



Meeting Notice

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

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Councilmember At-Large
Rebecca Kaplan, City of Oakland

Commission Vice Chair
TBD

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Director Elsa Ortiz

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

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City of Dublin
Mayor David Haubert

City of Emeryville
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Mayor Pauline Cutter

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Mayor Carol Dutra-Vernaci

Executive Director
Arthur L. Dao

Paratransit Technical Advisory Committee

Thursday, January 12, 2017, 9:30 a.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.

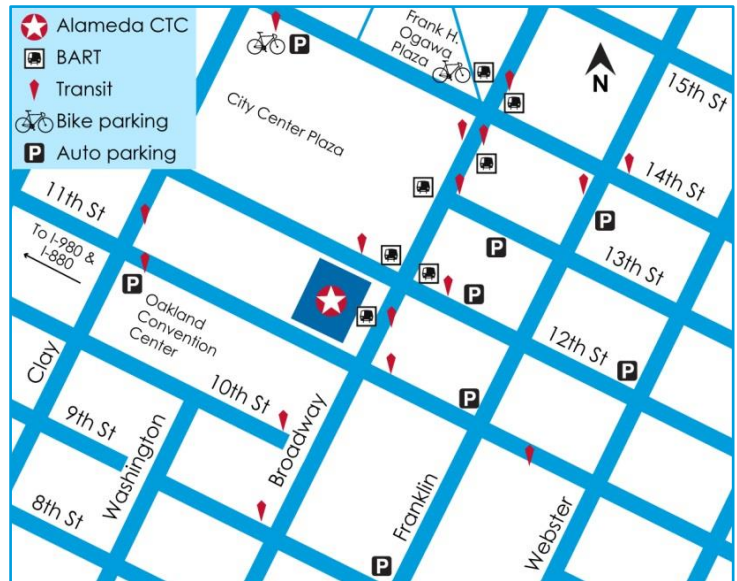
Glossary of Acronyms

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 Technical Advisory Committee
Meeting Agenda
Thursday, January 12, 2017, 9:30 a.m.

1111 Broadway, Suite 800, Oakland, CA 94607

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Facilitator: Naomi Armenta
Staff Liaison: Cathleen Sullivan, Krystle Pasco
Public Meeting Coordinator: Angie Ayers

9:30 – 9:35 a.m.
Staff

**1. Welcome and
Roll Call**

9:35 – 9:40 a.m.
Public

2. Public Comment

Page A/I

9:40 – 9:45 a.m.
Staff

3. Administration

3.1. September 13, 2016 ParaTAC
Meeting Minutes

1 |

3.2. FY 2016-17 ParaTAC Meeting
Calendar

7 |

3.3. PAPCO Appointments

9 |

9:45 – 10:05 a.m.
Staff

**4. Paratransit Direct Local Distribution
(DLD) Estimates Update**

11 |

10:05 – 10:30 a.m.
Staff

**5. Implementation Guidelines and
Performance Measures Review and
Discussion**

19 |

10:30 – 10:50 a.m.
Staff

**6. City-Based Program Application Web
Form Update**

|

10:50 – 11:05 a.m.
Staff, ParaTAC

7. Technical Exchange (Verbal)

7.1. Mobility Management

|

7.2. Emergency Preparedness

|

7.3. Ask a ParaTAC Member

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11:05 – 11:25 a.m. 8. Information Items (Verbal)

ParaTAC 8.1. ADA and Transit Advisory Committee Updates

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PAPCO Chair 8.2. PAPCO Update

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Staff 8.3. Paratransit Outreach Update

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ParaTAC 8.4. ParaTAC Member Reports

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Staff 8.5. FTA Guidance on Shared Mobility 39

|

Staff 8.6. Other Staff Updates

11:25 – 11:30 a.m. 9. Draft Agenda Items for March 14, 2017 Staff ParaTAC Meeting

9.1. Program Plan Application Workshop

|

9.2. Hospital Discharge Transportation Service (HDTs)/Wheelchair Scooter Breakdown Transportation Service (WSBTS) Programs and Same Day Transportation Options Update

|

9.3. Technical Exchange – Recurring Items

|

11:30 a.m. 10. Adjournment

Next Joint PAPCO and ParaTAC Meeting (Quarterly Paratransit Strategic Planning Workshop): February 27, 2017

Next ParaTAC Meeting: March 14, 2017

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



Paratransit Technical Advisory Committee
Meeting Minutes
Tuesday, September 13, 2016, 9:30 a.m.

3.1

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MEETING ATTENDEES

Attendance Key (A = Absent, P = Present)

Members:

<u>A</u> Diane Atienza	<u>P</u> Isabelle Leduc	<u>P</u> Sandra Rogers
<u>P</u> Dana Bailey	<u>P</u> Wilson Lee	<u>A</u> Sid Schoenfeld
<u>P</u> Pam Deaton	<u>A</u> Hakeim McGee	<u>P</u> Leah Talley
<u>P</u> Shawn Fong	<u>A</u> Scott Means	<u>A</u> Laura Timothy
<u>A</u> Brad Helfenberger	<u>A</u> Mallory Nestor	<u>A</u> Rochelle Wheeler
<u>A</u> Jackie Krause	<u>P</u> Julie Parkinson	<u>A</u> David Zehnder
<u>P</u> Kadri Klm	<u>P</u> Gail Payne	
	<u>P</u> Kim Ridgeway	

Staff:

P Cathleen Sullivan, Principal Transportation Planner
P Krystle Pasco, Assistant Program Analyst
P Naomi Armenta, Paratransit Coordination Team
P Margaret Strubel, Administration Team

Guests:

Sharan Aminy, Eden I&R; Tighe Boyle, Transdev; Katherine Brown, City of Berkeley Senior Center; Nikki Brown-Booker, Easy Does It; Jennifer Cullen, Senior Support Program of the Tri-Valley; Sherry Higgs, Drivers for Survivors; Paul Keener, Alameda County Public Health Department; Alex Mora, City of Hayward Paratransit Program; Patricia Osage, LIFE ElderCare; Jendayi Santana, City of Oakland Paratransit Program; Abraxas Seale, City of Berkeley; Rebeca Servin, Center for Independent Living (CIL); Patti Sharkey, Center for Independent Living (CIL); Sylvia Stadmire, PAPCO member; Deasy Tantriady, Drivers for Survivors; Julie Yates, Bay Area Outreach and Recreation Program

MEETING MINUTES

1. Welcome and Introductions

Naomi Armenta called the meeting to order at 9:40 a.m. The meeting began with introductions and a review of the meeting outcomes.

