



# MEASURE B PROGRAM COMPLIANCE REPORT

## Signature Cover Sheet *Fiscal Year 2012-13*

Agency Name:

Revision Number:

Choose the type(s) of report you are submitting (*check all that apply; Tables 1-3 are required*)


- Annual Program Compliance Report – Bicycle and Pedestrian Safety Funds
- Annual Program Compliance Report – Local Streets and Roads Funds
- Annual Program Compliance Report – Mass Transit Funds
- Annual Program Compliance Report – Paratransit Funds
- Tables 1- 3: Program Summary of Revenues, Expenditures, and Reserves (Excel workbook)

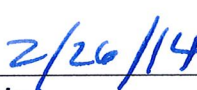
List any additional attachments in the electronic report submittal (*check all that apply*).

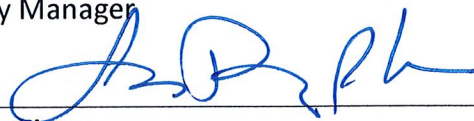
- Attachment A: Bicycle and Pedestrian Attachments
- Attachment B: Local Streets and Roads Attachments
- Attachment C: Mass Transit Attachments
- Attachment D: Paratransit Attachments
- Other Attachments (*clearly label additional attachments as needed*)

### Certification of True and Accurate Reporting

By signing below, the agency manager and finance manager, or their designees certify the compliance information reported are true and complete to the best of their knowledge, and the audited dollar figures matches exactly to the Measure B revenues and expenditures reported in the compliance report and Tables 1-3.

X   
\_\_\_\_\_  
Signature  
Christine Daniel  
City Manager

  
\_\_\_\_\_  
Date

X   
\_\_\_\_\_  
Signature  
Sydney Oam  
Administrative and Fiscal Services  
Manager, Public Works Department

  
\_\_\_\_\_  
Date

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# BICYCLE AND PEDESTRIAN PROGRAM

## Compliance Report Summary *Fiscal Year 2012-13*

1. Did your agency receive Measure B Bicycle and Pedestrian Funds in the reporting period of July 1, 2012 through June 30, 2013?

- Yes (Complete the Bicycle/Pedestrian section.)
- No (Do not complete the Bicycle/Pedestrian section and continue on.)

2. Complete the below contact information.

CONTACT INFORMATION	
Bicycle/Pedestrian Program Agency:	City of Berkeley
Contact Name:	Matt Nichols
Title:	Principal Transportation Planner
Phone Number:	(510) 981-7068
E-mail Address:	MNichols@ci.berkeley.ca.us

3. Complete the Excel Worksheets Tables 1 to 3 for the Bicycle and Pedestrian Program. (Check the boxes below to indicate completion).

- Table 1: Measure B Revenues and Expenditures**  
The values entered into Table 1 must match your agency's audited financial statements and compliance reports. **Please contact Alameda CTC staff if you have questions before submitting your report. All dollar figures must match your audited financial statements and compliance report or Alameda CTC may reject your submission.**
- Table 2: Summary of Expenditures and Accomplishments**  
This table describes actual expenditures and activities incurred for FY 2012-2013 (FY 12-13).
- Table 3: Summary of Planned Projects and Reserve Funds**  
This table describes your agency's plan to expend any remaining Measure B funds within the four-year time table of the funding agreement through FY 13-14 thru FY 16-17.

4. **If your agency's ending MB Pass-through balance was greater than zero, why do you have this reserve?** For instance, if you are saving a funding amount, what amount are you saving and what types of projects/programs will those dollars fund? **Refer to Reserve Fund Guidance, and complete Table 3 Summary of Planned Projects and Reserve Funds as required by the Master Programs Funding Agreement.**

The \$345,823 ending balance was due to:

- completion of the West Street Bicycle Boulevard project resulting in \$10,538 in savings;
- the encumbered carryover of \$5,941 for the Safe Routes to Transit project to be completed in FY 13-14;
- \$11,015 in savings for the Principal Planner in Transportation charging time to projects with other funding sources has been reallocated in FY 13-14 to Safe Routes to Schools Cycle 8;
- \$5,036 in Safe Routes to Schools Cycle 8 costs carried over to FY 13-14 for construction;
- a delay in consultant contracts for the \$20,000 planned Transportation Planning Services FY 12-13 costs (procurement has occurred and expenditures will begin in FY 13-14);
- \$3,000 for planned training travel costs that weren't needed (training occurred, however); and
- \$283,573 has been programmed for the Hearst Complete Streets project in FY 14-15 to help leverage additional grant funds; and
- \$6,720 has been programmed for part of the sponsorship of the Alameda County 2014 Bike to Work Day.

