$2 Cash \$2 Ticket \$4 Cash \$4 Ticket \$5 Cash Martinez \$5 Ticket Martinez Assorted Check No Pay

9:37AM

Richmond Bart

1700 Nevin Ave
Richmond, CA 94801

Drop Off

31006

9:30AM P

Stop Time

Odometer

Attendants: 0 Guests: 0 Mobility: Cane

Assistance Need:

Funding Source: Resident FY 24/25

Comments: One-Way

Vehicle: 0325

Run: Unassigned [9:00AM - 2:00PM]

Driver Name: [-]

For: 5/1/2025

Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information		
10:00AM			31004	10:00AM P	Stop Time	<input type="checkbox"/> Cancellation	
Pick Up		San Pablo, CA 94806			Odometer	<input type="checkbox"/> No Show	
Customer Pay: \$2.00						<input type="checkbox"/> Complete	
Attendants: 1 Guests: 0 Mobility: Cane Assistance Need: Funding Source: Resident FY 24/25							
Comments: 10:50am Appt							
Fare Type :	\$1 Cash Martinez	\$1 Ticket Martinez	\$2 Cash	\$2 Ticket	\$4 Cash	\$4 Ticket	
10:06AM		Kaiser Richmond	31004	10:00AM P	Stop Time	<input type="checkbox"/> Cancellation	
Drop Off		901 Nevin Ave Richmond, CA 94806			Odometer	<input type="checkbox"/> No Show	
Customer Pay: \$2.00							
Attendants: 0 Guests: 0 Mobility: Ambulatory Assistance Need: Funding Source: Resident FY 22/23							
Fare Type :	\$1 Cash Martinez	\$1 Ticket Martinez	\$2 Cash	\$2 Ticket	\$4 Cash	\$4 Ticket	
10:17AM		San Pablo Senior Center	20529	10:15AM P	Stop Time	<input type="checkbox"/> Cancellation	
Drop Off		1943 Church Ln San Pablo, CA 94806			Odometer	<input type="checkbox"/> No Show	
Customer Pay: \$2.00							
Attendants: 0 Guests: 0 Mobility: Ambulatory Assistance Need: Funding Source: Resident FY 22/23							
Fare Type :	\$1 Cash Martinez	\$1 Ticket Martinez	\$2 Cash	\$2 Ticket	\$4 Cash	\$4 Ticket	
10:15AM		SAN PABLO, CA 94806	20529	10:15AM P	Stop Time	<input type="checkbox"/> Cancellation	
Pick Up					Odometer	<input type="checkbox"/> No Show	
Customer Pay: \$2.00						<input type="checkbox"/> Complete	
Attendants: 0 Guests: 0 Mobility: Ambulatory Assistance Need: Funding Source: Resident FY 22/23							
Fare Type :	\$1 Cash Martinez	\$1 Ticket Martinez	\$2 Cash	\$2 Ticket	\$4 Cash	\$4 Ticket	
10:17AM		San Pablo Senior Center	20529	10:15AM P	Stop Time	<input type="checkbox"/> Cancellation	
Drop Off		1943 Church Ln San Pablo, CA 94806			Odometer	<input type="checkbox"/> No Show	
Customer Pay: \$2.00							
Attendants: 0 Guests: 0 Mobility: Ambulatory Assistance Need: Funding Source: Resident FY 22/23							

Run By Vehicle

Driver Initial: _____

Vehicle: 0325

Run: Unassigned [9:00AM - 2:00PM]

Driver Name: [-]

For: 5/1/2025

Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information						
11:00AM			30986	11:00AM P	Stop Time	<input type="checkbox"/> Cancellation					
Pick Up		San Pablo, CA 94806			Odometer	<input type="checkbox"/> No Show					
Customer Pay: \$2.00						<input type="checkbox"/> Complete					
Attendants: 1 Guests: 0 Mobility: Cane Assistance Need: Funding Source: Resident FY 24/25											
Fare Type :	\$1 Cash Martinez	\$1 Ticket Martinez	\$2 Cash	\$2 Ticket	\$4 Cash	\$4 Ticket	\$5 Cash Martinez	\$5 Ticket Martinez	Assorted	Check	No Pay
11:05AM		Walmart	30986	11:00AM P	Stop Time	<input type="checkbox"/>					
Drop Off		1400 Hilltop Mall Road Richmond, CA 94806			Odometer	<input type="checkbox"/>					
Attendants: 1 Guests: 0 Mobility: Cane Assistance Need: Funding Source: Resident FY 24/25											
11:30AM		Walmart	30999	11:30AM P	Stop Time	<input type="checkbox"/> Cancellation					
Pick Up		1400 Hilltop Mall Road Richmond, CA 94806			Odometer	<input type="checkbox"/> No Show					
Customer Pay: \$2.00						<input type="checkbox"/> Complete					
Attendants: 0 Guests: 0 Mobility: Cane Assistance Need: Funding Source: Resident FY 23/24											
Fare Type :	\$1 Cash Martinez	\$1 Ticket Martinez	\$2 Cash	\$2 Ticket	\$4 Cash	\$4 Ticket	\$5 Cash Martinez	\$5 Ticket Martinez	Assorted	Check	No Pay
11:33AM			30999	11:30AM P	Stop Time	<input type="checkbox"/>					
Drop Off		San Pablo, ca 94806			Odometer	<input type="checkbox"/>					
Attendants: 0 Guests: 0 Mobility: Cane Assistance Need: Funding Source: Resident FY 23/24											
12:00PM		Walmart	30987	12:00PM P	Stop Time	<input type="checkbox"/> Cancellation					
Pick Up		1400 Hilltop Mall Road Richmond, CA 94806			Odometer	<input type="checkbox"/> No Show					
Customer Pay: \$2.00						<input type="checkbox"/> Complete					
Attendants: 1 Guests: 0 Mobility: Cane Assistance Need: Funding Source: Resident FY 24/25											
Fare Type :	\$1 Cash Martinez	\$1 Ticket Martinez	\$2 Cash	\$2 Ticket	\$4 Cash	\$4 Ticket	\$5 Cash Martinez	\$5 Ticket Martinez	Assorted	Check	No Pay

5. B-3

5. B-3

Vehicle: 0325

Run: Unassigned [9:00AM - 2:00PM]

Driver Name: [-]

For: 5/1/2025

Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information
12:05PM			30987	12:00PM P	Stop Time Odometer
Drop Off		San Pablo, CA 94806			

Attendants: 1

Guests: 0

Mobility: Cane

Assistance Need:

Funding Source: Resident FY 24/25

12:30PM		Raleys Shopping Center 3360 San Pablo Dam Rd San Pablo, CA 94806	31008	12:30PM P	Stop Time Odometer	Cancellation No Show Complete
Pick Up						
Customer Pay: \$2.00						

Attendants: 0

Guests: 0

Mobility: Ambulatory

Assistance Need:

Funding Source: Resident FY 23/24

Fare Type :

\$1 Cash Martinez \$1 Ticket \$1 Ticket Martinez \$2 Cash \$2 Ticket \$4 Cash \$4 Ticket \$5 Cash Martinez \$5 Ticket Martinez Assorted Check No Pay

12:34PM			31008	12:30PM P	Stop Time Odometer	
Drop Off		SAN PABLO, CA 94806				

Attendants: 0

Guests: 0

Mobility: Ambulatory

Assistance Need:

Funding Source: Resident FY 23/24

12:45PM					Stop Time Odometer	
Break Start						



12:55PM					Stop Time Odometer	
Break End						

5.B-32

Run By Vehicle

Page 4 of 6

Driver Initial: _____



Vehicle: 0325Run: Unassigned [9:00AM - 2:00PM]Driver Name: [-]For: 5/1/2025

Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information		
1:15PM		Richmond Bart 1700 Nevin Ave Richmond, CA 94801	29743	1:15PM P	Stop Time	<input type="checkbox"/> Cancellation	
Pick Up					Odometer	<input type="checkbox"/> No Show	
Customer Pay: \$2.00						<input type="checkbox"/> Complete	
Attendants: 0 Guests: 0 Mobility: Ambulatory Assistance Need: Funding Source: Resident FY 23/24							
Comments: one-way							
Fare Type :	\$1 Cash Martinez	\$1 Ticket Martinez	\$2 Cash	\$2 Ticket	\$4 Cash	\$4 Ticket	
					\$5 Ticket Martinez	\$5 Ticket Martinez	
					Assorted	Check No Pay	
1:23PM			29743	1:15PM P	Stop Time	<input type="checkbox"/>	
Drop Off		San Pablo, CA 94806			Odometer	<input type="checkbox"/>	
Attendants: 0 Guests: 0 Mobility: Ambulatory Assistance Need: Funding Source: Resident FY 23/24							
Comments: one-way							
1:32PM		Kaiser Richmond 901 Nevin Ave Richmond, CA 94806	31005	1:30PM P	Stop Time	<input type="checkbox"/> Cancellation	
Pick Up					Odometer	<input type="checkbox"/> No Show	
Customer Pay: \$2.00						<input type="checkbox"/> Complete	
Attendants: 1 Guests: 0 Mobility: Cane Assistance Need: Funding Source: Resident FY 24/25							
Fare Type :	\$1 Cash Martinez	\$1 Ticket Martinez	\$2 Cash	\$2 Ticket	\$4 Cash	\$4 Ticket	
					\$5 Ticket Martinez	\$5 Ticket Martinez	
					Assorted	Check No Pay	
1:39PM			31005	1:30PM P	Stop Time	<input type="checkbox"/>	
Drop Off		San Pablo, CA 94806			Odometer	<input type="checkbox"/>	
Attendants: 1 Guests: 0 Mobility: Cane Assistance Need: Funding Source: Resident FY 24/25							
Comments: one-way							
2:00PM	Scheduled Pullin	City Hall-Lot			Stop Time	<input type="checkbox"/>	
2:00PM	Latest Pullin	13831 San Pablo Ave San Pablo, CA 94806			Odometer	<input type="checkbox"/>	

Vehicle: 0325	Run: Unassigned [9:00AM - 2:00PM]	Driver Name: [-]	For: 5/1/2025		
Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information

Total Customer Pay: \$18.00

#8 fix
#6 cash

DAILY VEHICLE INSPECTION Report

Vehicle No.	Date	Drivers Name	Start Miles	Start Time	End Miles	End Time
325	5-1-25	Jashonae	39964	9:00am	40007	1:45pm

4 = Satisfactory

7 = Unsatisfactory

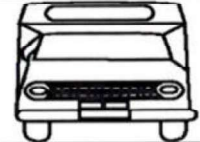
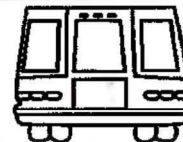
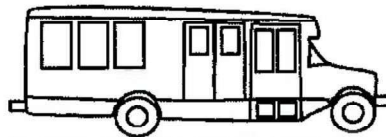
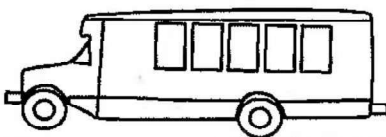
4 = Satisfactory				7 = Unsatisfactory			
1	2	3	Inspection Item	1	2	3	Inspection item
			Tires and Wheels				Seats and cushions are secure
4			TIRE CONDITION, TREAD DEPTH AND AIR PRESSURE	4			Seat belts are complete, operational and secure
4			Wheels and rims for cracks, rips, welds or protruding objects.	4			2 way radio is complete and operational -RADIO CHECK
4			LUG NUTS TIGHT, NO EXCESSIVE RUST OR DAMAGE	4			WINDSHIELD WIPERS OPERATIONAL
			Engine Compartment				Windshield washer operational
4			ENGINE OIL	4			HORN OPERATIONAL
4			AUTOMATIC TRANSMISSION FLUID	4			PASSENGER DOOR COMPLETE AND OPERATIONAL
4			COOLING SYSTEM LEVEL	4			Valid Registration present and visible
4			Windshield washer solution	4			Valid proof of insurance
4			BRAKE FLUID LEVEL				OTHER:
4			Power steering fluid level				Brakes
4			Battery terminals clean, no corrosion	4			BRAKE PEDAL FEELS GOOD AND STOPPING PROPERLY
4			Under vehicle leaks	4			PARKING BRAKE COMPLETE AND OPERATING PROPERLY
			Vehicle Glass				Steering and Suspension System
4			Windshield has no chips or cracks	4			STEERING WHEEL SECURE, NO EXCESSIVE PLAY
4			MIRRORS ARE COMPLETE AND IN GOOD CONDITION	4			Gearshift mechanism tight and working properly
4			Windows complete				Safety Items
4			Emergency windows complete and operable	4			First aid kit, fully stocked and present
			Vehicle Lighting	4			Triangle reflectors present and complete
4			HEADLIGHTS OPERATIONAL - HIGH AND LOW BEAM	4			FIRE EXTINGUISHER PRESENT, FULLY CHARGED
4			All Clearance lights operational & reflectors present	4			Vehicle accident packet present and accessible
4			BRAKE LIGHTS COMPLETE AND OPERATIONAL	4			Body fluid kit present and accessible
4			TURN SIGNALS COMPLETE AND OPERATIONAL				Wheelchair Lift
4			Backup lights complete and operational	4			Lift free from leakage
4			Backup alarm complete and audible	4			Lift operating properly electronically
4			EMERGENCY 4 WAY FLASHERS OPERATIONAL	4			Lift operating properly manually
			Vehicle Interior Environment	4			LIFT INTERLOCK OPERATING PROPERLY
4			Front & rear air conditioner complete and operational				# of Lap Belts: 4 # of Tie Downs: 2
4			Front & Rear heater complete and operational				
4			DEFROSTER COMPLETE AND OPERATIONAL				
			Interior				
4			Clean				

Next PMS due is:

Quarts of oil added:

Gallons of fuel added:

Please explain in detail below any problems you are having with the vehicle and when the problem occurs.



. Any items in **bold** marked unsatisfactory must be brought to the attention of the Supervisor immediately. The **bold** typeface indicates items that place a vehicle out of service.

I declare that I have properly performed a vehicle inspection on the vehicle indicated above and have inspected and marked the inspection items, listed above, accordingly.

Driver's signature Pre Trip inspection ←:

There have been no incidents or accidents with this vehicle since the above signed inspection.

Driver's signature mid trip inspection ↑:

Driver's post trip inspection →:

Technicians Signature: _____

Shop Managers Signature: _____

- o Reviewed
- o Noted for repair
- o Could not duplicate problem
- o Repaired

Driver number 2, mid trip, only has to perform a walk around inspection. Only inspect items where a mark can be placed

Comment Card

Thank you for riding with us. In order to better serve our riders, we would like to hear directly from you.
Please take a moment to complete this comment card.

Driver Name: _____

Date: _____ Time: _____

(Optional):

Name: _____

Phone Number: _____

Rate your paratransit experience in the following areas:

Timeliness:

Excellent 5 4 3 2 1 Poor

Professionalism:

Excellent 5 4 3 2 1 Poor

Safety:

Excellent 5 4 3 2 1 Poor

Overall Experience:

Excellent 5 4 3 2 1 Poor

Comments: _____

Please drop off this card to the transportation office or give it to your driver when you exit the vehicle.

San Pablo Senior & Disabled Transportation
1943 Church Lane
San Pablo, CA 94806

Email: paratransit@sanpabloca.gov
www.sanpabloca.gov/seniors



Comment Card

Thank you for riding with us. In order to better serve our riders, we would like to hear directly from you.
Please take a moment to complete this comment card.

Driver Name: _____

Date: _____ Time: _____

(Optional):

Name: _____

Phone Number: _____

Rate your paratransit experience in the following areas:

Timeliness:

Excellent 5 4 3 2 1 Poor

Professionalism:

Excellent 5 4 3 2 1 Poor

Safety:

Excellent 5 4 3 2 1 Poor

Overall Experience:

Excellent 5 4 3 2 1 Poor

Comments: _____

Please drop off this card to the transportation office or give it to your driver when you exit the vehicle.

San Pablo Senior & Disabled Transportation
1943 Church Lane
San Pablo, CA 94806

Email: paratransit@sanpabloca.gov
www.sanpabloca.gov/seniors



Comment Card

Thank you for riding with us. In order to better serve our riders, we would like to hear directly from you.
Please take a moment to complete this comment card.

Driver Name: _____

Date: _____ Time: _____

(Optional):

Name: _____

Phone Number: _____

Rate your paratransit experience in the following areas:

Timeliness:

Excellent 5 4 3 2 1 Poor

Professionalism:

Excellent 5 4 3 2 1 Poor

Safety:

Excellent 5 4 3 2 1 Poor

Overall Experience:

Excellent 5 4 3 2 1 Poor

Comments: _____

Please drop off this card to the transportation office or give it to your driver when you exit the vehicle.

San Pablo Senior & Disabled Transportation
1943 Church Lane
San Pablo, CA 94806

Email: paratransit@sanpabloca.gov
www.sanpabloca.gov/seniors



FRIENDLY REMINDERS

Please Call

(510) 215-3095

for the following:

- Making a reservation can be done 1-3 days in advance. Same day is only available if there are cancellations.
- Changing your reservation you must call at least 1 day in advance
- Cancelling your reservation you must call at least 2 hours before scheduled ride

Please Remember:

- ◇ Have your fare ready at the time of your scheduled pick-up
- ◇ Be at the designated pick-up location on time
- ◇ Riders are given a 10-15 minute window for every reservation
- ◇ Drivers will only wait 5 minutes for rider
- ◇ Riders must be able to carry bags and packages on their own
- ◇ The service that is provided is a door-to-door shuttle service only



San Pablo Senior & Disabled Transportation
1943 Church Lane
San Pablo, CA 94806
Email: paratransit@sanpabloca.gov
www.sanpabloca.gov/seniors



2014

FRIENDLY REMINDERS

Please Call

(510) 215-3095

for the following:

- Making a reservation can be done 1-3 days in advance. Same day is only available if there are cancellations.
- Changing your reservation you must call at least 1 day in advance
- Cancelling your reservation you must call at least 2 hours before scheduled ride

Please Remember:

- ◇ Have your fare ready at the time of your scheduled pick-up
- ◇ Be at the designated pick-up location on time
- ◇ Riders are given a 10-15 minute window for every reservation
- ◇ Drivers will only wait 5 minutes for rider
- ◇ Riders must be able to carry bags and packages on their own
- ◇ The service that is provided is a door-to-door shuttle service only



San Pablo Senior & Disabled Transportation
1943 Church Lane
San Pablo, CA 94806
Email: paratransit@sanpabloca.gov
www.sanpabloca.gov/seniors



2014

FRIENDLY REMINDERS

Please Call

(510) 215-3095

for the following:

- Making a reservation can be done 1-3 days in advance. Same day is only available if there are cancellations.
- Changing your reservation you must call at least 1 day in advance
- Cancelling your reservation you must call at least 2 hours before scheduled ride

Please Remember:

- ◇ Have your fare ready at the time of your scheduled pick-up
- ◇ Be at the designated pick-up location on time
- ◇ Riders are given a 10-15 minute window for every reservation
- ◇ Drivers will only wait 5 minutes for rider
- ◇ Riders must be able to carry bags and packages on their own
- ◇ The service that is provided is a door-to-door shuttle service only



San Pablo Senior & Disabled Transportation
1943 Church Lane
San Pablo, CA 94806
Email: paratransit@sanpabloca.gov
www.sanpabloca.gov/seniors



2014

IMPORTANT ANNOUNCEMENTS

SAVE THE DATE

- **Cherry Picking Trip in May!**

Join us for a fun-filled day of cherry picking this May at Papa's U-Pick Cherries and Marsh Creek Cherries in Brentwood!

Date and cost are TBD – more details coming soon!

CASINO TRIP & SOCIAL TRIP

- **California Academy of Sciences, San Francisco.**

Date: Tuesday, April 22, 2025

Fee: \$40 Members and \$45 Non-Members

(Lunch not included)

- **Hard Rock Casino**

Date: Tuesday, April 11, 2025

Cost: \$30 Member and \$35 Non-members

ART & CRAFTS SCHEDULE

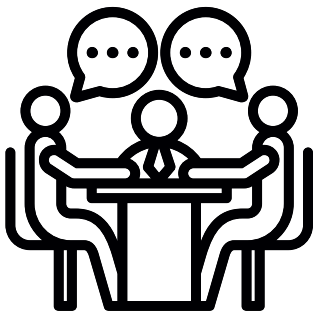
Schedule

- April 2 – Watercolor Painting
- April 16 – Jewelry- Bracelets, Necklaces and earrings

SENIOR ADVISORY BOARD MEETINGS

The San Pablo Senior Center has an advisory board (Senior Advisory Board) that defines goals and objectives for the senior community. They also sponsor a variety of community events, and volunteer for activities such as bingo, dances, luncheons, and special events. Attend one of the meetings if you're interested in joining or wondering about what these advocated are all about!

***On January 18, 2022 the San Pablo City Council made the decision to dissolve the Committee on Aging and combine it with the Senior Advisory Board.**



SENIOR ADVISORY BOARD

Thursday, April 10, 2025

San Pablo Senior Center

(1943 Church Lane)

9:30AM-11:30AM





TRANSPORTATION PROGRAM AGES 50+

510-215-3095 | PARATRANSIT@SANPABLOCA.GOV

MONDAY THROUGH FRIDAY 8:30AM TO 4:00PM

SAN PABLO SENIOR CENTER 1943 CHURCH LANE, SAN PABLO

NEW!!!	Shuttle service from San Pablo Senior Center to Martinez Health Center (2500 Alhambra Ave) is available three days a week for \$5 each way.
Eligibility	Shuttle service is available to San Pablo and unincorporated San Pablo residents who are 50 years or older, or 18 and older with a disability.
Application	<p>New Riders - complete an application form and submit proof of residency. Returning riders - must renew every year in July. Proof of residency may include a current utility bill, a government bill, or a government-issued photo ID. Send your completed transit application and documentation to our office. Staff will notify you if you are eligible to participate in the program.</p>
Service hours and Cost	<p>Monday - Friday First Ride 9:00AM Last ride 3:45PM</p> <p>FIRST RIDE IS FREE! All subsequent rides require payment:</p> <p>San Pablo City Resident: \$2 per ride Non-residents (unincorporated San Pablo): \$4 per ride</p> <p>Fees must be paid in cash to drivers upon pick up. Ticket books are available for purchase to use for fare.</p>
Door to Door Ticket Price	<p>All tickets are sold at the San Pablo Senior Center Payment can be made by cash, money order, or personal check (No debit/credit cards accepted for payment)</p> <p>\$1 Ticket Book: \$10.00 per book \$2 Ticket Book: \$20.00 per book \$4 Ticket Book: \$40.00 per book</p> 
Food Delivery	<p>San Pablo Transportation provides home delivery services for regular participants of the program who are unable to collect their food bags in person.</p>  <p>Home Delivery Cost: \$4 Res. / \$6 Non-Res. Pick-up at Senior Center: \$2 Res. / \$3 Non-Res.</p> <p>1st & 3rd Friday of each month San Pablo Library (Community Room) 10AM - 11AM</p> <p>To apply for the Food Bank program, you may attend the Senior Food Program distribution days noted above or contact 925-676 7543.</p>

San Pablo **SENIOR & DISABLED** *Transportation*



**ARE YOU A SAN PABLO RESIDENT OR LIVING IN UNINCORPORATED SAN PABLO?
IF SO, REGISTER TODAY!**

- Low-cost service
- Friendly staff
- Convenient
- Quick & timely service

Contact us for more information or to apply.
First ride is free.

(510) 215-3095 - paratransit@sanpabloca.gov

San Pablo Senior & Disabled Transportation Service is supported by Contra Costa County Measure J Funds.

Shuttle to Martinez Medical Health Center

Do you live in the 94806 zip code?

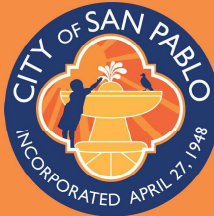
**One-Seat Ride
from San Pablo Senior
Center to Martinez Health
Center**

\$5 one-way
Attendants ride for free
Monday, Tuesday, and Thursday
9:00 am-3:30 pm
Reduced fares available.
Please call to see if you qualify.

Call (510) 215-3095
or email
paratransit@sanpabloca.gov

Funded by
Contra Costa County
Measure X.

**Apply
today!**



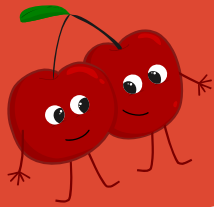
 **CONTRA COSTA
transportation
authority**

www.sanpabloca.gov/Transportation
Office Hours M-F 8:30 am – 4:00 pm

CITY OF SAN PABLO SOCIAL TRIP



*Join Us
Cherry Picking*



THREE NUUNS MARSH CREEK CHERRIES

FRIDAY, MAY 17, 2024

MEMBERS \$10 NON-MEMBERS \$15

***LUNCH/SHOPPING & COST OF CHERRIES
NOT INCLUDED***

LUNCH AT BJ'S RESTAURANT & BREWHOUSE

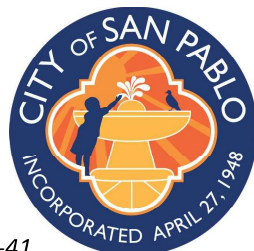


BOARDING @8:45AM (SP TOWNE CENTER)



ETA BACK TO SAN PABLO 4PM

Senior Center Division | 1943 Church Lane, San Pablo, CA 94806 |
Phone 510-215-3090 | Fax 510-215-3015 | seniors@sanpabloca.gov





MEMBERS: \$20 & NON-MEMBERS: \$25

5.B-42

Presented By Diablo Ballet's

THE Nutcracker Suite

\$40
Member

\$45
Non-
Member



SATURDAY, NOVEMBER 16, 2024

10:15 am - 4:30 pm

**10:15 am: Boarding at San Pablo Towne Center.
(2415 San Pablo Dam Rd)**

10:30 am: Depart from San Pablo Towne Center.

**Lunch : Walk to Katy's Kreek American Restaurant
(270 ft away- 2 min walk)**

Cost of Lunch not included in fee

3:45 pm: Departure from Leshner Center.

4:30 pm: Estimated arrival at San Pablo Towne Center.

****Cancellation must be made by Wednesday, November 13, by 3:00pm in order to receive credit/refund. Processing fee \$10. NO EXCEPTIONS.****

Holiday Afternoon Tea

At the Fairmont Hotel San Francisco

Friday, December 13th

Members: \$101

Non-Members: \$111

*Registration opens
Monday, November 18th

- Boarding Location: San Pablo Towne Center,
2415 San Pablo Dam Rd
-11:45AM
- Reservation-1:15PM
950 Mason St
San Francisco, CA
- Departure SF- 3:00PM
- Estimated Arrival back
to San Pablo- 4:00PM



CANCELATION POLICY: CREDIT/REFUND REQUEST MUST BE MADE BY TUESDAY, DECEMBER 10TH , 3PM. THERE IS A CANCELLATION FEE OF \$95. NO EXCEPTIONS.

Asian Art Museum

San Francisco, CA

January
24
2025

Itinerary:

- 9:00AM: Boarding at San Pablo Towne Center (2415 San Pablo Dam Rd)
- 9:15AM: Departure
- 10:30AM: Docent Tour
- Lunch: Asian Box - onsite (self-pay)
- 2:00PM: Boarding at Asian Art Museum
- 2:15PM: Departure to San Pablo
- 3:00PM: Arrival at San Pablo Towne Center

Space is limited 10 people max (accessible to 1 mobility device - must notify staff when signing up)

Cancellation Policy: Credit/Refund request must be made by Tuesday, January 21st 3PM. No Exceptions. \$10 cancellation fee.

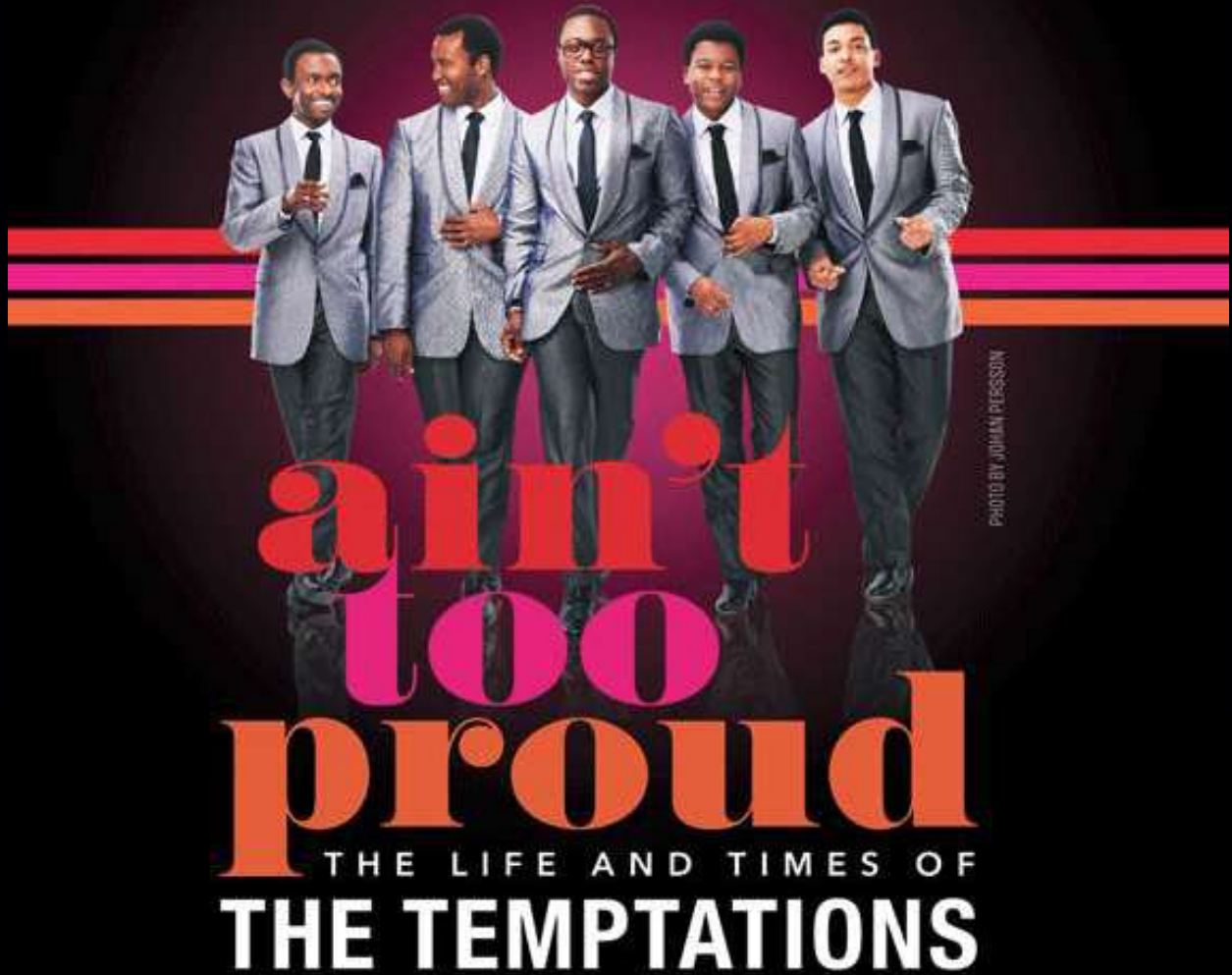
***Register on January 6th!!**

COST:
\$30
MEMBER
&
\$35
NON-
MEMBER



“AN ELECTRIFYING MUSICAL!”

The Washington Post



Destination: Golden Gate Theatre in San Francisco

Date: Wednesday, February 26, 2025

Fee: \$50 MEMBER | \$55 NON-MEMBER

Time: 9:45am – 5:00pm

Lunch: SAMS Diner – SELF PAY

Registration opens February 3rd

CANCELATION POLICY: Credit/Refund request must be made by Friday, February 21st 3PM. No Exception. \$10 cancellation fee.

Senior Center Division • 1943 Church Ln, San Pablo, CA, 94806
Phone 510-215-3090 Email: Seniors@sanpabloca.gov



5.B-46

SHOPPING & LUNCH **FRIDAY, MARCH 14**

Fairfield, CA

REGISTER ON FEBRUARY 18TH!

Walmart 

Departure Location:

Savers Parking Lot

San Pablo Towne Center

2415 San Pablo Dam Rd

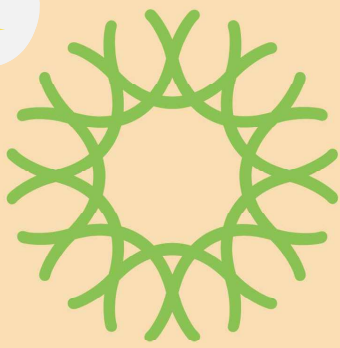
- 9:45 AM – Boarding
- 10:00 AM – Depart for Walmart, Fairfield
- 12:30 PM – Lunch
- 3:00 PM – ETA back to San Pablo



MEMBERS: \$10
NON-MEMBERS: \$15
(Lunch/shopping not included in fee)

**SPACE IS LIMITED TO 10 PEOPLE MAX
(ACCESSIBLE TO 1 MOBILITY DEVICE)**

Credit/refund requests must be submitted by Tuesday, March 11th, by 3:00 PM. \$10 cancelation fee. No exceptions.



CALIFORNIA ACADEMY OF SCIENCES

SAN FRANCISCO, CA

APRIL
22
2025



Register on
April 1st!!

COST: \$40 MEMBER • \$45 NON-MEMBER

Itinerary:

- 9:00 AM – Boarding at San Pablo Towne Center
- 9:15 AM – Departure
- Lunch (self-pay) – On your own
- 1:30 PM – Reserved seating for Planetarium Show:
Spark: The Universe in Us
- 2:15 PM – Boarding for return trip

Cancellation Policy: Credit/Refund request must be made by Thursday, April 17th 3PM. No Exceptions. \$10 cancellation fee.

Senior Center Division • 1943 Church Ln, San Pablo, CA, 94806
510-215-3090 • Seniors@sanpabloca.gov

5.B-48





Cherry PICKING






**MARSH CREEK CHERRIES AND PAPA'S
U-PICK CHERRIES IN BRENTWOOD, CA ***



**Cost of cherries and lunch not
included in the registration fee.*

Registration starts May 1st

Trip Itinerary:

-  **Boarding: 8:45AM (SP Towne Center)
(2415 San Pablo Dam Rd)**
-  **Lunch: BJ's Restaurant (self-pay)**
-  **Estimated Return to San Pablo: 4:00PM**

Cancellation Policy: A \$5 fee applies to all cancellations. To receive a partial credit or refund, you must cancel by 3PM on Monday, May 19.

\$10

Members

\$15

Non-Members



FY 24 Final

General Ledger

Summary Trial Balance

User: CecilianN
Printed: 04/29/2025 - 12:29PM
Period: 01 to 15, 2024
Include: (ALL)
Account From: 263
Account To: 263



Account Number	Description	Budget Amount	Beginning Balance	Debit This Period	Credit This Period	Ending Balance
Fund 263	Paratransit					
ASSETS						
263-0000-10199	Cash Balance	0.00	610,784.29	479,057.38	381,560.89	708,280.78
263-0000-10400	Interest Receivable LAIF	0.00	0.00	0.00	0.00	0.00
263-0000-11510	Accounts Receivable/General	0.00	33,145.40	35,147.90	33,145.40	35,147.90
263-0000-12600	Due From Other Governments	0.00	0.00	0.00	0.00	0.00
LIABILITIES						
263-0000-20200	ASSETS Totals:	0.00	643,929.69	514,205.28	414,706.29	743,428.68
	Accounts Payable	0.00	-117.49	45,470.07	46,406.37	-1,053.79
	LIABILITIES Totals:	0.00	-117.49	45,470.07	46,406.37	-1,053.79
FUND BALANCE						
263-0000-24500	Reserve for PY Encumbrances	0.00	0.00	0.00	0.00	0.00
263-0000-25320	Fund Balance Unreserved	0.00	-643,812.20	12,954.05	12,954.05	-643,812.20
	FUND BALANCE Totals:	0.00	-643,812.20	12,954.05	12,954.05	-643,812.20
REVENUE						
263-0000-33509	Paratransit Measure J -- Received	283,923.00	0.00	0.00	417,824.00	-417,824.00
263-0000-33704	MTC Fare Box	0.00	0.00	0.00	0.00	0.00
263-0000-36102	Interest	0.00	0.00	0.00	21,128.14	-21,128.14
263-0000-36107	GASB31 Market Value Adjustment	0.00	0.00	884.12	12,954.05	-12,069.93
263-0000-39202	Sale of vehicles	0.00	0.00	0.00	0.00	0.00
263-0000-39999	Transfers In	0.00	0.00	0.00	0.00	0.00
Dept 5410	Paratransit					

\$33,198 Interest

Account Number	Description	Budget Amount	Beginning Balance	Debit This Period	Credit This Period	Ending Balance
263-5410-33704	MTC Fare Box	10,000.00	0.00	56.00	13,276.76	-13,220.76
263-5410-39906	Other Revenue	0.00	0.00	0.00	0.00	0.00
	263-5410 REVENUE Totals:	10,000.00	0.00	56.00	13,276.76	-13,220.76
	REVENUE Totals:	293,923.00	0.00	940.12	465,182.95	-464,242.83
EXPENSE						
Dept 5410	Paratransit					
263-5410-41000	Salary	206,555.72	0.00	218,503.49	48.73	218,454.76
263-5410-41001	Part Time Salary	0.00	0.00	18,683.25	0.00	18,683.25
263-5410-41105	Workers Compensation	0.00	0.00	0.00	0.00	0.00
263-5410-41200	PERS Retirement	15,826.25	0.00	17,714.52	0.00	17,714.52
263-5410-41205	PARS Retirement	0.00	0.00	242.01	0.00	242.01
263-5410-41310	Medical Insurance	47,087.76	0.00	48,819.57	0.00	48,819.57
263-5410-41312	Retiree Health Savings Plan	2,640.00	0.00	1,675.00	0.00	1,675.00
263-5410-41400	Dental Insurance	6,741.01	0.00	4,274.78	0.00	4,274.78
263-5410-41500	Flexible Spending Account	1,395.00	0.00	487.50	0.00	487.50
263-5410-41800	LTD Insurance	3,726.27	0.00	1,531.28	0.00	1,531.28
263-5410-41900	Medicare	2,995.06	0.00	3,315.62	0.00	3,315.62
263-5410-41903	Employee Assistance Program	0.00	0.00	0.00	0.00	0.00
263-5410-41904	Life Insurance	517.82	0.00	459.29	0.00	459.29
263-5410-41905	Benefits in Lieu	0.00	0.00	240.00	0.00	240.00
263-5410-41990	Other Benefits	0.00	0.00	917.60	0.00	917.60
263-5410-42000	Uniforms	1,545.00	0.00	0.00	0.00	0.00
263-5410-42001	Communications	2,163.00	0.00	2,727.45	0.00	2,727.45
263-5410-42005	Network Applications/Expenses	8,758.00	0.00	14,604.27	0.00	14,604.27
263-5410-43000	Vehicle, Equipmt Maint & Repair	11,021.00	0.00	11,376.30	2,874.15	8,502.15
263-5410-43100	Gasoline / Diesel Fuel	13,792.00	0.00	19,333.89	0.00	19,333.89
263-5410-43300	Memberships/Subscriptions	567.00	0.00	0.00	0.00	0.00
263-5410-43500	Program Costs & Supplies	3,723.00	0.00	2,316.90	0.00	2,316.90
263-5410-43510	Meeting & Sundry Supplies	2,060.00	0.00	0.00	0.00	0.00
263-5410-43520	Copies/Printing/Shipping/Xerox	2,215.00	0.00	640.58	0.00	640.58
263-5410-43550	Central Office Supplies	3,090.00	0.00	411.88	0.00	411.88
263-5410-44100	Pre-Employment Expenses	849.00	0.00	247.00	0.00	247.00
263-5410-44320	Travel/Training Staff	4,901.00	0.00	80.84	0.00	80.84
	263-5410 EXPENSE Totals:	342,168.89	0.00	368,603.02	2,922.88	365,680.14

Staffing/Admin

3316,817

S&S
\$48,863

Fares

Account Number	Description	Budget Amount	Beginning Balance	Debit This Period	Credit This Period	Ending Balance
	EXPENSE Totals:	342,168.89	0.00	368,603.02	2,922.88	365,680.14
	Fund 263 Totals:	-48,245.89	0.00	942,172.54	942,172.54	0.00
	Report Totals:	-48,245.89	0.00	942,172.54	942,172.54	0.00

FY 25 - Apr 2025

General Ledger

Summary Trial Balance

User: Cecilian
Printed: 04/29/2025 - 12:29PM
Period: 01 to 10, 2025
Include: (ALL)
Account From: 263
Account To: 263



Account Number	Description	Budget Amount	Beginning Balance	Debit This Period	Credit This Period	Ending Balance
Fund 263	Paratransit					
ASSETS						
263-0000-10199	Cash Balance	0.00	708,280.78	401,758.59	266,976.57	843,062.80
263-0000-10400	Interest Receivable LAIF	0.00	0.00	0.00	0.00	0.00
263-0000-11510	Accounts Receivable/General	0.00	35,147.90	0.00	35,147.90	0.00
263-0000-12600	Due From Other Governments	0.00	0.00	0.00	0.00	0.00
LIABILITIES						
263-0000-20200	ASSETS Totals:	0.00	743,428.68	401,758.59	302,124.47	843,062.80
	Accounts Payable	0.00	-1,053.79	31,745.85	30,692.06	0.00
	LIABILITIES Totals:	0.00	-1,053.79	31,745.85	30,692.06	0.00
FUND BALANCE						
263-0000-24500	Reserve for PY Encumbrances	0.00	0.00	0.00	0.00	0.00
263-0000-25320	Fund Balance Unreserved	0.00	-742,374.89	0.00	0.00	-742,374.89
	FUND BALANCE Totals:	0.00	-742,374.89	0.00	0.00	-742,374.89
REVENUE						
263-0000-33509	Paratransit Measure J	350,000.00	0.00	0.00	326,623.20	-326,623.20
263-0000-33704	MTC Fare Box	0.00	0.00	0.00	0.00	0.00
263-0000-36102	Interest	8,000.00	0.00	0.00	25,544.29	-25,544.29
263-0000-36107	GASB31 Market Value Adjustment	0.00	0.00	0.00	884.12	-884.12
263-0000-39202	Sale of vehicles	0.00	0.00	0.00	0.00	0.00
263-0000-39999	Transfers In	0.00	0.00	0.00	0.00	0.00
Dept 5410	Paratransit					

Interest
↑

Beg Fund Balance
- Received to date

Account Number	Description	Budget Amount	Beginning Balance	Debit This Period	Credit This Period	Ending Balance
263-5410-33704	MTC Fare Box	0.00	0.00	0.00	10,577.00	-10,577.00
263-5410-39906	Other Revenue	0.00	0.00	0.00	0.00	0.00
	263-5410 REVENUE Totals:	0.00	0.00	0.00	10,577.00	-10,577.00
	REVENUE Totals:	358,000.00	0.00	0.00	363,628.61	-363,628.61
EXPENSE						
Dept 5410						
263-5410-41000	Paratransit Salary	255,777.61	0.00	159,308.32	0.00	159,308.32
263-5410-41001	Part Time Salary	56,620.00	0.00	12,660.11	0.00	12,660.11
263-5410-41105	Workers Compensation	0.00	0.00	0.00	0.00	0.00
263-5410-41200	PERS Retirement	20,906.48	0.00	13,601.46	0.00	13,601.46
263-5410-41205	PARS Retirement	0.00	0.00	164.58	0.00	164.58
263-5410-41310	Medical Insurance	76,931.72	0.00	45,315.51	2,655.66	42,659.85
263-5410-41312	Retiree Health Savings Plan	1,830.00	0.00	824.57	0.00	824.57
263-5410-41400	Dental Insurance	3,786.12	0.00	4,053.61	148.88	3,904.73
263-5410-41500	Flexible Spending Account	1,426.50	0.00	1,064.67	0.00	1,064.67
263-5410-41800	LTD Insurance	1,867.39	0.00	1,170.38	0.00	1,170.38
263-5410-41900	Medicare	3,673.98	0.00	2,428.88	0.00	2,428.88
263-5410-41903	Employee Assistance Program	0.00	0.00	0.00	0.00	0.00
263-5410-41904	Life Insurance	566.28	0.00	333.28	0.00	333.28
263-5410-41905	Benefits in Lieu	0.00	0.00	2,250.00	0.00	2,250.00
263-5410-41990	Other Benefits	1,041.60	0.00	624.60	0.00	624.60
263-5410-42000	Uniforms	1,200.00	0.00	0.00	0.00	0.00
263-5410-42001	Communications	2,300.00	0.00	1,726.75	0.00	1,726.75
263-5410-42005	Network Applications/Expenses	9,388.00	0.00	3,925.84	0.00	3,925.84
263-5410-43000	Vehicle, Equipmt Maint & Repair	13,350.00	0.00	3,340.58	177.54	3,163.04
263-5410-43100	Gasoline / Diesel Fuel	18,000.00	0.00	8,276.74	0.00	8,276.74
263-5410-43300	Memberships/Subscriptions	600.00	0.00	0.00	0.00	0.00
263-5410-43500	Program Costs & Supplies	8,600.00	0.00	4,282.29	0.00	4,282.29
263-5410-43510	Meeting & Sundry Supplies	2,100.00	0.00	0.00	0.00	0.00
263-5410-43520	Copies/Printing/Shipping/Xerox	3,715.00	0.00	0.00	0.00	0.00
263-5410-43550	Central Office Supplies	2,000.00	0.00	412.11	0.00	412.11
263-5410-44100	Pre-Employment Expenses	850.00	0.00	158.50	0.00	158.50
263-5410-44320	Travel/Training Staff	3,870.00	0.00	0.00	0.00	0.00
	263-5410 EXPENSE Totals:	490,400.68	0.00	265,922.78	2,982.08	262,940.70

Staffing

Admin

\$ 445,424

5 & 5

\$44,976

Account Number	Description	Budget Amount	Beginning Balance	Debit This Period	Credit This Period	Ending Balance
	EXPENSE Totals:	490,400.68	0.00	265,922.78	2,982.08	262,940.70
	Fund 263 Totals:	-132,400.68	0.00	699,427.22	699,427.22	0.00
	Report Totals:	-132,400.68	0.00	699,427.22	699,427.22	0.00



CONTRA COSTA
transportation
authority

COMMISSIONERS

Aaron Meadows,
Chair

Darlene Gee,
Vice Chair

Mark Armstrong

Newell Americh

Ron Bernal

Diane Burgis

Ken Carlson

Chris Kelley

Sue Noack

Carlyn Obringer

Rita Xavier

4/4/2025

Subject: Measure J Program 15/20b

Knowing you are all in budget development, provided below are our FY 2025-26 revenue expectations for Program 15 (Countywide) and 20b in West County. Program 20a in Central County is done under a separate process.