2. Public Comment

There was no public comment.

3. Administration

3.1. June 14, 2016 ParaTAC Meeting Minutes

Committee members reviewed the meeting minutes from June 14, 2016 and by consensus approved them as written.

3.2. FY 2016-17 ParaTAC Meeting Calendar

Committee members received the updated FY 2016-17 ParaTAC meeting calendar. Staff noted that it would be addressed in detail later in the agenda.

3.3. PAPCO Appointments

Committee members received the current PAPCO appointments.

4. FY 2016-17 ParaTAC Meeting Calendar Discussion

The Committee was presented with the FY 2016-17 ParaTAC meeting calendar. Staff noted that the 2018 Comprehensive Investment Plan (2018 CIP) Paratransit Program Workshop will take place today immediately after the ParaTAC meeting. She noted that this funding opportunity will effectively replace the Gap Grant program from previous years. She also said that the main focus this fiscal year is the Needs Assessment. Additionally, staff will be discussing the Direct Local Distribution (DLD) estimates and implementation guidelines early next year. She also said that due to inconsistent attendance, staff reviewed the calendar and now there are fewer meetings spread throughout the fiscal year to address the most relevant issues.

There were no questions from Committee members and the calendar was well received.

5. Technical Exchange (Verbal)

A member asked about opportunities for discussion during the countywide needs assessment. Staff replied that there will discussion on a number of issues concerning ParaTAC members. Staff also noted that further outreach will continue into October. The needs assessment outcomes will fold into funding and the presentation of the report will be at the Joint meeting in February. If ParaTAC members have further input to add, please contact staff.

5.1. Mobility Management

Naomi Armenta asked for mobility management updates.

5.2. Preparedness

Kim Ridgeway said that East Bay Paratransit's emergency preparedness guide is now complete and distribution started about a month ago. If more guides are needed, contact East Bay Paratransit staff. Lastly, she stated that personal preparedness does make a difference during emergencies, so distributing this guide is important.

5.3. Ask a ParaTAC Member

Gail Payne asked others what their experience with Uber and Lyft have been with supplementing paratransit. Gail said that the City of Alameda was unsure where to go with this. Committee members provided information regarding their interactions with transportation network companies (TNCs) like Uber and Lyft. Members noted that most paratransit consumers are still using taxi voucher programs but do prefer certain features of TNCs such as individual trips in sedans, affordable prices and carpool options. However, members still expressed concern for the lack of accessible options through TNCs.

Staff also noted that Alameda CTC's Guaranteed Ride Home (GRH) program now offers reimbursement for TNCs in addition to taxi service and car rentals. This program change is working but has proven to be complicated as carpool matching applications are misusing the program.

Shawn Fong stated that the City of Fremont is looking at TNCs. She has identified some cost efficiencies compared to traditional paratransit programs, but this is not the only issue. There is an issue of liability with TNCs that do not have the same screening process that taxis go through such as fingerprinting. A concern about these innovations is the segregation between ambulatory and nonambulatory users. The need is for equitable trips for all. Currently there is no rule that requires TNCs to have accessible vehicles.

Staff noted that this issue will also be addressed during the Implementation Guidelines discussion.

6. Information Items (Verbal)

6.1. ADA and Transit Advisory Committee Updates

There was a discussion regarding the latest East Bay Paratransit Service Review Advisory Committee (SRAC) meeting including a report on the latest rider survey. There were slight decreases in rider satisfaction, but not out of line with previous years. There was a previous spike in approval ratings, but currently there is an approval drop off. Additionally, all non-subscription riders are now getting reminder calls the night before their scheduled ride. In approximately 2-3 months all riders should also be getting a call approximately 5-15 minutes before their scheduled ride.

AC Transit's Accessible Advisory Committee (AAC) meets every Tuesday at 1750 Broadway in downtown Oakland. The double decker bus will be available for viewing from 12-1 p.m. at the next meeting.

6.2. PAPCO Update

PAPCO Chair, Sylvia Stadmire gave a Committee update. She noted that the next meeting will be on September 26, 2016. ParaTAC members are invited to attend. Lastly, a new Vice Chair, Sandra Johnson-Simon was elected.

6.3. Paratransit Outreach Update

Cathleen Sullivan gave an outreach update. She noted that PAPCO members are still required to do one outreach activity every fiscal year. City events also count and can be a very good event for them to attend instead of a staffed event. There are a wide range of events available as noted in the outreach calendar attachment. If there are members who speak any other languages other than English, their involvement is encouraged.

6.4. ParaTAC Member Reports

Pam Deaton said that the City of Pleasanton is putting out an RFP for a comprehensive needs study in the Tri-Valley. New, innovative technologies will be a part of the study. She also noted that she will be retiring at the end of October and Julie Parkinson will be taking her place.

6.5. Other Staff Updates

Naomi Armenta gave an update regarding the Travel Training Ambassador Program materials. Members were encouraged to contact Naomi or Krystle for additional information.

Staff noted that the October Joint PAPCO and ParaTAC meeting will cover the Needs Assessment effort this fiscal year. This is the best opportunity to provide information on local program needs and/or gaps in services.

7. Draft Agenda Items for January 10, 2017 ParaTAC Meeting

- 7.1.** Paratransit Direct Local Distribution (DLD) Estimates Update
- 7.2.** City-Based Program Application Web Form Update
- 7.3.** Implementation Guidelines and Performance Measures Review and Discussion
- 7.4.** Technical Exchange – Recurring Items

8. Adjournment

The meeting adjourned at 10:15 a.m. The next ParaTAC meeting is scheduled for January 10, 2017 at Alameda CTC's offices located at 1111 Broadway, Suite 800, in Downtown Oakland.