5. **If applicable, why were the reported expenditures in FY 12-13 more than the amount of Measure B funds the agency received in FY 12-13?** How did you use Measure B funds from a previous fiscal year(s)?

FY 11-12 funds were expended in FY 2013 for the West Street Bicycle Boulevard project that had started but not completed construction as of 6/30/12.

6. **Describe reserve funds.** If your agency has reserve Measure B funds identified, describe your process to allocate these funds and describe in detail your plan and time frame for using those funds. In addition, if you plan to use reserves, will this require additional agency approvals, and if so, what is your approval process? **Refer to Reserve Fund Guidance, and complete Table 3 Summary of Planned Projects and Reserve Funds.**

These funds are planned as follows in FY 13-14:

- \$89,343 for Bicycle/Pedestrian Program Planning personnel;
- \$63,129 for Bicycle/Pedestrian Program Administration personnel; and
- \$18,985 for Safe Routes to Transit construction.

These capital reserves are programmed as follows in FY 13-14

- \$18,661 for Safe Routes to School construction;
- \$135,623 for Transportation Planning Services (contract);
- \$7,000 for Bike to Work Day Sponsorship as part of the Bike/Pedestrian Plan Implementation; and
- \$5,000 for Sunday Streets FY 2014.

This capital reserve is programmed as follows in FY 14-15:

- \$283,573 for Hearst Complete Streets PS&E; and

\$6,000 is programmed in the operations reserve.

\$39,000 is in the undesignated reserve.

Some funding was included in the FY 2014 & FY 2015 Adopted Biennial Budget. Additional funding will be requested for appropriation during the City's adjustments to the annual appropriation ordinance (to be approved by Council in April 2014 and November 2015) as projects are ready. Contracts are subject to City Council approval depending on the amount.

- Alameda CTC uses the data from Table 2 to monitor compliance with the Master Programs Funding Agreement requirement (Section 5.1.d): *"All projects and programs that use Measure B Bicycle and Pedestrian Safety pass-through funds must receive governing board approval prior to the jurisdiction expending the pass-through funding on the project/program."*

**If your agency expended funds on any projects not approved by your governing board in advance (as indicated in **Column R of Table 2: Governing Board Approval**), list them below and explain why your agency expended funds without agency approval.**

Not applicable

- Describe the governing board approval for future planned projects and/or programs.** List the document type, time period, and resolution approval date. Examples include a bicycle and/or pedestrian plan, capital improvement plan, prioritized project list, etc.

Document Type	Time Period	Resolution Date
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Bicycle Plan Update	2015-2035	Expected early 2015
FY 2015 Adopted Budget & Revised Workplan	May/June 2014	6/24/14

9. **Verify Complete Streets Policy Adoption.** Per Section 6 of the Master Programs Fund Agreement, Alameda CTC requires local jurisdictions to have developed and adopted a Complete Streets policy by June 30, 2013.

Governing Board Approval Date	<b>Attach Governing Board Resolution Verifying Complete Streets Policy Adoption.</b>
December 11, 2012	

9a. Describe how your agency is implementing the Complete Streets Policy.

The City's Local Streets and Roads program reviews the City's Bicycle Plan and Pedestrian Plan when designing repaving activities. Traffic Engineering staff review the Bike/Ped Plans when conducting development review and developing pavement striping plans. AC Transit is consulted when concrete bus pads are being replaced in paving projects.

We have hired a consulting firm to plan and propose a full set of Complete Streets Implementation procedures, beginning in FY13-14.

10. Did your agency publish article(s) that highlight Bicycle/Pedestrian projects and programs funded by Measure B in an agency or Alameda CTC newsletter?

Yes       No. *If no, explain in Question #14 - Additional Information.*

If yes, INCLUDE a copy of the article(s) as Attachment A: Bicycle and Pedestrian Program Attachments and list the publication(s) and date(s) below.

