



Meeting Notice

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

Commission Chair

Councilmember At-Large
Rebecca Kaplan, City of Oakland

Commission Vice Chair

Supervisor Richard Valle, District 2

AC Transit

Director Elsa Ortiz

Alameda County

Supervisor Scott Haggerty, District 1
Supervisor Wilma Chan, District 3
Supervisor Nate Miley, District 4
Supervisor Keith Carson, District 5

BART

Director Rebecca Saltzman

City of Alameda

Mayor Trish Spencer

City of Albany

Mayor Peter Maass

City of Berkeley

Councilmember Kriss Worthington

City of Dublin

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Mayor Barbara Halliday

City of Livermore

Mayor John Marchand

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Mayor Jeff Wieler

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Mayor Jerry Thome

City of San Leandro

Mayor Pauline Cutter

City of Union City

Mayor Carol DuTra-Vernaci

Executive Director

Arthur L. Dao

Paratransit Advisory and Planning Committee

Monday, March 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.

Recording of Public Meetings

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, March 27, 2017, 1:30 p.m.

1111 Broadway, Suite 800, Oakland, CA 94607 • 510.208.7400 • www.AlamedaCTC.org

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. Chair	1. Call to Order and Roll Call		
1:35 – 1:40 p.m. Public	2. Public Comment	Page	A/I
1:40 – 2:00 p.m. Chair	3. Administration		
	3.1. Approve the February 27, 2017 PAPCO Meeting Minutes	1	A
	3.2. Approve the February 27, 2017 Joint PAPCO and ParaTAC Meeting Minutes	9	A
	3.3. Establish Program Plan Review Subcommittees	17	I
	3.4. FY 2016-17 PAPCO Meeting Calendar Update	25	I
	3.5. Review the FY 2016-17 PAPCO Work Plan	27	I
	3.6. Review the Current PAPCO Appointments	29	I
2:00 – 2:45 p.m. Staff	4. 2018 Comprehensive Investment Plan (2018 CIP) Paratransit Program Recommendation	31	A

2:45 – 3:00 p.m. PAPCO	5. PAPCO Member Reports and Outreach Update		
Krystle Pasco	5.1. Paratransit Outreach Calendar and Update	85	
3:00 – 3:15 p.m.	6. Committee and Transit Reports		
Herb Hastings	6.1. Independent Watchdog Committee (IWC) (Verbal)		
Cimberly Tamura	6.2. East Bay Paratransit Service Review Advisory Committee (SRAC) (Verbal)		
Committee Member	6.3. Other ADA and Transit Advisory Committees	87	
3:15 – 3:25 p.m. Staff	7. Information Items		
	7.1. Mobility Management – Meeting the Health Care Access Needs of Veterans	101	
	7.2. Staff Updates (Verbal)		
3:25 – 3:30 p.m. Chair	8. Draft Agenda Items for April 24, 2017 PAPCO Meeting		
	8.1. Gap Grant Cycle 5 Extension Progress Reports		
	8.2. East Bay Paratransit Report		
3:30 p.m.	9. Adjournment		

Next PAPCO Meeting: April 24, 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.



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, Shawn Costello, Carolyn Orr, Carmen Rivera-Hendrickson, Linda Smith, and Hale Zukas.

2. Public Comment

There were no comments from the public.

3. Administration

3.1. Approve the January 23, 2017 Meeting Minutes

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

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

No: None

Abstain: Scott

Absent: Bunn, Costello, Orr, Rivera-Hendrickson, Smith, Zukas

4. 2018 Comprehensive Investment Plan (2018 CIP) Paratransit Program Update

Krystle Pasco gave an update on the 2018 CIP Paratransit Program.

Member Markowitz asked about the City of Emeryville's 8-To-Go Program. Cathleen Sullivan responded that the recommendation is for one year of funding to allow the program sponsor time to locate funding after that one year period.

Member Saunders asked about funding for the outreach program and senior trips for the City of Emeryville's group trip program as these are

very helpful to the community. Cathleen responded that PAPCO members will be able to make a decision about the group trips program during this spring's program plan review. She said that Emeryville will likely use their Direct Local Distribution (DLD) funding for this program because they did not apply for discretionary funding.

Member Jacobson had several questions regarding Eden I&R. She asked if the funding for staff for Eden I&R would be funded by Alameda CTC. This was confirmed. She also asked why senior and disabled money is being used to fund this program when this is a program for everyone. She asked if there is data that supports Eden I&R's claim that they receive a high number of calls, approximately 423 a week, from people living with a disability. She also asked if this is so, what is happening with these calls. She also wanted data supporting the high number of online contacts, approximately 1,442 questions a week, noting that she does not believe all of these are from seniors and people with disabilities.

Member Jacobson asked if it was possible to email further questions between this meeting and the April meeting. Cathleen said yes and Naomi Armenta added that the questions need to be in before the March meeting.

Sarah Finnigan from Eden I&R answered questions. She said that they collect information using a cloud-based database that was launched July 1, 2016. She said this allows them to text or email information to the caller directly from the database. She said that there is also an assessment of each caller to see if 211 has any other services available to the individual and the individual's household. She said that she would get back to PAPCO with exact numbers about callers who are living with a disability and seniors and asked if there were any more questions about numbers.

Member Saunders said that the presentation to the Committee seemed like 211 wanted to add transportation services instead of enhancing services. She said if the previous presentation was like the one today, there would have been fewer questions. She said that 211 is a great service.

Member Jacobson said that this makes her feel more strongly that this is a valuable service but also that this does not seem like a senior and disabled transportation service, especially since many seniors do not text or own smartphones. Cathleen responded that this aligns with the funding priorities approved by PAPCO and that they submitted an application for this pot of funding in CIP. Member Jacobson said she still had the question about the percentage of this service that is used for seniors or people living with disabilities. Cathleen responded that this information will be made available for the next meeting. Sarah said she looked at Eden I&R's December report and said 49% of callers identified that they or someone in their household is living with disabilities. Krystle Pasco said that Alameda CTC staff will be working with Eden I&R staff to get the requested information for the March PAPCO meeting.

5. Adjournment

The meeting closed at 2:10 p.m. The next PAPCO meeting is scheduled for March 27, 2017 at 1:30 p.m. at the Alameda CTC offices located at 1111 Broadway, Suite 800 in Oakland.

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**PARATRANSIT ADVISORY AND PLANNING COMMITTEE
February 27, 2017
ROSTER OF MEETING ATTENDANCE**

Present	PAPCO Member	Appointed By
P	Barranti, Kevin	City of Fremont Mayor William Harrison
A	Bunn, Larry	Union City Transit Wilson Lee, Transit Manager
A	Costello, Shawn	City of Dublin Mayor David Haubert
P	Hastings, Herb	Alameda County, District 1 Supervisor Scott Haggerty
P	Jacobson, Joyce	City of Emeryville Councilmember Ruth Atkin
P	Johnson-Simon, Sandra, Vice Chair	Alameda County, District 4 Supervisor Nate Miley
P	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
P	Rousey, Michelle	BART Director Rebecca Saltzman
P	Saunders, Harriette	City of Alameda Mayor Trish Herrera Spencer
P	Scott, Will	Alameda County, District 5 Supervisor Keith Carson
A	Smith, Linda	City of Berkeley Councilmember Laurie Capitelli
P	Stadmire, Sylvia Chair	Alameda County, District 3 Supervisor Wilma Chan

P	Tamura, Cimberly	City of San Leandro Mayor Pauline Cutter
P	Waltz, Esther Ann	LAVTA Executive Director Michael Tree
A	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
	Richard Wiener	Paratransit Coordination Team
P	Angie Ayers	Public Meeting Coordinator, Consultant
	Margaret Strubel	Paratransit Coordination Team

	NAME	JURISDICTION/ ORGANIZATION	PHONE #	E-MAIL
1.	Judy Jackson	CTL	841-4776	
2.	Jennifer Cullen	SSPTV	931-5387	
3.	Victoria Williams	Alameda	510-747-7513	
4.	Sarah Finnigan	EDEN IPR/2-1-1	415 350 0250	SFinnigan@edenic.org
5.	Shawn Fong	city of Fremont	510/574-2033	sfong@fremont.gov
6.	Raymond Aguero	City of Pleasanton	925-931-5366	rfigueroa@cityofpleasanton.gov
7.	Julie Parkinson	City of Pleasanton	925-931-5374	jparkin@cityofpleasanton.gov
8.	Sandy Rogers	City of San Leandro	510-577-7985	srogers@sanleandro.org
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1. Roll Call and Introductions

Naomi Armenta called the meeting to order at 2:10 p.m. A roll call was conducted and all PAPCO members were present with the exception of Larry Bunn, Shawn Costello, Carolyn Orr, Carmen Rivera-Hendrickson and Linda Smith.

