



Paratransit Program Plan Review Subcommittee  
Meeting Agenda  
Wednesday, May 10, 2017, 9:30 a.m.

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

9:30 – 9:40 a.m.  
Facilitator

**1. Call to Order  
and Roll call**

**Facilitator:** Krystle Pasco  
**Staff Liaison:** Naomi Armenta  
**Public Meeting Coordinator:**  
Angie Ayers

**2. Central County Subcommittee**

**A/I**

9:40 – 9:45 a.m.  
Public

**2.1.** Public Comment

I

9:45 – 10:15 a.m.  
Guest Speaker and  
Staff

**2.2.** City of Hayward

A

10:15 – 10:45 a.m.  
Guest Speaker and  
Staff

**2.3.** City of San Leandro

A

**3. North County Subcommittee**

10:45 – 10:50 a.m.  
Public

**3.1.** Public Comment

I

10:50 – 11:20 a.m.  
Guest Speaker and  
Staff

**3.2.** City of Alameda

A

11:20 – 11:50 a.m.  
Guest Speaker and  
Staff

**3.3.** City of Albany

A

11:50 a.m. – 12:05 p.m.

**3.4.** Lunch Break

12:05 – 12:35 p.m. Guest Speaker and Staff	<b>3.5.</b> City of Berkeley	A
12:35 – 1:05 p.m. Guest Speaker and Staff	<b>3.6.</b> City of Emeryville	A
1:05 – 1:35 p.m. Guest Speaker and Staff	<b>3.7.</b> City of Oakland	A
1:35 – 1:40 p.m. Staff	<b>4. Wrap Up</b>	I
1:40 p.m.	<b>5. Adjournment</b>	

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



# Paratransit Program Plan Review Subcommittee Meeting Agenda Thursday, May 11, 2017, 9:30 a.m.

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

9:30 – 9:40 a.m.  
Facilitator

## 1. Call to Order and Roll Call

**Facilitator:** Krystle Pasco  
**Staff Liaison:** Naomi Armenta  
**Public Meeting Coordinator:**  
Angie Ayers

## 2. East Bay Paratransit 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. East Bay Paratransit

A

## 3. South County Subcommittee

10:30 – 10:35 a.m.  
Public

### 3.1. Public Comment

I

10:35 – 11:05 a.m.  
Guest Speaker and  
Staff

### 3.2. City of Fremont

A

11:05 – 11:35 a.m.  
Guest Speaker and  
Staff

### 3.3. City of Newark

A

11:35 – 11:50 a.m.

### 3.4. Lunch Break

11:50 a.m. – 12:20 p.m.  
Guest Speaker and  
Staff

### 3.5. City of Union City

A

#### **4. East County Subcommittee**

12:20 – 12:25 p.m. Public	<b>4.1.</b> Public Comment	I
12:25 – 12:55 p.m. Guest Speaker and Staff	<b>4.2.</b> Livermore Amador Valley Transit Authority (LAVTA)	A
12:55 – 1:25 p.m. Guest Speaker and Staff	<b>4.3.</b> City of Pleasanton	A
1:25 – 1:30 p.m. Staff	<b>5. Wrap Up</b>	I
1:30 p.m.	<b>6. Adjournment</b>	

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 3, 2017

**SUBJECT:** Instructions for FY 2017-18 DLD Paratransit Program Plan Review

**RECOMMENDATION:** Review PAPCO member instructions for Program Plan Review

## Summary

In April 2017, PAPCO members were appointed to participate in various subcommittees as part of the annual Paratransit Program Plan Review. 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 2017-18. The subcommittee meetings are scheduled to take place on Wednesday and Thursday, May 10<sup>th</sup> and 11<sup>th</sup>.

## Background

Program Plan Review is a primary PAPCO responsibility that is assigned by the Commission. Article 2.3.1 of the Bylaws describe 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 \$23.9 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.

## **Process**

Each paratransit program is assigned to their appropriate geographic subcommittee and is scheduled for a 30-45 minute time slot. 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 each program's presentation, staff will present a short overview and highlight any notable elements of the plan, this will be 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 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

PAPCO members are requested to review these documents carefully 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 2017.

Alameda CTC is looking forward to PAPCO's participation in the annual Paratransit Program Plan Review process. Breakfast and 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.

### **Staff Contacts**

[Cathleen Sullivan](#), Principal Planner

[Krystle Pasco](#), Assistant 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 2000 and 2014 Expenditure Plan and to advise the Alameda CTC on all special transportation.
- **2.2 Committee Roles and Responsibilities from 2000 and 2014 Transportation Expenditure Plans.** As defined by the 200 and 2014 Transportation Expenditure Plans, the roles and responsibilities of the Committee are to:
  - **2.2.1** Develop the formula use 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.