Publication	Date Published	Copy Attached? (Y/N)
Alameda CTC Reports	November 2012	Y

11. Did your agency include a description of the Bicycle/Pedestrian projects and programs funded by Measure B on its website?

Yes       No. *If no, explain in Question #14 - Additional Information.*

If yes, include a printout of the website as Attachment A and provide the URL below that contains updated and accurate project information.

Website Address	Printout Attached? (Y/N)
http://www.cityofberkeley.info/bikeparking/	Y

**12. Did your agency use signage that indicates use of Measure B funds for its Bicycle/Pedestrian projects and programs?**

Yes                       No. *If no, explain in Question #14 - Additional Information.*

If yes, include photos of the posted signage in Attachment A and describe the signage below.

Signage Description	Photos attached? (Y/N)
Sign Posted at Construction Area	Y

**13a. Describe your agency's effectiveness at meeting your planned FY 12-13 expenditures reported in the last compliance report and reasons for any variations.** Agencies are expected to expend their planned expenditures from their individual projects and/or and reserve funds. **Did you expend the planned? Did you expend more than anticipated?**

The City of Berkeley was effective in meeting the Planned FY 12-13 expenditures (94% spent):

- completing the West Street Bicycle Boulevard (Multi-Use Pathway);
- beginning the Safe Routes to Transit project, which will be completed in FY 13-14;
- completing the planned purchase of Berkeley Bike/Walk Maps for free public distribution; and
- sponsoring the annual Alameda County Bike to Work Day and the City's first Sunday Streets event.

The City was not effective in meeting the FY 12-13 Planned Capital Fund Reserves (12% spent).

**13b. If your agency did not expend the planned amount, please provide a detailed justification on why dollars were not spent, reference specific projects.**

The unspent 6% of the Planned FY 12-13 expenditures was the result of:

- West Street Bicycle Boulevard using some Measure B LS&R funds rather than Bike/Ped funds (\$10,538 unspent);
- Safe Routes to Transit encumbrances rolling over to FY 13-14 for project completion; and
- the Principal Transportation Planner's time being charged to another program (\$11,015).

Planned Capital Fund Reserves were 88% underspent due to a contracting delay for Transportation Planning Services (to be spent in FY 13-14) and the carryover of the Safe Routes to School project to FY 13-14 for project completion.

**13c. If your agency expended more than the planned amount for a particular project/reserve category, please describe any adjustments to the reserves to finance the surplus amount.**

N/A



14. Provide additional information, if necessary, to further explain Measure B expenditures for the Bicycle and Pedestrian Program.

None.

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# LOCAL STREETS AND ROADS (LSR) PROGRAM

## Compliance Report Summary *Fiscal Year 2012-13*

1. Did your agency receive Measure B Local Streets and Roads Funds in the reporting period of July 1, 2012 through June 30, 2013?

- Yes (Complete the LSR section.)
- No (Do not complete the LSR section and continue on.)

2. Complete the below contact information.

CONTACT INFORMATION	
LSR Program Agency:	City of Berkeley
Contact Name:	Wendy Wong
Title:	Assistant Public Works Engineer
Phone Number:	(510) 981-6428
E-mail Address:	WEW1@ci.berkeley.ca.us

3. Complete the Excel Worksheets Tables 1 to 3 for Local Streets and Roads.

(Check the boxes below to indicate completion).

- Table 1: Measure B Revenues and Expenditures**  
The values entered into Table 1 must match your agency's audited financial statements and compliance report. **Please contact Alameda CTC staff if you have questions before submitting your report. All dollar figures must match your audited financial statements and compliance report or Alameda CTC may reject your submission.**
- Table 2: Summary of Expenditures and Accomplishments**  
This table describes actual expenditures and activities incurred for FY 2012-2013 (FY 12-13).
- Table 3: Summary of Planned Projects and Reserve Funds**  
This table describes your agency's plan to expend any remaining Measure B funds within the four-year time table of the funding agreement through FY 13-14 thru FY 16-17.