All ParaTAC members were present with the exception of Brad Helfenberger, Ely Hwang, Jay Jeter, Paul Keener, Isabelle Leduc, Mallory Nestor, Leah Talley and David Zahner.

2. Public Comment

There were no comments from the public.

3. Countywide Needs Assessment Presentation

Cathleen Sullivan, Naomi Armenta and Richard Wiener presented this item.

Member Saunders commented that vehicles with lifts are important for Transportation Network Companies (TNCs), like Uber or Lyft, to have available if the company is claiming to have paratransit services.

Member Fong commented that people who need not only curb-to-curb but also door-to-door or door-through-door services should be considered because TNCs only offer curb-to-curb and not door-to-door service.

Member Barranti said that East Bay Paratransit does not have door-to-door service, so that particular need is not met by ADA-mandated paratransit necessarily.

The meeting broke out into small groups based on county planning areas.

4. Countywide Needs Assessment Discussion

Summary of group discussions:

North County:

Richard said the discussion centered around same-day service, federal funding, the lack of accessible taxis in Oakland, how TNCs can address the needs of people with a wide variety of disabilities, and travel training.

East County:

Krystle said the main topics were affordability through taxi vouchers and scholarships, same-day service with accessible options and driver incentives, the Hospital Discharge Transportation Service (HDTs) and improving regional trips and transit connections and shuttles.

South County:

Cathleen reported that South County discussed barriers using fixed-route transit including the need for bus shelters, the overlap between needs for medical trips and same-day service, and access to information using technology.

Central County:

Naomi said the group discussed barriers using fixed-route transit including funding, upkeep of paratransit vehicles, affordability including for same-day service, appropriate training for taxis and TNCs providing same-day service, rider-based hospital discharge trips, ease of access around the website, and disaster coordination.

5. Information Items

5.1. Member Announcements

There were no member announcements.

5.2. Staff Updates

Cathleen Sullivan said members should email remaining questions to staff about the 2018 CIP within the next two weeks. She said the final Needs Assessment will be presented at the June Joint meeting. Naomi Armenta said that the 5310 deadline is March 1st and staff has been advising and providing support letters to applicants in Alameda County.

6. Draft Agenda Items for June 26, 2017 Joint PAPCO and ParaTAC Meeting

6.1. Countywide Needs Assessment Implementation Discussion

6.2. Fiscal Year Wrap

7. Adjournment

The meeting adjourned at 3:40 p.m. The next ParaTAC meeting is scheduled for March 14, 2017 at 9:30 a.m.; PAPCO is scheduled for March 27, 2017 at 1:30 p.m. at the Alameda CTC offices located at 1111 Broadway, Suite 800 in Oakland.

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**JOINT PARATRANSIT ADVISORY AND PLANNING COMMITTEE
AND PARATRANSIT TECHNICAL ADVISORY COMMITTEE
February 27, 2017
ROSTER OF MEETING ATTENDANCE**

Present	ParaTAC Member	Local Agency/Jurisdiction
P	Bailey, Dana	City of Hayward <i>Alex Mora</i>
P	Figueroa, Raymond	City of Pleasanton
P	Fong, Shawn	City of Fremont
A	Helfenberger, Brad	City of Emeryville
A	Hwang, Ely	City of San Leandro
A	Jeter, Jay	East Bay Paratransit
A	Keener, Paul	Alameda County Public Works
P	Külm, Kadri	LAVTA
A	Leduc, Isabelle	City of Albany
P	Lee, Wilson	City of Union City
P	McGee, Hakeim	City of Oakland
A	Nestor, Mallory	AC Transit
P	Parkinson, Julie	City of Pleasanton
A	Payne, Gail	City of Alameda <i>Victoria Williams</i>
P	Ridgeway, Kim	AC Transit
P	Rogers, Sandra	City of San Leandro
A	Talley, Leah	City of Berkeley

P	Timothy, Laura	BART
A	Zehnder, David	City of Newark
Present	PAPCO Member	Appointed By
P	Barranti, Kevin	City of Fremont Mayor William Harrison
A	Bunn, Larry	Union City Transit Wilson Lee, Transit Manager
A	Costello, Shawn	City of Dublin Mayor David Haubert
P	Hastings, Herb	Alameda County, District 1 Supervisor Scott Haggerty
P	Jacobson, Joyce	City of Emeryville Councilmember Ruth Atkin
P	Johnson-Simon, Sandra, Vice Chair	Alameda County, District 4 Supervisor Nate Miley
P	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
P	Rousey, Michelle	BART Director Rebecca Saltzman
P	Saunders, Harriette	City of Alameda Mayor Trish Herrera Spencer
P	Scott, Will	Alameda County, District 5 Supervisor Keith Carson
A	Smith, Linda	City of Berkeley Councilmember Laurie Capitelli
P	Stadmire, Sylvia Chair	Alameda County, District 3 Supervisor Wilma Chan
P	Tamura, Cimberly	City of San Leandro Mayor Pauline Cutter
P	Waltz, Esther Ann	LAVTA Executive Director Michael Tree
P	Zukas, Hale	A. C. Transit Director Elsa Ortiz

STAFF		
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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.	NIKKI Brown-Booper	Easy does it		
2.	Judy Jackson	CTIL	841 4776	
3.	Jennifer Cullen	SSPTV	931-5387	
4.	Sarah Finnigan	Eden IPR/211	415 350 0250	SFinnigan@ edenir.org
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DATE: March 15, 2017

SUBJECT: FY 2017-18 PAPCO Program Plan Review
Subcommittees

RECOMMENDATION: Convene FY 2017-18 Program Plan Review
Subcommittees

Summary

At the PAPCO meeting on March 27, 2017, members will be asked to volunteer for appointments to the Program Plan Review subcommittees. The subcommittees are scheduled to take place on Wednesday and Thursday, May 10-11, 2017.

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. The subcommittees are primarily planning area focused and includes a separate subcommittee for East Bay Paratransit.

Subcommittee Selection Process

All subcommittees have a minimum membership of 3 members and a maximum of quorum (currently 10). The Chair will ask for volunteers and work with staff to appoint members, who will later be notified of their appointments via email, mail, or telephone. Any members not appointed may still attend the subcommittee meetings as audience members and participate in the discussion, but cannot vote or receive a per diem. Members are asked to complete the FY 2017-18 Program Plan Review Subcommittee Volunteer Form (Attachment A) to help the Chair and staff make appropriate appointments. The FY 2017-18 Program Plan Review schedule is also attached for reference (Attachment B).

Responsibilities

All PAPCO members that are appointed to these subcommittees will be requested to review the program plan materials sent prior to the meeting(s), attend the meeting(s), and work cooperatively with other members to develop recommendations. Accessible materials can be arranged for any member upon request.

Per Diem

The Program Plan Review subcommittees are identified in the PAPCO Bylaws as standing subcommittees, therefore, appointed PAPCO members are eligible to receive a per diem.

Fiscal Impact: Upon approval by PAPCO in May, the programming of Measure B and BB paratransit DLD funds will be presented to the Commission in June 2017. The funds will also be included in the agency's FY 2017-18 budget.

Attachments

- A. FY 2017-18 Program Plan Review Subcommittee Volunteer Form
- B. FY 2017-18 Program Plan Review Schedule

Staff Contacts

[Cathleen Sullivan](#), Principal Planner

[Krystle Pasco](#), Assistant Program Analyst

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FY 2017-18 Program Plan Review Subcommittee Volunteer Form

Member Name: _____

I would like to be appointed to at least one of the Program Plan Subcommittees on Wednesday, May 10th and/or Thursday, May 11th.

Yes No

Availability:

- I am available both days, all day.
 I am available Wednesday, May 10th, all day.
 I am available Thursday, May 11th, all day.
 I am only available during the following days/times:

Wednesday, May 10th

- 9:30 – 10:45 a.m. Central County Subcommittee
 • Cities of Hayward and San Leandro
- 10:45 – 1:40 p.m. North County Subcommittee
 • Cities of Alameda, Albany, Berkeley, Emeryville, and Oakland

Thursday, May 11th

- 9:30 – 10:30 a.m. East Bay Paratransit Subcommittee
- 10:30 – 12:20 p.m. South County Subcommittee
 • Cities of Fremont, Newark, and Union City
- 12:20 – 1:30 p.m. East County Subcommittee
 • LAVTA and City of Pleasanton

Materials:

- I would like my materials in a booklet.
 I would like my materials electronically.