### **PAPCO Review Activities During FY 2016-17**

<b>Due Date</b>	<b>Report/Event</b>	<b>Applicable Period</b>
July 25, 2016	Establish priorities for Comprehensive Investment Plan (CIP) Paratransit Program	Upcoming two fiscal years (FY 2017-18 and FY 2018-19)
July 31, 2016	Gap Grant Cycle 5 Progress Reports	Second half of prior fiscal year (Jan-Jun 2016)
September 1-October 31, 2016	Call for Projects for the 2018 Comprehensive Investment Plan	Upcoming two fiscal years (FY 2017-18 and FY 2018-19)
November 1-December 31, 2016	2018 CIP Paratransit Program applications evaluated	Upcoming two fiscal years (FY 2017-18 and FY 2018-19)

<b>Due Date</b>	<b>Report/Event</b>	<b>Applicable Period</b>
December 31, 2016	Annual Audit and Compliance Report	Prior fiscal year (FY 2015-16)
January 31, 2017	Gap Grant Cycle 5 Progress Reports	First half of current fiscal year (Jul-Dec 2016)
March 27, 2017	PAPCO recommendation on 2018 CIP Paratransit Program	Upcoming two fiscal years (FY 2017-18 and FY 2018-19)
March 31, 2017	Paratransit Program Plan Application	Upcoming fiscal year (FY 2017-18) and some prior and current year data
April 27, 2017	Commission approval on 2018 CIP Paratransit Program	Upcoming two fiscal years (FY 2017-18 and FY 2018-19)
May 10-11, 2017	PAPCO Program Plan Review Subcommittee	Prior fiscal year (FY 2015-16) & upcoming fiscal year (FY 2017-18)

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# **Paratransit Program Plan Review Subcommittee Process**

## **Program Review Process**

- Introductions
- Staff Presentation
- Program Manager Presentation
- Subcommittee questions
- Subcommittee comments
- Subcommittee motion and vote

## **Program Manager's Presentation**

- Expand on Staff Presentation
  - Describe changes from last year's program
  - Budget highlights (reserves, capital expenditures, etc.)
- 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 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 City-based programs, aside from the absence of federal regulations, are that they focus more on providing paratransit services for seniors rather than

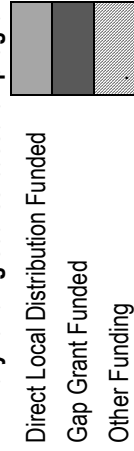
exclusively those with disabilities, and that they offer a range of different types of services including taxi, shuttles and city-based door-to-door.

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.

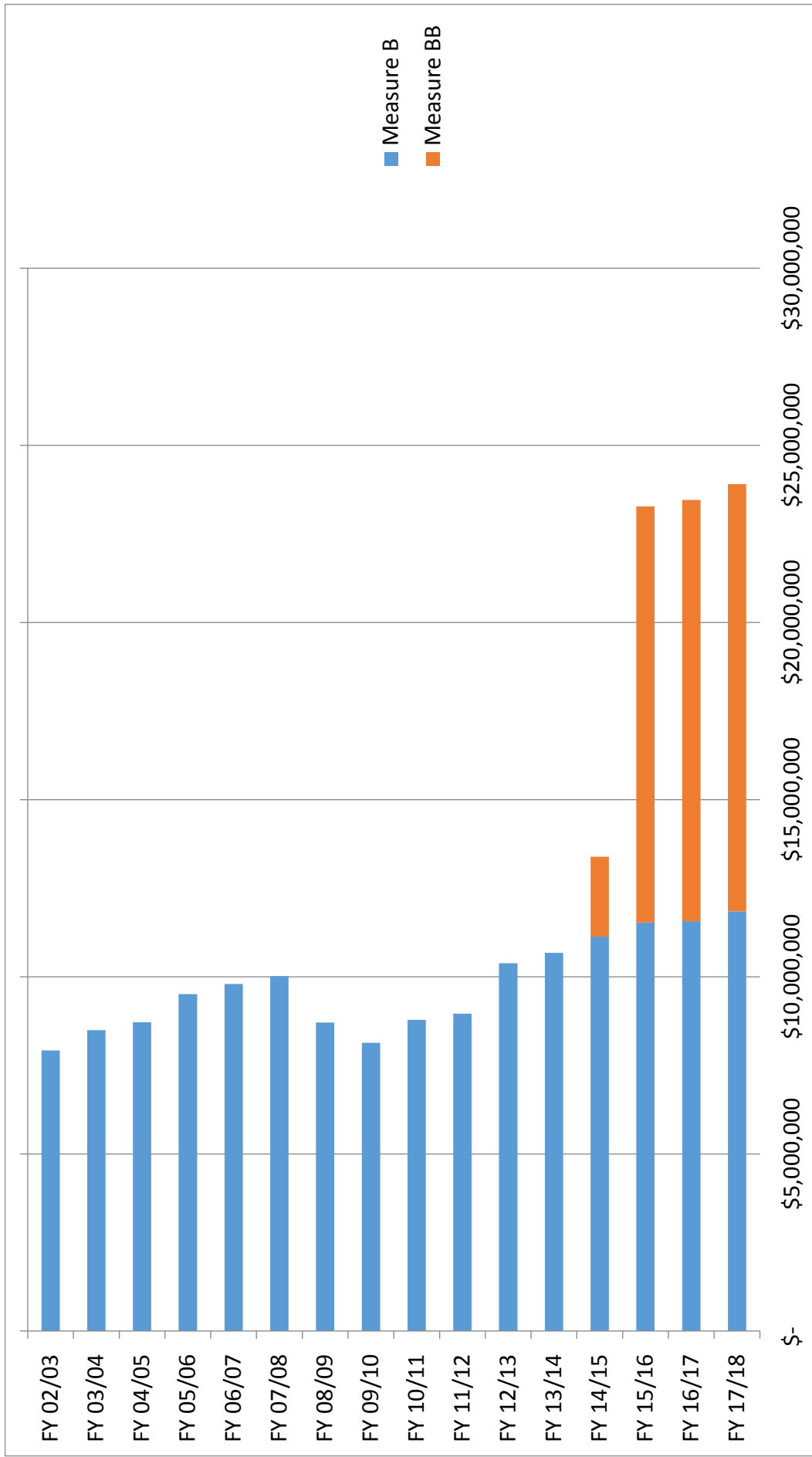
## Summary of FY 2017-18 Alameda CTC Funded Paratransit Programs by City/Area\*

