

PAPCO Paratransit Program Plan Review Subcommittee

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



FY 2016 – 2017
Submitted Program Plans



REFERENCES

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Paratransit Program Plan Review Subcommittee
Meeting Agenda
Thursday, May 12, 2016, 9:30 a.m.

1111 Broadway, Suite 800, Oakland, CA 94607

510.208.7400

www.AlamedaCTC.org

Facilitator: Naomi Armenta
Staff Liaison: Jacki Taylor
Public Meeting Coordinator:
Krystle Pasco

9:30 – 9:40 a.m.
Facilitator

**1. Welcome and
Introductions**

2. East Bay Paratransit Subcommittee

A/I

9:40 – 9:45 a.m.
Public

2.1. Public Comment

I

9:45 – 11:15 a.m.
Guest Speaker
and Staff

2.2. East Bay Paratransit

A

3. South County Subcommittee

11:15 – 11:20 a.m.
Public

3.1. Public Comment

I

11:20 – 12:05 p.m.
Guest Speaker
and Staff

3.2. City of Union City

A

12:05 – 12:20 p.m.

3.3. Break

12:20 – 1:05 p.m.
Guest Speaker
and Staff

3.4. City of Newark

A

1:05 – 1:50 p.m.
Guest Speaker
and Staff

3.5. City of Fremont

A

4. East County Subcommittee

1:50 – 1:55 p.m. Public	4.1. Public Comment	I
1:55 – 2:40 p.m. Guest Speaker and Staff	4.2. Livermore Amador Valley Transit Authority (LAVTA)	A
2:40 – 3:25 p.m. Guest Speaker and Staff	4.3. City of Pleasanton	A
3:25 – 3:30 p.m. Staff	5. Summary of Day	I
3:30 p.m.	6. Adjournment	

All items on the agenda are subject to action and/or change by the Subcommittee.



Paratransit Program Plan Review Subcommittee
Meeting Agenda
Friday, May 13, 2016, 9:30 a.m.

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

Facilitator: Naomi Armenta
Staff Liaison: Jacki Taylor
Public Meeting Coordinator:
Krystle Pasco

9:30 – 9:40 a.m.
Facilitator

**1. Welcome and
Introductions**

2. North County Subcommittee

A/I

9:40 – 9:45 a.m.
Public

2.1. Public Comment

I

9:45 – 10:30 a.m.
Guest Speaker
and Staff

2.2. City of Albany

A

10:30 – 11:15 a.m.
Guest Speaker
and Staff

2.3. City of Oakland

A

11:15 – 12:00 p.m.
Guest Speaker
and Staff

2.4. City of Berkeley

A

12:00 – 12:15 p.m.

2.5. Break

12:15 – 1:00 p.m.
Guest Speaker
and Staff

2.6. City of Alameda

A

1:00 – 1:45 p.m.
Guest Speaker
and Staff

2.7. City of Emeryville

A

3. Central County Subcommittee

1:45 – 1:50 p.m.
Public

3.1. Public Comment

I

1:50 – 2:35 p.m. Guest Speaker and Staff	3.2. City of Hayward	A
2:35 – 3:20 p.m. Guest Speaker and Staff	3.3. City of San Leandro	A
3:20 – 3:25 p.m. Staff	4. Summary of Day	I
3:25 p.m.	5. Adjournment	

All items on the agenda are subject to action and/or change by the Subcommittee.



Memorandum

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

DATE: May 2, 2016

SUBJECT: Instructions for Fiscal Year 2016-17 Paratransit DLD Program Plan Review

RECOMMENDATION: Review PAPCO member instructions for Program Plan Review

Summary

For PAPCO members, the annual review paratransit programs is a key responsibility. Known as "Program Plan Review", PAPCO's review process is carried out through five subcommittees (East Bay Paratransit, South County, East County, North County, and Central County). During Program Plan Review PAPCO is responsible for reviewing the planned Measure B and Measure BB Direct Local Distribution (DLD) expenditures for next year's for paratransit programs. For FY 2016-17, the combined MB and MBB revenue is estimated at over \$23.45 million dollars. The PAPCO Program Plan Subcommittee meetings will be held over two days, May 12th and 13th, at the Alameda CTC, located at 1111 Broadway, Suite 800.

Process

Each program is assigned to one of the five Program Plan Subcommittees and scheduled for a minimum 45-minute time slot. Please see the agendas at the front of this binder for the scheduled date and time for each of the subcommittees and when each program will present. At the beginning of each program's presentation staff will present a short overview and highlight notable elements of the plan, followed by a brief presentation by the 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 packet of reference material which contains the following:

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

In addition, each subcommittee (East Bay Paratransit, South County, East County, North County, and Central County) has its own associated packet which contains:

- For each individual program:
 - Staff Presentation
 - Program Plan Application

To prepare for Subcommittee participation, please review these documents carefully before the meeting and come prepared with comments.

As part of your recommendation, you will have the opportunity to make comments or suggest ideas to the program managers regarding their programs. Remember that most jurisdictions have their own citizen advisory committee that they have worked with to design their program. The purpose of the comment process is to encourage quality and cost-effective services through suggesting coordination/mobility management activities, ensuring consumer involvement, and offering your own experiences and suggestions for making programs more responsive to consumer needs. Once you have made your comments and/or suggestions, you may either send the program plan on to the full PAPCO committee without comment, or you may attach comments or

questions that you believe should be pursued by Alameda CTC staff. Your final recommendations will go to the full PAPCO in May 2016.

