



# Meeting Notice

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• [www.AlamedaCTC.org](http://www.AlamedaCTC.org)

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**Executive Director**  
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## Paratransit Technical Advisory Committee

**Tuesday, March 14, 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

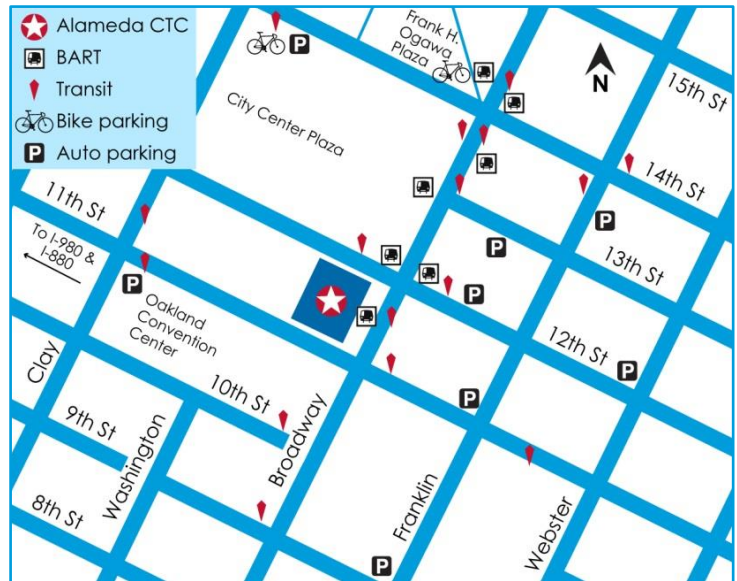
A glossary that includes frequently used acronyms is available on the Alameda CTC website at [www.AlamedaCTC.org/app\\_pages/view/8081](http://www.AlamedaCTC.org/app_pages/view/8081).

## 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](http://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](http://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](http://www.AlamedaCTC.org/events/month/now).

## Connect with Alameda CTC

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Paratransit Technical Advisory Committee  
 Meeting Agenda  
 Tuesday, March 14, 2017, 9:30 a.m.

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

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

9:30 – 9:35 a.m. Staff	<b>1. Welcome and Roll Call</b>		
9:35 – 9:40 a.m. Public	<b>2. Public Comment</b>	<b>Page</b>	<b>A/I</b>
9:40 – 9:45 a.m. Staff	<b>3. Administration</b>		
	<b>3.1.</b> January 12, 2017 ParaTAC Meeting Minutes	1	I
	<b>3.2.</b> FY 2016-17 ParaTAC Meeting Calendar	11	I
	<b>3.3.</b> PAPCO Appointments	13	I
9:45 – 10:15 a.m. Staff	<b>4. FY 2017-18 Program Plan Application Workshop</b>	15	I
10:15 – 10:45 a.m. Staff	<b>5. Discussion of Same Day Transportation Options and Update on Hospital Discharge Transportation Service (HDTs) and Wheelchair Scooter Breakdown Transportation Service (WSBTS) Programs</b>	39	I

10:45 – 11:05 a.m. **6. Technical Exchange (Verbal)**

Staff, ParaTAC

**6.1.** Mobility Management |

**6.2.** Emergency Preparedness |

**6.3.** Ask a ParaTAC Member |

11:05 – 11:25 a.m. **7. Information Items (Verbal)**

ParaTAC

**7.1.** ADA and Transit Advisory  
Committee Updates |

PAPCO Chair

**7.2.** PAPCO Update |

Staff

**7.3.** Paratransit Outreach Update |

ParaTAC

**7.4.** ParaTAC Member Reports |

Staff

**7.5.** Other Staff Updates

11:25 – 11:30 a.m. **8. Draft Agenda Items for September 12,  
2017 ParaTAC Meeting**

Staff

**8.1.** FY 2017-18 ParaTAC Meeting  
Calendar Discussion |

**8.2.** Technical Exchange – Recurring  
Items |

11:30 a.m.

**9. Adjournment**

**Next Joint PAPCO and ParaTAC Meeting:** June 26, 2017

**Next ParaTAC Meeting:** September 12, 2017

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



## 1. Welcome and Roll Call

Naomi Armenta called the meeting to order and a roll call was conducted. All members were present with the exception of Diane Atienza, Jay Jeter, Kadri Kulm, Isabelle Leduc, Wilson Lee, Hakeim McGee, Mallory Nestor, Gail Payne, Sandra Rogers, Laura Timothy, and David Zehnder.

## 2. Public Comment

There were no comments from the public.

## 3. Administration

### 3.1. September 13, 2016 ParaTAC Meeting Minutes

Committee members received the September 13, 2016 ParaTAC meeting minutes and agreed by consensus.

### 3.2. FY 2016-17 ParaTAC Meeting Calendar

Committee members received the updated FY 2016-17 ParaTAC meeting calendar.