Please see below a table showing the revenues you can expect if a valid claim is approved for Program 15/20b.

Operator	Program 15	Program 20b
City of Richmond	\$898,982	\$332,602
City of El Cerrito	\$167,524	\$56,755
City of San Pablo	\$264,488	\$101,307
WestCAT	\$425,503	\$115,954
BART	\$119,506	\$47,579
AC Transit	\$265,997	\$105,902
County Connection	\$2,570,400	
Tri Delta	\$1,407,600	

= 365,795

Timothy Haile,
Executive Director

Below is the schedule for claim form distribution and resolution approval:

Action	Date
Claim form released to operators	April 4, 2025
Claim Review Subcommittee established PCC	April 24, 2025
Completed forms due to CCTA	May 2, 2025
PCC approval	May 19, 2025
CCTA Planning Committee Approval	July 3, 2025
CCTA Board Approval	July 16, 2025

2999 Oak Road
Suite 100
Walnut Creek
CA 94597
PHONE: 925.256.4700
FAX: 925.256.4701
www.ccta.net

Sincerely,

Danielle Elkins
Deputy Executive Director, Planning, Programs and Policy



Measure J Countywide Transportation for
Seniors and People with Disabilities
Program (Program 15) FY 2024-25

1. CLAIMANT INFORMATION

Agency	City of Richmond	Date	5.2.2025
Contact Person	LaShonda White		
Address	City of Richmond		
	450 Civic Center Plaza		
	Richmond, CA 94804		
Telephone No.	510-620-6828		
Email	LaShonda_White@ci.richmond.ca.us		

FOR INTERNAL USE ONLY

Received:

Revised Submission:

Modifications Requested:

Subcommittee Reviewed:

3. PROJECT WORKSHEETS

A1 Measure J Claim Summary: ALL CLAIMANTS
B. Capital Needs Forecast: CLAIMANTS WHO USE MEASURE J FOR CAPITAL PURCHASES
C. Performance Indicators: ALL CLAIMANTS
D. Rolling Stock Inventory: ALL CLAIMANTS THAT OPERATE SERVICE USING MEASURE J FUNDS

Measure J Countywide Transportation for Seniors and People with Disabilities Program (Program 15) FY 2025-26

Table A - Measure J Claim Summary TRANSIT

	FY 2024 Actual	FY 2025 Projected	FY 2026 Estimate
Program Sources (Revenues)			
	100% allocation		100% allocation
Measure J Prog 15	\$ -	\$ 888,115	\$ 898,982
Measure J local reserves			\$ -
Measure J Interest			\$ -
Fares from Paratransit Servi	\$ 8,075	\$ 10,740	\$ 10,000
Measure J Prog 20b		\$ 332,602	\$ 332,602
TIRCP Grant			\$ 1,039,200
ECIS Grant		\$ 31,117	\$ 1,039,200
Other			\$ 90,416
TOTAL PROGRAM SOURCE	\$ 8,075	\$ 1,262,574	\$ 3,410,400
Program Uses (Expenditures)			
Administration	\$ 564,331	\$ 139,000	\$ 161,000
Paratransit Operations	\$ 485,179	\$ 790,972	\$ 837,000
Ride-hailing	195,834	\$ 241,692	\$ 250,000
Richmond Moves			\$ 2,162,400
Compliance w/audit		\$ 90,910	
TOTAL PROGRAM USES	\$ 1,245,344	\$ 1,262,574	\$ 3,410,400
		\$ -	\$ -
Capital Expenditures	\$ -	\$ -	\$ -
NET OPERATING BALANCE	\$ (1,237,269)	\$ -	\$ -
Measure J Funds: Changes in Reserve Balance			
Beginning Reserve Balance			
Annual Revenue			
Annual Operating Expenditures			
Annual Capital Expenditures	\$ -	\$ -	\$ -
Ending Reserve Balance	\$ -	\$ -	\$ -

Measure J Countywide Transportation for Seniors and People
with Disabilities Program (Program 15) FY 2025-26

Table B - Capital Needs and Acquisition Forecast

Anticipated Purchases	FY 2023 Actual	FY 2024 Projected	FY 2025 Estimate	FY 2026 Estimated
1 N/A				
2				
3				
4				
5				
TOTAL	\$ -	\$ -	\$ -	\$ -

Measure J Countywide Transportation for Seniors and People with Disabilities (Program 15) FY 2025-26

Table C - Performance Indicators

Activity	*FY 2024 Actual	FY 2025 Projected	FY 2026 Estimate
R-TRANSIT VAN			
Total Registered Clients - Incorporated service area	2,743	614	650
Total Registered Clients - Unincorporated service area	410	92	100
Total Registered Clients	3,153	706	750
Total Paratransit & DAR Passenger Boardings	1,676	2,700	2,800
**Total Revenue Service Hours (RSHr)	2,200	1,434	2,300
**Passenger Boardings per RSHr	1.31	1.51	1.22
Total Revenue Service Miles (RSM)	11,379	5,653	9,000
Average Passenger Trip Distance	5.2	2.9	3.3
Number of Wheelchair Passenger Boardings	395	544	544
Number of Paratransit & DAR No-Shows	1	8	10
Number of Paratransit & DAR Cancellations	380	879	600
Number of Trip Denials	0	0	0
Number of Reservation Denials	0	0	0
Number of Multi-Agency Trips	0	0	0
Number of Accidents	0	0	0
Percent of On-Time Performance	93.4	94.4	94.5
R-TRANSIT RIDE-HAILING			
Total Passenger Boardings	17,442	25,000	26,000
Average Passenger Trip Distance	na	3.2	3.2
RICHMOND MOVES WHEELCHAIR VAN			
Number of Wheelchair Passenger Boardings	na	2,650	2,800
Average passenger trip distance	na	4.0	4.0
On-time performance	na	96.0	96.0
Customer satisfaction (Scale of 1 to 5)	na	4.9	4.9
FARE SUBSIDY			
Revenue for R-Transit van program	\$9,580	\$10,021	\$10,000

* Data for FY 2024 reflects best available information only.

Measure J Countywide Transportation for Seniors and People with Disabilities Program (Program 15) FY 2025-26

Table D - Rolling Stock Inventory

[illegible]



Measure J Paratransit Program 15 Claim FY 25-26 Project Description

Claimant/Agency:
City of Richmond

Project Description:

1) *If your claim will be used, entirely or in part, to operate a vehicle that provides service to seniors and/or persons with disabilities please provide:*

a) *Brief Paratransit System History*

The City of Richmond began paratransit services in the 1970s, made possible from funding provided from the State's Transportation Development Act. The service is a demand-responsive mode of transportation for disabled adults (over 18) and seniors 55 and older. The program, branded R-Transit, utilizes wheelchair accessible vans operated by both the city and a contractor - TransMetro. Ridership for FY 2024-25 is projected to be 2,700.

In 2018 the City added to the R-Transit program a ride-hailing service for disabled adults and seniors 55 and older. In this mode of transportation passengers use a mobile app to request a ride, specifying their pickup and destination location. Private vehicles and drivers are used to transport passengers. Currently the service is provided through Lyft. Ridership for FY 2024-25 is projected to be 25,000. Another firm, Uber, just started service in April 2025.

In 2022, the City started the Richmond Moves program. The program is a microtransit service that is open to the general public. The service utilizes hybrid vans, including some that are wheelchair accessible. The service is provided through the contractor Nomad Transit, LLC (dba Via Transportation). Ridership for FY 2024-25 is projected to be 77,000. Out of this total 2,650 rides are projected to be on wheelchair vans. Seniors also use Richmond Moves at no cost. Funding for this service began with a California Climate Investments grant. In 2024, the funding for the program was increased to \$6,235,000 for three additional years of service through a Transit and Intercity Rail Capital Program (TIRCP) grant and a 50% match from the Richmond's Environmental Community Investment Agreement Program. The annual budget of approximately \$2.1 million is available for fiscal years 2025, 2026, and 2027 to operate the program.

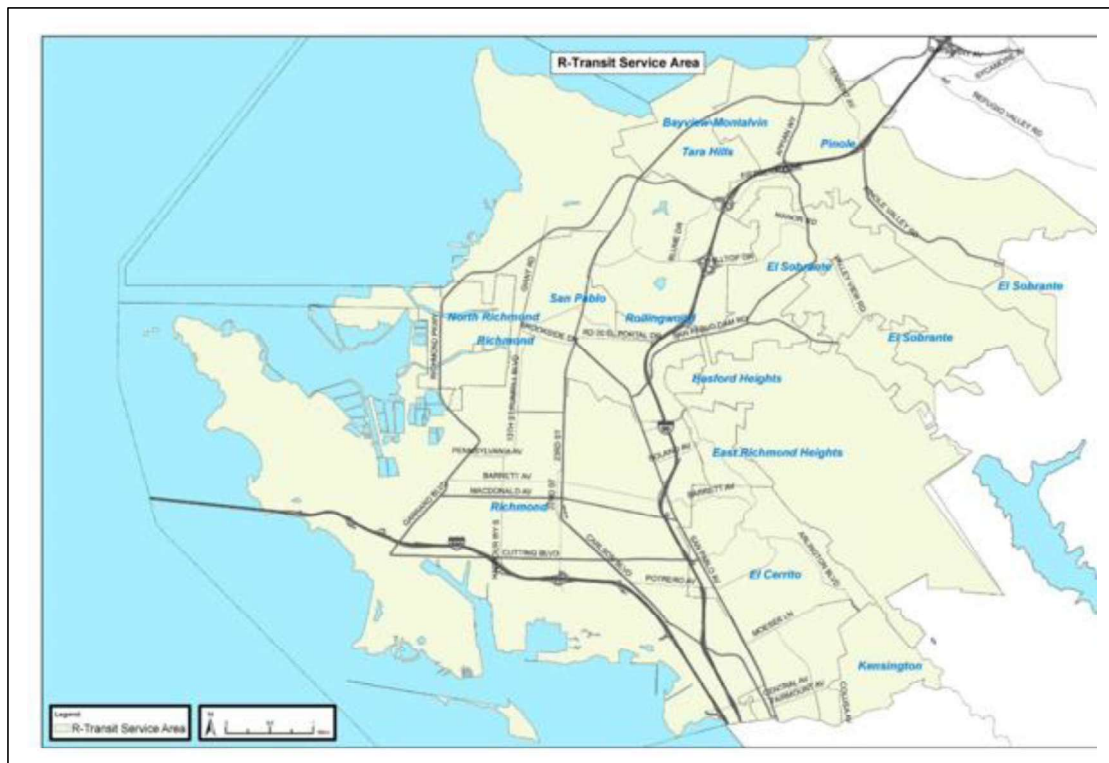
b) *Types of service: Check the box for each type of service you provide, and for each, provide a description of the service including a system overview, how the service is delivered (contracted, in-house), driver training, how service is monitored for effectiveness, fares, etc. Include attachments if appropriate.*

This will be the first year that all of Richmond's transportation services for seniors and/or persons with disabilities are included in the Measure J Claim. The most recent

addition of services is described in the “Other” category.

☐ Paratransit Service

The R-Transit van program provides door-to-door demand-response trips, for seniors (age 55+) and individuals with disabilities (age 18+) who live in Richmond, North Richmond, Kensington, El Sobrante and other eligible unincorporated areas, subject to the City’s review and acceptance of supporting documentation. R-Transit’s service area extends beyond our client’s communities and include the cities of El Cerrito, San Pablo, and Pinole, and the unincorporated communities adjacent to Richmond. A map of the R-Transit service area is shown below.



Services are provided Monday through Friday, 8:30 am to 5:00 pm. Reservations can be made up to thirty days in advance. Same-day service is available. Rides cost \$4 per trip or \$5 per trip for same day rides. R-Transit coupon books cost \$20, and drivers only accept coupons as fare. Rides may be requested by calling a phone number, answered by city employees who work with clients to schedule their rides. More information can be found at <https://www.ci.richmond.ca.us/2880/R-Transit-Paratransit>.

Richmond’s in-house service utilizes City drivers (2 FTEs) and dispatchers (1.5 FTE). When needed, the City has access to an outside vendor (TransMetro) that will pick up rides that Richmond’s drivers are unable to fill. Our current R-Transit drivers have worked in those positions for over 10 years each and have great rapport with our clients.

The R-Transit van program uses the data management system by Via to schedule rides and collect information. Via’s Paratransit Solution consists of integrated rider, driver, and

operator tools to help maximize on-time performance, minimize missed trips, and reduce cost per passenger. The software provides data to enable the City to address compliance and efficiency requirements while balancing unique community challenges and individual rider needs.

Each month the City compiles a report that includes client, performance, and financial data. That report is reviewed during the bi-weekly meeting of the City's transit team to identify and address issues. City staff meet regularly with Via staff to ensure the ride management system is operating correctly and to discuss the program.

☐ Taxi/Transportation Network Company (TNC)

Individuals who are registered in the R-Transit paratransit program qualify for the City's ride-hailing service. An applicant uses a smart phone or similar device to download the company's app and completes the application on-line. Once enrolled clients may schedule rides immediately. Since 2018, the sole ride-hailing company has been LYFT. A second provider, UBER, has recently been added. Clients receive up to 40 rides per month for a fixed cost of \$3.00 per ride with Measure J funding covering the remaining amount up to \$20 per ride. Low-income clients ride for free. The service is available 24 hours per day, 7 days per week and may be used to travel anywhere in the R-Transit service area (see above map) and the Contra Costa Regional Medical Center, the Veterans' hospital, and government offices in Martinez. Staff also reviews monthly data provided by LYFT and has access to LYFT staff to discuss program needs. More information about LYFT is attached and can be found at: <https://www.ci.richmond.ca.us/3747/R-Transit-with-Lyft>.

Each month a report is compiled that includes client, performance, and financial data. That report is reviewed during the bi-weekly meeting of the City's transit team to identify and address issues.

☐ Other - Microtransit

Richmond Moves is an on-demand public shuttle service designed to reduce pollution caused by greenhouse gas emissions. The entire fleet of vehicles are plug-in hybrid electric vans, including wheelchair accessible vans, operated by the City's contractor, Via Transportation. The service is available to the general public over the age of 13 for trips that begin and end within the service area. During the past 4 years this area has expanded and now covers the entire City of Richmond.

Services are provided Monday through Friday from 7:00 am – 7:00 pm. Rides cost \$2 and are free for students and seniors 55 and older. Rides are booked through the Richmond Moves app., or by phone. More information can be found at <https://www.ci.richmond.ca.us/4199/Richmond-Moves-On-Demand-Shuttle>.

Richmond Moves uses the data management system by Via to collect information. The system enables the City to monitor the performance of the program and to identify and address issues. Each month a report is compiled that includes performance and financial data.

While the service is primarily “corner-to-corner”, “door-to-door” service is provided to wheelchair riders. Nearly 5 times more wheelchair rides are provided through the Richmond Moves program versus the R-Transit van program. It appears that individuals who previously used the R-Transit program now use the Richmond Moves program because of lower, or no fares, and the larger window of time to travel. The wheelchair rides are equal in the quality of service provided through the R-Transit van program. Via operates nation-wide in various jurisdictions and provides training to their drivers. The City has received no complaints from customers regarding safety.

2) *Budgets & Staffing: Complete attached Budget Spreadsheets*

- a) *Budget: If your agency received Measure J Program 15 funds in the past 3 years and did not spend the entire allocation for any reason, provide details here for how the funds will be spent. NOTE: Any funds must be spent in support of the agency’s program to provide transportation services to seniors and people with disabilities.*

All Measure J funds allocated to Richmond in FY 2024-25 will be spent on transportation services to seniors and people with disabilities. For the reasons described in the CCTA 2024 audit of the Richmond paratransit service, the City’s Measure J allocation for FY 21-22 was partially withheld; and was fully withheld for FY 22-23 and FY 23-24. Cost have been incurred to provide services in the years mentioned and the program looks forward to reimbursements following meeting requirement needed to release funds. The CCTA placed the following condition on the release of the withheld funds.

“If the City makes progress in achieving the target metrics and key deliverables for the first two quarters of the Performance Period (calendar year 2025), that is satisfactory to the PCC and CCTA, the CCTA will process the funding for the second half of the City’s FY21/22 Claim. At the end of the Performance Period, the PCC and CCTA will assess the City’s success in implementing its Performance Improvement Plan, and meeting target metrics and key deliverables. The assessment will determine CCTA’s continued funding of the City’s service. City will have the opportunity to request funding of FY 22/23 and 23/24 Claims made by the City. Claims should not have a Cost Pool expense greater than 20%.”

Richmond has made significant progress in achieving the CCTA performance and fiscal targets and other key deliverables as described in the First Quarter Progress Report (Attachment 1). We therefore believe that the funding that was withheld from the FY 21/22 Claim, and that will reimburse the City’s General for the payment of paratransit services delivered in FY 21/22, should be released.

- b) *Staffing: Please complete the table below.*

Position	Full Time	Part Time	Total FTEs	Total PTEs
Drivers	2.0	0.0	2.0	0.0
Dispatch	1.0	0.5	1.0	0.5
Admin	0.0	0.0	0.0	0.0
Other	0.35	0.0	0.35	0.0

- c) *Staffing: For 'Admin' and 'Other' staffing positions noted in the above chart, please provide a brief description of the functions performed.*

The "other" position was a program manager who was responsible for modifications to transit services such as refinements to the R-Transit van program, the R-Transit ride-hailing program, and the Richmond Moves microtransit program. The manager was also responsible for the performance of each program. The incumbent retired in December 2024 and the position is currently vacant. Per CCTA requirements, the City plans to recruit for a paratransit coordinator with hopes that the position will be filled in Summer 2025. Once filled, 100% of the paratransit coordinator position will be included in the paratransit budget and covered by Measure J funds. Currently, management staff is providing oversight of the paratransit program and there is no charge to the Measure J fund.

- d) *Staffing: If your program expends Measure J Program 15 funds for personnel who are not actively engaged in the delivery of services, please explain.*

A portion of the Measure J funds is used to pay for the City's cost pool allocation which includes the costs associated with internal city services such as information technology, legal, finance, payroll, and human resources. All city departments are required to contribute to the cost pool. In the FY 24-25 Measure J claim the cost pool allocation was capped at 20% of the paratransit operating cost. The same cap is included in this claim.

- 3) *Training: What initial training is provided to staff (admin and drivers) when they become part of your service team?*

Richmond's current R-Transit drivers and admin staff have worked for over 10 years each, are experienced and have great rapport with our clients. City staff are working closely with Human Resources to ensure R-Transit staff receive appropriate and updated training for their classification based on changing community conditions and new technologies. We have not brought on new R-Transit staff in many years; however, there is preparation to hire and onboard the new Paratransit Coordinator. When Richmond hires new staff, the training plan would include:

- Onboarding with Human Resources to review city policies, procedures, and resources.
- On-site job training within the department regarding manuals, fare books, customer service, answering phones, scheduling, overview of programs including Trans Metro, LYFT, Uber, and Richmond Moves, addressing walk-ins, overview of the City of Richmond, internal software and platforms such as Outlook, Teams, MUNIS, VOC, etc.
- On-the-job training where staff would be trained for 2-3 weeks with an experienced staff person in the same position (ride-along for drivers and/or sit-along for dispatchers). The ride along would include in-depth overview of how to work vans and support passengers entering the vehicle. The trainer ensures all

paperwork is completed and presented to Human Resources who maintain the driving records. The sit-along for dispatchers would include but not limited to information regarding the LYFT and UBER programs and outreach.

- In-depth training on the Via Operations Center system and data collection that could be provided by R-Transit staff and/or Via staff
- The City's Human Resources Department has developed and is implementing a comprehensive training program for staff in specific classifications, including paratransit drivers, to include training such as back & lifting safety, bloodborne pathogens, emergency action plan, first aid/CPR/AED, hazard communication, and driver safety. In addition, all city staff must take mandatory anti-harassment specifically tailored to their role in the organization and customer service trainings .

a) What on-going training or certification does your staff participate in to qualify them to do the job (admin and drivers)?

The City provides city-wide trainings on topics such as customer service, anti-harassment, and managing employees. All city employees that drive as part of their jobs must have valid licenses and be in good standing with the Department of Motor Vehicles. Human Resources ensures staff have valid driver's license on file. In addition, paratransit staff spent months with Via to understand the ride scheduling software.

b) What training do Customer Service staff receive? Attach training curriculum if you have it.

City Staff Customer Service training is tailored for a citywide audience by the Human Resources Department. There is no paratransit specific training for customer service staff however it is relevant to staff that engage with the public. In addition, each department trains new staff in customer service techniques and the types of questions that might be asked by the community. Staff work in cubicle settings which allow experienced staff to listen to and critique customer interactions, if necessary.

4) Liability & Testing: What insurance liabilities do you have to protect staff and passengers?

All City vehicles have automobile insurance that protect passengers and staff. The City of Richmond is self-insured.

a) Are staff subject to drug and alcohol testing. If so, under what circumstances?

The City performs random drug and alcohol testing. There is drug and alcohol testing if there is an accident.

b) How are accidents and incidents handled? Is specialized training or materials provided to staff?

Through the City of Richmond's Human Resources Department, Risk Management Division, if an accident happens, an incident report is filed with the Risk Management

Division and the City Attorney's office. All City employees are provided with incident report documentation and open lines of communication with the City's Human Resources and Risk Management staff. If injured, staff are also provided resources to seek any medical treatment needed both physically and mentally.

- 5) *If your claim will be used, entirely or in part, to provide a program other than operating a vehicle, please provide the following:*
- a) *Brief description of the program including a brief history of the program, who the program serves, reason for the program, marketing efforts, etc.*

Please see following section 5(b).

- b) *If the program includes subsidizing paratransit or taxi or other ride hailing service (Uber, Lyft, etc.) please include the amount of the subsidy and explain in detail how your program works. Include a service area map of what zones you pick up in and what zones you drop off in. Please include any marketing materials you distribute and discuss how people learn about your program. Explain how people order a trip. If you serve pick-up locations outside your city, please list the number of pick-ups each month you provided to these "outside" areas.*

The Richmond ride-hailing program offers all registered R-Transit clients 55 years of age and older along with disabled persons 18 years of age and older who reside in the City of Richmond or the eligible unincorporated areas subsidized rides to and from areas in the R-Transit service area and to medical and government facilities in Martinez. A map of the service area, except Martinez, is shown in Section 1 of this claim.

To register with LYFT, an applicant enrolls through the LYFT portal or receives assistance from R-Transit staff. Once approved (normally 3 - 5 business days), LYFT will provide the new client a secure ridership code that recognizes them in the LYFT program as a recipient of the City's reduced rates.

Clients use a smart phone and the LYFT app for scheduling rides. However, during normal business hours Monday – Friday 9:00am - 4:00pm clients can receive assistance with scheduling a ride. Clients pay \$3 for one-way trips, while the city picks up the remaining balance up to a maximum of \$20 for each one-way trip. For low-income residents (\$50,000 or less annual income), there is no co-payment. Clients are allocated a maximum of 40 rides per month. In April 2025, the City began to roll out the availability of Uber to new and existing clients. The enrollment process and benefits for Uber is similar to LYFT and clients will have the option to select the ride-hailing company that best meets their needs.

The ride-hailing service attracts a broader range of clients than the R-Transit van program by offering 24-hour, 7-day a week service, including holidays, and lower or no fares.

Referrals from satisfied customers and “word of mouth” have been and continue to be the best forms of marketing. Ride-hailing brochures are available at senior centers, government offices, senior housing complexes, doctor/dentist offices and other sites seniors frequent. The LYFT website is at <https://www.ci.richmond.ca.us/3747/R-Transit-with-Lyft>.

The origin (pick-up) of riders by month in 2025 are shown in the following chart. All riders must be registered with the paratransit program to use the ride hailing services.

Jurisdiction	Month		
	January	February	March
Richmond	713	661	742
El Sobrante	439	425	526
North Richmond	341	323	375
El Cerrito	311	291	340
El Sobrante	279	254	291
Pinole	131	117	153
Kensington	3	3	3
Albany	4	3	2
Martinez	2	3	2
Total	2,223	2,080	2,434

Based on the actual ridership in FY 2024-25 to date, it is estimated that the annual ridership in FY 24-25 will be at least 25,000. The City subsidy is estimated to be \$250,000, which equates to about \$10/ride.

- c) *In these programs, how do you ensure that mobility aid users and ambulatory customers have equivalent access and service reliability?*

Ride-hailing is best suited for those comfortable with boarding vehicles (including SUVs and vans) without driver assistance. Due to the nature of ride-hailing, drivers are not required to assist passengers in and out of the vehicle, assist with personal belongings, or walk passengers to their destination. Passengers who use wheelchairs or walkers that can safely and securely fit in the car’s trunk or backseat without obstructing the driver’s view will be accommodated. R-Transit clients who require additional assistance of the drivers and/or depend on mechanical aids such as crutches, walkers, and wheelchairs can continue to use the R-Transit van program and/or the Richmond Moves program.

- 6) *Please provide a brief description of how your agency solicits feedback from passengers and potential passengers about your service, (i.e., surveys, comment cards, customer service logs).*

For the R-Transit programs riders are encouraged to contact City staff through phone calls or emails. Multilingual staff that speak Spanish are available in the paratransit team and have access to a multitude of additional staff in other city departments that speak many additional languages. The comments are recorded in a customer service log. We also can gather information from regular Commission on Aging meetings or through feedback from other

agencies/jurisdictions. For the Richmond Moves program riders may complete a confidential rating of their experience that is summarized in the Via Operations Center. A survey is available on-line if people prefer to provide feedback through that method.

a) How do you utilize that input to inform and improve your program?

See response to item #7 below.

b) Do you have a committee of residents that meets to discuss your program? Explain how often this group meets and how it is staffed.

The Commission on Aging (COA) hosts monthly meetings (up to 13 members). Each member of the City Council has an appointee on the Commission. As needed or upon request, City transportation staff will attend a Commission meeting to provide an update on paratransit services. The COA is a very vocal and active group and is interested and involved in supporting R-Transit's population in receiving transportation services. They often share feedback with city staff. The Richmond Neighborhood Coordinating Councils (RNCC), a body that includes representatives from the City's 20+ distinct neighborhood councils, is notified of information that needs to be shared and is a community resource when paratransit needs to announce or get feedback regarding any services.

In April 2024, the COA hosted a well-attended transportation workshop for seniors. City staff presented information on paratransit (Richmond Moves staff were also present) and were available to help people complete enrollment forms for paratransit services, and answer questions about services. Staff made great connections with community and senior housing providers.

7) How do you record and track customer complaints. What procedures do you have in place to resolve them?

For the R-Transit programs customer complaints are reviewed by the transit team at their regular bi-weekly meetings. There are, however, very few complaints due to the overlap of services provided through the R-Transit van program, the R-Transit ride-hailing program, and the Richmond Moves microtransit program. In addition, the residents of Richmond are served by East Bay Paratransit.

For the Richmond Moves program riders provide confidential ratings of their experience that are reviewed by the contractor, Via Transportation, and City staff.

a) What customer service metrics do you track: i.e. Phone hold times, late/early pick-ups, fare disputes, loading problems, etc. How are these metrics trending year over year?

We track the on-time performance of the R-Transit van program. In FY 2024-25 the percentage of passenger pick-ups that were made less than 15-minutes after the

estimated pickup time varied from a monthly low of 87.5% to a monthly high of 98.1%. The trend was upward.

- b) *If you have vendors delivering service on your behalf, what procedures do you have in place to gather and resolve complaints they receive.*

We have 4 vendors delivering services on the City's behalf. They are advised to report any complaints that they cannot resolve to City staff. In addition, riders can contact the City staff directly. The City vendors include Trans Metro (van service), Via Transportation (van service), LYFT (ride-hailing) and UBER (ride-hailing). Clients using Trans Metro are registered as paratransit clients and are instructed to contact City paratransit if there are any issues. Trans Metro is also instructed to inform City staff as soon as possible if any issues concerns or complaints. If complaints are received, vendors and City staff ill discuss and address accordingly.

- 8) *Please describe how your service is monitored and what criteria you use. Include tools you use to monitor performance, frequency of monitoring and reports generated. Include samples of reports from software used by your agency.*

A monthly report is prepared that includes performance and financial information for each of the City's three transit programs. That information is reviewed by the members of the transit team and provided to the City's management. The raw data for the monthly reports comes from the Via Operations Center, the LYFT monthly transactional report, the fiscal report of the City's Transportation Operation Fund, and the monthly invoices from TransMetro, LYFT, and Via transportation.

The raw data is filtered and consolidated to create a monthly report that enables staff to monitor the operational and fiscal performance of the paratransit programs. The monthly report for the month of March is shown in Attachment 2.

- a) *Please include the key performance indicators you use to measure the success of your program in the chart below. (Example: cost per passenger, on-time performance, complaints)*

The following are key performance indicators to measure the success of the paratransit service (R-Transit Van program, R-Transit ride-hailing program, and the Richmond Moves wheelchair van service).

Metric	Goal FY 24/25	Actual FY 23/24	Estimate FY 24/25
On-time performance	95.0%	93.4%	95.1%
Annual ridership	30,000	19,117	30,400
Cost per passenger trip	\$40	\$44	\$40

The estimated cost per passenger trip is based on the total operating expenditures for the R-Transit van program (~2,700), the R-Transit ride-hailing program (~25,000),

and the pro-rated cost of the wheelchair van rides in the Richmond Moves program (~2,700). The total operating expenditure for FY 24/25 is estimated to be \$1.22 million. This figure is divided by the total paratransit ridership of 30,400 which results in an average cost per passenger trip of \$40. Additional metrics are collected and tracked monthly for internal use and presentation to CCTA per the requirement of the Performance Improvement Plan.

b) If services have degraded per the performance metrics reported, what were the reasons, and what actions are you taking to improve service?

Services have not degraded. Instead, they have improved. The actions that were taken align with the City's Performance Improvement Plan and the pursuit of achieving the CCTA conditions. For more details, please review the First Quarter Progress Report in Attachment 1.

9) Please describe how, and with what frequency, your policy makers (Board or Council) review operating budget and performance of the service you provide. Do you submit an annual report to your Board or Council? Please include that document in this claim.

The budgets of the R-Transit programs and the Richmond Moves program are reviewed at several key times throughout each fiscal year. City staff review the budgets monthly to track actual revenue and expenditures as compared to the budgeted amount. The City Council receives and reviews the budgets, as part of the mid-year budget review process and during the planning phase for the next fiscal year's annual budget. Finance staff also provides the City Council with quarterly updates on the General Fund and non-General Fund. City Council received a presentation on the CCTA audit and Performance Improvement Plan in 2024, and will make a presentation to Council in Fall 2025 regarding paratransit services .

City department budgets are reviewed by program managers, departmental finance staff, the Deputy City Manager of Community Services and Finance budget staff before being presented to the City Manager for review and approval prior to the budget's overall presentation to the City Council. Although staff does not prepare an official annual report, high-level program updates are provided to City Council through the budget development process, via a report/presentation provided by each Department.

10) How many people are registered in your client database now? How many unincorporated area residents does this include? How often do you review and update this database to reflect changes in client eligibility or activity?

As of January 2025, the R-Transit database includes 614 residents of Richmond and 92 residents in unincorporated areas. About 90% of these clients are also registered with LYFT. The client database is updated annually. Due to the nature of the microtransit service program there is no client database.

a) How many of those in your client database are active riders (i.e., took at least one ride

in the last six months)?

49 clients used the R-Transit van program at least once during the six-month period between October 1, 2024, and March 31, 2025. The number of unique riders over the last six months in the ride-hailing program is not available due to issues regarding confidentiality. Due to the nature of the microtransit program the identity of riders is not recorded.

- 11) *Please discuss any known unmet paratransit needs in your service area. For example, residents asking to be picked up or dropped off outside your service area to medical facilities in another city, specific locations that are frequently requested that are not within your service area, requests for additional hours or days of service, etc.*

Currently the paratransit needs in the Richmond area appear to be addressed through the collective efforts of the R-Transit van program, the R-Transit ride-hailing program, the Richmond Moves program, and East Bay Paratransit. It is, however, likely that the demand for service in the R-Transit ride-hailing program and the Richmond Moves program will continue to increase. The unmet demand for service will be addressed during FY 25/26 and reflected in our Measure J claim for FY 26/27.

- 12) *Service Area: Please provide a map of the service area and tables to illustrate the data, as appropriate. Describe both who is geographically eligible to ride your service and where your service will take and pick up those eligible riders.*

A map of the service area is shown in item #1 above. It includes the City of Richmond and adjoining cities and unincorporated communities. The residency requirements and the service area by programs is shown in the following chart

Eligibility and Service Area	Richmond Program		
	R-Transit Van	R-Transit Ride-Hailing	Richmond Moves
Must be resident of:			
Richmond	X	X	No residency requirement
Kensington	X	X	
El Sobrante	X	X	
North Richmond	X	X	
Area ride must start/end			
Richmond	X	X	X
Kensington	X	X	
El Sobrante	X	X	
North Richmond	X	X	
Other adjoining unincorporated areas	X	X	
El Cerrito	X	X	
San Pablo	X	X	
Pinole	X	X	
Martinez medical/government facilities		X	

- 13) *Please share how you promote and market the programs you offer to potential new clients.*

Describe your outreach efforts in terms of Limited English Proficiency and Title VI. Attach your public-facing promotional materials, including your website address. Are your outreach materials available in languages other than English? If so, what languages?

All services (R-Transit van, R-Transit ride-hailing, and Richmond Moves) are marketed through numerous outlets. Transportation services are shared by word of mouth, the Richmond City Manager's Weekly Report, through WCCTAC, City Council Meetings, the City of Richmond's website and social media sites (Facebook/Instagram), and sharing information with interested parties, as requested. Information on transportation services in both English and Spanish is also available in the lobby area of city hall, our senior centers and other local community facilities. City staff has presented information to seniors through virtual and/or in-person sessions. Information is also shared with the community at City events such as Park Rx Day, Juneteenth and Cinco de Mayo. Below are some examples of outreach events:

- Commission on Aging meetings
- Fred Jackson Community Senior Heritage Center
- North Richmond Senior Center
- Richmond Senior Center

The Richmond Commission on Aging (COA) has also partnered with R-Transit staff to share information about the services offered. In collaboration with the COA, several workshops have been conducted to inform potential clients of what we have to offer and assist them with applying. These workshops are ongoing. The city notifies the Richmond Neighborhood Coordinating Councils (RNCC), a body that includes representatives from the City's 20+ distinct neighborhood councils, if information needs to be shared. The RNCC meets once a month for an update on all City information. More information is available at the three websites described in section 1b of this report.

14) Please provide any additional information that you feel is unique or relevant to the transportation service that you provide to seniors or people with disabilities.

Richmond has a comprehensive transportation program that meets the needs of seniors and individuals with disabilities through various methods.

Number 1 - This claim reflects the efforts of the City to address the findings and recommendations of the May 2024 CCTA Measure J Audit of the City of Richmond paratransit services. During the short time since our FY 24/25 Measure J Claim was approved a lot has been accomplished. Our progress is described in our First Quarter Progress Report (see Attachment 1).

Number 2 - This claim is the first to include all of Richmond's transportation services for seniors and/or persons with disabilities. The latest addition, the Richmond Moves program, includes wheelchair accessible vans and door-to-door service, which is equal in quality to the R-Transit van program. For seniors, age 55 or older, the cost to travel on Richmond Moves is free, versus the minimum charge of \$4/trip in the R-Transit van program. Due in part to the difference in cost, during the 12-month period ending March 30, 2024, the Richmond Move program had 160 active wheelchair riders who made 2,652 trips. During the same period of

time the R-Transit van program had 11 active wheelchair clients who made 492 trips.

Number 3 - And finally, this claim affirms the fact that the R-Transit ride-hailing program is an integral part of the City's paratransit services for seniors and the disabled. The ride-hailing program's projected ridership in FY 24-25 is 25,000.

Taken collectively, the total number of annual paratransit rides for seniors and the disabled is 30,400 in FY 24/25, as shown in the following table.

Program	Estimated Riders
R-Transit van	2,700
R-Transit ride-hailing	25,000
Richmond Moves wheelchair vans	2,700
Total	30,400

The City is proud that in collaboration with CCTA and multiple partners paratransit services are improving and opportunities to be able to get a ride are increasing. We seek to continue this path of improvement for the community.

- 15) West County Operators Only Program 20b:** *Please describe how your agency will use program 20b funds (the amount your agency will receive is provided in the budget form). Note: It is the intent of the Measure J Transportation Expenditure Plan that Program 20b funds be used to provide "additional or new services" beyond what was previously provided under Measure C or "regular" service. If you previously started a new or additional service with these funds you can continue to use these funds to operate that service as long as it is productive.*

The City of Richmond will use the program 20b funds for two purposes. The first is to continue the very successful R-Transit ride-hailing program that began with funding from program 20b. More than 25,000 rides are estimated for FY 25/26. The second is to add a new service to the program 20b funding, the wheelchair van service component in the Richmond Moves program. More that 2,700 rides are estimated for FY 25/26.



R-TRANSIT



CLIENT ORIENTATION GUIDE

2025

R-Transit Center
440 Civic Center Plaza, 2nd Floor
Richmond, CA 94804
Phone: 510-307-8026

Welcome to the City of Richmond R-Transit

The City of Richmond has provided specialized transportation, called R-Transit, for seniors (55 and older) and adults with disabilities for nearly 50 years. The term paratransit is commonly used to describe this service. Our goal is to improve our clients access to community services and activities, to decrease their experience of social isolation, and to enhance their abilities to live independently.

R-Transit offers two types of paratransit services. The first is the use of specialized vans that pick-up and drop-off clients at the doorways of a trip's origin and destination. Trips are scheduled in advance by city staff. The other type of service is ride hailing, or travel in a private vehicle driven by its owner as part of an arrangement made using a website or app. The driver's pick-up and drop-off clients at the curb of a trip's origin and destination. Lyft is currently the company providing this service. Uber will be added in April.

Client Eligibility

You need to be at least 55 years old or be at least 18 years old and be disabled; and be a resident of Richmond, or the unincorporated communities of North Richmond, El Sobrante, Kensington, East Richmond Heights, Tara Hills, Bayview-Montalvin Manor, Hasford Heights, or Rollingwood.

Where can I go?

Our clients can travel anywhere within the area shown on the below map and to the following destinations in the City of Martinez.

1. Contra Costa Regional Medical Center
2. Veterans Hospital



Which is the right service for you?

As a client, you can choose to use one or both services – specialized vans or ride hailing.

The specialized van service is designed for clients who require the assistance of the driver and/or depend on mechanical aids such as crutches, walkers, and wheelchairs. Van drivers will assist clients carry a small load of personal belongings.



The ride hailing service is best suited for clients who are comfortable with boarding vehicles (including sedans and SUVs) without driver assistance. Drivers are not required to assist passengers in and out of the vehicle, assist with personal belongings, or walk passengers to their destination. Passengers who use wheelchairs that can safely and securely fit in the car's trunk or backseat without obstruction of the driver's view will be accommodated. R-Transit clients, or their assistant, who are able to fold and store their wheelchair on board without the assistance of the driver can use this service.

A comparison of the differences in services is shown in the below chart.

	Van Service	Ride Hailing
Type of Service	Door-to-door. Drivers will assist client from/to the doorway of a building	Curb-to-curb. Clients will be picked up and dropped off at the curb. The driver is not required to assist passengers
Vehicle	Wheelchair accessible van	Private sedan/SUV
Operating Hours	M-F, 8:30 am -5 pm, excluding city holidays	24/7
Scheduling	Up to 30 days in advance. Limited same day availability	On demand through the Lyft app
Client Co-pay	\$4/ride \$5/ride same day service	City will cover the cost that exceeds the \$3/ride co-pay up to \$20/ride. The client is responsible for the overage.
Low income - Free	Not Available	City will cover the cost up to \$20/ride. The client is responsible for the overage.
Co-passengers	Personal care attendant - free Guest – same as Client co-pay	Personal care attendant – free Guest - free
Method of payment	Purchase of coupon books	Payable directly to Lyft via Lyft account
Limitation on number of rides	None	40 rides/month

Steps to use R-Transit

Step 1 – Fill out an online application to be an R-Transit client at the following address:

<https://www.ci.richmond.ca.us/FormCenter/City-Manager-6/RTransit-Online-Application-43>.

Step 2 – As an R-Transit client you can begin the van service immediately. The information in the following sections of the Guidelines provide instructions on how to use the service.

Step 3 - If you would like to use the ride hailing service you will register with Lyft and/or Uber and then follow the instructions on the use of this service.

Instructions on the Use of the Van Service Client Orientation Guide

Ride Scheduling

To schedule a ride, dial 510-307-8026. Please have the following information ready:

- Passenger First and Last Name
- Requested pick-up and/or drop off time
- Pick-up address and destination address.
- If you will be using a wheelchair or other mobility device.
- If someone will be accompanying you, i.e. care assistant or guest(s).

In the event that you desired pick up time is not available, an alternate time may be offered. The first pick up is at 8:45 am, and last pick up is at 4:15 pm. After providing the above information, staff will route and schedule each trip request at the time the reservation is placed. Ride confirmation and "ready times" will be provided at the time of booking.