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Paratransit Program Plan Review Subcommittee Meeting Schedule

Wednesday, May 10, 2017 & Thursday, May 11, 2017

1111 Broadway, Suite 800, Oakland, CA 94607

510.208.7400

www.AlamedaCTC.org

Wednesday, May 10th

9:30 – 9:40 a.m.	Welcome and Introductions
9:40 – 9:45 a.m.	Public Comment – Central County Subcommittee
9:45 – 10:15 a.m.	City of Hayward
10:15 – 10:45 a.m.	City of San Leandro
10:45 – 10:50 a.m.	Public Comment – North County Subcommittee
10:50 – 11:20 a.m.	City of Alameda
11:20 – 11:50 a.m.	City of Albany
11:50 – 12:05 p.m.	Lunch Break
12:05 – 12:35 p.m.	City of Berkeley
12:35 – 1:05 p.m.	City of Emeryville
1:05 – 1:35 p.m.	City of Oakland
1:35 – 1:40 p.m.	Wrap Up
1:40 p.m.	Adjournment

Thursday, May 11th

9:30 – 9:40 a.m.	Welcome and Introductions
9:40 – 9:45 a.m.	Public Comment – East Bay Paratransit Subcommittee
9:45 – 10:30 a.m.	East Bay Paratransit
10:30 – 10:35 a.m.	Public Comment – South County Subcommittee
10:35 – 11:05 a.m.	City of Fremont
11:05 – 11:35 a.m.	City of Newark
11:35 – 11:50 a.m.	Lunch Break
11:50 – 12:20 p.m.	City of Union City
12:20 – 12:25 p.m.	Public Comment – East County Subcommittee
12:25 – 12:55 p.m.	LAVTA
12:55 – 1:25 p.m.	City of Pleasanton
1:25 – 1:30 p.m.	Wrap Up
1:30 p.m.	Adjournment

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FY 2016-17 Paratransit Advisory and Planning Committee (PAPCO) Meeting Calendar 3.4

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PAPCO meetings occur on the fourth Monday of the month from 1:30-3:30 p.m. Joint PAPCO and ParaTAC meetings also occur on the fourth Monday of the month from 1:30-3:30 p.m. Meetings are held at the Alameda CTC offices in downtown Oakland. Note that meetings and items on this calendar are subject to change; refer to www.AlamedaCTC.org for up-to-date information.

Categories	July 25, 2016 Joint Meeting	September 26, 2016 PAPCO Meeting	October 24, 2016 PAPCO and Joint Meeting	January 23, 2017 PAPCO Meeting	February 27, 2017 PAPCO and Joint Meeting	March 27, 2016 PAPCO Meeting	April 24, 2017 PAPCO Meeting	May 22, 2017 PAPCO Meeting	June 26, 2017 Joint Meeting
Planning and Policy	<ul style="list-style-type: none"> • Gap Priorities and Integration with Comprehensive Investment Plan (CIP) Discussion • MTC Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan) Update and Discussion 	<ul style="list-style-type: none"> • Gap Grant Cycle 5 Extension Progress Reports • CIP Paratransit Program Update 	<ul style="list-style-type: none"> • Countywide Needs Assessment Discussion and Input (Joint Meeting) 	<ul style="list-style-type: none"> • CIP Paratransit Program Presentation • Direct Local Distribution (DLD) Paratransit Funding Formula Review and Approval • Implementation Guidelines and Performance Measures Review and Approval 	<ul style="list-style-type: none"> • CIP Paratransit Program Update (PAPCO Meeting) • Countywide Needs Assessment Presentation and Discussion (Joint Meeting) 	<ul style="list-style-type: none"> • CIP Paratransit Program Recommendation 	<ul style="list-style-type: none"> • Gap Grant Cycle 5 Extension Progress Reports 	<ul style="list-style-type: none"> • FY 2017-18 Paratransit Direct Local Distribution (DLD) Program Plans Recommendation • HDTS/WSBTS Programs and Same Day Transportation Options Update 	<ul style="list-style-type: none"> • Needs Assessment Implementation Discussion • Fiscal Year Wrap Up
Committee Development		<ul style="list-style-type: none"> • FY 2016-17 PAPCO Meeting Calendar Approval • FY 2016-17 PAPCO Work Plan Review 	<ul style="list-style-type: none"> • FY 2016-17 PAPCO Meeting Calendar Approval (PAPCO Meeting) 	<ul style="list-style-type: none"> • FY 2016-17 PAPCO Meeting Calendar Approval 		<ul style="list-style-type: none"> • Program Plan Review Subcommittee Request for Volunteers 		<ul style="list-style-type: none"> • FY 2017-18 PAPCO Officer Elections (Chair, Vice Chair, SRAC Rep, IWC Rep) • <i>Program Plan Review Subcommittees (May 10-11)</i> 	
Outreach and Information			<ul style="list-style-type: none"> • East Bay Paratransit Report (PAPCO Meeting) 	<ul style="list-style-type: none"> • City of Newark Paratransit Program Mid-Year Report 			<ul style="list-style-type: none"> • East Bay Paratransit Report 		

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The PAPCO Work Plan reflects PAPCO goals, including responsibilities assigned by the 2000 Measure B and 2014 Measure BB Transportation Expenditure Plans (TEPs), the Commission, and PAPCO Bylaws. Alameda CTC staff tracks progress on the Work Plan regularly and reports to PAPCO biannually. The PAPCO Chair or Vice Chair reports to the Alameda CTC Commission monthly on PAPCO activities. All tasks in the Work Plan are subject to action and/or change by the Committee.

Goal: Outreach and Information: Complete outreach in a variety of ways throughout the County; Communicate with local and regional partners on planning efforts and policy discussions	
Task	Completed
Participate in at least one outreach activity (attend an event, speak at another meeting, distribute materials, visit a senior center, write an article, etc.); ask staff for assistance with materials and/or talking points as necessary	
Assist in publicizing the Alameda CTC's paratransit program resources, particularly the Access Alameda guide and AccessAlameda.org website, and mobility programs (HDTs and WSBTS)	
Assist in publicizing other One Call/One Click information resources (e.g. Eden I&R 211 and 511)	
Provide input on Alameda County's Mobility Management and travel training efforts	
Participate in other advisory committees (e.g. SRAC, WAAC, AAC, BATF, City Commissions, etc.) and report to the Committee, as needed	✓
Respond to staff communications on other opportunities for comments and participation (e.g. assist in driver training and other related items for ADA providers, City providers, regional planning efforts, taxi providers, etc.), as needed	

Goal: Planning and Policy: <i>Provide planning and policy input for Direct Local Distribution (DLD) and discretionary grant programs</i>	
Task	Completed
Participate in FY 2016-17 Paratransit Strategic Planning Workshops (Joint PAPCO and ParaTAC meetings)	
Participate in discussion on Implementation Guidelines and Performance Measures	✓
Participate in discussion on funding formula, as needed	✓
Review and make recommendations on requests for discretionary grant funding/CIP	
Review FY 2016-17 Gap Grant Cycle 5 Progress Reports	
Participate in Section 5310 call for projects outreach and review applications, as needed	
Participate in Countywide Mobility Needs Assessment	✓
Receive annual HDTS and WSBTS programs update and discuss potential same-day accessible transportation options	
Receive Taxi Debit Card project update	
Review expenditures and plans for DLD-funded programs and services	
Receive bi-annual reports from East Bay Paratransit	
Receive a mid-year report from Newark Paratransit	✓

Goal: Committee Development: <i>Continue PAPCO's development as an informed and effective community advisory committee</i>	
Task	Completed
Monitor PAPCO member appointments and vacancies	
Receive regular summaries of ADA-mandated paratransit and transit access advisory committees' meeting minutes and Transit Access Reports	
Review Mobility Management information provided in meeting packets	
Receive reports on MTC activities and other regional issues/events	



Appointer

- Alameda County
 - Supervisor Scott Haggerty, D-1
 - Supervisor Richard Valle, D-2
 - Supervisor Wilma Chan, D-3
 - Supervisor Nate Miley, D-4
 - Supervisor Keith Carson, D-5
- City of Alameda
- City of Albany
- City of Berkeley
- City of Dublin
- City of Emeryville
- City of Fremont
- City of Hayward
- City of Livermore
- City of Newark
- City of Oakland
- City of Piedmont
- City of Pleasanton
- City of San Leandro
- City of Union City
- AC Transit
- BART
- LAVTA
- Union City Transit

Member

- Herb Hastings
- *Vacant*
- Sylvia Stadmire
- Sandra Johnson Simon
- Will Scott
- Harriette Saunders
- Jonah Markowitz
- Linda Smith
- Shawn Costello
- Joyce Jacobson
- Kevin Barranti
- *Vacant*
- *Vacant*
- *Vacant*
- Rev. Carolyn M. Orr
- *Vacant*
- Carmen Rivera-Hendrickson
- Cimberly Tamura
- *Vacant*
- Hale Zukas
- Michelle Rousey
- Esther Waltz
- Larry Bunn

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DATE: March 15, 2017

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

RECOMMENDATION: Approve the 2018 Comprehensive Investment Plan (2018 CIP) Paratransit Program

Summary

The Paratransit Advisory and Planning Committee (PAPCO) will meet on March 27, 2017 and will receive additional information (as requested from the February 27, 2017 PAPCO meeting) and a staff recommendation on Alameda CTC's 2018 Comprehensive Investment Plan (2018 CIP) Paratransit Program. Members are asked to approve the staff recommendation for \$2.2M of Paratransit discretionary funds; of the nine applications received, staff recommends full funding for eight applications and partial funding for one application. The Commission is scheduled to receive the recommendation in April 2017.