City	Planning Area	Door-to-Door	Taxi Subsidy	Specialized Accessible Van	Accessible Shuttle	Group Trips Program	Volunteer Driver Program	Mobility 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 based on program plan and 2018 CIP recommendation (some programs have mixed funding sources, the box reflects majority):



## Annual Measure B and BB Paratransit DLD Revenue Trends

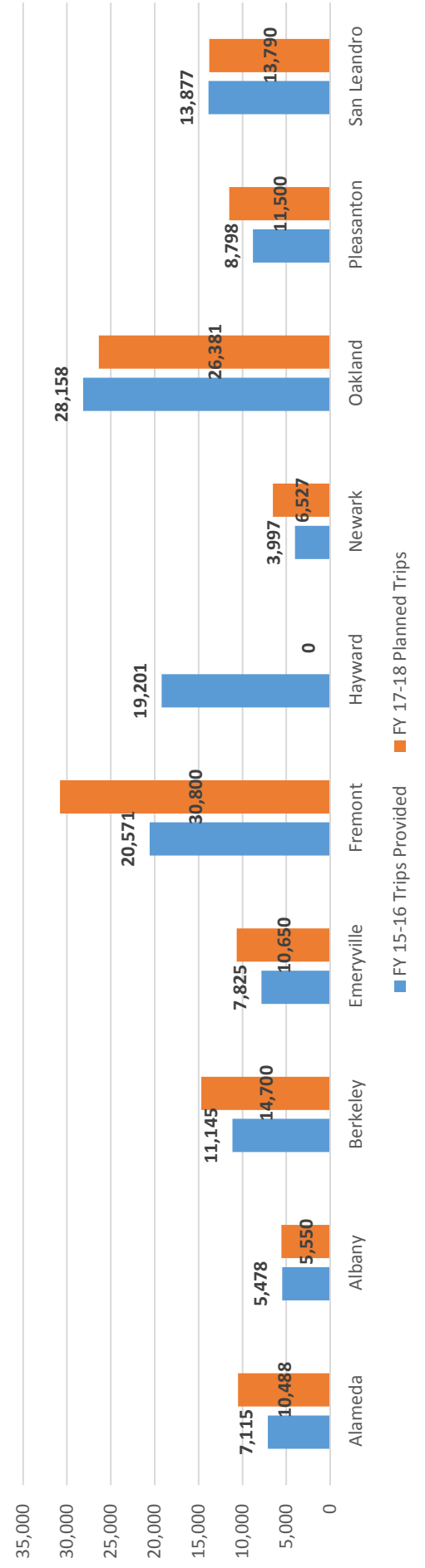


## Total Number of Trips Planned

Program	FY 2015-16 Trips Provided	FY 2017-18 Trips Planned
Alameda	7,115	10,488
Albany	5,478	5,550
Berkeley	11,145	14,700
Emeryville	7,825	10,650
Fremont	20,571	30,800
Hayward	19,201	*
Newark	3,997	6,527
Oakland	28,158	26,381
Pleasanton	8,798	11,500
San Leandro	13,877	13,790
East Bay Paratransit	731,299	742,062
LAVTA	53,401	58,000
Union City	20,285	22,000
<b>Total</b>	<b>931,150</b>	<b>952,448</b>

