

**Alameda County Transportation Commission  
Implementation Guidelines for the  
Paratransit Program Funded through  
Measure B and Measure BB**

**Section 1. Purpose**

- A. To delineate eligible uses of Paratransit funds authorized under Alameda County Transportation Commission Master Programs Funding Agreements, these implementation guidelines have been developed to specify the requirements that local jurisdictions must follow in their use of Measure B and Measure BB Direct Local Distributions funds and discretionary funds. These guidelines are incorporated by reference in the Master Programs Funding Agreements. All other terms and conditions for programs are contained in the agreements themselves. The intent of the implementation guidelines is to:
1. Provide guidance on Paratransit funds eligible uses and expenditures.
  2. Define the terms in the Master Programs Funding Agreements.
  3. Guide Paratransit Program implementation.

**Section 2. Authority**

- A. These Implementation Guidelines have been adopted by the Alameda County Transportation Commission and set forth eligible uses and expenditures for the Paratransit funds. The Alameda CTC may update these guidelines on an as-needed basis and will do so with involvement of its technical and community advisory committees (as applicable). Exceptions to these guidelines must be requested in writing and be approved by the Alameda CTC Commission.

**Section 3. Background**

- A. Alameda CTC developed Implementation Guidelines for the Paratransit funds to clarify eligible fund uses and expenditures in association Master Programs Funding Agreements for the November 2000 voter-approved Measure B Direct Local Distribution (formally known as “pass-through funds”). In November 2014, voters approved the 2014 Transportation Expenditure Plan, Measure BB, and new Master Programs Funding Agreements were subsequently developed to incorporate Measure BB funds. The expenditure plans allocates 10.45 percent of Measure B funds and 10 percent of Measure BB funds for special transportation for seniors and people with disabilities (paratransit) programs and projects.

**Section 4. Definition of Terms**

- A. **Alameda CTC:** The Alameda County Transportation Commission is a Joint Powers Authority created by the merger of the Alameda County Congestion Management Agency, which performed long-range planning and funding for countywide transportation projects and programs, and the Alameda County Transportation Improvement Authority, which administered the voter-approved, half-cent transportation sales taxes in Alameda County (the Measure B sales tax programs approved in 1986 and 2000).
- B. **Americans with Disabilities Act (ADA):** According to the U.S. Equal Employment Opportunity Commission, originally passed in 1990 and revised in 2008, a law that prohibits private employers, state and local governments, employment agencies and labor unions from discriminating against qualified individuals with disabilities in job application procedures, hiring, firing, advancement, compensation, job training, and other terms, conditions, and privileges of employment. The ADA also requires reasonable accommodations for individuals with disabilities and has resulted in the removal of many barriers to transportation and in better access for seniors and people with disabilities.

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- C. **Capital project:** A capital investment that typically requires the following phases: planning/feasibility, scoping, environmental clearance, design, right-of-way, construction, and completion. For paratransit programs, may be an investment in vehicles or equipment directly related to providing paratransit services.
- D. **Construction:** Construction of a new capital project, including development of preliminary engineering and construction documents, including plans, specifications, and estimates (PS&E).
- E. **Cost Allocation Plans (CAPs):** CAPs and indirect cost (IDC) rate proposals are plans that provide a systematic manner to identify, accumulate, and distribute allowable direct and indirect costs to Paratransit programs funded through the Alameda CTC Master Programs Funding Agreements.
- F. **Customer service and outreach:** Customer service functions as well as costs associated with marketing, education, outreach, and promotional campaigns and programs.
- G. **Direct cost:** A cost completely attributed to the provision of a service, operations, a program, a capital cost, or a product. These costs include documented hourly project staff labor charges (salaries, wages, and benefits) that are directly and solely related to the implementation of the Alameda CTC-funded Paratransit projects, consultants, and materials. These funds may be used for travel or training if they are directly related to the implementation of the Paratransit funds.
- H. **Direct Local Distribution funds:** Funds allocated based on a funding formula (such as population, registered vehicles, roadmiles, or a combination thereof) defined in a voter-approved measure and provided to eligible jurisdictions on a regularly scheduled basis (such as a regular monthly payment).
- I. **Education and promotion:** Marketing, education, information, outreach, and promotional campaigns and programs.
- J. **Environmental documents:** Preparation of environmental documents, such as those related to the California Environmental Quality Act (CEQA) or the National Environmental Policy Act (NEPA), or permits required by state or federal permitting agencies.
- K. **Grants:** Funding for plans, programs, or projects based on a competitive call for projects; evaluated based on adopted evaluation criteria; and allocated based on a reimbursement basis.
- L. **Group trips:** One-way passenger trips considered group trips. Includes vehicle operation and contracts. See individual demand-response trips.
- M. **Indirect cost:** Also known as “overhead,” any cost of doing business other than direct costs. These costs include utilities, rent, administrative staff, officers’ salaries, accounting department costs, and personnel department costs, which are requisite for general operation of the organization but are not directly allocable to a particular service or product.
- N. **Individual demand-response trips:** Taxi service, door-to-door trips, and van trips that passengers request on demand. Includes actual operation cost and contracts for vehicle operation, scheduling, dispatching, vehicle maintenance, supervision, and fare collection (including ticket or scrip printing and sales) for the purpose of carrying passengers.
- O. **Maintenance:** Repairs, renovation, or upgrade of existing facility, infrastructure, or vehicles.
- P. **Management:** Direct staffing costs and benefits to manage programs, projects, and services.
- Q. **Meal delivery:** Service that includes costs associated with vehicle operation, scheduling, dispatching, vehicle maintenance, and supervision for the purpose of delivering meals, whether provided in-house, through contracts, via taxicab, or by grantees. See Meals on Wheels.
- R. **Meals on Wheels:** Service that is part of a Senior Nutrition Program and provides delivery of meals to seniors and people with disabilities. See meal delivery.