Background

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.

The 2018 Comprehensive Investment Plan (2018 CIP) Paratransit Program has been discussed at two prior PAPCO meetings in January and February. All materials presented to PAPCO previously are included in Attachment B; this includes a summary of the applications received, and application details requested by PAPCO at their January meeting. Additional information requested at the February meeting is included as Attachment A.

Staff Recommendation

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

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.

Attachments

- A. Eden I&R 2018 CIP Additional Information
- B. 2018 CIP Paratransit Program Update (Memo and Attachments) from February 27, 2017 PAPCO Meeting

Staff Contacts

[Cathleen Sullivan](#), Principal Planner

[Krystle Pasco](#), Assistant Program Analyst



March 13, 2017

To: Krystle Pasco
Alameda County Transportation Commission

From: Alison DeJung Sarah Finnigan
Executive Director Deputy Director
Eden I&R Eden I&R

Re: Additional information requested

The proposed measures included in our proposal are based on actual numbers of calls handled and callers served by 2-1-1 Alameda County in FY16 (July 1, 2015 through June 30, 2016). Please see below a chart that highlights the proposed goals for FY18 and FY19 (combined), average goals for one year only, and actual figures from FY16 that informed our projected figures:

Objective Measure	FY18 & FY19 Target 2 years	Target 1 year	FY16 Total
Number of seniors (65+) served *	3,600	1,800	1,946
Number of persons living with a disability served *	14,400	7,200	8,240
Number of transportation referrals	4,900	2,450	2,008
Number of calls from seniors handled	9,000	4,500	4,541
Number of calls from persons living with a disability **	44,000	22,000	23,719
Number of outreach events serving seniors and persons living with a disability	45	22-23	66
Number of contacts (calls) provided with mobility management support over the 2-1-1 phone line	3,600	1,800	880
Number of contacts provided with mobility management support over the online resource finder ***	150,000	75,000	71,630
Total Measure B/BB costs per individual provided with mobility management support (with estimated 18,000 seniors and disabled served over two years)	<\$16.43		

* These numbers do not reflect those callers who elected to not self-identify as being age 65 or over nor do these numbers reflect those callers who did not elect to self-identify as being disabled.

** It has been determined that approximately 40% of the unduplicated 211 callers have been people self-identifying as living with a disability. Therefore, if these percentages held for all callers, then 40% of general calls would be from people living w/ disabilities as well.

*** Additional people are also relying on Eden I&R's online health and human service resource directory. Though we currently have no way of tracking demographic information of website visitors, they likely include individuals within the target groups and their advocates.



In FY2016, 2-1-1 Alameda County...

- handled 4,541 calls (4% of total 2-1-1 calls) from 1,946 unduplicated seniors aged 65 or older (**9% of total unduplicated clients**).
- handled 23,719 (23% of total 2-1-1 calls) calls from 8,240 unduplicated clients self-identifying as living with a disability (**40% of total unduplicated clients**).
- provided a total of **2,008 transportation** referrals was provided by 2-1-1.
- attended **66 outreach events** that served seniors and people living with disabilities.
- served additional people through the online health and human services directory, including **71,630 sessions/visitors**, making up a total of 231,175 pageviews.

With funding and support for *Mobility Management via 2-1-1 Alameda County*, Eden I&R endeavors to increase the number of calls handled requesting mobility management support through the 2-1-1 call center and online to better serve seniors and people living with disabilities. Through partnership with service providers and targeted outreach, Eden I&R supports training opportunities to encourage people to seeking referrals through the 2-1-1 call center, via text message, or online via the public resource directory chat feature.

Largely attributed to 2-1-1's migration to a new, cloud-based database, called iCarol (that went into effect on July 1, 2016), Eden I&R now can offer callers and website users many advantages over our former database, FileMaker Pro. These include accessibility of the database anywhere there is an Internet connection (which may prove critical in the event of a disaster) and the ability to send referrals to callers via email and text message.

FY17 is shaping up to be a year of transition for the 2-1-1 call center as we upgrade our database and hope to offer multiple points of access to resources for our callers who are seniors and/or persons living with disabilities. In CY 2016, the agency was without a full-time Development & Marketing Officer. The marketing and outreach functions were shared among various management staff. In FY17, we recently hired a full-time Development Manager who will be managing the outreach calendar once again and seeking to increase the number of events at which Eden I&R/2-1-1 has a presence, with the intention of engaging more seniors and sharing our services with more people living with a disability.

Though we did not project an increase in the overall number of seniors and people with disabilities to be served by 2-1-1 in FY18 and 19, we are projecting an increase in the total number of transportation referrals to be provided—by 10% over FY16's number in each of the two years of this project. We anticipated achieving this by increasing our overall outreach events each year; creating and distributing targeted outreach materials specific to the One-Call One-Click mobility management project; and working closely with our partners in the community, including those who specifically serve seniors and/or people with disabilities, to make them and their clients aware. Eden I&R is also re-designing our current website, including the online resource directory, which will be launched in the next couple of months. We predict the awareness raised in the community by the outreach efforts we will undertake to promote the new site combined with its improvements will result in more people searching for mobility management support via the transportation resource finder and more calls related to callers seeking mobility management resources via 2-1-1 Alameda County.



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 door-through-door assisted one-way trips DFS	7,000	4,766	-32%	Below	Number of clients enrolled VIP	550	512	-7%	At
							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

C

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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



FY 2016-17 Paratransit Outreach Calendar

5.1

1111 Broadway, Suite 800, Oakland, CA 94607 • 510.208.7400 • www.AlamedaCTC.org

Date	Event Name	Location	Time
3/17/17	Transit Fair**	Pleasanton Senior Center, 5353 Sunol Boulevard, Pleasanton, CA 94566	10:00 a.m. – 1:00 p.m.
3/25/17	Transition Information Faire	College of Alameda, 555 Ralph Appezzato Memorial Parkway, Alameda, CA 94501	9:30 a.m. – 3:00 p.m.
4/13/17	Senior Resource Fair	Albany Senior Center, 846 Masonic Avenue, Albany, CA 94706	10:00 a.m. – 1:00 p.m.
4/20/17	Senior Health Fair	North Berkeley Senior Center, 1901 Hearst Avenue, Berkeley, CA 94709	10:00 a.m. – 2:00 p.m.
4/21/17	Senior Resource Fair	San Leandro Senior Community Center, 13909 East 14th Street, San Leandro, CA 94578	10:00 a.m. – 1:00 p.m.
5/3/17	Older Americans Month Celebration	Oakland City Hall and Frank Ogawa Plaza, 1 Frank H. Ogawa Plaza, Oakland, CA 94612	10:00 a.m. – 2:00 p.m.
5/4/17	Senior Health and Wellness Resource Fair**	Kenneth C. Aitken Senior and Community Center, 17800 Redwood Road, Castro Valley, CA 94546	9:00 a.m. – 1:00 p.m.
5/12/17	Four Seasons of Health Expo**	Fremont Multi-Service Senior Center and Central Park, 40086 Paseo Padre Parkway, Fremont, CA 94538	9:00 a.m. – 1:00 p.m.
5/31/17	Open House and Resource Fair	Mastick Senior Center, 1155 Santa Clara Avenue, Alameda, CA 94501	3:00 p.m. – 6:00 p.m.

Date	Event Name	Location	Time
6/15/17	Alameda County Fair Senior Day**	Alameda County Fairgrounds, 4501 Pleasanton Ave., Pleasanton, CA 94566	12:00 p.m. – 5:00 p.m.
Date TBD	Transition Information Night	Fremont Teen Center, 39770 Paseo Padre Parkway, Fremont, CA 94538	Time TBD
Date TBD	Mobility & Transit Workshop and Fair	San Leandro Senior Community Center, 13909 East 14th Street, San Leandro, CA 94578	Time TBD
Date TBD	USOAC Annual Convention**	Location TBD	Time TBD

Prior Events

Date	Event Name	Location	Time
9/15/16	Healthy Living Festival**	Oakland Zoo, 9777 Golf Links Road, Oakland, CA 94605	8:00 a.m. – 2:00 p.m.
10/4/16	Senior Health Faire	Silliman Activity Center, 6800 Mowry Avenue, Newark, CA 94560	9:00 a.m. – 12:00 p.m.
10/8/16	Senior Info Fair	Dublin Senior Center, 7600 Amador Valley Boulevard, Dublin, CA 94568	10:00 a.m. – 2:00 p.m.