Cancellations

To avoid penalties, cancellations must be made at least one business day prior to the date of travel. For example, if you wish to cancel a ride you scheduled for 10 am Monday morning, you must cancel on or before 10 am on Friday. This allows the opportunity for someone else to reserve a ride. If you fail to cancel your ride in advance, you will be charged a fee of \$5.00. Should you forget or consciously choose to forgo your scheduled ride for whatever reason, the trip will be considered a "No-Show" and will also be charged a fee of \$5.00. Any trip that is reserved the same day and is cancelled or is a no-show will be charged a fee of \$5.00.

Personal Care Attendant, Guests, and Service Animals

Our drivers will assist clients board, ride and disembark from the van. Drivers, however, are unable to provide services that exceed "door-to-door" service (e.g. go beyond the doorway into a building to assist a passenger). Drivers cannot leave their vehicles unattended for a lengthy period and cannot lose the ability to keep their vehicles under visual observation. Therefore, clients are required to inform R-Transit in advance if additional assistance to board or disembark the vehicles will be necessary. Clients are required to notify R-Transit if they must travel with an attendant and may be reminded to bring one along at the time of making a reservation. The same is true for service animals.

Steps to use R-Transit

Step 1 – Fill out an online application to be an R-Transit client at the following address:

<https://www.ci.richmond.ca.us/FormCenter/City-Manager-6/RTransit-Online-Application-43>.

Step 2 – As an R-Transit client you can begin the van service immediately. The information in the following sections of the Guidelines provide instructions on how to use the service.

Step 3 - If you would like to use the ride hailing service you will register with Lyft and/or Uber and then follow the instructions on the use of this service.

Instructions on the Use of the Van Service Client Orientation Guide

Ride Scheduling

To schedule a ride, dial 510-307-8026. Please have the following information ready:

- Passenger First and Last Name
- Requested pick-up and/or drop off time
- Pick-up address and destination address.
- If you will be using a wheelchair or other mobility device.
- If someone will be accompanying you, i.e. care assistant or guest(s).

In the event that you desired pick up time is not available, an alternate time may be offered. The first pick up is at 8:45 am, and last pick up is at 4:15 pm. After providing the above information, staff will route and schedule each trip request at the time the reservation is placed. Ride confirmation and "ready times" will be provided at the time of booking.

Cancellations

To avoid penalties, cancellations must be made at least one business day prior to the date of travel. For example, if you wish to cancel a ride you scheduled for 10 am Monday morning, you must cancel on or before 10 am on Friday. This allows the opportunity for someone else to reserve a ride. If you fail to cancel your ride in advance, you will be charged a fee of \$5.00. Should you forget or consciously choose to forgo your scheduled ride for whatever reason, the trip will be considered a "No-Show" and will also be charged a fee of \$5.00. Any trip that is reserved the same day and is cancelled or is a no-show will be charged a fee of \$5.00.

Personal Care Attendant, Guests, and Service Animals

Our drivers will assist clients board, ride and disembark from the van. Drivers, however, are unable to provide services that exceed "door-to-door" service (e.g. go beyond the doorway into a building to assist a passenger). Drivers cannot leave their vehicles unattended for a lengthy period and cannot lose the ability to keep their vehicles under visual observation. Therefore, clients are required to inform R-Transit in advance if additional assistance to board or disembark the vehicles will be necessary. Clients are required to notify R-Transit if they must travel with an attendant and may be reminded to bring one along at the time of making a reservation. The same is true for service animals.

Purchase Method	Location	Hours
In Person: Using cash, credit card (Visa & MasterCard), debit card, personal check, money order, cashier's check, or money gram	Cashier's Window tel:(510)%20307-8026 450 Civic Center Plaza Richmond, CA 94804	Monday – Friday 8:30 am – 4 pm excluding holidays
Mail: Contact R-Transit staff at (510) 307-8026 for instructions	R-Transit 440 Civic Center Plaza Richmond, CA 94804	

Van Drivers will:

- Assist clients with safely boarding and disembarking from the vehicle.
- Carry a single small load of packages to or from the vehicle (i.e. two grocery bags).
- Operate the vehicle and lift in a safe manner and safely secure wheelchairs on the vehicle.
- Keep the vehicle parked in sight if other riders are aboard.
- Collect coupons listed on their schedule or manifest.
- Carry only riders assigned to them along with attendants and guests who have reservations.
- Go only to destinations listed on their manifest or as notified by their dispatcher.

Drivers are NOT allowed to:

- Enter the client's residence or go past the lobby of a public building.
- Perform any personal care assistance such as assisting riders to dress.
- Take information from the rider about cancellations or changes in the reservations.
- Lift riders or carry wheelchairs up and down steps.

Complaints and comments

Your feedback as to the quality of service you are receiving is very important to us. Should you have any problems with any trip, take down the vehicle number, date and time of the incident, the driver's name and immediately contact the R-Transit Office at (510) 307-8026. You may also report service compliments.

Disruptive Behavior

Service will be denied to clients, personal care attendants, and guests who engage in violent, seriously disruptive, or illegal conduct. This includes, but is not limited to: threats; physical or verbal abuse; unlawful harassment (including unwelcome verbal, nonverbal, or physical behavior having sexual or racial connotations); unauthorized use of equipment on the vehicle; voluntarily and repeatedly violating vehicle riding rules (including smoking in the vehicle, standing while it is in motion, eating or drinking without medical indication, or defacing equipment); refusing to comply with other requirements specified in the policies above; or providing false information in order to qualify for certification.

Misuse of R-Transit Services

Clients must not engage in activities which misuse the system unnecessarily using capacity that could otherwise go to people who need rides and increasing costs. Examples of misuse include but are not limited to failing to show up for scheduled rides ("no shows"), failing to board the

vehicle immediately upon arrival, wasting reservation taking-capacity by establishing a pattern of unwanted trip making (excessive cancellations), or providing late cancellation notice.

A 30-day suspension will be imposed after three documented occurrences within a 30-day period caused by conditions within the client's control that are not related to his or her disability. Prior to any suspension, a written warning of the proposed suspension period and the reason (s) for it will be provided to the client. Clients who appeal against the proposed suspension may continue to ride pending a decision on the appeal.

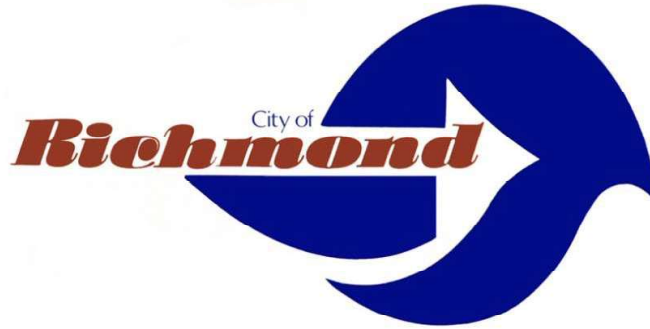
Service Delivery Options

R-Transit reserves the sole and exclusive right to determine whether it will deliver transportation services using its own drivers and vehicles or contracted services. Clients will be expected to ride on the assigned vehicle and with the assigned operator.

City Holidays

The van service does not operate on city holidays. The dates of the holidays can be obtained on the web, by calling the city at 510 -307-8026, or sending an email to paratransitservices@ci.richmond.ca.us.

Thank You for Considering R-TRANSIT



Connecting People to Places

Please contact us

In Person or By Mail

R-Transit Center
440 Civic Center Plaza, 2nd Floor
Richmond, CA 94804

Phone: (510) 307-8026

Fax: (510) 307-8080

E-mail: paratransitservices@ci.richmond.ca.us

Website: <https://www.ci.richmond.ca.us/3129/R-Transit-Paratransit>

Hours:

Monday – Friday

8:30 am – 5:00 pm

Excluding weekends & holidays

This Page Intentionally Blank



Measure J Countywide Transportation for
Seniors and People with Disabilities
Program (Program 15) FY 2024-25

1. CLAIMANT INFORMATION

Agency	County Connection Link	Date	5/8/2025
Contact Person	John Sanderson, Director of ADA & Specialized Services		
Address	County Connection		
	2477 Arnold Industrial Way		
	Concord, CA 94520		
Telephone No.	925-680-2098		
Email	jsanderson@ccccta.org		

FOR INTERNAL USE ONLY

Received:

Revised Submission:

Modifications Requested:

Subcommittee Reviewed:

3. PROJECT WORKSHEETS

A1 Measure J Claim Summary: ALL CLAIMANTS

B. Capital Needs Forecast: CLAIMANTS WHO USE MEASURE J FOR CAPITAL PURCHASES

C. Performance Indicators: ALL CLAIMANTS

D. Rolling Stock Inventory: ALL CLAIMANTS THAT OPERATE SERVICE USING MEASURE J FUNDS

Measure J Countywide Transportation for Seniors and People with Disabilities Program (Program 15) FY 2025-26

Table A - Measure J Claim Summary TRANSIT

	FY 2024 Actual	FY 2025 Projected	FY 2026 Estimate
Program Sources (Revenues)	100% allocation		100% allocation
Measure J Prog 15	\$ 2,848,131	\$ 2,520,000	\$ 2,570,400
Measure J local reserves			
Measure J Interest			
Fares from Paratransit Service	\$ 490,657	\$ 588,459	\$ 532,000
TDA	\$ 1,711,415	\$ 3,390,194	\$ 4,236,082
STA	\$ 1,041,145	\$ 1,036,880	\$ 1,000,000
FTA	\$ 1,839,033	\$ 1,590,376	\$ 1,644,495
Other - BART Service (Passthrough)	\$ 223,469	\$ 227,485	\$ 248,503
Other - Alamo Creek	\$ 216,414	\$ 226,302	\$ 226,302
Other - Measure J Prog 20a	\$ 51,893	\$ 71,662	\$ 57,538
Total Other	\$ 275,362	\$ 299,147	\$ 306,041
TOTAL PROGRAM SOURCES	\$ 8,422,157	\$ 9,651,358	\$ 10,515,320
Program Uses (Expenditures)			
Administration	\$ 491,030	\$ 505,051	\$ 565,204
Paratransit Operations	\$ 7,931,127	\$ 9,146,307	\$ 9,950,116
Other -			
Other -			
TOTAL PROGRAM USES	\$ 8,422,157	\$ 9,651,358	\$ 10,515,320
Capital Expenditures			
NET OPERATING BALANCE	\$ -	\$ -	\$ -
Measure J Funds: Changes in Reserve Balance			
Beginning Reserve Balance		\$ -	\$ -
Annual Revenue	\$ 8,422,157	\$ 9,651,358	\$ 10,515,320
Annual Operating Expenditures	\$ 8,422,157	\$ 9,651,358	\$ 10,515,320
Annual Capital Expenditures	\$ -	\$ -	\$ -
Ending Reserve Balance	\$ -	\$ -	\$ -

Measure J Countywide Transportation for Seniors and People with Disabilities Program (Program 15) FY 2025-26

Table C - Performance Indicators TRANSIT

Activity	FY 2024 Actual	FY 2025 Projected	FY 2026 Estimate
PARATRANSIT or DIAL-A-RIDE OPERATION			
Total Registered Clients	1,940	1,900	1,995
Total Passenger Trips	89,843	99,000	103,950
Total Revenue Service Hours (RSHr)	55,841.80	63,504.36	60,329.00
Pass Trips per RSHr	1.61	1.56	1.72
Average Passenger Trip Distance	9.36	9.88	9.88
Number of Wheelchair Passengers	20,849	23,816	25,000
Number of No-Shows	5,594	7,500	6,500
Number of Cancellations	13,748	17,300	17,800
Number of Trip Denials	-	-	-
Number of Multi-Agency Trips	22,650	30,000	31,503
Number of Accidents	8	-	-
Percent of On-Time Performance	97.8%	98.9%	97.0%

see directions (and glossary) for the definitions of the above terms and the appropriate formulas

Measure J Countywide Transportation for Seniors and People with Disabilities Program (Program 15) FY 2025-26

Table D - Rolling Stock Inventory

Vehicle Model Year	Vehicle Description	Vehicle Identification	Fuel Type	Total Vehicle Mileage	Mobility Device Assist Type	Maximum Ambulatory Seating Capacity	Maximum Wheelchair Positions	Funding Source(s)	Anticipated Replacement Year
2019	FORD E-450 220 Aerotech	02243	G	103,890	Lift	16	5	OF, T	FY26
2019	FORD E-450 220 Aerotech	02244	G	84,814	Lift	16	5	OF, T	FY26
2019	FORD E-450 220 Aerotech	02245	G	107,261	Lift	16	5	OF, T	FY26
2019	FORD E-450 220 Aerotech	02246	G	87,728	Lift	16	5	OF, T	FY26
2019	FORD E-450 220 Aerotech	02247	G	85,156	Lift	16	5	OF, T	FY26
2019	FORD E-450 220 Aerotech	02248	G	83,841	Lift	16	5	OF, T	FY26
2019	FORD E-450 220 Aerotech	02266	G	89,328	Lift	16	5	OF, T	FY26
2019	FORD E-450 220 Aerotech	02259	G	92,138	Lift	16	5	OF, T	FY26
2019	FORD E-450 220 Aerotech	02251	G	84,746	Lift	16	5	OF, T	FY26
2019	FORD E-450 220 Aerotech	02252	G	103,291	Lift	16	5	OF, T	FY26
2019	FORD E-450 220 Aerotech	03295	G	100,231	Lift	16	5	OF, T	FY26
2019	FORD E-450 220 Aerotech	09288	G	88,705	Lift	16	5	OF, T	FY26
2019	FORD E-450 220 Aerotech	09291	G	93,055	Lift	16	5	OF, T	FY26
2019	FORD E-450 220 Aerotech	02256	G	103,913	Lift	16	5	OF, T	FY26
2019	FORD E-450 220 Aerotech	02257	G	85,500	Lift	16	5	OF, T	FY26
2019	FORD E-450 220 Aerotech	02258	G	94,212	Lift	16	5	OF, T	FY26
2019	FORD E-450 220 Aerotech	02262	G	70,428	Lift	16	5	OF, T	FY26
2019	FORD E-450 220 Aerotech	02260	G	69,319	Lift	16	5	OF, T	FY26
2019	FORD E-450 220 Aerotech	02261	G	94,157	Lift	16	5	OF, T	FY26
2019	FORD E-450 220 Aerotech	09292	G	91,363	Lift	16	5	OF, T	FY26
2019	FORD E-450 220 Aerotech	02263	G	70,090	Lift	16	5	OF, T	FY26
2019	FORD E-450 220 Aerotech	02264	G	111,859	Lift	16	5	OF, T	FY26
2019	FORD E-450 220 Aerotech	02265	G	91,601	Lift	16	5	OF, T	FY26
2019	FORD E-450 220 Aerotech	09267	G	71,561	Lift	16	5	OF, T	FY26
2019	FORD E-450 220 Aerotech	09270	G	59,981	Lift	16	5	OF, T	FY26
2019	FORD E-450 220 Aerotech	03294	G	80,912	Lift	16	5	OF, T	FY26
2019	FORD E-450 220 Aerotech	09289	G	86,921	Lift	16	5	OF, T	FY26
2019	FORD E-450 220 Aerotech	02255	G	84,491	Lift	16	5	OF, T	FY26
2019	FORD E-450 220 Aerotech	03289	G	103,441	Lift	16	5	OF, T	FY26
2019	FORD E-450 220 Aerotech	03292	G	105,314	Lift	16	5	OF, T	FY26
2019	FORD E-450 220 Aerotech	09268	G	89,335	Lift	16	5	OF, T	FY26
2019	FORD E-450 220 Aerotech	09271	G	89,097	Lift	16	5	OF, T	FY26
2019	FORD E-450 220 Aerotech	09290	G	106,508	Lift	16	5	OF, T	FY26
2019	FORD E-450 220 Aerotech	02250	G	75,366	Lift	16	5	OF, T	FY26
2019	FORD E-450 220 Aerotech	02240	G	108,583	Lift	16	5	OF, T	FY26
2019	FORD E-450 220 Aerotech	03290	G	78,872	Lift	16	5	OF, T	FY26
2019	FORD E-450 220 Aerotech	03293	G	98,603	Lift	16	5	OF, T	FY26
2019	FORD E-450 220 Aerotech	09269	G	108,765	Lift	16	5	OF, T	FY26
2019	FORD E-450 220 Aerotech	09272	G	94,745	Lift	16	5	OF, T	FY26
2019	FORD E-450 220 Aerotech	03296	G	110,152	Lift	16	5	OF, T	FY26
2019	FORD E-450 220 Aerotech	02254	G	115,326	Lift	16	5	OF, T	FY26
2019	FORD E-450 220 Aerotech	03291	G	98,057	Lift	16	5	OF, T	FY26
2018	DODGE Micro Mini Grand Caravan	09882	G	31,185	Ramp	6	1	OF, T	FY26
2018	DODGE Micro Mini Grand Caravan	16721	G	38,179	Ramp	6	1	OF, T	FY26
2018	DODGE Micro Mini Grand Caravan	43213	G	47,878	Ramp	6	1	OF, T	FY26



Measure J Paratransit Program 15 Claim FY 25-26 Project Description

Claimant/Agency: County Connection

Project Description:

- 1) If your claim will be used, entirely or in part, to operate a vehicle that provides service to seniors and/or persons with disabilities please provide:

- a) Brief Paratransit System History

County Connection LINK provides ADA complementary paratransit service for individuals with disabilities unable to use the fixed-route system independently. The service operates during the same hours and within the same area as the County Connection fixed-route service. LINK utilizes a fleet of 63 vehicles, including ramp-equipped mini-vans, larger 18-passenger modified vans, and 22-foot cutaways, all fitted with wheelchair lifts.

In addition to its main fleet, LINK partners with a TNC company to handle the tail-ends of day trips, weekends, and "One Seat Regional Rides".

Paratransit vans are replaced every five to seven years using FTA Section 5307 funds through the MTC Capital Priorities process. The service is managed under contract by Transdev Services, Inc. To use LINK paratransit services, individuals must register for eligibility according to ADA guidelines. As of FY 2023, LINK had over 1,722 registered eligible persons and provided approximately 8,359 trips per month, excluding personal care attendants (PCAs) and companions.

- b) Types of service: *Check the box for each type of service you provide, and for each, provide a description of the service including a system overview, how the service is delivered (contracted, in-house), driver training, how service is monitored for effectiveness, ~~how the service is marketed~~, fares, etc. Include attachments if appropriate.*

- ✓ ADA & Non-ADA Paratransit Service: County Connection provides a paratransit service that operates within a 1.5-mile radius of the fixed-route service area, exceeding the $\frac{3}{4}$ -mile service area required by Federal regulations. (see Question 12) Transdev, the current paratransit contractor, has operated the service for the past three years, having secured the contract through a competitive RFP process. All drivers

complete 40 hours of required FTA/DOJ training, attend monthly safety meetings, and participate in ongoing education to maintain their qualifications for transporting ADA-eligible riders.

The paratransit service complements the fixed-route system, with information available on paratransit buses, the County Connection website, and various social media platforms. Fares are consistent with typical ADA paratransit rates and can be paid in cash or through an advance payment system.

- ☐ Taxi/TNC:
- ☐ Excursion Service:
- ☐ Meal trips:
- ☐ Dial-A-Ride:
- ☐ Volunteer Driver Program:
- ☐ Other:

2) Budgets & Staffing: Complete attached Budget Spreadsheets

- a) Budget: If your agency received Measure J Program 15 funds in the past 3 years and did not spend the entire allocation ~~due to service reductions related to COVID please indicate the amounts in the spreadsheet and~~ for any reason, provide details here for how the funds will be spent. NOTE: Any funds must be spent in support of the agency's program to provide transportation services to seniors and people with disabilities.

All Program 15 funds received in the last three years were spent in accordance with the intended allocations.

- b) Staffing: Please complete the table below.

Position		Full Time	Part Time	Total FTEs	Total PTEs
Drivers		52		52	
Dispatch		4		4	
*Admin		5		5	
**Other		8		8	

- c) Staffing: For 'Admin' and 'Other' staffing positions noted in the above chart, please provide a brief description of the functions performed.

*'Admin' includes: a **General Manager** responsible for overall service operations and performance and ensures compliance with contractual agreements. **Operations Manager** responsible for supervising daily operations and assists GM in achieving operational KPIs. **Safety and**

Training Manager is responsible for all aspects of safety and training, manages the Drug and Alcohol program, and prepares reports and documents for safety and training performance. The **Maintenance Manager** supervises daily maintenance operations, overseeing the revenue and non-revenue fleet and shop equipment, analyzes road call reports for response and trend analysis, and ensures overall maintenance of vehicles is in compliance with regulatory agencies. **HR Manager** is responsible for most administrative functions (including managing pre-paid fare accounts), including hiring, EEOC compliance, personnel record retention and audit functions.

****'Other'** includes **Reservationists** who handle reservation request calls as well as answer basic program questions. **Schedulers** who develop and adjust schedules for assigned routes to ensure optimal efficiency. They also monitor and modify work schedules daily to ensure coverage for scheduled runs and vacancies. They collaborate with dispatch to adjust posted schedules and help identify staffing requirements based on system needs. A **Technician** involved in routine maintenance and repairs of vehicles. A **Utility worker** involved in performing maintenance of vehicles such as fueling, replenishment of fluids and recordkeeping of fluids used. A **Road Supervisor** who ensures timely pullouts and oversees in-service operations. They also aid drivers and passengers as needed and maintain communication with other pertinent departments such as Dispatch.

- d) Staffing: If your program expends Measure J Program 15 funds for personnel who are not actively engaged in the delivery of services, please explain.

Program 15 funds are used to support all paratransit expenses, including staffing costs for four CCCTA employees, including: **Director of ADA and Specialized Services, Manager of Accessible Services**, and two **Paratransit Eligibility Clerks**.

- 3) Training: What initial training is provided to staff (admin and drivers) when they become part of your service team? New hire driver training includes first aid, classroom instruction, closed-course driving, and road training. Trainees without prior experience undergo at least 92 hours of training, including two days of field supervision when they begin revenue service. Dispatchers and Road Supervisors complete all Operator training modules plus an additional 40 hours of on-the-job training. They also receive customer service and service area familiarization training. Dispatcher training includes classroom sessions,

online modules, and shadowing experienced Dispatchers at stations. After initial training, new Dispatchers observe live calls to apply their classroom knowledge in practice. What on-going training or certification does your staff participate in to qualify them to do the job (admin and drivers)? Each year, every Operator receives 12 hours of refresher training during mandatory monthly safety meetings. Topics include updates on County Connection policies, safety awareness, customer service, and passenger sensitivity. Should the need arise, remedial training will be provided triggered by incidents such as accidents, excessive customer complaints, or being off of work for extended periods. Periodic road observations of operators are performed every week by road supervisors.

- a) What training do Customer Service staff receive? Attach training curriculum if you have it. Training is provided in classrooms, online, and by shadowing CSRs. It starts with basic employment policies, including HIPAA compliance, rules, and expectations, and then covers specific call handling procedures. Emphasis is placed on following the established call flow from greeting to conclusion for consistency and logic. Transdev(contractor) customizes training and scripts to meet County Connection's requirements. After initial training, new CSRs spend time daily observing live calls and practicing classroom skills to deepen their understanding and enhance performance. Our Reservationist training, "Good Thinking – Transdev Training," covers cultural diversity, mental illness, and respect. Transdev continually updates content to address relevant passenger and customer issues. Below is an outline of Reservationist requirements and the 40-hour training program:

Training	
•	Employment Orientation
•	Contract/Program requirements
•	Phone System training
•	Trapeze software training
•	Interactive Classroom
•	Job Shadowing
•	Supported Call taking:
○	Day 1: Shadowing other Reservationists
○	Day 2: Taking limited calls with a specific script under supervision
○	Day 3: Begin taking calls with a specific script under limited supervision
•	Trip entry training
•	Geographic Familiarity
•	Same-Day Cancellations
•	No-Shows
•	Trip Monitoring
•	Traffic Patterns and Delays
•	Good Thinking – Transdev Training

4) Liability & Testing: What insurance liabilities do you have to protect staff and passengers? An emphasis on safety with staff is promoted through a facility and policy-focused safety initiative via daily safety messages, holding monthly mandatory safety meetings, and creation of a safety committee that reviews safety concerns from staff and works with management to find solutions. There is a safety incentive program that rewards employees for safe behavior. All vehicles are outfitted with drive cams that assist driver performance, accident investigation and accident avoidance.

a) Are staff subject to drug and alcohol testing. If so, under what circumstances? Safety Sensitive staff are subject to D&A testing. This occurs during pre-employment process, reasonable suspicion, post- accident, random and when there is a return to duty follow-up testing needed.

b) How are accidents and incidents handled? Is specialized training or materials provided to staff? Each team member has specific roles in responding to accidents or incidents. The Operations, Safety, and Maintenance Departments collaborate to coordinate a response with County Connection and emergency personnel, aiming to minimize passenger disruption. Policies and procedures related to accident and incidents are covered during new hire training and every year during a monthly safety meeting.

5) If your claim will be used, entirely or in part, to provide a program other than operating a vehicle, please provide the following:

a) Brief description of the program including a brief history of the program, who the program serves, reason for the program, marketing efforts, etc.

N/A

b) If the program includes subsidizing paratransit or taxi or other ride hailing service (Uber, Lyft, etc.) fares please include the amount of the subsidy and explain in detail how your program works. Include a service area map of what zones you pick up in and what zones you drop off in. Please include any marketing materials you distribute and discuss how people learn about your program. Explain how people order a trip. If you serve pick-up locations outside your city, please list the number of pick-ups each month you provided to these “outside” areas.

N/A

c) In these programs, how do you ensure that mobility aid users and ambulatory customers have equivalent access and service reliability?

N/A

6) Please provide a brief description of how your agency solicits feedback from passengers and potential passengers about your service, (i.e., surveys, comment cards, customer service logs). County Connection maintains records of all customer input as it relates to our LINK service. Customer service representatives are directed to record any issues related to LINK and those issues are assigned to LINK staff for resolution. A monthly performance report is presented to both the County Connection board and made available at our Citizen's Advisory Committee meetings. In addition to providing input via our call center, passengers can also provide input via email and through the mobile app (MyTransit Manager App) that all LINK riders have access to.

a) How do you utilize that input to inform and improve your program?

We review customer feedback on our LINK service to identify improvement opportunities. This can include communicating to our contractor the need for specialized training on specific areas/topics. Monetary penalization can also be enacted based off of contractual performance standards. Positive feedback guides us in reinforcing successful program aspects. Customer input is vital for continuously improving and optimizing the LINK program to meet passenger needs effectively.

b) Do you have a committee of residents that meets to discuss your program? Explain how often this group meets and how it is staffed.

The County Connection Advisory Committee Ad-Comm meets monthly and is comprised of 16 members, including 11 representing each of the cities within Central Contra Costa as well as unincorporated areas within central county and 5 'at-large' members from anywhere within the County Connection service area.

7) How do you record and track customer complaints. What procedures do you have in place to resolve them? Feedback is received from the public through multiple modes including online submissions via the County Connection website, direct phone calls to our customer service department, emails, in person verbal submissions via mobile lobby events and through a mobile app (MyTransit Manager) used by riders to rate a trip experience along with submitting text feedback. Once the feedback is received, the customer service department enters the complaint onto a database that allows to record and track the investigation process and any associated time frames (ex. Urgent , safety sensitive complaints require a faster response). The investigation process

involves all pertinent staff required to provide information. This may include phone recordings, skills re-training, ride-alongs to ascertain passenger behavior, spot checks to monitor driver performance, site visit to assess a location, and any prior correspondence/ documentation related to a specific complaint.

- a) What customer service metrics do you track: ie Phone hold times, late/early pick-ups, fare disputes, loading problems, etc. How are these metrics trending year over year? Service quality metrics include the ratio of valid service-related complaints to completed trips, verified complaints of dirty vehicles, and instances where drivers fail to properly secure wheelchairs or other POVs. Any complaints attributed to service denials (occur when trip requests are not accepted, such as next-day trip requests that the contractor cannot fulfill or offers outside the 1-hour negotiation window) are monitored. Any complaints associated with excessive ride times arising from poor scheduling, negligent dispatching, or driver routing are also tracked and investigated. Additionally, drivers must comply with uniform standards, including wearing a name badge, and maintain operational tablets to report trip information accurately. Lastly, phone hold times are monitored by LINK staff every day and tracked by County Connection management on a monthly basis.
 - b) If you have vendors delivering service on your behalf, what procedures do you have in place to gather and resolve complaints they receive. As mentioned in prior response, feedback is received via varied methods including emails from our paratransit service contractor. The main objective is to funnel the feedback to the County Connection customer service department in order to formally lodge the feedback into the complaint database. LINK phone system connects callers to the customer service department and ratings on the mobile app scoring a one or two out of five will be automatically inserted into the complaints database.
- 8) Please describe how your service is monitored and what criteria you use. Include tools you use to monitor performance, frequency of monitoring and reports generated. Include samples of reports from software used by your agency. Service is monitored through established performance standards, overseen by a Manager of Accessible Services, with weekly and monthly reports, regular bi weekly contractor meetings, customer service training as needed, routine operator safety meeting attendance, and a structured customer complaint and response process, complemented by the MyTransit mobile app service ratings. Aside from the above-mentioned manners of monitoring service, all vehicles are outfitted with drive-cams that are regularly monitored by safety management team, call recordings are frequently monitored to ensure proper customer service delivery as

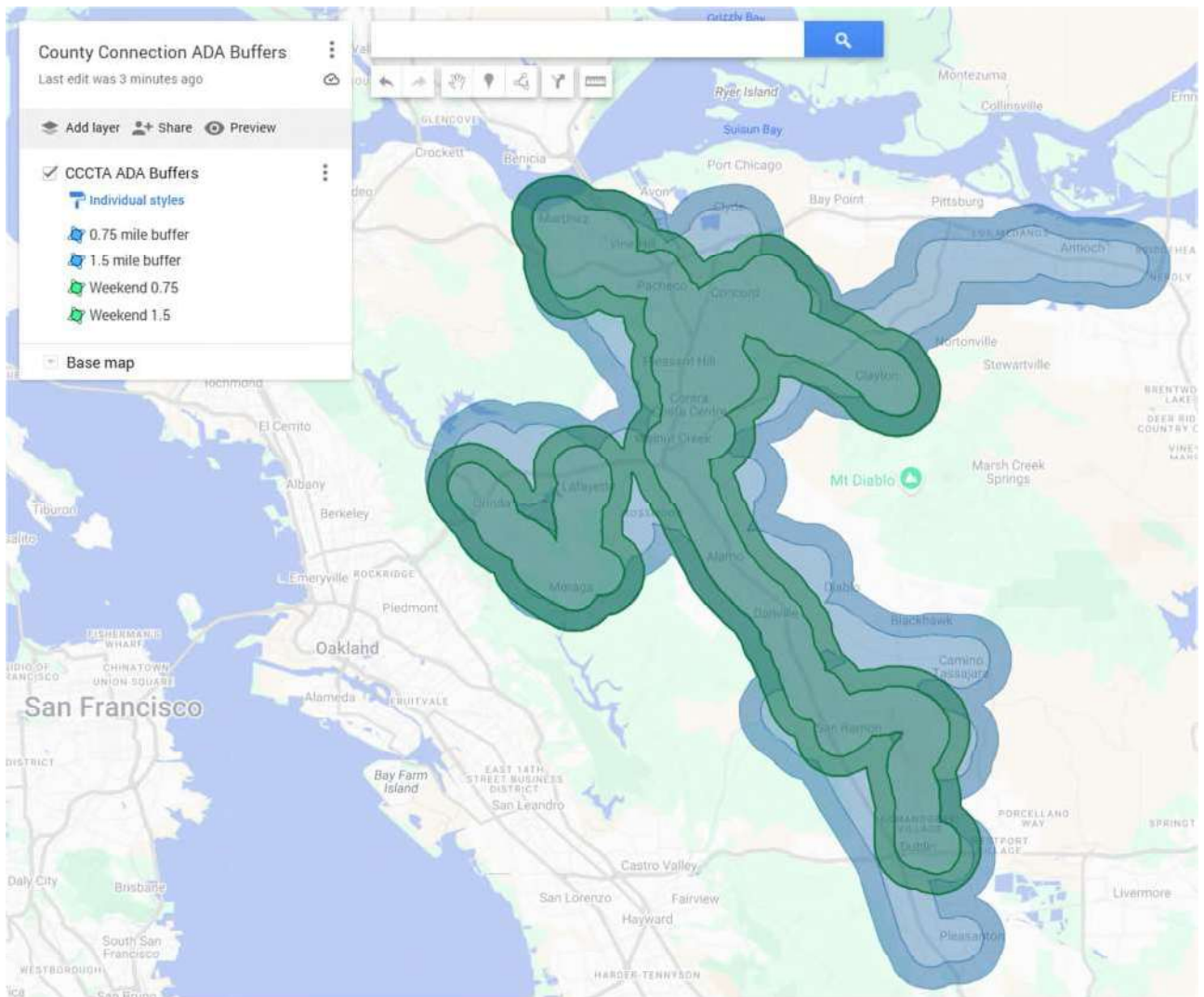
well as used in investigations of complaints as needed. A copy of the March 2025 call center performance report is included as Attachment A.

- a) Please include the key performance indicators you use to measure the success of your program in the chart below. (Example: cost per passenger, on-time performance, complaints)

Metric	Goal	Prior FY	FY YTD
On-Time Performance (Schedule Adherence)	92%	97.8%	98.9
Late Vehicle Pick ups	0	1,117	569
Excessively Late Vehicle Pick Up	0	109	18
Missed Trip	0	30	36
Passenger Trips Performed Per Revenue Vehicle Hour	1.50	1.61	1.50
Chargeable (Preventable) Accidents	0.50 per 100,000 miles	0.71 per 100k Miles	0
Road Calls	4.0 per 100k miles	0.62 per 100k Miles	0
Customer Complaints	2 per 1,000 trips	1.41 per 1,000 trips	0.91 per 1,000 trips
Service Denials	0	0	0
Phone Queue Hold Times	95% of calls answered within 3 minutes	0:02:23 Avg. Wait Time	0:01:19 Avg. Wait Time

- b) If services have degraded per the performance metrics reported, what were the reasons, and what actions are you taking to improve service? All metrics except for Passengers per Revenue Hour (PPH) and the total number of Missed Trips improved. We are working closely with the Contractor to bring the PPH up by increasing scheduled efficiency, and to reduce the number of missed trips by improving communication to customers when late pickups are expected.
- 9) Please describe how, and with what frequency, your policy makers (Board or Council) review operating budget and performance of the service you provide. Do you submit an annual report to your Board or Council? Please include that document in this claim. Monthly and annual system performance reports, annual budgets, quarterly budget updates, and Comprehensive Annual Financial Reports (CAFR) are presented to the Board of Directors. A copy of the FY24 Year End Paratransit Performance Report is included as Attachment B

- 10) How many people are registered in your client database now? How many unincorporated area residents does this include? How often do you review and update this database to reflect changes in client eligibility or activity? [As of April 2025, County Connection had approximately 1,860 registered ADA paratransit riders, including approximately 45 who reside in unincorporated communities. Rider eligibility data is updated daily.](#)
- a) How many of those in your client database are active riders (i.e., took at least one ride in the last six months)? [1,068](#)
- 11) Please discuss any known unmet paratransit needs in your service area. For example, residents asking to be picked-up or dropped off outside your service area to medical facilities in another city, specific locations that are frequently requested that are not within your service area, requests for additional hours or days of service, etc. [County Connection provides LINK paratransit service within 1.5 miles of our fixed bus routes during the same days and times as each fixed route operates. However, unmet needs persist in terms of trips beginning or ending outside of the 1.5-mile service boundaries, or during the days and hours that particular routes are in operation. For example, the Sunday evening paratransit service area is much less extensive than the weekday peak-hour service area.](#)
- 12) Service Area: Please provide a map of the service area and tables to illustrate the data, as appropriate. Describe both who is geographically eligible to ride your service and where your service will take and pick up those eligible riders. [See map. \(next page\)](#)



- 13) Please share how you promote and market the programs you offer to potential new clients. Describe your outreach efforts in terms of Limited English Proficiency and Title VI. Attach your public-facing promotional materials, including your website address. Are your outreach materials available in languages other than English? If so, what languages? Our current main source of promotion of our services to potential new clients is through the LINK webpage located within the County Connection website. This includes information on how to enroll including downloadable applications in English and Spanish, FAQs related on how to use the paratransit service, and general information on other related services such as the One Seat Regional Ride program. Aside from the website, daily mobile lobby events throughout the community are used to promote not only fixed route services but also other programs including LINK paratransit. Lastly, presentations, as requested, are performed with community stakeholders that may have potential new clients.
- 14) Please provide any additional information that you feel is unique or relevant to the transportation service that you provide to seniors or people with disabilities.

Collaborative and Innovative Efforts

Partnership with LAVTA

Building on a successful 2021 pilot program, we launched a new service contract with LAVTA to manage paratransit services using a unified contractor, call center, and scheduling software.

Regional Transportation Collaboration

We operate the One Seat Regional Ride pilot, which streamlines paratransit rides across agencies (WestCAT, Tri-Delta, and LAVTA), reducing the need for transfers and multiple agency coordination.

Choice in Aging Partnership

Since January 2022, we have partnered with Choice in Aging to provide door-through-door transportation for LINK paratransit clients, addressing service gaps for disabled passengers.

MyTransit Manager App

Our app enables LINK passengers to manage their trips via smartphone, reducing call center reliance. Passengers are able to track their rides, cancel trips, schedule a historical trip and provide feedback via the mobile app.

- 15) **West County Operators Only** Program 20b: Please describe how your agency will use program 20b funds (the amount your agency will receive is provided in the budget form). Note: It is the intent of the Measure J Transportation Expenditure Plan that Program 20b funds be used to provide “additional or new services” beyond what was previously provided under Measure C or “regular” service. If you previously started a new or additional service with these funds you can continue to use these funds to operate that service as long as it is productive.

N/A

RingCentral_PR_Queuees_04_14_2025_5_59_56_PM 03/01/2025 12:00:00 AM - 03/31/2025 11:59:59 PM, America/Los_Angeles

Queues	Call Type	Call Length From	Call Length To	From Time	To Time
4 Queues	All Types	00:00:00	No Limit	03/01/2025 12:00:00 AM	03/31/2025 11:59:59 PM
8186 # Inbound	6766 # Answered	82.65 % Answered	1420 # Abandoned	17.35 % Abandoned	21 # Voicemail
0.26 % Voicemail	254:10:10 Total Handle Time	00:02:15 Avg. Handle Time	00:01:03 Avg. Speed of Answer	00:01:16 Avg. Wait Time	00:15:22 Longest Wait Time
0 # Overflow Answered	0.00 % Overflow Answered	21:59:08 Total Hold Time	1394 # Holds	205 # Abandon (Hold)	1766 # Refused
00:00:00 Avg. Park Time (in)	76.60 % SLA				

#	Name	Ext	# Inbound	# Answered	% Answered	# Abandoned	% Abandoned
1	Link Dispatch	1829	4417	3477	78.72	940	21.28
2	Link-Reservation	1007	2620	2300	87.79	320	12.21
3	OneSeat-Reservation	1113	705	613	86.95	92	13.05
4	OneSeat-Dispatch	1114	444	376	84.68	88	15.32

#	Name	# Voicemail	% Voicemail	Total Handle Time	Avg. Handle Time	Avg. Speed of Answer	Avg. Wait Time
1	Link Dispatch	18	0.41	93:18:05	00:01:36	00:01:12	00:01:29
2	Link-Reservation	0	0.00	113:48:32	00:02:58	00:00:48	00:00:52
3	OneSeat-Reservation	0	0.00	34:14:28	00:03:21	00:00:50	00:00:57
4	OneSeat-Dispatch	3	0.68	12:49:05	00:02:02	00:01:25	00:01:47

#	Name	Longest Wait Time	# Overflow Answered	% Overflow Answered	Total Hold Time	# Holds	# Abandon (Hold)
1	Link Dispatch	00:15:10	0	0.00	17:47:56	969	132
2	Link-Reservation	00:15:22	0	0.00	01:18:37	198	41
3	OneSeat-Reservation	00:15:22	0	0.00	00:46:51	61	7
4	OneSeat-Dispatch	00:15:09	0	0.00	02:05:44	166	25

#	Name	# Refused	Avg. Park Time (m)	% SLA
1	Link Dispatch	1284	00:00:00	69.73
2	Link-Reservation	290	00:00:00	86.98
3	OneSeat-Reservation	63	00:00:00	86.70
4	OneSeat-Dispatch	129	00:00:00	70.23

To: Board of Directors

Date: 9/10/2024

From: John Sanderson, Director of ADA and Specialized Services

Reviewed by: *Ref*

SUBJECT: Year-End Paratransit Performance Report for Fiscal Year 2024

Background:

Fiscal Year 2024 (FY24) was an important year for County Connection's Americans with Disabilities Act (ADA) and non-ADA paratransit programs and services. Most of the temporary COVID-19 mitigation programs adopted in FY20 and FY21 (including Meals on Wheels deliveries, school nutrition transportation, and food bank trips) ended in FY23. In FY24 monthly trip counts on both County Connection's LINK paratransit program and the Livermore Amador Valley Transit Authority (LAVTA) Dial-a-Ride (provided by County Connection under contract to LAVTA) remained lower than the pre-covid baselines, however the gap continues to narrow. At the same time, the One-Seat Ride (OSR) program grew significantly in FY24, and several other related programs also saw significant development, including the Low-Income Fare Equity (LIFE) program, the Travel Training program, and the nascent Autonomous Driving System (ADS) pilot partnership with the Contra Costa Transportation Authority (CCTA) and May Mobility.

ADA Paratransit Programs:

LINK Operations, Costs, and Performance: Vehicle Revenue Hours (VRH) (time when the LINK vehicle is in service and available for passengers to ride) increased by over 29% from FY23 to FY24. Vehicle Revenue Miles (VRM) (miles driven within Revenue Hours) only increased by about half as much, and Vehicle Revenue Speed decreased by 14.5%. Deadhead Hours and Miles (DHH/DHM) (miles and hours when the vehicle is on the road but not in service) also increased significantly. Total Unlinked Passenger Trips (UPT) (one-way rides, regardless of passenger type – paratransit customer, attendant, etc.) increased by nearly 14% percent, while Average Passenger Trip Length (the distance the average passenger rode while on the vehicle) increased by nearly 22%.

The confluence of more riders, taking longer, slower trips, combined with substantial increases in Deadhead Hours and Miles resulted in an overall cost increase of about 28% from FY23 to FY24, and associated increases in the cost per VRH and per UPT. Non-contract costs declined by about 2% year-over-year. Farebox revenue increased by about 54%, however the farebox recovery ratio remained well below County Connection's traditional goal of 10.7% for paratransit.

The Contractor met all performance standards in FY24, except for Preventable Accidents per 100,000 miles and Employee Turnover. While providing high quality ADA paratransit service is and likely always will be a challenging endeavor, overall contract performance in FY24 was much better than in FY23 which led to a significant increase in customer satisfaction and corresponding decrease in the rate of validated complaints received. Great credit is due to the Contractor's local staff and management team for their diligent efforts leading to the overall improvement in service quality.

LAVTA Dial-a-Ride Operations: LAVTA's Unlinked Passenger Trips increased by 16.5% from FY23 to FY24. Their Revenue Hours increased by just under 26% from FY23 to FY24, however Revenue Miles only increased by 1.7%, leading to an overall Revenue Speed decrease of 19%. Consequently, LAVTA's paratransit program costs increased by about 17% year-over-year, in place of the substantial (but unrealized) decrease that had been forecast. While providing LAVTA service is cost neutral to County Connection, it is worth noting that the unanticipated increase in Revenue Speed combined with the substantial increase in passengers resulted in a budget shortfall of about 37%, which was preliminarily presented to the Board in April.