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- S. **Measure B:** Alameda County’s half-cent transportation sales tax, originally approved in 1986, and reauthorized by voters in November 2000. Collection of the sales tax began on April 1, 2002. Administered by the Alameda CTC, Measure B funds four types of programs in 20 local jurisdictions: bicycle and pedestrian, local streets and roads, mass transit, and paratransit.
- T. **Measure BB:** Alameda County voters approved Measure BB, the 2014 Transportation Expenditure Plan, in November 2014. It authorizes the collection of a half-cent transportation sales tax and augments the existing 2000 Measure B sales tax program. Collection of the sales tax began on April 1, 2015. Administered by the Alameda CTC, Measure BB funds four types of programs in 20 local jurisdictions: bicycle and pedestrian, local streets and roads, mass transit, and paratransit.
- U. **Operations:** Provision of services that operate transportation facilities and programs. Operations costs do not include the costs to operate community outreach or other programs not directly related to a specific transportation service, program, or product.
- V. **Paratransit Advisory and Planning Committee:** Originally named by the Measure B Expenditure Plan as the Alameda County Paratransit Coordinating Council, the Alameda CTC committee that meets to address funding, planning, and coordination issues regarding paratransit services in Alameda County. Members must be an Alameda County resident and an eligible user of any transportation service available to seniors and people with disabilities in Alameda County. PAPCO is supported by a Technical Advisory Committee comprised of Measure B and Measure BB-funded paratransit providers in Alameda County.
- W. **Paratransit service:** Transportation services for seniors and people with disabilities including ADA-mandated or non-mandated shuttle or fixed-route services, including door-to-door services, group trips, and individual demand-response trip services; taxi programs; Meals on Wheels or meal delivery; volunteer driver programs; and purchase of EBP tickets.
- X. **Planning:** Identification of project and program current conditions and needs and development of strategies and plans to address the identified needs.
- Y. **Project completion/closeout:** Inspection/project acceptance, final invoicing, final reporting, and the processes for closing out a project.
- Z. **Scoping and project feasibility:** Early capital project phases that identify project needs, costs, and implementation feasibility.
- AA. **Shuttle or fixed-route trips:** Shuttle service or fixed-route bus service, for example. Includes vehicle operation and contracts. See individual demand-response trips.

### Section 5. Paratransit Fund Allocations

- A. These Implementation Guidelines provide guidance on the Paratransit Fund allocation process for Measure B and Measure BB Direct Local Distribution funds and Paratransit Gap Grant Program funds.
  - 1. Measure B and Measure BB Paratransit Direct Local Distribution Funds
    - a. *General:* Alameda CTC distributes Measure B and Measure BB Paratransit Direct Local Distribution (DLD) Funds to fixed-route public transit operators that are required to provide transportation services mandated by the ADA; and to cities in Alameda County and the County to provide non-mandated services, aimed at improving mobility for seniors and persons with disabilities.
      - 1) A portion of the funds as defined in the Master Programs Funding Agreement are local DLD funds distributed to Alameda County cities to provide non-mandated transportation services for seniors and people with

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disabilities allocated to each city operating paratransit service through a census-based funding formula that is developed by PAPCO and approved by the Alameda CTC Commission.