Alameda CTC's Paratransit Coordination Team will be distributing materials at an information table at events marked with asterisks (**).

For more information about outreach events or to sign up to attend, please call Krystle Pasco at (510) 208-7467.

LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY
1362 Rutan Court, Suite 100
Livermore, CA 94551

WHEELS Accessible Advisory Committee

DATE: Wednesday, January 4, 2017

PLACE: Pleasanton Senior Center
1362 Rutan Court, Suite 100, Livermore, CA

TIME: 3:35 p.m.

DRAFT MINUTES

1. Call to Order

The WAAC Chair Carmen Rivera-Hendrickson called the meeting to order at 3:35 pm.

Members Present:

Connie Mack	City of Dublin
Shawn Costello	City of Dublin
Helen Buckholz	City of Dublin – Alternate
Russ Riley	City of Livermore
Carmen Rivera-Hendrickson	City of Pleasanton
Herb Hastings	County of Alameda
Amy Mauldin	Social Services Member
Jennifer Cullen	Social Services Member
Raymond Figueroa	Social Services Member
Esther Waltz	PAPCO Representative

Staff Present:

Christy Wegener	LAVTA
Kadri Kulm	LAVTA
Jonah Luis Galvez	MTM
Juana Lopez	MTM
Chris Hunter	MTM

Members of the Public:

Robert Allen	Livermore resident
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Andy Ross
Debbie Bell
Katy Lyons

City of Livermore, Planning
City of Livermore, Engineering
Alta Planning + Design

2. Citizens' Forum: An opportunity for members of the audience to comment on a subject not listed on the agenda (under state law, no action may be taken at this meeting)

Livermore resident Robert Allen urged the committee to support his efforts in having LAVTA to establish a direct bus line between the LAVTA Headquarter/Airway Park and Ride and BART. Mr. Allen said the bus would operate 14 hours a day and that the ABLE Commute would save each Livermore rider about three hours per week as compared to 10-R and 30-R. He provided a sample schedule to LAVTA staff.

3. Minutes of the November 2, 2016 Meeting of the Committee

Carmen Rivera-Hendrickson provided comments that the minutes needed more detail on the presentation from Alameda CTC on the needs assessment study. Approval was tabled until the March 2017 meeting due to not having a quorum present.

4. Committee Composition

Due to WAAC's Livermore representative Nancy Barr's recent passing, WAAC members recommended having an interim member to fill the position until the end of the current FY. The committee also welcomed Raymond Figueroa, City of Pleasanton Senior Center Recreation Supervisor, to the committee as a Social Services Representative. Raymond is replacing Pam Deaton who recently retired.

5. Meeting Location Discussion

The committee agreed on conducting the next three WAAC meetings at the Pleasanton Senior Center. The WAAC members will choose a new location at their July, 2017 meeting for the next FY.

6. FY 2017 1st Quarter Operations Report

Staff covered the paratransit operations statistics for July-September, 2016. The ridership has decreased when comparing it with the same time period a year ago. The OTP was 96% and valid customer complaints was 0.62 complaints per 1,000 passengers.

7. Paratransit Assessment Study

The City of Pleasanton and LAVTA will have a kickoff meeting with the project team later in January. After the kickoff meeting, more information will be

brought back to the WAAC at their March meeting about next steps and the formation of a stakeholder committee.

8. PAPCO Report

Esther Waltz reported that there was no meeting in November and the last PAPCO meeting was on October 24. The next PAPCO meeting will take place on January 23.

9. Fixed Route Operational Issues – Suggestions for Changes

Shawn Costello reported that the 1600 series buses have an ongoing buzz sound and that they don't have 4 point securements. Staff said it might be possible to modify sound and assured the committee members that new devices are 4 point securements even though these new models have a different setup. Staff will arrange a bus and securements demo at the committee's March meeting so that everyone can become comfortable with the new securements.

10. Dial-A-Ride Operational Issues – Suggestions for Changes

Herb Hastings asked for the phone number that's left for call backs on the ride-reminder automated messages to be changed to a local number. The staff is to work with MTM to see if this is possible.

Carmen Rivera-Hendrickson recommended that a photo should be included in every applicant's file and a photo-ID card should be given for applicants after they have been certified eligible to use ADA paratransit. Staff will be following up by letting applicants know about the ADA card during their in-person interview. The photo ID cards are currently only provided when requested.

11. ADA Paratransit Assessments

The committee met with MTM's ADA Eligibility Assessor Jonahluis Galvez who provided her background story and explained what is expected during the assessments.

12. Presentation of City of Livermore's Active Transportation Plan

The City of Livermore staff gave a presentation on the Livermore Bicycle, Pedestrian, and Trail Active Transportation Plan and the committee members provided their feedback. There is an open house on January 26th at the Livermore Senior Center and all WAAC members are encouraged to come by. The City of Livermore staff asked any additional comments to be submitted to them by the open house date (January 26th).

14. Adjourn

The meeting was adjourned at 4:54pm.

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**SAN FRANCISCO BAY AREA TRANSIT DISTRICT
ACCESSIBILITY TASK FORCE**

Minutes

January 26, 2017

1. Self-Introductions of Members, Staff and Guests

Members:

Janet Abelson
Randall Glock
Janice Armigo Brown
Peter Crockwell
Don Queen
Hale Zukas
Clarence Fischer
Gerry Newell
Herb Hastings
Alan Smith
Larry Bunn – (ABSENT)
Brandon Young – (ABSENT)
Roland Wong
Esperanza Diaz-Alvarez
Debby Leung
Catherine Callahan

BART Staff present: Bob Franklin, Ike Nnaji, Elena Vanloo

Directors, Speaker(s), Guest Staff, and Guests of the Public:

Director Robert Raburn
Carl Orman
Valerie Buell
Chris Mullin
Jerry Grace
Janice Dispo (Stenographer)

2. Public Comments

Chris Mullin shared his appreciation for the elevator outage information being updated on BART's website, which enabled him to better plan his trip to the meeting.

3. Approval of Minutes of August 25, September 22, October 27, November 9, and December 14, 2016 Meetings

No opposition to Don Queen's motion to approve minutes of the August 25, 2016 meeting, with a second by Gerry Newell.
Motion passes unanimously.

No opposition to Clarence Fischer's motion to approve minutes of the September 22, 2016 meeting, with a second by Alan Smith.
Motion passes with one abstention from Herb Hastings.

No opposition to Alan Smith's motion to approve minutes of the October 27, 2016 meeting, with a second by Gerry Newell.
Motion passes unanimously.

No opposition to Janet Abelson's motion to approve amended minutes of the November 9, 2016 meeting, with a second by Gerry Newell.
Motion passes unanimously.

No opposition to Alan Smith's motion to approve minutes of the December 14, 2016 meeting, with a second by Janet Abelson.
Motion passes with abstentions from Gerry Newell and Randall Glock.

4. Accessibility Projects Updates

After the update given by Carl Orman, members were allowed to ask questions and/or share any concerns they had.

A long discussion was held.

5. Fleet of the Future Update

[No presentation at this time; staff to present at March meeting]

6. New Independent Police Auditor

[No presentation at this time.]

7. December Reception Debrief

Members felt that the room did not accommodate wheelchair users well enough. They also felt that it may be helpful to hold introductions.

A short discussion was held and everyone was able to share about their experiences.

Herb Hastings made a motion to hold the November and December 2017 meetings on the first Wednesday of the month. The motion was seconded by Gerry Newell.

A short discussion was held.

The motion does not pass.

No opposition to Janet Abelson's motion to continue holding the November and December meetings on the specially scheduled dates of Wednesday, November 8th, and Wednesday, December 13th, with a second by Debby Leung.

Motion passes unanimously.

Randall Glock will work with staff on getting a more accessible room.

8. Capital Project Status Reports

Berryessa/Milpitas Stations

An e-mail was sent to members with a general update of VTA's BART Silicon Valley Extension, and a Draft Environmental Impact Statement and Report.

Entrance Canopies

At the last board meeting, entrance canopy contracts were approved for at least 2 San Francisco stations.

Berkeley Station Upgrade

Construction is set to begin on February 13th.

Elevators

On January 30, work will begin to replace the floor on the elevator at the Pleasant Hill Station.

Oakland Airport Connector

Elevators have been working in about the 98 percent range.

No updates were given for the following projects:

El Cerrito Del Norte

Union City Station Remodel

Fleet of the Future

eBART

Warm Springs Station

Phase 2 – San Jose Downtown

Track Maintenance

Pittsburg/Bay Point

Station Hearing Loop

Stair Tread Color Contrast

Richmond

West Dublin Path of Travel

Dublin/Pleasanton Project

West Oakland

Station Upgrade Modernization

9. Chairperson Announcements

Travel reimbursement has been applied to all members' cards, with the exception of members who have not updated their card information.

