

PAPCO Paratransit Program Plan Review Subcommittee

MEASURE B/BB
SPECIAL TRANSPORTATION
FOR SENIORS AND
PEOPLE WITH DISABILITIES



FY 2018 – 2019
Submitted Program Plans



REFERENCES

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Paratransit Program Plan Review Subcommittee Meeting Agenda Monday, April 23, 2018, 1:00 p.m.

Staff Liaisons: [Krystle Pasco](#),
[Cathleen Sullivan](#),
[Kate Lefkowitz](#)

Public Meeting
Coordinator:

[Angie Ayers](#)

1. Call to Order

2. Welcome and Introductions

3. Program Plan Review Overview

4. East Bay Paratransit Subcommittee

Page/Action

4.1. Public Comment

4.2. Staff Summary

I

4.3. East Bay Paratransit Presentation

I

4.4. Q&A

A

5. South County Subcommittee

5.1. Public Comment

5.2. Staff Summary

I

5.3. City of Fremont Presentation

I

5.4. City of Newark Presentation

I

5.5. City of Union City Presentation

I

5.6. Q&A

A

6. Break

7. East County Subcommittee

7.1. Public Comment	
7.2. Staff Summary	I
7.3. LAVTA Presentation	I
7.4. City of Pleasanton Presentation	I
7.5. Q&A	A

8. Wrap Up

9. Adjournment

Notes:

- All items on the agenda are subject to action and/or change by the Subcommittee.
- To comment on an item not on the agenda (3-minute limit), submit a speaker card to the clerk.
- Call 510.208.7450 (Voice) or 1.800.855.7100 (TTY) five days in advance to request a sign-language interpreter.
- If information is needed in another language, contact 510.208.7400. Hard copies available only by request.
- Call 510.208.7400 48 hours in advance to request accommodation or assistance at this meeting.
- Meeting agendas and staff reports are available on the [website calendar](#).
- Alameda CTC is located near 12th St. Oakland City Center BART station and AC Transit bus lines. [Directions and parking information](#) are available online.



Paratransit Program Plan Review Subcommittee Meeting Agenda Tuesday, April 24, 2018, 1:00 p.m.

Staff Liaisons: [Krystle Pasco](#),
[Cathleen Sullivan](#),
[Kate Lefkowitz](#)

Public Meeting
Coordinator:

[Angie Ayers](#)

1. Call to Order

2. Welcome and Introductions

3. Program Plan Review Overview

4. Central County Subcommittee Page/Action

4.1. Public Comment

4.2. Staff Summary

|

4.3. City of Hayward Presentation

|

4.4. City of San Leandro Presentation

|

4.5. Q&A

A

5. Break

6. North County Subcommittee

6.1. Public Comment

6.2. Staff Summary

|

6.3. City of Alameda Presentation

|

6.4. City of Albany Presentation

|

6.5. City of Berkeley Presentation

|

6.6. City of Emeryville Presentation

|

6.7. City of Oakland Presentation

|

6.8. Q&A

A

7. Wrap Up

8. Adjournment

Notes:

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[Directions and parking information](#) are available online.



Memorandum

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

DATE: April 16, 2018

TO: Paratransit Advisory and Planning Committee

FROM: [Cathleen Sullivan](#), Principal Planner
[Krystle Pasco](#), Assistant Program Analyst

SUBJECT: Instructions for FY 2018-19 Paratransit Program Plan Review

Recommendation

PAPCO members appointed to the Program Plan Review Subcommittees will review the instructions for the Program Plan Review process. This item is for information only.

Summary

In March 2018, PAPCO members were appointed to participate in various subcommittees as part of the annual Paratransit Program Plan Review process. PAPCO's review process is carried out through five subcommittees: East Bay Paratransit, North County, Central County, South County, and East County. During Program Plan Review, PAPCO is responsible for reviewing the Measure B and Measure BB Direct Local Distribution (DLD) funded paratransit program plans for FY 2018-19. The subcommittee meetings are scheduled to take place on Monday and Tuesday, April 23rd and 24th.

Background

Program Plan Review is a primary PAPCO responsibility that is assigned by the Commission. Article 2.3.1 of the Bylaws it describes PAPCO's program

plan responsibilities as the following: *"Review performance data of mandated and non-mandated services, including cost-effectiveness and adequacy of service levels, with the objective of creating a more cost-efficient, productive and effective service network through better communication and collaboration of service providers. In this capacity, the Committee may identify and recommend to the Alameda CTC alternative approaches that will improve special transportation service in Alameda County."*

This year, PAPCO will be responsible for reviewing Measure B and BB Direct Local Distribution (DLD) funded paratransit programs totaling over \$24.4 million dollars. The Program Plan Review process will also incorporate a review of unspent fund balances and notable trends in revenues and expenditures. Program Plan Review consists of five subcommittees held over two days, and members can be appointed to one or more of these subcommittees. There is one subcommittee for each of the four planning areas and a separate subcommittee for East Bay Paratransit.

Subcommittee Process

Each paratransit program is assigned to the panel for their appropriate geographic subcommittee. Panels are scheduled for 10-25 minutes. Please see the agendas at the front of this booklet for the scheduled date and time for each of the subcommittees and when each program will present. At the beginning of the panel, staff will present a short overview and highlight any notable elements of each program, this will be followed by a brief presentation by each program manager. Members will then have an opportunity to ask questions of the program managers before making a recommendation.