Alameda CTC is looking forward to PAPCO's participation in the annual program plan review process.. We will provide breakfast snacks in the morning and lunch for the break. If you have questions about subcommittee assignments or dates, or any further questions, please don't hesitate to call Naomi at (510) 208-7469.

Staff Contacts

[Naomi Armenta](#), Paratransit Coordinator

[Jacki Taylor](#), Program Analyst

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Background

Transportation Expenditure Plans

- 2000 Measure B:
 - 20-year period, 2002 - 2022
 - ½ cent sales tax
- 2014 Measure BB:
 - 30-year period, 2015 – 2045
 - ½ cent, 2015 - 2022
 - 1 full cent, 2022– 2045

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 Expenditure Plan and to advise the Alameda CTC on all special transportation matters.
- 2.2 Committee Roles and Responsibilities from Expenditure Plan. As defined by the Measure B Expenditure Plan, the roles and responsibilities of the Committee are to:
 - 2.2.1 Determine the formula to be used to distribute funds for non-mandated services to the cities in Alameda County and the County of Alameda.
 - 2.2.2 Allocate funds identified for coordination/gaps in service in Tier 1 of the Expenditure Plan, subject to approval of the Alameda CTC.
 - 2.2.3 Allocate funds identified for capital expenditures for coordination/gaps in service in Tier 2 of the Expenditure Plan, assuming funds are available for allocation, subject to approval of the Alameda CTC.
- 2.3 Additional Responsibilities. Additional PAPCO member responsibilities are to:

- 2.3.1 Review mandated and non-mandated services for cost effectiveness and adequacy of service levels and to make recommendations to the Alameda CTC regarding the approval of requests for funding. In this capacity, the Committee may identify alternative approaches that will improve special transportation service in Alameda Co.
- 2.3.2 Review performance data submitted by mandated and non-mandated special transportation service providers, with the objective of creating a more productive and effective service network, through better communication and collaboration of service providers.
- 2.3.3 Report annually to the Alameda CTC and all providers on the status of special transportation services. This report will include at a minimum service availability, quality, and improvements made as compared to the previous year.

PAPCO Review Activities During Fiscal Year

<u>Due Date</u>	<u>Report</u>	<u>Period Covered</u>
July 31, 2015	Gap Grant Progress Reports	Second half of prior fiscal year (Jan-Jun)
December 31, 2015	Annual Audit and Compliance Report	Prior fiscal year
January 31, 2016	Gap Grant Progress Reports	First half of current fiscal year (prior Jul-Dec)
March 25, 2016	Program Plan Application	Upcoming fiscal year (some prior and current year data)
May 12-13, 2016	Program Plan Review Subcommittee (PAPCO)	Prior fiscal year & upcoming fiscal year

Program Plan Review Process

Process for each Program's Review

- Introductions
- Staff Presentation
- Program Manager Presentation
- Subcommittee questions (1 each)
- Subcommittee comments assembled for PAPCO and the Commission
- Subcommittee motion and vote

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 reports to PAPCO, etc.).
3. Don't recommend approval of some components of the program plan.

Program Manager's Presentation

- Expand on Staff Presentation
 - Service overview
 - Changes from last year's program, including changes due to BB
 - Budget highlights (Reserves, Capital Expenditures etc.)
- Planning process overview
- Further challenges or issues that the Subcommittee should know about

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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, 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 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 through the cities they serve, and offer both ADA-mandated service and exceed ADA-mandate geographically. 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 the ADA-mandated and non-mandated or 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, city-based door-to-door and shuttles.

