

Attention!!!

Please note that in October a Joint PAPCO/TAC meeting is followed by a PAPCO meeting. We will meet from 12:30 to 4 p.m. Please note that the meeting times have changed and the Joint meeting is first.

The meetings are located at 1333 Broadway, Suite 300, Oakland, CA. Please plan your transportation accordingly. The agenda packet is enclosed.

If you have any additional questions, please contact Naomi at (510) 208-7469.

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Joint Paratransit Technical Advisory Committee and Paratransit Advisory and Planning Committee Meeting Agenda

Monday, October 24, 2011, 12:30 to 2:15 p.m.

1333 Broadway, Suite 300, Oakland, CA 94612

Meeting Outcomes:

- Review the draft Paratransit Implementing Guidelines.
- Participate in quarterly education and training – Provide input on the preliminary Transportation Expenditure Plan (TEP) outline and program allocations formulas.

12:30 – 12:42 p.m. **1. Welcome and Introductions**

Naomi Armenta

12:42 – 12:45 p.m. **2. Public Comment**

Public

12:45 – 1:45 p.m. **3. Draft Paratransit Implementing Guidelines**

Staff
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The Committee will discuss draft Paratransit Program Implementation Guidelines to be associated with the new pass-through funding Agreements.

1:45 – 2:15 p.m. **4. Quarterly Education and Training – Input on Draft Transportation Expenditure Plan**

Staff

The Committee will discuss the draft Transportation Expenditure Plan.

5. Draft Agenda Items for Next Meeting |

- A. Conflict of Interest and Ethics Discussion
- B. Recommend continuing contract annually renewed in PAPACO
- C. Revised Mid-Year report forms
- D. Countywide Transportation Plan and Transportation Expenditure Plan (CWTP-TEP) Input
- E. Report from EBP – IVR Grant
- F. Gap Grant Reports - Shuttles

2:15 p.m.

6. Adjournment |

Key: A – Action Item; I – Information/Discussion Item; full packet available at www.alamedactc.org

Next TAC Meeting:

Date: November 8, 2011
Time: 9:30 to 11:30 a.m.
Location: Alameda CTC, 1333 Broadway, Suite 300, Oakland, CA 94612

Next PAPCO Meeting:

Date: November 28, 2011
Time: 1 to 3:30 p.m.
Location: Alameda CTC, 1333 Broadway, Suite 300, Oakland, CA 94612

Staff Liaisons:

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Location Information: Alameda CTC is located in Downtown Oakland at the intersection of 14th Street and Broadway. The office is just a few steps away from the City Center/12th Street BART station. Bicycle parking is available inside the building, and in electronic lockers at 14th and Broadway near Frank Ogawa Plaza (requires purchase of key card from bikelink.org). There is garage parking for autos and bicycles in the City Center Garage (enter on 14th Street between Broadway and Clay). Visit the Alameda CTC website for more information on how to get to the Alameda CTC: <http://www.alamedactc.com/directions.html>.

Public Comment: Members of the public may address the committee regarding any item, including an item not on the agenda. All items on the agenda are subject to action and/or change by the committee. The chair may change the order of items.

Accommodations/Accessibility: Meetings are wheelchair accessible. Please do not wear scented products so that individuals with environmental sensitivities may attend. Call (510) 893-3347 (Voice) or (510) 834-6754 (TTD) five days in advance to request a sign-language interpreter.

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DRAFT

10/14/11

Implementing Guidelines for *Special Transportation for Seniors and People with Disabilities* Program funded through Alameda CTC

Purpose

These implementing guidelines supplement the new Master Funding agreements between the Alameda CTC, city-based mobility programs for seniors and people with disabilities, and ADA paratransit providers that receive Measure B pass-through funding. These guidelines specify the rules that these programs must follow in their use of Measure B funds and, where applicable, the Vehicle Registration Fees (VRF). This document contains the list of services that are eligible to be funded through Measure B and the VRF; program sponsors can determine which of the following services best meet their community's needs and use their Measure B allotment to fund those services. These guidelines are incorporated by reference in the Master Funding Agreements. All other terms and conditions for programs are contained in the agreements themselves. Exceptions to these guidelines must be approved by the Alameda CTC.

These guidelines can be revised, without amending the Master Agreements, via PAPCO recommendation and the Alameda CTC Board approval.