To prepare for participation in Program Plan Review, PAPCO members are provided with a booklet of reference material which contains the following:

- Program Plan Review Subcommittee Agendas
- PAPCO Instruction Memo
- General References and Background Information
- Comparative References

In addition, each subcommittee (East Bay Paratransit, North County, Central County, South County, and East County) has its own associated booklet which contains materials for each individual program:

- Staff Presentation
- Program Plan Application (narrative form and budget and vehicle spreadsheets)

PAPCO members are requested to review these documents thoroughly before the meeting and come prepared with questions.

As part of PAPCO's recommendation, members will have the opportunity to make comments and suggest ideas to the program managers regarding their programs. This process encourages the development of quality, cost effective and efficient services by suggesting coordination, mobility management activities, and consumer involvement as well as offering consumer experiences to respond to consumer needs. However, it is important to note that most jurisdictions have their own local advisory committee that they work with to develop their program. Once members provide their comments, they may recommend the program plan to the full PAPCO committee without comment, or they may attach comments or questions that require follow up by Alameda CTC staff. The subcommittees' recommendations will go to the full PAPCO for final approval in May 2018.

Alameda CTC is looking forward to PAPCO's participation in the annual Paratransit Program Plan Review process. Lunch will be provided on both days. If you have any questions about subcommittee assignments or dates, or any further questions, please don't hesitate to call Krystle Pasco at (510) 208-7467.

Fiscal Impact: There is no fiscal impact associated with the requested action.

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Background

Transportation Expenditure Plans

- 2000 Measure B:
 - 20-year period, 2002 - 2022
 - ½ cent sales tax
 - 10.45% allocated for Transportation for Seniors and People with Disabilities (Paratransit) Program
 - 5.53% Direct Local Distribution (DLD) funding for East Bay Paratransit
 - 3.39% DLD funding for City-based paratransit programs
 - 1.43% Discretionary funds for coordination and filling gaps
- 2014 Measure BB:
 - 30-year period, 2015 – 2045
 - ½ cent, 2015 - 2022
 - 1 full cent, 2022– 2045
 - 10% allocated for Paratransit Program
 - 6% DLD funding for East Bay Paratransit
 - 3% DLD funding for City-based paratransit programs
 - 1% Discretionary funds for coordination and filling gaps

Excerpts from PAPCO Bylaws

Article 2: Purpose and Responsibilities

- **2.1 Committee Purpose.** The Committee purpose is to fulfill the functions mandated for the Committee in the 2000 and 2014 Expenditure Plan and to advise the Alameda CTC on all special transportation services.
- **2.2 Committee Roles and Responsibilities from 2000 and 2014 Transportation Expenditure Plans.** As defined by the 2000 and 2014 Transportation Expenditure Plans, the roles and responsibilities of the Committee are to:
 - **2.2.1** Develop the formula used to distribute Measure B and Measure BB programmatic funds to the cities in Alameda

County and the County of Alameda for mandated and non-mandated special transportation services, subject to approval by the Commission.

- **2.2.2** Recommend allocation of funds identified for coordination/gaps in service in Tier 1 of the 2000 Transportation Expenditure Plan, subject to approval by the Commission.
- **2.2.3** Recommend allocation of funds identified for capital expenditures for coordination/gaps in service in Tier 2 of the 2000 Transportation Expenditure Plan, assuming funds are available for allocation, subject to approval by the Commission.
- **2.3 Additional Responsibilities.** Additional PAPCO member responsibilities are to:
 - **2.3.1** Review performance data of mandated and non-mandated services, including cost-effectiveness and adequacy of service levels, with the objective of creating a more cost-efficient, productive and effective service network through better communication and collaboration of service providers. In this capacity, the Committee may identify and recommend to the Alameda CTC alternative approaches that will improve special transportation service in Alameda County.
 - **2.3.2** Report annually on the status of special transportation services, including service availability, quality, and improvements made as compared to the previous year.
 - **2.3.3** Provide a forum for consumers to discuss common interests and goals affecting all special transportation services funded in whole or in part by Measure B and Measure BB funds in Alameda County.
 - **2.3.4** Encourage coordination of special transportation and public transit services as they relate to seniors and individuals with disabilities in Alameda County.

FY 2017-18 PAPCO Review Activities

Due Date	Report/Event	Applicable Period
July 31, 2017	Final Gap Grant Cycle 5 Progress Reports	Second half of prior fiscal year (Jan-Jun 2017)

Due Date	Report/Event	Applicable Period
December 31, 2017	Annual Audit and Compliance Report	Prior fiscal year (FY 2016-17)
January 31, 2018	CIP Progress Reports	First half of current fiscal year (Jul-Dec 2017)
March 23, 2018	Paratransit Program Plan Application	Upcoming fiscal year (FY 2018-19) and some prior and current year data
March 26, 2018	Establish priorities and guidelines for 2020 Comprehensive Investment Plan (CIP) Paratransit Program	Upcoming five fiscal years (FY 2019-20 to FY 2023-24)
April 23-24, 2018	PAPCO Program Plan Review Subcommittees	Upcoming fiscal year (FY 2018-19) and some prior and current year data
May 21, 2018	PAPCO approval of Program Plan Recommendations	Upcoming fiscal year (FY 2018-19)
May 24, 2018	Commission approval <u>of</u> 2020 CIP Paratransit Program Priorities and Guidelines	Upcoming five fiscal years (FY 2019-20 to FY 2023-24)