4. **If your agency’s ending MB Pass-through balance was greater than zero, why do you have this reserve?** For instance, if you are saving a funding amount, what amount are you saving and what types of projects/programs will those dollars fund? **Refer to Reserve Fund Guidance, and complete Table 3 Summary of Planned Projects and Reserve Funds as required by the Master Programs Funding Agreement.**

The \$990,952 balance was due to:

- the \$30,671 balance of the Russell/Acton Traffic Calming project that had not completed construction as of 6/30/13. \$22,892 was carried over to FY 13-14 to complete the project (under budget) and the \$7,779 balance has been reallocated to partially cover Customer Call Center costs in FY 13-14;
- \$ 95,488 in savings from the completion of the West Street Bike Boulevard project, which has been reallocated to cover the \$18,835 balance of the Customer Call Center costs in FY 13-14, to cover the \$75,000 Traffic Calming project in progress, the \$461 Responsive Sidewalks FY 14 project costs in FY 13-14 and \$1,192 of the Administrative and Operations personnel costs in FY 13-14;
- \$45,000 for the delay to FY 13-14 of the planning and design consultants for the Shattuck Reconfiguration/SOSIP project to follow the TIP amendment for capital grant funds;
- \$11,783 in Operations non-personnel savings (savings was \$28,666, but \$14,465 was used to pay for increased costs in Administrative and Operations personnel and \$2,418 was used to pay for increased personnel costs in the Customer Call Center.);
- \$20,000 planned for Complete Streets Implementation Plan Policy Development in FY 12-13 was delayed to FY 13-14 due to contracting issues and is planned for expenditure with the FY 13-14 \$30,000 reserve identified in FY 12-13;
- \$390,100 programmed in FY 12-13 for FY 14-15 construction of the Street Rehabilitation FY 2015 project; and
- \$255,969 operations reserve wasn’t needed in FY 12-13 and a revenue increase of \$111,939 projected, both of which will go toward the \$724,000 programmed for the Street Rehabilitation FY 2014 project.

5. **If applicable, why were the reported expenditures in FY 12-13 more than the amount of Measure B funds the agency received in FY 12-13?** How did you use Measure B funds from a previous fiscal year(s)?

FY 11-12 funds were expended in FY 2013 for the following projects that had started but not completed construction as of 6/30/12:

- Street Rehabilitation FY 2012;
- West Street Bike Boulevard; and
- Russell/Acton Traffic Calming.

6. **Describe reserve funds.** If your agency has reserve Measure B funds identified, describe your process to allocate these funds and describe in detail your plan and time frame for using those

funds. In addition, if you plan to use reserves, will this require additional agency approvals, and if so, what is your approval process? **Refer to Reserve Fund guidance, and complete Table 3 Summary of Planned Projects and Reserve Funds.**

These funds are planned as follows in FY 13-14:

- \$22,892 for Russell/Acton Traffic Calming completion;
- \$26,614 for Customer Call Center personnel;
- \$1,694,108 for Administrative & Operations personnel;
- \$127,264 for Operations office/field supplies, conferences/training, and facilities maintenance;
- \$175,000 for Roadway Thermoplastic Markings;
- \$135,000 for Traffic Calming Backlog reduction;
- \$75,000 for Traffic Calming construction;
- \$461 for maintenance staff working on Responsive Sidewalks FY 2014 construction; and
- \$48,600 for the fabrication and installation of 15 MPH speed signs at schools.

These capital reserves are programmed as follows in FY 13-14

- \$50,000 for Complete Streets Implementation Plan - Policy Development; and
- \$724,000 for Street Rehabilitation FY 2014 construction;

FY 14-15 capital reserves of \$390,100 are programmed Street Rehabilitation FY 2015 construction.

\$170,090 is programmed in the operations reserve.

Some funding was included in the FY 2014 & FY 2015 Adopted Biennial Budget. Additional funding will be requested for appropriation during the City's adjustments to the annual appropriation ordinance (to be approved by Council in April 2014 and November 2015) as projects are ready. Contracts are subject to City Council approval depending on the amount.

7. Alameda CTC uses the data from Table 2 to monitor compliance with the Master Programs Funding Agreement requirement (Section 5.d.): "All projects and programs that use Measure B Local Streets and Roads pass-through funds must receive governing board approval prior to the jurisdiction expending the pass-through funding on the project/program."

If your agency expended funds on any projects not approved by your governing board in advance (as indicated in **Column R of Table 2: Governing Board Approval**), list them below and explain why your agency expended funds without agency approval.

Not applicable
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8. Describe the governing board approval for future planned projects and/or programs. List the document type, time period, and resolution approval date. Examples include a bicycle and/or pedestrian plan, capital improvement plan, prioritized project list, etc.