Impact on Existing Programs

These guidelines are mandatory; therefore all programs that are funded partially or in full by Measure B revenue must abide by these guidelines. In cases where these guidelines require changes to current service parameters, there will be a grace period of one year to come into compliance with these guidelines. Programs must be in full compliance with the guidelines by the end of FY 12/13. Any new service that is started after adoption of these guidelines must abide by the guidelines.

Implementing Guidelines

Each of the services listed below are eligible to be funded through Measure B and the VRF revenues. The following chart summarizes these service types along the basic customer experience parameters.

Figure 1 Consumer Experience Parameters by Service Type

Service Type	Consumer Experience Parameters			
	Timing	Accessibility	Origins/ Destinations	Eligible Population
ADA Paratransit	Pre-scheduled	Accessible	Origin-to-Destination	People with disabilities unable to ride fixed route transit
Door-to-Door Service	Pre-scheduled	Accessible	Origin-to-Destination	People with disabilities unable to ride fixed route transit and seniors
Taxi Subsidy	Same Day	Varies	Origin-to-Destination	Seniors and people with disabilities
Accessible Shuttles	Fixed Schedule	Accessible	Fixed Route	Seniors and people with disabilities
Group Trips	Pre-scheduled	Accessible	Fixed Route	Seniors and people with disabilities
Volunteer Drivers	Pre-scheduled	Generally Not Accessible	Origin-to-Destination	Vulnerable populations with special needs, e.g. requiring door-through-door service or escort

ADA Paratransit (Mandated Services)

Programs mandated by the American's with Disabilities are a service type that is eligible for funding from Measure B and/or VRF revenues. These programs are implemented and administered according to federal guidelines that may supersede these guidelines; however all ADA-mandated programs funded through Measure B or the VRF are subject to the terms of the Master Funding Agreement.

Interim Service for Consumers Awaiting ADA Certification

At the request of a health care provider, or ADA provider, city programs must provide interim service through the programs listed below to

consumers awaiting ADA certification. Service must be provided within three business days of receipt of application.

City-based Door-to-Door Services

City-based Door-to-Door Service Guidelines	
Service Description	<p>City-based door-to-door services are pre-scheduled, accessible, door-to-door service. 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 relieve ADA-mandated providers of some trips.</p> <p>This service type does not include taxi subsidies which are discussed below.</p>
Eligible Population	<p>People 18 and above with disabilities who are unable to use fixed route services or Seniors 80 years or older without proof of a disability.</p> <p>Cities may provide services to consumers who are younger than age 80, but not younger than 70 years old.</p> <p><i>Program sponsors may use ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit), as proof of disability.</i></p>
Time & Days of Service	<p>At a minimum, service must be available five days per week between the hours of 8 am and 5 pm (excluding holidays).</p> <p>At a minimum, programs should accept reservations between the hours of 8 am and 5 pm Monday – Friday.</p>
Service Area	<p>The service area must allow eligible consumers to meet life needs, including but not limited to travel to major medical facilities, full service grocery stores and other basic necessities, if ADA service or other base programs are unable to provide these trips.</p>
Fare (Cost to Customer)	<p>Fares should be not exceed East Bay Paratransit fares, but can be lower, and can be equated to distance.</p>
Other	<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 and cost per hour basis.</p> <p>Programs cannot impose limitations based on trip purpose, but can impose per person trip limits to control program resources.</p>

Taxi Subsidy Services

Taxi Subsidy Service Guidelines	
Service Description	<p>Taxi subsidy programs provide same day, curb-to-curb service intended for situations when consumers cannot make their trip on a pre-scheduled basis. This service allows eligible consumers to use taxis at a reduced fare. This is meant to be a “premier” safety net service, not a routine service to be used on a daily basis.</p> <p>The availability of accessible taxi cabs varies by geographical area, but programs should expand availability of accessible taxi cabs where possible.</p>
Eligible Population	<p>People 18 and above with disabilities who are unable to use fixed route services or Seniors 80 years or older without proof of a disability.</p> <p>Cities may provide services to consumers who are younger than age 80, but not younger than 70 years old.</p> <p><i>Program sponsors may use ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit), as proof of disability.</i></p>
Time & Days of Service	24 hours per day/7 days per week
Service Area	At a minimum, service area should include the planning area.
Fare (Cost to Customer)	<p>At a minimum, programs must subsidize 50% of the taxi 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 per person, and/or a total subsidy per person per year.</p>
Other	<p>Specially designed accessible same-day transportation services (e.g. Wheelchair Van) are an allowable expense where accessible taxi vehicles are not readily available through private taxi companies.</p> <p>Medical return transportation services (e.g. MRTIP) are an allowable expense to meet the need for accessible same-day transportation service for people with disabilities returning from medical services.</p>