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Paratransit Program Plan Review Subcommittee Process

Program Review Process

- Introductions
- Staff Summary
- Panel Presentations by Program Managers
- Subcommittee questions and comments
- Subcommittee motion and vote

Program Manager's Presentation

- Expand on Staff Summary
 - Describe changes from last year's program
- Planning process overview
- Further challenges or issues that the Subcommittee should be aware of

Options for Motions

1. Recommend approval of all components of the program plan
2. Recommend conditional approval with recommended actions (e.g. work with staff to correct plan or budget, require regular reports to PAPCO, etc.)
3. Don't recommend approval of some components of the program plan

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Overview of Paratransit Programs in Alameda County

There are 13 different paratransit programs in Alameda County. Broadly speaking, these programs can be categorized into “ADA-mandated” programs and “City-based” programs.

ADA-mandated programs exist due to the 1990 federal Americans with Disabilities Act (ADA), which mandates that all public transit systems make their services fully accessible to all people, including those who, due to disability, cannot ride regular buses and trains. In Alameda County, there are three ADA-mandated programs. AC Transit and BART have partnered to form the East Bay Paratransit Consortium (EBP) which provides ADA-mandated service in these agencies’ service areas. Livermore Amador Valley Transit (LAVTA) in the Tri-Valley, and Union City Transit in the City of Union City also provide ADA-mandated services. However, LAVTA and Union City do not receive funding under the “ADA-mandated paratransit” portion of Measure B and BB. They receive funding and provide ADA-mandated service through the cities they serve.. Only AC Transit and BART receive funding from the “ADA-mandated services” portion of Measure B and BB.

ADA-mandated services are required by federal law to provide service that is comparable to regular bus and transit services. Paratransit services must be provided to individuals who travel within a 3/4 mile radius of a regular bus or rail route during the days and hours that those regular services are offered. Other requirements of the ADA-mandated services are that they provide next day service; charge fares no more than twice the standard fixed route fare; accept requests for all types of trips without prioritization; operate during the same hours as regular transit services; and allow no pattern or practice of denials. Individuals who wish to use ADA-mandated paratransit in their area are required to complete an application, and sometimes an interview, to determine their eligibility.

City-based programs, on the other hand, have much more flexibility in how they design their programs. Eleven cities in the County have designed a paratransit program to meet the needs of consumers in their local jurisdiction. The major difference between ADA-mandated and City-based programs, aside from the absence of federal regulations, are that they focus more on providing paratransit services for seniors rather than

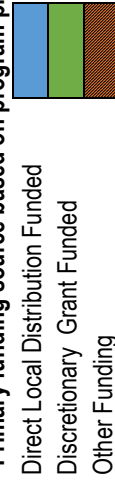
exclusively those with disabilities, and that they offer a range of different types of services including taxi subsidies, accessible shuttles and city-based door-to-door.

City-based programs receive Measure B and BB funding through the “non-mandated program” stream of sales tax funding. Many cities rely on Measure B and BB funding for the majority of their paratransit program funding, although some do contribute some city general funds and/or support for administration and staffing.

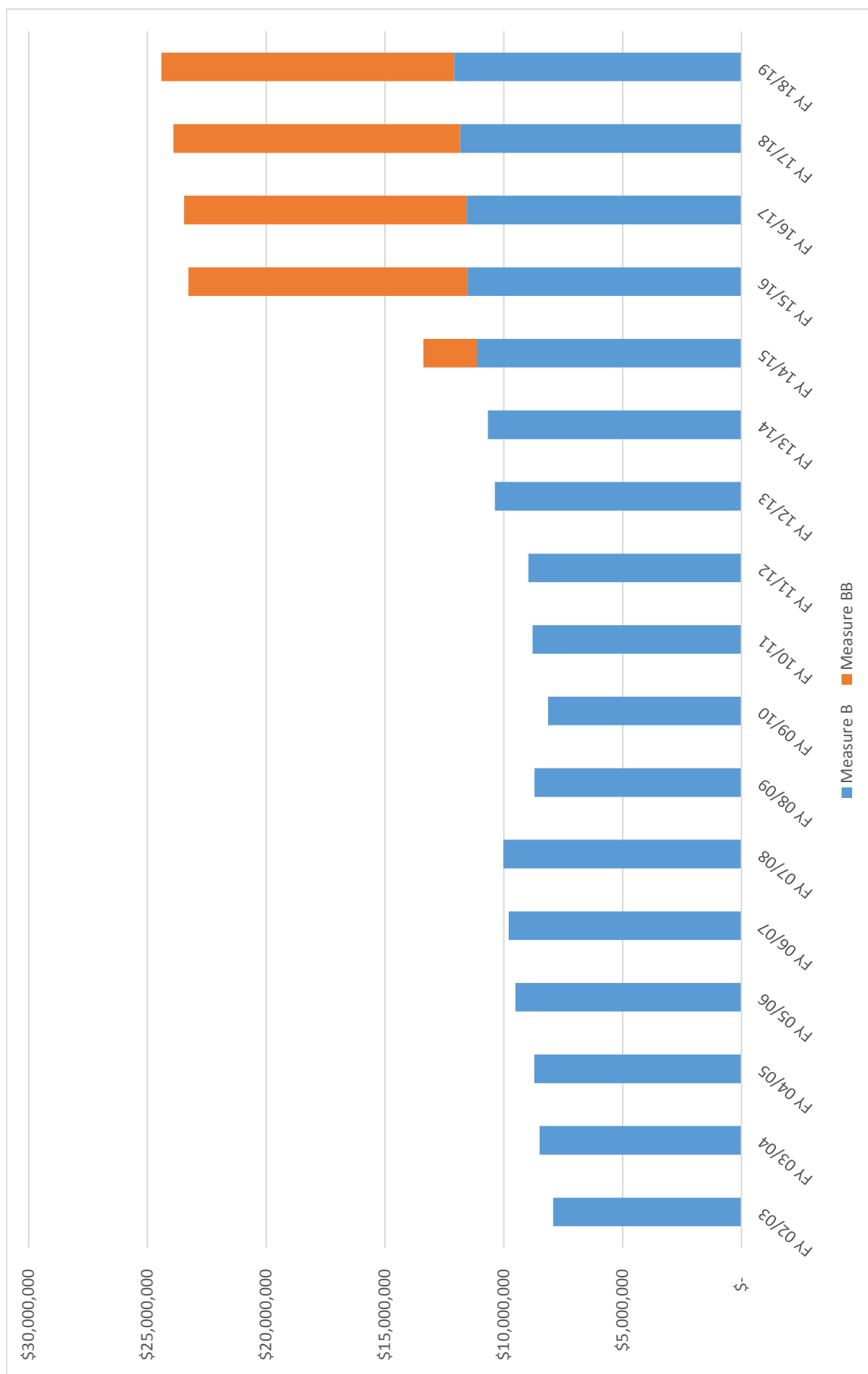
Summary of FY 2018-19 Alameda CTC Funded Paratransit Programs by City/Area