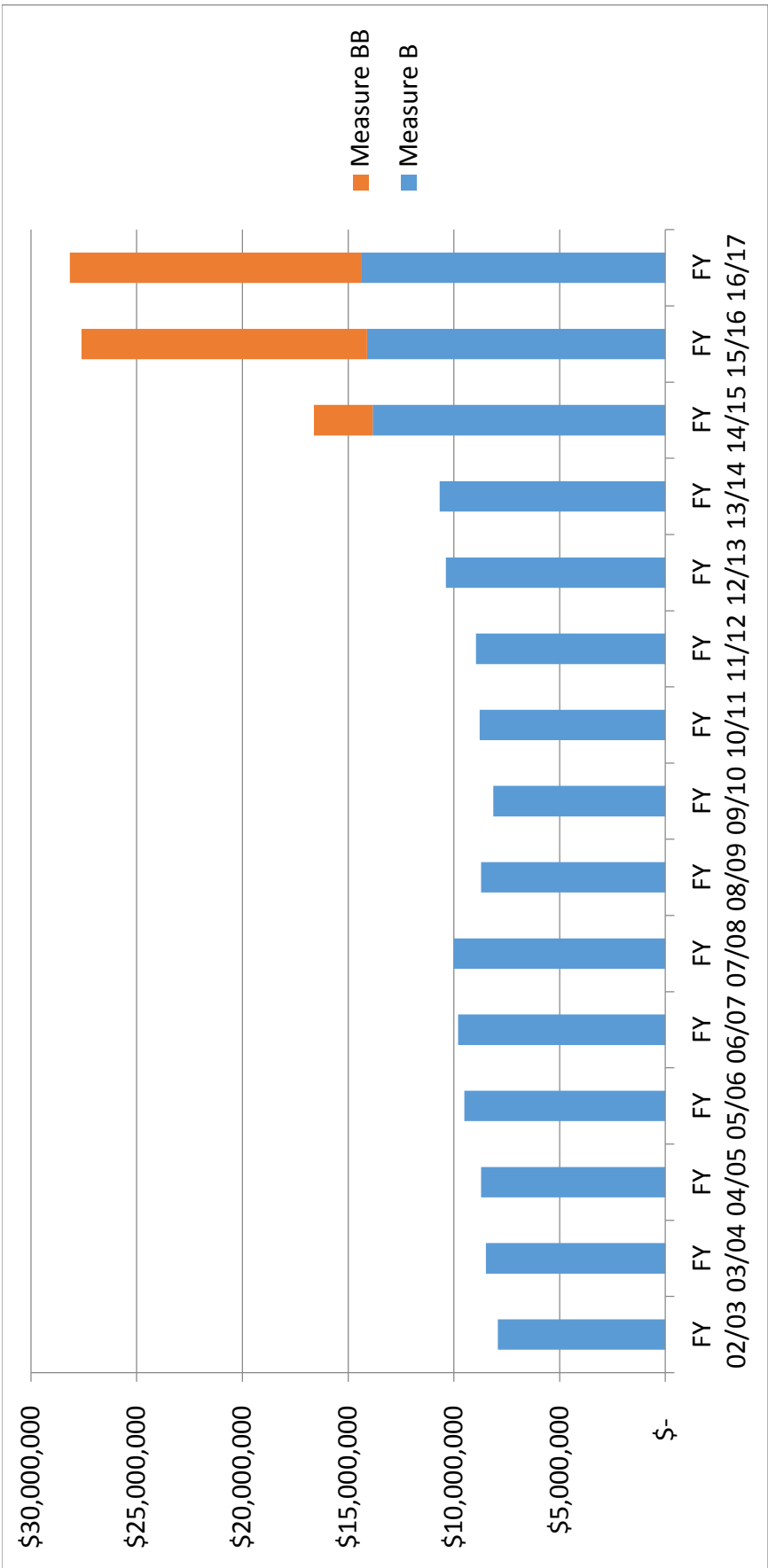
Summary of Programs by City/Area - Program Plan Applications and Gap Grant Programs (FY 2016/17)*

City	Planning Area	Door-to-Door	Taxi Subsidy	Specialized Accessible Van	Accessible Shuttle	Group Trips Program	Volunteer Driver Program	Mobility Mngmt/ 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 (some programs have mixed funding sources, the box reflects majority):