\* Data not finalized with staff at time of publication

### Number of City-Based Trips Provided vs. Planned



## Cost Per Trip

### ADA-Mandated Paratransit

Program	FY 2015-16 (Actual)	FY 2017-18 (Planned)
East Bay Paratransit	\$50.26	\$50.93
LAVTA	\$35.96	\$42.09
Union City Paratransit	\$46.77	\$44.32

### City-Based Programs

FY 2015-16 (Actual) and FY 2017-18 (Planned)

Program	Accessible Fixed-Route Shuttle		City-based Door-to-Door		City-based Specialized Van		Group Trips		Taxi Program		Volunteer Driver	
	15-16	17-18	15-16	17-18	15-16	17-18	15-16	17-18	15-16	17-18	15-16	17-18
Alameda	\$14.63	\$21.27					\$4.58		\$25.54	\$30.56		
Albany							\$5.00	\$9.70	\$11.20	\$11.43		
Berkeley		\$15.00			\$42.17	\$62.00			\$25.35	\$34.70		
Emeryville			\$42.95	\$42.80			\$28.86	\$22.67	\$21.34	\$30.00		
Fremont			\$30.71	\$32.26			\$10.55	\$15.43		\$28.85		
Hayward*					\$20.04		\$10.54		\$14.54		\$102.78	
Newark			\$35.69	\$46.26						\$19.00		
Oakland			\$37.42	\$34.24	\$27.66	\$28.00	\$13.06	\$10.55	\$25.57	\$27.00		
Pleasanton	\$46.35	\$40.14										
San Leandro	\$9.79	\$22.00						\$40.00				

\* Data not finalized with staff at time of publication

### Percent Measure B/BB Funding

Program	FY 2015-16 (Actual)	FY 2017-18 (Planned)
Alameda	94%	97%
Albany	100%	88%
Berkeley	53%	85%
Emeryville	56%	58%
Fremont	99%	100%
Hayward	89%	*
Newark	100%	100%
Oakland	95%	96%
Pleasanton	95%	59%
San Leandro	100%	99%
East Bay Paratransit	18%	18%
LAVTA	23%	19%
Union City	53%	47%

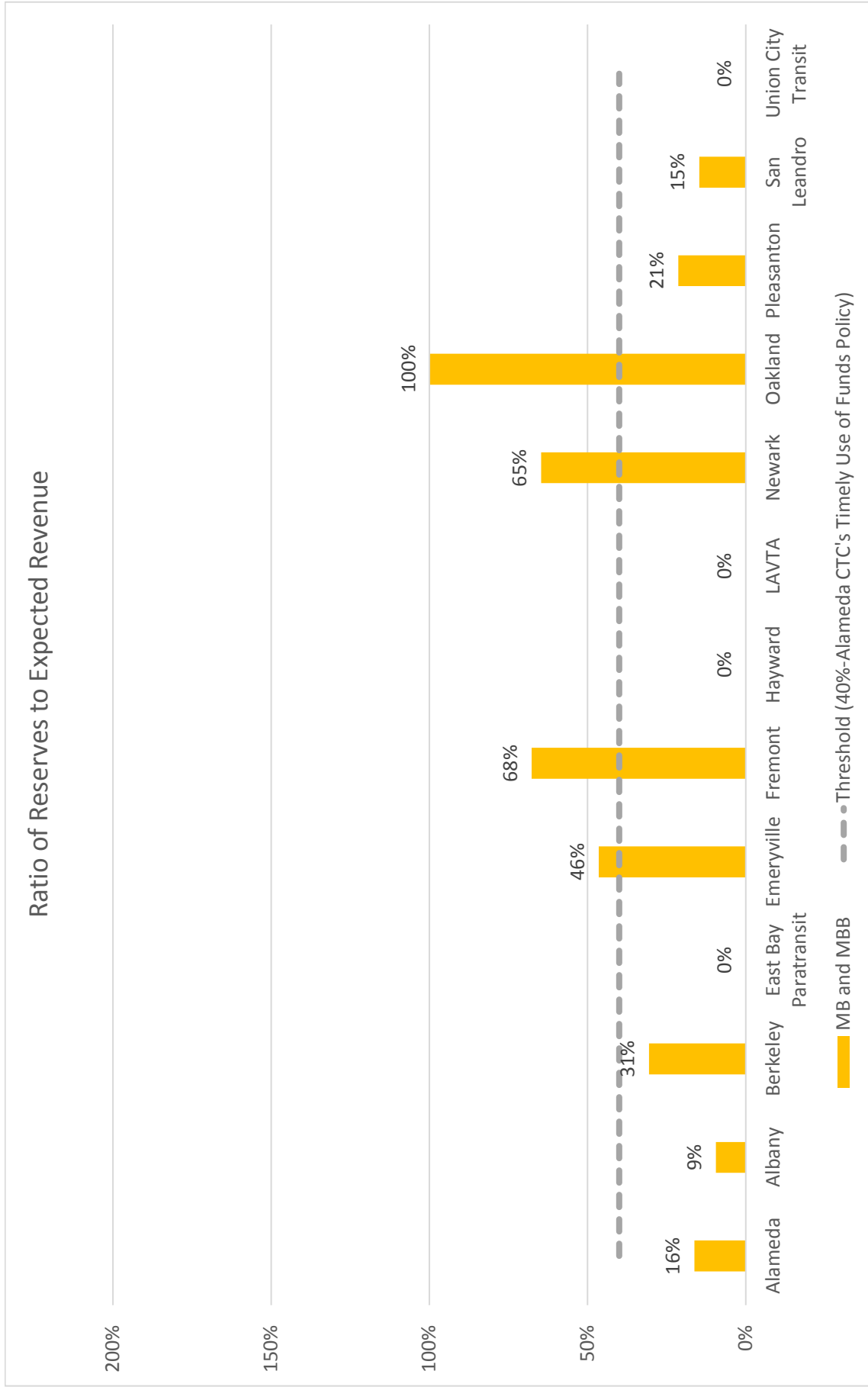
\* Data not finalized with staff at time of publication