City	Planning Area	Door-to-Door	Taxi Subsidy	Specialized Accessible Van	Accessible Shuttle	Group Trips Program	Volunteer Driver Program	Mobility Mgmt/ Travel Training	Scholarship/ Subsidized Fare	Meal Delivery	Capital Expend.	ADA Paratransit
Alameda	North											
Albany	North											
Berkeley	North											
Emeryville	North											
Oakland (+ Piedmont)	North											
Hayward (+ Castro Valley and San Lorenzo)	Central											
San Leandro	Central											
Fremont	South											
Newark	South											
Union City	South											
Dublin	East											
Livermore	East											
Pleasanton (also serving Sunol)	East											

*Primary funding source based on program plan, 2018 CIP, and 5310 recommendation (some programs have mixed funding sources, the box reflects majority):



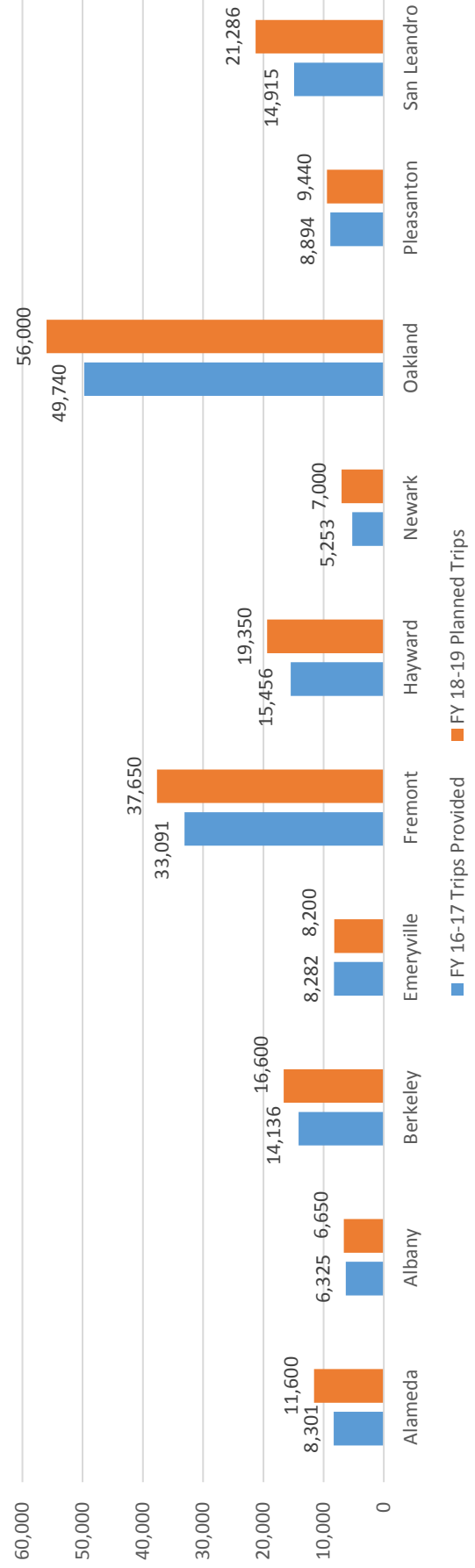
Annual Measure B and BB Paratransit DLD Revenue Trends