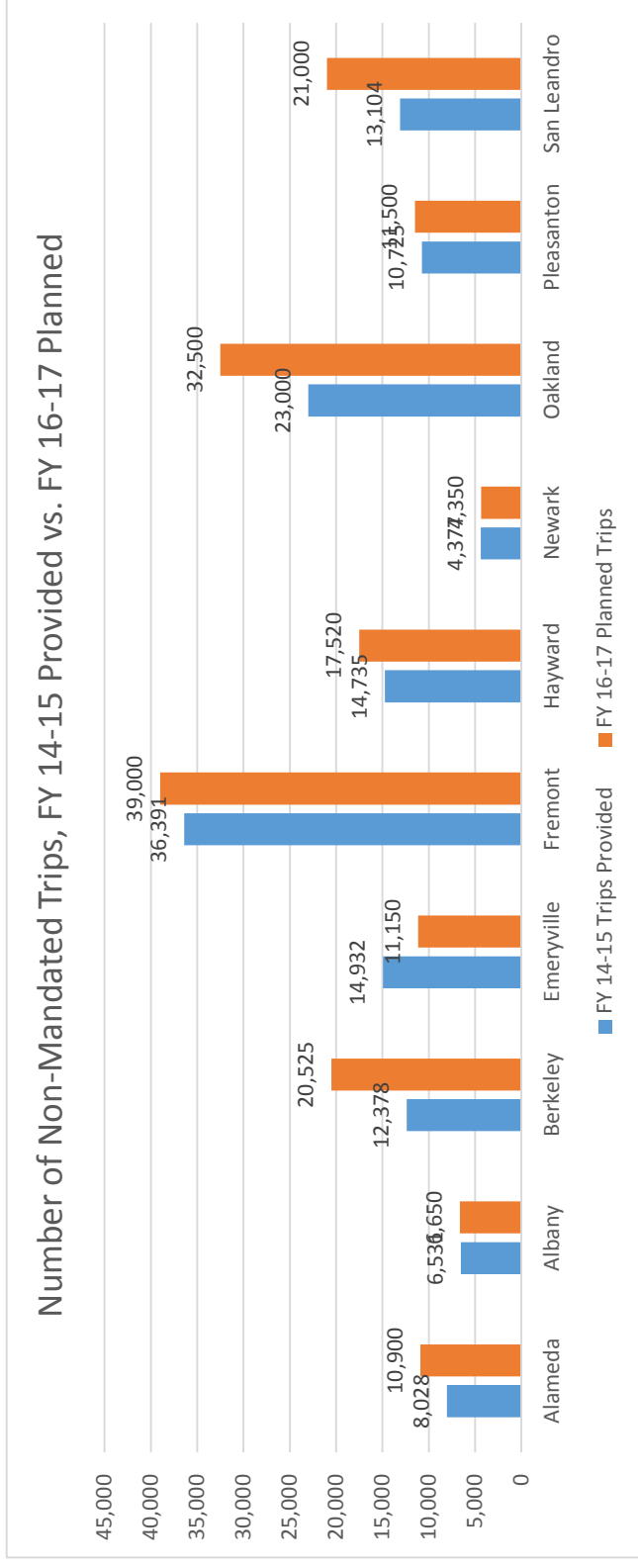


Paratransit DLD Annual Revenue Trends



Total Number of Non-Mandated Program Trips Planned

Program	FY 14-15 Trips Provided	FY 16-17 Planned Trips
Alameda	8,028	10,900
Albany	6,531	6,650
Berkeley	12,378	20,525
Emeryville	14,932	11,150
Fremont	36,391	39,000
Hayward	14,735	17,520
Newark	4,377	4,350
Oakland	23,000	32,500
Pleasanton	10,725	11,500
San Leandro	13,104	21,000
LAVTA	46,461	58,848
Union City	20,896	22,000
East Bay Paratransit	727,655	738,807
Grand Total	939,213	994,750



Cost Per Trip

ADA-Mandated Paratransit

Program	FY 14-15	FY 16-17
East Bay Paratransit	\$50.20	\$46.47
LAVTA	\$35.19	\$40.73
Union City Paratransit	\$44.37	\$43.21

City-Based Programs

	Accessible Fixed-Route Shuttle		City-based Door-to-Door		City-based Specialized Van		Group Trips		Taxi Program		Volunteer Driver	
Program	14-15	16-17	14-15	16-17	14-15	16-17	14-15	16-17	14-15	16-17	14-15	16-17
Alameda	\$12.62	\$24.29					\$9.92	\$12.50	\$20.12	\$38.33		\$50.00
Albany							\$4.04	\$5.21	\$13.26	\$8.89		
Berkeley		\$25.62			\$34.67	\$38.46			\$22.96	\$22.65		
Emeryville			\$36.93	\$11.61			\$24.82	\$2.67	\$26.25	\$23.33		
Fremont			\$32.15	\$34.51			\$9.55	\$15.53	\$22.63	\$19.23	\$18.45	\$18.75
Hayward			\$52.24			\$33.33	\$329.11	\$25.00	\$18.79	\$29.56		\$375.00
Newark			\$39.75	\$42.53								
Oakland			\$28.43	\$39.06	\$12.19	\$48.03		\$16.67	\$36.24	\$66.04		
Pleasanton	\$26.53	\$37.61	\$25.54	\$44.95								
San Leandro	\$31.99	\$19.85										