- 2) A portion of the funds as defined in the Master Programs Funding Agreement are DLD funds distributed to Alameda County's primary mandated ADA service provider, East Bay Paratransit Consortium.
- b. *Eligible Uses:* The Measure B and Measure BB Paratransit DLD funds may be used for capital projects, programs, maintenance, or operations that directly improve paratransit services. Eligible uses for these funds include services as defined in Attachment A, as well as, but not limited to:
- 1) Direct staff and consultant costs to develop, plan, implement, manage, operate and maintain paratransit projects and programs
  - 2) Direct staff and consultant costs to provide customer service and outreach for paratransit projects and programs
  - 3) Direct staff and consultant costs that support eligible activities, including the end-of-year compliance report
  - 4) Direct staff training costs directly related to implementation of projects or programs implemented with the Paratransit Funds
- c. *Ineligible Uses:* The following is a list of ineligible uses of Measure B and Measure BB Paratransit DLD funds:
- 1) Non-transportation projects or services such as fees charged to capital construction projects for services or amenities not related to transportation
  - 2) Capital projects, programs, maintenance, or operations that do not directly improve paratransit services
  - 3) Projects or programs that exclusively serve city/county staff
  - 4) Indirect costs, unless the RECIPIENT submits an independently audited/approved Indirect Cost Allocation Plan.
2. Measure B and Measure BB Paratransit Discretionary Grant Program Funds
- a. The Measure B Expenditure Plan dedicates 1.43 percent of the funds for gaps in services to be recommended by PAPCO to reduce differences that might occur based on the geographic residence of any individual needing services. The Alameda CTC will administer a Measure B Paratransit discretionary grant program.
  - b. The Measure BB Expenditure Plan dedicates 1.0 percent of the funds for paratransit coordination and services to meet the needs of seniors and people with disabilities. The Alameda CTC will administer a Measure B Paratransit discretionary grant program.
  - c. The Alameda CTC adopt Grant Program Guidelines through its programming and allocation processes to guide the grant allocations.
  - d. Gap funds provide Alameda County with the opportunity to be innovative and explore alternative service delivery mechanisms in the face of a senior and disability population expected to grow substantially over the next 30 years. The population of people likely to need paratransit service is expected to outpace the growth in sales tax revenues that fund

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paratransit programs in Alameda County, including city-based programs and ADA-mandated services.

- e. Gap funds provide an opportunity to minimize the differences in service experienced by consumers based on their geographic location.

### **Section 6. Advancement of Direct Local Distribution Funds**

- A. The Alameda CTC may consider advancing future year DLD funds, with the goal of seeing improvements made in the near term. If a jurisdiction is interested in this option, a written request to the Alameda CTC Director of Finance and Administration and a copy to the Deputy Director of Projects and Programs, indicating the amount of funds requested and the projects on which the funds will be spent, is required. Requests will be considered on an individual basis.

### **Section 7. Adoption of Implementation Guidelines**

- A. Implementation Guidelines are adopted by the Alameda CTC on an as-needed basis. Changes to Implementation Guidelines will be brought through the Alameda CTC's Technical Advisory Committee for review and comment, as well as any other Alameda CTC committees as necessary, before changes are adopted by the Alameda CTC Commission.

# Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities (Paratransit) Program

## Implementation Guidelines

These guidelines lay out the service types that are eligible to be funded with Alameda County Measure B (2000), Measure BB (2014) and Vehicle Registration Fee (VRF, 2010) revenues under the Special Transportation for Seniors and People with Disabilities (Paratransit) Program. All programs funded partially or in their entirety through these sources, including ADA-mandated paratransit services, city-based programs and discretionary grant funded projects, must abide by the following requirements for each type of paratransit service.

Fund recipients are able to select which of these service types are most appropriate for their community to meet the needs of seniors and people with disabilities. Overall, all programs should be designed to enhance quality of life for seniors and people with disabilities by offering accessible, affordable and convenient transportation options to reach major medical facilities, grocery stores and other important travel destinations to meet life needs. Ultimately, whether a destination is important should be determined by the consumer.

The chart below summarizes the eligible service types and the transportation need the service targets. This is followed by more detailed descriptions of each.