### Percent Customer Service and Outreach (City-Based Programs)

Program	FY 2015-16 (Actual)	FY 2017-18 (Planned)
Alameda	13.7%	10.7%
Albany	46.7%	27.1%
Berkeley	25.2%	20.8%
Emeryville	None	None
Fremont	11%	17.4%
Hayward	0.6%	*
Newark	None	None
Oakland	11.7%	5.2%
Pleasanton	2.8%	12%
San Leandro	None	20.1%

\* Data not finalized with staff at time of publication

## FY 2017-18 Planned Reserves





## 2016 PAPCO Subcommittee Comments and Recommendations

Program	Comments and Recommendations
<b>City-Based Programs</b>	
<b>Alameda</b>	<ul style="list-style-type: none"> <li>• I like that you are considering giving AC Transit passes to very low income and homeless individuals in Alameda. Kudos to everything else you are doing.</li> <li>• I like your program overall. I like that you rely on consumer input to continue to improve the programs.</li> <li>• I like that your agency is picking up the slack for when and where AC Transit services go away.</li> <li>• I appreciate that you are beautifying the island. I like that you are addressing the older and frail population. I'm glad you are on board.</li> <li>• I urge you to continue to look to consumer input. Also make sure that the shuttle drivers are trained to work with seniors and people with disabilities.</li> </ul> <p><b><i>Program recommended for full funding.</i></b></p>
<b>Albany</b>	<ul style="list-style-type: none"> <li>• I'm so happy as a taxpayer and as an advocate for Measure B/BB to see that you are addressing communities that are overlooked. I like that you are taking the initiative to take care of everyone in the community.</li> <li>• I like your program and that you have ways for more consumers to use taxi services. Your program seems to be working and it is evident that it is improving through participants' feedback.</li> <li>• I like the program information from your application. I appreciate that you are increasing the subsidy to help individuals with fixed incomes.</li> <li>• I think that even though the turnaround time for reimbursement is two weeks there should be a way to shorten that time. That would be best for individuals on fixed incomes.</li> </ul> <p><b><i>Program recommended for full funding.</i></b></p>