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FY 2016-17 Paratransit Technical Advisory Committee (ParaTAC) Meeting Calendar 3.2

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ParaTAC meetings occur on the second Tuesday of the month from 9:30-11:30 a.m. Joint PAPCO and ParaTAC meetings occur on the fourth Monday of the month from 1:30-3:00 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 13, 2016 ParaTAC Meeting	October 24, 2016 Joint Meeting	January 12, 2017 ParaTAC Meeting	February 27, 2017 Joint Meeting	March 14, 2017 ParaTAC Meeting	June 26, 2017 Joint Meeting
Planning and Policy	<ul style="list-style-type: none">Gap Priorities and Integration with Comprehensive Investment Plan (CIP) DiscussionMTC Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan) Update and Discussion	<ul style="list-style-type: none">CIP Update and Applicant Workshop	<ul style="list-style-type: none">Countywide Needs Assessment Discussion and Input	<ul style="list-style-type: none">Paratransit Direct Local Distribution (DLD) Estimates UpdateImplementation Guidelines and Performance Measures Review and Discussion	<ul style="list-style-type: none">Countywide Needs Assessment Report	<ul style="list-style-type: none">HDTS/WSBTS Programs and Same Day Transportation Options Update	<ul style="list-style-type: none">Needs Assessment Implementation DiscussionFiscal Year Wrap Up
Committee Development		<ul style="list-style-type: none">FY 2016-17 Meeting Calendar DiscussionTechnical Exchange		<ul style="list-style-type: none">Technical Exchange		<ul style="list-style-type: none">Program Plan Application WorkshopTechnical Exchange	
Outreach and Information				<ul style="list-style-type: none">City-Based Program Application Web Form Update			

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Current PAPCO Appointments and Vacancies

3.3

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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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Memorandum

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DATE: January 5, 2017

SUBJECT: Direct Local Distribution (DLD) Estimates for FY 2017-18

RECOMMENDATION: Receive Direct Local Distribution (DLD) Estimates for FY 2017-18

Summary

On January 12, 2017 ParaTAC will receive Draft Direct Local Distribution (DLD) Estimates for FY 2017-18.

Background

Measure B Funding Distribution

Per the Alameda County Transportation Commission's 2000 Transportation Expenditure Plan (TEP), 10.45% of Measure B funds go to specialized transportation for seniors and people with disabilities, as follows:

- 5.63% allocated to ADA-mandated paratransit services
- 3.39% allocated to non-mandated paratransit services
- 1.43% allocated to the Gap Grant Program

The 2000 TEP also specifies that the 3.39% allocated to non-mandated paratransit services be distributed to the planning areas as follows:

- North County (including the cities of Albany, Alameda, Berkeley, Emeryville, Oakland, and Piedmont) = 1.24%
- Central County (including the cities of Hayward and San Leandro and unincorporated areas) = 0.88%

- South County (including the cities of Fremont, Union City, and Newark, as well as Union City Transit) = 1.06%
- East County (including the cities of Livermore, Dublin, Pleasanton, and unincorporated areas, and LAVTA) = 0.21%

These allocations were determined as part of the negotiations to craft the 2000 TEP for Measure B sales tax revenues.

Measure BB Funding Distribution

Per the Alameda County Transportation Commission's 2014 Transportation Expenditure Plan (TEP), 10% of Measure BB funds are allocated to affordable transit for seniors and people with disabilities, as follows:

- 6% allocated to East Bay Paratransit Consortium
- 3% allocated to cities and local transit operators
- 1% allocated for service gaps and coordination

The 2014 TEP also specifies that the 3% allocated to cities and local transit operators will be distributed based on the percentage of the population over age 70 in each of the four planning areas (North, Central, South, and East as defined above).

Funding Formula Background

Both Measure B and BB specify that PAPCO develops a funding formula to allocate funding to the cities within each planning area and that this formula is adopted by the Alameda CTC Commission. Funds from a planning area may not be transferred to another area.

The initial funding formula was adopted in 2003 and expired in June 2012. In late 2011, PAPCO and ParaTAC convened a subcommittee to review the formula used for the distribution of Measure B funds and discussed options for a new funding formula. The group discussed three areas of concern that impact a community's need for accessible transportation: age, disability, and income. Unfortunately, reliable data relating to disability was not available at that time. After extensive

discussion, the Subcommittee recommended using age as a proxy for disability. The resulting formula that was adopted includes the following three factors:

- Seniors age 70-79
- Seniors age 80+ (weighted times 1.5 as a proxy for disability)
- Low-income households earning less than or equal to 30% of Area Median Income (in the current proposal, this is calculated as <\$20,000 annually)

This new funding formula took effect July 1, 2012. The committee proposed that the formula remain in effect for 5 years. They also determined that the source for age data should be Census 2010, and the source for income data should be the American Community Survey (ACS), updated annually to take advantage of improved accuracy due to the increasing sample size.

In 2014 disability data became available due to the ACS sample size becoming large enough that data about disability was available for every city and unincorporated area in Alameda County. Measure BB also passed in 2014. In November 2014, PAPCO made three changes to the funding formula, in accordance with ParaTAC and staff recommendations:

1. ACS disability data was added to the funding formula, *in addition* to the proxy that was being used for disability (population of seniors age 80+ multiplied by 1.5). This was in accordance with the ParaTAC recommendation; ParaTAC members pointed out that many older seniors do not identify themselves as disabled, and therefore may not be captured by ACS data, and recommended the weighting for seniors 80 and over be retained.
2. The data source for population was changed from Census 2010 to the ACS as it was deemed to be the most current and accurate data available and it was being used for the other funding formula factors, income and disability.

3. The funding formula was applied to Measure BB funds as well as Measure B funds.

Current Funding Formula and Projections

The current funding formula for both Measure B and BB funds includes the following factors:

Factor	Description	Data Source
Age	Population estimates of seniors age 70-79	2014 American Community Survey (ACS)
Disability	Population estimates of seniors age 80+ multiplied by 1.5 to approximate the population of people with disabilities who may not identify as disabled	2014 ACS
Disability	Population estimates of people with a disability	2014 ACS
Income	Estimates of low-income households earning 30% of the Area Median Income, currently <\$20,000 per year	2014 ACS

The Draft Direct Local Distribution (DLD) estimates for all cities for FY 2017-18 are included at an attachment. FY 2017-18 revenues for each city changed by less than 0.5% compared to previous years.