Service	Transportation Need Targeted and Service Details
<b>ADA Paratransit<sup>1,2</sup></b>	Origin-to-destination trips for people with disabilities unable to ride fixed route transit <ul style="list-style-type: none"> <li>• Pre-scheduled</li> <li>• Accessible</li> </ul>
<b>Door-to-Door Service</b>	Origin-to-destination trips for seniors and people with disabilities (usually ADA paratransit certified) unable to ride fixed route transit and who benefit from shorter trips and more individualized service (compared to ADA paratransit) <ul style="list-style-type: none"> <li>• Pre-scheduled</li> <li>• Accessible</li> </ul>

Service	Transportation Need Targeted and Service Details
<b>Taxi Subsidy/ Same-Day Transportation<sup>3</sup></b>	Curb-to-curb trips for seniors and/or people with disabilities (usually ADA paratransit certified) <ul style="list-style-type: none"> <li>• Same day</li> <li>• Accessible vehicles not guaranteed</li> </ul>
<b>Specialized Accessible Van</b>	Origin-to-destination trips for people with disabilities using mobility devices that require lift- or ramp-equipped vehicles <ul style="list-style-type: none"> <li>• Pre-scheduled &amp; Same Day</li> <li>• Accessible</li> </ul>
<b>Accessible Shuttle</b>	Fixed or flex route trips for seniors and people with disabilities possibly able to ride fixed route transit, but who benefit from targeted routes/stops and more individualized service (compared to transit) <ul style="list-style-type: none"> <li>• Fixed Schedule</li> <li>• Accessible</li> </ul>
<b>Group Trips</b>	Round trip or origin-to-destination trips for seniors and people with disabilities <ul style="list-style-type: none"> <li>• Pre-scheduled/fixed schedule</li> <li>• Usually accessible</li> </ul>
<b>Door-through- Door/Volunteer Driver Service</b>	Origin-to-destination trips for seniors and people with disabilities with special needs requiring door-through-door service or escort <ul style="list-style-type: none"> <li>• Pre-scheduled</li> <li>• Generally not accessible when provided in private cars</li> </ul>
<b>Mobility Management and/or Travel Training</b>	Information and referral, service linkage, service coordination, advocacy, and/or individual/group training or travel orientation for seniors and people with disabilities to facilitate use of services
<b>Scholarship/ Subsidized Fare Programs</b>	Financial assistance for seniors and people with disabilities to utilize services
<b>Meal Delivery Programs</b>	Funding for meal delivery for seniors and people with disabilities who cannot travel to congregate meal sites <ul style="list-style-type: none"> <li>• Programs currently funded by Measure B may continue, but new programs may not be established.</li> </ul>

Service	Transportation Need Targeted and Service Details
Capital Expenditures <sup>4</sup>	Funding for capital purchases for transportation programs for seniors and people with disabilities <ul style="list-style-type: none"> <li>• If purchasing vehicles, they should be accessible</li> </ul>

<sup>1</sup> **Note on ADA Mandated Paratransit:** Programs mandated by the Americans with Disabilities Act are implemented and administered according to federal guidelines that may supersede these guidelines; however all ADA-mandated programs funded through Measure B and BB or the VRF are subject to the terms of the Master Programs Funding Agreement.

<sup>2</sup> **Interim Service for Consumers Awaiting ADA Certification:** At the request of a health care provider or ADA provider, city-based programs must provide interim service through the programs listed above to consumers awaiting ADA certification. Service must be provided within three business days of receipt of application.

<sup>3</sup> **Note on Transportation Network Companies:** Programs may utilize Transportation Network Companies (e.g. Lyft, Uber) under the guidelines for Taxi Subsidy/Same-Day Transportation Programs. Other service types are ineligible unless wheelchair accessible service can be provided equitably. Programs should review the Department of Transportation guidance on shared mobility at [www.transit.dot.gov/regulations-and-guidance/shared-mobility-frequently-asked-questions](http://www.transit.dot.gov/regulations-and-guidance/shared-mobility-frequently-asked-questions). Program changes to utilize TNCs are subject to review by Alameda CTC staff prior to implementation.

<sup>4</sup> **Note on Capital Expenditures:** Any capital expenditures within the eligible service categories must be consistent with the objectives of the Alameda CTC Special Transportation for Seniors and Peoples with Disabilities (Paratransit) Program described above and are subject to review by Alameda CTC staff prior to implementation.