Program	Comments and Recommendations
<b>Berkeley</b>	<ul style="list-style-type: none"> <li>• The shuttle programs do work, especially for frail seniors. I suggest that the City of Berkeley implement one. Thank you for your efforts.</li> <li>• I like your program and I encourage you to continue getting feedback from your consumers to improve your service and continue implementing new technology. Thank you for your program.</li> <li>• I also like your program and I like the idea of a fixed route shuttle. I like that you have good taxi drivers.</li> <li>• I support all of your programs. I think it would be best to encourage taxi drivers to get involved with other programs as we need alternatives to services like East Bay Paratransit. I believe having options is better. Also, having contractual relationships with vendors seems to be working for the other taxi programs in Alameda County.</li> </ul> <p><b><i>Program recommended for full funding.</i></b></p>
<b>Emeryville</b>	<ul style="list-style-type: none"> <li>• I like what you're doing and I think the surveys really do work.</li> <li>• I get positive feedback about your group trip program all the time.</li> <li>• I like your program and your surveys. It is clear that your consumers are using your program. However, I am concerned that you are currently maxed out with staffing.</li> </ul> <p><b><i>Program recommended for full funding.</i></b></p>
<b>Fremont</b>	<ul style="list-style-type: none"> <li>• I am concerned with the amount of reserves that the City of Newark has. I recommend they use that funding to create jobs to be able to support their own paratransit program. Also, keep up the good outreach work.</li> <li>• Thank you for coming today. We appreciate all that you have done for the Tri-City area.</li> <li>• The City of Fremont is a great city and I recognize that you are doing all that you can to address the needs of your community. Good job.</li> <li>• I recommend that you modernize your fare payment system to include newer technology like Clipper.</li> </ul> <p><b><i>Program recommended for full funding.</i></b></p>

Program	Comments and Recommendations
<b>Hayward</b>	<ul style="list-style-type: none"> <li>• Your ideas and services seem to be well received in the community.</li> <li>• I like your services, too. I'm glad to see that you are looking to use new technologies. Please continue to use consumer feedback.</li> <li>• I think it's a really good program.</li> <li>• I really like your program's logo and the overall way you have branded your program.</li> </ul> <p><b><i>Program recommended for full funding.</i></b></p>
<b>Newark</b>	<ul style="list-style-type: none"> <li>• I'm looking forward to you becoming more independent in terms of the administration of your program. I'd like for you to look for a transportation coordinator to fulfill those responsibilities. I don't feel that the questions I have for you should be answered by other program managers.</li> <li>• I would like to see your City staff be able to provide the whole package when it comes to your program at some point.</li> <li>• I agree with the other comments and please use your reserves.</li> <li>• I agree with the other sentiments. I would like to see more hands on and more effective, more confident leadership.</li> <li>• Certain parts of your application were good because it was detailed, however, other parts were incomplete.</li> <li>• I would like to see funding set aside to support individuals who cannot afford the Meals on Wheels program. I would like to help people in this area.</li> </ul> <p><b><i>Program recommended for conditional funding with a request for a mid-year report.</i></b></p>

Program	Comments and Recommendations
Oakland	<ul style="list-style-type: none"> <li>• Over the years I've been proud of what your program has accomplished. We've got one of the best players here. I wish you success.</li> <li>• I appreciate you looking at new and innovative ways to improve your program and implementing feedback from your consumers.</li> <li>• I really enjoyed your presentation and the information you provided. I can tell that you are passionate about the work.</li> <li>• I was very impressed with your shuttle program in the past. I hope you bring that back. Keep doing what you are doing.</li> <li>• I like what I saw in the information but I would like to see the most updated information. Keep up the good work.</li> </ul> <p><b><i>Program recommended for full funding.</i></b></p>
Pleasanton	<ul style="list-style-type: none"> <li>• I recently spoke with a City Councilmember to advocate that new senior housing complexes provide accessible transportation options for their senior and disabled residents.</li> <li>• I recommend that you be willing to work with the new senior housing complexes on driver, transportation and other policies that affect seniors and people with disabilities.</li> <li>• Thank you for your report. I like that you are finding ways to be more visible in your community. I always appreciate the information you bring.</li> <li>• I would like to see your staff hire a disabled person to assist with your assessments.</li> </ul> <p><b><i>Program recommended for full funding.</i></b></p>
San Leandro	<ul style="list-style-type: none"> <li>• When you get translations in other languages make sure to include Braille translation.</li> <li>• I like your services and I like that you are planning to increase the FLEX shuttle program. I encourage you to continue using your consumers' feedback.</li> <li>• It's a nice program and I really like your brochure.</li> </ul> <p><b><i>Program recommended for full funding.</i></b></p>