Grace Crunican will attend either the March or April BATF meeting.

Randall Glock is working on getting a BART police representative to attend the BATF meetings.

10. Staff Announcements

Ethics Training has been scheduled for May 2nd. The location is to be determined.

The legal department has no issue with the BATF electing an alternate vice-chairperson. The BATF will need to amend the bylaws, and a motion has to be made and approved.

11. Member Announcements

Herb Hastings shared that the executive director at the Regional Center of the East Bay is announcing his retirement.

Alan reported that Asst. BART police chief Jennings said that when the rest rooms in Powell and Civic Center stations are opened, there may be rest room monitors. He further said that there is discussion these jobs might be a job that disabled people could do. No decisions have been made. Bob Franklin was asked to follow-up on this.

12. Future Agenda Topics

- BATF's Interest in attending an evacuation drill
- Discussion of electing an alternate vice-chairperson
- Discussion on planning meetings
- Update on wheelchair lift at Oakland Airport Coliseum

13. Adjournment

The meeting adjourned to the next regularly scheduled meeting of **Thursday, February 23, 2017, at 2:00 p.m., at 1750 Broadway, Oakland, California.**

(The meeting adjourned at 3:43 p.m.)

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**ATTACHMENT 1
DRAFT MINUTES
SPECIAL MEETING OF THE AC TRANSIT
ACCESSIBILITY ADVISORY COMMITTEE (AAC)
FEBRUARY 28, 2017**

The meeting came to order at 1:07 p.m.

1. Roll Call and Introduction of Guests

AAC members present:

Janet Abelson	Chonita Chew
Pam Fadem	Steve Fort
James Robson, Chair	Will Scott
Barbara Williams	Hale Zukas

AAC members absent:

Shirley Cressey	Saleem Shākir Gilmore
Jim Gonsalves	Yuli Jacobson (excused)
Don Queen (excused)	

Staff: Mallory Nestor-Brush, Accessible Services Manager
Tammy Kylo, Administrative Coordinator
Kim Ridgeway, Accessible Services Specialist
Michael Hursh, General Manager
Stuart Hoffman, Manager, Technical Services
Richard Barbe, Maintenance Technical Supervisor
James Pachan, Chief Operating Officer
Michael Eshleman, Service Planning Manager

Guests: H. E. Christian Peeples, Director
Lee Kemp, MCI
Tom Wagner, MCI
Paul Fazio, MCI
Shane Sutyla, MCI
Naomi Armenta, Nelson/Nygaard
Krystle Pasco, Alameda CTC
Shawn Fong, City of Fremont
Chris Mullin
Roland Wong
Randall Glock

2. Order of Agenda

The order of agenda was approved.

3. Approval of Minutes

MOTION: Abelson/Fadem approved the December 13, 2016 AAC meeting minutes. The motion carried by the following vote:

AYES – 7: Abelson, Chew, Fadem, Robson, Scott, Williams, Zukas

ABSTENTIONS – 1: Fort

ABSENT – 5: Cressey, Gilmore, Gonsalves, Jacobson, Queen

4. Review March Service Changes

Michael Eshleman, Service Planning Manager, reported the following changes as part of the March sign-up, which will include significant service expansion to routes serving Alameda, Albany, Berkeley, El Cerrito, Emeryville, and Oakland as well as some shifting of lines between divisions to balance the fleet. The adjustments for the March sign-up will be implemented on March 26, 2016 will include the following:

- New Lines:
 - **Line 29**—will operate from Emeryville Public Market, through Emeryville along Hollis, through West Oakland on Peralta, through downtown Oakland along 11th/12th, then up to Lakeshore/Walavista to better match existing ridership patterns and simplify the existing service along this alignment. Will replace portions of lines 26 and 31
 - **Line 33**—operates between the Estates area in Piedmont, down Oakland Avenue into downtown Oakland, then around to Lake Merritt up to Montclair via Park. This change will ensure there are the appropriate headways and vehicle assignments to match existing and projected demand along these segments. Will replace portions of existing Lines 11 and 18.
 - **Line 36**—operates along Dwight in Berkeley, Shellmound in Emeryville, and Adeline in West Oakland. This service breaks up the confusing loop routes in Berkeley and allows for a more consistent service structure through Emeryville and West Oakland. Will replace portions of Lines 26, 31 and 49.
 - **Line 79**—between El Cerrito Plaza BART and Rockridge BART; will operate along Fairmount, Colusa, The Alameda, MLK, Bancroft, Claremont, and College. This route will break Berkeley’s loop routes and create a unified line along the eastern edges of these communities, forming a spine linking key nodes and BART stations. Will replace portions of Lines 25 and 49.
 - **Line 81**—from Russell/Claremont to the Berkeley Marina. The line will operate primarily along Ashby and in West Berkeley and will create 20-minute service along Ashby (with Line 80) as well as serve the Berkeley Marina. Will be replacing portions of Line 49 and 51B.
 - **Line 96**—operate from Montana/Fruitvale, along 14th, into downtown Oakland, then into western Alameda and extending service to the Main Street Ferry Terminal. Will replace portions of Lines 11 and 31.
 - **Line 611** will be introduced to cover supplementary service currently used by students on Line 11.

- **Alignment Changes:**
 - **Line 12**—adjusted to extend to 4th/Harrison in West Berkeley to serve the growing Gilman District.
 - **Line 18**—adjusted to extend south to Lake Merritt BART for a simplified route structure. Eliminating the Park segment to Montclair (to be replaced by Line 33).
 - **Line 51B** –Truncating all trips at Berkeley Amtrak. Trips to Berkeley Marina will be covered by new Line 81. The new Line 81 will run every 30 minutes, eliminating the need for alternating Line 51B trips with different trip patterns and headsigns.
 - **Line 19** terminal will be moved from 14th/Broadway to Lafayette Square to improve service to Old Oakland.
 - **Line 217** will have peak service levels reduced given smaller enrollment at Northwestern Polytechnic Institute.
 - **Line LA**—Running time Adjustments have been made to improve reliability.
 - **Line G** –Schedule adjustments to better match actual congestion conditions.

- **Eliminated Lines:**
 - **Lines 11, 25, 26, 31, and 49** will be eliminated, though all segments currently covered will have the same level of service or better after the March changes.
 - **Line 275** in Newark will be temporarily eliminated as part of the Flex Pilot program. The Line 275 elimination is a one-year pilot elimination to allow the Newark Flex service to operate without the underlying service, which diverts riders away from Flex. Staff will actively evaluate the impacts of the service on customers and Flex ridership. Before the end of the Pilot in March 2018, staff will use the information collected during the evaluation period to provide the Board with a recommendation to reinstate Line 275, eliminate it, or implement adjustments.

5. Discussion/comments of MCI Low Floor Bus Prototype

- AAC members boarded and reviewed the MCI low floor prototype bus.
- Discussion was held with MCI representatives.
- No action taken.

6. Chair's Report

None.

7. Board Liaison Report

H. E. Christian Peoples, AC Transit Board of Directors, reported the following items:

- AC Transit and Oakland Unified School District (OUSD) have been meeting concerning supplementary bus service.
- The District is also talking to the City of Berkeley regarding bike plan.

8. Review of Lift/Ramp Road Call Report

The report, for the period of January 15, 2017 – February 18, 2016, showed 9 lift/ramp road calls; 6 were chargeable. Pam Fadem asked if it's possible to add to the report that if a person is affected by the road call, if he/she received a ride on the same bus or if a new bus was sent. Staff responded that they would look into it.

9. Service Review Advisory Committee (SRAC) Report

None.

10. Alameda County Transportation Commission (ACTC) PAPCO Report

None.

11. Public Comments

None.

12. Member Communications and Announcements

None.

13. Staff Communications and Announcements

None.

14. Set Next Agenda & Meeting Date

The next AAC Meeting will be held Tuesday, March 14, 2017 at East Bay Paratransit Office, 1750 Broadway, Oakland, in the Community Room. Agenda items will include and Overview of Safety and Security.

15. Adjournment

The meeting adjourned at 2:53 p.m.



MEETING THE HEALTH CARE ACCESS NEEDS OF VETERANS



MOBILITY MANAGEMENT IN PRACTICE SERIES

The Department of Veteran Affairs (VA) provides health care to just over 9 million veterans each year.¹ Transportation to those health care services, however, is not a guaranteed benefit. Veterans, particularly those living in rural areas and those with significant disabilities, often find that transportation is one barrier to health care with which they must contend. Over the past decade, the VA has launched transportation initiatives to help veterans contend with transportation issues; some of those initiatives have involved building closer relationships with local transit agencies and mobility managers.

This brief describes VA services designed to improve veteran's access to health care, shares success stories of mobility managers working within and outside of the VA system to expand access options for the veteran community, and discusses opportunities for mobility managers to facilitate partnerships between community and veteran transportation providers.