### City-based Door-to-Door Service Guidelines

<p>Service Description</p>	<p>City-based door-to-door services provide pre-scheduled, accessible, door-to-door trips. Some programs allow same day reservations on a space-available basis. They provide a similar level of service to mandated ADA services. These services are designed to fill gaps that are not met by ADA-mandated providers and/or relieve ADA-mandated providers of some trips.</p> <p>This service type does not include taxi subsidies which are discussed below.</p>
<p>Eligible Population</p>	<p>Eligible Populations include:</p> <ol style="list-style-type: none"> <li>1. People 18 and above with disabilities who are unable to use fixed route services. Cities may, at their discretion, also provide services to consumers with disabilities under the age of 18, and</li> <li>2. Seniors 80 years or older without proof of a disability. Cities may provide services to consumers who are younger than age 80, but not younger than 70 years old.</li> </ol> <p><i>Cities may continue to offer “grandfathered” eligibility to program registrants below 70 years old who have used the program regularly since FY 11/12, as long as it does not impinge on the City’s ability to meet the minimum requirements of the Implementation Guidelines.</i></p> <p><i>Program sponsors may use either ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit) or the Alameda County City-Based Paratransit Services Medical Statement Form, as proof of disability. Program sponsors may, at their discretion, also offer temporary eligibility due to disability.</i></p>
<p>Time &amp; Days of Service</p>	<p>At a minimum, service must be available any five days per week between the hours of 8 am and 5 pm (excluding holidays).</p> <p>At a minimum, programs must accept reservations between the hours of 9 am and 5 pm Monday – Friday (excluding holidays).</p>
<p>Fare (Cost to Customer)</p>	<p>Fares for pre-scheduled service should not exceed local ADA paratransit fares, but can be lower, and can be equated to distance. Higher fares can be charged for “premium” same-day service.</p>
<p>Other</p>	<p>Door-to-Door programs must demonstrate that they are providing trips at an equal or lower cost than the ADA-mandated provider on a cost per trip basis. Cost per trip is defined as total cost (all sources) during a reporting period divided by the number of one-way trips, including attendant and companion trips, provided during period.</p>

<b>City-based Door-to-Door Service Guidelines</b>	
	Programs may impose per person trip limits due to budgetary constraints, but any proposed trip limitations that are based on trip purpose must be submitted to Alameda CTC staff for review prior to implementation.

<b>Taxi Subsidy/Same-Day Transportation Program Guidelines</b>	
<b>Service Description</b>	<p>Taxis provide curb-to-curb service that can be scheduled on a same-day basis. Transportation Network Companies (e.g. Lyft, Uber) can also provide similar service at the discretion of the program sponsor with local consumer input. Taxis charge riders on a distance/time basis using a meter. Taxi subsidy programs allow eligible consumers to use taxis at a reduced fare by reimbursing consumers a percentage of the fare or by providing some fare medium, e.g. scrip or vouchers, which can be used to cover a portion of the fare. These programs are intended for situations when consumers cannot make their trip on a pre-scheduled basis.</p> <p>The availability of accessible taxi cabs varies by geographical area and taxi provider, but programs should expand availability of accessible taxi cabs where possible in order to fulfill requests for same-day accessible trips.</p>
<b>Eligible Population</b>	<p>Eligible Populations include:</p> <ol style="list-style-type: none"> <li>1. People 18 and above with disabilities who are unable to use fixed route services. Cities may, at their discretion, also provide services to consumers with disabilities under the age of 18, and</li> <li>2. Seniors 80 years or older without proof of a disability. Cities may provide services to consumers who are younger than age 80, but not younger than 70 years old.</li> </ol> <p><i>Cities may continue to offer “grandfathered” eligibility to program registrants below 70 years old who were enrolled in the program in FY 11/12 and have continued to use it regularly, as long as it does not impinge on the City’s ability to meet the minimum requirements of the Implementation Guidelines.</i></p> <p><i>Program sponsors may use either ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit) or the Alameda County City-Based Paratransit Services Medical</i></p>

### Taxi Subsidy/Same-Day Transportation Program Guidelines

	<p><i>Statement Form, as proof of disability. Program sponsors may, at their discretion, also offer temporary eligibility due to disability.</i></p> <p><i>ADA-mandated providers that are not also city-based providers (East Bay Paratransit and LAVTA) are not required to provide service to seniors 80 years or older without ADA eligibility.</i></p>
Time & Days of Service	24 hours per day/7 days per week
Fare (Cost to Customer)	<p>Programs must subsidize at least 50% of the fare.</p> <p>Programs can impose a cap on total subsidy per person. This can be accomplished through a maximum subsidy per trip, a limit on the number of vouchers/scrip (or other fare medium) per person, and/or a total monetary subsidy per person per year.</p>
Other	<p>Programs may also use funding to provide incentives to drivers and/or transportation providers to ensure reliable service. Incentives are often utilized to promote accessible service. Planned expenditures on incentives are subject to review by Alameda CTC staff prior to implementation.</p> <p>Programs may utilize Transportation Network Companies (e.g. Lyft, Uber) for these programs but should review the Department of Transportation guidance on shared mobility at <a href="http://www.transit.dot.gov/regulations-and-guidance/shared-mobility-frequently-asked-questions">www.transit.dot.gov/regulations-and-guidance/shared-mobility-frequently-asked-questions</a>. Program changes to utilize TNC's are subject to review by Alameda CTC staff prior to implementation.</p>