Total Number of Trips Planned

Program	FY 2016-17 Trips Provided	FY 2018-19 Trips Planned
Alameda	8,301	11,600
Albany	6,325	6,650
Berkeley	14,136	16,600
Emeryville	8,282	8,200
Fremont	33,091	37,650
Hayward	15,456	19,350
Newark	5,253	7,000
Oakland	49,740	56,000
Pleasanton	8,894	9,440
San Leandro	14,915	21,286
LAVTA	50,433	58,000
Union City	21,375	24,280
East Bay Paratransit	728,651	746,981
Total	964,852	1,023,037

Number of City-Based Trips Provided vs. Planned



Cost Per Trip

ADA-Mandated Paratransit

Program	FY 2016-17 (Actual)	FY 2018-19 (Planned)
LAVTA	\$36.81	\$40.08
Union City Paratransit	\$46.15	\$43.18
East Bay Paratransit	\$52.63	\$54.13

City-Based Programs

FY 2016-17 (Actual) and FY 2018-19 (Planned)

Program	Accessible Fixed-Route Shuttle		City-based Door-to-Door		City-based Specialized Van		Group Trips		Taxi Program	
	16-17	18-19	16-17	18-19	16-17	18-19	16-17	18-19	16-17	18-19
Alameda	\$9.06	\$24.31					\$16.42	\$16.21	\$18.26	\$33.33
Albany							\$5.64	\$8.35	\$10.09	\$8.89
Berkeley		\$15.00			\$31.17	\$38.75			\$30.05	\$33.08
Emeryville			\$45.21	\$42.87			\$23.36	\$13.00	\$26.99	\$30.00
Fremont			\$30.74	\$32.34			\$12.09	\$15.42	\$17.49	\$19.01
Hayward					\$50.77	\$765.00	\$21.63	\$42.86	\$18.49	\$22.69
Newark			\$34.23	\$50.00						
Oakland			\$26.02	\$30.50	\$25.59	\$28.00	\$15.91	\$15.29	\$30.95	\$22.89
Pleasanton	\$6.06		\$61.52	\$57.77				\$36.27		
San Leandro	\$23.58	\$33.97								