Document Type	Time Period	Resolution Date
5-Year Street Plan Update	2013-2017	11/27/12
5-Year Street Plan Update	2014-2018	11/19/13
FY 2015 Adopted Budget & Revised Workplan	May/June 2014	6/24/14

9. **Verify Complete Streets Policy Adoption.** Per Section 6 of the Master Programs Fund Agreement, Alameda CTC requires local jurisdictions to have developed and adopted a Complete Streets policy by June 30, 2013.

<b>Governing Board Approval Date</b>	<b>Attach Governing Board Resolution Verifying Complete Streets Policy Adoption.</b>
December 11, 2012	

- 9a. Describe how your agency is implementing the Complete Streets Policy.

The City's Local Streets and Roads program reviews the City's Bicycle Plan and Pedestrian Plan when designing repaving activities. Traffic Engineering staff review the Bike/Ped Plans when conducting development review and developing pavement striping plans. AC Transit is consulted when concrete bus pads are being replaced in paving projects.

**10. Complete the table below to describe your jurisdiction's road miles and conditions.**

<b>Jurisdiction's Information</b>	
<b>Current Population</b> This figure should reflect the population as of January 1, 2013. Refer to the California Department of Finance's Population Estimates: <a href="http://www.dof.ca.gov/research/demographic/reports/estimates/e-1/documents/RankCities_2013.xls">http://www.dof.ca.gov/research/demographic/reports/estimates/e-1/documents/RankCities_2013.xls</a>	115,716
<b>Certified number of road-miles</b> This figure must be consistent with the number of miles reported to state and federal agencies.	221.83
<b>Average Pavement Condition Index (PCI) for agency's local streets and roads</b> This figure must be consistent with the information available in Metropolitan Transportation Commission's 2011 Pavement Condition Index Summary. <a href="http://www.mtc.ca.gov/news/press_releases/pavement/PCI_11.pdf">http://www.mtc.ca.gov/news/press_releases/pavement/PCI_11.pdf</a>	59

**11. Did your agency publish an article(s) that highlight Local Streets and Roads projects and programs funded by Measure B in an agency or Alameda CTC newsletter?**

Yes       No. *If no, explain in Question #15 - Additional Information.*

If yes, include a copy of the article(s) as Attachment B: Local Streets and Roads Program Attachments and list the publication(s) and date(s) below.

<b>Publication</b>	<b>Date Published</b>	<b>Copy Attached? (Y/N)</b>
Alameda CTC Newsletter	June 2013	Y

**12. Did your agency include a description of the Local Streets and Roads projects and programs funded by Measure B on its website?**

Yes                       No. *If no, explain in Question #15 - Additional Information.*

If yes, include a printout of the website in Attachment B and provide the URL below that contains updated and accurate project information.

Website Address	Printout Attached? (Y/N)
http://www.ci.berkeley.ca.us/Public_Works/Sidewalks-Streets-Utility/Measure_B_Sales_Tax_Funding_for_Local_Streets.aspx	Y

**13. Did your agency use signage that indicates use of Measure B funds for its Local Streets and Roads projects and programs?**

Yes                       No. *If no, explain in Question #15 - Additional Information.*

If yes, include photos of the signage in Attachment B and describe the signage below.

Signage Description	Photos attached? (Y/N)
Magnetic sign on project inspector vehicle	Y



**14a. Describe your agency's effectiveness at meeting your planned FY 12-13 expenditures reported in the last compliance report and reasons for any variations.** Agencies are expected to expend their planned expenditures from their individual projects and/or and reserve funds. **Did you expend the planned funds? Did you expend more than anticipated?**

The City of Berkeley was highly effective in spending the planned FY 12-13 expenditures (95% spent). The unspent funding was primarily due to the Russell/Acton Traffic Calming project in construction, but not complete in FY 12-13, project savings for the completion of the West Street Bicycle Boulevard, and unspent funding for the delay in the Shattuck Reconfiguration/SOSIP project.

The City was not effective in spending the \$20,000 FY 12-13 capital reserve due to a delay in contracting for the Complete Streets Implementation Plan Policy Development, but funding is planned for expenditure in FY 13-14.

The City was not effective in spending the \$255,969 FY 12-13 Operation Reserve as funding was not needed. Planned FY 13-14 expenditures were reduced to \$170,090 with the balance shifting to planned projects and capital reserves.

