



Meeting Notice

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

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Executive Director
Arthur L. Dao

Paratransit Advisory and Planning Committee

Monday, February 27, 2017, 1:30 p.m.

**1111 Broadway, Suite 800
Oakland, CA 94607**

Mission Statement

The mission of the Alameda County Transportation Commission (Alameda CTC) is to plan, fund, and deliver transportation programs and projects that expand access and improve mobility to foster a vibrant and livable Alameda County.

Public Comments

Public comments are limited to 3 minutes. Items not on the agenda are covered during the Public Comment section of the meeting, and items specific to an agenda item are covered during that agenda item discussion. If you wish to make a comment, fill out a speaker card, hand it to the clerk of the Commission, and wait until the chair calls your name. When you are summoned, come to the microphone and give your name and comment.

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The executive director or designee may designate one or more locations from which members of the public may broadcast, photograph, video record, or tape record open and public meetings without causing a distraction. If the Commission or any committee reasonably finds that noise, illumination, or obstruction of view related to these activities would persistently disrupt the proceedings, these activities must be discontinued or restricted as determined by the Commission or such committee (CA Government Code Sections 54953.5-54953.6).

Reminder

Please turn off your cell phones during the meeting. Please do not wear scented products so individuals with environmental sensitivities may attend the meeting.

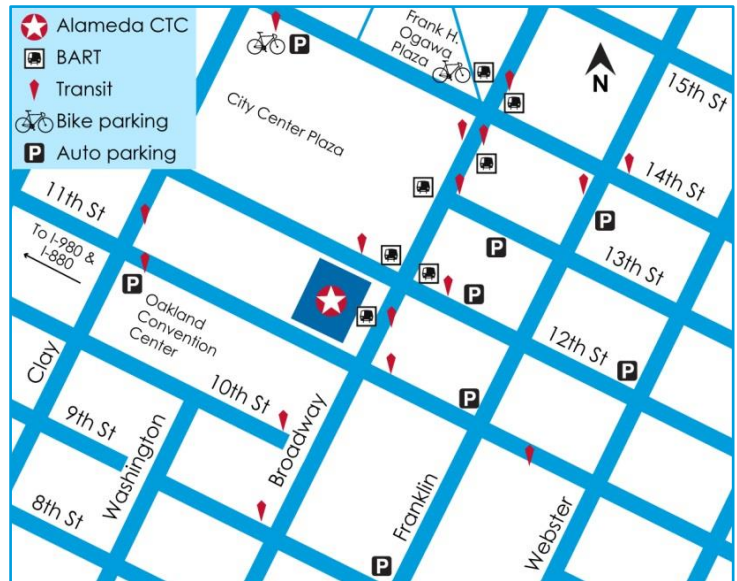
Glossary of Acronyms

A glossary that includes frequently used acronyms is available on the Alameda CTC website at www.AlamedaCTC.org/app_pages/view/8081.

Location Map

★ Alameda CTC
1111 Broadway, Suite 800
Oakland, CA 94607

Alameda CTC is accessible by multiple transportation modes. The office is conveniently located near the 12th Street/City Center BART station and many AC Transit bus lines. Bicycle parking is available on the street and in the BART station as well as in electronic lockers at 14th Street and Broadway near Frank Ogawa Plaza (requires purchase of key card from bikelink.org).



Garage parking is located beneath City Center, accessible via entrances on 14th Street between 1300 Clay Street and 505 14th Street buildings, or via 11th Street just past Clay Street. To plan your trip to Alameda CTC visit www.511.org.

Accessibility

Public meetings at Alameda CTC are wheelchair accessible under the Americans with Disabilities Act. Guide and assistance dogs are welcome. Call 510-893-3347 (Voice) or 510-834-6754 (TTD) five days in advance to request a sign-language interpreter.



Meeting Schedule

The Alameda CTC meeting calendar lists all public meetings and is available at www.AlamedaCTC.org/events/upcoming/now.

Paperless Policy

On March 28, 2013, the Alameda CTC Commission approved the implementation of paperless meeting packet distribution. Hard copies are available by request only. Agendas and all accompanying staff reports are available electronically on the Alameda CTC website at www.AlamedaCTC.org/events/month/now.

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Paratransit Advisory and Planning Committee
Meeting Agenda
Monday, February 27, 2017, 1:30 p.m.

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Chair: Sylvia Stadmire

Vice Chair: Sandra
Johnson-Simon

Staff Liaisons: Cathleen Sullivan,
Krystle Pasco

Public Meeting Coordinator:
Angie Ayers

1:30 – 1:35 p.m. **1. Call to Order and
Chair Roll Call**

1:35 – 1:40 p.m. **2. Public Comment**
Public

1:40 – 1:45 p.m. **3. Administration**
Chair

3.1. Approve the January 23, 2017
PAPCO Meeting Minutes

1:45 – 2:00 p.m. **4. 2018 Comprehensive Investment Plan
Staff (2018 CIP) Paratransit Program Update**

2:00 p.m. **5. Adjournment**

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Next PAPCO Meeting: March 27, 2017

Next Joint PAPCO and ParaTAC Meeting: June 26, 2017

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

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Paratransit Advisory and Planning Committee Meeting Minutes

Monday, January 23, 2017, 1:30 p.m.

3.1

1111 Broadway, Suite 800, Oakland, CA 94607

510.208.7400

www.AlamedaCTC.org

1. Roll Call and Introductions

Sylvia Stadmire, PAPCO Chair, called the meeting to order at 1:40 p.m. A roll call was conducted and all members were present with the exception of Larry Bunn, Carolyn Orr, Carmen Rivera-Hendrickson, Will Scott, and Linda Smith.

2. Public Comment

There were no comments from the public.

3. Administration

3.1. Approve the September 26, 2016 PAPCO Meeting Minutes

Member Rousey moved to approve the September 26, 2016 PAPCO Meeting minutes as written. Member Waltz seconded the motion. The motion passed with the following votes:

Yes: Barranti, Costello, Hastings, Jacobson, Johnson-Simon, Markowitz, Rousey, Saunders, Stadmire, Tamura, Waltz, Zukas

No: None

Abstain: None

Absent: Bunn, Orr, Rivera-Hendrickson, Scott, Smith

3.2. Approve the October 24, 2016 PAPCO Meeting Minutes

Member Markowitz moved to approve the October 24, 2016 PAPCO Meeting minutes as written. Member Waltz seconded the motion. The motion passed with the following votes:

Yes: Barranti, Costello, Hastings, Jacobson, Johnson-Simon, Markowitz, Rousey, Saunders, Stadmire, Tamura, Waltz, Zukas

No: None

Abstain: None

Absent: Bunn, Orr, Rivera-Hendrickson, Scott, Smith

3.3. Approve the October 24, 2016 Joint PAPCO and ParaTAC Meeting Minutes

Member Waltz moved to approve the October 24, 2016 Joint PAPCO and ParaTAC Meeting minutes as written. Member Markowitz seconded the motion. The motion passed with the following votes:

Yes: *Barranti, Costello, Hastings, Jacobson, Johnson-Simon, Markowitz, Rousey, Saunders, Stadmire, Tamura, Waltz, Zukas*

No: *None*

Abstain: *None*

Absent: *Bunn, Orr, Rivera-Hendrickson, Scott, Smith*

3.4. Review the FY 2016-17 PAPCO Meeting Calendar

Committee members received the draft FY 2016-17 PAPCO meeting calendar.

Member Jacobson asked if members will have the opportunity to ask questions about the Comprehensive Investment Plan (CIP) after today's meeting. She also asked how questions and answers on the CIP would be presented to the committee. Cathleen Sullivan said that members should submit further questions or requests for information after the meeting by email or by phone. She stated that more detailed information can be presented in March.

Member Markowitz moved to approve this item. Member Rousey seconded the motion. The motion passed with the following votes:

Yes: *Barranti, Costello, Hastings, Jacobson, Johnson-Simon, Markowitz, Rousey, Saunders, Stadmire, Tamura, Waltz, Zukas*

No: *None*

Abstain: *None*

Absent: *Bunn, Orr, Rivera-Hendrickson, Scott, Smith*

3.5. Review the FY 2016-17 PAPCO Work Plan

Committee members received the updated FY 2016-17 PAPCO work plan.

3.6. Review the Current PAPCO Appointments

Committee members received the current PAPCO appointments.

Member Waltz expressed concerns about the length of the committee vacancies. Chair Stadmire said that areas of concern are: Hayward, Livermore, Newark, Piedmont, Union City and Supervisor District 2. She continued that PAPCO cannot function properly without all cities represented. Krystle Pasco stated that the agency sends out quarterly correspondence to the appointers as a reminder to fill vacancies.

4. Presentation of 2018 Comprehensive Investment Plan (2018 CIP) Paratransit Program

Krystle Pasco presented information and a staff recommendation on Alameda CTC's 2018 Comprehensive Investment Plan (2018 CIP) Paratransit Program.

Member Markowitz asked if the City of Emeryville's 8-To-Go program would survive with partial funding of its projects. Naomi Armenta responded that this program's current funding will sunset as of July 1, 2017 and without additional funding the program would end. She said that staff recommends one year of funding and noted that Alameda CTC has offered technical assistance.

Member Saunders wanted more information about travel training funds and mobility management. Cathleen Sullivan stated that the mobility management and travel training recommendations are consistent with PAPCO's funding priorities identified last year, and that past performance for prior recipients is included in the memorandum. She stated that mobility management is also being emphasized regionally as it is recognized to enhance many services. Richard Wiener added that mobility management is a part of long-range solutions to help people access services.

Member Rousey asked if members could review the travel training curriculum and attend trainings. Naomi Armenta stated that PAPCO

members are invited to attend quarterly travel training working group meetings and information can be given upon request.

Member Jacobson requested more information about proposed program expenditures, performance measures, and targets.

Member Zukas asked how many applications were received. Cathleen responded that there were 9 Paratransit applications, all presented today and recommended for some level of funding, and over 200 applications received for the CIP Program overall.

Member Tamura asked if any of the volunteer driver programs mentioned were going to provide service in Central County. Krystle Pasco confirmed that two of the volunteer driver programs mentioned are planning to expand their services in Central County.