### City-based Specialized Accessible Van Service Guidelines

Service Description	<p>Specialized Accessible Van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. This service category is not intended to be as comprehensive as primary services (i.e. ADA-mandated, City-based Door-to-Door, or Taxi programs), but should be a complementary supplement in communities where critical needs for accessible trips are not being adequately met by the existing primary services. Examples of unmet needs might be a taxi program without accessible vehicles, medical trips for riders with dementia unable to safely take an ADA-mandated trip, or trips outside of the ADA-mandated service area. When possible, a priority for this service should be fulfilling requests for same-day accessible trips.</p>
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### **City-based Specialized Accessible Van Service Guidelines**

	This service may make use of fare media such as scrip and vouchers to allow consumers to pay for rides.
Eligible Population	At discretion of program sponsor with local consumer input.
Time & Days of Service	At discretion of program sponsor with local consumer input.
Fare (Cost to Customer)	At discretion of program sponsor with local consumer input.
Other	Specialized Accessible van programs must demonstrate that they are providing trips at an equal or lower cost to the provider than the ADA-mandated provider on a cost per trip basis, except if providing same-day accessible trips. Cost per trip is defined as total cost (all sources) during a reporting period divided by the number of one-way trips, including attendant and companion trips, provided during period.

### **Accessible Shuttle Service Guidelines**

Service Description	<p>Shuttles are accessible vehicles that operate on a fixed, deviated, or flex-fixed route and schedule. They serve common trip origins and destinations visited by eligible consumers, e.g. senior centers, medical facilities, grocery stores, BART and other transit stations, community centers, commercial districts, and post offices.</p> <p>Shuttles should be designed to supplement existing fixed route transit services. Routes should not necessarily be designed for fast travel, but to get as close as possible to destinations of interest, such as going into parking lots or up to the front entrance of a senior living facility. Shuttles are often designed to serve active seniors who do not drive but are not ADA paratransit registrants.</p>
Eligible Population	Shuttles should be designed to appeal to older people, but can be made open to the general public.
Time and Days of Service	At discretion of program sponsor with local consumer input.
Fare (Cost to Customer)	At discretion of program sponsor, but cannot exceed local ADA paratransit fares. Fares may be scaled based on distance.

<b>Accessible Shuttle Service Guidelines</b>	
Cost of Service	By end of the second fiscal year of service, the City's cost per one-way person trip cannot exceed \$20, including transportation and direct administrative costs. Cost per trip is defined as total cost (all sources) during a reporting period divided by the number of one-way trips, including attendant and companion trips, provided during period.
Other	Shuttles are required to coordinate with the local fixed route transit provider. Shuttle routes and schedules should be designed with input from the senior and disabled communities and to ensure effective design, and any new shuttle plan must be submitted to Alameda CTC staff for review prior to implementation. Deviations and flag stops are permitted at discretion of program sponsor.

<b>Group Trips Service Guidelines</b>	
Service Description	Group trips are round-trip rides for pre-scheduled outings, including shopping trips, sporting events, and community health fairs. These trips are specifically designed to serve the needs of seniors and people with disabilities and typically originate from a senior center or housing facility and are generally provided in accessible vans and other vehicle types or combinations thereof.
Eligible Population	At discretion of program sponsor.
Time and Days of Service	Group trips must begin and end on the same day.
Fare (Cost to Customer)	At discretion of program sponsor.
Other	Programs can impose mileage limitations to control program costs.

### Door-through-Door/Volunteer Driver Service Guidelines

Service Description	<p>Volunteer driver services are pre-scheduled, door-through-door services that are typically not accessible. These programs rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. Programs may use staff to complete intake or fill gaps in service provision. This service meets a key mobility gap by serving more vulnerable populations and should complement existing primary services (i.e. ADA-mandated, City-based Door-to-Door, or Taxi).</p> <p>Volunteer driver programs may also have an escort component where volunteers accompany consumers on any service eligible for Alameda CTC funding, when they are unable to travel in a private vehicle.</p>
Eligible Population	At discretion of program sponsor.
Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	At discretion of program sponsor.
Other	Program sponsors can use funds for administrative purposes and/or to pay for volunteer mileage reimbursement purposes (not to exceed Federal General Services Administration (Privately Owned Vehicle) Mileage Reimbursement Rates) or an equivalent financial incentive for volunteers.