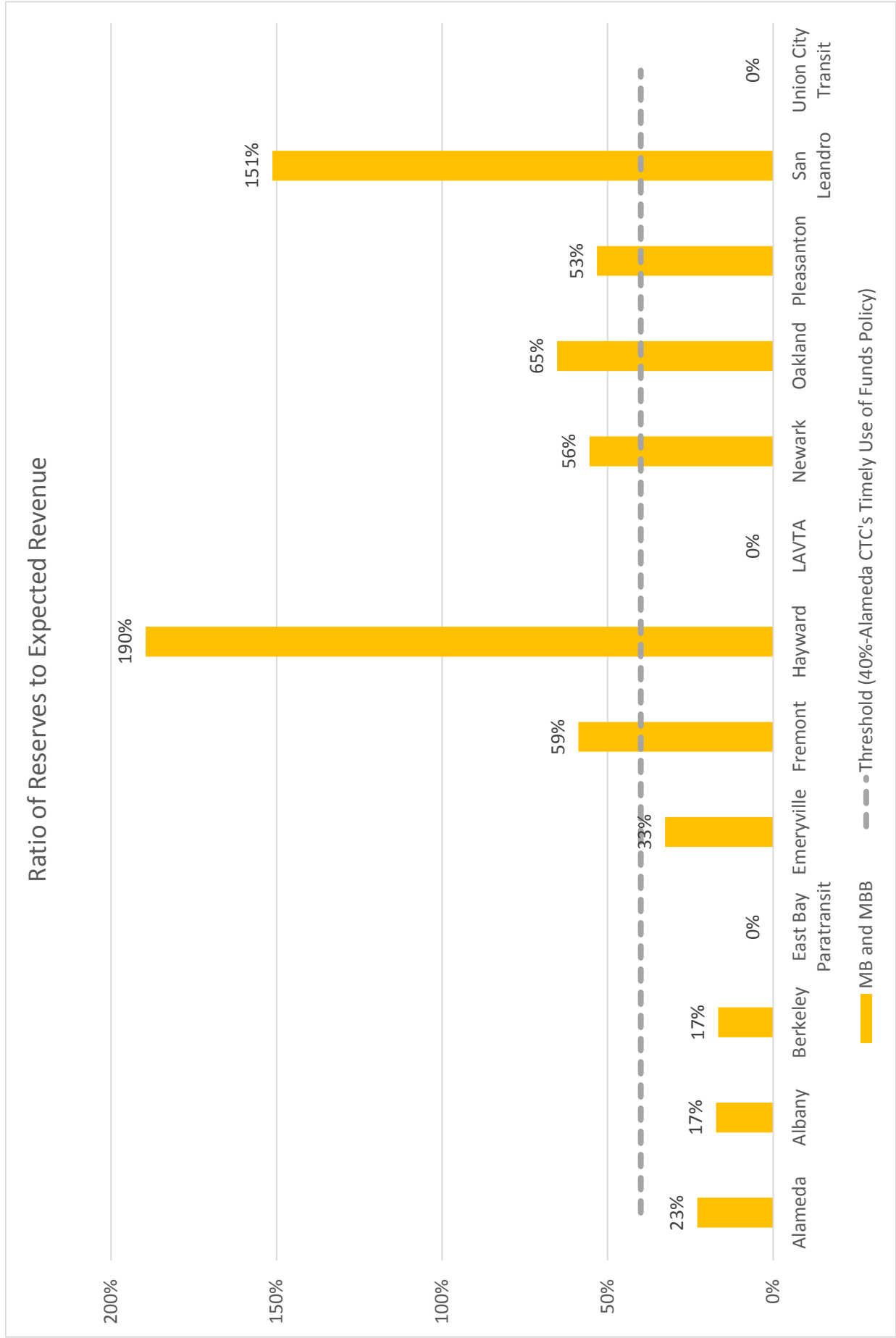
Percent Measure B/BB Funding

Program	FY 2016-17 (Actual)	FY 2018-19 (Planned)
Alameda	95%	98%
Albany	100%	89%
Berkeley	95%	78%
Emeryville	30%	29%
Fremont	100%	88%
Hayward	97%	98%
Newark	100%	100%
Oakland	91%	97%
Pleasanton	27%	41%
San Leandro	99%	99%
LAVTA	25%	19%
Union City	53%	51%
East Bay Paratransit	45%	43%

Percent Customer Service and Outreach (City-Based Programs)

Program	FY 2016-17 (Actual)	FY 2018-19 (Planned)
Alameda	10.3%	4.7%
Albany	4.5%	28.7%
Berkeley	4.1%	19.3%
Emeryville	None	None
Fremont	11%	12.2%
Hayward	1.7%	1.5%
Newark	None	None
Oakland	11.4%	13.0%
Pleasanton	12.0%	14.2%
San Leandro	8%	4.5%

FY 2018-19 Planned Reserves



2017 PAPCO Subcommittee Comments and Recommendations

Program	Comments and Recommendations
City-Based Programs	
Alameda	<ul style="list-style-type: none"> The members expressed how much they liked the variety of programs that Alameda offers and encouraged more outreach and to get people involved to help. <p><i>Program plan recommended for full approval.</i></p>
Albany	<ul style="list-style-type: none"> The committee commented that they are impressed with Albany's programs and requested Albany to continue with performing as much outreach as possible. <p><i>Program plan recommended for full approval.</i></p>
Berkeley	<ul style="list-style-type: none"> The committee noted that a program being in transition is difficult for consumers. <p><i>Program plan recommended for conditional approval with Alameda CTC staff working with Berkeley on updating cost per trip information for the May 22, 2017 PAPCO meeting.</i></p>
Emeryville	<ul style="list-style-type: none"> Members said they like the program but did not hear much about outreach efforts. Staff said that they have an activity guide, a newsletter, and an email campaign. Members liked the long-term view of funding. <p><i>Program plan recommended for full approval.</i></p>
Fremont	<ul style="list-style-type: none"> Members like the program and encouraged more engagement with consumers. They are glad that the city is expanding its funding sources and would like to know more about the grant, commend Shawn Fong's dedication. <p><i>Program plan recommended for full approval.</i></p>
Hayward	<ul style="list-style-type: none"> The members expressed how much they like the variety of programs that Hayward offers and encouraged more outreach and data collection. <p><i>Program plan recommended for conditional approval with a quarterly report of programs presented to PAPCO.</i></p>
Newark	<ul style="list-style-type: none"> Members said they liked the program and encouraged more outreach. <p><i>Program plan recommended for full approval.</i></p>

Program	Comments and Recommendations
Oakland	<ul style="list-style-type: none"> Members supported the programs and would like to support more same day service and encourage more outreach. <p><i>Program plan recommended for full approval.</i></p>
Pleasanton	<ul style="list-style-type: none"> Members said that they like the service and want to encourage more outreach. <p><i>Program plan recommended for full approval.</i></p>
San Leandro	<ul style="list-style-type: none"> Only 3% of the blind population reads braille and there should be other outreach options. Impressed with the program and interested in the new routes. <p><i>Program plan recommended for conditional approval provided that they work with Alameda CTC staff to complete the application and provide regular reports to PAPCO.</i></p>
ADA-Mandated Providers	
East Bay Paratransit	<ul style="list-style-type: none"> Members like the program and encourages as much outreach as possible. They also like the engagement of the boards with the program. Members said there has been improvement over the years. <p><i>Program plan recommended for full approval.</i></p>
LAVTA	<ul style="list-style-type: none"> Members noticed that there were modifications with outreach and wanted to encourage further outreach. They like the service. LAVTA is attempting to utilize resources in the best way and that all agencies are struggling with operating costs. They would like to see the integration of the TNC services into LAVTA's services and friendlier wheelchair service. <p><i>Program plan recommended for full approval.</i></p>
Union City	<ul style="list-style-type: none"> Members expressed a desire for more wheelchair accessible taxis. They also said the program is run well, and to keep connections with other cities and to keep doing outreach. <p><i>Program plan recommended for full approval.</i></p>