Chair Stadmire questioned the amount of money given to the 8-To-Go program in Emeryville, as they are only receiving half of what was requested. Cathleen Sullivan said several years ago, with expanded funding from Measure BB, Alameda CTC had encouraged jurisdictions to fund traditional trip-based programs through their city-based allocations. She said that although some traditional transportation programs were previously funded with gap grant funding, with the increase in DLD funding through Measure BB it was no longer necessary. She ended by saying that Emeryville's program would be the last program to use discretionary grant funding for this type of program and staff is recommending allocating one year of funding to devise a transition plan.

Member Saunders wanted to know why there was funding proposed to expand transportation information on 211 when 511 is available to provide transportation information. Cathleen stated that 211 is a concentrated information source which offers more one on one attention and social service information as well.

Member Markowitz asked why Emeryville's 8-To-Go program did not transition to city-based allocations. Naomi responded that smaller cities do not have a large Direct Local Distribution apportionment or as large a staff to develop programs, but the Alameda CTC will try to assist those cities with transitioning.

Chair Stadmire wanted more information on the discontinuation of the Volunteer Driver Program that primarily served North County. Naomi said that this would be discussed at the February meeting.

Member Jacobson would like more information regarding which types of programs work best with volunteers and how different programs have addressed using volunteers.

Member Zukas moved to table Item 4.0 until proposed expenditure, performance measure, and target data is provided. Member Markowitz seconded the motion. Member Rousey abstained from voting on this item. Krystle Pasco said that staff will provide the requested information to the members and the item would be brought back to the committee at the March meeting. The motion passed with the following votes:

Yes: Barranti, Costello, Hastings, Jacobson, Johnson-Simon,
 Markowitz, Saunders, Stadmire, Tamura, Waltz, Zukas
No: None
Abstain: Rousey
Absent: Bunn, Orr, Rivera-Hendrickson, Scott, Smith

5. Review and Approve Funding Formula for Measure B and BB Transportation for Seniors and People with Disabilities

Cathleen Sullivan presented information on the current funding formula for Measure B and BB Transportation for Seniors and People with Disabilities.

Member Saunders moved to approve this item. Member Jacobson seconded the motion. The motion passed with the following votes:

Yes: Barranti, Costello, Hastings, Jacobson, Johnson-Simon,
 Markowitz, Rousey, Saunders, Stadmire, Tamura, Waltz,
 Zukas
No: None
Abstain: None
Absent: Bunn, Orr, Rivera-Hendrickson, Scott, Smith

6. Review and Approve Implementation Guidelines and Performance Measures

Naomi Armenta presented information for review and approval for the Implementation Guidelines for the Special Transportation for Seniors and People with Disabilities (Paratransit) Program.

Member Saunders commented that she did not like supporting providers and services that are not based in Alameda County and expressed concerns regarding private rideshare companies. Naomi Armenta said that the guidelines, used at the cities' discretion, are primarily for city-based programs that are currently already using private companies to provide service, such as taxi companies. Furthermore, Alameda CTC does not currently require screening information from taxi services and leaves that to cities to administer.

Member Saunders asked if Alameda CTC would work with BART and AC Transit regarding use of shuttle services during peak hours to better serve seniors and those with wheelchairs or scooters. Naomi said this would need be added to the Needs Assessment findings.

Member Rousey commented that there is a need for seniors and others to receive transportation to doctor's appointments. She agreed with Member Saunders about difficulties on BART with a wheelchair.

Member Jacobson commented that she has had positive experiences on Uber and Lyft and that they are much cheaper than taxis. She said that seniors are at a disadvantage when considering those services because they do not use mobile devices and one has to pay using a mobile device. Naomi said there are pilot programs that are currently exploring ideas around this issue.

Member Barranti commented on the difficulty of transit usage during peak hours for seniors and people with disabilities.

Krystle said Naomi was taking notes and encouraged members to bring up additional comments during the program plan review process.

Member Zukas commented that he wanted nothing to do with TNCs.

Member Waltz moved to approve the Implementation Guidelines and Performance Measures for Measure B and BB Transportation for Seniors and People with Disabilities. Member Markowitz seconded the motion. Member Zukas abstained. The motion passed with the following votes (11-0-1):

Yes: *Barranti, Costello, Hastings, Jacobson, Johnson-Simon, Markowitz, Rousey, Saunders, Stadmire, Tamura, Waltz*
No: *None*
Abstain: *Zukas*
Absent: *Bunn, Orr, Rivera-Hendrickson, Scott, Smith*

7. City of Newark Paratransit Program Mid-Year Report

David Zehnder presented the City of Newark Paratransit Program Mid-Year Report.

Member Saunders asked how the city expects to spend the reserves. David responded that they have expanded marketing and have increased the number of vouchers. He said that the city pays per ride, so if ridership increases, they will be able to pay down the reserves.

Member Zukas asked if the city serves the wildlife refuge or the visitor's center in Fremont. David said yes.

8. PAPCO Member Reports and Outreach Update

Member Waltz said that there may be possible cuts for in-home support services in the Governor's budget. Member Saunders wanted members to warn seniors about aggressive phone scams. Member Costello commented that he received the highest ever votes he's ever received for Mayor during the November 2016 election. Chair Stadmire thanked all of those who reached out during her illness. Member Markowitz said that the Albany Mental Health Commission is going to meet on the fourth Thursday at 7:00 p.m. at the North Berkeley Senior Center.

8.1. Paratransit Outreach Calendar and Update

Krystle Pasco provided an update on upcoming paratransit outreach events and activities.

9. Committee and Transit Reports

9.1. Independent Watchdog Committee (IWC)

Member Hastings stated that the implementation for Measures B and BB projects and the FY 2015-16 financial reports were discussed at the IWC meeting.

9.2. East Bay Paratransit Service Review Advisory Committee (SRAC)

Member Tamura stated that the January SRAC meeting was cancelled.

9.3. Other ADA and Transit Advisory Committees

Member Hastings discussed the Wheels Accessibility Advisory Committee (WAAC) Meeting. He said that Livermore is assessing sidewalks citywide.

10. Information Items

10.1. Mobility Management – Competencies for Mobility Management Professionals

Naomi Armenta provided an update on the mobility management attachment.

10.2. Staff Updates

Naomi Armenta updated the committee on the FTA Section 5310 funding application workshop held on January 10, 2017. Naomi said that online applications are open until March 1, 2017 and that Alameda CTC will be providing technical assistance and support as needed.

Krystle Pasco mentioned the AC Transit Accessibility Advisory Committee (AAC) applications were available on the handouts table. Member Tamura wanted to know when AAC meets. Member Zukas said 1:00 p.m. on the second Tuesday monthly.

Jennifer Cullen said the regional volunteer driver program working group (VITAL) is meeting on Thursday at 10:00 a.m. to discuss best practices. Jennifer said that Kurt Harris of Mobility Matters can send notes to interested members.

11. Draft Agenda Items for March 27, 2017 PAPCO Meeting

11.1. 2018 CIP Paratransit Program Recommendation

11.2. Hospital Discharge Transportation Service (HDTs) and
Wheelchair Scooter Breakdown Transportation Service (WSBTs)
Programs and Same Day Transportation Options Update

12. Adjournment

The meeting closed at 3:20 p.m. The next PAPCO meeting is scheduled for March 27, 2017 at 1:30 p.m. at the Alameda CTC offices.

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PARATRANSIT ADVISORY AND PLANNING COMMITTEE

January 23, 2017

ROSTER OF MEETING ATTENDANCE

Present	PAPCO Member	Appointed By
BK	Barranti, Kevin	City of Fremont Mayor William Harrison
A	Bunn, Larry	Union City Transit Wilson Lee, Transit Manager
S.C.	Costello, Shawn	City of Dublin Mayor David Haubert
HH	Hastings, Herb	Alameda County, District 1 Supervisor Scott Haggerty
JJ	Jacobson, Joyce	City of Emeryville Councilmember Ruth Atkin
SJS	Johnson-Simon, Sandra, Vice Chair	Alameda County, District 4 Supervisor Nate Miley
JM	Markowitz, Jonah	City of Albany Mayor Peter Maass
A	Orr, Carolyn M.	City of Oakland Vice Mayor Rebecca Kaplan
A	Rivera-Hendrickson, Carmen	City of Pleasanton Mayor Jerry Thorne
MR	Rousey, Michelle	BART Director Rebecca Saltzman
HS	Saunders, Harriette	City of Alameda Mayor Trish Herrera Spencer
A	Scott, Will	Alameda County, District 5 Supervisor Keith Carson
A	Smith, Linda	City of Berkeley Councilmember Laurie Capitelli
SS	Stadmire, Sylvia Chair	Alameda County, District 3 Supervisor Wilma Chan

CT	Tamura, Cimberly	City of San Leandro Mayor Pauline Cutter
E.A.W	Waltz, Esther Ann	LAVTA Executive Director Michael Tree
HZ	Zukas, Hale	A. C. Transit Director Elsa Ortiz
STAFF		
Present	Staff/Consultants	Title
P	Cathleen Sullivan	Principal Transportation Planner
P	Krystle Pasco	Assistant Program Analyst
P	Naomi Armenta	Paratransit Coordination Team
P	Richard Wiener	Paratransit Coordination Team
P	Angie Ayers	Public Meeting Coordinator, Consultant
/	Margaret Strubel	Paratransit Coordination Team

	NAME	JURISDICTION/ ORGANIZATION	PHONE #	E-MAIL
1.	SHAWA GASTILLO			
2.	Jennifer Cullen	Senior Support		
3.	Victoria Williams	City of Alameda	510-247-7513	vwilliams@alameda.ca.gov
4.	Shawn Fong	CITY of Fremont	510/574-2033	sfong@fremont.gov
5.	Hakeim McGehee	City of Oakland	510-238-2311	hmcgeee@oakland.net.com
6.	David Zehnder	City of Newark		
7.	Sarah Dawn Smith	Bay Area Outreach Rec. BOP		transportation@barp.org
8.	Sandy Rogers	San Leandro	510-577-7985	srogers@sanleandro.org
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Memorandum

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1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

DATE: February 15, 2017

SUBJECT: 2018 Comprehensive Investment Plan (2018 CIP)
Paratransit Program Update

RECOMMENDATION: Receive additional information on the 2018
Comprehensive Investment Plan (2018 CIP)
Paratransit Program

Summary

The Paratransit Advisory and Planning Committee (PAPCO) will meet on February 27, 2017 and will receive additional information (as requested from the January 23, 2017 PAPCO meeting) on Alameda CTC's 2018 Comprehensive Investment Plan (2018 CIP) Paratransit Program. Members are asked to review the additional information provided (see Attachment C) and identify any additional information for consideration to take action at their March 27, 2017 meeting. The Commission is scheduled to receive the recommendation in April 2017.