### Mobility Management and/or Travel Training Service Guidelines

Service Description	<p>Mobility management services cover a wide range of activities, such as travel training, coordinated services, trip planning, and brokerage. Mobility management activities often include education and outreach which play an important role in ensuring that people use the “right” service for each trip, e.g. using EBP from Fremont to Berkeley for an event, using a taxi voucher for a same-day semi-emergency doctor visit, and requesting help from a group trips service for grocery shopping. Service type can be categorized as information and referral, service linkage, service coordination, or advocacy.</p>
Eligible Population	At discretion of program sponsor.

### **Mobility Management and/or Travel Training Service Guidelines**

Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	N/A
Other	For new mobility management and/or travel training programs, to ensure effective program design, a plan with a well-defined set of activities must be submitted to Alameda CTC staff for review prior to implementation.

### **Scholarship/Subsidized Fare Program Guidelines**

Service Description	Scholarship or Subsidized Fare Programs can subsidize any service eligible for paratransit funding and/or fixed-route transit for customers who are low-income and can demonstrate financial need.
Eligible Population	<p>Subsidies can be offered to low-income consumers with demonstrated financial need who are currently eligible for an Alameda County ADA-mandated or city-based paratransit program.</p> <p>Low income requirements are at discretion of program sponsors, but the requirement for household income should not exceed 50% AMI (area median income).</p>
Time and Days of Service	N/A
Fare (Cost to Customer)	N/A
Other	<p>Low-income requirements and the means to determine and verify eligibility must be submitted to Alameda CTC staff for review prior to implementation.</p> <p>If program sponsors include subsidized East Bay Paratransit (EBP) tickets in this program, no more than 3% of a program sponsor's Alameda CTC distributed funding may be used for the ticket subsidy.</p> <p>Other services or purposes proposed for scholarship and/or fare subsidy must be submitted to Alameda CTC staff for review prior to implementation.</p>

<b>Meal Delivery Funding Guidelines</b>	
Service Description	Meal Delivery Funding programs provide funding to programs that deliver meals to the homes of individuals who are generally too frail to travel outside to congregate meal sites. Although this provides access to life sustaining needs for seniors and people with disabilities, it is not a direct transportation expense.
Eligible Population	For currently operating programs, at discretion of program sponsor.
Time and Days of Service	For currently operating programs, at discretion of program sponsor.
Fare (Cost to Customer)	For currently operating programs, at discretion of program sponsor.
Other	Currently operating funding programs may continue, but new meal delivery funding programs may not be established.

<b>Capital Expenditures Guidelines</b>	
Description	Capital expenditures are eligible if directly related to the implementation of a program or project within an eligible service category, including but not limited to, purchase of scheduling software, accessible vehicles and equipment and accessibility improvements at shuttle stops.
Eligible Population	N/A
Time and Days of Service	N/A
Fare (Cost to Customer)	N/A
Other	Capital expenditures are to support the eligible service types included in the Implementation Guidelines and must be consistent with objectives of the Alameda CTC Special Transportation for Seniors and Peoples with Disabilities (Paratransit) Program. If purchasing vehicles, they should be accessible. Planned expenditures are subject to review by Alameda CTC staff prior to implementation.



# Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities (Paratransit) Program

## Performance Measures

The Alameda CTC collects performance data from all programs funded with Alameda County Measure B (2000), Measure BB (2014) and Vehicle Registration Fee (VRF, 2010) revenues. All programs funded partially or in their entirety through these sources must at a minimum report annually through the Annual Compliance Report for Direct Local Distribution (DLD) funding on the performance measures identified within the Implementation Guidelines for each DLD program.

The performance measures for the Measure B and Measure BB Direct Local Distribution (DLD) funding distributed through the Special Transportation for Seniors and People with Disabilities (Paratransit) Program, which funds ADA-mandated paratransit services, city-based paratransit programs and discretionary grant funded projects, are identified below. Performance data required for Compliance Reports are marked with a ❖. Additional performance-related data is listed and may be required through separate discretionary grant guidelines or to report to the Alameda CTC’s Commission or one of its community advisory committees. Additional performance measures include but are not limited to those below marked with a regular bullet.