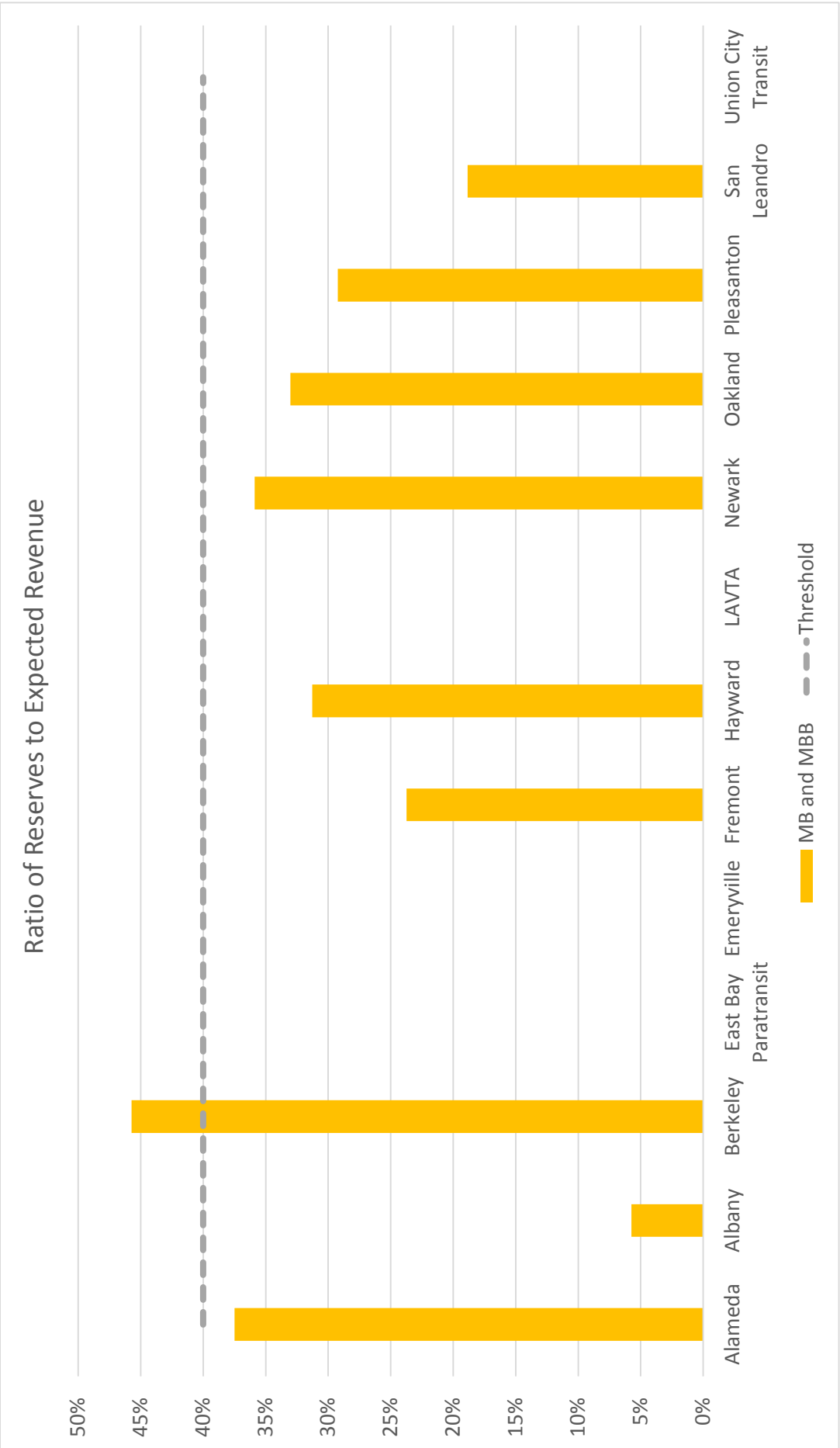
Percent Measure B/BB Funding

Program	FY 14-15	FY 16-17 (Planned)
Alameda	100%	97%
Albany	100%	100%
Berkeley	41%	82%
Emeryville	55%	100%
Fremont	100%	100%
Hayward	100%	92%
Newark	100%	100%
Oakland	90%	95%
Pleasanton	69%	55%
San Leandro	98%	99%
LAVTA	13%	19%
Union City	36%	53%
East Bay Paratransit	23%	44%

Percent for Customer Service and Outreach

Program	FY 14-15	FY 16-17 (Planned)
Alameda	17%	16%
Albany	28%	38%
Berkeley	22%	20%
Emeryville	none	none
Fremont	9%	12%
Hayward	1%	7%
Newark	none	none
Oakland	12%	8%
Pleasanton	none	32%
San Leandro	none	14%

Planned Reserves FY 2016-17



Funding Formula Population, Registrants, and Rides

	Funding Formula Population	% of Planning Area	Planned Registrants FY 16-17	% of Planning Area	Planned Trips FY 16-17	% of Planning Area
North County						
Alameda	19,370	11.3%	680	12.7%	10,900	13.3%
Albany	3,712	2.2%	440	8.2%	6,650	8.1%
Berkeley	29,001	16.9%	1,100	20.5%	20,525	25.1%
Emeryville	2,843	1.7%	1,800	33.6%	11,150	13.6%
Oakland (inc. Piedmont)	116,896	68.0%	1,341	25.0%	32,500	39.8%
TOTALS	171,821		5,361		81,725	
Central County						
Hayward (inc. unincorporated)	65,380	74.1%	525	59.3%	17,520	45.5%
San Leandro	22,904	25.9%	360	40.7%	21,000	54.5%
TOTALS	88,284		885		38,520	
South County						
Fremont	38,394	63.4%	2,300	62.6%	39,000	59.7%
Newark	8,055	13.3%	325	8.8%	4,350	6.7%
Union City	14,120	23.3%	1,050	28.6%	22,000	33.7%
TOTALS	60,568		3,675		65,350	
East County						
LAVTA (inc. Dublin, Livermore)	20,683	62.3%	1,580	68.7%	58,848	83.7%
Pleasanton (inc. Sunol)	12,490	37.7%	720	31.3%	11,500	16.3%
TOTALS	33,173		2,300		70,348	
EBP	320,673		17,500		738,807	

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PAPCO Comments and Recommendation from 2015

Program	Subcommittee comments and Final recommendation to Board
City-Based Programs	
Alameda	<ul style="list-style-type: none"> • Thank you. I enjoyed your presentation and I find there is good thinking involved. I appreciate the amount of reserves that you have. I think you've made a lot of progress. • Sounds good. I like your program. • I love the program. • Keep up the good work. • I always admire the programs that continue to face PAPCO despite their adversities. It shows proof of your determination. • I'm glad that we inspire you. I think that you've done a good job with the service including adding and evaluating services in the community. <p>Full funding.</p>
Albany	<ul style="list-style-type: none"> • Keep at it. • Thank you for what you are doing. I've seen tremendous improvement with your services. Continue doing what you are doing. • I like your outreach efforts. • I like that you are doing the outreach and I encourage you to make your program information be more accessible (different formats). I like your program. • Small but mighty. In duplicating your material, contact Larry or the Oakland Blind Center. <p>Full funding.</p>
Berkeley	<ul style="list-style-type: none"> • Thank you for the presentation. I'm glad that you've expanded your eligibility for the taxi scrip program. I'm glad that you are considering the needs of the people who are not traditionally a part of our service.