In response to a call for projects, Alameda CTC received nine applications requesting \$2.3M in discretionary Measure B and Measure BB funding. Staff evaluated each application against the Paratransit program CIP goals, guidelines, and priorities which were reviewed and supported by PAPCO last summer. Based on this evaluation, staff recommends funding eight paratransit program applications fully and one application partially for a total program funding recommendation of \$2.2M.

Background

The Measure B Transportation Expenditure Plan (TEP) allocates 10.45 percent of net revenues to the Paratransit program. The Measure BB TEP allocates 10 percent of net revenues. These revenues fund operations for Americans with Disabilities Act (ADA)-mandated services and City-based paratransit programs through Direct Local Distributions (DLD). Measures B and BB also fund a discretionary grant program. PAPCO provides recommendations to the Commission for items related to Paratransit funding, including the discretionary grant program.

In 2016, the Alameda CTC synthesized all discretionary funding requests into one coordinated multidisciplinary call for projects that will be included in the agency's Comprehensive Investment Plan (CIP). The purpose of the CIP is to facilitate strategic programming and allocation of all fund sources under Alameda CTC's programming responsibilities. This includes funding from federal, state, regional, and local fund sources such as the Surface Transportation Program (STP), Congestion Mitigation Air Quality Program (CMAQ), Transportation Fund for Clean Air Program (TFCA), local sales tax measures, and vehicle registration fee programs. This coordinated programming effort allows staff to consider all funding sources in a coordinated and comprehensive way and to allocate funds that provide ensure maximum benefit to the users of the County's transportation system.

The CIP is updated every two years. The Alameda CTC opened a call for project nominations for its 2018 CIP from September 1-October 31, 2016. For the 2018 CIP Paratransit Program, Alameda CTC requested applications for two years of funding: FY 2017-18 and FY 2018-19.

Paratransit Discretionary Grant Program Criteria

The Paratransit Discretionary Grant Program funds projects and programs through a competitive process to meet needs that are not being adequately met through ADA-mandated Paratransit or City-based programs. These grants aim to improve availability, affordability, access to, and coordination of transit and paratransit services for

seniors and people with disabilities by directing funding towards projects that will:

- Improve mobility by reducing the differences in the types of services available to seniors and people with disabilities that might occur based on the geographic residence of any individual needing services.
- Encourage seniors and people with disabilities who are able to use fixed-route public transit to do so.
- Improve the quality and affordability of transit and paratransit services for those who are dependent on them.
- Improve the efficiency and effectiveness of ADA-mandated and local, City-based services.

PAPCO has supported mobility management types of activities that improve consumers' ability to access services and/or improve coordination between programs. This is designed to complement DLD funding which is dedicated to more traditional trip-provision services (e.g. taxi subsidies, door-to-door services, etc.). Mobility management promotes enhancing people's travel options and access to services, promoting awareness and education, effectively communicating/ disseminating information to the public, improving coordination and partnerships to reduce duplication and fill gaps in service, and meeting needs cost effectively and efficiently. Examples of mobility management programs include:

- Travel training
- Trip planning assistance to improve access
- One-Call One-Click type programs
- Volunteer driver programs
- Transportation programs that fill unique needs and gaps that are not filled through traditional trip-provision models
- Coordination of service provision at the planning area level or countywide (separate from the cost of traditional trip provision, e.g. the administration costs for a planning area-wide program)

- Other programs that enhance mobility management in Alameda County

PAPCO has supported projects and programs that have demonstrated:

- Effectiveness at fulfilling mobility management
- Projected program demand
- Implementation readiness
- Programs that provide service across jurisdictional boundaries
- Programs that demonstrate coordination and collaboration
- Past performance (where applicable), including progress on performance measures and cost effectiveness
- Leveraging of funds (including DLD reserves) and cost effectiveness
- Identified as a priority in relevant countywide or regional plans such as the Alameda Countywide Transit Plan or a needs assessment
- Equitable distribution throughout County

Summary of Applications

On September 1, 2016 the Alameda CTC distributed the “Notice of Call for Project Nominations for the Alameda CTC 2018 Comprehensive Investment Plan.” The distribution went to PAPCO, ParaTAC, the Countywide Paratransit distribution list, the Countywide travel training list, prior grant recipients, and the Area Agency on Aging Roundtable list. The application period was open from September 1 – October 31. There was an Application Workshop for Paratransit Program funding on September 13. The workshop provided an interactive overview of the online application system, including how to create an account and submit an application.

Nine jurisdictions/organizations submitted applications for CIP funding. The majority have received discretionary Paratransit funding in prior

Gap Grant cycles. The Paratransit Coordination Team and Alameda CTC staff evaluated the applications throughout November and December. Applicants were given the opportunity to answer clarifying questions. The table below lists the applications received.

Attachments A, B, and C provide additional information on the applicants, Attachments A and B were provided in January, they include past performance and grant funding history for prior Paratransit grant recipients. The information provided in Attachment C was requested by PAPCO at their January meeting; it includes detailed information from all the applications: scope, need for the program, benefits offered by the program, performance measures proposed by the applicant, and information on the proposed budget and funding sources.

Summary of 2018 CIP Paratransit Program Applications Received Fall 2016

Project Type	Sponsor	Project Name	Description	Planning Area	Funding Requested
Mobility Management & Travel Training	Center for Independent Living, Inc. (CIL)	Community Connections: A Mobility Management Partnership (CoCo)	CoCo is a partnership of agencies that (a) provides seniors and people with disabilities with peer-based travel training that helps them master the use of fixed route transit throughout Alameda County (including mastery of mobility devices) and (b) operates as a countywide mobility management hub.	CW	\$500,000
Mobility Management & Travel Training	City of Fremont	Tri-City Mobility Management and Travel Training Program	This program provides individualized transportation planning assistance to help seniors and people with disabilities understand and access an array of transportation services. This program also provides transit orientation and group and individual travel training to help seniors and people with disabilities learn how to use public transit.	S	\$297,460

Project Type	Sponsor	Project Name	Description	Planning Area	Funding Requested
Mobility Management	Eden I&R	Mobility Management Through 211 Alameda County	Coordinated mobility management will continue to be provided by 211, including detailed and targeted transportation recommendations for seniors and those living with disabilities, as well as via the online transportation resource finder. Targeted outreach will raise awareness of the program.	CW	\$295,761
Volunteer Driver Program	LIFE ElderCare	VIP Rides	LIFE ElderCare's VIP Rides Program provides free rides to and from medical appointments, shopping and other errands and offers necessary destination assistance (i.e. pushing a wheelchair, assisting with shopping, carrying packages, etc.) for disabled and older adults.	C, S	\$275,081

Project Type	Sponsor	Project Name	Description	Planning Area	Funding Requested
Volunteer Driver Program	Drivers for Survivors, Inc. (DFS)	Drivers for Survivors Volunteer Driver Program	Drivers for Survivors provides a volunteer driver program that addresses a door-through-door service gap that cannot be filled by ADA or city-based paratransit services. DFS serves ambulatory clients diagnosed, or have suspicious findings, with cancer. Proposed project will serve South and Central Alameda County.	C, S	\$220,000
Volunteer Driver Program	Senior Support Program of the Tri-Valley (SSPTV)	Volunteer Assisted Senior Transportation Program (VAST)	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.	E	\$212,000

Project Type	Sponsor	Project Name	Description	Planning Area	Funding Requested
Group Trips	Bay Area Outreach and Recreation Program (BORP)	Accessible Group Trip Transportation for Youth and Adults with Disabilities	BORP provides accessible group trip transportation for children, youth and adults with disabilities participating in sports and recreation activities. This program fills an important gap in Alameda County as there are no other wheelchair-accessible group trip options for people with disabilities.	CW	\$318,000
Taxi Subsidy Program	Livermore Amador Valley Transit Authority (LAVTA)	Para-Taxi Program	LAVTA's Para-Taxi Program reimburses participants for eighty-five percent (85%) of the total taxi fare, up to a maximum of twenty (\$20) dollars reimbursement per ride, up to \$200 reimbursed per month. The program is designed to complement the existing ADA Paratransit service.	E	\$40,000
Door-to-Door Service	City of Emeryville	8-To-Go: A City Based Door to Door Paratransit Service	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 area.	N	\$150,000
TOTAL FUNDING REQUESTED					\$2,308,302

The applications received fall into three broad categories, familiar to PAPCO from prior Gap grant cycles.

- Mobility Management and Travel Training
 - Center for Independent Living, Inc. (CIL) – Community Connections: A Mobility Management Partnership (CoCo)
 - City of Fremont – Tri-City Mobility Management and Travel Training Program
 - Eden I&R – Mobility Management Through 211 Alameda County
- Volunteer Driver
 - LIFE ElderCare – VIP Rides
 - Drivers for Survivors, Inc. (DFS) – Drivers for Survivors Volunteer Driver Program
 - Senior Support Program of the Tri-Valley (SSPTV) – Volunteer Assisted Senior Transportation Program (VAST)
- Unique Transportation Gaps
 - Bay Area Outreach and Recreation Program (BORP) – Accessible Group Trip Transportation for Youth and Adults with Disabilities
 - Livermore Amador Valley Transit Authority (LAVTA) – Para-Taxi Program
 - City of Emeryville – 8-To-Go: A City Based Door to Door Paratransit Service

Staff Recommendation

Mobility Management and Travel Training

The mobility management and travel training applications came from two prior recipients and an indirect partner. The prior recipients, the Center for Independent Living (CIL) and City of Fremont, have, on average, met their key performance measures in recent Gap grant extensions as shown in Attachment B (*Note: In Gap Grant Cycle 4, CIL struggled to meet their measures but improved their performance*

greatly through subsequent cycles and extensions. Also, CIL's application reflects a different partnership structure than in prior grants). Both programs have proposed slight program expansions which accounts for the increased funding request over prior years.

Regarding Eden I&R, the Alameda CTC assisted AC Transit with creating a transportation inventory through a New Freedom grant in 2012-2014 that was then placed within Eden I&R's 2-1-1 database.