At this time, these estimates are a draft based on the current formula which expires in June 2017. PAPCO will consider extension of the current funding formula at their meeting on January 23rd. After that meeting, final estimates will be sent to ParaTAC for use in preparing Program Plans; staff will note any changes that PAPCO makes when final estimates are distributed.

Fiscal Impact

There is no net fiscal impact.

Attachments

A. Draft Programming/ Direct Local Distribution (DLD) Estimates for
FY 2017-18

Staff Contacts

[Cathleen Sullivan](#), Principal Planner

[Krystle Pasco](#), Assistant Program Analyst

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FY 2017-18 Measure B and Measure BB Projection
December 2016 (Draft)¹
Paratransit Direct Local Distribution Funding²

Recipient:	MB	MBB	Total
Alameda	\$ 176,482.11	\$ 181,755.19	\$ 358,237.30
Albany	31,384.78	32,322.52	63,707.30
Berkeley	281,715.07	290,132.39	571,847.46
Emeryville	29,739.34	30,627.92	60,367.26
Fremont	878,225.66	537,082.26	1,415,307.92
Hayward³	868,726.12	774,792.58	1,643,518.70
LAVTA⁴	170,440.92	285,657.39	456,098.31
Newark	196,010.78	119,871.14	315,881.92
Oakland⁵	1,108,657.66	1,141,783.06	2,250,440.72
Pleasanton⁶	105,265.19	176,423.48	281,688.67
San Leandro	286,613.78	255,622.83	542,236.61
Union City	317,422.99	194,121.24	511,544.23
AC Transit District		6,030,288.00	11,465,637.07
North Area	4,437,555.52		
Central Area	997,793.55		
BART		2,010,096.00	3,966,296.51
North Area	1,509,819.19		
Central Area	446,381.32		
Total	<u>\$ 11,842,233.98</u>	<u>\$ 12,060,576.00</u>	<u>\$ 23,902,809.98</u>

Notes:

1) At this time, these estimates are a draft based on the current formula which expires in June 2017. PAPCO will consider extension of the current funding formula at their meeting on January 23rd. After that meeting, final estimates will be sent to ParaTAC for use in preparing Program Plans; staff will note any changes that PAPCO makes when final estimates are distributed.

2) These preliminary numbers will change when updated population and road miles information becomes available.

3) Hayward's projections include the unincorporated areas of central Alameda County.

4) LAVTA's projections include Dublin and Livermore.

5) Oakland's projections include Piedmont.

6) Pleasanton's projections include Sunol.

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Memorandum

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DATE: January 5, 2017

SUBJECT: Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities (Paratransit) Program for FY 17-18

RECOMMENDATION: Provide input on Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities (Paratransit) Program for FY 17-18

Summary

The Implementation Guidelines for the Special Transportation for Seniors and People with Disabilities (Paratransit) Program are periodically reviewed and updated. The Paratransit Technical Advisory (ParaTAC) is requested to review and provide input on the revised Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities (Paratransit) Program for FY 17-18. Starting in FY 2016-17, the Alameda CTC implemented the use of standardized performance measures for all Measure B and BB funding. The revised Implementation Guidelines and Performance Measures are included as Attachment A. PAPCO will review the revised guidelines and ParaTAC input on January 23, 2017.

Background

Implementation Guidelines

The Implementation Guidelines for the Special Transportation for Seniors and People with Disabilities (Paratransit) Program identify the types of services that are eligible to be funded with Alameda County Measure B (2000), Measure BB (2014), and Vehicle Registration Fee (VRF, 2010) Direct Local Distribution (DLD) revenues. The Implementation Guidelines and performance measures are incorporated by reference into the Master Program Funding Agreement (MPFA) and also apply to all discretionary paratransit funding (e.g., Gap and CIP Grants).

The eligible service types identified in the Implementation Guidelines include:

- ADA Paratransit
- Door-to-Door Service

- Taxi Subsidy
- Specialized Accessible Van
- Accessible Shuttles
- Group Trips
- Volunteer Drivers
- Mobility Management and/or Travel Training
- Scholarship/Subsidized Fare Programs
- Meal Delivery Programs
- Capital Expenditures
- Hospital Discharge Transportation Service (HDTs)/Wheelchair Scooter Breakdown Transportation Service (WSBTS)

Staff proposes revisions to the Implementation Guidelines incorporating language regarding the use of Transportation Network Companies (e.g. Lyft, Uber) under the guidelines for Taxi Subsidy Programs. Program changes to utilize TNC's would be subject to review by Alameda CTC staff prior to implementation.

These revisions are included in the redline document included as Attachment A. Staff requests that members review the proposed revisions and be prepared to discuss on January 12th.

Performance Measures

The performance measures are organized into similar categories and include data that is collected through the compliance reports. The data requested is primarily number of trips (or trainings, meals, etc.) provided and the Measure B/BB cost per unit. This information is meant to provide the Commission with a high-level summary of how Measure B and BB funds are being spent.

Staff, in coordination with PAPCO and ParaTAC, collects a number of other measures through program plan, grant progress reports, or other means. Examples include but are not limited to:

- Number of registrants
- On-time performance
- Number of lift trips provided
- Qualitative information on complaints
- Qualitative information on safety incidents
- Qualitative information on outreach
- Number of active volunteer drivers
- Number of individuals provided with mobility management support

- Number of individuals receiving travel training

No changes are currently proposed to the performance measures. Members should expect to continue to see these in future grant and program plan processes.

Fiscal Impact: There is no fiscal impact.

Attachments

- A. Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities (Paratransit) Program for FY 17-18

Staff Contacts

[Cathleen Sullivan](#), Principal Planner

[Krystle Pasco](#), Assistant Program Analyst

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Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities Program

Implementation Guidelines

These guidelines lay out the service types that are eligible to be funded with Alameda County Measure B (2000), Measure BB (2014) and Vehicle Registration Fee (VRF, 2010) revenues under the Special Transportation for Seniors and People with Disabilities Program (Paratransit). All programs funded partially or in their entirety through these sources, including ADA-mandated paratransit services, city-based non-mandated programs and discretionary grant funded projects, must abide by the following requirements for each type of paratransit service.