### 3.3. PAPCO Appointments

Committee members received the current PAPCO appointments.

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

Krystle Pasco presented this agenda item. She said staff is recommending no change to the DLD formula so the estimates presented in the agenda packet can be used in preparation for the FY 2017-18 Program Plans in the spring. She said that PAPCO will consider the formula at their January meeting and she stated that staff will send updated estimates to the committee if any substantive changes occur at that meeting.

Shawn Fong asked how frequently the American Community Survey (ACS) data is refreshed. Krystle responded that the information is updated annually. Naomi Armenta added that 2014 was the first year there was enough useable data on disability in Alameda County.

Shawn asked if Measure B sales tax collections go through April 2022. Cathleen Sullivan said yes and noted only Measure BB sales tax will be collected thereafter.

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

Naomi Armenta presented this agenda item. She said the Implementation Guidelines are attached to each Master Planning Funding Agreement (MPFA) and are used as a reference to define what types of programs can be funded by Alameda CTC. She discussed the guidelines around Transportation Network Companies (TNCs), like Uber and Lyft, and said they should be used to ensure equity of service. Naomi concluded by reviewing the proposed changes to the guidelines.

Shawn Fong commented that these guidelines may warrant a larger discussion about policy and that consolidation of services based on needs may be useful. Naomi responded that it could be useful to focus on the type of service. Cathleen Sullivan said that the current guidelines are an attempt to categorize similar programs but further categorization can be considered. Cathleen stated that the issue can be discussed next fall.

Shawn commented that there are different, more flexible ways to help consumers, while keeping services accountable.

Naomi asked Brad Helfenberger if these guidelines would help with developing a TNC program, as his jurisdiction's taxi program has a reimbursement policy, and riders have indicated an interest in using TNCs. Brad stated that he was unsure and that he would have to consider all ramifications first.

Shawn asked about baseline performance measures that are required for the Compliance Report versus other performance measures. Cathleen responded that jurisdictions are required to report on and meet all of the performance measures that are included with the Implementation Guidelines. Other performance measures proposed by program managers and staff may be collected through other processes but are not required for Compliance Reports. She said that these other measures can give PAPCO a better understanding of the programs they are funding. Naomi added that in relation to CIP funding, the performance measures for each program can be further customized as the agreements are developed.

Shawn asked if these other performance measures will be standardized. Naomi said that the performance measures should be consistent across program types. She said that the point of the performance measures are to provide consistent and the most useful data from similar programs. Cathleen said there is no current push to change the current and most recently adopted performance measures.

Shawn asked if there would be an opportunity to discuss performance measures in the future because of difficulty in gathering data. Naomi acknowledged this difficulty and encouraged the use of current data that is available as opposed to using no data at all.

Naomi stated that PAPCO will take an action on this item later this month.

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

Naomi Armenta presented this item. She said this online form was put in place last fiscal year and has been used on average approximately three times per month in place of paper applications. The webpage is among the top ten pages visited on the AccessAlameda.org site.

Cathleen Sullivan asked for feedback about the web form. Dana Bailey said that the City of Hayward has an online fillable application of their own. Shawn Fong said that the majority of applications happen over the phone or in person. Cathleen asked how many applications are usually received. Fremont stated they receive 5 to 10 applications per week, Pleasanton receives 7 to 10 per month,

Berkeley receives 7 per month, and Hayward receives 10 per month. Naomi said if there are any changes that would make the form more functional to let staff know. She said that there is a known translation issue that will be fixed very soon.

## **7. Technical Exchange (Verbal)**

### **7.1. Mobility Management**

There were no updates.

### **7.2. Emergency Preparedness**

Dana Bailey said that she has attended meetings for the Regional Emergency Operations Response Team for Alameda County based in Dublin. She said they are sharing information about how jurisdictions can include provisions for care and shelter locations in their emergency plans for people with disabilities. Dana also stated that there is a big push to look at county health services and then at the cities to see what plans are already in place. She said that they have an RFP out for developing a uniform plan.

There was a public comment on this item made by Robert Taylor with the Senior Support Program of the Tri-Valley (SSPTV) who provided input on the American Red Cross and shelters that are currently in place.

Leah Talley discussed Berkeley's emergency preparedness plan for people with disabilities including the night shelter in the senior center.

Dana Bailey said that Hayward has been conducting practice drills as a part of their emergency preparedness plan.

### **7.3. Ask a ParaTAC Member**

Julie Parkinson said the City of Pleasanton would like any suggestions on how to find drivers with Class B licenses and prior experience. Leah Talley from Berkeley said they too have a problem with on-call drivers and suggested looking to city retirees as possible drivers.