These three applications align directly with the discretionary funding priorities established by PAPCO, the applicants have an established track record of good performance and/or have undertaken a successful partnership with the Alameda CTC.

All three mobility management and travel training applications are recommended for full funding.

Volunteer Driver Programs

The three volunteer driver applications are all prior discretionary funding recipients. LIFE ElderCare and Drivers for Survivors previously applied through the City of Fremont but are applying individually at this time. All three programs have, on average, met their key performance measures in recent Gap grant extensions. Volunteer driver programs also align very closely with the discretionary funding priorities established by PAPCO, they are an identified mobility management priority, and fill a high priority gap in Alameda County.

LIFE ElderCare and Drivers for Survivors have proposed further expansion of their services into Central County which currently only LIFE ElderCare covers and have requested additional funding to cover this expansion. Senior Support's funding request aligns with moderate expansion over time in alignment with past funding awards.

All three volunteer driver applications are recommended for full funding.

Unique Transportation Gaps

The three applications classified as filling “unique transportation gaps” will be discussed individually as each provides a distinct type of service and involves a different range of issues.

BORP's Accessible Group Trip Transportation for Youth and Adults with Disabilities impressed staff evaluators with its unique countywide service and coordination with other agencies and was the highest recommended application for funding. As a past discretionary funding recipient, BORP has, on average, met its key performance measures in recent Gap grant extensions. It is also aligned with the discretionary funding priorities established by PAPCO as it fills a unique service gap, actively coordinates with a range of public and private partners, and provides countywide service. BORP's funding request is in alignment with past funding awards and represents moderate growth over time.

BORP's Accessible Group Trip Transportation for Youth and Adults with Disabilities is recommended for full funding.

LAVTA's Para-Taxi Program has not received Alameda CTC funding previously. As a more traditional trip-provision model, it is at face value a lower priority for funding. However, a taxi program is an innovative model for an ADA-mandated provider and the program is very cost-effective, which puts it in alignment with the discretionary funding priorities established by PAPCO. The program meets needs cost effectively, provides service across city boundaries, and expands transportation options.

LAVTA's Para-Taxi Program is recommended for full funding.

Unlike the other applications, Emeryville's 8-To-Go: A City Based Door to Door Paratransit Service does not align with the mobility management priorities approved by PAPCO. Although the program is well-liked by its consumers and has on average met its measures, it is a traditional door-to-door program which would normally be funded through DLD funds. Furthermore, it has a very high cost per trip, higher than the ADA-mandated provider, which is not allowed in the

Implementation Guidelines. Although it is unique in that it serves small portions of Oakland and Berkeley as well as Emeryville, eligible riders in all three cities have access to an Alameda CTC-funded subsidized taxi program, and East Bay Paratransit if certified.

In order to allow the City of Emeryville to seek out other funding, including potentially prioritizing use of DLD funds for 8-To-Go, staff is recommending partial funding equal to one year of the application's overall funding request.

Summary of Staff Recommendation

Staff recommends funding eight grant applications fully and one (City of Emeryville) partially for a total of \$2,228,302.

Next Steps

When finalized in March, PAPCO's recommendation for the 2018 Comprehensive Investment Plan (2018 CIP) Paratransit Program will be forwarded for consideration by the Commission in April 2017.

The Alameda CTC plans to research viable options for unallocated discretionary grant funds. These options could include programs identified in the Needs Assessment and/or facilitating a new North County volunteer driver program.

Fiscal Impact: Upon approval by PAPCO in March, the programming of \$2,228,302 of Measure B and Measure BB paratransit discretionary funds will be included in the 2018 Comprehensive Investment Plan (CIP) which will be presented to the Commission in April 2017. The funds will also be included in the Agency's FY2017-18 and FY2018-19 Budget.

Attachments

- A. Grant Funding Trend
- B. Past Performance Criteria
- C. Project Scope, Need and Benefits, Performance Measures, Budget and Funding Sources Information

Staff Contacts

[Cathleen Sullivan](#), Principal Planner

[Krystle Pasco](#), Assistant Program Analyst

Sponsor	Project Name	Cycle 5 (FY2013/14 - 2014/15)				Extension 1 + 2 (FY2015/16 - FY2016/17)				CIP 2018 (FY2017/18 - 2018/19)		
		Cycle 5 Total Program/ Project Cost	Cycle 5 Funding Requested	Cycle 5 Funding Awarded	Cycle 5 Matching Funding	Ext. 1 + 2 Total Program/ Project Cost	Ext. 1 + 2 Funding Requested	Ext. 1 + 2 Funding Awarded	Ext. 1 + 2 Matching Funding	CIP 2018 Total Program/ Project Cost	CIP 2018 Funding Requested	CIP 2018 Matching Funding
Center for Independent Living, Inc. (CIL)	Community Connections: A Mobility Management Partnership (CoCo)	\$833,560	\$500,000	\$350,000	58%	\$622,568	\$373,306	\$329,000	47.2%	\$678,250	\$500,000	26.3%
City of Fremont	Tri-City Mobility Management and Travel Training Program	\$269,982	\$233,982	\$200,000	26%	\$250,000	\$250,000	\$250,000	0.0%	\$336,000	\$297,460	11.5%
Eden I&R	Mobility Management Through 211 Alameda County	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	\$329,697	\$295,761	10.3%
LIFE ElderCare	VIP Rides	\$142,813	\$142,813	\$125,000	12%	\$283,754	\$162,500	\$150,000	47.1%	\$502,177	\$275,081	45.2%
Drivers for Survivors, Inc. (DFS)	Drivers for Survivors Volunteer Driver Program	\$142,813	\$142,813	\$125,000	12%	\$283,754	\$162,500	\$150,000	47.1%	\$566,200	\$220,000	61.1%
Senior Support Program of the Tri-Valley (SSPTV)	Volunteer Assisted Senior Transportation Program (VAST)	\$165,000	\$150,000	\$150,000	9%	\$197,409	\$181,709	\$181,000	8.3%	\$212,000	\$212,000	0.0%
Bay Area Outreach and Recreation Program (BORP)	Accessible Group Trip Transportation for Youth and Adults with Disabilities	\$340,200	\$272,000	\$272,000	20%	\$370,000	\$296,000	\$296,000	20.0%	\$390,000	\$318,000	18.5%
Livermore Amador Valley Transit Authority (LAVTA)	Para-Taxi Program	\$75,000	\$60,000	\$0	20%	N/A	N/A	N/A	N/A	\$94,000	\$40,000	57.4%
City of Emeryville	8-To-Go: A City Based Door to Door Paratransit Service	\$186,200	\$106,000	\$106,000	43%	\$199,600	\$68,000	\$68,000	65.9%	\$294,800	\$150,000	49.1%

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Sponsor	Project Name	Cycle 5 (FY2013/14 - 2014/15)					Extension 1 (FY2015/16)				
		Performance Measures	Target (2 years)	Performance	% over/under Target	Exceed, At, or Below Target	Performance Measures	Target (1 year)	Performance	% over/under Target	Exceed, At, or Below Target
CIL	Mobility Matters Project	Ala. County seniors to receive travel training	336	125	-63%	Below	Ala. County seniors to receive travel training	95	61	-36%	Below
		Ala. County adults with disabilities to receive travel training (Note: this target is in addition to the 240 seniors to receive travel training)	492	193	-61%	Below	Ala. County adults with disabilities to receive one-on-one travel training (Note: this target is in addition to the seniors to receive travel training)	75	96	28%	Exceed
		Ala. County youths with disabilities to receive travel training	34	59	74%	Exceed	Ala. County youths with disabilities to receive travel training	38	41	8%	At
		Ala. County adults with disabilities to receive training on how to use mobility device (e.g., cane, scooter, walker, wheelchair)	70	115	64%	Below	Ala. County adults with disabilities to receive training on how to use mobility device	13	95	631%	Exceed
		Alameda County adults with disabilities to receive travel training on how to use a GPS device	20	24	20%	Below					
City of Fremont	Tri-City Mobility Management and Travel Training Program	Number of individualized transportation planning assistance contacts	600	707	18%	Exceed	Number of mobility management contacts	300	886	195%	Exceed
		Number of coordinated free one-way trips for applicants to get to and from appointments	350	902	158%	Exceed	Number of coordinated free one-way trips for applicants to get to and from appointments	350	211	-40%	Below
		Number of individuals attended Travel training workshops	450	360	-20%	Below	Number of individuals trained in a group setting	200	133	-34%	Below
		Number of individualized travel training instruction sessions provided.	50	38	-24%	Below	Number of individualized travel training instruction sessions provided.	20	11	-45%	Below
		Number of Transit Adventure outings to teach participants how to travel on transit throughout the Bay Area	20	27	35%	Exceed	Number of Transit Adventure outings	15	22	47%	Exceed
		Number of Senior Clipper Cards Distributed	1,200	2,379	98%	Exceed	Number of Transit Adventure participants	300	361	20%	Exceed
		Number of informational sessions conducted with service providers	40	47	18%	Exceed	Number of Senior Clipper Cards Distributed	1,000	992	-1%	At
		Number of transportation service presentations	12	19	58%	Exceed	Number of informational sessions conducted with service providers	20	23	15%	Exceed
		Number of Clipper Card presentations	12	36	200%	Exceed	Number of transportation service presentations	12	16	33%	Exceed
							Number of Clipper Card presentations	8	22	175%	Exceed

Sponsor Project Name		Cycle 5 (FY2013/14 - 2014/15)					Extension 1 (FY2015/16)				
		Performance Measures	Target (2 years)	Performance	% over/ under Target	Exceed, At, or Below Target	Performance Measures	Target (1 year)	Performance	% over/ under Target	Exceed, At, or Below Target
City of Fremont	Tri-City Volunteer Driver Programs (includes LIFE Eldercare & Drivers for Survivors)	Number of door-through-door assisted one-way trips VIP	11,600	10,951	-6%	At	Number of door-through-door assisted one-way trips VIP	5,000	5,352	7%	At
							Number of clients enrolled VIP	550	512	-7%	At
		Number of door-through-door assisted one-way trips DFS	7,000	4,766	-32%	Below	Number of door-through-door assisted one-way trips DFS	3,000	3,057	2%	At
							Number of clients enrolled DFS	228	205	-10%	Below
SSPTV	Volunteer Assisted Senior Transportation Program	Number of one-way Volunteer Assisted Same Day Transportation and Escorts trips scheduled.	5,000	4,927	-1%	At	Number of one-way Volunteer Assisted Same Day Transportation and Escorts trips scheduled.	2,500	2,166	-13%	Below
							Number of unduplicated riders.	150	189	26%	Exceed
BORP	Accessible Group Trip Transportation for Youth and Adults with Disabilities	Children and youth with disabilities served	170	219	29%	Exceed	Children and youth with disabilities served	80	101	26%	Exceed
		Adults with disabilities served	550	323	-41%	Below	Adults with disabilities served	250	160	-36%	Below
		One-way group trips provided to children, youth, and adults	5,700	6,179	8%	At	One-way group trips provided to children, youth, and adults	3,200	3,569	12%	Exceed
City of Emeryville	8-To-Go: A Demand Response, Door to Door Shuttle	One-way trips provided	8,400	5,588	-33%	Below	One-way trips provided	3,000	2,679	-11%	Below
							Number of people to be served	350	461	32%	Exceed



2018 Comprehensive Investment Plan (2018 CIP) Paratransit Program Additional Project Information

4.0C

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This attachment includes information from the nine CIP Paratransit Program 2018 CIP applications that were submitted to the Alameda CTC during the call for project nominations period from September 1-October 31, 2016.