Non-ADA Programs:

Low Income Fare Equity (LIFE): In coordination with Tri Delta Transit, WestCat and the Contra Costa Transportation Authority (CCTA), County Connection began offering fare subsidies to qualifying low-income paratransit riders during the fourth quarter of FY24. Participants in the County Connection LIFE program are given \$50 per month in pre-paid LINK fare credits, which allows them to take ten (10) one-way rides per month.

Travel Training: In coordination with Tri Delta, CCTA, and the Western Contra Costa Transportation Advisory Committee (WCCTAC) County Connection is in the process of building a countywide travel training program. Once operational, the program will offer free guidance and practical training for adults throughout the county who could use fixed-route transit but are unfamiliar with the system.

Autonomous Driving System (ADS) Pilot: County Connection has partnered with CCTA and May Mobility to run a one-year pilot program centered around the County Hospital in Martinez, in which qualified patients will have access to specialized transportation to access nutrition and medication resources via autonomous (self-driving) vehicles. While largely self-sufficient, each vehicle must have a safety driver, known as an Autonomous Vehicle Operator (AVO) while in service. County Connection is providing the AVOs for the project through our paratransit contractor, Transdev.

One-Seat Ride (OSR) Pilot: County Connection continues to operate the paratransit One-Seat Ride program in partnership with Tri Delta, WestCat, and LAVTA. Traditionally, a rider taking paratransit from Antioch to Pinole would have to take three separate vehicles to complete their trip. They would be picked up in Antioch by a Tri Delta vehicle and driven to a transfer point, typically the North Concord/Martinez BART station. A County Connection vehicle would pick up the rider from the BART station and drive them to a second transfer point in Martinez. The rider would then board a WestCat vehicle for the final leg of their trip from Martinez to Pinole. Under the OSR program, the same rider would be driven from Antioch to Pinole in a single vehicle, without the need to transfer. The OSR program provides a much more comfortable experience for the rider and has also proven to be far more cost effective for the operators. In FY24, the OSR program accounted for about 17% of County Connection's total paratransit trips and 22% of the total miles traveled by paratransit riders.

Financial Implication:

Staff budgeted \$6,791,000 for LINK operations, \$1,320,000 for LAVTA Dial-a-Ride operations, and \$758,667 for other associated costs in FY24. Unfortunately, the increase in trip demand, combined with the increase in average trip length, and the decrease in revenue speeds led to actual costs coming in higher than expected, which required a mid-year budget correction that was presented to the Board in April. Final unaudited LINK costs exceeded the initial FY24 budget by 5.1%, LAVTA costs by 36.5% (reimbursed by LAVTA), and non-operational costs by 11.4%. The OSR pilot is excluded from most reporting, but actual program costs fell well within the \$600,000 budgeted. The higher-than-expected costs incurred in FY24 have been included in all calculations for the FY25 budget.

Recommendation:

None, for Information only.

Action Requested:

None, for information only.

Attachments:

1. Paratransit Performance Measurement
2. Paratransit Cost Measurement
3. Paratransit Performance Indicators

Attachment 1: LINK Paratransit Performance Measurement

Fiscal Years 2023 & 2024

Performance Measure	FY23	FY24	% Change	
Revenue Miles	858,445	979,593	↑	14.1%
Deadhead Miles	93,697	137,669	↑	46.9%
Total Vehicle Miles	952,143	1,117,263	↑	17.3%
DH Miles %	9.8%	12.3%	↑	25.2%
Revenue Hours	53,859	69,689	↑	29.4%
Deadhead Hours	8,204	13,862	↑	69.0%
Total Vehicle Hours	62,063	83,551	↑	34.6%
Deadhead Hours %	11.2%	11.2%	↑	0.0%
Revenue Speed (MPH)	15.94	14.06	↓	-11.8%
Unlinked Passenger Trips	83,888	95,341	↑	13.7%
Passenger Miles Traveled	985,682	1,050,499	↑	6.6%
Avg. Passenger Trip Length	11.75	11.02	↓	-6.2%

LAVTA Paratransit Performance Measurement

Performance Measure	FY23	FY24	% Change	
Total Vehicle Miles*	235,305	239,286	↑	1.7%
Total Vehicle Hours*	15,847	19,895	↑	25.5%
Revenue Speed (MPH)	14.85	12.03	↓	-19.0%
Unlinked Passenger Trips	29,647	34,549	↑	16.5%
Passenger Miles Traveled	209,049	221,433	↑	5.9%
Avg. Passenger Trip Length	7.05	6.41	↓	-9.1%

*Note: Deadhead is NOT included in the LAVTA contract

One-Seat Ride Performance Measurement

Performance Measure	FY23	FY24	FY23 - FY24	
Revenue Miles	253,534	316,578	↑	24.9%
Deadhead Miles	64,258	69,292	↑	7.8%
Total Vehicle Miles	317,791	385,870	↑	21.4%
Revenue Hours	12,832	16,799	↑	30.9%
Deadhead Hours	3,535	4,734	↑	33.9%
Total Vehicle Hours	16,367	21,533	↑	31.6%
Deadhead Hours %	21.6%	21.98%	↑	1.8%
Revenue Speed (MPH)	19.76	18.85	↓	-4.6%
Unlinked Passenger Trips	16,014	19,313	↑	20.6%
Passenger Miles Traveled	238,977	295,463	↑	23.6%
Avg. Passenger Trip Length	14.92	15.30	↑	2.5%

Attachment 2: LINK Paratransit Cost Measurement

Fiscal Years 2023 & 2024

Cost Measure	FY23	FY24	FY23 - FY24	
Direct Contract Cost	\$5,270,529	\$7,137,938	↑	31.2%
Other (Non-Contract) Cost	\$861,518	\$845,055	↓	-1.9%
Total Program Cost	\$6,132,047	\$7,982,993	↑	27.5%
Cost per Revenue Hour	\$113.85	\$114.55	↑	3.6%
Cost per Passenger Trip	\$73.10	\$83.73	↑	17.1%
Fare Revenue	\$338,231	\$490,658	↑	54.4%

LAVTA Paratransit Cost Measurement

Cost Measure	FY23	FY24	FY23 - FY24	
Total Cost	\$1,544,046	\$1,802,400	↑	16.7%%
Cost per Revenue Hour	\$97.43	\$90.60	↓	-7.6%
Cost per Passenger Trip	\$52.08	\$52.17	↓	-25.2%
Fare Revenue	\$25,922	\$31,410	↑	21.2%

Attachment 3: LINK Paratransit Performance Indicators

Fiscal Years 2023 & 2024

Performance Metric	Standard	Met?	FY23	FY24	FY23 - FY24	
On-Time Performance	>90%	✓	83.4%	97.8%	↑	17.3%
Passengers/VRH	>1.5	✓	1.85	1.64	↓	-11.6%
Complaints/1,000 Trips	<2.0	✓	3.85	1.13	↓	-70.6%
Capacity Denials	0	✓	0	0	N/A	
Farebox Recovery %	>10.7%	X	4.2%	5.1%	↑	20.0%
Revenue Hour Cost Increase	<Inflation	X			↑	3.6%
Per Passenger Cost Increase	<Inflation	X			↑	17.1%
Roadcalls/100k Miles	<4.0	✓	1.02	0.91	↓	-10.3%
Accidents/100k Miles	<0.5	X	0.46	0.83	↑	79.3%
Employee Turnover	<5.0%	X	26%	31%	↑	17.8%
Lift Availability	100%	✓	100%	100%	N/A	

This Page Intentionally Blank



Measure J Countywide Transportation for
Seniors and People with Disabilities
Program (Program 15) FY 2024-25

1. CLAIMANT INFORMATION

Date		4/14/2025
Agency	East Bay Paratransit Consortium (AC Transit / BART)	
Contact Person	Mallory Nestor-Brush	
Address	AC Transit Accessible Services	BART Accessible Services
	1600 Franklin Street	2150 Webster Street, 8th Floor
	Oakland, CA 94618	Oakland, CA 94612
Telephone No.	510-891-7213	510-287-4797
Email	mnestor@actransit.org	rgreene@bart.gov

FOR INTERNAL USE ONLY

Received:

Revised Submission:

Modifications Requested:

Subcommittee Reviewed:

3. PROJECT WORKSHEETS

A1 Measure J Claim Summary: ALL CLAIMANTS

B. Capital Needs Forecast: CLAIMANTS WHO USE MEASURE J FOR CAPITAL PURCHASES

C. Performance Indicators: ALL CLAIMANTS

D. Rolling Stock Inventory: ALL CLAIMANTS THAT OPERATE SERVICE USING MEASURE J FUNDS

Measure J Countywide Transportation for Seniors and People with Disabilities Program (Program 15) FY 2025-26

Table A - Measure J Claim Summary TRANSIT

	FY 2024 Actual	FY 2025 Projected	FY 2026 Estimate
Program Sources (Revenues)	100% allocation		100% allocation
Measure J Prog 15	\$ 2,217,600	\$ 2,407,860	\$ 2,520,000
Measure J local reserves			
Measure J Interest			
Fares from Paratransit Service	\$ 1,857,781	\$ 1,940,899	\$ 2,136,137
TDA			
STA			
FTA			
Other - AlaCounty Meas BB - AC Transit	\$ 16,368,935	\$ 16,700,904	\$ 17,034,922
Other - AlaCounty Meas BB - BART	\$ 5,456,312	\$ 5,566,968	\$ 5,678,307
Other - AC Transit General Funds	\$ 20,609,521	\$ 24,156,723	\$ 28,702,818
Other - BART General Funds	\$ 11,308,046	\$ 10,853,020	\$ 17,968,939
Total Other	\$ 53,742,814	\$ 57,277,615	\$ 69,384,987
TOTAL PROGRAM SOURCES	\$ 57,818,195	\$ 61,626,374	\$ 74,041,124
Program Uses (Expenditures)			
Administration	\$ 323,009	\$ 370,735	\$ 445,998
Paratransit Operations	\$ 55,079,156	\$ 58,905,336	\$ 71,048,278
Other - Outreach / Education	\$ 2,416,030	\$ 2,350,303	\$ 2,546,848
Other -			
TOTAL PROGRAM USES	\$ 57,818,195	\$ 61,626,374	\$ 74,041,124
Capital Expenditures			
NET OPERATING BALANCE	\$ -	\$ -	\$ -
Measure J Funds: Changes in Reserve Balance			
Beginning Reserve Balance		\$ -	\$ -
Annual Revenue	\$ 57,818,195	\$ 61,626,374	\$ 74,041,124
Annual Operating Expenditures	\$ 57,818,195	\$ 61,626,374	\$ 74,041,124
Annual Capital Expenditures	\$ -	\$ -	\$ -
Ending Reserve Balance	\$ -	\$ -	\$ -

Measure J Countywide Transportation for Seniors and People
with Disabilities Program (Program 15) FY 2025-26

Table B - Capital Needs and Acquisition Forecast

Anticipated Purchases	FY 2023 Actual	FY 2024 Projected	FY 2025 Estimate	FY 2026 Estimated
1				
2				
3				
4				
5				
TOTAL	\$ -	\$ -	\$ -	\$ -

Measure J Countywide Transportation for Seniors and People with Disabilities Program (Program 15) FY 2025-26

Table C - Performance Indicators TRANSIT

Activity	FY 2024 Actual	FY 2025 Projected	FY 2026 Estimate
PARATRANSIT or DIAL-A-RIDE OPERATION			
Total Registered Clients	11,609	12,004	12,364
Total Passenger Trips	480,098	507,671	564,831
Total Revenue Service Hours (RSHr)	368,103	360,398	400,977
Pass Trips per RSHr	1.30	1.41	1.41
Average Passenger Trip Distance	11.82	11.61	11.61
Number of Wheelchair Passengers	115,208	115,500	115,600
Number of No-Shows	13,912	8,844	9,840
Number of Cancellations	122,770	125,820	139,987
Number of Trip Denials	255	92	102
Number of Multi-Agency Trips	15,108	15,300	15,300
Number of Accidents	181	168	187
Percent of On-Time Performance	96.37%	94.80%	95.00%

see directions (and glossary) for the definitions of the above terms and the appropriate formulas

Measure J Countywide Transportation for Seniors and People with Disabilities Program
(Program 15) FY 2025-26

Table D - Rolling Stock Inventory

Number of Vehicles	Vehicle Model Year	Vehicle Description	Fuel Type	Mobility Device Assist Type	Maximum Ambulatory Seating Capacity	Maximum Wheelchair Positions
2	2013	Ford E-450	G	L	12	4
3	2013	Ford E-350	G	L	8	4
1	2013	Ford E-350	G	L	6	1
2	2013	Ford E-350	G	L	8	2
4	2013	Ford E-450	G	L	8	4
21	2013	Ford E-350	G	L	8	2
1	2013	Ford E-350	G	L	8	1
1	2013	Ford E-350	G	L	8	3
9	2014	Ford E-350	G	L	7	1
1	2014	Ford E-350	G	L	7	3
1	2014	Ford E-350	G	L	6	1
1	2014	Ford E-350	G	L	10	1
9	2015	Ford E-350	G	L	14	5
4	2015	Ford E-350	G	L	7	2
1	2015	Ford E-350	G	L	8	1
1	2016	Ford E-450	G	L	14	5
11	2017	Ford E-450	G	L	14	4
17	2017	Ford E-450	G	L	14	5
2	2018	Ford E-350	G	L	7	2
16	2019	Ford E-350	G	L	14	5
30	2019	Ford E-350	G	L	14	5
4	2019	Ford E-350	G	L	10	2
31	2019	Ford E-350	G	L	14	5
30	2020	Ford E-350	G	L	14	5
2	2013	Dodge Minivan	G	R	3	1
1	2013	Dodge Minivan	G	R	2	1
1	2013	Dodge Minivan	G	R	4	1
1	2015	Dodge Minivan	G	R	3	1
1	2016	Dodge Minivan	G	R	3	1
1	2018	Ford Transit 150	G	R	3	1
1	2019	Ford Transit 150	G	R	3	1
4	2019	Dodge Minivan	G	R	3	1

This Page Intentionally Blank



Measure J Countywide Transportation for
Seniors and People with Disabilities
Program (Program 15) FY 2025-26

1. CLAIMANT INFORMATION

Date 5/5/2025

Agency

County Connection Link

Contact Person

Bridget Cooney, Recreation Supervisor

Address

El Cerrito Community Center

7007 Moeser Lane

El Cerrito, CA 94530

Telephone No.

510-559-7008

Email

bcooney@ci.el-cerrito.ca.us

FOR INTERNAL USE ONLY

Received:

Revised Submission:

Modifications Requested:

Subcommittee Reviewed:

3. PROJECT WORKSHEETS

A1 Measure J Claim Summary: ALL CLAIMANTS

B. Capital Needs Forecast: CLAIMANTS WHO USE MEASURE J FOR CAPITAL PURCHASES

C. Performance Indicators: ALL CLAIMANTS

D. Rolling Stock Inventory: ALL CLAIMANTS THAT OPERATE SERVICE USING MEASURE J FUNDS



Measure J Paratransit Program 15 Claim FY 25-26 Project Description

Claimant/Agency: **City of El Cerrito**

Project Description:

- 1) If your claim is used, entirely or in part, to operate a vehicle that provides service to seniors and/or people with disabilities please provide:
 - a) Brief Paratransit System History

The City of El Cerrito has been committed to supporting mobility for seniors and individuals with disabilities since the inception of its paratransit services in 1978. The program began with a volunteer-run Dial-a-Ride system, initiated by the local Bridge Club, which purchased the city's first paratransit vehicle—affectionately named “*Van Gogh*.” This grassroots effort laid the foundation for a long-standing tradition of accessible, community-centered transportation.

Initially funded by Transportation Development Act (TDA) Article 4.5 funds and Measure C, the program has evolved over the years. Today, it is supported primarily through Contra Costa County’s Measure J transportation sales tax revenues, supplemented by the City of El Cerrito’s General Fund for staffing and administration. The program is administered by the Recreation Department’s Senior Services Division and serves El Cerrito residents who are 65 or older or adults 18+ with qualifying disabilities that prevent them from using fixed-route public transit.

Service has expanded significantly since its early days. In response to growing demand, Easy Ride Senior and Disabled Paratransit Service (ERPS) expanded from three to four service days in 2009 and then to five days per week in 2011. During the COVID-19 pandemic, the program adapted to public health guidance by temporarily reducing operations and shifting focus to essential services. Limited transportation continued for medical, grocery, and

pharmacy trips, while Easy Ride drivers also delivered meals for the senior nutrition program.

As conditions improved, ERPS resumed regular service in September 2021, operating four days per week (Monday through Thursday) and continuing support for senior nutrition. In October 2022, the meal delivery service was phased out, and in-person congregate dining resumed. Transportation to and from the lunch program was reintroduced, and beginning September 2024, service resumed operations four days per week, prioritizing lunch rides three days per week.

- b) Types of service: *Check the box for each type of service you provide, and for each, provide a description of the service including a system overview, how the service is delivered (contracted, in-house), driver training, how service is monitored for effectiveness, fares, etc. Include attachments if appropriate.*

☐ Paratransit Service: **Door-to-Door Transportation**

Easy Ride provides safe, affordable, and accessible door-to-door transportation for qualifying seniors and adults with disabilities. Operating primarily within El Cerrito city limits – and select nearby destinations – this service enables users to attend medical appointments, grocery shop, run errands, access BART stations, visit friends, attend senior classes, and remain active in their community.

Key features include:

Service Hours:

Monday & Thursday, 9:30am-3pm and Tuesday & Wednesday, 9:30am-2pm

Service Area: Primarily within El Cerrito; expanded service to Albany Oral Surgery and select Richmond locations (Pacific East Mall, Costco, Grocery Outlet, Planet Fitness, Target).

Fare: \$2 per one-way ride; free rides related to Senior Lunch Program. Tickets are sold in packs of 10 rides.

Scheduling: Riders may schedule trips by phone or in person up to two weeks in advance.

Monitoring & Evaluation: The program is assessed via on-time trip performance, participant feedback, and an annual survey.

Driver Training: All drivers are trained in safety procedures and protocols for serving seniors and passengers with disabilities.

Marketing & Outreach: Program information is promoted through the City's website, Community Center bulletin boards, activity guides that are mailed to all El Cerrito households four times per year, printed and electronic newsletters, and community events.

☐ Taxi/TNC: N/A

☐ Excursion Service: **rEC Treks: Senior Day Trips**

To encourage enrichment and social engagement, the Recreation Department organizes rEC Treks – van-based day trips for seniors. These trips visit a variety of cultural and recreational destinations across the Bay Area including museums, parks, shopping centers, and restaurants.

Pre-registration and payment are required.

Fees vary based on trip length, destination, and staff needs.

Scheduling is determined by staff and driver availability.

Program Monitoring: participant satisfaction is evaluated post-trip.

The rEC Treks: Senior Day Trips have been suspended beginning in FY 2024-25 due to limited staff availability, increased demand for Easy Ride nutrition transportation, and the need to prioritize essential Easy Ride services within El Cerrito.

☐ Meal trips: **Senior Nutrition Transportation**

Easy Ride vans and drivers also support the county's Café Costa Senior Nutrition Program by transporting seniors to the El Cerrito Community Center

for in-person congregate dining. These rides are essential for promoting nutrition and reducing isolation among seniors.

Eligibility: El Cerrito residents aged 65+ who qualify for the meal program.

Reimbursement: The county reimburses \$1 per trip for Easy Ride participants.

Schedule: Currently offered three days per week.

☐ Dial-A-Ride: **N/A**

☐ Volunteer Driver Program: **N/A**

☐ Other: **N/A**

2) Budgets & Staffing: Complete attached Budget Spreadsheets

- a) Budget: If your agency received Measure J Program 15 funds in the past 3 years and did not spend the entire allocation for any reason provide details here for how the funds will be spent. NOTE: Any funds must be spent in support of the agency's program to provide transportation services to seniors and people with disabilities.

The City of El Cerrito currently operates Easy Ride Senior and Disabled Paratransit Service with two part-time van drivers (1 Class B driver and 1 driver without a Class B), providing rides during limited-service hours:

- Mondays & Thursdays: 9:30am-3:00pm
- Tuesdays & Wednesdays: 9:30am-2pm

Demand for senior nutrition rides has increased, with an average of 16-24 one-way trips provided daily to and from the Community Center for the congregate lunch program.

In September 2024, the city completed a Class and Compensation Study that:

- Increased the salary schedule for part-time van drivers.
- This resulted in the creation of a new job classification for drivers who do not hold a Class B commercial driver's license, to expand the potential hiring pool.

Despite these efforts, two conditional job offers for part-time drivers fell through in FY 2024-2025, and recruitment remains active to address staffing shortages and expand service capacity.

The city is exploring the purchase of a second ADA-accessible minivan that can be operated by Class C licensed drivers. A hybrid or electric vehicle is preferred to support sustainability goals and improve efficiency, particularly in El Cerrito's hilly neighborhoods.

Measure J funds have been used to purchase two tablets for use in paratransit vehicles. These devices will assist drivers with:

- Rider check-in
- Ticket sales
- Navigation and route planning

Additional Measure J funds will be used to purchase supporting equipment, including card readers and barcode scanners, to fully integrate the tablet system into daily operations.

b) Staffing: Please complete the table below.

Position		Full Time	Part Time	Total FTEs	Total PTEs
Drivers		0	2	0	.4
Dispatch		1	0	.33	0
Admin		2	0	.3	0
Other		0	0	0	0

c) Staffing: For 'Admin' and 'Other' staffing positions noted in the above chart, please provide a brief description of the functions performed.

Administrative staff support the Easy Ride Paratransit Program by performing the following functions:

- Responding to inquiries, providing program information, and distributing applications to interested residents.

- Reviewing and processing applications and entering approved participants into the Rec Trac database.
- Conducting annual outreach via phone and email to verify and update rider information.
- Managing ticket sales, inventory, and usage tracking.
- Collecting and reporting key performance data, including on-time performance, no-shows, and vehicle mileage.
- Preparing documentation for the annual CHP inspection.
- Coordinating vehicle maintenance and service records.

d) Staffing: If your program expends Measure J Program 15 funds for personnel who are not actively engaged in the delivery of services, please explain.

Measure J Program 15 funds support personnel who provide administrative oversight and operational coordination for the Easy Ride Paratransit Program. Responsibilities include:

- Customer service, ride scheduling, and staff scheduling
- Tracking performance indicators, preparing dispatch logs, and completing reports for Measure J claims, budgeting, and CHP inspections.
- Serving as a backup driver when part-time drivers are unavailable, prioritizing essential trips such as medical appointments, trips to grocery stores, and Café Costa senior nutrition program rides.
- Acting as a trip planner, leader, and driver for rEC Trek Senior Day Trips (suspended).
- Coordinating transportation services with county's senior lunch program (Café Costa)
- Attending relevant meetings, including the Paratransit Coordinating Council, Café Costa Senior Nutrition Program meetings, and El Cerrito Committee on Aging.

- Preparing and presenting outreach materials on transportation services, including participation in events like the annual Senior Resource Fair.

3) Training: What initial training is provided for staff (admin and drivers) when they become part of your service team? What on-going training or certification does your staff participate in to qualify them to do the job (admin and drivers)?

a) What training do Customer Service staff receive? Attach training curriculum if you have it.

Customer Service & Administrative Staff Training:

Typical training courses include:

- Overview of Easy Ride program operations and staff roles
- Training on scheduling software (whentowork) and timecard submission
- Use of daily performance indicator logs and vehicle maintenance logs
- DEI (Diversity, Equity & Inclusion) training
- Workplace Violence training
- Online Distracted Driving training (for both admin staff and drivers).

Driver Training:

- Program overview, daily operations, and customer service expectations
- Training in safety protocols and emergency response procedures
- Instructions on accident reporting and use of in-vehicle accident kits
- Participation in the City's random drug and alcohol testing program
- Online Distracted Driving Training
- Orientation on how to handle emergencies and incidents on the road

4) Liability & Testing: What insurance liabilities do you have to protect staff and passengers?

The City of El Cerrito is self-insured through the Municipal Pooling Authority (MPA). Passenger injuries are covered only if caused by the City's fault.

- a) Are staff subject to drug and alcohol testing. If so, under what circumstances?

Drug & Alcohol Testing:

- All Easy Ride drivers are enrolled in the City's random drug and alcohol testing program.
- Human Resources manages the program and notifies the supervisor when a driver is selected.
- Selected drivers must complete testing prior to resuming regular duties.
- With only two part-time drivers, service may be temporarily paused during testing.

- b) How are accidents and incidents handled? Is specialized training or materials provided to staff?

Accident & Incident Protocol:

- Each City vehicle contains an accident kit with detailed reporting instructions.
- Drivers are trained during orientation on:
 - Completing accident reports
 - Contact procedures and required information to collect
 - Handling emergencies and incidents in the field.

- 5) If your claim will be used, entirely or in part, to provide a program other than operating a vehicle, please provide the following:

- a) Brief description of the program including a brief history of the program, who the program serves, reason for the program, marketing efforts, etc. **N/A – Not currently offered.**
- b) If the program includes subsidizing paratransit or taxi or other ride hailing service fares (Uber, Lyft, etc.) please include the amount of the subsidy and explain in detail how your program works. Include a service area map of what zones you pick up in and what zones you drop off in. Please include any marketing materials you distribute and discuss how people learn about your program.

Explain how people order a trip. If you serve pick-up locations outside your city, please list the number of pick-ups each month you provided to these “outside” areas.

N/A – Not currently offered.

The City of El Cerrito remains interested in exploring the feasibility of establishing a subsidized taxi or ride-hailing service (Uber, Lyft, etc.) to support residents – particularly seniors and individuals with disabilities – who need transportation to medical appointments outside our current service area (e.g. Kaiser Richmond and Alta Bates Summit Medical Center in Berkeley).

However, the City does not have the staffing capacity or internal resources to research, design, and implement this type of program independently. We would be heavily reliant on outside support, including technical assistance and guidance from WCCTAC or other partners to:

- Assess feasibility
- Identify appropriate vendors or service models
- Develop program guidelines and fare subsidy structure
- Launch and promote the service effectively.

We welcome opportunities to collaborate with WCCTAC and other jurisdictions that have successfully implemented similar programs.

Outside support will be essential to get such a service up and running.

- c) In these programs, how do you ensure that mobility aid users and ambulatory customers have equivalent access and service reliability?

N/A – Not currently offered.

- 6) Please provide a brief description of how your agency solicits feedback from passengers and potential passengers about your service, (i.e., surveys, comment cards, customer service logs).

Our agency gathers feedback through multiple channels. Drivers engage directly with passengers daily, allowing for informal, real-time feedback. Office staff also interact with riders regularly during the ride scheduling

process. In addition, we are conducting an annual renewal collecting updated contact information, identifying ADA-related needs, and obtaining program feedback from participants.

a) How do you utilize that input to inform and improve your program?

Administrative staff and drivers conduct daily check-ins, during which suggestions and feedback from passengers are reviewed, and potential service improvements are communicated and implemented as appropriate.

One item that was recommended is lowering the eligibility age for Easy Ride Senior & Disabled Paratransit Service to include seniors aged 60 and older. This aligns with Café Costa Senior Nutrition ages.

b) Do you have a committee of residents that meets to discuss your program? Explain how often this group meets and how it is staffed.

El Cerrito Committee on Aging meets regularly to discuss issues and concerns related to seniors and disabled adult residents of El Cerrito including transportation issues. The committee is comprised of volunteer residents who have been appointed by the City Council for a set term. There is a City Council liaison, and a staff liaison assigned to the committee responsible for oversight and compliance with the Brown Act.

7) How do you record and track customer complaints. What procedures do you have in place to resolve them?

Customer complaints and feedback are recorded in daily driver forms and dispatch logs, then shared with administrative staff. Admin staff review concerns during regular meetings, assess each situation, and determine appropriate actions to address and resolve the issue.

a) What customer service metrics do you track (i.e., phone hold times, late/early pick-ups, fare disputes, loading problems, etc.)? How are these metrics trending year over year?

We track late pick-ups, fare disputes, and loading problems. These are noted in the daily dispatch logs and reviewed by drivers and oversight staff to determine whether they are isolated incidents or recurring issues. Trends have remained consistent year over year.

b) If you have vendors delivering service on your behalf, what procedures do you have in place to gather and resolve complaints they receive?

N/A

8) Please describe how your service is monitored and what criteria you use. Include tools you use to monitor performance, frequency of monitoring, and reports generated. Include samples of reports from software used by your agency.

Service is monitored daily through dispatch and driver reports. Each driver receives a daily dispatch sheet with rider details, contact information, pick-up/drop-off locations, and times. Drivers complete a daily *Service Performance Indicator Report*, which captures mileage, rider counts, rider types, ADA accommodations (e.g., wheelchair, lift, cane, caregiver), and any no-shows, cancellations, fare disputes, or other issues. These reports help track service quality and identify areas for improvement.

a) Please include the key performance indicators you use to measure the success of your program in the chart below. (Example: cost per passenger, on-time performance, complaints)

Metric	Goal	Prior FY	FY YTD
Maintain above average record of on-time performance for drivers.	90%	88%	97%
Complete annual renewal of rider membership by no later than August 1st of each year.	100%	90%	50%
Maintain an average of 200 one-way trips per month.	200	171	195
Increase the total number of revenue service hours offered.	1000	688	1025

b) If services have degraded per the performance metrics reported, what were the reasons, and what actions are you taking to improve service?

9) Please describe how, and at what frequency, your policy makers (Board

or Council) review the operating budget and performance of the service you provide. Do you submit an annual report to your Board or Council? Please include that document in this claim.

El Cerrito City Council reviews the operating budget twice per year during their city-wide mid-year budget review and annual budget process. Once CCTA approves this report, we will present the information and solicit feedback from the City of El Cerrito Committee on Aging who advises the City Council.

[Here is the link to budget documents for FY2025-26.](#)

10) How many people are registered in your client database now? How many unincorporated area residents does this include? How often do you review and update this database to reflect changes in client eligibility or activity?

There are currently 130 riders enrolled in the City of El Cerrito Easy Ride Senior and Disabled Paratransit program.

El Cerrito does not provide service to any unincorporated areas.

We require annual renewal in the Easy Ride program to maintain up-to-date, accurate rosters of participants. Annual renewal is done in July/August each year.

a) How many of those in your client database are active riders (i.e., taking at least one ride in the last six months)?

Of the 130 riders enrolled in the program, only 80 are active riders having taken at least one ride in the past six months.

11) Please discuss any known unmet paratransit needs in your service area. For example, residents asking to be picked up or dropped off outside your service area to medical facilities in another city, specific locations that are frequently requested that are not within your service area, requests for additional hours or days of service, etc.

Unfortunately, we are not confident with these numbers as they were tracked inconsistently due to staffing turnover.

___ # of requests for transportation to medical facilities outside of our service area.

_____ # of requests for rides to locations 1-2 miles outside of our service area.

_____ # of requests for locations 3-5 miles outside of our service area

_____ # of ride requests that we were unable to accommodate.

- 12) Service Area: Please provide a map of the service area and tables to illustrate the data, as appropriate. Describe both who is geographically eligible to ride your service and where your service will take and pick up those eligible riders.

Residents living in El Cerrito city limits (94530 zip code), who meet program criteria and complete enrollment paperwork are eligible to participate in the Easy Ride Program.

The service area includes El Cerrito city limits. In September 2022, we expanded the service area to include specific destinations within 1 mile of El Cerrito city limits. Identified destinations outside city limits are limited to: Sutter East Bay Medical Center and Albany Oral Surgery in Albany; Pacific East Mall, Costco, Alvarado Adult School, Richmond Annex Senior Center, Grocery Outlet, and Target in Richmond. The proximity of the expanded locations to El Cerrito city limits allows drivers to expand the service area while maintaining allocated times of 15-20 minutes per ride from pick up location to drop off location.

- 13) Please share how you promote and market the programs you offer to potential new clients. Describe your outreach efforts in terms of Limited English Proficiency and Title VI. Attach your public-facing promotional materials, including your website address. Are your outreach materials available in languages other than English? If so, what languages do?

Information about the Easy Ride Senior and Disabled Paratransit program is posted on the City website www.el-cerrito.org/senior , on community bulletin boards in our Community Center, included in our monthly 60+ newsletter and given to all lunch participants and Respite Program participants when they enroll in the program. We also distribute information about the program at our Annual Senior Resource Fair. Information about the Easy Ride program is available in English only however the city has an agreement with an outside

contractor who can assist with on demand translation services in multiple languages if needed.

- 14) Please provide any additional information that you feel is unique or relevant to the transportation service that you provide to seniors or people with disabilities.

Our Easy Ride program's capacity has limits due to the number of part-time van drivers and vehicles available for use as well as the fact that we prioritize meal rides to/from the Community Center for Café Costa, three days per week based on our contractual agreement with the Area Agency on Aging.

- 15) **West County Operators Only** Program 20b: Please describe how your agency will use program 20b funds (the amount your agency will receive is provided in the budget form). Note: It is the intent of the Measure J Transportation Expenditure Plan that Program 20b funds be used to provide "additional or new services" beyond what was previously provided under Measure C or "regular" service. If you previously started a new or additional service with these funds you can continue to use these funds to operate that service if it is productive.

Beginning in September 2021, with WCCTAC permission, the City expand the service area to identified locations within a 1-mile radius of El Cerrito city limits. The proximity of the expanded locations to El Cerrito city limits allowed drivers to expand the service area while maintaining allocated times of 15-20 minutes per ride from pick up location to drop off location. The service area expansion has allowed our riders to attend programs at the Richmond Annex Senior Center and Alvarado Adult School as well as enhanced shopping and pharmacy needs by including trips to, Alta Bates Summit Medical Center and Albany Oral Surgery in Albany, Pacific East Mall, Costco, Planet Fitness, and Target in Richmond.

The City purchased tablets and mobile hot spots and are looking into purchasing card readers for the two Easy Ride vehicles to improve accuracy and efficiency of drivers redeeming tickets, selling ticket booklets, monitoring daily dispatch, and using navigation tools.

In July 2025, the City is contemplating lowering the Easy Ride eligibility age to ages 60 and older to align with Café Costa Senior Nutrition Program ages.

The City plans to use a portion of its surplus funds to support a full-time van driver for the Easy Ride Senior & Disabled Paratransit Program for the next 4 to 5 years. This will help provide more consistent service, increase the number of rides we can offer, and allow for extended hours and days of operation. We will also put a system in place to increase outreach and to evaluate the program each year to see how having a full-time driver impacts the number of seniors and disabled residents we are able to serve. This will help us make informed decisions about future funding and improvements.

The City of El Cerrito remains interested in exploring the feasibility of establishing a subsidized taxi or ride-hailing service (Uber, Lyft, etc.) to support residents – particularly seniors and individuals with disabilities – who need transportation to medical appointments outside our current service area (e.g. Kaiser Richmond and Alta Bates Summit Medical Center in Berkeley).

However, the City does not have the staffing capacity or internal resources to research, design, and implement this type of program independently. We would be heavily reliant on outside support, including technical assistance and guidance from WCCTAC or other regional partners, to take the lead on getting this type of program started. Assistance is needed to:

- Assess feasibility
- Identify appropriate vendors or service models
- Develop program guidelines and fare subsidy structure
- Launch and promote the service effectively.

We welcome opportunities to collaborate with WCCTAC and other jurisdictions that have successfully implemented similar programs.

Outside support will be essential to get such a service up and running.



Measure J Countywide Transportation for
Seniors and People with Disabilities
Program (Program 15) FY 2024-25

1. CLAIMANT INFORMATION

Date 5/2/2025

Agency

Eastern Contra Costa Transit Authority

Contact Person

Angeline Loeffler

Address

801 Wilbur Avenue

Antioch, CA 94509

Telephone No.

925-754-6622

Email

aloeffler@eccta.org

FOR INTERNAL USE ONLY

Received:

Revised Submission:

Modifications Requested:

Subcommittee Reviewed:

3. PROJECT WORKSHEETS

A1 Measure J Claim Summary: ALL CLAIMANTS
B. Capital Needs Forecast: CLAIMANTS WHO USE MEASURE J FOR CAPITAL PURCHASES
C. Performance Indicators: ALL CLAIMANTS
D. Rolling Stock Inventory: ALL CLAIMANTS THAT OPERATE SERVICE USING MEASURE J FUNDS

Measure J Countywide Transportation for Seniors and People with Disabilities Program (Program 15) FY 2025-26

Table A - Measure J Claim Summary TRANSIT

	FY 2024 Actual	FY 2025 Projected	FY 2026 Estimate
Program Sources (Revenues)			
	100% allocation		100% allocation
Measure J Prog 15	\$ 1,318,590	\$ 1,380,000	\$ 1,380,000
Measure J local reserves			
Measure J Interest			
Fares from Paratransit Service	\$ 562,505	\$ 584,893	\$ 614,137
TDA	\$ 4,998,269	\$ 5,228,270	\$ 6,698,475
STA			
FTA	\$ 1,714,064	\$ 1,979,112	\$ 1,095,783
Other - Bart DR Reimbursement	\$ 363,966	\$ 409,115	\$ 400,000
Other - Interest	\$ 5,542	\$ 4,675	\$ 11,600
Total Other	\$ 369,508	\$ 413,790	\$ 411,600
TOTAL PROGRAM SOURCES	\$ 8,962,936	\$ 9,586,065	\$ 10,199,995
Program Uses (Expenditures)			
Administration	\$ 1,868,440	\$ 1,998,339	\$ 2,151,743
Paratransit Operations	\$ 7,094,496	\$ 7,587,725	\$ 8,048,252
Other -			
Other -			
TOTAL PROGRAM USES	\$ 8,962,937	\$ 9,586,064	\$ 10,199,995
Capital Expenditures			
NET OPERATING BALANCE	\$ (0)	\$ 1	\$ 0
Measure J Funds: Changes in Reserve Balance			
Beginning Reserve Balance		\$ (0)	\$ 0
Annual Revenue	\$ 8,962,936	\$ 9,586,065	\$ 10,199,995
Annual Operating Expenditures	\$ 8,962,937	\$ 9,586,064	\$ 10,199,995
Annual Capital Expenditures	\$ -	\$ -	\$ -
Ending Reserve Balance	\$ (0)	\$ 0	\$ 0

Measure J Countywide Transportation for Seniors and People
with Disabilities Program (Program 15) FY 2025-26

Table B - Capital Needs and Acquisition Forecast

Anticipated Purchases	FY 2023 Actual	FY 2024 Projected	FY 2025 Estimate	FY 2026 Estimated
1				
2				
3				
4				
5				
TOTAL	\$ -	\$ -	\$ -	\$ -

Measure J Countywide Transportation for Seniors and People with Disabilities Program (Program 15) FY 2025-26

Table C - Performance Indicators TRANSIT

Activity	FY 2024 Actual	FY 2025 Projected	FY 2026 Estimate
PARATRANSIT or DIAL-A-RIDE OPERATION			
Total Registered Clients	3,362	3,357	3,400
Total Passenger Trips	180,124	187,479	189,000
Total Revenue Service Hours (RSHr)	71,015	72,821	73,250
Pass Trips per RSHr	2.54	2.57	2.58
Average Passenger Trip Distance	6.90	6.88	6.90
Number of Wheelchair Passengers	52,193	55,829	56,250
Number of No-Shows	1,948	1,973	1,800
Number of Cancellations	1,397	1,689	1,500
Number of Trip Denials	-	-	-
Number of Multi-Agency Trips	13,890	15,245	15,500
Number of Accidents	11	5	-
Percent of On-Time Performance	96%	93%	95%

see directions (and glossary) for the definitions of the above terms and the appropriate formulas

Multi-Agency trips are the trips provided by the One Seat program.