<b>ADA-mandated Paratransit</b>
<ul style="list-style-type: none"> <li>❖ Number of one-way trips provided</li> <li>❖ Total Measure B/BB cost per one-way trip <i>(Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.)</i></li> <li>• Non-Measure B/BB revenues and costs</li> <li>• Number of registrants</li> <li>• On-time performance</li> <li>• Number of trips provided to a consumer using a mobility device</li> <li>• Qualitative information on complaints</li> <li>• Qualitative information on safety incidents</li> <li>• Qualitative information on outreach</li> <li>• Qualitative information on “high need” trips</li> </ul>

❖ *Performance data required for Compliance Reports*

### City-based Door-to-Door Service

- ❖ Number of one-way trips provided
- ❖ Total Measure B/BB cost per one-way trip (*Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.*)
- Non-Measure B/BB revenues and costs
- Number of registrants
- On-time performance
- Number of trips provided to a consumer using a mobility device
- Qualitative information on complaints
- Qualitative information on safety incidents
- Qualitative information on outreach

### Taxi Subsidy/Same-Day Transportation Program

- ❖ Number of one-way trips provided
- ❖ Total Measure B/BB cost per one-way trip (*Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.*)
- Non-Measure B/BB revenues and costs
- Number of registrants
- Qualitative information on complaints
- Qualitative information on safety incidents
- Qualitative information on outreach

❖ *Performance data required for Compliance Reports*

### **City-based Specialized Accessible Van Service**

- ❖ Number of one-way trips provided
- ❖ Total Measure B/BB cost per one-way trip (*Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.*)
- Non-Measure B/BB revenues and costs
- Number of registrants
- On-time performance
- Number of trips provided to a consumer using a mobility device
- Qualitative information on complaints
- Qualitative information on safety incidents
- Qualitative information on outreach

### **Accessible Shuttle Service**

- ❖ Total ridership (*One-way passenger boardings*)
- ❖ Total Measure B/BB cost per one-way passenger trip (*Total Measure B/BB program cost during period divided by the total ridership during period.*)
- Non-Measure B/BB revenues and costs
- Number of registrants
- On-time performance
- Number of trips provided to a consumer using a mobility device
- Qualitative information on complaints
- Qualitative information on safety incidents
- Qualitative information on outreach

❖ *Performance data required for Compliance Reports*

### **Group Trips Service**

- ❖ Number of one-way passenger trips provided
- ❖ Total Measure B/BB cost per passenger trip (*Total Measure B/BB program cost during period divided by the number of passenger trips provided during period.*)
- Non-Measure B/BB revenues and costs
- Number of registrants
- Number of trips provided to a consumer using a mobility device
- Qualitative information on complaints
- Qualitative information on safety incidents
- Qualitative information on outreach

### **Door-through-Door/Volunteer Driver Service**

- ❖ Number of one-way trips provided
- ❖ Total Measure B/BB cost per one-way trip (*Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.*)
- Non-Measure B/BB revenues and costs
- Number of registrants
- Qualitative information on complaints
- Qualitative information on safety incidents
- Qualitative information on outreach
- Number of active volunteer drivers
- Number of one-way trips provided by staff
- Percentage of service requests unfulfilled when requested within specified time

❖ *Performance data required for Compliance Reports*

### **Mobility Management Service**

- ❖ Number of individuals provided with mobility management support (*Note: an individual may have multiple contacts*)
- ❖ Number of contacts providing mobility management support (service type can be categorized as information and referral, service linkage, service coordination, or advocacy.)
- ❖ Total Measure B/BB cost per individual provided with mobility management support (*Total Measure B/BB program cost during period divided by the number of individuals provided with support during period.*)
- Non-Measure B/BB revenues and costs
- Qualitative information on outreach

### **Travel Training Service**

- ❖ Number of individuals trained and/or received travel orientation (divided by those in individual training and those participating in group trainings)
- ❖ Total Measure B/BB cost per individual trained in individual trainings and in group trainings (*Total Measure B/BB program cost during period divided by the number of individuals trained during period*)
- Non-Measure B/BB revenues and costs
- Number of individuals trained (divided by those receiving travel orientation, mobility device training, seniors, adults with disabilities, youth with disabilities, and/or people with visual impairments)
- Qualitative information on outreach
- Percentage/number of people surveyed who used transit post workshop

❖ *Performance data required for Compliance Reports*

### Scholarship/Subsidized Fare Program

- ❖ Number of unduplicated individuals who received scholarship/subsidized fares
- ❖ Number of one-way fares/tickets subsidized
- ❖ Total Measure B/BB cost per subsidy (*Total Measure B/BB program cost during period divided by the number of subsidized fares/tickets during period*)
- Non-Measure B/BB revenues and costs
- Qualitative information on complaints
- Qualitative information on outreach

### Meal Delivery Funding

- ❖ Number of meal delivery trips
- ❖ Total Measure B/BB cost per meal delivery trip (*Total Measure B/BB program cost during period divided by the number of meal delivery trips during period*)
- Non-Measure B/BB revenues and costs

❖ *Performance data required for Compliance Reports*