COMMUNITY CONNECTIONS: A MOBILITY MANAGEMENT PARTNERSHIP

Sponsor: Center for Independent Living, Inc. (CIL)

Project Name: Community Connections: A Mobility Management Partnership (CoCo)

Project Type: Mobility Management & Travel Training

Project Scope:

CoCo is a countywide partnership comprising CIL (the lead partner), CRIL, EDI, LH, and USOAC. CIL is the Independent Living Center (ILC) serving northern county. CRIL is the ILC serving southern/eastern county. EDI is the Measure E provider for Berkeley. LH is the Bay Area's premier blind services agency. USOAC serves seniors in/near Oakland.

CoCo works with consumers one-on-one and in group settings to (1) master using fixed route transit generally and/or to master specific point A-to-B round trips, (2) master using mobility devices (e.g. canes, walkers, wheelchairs) in the context of transit and to navigate pedestrian rights-of-way, (3) apply for and obtain RTC/Clipper cards, and (4) plan trips using 511.org and/or the 511 phone service. CoCo partners also conduct various transit related activities such as safety workshops, device maintenance/repair workshops, wheelchair securement/tethering services, and serving as a satellite Paratransit applications processing site.

CoCo serves consumers of all ages throughout Alameda County...non-seniors served are people with disabilities. All CoCo partners serve seniors, and USOAC serves seniors exclusively. All partners except for USOAC serve youth. CIL serves residents of Albany, Berkeley, Emeryville, Piedmont, Alameda, and Oakland. CRIL serves residents of Hayward, San Leandro, Fremont, Pleasanton, Dublin, Livermore, and Union City. EDI serves Berkeley residents and people with disabilities residing within one mile of Berkeley. LH serves people with visual impairments throughout the county. USOAC serves seniors (with or without disabilities) throughout Oakland and areas adjacent to Oakland.

In addition to delivering services directly to consumers, CoCo also serves as a hub for advocacy pertaining to mobility management. We work with AC Transit and BART to implement trainings on how transit staff can best

accommodate senior and/or disabled riders. We outreach to the community re the benefits of using transit.

Need & Benefits:

CoCo addresses a variety of service needs, but our primary focus is providing travel training to seniors and people with disabilities (PWD) residing in Alameda County. According to US Census data for 2015, Alameda County is home to 208,053 seniors over age 65 and 98,293 PWD under age 65. Assuming that 10% of this pool would benefit from travel training (a conservative estimate), 30,634 Alamedans are both (a) eligible for CoCo services and (b) in need of CoCo services. Given that the County's population has grown since 2015 and given that CoCo's definition of a senior is 55+, well over 30,634 people are potential CoCo consumers.

To the extent that CoCo can travel train these more than 30,634 potential consumers, CoCo would greatly enhance community members' ability to independently and safely avail themselves of inexpensive fixed route transit. This would empower a substantial segment of the county's population to travel to medical appointments, employment, social service hubs, school, social and family activities, places of worship, and a nearly endless variety of other destinations. This ability to independently travel throughout the community would harness currently dormant productivity, reduce paratransit costs, and enrich lives on a massive scale. Of course, CoCo cannot serve more than 30K people in a single funding cycle, but we can make significant progress... in FY 2015-16, CoCo partners collectively served 270 unduplicated consumers using ACTC funds (and we served many other trainees using other funding streams).

And the need for travel training is not the only need that CoCo satisfies. CoCo partners advocate for systems change within the field of transportation, help consumers with newly acquired disabilities master the use of devices (in the context of both transit and pedestrian rights-of-way, help those eligible to obtain RTC/Clipper discount cards, facilitate the processing of paratransit applications, and answer thousands of I&R requests every year.

Community Connections: A Mobility Management Partnership – TABLES

Performance Measures	Target (2 years)
Seniors to be travel trained one-on-one and/or in group settings	200
Non-seniors Adults with disabilities to be travel trained one-on-one and/or in group settings	200
Disabled Youths (<25) to be travel trained one-on-one and/or in group settings	160
Youths, Adults, and/or Seniors with visual impairments to be travel trained one-on-one and/or in group settings	36
Seniors, non-seniors Adults and/or Youths with disabilities to receive mobility-device training one-on-one and/or in group settings	50
Rides... a "ride" = "trip" = boarding/exiting a transit vehicle at no cost to the consumer (the methodology behind this performance measure is: 646 consumers x 2 training sessions per consumer x 2.5 rides per training session)	3,230
Outreach contacts in Alameda County	450
Trip planning and/or I&R for Seniors and People with Disabilities/their stakeholders	400
Workshops on Mobility Device Safety/Maintenance/Repair	4
AT & Mobility Device Expo Day	2

Project Cost by Type and Year			
Budget Item	FY 2017-18	FY 2018-19	Total Cost
Administrative Overhead	\$60,360	\$60,360	\$120,720
Customer Service and Outreach Staff Time	\$49,857	\$49,857	\$99,714
Materials (brochures, outreach materials, etc.)	\$11,875	\$11,875	\$23,750
Service Delivery (in-house)	\$112,776	\$112,776	\$225,552
Contracts (Subcontractors)	\$61,000	\$61,000	\$122,000
Indirect Cost - 22%	\$43,257	\$43,257	\$86,514
Total	\$339,125	\$339,125	\$678,250

Project Funding Sources by Year			
Funding Source	FY 2017-18	FY 2018-19	Total Cost
2018 CIP Paratransit Funding Request	\$250,000	\$250,000	\$500,000
FTA Section 5310	\$89,125	\$89,125	\$178,250
Total	\$339,125	\$339,125	\$678,250

TRI-CITY MOBILITY MANAGEMENT AND TRAVEL TRAINING PROGRAM

Sponsor: City of Fremont

Project Name: Tri-City Mobility Management and Travel Training Program

Project Type: Mobility Management & Travel Training

Project Scope:

The Tri-City Mobility Management and Travel Training Program provides seniors and people with disabilities, caregivers and service providers with individualized transportation planning assistance, intensive community outreach and transportation advocacy so that consumers are more easily able to access the mode of travel that is most appropriate to their transportation needs and the most cost effective. Program services are offered at no cost to seniors and people with disabilities residing in Fremont, Newark and Union City. Program staff can link participants with the following types of services:

- Fixed route transit
- Travel training
- Senior Clipper Cards and instructions on use of these cards
- ADA and city-based paratransit
- Group transportation for social and recreational outings
- Subsidized, same day taxi rides
- Volunteer drivers and escorts
- Older driver safety education

In addition to its main location at Fremont City Hall, the program provides monthly mobility management and travel training services at the Fremont, Newark and Union City senior centers, and when requested, at local housing complexes and mobile home parks. In some instances, mobility management services are provided in the consumer's home as urgent needs and mobility constraints may prevent a senior or person with disability from acquiring needed transportation services in a timely fashion.

Travel training is provided to seniors and people with disabilities residing in Fremont, Newark and Union City. Travel training is provided in group settings (3 hours of classroom instruction and 3 hour of field instruction on transit) or through one-on-one instruction for clients who have special needs and/or want to learn route specific travel. Travel orientation services

(Clipper card education, bus demonstrations, transit outings, learning how to use internet trip planning resources, etc.) are also provided to consumers who prefer more “a la carte” travel training options.

Need & Benefits:

Although Southern Alameda County is blessed with many transportation options for seniors and people with disabilities, navigating the service system can be difficult for many consumers. Language barriers and sometimes literacy issues can impede an individual's ability to gather information and access services. Our experience serving the community has also shown that frail, homebound seniors and adults with cognitive impairments, vision impairments or other debilitating health and/or disability conditions are often isolated in our communities and may not be reaching out for transportation assistance for needed day-to-day activities. When these variables are combined with the lack of financial resources, many consumers postpone health care visits, don't grocery shop regularly and forego social and recreational activities. Quality of life and physical and emotional health can suffer as a result.

Our program aims to eliminate these potential service barriers by providing personalized transportation planning assistance for each consumer, eligibility screenings for multiple programs, clear information about service parameters and operations, expedited processing of transportation service applications and hands-on travel training instruction. Project staff work closely with ethnic community groups and other service providers to ensure that the transportation needs of minority and low-income communities are adequately served.