Measure J Countywide Transportation for Seniors and People with Disabilities Program (Program 15) FY 2025-26

Table D - Rolling Stock Inventory

Vehicle Model Year	Vehicle Description	Vehicle Identification	Fuel Type	Total Vehicle Mileage	Mobility Device Assist Type	Maximum Ambulatory Seating Capacity	Maximum Wheelchair Positions	Funding Source(s)	Anticipated Replacement Year
800	2018 El Dorado Cutaway - 25'	1FDFE4FS5HDC75875	Unleaded	165,146	Lift	16	5	FTA/TDA	FY2023
801	2018 El Dorado Cutaway - 25'	1FDFE4FS6HDC75822	Unleaded	171,731	Lift	16	5	FTA/TDA	FY2023
802	2018 El Dorado Cutaway - 25'	1FDFE4FS8HDC75854	Unleaded	169,867	Lift	16	5	FTA/TDA	FY2023
803	2018 El Dorado Cutaway - 25'	1FDFE4FS3HDC75860	Unleaded	163,530	Lift	16	5	FTA/TDA	FY2023
804	2018 El Dorado Cutaway - 25'	1FDFE4FSXHDC78643	Unleaded	168,991	Lift	16	5	FTA/TDA	FY2023
806	2018 El Dorado Cutaway - 25'	1FDFE4FS4HDC78637	Unleaded	148,886	Lift	16	5	FTA/TDA	FY2023
807	2018 El Dorado Cutaway - 25'	1FDFE4FS6HDC78638	Unleaded	176,509	Lift	16	5	FTA/TDA	FY2023
808	2018 El Dorado Cutaway - 25'	1FDFE4FS8HDC78639	Unleaded	164,823	Lift	16	5	FTA/TDA	FY2023
809	2018 El Dorado Cutaway - 25'	1FDFE4FS3HDC78628	Unleaded	176,131	Lift	16	5	FTA/TDA	FY2023
811	2018 El Dorado Cutaway - 25'	1FDFE4FS7HDC78633	Unleaded	159,788	Lift	16	5	FTA/TDA	FY2023
812	2018 El Dorado Cutaway - 25'	1FDFE4FS4HDC78640	Unleaded	180,601	Lift	16	5	FTA/TDA	FY2023
814	2018 El Dorado Cutaway - 25'	1FDFE4FS1HDC78627	Unleaded	157,305	Lift	16	5	FTA/TDA	FY2023
815	2018 El Dorado Cutaway - 25'	1FDFE4FS5HDC78632	Unleaded	164,560	Lift	16	5	FTA/TDA	FY2023
817	2018 El Dorado Cutaway - 25'	1FDFE4FS2HDC78636	Unleaded	173,621	Lift	16	5	FTA/TDA	FY2023
818	2018 El Dorado Cutaway - 25'	1FDFE4FS1HDC78630	Unleaded	172,125	Lift	16	5	FTA/TDA	FY2023
819	2018 El Dorado Cutaway - 25'	1FDFE4FS0HDC78635	Unleaded	163,915	Lift	16	5	FTA/TDA	FY2023
820	2018 El Dorado Cutaway - 25'	1FDFE4FS5JDC01457	Unleaded	168,116	Lift	16	5	FTA/TDA	FY2023
826	2018 El Dorado Cutaway - 25'	1FDFE4FS8JDC16423	Unleaded	166,781	Lift	16	5	FTA/TDA	FY2023
827	2018 El Dorado Cutaway - 25'	1FDFE4FS4JDC16418	Unleaded	187,737	Lift	16	5	FTA/TDA	FY2023
31	2018 El Dorado Cutaway - 25'	1FDFE4FS6JDC16422	Unleaded	101,426	Lift	16	5	FTA/TDA	FY2023
32	2018 El Dorado Cutaway - 25'	1FDFE4FS0JDC17341	Unleaded	103,272	Lift	16	5	FTA/TDA	FY2023
192	2019 Starcraft Cutaway - 25'	1FDES8PMXXKB85961	Unleaded	121,204	Lift	9	1	TDA	FY2026
193	2019 Starcraft Cutaway - 25'	1FDES8PM0KKB85922	Unleaded	124,709	Lift	9	1	TDA	FY2026
194	2019 Starcraft Cutaway - 25'	1FDES8PM7KKKB85948	Unleaded	136,489	Lift	9	1	TDA	FY2026
195	2019 Starcraft Cutaway - 25'	1FDES8PM0KKB85936	Unleaded	142,737	Lift	9	1	TDA	FY2026
196	2019 Starcraft Cutaway - 25'	1FDES8PM6KKB85942	Unleaded	137,376	Lift	9	1	TDA	FY2026
167	2019 Starcraft Cutaway - 25'	1FDES8PM9KKB85949	Unleaded	154,077	Lift	9	1	TDA	FY2026
198	2019 Starcraft Cutaway - 25'	1FDES8PM9KKB85952	Unleaded	122,421	Lift	9	1	TDA	FY2026
199	2019 Starcraft Cutaway - 25'	1FDES8PM0KKB85953	Unleaded	157,476	Lift	9	1	TDA	FY2026
2106	2019 Dodge Caravan	2C7WDGBG8JR361519	Unleaded	106,992	Ramp	3	1	TDA	FY2025
2107	2019 Dodge Caravan	2C7WDGBG8JR361536	Unleaded	103,032	Ramp	3	1	TDA	FY2025
2108	2019 Dodge Caravan	2C7WDGBG8JR362727	Unleaded	111,346	Ramp	3	1	TDA	FY2025
2109	2019 Dodge Caravan	2C7WDGBG8JR362856	Unleaded	100,746	Ramp	3	1	TDA	FY2025
2110	2019 Dodge Caravan	2C7WDGBG8JR362881	Unleaded	97,153	Ramp	3	1	TDA	FY2025
2111	2019 Dodge Caravan	2C7WDGBG7JR363732	Unleaded	106,735	Ramp	3	1	TDA	FY2025
2401	2024 Glaval Cutaway - 25'	1FDFE4FN7RDD34341	Unleaded	5,012	Lift	16	6	FTA/TDA	FY2030
2402	2024 Glaval Cutaway - 25'	1FDFE4FN1RDD34593	Unleaded	-	Lift	16	6	FTA/TDA	FY2030
2403	2024 Glaval Cutaway - 25'	1FDFE4FN5RDD34564	Unleaded	-	Lift	16	6	FTA/TDA	FY2030
2404	2024 Glaval Cutaway - 25'	1FDFE4FN4RDD32045	Unleaded	-	Lift	16	6	FTA/TDA	FY2030
2405	2024 Glaval Cutaway - 25'	1FDFE4FN6RDD31995	Unleaded	-	Lift	16	6	FTA/TDA	FY2030
2406	2024 Glaval Cutaway - 25'	1FDFE4FN4RDD34538	Unleaded	-	Lift	16	6	FTA/TDA	FY2030
2407	2024 Glaval Cutaway - 25'	1FDFE4FN4RDD34362	Unleaded	-	Lift	16	6	FTA/TDA	FY2030
2408	2024 Glaval Cutaway - 25'	1FDFE4FN3RDD34577	Unleaded	-	Lift	16	6	FTA/TDA	FY2030
2409	2024 Glaval Cutaway - 25'	1FDFE4FN5RDD34578	Unleaded	-	Lift	16	6	FTA/TDA	FY2030
2410	2024 Glaval Cutaway - 25'	1FDFE4FN9RDD34647	Unleaded	-	Lift	16	6	FTA/TDA	FY2030
2411	2024 Glaval Cutaway - 25'	1FDFE4FN0RDD34410	Unleaded	-	Lift	16	6	FTA/TDA	FY2030
2412	2024 Glaval Cutaway - 25'	1FDFE4FN6RDD34592	Unleaded	-	Lift	16	6	FTA/TDA	FY2030
2413	2024 Glaval Cutaway - 25'	1FDFE4FN9RDD34390	Unleaded	-	Lift	16	6	FTA/TDA	FY2030
2414	2024 Glaval Cutaway - 25'	1FDFE4FN4RDD34488	Unleaded	-	Lift	16	6	FTA/TDA	FY2030
2415	2024 Glaval Cutaway - 25'	1FDFE4FN5RDD34516	Unleaded	-	Lift	16	6	FTA/TDA	FY2030
241	2024 Glaval Cutaway - 25'	1FDFE4FNXRDD34592	Unleaded	-	Lift	16	6	AFA	FY2030
242	2024 Glaval Cutaway - 25'	1FDFE4FN7RDD32041	Unleaded	-	Lift	16	6	AFA	FY2030
243	2024 Glaval Cutaway - 25'	1FDFE4FN4RDD34474	Unleaded	-	Lift	16	6	AFA	FY2030



Measure J Paratransit Program 15 Claim
FY 25-26 Project Description

Claimant/Agency: Eastern Contra Costa Transit Authority

Project Description: Paratransit (ADA and Senior), Mobility on Demand

1) If your claim will be used, entirely or in part, to operate a vehicle that provides service to seniors and/or persons with disabilities please provide:

a) Brief Paratransit System History

In 1979, door-to-door paratransit service began through a contract with Community Transit Service (CTS) for older residents and persons with disabilities. The paratransit system was expanded in 1981 to serve rural residents of Eastern Contra Costa County. In 1991, eligibility policies were changed to limit service to the elderly and persons with disabilities. A two-tier service is provided, one serves persons eligible for ADA service and the second serves non-ADA senior passengers aged 65 and older. Regular paratransit service covers the majority of local trip requests. Express paratransit service is provided under a contract with BART on Sundays and outside regular, ECCTA service hours.

In 2018 ECCTA implemented a service called Mobility on Demand that incorporates the use of Transportation Network Companies (TNC) to provide passengers with a flexible, on-demand option. ECCTA has partnered with Uber, Lyft, and a local taxi company to offer discounted rides to paratransit users. This service allows customers to schedule same-day rides. This is a curb-to curb ride unlike our regular paratransit service which is door-to-door.

b) Types of service: *Check the box for each type of service you provide, and for each, provide a description of the service including a system overview, how the service is delivered (contracted, in-house), driver training, how service is monitored for effectiveness, ~~how the service is marketed~~, fares, etc. Include attachments if appropriate.*

☒ Paratransit Service:

☒ Taxi/TNC:

☐ Excursion Service:

☐ Meal trips:

☐ Dial-A-Ride:

☐ Volunteer Driver Program:

☐ Other:

- ADA Complementary Paratransit - ADA paratransit transportation is available during the same days and hours that an active Tri Delta Transit fixed route bus service operates. You may request a pick-up within ¼ mile of an active fixed route during the days and hours of service the bus route operates. One-way trips are \$2.75.
- Senior Paratransit – For riders 65+. Service hours are 6:30 a.m. to 5:30 p.m. Monday – Friday, 10:00 a.m. to 5:30 p.m. on Saturdays and there is no service available on Sundays/Holidays. One-way trips are \$2.75.
- MedVan – this is Non-Emergency Medical Transportation (NEMT) service provided by a small fleet of six wheelchair accessible minivans. ECCTA is reimbursed by Medical and CCHP for the trips provided.
- Mobility on Demand – This is on-demand service provided by the use of Transportation Network Companies (TNC) Uber, Lift and United Taxi. This service is available to any rider registered for paratransit service. Base fare is \$4.00 and then ECCTA covers the next \$16.00 of the trip up to a total trip cost of \$20.00. Any additional fare above \$20.00 is the responsibility of the passenger. To be eligible for the discount, a trip must have an origin/destination within ECCTA's service area.

All services listed above are provided by contracted operations.

2) Budgets & Staffing: Complete attached Budget Spreadsheets

- a) Budget: If your agency received Measure J Program 15 funds in the past 3 years and did not spend the entire allocation ~~due to service reductions related to COVID please indicate the amounts in the spreadsheet and~~ for any reason, provide details here for how the funds will be spent. NOTE: Any funds must be spent in support of the agency's program to provide transportation services to seniors and people with disabilities.

N/A

- b) Staffing: Please complete the table below.

Position		Full Time	Part Time	Total FTEs	Total PTEs
Drivers		48		48	
Dispatch		1		1	
Admin		3		3	
Other		17		17	

- c) Staffing: For 'Admin' and 'Other' staffing positions noted in the above chart, please provide a brief description of the functions performed.

Admin – (ECCTA) Manager of Accessible Services, Accessible Services Coordinator (2)

Other – (Contractor – Transdev) This includes operations management/administration team as well as eight schedulers

- d) Staffing: If your program expends Measure J Program 15 funds for personnel who are not actively engaged in the delivery of services, please explain.

ECCTA allocates costs to its paratransit service modes depending on its share of ridership, service hours and maintenance costs. This means that Measure J Program 15 funding would cover staffing costs for ECCTA maintenance and administrative staff not included in the chart above.

- 3) Training: What initial training is provided to staff (admin and drivers) when they become part of your service team? What on-going training or certification does your staff participate in to qualify them to do the job (admin and drivers)?

Comprehensive training is provided to operators and staff when onboarding and training is an on-going effort. Operations contractor training materials can be provided upon request

- a) What training do Customer Service staff receive? Attach training curriculum if you have it.

Paratransit scheduling procedures can also be provided upon request

- 4) Liability & Testing: What insurance liabilities do you have to protect staff and passengers?

ECCTA has comprehensive general liability and excess liability coverage. The operations contractor also provides its own liability coverage.

- a) Are staff subject to drug and alcohol testing. If so, under what circumstances?

- b) ECCTA safety-sensitive staff and operations contractor employees are subject to pre-employment, random, reasonable suspicion, and post-incident drug and alcohol testing.

How are accidents and incidents handled? Is specialized training or materials provided to staff?

All accidents and incidents are well-documented by the contractor and provided to ECCTA management staff for review. Contractor staff training includes accident/incident response procedures.

5) If your claim will be used, entirely or in part, to provide a program other than operating a vehicle, please provide the following:

- a) Brief description of the program including a brief history of the program, who the program serves, reason for the program, marketing efforts, etc.

In 2018 ECCTA implemented a service called Mobility on Demand that incorporates the use of Transportation Network Companies (TNC) to provide passengers with a flexible, on-demand option. ECCTA has partnered with Uber, Lyft, and a local taxi company to offer discounted rides to paratransit users. This service allows customers to schedule same-day rides. This is a curb-to curb ride unlike our regular paratransit service which is door-to-door.

- b) If the program includes subsidizing paratransit or taxi or other ride hailing service (Uber, Lyft, etc.) fares please include the amount of the subsidy and explain in detail how your program works. Include a service area map of what zones you pick up in and what zones you drop off in. Please include any marketing materials you distribute and discuss how people learn about your program. Explain how people order a trip. If you serve pick-up locations outside your city, please list the number of pick-ups each month you provided to these “outside” areas.

The base passenger paid fare for a Mobility on Demand Trip (any provider) is \$4. ECCTA will then pay any fare up to \$20 (\$16 max subsidy). Customers are then responsible for any fare amount over \$20. This is a rider’s choice program that is offered to any customer that is registered for regular paratransit service. Only trips that start or end in the ECCTA service area are eligible for the subsidy. With Uber and Lyft customers must use their mobile application to book a trip. With United Taxi customers can call to book a trip.

- c) In these programs, how do you ensure that mobility aid users and ambulatory customers have equivalent access and service reliability?
Since Wheelchair Accessible Vehicle (WAV) availability is low for Uber and Lyft service in ECCTA’s service area, United Taxi was selected as a third option which has WAVs available for passengers with mobility devices.

- 6) Please provide a brief description of how your agency solicits feedback from passengers and potential passengers about your service, (i.e., surveys, comment cards, customer service logs).

Customers are able to comment on the service on our website, by phone, by email or in-person at our office.

- a) How do you utilize that input to inform and improve your program?

It depends on the type of feedback but if it requires improvement it will be forwarded to the appropriate manager for handling. This could lead to coaching/re-training or even discipline if required. Systems are constantly evaluated for improvement.

- b) Do you have a committee of residents that meets to discuss your program? Explain how often this group meets and how it is staffed.

ECCTA does not have its own committee but it does participate in the Paratransit Coordinating Council that consists of members from each transit agency and the public to discuss paratransit issues/challenges.

- 7) How do you record and track customer complaints. What procedures do you have in place to resolve them?

All customer complaints are stored in a database and are reviewed by staff. Complaints received will be directed to the appropriate manager and if a response is requested, one will be provided within 7 business days.

- a) What customer service metrics do you track: ie Phone hold times, late/early pick-ups, fare disputes, loading problems, etc. How are these metrics trending year over year?

See chart below.

- b) If you have vendors delivering service on your behalf, what procedures do you have in place to gather and resolve complaints they receive.

TNC vendors are responsible for handling their own complaints. ECCTA has no way to substantiate claims made regarding the TNC-provided service.

- 8) Please describe how your service is monitored and what criteria you use. Include tools you use to monitor performance, frequency of monitoring and reports generated. Include samples of reports from software used by your agency.

Service is monitored based on the metrics below on a monthly basis. An attachment will be provided. ECCTA also holds weekly meeting

with contracted operations staff to discuss issues/challenges.

- a) Please include the key performance indicators you use to measure the success of your program in the chart below. (Example: cost per passenger, on-time performance, complaints)

Metric	Goal	Prior FY	FY YTD
On-time performance	95%	96%	93%
ADA Trip Denials	0	0	0
Passengers per Revenue Hour	3.00	2.30	2.42
Customer Complaints (per 100,000 Boarding)	0.030%	.018%	.080%
Miles Between Road Calls	100,000	71,932	204,175
Miles Between Preventable Accidents	100,000	130,783	255,206

- b) If services have degraded per the performance metrics reported, what were the reasons, and what actions are you taking to improve service?
Passengers per revenue hour is below the goal but it has been increasing. ECCTA has been working with contractor staff to improve scheduling practices in order to increase productivity. Unfortunately improving productivity has had a negative impact to on-time performance.

- 9) Please describe how, and with what frequency, your policy makers (Board or Council) review operating budget and performance of the service you provide. Do you submit an annual report to ~~bring~~ your Board or Council? Please include that document in this claim.

Operations and Financial reports are presented to the governing board on a monthly basis. The board report report is attached.

- 10) How many people are registered in your client database now? How many unincorporated area residents does this include? How often do you review and update this database to reflect changes in client eligibility or activity?

There are currently 3,357 users registered in the database and 248 registered users are from unincorporated areas. This database is updated on a quarterly basis.

- a) How many of those in your client database are active riders (i.e., took at least one ride in the last six months)?

ECCTA does not currently have a procedure in place to track active riders. Eligibility is reviewed monthly and notices are provided to registered users 90-days prior to expiration.

- 11) Please discuss any known unmet paratransit needs in your service area. For example, residents asking to be picked-up or dropped off outside your service area to medical facilities in another city, specific locations that are frequently requested that are not within your service area, requests for additional hours or days of service, etc.

ECCTA has capacity restraints for its Senior paratransit service which is apparent with the number of same-day denials. There are no denials for ADA paratransit service. Out of service area trips are now provided by the One Seat program.

- 12) Service Area: Please provide a map of the service area and tables to illustrate the data, as appropriate. Describe both who is geographically eligible to ride your service and where your service will take and pick up those eligible riders.

See attached paratransit application for service area map. Also attached are Paratransit and ADA Rider's Guides.

- 13) Please share how you promote and market the programs you offer to potential new clients. Describe your outreach efforts in terms of Limited English Proficiency and Title VI. Attach your public-facing promotional materials, including your website address. Are your outreach materials available in languages other than English? If so, what languages?

ECCTA paratransit information is on its website www.trideltatransit.com under the Paratransit Services tab at the top. Program information is mailed out once a passenger is registered for paratransit service such as Mobility on Demand (Uber, Lyft and United Med Transportation) and the paratransit LIFE program. Mobility on Demand is for registered paratransit customers ADA and senior, and the LIFE program is for registered ADA paratransit customers only. ECCTA provides outreach to senior centers, assisted living centers, etc. and by inquiry. All materials are posted in English and Spanish and can be translated into other languages upon request. Title VI information is also on the website. ECCTA also has Language Line as a resource to assist customers over the phone. The RTDC program (disabled Clipper) is posted on the website as a link to 511 with all of the information in various languages.

- 14) Please provide any additional information that you feel is unique or relevant to the transportation service that you provide to seniors or people with disabilities.
- 15) **West County Operators Only** Program 20b: Please describe how your agency will use program 20b funds (the amount your agency will receive is provided in the budget form). Note: It is the intent of the Measure J Transportation Expenditure Plan that Program 20b funds be used to provide “additional or new services” beyond what was previously provided under Measure C or “regular” service. If you previously started a new or additional service with these funds you can continue to use these funds to operate that service as long as it is productive.

N/A



ADA Paratransit Application Packet

Thank you for your interest in Tri Delta Transit's ADA paratransit service.

For your information and use, this packet contains the following:

- Information on the service and instructions for completing your application Pages 1 - 4
- ADA paratransit application Pages 6 - 14
- Medical Professional Verification form to be completed by your medical professional Pages 16 - 18



Note: Read this packet thoroughly and carefully.

The application must be completed and signed in all designated areas to be processed.

If information is needed in another language, please call 1-925-754-4040.

Si necesita información en español, llame al 1-925-754-4040.

如果需要中文信息，請致電 1-925-754-4040

Kung kailangan ng impormasyon sa Tagalog, mangyaring tumawag sa 1-925-754-4040.

Nếu cần thông tin bằng tiếng Việt, vui lòng gọi 1-925-754-4040.



TRI DELTA TRANSIT

801 Wilbur Avenue Antioch, CA 94509

Phone: 1-925-706-4398 Fax: 1-925-754-9631

Email: AccessibleServices@eccta.org

www.trideltatransit.com

Important Application Information for ADA Paratransit Transportation Eligibility

Eligibility is determined on a case-by-case basis in accordance with the Americans with Disabilities Act (ADA). ADA paratransit services are available to those who are unable to use or access fixed route transportation because of a disability.

To apply for eligibility, you must fully complete the attached application form and return it to Tri Delta Transit.

Once your fully completed application and the medical verification form from your medical professional are received and reviewed, we may need to contact you by phone, schedule a personal interview, or a functional evaluation. During a functional evaluation, we will review your ability to use accessible fixed route transportation. This helps us determine your eligibility.



PLEASE NOTE: ALL INFORMATION YOU PROVIDE ON YOUR APPLICATION WILL BE KEPT CONFIDENTIAL.

The application is reviewed within 21 days. You will receive notice of your eligibility determination by mail.

If you are certified as ADA eligible, you can travel using Tri Delta Transit's ADA paratransit transportation service, as well as on paratransit systems throughout the nine-county Bay Area. If you are found to be capable of using fixed route bus service, you will not be eligible for ADA paratransit transportation. If you are found to be ineligible and you do not agree with the determination, you have the right to appeal. Information on how to file an appeal can be found in the ADA Paratransit Passenger Guide which will be included with your eligibility determination letter.

ADA Paratransit Application Instructions

(Please read carefully)

Following is a list that will help you complete your application properly. This will help Tri Delta Transit process your application quickly, so, if approved, you can begin using ADA paratransit services.

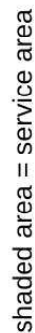
1. **PRINT LEGIBLY** or **TYPE** full detailed responses to the questions on the application form. If you do not have an answer, write N/A (not applicable) next to the question. All the information on this application will be strictly confidential.

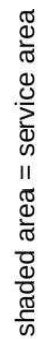
You are not required to attach additional pages or information. However, you may want to send other documents that you think will help us understand your limitations.

2. The application must be signed to be processed. A location where a signature is needed is indicated by an arrow. Signatures are needed on the following pages:
 - Applicant Certification, page 11
 - Paratransit Rider Responsibility, page 12
 - Certification for Personal Care Attendant, page 13
 - Authorization to Release Medical Information, page 14
3. Important: have your physician or medical professional review your completed application and sign the Medical Verification Form, pages 16-18. This section must be completed and included with your application for it to be complete.

Once fully completed and signed, with all forms included, return the application to Tri Delta Transit. If you picked up or were mailed a packet, use the enclosed addressed envelope to mail it to Tri Delta Transit. If you downloaded the application from the website, address an envelope to Tri Delta Transit ADA Paratransit Certification, 801 Wilbur Avenue, Antioch, CA 94509 or fax it to 1-925-754-9631. If you are faxing the application, make sure to fax both sides of the application.

For help with the application process or if you have any questions regarding the service, please review the ADA Paratransit Riders Guide or call the Accessible Services Department at 1-925-706-4398 or email AccessibleServices@eccta.org.





(Page intentionally left blank)

ADA Paratransit Application

(Please Print or Type)

Complete all questions or if not applicable write N/A. Sign all the places indicated by an arrow and return by mail in the envelope provided or address an envelope to Tri Delta Transit, 801 Wilbur Ave., Antioch CA 94509. email to: AccessibleServices@eccta.org, or fax to 1-925-754-9631.

NAME (first, middle, last): _____

Date of birth: _____ ☐ Female ☐ Male

Home Address: _____ Apt. #: _____

City: _____ Zip: _____

Mailing Address: _____ Apt. #: _____

City: _____ Zip: _____

Mobile Phone #: (_____) _____

Home Phone #: (_____) _____

TDD/TTY Phone #: (_____) _____

Email: _____

Primary language (check one) ☐ English ☐ Other (specify): _____

If you need any further written information provided to you in an accessible format, please check which format you prefer:

☐ Diskette/CDR ☐ Audio tape ☐ Braille ☐ Large print

☐ Other (specify) _____ ☐ Not applicable

In case of emergency, whom should we contact?

Name: _____ Relationship: _____

Preferred Phone # (_____) _____

If there is a medical emergency, where do you want to be transported to?

Hospital: _____ City: _____

Tell us about your disability/health related condition

Please answer the following questions in detail – your specific answers to the questions will help us to determine your eligibility.

1. What is your disability or health related condition(s) that PREVENT you from using regular public transit without the help of another person (i.e. bus, BART)?

2. Briefly explain how your condition prevents you from using regular public transit without the help of another person.

3. When did you first experience the conditions you described above?

☐ 0 - 1 year ago ☐ 1 – 5 years ago ☐ Longer than 5 years

4. Do the conditions you described change from day to day in a way that affects your ability to use public transit?

☐ Yes, good on some days, bad on others. ☐ No, doesn't change.

5. Are the conditions you described:

☐ Permanent ☐ Temporary. Expected recovery date: _____

Tell us about your capabilities and usual activities

6. Do you use any of the following mobility aids or specialized equipment?

(Check all that apply):

- | | | |
|---|--|--|
| <input type="checkbox"/> Cane | <input type="checkbox"/> Walker | <input type="checkbox"/> Communication Devices |
| <input type="checkbox"/> White Cane | <input type="checkbox"/> Power Wheelchair | <input type="checkbox"/> Service Animal |
| <input type="checkbox"/> Crutches | <input type="checkbox"/> Manual Wheelchair | <input type="checkbox"/> Portable Oxygen Tank |
| <input type="checkbox"/> Leg Braces | <input type="checkbox"/> Power Scooter | <input type="checkbox"/> Other Aid _____ |
| <input type="checkbox"/> Not applicable | | |

7. How many city blocks can you travel with your usual mobility aid and without the help of another person? _____

8. Please check the box that best describes your current living situation:

- ☐ 24-hour care or Skilled Nursing Facility
- ☐ Assisted Living Facility
- ☐ I receive assistance from someone that comes to my home to help with daily living activities
- ☐ I live with family members who help me
- ☐ I live independently (without the assistance of another person)

9. Which of the following statements best describes you if you had to wait outside for a ride? (Check only one response):

- ☐ I could wait by myself for ten to fifteen minutes
- ☐ I could wait by myself for ten to fifteen minutes only if I had a seat and shelter
- ☐ I would need someone to wait with me because: _____
- _____

10. Which of the following statements best describes you?

(Check only one response):

- ☐ I have never used regular public transit
- ☐ I have used regular public transit but not since the onset of my disability
- ☐ I have used regular public transit within the last six months

Tell us about your travel needs

11. How do you currently travel to your frequent destinations?

(Check all that apply):

- ☐ Buses ☐ Paratransit ☐ Drive myself ☐ BART
☐ Taxi ☐ Someone drives me
☐ Other _____

12. Do you travel with the help of another person?

- ☐ Always ☐ Sometimes ☐ Never

If you checked "always" or "sometimes", what type of help do they provide?

13. Would you be able to get to and from the public transit stop nearest your home?

- ☐ Yes ☐ Sometimes ☐ No

If you checked "sometimes" or "no", explain why: _____

14. Would you be able to grasp handles or railings, coins or tickets while boarding or exiting a transit vehicle?

- ☐ Yes ☐ Sometimes ☐ No ☐ Don't know, never tried it

If you checked "sometimes" or "no", explain why: _____

15. Would you be able to maintain balance and tolerate movement of a public transit vehicle when seated?

- ☐ Yes ☐ Sometimes ☐ No ☐ Don't know, never tried it

If you checked "sometimes" or "no", explain why: _____

Tell us about your travel needs continued

16. Would you be able to get on or off a public transit bus if it has a lift, a ramp, or a kneeler that lowers the front of the bus?

☐ Yes ☐ Sometimes ☐ No ☐ Don't know, never tried it

If you checked "sometimes" or "no", explain why: _____

17. Please add any other information that you would like us to know about your abilities.

18. Tri Delta Transit offers free travel training to anyone interested in learning how to ride Tri Delta Transit fixed-route buses. Would you be interested in this training?

☐ Yes ☐ No

**Have you answered all the questions and
provided explanations where requested?
*Incomplete applications will be returned.***

ADA Paratransit Applicant Certification

(Please Print or Type)

I, (print your name) _____, certify that the information in this application is true and correct. I understand that knowingly falsifying the information will result in denial of service. I understand all information will be kept confidential, and only the information required to provide the services I request will be disclosed to those who perform the services.

I understand that a professional familiar with my functional abilities to use public transit must complete pages 16 thru 18 in order to assist in the determination of eligibility.

SIGN HERE:

 Applicant's signature: _____

Date: _____

Did someone help you fill out this form? ☐ Yes ☐ No

If yes, Name: _____ Initial: _____

Phone: (____) _____ Relationship: _____

ADA Paratransit Application Rider Responsibility

I, (print your name) _____, understand that it is my sole responsibility, or that of my Power of Attorney or Conservator, to contact Tri Delta Transit with any of the following changes during the course of my registration with Tri Delta Transit's ADA paratransit service:

- My name, address and telephone number
- Emergency contact's name and phone number
- Type of mobility device
- Change (s) to physical or mental condition
- Change to the need for a personal care attendant

Please note: It is your responsibility to notify us if your disability improves enough to change the status of your eligibility. If your condition improves after receiving the determination of eligibility or we discover that you submitted false information, your eligibility will be suspended or you may be asked to submit a new application.

SIGN HERE:

 Applicant's signature: _____

Date: _____

Once fully completed and signed, return pages 6-18 together to Tri Delta Transit by mail, fax or email AccessibleServices@eccta.org (see page 2). Applications take approximately 21 days to process, after which you will be contacted by mail.

***Thank you for applying for Tri Delta Transit's
ADA paratransit service.***

Certification for Personal Care Attendant

A personal care attendant is someone whose help you need for daily life activities (eating, dressing, personal hygiene, carrying packages, finding your way, etc.). An attendant does not always have to be the same person.

Tri Delta Transit paratransit drivers are not personal care attendants, nor does the Americans with Disabilities Act require Tri Delta Transit to provide you with an attendant. Tri Delta Transit reserves the right to contact your healthcare professional to verify your need for an attendant.

Verification

I, (print your name) _____, certify that (check one):

- ☐ I do not require a personal care attendant.
- ☐ Due to my disability or health related condition, I require the services of a personal care attendant to assist me and to travel with me when I use Tri Delta Transit ADA paratransit transportation.

I understand that fraudulently claiming to travel with an attendant to avoid paying a fare for a companion may result in suspension of service

SIGN HERE:



Applicant's signature: _____

Date: _____

Authorization to Release Medical Information (To be completed by applicant)

I authorize the following licensed professional (doctor, therapist, nurse, etc.) who can verify my disability or health related condition, to release this information to Tri Delta Transit. This information will only be used to verify my eligibility for paratransit services. I understand that I have the right to receive a copy of this authorization and that I may revoke it at any time.

Name of professional who may release my medical information:

Address: _____

City: _____ State: _____ Zip: _____

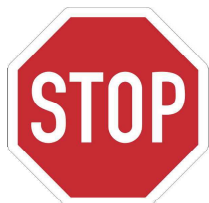
Daytime Phone #: (_____) _____

Medical Record or ID #, if known: _____

SIGN HERE:

 Applicant's signature: _____

Date: _____



This concludes the applicant's portion of the form. Please have your treating physician review your application, complete pages 16 – 18, and sign the form before submitting the application to Tri Delta Transit.



Medical Professional Verification Form

(To be completed by a licensed medical or mental health professional)

Applicant's name: _____

Date of birth: _____

Licensed Medical or Mental Health Professional Verification

Please check one:

- | | | |
|--|--|--|
| <input type="checkbox"/> Medical Doctor (MD) | <input type="checkbox"/> Optometrist | <input type="checkbox"/> Psychologist (Ph.D) |
| <input type="checkbox"/> Orthopedic Doctor | <input type="checkbox"/> Neurologist | <input type="checkbox"/> Psychiatrist |
| <input type="checkbox"/> Nurse Practitioner | <input type="checkbox"/> Spinal Specialist | <input type="checkbox"/> LCSW |
| <input type="checkbox"/> Physical, or Occupational Therapist | <input type="checkbox"/> Ophthalmologist | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Certified Orientation & Mobility Specialist | | |

Instructions: This applicant is applying for Tri Delta Transit ADA paratransit transportation services. In accordance with the Americans with Disabilities Act of 1990, ADA paratransit service is available only for persons who, because of a disability, are prevented from taking the regular fixed-route bus. All Tri Delta Transit public transit buses are equipped with ramps/lifts for people who cannot climb stairs. The applicant could be prevented in either of the following ways: 1) is unable to independently get to and from a bus stop, on or off the bus, or successfully navigate to a destination or 2) is unable to understand how to complete a bus trip.

For the benefit of the applicant, please answer the following questions as fully and accurately as possible. Please be specific when answering the questions or write N/A (not applicable). Incomplete answers will result in the application being returned to the applicant. All healthcare information will be kept confidential. **Call Tri Delta Transit's Accessible Services Department at 1-925-706-4398 if you have any questions.**

Please also review the information contained on the applicant's ADA paratransit application (pages 6-10) as provided by the applicant or applicant's representative.



Medical Professional Verification Form continued

1. Based on your knowledge of the applicant's condition, is the information provided on their ADA paratransit application accurate?

☐ Yes ☐ Somewhat ☐ No

If you checked "somewhat" or "no" please explain:

2. What specific conditions contribute to the applicant's mobility and/or cognitive limitations? Please define the degree of impairment and include visual acuity, DSM codes, GAF or IQ scores, if applicable.

NOTE: Age or the inabilities to drive are not qualifying factors.

DIAGNOSIS _____

DISABILITY _____

DATE OF ONSET _____

DEGREE OF IMPAIRMENT _____

Please explain how the applicant's disability prevents them from using the regular bus system:

3. The disability that prevents the applicant from accessing the regular bus system is:

☐ Permanent ☐ Temporary – Expected recovery date: _____

4. Does the applicant with his/her mobility device weigh more than 600 pounds?

☐ Yes ☐ No

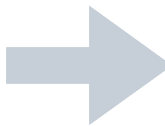
5. Does the applicant require a Personal Care Attendant (PCA) when traveling?

☐ Yes ☐ Sometimes ☐ No

Note: A PCA is someone who is designated or employed by a person with a disability to assist that person in meeting his or her personal needs and/or to facilitate travel for a specific trip.

If you checked "sometimes", explain: _____

I certify under penalty of perjury under the laws of the State of California that the information provided on the Medical Professional Verification portion for this application is true and correct.



SIGN HERE and COMPLETE:

Licensed professional's signature: _____

License number: _____

Date: _____

Printed name: _____

Organization: _____

Address: _____

City: _____ State: _____ Zip: _____

Daytime phone: _____

Thank you for your assistance in completing this form. Tri Delta Transit, in accordance with the Americans with Disabilities Act of 1990, will use the information provided to determine the applicant's eligibility for ADA paratransit service.



BASIC ELIGIBILITY APPLICATION

Regional Transit Connection (RTC) card

For more information on the Basic eligibility category and submitting your application, please go to <https://511.org/transit/rtc-card>.



Section One: Applicant Information

Full Name (required): _____

Birthdate (M/D/Y) (required): ____ / ____ / ____

Address: _____ Apartment #: _____

City: _____ State: _____ Zip: _____

Email Address: _____

Preferred communication method (required): US Mail ☐ Braille (Mailed) ☐ Email ☐

Preferred Written Language: English ☐ Spanish ☐ Tagalog ☐ Chinese ☐ Other: _____

Preferred Phone Number: ☐ Home ☐ Cell _____ Additional: _____

I would like my card mailed to (required): my address above ☐ a transit agency for pickup ☐

(transit agency name) _____

Section Two: Certification of Eligibility - Only one required

☐ DMV Disabled Placard Eligibility* Registration Number: _____
Submit valid registration receipt for DMV placard.

☐ Certified by Another Transit Agency** Name of Issuing Transit Agency: _____
City and State of Issuer: _____
Certification Expiration Date: _____
Show current valid card to transit staff.

☐ Medicare Recipient Medicare Claim Number: _____
Show Medicare card to transit staff.

☐ Disabled Veteran VA Claim Number (Last 4 Digits): _____
Submit VA letter to transit staff.

☐ ADA Paratransit Name of Transit Agency where ADA eligibility was established: _____

*Will need to renew every two years

**This is a temporary courtesy; must reapply under different eligibility once card expires

I attest that the information on this application is true and correct. I understand that fraud or a misstatement of fact will disqualify me from receiving the benefits of the RTC Program. I also agree to provide additional information that may be requested and/or allow RTC to contact the above agency as part of this process. I understand that by applying to the RTC program, I am also agreeing to the Clipper Cardholder agreement and Clipper Privacy Policy. These are available at 511.org under [RTC](#), [ClipperCard.com](#) and are provided with your card if your application is approved.

Signature (required): _____ Date: _____



TRI DELTA TRANSIT ADA Paratransit Passenger Guide

Eligibility and Registration

Eligibility is determined on a case-by-case basis in accordance with the Americans with Disabilities Act (ADA). ADA paratransit services are available to those who are unable to use or access fixed route transportation because of a disability.



To request an eligibility application:

- Visit our website at www.trideltatransit.com
- Call 1-925-706-4398 to get an application by mail or email
AccessibleServices@eccta.org.
- Visit Tri Delta Transit's administrative office at 801 Wilbur Avenue in Antioch.

ADA paratransit information can be provided to you in a variety of accessible formats such as diskette/CD, audio tape, braille, or large print. If you need any of the ADA paratransit written information provided to you in one of these accessible formats, please contact the Accessible Services Department at 1-925-706-4398.

You must fully complete and sign the application form and return it to Tri Delta Transit by:

- Mail to Tri Delta Transit 801 Wilbur Ave. Antioch, CA 94509; or
- Email to AccessibleServices@eccta.org
- Fax all pages (both sides) to: 1-925-754-9631

You will be notified by mail of your eligibility status within 21 days of receipt of your completed application.

Processing the Application

Once the application is received, the Accessible Services Department might:

- Contact you by phone or mail for more information.
- Ask you to come to Tri Delta Transit for a personal interview or functional evaluation.

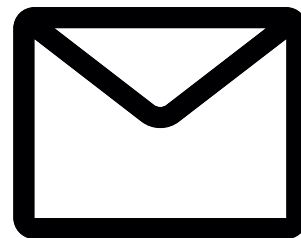
You will be notified by mail of your eligibility status within 21 days of receipt of your completed application. A completed application is the full application with the medical verification portion completed by your medical provider.

If you are certified as ADA eligible, you can travel on Tri Delta Transit's ADA paratransit transportation as well as on all public paratransit systems throughout the nine county Bay Area.

Important Contact Information

- Request an application or to ask questions: 1-925-706-4398
- Ride reservations: 1-925-754-3060
- Ride cancellations: 1-925-706-4382
- Leave a comment, commendation or complaint: 1-925-754-6622 Customer Service
- Lost & Found: 1-925-754-6622
- TTY: 1-925-754-3695

Mailing Address:
Tri Delta Transit
801 Wilbur Avenue
Antioch, CA 94509



Ride Booking Times

ADA paratransit trips can be booked by phone from 6:00 a.m. - 6:00 p.m. daily, including holidays.

ADA Paratransit Transportation Hours

Monday - Friday 4:00 a.m. to midnight
Saturday 6:00 a.m. to 1:00 a.m.
Sunday/Holidays 7:00 a.m. to 1:00 a.m.

ADA paratransit transportation is available during the same days and hours that an active Tri Delta Transit fixed route bus service operates. You may request a pick-up within $\frac{3}{4}$ mile of an active fixed route during the days and hours of service the bus route operates.

Holidays

There is limited ADA paratransit transportation on these holidays:

- New Year's Day (actual & observed)
- Martin Luther King Jr. Day
- President's Day
- Memorial Day
- Independence Day (actual & observed)
- Labor Day
- Veterans Day (actual & observed)
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day



Language Assistance

If information is needed in another language, please call 1-925-754-4040.

Si necesita información en español, llame al 1-925-754-4040.

如果需要中文信息，請致電 1-925-754-4040

Kung kailangan ng impormasyon sa Tagalog, mangyaring tumawag sa 1-925-754-4040.

Nếu cần thông tin bằng tiếng Việt, vui lòng gọi 1-925-754-4040.

Assistance

At Tri Delta Transit, customer service is of the utmost importance. ADA paratransit information can be provided to you in a variety of accessible formats such as:

- diskette/CD
- audio tape
- braille
- large print

If you need any of the ADA paratransit written information provided to you in one of these accessible formats, please contact the Accessible Services Department at 1-925-706-4398 or email AccessibleServices@eccta.org.

Scheduling a Ride

Once you have been notified that you are eligible to use Tri Delta Transit's ADA paratransit transportation, call 1-925-754-3060 to schedule a ride. Ride requests may be made one to three days in advance.

If you are requesting a trip that goes outside eastern Contra Costa County please see the section for One Seat Regional Ride on page 4.

When requesting a ride, please give the reservationist the following information:

- Your name, date of birth, and pick-up address
- The date and time of the appointment or your preferred pick-up time*
- The destination address and phone number
- The preferred return time*
- The return address
- If a personal care attendant or companion(s) will travel with you
- If you will be using a cane, walker, service animal or mobility device

* Please remember this is shared ride transportation. To accommodate as many ride requests as possible, an ADA paratransit confirmed pick-up time may be up to one hour before or after the requested pick-up time.

Also note:

- If your arrival time is important (e.g., doctor appointment), please give the reservationist your **appointment time**.
- If your arrival time is not an appointment time (e.g., shopping), please give the reservationist the time you prefer to be picked up from your starting location.

The day before your scheduled trip, an automated call with a confirmed pick-up time will be made to the preferred number you indicated on your ADA paratransit application.

If the message is not clear or is incomplete, please contact the Tri Delta Transit scheduling line at 1-925-754-3060 to confirm your pick-up time.

Helpful Booking Tips:

If your trip is on:

MONDAY
Book the FRIDAY BEFORE

TUESDAY
Book the SATURDAY BEFORE

WEDNESDAY
Book the SUNDAY BEFORE

THURSDAY
Book the MONDAY BEFORE

FRIDAY
Book the TUESDAY BEFORE

SATURDAY
Book the WEDNESDAY BEFORE

SUNDAY
Book the THURSDAY BEFORE

Ride Cancellation

For all ride cancellations, call the cancellation line at 1-925-706-4382 at least 60 minutes in advance of your ride time so that we can accommodate other ride requests.

The cancellation line is available 24 hours a day, 7 days a week to record your message.

Please leave the following information:

1. Your name and pick-up address
2. Time and date of all rides to be cancelled including return ride if applicable

Late Cancellation/No Show

If you cancel less than 60 minutes in advance of your ride, you will be marked as a no-show.

ADA One Seat Regional Ride

ADA paratransit transportation is available for you to travel outside of the Tri Delta Transit local service area.

If you desire to travel Monday thru Sunday to Concord, Martinez, or outside eastern Contra Costa County, contact County Connection LINK at 1-925-680-2134 for information on the One Seat Regional Ride program. You can also access basic information on the program by visiting their website page:

<https://countyconnection.com/one-seat-regional-ride-program>.

We recommend that you call at least seven days in advance to schedule a one seat regional ride.

Being on Time

Once your pick-up time has been confirmed, your bus could arrive anytime within a 30-minute window (either 15 minutes before or 15 minutes after your scheduled time).

For example, if your pick-up time is confirmed for 12:30 p.m., you should be ready for pick-up from 12:15 p.m. to 12:45 p.m.



Please meet the paratransit driver within FIVE (5) minutes of his/her arrival during the 30-minute window.

For example, if your scheduled pick-up time is 7:00 a.m. and the driver arrives at 6:45 a.m., the driver will wait until 6:50 a.m. If you are not ready, the driver will leave, and you will be marked as a no show.

You will receive an automated call with your confirmed pick-up time the day before your scheduled ride. It is important to listen to the message because, due to rides being shared, your schedule may have changed from the time given to you on the original phone call.

If the message is not clear or is incomplete, please contact the Tri Delta Transit paratransit scheduling line at 1-925-754-3060 to confirm your pick-up time.

Fares and Tickets

Paratransit drivers must collect fares upon boarding so please have the exact fare ready prior to boarding. The driver cannot give change.

One-way trip starting and ending in Tri Delta Transit's ADA service area	\$2.75
One-way trip starting and/or ending outside Tri Delta Transit's ADA service area	\$5.50
10 ride tickets valued at \$2.75 each	\$27.50

Purchasing Tickets

You can purchase 10-ride coupon books with 10 one-way ride tickets valued at \$2.75 each by:

- Calling 1-925-754-6622 to order over the phone to be mailed to you or to request a mail order envelope.
- Purchasing in person at Tri Delta Transit's administrative office: 801 Wilbur Avenue, Antioch.
- Ordering online at TriDeltaTransit.com for tickets to be mailed to you through USPS.

Personal Care Attendant Fare

If you are certified to ride with an attendant for ADA paratransit transportation, a personal care attendant is not required to pay a fare and must be picked up and dropped off at the same locations as you, the passenger. You must let the reservationist know if you will have an attendant when scheduling your ride. Your need for an attendant must be registered with Tri Delta Transit's Accessible Services Department during the eligibility determination process or by calling 1-925-706-4398 or emailing AccessibleServices@eccta.org.

Companion Fare

If you are certified for ADA paratransit transportation, companions are charged the same fare as you, the passenger. ADA paratransit transportation passengers are allowed up to two companions per ride. Additional companions may be allowed to ride as space permits. Companions must be picked up and dropped off at the same locations as you. When scheduling your ride, you must let the reservationist know if a companion(s) will be accompanying you.

Rules and Safety Procedures

ADA Paratransit Drivers WILL

- Help you board and exit the vehicle.
- Secure your mobility device to the vehicle (walkers, canes and carts are not secured).
- Escort you to and from the front door of the primary building upon arrival at both origin and destination.
- Assist with loading shopping bags upon request. You are permitted to carry four shopping bags on the vehicle. The shopping bags cannot weigh more than twenty pounds each. The shopping bags must remain out of the aisle.

ADA Paratransit Drivers WILL NOT

- Enter your private residence.
- Enter a gated community, apartment complex, or private property that we do not have written permission from management to enter, or that is not safe to enter and exit. Have your manager or property owner contact us for how to give approval and set up a safety visit. Push your wheelchair up or down any stairs, steep ramps or inclines.
- Push any buttons or levers on your electric wheelchair. Electric wheelchairs must be operated by the owner, attendant or companion.
- Lose sight of their vehicle.
- Carry more than four shopping bags.

Passenger Responsibilities

- For your safety, please refrain from eating, drinking, and smoking while on the bus.
- There is no reserving of seats, fighting, yelling or obscene language allowed.
- You are also requested to not wear scented personal care products while using the service. This is to ensure that vehicles are accessible for passengers with multiple chemical sensitivity.

Lost & Found

When exiting a vehicle, please check around you for all your belongings.

While Tri Delta Transit is not responsible for items left on the bus, we do our best to help passengers relocate lost items. This is done through our Lost & Found Department.