PAPCO Appointments and Vacancies

Appointer	Member
Supervisor Scott Haggerty, District 1 Pleasanton, Livermore, most of Fremont and a portion of Sunol	Herb Hastings
Supervisor Richard Valle, District 2 Hayward (incorporated portion), Newark, Union City, Fremont (Niles, Brookvale and North of Decoto Road), and unincorporated Sunol (North of Highway 84 only)	Christine Ross
Supervisor Wilma Chan, District 3 San Leandro, Alameda, San Lorenzo, Ashland, Hillcrest Knolls and the Fruitvale, San Antonio, Chinatown portions of Oakland	Sylvia Stadmire
Supervisor Nate Miley, District 4 East Oakland, Oakland Hills, Castro Valley, Ashland, Cherryland, Fairview and Dublin	Sandra Johnson-Simon
Supervisor Keith Carson, District 5 Albany, Berkeley, Emeryville, Piedmont and large portions of Oakland, namely West Oakland, North Oakland (Rockridge and Montclair), and the Fruitvale and San Antonio districts	Will Scott
City of Alameda	Harriette Saunders
City of Albany	Margaret Patterson
City of Berkeley	Linda Smith
City of Dublin	Shawn Costello
City of Emeryville	Yvonne Behrens
City of Fremont	Kevin Barranti
City of Hayward	Vacant
City of Livermore	Robert Coomber
City of Newark	Vacant
City of Oakland	Rev. Carolyn M. Orr
City of Piedmont	Vacant
City of Pleasanton	Carmen Rivera-Hendrickson
City of San Leandro	Cimberly Tamura
City of Union City	Vacant

Appointer	Member
A. C. Transit	Hale Zukas
BART	Michelle Rousey
LAVTA	Esther Waltz
Union City Transit	Larry Bunn

Summary of 2018 CIP Paratransit Program Funding Recommendations

Sponsor	Project Name	Funding
Center for Independent Living (The CIL)	Community Connections: A Mobility Management Partnership (CoCo)	\$500,000
City of Fremont	Tri-City Mobility Management and Travel Training Program	\$297,460
Eden I&R	Mobility Management Through 211 Alameda County	\$295,761
LIFE ElderCare	VIP Rides	\$275,081
Drivers for Survivors	Drivers for Survivors Volunteer Driver Program	\$220,000
Senior Support Program of Tri-Valley (SSPTV)	Volunteer Assisted Senior Transportation Program (VAST)	\$212,000
Bay Area Outreach and Recreation Program (BORP)	Accessible Group Trip Transportation for Youth and Adults with Disabilities	\$318,000
Livermore Amador Valley Transit Authority (LAVTA)	Para-Taxi Program	\$40,000
City of Emeryville	8-To-Go: City Door to Door Paratransit Service	\$70,000
Total		\$2,228,302

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Draft Summary of FY15, FY16, and FY17 FTA Section 5310 Funding Recommendations

Sponsor	Project Name	Funding
Center for Independent Living (The CIL)	Mobility Management: Alameda County	\$618,960
Livermore Amador Valley Transit Authority (LAVTA)	Mobility Management: Coordinated trip planning with social service transportation providers, information and referral, to expand transportation options for paratransit users	\$300,000 requested; award TBD
LIFE ElderCare	Operating Assistance: VIP Rides volunteer driver program	\$500,000
Friends of Children with Special Needs	Operating Assistance: escorted door through door service	\$335,488
Drivers for Survivors	Operating Assistance: Volunteer driver program	\$150,000
Livermore Amador Valley Transit Authority Alameda (LAVTA)	Operating Assistance: Para Taxi subsidy program	\$30,000 requested; award TBD
Family Bridges	Replacement vehicles	\$140,000
Center for Elders Independence (CEI)	Service Expansion vehicles; Purchase of equipment	\$128,000
Satellite Affordable Housing Associates	Service Expansion vehicle	\$73,000

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Measures B/BB DLD Revenue - Timely Use of Funds Policies

TIMELY USE OF FUNDS POLICY

INTENT: The intent of the Timely Use of Funds Policy is to encourage Measure B/Measure BB/Vehicle Registration Fee recipients to expend voter-approved transportation dollars expeditiously on transportation improvements and operations that the public can use and benefit from immediately.

POLICY: RECIPIENT **shall not carry a fiscal year ending fund balance greater than 40 percent of the Direct Local Distribution revenue received for that same fiscal year for four consecutive fiscal years**, by funding program. Non-compliance with this policy may invoke rescission penalties per the Use it or Lose It Policy.

RECIPIENT may seek an exemption from the Timely Use of Funds Policy through the Annual Program Compliance reporting process. RECIPIENT must demonstrate that extraordinary circumstances have occurred and provide a timely expenditure plan that would justify the exemption. Exemption requests must be submitted to ALAMEDA CTC and approved by the Commission.

IMPLEMENTATION: Through the Annual Program Compliance reporting process, ALAMEDA CTC will monitor the RECIPIENT's annual ending fund balance to revenue received ratio, cumulatively across the RECIPIENT's programmatic categories by fund program, to verify policy compliance.

USE IT OR LOSE IT POLICY

INTENT: The Use It or Lose It Policy serves as the penalty action for non-compliance with the Timely Use of Funds Policy for Measure B/Measure BB/Vehicle Registration Fee Direct Local Distribution program funds. The Use It or Lose It Policy enforces the timely use of funds requirements to encourage the RECIPIENT to expend voter-approved transportation dollars expeditiously on transportation improvements and operations that the public can use and benefit from immediately.