City Accessible Fixed Route Shuttles

City Accessible Shuttle Service Guidelines	
Service Description	Shuttles are accessible vehicles that operate on a fixed route and schedule. They serve common trip origins and destinations visited by eligible consumers. Common trip origins and destinations are: senior centers, medical facilities, grocery stores, BART stations, other transit stations, community centers, commercial districts, and post offices. Shuttles should be designed to <i>supplement</i> the services of 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, often going into parking lots or up to the front entrance of a senior living facility. Shuttles allow for more flexibility than pre-scheduled paratransit service, and are more likely to serve active seniors who do not drive and are not ADA paratransit registrants.
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.
Service Area	At discretion of program sponsor.
Fare (Cost to Customer)	Fares should be not exceed East Bay Paratransit fares, but can be lower, and can be equated to distance.
Cost of Service	By end of FY12/13, the cost per one-way person trip must be \$20 or lower.
Other	<p>Shuttles are required to coordinate with the local fixed route transit provider.</p> <p>Shuttle routes and schedules should be designed with input from the senior and disabled communities and any shuttle plan must be submitted to the Alameda CTC for review prior to requesting funding to ensure effective design.</p> <p>Deviations and flag stops are permitted at discretion of program sponsor.</p>

Group Trips

Group Trips Service Guidelines	
Service Description	Group trips are round-trip accessible van rides for pre-planned outings or to attend specific events or go to specific destinations for fixed amounts of time, e.g. shopping trips or religious services. Trips usually originate from a senior center or housing facility. These trips are specifically designed to serve the needs of seniors and people with disabilities.
Eligible Population	At discretion of program sponsor.
Service Area	Programs can impose mileage limitations to control program costs.
Time and Days of Service	Group trips must begin and end on the same day.
Fare (Cost to Customer)	At discretion of program sponsor.

Volunteer Driver Services

Volunteer Driver Service Guidelines	
Service Description	Volunteer driver services are pre-scheduled, door-through-door services that are generally not accessible. These programs rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. This service type meets a key mobility gap by serving door-through-door trips for more vulnerable populations. This is a complementary gap-filling service. Volunteer driver programs may also have an escort component where volunteers accompany consumers, who are unable to travel in a private vehicle, on ADA trips.
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 Measure B funds to pay for volunteer mileage reimbursement purposes or an equivalent financial incentive for volunteers and/or administrative purposes.

Mobility Management and/or Travel Training

Mobility Management and/or Travel Training Service Guidelines	
Service Description	Mobility management and/or travel training 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 volunteer driver or group trips service for grocery shopping. Mobility management covers a wide range of activities, such as travel training, trip planning, and brokerage.
Eligible Population	At discretion of program sponsor.
Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	N/A
Other	Programs must specify a well-defined set of activities that will be undertaken in a mobility management or travel training program. The mobility management plan or travel training program must be submitted to the Alameda CTC for review prior to requesting funding to ensure effective design.

Scholarship/Subsidized Fare Program

Scholarship/Subsidized Fare Program Guidelines	
Service Description	Scholarship or Subsidized Fare Programs can subsidize any service 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; these consumers must also meet the eligibility requirements of the service for which the subsidy is being offered.</p> <p>Low income should be considered 30% AMI (area median income) or lower.</p>
Time and Days of Service	N/A
Fare (Cost to Customer)	N/A
Other	<p>Program sponsors must describe how financial means testing will be undertaken.</p> <p>If program sponsors include subsidized East Bay Paratransit (EBP) tickets in this program, no more than 3% of their pass-through funds may be used for these tickets.</p>

Meal Delivery Services

Meal Delivery Service Guidelines	
Service Description	Meal Delivery Programs deliver meals to the homes of individuals who are transportation disadvantaged. 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 programs can continue to use Measure B funds for these service costs, but new meal delivery services cannot be established.

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