If you lose an item on a Tri Delta Transit bus, please call 1-925-754-6622 to report the item lost.

Lost items found on a bus are turned in when the bus returns at the end of its daily scheduled runs. The Lost & Found receptacle is checked the following morning. All items turned into Lost & Found are kept for a period of 30 days. Perishable items and those of safety concern will not be stored.

To retrieve an item from Lost & Found, you must come to Tri Delta Transit's administrative office located at 801 Wilbur Avenue, Antioch. Found items will not be returned by mail. Office hours are Monday - Friday 8:00 a.m - 5:00 pm. (Closed weekends and holidays.)

Shared Transportation

Paratransit is shared transportation. This means that other passengers may be onboard during any part of a ride and that scheduled pick up times or routes of travel may be altered so another passenger can be accommodated. It is likely that the vehicle will stop and pick up other passengers as it proceeds.

Shared rides lower the cost of paratransit.

Mobility Devices and Securement

All Tri Delta Transit vehicles are equipped with a mobility device ramp or lift.

- Passengers using a wheelchair are encouraged to remain in their chairs and wear a lap belt during boarding and exiting and while riding in the paratransit vehicle.
- Passengers using a scooter are encouraged to transfer to a seat during travel and wear a lap belt.
- During boarding and exiting, electric mobility devices are required to be set on the lowest speed or turned off.
- Mobility devices are required to be in good working order and must adhere to ADA requirements/limitations. Maximum size for a mobility device is 30 inches wide and 48 inches long. The maximum combined weight of a passenger and their mobility device is 600 pounds.
- All mobility devices except walkers, canes, and carts must be secured to the bus. All other items must be kept clear of the aisles.

Service Animals and Pets

Service Animals

A service animal is an animal specifically trained to assist you with necessary duties. If you travel with a service animal, you must include this information on your eligibility application. Please let the reservationist know if you will be bringing a service animal when scheduling your ride.



- Animals meeting service animal criteria may board the bus with you at any time.
- While riding in a vehicle, the service animal is required to stay on the floor of the bus and must not block the aisle.
- If your service animal misbehaves, you will be asked to remove the animal from the vehicle. If there are multiple occurrences of misbehavior, the animal's riding privileges may be revoked. Examples of misbehavior include unprovoked growling or attacking passengers, the driver, or other service animals.

Pets

Pets may board the bus with you if your pet is in a pet carrier. For safety reasons, the driver is unable to assist with carrying the pet carrier. Please let the reservationist know if you will be bringing a pet carrier when scheduling your ride.



ADA Paratransit Visitors Policy

The Americans with Disabilities Act (ADA) defines a visitor as an individual with one or more disabilities who does not reside in the jurisdiction served by Tri Delta Transit. We provide ADA paratransit service to visitors who are from areas outside eastern Contra Costa County.

To use Tri Delta Transit's ADA paratransit service, a visitor may present documentation showing that they are ADA paratransit eligible in the jurisdiction in which they reside or that has been issued by their home jurisdiction.

Tri Delta Transit will provide ADA paratransit services to a visitor for at least 21 days within a 365-day period, beginning with the visitor's first use of the service.

If the visitor decides to stay longer than 21-days, the visitor can apply to be registered for Tri Delta Transit ADA paratransit service. An application is available on line at www.trideltatransit.com or by calling our office at 1-925-706-4398.

If you are unable to access the application forms online, you can obtain an ADA paratransit application one of the following ways:

- Call the Accessible Services Department at 1-925-706-4398.
- Email AccessibleServices@eccta.org to request an application.
- Visit our administrative offices at 801 Wilbur Ave, Antioch.

Once a fully completed application is received by Tri Delta Transit, the Accessible Services Department will process the application within 21 days. You will receive notification of approval by mail.

If you have any questions, please contact the Accessible Services Department at 1-925-706-4398 or email AccessibleServices@eccta.org.



ADA Paratransit Eligibility Appeal

If you are found to be ineligible and do not agree with the eligibility determination, you have the right to appeal the decision.

To appeal a decision, send a brief letter within sixty days of the decision stating your reasons for the appeal to:

Paratransit Appeal
Tri Delta Transit
801 Wilbur Avenue
Antioch, CA 94509

Within ten days of Tri Delta Transit receiving your request for an appeal, a hearing date and time will be sent to you. Within twenty days, an appeal hearing will be held at our administrative offices. Within thirty days of the appeal hearing being held, the hearing decision will be mailed to you. The appeal board's decision is final. Should the process take more than thirty days from the hearing date, ADA paratransit service will be provided until the hearing decision is made.

The appeal panel consists of at least three people including one peer to the applicant, one medical professional, and one transit professional.

The appeal's process will include a meeting between you (or someone on your behalf) and the appeal panel.

You may bring anyone you wish to the meeting to speak on your behalf. Tri Delta Transit will provide free transportation for you to and from the appeal's meeting. Tri Delta Transit will also provide any necessary aids that you request at the appeal's meeting if you request them at least one week in advance.

You will be given up to ten minutes to present information to the Eligibility Appeals Panel, specific to the determination of your eligibility for paratransit.

Notes:



ADA

The 1990 Americans Disabilities Act (ADA) prohibits discrimination against people with disabilities in several areas, including employment, transportation, public accommodations, communications and access to state and local government programs and services.

ADA Attendant

Personal assistants are critical in helping people with disabilities spend time in public places or getting from place to place in their community. A personal assistant may be called different names such as a personal care assistant or attendant (PCA), a support staff or worker, a caregiver, a provider, an aide, or another name.

Appeal

A process in which cases are reviewed by a panel when a person requests a formal change to an official decision.

Completed Application

An application is deemed completed if all spaces are completed or marked N/A and the medical verification portion is completed and signed by a medical professional.

Eligibility

To be protected by the ADA, one must have a disability which is defined by the ADA as a physical or mental impairment that substantially limits one or more major life activities.

Fixed Route

A transportation system of buses and other vehicles that operates on a predetermined route according to a predetermined schedule. A fixed route has a printed or posted timetables and designated stops where riders are picked up and dropped off. An active fixed route is one that is in service running buses along the predetermined route while picking up and dropping off passengers.

LINK

LINK is the name of the Central Contra Costa Transit Authority (commonly known as County Connection) paratransit ride share service. County Connection serves the cities of Clayton, Concord, Lafayette, Martinez, Orinda, Pleasant Hill, San Ramon, Walnut Creek; the towns of Danville and Moraga; and the unincorporated areas of central Contra Costa County.

Mobility Device

Individuals with mobility disabilities sometimes use wheelchairs and manually powered mobility aids such as walkers, crutches, canes, or braces.

No-Show

A passenger scheduled for a trip who does not appear at the designated pick-up place and time and does not cancel the trip in advance.

Paratransit

Transportation service that provides ADA disabled individuals with on-demand rides without fixed routes or timetables.

Frequently Asked Questions

If you have questions after reading this information, please call Tri Delta Transit at 1-925-706-4398 or TTY: 1-925-754-3695.

If I am disabled, am I automatically eligible for ADA paratransit transportation?

No. Only those individuals whose disabilities prevent them from using fixed route bus service all of the time or some of the time are eligible. This eligibility criterion comes from the Americans with Disabilities Act. All Tri Delta Transit buses are accessible and many individuals with disabilities are able to use the fixed route bus service.

If I have a blue DMV disabled placard, am I automatically eligible for ADA paratransit transportation?

No. Only those individuals whose disabilities prevent them from using fixed route bus service all of the time or some of the time are eligible. This eligibility criterion comes from the Americans with Disabilities Act. All Tri Delta Transit buses are accessible and many individuals with disabilities are able to use the fixed route bus service.

Where is the service area?

Tri Delta Transit ADA paratransit transportation follows the guidelines of the Americans with Disabilities Act (ADA). According to the ADA, ADA paratransit transportation must be provided within $\frac{3}{4}$ mile of an active fixed route bus service. ADA paratransit transportation is designed to be comparable to Tri Delta Transit's fixed route bus service, providing ADA paratransit transportation to origins and destinations within a $\frac{3}{4}$ mile radius of Tri Delta Transit's bus routes during regular service hours of that route.

How long does it take to process my application for ADA paratransit transportation?

Once we receive your fully completed application, your application will be processed within 21 days. You will receive notice of your eligibility determination by mail. If on the 22nd day you have not received notification, you are eligible for presumptive eligibility. This means you may ride the ADA paratransit until a determination is made on your application. Please call the Accessible Services Department at 1-925-706-4398.

What if I do not qualify for ADA paratransit transportation?

You will receive a letter explaining why you are not eligible. The letter also will explain how you can appeal the decision, if you disagree with the determination.

Frequently Asked Questions Continued

How far in advance should I schedule my ride?

Ride requests may be made one to three days in advance. We recommend calling at least seven days in advance to schedule an ADA paratransit trip that goes outside Eastern Contra Costa County.

Can an attendant ride with me?

Yes, if you are certified to ride with an attendant for ADA paratransit transportation. A personal care attendant may ride free if you are certified to ride with an attendant. When you reserve a ride, you must let the reservationist know that an attendant will be traveling with you.

Can I take my friend or family member with me?

Yes, if you are certified for ADA paratransit transportation. You must let the reservationist know that you will have companion(s) with you. Your companion(s) also must pay the same fare for each one-way trip. You are allowed up to two companions per ride.

Do you allow animals and pets on the bus?

Yes. Service animals and pets are allowed. The pet must be in a pet carrier. For safety reasons, the driver is unable to assist in carrying the pet carrier.

What do I do if I want to thank someone for a job well done, send in a comment, or a complaint?

Customer service is of the utmost importance to Tri Delta Transit. To send us your comments:

- Visit our website www.trideltatransit.com, select About Us then click on Contact Us, and Send Us A Message. Scroll to the bottoms for the selection you are interested in. Click on the appropriate link, and complete the form.
- Call us at 1-925-754-6622 and ask for our customer service department.
- Visit our administrative office at 801 Wilbur Ave, Antioch.
- Email us at comments@eccta.org with your name, summary of who, what, where, when and why.
- Download the Tri Delta Watch app, select the category, complete the form, and even take a picture, if needed.

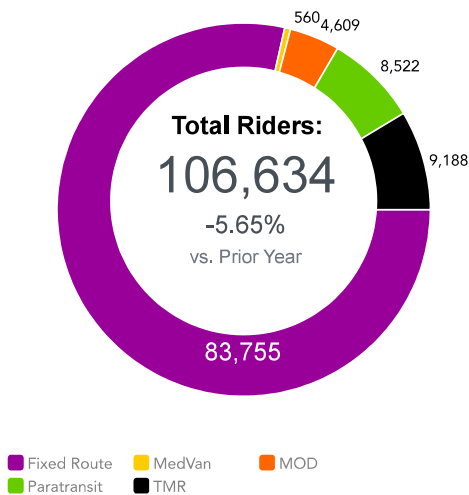
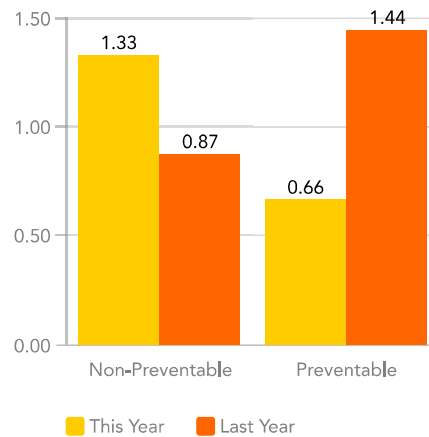
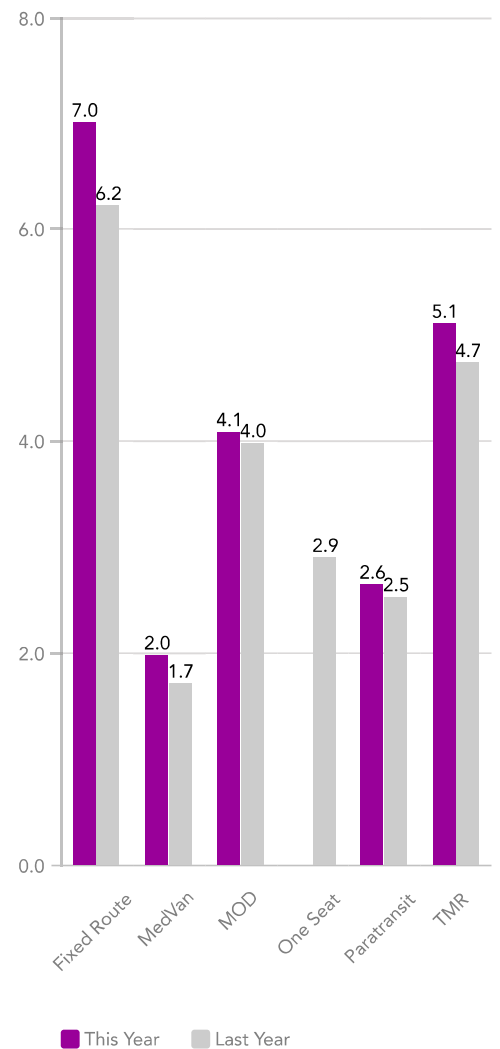
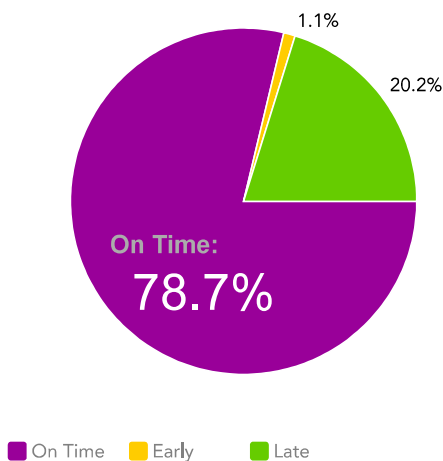
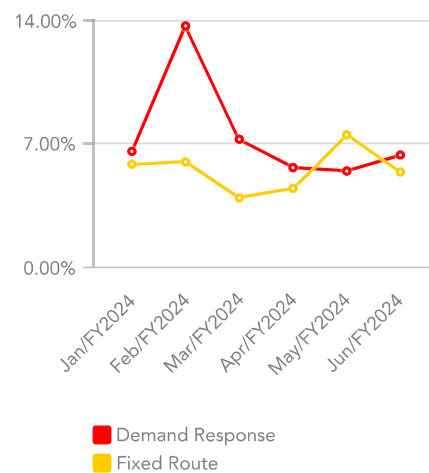
If you selected that you would like a response, a customer service representative will contact you within 7-12 business days from the day after the comment is received. You may also be contacted if we have questions or need more information.

Month - Fiscal Year

Jun/FY2024



Performance Summary

Ridership**Accidents / 100K Miles****Passengers Per Revenue Hour****On Time Performance****Cost Recovery Ratio**

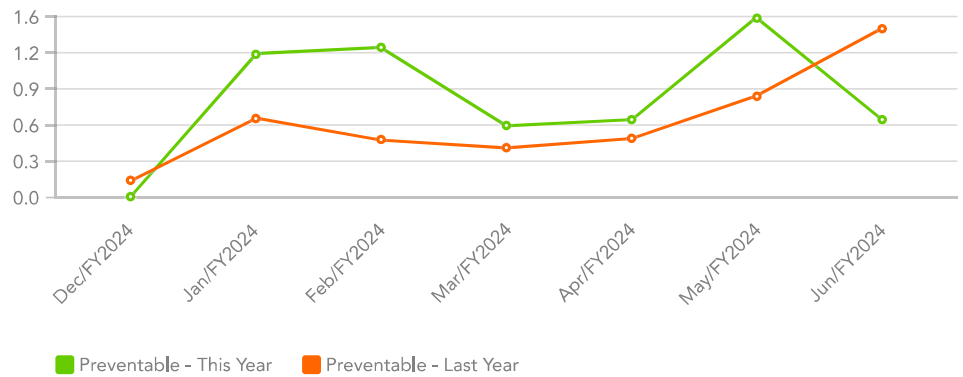
Safety Performance

Preventable Accident Report

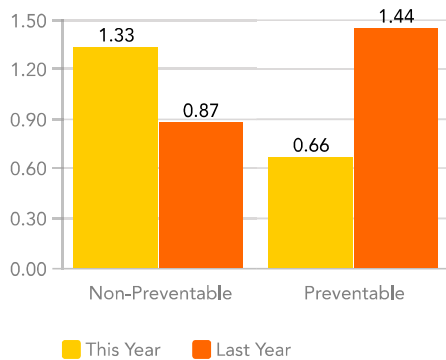
	Accidents	Per 100,000 Miles
Jan/FY2024	4	1.22
Feb/FY2024	4	1.28
Mar/FY2024	2	0.61
Apr/FY2024	3	0.66
May/FY2024	5	1.53
Jun/FY2024	2	0.66
YTD 2023	5	1.44
YTD 2024	2	0.66
YTD Change		
Values	-3	-54.17%

Preventable Accidents Per 100,000 Miles

Last Six Months - System Wide

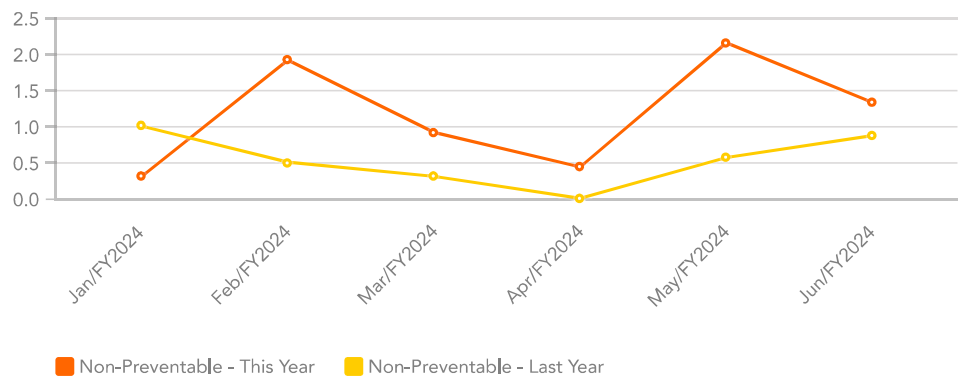


Year-over-Year - System Wide Accidents Per 100,000 Miles



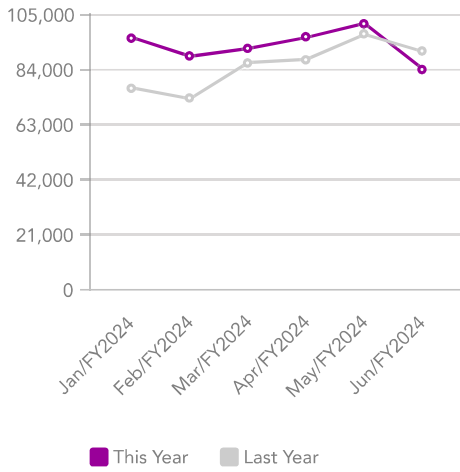
Non-Preventable Accidents Per 100,000 Miles

Last Six Months - System Wide

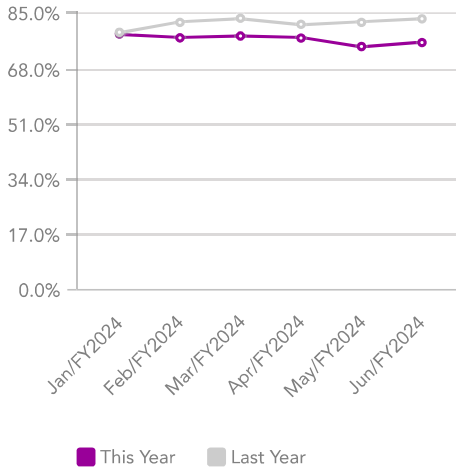


Fixed Route Performance

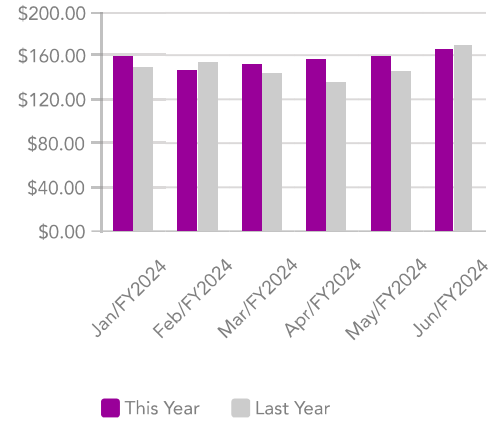
Total Ridership



On Time Performance



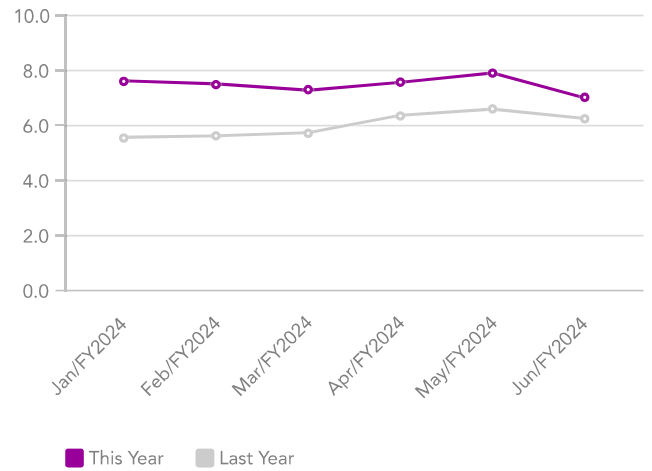
Operating Cost Per Revenue Hour



Year-over-Year Report - Fixed Route

	Metric	This Year	Prior Year	% Change
Customer Service	% of Trips On Time	76.14	74.91	+1.6%
	Average Miles Between Roadca	5,137.03	30,910.70	-83.4%
	Complaints Per 100k Riders	39.40	45.44	-13.3%
	Ridership Per Rev. Hour	7.00	7.88	-11.2%
Financial	Operating Costs Per Rev. Hour	165.72	159.67	+3.8%
Ridership	Ridership	83,755.00	101,228.00	-17.3%

Passengers Per Revenue Hour





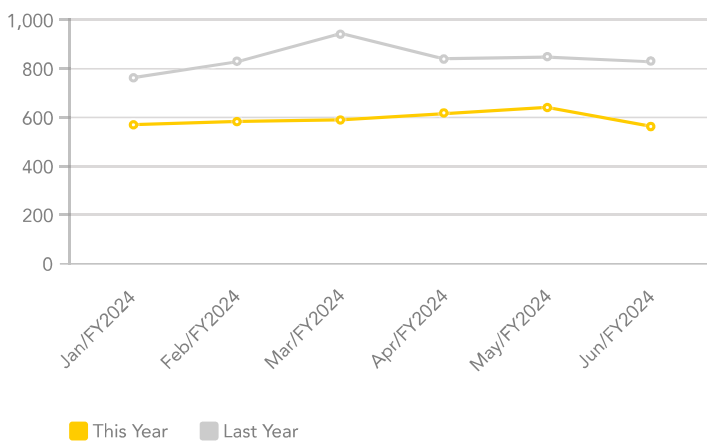
MedVan, Paratransit, and MOD Performance

Year-over-Year Report

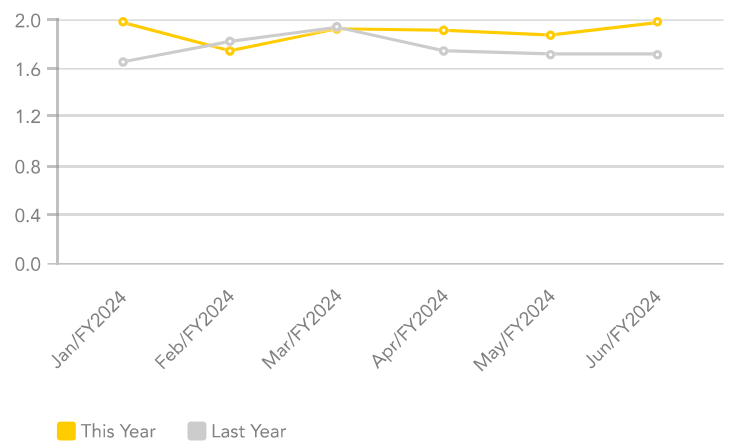
	Metric	This Year	Prior Year	% Change
Customer Service	% of Trips On Time	93.21	97.59	-4.5%
	Complaints Per 100k Riders	535.71	120.63	+344.1%
	Ridership Per Rev. Hour	1.98	1.71	+15.8%
Financial	Operating Costs Per Rev. Hour	144.06	149.66	-3.7%
Ridership	Ridership	560.00	829.00	-32.4%

MedVan

Total Ridership



Passengers Per Revenue Hour

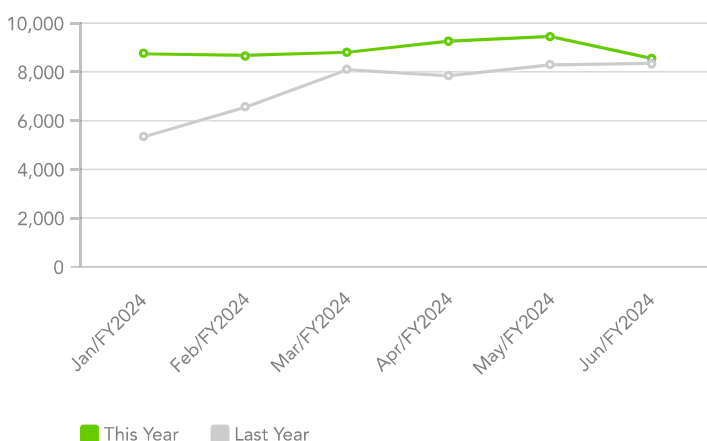


Year-over-Year Report

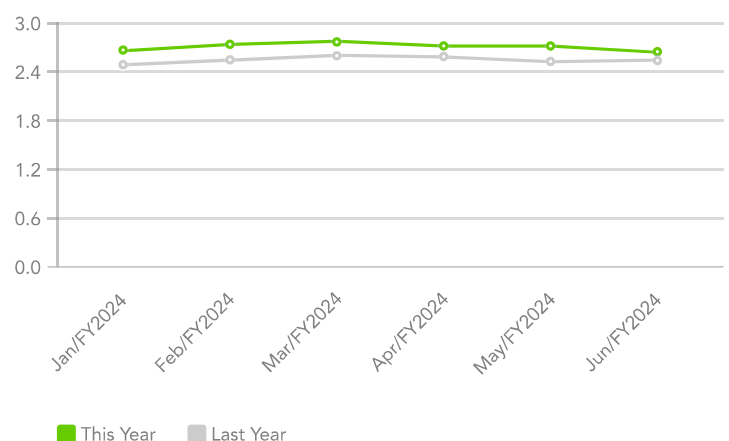
	Metric	This Year	Prior Year	% Change
Customer Service	% of Trips On Time	88.53	92.24	-4.0%
	Complaints Per 100k Riders	82.14	168.72	-51.3%
	Ridership Per Rev. Hour	2.64	2.53	+4.3%
Financial	Operating Costs Per Rev. Hour	141.98	148.31	-4.3%
Ridership	Ridership	8,522.00	8,298.00	+2.7%

Paratransit

Total Ridership



Passengers Per Revenue Hour

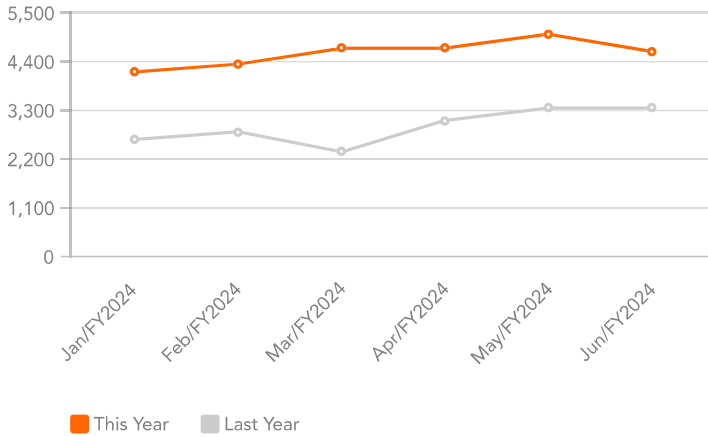


MOD

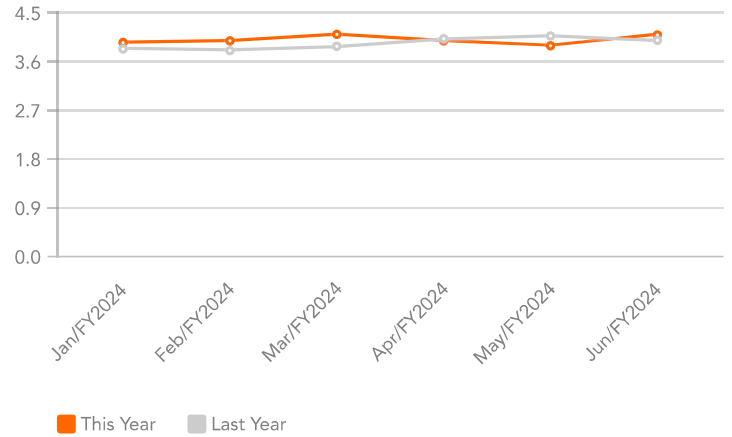
Year-over-Year Report

	Metric	This Year	Prior Year	% Change
Customer	Complaints Per 100k Riders	0.00	0.00	
Service	Ridership Per Rev. Hour	4.08	3.98	+2.5%
Financial	Operating Costs Per Rev. Hour	85.82	88.23	-2.7%
Ridership	Ridership	4,609.00	3,348.00	+37.7%

Total Ridership



Passengers Per Revenue Hour

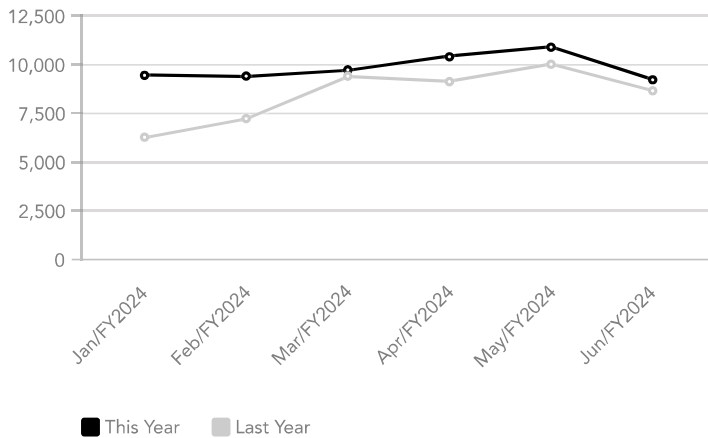


TMR

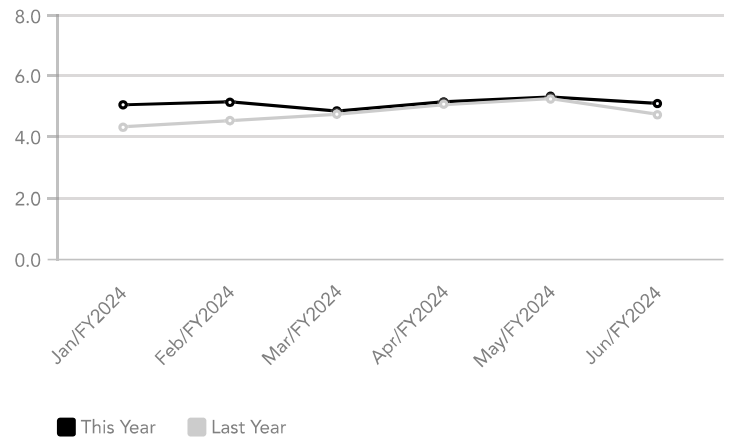
Year-over-Year Report

	Metric	This Year	Prior Year	% Change
Customer	Complaints Per 100k Riders	87.07	46.38	+87.7%
Service	Ridership Per Rev. Hour	5.10	4.73	+7.8%
Financial	Operating Costs Per Rev. Hour	140.86	146.09	-3.6%
Ridership	Ridership	9,188.00	8,624.00	+6.5%

Total Ridership



Passengers Per Revenue Hour



MONTH	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL	%
MONTH/TOTR														
TOTAL PASSENGERS BY MONTH (Demand Response)														
DAR														
Weekdays														
Regular	7,257	8,406	7,851	8,746	8,069	7,301	8,051	7,859	7,849	8,629	8,915	7,408	96,361	39%
Express	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
Regional (One-Seat)	947	1,051	997	1,031	955	861	1,036	1,272	1,548	1,454	1,260	1,478	13,890	6%
Tri My Ride	7,380	9,775	9,132	8,211	8,211	7,551	8,612	8,666	8,954	9,718	10,170	8,374	108,371	43%
Medical Vans	559	707	511	544	466	447	447	451	481	523	518	538	5,312	2%
TOTAL DAR - (Weekdays)	16,243	19,939	18,491	20,139	17,741	16,170	18,146	18,248	18,832	20,324	20,863	17,788	222,934	91%
Saturdays														
Regular	394	356	520	367	410	473	367	406	425	382	377	458	4,935	2%
Express	158	141	196	141	141	164	157	121	156	153	104	215	1,847	1%
Regional (One-Seat)	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
Tri My Ride	460	400	452	395	283	433	302	327	368	329	284	382	4,415	2%
Medical Vans	168	120	160	112	113	136	102	106	107	97	96	131	1,448	1%
TOTAL DAR - (Saturdays)	1,180	1,017	1,328	1,015	947	1,206	928	960	1,056	961	861	1,186	12,645	5%
Sundays/Holidays														
Regular	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
Express	350	293	291	445	337	501	317	307	427	331	310	420	4,329	2%
Regional (One-Seat)	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
Tri My Ride	546	357	448	479	706	602	504	386	376	323	407	432	5,566	2%
Medical Vans	30	0	24	0	53	49	22	22	0	0	24	0	235	0%
TOTAL DAR - (Sun/Hol)	926	650	763	924	1,112	1,162	839	715	803	654	741	852	10,131	4%
All days														
Regular	7,651	8,762	8,371	9,113	8,499	7,774	8,418	8,265	8,274	9,011	9,292	7,866	101,296	41%
Express	508	434	487	586	478	685	474	428	553	484	414	635	6,176	3%
Regional (One-Seat)	1,051	1,051	997	1,031	955	861	1,036	1,272	1,548	1,454	1,260	1,478	13,890	5%
Tri My Ride	8,366	10,822	10,897	9,955	9,955	8,955	9,955	9,955	9,955	10,822	11,382	9,955	118,690	47%
Medical Vans	857	827	695	656	668	632	587	579	598	620	638	699	7,896	3%
TOTAL DAR - (7 days)	18,349	21,006	20,582	22,076	19,500	18,526	19,513	19,822	20,661	21,939	22,460	19,836	245,710	100%
RIDERSHIP by DAY by TYPE (Demand Response)														
DAR														
Weekdays														
SENIOR/DISABLED/TMR	15,552	19,173	17,871	19,412	17,082	15,533	17,539	17,604	18,141	19,639	20,156	17,246	214,948	96%
FREE - Attendants & Others	691	756	620	727	659	637	607	644	661	655	707	552	7,966	4%
TOTAL DAR - (Weekdays)	16,243	19,939	18,491	20,139	17,741	16,170	18,146	18,248	18,832	20,324	20,863	17,798	222,934	100%
Saturdays														
SENIOR/DISABLED/TMR	1,107	953	1,235	945	873	1,144	882	906	990	904	803	1,110	11,832	94%
FREE - Attendants & Others	73	64	93	70	74	62	66	54	66	57	58	76	813	6%
TOTAL DAR - (Saturdays)	1,180	1,017	1,328	1,015	947	1,206	928	960	1,056	961	861	1,186	12,645	100%
Sundays/Holidays														
SENIOR/DISABLED/TMR	852	597	703	844	1,028	1,071	783	656	708	585	680	771	9,288	92%
FREE - Attendants & Others	74	53	60	80	84	81	56	59	95	59	61	81	843	8%
TOTAL DAR - (Sun/Hol)	926	650	763	924	1,112	1,152	839	715	803	654	741	852	10,131	100%
All days														
SENIOR/DISABLED/TMR	17,511	20,723	19,909	21,201	18,983	17,748	19,184	19,466	19,839	21,138	21,639	19,127	236,088	96%
FREE - Attendants & Others	838	883	773	877	817	780	729	757	852	801	826	709	9,642	4%
TOTAL DAR - (7 days)	18,349	21,606	20,582	22,078	19,800	18,528	19,513	19,922	20,691	21,939	22,465	19,836	245,710	100%

MONTH/OTR	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL	%
AVERAGE DAILY RIDERSHIP (Demand Response)														
DAR														
Weekdays														
Regular	363	365	303	308	426	384	383	393	374	392	405	370	387	43%
Express	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
Regional (One-Seat)	47	46	50	47	50	45	49	64	74	66	57	74	56	6%
Tri-Mi Ride	369	425	446	446	432	398	410	433	426	442	462	419	427	48%
Medical Vans	812	867	925	915	934	851	864	912	897	924	946	890	895	3%
AVERAGE DAR - (Weekdays)														100%
Saturdays														
Regular	79	89	104	92	137	95	92	102	85	96	94	92	95	39%
Express	32	35	39	35	47	33	39	30	31	38	26	43	36	15%
Regional (One-Seat)	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
Tri-Mi Ride	92	100	90	99	94	87	76	164	74	82	71	76	85	35%
Medical Vans	236	330	286	288	316	241	232	240	211	240	215	237	243	11%
AVERAGE DAR - (Saturdays)														100%
Sundays/Holidays														
Regular	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
Express	58	73	58	89	42	72	53	61	85	83	62	84	67	43%
Regional (One-Seat)	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
Tri-Mi Ride	91	89	96	88	89	89	84	129	75	81	81	89	89	55%
Medical Vans	154	163	143	183	138	163	140	143	163	164	146	170	156	3%
AVERAGE DAR - (Sun/Hol)														100%
All days														
Regular	247	283	279	294	283	251	272	285	267	300	300	262	277	41%
Express	16	14	16	19	16	21	15	15	19	16	13	21	17	3%
Regional (One-Seat)	31	34	33	32	32	28	33	44	50	48	41	49	38	6%
Tri-Mi Ride	271	340	334	345	307	277	304	391	313	346	350	308	318	47%
Medical Vans	592	697	686	712	660	596	642	687	667	731	725	661	671	3%
AVERAGE DAR - (7 days)														100%
SCHEDULED SERVICE HOURS BY MONTH (Demand Response)														
(gate to gate)														
DAR														
Weekdays														
Regular	3,828.75	4,575.86	4,303.98	4,761.01	4,061.53	3,780.60	4,043.77	3,794.80	3,872.76	4,285.57	4,272.01	3,763.49	49,354.13	52%
Express	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0%
Regional (One-Seat)	321.74	390.06	331.39	358.89	320.56	275.15	357.77	433.94	538.53	531.19	526.30	485.47	4,885.99	5%
Tri-Mi Ride	1,846.00	2,122.90	1,846.00	1,753.70	1,753.70	1,938.30	1,938.30	1,846.00	1,938.30	2,030.60	2,030.60	1,846.00	22,992.70	24%
Medical Vans	658.94	713.78	587.75	612.48	598.65	442.81	431.70	444.88	442.75	478.04	468.69	388.65	5,195.12	7%
TOTAL DAR - (Weekdays)	6,655.43	7,802.60	7,049.12	7,762.98	6,672.44	6,256.26	6,771.54	6,518.62	6,793.34	7,335.40	7,295.60	6,503.61	83,417.84	85%
Saturdays														
Regular DAR - Total Saturday - FT Input Only	363.98	328.81	461.37	343.63	355.42	425.15	310.65	296.27	337.52	299.95	287.65	386.28	4,196.68	2%
Regular	150.00	120.00	150.00	120.00	90.00	150.00	120.00	120.00	150.00	120.00	120.00	150.00	1,560.00	2%
Express	213.98	208.81	311.37	223.63	265.42	275.15	190.65	176.27	187.52	179.95	167.65	236.28	2,636.68	3%
Regional (One-Seat)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0%
Tri-Mi Ride	91.00	72.80	91.00	72.80	72.80	91.00	72.80	72.80	91.00	72.80	72.80	91.00	954.60	0%
Medical Vans	170.01	162.13	174.18	128.18	138.18	133.98	92.00	98.51	100.92	97.74	90.69	108.65	1,472.49	2%
TOTAL DAR - (Saturdays)	625.99	543.74	726.55	544.61	562.41	545.74	475.45	468.56	528.44	470.49	451.14	585.93	6,633.77	7%
Sundays/Holidays														
Regular	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0%
Express	322.94	184.42	283.69	275.50	456.97	452.34	258.24	251.76	208.15	177.88	233.65	217.96	3,300.90	3%
Regional (One-Seat)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0%
Tri-Mi Ride	108.20	72.60	91.00	127.40	127.40	127.40	108.20	91.00	91.00	72.80	72.80	91.00	1,168.50	1%
Medical Vans	236.68	267.40	266.68	267.40	267.40	267.40	266.68	266.68	266.68	266.68	266.68	266.68	2,469.57	0%
TOTAL DAR - (Sun/Hol)	467.82	267.22	306.37	355.50	653.00	634.46	362.24	367.19	297.10	250.60	347.20	306.65	4,714.37	5%
All days														
Regular DAR - Total All Days - FT Input Only	4,515.67	5,089.09	5,029.04	5,380.14	4,473.92	4,658.09	4,612.66	4,342.83	4,416.43	4,773.20	4,793.31	4,367.33	56,851.71	54%
Regular	3,978.75	4,685.98	4,453.98	4,881.01	4,151.53	3,930.60	4,183.77	3,914.80	4,022.76	4,415.57	4,392.01	3,913.49	50,914.13	54%
Express	326.92	393.23	383.06	488.13	722.39	727.46	488.69	428.03	386.67	357.63	401.30	453.49	5,987.88	6%
Regional (One-Seat)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0%
Tri-Mi Ride	2,046.20	2,298.50	2,038.00	2,194.40	1,953.90	1,972.10	2,120.30	2,093.80	2,120.30	2,176.20	2,194.40	2,028.00	25,112.10	28%
Medical Vans	855.34	855.34	787.81	787.81	751.55	633.15	538.30	588.73	543.67	575.28	575.98	507.30	7,816.18	8%
TOTAL DAR - (7 days)	7,738.95	8,603.56	8,156.24	8,674.08	7,899.93	7,540.49	7,629.03	7,355.30	7,619.93	8,056.37	8,093.99	7,388.10	94,765.99	100%