POLICY: If RECIPIENT does not meet the requirements of the Timely Use of Funds Policy, ALAMEDA CTC may determine that the RECIPIENT does not

need Measure B/Measure BB/Vehicle Registration Fee funding. In such a case, ALAMEDA CTC may exercise the Use It or Lose It Policy to rescind the RECIPIENT's subsequent fiscal year's Measure B/Measure BB/Vehicle Registration Fee Direct Local Distribution, in part by programmatic category or in its entirety. All such funds rescinded by ALAMEDA CTC shall be placed into an account for redistribution to the same programmatic type.

IMPLEMENTATION: If a RECIPIENT does not meet the provisions of the Timely Use of Funds Policy, ALAMEDA CTC may exercise the Use it or Lose It Policy and rescind the RECIPIENT's subsequent year's Measure B/Measure BB/Vehicle Registration Fee Direct Local Distribution. ALAMEDA CTC will redistribute rescinded funds to other eligible recipients within the same programmatic type. Redistribution will be determined by the existing formula distribution for the respective fund program and programmatic type.

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
ADA Paratransit^{1,2}	Origin-to-destination trips for people with disabilities unable to ride fixed route transit <ul style="list-style-type: none">• Pre-scheduled• Accessible
Door-to-Door Service	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">• Pre-scheduled• Accessible
Taxi Subsidy/ Same-Day Transportation³	Curb-to-curb trips for seniors and/or people with disabilities (usually ADA paratransit certified) <ul style="list-style-type: none">• Same day• Accessible vehicles not guaranteed

Service	Transportation Need Targeted and Service Details
Specialized Accessible Van	Origin-to-destination trips for people with disabilities using mobility devices that require lift- or ramp-equipped vehicles <ul style="list-style-type: none"> • Pre-scheduled & Same Day • Accessible
Accessible Shuttle	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"> • Fixed Schedule • Accessible
Group Trips	Round trip or origin-to-destination trips for seniors and people with disabilities <ul style="list-style-type: none"> • Pre-scheduled/fixed schedule • Usually accessible
Door-through-Door/Volunteer Driver Service	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"> • Pre-scheduled • Generally not accessible when provided in private cars
Mobility Management and/or Travel Training	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
Scholarship/Subsidized Fare Programs	Financial assistance for seniors and people with disabilities to utilize services
Meal Delivery Programs	Funding for meal delivery for seniors and people with disabilities who cannot travel to congregate meal sites <ul style="list-style-type: none"> • Programs currently funded by Measure B may continue, but new programs may not be established.
Capital Expenditures⁴	Funding for capital purchases for transportation programs for seniors and people with disabilities <ul style="list-style-type: none"> • If purchasing vehicles, they should be accessible

¹**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.

² *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.

³ *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. Program changes to utilize TNCs are subject to review by Alameda CTC staff prior to implementation.

⁴ *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	
Service Description	<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>
Eligible Population	<p>Eligible Populations include:</p> <ol style="list-style-type: none"> 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 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. <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>
Time & Days of Service	<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>
Fare (Cost to Customer)	<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>
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 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> <p>Programs may impose per person trip limits due to budgetary constraints, but any proposed trip limitations that are based on trip</p>

City-based Door-to-Door Service Guidelines	
	purpose must be submitted to Alameda CTC staff for review prior to implementation.

Taxi Subsidy/Same-Day Transportation Program Guidelines	
Service Description	<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>
Eligible Population	<p>Eligible Populations include:</p> <ol style="list-style-type: none"> 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 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. <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 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>

Taxi Subsidy/Same-Day Transportation Program Guidelines	
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 www.transit.dot.gov/regulations-and-guidance/shared-mobility-frequently-asked-questions. 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> <p>This service may make use of fare media such as scrip and vouchers to allow consumers to pay for rides.</p>
Eligible Population	At discretion of program sponsor with local consumer input.
Time & Days of Service	At discretion of program sponsor with local consumer input.

City-based Specialized Accessible Van Service Guidelines	
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.
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	<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 to ensure effective</p>

Accessible Shuttle Service Guidelines	
	<p>design, and any new shuttle plan must be submitted to Alameda CTC staff for review prior to implementation.</p> <p>Deviations and flag stops are permitted at discretion of program sponsor.</p>

Group Trips Service Guidelines	
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.
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Mobility Management and/or Travel Training Service Guidelines	
Service Description	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.
Eligible Population	At discretion of program sponsor.
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	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. Low income requirements are at discretion of program sponsors, but the requirement for household income should not exceed 50% AMI (area median income).

Scholarship/Subsidized Fare Program Guidelines	
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>

Meal Delivery Funding Guidelines	
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.

Capital Expenditures Guidelines	
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.

Capital Expenditures Guidelines	
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.

ADA-mandated Paratransit
<ul style="list-style-type: none">❖ Number of one-way trips provided❖ 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>)• 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• Qualitative information on "high need" trips

❖ *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

- | |
|---|
| <ul style="list-style-type: none">❖ Total ridership (<i>One-way passenger boardings</i>)❖ Total Measure B/BB cost per one-way passenger trip (<i>Total Measure B/BB program cost during period divided by the total ridership during period.</i>)• 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

- | |
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| <ul style="list-style-type: none">❖ Number of one-way passenger trips provided❖ Total Measure B/BB cost per passenger trip (<i>Total Measure B/BB program cost during period divided by the number of passenger trips provided during period.</i>)• 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 |
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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*