Program	Subcommittee comments and Final recommendation to Board
	<ul style="list-style-type: none"> • I would like to see you expand your outreach. • I like that anyone can come into Berkeley and there is always something you can do for them. • I'd like you to extend your access to the blind community and also with the BART accessibility taskforce to find out new resources and find out how to implement the new services. I like the services that you have in place now. • Your program is definitely valuable to the community. • Thank you for your presentation. I like the fact that you are looking at future ideas to improve your ridership. I know that you have been looking into the debit card system with our cities. I commend you for that. • I would rather see everyone get some than fewer people get more. <p>Full funding.</p>
Emeryville	<ul style="list-style-type: none"> • I think you did a good job. You've done remarkably well there despite the staff turnover. Congratulations. • Keep up the good work. • Brad has done a great job taking over several positions that needed to be filled. Emeryville has done a great job of taking care of its community members and its senior center despite the downturn of the economy. Senior services have always been a priority for the City of Emeryville. • Keep up the good work. Your program is a good program. Thank you for your work. • It all sounds good. Good job. • Thank you for your presentation. <p>Full funding.</p>

Program	Subcommittee comments and Final recommendation to Board
Fremont	<ul style="list-style-type: none"> • You are doing a great job in Fremont especially with the volunteer driver program. Keep up the good work. • Fremont is doing a great job with transporting individuals with cancer through the volunteer driver program. I want to congratulate you with that. • I would like to see your program allow people to come in and help you with your sensitivity training for drivers. I would like to help with that. • Wonderful program. I like what you are doing. Please give my kudos to Drivers for Survivors and VIP. It shows great determination. • If I ever need a job, can I work for you? ☺ • Thank you for the continued growth of your program. We never hear you complain. It's a good program. I'm looking forward to seeing how the debit card program will unfold. <p>Full funding.</p>
Hayward	<ul style="list-style-type: none"> • Regarding the taxi program and the possible debit card program, I suggest talking with VTA as they are also experimenting with that. They may have data to share. • I really like what you're doing with the taxi program. I'm glad they are accessible. Keep up the good work. Make sure to let wheelchair users know about their transportation options (i.e. EBP and accessible taxi). • Good work. • I like your bus and the contrasting colors. I'm glad to see Hayward keeping up the good work. <p>Conditional funding with a request to correct plan and budget (resolved before Board meeting).</p>

Program	Subcommittee comments and Final recommendation to Board
Newark	<ul style="list-style-type: none"> • Your program is finally taking off and moving forward. I like the partnership between Fremont and Newark. Keep up the good work. • Working with Fremont you have a strong foundation of experience. Continue doing what you are doing. • Really good program. I like your collaboration with Fremont and I'm happy to hear you're getting off the ground. • I think that you guys have a good thing going especially since you are working together on your programs. I like to see different agencies work together. <p>Conditional funding with a request to correct plan and budget (resolved before Board meeting).</p>
Oakland	<ul style="list-style-type: none"> • Thank you for your presentation and for the services that you offer. Oakland has always had services that benefitted the community including seniors and the disabled. I hope your program continues to improve. • I know the kind of work that you put into your program. I enjoyed your presentation and its specific information. Great work! We need more people like you. • Thank you for your presentation. • Thank you for the work that you do in the community. It is important. Keep up the good work. • I'd like to see you improve on your outreach efforts to the blind community. I'd like to help you with that. • I would like to see us monitor this new provider. <p>Full funding.</p>
Pleasanton	<ul style="list-style-type: none"> • I would like to see more input with the youth program.

Program	Subcommittee comments and Final recommendation to Board
	<ul style="list-style-type: none"> • I would like to see services for people on the border of Pleasanton and Dublin especially near the BART station. • I think you are doing a good job. I like your marketing. My only concern is the \$53 per trip but I understand why. I think with the rides and costs it will even out and maybe even decrease. • Your outreach has a lot of thought into it and the multigenerational households information with regards to ridership. Keep up the great outreach work. Good work. • Please extend our thanks to Pam Deaton and the staff for the job that you all are doing. You continue to show improvement throughout the years. I would like to see a survey to extend the weekend and holiday services. You are doing a good job. I liked your presentation. <p>Full funding.</p>
San Leandro	<ul style="list-style-type: none"> • Thank you for the job you are doing. It's important to the City of San Leandro. Keep your good work going. • You have a great program. Keep up the good work. • Ditto. Your work is important to the community. Thank you. • Perhaps, putting a small advisory committee together would help provide input on your taxi and shuttle services. <p>Full funding.</p>
ADA Mandated Providers	
EBP	<ul style="list-style-type: none"> • I am pleased to hear that the service is improving and I thank Rashida Kamara who stepped in and filled the position right away.