MONTH/OTR	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL	%
ACTUAL REVENUE HOURS OPERATED BY MONTH (Demand Response) (first pick up to last drop off)														
DAR														
Weekdays														
Regular	3,271.33	3,877.08	3,896.52	3,714.35	3,500.40	3,240.50	3,418.93	3,233.80	3,306.17	3,662.72	3,666.79	3,276.77	41,907.36	52%
Express	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0%
Regional (One-Seat)	321.74	390.06	331.39	358.89	320.56	279.15	357.77	433.94	539.53	531.19	526.30	495.47	4,885.99	6%
Tri My Ride	1,527.21	1,796.01	1,601.24	1,727.38	1,508.81	1,510.14	1,678.23	1,659.51	1,812.92	1,867.79	1,862.72	1,620.30	20,171.96	25%
Medical Vans	431.84	469.82	340.52	358.84	315.83	258.39	290.48	290.48	265.65	300.96	294.36	226.94	3,810.44	5%
TOTAL DAR - (Weekdays)	5,552.12	6,532.97	5,959.67	6,159.46	5,646.60	5,286.60	5,713.32	5,616.73	5,924.27	6,362.66	6,382.17	5,619.18	70,775.75	88%
Saturdays														
Regular DAR - Total Saturday - FT Input Only														
Regular	314.88	287.04	398.04	290.81	298.43	354.66	267.96	253.05	290.41	259.97	243.63	335.35	3,594.23	2%
Express	129.77	104.76	129.41	101.55	75.57	125.13	103.51	102.49	126.06	104.01	101.64	130.22	1,337.12	3%
Regional (One-Seat)	185.11	182.28	268.63	189.26	222.86	228.53	164.45	150.56	161.35	155.86	141.99	205.13	2,257.11	3%
Tri My Ride	91.05	70.88	89.59	71.40	54.06	89.67	85.29	74.08	92.13	72.48	71.03	89.97	961.63	1%
Medical Vans	110.31	86.52	116.35	81.34	74.36	86.19	33.23	71.88	61.20	57.67	66.14	74.23	919.36	1%
TOTAL DAR - (Saturdays)	516.24	444.44	603.98	443.55	426.85	540.52	386.54	388.99	443.74	390.02	380.80	469.55	5,475.22	7%
Sundays/Holidays														
Regular	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0%
Express	274.77	199.88	224.72	240.53	393.14	393.32	250.30	219.76	179.57	156.99	206.67	194.07	2,894.82	4%
Regional (One-Seat)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0%
Tri My Ride	108.45	69.23	90.41	88.21	137.20	145.66	109.35	92.22	90.79	71.97	101.20	92.62	1,198.31	1%
Medical Vans	15.60	0.00	15.11	0.00	48.17	39.34	8.90	16.64	0.00	0.00	13.76	0.00	157.52	0%
TOTAL DAR - (Sun/Hol)	398.82	229.11	330.24	328.74	578.51	578.82	369.15	328.62	270.36	228.96	321.63	286.69	4,250.65	5%
All days														
Regular DAR - Total All Days - FT Input Only														
Regular	3,860.98	4,324.00	4,309.28	4,245.69	4,191.97	3,988.98	3,937.79	3,706.61	3,776.15	4,099.68	4,149.09	3,806.19	48,396.41	
Express	3,401.10	3,981.84	3,815.93	3,815.90	3,575.97	3,365.63	3,522.44	3,336.29	3,435.23	3,786.73	3,800.43	3,406.99	43,244.48	54%
Regional (One-Seat)	459.88	342.16	483.35	426.79	616.00	623.35	415.35	340.92	312.95	346.66	346.66	389.20	5,151.93	6%
Tri My Ride	321.74	390.06	331.39	355.89	320.56	279.15	357.77	433.94	539.53	531.19	526.30	495.47	4,885.99	6%
Medical Vans	1,726.71	1,936.12	1,781.24	1,887.99	1,701.07	1,755.47	1,872.87	1,824.81	1,995.84	2,012.24	2,034.95	1,802.59	22,331.90	28%
TOTAL DAR - (7 days)	5,571.25	6,556.34	6,471.88	6,440.18	6,438.36	6,382.34	6,300.58	6,378.98	6,388.85	6,701.64	6,708.40	6,405.42	80,501.62	100%
ACTUAL NON-REVENUE HOURS OPERATED BY MONTH (dial-a-ride)														
Weekdays														
Regular	557.42	688.76	617.46	1,046.66	561.13	540.10	624.84	581.00	566.59	612.85	573.22	486.72	7,446.77	52%
Express	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0%
Regional (One-Seat)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0%
Tri My Ride	189.99	195.60	142.86	187.65	144.41	157.76	223.26	128.12	133.81	140.57	155.67	180.93	1,940.63	14%
Medical Vans	227.10	243.96	227.23	253.64	220.82	186.00	173.31	154.40	177.10	177.08	172.33	171.71	2,384.68	17%
TOTAL DAR - (Weekdays)	1103.31	1269.63	1089.45	1,603.52	1,025.84	969.66	1,058.22	902.89	869.07	952.74	913.43	884.43	12,642.19	89%
Saturdays														
Regular	20.23	15.24	20.69	18.45	14.43	24.87	16.49	17.51	20.94	15.99	18.36	19.78	222.88	2%
Express	28.87	26.53	42.74	34.37	42.56	45.62	26.20	25.71	26.17	23.99	25.66	31.15	379.57	3%
Regional (One-Seat)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0%
Tri My Ride	5.82	5.82	7.02	6.80	25.17	24.78	14.75	4.35	4.53	4.28	6.16	5.39	114.87	1%
Medical Vans	60.40	55.61	57.83	46.84	58.83	47.40	58.71	27.65	38.72	40.17	24.55	34.42	553.13	4%
TOTAL DAR - (Saturdays)	109.45	99.30	122.57	101.06	135.56	106.22	88.81	69.59	85.70	80.47	70.34	86.38	1,158.55	5%
Sundays/Holidays														
Regular	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0%
Express	48.17	24.54	38.97	34.97	63.83	58.52	7.34	32.00	26.58	20.69	26.98	23.49	406.08	3%
Regional (One-Seat)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0%
Tri My Ride	7.84	5.65	5.55	8.54	25.82	28.38	53.62	5.28	5.19	6.14	6.40	5.93	164.34	1%
Medical Vans	10.09	0.00	10.77	0.00	32.54	15.41	5.70	7.70	0.00	0.00	8.84	0.00	91.05	1%
TOTAL DAR - (Sun/Hol)	59.01	28.11	50.33	38.76	86.57	55.67	12.89	38.48	26.79	21.52	25.62	21.87	463.62	3%
All days														
Regular	577.65	714.02	638.05	1,065.11	575.56	564.97	641.33	578.51	587.53	628.84	591.58	506.50	7,669.65	54%
Express	77.04	51.07	81.71	69.34	106.39	104.14	33.54	57.71	52.75	44.88	52.64	54.64	785.65	6%
Regional (One-Seat)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0%
Tri My Ride	183.65	207.07	195.43	202.99	195.40	210.92	291.63	137.75	143.53	150.99	166.23	172.25	2,219.84	16%
Medical Vans	297.59	299.57	258.83	300.48	313.19	245.81	297.72	189.75	218.82	217.25	205.72	206.13	3,028.86	21%
TOTAL DAR - (7 days)	1271.77	1397.04	1,262.35	1,741.34	1,247.87	1,134.55	1,160.02	1,010.96	981.56	1,054.73	1,008.39	892.68	14,264.36	100%

MONTH/OTR		JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL	%
		AVERAGE PASSENGERS PER ACTUAL REVENUE HOUR (dial-a-ride) (total passengers/actual rev hours)													
<u>DAR</u>															
<u>Weekdays</u>															
Regular		2.22	2.17	2.13	2.35	2.31	2.25	2.35	2.43	2.37	2.34	2.41	2.26	AVG	
Express		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.30	
Regional (One-Seat)		2.94	2.89	3.01	2.87	2.98	3.08	2.90	2.93	2.87	2.74	2.39	2.98	0.00	
Tri My Ride		4.83	5.44	5.70	5.68	5.44	5.01	5.13	5.23	4.94	5.20	5.46	5.17	2.84	
Medical Vans		1.53	1.50	1.50	1.52	1.54	1.74	1.73	1.55	1.61	1.74	1.75	1.72	5.27	
AVERAGE DAR - (Weekdays)		2.63	3.05	3.10	3.27	3.14	3.05	3.18	3.25	3.18	3.18	3.27	3.17	1.65	
<u>Saturdays</u>															
Regular		3.04	3.40	4.02	3.61	5.43	3.78	3.55	3.96	3.29	3.67	3.71	3.52	3.69	
Express		0.85	0.77	0.73	0.75	0.63	0.71	0.95	0.80	0.97	0.98	0.73	1.05	0.82	
Regional (One-Seat)		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Tri My Ride		5.05	5.44	5.35	5.33	5.23	4.54	3.54	4.41	3.95	4.04	4.05	4.25	4.58	
Medical Vans		1.52	1.38	1.35	1.38	1.52	1.58	3.06	1.43	1.75	1.68	1.45	1.76	1.58	
AVERAGE DAR - (Saturdays)		2.23	2.25	2.20	2.29	2.22	2.23	2.40	2.41	2.38	2.45	2.25	2.37	2.31	
<u>Sundays/Holidays</u>															
Regular		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Express		1.27	1.33	1.29	1.85	0.86	1.27	1.26	1.40	2.38	2.11	1.90	2.16	1.50	
Regional (One-Seat)		5.03	5.03	5.03	4.96	5.15	4.13	4.61	5.16	4.14	4.49	4.02	4.66	5.03	
Tri My Ride		1.92	0.00	1.59	0.00	1.43	1.25	2.02	1.32	0.00	0.00	1.74	0.00	1.50	
Medical Vans		2.32	2.84	2.31	2.80	1.92	1.99	2.27	2.18	2.97	2.86	2.30	2.97	2.38	
AVERAGE DAR - (Sun/Hol)															
<u>All days</u>															
Regular DAR		2.25	2.20	2.19	2.39	2.38	2.31	2.39	2.48	2.41	2.38	2.44	2.31	2.34	
Express DAR		1.10	1.27	0.98	1.36	0.78	1.07	1.14	1.16	1.71	1.55	1.19	1.59	1.20	
Regional (One-Seat)		2.94	2.69	3.01	2.87	2.98	3.08	2.90	2.93	2.87	2.74	2.39	2.98	2.84	
Tri My Ride		4.86	5.44	5.63	5.66	5.41	4.90	5.03	5.14	4.86	5.15	5.34	5.10	5.21	
Medical Vans		1.54	1.49	1.47	1.49	1.52	1.65	1.89	1.53	1.80	1.73	1.70	2.22	1.84	
AVERAGE DAR - (7 days)		2.84	3.00	2.99	3.18	2.98	2.89	3.08	3.14	3.12	3.13	3.17	3.10	3.05	

MONTH/CTR	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL	%
	RIDE REFUSALS (dial-a-ride)													
ADA DENIALS														
DAR - ADA DENIAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
DAR - ADVERSARIAL DENIAL	0	1	0	0	0	0	1	0	0	0	0	0	3	1%
DAR - REGIONAL TRIP DENIAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
EXPRESS DAR	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
TOTAL - ADA	0	1	0	0	0	1	1	0	0	0	0	0	3	1%
NON - ADA DENIALS														
DAR - NON-ADA DENIAL	0	0	0	0	0	0	1	0	0	0	0	0	1	0%
DAR - SAME DAY TRIP DENIAL	125	28	83	17	27	20	16	20	21	25	35	19	435	99%
TOTAL - NON-ADA	125	28	83	17	27	20	17	20	21	25	35	19	443	101%
TOTAL DAR - (7 days)	125	29	83	17	27	21	17	20	22	25	35	19	440	100%
AVG DAILY RIDE REFUSALS	4.0	0.9	2.8	0.5	0.9	0.7	0.5	0.7	0.7	0.8	1.1	0.6	1.2	
AVG DAILY ADA DENIALS (not including Regional Trips)	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
	DR MILEAGE SUMMARY													
SERVICE MILES														
Regular & Express - Primary Contractor	71,401.0	71,456.0	77,072.0	75,142.0	73,973.0	71,243.0	71,146.0	66,082.0	64,774.0	74,899.0	69,231.0	61,871.0	848,290.0	59%
Regional (One-Seat)	10,792.0	12,203.1	10,672.4	11,324.7	10,291.2	8,947.9	11,569.3	13,957.4	17,126.0	16,486.4	12,904.2	15,400.1	151,674.7	11%
Tri My Ride	27,893.6	32,372.5	29,277.2	31,205.7	28,004.8	27,393.5	30,161.2	28,673.1	30,086.0	31,306.0	32,178.3	28,999.4	357,501.2	25%
DR service - in non-DR Vehicles	1,945.0	2,734.0	3,324.0	2,552.0	2,405.0	1,107.0	901.0	1,315.0	713.0	2,519.0	4,260.0	3,551.0	27,326.0	2%
TOTAL DR (7 days)	111,731.6	118,755.6	120,345.6	120,224.4	114,674.0	108,691.4	113,777.4	110,027.4	112,679.0	125,810.4	118,573.5	109,781.5	1,384,781.8	95%
DEADHEAD MILES														
Regular & Express - Primary Contractor	11,777.0	9,015.0	14,119.4	10,378.0	14,116.0	13,503.0	15,001.0	12,402.0	13,187.0	13,452.0	12,990.0	11,255.0	151,195.4	11%
Regional (One-Seat)	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0%
Tri My Ride	2,025.7	2,230.3	1,876.8	2,051.6	1,680.0	1,781.8	1,830.3	1,615.2	1,650.9	1,720.1	1,997.1	2,153.7	22,673.4	2%
DR service - in non-DR Vehicles	233.0	769.0	1,141.0	551.0	693.0	339.0	259.0	331.0	277.0	503.0	854.0	655.0	6,536.0	0%
TOTAL DR (7 days)	14,035.7	11,954.3	17,137.2	12,980.6	16,489.0	15,632.8	17,190.3	14,348.2	15,074.9	15,675.1	15,831.1	14,143.7	180,594.8	13%
ACTUAL REVENUE MILES														
Regular & Express - Primary Contractor	59,624.0	62,441.0	62,478.0	64,764.0	59,957.0	57,740.0	56,145.0	53,690.0	53,557.0	61,447.0	56,241.0	50,616.0	698,589.0	48%
Regional (One-Seat)	10,792.0	12,203.1	10,672.4	11,324.7	10,291.2	8,947.9	11,569.3	13,957.4	17,126.0	16,486.4	12,904.2	15,400.1	151,674.7	11%
Tri My Ride	25,867.9	30,142.0	27,400.5	29,154.1	26,344.9	25,601.9	28,230.9	27,057.9	28,050.0	29,885.9	30,191.2	28,945.7	334,827.8	23%
DR service - in non-DR Vehicles	1,382.0	2,029.0	2,183.0	1,991.0	1,716.0	769.0	642.0	994.0	466.0	2,516.0	3,406.0	2,260.0	20,690.0	1%
TOTAL DR (7 days)	97,665.9	106,813.1	102,734.8	107,233.9	96,209.0	93,058.8	96,597.1	95,674.3	99,574.0	109,835.3	102,742.4	95,647.8	1,205,780.5	84%
MAINTENANCE, TRAINING & OTHER														
Regular & Express - Primary Contractor	4,473.0	1,961.0	1,990.0	5,729.0	671.0	1,107.0	1,666.0	1,857.0	1,872.0	2,819.0	4,260.0	3,551.0	30,740.0	2%
Tri My Ride	2,183.4	2,193.5	2,034.8	2,109.8	1,754.2	1,659.5	1,118.8	1,694.9	1,741.0	1,946.0	2,044.7	2,125.6	23,150.8	2%
DR service - in non-DR Vehicles	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0%
TOTAL DR (7 days)	6,656.4	3,491.5	3,414.8	7,831.3	2,425.2	2,766.5	3,484.8	3,550.9	3,613.0	4,465.0	6,274.7	5,676.6	53,890.8	4%
TOTAL VEHICLE MILES														
DR - Primary Contractor	75,874.0	72,817.0	78,452.0	80,865.0	74,644.0	72,950.0	72,812.0	67,939.0	66,646.0	77,718.0	73,491.0	65,422.0	879,030.0	61%
Regional (One-Seat)	10,792.0	12,203.1	10,672.4	11,324.7	10,291.2	8,947.9	11,569.3	13,957.4	17,126.0	16,486.4	12,904.2	15,400.1	151,674.7	11%
Tri My Ride	30,077.0	34,503.0	31,312.0	33,314.0	29,759.0	29,053.0	31,980.0	30,367.0	31,847.0	32,952.0	34,193.0	31,295.0	380,652.0	26%
DR service - in non-DR Vehicles	1,645.0	2,734.0	3,324.0	2,552.0	2,405.0	1,107.0	901.0	1,315.0	713.0	2,519.0	4,260.0	3,551.0	27,326.0	2%
Total DR Mileage	118,388.0	122,257.1	123,760.4	128,055.7	117,099.2	111,457.8	117,262.3	113,578.4	118,332.0	129,075.4	124,848.2	115,698.1	1,438,692.7	100%

MONTH	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL	%
MONTH/OTR														
TNC TOTAL PASSENGERS BY SERVICE (Demand Response - Taxi)														
<i>Weekdays</i>														
Lyft	1,842	2,164	2,170	2,080	1,806	1,975	2,091	2,281	2,349	2,317	2,434	2,173	25,682	51%
Uber	114	187	257	470	380	456	612	739	800	892	1,019	831	5,767	13%
United Taxi	584	677	808	620	520	402	460	460	480	549	542	448	5,342	13%
TOTAL TNC - (Weekdays)	2,540	3,028	3,035	3,170	2,716	2,833	3,163	3,480	3,630	3,758	3,995	3,450	35,796	70%
<i>Saturdays</i>														
Lyft	390	318	365	322	266	336	315	332	365	312	353	386	4,060	8%
Uber	28	35	60	111	59	121	100	91	147	126	123	194	1,195	2%
United Taxi	166	131	164	119	111	100	104	105	130	98	98	118	1,444	3%
TOTAL TNC - (Saturdays)	584	484	589	552	436	557	519	528	642	536	574	698	6,699	13%
<i>Sundays/Holidays</i>														
Lyft	344	286	278	301	573	451	384	238	322	310	314	320	4,131	8%
Uber	42	30	34	83	130	172	81	81	102	83	119	141	1,108	2%
United Taxi	0	0	0	0	0	27	0	0	2	0	0	0	30	0%
TOTAL TNC - (Sun/Hol)	386	316	313	384	703	650	475	319	426	403	433	461	5,269	10%
<i>All days</i>														
Lyft	2,576	2,768	2,813	2,703	2,645	2,762	2,600	2,851	3,036	2,938	3,101	2,879	33,873	67%
Uber	184	252	351	664	579	749	793	911	1,049	1,111	1,261	1,166	9,070	18%
United Taxi	750	808	773	739	631	529	564	565	613	647	640	584	7,823	15%
TOTAL TNC - (7 days)	3,510	3,828	3,937	4,106	3,855	4,040	4,157	4,327	4,698	4,687	5,002	4,609	50,766	100%
TNC ACTUAL REVENUE HOURS BY SERVICE (Demand Response - Taxi)														
<i>Weekdays</i>														
Lyft	446.74	553.37	559.42	545.90	468.49	535.76	555.69	569.18	597.66	598.45	634.47	537.14	6,610.27	51%
Uber	27.36	64.23	69.38	125.01	105.17	115.74	152.98	177.38	192.00	233.00	264.04	216.08	1,732.25	13%
United Taxi	140.46	176.02	158.08	161.20	135.20	108.54	124.20	119.60	120.25	142.74	140.92	111.50	1,638.41	13%
TOTAL TNC - (Weekdays)	614.26	793.62	786.88	832.11	708.86	760.04	832.88	868.16	889.91	972.19	1,040.33	864.70	9,971.93	76%
<i>Saturdays</i>														
Lyft	95.12	78.49	93.69	89.00	64.78	81.91	73.67	83.21	87.82	76.97	87.38	87.64	980.68	8%
Uber	18.16	26.85	35.50	75.26	32.22	30.30	78.49	36.57	36.75	27.72	28.32	30.40	391.59	2%
United Taxi	39.84	39.75	37.72	29.78	26.61	28.61	24.02	26.25	31.93	27.45	24.36	27.34	348.21	3%
TOTAL TNC - (Saturdays)	141.12	147.29	137.01	148.65	103.61	139.41	125.36	134.03	155.77	123.19	141.40	153.48	1,650.55	13%
<i>Sundays/Holidays</i>														
Lyft	83.92	71.07	61.11	71.87	148.08	109.63	88.71	52.23	70.79	71.82	78.49	72.38	981.10	8%
Uber	9.66	7.20	7.82	18.11	31.23	41.40	16.71	16.63	22.44	20.46	26.36	28.36	235.53	2%
United Taxi	59.56	60.02	64.22	60.00	60.00	60.00	60.00	60.00	60.00	60.00	60.00	60.00	714.14	0%
TOTAL TNC - (Sun/Hol)	95.05	78.27	68.15	90.98	179.31	157.01	105.42	70.86	93.67	92.23	107.65	101.74	1,242.65	10%
<i>All days</i>														
Lyft	625.78	702.93	704.22	697.77	681.35	727.30	719.07	724.52	746.27	745.24	800.34	697.36	8,572.25	67%
Uber	43.16	68.46	102.20	185.20	161.62	167.64	189.49	225.36	251.18	271.16	323.02	283.62	2,278.28	18%
United Taxi	100.02	206.71	183.02	166.92	101.01	108.02	146.12	146.62	153.93	167.23	163.42	156.64	1,863.03	15%
TOTAL TNC - (7 days)	845.96	981.18	993.05	1,065.92	944.81	1,005.96	1,065.68	1,091.03	1,149.35	1,183.65	1,288.73	1,139.92	12,845.30	100%

MONTH	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15	Q16	Q17	Q18	Q19	Q20	Q21	Q22	Q23	Q24	Q25	Q26	Q27	Q28	Q29	Q30	Q31	Q32	Q33	Q34	Q35	Q36	Q37	Q38	Q39	Q40	Q41	Q42	Q43	Q44	Q45	Q46	Q47	Q48	Q49	Q50	Q51	Q52	Q53	Q54	Q55	Q56	Q57	Q58	Q59	Q60	Q61	Q62	Q63	Q64	Q65	Q66	Q67	Q68	Q69	Q70	Q71	Q72	Q73	Q74	Q75	Q76	Q77	Q78	Q79	Q80	Q81	Q82	Q83	Q84	Q85	Q86	Q87	Q88	Q89	Q90	Q91	Q92	Q93	Q94	Q95	Q96	Q97	Q98	Q99	Q100	Q101	Q102	Q103	Q104	Q105	Q106	Q107	Q108	Q109	Q110	Q111	Q112	Q113	Q114	Q115	Q116	Q117	Q118	Q119	Q120	Q121	Q122	Q123	Q124	Q125	Q126	Q127	Q128	Q129	Q130	Q131	Q132	Q133	Q134	Q135	Q136	Q137	Q138	Q139	Q140	Q141	Q142	Q143	Q144	Q145	Q146	Q147	Q148	Q149	Q150	Q151	Q152	Q153	Q154	Q155	Q156	Q157	Q158	Q159	Q160	Q161	Q162	Q163	Q164	Q165	Q166	Q167	Q168	Q169	Q170	Q171	Q172	Q173	Q174	Q175	Q176	Q177	Q178	Q179	Q180	Q181	Q182	Q183	Q184	Q185	Q186	Q187	Q188	Q189	Q190	Q191	Q192	Q193	Q194	Q195	Q196	Q197	Q198	Q199	Q200	Q201	Q202	Q203	Q204	Q205	Q206	Q207	Q208	Q209	Q210	Q211	Q212	Q213	Q214	Q215	Q216	Q217	Q218	Q219	Q220	Q221	Q222	Q223	Q224	Q225	Q226	Q227	Q228	Q229	Q230	Q231	Q232	Q233	Q234	Q235	Q236	Q237	Q238	Q239	Q240	Q241	Q242	Q243	Q244	Q245	Q246	Q247	Q248	Q249	Q250	Q251	Q252	Q253	Q254	Q255	Q256	Q257	Q258	Q259	Q260	Q261	Q262	Q263	Q264	Q265	Q266	Q267	Q268	Q269	Q270	Q271	Q272	Q273	Q274	Q275	Q276	Q277	Q278	Q279	Q280	Q281	Q282	Q283	Q284	Q285	Q286	Q287	Q288	Q289	Q290	Q291	Q292	Q293	Q294	Q295	Q296	Q297	Q298	Q299	Q300	Q301	Q302	Q303	Q304	Q305	Q306	Q307	Q308	Q309	Q310	Q311	Q312	Q313	Q314	Q315	Q316	Q317	Q318	Q319	Q320	Q321	Q322	Q323	Q324	Q325	Q326	Q327	Q328	Q329	Q330	Q331	Q332	Q333	Q334	Q335	Q336	Q337	Q338	Q339	Q340	Q341	Q342	Q343	Q344	Q345	Q346	Q347	Q348	Q349	Q350	Q351	Q352	Q353	Q354	Q355	Q356	Q357	Q358	Q359	Q360	Q361	Q362	Q363	Q364	Q365	Q366	Q367	Q368	Q369	Q370	Q371	Q372	Q373	Q374	Q375	Q376	Q377	Q378	Q379	Q380	Q381	Q382	Q383	Q384	Q385	Q386	Q387	Q388	Q389	Q390	Q391	Q392	Q393	Q394	Q395	Q396	Q397	Q398	Q399	Q400	Q401	Q402	Q403	Q404	Q405	Q406	Q407	Q408	Q409	Q410	Q411	Q412	Q413	Q414	Q415	Q416	Q417	Q418	Q419	Q420	Q421	Q422	Q423	Q424	Q425	Q426	Q427	Q428	Q429	Q430	Q431	Q432	Q433	Q434	Q435	Q436	Q437	Q438	Q439	Q440	Q441	Q442	Q443	Q444	Q445	Q446	Q447	Q448	Q449	Q450	Q451	Q452	Q453	Q454	Q455	Q456	Q457	Q458	Q459	Q460	Q461	Q462	Q463	Q464	Q465	Q466	Q467	Q468	Q469	Q470	Q471	Q472	Q473	Q474	Q475	Q476	Q477	Q478	Q479	Q480	Q481	Q482	Q483	Q484	Q485	Q486	Q487	Q488	Q489	Q490	Q491	Q492	Q493	Q494	Q495	Q496	Q497	Q498	Q499	Q500	Q501	Q502	Q503	Q504	Q505	Q506	Q507	Q508	Q509	Q510	Q511	Q512	Q513	Q514	Q515	Q516	Q517	Q518	Q519	Q520	Q521	Q522	Q523	Q524	Q525	Q526	Q527	Q528	Q529	Q530	Q531	Q532	Q533	Q534	Q535	Q536	Q537	Q538	Q539	Q540	Q541	Q542	Q543	Q544	Q545	Q546	Q547	Q548	Q549	Q550	Q551	Q552	Q553	Q554	Q555	Q556	Q557	Q558	Q559	Q560	Q561	Q562	Q563	Q564	Q565	Q566	Q567	Q568	Q569	Q570	Q571	Q572	Q573	Q574	Q575	Q576	Q577	Q578	Q579	Q580	Q581	Q582	Q583	Q584	Q585	Q586	Q587	Q588	Q589	Q590	Q591	Q592	Q593	Q594	Q595	Q596	Q597	Q598	Q599	Q600	Q601	Q602	Q603	Q604	Q605	Q606	Q607	Q608	Q609	Q610	Q611	Q612	Q613	Q614	Q615	Q616	Q617	Q618	Q619	Q620	Q621	Q622	Q623	Q624	Q625	Q626	Q627	Q628	Q629	Q630	Q631	Q632	Q633	Q634	Q635	Q636	Q637	Q638	Q639	Q640	Q641	Q642	Q643	Q644	Q645	Q646	Q647	Q648	Q649	Q650	Q651	Q652	Q653	Q654	Q655	Q656	Q657	Q658	Q659	Q660	Q661	Q662	Q663	Q664	Q665	Q666	Q667	Q668	Q669	Q670	Q671	Q672	Q673	Q674	Q675	Q676	Q677	Q678	Q679	Q680	Q681	Q682	Q683	Q684	Q685	Q686	Q687	Q688	Q689	Q690	Q691	Q692	Q693	Q694	Q695	Q696	Q697	Q698	Q699	Q700	Q701	Q702	Q703	Q704	Q705	Q706	Q707	Q708	Q709	Q710	Q711	Q712	Q713	Q714	Q715	Q716	Q717	Q718	Q719	Q720	Q721	Q722	Q723	Q724	Q725	Q726	Q727	Q728	Q729	Q730	Q731	Q732	Q733	Q734	Q735	Q736	Q737	Q738	Q739	Q740	Q741	Q742	Q743	Q744	Q745	Q746	Q747	Q748	Q749	Q750	Q751	Q752	Q753	Q754	Q755	Q756	Q757	Q758	Q759	Q760	Q761	Q762	Q763	Q764	Q765	Q766	Q767	Q768	Q769	Q770	Q771	Q772	Q773	Q774	Q775	Q776	Q777	Q778	Q779	Q780	Q781	Q782	Q783	Q784	Q785	Q786	Q787	Q788	Q789	Q790	Q791	Q792	Q793	Q794	Q795	Q796	Q797	Q798	Q799	Q800	Q801	Q802	Q803	Q804	Q805	Q806	Q807	Q808	Q809	Q810	Q811	Q812	Q813	Q814	Q815	Q816	Q817	Q818	Q819	Q820	Q821	Q822	Q823	Q824	Q825	Q826	Q827	Q828	Q829	Q830	Q831	Q832	Q833	Q834	Q835	Q836	Q837	Q838	Q839	Q840	Q841	Q842	Q843	Q844	Q845	Q846	Q847	Q848	Q849	Q850	Q851	Q852	Q853	Q854	Q855	Q856	Q857	Q858	Q859	Q860	Q861	Q862	Q863	Q864	Q865	Q866	Q867	Q868	Q869	Q870	Q871	Q872	Q873	Q874	Q875	Q876	Q877	Q878	Q879	Q880	Q881	Q882	Q883	Q884	Q885	Q886	Q887	Q888	Q889	Q890	Q891	Q892	Q893	Q894	Q895	Q896	Q897	Q898	Q899	Q900	Q901	Q902	Q903	Q904	Q905	Q906	Q907	Q908	Q909	Q910	Q911	Q912	Q913	Q914	Q915	Q916	Q917	Q918	Q919	Q920	Q921	Q922	Q923	Q924	Q925	Q926	Q927	Q928	Q929	Q930	Q931	Q932	Q933	Q934	Q935	Q936	Q937	Q938	Q939	Q940	Q941	Q942	Q943	Q944	Q945	Q946	Q947	Q948	Q949	Q950	Q951	Q952	Q953	Q954	Q955	Q956	Q957	Q958	Q959	Q960	Q961	Q962	Q963	Q964	Q965	Q966	Q967	Q968	Q969	Q970	Q971	Q972	Q973	Q974	Q975	Q976	Q977	Q978	Q979	Q980	Q981	Q982	Q983	Q984	Q985	Q986	Q987	Q988	Q989	Q990	Q991	Q992	Q993	Q994	Q995	Q996	Q997	Q998	Q999	Q1000	Q1001	Q1002	Q1003	Q1004	Q1005	Q1006	Q1007	Q1008	Q1009	Q1010	Q1011	Q1012	Q1013	Q1014	Q1015	Q1016	Q1017	Q1018	Q1019	Q1020	Q1021	Q1022	Q1023	Q1024	Q1025	Q1026	Q1027	Q1028	Q1029	Q1030	Q1031	Q1032	Q1033	Q1034	Q1035	Q1036	Q1037	Q1038	Q1039	Q1040	Q1041	Q1042	Q1043	Q1044	Q1045	Q1046	Q1047	Q1048	Q1049	Q1050	Q1051	Q1052	Q1053	Q1054	Q1055	Q1056	Q1057	Q1058	Q1059	Q1060	Q1061	Q1062	Q1063	Q1064	Q1065	Q1066	Q1067	Q1068	Q1069	Q1070	Q1071	Q1072	Q1073	Q1074	Q1075	Q1076	Q1077	Q1078	Q1079	Q1080	Q1081	Q1082	Q1083	Q1084	Q1085	Q1086	Q1087	Q1088	Q1089	Q1090	Q1091	Q1092	Q1093	Q1094	Q1095	Q1096	Q1097	Q1098	Q1099	Q1100	Q1101	Q1102	Q1103	Q1104	Q1105	Q1106	Q1107	Q1108	Q1109	Q1110	Q1111	Q1112	Q1113	Q1114	Q1115	Q1116	Q1117	Q1118	Q1119	Q1120	Q1121	Q1122	Q1123	Q1124	Q1125	Q1126	Q1127	Q1128	Q1129	Q1130	Q1131	Q1132	Q1133	Q1134	Q1135	Q1136	Q1137	Q1138	Q1139	Q1140	Q1141	Q1142	Q1143	Q1144	Q1145	Q1146	Q1147	Q1148	Q1149	Q1150	Q1151	Q1152	Q1153	Q1154	Q1155	Q1156	Q1157	Q1158	Q1159	Q1160	Q1161	Q1162	Q1163	Q1164	Q1165	Q1166	Q1167	Q1168	Q1169	Q1170	Q1171	Q1172	Q1173	Q1174	Q1175	Q1176	Q1177	Q1178	Q1179	Q1180	Q1181	Q1182	Q1183	Q1184	Q1185	Q1186	Q1187	Q1188	Q1189	Q1190	Q1191	Q1192	Q1193	Q1194	Q1195	Q1196	Q1197	Q1198	Q1199	Q1200	Q1201	Q1202	Q1203	Q1204	Q1205	Q1206	Q1207	Q1208	Q1209	Q1210	Q1211	Q1212	Q1213	Q1214	Q1215	Q1216	Q1217	Q1218	Q1219	Q1220	Q1221	Q1222	Q1223	Q1224	Q1225	Q1226	Q1227	Q1228	Q1229	Q1230	Q1231	Q1232	Q1233	Q1234	Q1235	Q1236	Q1237	Q1238	Q1239	Q1240	Q1241	Q1242	Q1243	Q1244	Q1245	Q1246	Q1247	Q1248	Q1249	Q1250	Q1251	Q1252	Q1253	Q1254	Q1255	Q1256	Q1257	Q1258	Q1259	Q1260	Q1261	Q1262	Q1263	Q1264	Q1265	Q1266	Q1267	Q1268	Q1269	Q1270	Q1271	Q1272	Q1273	Q1274	Q1275	Q1276	Q1277	Q1278	Q1279	Q1280	Q1281	Q1282	Q1283	Q1284	Q1285	Q1286	Q1287	Q1288	Q1289	Q1290	Q1291	Q1292	Q1293	Q1294	Q1295	Q1296	Q1297	Q1298	Q1299	Q1300	Q1301	Q1302	Q1303	Q1304	Q1305	Q1306	Q1307	Q1308	Q1309	Q1310	Q1311	Q1312	Q1313	Q1314	Q1315	Q1316	Q1317	Q1318	Q1319	Q1320	Q1321	Q1322	Q1323	Q1324	Q1325	Q1326	Q1327	Q1328	Q1329	Q1330	Q1331	Q1332	Q1333	Q1334	Q1335	Q1336	Q1337	Q1338	Q1339	Q1340	Q1
-------	----	----	----	----	----	----	----	----	----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	----

MONTH/CTR		JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL	%
TNC AVERAGE REVENUE MILES PER TRIP / Demand Response - Taxi															
Weekdays															
Lyft		7.04	6.91	7.17	7.37	7.29	7.97	7.89	7.24	6.94	7.31	7.28	6.94	TOTAL	7.25
Uber		7.38	7.85	7.17	6.90	7.08	7.13	8.10	7.36	7.25	7.77	7.63	8.27		7.81
United Taxi		7.04	6.91	7.17	7.37	7.29	7.97	7.89	7.24	6.94	7.31	7.28	6.94		7.24
TOTAL TNC - (Weekdays)		7.05	6.92	7.17	7.30	7.30	7.63	7.63	7.27	7.01	7.42	7.40	7.26		7.31
Saturdays															
Lyft		7.63	6.68	8.96	8.07	7.32	7.40	7.45	7.75	7.38	8.03	7.44	7.10	TOTAL	7.45
Uber		7.48	7.35	8.76	8.11	8.06	7.36	9.47	9.57	7.36	8.95	7.65	8.49		8.24
United Taxi		7.63	6.68	8.96	8.07	7.32	7.40	7.45	7.75	7.38	8.03	7.44	7.10		7.43
TOTAL TNC - (Saturdays)		7.61	6.73	7.47	8.14	7.60	7.68	7.68	8.60	7.60	7.77	7.40	7.51		7.68
Sundays/Holidays															
Lyft		8.35	8.57	8.58	8.14	8.43	7.70	7.06	8.88	6.88	7.26	8.17	7.08	TOTAL	7.64
Uber		6.94	8.32	7.31	8.70	8.49	7.90	7.86	8.03	8.22	8.38	8.33	8.80		7.52
United Taxi		8.41	8.41	8.40	8.41	8.41	7.43	7.43	8.41	8.40	8.41	8.41	8.41		7.69
TOTAL TNC - (Sun/Hol)		8.13	8.57	8.60	7.96	8.44	7.72	7.20	7.47	7.60	7.62	8.47	7.62		7.60
All days															
Lyft		7.33	7.05	7.08	7.54	7.54	7.85	7.57	7.27	6.97	7.38	7.38	6.97	TOTAL	7.32
Uber		7.19	7.86	7.46	7.12	6.13	7.32	8.26	7.84	7.50	7.73	7.72	8.15		7.52
United Taxi		7.21	6.91	7.12	7.46	7.30	7.65	7.64	7.33	7.03	7.42	7.42	7.29		7.26
TOTAL TNC - (7 days)		7.30	7.07	7.12	7.46	7.38	7.43	7.47	7.36	7.08	7.47	7.45	7.47		7.38

MONTH/QT		JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL	%			
FIXED ROUTE		BILLING HOURS BY SERVICE (all modes)													TOTAL			
		▲ 1/14																
		Weekdays	13,062.60	15,021.99	11,990.55	12,925.74	11,090.49	11,090.49	12,154.17	11,509.40	12,084.87	12,660.34	12,596.77	11,374.80	147,478.21		56%	
		Saturdays	1,146.25	917.00	1,088.17	839.56	839.56	1,046.45	842.12	844.68	1,055.85	844.68	1,055.79	1,055.75	13,427.60		5%	
		Sundays/Holidays	1,238.82	825.88	1,042.61	1,049.45	1,469.23	1,469.23	1,264.46	1,055.85	1,055.85	844.68	1,055.79	1,055.75	13,427.60		5%	
		Shuttles - (shuttles & trippers)	0.00	0.00	1,123.39	0.00	0.00	0.00	0.00	6.25	0.00	12.23	0.00	0.00	130.87		0%	
		TOTAL FR BILLING HOURS	15,447.67	16,764.87	14,242.72	14,718.75	13,395.28	13,609.17	14,260.75	13,416.18	14,196.57	14,361.93	14,500.22	13,486.30	172,404.41		66%	
		DAR																
		Regular	3,978.75	4,695.86	4,453.98	4,881.01	4,151.53	3,930.60	4,163.77	3,914.80	4,022.76	4,415.57	4,392.01	3,913.49	50,914.13		19%	
		Express	536.92	393.23	575.06	498.13	722.39	722.39	448.89	428.03	393.67	357.63	401.30	453.84	5,937.58		2%	
Tri Mv Ride	2,046.20	2,268.50	2,028.00	2,194.40	1,953.90	1,972.10	2,120.30	2,009.80	2,120.30	2,176.20	2,194.40	2,028.00	25,112.10	10%				
Medical Vans	855.34	855.91	767.81	740.66	751.55	631.15	538.30	568.73	543.67	575.78	579.98	507.30	7,916.18	3%				
TOTAL DAR	7,417.21	8,213.50	7,824.85	8,315.20	7,579.37	7,261.34	7,271.26	6,921.36	7,060.40	7,525.18	7,567.69	6,902.63	89,879.99	34%				
OTHER BILLABLE TIME (booths, deliveries, etc.)																		
NON-REVENUE SERVICE		0.00	0.00	112.39	36.84	0.00	0.00	0.00	0.00	0.00	0.00	17.50	19.50	186.23	0%			
TOTAL BILLING HOURS		22,864.88	24,978.37	22,179.96	23,070.79	20,976.65	20,870.51	21,532.01	20,337.54	21,276.97	21,887.11	22,085.41	20,408.43	282,470.63	100%			
FIXED ROUTE		DRIVER PAID HOURS BY SERVICE (all modes)													TOTAL			
		▲ 1/14																
		Weekdays	14,706.68	16,901.91	13,348.97	14,186.04	12,601.58	12,762.84	12,878.14	12,706.14	13,506.36	14,149.52	14,072.66	12,692.40	164,513.24		61%	
		Saturdays	1,249.30	999.44	1,266.61	1,022.52	1,022.52	1,278.15	997.36	972.20	1,215.25	972.20	976.72	1,247.85	13,222.12		5%	
		Sundays/Holidays	1,298.46	865.64	1,199.71	1,278.15	1,438.41	1,278.15	1,739.09	1,215.25	1,215.25	972.20	1,231.96	1,243.10	14,976.37		6%	
		Shuttles - (shuttles & trippers)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	6.25	0.00	12.23	0.00	0.00	18.48		0%	
		TOTAL FIXED ROUTE	17,254.44	18,766.99	15,815.29	16,486.71	15,063.51	15,319.14	15,614.59	14,899.84	15,936.86	16,106.15	16,283.34	15,183.35	192,730.21		72%	
		DAR																
		Weekdays	4,164.25	5,212.89	4,892.80	5,230.15	4,451.64	4,156.43	4,683.80	4,205.36	4,290.69	4,727.19	4,679.32	4,153.08	54,837.60		20%	
		Saturdays	399.21	375.34	509.30	382.20	388.09	467.30	343.78	323.66	376.50	324.39	310.58	522.61	4,720.96		2%	
Sundays/Holidays	356.62	207.63	228.25	309.67	496.52	496.52	283.69	276.94	222.28	189.79	251.86	236.57	3,559.64	1%				
TOTAL TRADITIONAL DAR	4,920.08	5,795.66	5,620.35	5,922.02	5,334.25	5,122.55	5,311.27	4,805.96	4,889.47	5,241.37	5,241.76	4,912.26	63,117.20	24%				
Weekdays	936.40	1,149.76	860.84	962.35	793.56	676.65	706.57	615.47	655.86	711.09	635.11	584.53	9,258.19	3%				
Saturdays	241.28	209.33	221.58	186.09	180.38	181.73	143.56	137.63	139.93	124.74	116.67	132.00	2,014.92	1%				
Sundays/Holidays	43.84	0.00	39.47	0.00	120.16	73.91	23.22	32.68	0.00	0.00	32.97	0.00	366.25	0%				
MEDICAL DAR	1,221.52	1,359.09	1,121.89	1,136.44	1,094.10	932.29	873.35	785.78	795.79	835.83	784.75	696.33	11,639.36	4%				
OTHER BILLABLE TIME (booths, deliveries, etc.)																		
NON-REVENUE SERVICE		0.00	0.00	112.39	34.86	0.00	0.00	0.00	0.00	0.00	0.00	17.50	19.50	184.25	0%			
TOTAL DRIVER PAID HOURS		23,396.04	25,921.94	22,699.92	23,562.03	21,491.86	21,373.98	21,799.21	20,491.58	21,622.12	22,183.35	22,327.35	20,811.64	287,671.02	100%			

MONTH/CTR	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL	%
CUSTOMER SERVICE, SAFETY & MAINTENANCE DATA (all modes)														
NUMBER OF LATE ROUTES													TOTAL	
FR	488	783	789	787	147	609	594	605	594	584	764	679	7,423	
DAR (Primary Contractor)	6	9	3	5	2	1	3	2	5	0	5	4	45	
NUMBER OF LIFT PASSENGERS														
FR	2,550	2,969	3,168	2,797	2,644	2,907	2,182	2,908	2,614	2,893	2,838	2,308	32,168	3%
DAR	3,074	4,063	3,900	4,016	3,804	3,555	3,595	3,595	3,663	3,046	4,163	3,796	45,666	19%
NUMBER OF DAR REGIONAL TRIPS	233	259	366	285	238	218	0	0	1	0	0	0	1,590	1%
NUMBER OF DAR TRIPS out of service area	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
NUMBER OF DAR EXCESSIVE LENGTH TRIPS	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
NUMBER OF BICYCLES (FR only)	1,674	2,076	2,004	1,921	1,887	1,587	1,584	1,327	1,600	1,616	1,966	720	20,342	2%
PREVENTABLE ACCIDENTS														
FR	2	4	1	4	2	0	1	1	2	0	3	2	22	
DAR (Primary Contractor)	1	3	1	2	1	0	2	0	0	0	1	0	11	
CUSTOMER COMPLAINT CALLS RECEIVED														
FR	22	38	30	30	22	14	28	31	27	24	29	19	314	0.03%
DAR (Primary Contractor)	18	25	17	12	7	8	15	12	10	24	14	12	174	0.07%
NUMBER OF MECHANICAL FAILURES														
FR	7	50	20	20	19	26	38	26	24	8	13	34	285	
DAR (Primary Contractor)	0	1	7	4	1	1	2	0	0	2	1	5	24	
NUMBER OF ROAD CALLS (Mairgl)														
FR	6	5	14	17	16	23	23	16	3	3	9	28	163	
DAR (Primary Contractor)	0	0	6	3	0	1	2	0	0	2	1	5	20	
ETA ROAD CALLS (Other)														
FR	1	45	6	2	3	3	15	10	17	5	4	6	117	
DAR (Primary Contractor)	0	1	1	1	1	0	6	0	0	0	0	0	10	
NUMBER OF SAFETY & SECURITY EVENTS	7	2	8	3	2	8	4	1	2	3	0	6	46	
NUMBER OF INJURIES	3	0	0	1	0	0	0	0	7	0	0	1	12	
NUMBER OF FATALITIES	0	0	0	0	0	0	0	0	0	0	0	0	0	
Fuel Consumption														
DR - Gasoline (GAL)	15,367	17,407	15,263	15,657	12,573	13,371	13,571	12,906	13,041	14,039	13,807	13,714	170,614	25%
FR - Diesel (GAL)	48,276	51,714	44,064	45,284	38,089	38,191	41,387	37,955	40,384	42,086	44,076	41,440	511,957	75%
FR - Electric (KWH)	13,493	13,916	12,973	9,731	6,176	16,857	11,513	20,387	24,779	21,399	14,356	17,665	165,147	