Fund recipients are able to select which of these service types are most appropriate for their community to meet the needs of seniors and people with disabilities. Overall, all programs should be designed to enhance quality of life for seniors and people with disabilities by offering accessible, affordable and convenient transportation options to reach major medical facilities, grocery stores and other important travel destinations to meet life needs. Ultimately, whether a destination is important should be determined by the consumer.

The chart below summarizes the eligible service types and their basic customer experience parameters; this is followed by more detailed descriptions of each.

Service	Timing	Accessibility	Origins/ Destinations	Eligible Population
ADA Paratransit^{1,2}	Pre-scheduled	Accessible	Origin-to-Destination	People with disabilities unable to ride fixed route transit
Door-to-Door Service²	Pre-scheduled	Accessible	Origin-to-Destination	People with disabilities unable to ride fixed route transit and seniors
Taxi Subsidy³	Same Day	Varies	Origin-to-Destination	Seniors and people with disabilities

Service	Timing	Accessibility	Origins/ Destinations	Eligible Population
Specialized Accessible Van	Pre-scheduled & Same Day	Accessible	Origin-to-Destination	People with disabilities using mobility devices that require lift- or ramp-equipped vehicles
Accessible Shuttles	Fixed Schedule	Accessible	Fixed or Flexed Route	Seniors and people with disabilities
Group Trips	Pre-scheduled	Varies	Round Trip Origin-to-Destination	Seniors and people with disabilities
Volunteer Drivers	Pre-scheduled	Generally Not Accessible	Origin-to-Destination	Vulnerable populations with special needs, e.g. requiring door-through-door service or escort
Mobility Management and/or Travel Training	N/A	N/A	N/A	Seniors and people with disabilities
Scholarship/ Subsidized Fare Programs	N/A	N/A	N/A	Seniors and people with disabilities
Meal Delivery Programs	N/A	N/A	N/A	Meal delivery programs currently funded by Measure B may continue, but new programs may not be established.
Capital Expenditures⁴	N/A	Accessible	N/A	Seniors and people with disabilities

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

1 *Note on ADA Mandated Paratransit:* Programs mandated by the American's with Disabilities Act are implemented and administered according to federal guidelines that may supersede these guidelines; however all ADA-mandated programs funded through Measure B and BB or the VRF are subject to the terms of the Master Programs Funding Agreement.

1-2 *Interim Service for Consumers Awaiting ADA Certification:* At the request of a health care provider, or ADA provider, city-based programs must provide interim service through the programs listed [below above](#) to consumers awaiting ADA certification. Service must be provided within three business days of receipt of application.

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

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

City-based Door-to-Door Service Guidelines	
Service Description	<p>City-based door-to-door services provide pre-scheduled, accessible, door-to-door trips. Some programs allow same day reservations on a space-available basis. They provide a similar level of service to mandated ADA services. These services are designed to fill gaps that are not met by ADA-mandated providers and/or relieve ADA-mandated providers of some trips.</p> <p>This service type does not include taxi subsidies which are discussed below.</p>
Eligible Population	<p>Eligible Populations include:</p> <ol style="list-style-type: none"> 1. People 18 and above with disabilities who are unable to use fixed route services. Cities may, at their discretion, also provide services to consumers with disabilities under the age of 18, and 2. Seniors 80 years or older without proof of a disability. Cities may provide services to consumers who are younger than age 80, but not younger than 70 years old. <p><i>Cities may continue to offer “grandfathered” eligibility to program registrants below 70 years old who have used the program regularly in FY 11/12, as long as it does not impinge on the City’s ability to meet the minimum requirements of the Implementation Guidelines.</i></p> <p><i>Program sponsors may use either ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit) or the Alameda County City-Based Paratransit Services Medical Statement Form, as proof of disability. Program sponsors may, at their discretion, also offer temporary eligibility due to disability.</i></p>
Time & Days of Service	<p>At a minimum, service must be available any five days per week between the hours of 8 am and 5 pm (excluding holidays).</p> <p>At a minimum, programs must accept reservations between the hours of 9 am and 5 pm Monday – Friday (excluding holidays).</p>
Fare (Cost to Customer)	<p>Fares for pre-scheduled service should not exceed local ADA paratransit fares, but can be lower, and can be equated to distance. Higher fares can be charged for “premium” same-day service.</p>

City-based Door-to-Door Service Guidelines

Other	<p>Door-to-Door programs must demonstrate that they are providing trips at an equal or lower cost than the ADA-mandated provider on a cost per trip basis. Cost per trip is defined as total cost (all sources) during a reporting period divided by the number of one-way trips, including attendant and companion trips, provided during period.</p> <p>Programs may impose per person trip limits to due to budgetary constraints, but any proposed trip limitations that are based on trip purpose must be submitted to Alameda CTC staff for review prior to implementation.</p>
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Taxi Subsidy Program Guidelines

Service Description	<p>Taxis provide curb-to-curb service that can be scheduled on a same-day basis. <u>Transportation Network Companies (e.g. Lyft, Uber) can also provide similar service at the discretion of the program sponsor with local consumer input. They Taxis</u> charge riders on a distance/time basis using a meter. Taxi subsidy programs allow eligible consumers to use taxis at a reduced fare by reimbursing consumers a percentage of the fare or by providing some fare medium, e.g. scrip or vouchers, which can be used to cover a portion of the fare. These programs are intended for situations when consumers cannot make their trip on a pre-scheduled basis.</p> <p>The availability of accessible taxi cabs varies by geographical area and taxi provider, but programs should expand availability of accessible taxi cabs where possible in order to fulfill requests for same-day accessible trips.</p>
Eligible Population	<p>Eligible Populations include:</p> <ol style="list-style-type: none"> 1. People 18 and above with disabilities who are unable to use fixed route services. Cities may, at their discretion, also provide services to consumers with disabilities under the age of 18, and 2. Seniors 80 years or older without proof of a disability. Cities may provide services to consumers who are younger than age 80, but not younger than 70 years old. <p><i>Cities may continue to offer “grandfathered” eligibility to program registrants below 70 years old who were enrolled in the program in FY 11/12 and have continued to use it regularly, as long as it does not</i></p>