Program	Subcommittee comments and Final recommendation to Board
	<ul style="list-style-type: none"> • You're doing a great job. No matter where I go, EBP is very busy and I love seeing that. Please remind drivers about the notes for their riders. • You're doing an excellent job with all of the people that you are serving. Your emergency preparedness program is excellent. This is a very necessary service. I commend you on your innovation and for bringing people together. • Please work with your dispatchers and vendors to let them know that each ride is just as important as another, not just dialysis trips. • As a client and advocate, I can't say enough great things about the service. I haven't had any major overall complaints. I'm just concerned about the service working as good for others. • I appreciated your presentation and your knowledge. It was an informative discussion. It is a very serious effort to get things right, so thank you. <p>Full funding.</p>
LAVTA	<ul style="list-style-type: none"> • I would like to urge you to look into the taxi voucher system again, as opposed to reimbursement. This will help low income individuals who cannot pay the fare upfront. Everything else looks good. • Good job with identifying why seniors are not using the transferring option within the fixed route system. I like that you collaborate with Pleasanton too. • Your presentation shows your determination in continuing to make your program work. • I see that you are continuing to improve in your service area. I haven't heard too much about your new service provider but I hope it's going well. <p>Full funding.</p>

Program	Subcommittee comments and Final recommendation to Board
Union City	<ul style="list-style-type: none"> • Your system seems to be working. Thank you for providing service to seniors and people with disabilities. • I'm going to learn and understand Union City Paratransit better. • I like that you included in your numbers companions and personal care assistants. I would like to use that model for other agencies. • I would like to see you provide service to people visiting your area. • Keep rolling. <p>Full funding.</p>

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PAPCO Appointments and Vacancies

Appointer	Member
Supervisor Scott Haggerty District 1 - Cities of Pleasanton, Livermore, most of Fremont and a portion of Sunol	Herb Hastings
Supervisor Richard Valle District 2 - Cities of Hayward (incorporated portion), Newark, Union City, Fremont (Niles, Brookvale and everything North of Decoto Road), and unincorporated Sunol (everything North of Highway 84 only)	Vacant
Supervisor Wilma Chan District 3 - includes 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 - Cities of 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	Jonah Markowitz
City of Berkeley	Linda Smith
City of Dublin	Shawn Costello
City of Emeryville	Joyce Jacobson
City of Fremont	Kevin Barranti
City of Hayward	Vanessa Proee
City of Livermore	Vacant
City of Newark	Vacant
City of Oakland	Rev. Carolyn M. Orr
City of Piedmont	Vacant

Appointer	Member
City of Pleasanton	Carmen Rivera-Hendrickson
City of San Leandro	Cimberly Tamura
City of Union City	<i>Vacant</i>
A. C. Transit	Hale Zukas
BART	Michelle Rousey
LAVTA	Esther Waltz
Union City Transit	Larry Bunn

Summary of Gap Extension Requests

Sponsor	Project Name	Planning Area	Description	Total Program/ Project Cost 16/17	Funding Request 16/17
ASEB	Special Transportation Services for Individuals with Dementia	North, Central, South	ASEB (Alzheimer's Services of the East Bay) proposes to transport individuals with cognitive impairment and memory loss to and from their homes and a safe Adult Day Health Care center. Operations includes wheelchair accessible buses and specially trained drivers. Services will be available Monday through Friday from 8AM to 6PM.	\$434,919	\$100,000
BORP	Accessible Group Trip Transportation for Youth and Adults with Disabilities	Countywide	This project provides accessible group trip transportation in Alameda County for children, youth and adults with disabilities participating in sports and recreation programs. The project is successfully addressing the gap closure goals for accessible group trips for individuals with disabilities, meeting service targets, conducting effective public outreach and maintaining high customer satisfaction.	\$185,000	\$148,000
CIL	Mobility Matters! Collaborative	Countywide	Mobility Matters! Collaborative is a partnership of Alameda County of senior and disability services agencies that provide travel training and mobility management services so that seniors and people with disabilities can become more engaged in their communities through the use of assistive technology and fixed route transit.	\$291,960	\$189,561
City of Emeryville	8-To-Go: A Demand Response, Door to Door Shuttle	North	A Demand Response Shuttle Service for seniors and people with disabilities living in the 94608 area of Oakland/Emeryville with service to Berkeley and nearby important destinations beyond 94608.	\$106,500	\$34,000
City of Fremont	Tri-City Mobility Management and Travel Training Program	South	This program provides individualized transportation planning assistance and intensive community outreach to help seniors and people with disabilities navigate and access the transportation services network to find the most appropriate and cost effective mode of travel for their specific needs. Group and individual travel training will also be provided to help consumers learn how to use public transit.	\$125,000	\$125,000

Sponsor	Project Name	Planning Area	Description	Total Program/ Project Cost 16/17	Funding Request 16/17
City of Fremont	Tri-City Volunteer Driver Programs	South	Both the VIP Rides and Drivers for Survivors provide door-through-door assisted transportation that is designed to address a service gap that cannot be filled by ADA or city-based paratransit services, which are either curb-to-curb or door-to-door services. VIP Rides serves older adults and people with disabilities, including those using wheelchairs and other mobility devices. Drivers for Survivors serves ambulatory adults who are diagnosed with cancer.	\$290,184	\$150,000
City of Fremont	Tri-City Taxi Voucher Program	South	This program provides affordable, same-day taxi transportation for seniors and people with disabilities residing in Fremont, Newark or Union City.	\$181,200	\$150,000
City of Oakland	Taxi-Up & Go Project	North	TAXI-UP & GO PROJECT as an ELDERLY PARATRANSIT VOLUNTEER ESCORT AND CASE MANAGEMENT service has made an impact in the use of subsidized taxi-scrip to provide peer transport and culturally sensitive supportive interventions for isolated and monolingual seniors assisted by trained Senior Companion volunteer escorts, caregivers and community service providers.	\$155,680	\$105,680
City of Pleasanton	Downtown Route Shuttle (DTR)	East	The Downtown Route (DTR) Shuttle has provided affordable, same-day rides to over 655 seniors and ADA eligible Pleasanton/Sunol residents since 2008. As transportation needs evolve in Pleasanton, an innovative pilot program to redesign the shuttle's service offerings will be implemented in an effort to provide a more effective and relevant experience for same-day ride service.	\$56,415	\$45,623
Mobility Matters (formerly Senior Helpline Services)	Rides for Seniors	North, Central	Mobility Matters Rides for Seniors Program is a free, escorted, door-through-door, 1:1 volunteer driver program that provides transportation via volunteer owned and insured cars to otherwise homebound, ambulatory seniors age 60+ who cannot access other forms of transportation for medical care, dental care, and basic necessities.	\$96,300	\$85,000