**14b. If your agency did not expend the planned amount, please provide a detailed justification on why dollars were not spent, reference specific projects.**

The Russell/Acton Traffic Calming project was in construction, but not completed in FY 12-13 (now completed under budget).

The West Street Bicycle Boulevard project was completed under budget.

The Complete Streets Implementation Plan Policy Development was delayed due to contracting issues and is planned for expenditure in FY 13-14.

The Operations Reserve was not needed and has been reduced in FY 13-14 with the balance being shifted to planned projects and capital reserves.

**14c. If your agency expended more than planned amount for a particular project/reserve category, please describe any adjustments to the reserves to finance the surplus amount.**

\$14,465 of the \$28,666 Operations FY 12-13 Planned Projects balance was used to pay for increased costs in Administrative and Operations personnel and \$2,418 was used to pay for increased personnel costs in the Customer Call Center.

15. **Provide additional information, if necessary,** to further explain Measure B expenditures for the Local Streets and Roads Program.

None.

# PARATRANSIT PROGRAM

## Compliance Report Summary *Fiscal Year 2012-13*

1. Did your agency receive Measure B Paratransit Funds in the reporting period of July 1, 2012 through June 30, 2013?

- Yes (Complete this Paratransit section.)
- No (Do not complete the Paratransit section and continue on.)

2. Complete the below contact information.

CONTACT INFORMATION	
Paratransit Program Agency:	City of Berkeley
Contact Name:	Leah Talley
Title:	Manager of Aging Services
Phone Number:	510-981-5178
E-mail Address:	Ltalley@cityofberkeley.info

3. Complete the Excel Worksheets Tables 1 to 3 for Paratransit.  
(Check the boxes below to indicate completion).

- Table 1: Measure B Revenues and Expenditures**  
The values entered into Table 1 must match your agency’s audited financial statements and compliance report. **Please contact Alameda CTC staff if you have questions before submitting your report. All dollar figures must match your audited financial statements and compliance report or Alameda CTC may reject your submission.**
- Table 2: Summary of Expenditures and Accomplishments**  
This table describes actual expenditures and activities incurred for FY 2012-2013 (FY 12-13).
- Table 3: Summary of Planned Projects and Reserve Funds**  
This table describes your agency’s plan to expend any remaining Measure B funds within the four-year time table of the funding agreement through FY 13-14 thru FY 16-17.

4. **If your agency's ending MB Pass-through balance was greater than zero, why do you have this reserve?** For instance, if you are saving a funding amount, what amount are you saving and what types of projects/programs will those dollars fund? **Refer to Reserve Fund Guidance, and complete Table 3 Summary of Planned Projects and Reserve Funds as required by the Master Programs Funding Agreement.**

The City of Berkeley will retain Measure B pass-through balance. We anticipated balance due to two factors: our allocation was increased in FY13, and due to the use of paper scrip, costs are not realized for three to six months after scrip disbursement. We anticipate using the balance towards anticipated increased costs due to enlargement of eligibility pool. Beginning in July 2012, the income requirements for eligibility were removed for adults over age 80 and those that are disabled per East Bay Paratransit guidelines. This has resulted in increased enrollment.

5. **If applicable, why were the reported expenditures in FY 12-13 more than the amount of Measure B funds the agency received in FY 12-13?** How did you use Measure B funds from a previous fiscal year(s)?

Not applicable

6. **Describe reserve funds.** If your agency has reserve Measure B funds identified, describe your process to allocate these funds and describe in detail your plan and time frame for using those funds. In addition, if you plan to use reserves, will this require additional agency approvals, and if so, what is your approval process? **Refer to Reserve Fund Guidance, and complete Table 3 Summary of Planned Projects and Reserve Funds.**

These funds will be held in reserve to cover additional costs associated with increased enrollment. When enrollment is stabilized, the program will review the feasibility of increased benefits for enrollees.