Taxi Subsidy Program Guidelines	
	<p><i>impinge on the City's ability to meet the minimum requirements of the Implementation Guidelines.</i></p> <p><i>Program sponsors may use either ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit) or the Alameda County City-Based Paratransit Services Medical Statement Form, as proof of disability. Program sponsors may, at their discretion, also offer temporary eligibility due to disability.</i></p> <p><i>ADA-mandated providers that are not also city-based providers (East Bay Paratransit and LAVTA) are not required to provide service to seniors 80 years or older without ADA eligibility.</i></p>
Time & Days of Service	24 hours per day/7 days per week
Fare (Cost to Customer)	<p>Programs must subsidize at least 50% of the taxi fare.</p> <p>Programs can impose a cap on total subsidy per person. This can be accomplished through a maximum subsidy per trip, a limit on the number of vouchers/scrip (or other fare medium) per person, and/or a total monetary subsidy per person per year.</p>
Other	<p>Programs may also use funding to provide incentives to drivers and/or transportation providers to ensure reliable service. Incentives are often utilized to promote accessible service. Planned expenditures on incentives are subject to review by Alameda CTC staff prior to implementation.</p> <p><u>Programs may utilize Transportation Network Companies (e.g. Lyft, Uber) for these programs but should review the Department of Transportation guidance on shared mobility at www.transit.dot.gov/regulations-and-guidance/shared-mobility-frequently-asked-questions. Program changes to utilize TNC's are subject to review by Alameda CTC staff prior to implementation.</u></p>

City-based Specialized Accessible Van Service Guidelines	
Service Description	<p>Specialized Accessible van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. This service category is not intended to be as comprehensive as primary services (i.e. ADA-mandated, City-based Door-to-Door, or Taxi programs), but should be a complementary supplement in communities where critical needs for</p>

	<p>accessible trips are not being adequately met by the existing primary services. Examples of unmet needs might be a taxi program without accessible vehicles, medical trips for riders with dementia unable to safely take an ADA-mandated trip, or trips outside of the ADA-mandated service area. When possible, a priority for this service should be fulfilling requests for same-day accessible trips.</p> <p>This service may make use of fare mediums such as scrip and vouchers to allow consumers to pay for rides.</p>
Eligible Population	At discretion of program sponsor with local consumer input.
Time & Days of Service	At discretion of program sponsor with local consumer input.
Fare (Cost to Customer)	At discretion of program sponsor with local consumer input.
Other	<p>Specialized Accessible van programs must demonstrate that they are providing trips at an equal or lower cost to the provider than the ADA-mandated provider on a cost per trip basis, except if providing same-day accessible trips. Cost per trip is defined as total cost (all sources) during a reporting period divided by the number of one-way trips, including attendant and companion trips, provided during period.</p>

Accessible Shuttle Service Guidelines	
Service Description	<p>Shuttles are accessible vehicles that operate on a fixed, deviated, or flex-fixed route and schedule. They serve common trip origins and destinations visited by eligible consumers, e.g. senior centers, medical facilities, grocery stores, BART and other transit stations, community centers, commercial districts, and post offices.</p> <p>Shuttles should be designed to supplement existing fixed route transit services. Routes should not necessarily be designed for fast travel, but to get as close as possible to destinations of interest, such as going into parking lots or up to the front entrance of a senior living facility. Shuttles are often designed to serve active seniors who do not drive but are not ADA paratransit registrants.</p>
Eligible Population	Shuttles should be designed to appeal to older people, but can be made open to the general public.

Accessible Shuttle Service Guidelines	
Time and Days of Service	At discretion of program sponsor with local consumer input.
Fare (Cost to Customer)	At discretion of program sponsor, but cannot exceed local ADA paratransit fares. Fares may be scaled based on distance.
Cost of Service	By end of the second fiscal year of service, the City's cost per one-way person trip cannot exceed \$20, including transportation and direct administrative costs. Cost per trip is defined as total cost (all sources) during a reporting period divided by the number of one-way trips, including attendant and companion trips, provided during period.
Other	<p>Shuttles are required to coordinate with the local fixed route transit provider.</p> <p>Shuttle routes and schedules should be designed with input from the senior and disabled communities and to ensure effective design, and any new shuttle plan must be submitted to Alameda CTC staff for review prior to implementation.</p> <p>Deviations and flag stops are permitted at discretion of program sponsor.</p>

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

Volunteer Driver Service Guidelines	
Service Description	<p>Volunteer driver services are pre-scheduled, door-through-door services that are typically not accessible. These programs rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. Programs may use staff to complete intake or fill gaps. This service meets a key mobility gap by serving more vulnerable populations and should complement existing primary services (i.e. ADA-mandated, City-based Door-to-Door, or Taxi).</p> <p>Volunteer driver programs may also have an escort component where volunteers accompany consumers on any service eligible for paratransit funding, when they are unable to travel in a private vehicle.</p>
Eligible Population	At discretion of program sponsor.
Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	At discretion of program sponsor.
Other	Program sponsors can use funds for administrative purposes and/or to pay for volunteer mileage reimbursement purposes (not to exceed Federal General Services Administration (Privately Owned Vehicle) Mileage Reimbursement Rates) or an equivalent financial incentive for volunteers.

Mobility Management and/or Travel Training Service Guidelines	
Service Description	<p>Mobility management services cover a wide range of activities, such as travel training, escorted companion services, coordinated services, trip planning, and brokerage. Mobility management activities often include education and outreach which play an important role in ensuring that people use the “right” service for each trip, e.g. using EBP from Fremont to Berkeley for an event, using a taxi voucher for a same-day semi-emergency doctor visit, and requesting help from a group trips service for grocery shopping.</p>
Eligible Population	At discretion of program sponsor.

Mobility Management and/or Travel Training Service Guidelines	
Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	N/A
Other	For new mobility management and/or travel training programs, to ensure effective program design, a plan with a well-defined set of activities must be submitted to Alameda CTC staff for review prior to implementation.