MONTH/OTR	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL	%
SERVICE ANALYSIS (all modes)														
ON TIME PERFORMANCE														AVG
FR	82.3%	78.1%	78.5%	73.4%	77.1%	78.1%	78.5%	77.6%	78.2%	77.5%	74.9%	76.1%	78%	78%
DR (Primary Contractor)	95.2%	95.3%	95.7%	96.0%	96.7%	96.1%	96.4%	96.3%	96.4%	95.8%	94.4%	95.0%	96%	96%
MISSED TRIP PERFORMANCE														
FR	2.91%	4.37%	4.16%	4.78%	4.10%	4.18%	3.85%	3.85%	3.65%	3.67%	4.88%	4.43%	4.08%	4.08%
DR (Primary Contractor)	0.03%	0.04%	0.01%	0.02%	0.01%	0.01%	0.02%	0.01%	0.02%	0.00%	0.02%	0.02%	0.02%	0.02%
SAME-DAY AVERAGE REQUEST TO PICKUP TIMES (DR)														
Regular Paratransit	1:43:11	1:46:46	1:50:50	1:58:46	1:38:03	1:40:20	1:25:14	1:27:15	1:57:17	1:48:22	1:39:57	1:35:55	1:35:55	7%
Lyft	0:44:41	0:47:57	0:20:36	0:26:11	0:19:53	0:19:08	0:19:18	0:20:21	0:20:09	0:20:37	0:23:14	0:20:24	0:20:24	1%
Uber	0:10:41	0:20:47	0:10:36	0:11:33	0:16:50	0:11:23	0:09:38	0:10:12	0:09:38	0:09:42	0:09:50	0:09:34	0:09:34	1%
United Taxi	0:10:17	0:17:38	0:10:19	0:14:28	0:11:22	0:14:28	0:08:57	0:09:15	0:09:21	0:19:50	0:16:19	0:09:23	0:09:23	1%
	0:29:45	0:45:59	0:31:56	0:27:42	0:36:20	0:33:08	1:05:10	0:32:39	0:30:08	0:31:00	0:38:37	0:38:37	0:38:37	3%
AVERAGE MILES BETWEEN PREVENTABLE ACCIDENTS (Total TDT Miles/number of accidents)														
FR	105.349	57.239	196.709	51.728	93.560	190.230	202.659	184.088	100.384	194.573	67.505	93.214	108.710	
DR (Primary Contractor)	118.388	40.752	123.760	64.028	117.089	111.458	58.631	113.578	116.332	128.975	124.848	115.668	130.783	
PERCENTAGE OF RIDERS COMPLAINING (Total TDT Ridership/Complaint Calls Received)														
FR	0.026%	0.036%	0.030%	0.029%	0.024%	0.016%	0.029%	0.035%	0.029%	0.025%	0.029%	0.023%	0.023%	0.028%
DR (Primary Contractor)	0.098%	0.116%	0.083%	0.054%	0.035%	0.043%	0.075%	0.060%	0.048%	0.105%	0.062%	0.060%	0.071%	0.071%
PHONE CALL METRICS (min:sec)														
Calls Presented -AVG Time to Answer	0:44	0:43	0:44	0:46	0:52	1:01	0:33	0:35	0:39	0:41	0:51	0:47	0:45	0:45
Abandoned Calls -AVG Time to Answer	2:17	2:29	2:13	2:57	2:58	2:59	3:35	3:41	2:06	2:08	2:24	2:18	2:40	2:40
Answered Calls -AVG Time to Answer	0:44	0:43	0:44	0:46	0:52	1:01	0:33	0:35	0:39	0:41	0:51	0:47	0:45	0:45
AVERAGE MILES BETWEEN ROAD CALLS (Total Miles for TDT/number of road calls)														
FR	35.116	45.791	14.051	12.171	11.695	8.271	8.811	11.506	66.922	64.858	22.502	6.658	14.673	
DAR (Primary Contractor)	118.388	122.257	20.927	42.885	117.089	111.458	58.631	113.578	116.332	64.988	124.848	23.134	71.932	
AVERAGE MPG (Total Miles for TDT/actual fuel usage)														
FR - Diesel	4.4	4.4	4.5	4.6	5.2	4.9	4.9	4.9	5.0	4.6	4.6	4.5	4.7	4.7
DR - Gasoline	7.7	7.0	6.1	6.2	9.3	8.3	8.6	6.9	8.9	9.3	9.0	8.4	8.4	8.4
AVERAGE # OF FULL TIME EQUIVALENTS (all modes)														
PRIMARY CONTRACTOR FR OPERATIONS	110.3	119.7	101.7	105.1	95.7	97.2	101.9	95.8	101.4	102.6	103.6	96.3	102.6	48%
PRIMARY CONTRACTOR DAR OPERATIONS	53.0	58.7	55.9	59.4	54.1	51.9	51.9	48.4	50.6	53.8	54.1	49.3	53.5	24%
PRIMARY CONTRACTOR ADMINISTRATION	28.0	28.0	28.0	28.0	28.0	28.0	28.0	28.0	28.0	28.0	28.0	28.0	28.0	13%
ECCTA MAINTENANCE	24.0	22.0	22.0	22.0	24.0	25.0	24.0	24.0	24.0	25.0	26.0	26.0	26.0	11%
ECCTA ADMINISTRATION	15.0	14.0	14.0	14.0	15.0	15.0	15.0	15.0	15.0	15.0	15.0	16.0	14.8	7%
TOTAL FTEs	230.3	242.4	221.6	228.5	216.8	217.1	220.8	212.2	219.0	224.4	226.7	215.6	223.0	100%
FIXED ROUTE	166.0	172.6	154.0	158.0	151.3	151.3	157.1	146.7	158.1	158.5	160.8	154.3	157.6	71%
DAR	64.3	68.8	67.8	70.5	65.5	65.8	63.7	63.5	60.9	65.9	65.9	61.3	65.4	29%
TOTAL FTEs	230.3	242.4	221.6	228.5	216.8	217.1	220.8	212.2	219.0	224.4	226.7	215.6	223.0	100%

MOBILITY ON DEMAND

DISCOUNTED ON-DEMAND TRANSPORTATION WITH
LYFT, UBER AND UNITED MED TRANSPORTATION.

As a registered Tri Delta Transit paratransit customer, you are eligible to use shared on-demand transportation services with United Med Transportation, Uber and Lyft for as little as \$4 per ride! This on-demand service offers some great advantages:

- Same day service*
- Extended hours and Sunday service available to all users*

*Rides are based on availability



Discounts:

For each ride: You pay the first \$4 of the total fare. Tri Delta Transit pays the next \$16 of your fare. You will be charged the remaining balance, if any.

Guidelines:

- Additional passengers may incur additional fees
- Each passenger is limited to the following maximum number of rides each month: 20 rides on Lyft, 20 on Uber, and 25 on United Med Transportation (as of 8/1/2024)
- Passengers must select the shared ride option when booking their trip to receive the discount
- Trips must begin or end in the service area (see attached map)

www.lyft.com

www.Uber.com

www.unitedmedtransport.net

If information is needed in another language, please contact 1-925-754-4040.

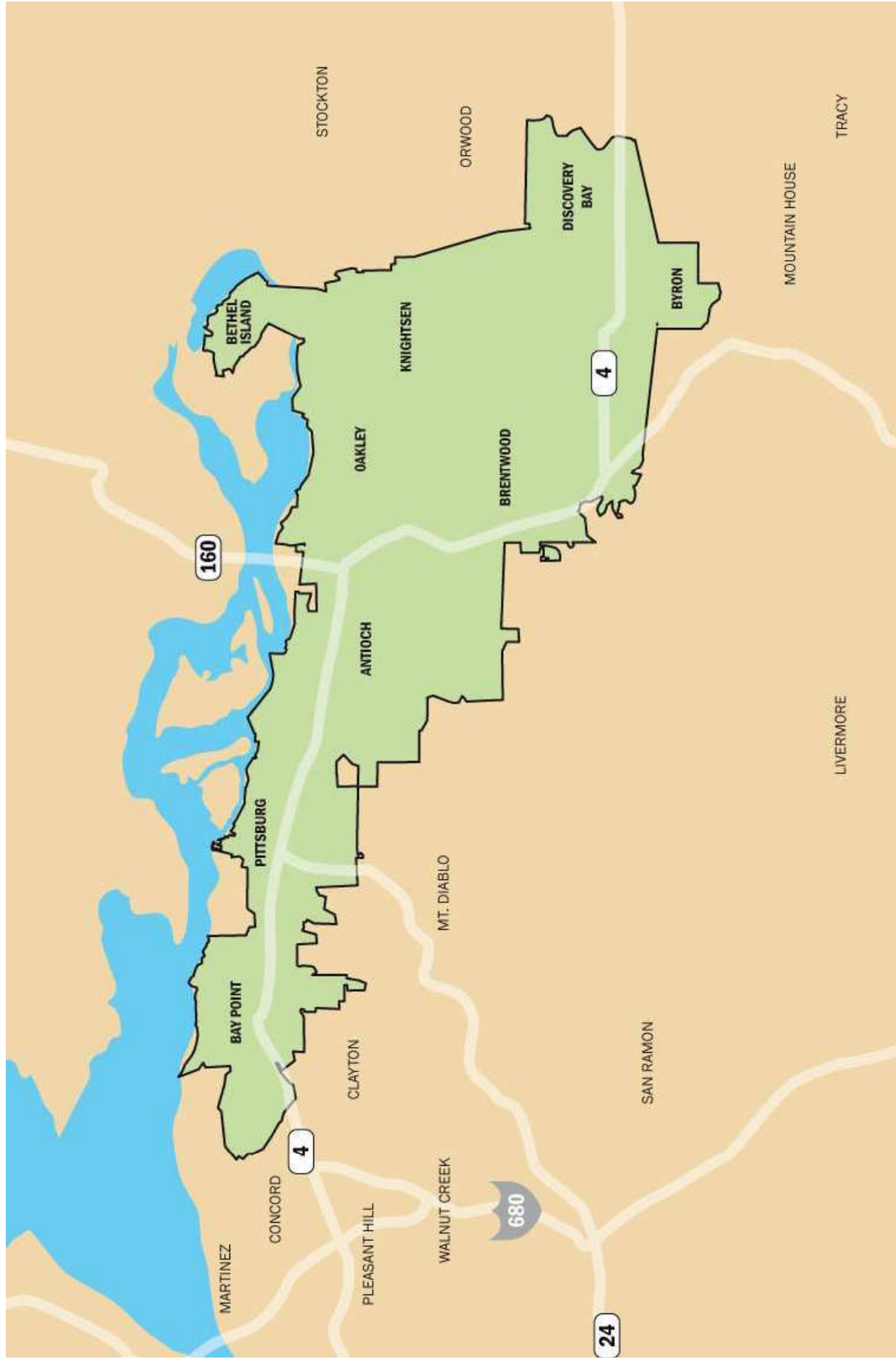
Spanish: Si necesita información en español, comuníquese al 1-925-754-4040.

Chinese: 如果需要中文信息, 請聯繫 1- 925-754-4040.

Tagalog: Kung kailangan ng impormasyon sa wikang Tagalog,
mangyaring makipag-ugnayan sa 1-925-754-4040

Nếu cần thông tin bằng tiếng Việt, vui lòng gọi 1-925-754-4040.

MOBILITY ON DEMAND SERVICE AREA



Trips must begin or end in one of the following cities to qualify for the Tri Delta Transit discount:

- Bay Point -Pittsburg -Antioch- Oakley -Brentwood-
- Discovery Bay- Knightsen -Bethel Island- Byron-



HOW TO GET STARTED

STEP 1:

Download the Lyft app and create an account.

Go to the app store on your smartphone and search for "Lyft" to find and download the app. Open the app and create an account. Have your credit card information and phone number ready

STEP 2:

Complete the enclosed application.

Complete and sign the attached registration form. Mail or fax it to Tri Delta Transit. (See contact information on the registration form.)

STEP 3:

Wait 7 to 10 business days before booking your trip.

It takes 7-10 business days to set up your discount account.

STEP 4:

Schedule your ride.

When you are ready to take a ride, open the Lyft app on your smartphone and select "get a ride." You will need to type in the address for your destination and select Lyft Standard* or Lyft Wait 'n Save* to receive the discount. The app will tell you the estimated time of arrival, type of car including color, license plate number and even a picture of your driver!

**The total cost of your ride on Lyft Standard and/or Lyft Wait 'n Save may depend on time of day and distance traveled. Discounted rates do not apply to tipping or fees and penalties resulting from ride cancellations and no-shows. For information about cancellations and no-show policies, please refer to the Lyft policies located in your app.



HOW TO GET STARTED

Complete and sign the attached registration form. Mail or fax it to Tri Delta Transit. (See contact information on the registration form.)

Already have a personal Uber account?

STEP 1:

Check your inbox (or spam folder) for an invite email that says “A *Tri Delta Transit voucher has been added to your account.*” Tap “*Check Wallet*” button in your invite email.

STEP 2:

You will be redirected to the Uber app, where you select “*Sign in to accept.*”

STEP 3:

Once you are signed in, the voucher will be available in the Wallet on your account.

New to Uber?

STEP 1:

After signing up with the program, check your inbox (or spam folder) for an invite email. Tap the “*Check Wallet*” button in your invite email.

STEP 2:

Select “***New to Uber? Sign Up.***”

STEP 3:

Complete the required fields to create a personal Uber account.

STEP 4:

Download the Uber app and log in.

Book your ride

When you are ready to take a ride, open the Uber app on your smartphone and select “Ride.” You will need to type in the address for your destination, select UberX Share, and if either the pick-up or drop-off location are in the Tri Delta Transit Mobility on Demand service zone, the voucher will automatically apply and be shown in the fare estimate. The app will tell you the estimated time of arrival, type of car including color, license plate number and even a picture of your driver!

**The total cost of your ride on Uber may depend on time of day and distance traveled. Discounted rates do not apply to tipping or fees and penalties resulting from ride cancellations and no-shows. For information about cancellations and no-show policies, please refer to the Uber policies located in your app.

HOW TO GET STARTED WITH



STEP 1:

Complete the enclosed application.

Complete and sign the attached registration form and mail or fax it to Tri Delta Transit. (See contact information on application form.)

STEP 2:

Wait 7 to 10 business days before scheduling your trip.

It takes 7-10 business days to set up your discount account.

STEP 3:

Call 925-427-9600 to schedule your ride.

When calling, let United Med know you are a Tri Delta Transit paratransit customer. If you use a wheelchair or scooter, inform them when scheduling your ride to receive a wheelchair accessible vehicle.

******The total cost of your ride on United Med Transportation may depend on time of day and distance traveled. Discounted rates do not apply to tipping or fees and penalties resulting from ride cancellations and no-shows. For information about cancellations and no-show policies, please contact United Med Transportation at 1-925-427-9600.

Page left intentionally blank.

MOBILITY ON DEMAND REGISTRATION FORM

Processing your registration form may take 7-10 business days before you can begin using the service and receiving the discount. **Lyft and Uber customers must create an account within the smartphone app before returning this form.**

Name: _____ **DOB:** _____

**Please register me for the following service discounts
(check box for all that apply):**

☐ **Lyft**
Phone number associated with Lyft account:
() _____

☐ **United Med Transportation**
Phone number: () _____

☐ **Uber**
Email associated with Uber account:

I understand and agree that by participating in the Tri Delta Transit Mobility on Demand program through Lyft, Uber and United Med Transportation, Tri Delta Transit will receive information about my ride history, including: the zip code and address of trip pick up and drop off locations, the vehicle option, date and time of ride, duration of ride and ride cost. I understand that this program is optional and I am not required to use it. I agree to all rules, fees, and terms of use of each on-demand provider including, but not limited to, rules of conduct, cancellation fees, no-show fees, etc. Customer service issues with Lyft, Uber and United Med Transportation should be directed to the respective agency for assistance.

Signature: _____ **Date:** _____

Mail, fax or email to:

Tri Delta Transit,
Mobility on Demand
801 Wilbur Avenue,
Antioch CA 94509
Fax: 1-925-757-2530
AccessibleServices@eccta.org

For office use only:

Expiration date: _____
ID #: _____
Entered by: _____



Eligibility and Registration



If you are 65 years of age or older, you are eligible for senior paratransit transportation.

To request an application:

- Visit our website at www.trideltatransit.com
- Visit Tri Delta Transit's administrative office at 801 Wilbur Avenue in Antioch.
- Call 1-925-706-4398 to get an application by mail.
- Email AccessibleServices@eccta.org

You must fully complete the application form and return it to Tri Delta Transit by:

- Scan all pages (both sides) **and include copy of proof of age.** Email to AccessibleServices@eccta.org
- Mail to Tri Delta Transit 801 Wilbur Avenue, Antioch, CA 94509; or
- Fax all pages (both sides) to: 1-925-754-9631

You will be notified by mail within 21 days of receiving your complete application.

Please be aware that senior paratransit transportation is limited to Tri Delta Transit's service area in eastern Contra Costa County: Antioch, Bay Point, Brentwood, Byron, Discovery Bay, Oakley, Pittsburg, Bethel Island and Knightsen.

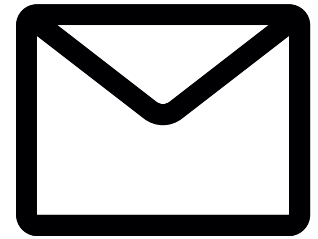
Important Contact Information

- Request an application, ask questions, leave a comment: 1-925-706-4398
- Ride reservations: 1-925-754-3060
- Ride cancellations: 1-925-706-4382
- Lost & found: 1-925-754-6622
- TDD/TTY: 1-925-754-3695

Mailing Address:

Tri Delta Transit
801 Wilbur Avenue
Antioch, CA 94509
or email

AccessibleServices@eccta.org



Language Assistance

If information is needed in another language, please call 1-925-754-4040.

Si necesita información en español, llame al 1-925-754-4040.

如果需要中文信息，請致電 1-925-754-4040

Kung kailangan ng impormasyon sa Tagalog, mangyaring tumawag sa 1-925-754-4040.

Nếu cần thông tin bằng tiếng Việt, vui lòng gọi 1-925-754-4040.

Ride Booking Times

Senior paratransit trips can be booked by phone from 6:00 a.m. - 6:00 p.m. daily, including holidays.

Senior Paratransit Transportation Hours

Monday - Friday	6:30 a.m. to 5:30 p.m.
Saturday	10:00 a.m. to 5:30 p.m.
Sunday/Holidays	No service available

Rides are shared and subject to availability.

Holidays

Senior paratransit transportation is not available on the following holidays:

- New Year's Day (actual & observed)
- Martin Luther King Jr. Day
- President's Day
- Memorial Day
- Independence Day (actual & observed)
- Labor Day
- Veterans Day (actual & observed)
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day



Scheduling a Ride

Once you have been notified that you are eligible to use Tri Delta Transit's senior paratransit transportation, call 1-925-754-3060 to schedule a ride. Ride requests may be made one to three days in advance.

When requesting a ride, please give the reservationist the following information:

1. Your name, date of birth, and pick-up address
2. The date and time of the appointment or your preferred pick-up time*
3. The destination address and phone number
4. The preferred return time*
5. The return address
6. If you will be using a cane, walker, service animal or mobility device

* **Remember this is shared ride transportation.** To accommodate as many ride requests as possible, a senior paratransit confirmed pick-up time may be up to one hour before or after the requested pick-up time.

Please also note:

- If your arrival time is important (e.g., doctor appointment), please give the reservationist your appointment time.
- If your arrival time is not an appointment time (e.g., shopping), please give the reservationist the time you prefer to be picked up from your starting location.

The day before your scheduled ride, an automated call, with a confirmed pick-up time, will be made to the preferred number you indicated on your senior paratransit application.

If the message is not clear or is incomplete, please contact the Tri Delta Transit scheduling line at 1-925-754-3060 to confirm your pick-up time.

Ride Cancellation

For all ride cancellations, call the cancellation line at 1-925-706-4382 at least 60 minutes in advance of your ride time so that we can accommodate other ride requests.

The cancellation line is available 24 hours a day, 7 days a week to record your message.

Please leave the following information:

1. Your name, date of birth, and pick-up address
2. Time and date of all rides to be cancelled including return ride if applicable

Late Cancellation/No Show

If you cancel less than 60 minutes in advance of your ride, you will be marked as a no-show.



Being on Time

Once your pick-up time has been confirmed, your bus could arrive anytime within a 30-minute window (either 15 minutes before or 15 minutes after your scheduled time).

For example, if your pick-up time is confirmed for 12:30 p.m., you should be ready for pick-up from 12:15 p.m. to 12:45 p.m.

Please meet the paratransit driver within FIVE (5) minutes of his/her arrival during the 30-minute window.



For example, if your scheduled pick-up time is 7:00 a.m. and the driver arrives at 6:45 a.m., the driver will wait until 6:50 a.m. If you are not ready, you will be marked as a no show.

You will receive an automated call with your confirmed pick-up time the day before your scheduled ride. It is important to listen to the message because, due to rides being shared, your schedule may have changed from the time given to you on the original phone call.

If the message is not clear or is incomplete, please contact the Tri Delta Transit scheduling line at 1-925-754-3060 to confirm your pick-up time.

Helpful Booking Tip:

If your trip is on:

MONDAY
Book the **FRIDAY** BEFORE

THURSDAY
Book the **MONDAY** BEFORE

TUESDAY
Book the **SATURDAY** BEFORE

FRIDAY
Book the **TUESDAY** BEFORE

WEDNESDAY
Book the **SUNDAY** BEFORE

SATURDAY
Book the **WEDNESDAY** BEFORE

Fares and Tickets

Senior paratransit drivers must collect fares upon boarding, so please have the exact fare ready prior to boarding. The driver cannot give change.

One-way trip starting and ending in Tri Delta Transit's ADA service area	\$2.75
One-way trip starting and/or ending outside Tri Delta Transit's ADA service area	\$5.50
10 ride tickets valued at \$2.75 each	\$27.50

You can purchase 10-ride coupon books with 10 ride tickets valued at \$2.75 each by:

- Calling 1-925-754-6622 to order over the phone or to request a mail order envelope. Tickets will be mailed to you by USPS. Customer Service will ask if you would like tickets sent by certified mail for ticket purchases over \$100. This means you need to be home to sign for the package.
- Purchasing in person at Tri Delta Transit's administrative office: 801 Wilbur Avenue, Antioch. Credit, debit or cash accepted.
- Ordering online at TriDeltaTransit.com for tickets to be mailed to you by USPS. Same as above for certified mail.

Rules and Safety Procedures

Senior Paratransit Drivers WILL

- Help you board and exit the vehicle.
- Secure your mobility device to the vehicle (walkers, canes and carts are not secured).
- Escort you to and from the front door of the primary building upon arrival at both origin and destination.
- Assist with loading shopping bags upon request. You are permitted to carry four shopping bags on the vehicle. The shopping bags cannot weigh more than twenty pounds each. The shopping bags must remain out of the aisle.

Senior Paratransit Drivers WILL NOT

- Enter your private residence.
- Enter a gated community, complex, driveway or other private property that we do not have written permission from management/owner to enter, or that is not safe to enter and exit. Have your manager/owner contact us for how to give approval and set up a safety visit.
- Push your wheelchair up or down any stairs, steep ramps or inclines over 8% or 4.5 degrees.
- Push any buttons or levers on your electric wheelchair. Electric wheelchairs must be operated by the owner, attendant or companion.
- Lose sight of their vehicle.
- Carry more than four shopping bags.

Passenger Responsibilities

- For your safety, please refrain from eating, drinking, and smoking while on the bus.
- There is no reserving of seats, fighting, yelling or obscene language allowed.
- You are also requested to not wear scented personal care products while using the service. This is to ensure that vehicles are accessible for passengers with multiple chemical sensitivity.

Lost & Found

When exiting a vehicle, please check around you for all your belongings.

While Tri Delta Transit is not responsible for items left on the bus, we do our best to help passengers relocate lost items. This is done through our Lost & Found Department.

If you lose an item on a Tri Delta Transit bus, please call 1-925-754-6622 to report the item lost.

Lost items found on a bus are turned in when the bus returns at the end of its daily scheduled runs. The Lost & Found receptacle is checked the following morning. All items turned into Lost & Found are kept for a period of 30 days. Perishable items and those of safety concern will not be stored.

To retrieve an item from Lost & Found, you must come to Tri Delta Transit's administrative office located at 801 Wilbur Avenue, Antioch. Found items will not be returned by mail. Office hours are Monday - Friday 8:00 a.m.-5:00 p.m. (Closed weekends and holidays.)

Shared Transportation

Senior Paratransit is shared transportation. This means that other passengers may be onboard during any part of a ride and that scheduled pick up times or routes of travel may be altered so another passenger can be accommodated. It is likely that the vehicle will stop and pick up other passengers as it proceeds.

Shared rides lower the cost of senior paratransit transportation.

Mobility Devices and Securement

All Tri Delta Transit vehicles are equipped with a mobility device ramp or lift.

- Passengers using a wheelchair are encouraged to remain in their chairs and wear a lap belt during boarding and exiting and while riding in the paratransit vehicle.
- Passengers using a scooter are encouraged to transfer to a seat during travel and wear a lap belt.
- During boarding and exiting, electric mobility devices are required to be set on the lowest speed or turned off.
- Mobility devices are required to be in good working order and must adhere to ADA requirements/limitations. Maximum size for a mobility device is 30 inches wide and 48 inches long. The maximum combined weight of a passenger and their mobility device is 600 pounds.
- All mobility devices except walkers, canes, and carts must be secured to the bus. All other items must be kept clear of the aisles.

Service Animals and Pets

Service Animals

A service animal is an animal specifically trained to assist you with necessary duties.

If you travel with a service animal, you must include this information on your eligibility application. Please let the reservationist know if you will be bringing a service animal when scheduling your ride.



- Animals meeting service animal criteria may board the bus with you at any time.
- While riding in a vehicle, the service animal is required to stay on the floor of the bus and must not block the aisle.
- If your service animal misbehaves, you will be asked to remove the animal from the vehicle. If there are multiple occurrences of misbehavior, the animal's riding privileges may be revoked. Examples of misbehavior include unprovoked growling or attacking passengers, the driver, or other service animals.

Pets

Pets may board the bus with you if your pet is in a pet carrier. For safety reasons, the driver is unable to assist with carrying the pet carrier. Please let the reservationist know if you will be bringing a pet carrier when scheduling your ride.



Frequently Asked Questions

If you have questions after reading this information, please call Tri Delta Transit Accessible Services Department at 1-925-706-4398 or TTY: 1-925-754-3695.

Where is the service area?

Tri Delta Transit provides senior paratransit transportation to seniors (age 65+) within Tri Delta Transit's service area in eastern Contra Costa County. Transportation is subject to ride availability.

What must I do to be able to use senior paratransit transportation services?

Fully complete and submit the Senior Paratransit Application to Tri Delta Transit.

How long does it take to process my application for senior paratransit transportation?

Once we receive your fully completed application, your application will be processed within 21 days. You will receive notice of your registration confirmation by mail. If on the 22nd day you have not received notification, please contact Tri Delta Transit Accessible Services Department at the number listed at the top of this page.

How far in advance should I schedule my ride?

Ride requests can be made one to three days in advance. Helpful booking tips are provided in this guide.

Do you allow animals and pets on the bus?

Yes. Service animals and pets are allowed. The pet must be in a pet carrier. For safety reasons, the driver is unable to assist in carrying the pet carrier. Please notify the reservationist when scheduling your ride if you plan to bring a service animal or pet carrier on the bus.

What do I do if I want to thank someone for a job well done, send in a comment, or a complaint?

Customer service is of the utmost importance to Tri Delta Transit. To send us your comments:

- Visit our website www.trideltatransit.com, select About Us/Contact, and scroll to the bottom for the selection. Click on the appropriate link, and complete the form.
- Call us at 1-925-754-6622 and ask for our customer service department.
- Visit our administrative office at 801 Wilbur Ave, Antioch.
- Email us at comments@eccta.org.

If you selected that you would like a response, a customer service representative will contact you within 7-12 business days from the day after the comment is received. You may also be contacted if we have questions or need more information.



Measure J Countywide Transportation for
Seniors and People with Disabilities
Program (Program 15) FY 2024-25

1. CLAIMANT INFORMATION

Agency	Western Contra Costa Transit Authority (WestCAT)	Date
Contact Person	Rob Thompson	
Address	601 Walter Ave.	
	Pinole, CA 94564	
Telephone No.	(510)724-3331	
Email	Rob@westcat.org	

FOR INTERNAL USE ONLY

Received:

Revised Submission:

Modifications Requested:

Subcommittee Reviewed:

3. PROJECT WORKSHEETS

A1 Measure J Claim Summary: ALL CLAIMANTS
B. Capital Needs Forecast: CLAIMANTS WHO USE MEASURE J FOR CAPITAL PURCHASES
C. Performance Indicators: ALL CLAIMANTS
D. Rolling Stock Inventory: ALL CLAIMANTS THAT OPERATE SERVICE USING MEASURE J FUNDS

Measure J Countywide Transportation for Seniors and People with Disabilities Program (Program 15) FY 2025-26

Table A - Measure J Claim Summary TRANSIT

	FY 2024 Actual	FY 2025 Projected	FY 2026 Estimate
Program Sources (Revenues)	100% allocation		100% allocation
Measure J Prog 15	\$ 397,868	\$ 416,786	\$ 425,503
Measure J local reserves			
Measure J Prog 20	\$ 113,574	\$ 118,394	\$ 115,954
Fares from Paratransit Service	\$ 26,078	\$ 25,000	\$ 25,000
TDA	\$ 731,227	\$ 366,568	\$ 819,047
STA	\$ 148,370	\$ 167,863	\$ 172,899
FTA	\$ 504,127	\$ 777,305	\$ 371,719
Other -			
Other -	\$ 3,117	\$ 1,989	
Total Other		\$ 1,989	\$ -
TOTAL PROGRAM SOURCES	\$ 1,924,361	\$ 1,873,905	\$ 1,930,122
Program Uses (Expenditures)			
Administration	\$ 194,115	\$ 189,792	\$ 195,486
Paratransit Operations	\$ 1,407,932	\$ 1,361,246	\$ 1,402,083
Other -Maintenance	\$ 322,314	\$ 322,867	\$ 332,553
Other -			
TOTAL PROGRAM USES	\$ 1,924,361	\$ 1,873,905	\$ 1,930,122
Capital Expenditures			
NET OPERATING BALANCE	\$ -	\$ -	\$ (0)
Measure J Funds: Changes in Reserve Balance			
Beginning Reserve Balance		\$ -	\$ -
Annual Revenue	\$ 1,924,361	\$ 1,873,905	\$ 1,930,122
Annual Operating Expenditures	\$ 1,924,361	\$ 1,873,905	\$ 1,930,122
Annual Capital Expenditures	\$ -	\$ -	\$ -
Ending Reserve Balance	\$ -	\$ -	\$ (0)

Measure J Countywide Transportation for Seniors and People
with Disabilities Program (Program 15) FY 2025-26

Table B - Capital Needs and Acquisition Forecast

Anticipated Purchases	FY 2023 Actual	FY 2024 Projected	FY 2025 Estimate	FY 2026 Estimated
1				
2				
3				
4				
5				
TOTAL	\$ -	\$ -	\$ -	\$ -

Measure J Countywide Transportation for Seniors and People with Disabilities Program (Program 15) FY 2025-26

Table C - Performance Indicators TRANSIT

Activity	FY 2024 Actual	FY 2025 Projected	FY 2026 Estimate
PARATRANSIT or DIAL-A-RIDE OPERATION			
Total Registered Clients	3547	3650	3750
Total Passenger Trips	14915	20000	22500
Total Revenue Service Hours (RSHr)	9950	9950	11000
Pass Trips per RSHr	1.498994975	2.010050251	2.045454545
Average Passenger Trip Distance	4.5	4.5	4.5
Number of Wheelchair Passengers	3602	3700	3800
Number of No-Shows	510	450	400
Number of Cancellations	3853	4500	4000
Number of Trip Denials	0	0	0
Number of Multi-Agency Trips	1352	650	750
Number of Accidents	5	5	3
Percent of On-Time Performance	93%	94%	94%

see directions (and glossary) for the definitions of the above terms and the appropriate formulas

Table D - Rolling Stock Inventory

5.B-209

Table of Contents

Section 1 - Onboarding

Lesson 1.0 - Onboarding Introduction	2
Lesson 1.1 - Welcome to MV Transportation	2
Lesson 1.2.1 - Drug & Alcohol	3
1.2.1 - Awareness	3
1.2.2 - 1.2.6 - Cocaine, PCP, Opioids, Amphetamines, and The Effects and Consequences of Drug Use	3
1.2.7 - Alcohol	4
1.2.8 - Over-the-Counter and Prescription Medications	5
1.2.9 - Prohibited Substances	5
1.2.10 - Zero Tolerance Drug and Alcohol Policy	5
Lesson 1.3 - Intro to Professional Driving	6
Lesson 1.4 - Kathrine McClary Story	7
Lesson 1.5 - Safety Management System (SMS)	7
Lesson 1.6 - Fatigue	9
Lesson 1.7 - Health & Wellness	10

Section 2 - Regulatory Training

Lesson 2.1 - Hazard Communications	12
Lesson 2.2 - Whistleblower	13
Lesson 2.3.1 - Bloodborne Pathogens	14
2.3.1 - 2.3.3 - Introduction, How are Bloodborne Pathogens Spread?, and Universal Precautions	14
Lesson 2.4 - Unlawful Workplace and Sexual Harassment	15
Lesson 2.5 - Driver Credentials	17
Lesson 2.6 - Hours of Service	17

Section 3 - Customer Service

Lesson 3 - Customer Service and De-Escalation	20
---	----

Section 4 - Safe Operations

Lesson 4.1 - Vehicle Familiarization	23
Lesson 4.2.1 - Vehicle Inspections	24
4.2.1 - Intro to Vehicle Inspections & DVIR	24
4.2.2 - 4.2.8 Performing the Pre-Trip Inspection	24
Lesson 4.3.1 - Safe Work Methods and Proper Body Mechanics	26
4.3.1 - 4.3.4 - Intro to Ergonomics, Ergonomics in The Driver's Seat, Proper Lifting and Bending Techniques, and Stretching	26
4.3.5 - Commitment to Safety	27
Lesson 4.4.1 - Bus Operating Skills	27
4.4.1 - Know Your Vehicle	27
4.4.2 - Mirror Usage	28
4.4.3 - Surveying the Road	30
Lesson 4.5.1 - Basic Vehicle Control	31
4.5.1 - Start-Up Procedures	31
4.5.2 - Accelerating and Braking	31
4.5.3 - Steering	32
4.5.4 - Precision Turning Procedures	33
4.5.5 - Directional Signaling	34

Section 5 - Defensive Driving

Lesson 5.1 - Intro to Defensive Driving	36
Lesson 5.2 - Vision	37
Lesson 5.3 - Vehicle Size and Clearance	38

Lesson 5.4 - Managing Your Space	39
Lesson 5.5.1 - Following Distance.	40
Lesson 5.5.2 - Driving in Adverse Weather and Seasonal Hazards	42
Lesson 5.6 - Communicating and Signaling	43
Lesson 5.7 - Distracted Driving	44
Lesson 5.8 - Backing.	45
Lesson 5.9.1 - Right Turns	46
Lesson 5.9.2 - Left Turns	47
Lesson 5.10 - Intersections	48
Lesson 5.11 - Pedestrian and Bicyclist Awareness	49
Lesson 5.12 - Traffic Symbols, Signals, and Signs	51
Lesson 5.13 - Speed Management	51
Lesson 5.14 - Special Driving Conditions.	52
Lesson 5.15 - Railroad Crossings and Drawbridges	53
Lesson 5.16 - Seat Belts	54
Lesson 5.17 - Preventable Collisions	54
Lesson 5.18 - Summary of Defensive Driving Fundamentals.	55
Section 6 - On the Road: Operational Procedures	
Lesson 6.1.1 - Operational Procedures & Route Training.	58
6.1.1 - Routine Procedures and Route Training	58
6.1.2 - On Time Performance	58
6.1.3 - Radio Usage Procedures	59
6.1.4 - Layover/Recovery Time, Schedules, Time Points, Transfers, and Protocols.	59
6.1.5 - Fare Structures/Collection Procedures and Returning to Garage	60
Lesson 6.2.1 - Servicing Stops and Passenger Safety.	60
6.2.1 - Boarding Zones and Service Stops	60
6.2.2 - Servicing Stop, Boarding, and Alighting Customers	61
6.2.3 - Disembarking Customers and Customer Safety.	62
Section 7 - ADA Sensitivity/Pax Assistance & Securement	
Lesson 7.1.1 - Intro to the ADA.	64
7.1.1 - What is the ADA?	64
7.1.2 - Mobility Aids & Service Animals	64
Lesson 7.2 - Fixed Route Considerations.	65
Lesson 7.3 - Medical Conditions	66
Lesson 7.4.1 - ADA Sensitivity	67
7.4.1 - Assisting Your Customers	67
7.4.2 - "How May I Assist You?"	68
Lesson 7.5 - Professional Conduct with Customers.	69
Lesson 7.6.1 - ADA Lift Operations / Securement	69
7.6.1 - Intro to Lift Operations / Securement.	69
7.6.2 - Lift Operations	71
7.6.3 - Securement Process	73
Section 8 - Security Awareness & Emergency Procedures	
Lesson 8.1 - Intro to Emergency Management	76
Lesson 8.2 - Vehicle Evacuations.	76
Lesson 8.3 - Extinguishing Fires	77
Lesson 8.4 - Mechanical Emergencies	78
Lesson 8.5.1 - Security Emergencies	79
8.5.1 - Suspicious Packages and People.	79
8.5.2 - Threats of Violence	80
Lesson 8.6 - Accident Procedures and Reporting.	81



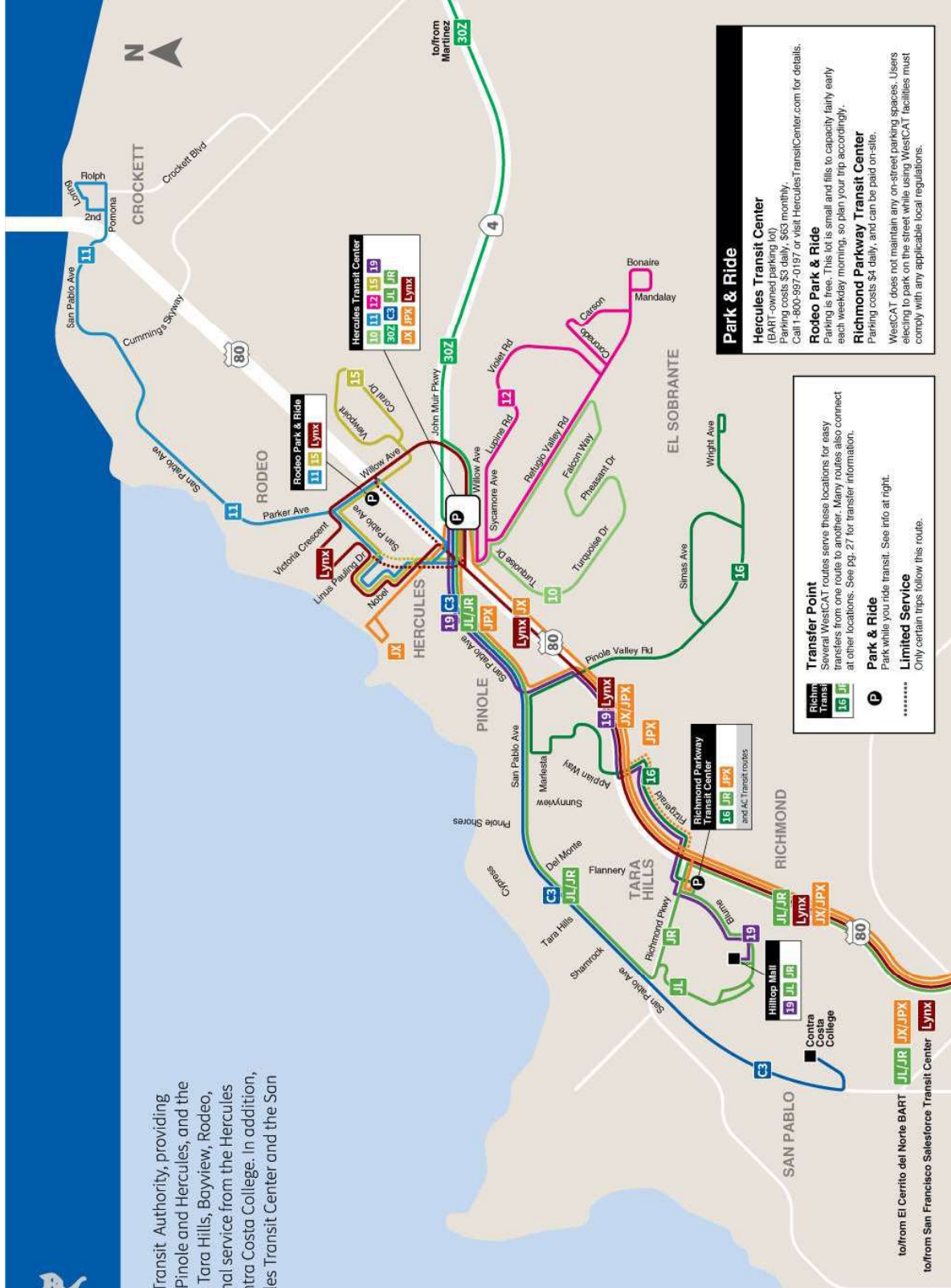
WestCAT is a service of the Western Contra Costa Transit Authority, providing local, express, and regional service to the cities of Pinole and Hercules, and the unincorporated communities of Montalvin Manor, Tara Hills, Bayview, Rodeo, Crockett, and Port Costa. WestCAT operates regional service from the Hercules Transit Center to destinations in Martinez and Contra Costa College. In addition, the Lynx transbay service runs between the Hercules Transit Center and the San Francisco Salesforce Transit Center.

Effective May 04, 2024

WestCAT Routes	
Lynx	Mon-Fri
10	Mon-Fri
11	Mon-Fri, Sat
12	Mon-Fri
15	Mon-Fri
16	Mon-Fri
19	Saturday
30Z	Mon-Fri
C3	Mon-Fri
JX/JPX	Mon-Fri
JL/JR	Mon-Fri, Sat, Sun

WestCAT Transit Information:
www.westcat.org
510-724-7993

Maps not to scale. All routes and schedules subject to change.



This Page Intentionally Blank