Program	Comments and Recommendations
<b>ADA-Mandated Providers</b>	
<b>East Bay Paratransit</b>	<ul style="list-style-type: none"> <li>• I like the emergency preparedness plan and outreach materials. I think these will answer a lot of questions that passengers have in regards to what they should do in an emergency situation.</li> <li>• I encourage your staff to integrate Clipper 2.0 into your fare payment system.</li> <li>• There seems to be major locations and landmarks in the Bay Area that are not earmarked or geocoded in the system. If staff could identify and log those major locations it may help agents with scheduling trips in the future.</li> <li>• I appreciate the level of quality of drivers today.</li> <li>• I hope you address the cellphone usage and safety issue with the drivers.</li> </ul> <p><b><i>Program recommended for full funding.</i></b></p>
<b>LAVTA</b>	<ul style="list-style-type: none"> <li>• I really like your program and everything about it. Great job.</li> <li>• Great job. You have really improved.</li> <li>• Your program is a great program. Also identifying areas of improvement for your consumers is always a plus.</li> <li>• Your commitment to your population is admirable. You have done a great job of continuing to improve your program.</li> </ul> <p><b><i>Program recommended for full funding.</i></b></p>
<b>Union City</b>	<ul style="list-style-type: none"> <li>• I appreciate that the City of Union City staff listens to the feedback coming from the advisory committee.</li> <li>• Anything you can do to improve your technology would be great. Uniformity amongst transit systems with regards to fare payment makes it easier for passengers.</li> <li>• I really value your program. I am also advocating for a transportation bill that will work towards implementing a community fare card for all transit systems.</li> <li>• I really appreciate being able to go to my local Safeway to purchase paratransit tickets. I hope this will also be available at Lucky's very soon.</li> </ul> <p><b><i>Program recommended for full funding.</i></b></p>

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## 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)	<b>Vacant</b>
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	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	<b>Vacant</b>
City of Livermore	<b>Vacant</b>
City of Newark	<b>Vacant</b>
City of Oakland	Rev. Carolyn M. Orr
City of Piedmont	<b>Vacant</b>
City of Pleasanton	Carmen Rivera-Hendrickson
City of San Leandro	Cimberly Tamura
City of Union City	<b>Vacant</b>
A. C. Transit	Hale Zukas
BART	Michelle Rousey

Appointer	Member
LAVTA	Esther Waltz
Union City Transit	Larry Bunn



## Summary of 2018 CIP Paratransit Program Funding Recommendation

Sponsor	Project Name	Funding Recommended
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	Volunteer Assisted Senior Transportation Program (VAST)	\$212,000
BORP	Accessible Group Trip Transportation for Youth and Adults with Disabilities	\$318,000
LAVTA	Para-Taxi Program	\$40,000
City of Emeryville	8-To-Go: City Door to Door Paratransit Service	\$70,000
<b>Total</b>		<b>\$2,228,302</b>

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

<b>Sponsor</b>	<b>Project Name</b>	<b>Funding Recommended</b>
Center for Independent Living, Inc.	Mobility Management: Alameda County	\$618,960
Livermore Amador Valley Transit Authority	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, Inc.	Operating Assistance: Volunteer driver program	\$150,000
Livermore Amador Valley Transit Authority Alameda	Operating Assistance: Para Taxi subsidy program	\$30,000 requested; award TBD
Family Bridges	Replacement vehicles	\$140,000
Center for Elders Independence	Service Expansion vehicles; Purchase of equipment	\$128,000
Satellite Affordable Housing Associates	Service Expansion vehicle	\$73,000

## **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.

<b>Service</b>	<b>Timing</b>	<b>Accessibility</b>	<b>Origins/ Destinations</b>	<b>Eligible Population</b>
<b>ADA Paratransit<sup>1,2</sup></b>	Pre-scheduled	Accessible	Origin-to-Destination	People with disabilities unable to ride fixed route transit
<b>Door-to-Door Service</b>	Pre-scheduled	Accessible	Origin-to-Destination	People with disabilities unable to ride fixed route transit and seniors
<b>Taxi Subsidy<sup>3</sup></b>	Same Day	Varies	Origin-to-Destination	Seniors and people with disabilities

<b>Service</b>	<b>Timing</b>	<b>Accessibility</b>	<b>Origins/ Destinations</b>	<b>Eligible Population</b>
<b>Specialized Accessible Van</b>	Pre-scheduled & Same Day	Accessible	Origin-to-Destination	People with disabilities using mobility devices that require lift- or ramp-equipped vehicles
<b>Accessible Shuttles</b>	Fixed Schedule	Accessible	Fixed or Flexed Route	Seniors and people with disabilities
<b>Group Trips</b>	Pre-scheduled	Varies	Round Trip Origin-to-Destination	Seniors and people with disabilities
<b>Volunteer Drivers</b>	Pre-scheduled	Generally Not Accessible	Origin-to-Destination	Vulnerable populations with special needs, e.g. requiring door-through-door service or escort
<b>Mobility Management and/or Travel Training</b>	N/A	N/A	N/A	Seniors and people with disabilities
<b>Scholarship/ Subsidized Fare Programs</b>	N/A	N/A	N/A	Seniors and people with disabilities
<b>Meal Delivery Programs</b>	N/A	N/A	N/A	Meal delivery programs currently funded by Measure B may continue, but new programs may not be established.
<b>Capital Expenditures<sup>4</sup></b>	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