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

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

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

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

Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities Program

Performance Measures

The Alameda CTC collects performance data from all programs funded with Alameda County Measure B (2000), Measure BB (2014) and Vehicle Registration Fee (VRF, 2010) revenues. All programs funded partially or in their entirety through these sources must at a minimum report annually through the Annual Compliance Report for Direct Local Distribution (DLD) funding on the performance measures identified within the Implementation Guidelines for each DLD program.

The performance measures for the Measure B and Measure BB Direct Local Distribution (DLD) funding distributed through the Special Transportation for Seniors and People with Disabilities (Paratransit) Program, which funds ADA-mandated paratransit services, city-based non-mandated paratransit programs and discretionary grant-funded projects, are identified below. Additional performance-related data may be required through separate discretionary grant guidelines or to report to the Alameda CTC's Commission or one of its community advisory committees.

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

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

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

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

Accessible Shuttle Service

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

Group Trips Service

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

Volunteer Driver Service

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

Mobility Management Service

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

Travel Training Service

- | |
|---|
| <ul style="list-style-type: none">• Number of individuals trained |
|---|

- Total Measure B/BB cost per individual trained (*Total Measure B/BB program cost during period divided by the number of individuals trained during period*)

Scholarship/Subsidized Fare Program

- Number of unduplicated individuals who received scholarship/subsidized fares
- Number of one-way fares/tickets subsidized
- Total Measure B/BB cost per subsidy (*Total Measure B/BB program cost during period divided by the number of subsidized fares/tickets during period*)

Meal Delivery Funding

- Number of meal delivery trips
- Total Measure B/BB cost per meal delivery trip (*Total Measure B/BB program cost during period divided by the number of meal delivery trips during period*)

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Memorandum

8.5

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

DATE: January 5, 2017

SUBJECT: FTA Guidance on Shared Mobility

RECOMMENDATION: Receive an update on FTA Guidance on Shared Mobility

Summary

On January 12, 2017 ParaTAC will receive an update on the latest FTA Guidance on Shared Mobility and have an opportunity to discuss.

Fiscal Impact: There is no fiscal impact.

Attachments

- A. Letter from Secretary Foxx
- B. Shared Mobility Frequently Asked Questions – FTA Website

Staff Contacts

[Cathleen Sullivan](#), Principal Planner

[Krystle Pasco](#), Assistant Program Analyst

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THE SECRETARY OF TRANSPORTATION
WASHINGTON, DC 20590

December 5, 2016

Dear Colleague:

The U.S. Department of Transportation encourages innovation and welcomes the interest of Transportation Network Companies (TNCs) and other private entities in meeting the travel needs of riders through partnerships with transit agencies. I applaud the transit industry for embracing the use of innovations in technology and new mobility concepts to create a more traveler-centric mobility environment that empowers travelers to make smart mobility decisions that address their individual needs, while contributing to desirable system outcomes. With that in mind, I am writing to remind you of your obligation to ensure equity and access as you partner with TNCs and continue to develop relationships with other private entities that offer the potential to provide improved service at a lower cost.

At the Department, we believe it is important to balance technological innovation with the basic civil rights principles of equity and accessibility inherent in the provision of transit service. There are basic Federal requirements that apply to transit service, including partnerships with TNCs and service operated under contract or other arrangement or relationship with private entities. Some of these are conditions of eligibility for Federal assistance (Title VI of the Civil Rights Act of 1964), while others apply independently regardless of whether Federal funding is involved (the Americans with Disabilities Act (ADA) of 1990).

For example, TNC services typically rely almost exclusively on the use of a smartphone linked to a credit or debit card to arrange for service, which presents a significant barrier to lower income and limited English proficiency individuals who do not own a smartphone and/or who do not have a credit card or bank account. Given that communities of color are disproportionately low-income, each public transit agency has an obligation under Title VI to ensure that alternative methods of both payment and reservations are available. Most TNCs currently lack accessible vehicles for persons with disabilities, including those who use wheelchairs. When your agency enters into a covered partnership with a TNC, however, you must ensure that your service is accessible to and usable by persons along the full spectrum of disabilities, including both physical and intellectual disabilities.

Unlike many other requirements, the transportation requirements under the ADA apply regardless of whether Federal funding is involved. The specific provisions of the Department's ADA regulations vary according to type of service provided, such as whether it is fixed route or demand-responsive. Currently the majority of partnerships with TNCs involve demand-responsive service. As such, you should be aware of two important points.

First, under DOT ADA Regulations (49 C.F.R. section 37.77), public entities operating a demand-responsive service must either acquire accessible vehicles or otherwise ensure that such services provide equivalent service to persons with disabilities, including those who use wheelchairs and/or have intellectual disabilities.

The need for your transit agency to provide wheelchair-accessible vehicles could be met in a number of ways, such as requiring the TNC to provide a sufficient quantity of vehicles as a condition of entering into an agreement with the transit agency; entering into a separate agreement with another entity that is capable of providing accessible vehicles; or relying on accessible vehicles that are already part of the paratransit fleet.

Second, service is considered equivalent when persons with disabilities, including wheelchair users, are provided with the same level of service according to the following criteria (see 49 C.F.R. section 37.77(c)):

- 1) Response time;
- 2) Fares;
- 3) Geographic area of service;
- 4) Hours and days of service;
- 5) Restrictions or priorities based on trip purpose;
- 6) Availability of information and reservations capability; and
- 7) Any constraints on capacity or service availability.

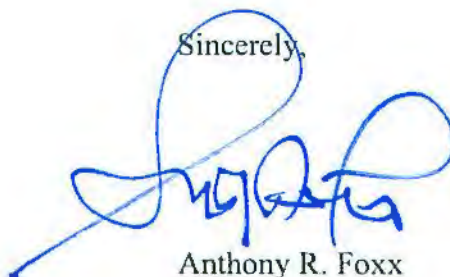
Some transit agencies have explored integrating TNCs into their paratransit service. The Department believes that TNCs have the potential to improve the provision of paratransit service, with the possibility of lowering costs while improving service to paratransit-eligible riders. Yet, it is important to emphasize that any such service improvements must benefit all paratransit riders. It would not be appropriate, for example, to offer real-time service to ambulatory paratransit riders, while leaving wheelchair users with next-day service.