By addressing the need for comprehensive community outreach and education, service linkage and transportation advocacy, our program will close gaps in the existing transportation service system by:

- Increasing mobility for seniors and persons with disabilities
- Increasing the level of transportation service coordination
- Increasing consumer satisfaction regarding service access
- Reducing consumer confusion about transportation options
- Increasing access to information and services for limited English-speaking and low-income consumers

Tri-City Mobility Management and Travel Training Program – TABLES

Performance Measures	Target (2 years)
Number of mobility management contacts	1,500
Number of individuals trained with individual travel training, group travel training or travel orientation services	2,400
Cost per contact/training (not to exceed \$100)	<\$100.00

Program/Project Cost by Type and Year			
Budget Item	FY 2017-18	FY 2018-19	Total Cost
Administrative Overhead	\$18,000	\$18,000	\$36,000
Customer Service and Outreach Staff Time	\$147,000	\$147,000	\$294,000
Materials (brochures, outreach materials, etc.)	\$3,000	\$3,000	\$6,000
Total	\$168,000	\$168,000	\$336,000

Program/Project Funding Sources by Year			
Funding Source	FY 2017-18	FY 2018-19	Total Cost
2018 CIP Paratransit Funding Request	\$148,730	\$148,730	\$297,460
Measure B/BB DLD	\$19,270	\$19,270	\$38,540
Total	\$168,000	\$168,000	\$336,000

MOBILITY MANAGEMENT THROUGH 211 ALAMEDA COUNTY

Sponsor: Eden I&R

Project Name: Mobility Management through 211 Alameda County

Project Type: Mobility Management

Project Scope:

Eden I&R (EIR) requests \$295,761 over 2 years to continue and enhance its current mobility management program. Currently, East Bay Paratransit and some other fixed-route operators in the East Bay provide ADA paratransit service for persons with disabilities. Several city-based programs, as well as a number of human services agencies, schools, faith-based institutions, employers, etc. also provide transportation services to persons with disabilities, seniors, and other defined groups of clients that they serve through various programs. Improved knowledge and information regarding the full range of alternative modes, including transit, paratransit, and community-based services, can be difficult to find or confusing, especially when seniors initially realize they need alternatives. To help mitigate this confusion, the first one call one click mobility management service in Alameda County was launched in 2014 in collaboration with EIR, AC Transit, BART, and Center for Independent Living.

In 2013, AC Transit completed the Paratransit Mobility Resources Inventory, which provides information on these paratransit services, including their service area, service specialty, cost, & time of service. This information is housed in a database with EIR. It's accessed via the 3-digit 211 phone number, available 24/7 in multiple languages, through which trained Resource Specialists give information and referrals on a variety of health, housing and human service needs including paratransit services. Additionally, the database can be accessed via a transportation portal on EIR's online resource finder, available at www.transportation.211alamedacounty.org.

Funding will enable EIR to continue employment of two much needed Resource Specialists hired with the funding that launched the one call one click program; keep the paratransit resources up to date; conduct outreach throughout Alameda County; and provide enhanced service, such as texting & emailing information to consumers.

Need & Benefits:

As of July 1, 2015 the population of seniors (persons 65 and older) comprised 12.7% of Alameda County's population. It is estimated that by the year 2035 the percentage of the senior population will reach 21%. Expanding service demand and limited funding will require that service providers manage their programs as efficiently as possible, to ensure that individuals, including this expanding senior population and those living with disabilities, are not denied transportation services.

The one call one click mobility management project addresses transportation gaps for seniors and people with disabilities outlined in the Metropolitan Transportation Commission's Coordinated Public Transit-Human Services Transportation Plan Update (March 2013). Improved knowledge and information regarding the full range of alternative modes, including transit, paratransit, and community-based services, can be difficult to find or confusing, especially when seniors initially realize that they need alternatives. The 211 system provides this through an enhanced local information and referral system.

Additionally, per the Coordinated Plan, paratransit is difficult between cities; there is a need for improved customer information about paratransit and other transportation options, including in different languages; and seniors and disabled passengers indicated that emergency or short trips are the most difficult to arrange. 211 Resource Specialists are able to give recommendations on transportation services based on needs (e.g., senior or disabled), trip type (e.g., shopping, medical, work), location, and time (e.g., if it needs to be scheduled in advance or if the service is needed on demand). 211 Resource Specialists speak, or have access to translators that speak, over 300 different languages including Spanish, Cantonese, and Vietnamese.

Through attendance at outreach events, 211 staff will work with seniors and the disabled to demonstrate how to use the online resource finder.

Mobility Management through 211 Alameda County – TABLES

Performance Measures	Target (2 years)
Number of seniors served	3,600
Number of persons living with a disability served	14,400
Number of transportation referrals	4,900
Number of calls from seniors handled	9,000
Number of calls from persons living with a disability handled	44,000
Number of outreach events serving seniors and persons living with disabilities attended	45
Number of contacts provided with mobility management support over the 211 phone line	3,600
Number of contacts provided with mobility management support over the online resource finder	150,000
Total Measure B/BB cost per individual provided with mobility management support (with an estimated 18,000 seniors and disabled served over two years)	<\$16.43

Program/Project Cost by Type and Year			
Budget Item	FY 2017-18	FY 2018-19	Total Cost
Administrative Overhead	\$12,300	\$13,400	\$25,700
Staff salaries	\$120,820	\$131,340	\$252,160
Materials (brochures, outreach materials, etc.)	\$700	\$700	\$1,400
Event fees	\$300	\$300	\$600
Capital costs (equipment)	\$7,657	\$4,500	\$12,157
Travel & mileage	\$432	\$512	\$944
Database and software license and fees	\$17,876	\$18,860	\$36,736
Total	\$160,085	\$169,612	\$329,697

Program/Project Funding Sources by Year			
Funding Source	FY 2017-18	FY 2018-19	Total Cost
2018 CIP Paratransit Funding Request	\$143,609	\$152,152	\$295,761
Alameda County contracts	\$9,176	\$11,470	\$20,646
Alameda County cities	\$7,300	\$5,990	\$13,290
Total	\$160,085	\$169,612	\$329,697

VIP RIDES VOLUNTEER DRIVER PROGRAM

Sponsor: LIFE ElderCare

Project Name: VIP Rides

Project Type: Volunteer Driver Program

Project Scope:

VIP Rides began in 2004. Focus groups had discovered that a major barrier to transportation for seniors and the disabled was the lack of help they needed - and could not find - at their destination. Due to frailty, chronic illness or disability, many had such a tough time navigating office buildings or completing forms that they simply didn't attend their appointments. Others were frail and didn't have the strength or visual ability to select groceries or pick up medications. Unlike the other driver programs in Alameda County, VIP Rides serves adults with disabilities in addition to older adults. Eligibility is that individuals are over age 18 and unable to complete necessary tasks without help and they have no one else to help. Drivers are trained to provide visual, mobility, cognitive, emotional or whatever support is needed to remove obstacles to completing day to day errands. Drivers cannot assist with personal care or hygiene needs. The volunteers stay with their riders and are there in the waiting room after the appointment, for example so that seniors and disabled adults can make their way successfully around the community and accomplish basic tasks necessary to staying healthy and living a good quality of life. For its first 11 years, VIP served eligible residents of Fremont, Newark and Union City and over the last year expanded to also serve those living in Hayward, San Leandro and Lorenzo, Castro Valley and the nearby smaller unincorporated areas of Cherryland, Fairview, etc. Riders can be taken to eligible destinations in any of those cities as well as to medical appointments in Palo Alto (due to many requests for the VA and Stanford). VIP is offered at no cost, thus giving access to reliable transportation to those who are low-income. The only exception to this is riders are responsible for the toll fare when going to Palo Alto.

Need & Benefits:

LIFE ElderCare (LIFE) originally used its VIP Rides Program to provide trained volunteers who accompanied clients on Paratransit rides and provided them with the destination assistance that they needed to take care of medical appointments, shopping and other errands. LIFE still does this when necessary (usually when a client uses a motorized wheelchair) but most often now uses drivers to provide transportation as well as destination assistance to ambulatory program participants.

The program addresses the unmet transportation needs of people with disabilities and seniors who are not able to access vital appointments and errands because they do not have a family member, friend or paid caregiver to provide destination assistance for these trips. Door-through-door assistance is not provided by traditional Paratransit service.

The VIP Rides Program will continue to link drivers with elderly and disabled residents who require door-through-door assistance on trips for medical appointments, shopping and other errands. They provide necessary destination assistance, such as, pushing a wheelchair, providing a steady arm, carrying packages, assisting with shopping, assistance with completing forms, and visual and directional assistance. For ambulatory participants, transportation will be provided in the volunteer's vehicle and for participants using wheelchair, volunteers will accompany them on city-operated Paratransit service. VIP Rides will continue to be a free service to consumers.

VIP Rides Volunteer Driver Program – TABLES

Performance Measures	Target (2 years)
Number of one-way trips provided	12,500
Number of unduplicated clients	800
Cost per trip	<\$25.00
Percentage of trip requests fulfilled	97%
Percentage of drivers trained	100%
Client satisfaction (clients who rate their service as good or excellent using 3rd party survey)	85%

Program/Project Cost by Type and Year			
Budget Item	FY 2017-18	FY 2018-19	Total Cost
Administrative Overhead	\$28,673	\$29,533	\$58,206
Customer Service and Outreach Staff Time	\$121,350	\$124,991	\$246,341
Materials (brochures, outreach materials, etc.)	\$5,168	\$5,323	\$10,491
Service Delivery (in-house)	\$41,690	\$42,941	\$84,631
Fringe benefits	\$24,456	\$25,910	\$50,366
Mileage	\$14,486	\$14,920	\$29,406
Driver training, screening, appreciation	\$4,000	\$4,120	\$8,120
Workstations, software	\$7,200	\$7,416	\$14,616
Total	\$247,023	\$255,154	\$502,177

Program/Project Funding Sources by Year			
Funding Source	FY 2017-18	FY 2018-19	Total Cost
2018 CIP Paratransit Funding Request	\$102,427	\$172,654	\$275,081
City of Hayward	\$75,000	\$75,500	\$150,500
FTA Section 5310	\$62,596	\$0	\$62,596
Donations	\$7,000	\$7,000	\$14,000
Total	\$247,023	\$255,154	\$502,177

DRIVERS FOR SURVIVORS VOLUNTEER DRIVER PROGRAM

Sponsor: Drivers for Survivors, Inc. (DFS)

Project Name: Drivers for Survivors Volunteer Driver Program

Project Type: Volunteer Driver Program

Project Scope:

DFS currently serves residents of Fremont, Newark and Union City and will expand services to Hayward, San Leandro, and unincorporated areas of Central County.

Transportation is provided to all medical-related doctor appointments for those undergoing cancer diagnosis and treatment, within a 60 mile radius of DFS' Fremont headquarters. Volunteer drivers provide essential supports, stress relief and therapeutic presence, to allow cancer patients to focus on their health and required treatments.

Our clients come to us in various ways. Their doctor or office staff hands them one of our brochures describing our useful service and how to get in touch with us. Friends and relatives, who have known someone who has been helped, refer patients to us. There is an active outreach program through various community organizations explaining our service. We then match cancer patients with a driver companion. Interviews are conducted with both parties to assure the most promising "match." It is important that a "meaningful connection" be established in the patient/driver relationship.