**<sup>1</sup> 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.

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

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

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

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

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"> <li>1. People 18 and above with disabilities who are unable to use fixed route services. Cities may, at their discretion, also provide services to consumers with disabilities under the age of 18, and</li> <li>2. Seniors 80 years or older without proof of a disability. Cities may provide services to consumers who are younger than age 80, but not younger than 70 years old.</li> </ol> <p><i>Cities may continue to offer “grandfathered” eligibility to program registrants below 70 years old who have used the program regularly 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>



<b>City-based Door-to-Door Service Guidelines</b>	
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>

<b>Taxi Subsidy Program Guidelines</b>	
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"> <li>1. People 18 and above with disabilities who are unable to use fixed route services. Cities may, at their discretion, also provide services to consumers with disabilities under the age of 18, and</li> <li>2. Seniors 80 years or older without proof of a disability. Cities may provide services to consumers who are younger than age 80, but not younger than 70 years old.</li> </ol> <p><i>Cities may continue to offer “grandfathered” eligibility to program registrants below 70 years old who were enrolled in the program in FY 11/12 and have continued to use it regularly, as long as it does not</i></p>

<b>Taxi Subsidy Program Guidelines</b>	
	<p><i>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>
Time & Days of Service	24 hours per day/7 days per week
Fare (Cost to Customer)	<p>Programs must subsidize at least 50% of the fare.</p> <p>Programs can impose a cap on total subsidy per person. This can be accomplished through a maximum subsidy per trip, a limit on the number of vouchers/scrip (or other fare medium) per person, and/or a total monetary subsidy per person per year.</p>
Other	<p>Programs may also use funding to provide incentives to drivers and/or transportation providers to ensure reliable service. Incentives are often utilized to promote accessible service. Planned expenditures on incentives are subject to review by Alameda CTC staff prior to implementation.</p> <p>Programs may utilize Transportation Network Companies (e.g. Lyft, Uber) for these programs but should review the Department of Transportation guidance on shared mobility at <a href="http://www.transit.dot.gov/regulations-and-guidance/shared-mobility-frequently-asked-questions">www.transit.dot.gov/regulations-and-guidance/shared-mobility-frequently-asked-questions</a>. Program changes to utilize TNC's are subject to review by Alameda CTC staff prior to implementation.</p>

<b>City-based Specialized Accessible Van Service Guidelines</b>	
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</p>

	<p>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	<p>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.</p>

<b>Accessible Shuttle Service Guidelines</b>	
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.

<b>Accessible Shuttle Service Guidelines</b>	
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 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>

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

<b>Volunteer Driver Service Guidelines</b>	
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.

<b>Mobility Management and/or Travel Training Service Guidelines</b>	
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.

<b>Mobility Management and/or Travel Training Service Guidelines</b>	
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.

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

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

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

<b>Hospital Discharge Transportation Service (HDTs)/ Wheelchair Scooter Breakdown Transportation Service (WSBTS)</b>	
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"><li>• Number of one-way trips provided</li><li>• Total Measure B/BB cost per one-way trip (<i>Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.</i>)</li></ul>

City-based Door-to-Door Service
<ul style="list-style-type: none"><li>• Number of one-way trips provided</li><li>• Total Measure B/BB cost per one-way trip (<i>Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.</i>)</li></ul>

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

<b>City-based Specialized Accessible Van Service</b>
<ul style="list-style-type: none"><li>• Number of one-way trips provided</li><li>• Total Measure B/BB cost per one-way trip (<i>Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.</i>)</li></ul>



<b>Accessible Shuttle Service</b>
<ul style="list-style-type: none"><li>• Total ridership (<i>One-way passenger boardings</i>)</li><li>• 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>)</li></ul>



<b>Group Trips Service</b>
<ul style="list-style-type: none"><li>• Number of one-way passenger trips provided</li><li>• 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>)</li></ul>



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



<b>Mobility Management Service</b>
<ul style="list-style-type: none"><li>• Number of contacts provided with mobility management support</li><li>• Total Measure B/BB cost per individual provided with mobility management support (<i>Total Measure B/BB program cost during period divided by the number of individuals provided with support during period.</i>)</li></ul>

Travel Training Service
<ul style="list-style-type: none"><li>• Number of individuals trained</li><li>• 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>)</li></ul>



Scholarship/Subsidized Fare Program
<ul style="list-style-type: none"><li>• Number of unduplicated individuals who received scholarship/subsidized fares</li><li>• Number of one-way fares/tickets subsidized</li><li>• 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>)</li></ul>



Meal Delivery Funding
<ul style="list-style-type: none"><li>• Number of meal delivery trips</li><li>• 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>)</li></ul>

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