Finally, it is important to ensure that TNC personnel are highly trained in professional and respectful interactions with persons with disabilities. All personnel should be familiar with requirements concerning the accommodation of service animals, for example, and personnel operating accessible vehicles must know how to operate boarding and securement equipment. Where TNCs are used to provide paratransit service, personnel should be familiar with the paratransit service criteria and the requirement to provide origin-to-destination service.

As long as all passengers are receiving service according to the service criteria or in the same manner, there is nothing to prevent transit agencies from engaging the services of TNCs—including for provision of paratransit services.

Once again, I commend the transit industry for embracing technology and innovation as a means to expand and improve the provision of transit services. As we embark on a new era in personal mobility, together we will ensure that our transportation system continues to provide effective mobility for all.

Sincerely,



Anthony R. Foxx



Shared Mobility Frequently Asked Questions

In response to increasing interest from the transit industry in partnering with on-demand, shared mobility services such as ride-hailing companies, the FTA has identified FAQs about:

- [Shared Mobility Eligibility Under FTA's grant programs](#)
- [Shared Mobility and the Americans with Disabilities Act](#)
- [Shared Mobility Controlled Substance and Alcohol Testing Requirements](#)

To enhance understanding of the issue, we assembled [Shared Mobility definitions](#).

The FTA encourages you to send your comments and questions to TransitInnovations@dot.gov, or join our [Shared Mobility Online Dialogue](#).

Shared Mobility Eligibility Under FTA's grant programs

- [Can FTA's programs provide funding for emerging shared mobility services?](#)
- [What is the difference between "shared-ride" and "exclusive-ride" services?](#)
- [Who may be a recipient, subrecipient or contractor?](#)
- [Is bike sharing an eligible expense?](#)
- [Is car sharing an eligible expense?](#)
- [Are micro-transit services eligible?](#)
- [Are private shuttle services eligible?](#)
- [Is ridesharing, such as vanpools and carpools eligible?](#)
- [Are ride-sourcing services eligible?](#)
- [Is ride-splitting or dynamic carpooling eligible?](#)
- [What are other potential eligible ways a transit agency may support the use of shared mobility services?](#)
- [How can mobility management assist with coordination?](#)

Shared Mobility and the Americans with Disabilities Act

- [If a shared mobility project doesn't use Federal funding, does it still have to comply with Americans with Disabilities Act \(ADA\) requirements?](#)
- [Aren't private companies like ride-sourcing entities exempt from U.S. Department of Transportation \(DOT\) ADA requirements?](#)
- [If a shared mobility project only involves non-ADA transportation; does it still have to comply with the service criteria?](#)
- [If a transit system partners with a ride-sourcing entity to provide first-mile/last-mile service, what ADA regulations apply?](#)
- [What are the requirements for demand-responsive service?](#)
- [Who would be responsible for providing equivalent service, the transit system or the ridesourcing entity?](#)

[Submit Feedback >](#)

- [If a transit operator contracts out its shared mobility service to a ride-sourcing entity; would that make it subject to the requirements for public or private transportation?](#)
- [If a transit system offers real-time service to its paratransit passengers using ride-sourcing, can it provide real-time service to eligible passengers? Wheelchair users would still have access to next-day paratransit service.](#)
- [Can a transit system use ride-sourcing to provide a portion of its ADA paratransit service?](#)
- [If a ride-sourcing entity plans to acquire a fleet of vans to provide fixed-route service under contract to a local transit system, do these vehicles have to be accessible?](#)
- [A major automaker wants to implement a small fixed-route transportation system in a local community using vans it provides for this purpose. The vehicles will have no established stops, but will be "hailed" by riders through a smartphone app; do any of these vans have to be accessible?](#)
- [A county wants to use ride-sourcing as part of its Guaranteed Ride Home program, but none of the ride-sourcing entities have accessible vehicles available. The county wants to contract with a taxi company that has accessible vans in order to meet the equivalent service requirement; however, the taxi company wants to charge riders using their vans twice as much as the ride-sourcing entity charges. Can the county pass this difference along to those passengers?](#)

Shared Mobility Controlled Substance and Alcohol Testing Requirements

Under federal transit law (49 U.S.C. § 5331), public transportation operations that receive financial assistance under FTA's [Urbanized Area, Capital Investment Grant program](#) and [Rural Area programs](#) must conduct controlled substance and alcohol testing of employees responsible for safety-sensitive functions, such as operating, dispatching, and maintaining revenue service vehicles. These FAQs describe the extent to which ride-sourcing companies are subject to the drug and alcohol testing requirements. For questions, contact [Iyon Rosario](#), FTA's [Drug and Alcohol Program](#) Manager.

- [When do the drug and alcohol rules apply?](#)
- [Does the testing requirement apply to employees and independent drivers of contractors not otherwise providing public transportation?](#)
- [Are private companies like ride-sourcing companies exempt from DOT drug and alcohol testing requirements?](#)
- [What is the taxicab exception and when does it apply?](#)
- [When does the taxicab exception not apply?](#)
- [Does the taxicab exception apply to ride-sourcing companies?](#)
- [If my project is funded with Public Transportation Innovation \(§ 5312\) research funds, does the drug and alcohol testing requirement apply?](#)
- [Do the drug and alcohol rules apply to pilot programs that do not use any FTA funds?](#)

Updated: Monday, December 12, 2016

Related Links

- [Shared Mobility landing page](#)
- [Shared Mobility Definitions](#)
- [Shared Mobility FAQs: Eligibility under FTA's grant programs](#)

[Submit Feedback >](#)

- [Shared Mobility FAQs: Americans with Disabilities Act \(ADA\)](#)
- [Shared Mobility FAQs: Controlled Substance and Alcohol Testing Requirements](#)
- [Shared Mobility Online Dialogue](#)

Related Documents

- [DOT Dear Colleague Letter \(Equity, Access for Shared Mobility Initiatives\)](#)

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