Before anyone can become a volunteer-companion driver, they must pass a thorough background check, provide proof of insurance, and participate in our companion training program. At the conclusion of their training, each driver receives a driver's kit with essential items. Schedules are prepared. Most of the time our drivers stay with the patient through the appointment and sometimes, when requested and with permission, even sit in on the doctor's discussion to provide support, such as interpreting and taking notes. This is a stressful time and this support is critical and appreciated. Sometimes the need for two drivers for one visit or different drivers on different days are required.

Surveys are given quarterly to ensure the program is meeting its mission. Our satisfaction surveys continue to rate our service as 100% excellent or good. On average we serve between 250-300 rides/month.

Need & Benefits:

Cancer is the second most common cause of death in the United States, accounting for almost 1 of every 4 deaths (ACS). This organization was... and is founded by a cancer survivor and comprised of volunteers, many that personally know how difficult this process can be.

Due to rapid growth, DFS has automated many of its internal functions. Specifically, DFS uses Assisted Rides, an online database system to manage the overall process and assist efforts to match patients with the best fit. Our goal is to provide thoughtfully integrated companionship, in addition to transporting patients to and from, various time sensitive and prolific cancer treatment appointments.

DFS clients' demographics:

- 82% of senior (60+), 18% under 60, and 0% youth.
- 39% live with family/adult children, 26% live alone, 23% live with partner, 2% live with roommates, 1% using assisted living, 1% live in group home, and 8 % of unknown living situation.

While Alameda County has a variety of transportation services available, DFS fills a vital needed niche to the gap of services offered. Road to Recovery program by American Cancer Society has been proven inadequate in providing volunteer-drivers to fill in the need of this service.

DFS is not only unique in its ability to offer service quickly (rides offered on same day if deemed urgent) and to fulfill the transportation needs for prolonged consecutive days (radiation oncology often involves 25 or 30 sessions over 4-6 weeks), but also in providing companionship during treatment by trained volunteers, the majority of which have experience with cancer treatments either personally or through a friend or family member. By utilizing extensive in-kind contributions and fundraising dollars, the program has been very cost effective to the county.

Drivers for Survivors Volunteer Driver Program – TABLES

Performance Measures	Target (2 years)
Total number of rides provided	9,125
Cost per trip	<\$24.76

Program/Project Cost by Type and Year			
Budget Item	FY 2017-18	FY 2018-19	Total Cost
Administrative Overhead	\$84,300	\$90,450	\$174,750
Customer Service and Outreach Staff Time	\$143,000	\$165,050	\$308,050
Materials (brochures, outreach materials, etc.)	\$8,400	\$8,600	\$17,000
Service Delivery (in-house)	\$22,000	\$25,000	\$47,000
Contracts (if service offered through contractor)	\$7,500	\$9,000	\$16,500
Capital Costs	\$2,900	\$0	\$2,900
Total	\$268,100	\$298,100	\$566,200

Program/Project Funding Sources by Year			
Funding Source	FY 2017-18	FY 2018-19	Total Cost
2018 CIP Paratransit Funding Request	\$110,000	\$110,000	\$220,000
Federal Grant	\$22,000	\$0	\$22,000
Gala	\$70,000	\$100,000	\$170,000
Corporate Grants	\$10,000	\$10,000	\$20,000
Annual Fund Drive	\$3,000	\$5,000	\$8,000
Events	\$12,000	\$20,000	\$32,000
Individual Contributions	\$10,000	\$10,000	\$20,000
Future Funding	\$31,100	\$43,100	\$74,200
Total	\$268,100	\$298,100	\$566,200

VOLUNTEER ASSISTED SENIOR TRANSPORTATION PROGRAM

Sponsor: Senior Support Program of the Tri-Valley (SSPTV)

Project Name: Volunteer Assisted Senior Transportation Program (VAST)

Project Type: Volunteer Driver Program

Project Scope:

Volunteers Assisting Seniors with Transportation (VAST) supplements existing transportation services by providing free door-through-door rides for Tri-Valley seniors to essential medical appointments. Volunteer drivers, in coordination with staff, do so much more than drive clients; they provide complete mobility management by: building a trusting relationship to find out what the senior truly needs, connecting seniors to essential resources, teaching seniors how to use existing transportation resources (i.e. Wheels), and completing rider assessments for Paratransit.

Senior Support Program of the Tri-Valley (SSPTV) developed this non-traditional trip-provision model in November 2008 in response to existing transportation service gaps in Eastern Alameda County. The 2011 Human Services Needs Assessment reports Eastern Alameda County residents are distributed across greater distances compared to individuals in other parts of the county. This distribution, in conjunction with many crucial health services being located outside of the Tri-Valley, make transportation difficult for seniors. Accessing a medical appointment can be a complex and costly process for seniors on a fixed income. Consequently, VAST eliminates potential transfers along multiple routes, associated costs, and lengthy rides for older adults.

The Human Services Needs Assessment's also shows the number of at-risk seniors needing access to specialty medical services has increased. VAST not only helps this growing population gain access to services outside the Tri-Valley, but VAST also assists clients beyond the medical facility's entrance. Specifically, volunteers/staff escort seniors to the examination room, take notes, and help clients communicate concerns. Through rider assessments, volunteers/staff also identify additional client needs, which are referred to and addressed by SSPTV staff and community partners. Such a comprehensive approach is not currently available through existing services.

Need & Benefits:

VAST developed according to the needs of Tri-Valley seniors. The "Eastern Alameda County Human Needs Assessment" (2011) confirms this area faces two prominent challenges. First, there is the perception East County is relatively prosperous; thus, there's no need to develop senior services. However, poverty in East County has increased 58% since 1990, and most SSPTV's clients are considered "near-poor," with incomes just above the federal-poverty level. These individuals typically do not qualify for federal assistance, but they cannot afford to pay for services; this leaves them vulnerable to isolation and declines in health. Concurrently, the number of females over the age of 85, who often require the most human services, has quadrupled in this part of the county. VAST benefits the community by eliminating potential cost barriers for a growing population.

Second, as mentioned, East County is geographically isolated from other areas and services in the county. This isolation prompts the need for services to accommodate an increasingly diverse senior population. The Hispanic/Latino, Asian/Pacific Islander, and Indian/Hindu populations have grown at rates greater than any other ethnic group. As VAST's client population becomes more diverse, we have also seen the medical needs of aging seniors becoming more complex. The above circumstances emphasize the importance of developing transportation that can cross county lines without using multiple transfers. Often, seniors who utilize VAST do not have the cognitive or physical capacity to safely negotiate transit transfers or a medical facility. With VAST, seniors not only have a ride directly to the appointment, but the driver can escort the senior in the facility and advocate on their behalf.

Furthermore, the MTC's Coordinated Public Transit-Human Services Transportation Plan Update of March 2013 identifies the need for volunteer driver programs, like VAST, as a high priority.

Volunteer Assisted Senior Transportation Program – TABLES

Performance Measures	Target (2 years)
Number of one-way trips provided	5,500
Total Measure B/BB cost per one-way trip	<\$33.00

Program/Project Cost by Type and Year			
Budget Item	FY 2017-18	FY 2018-19	Total Cost
Administrative Overhead	\$4,296	\$4,296	\$8,592
Administrative (salary, wages, fringe)	\$95,104	\$95,104	\$190,208
Travel (12,000 miles @ \$0.50/mile)	\$6,000	\$6,000	\$12,000
Volunteer Recognition	\$600	\$600	\$1,200
Total	\$106,000	\$106,000	\$212,000

Program/Project Funding Sources by Year			
Funding Source	FY 2017-18	FY 2018-19	Total Cost
2018 CIP Paratransit Funding Request	\$106,000	\$106,000	\$212,000
Total	\$106,000	\$106,000	\$212,000

ACCESSIBLE GROUP TRIP TRANSPORTATION FOR YOUTH AND ADULTS WITH DISABILITIES PROGRAM

Sponsor: Bay Area Outreach and Recreation Program (BORP)

Project Name: Accessible Group Trip Transportation for Youth and Adults with Disabilities

Project Type: Group Trips

Project Scope:

The project will directly improve this specific gap for children, youth, and adults with disabilities by providing accessible group trips to sports and recreation activities, and is the most appropriate, efficient and cost effective way of meeting this need. BORP utilizes two lift-equipped 22-passenger buses, both modified to accommodate 5-6 riders in wheelchairs plus 6-8 ambulatory passengers. Our buses safely and reliably transport groups of people with disabilities at the same time to a single destination, making group activities possible. Our model includes extensive coordination with existing public transit and paratransit providers, as we use BART station as a point of origin for most trips. BORP participants come from all over Alameda County to gather at the Ed Roberts Campus (ERC) at Ashby BART station, where they board the BORP bus that takes them on a group trip to a local or regional park, sports or community event. While BART may be used as a gathering point, the final destinations are typically not reachable by public transit or Paratransit, since many destinations cross multiple county/jurisdiction lines. BORP's group trip service fills that gap. BORP's group trip services include the following components:

- Weekly group outings to local events and attractions (Sat/Sun)
- Weekly group outings to regional parks or other outdoor recreation destination (Sat/Sun)
- Monthly group outings to community events (weekdays)
- Monthly group shopping outings (weekdays)
- Weekly group shuttle from ERC to BORP Cycling Center at Berkeley Aquatic Park (Tue)
- Weekly youth shuttle to sports practice/basketball (Sat)
- Weekly youth shuttle to sports practice/sled hockey (Fri)
- Weekly youth shuttle to cycling center (Sat)

- Sports team group trips to local tournaments - varies
- Group trip service for other community agencies and nonprofits - varies

A list of highlights of recent group trips conducted in 2015-2016 is included as an attachment in Tab F, Additional Information.

Need & Benefits:

This program fulfills an important and unique need by addressing the existing gap of accessible group-trip transportation for children, youth and adults with disabilities in Alameda County participating in sports and recreation programs and community events. Most recreational group outings and team sports programs, such as wheelchair basketball or power soccer, require that groups of wheelchair users be transported at the same time. Bay Area Transit resources do not provide sufficient transit to meet the needs detailed above, especially for wheelchair users, families and youth.