Sponsor	Project Name	Planning Area	Description	Total Program/ Project Cost 16/17	Funding Request 16/17
SSPTV	Volunteer Assisted Senior Transportation and Escorts Project	East	Volunteers Assisting Same Day Transportation and Escorts Project (VAST) supplements existing public and paratransit programs by providing free, door-through-door service for seniors to their medical appointments. Volunteer drivers and staff transport at-risk seniors, enabling them to travel safely in and out of the county to critical medical care.	\$114,909	\$106,709
TOTAL				\$2,038,067	\$1,239,573

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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 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 Program (Paratransit). All programs funded partially or in their entirety through these sources, including ADA-mandated paratransit services, city-based non-mandated 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 their basic customer experience parameters; this is followed by more detailed descriptions of each.

Service	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

Service	Timing	Accessibility	Origins/ Destinations	Eligible Population
Specialized Accessible Van	Pre-scheduled & Same Day	Accessible	Origin-to-Destination	People with disabilities using mobility devices that require lift- or ramp-equipped vehicles
Accessible Shuttles	Fixed Schedule	Accessible	Fixed or Flexed Route	Seniors and people with disabilities
Group Trips	Pre-scheduled	Varies	Round Trip Origin-to-Destination	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
Mobility Management and/or Travel Training	N/A	N/A	N/A	Seniors and people with disabilities
Scholarship/ Subsidized Fare Programs	N/A	N/A	N/A	Seniors and people with disabilities
Meal Delivery Programs	N/A	N/A	N/A	Meal delivery programs currently funded by Measure B may continue, but new programs may not be established.
Capital Expenditures	N/A	Accessible	N/A	Seniors and people with disabilities

Service	Timing	Accessibility	Origins/ Destinations	Eligible Population
Hospital Discharge Transportation Service (HDTs)/Wheelchair Scooter Breakdown Transportation Service (WSBTS)	Same Day	Accessible	Origin-to-Destination	People with disabilities using mobility devices that require lift- or ramp-equipped vehicles

Note on ADA Mandated Paratransit: Programs mandated by the American's 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.

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

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 in 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>

City-based Door-to-Door Service Guidelines	
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 to 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.</p>

Taxi Subsidy Program Guidelines	
Service Description	<p>Taxis provide curb-to-curb service that can be scheduled on a same-day basis. They 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</i></p>

Taxi Subsidy Program Guidelines	
	<p><i>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>
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 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/scrip (or other fare medium) per person, and/or a total monetary subsidy per person per year.</p>
Other	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.

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 mediums 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.
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.

Accessible Shuttle Service Guidelines	
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 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.

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. 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 paratransit 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, escorted companion services, 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.</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>

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.
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. Planned expenditures are subject to review by Alameda CTC staff prior to implementation.

Hospital Discharge Transportation Service (HDTs)/ Wheelchair Scooter Breakdown Transportation Service (WSBTS)	
Service Description	These are specialized Countywide services providing accessible, door-to-door trips on a same-day basis in case of hospital discharge or mobility device breakdown. These services are overseen by the Alameda CTC.
Eligible Population	At discretion of Alameda CTC. Targeted towards seniors and people with disabilities without other transportation options who need trips on a same-day basis in case of hospital discharge or mobility device breakdown.
Time & Days of Service	At discretion of Alameda CTC.
Fare (Cost to Customer)	No cost to consumer.

Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities 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 non-mandated paratransit programs and discretionary grant-funded projects, are identified below. Additional performance-related data may be required through separate discretionary grant guidelines or to report to the Alameda CTC's Commission or one of its community advisory committees.

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>)

City-based Door-to-Door Service
<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>)

Taxi Subsidy 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.*)

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.*)

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.*)

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.*)

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.*)

Mobility Management Service

- Number of contacts provided with mobility management support
- 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.*)

Travel Training Service
<ul style="list-style-type: none">• Number of individuals trained• Total Measure B/BB cost per individual trained (<i>Total Measure B/BB program cost during period divided by the number of individuals trained during period</i>)

Scholarship/Subsidized Fare Program
<ul style="list-style-type: none">• Number of unduplicated individuals who received scholarship/subsidized fares• Number of one-way fares/tickets subsidized• Total Measure B/BB cost per subsidy (<i>Total Measure B/BB program cost during period divided by the number of subsidized fares/tickets during period</i>)

Meal Delivery Funding
<ul style="list-style-type: none">• Number of meal delivery trips• Total Measure B/BB cost per meal delivery trip (<i>Total Measure B/BB program cost during period divided by the number of meal delivery trips during period</i>)

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