¹CMS Alliance to Modernize Healthcare Federally Funded Research and Development Center: "[Independent Assessment of the Health Care Delivery Systems and Management Processes of the Department of Veterans Affairs. Volume I: Integrated Report.](#)" September 1, 2015

VETERANS HEALTH CARE SYSTEM

The VA provides health care for veterans through a network of 152 Veterans Affairs Medical Centers (VAMCs) and nearly 1,000 affiliated Community-Based Outpatient Clinics (CBOCs). VA facilities are grouped into regional Veterans Integrated Service Networks (VSNs).

To be eligible for VA medical benefits, veterans must meet certain minimum standards related to their active duty or have been discharged for hardship, early out, or a disability incurred or aggravated in the line of duty. If a veteran doesn't meet the VA criteria, his or her eligibility for medical benefits depends on the veteran's current income and net worth. Once a veteran is determined to be eligible for medical benefits, s/he is placed in one of eight priority groups, which are used to determine priority among eligible veterans for receiving certain VA medical benefits that are limited by budget or space.

The Veterans Access, Choice, and Accountability Act of 2014 and the Surface Transportation and Veterans Health Care Choice Act of 2015 made significant changes to the ways in which veterans could access health care. These two pieces of legislation allowed veterans to seek health care from non-VA clinics as long as they met certain circumstances, such as these transportation barriers:

- If the veteran lives more than 40 miles driving distance from a VA medical facility with a full-time primary care physician
- If the veteran needs to travel by air, boat, or ferry to the VA medical facility closest to his/her home
- If the veteran faces an unusual or excessive burden in traveling to a VA medical facility based on geographic challenges, environmental factors, a medical condition, the nature or frequency of the care needed, or the need to be accompanied by an attendant.

Staff at the local VA medical facility will work with the veteran to determine if s/he is eligible for any of these reasons.

VETERANS TRANSPORTATION BARRIERS

Of the approximately 3 million rural veterans enrolled in the VA health care system,

- 56% are age 65 or older
- 41% have service-related disabilities
- 39% earned less than \$26,000 annually (FY 13)²

Often one or more of these factors impacts the veteran's ability to travel to health care appointments. For example, an age- or service-related disability may make driving difficult or unsafe; or the veteran may be comfortable driving close to home, but not to a VA medical center located a long distance away. Financial limitations are another potential barrier, preventing veterans from paying for fuel or car maintenance, or accessing for-hire travel options, such as taxis. Options for sharing a ride with others may be difficult to find or arrange, or family members may have obligations of their own which makes it difficult for them to drive veterans to appointments.

Rural veterans often experience many of these conditions. In addition, rural veterans may have access to fewer local general and specialist health care providers than their urban peers, live in communities where smaller hospital systems are closing due to financial instability, and have limited broadband coverage making it more difficult for them to access telehealth services. Indeed, the VA data shows that veterans who live in rural settings have greater health care needs and lower health-related quality-of-life scores compared with urban veterans. The five states with the highest numbers of enrolled rural veterans are Texas, North Carolina, Ohio, Pennsylvania, and New York.³

Veterans with an injury-related mental health condition, such as traumatic brain injury, are another group for whom transportation to health care services may be problematic. The need to access health care among this group of veterans is exemplified by findings that indicate the risk for suicide is higher among those who have experienced combat related trauma. Those who experienced multiple wounds have an even higher risk.⁴ However, these veterans may not be able to transport themselves to treatment or have access to information on available transportation options.

² [VA Office of Rural Health](#)

³ [Ibid.](#)

⁴ [U.S. Department of Veterans Affairs National Center for PTSD](#)

VA-SPONSORED TRANSPORTATION PROGRAMS

The VA's Veterans Transportation Program consists of three programs that directly support transportation to health care services: the Veterans Transportation Service (VTS), the Beneficiary Travel Program, and the Highly Rural Transportation Grants program. Each program is managed by VA mobility managers at local VAMCs.

The VA's oldest transportation program, the [Beneficiary Travel Program](#), reimburses eligible veterans or the family members who transport them for travel costs to a scheduled VA or VA-authorized health care appointment. Reimbursements are made via a beneficiary travel account that covers mileage costs or the cost of special transportation or hired vehicles. Reimbursements may also be made for lodging or meals when deemed appropriate. Travel for legal guardians or caregivers traveling with the veteran may also be provided.

VTS, a VA-funded and operated transportation service for veterans, began as a pilot project in 2010. Now fully operational, the VTS provides improved access to medical appointments that has resulted in better health care outcomes for veterans and cost savings to the VA. For example, in FY 2014, the VTS vans provided 404,000 trips to veterans, 75,000 of which were non-ambulatory trips. The total cost to the VA of providing those trips was still \$12 million less than if those veterans had been reimbursed for the same trip under the beneficiary travel program. In addition to providing access to medical care, the VTS also transports participants of the Compensated Work Therapy program, a vocational rehabilitation program that places unemployed veterans with mental conditions into competitive jobs.



[The Highly Rural Transportation Grant \(HRTG\)](#) program, authorized by Congress in 2015, provides grant funding to qualified organizations (veteran service organizations and state veteran service agencies) that provide innovative transportation services to veterans who live in highly rural areas and have difficulty obtaining VA health care service due to their location. Highly rural areas, defined as a county with fewer than seven people per square mile, are found in about 50% of the states. Grantees receive \$50,000 per fiscal year for each highly rural area in which they provide transportation services. In 2015, there were 19 grantees.

Although not an official VA program, the [Disabled American Veteran \(DAV\)](#) transportation program is operated in close collaboration with VAMCs. The DAV donates purchased vehicles to VAMCs, which cover maintenance and insurance costs. Then DAV hospital service coordinators arrange rides for veterans, and DAV volunteers operate the vehicles. The transportation is available to veterans free of charge. Currently there are almost 190 hospital service coordinators around the country. DAV has purchased 2,967 vehicles, worth nearly \$65.1 million, that have been donated to VAMCs since the program began in 1987. One limitation of the DAV services is that their vehicles are not lift-equipped, so that veterans using wheelchairs cannot use them.



VTS MOBILITY MANAGERS

Another component of the VTS program is the growth of its cadres of mobility managers, placed within each of its VAMCs. These individuals help veterans determine the most appropriate transportation service to transport them to medical services.⁵ By FY 2016, approximately 102 VAMCs were expected to have a mobility manager on site.

VTS mobility managers oversee the administration of payments to veterans made through the Beneficiary Travel Program and coordinate with DAV volunteer driver services. Because each VAMC has a limited number of vehicles available to provide transportation, mobility managers are encouraged to partner with FTA grantees, veterans service organizations (VSOs), state veterans agencies, and state departments of transportation to build collaborative networks to expand transportation options for local veterans.

⁵Personal conversation with by Marc Chevalier, VTS National Coordinator, 6/22/2015

VETERANS TRANSPORTATION AND COMMUNITY LIVING INITIATIVE

In 2011 and 2012, the Federal Transit Administration funded the [Veterans Transportation and Community Living Initiative](#) (VTCLI) to improve access to local transportation information for veterans and their families, wounded warriors, and other military personnel. Grantees forged partnerships between transit agencies, local governments, and veterans groups to implement technological solutions to assist veterans' in accessing to affordable transportation options.

The VTCLI projects tackled real issues in improving transportation and mobility options for veterans and military families, mostly using proven strategies and off-the-shelf solutions. Some VTCLI grants, for instance, were for the construction and building-out of bricks-and-mortar facilities for housing call centers or information and referral services. The majority of VTCLI grants were used to buy on-vehicle communications equipment, hardware, software, or to upgrade existing software, or to build out websites for better informing customers of the available transportation options in their area. Several examples of innovative VTCLI programs are included in the project descriptions discussed below.

PROMISING PRACTICES IN VETERANS TRANSPORTATION

PARTNERSHIPS BETWEEN VTS MOBILITY MANAGERS AND COMMUNITY PARTNERS

Many VTS mobility managers have found success partnering with community planning and transportation commissions, transit agencies, and state DOTs to improve transportation options for veterans in their service area. As exemplified in the programs highlighted below, VTS mobility managers have made significant strides in their efforts to connect veterans with community resources that expand affordable transportation options for eligible veterans.

In **Amarillo, TX**, the need for transportation access to health care and other quality-of-life destinations was identified as a major challenge for veterans. “To address these concerns, [Jason Shaffer](#), the VTS mobility manager, partnered with a number of area stakeholders to increase transportation access for veterans in underserved communities and to expand mid-day and weekend service.⁶ Funded in part by the Texas DOT (TxDOT), this GAP service operates from 3:00 p.m. to 6:00 p.m., Monday through Friday, and from 8:00 a.m. to 5:00 p.m. on Saturdays and some holidays, primarily transporting veterans returning from dialysis treatment at the VA. Prior to its implementation, the VTS provided this return service, incurring overtime costs for doing so. Shaffer hopes to expand the network to include local employers and businesses to further extend veterans’ access to health care while supporting the local economy.