1. Fixed route bus providers tend to have only one or two tie-downs for wheelchairs.
2. BART does not bring participants to their final destinations.
3. East Bay Paratransit basic service is limited to individual trips.
4. City paratransit services are not group-trip providers nor do they transport youth with disabilities under the age of 18.
5. Private providers in Alameda County do not operate vehicles with more than two tie-downs; hiring multiple vehicles for a group trip would be cost prohibitive.
6. Other current group trip providers are limited to seniors.
7. Many recreation trip destinations are not served by Paratransit as they are outside the mandated service area.

Benefits of this program include increased access for individuals with disabilities to sports and recreation activities and community events; increased mobility, community participation and quality of life; youth teams, families, and groups of adults with disabilities will be able to travel together in a manner that is equal to non-disabled individuals; individuals with disabilities will benefit from peer support and bonding experienced in group travel. Transportation is one of the biggest barriers to participation in sports and recreation activities for people with disabilities and this program successfully addresses this problem with high quality, cost-effective service.

Accessible Group Trip Transportation for Youth and Adults with Disabilities – TABLES

Performance Measures	Target (2 years)
Number of children and youth with disabilities served	180
Number of adults with disabilities served	400
Number of one-way passenger trips provided to children, youth and adults	7,200
Outreach contacts established to increase awareness of availability of group trip service through outreach to individuals and community agencies	300
Group trips provided to other community agencies	40
Participant satisfaction	90%
Cost per one-way passenger trip	<\$54.17

Program/Project Cost by Type and Year			
Budget Item	FY 2017-18	FY 2018-19	Total Cost
Administrative Overhead	\$30,500	\$30,500	\$61,000
Customer Service and Outreach	\$31,045	\$31,045	\$62,090
Materials (brochures, outreach materials, etc.)	\$500	\$500	\$1,000
Service Delivery (in-house)	\$120,555	\$120,555	\$241,110
Program Admin Costs	\$12,400	\$12,400	\$24,800
Total	\$195,000	\$195,000	\$390,000

Program/Project Funding Sources by Year			
Funding Source	FY 2017-18	FY 2018-19	Total Cost
2018 CIP Paratransit Funding Request	\$159,000	\$159,000	\$318,000
Oakland Fund for Children & Youth Grant	\$6,400	\$6,400	\$12,800
City of Berkeley GF Grant	\$1,200	\$1,200	\$2,400
Group Trip Fees	\$16,000	\$16,000	\$32,000
Agency Funds	\$12,400	\$12,400	\$24,800
Total	\$195,000	\$195,000	\$390,000

LAVTA PARA-TAXI PROGRAM

Sponsor: Livermore Amador Valley Transit Authority (LAVTA)

Project Name: Para-Taxi Program

Project Type: Taxi Subsidy Program

Project Scope:

In an effort to promote the independence of elderly and disable individuals, LAVTA provides a flexible, reimbursement-based taxi program to all ADA-certified Paratransit patrons throughout its service area (ATTACHMENT 1). The program reimburses participants eighty-five percent (85%) of the total taxi fare, up to a maximum of twenty (20) dollars per taxi ride, up to \$200 reimbursed per month. The program is designed to both complement the existing ADA Paratransit service while also providing a higher level of service than the ADA Paratransit service can provide. Taxi reimbursement programs also result in greater freedom of mobility for participants; including spontaneous, same day, exclusive reservation and trip-making. A detailed Para-Taxi brochure is included as ATTACHMENT A. A sample Para-Taxi reimbursement request form is included as ATTACHMENT B.

Since Para-Taxi is a reimbursement-based program, LAVTA does not have contracts with participating taxi companies; however, LAVTA does have operating agreements with these taxi companies. A sample agreement is included as ATTACHMENT C. When the Para-Taxi program was first launched, the patrons were initially able to use any Tri-Valley (Pleasanton, Dublin, and Livermore) taxi company. Because of complaints about some taxi companies, LAVTA developed performance standards directly related to the complaints received from riders. The performance standards must be followed by all participating taxi companies. As a result, four taxi companies signed up to participate in the program after the performance standards were established. The four Tri-Valley taxi companies are:

1. Silver Cab
2. Yellow Cab
3. DeSoto Cab
4. A Livermore Cab

Need & Benefits:

The para-taxi program offers same day transportation to eligible ADA riders who otherwise would have had to schedule their paratransit trip a day in advance. This gives patrons a security blanket that they will access to transportation services when an immediate need arises. It closes the gaps in existing paratransit services by offering eligible passengers same day transportation options, and improves mobility throughout the Tri-Valley. Between Fiscal Year 2014 and 2016, nearly 5,000 trips were reimbursed for para-taxi trips.

LAVTA Para-Taxi Program – TABLES

Performance Measures	Target (2 years)
Number of trips provided	5,830
Number of rides per month	200
Cost per trip to LAVTA (less or equal to half of the cost of LAVTA's Dial-A-Ride trip; FY17 cost per Dial-A-Ride trip is \$30.67-\$32.51)	<\$16.26
User Satisfaction Average Score (on a 1-5 scale where 1 point means "poor" and 5 points means "excellent")	≥4 points

Program/Project Cost by Type and Year			
Budget Item	FY 2017-18	FY 2018-19	Total Cost
Contracts (if service offered through contractor)	\$41,000	\$53,000	\$94,000
Total	\$41,000	\$53,000	\$94,000

Program/Project Funding Sources by Year			
Funding Source	FY 2017-18	FY 2018-19	Total Cost
2018 CIP Paratransit Funding Request	\$18,000	\$22,000	\$40,000
FTA Section 5310	\$12,000	\$10,000	\$22,000
Passenger Contribution	\$6,000	\$8,000	\$14,000
LAVTA TDA or STA funds	\$5,000	\$13,000	\$18,000
Total	\$41,000	\$53,000	\$94,000

8-TO-GO: A CITY BASED DOOR TO DOOR PARATRANSIT SERVICE

Sponsor: City of Emeryville

Project Name: 8-To-Go: A City Based Door to Door Paratransit Service

Project Type: Door-to-Door Service

Project Scope:

8-To-Go is an ADA compliant, demand response shuttle service for seniors and/or people with disabilities in the 94608 zip code area of Oakland and Emeryville, with service to Berkeley as well. The shuttle provides rides on weekdays from 9:00 A.M. to 5:00 P.M. to the target population living anywhere within the 94608 zip code. The service has expanded its delivery borders beyond the 94608 zip code area into Berkeley and North / Central Oakland to serve medical offices, civic centers, hospitals, BART, senior centers, and grocery stores. The service provides door to door access to any number of locations in and slightly beyond the 94608 zip code area that increase the quality of life for the target population. Our service allows seniors and people with disabilities access to fresh and healthy produce at the local farmers market, access to many local healthcare providers, and transportation to local social hubs such as the Emeryville Senior Center. The operating border for the program is Dwight Way in the north, Telegraph Avenue in the East, and 27th Street in the South.

The program provides direct transportation for residents of the 94608 Zip Code (Emeryville and Oakland) who are either age 70+ or 18+ and eligible for East Bay Paratransit. Once the rider's application is processed, he/she may purchase an 8 To Go punch card from the Emeryville Senior Center. Rides are \$1 each and can be purchased in increments of \$10 or \$20. A scholarship program is available for those unable to afford the fee. Riders are limited to six (6) one way or three (3) round trip rides each week. Rides are booked up to two weeks in advance with the dispatcher at the Emeryville Senior Center. Same day on-demand service is also available if rides were not booked in advance for the desired time/day. Riders may also have a family member and/or personal attendant ride along at no additional charge.

Need & Benefits:

The City of Emeryville's Senior and Disabled Transportation Needs Assessment (2006) identified one-quarter of survey respondents have a need for more public Paratransit services. The top two survey responses on transportation alternatives to attend the Senior Center were having Emery-Go-Round direct service to the center or a special (dedicated) van service. The West Oakland Community Based Transportation Plan (2006) identified the top transportation solution for seniors and people with disabilities would be to provide a community shuttle service. Both studies cited there are strong needs for transportation to grocery stores, medical appointments, and shopping. The American Public Transportation Association found that in 2004, over 50% aged 65+ non-drivers stay home on any given day. A larger percentage of these non-drivers are African-American, Asian or Hispanic/Latino descent, which make up a large percentage of the 94608 population compared to other areas within Alameda County in the 2010 Census.

8-To-Go: A City Based Door to Door Paratransit Service – TABLES

Performance Measures	Target (2 years)
Provide entire target audience with paratransit service (percentage of registered applications that are eligible for service eligibility)	100%
Provide on-time service through the paratransit service (percentage of riders who indicate they have not had tardy service)	>90%
Increase participants overall quality of life with paratransit service (percentage of riders who indicate they've experienced a higher quality of life due to the service)	>90%
Provide high satisfaction of rider experiences through the shuttle (percentage of target audience who indicate they are satisfied or higher with service)	>90%
Educate target audience on new and current paratransit/transit services through travel trainings, flyers, word-of-mouth, and outreach (percentage of target audience who indicate they are aware of all paratransit services available)	>90%
Number of monthly one-way trips by increasing service efficiency	>250
Number of monthly individual riders by increasing service efficiency	>75
Provide target audience with more quality of life trips than before participant started using the program (percentage of riders who indicate they have felt less isolated or stranded than before using the shuttle)	>90%

Program/Project Cost by Type and Year			
Budget Item	FY 2017-18	FY 2018-19	Total Cost
Administrative Overhead	\$5,000	\$5,000	\$10,000
Customer Service and Outreach Staff Time	\$30,000	\$30,000	\$60,000
Materials (brochures, outreach materials, etc.)	\$500	\$500	\$1,000
Contracts (if service offered through contractor)	\$106,900	\$116,900	\$223,800
Total	\$142,400	\$152,400	\$294,800

Program/Project Funding Sources by Year			
Funding Source	FY 2017-18	FY 2018-19	Total Cost
2018 CIP Paratransit Funding Request	\$70,000	\$80,000	\$150,000
Measure B DLD Funds	\$5,000	\$5,000	\$10,000
Measure BB DLD Funds	\$30,000	\$30,000	\$60,000
Rider Fees	\$2,400	\$2,400	\$4,800
Direct Staff Implementation/Overhead	\$32,500	\$32,500	\$65,000
30% Non-Eligible Fringe Benefit (in kind)	\$2,500	\$2,500	\$5,000
Total	\$142,400	\$152,400	\$294,800