**7. List the amount of the Total Operating Expenses allocated to the following.**

Category	Expense Amount Indicate zero if none.
Management ( <i>oversight, planning, budgeting, etc.</i> )	\$17,309
Customer Service and Outreach Activities	\$75,902
Trip Provision ( <i>direct or contracted taxis, vans, shuttles, etc.</i> )	\$96,387
<b>TOTAL Operating Expenses:</b>	<b>\$189,598.00</b>

**8a. Complete the table below with available service quality data for reservations and trips. If no data is available, skip this question and complete 8b and 8c.**

Cancelled Trip Reservations (percent)	Passenger No-shows (percent)	On-time Pickups (percent)	Late Pickups (percent)	Missed Trips, Provider No-shows* (percent)	Average Ride Time (minutes)

\*Includes very late pickups

**8b. Describe your complaint and commendation process.** Describe the process from beginning to end, including instructions you provide to customers for filing complaints or commendations, your document procedures, and your follow up.

At the time of approval, customers are verbally notified that there is a complaint form on the first page or each scrip booklet. It is explained that they should complete the complaint form and turn it into staff at the North Berkeley Senior Center where staff will follow-up with the complaint. Documentation consists of the complaint form and written documentation of the follow-up.

**8c. Describe any common or recurring complaints your program has received and the program changes as a result.**

All complaints received this year were made by phone call. Most common complaints were:

1. Taxi scrip is late or does not arrive via mail at all.
2. Taxi drivers are impolite.

We are working to implement a debit card system that we feel will resolve the first complaint. Working with taxi companies and drivers to improve customer service is an ongoing program activity.

9. Does your agency have service quality data available about ridership? If so, enter the data in the applicable boxes below.

Number of Registered Riders	Number of Riders Added to Program in FY 12-13	Number of Riders on Wait List	Number of Accidents and Incidents*
843	171	0	0

\*Report incidents resulting in any of the following: a fatality other than a suicide, injuries requiring immediate medical attention away from the scene for two or more persons, property damage equal to or exceeding \$7,500, an evacuation due to life safety reasons, or a collision at a grade crossing.

10. Did your agency publish an article(s) that highlight Paratransit projects and programs funded by Measure B in an agency or Alameda CTC newsletter?

Yes  No. If no, explain in Question #14 - Additional Information.

If yes, include a copy of the article(s) in Attachment D: Paratransit Program Attachments and list the publication(s) and date(s) below.

Publication	Date Published	Copy Attached? (Y/N)
The Nugget (City of Berkeley Aging Services Division newsletter)	February 1, 2013	Yes

11. Did your agency include a description of the Paratransit projects and programs funded by Measure B on its website?

Yes  No. If no, explain in Question #14 - Additional Information.

If yes, include a printout of the website in Attachment D and provide the URL below that contains updated and accurate project information.

Website Address	Printout Attached? (Y/N)
<a href="http://www.ci.berkeley.ca.us/ContentDisplay.aspx?id=3992">http://www.ci.berkeley.ca.us/ContentDisplay.aspx?id=3992</a>	Y

**12. Did your agency use signage that indicates use of Measure B funds for its Paratransit projects and programs?**

Yes       No. *If no, explain in Question #14 - Additional Information.*

If yes, include photos of the signage in Attachment D and describe the signage below.

Signage Description	Photos attached? (Y/N)
Berkeley Paratransit Services	Y
Measure B Improvements	Y

**13a. Describe your agency’s effectiveness at meeting your planned FY 12-13 expenditures reported in the last compliance report and reasons for any variations.** Agencies are expected to expend their planned expenditures from their individual projects and/or and reserve funds. **Did you expend the planned funds? Did you expend more than anticipated?**

The Measure B compliance table, Tab 3 reports an anticipated \$188,924 in planned expense. Actual expenses were \$189,599. Only slightly more funds were spent than anticipated.

**13b. If your agency did not expend the planned amount, please provide a detailed justification on why dollars were not spent, reference specific projects.**

Not applicable

13c. If your agency expended more than planned amount for a particular project/reserve category, please describe any adjustments to the reserves to finance the surplus amount.

We adjusted the reserves to cover the additional funds (under \$1,000) that were spent.

14. Provide additional information, if necessary, to further explain Measure B expenditures for the Paratransit Program.

Our annual enrollment increase this fiscal year, nearly double of the previous year's new enrollees. This resulted in an increase of our total enrollment. The Measure B expenditure increased by about \$40,000 from FY11-12 to FY12-13 due to increased enrollment. Our reserve Measure B funds will provide assets for our program, as our rolls continue to grow, to absorb the impact of increased enrollment and allow us to stabilize the right sized resource level for those who are eligible for the program.