⁶ Included in the partnership are PROMPT, the Panhandle Independent Living Center, the Area Agency on Aging, Amarillo City Transit and LeFleur, a provider of non-emergency medical transportation.

The VTS Regional Coordinator in **Austin, Texas**, [Kevin Bergen](#) in partnership with TxDOT, provided multiple opportunities to inform area transit providers about the transportation needs of local veterans and to impact regional planning efforts. Bergen also reached out to human service agencies, encouraging them to refer veterans to the VTS, thus freeing up seats for other disadvantaged residents on the local paratransit service. Through his work, he identified the need was to facilitate access for veterans traveling to the VAMC in Temple, Texas.

Other programs in the same region are also partnering to improve veterans' access to healthcare. Austin-based CARTS (Capital Area Rural Transit System) and Temple-based provider Hop coordinated transfer points to connect rural veterans to the VTS van service, which would then transport them to the VAMC and other facilities. Riders on the CARTS and Hop services paid a nominal fee (25 cents) or nothing to use the service. Bergen's efforts exemplify the benefits of reaching beyond the VTS to expand the scope of services available to veterans in a cost effective and comprehensive manner.

In 2010, [Kelly van Gelder](#), the mobility manager with the **Bath, New York** VAMC, began gathering information on available transportation services in her area and sharing that information with veterans going to the regional center. Together with the mobility manager for Schuyler County, two VSOs, and the mobility manager at the Institute for Human Services in Bath, Van Gelder also created the state-sponsored Veterans Rideshare program, which paired veterans riding to the VAMC. In addition to providing information about the program, Van Gelder provided travel training, distributed public transit schedules, and helped facilitate veterans' outreach to the provider who can best meet their transportation needs. Van Gelder summarized her experience, saying, "Transporting veterans is easier when everyone works together."

Veterans are currently able to access rideshare opportunities through the [511NY Southern Tier Rideshare](#) website.

In **Roseburg, Oregon**, mobility manager [Curtis Holley](#) partnered with TransLink to allow veterans to fill empty seats on this state Medicaid-funded service. TransLink transports veterans from their homes throughout southern Oregon to the Roseburg VAMC; for those veterans who then need to go to the Portland VAMC for specialty appointments, the VTS service will transport them from Roseburg to Portland. A \$100,000 grant from the state pays for the rides on TransLink. Once able to verify the veteran had scheduled a medical appointment, Holley shared that information with TransLink and the VTS to identify which service was the best match to provide a ride and to verify the veteran's eligibility for that ride. Holley also coordinated with the DAV to include pick-ups in Eugene and Roseburg when traveling to the Portland VAMC. Holley secured an agreement with UTrans, a service operating in the greater Roseburg area by United Community Action Network, to allow veterans to purchase a \$30 pass for unlimited rides. UTrans vans now travel twice weekly to the Roseburg VAMC. The efforts of Holley and his partners have saved the VA system significant expense in getting veterans from southern Oregon to the two VAMCs.

Holley also collected and shared information on transportation options available to veterans to the local 211 service and through a transportation resource guide available to all veterans in the community. By coordinating with other VTS mobility managers throughout the state, he was influential in expanding transportation access options beyond the Roseburg area. Holley is now serving as the mobility manager at the New Mexico VA Health Care System in Albuquerque, NM.

IMPROVING ACCESS TO TRANSPORTATION INFORMATION

In **Kansas City**, with funding through a VTCLI grant, the VA mobility manager worked closely with the Mid-America Regional Council (MARC) to create the [Link for Care](#) website, which provided one-stop transportation information focused on the needs of veterans as well as those of the general community.

Through his work with the VTCLI partnership, the mobility manager became familiar with local public transportation options and the four agencies providing Americans with Disabilities Act–complementary paratransit services to people with disabilities. Working in conjunction with the Kansas City Area Transportation Authority (KCATA), the VAMC was able to predetermine which veterans were qualified to ride on the ADA paratransit service; the VA mobility manager was instrumental in bringing this option to the attention of eligible veterans. KCATA billed the Kansas City VAMC for these services, alleviating veterans' requirements to pay up for rides and then be reimbursed through the Beneficiary Travel Program. This program, in conjunction with ADA transportation, resulted in a significant reduction of missed appointment rates, a decrease of nearly 10 percent, which is significantly higher than the national average of 1.5 percent.

In **Atlanta, Georgia**, the Atlanta Regional Commission (ARC) launched the [Simply Get There](#) on-line trip planner, supported with VTCLI funding. The resource provides information on all fixed route public transit, carpool/vanpool options, walking, biking and demand-response human service transportation, as well as eligibility information within the ten county ARC service area. The resource, which allows users to compare travel options and costs, has proven valuable to Atlanta VAMC social workers, who now use it in their work with individual patients.

In **Seattle, Washington**, Hopelink used its VTCLI grant to create [VetsGO](#), a centralized, on-line resource to help customers identify the many public and private transportation services available to them. VetsGO was also supported by the Washington State Department of Transportation, the state Department of Veterans Affairs, local transit providers, and others. The website's Find a Ride tool allows riders to locate transportation providers and plan trips. The site is promoted through outreach to area veterans coalitions; Hopelink is doing additional outreach with VSOs and other organizations to educate them about the site. Hopelink also developed an innovative program to distribute mobile tablets to caseworkers and mobility managers to facilitate easier access to VetsGO resources.



OTHER AGENCY-SPONSORED VETERANS TRANSPORTATION

In many communities, transit agencies have implemented programs to meet the access needs of their growing veteran population. In addition to providing rides to VA medical facilities, these programs improve access to non-VA medical care, mental health services, pharmacies, and other locations.

Since its inception in 2012, Nevada's Veterans Medical Transportation Network for Senior and Disabled Veterans (VMTN) has provided nearly 60,000 rides for veterans and family members visiting primary care doctors, VBOCs, VMACs, and related destinations, such as pharmacies, mental health services, and chemotherapy. Service is provided for veterans living in the urban areas of Las Vegas, North Las Vegas and Henderson, and those living in southern Nevada rural communities as well. In addition to providing one-call access to available demand-response services, the VMTN coordinates with the regional transportation commission for veterans who prefer to use the fixed route service from the Bonneville Transit Center in downtown Las Vegas to the VMAC.

The Bucks County (PA) Veterans Transportation Bus has provided trips to and from VA hospitals in Philadelphia and Coatesville Pennsylvania since 2001. Administered by the County Department of Veteran Affairs, the program has transported over 13,000 veterans at no cost. Spouses or caretakers also ride for free. Program director Daniel Fraley partnered with the Coatesville VAMC to implement the service. In agreement with the hospital, the county provided a 15-seat van and the hospital covered fuel, maintenance and vehicle insurance. Riders must be ambulatory or able to load a folded wheelchair on the bus, board and exit on their own. Rides for non-ambulatory patients are available on Bucks County Transit for a nominal fee. The Veterans Transportation Bus operates during the hours of 9:30 am to 2:00 pm. Hospital staff is familiar with the service and are able to schedule appointments to accommodate hours of operation.

STRATEGIES FOR BUILDING PARTNERSHIPS

The examples provided above are valuable road maps for mobility managers working outside of the VA system to assist local veterans in finding the transportation they need. Below are some additional strategies mobility managers may want to pursue:

- Participate in local/regional coalitions working to support area veterans
- Provide travel training specifically geared to veterans
- Reaching out to DAV chapters and local veteran service organizations (VSOs) to identify access needs and sharing information about available services. A listing of VSOs is available at <http://www.va.gov/vso/>.
- Disseminate information about free/reduced fare programs offered by local transit providers and non-DAV volunteer driver programs
- Provide VA Recovery Care Coordinators, who assist wounded, injured or ill service members, and their families assistance in identifying medical and non-medical supports, with information about local transportation services
- Explore the establishment of a one-call/one-click transportation centers, such as VetsGO and Simply Get There, as centralized sources of transportation information and trip planning

As exemplified in the programs outlined above, VTS mobility managers and their community partners have made significant strides in their efforts to connect veterans with the services they need. The partnerships they have facilitated have resulted in reduced costs for VAMCs, and more efficient service provision. Partnering with transit providers and mobility managers outside of the VA has resulted in increased knowledge among veterans and providers leading to better use of existing resources.

RESOURCES

Additional information and resources related to veterans' transportation solutions and VTCLI can be found by visiting the following websites:

- [Veterans Transportation Service](#)
- [NCMM](#)
- CTAA: [Veterans Transportation Resources](#)
- [FTA VTCLI Grantee Resources](#)