## **8. Information Items (Verbal)**

### **8.1. ADA and Transit Advisory Committee Updates**

Kim Ridgeway gave an update regarding AC Transit's Accessibility Advisory Committee (AAC) meetings. She said the January meeting was canceled but the February 28th meeting will take place outside of the regularly scheduled second Tuesday of the month meetings. Also, there is a possibility of having an MCI prototype bus brought in for viewing. She said that the MCI prototype is a low floor ramp bus that is similar to AC Transit's Transbay buses. Kim stated that AC Transit has plans to move towards an all-ramp fleet. She said she would add all of the jurisdictions' contact information to the AAC meetings email list.

### **8.2. PAPCO Update**

PAPCO will be meeting later this month on January 24<sup>th</sup>.

### **8.3. Paratransit Outreach Update**

Krystle Pasco provided an update on outreach activities and opportunities.

### **8.4. ParaTAC Member Reports**

There were no member reports.

### **8.5. FTA Guidance on Shared Mobility**

Naomi Armenta presented this item. She stated that the guidance is mainly directed to fixed route transit agencies that are considering using TNCs.

Shawn Fong discussed Fremont's existing program and proposed service changes she is considering in light of cost efficiencies. She said she would like to have those who are ambulatory to use taxi services to free up space for wheelchairs on paratransit services that can provide accessible options. She also discussed ADA enforcement.

In a related policy note, Naomi said that taxi services have been buying used vans to get around the requirement that all new vans have to be accessible. She noted that the attached letter to this agenda item was intended to define guidelines around fixed

route transit agencies that are considering using TNCs, and does not currently apply to city programs.

## **8.6. Other Staff Updates**

Cathleen Sullivan said the staff recommendation for the paratransit discretionary grant program through the CIP will be discussed at this month's PAPCO meeting with the full CIP going before ACTAC in February.

Krystle Pasco gave an update on the Volunteer Driver program changes related to Mobility Matters pulling out of Alameda County and requested help in identifying potential partners to lead a volunteer driver program for North County. Cathleen said that there were two applications under consideration in the CIP for expansion in Central County and noted that these or similar programs could maybe be potential partners in North County. She encouraged the committee to email suggestions.

Naomi Armenta gave an update on the FTA Section 5310 grant application workshop at Caltrans. She said the applications are due March 1st and Alameda CTC staff is available for application assistance and/or letters of support.

## **9. Draft Agenda Items for March 14, 2017 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**

## **10. Adjournment**

The meeting adjourned at 11:15 a.m.



**JOINT PARATRANSIT ADVISORY AND PLANNING COMMITTEE  
AND PARATRANSIT TECHNICAL ADVISORY COMMITTEE  
January 12, 2017  
ROSTER OF MEETING ATTENDANCE**

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

<b>STAFF</b>		
<b>Present</b>	<b>Staff/Consultants</b>	<b>Title</b>
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.	Robert Taylor	Senior Support - Traveler	570 410-1941	rtaylor@ESP.VA.gov
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# FY 2016-17 Paratransit Technical Advisory Committee (ParaTAC) Meeting Calendar 3.2

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

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](http://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
<b>Planning and Policy</b>	<ul style="list-style-type: none"> <li>Gap Priorities and Integration with Comprehensive Investment Plan (CIP) Discussion</li> <li>MTC Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan) Update and Discussion</li> </ul>	<ul style="list-style-type: none"> <li>CIP Update and Application Workshop</li> </ul>	<ul style="list-style-type: none"> <li>Countywide Needs Assessment Discussion and Input</li> </ul>	<ul style="list-style-type: none"> <li>Paratransit Direct Local Distribution (DLD) Estimates Update</li> <li>Implementation Guidelines and Performance Measures Review and Discussion</li> </ul>	<ul style="list-style-type: none"> <li>Countywide Needs Assessment Presentation and Discussion</li> </ul>	<ul style="list-style-type: none"> <li>Discussion of Same Day Transportation Options and Update on Hospital Discharge Transportation Service (HDS)/Wheelchair Scooter Breakdown Transportation Service (WSBTS) Programs</li> </ul>	<ul style="list-style-type: none"> <li>Countywide Needs Assessment Presentation and Implementation Discussion</li> <li>Fiscal Year Wrap Up</li> </ul>
<b>Committee Development</b>		<ul style="list-style-type: none"> <li>FY 2016-17 Meeting Calendar Discussion</li> <li>Technical Exchange</li> </ul>		<ul style="list-style-type: none"> <li>Technical Exchange</li> </ul>		<ul style="list-style-type: none"> <li>Program Plan Application Workshop</li> <li>Technical Exchange</li> </ul>	
<b>Outreach and Information</b>				<ul style="list-style-type: none"> <li>City-Based Program Application Web Form Update</li> </ul>			

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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 Stadmirre
- 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 7, 2017

**SUBJECT:** FY 2017-18 Paratransit Program Plan Review

**RECOMMENDATION:** Receive FY 2017-18 Paratransit Program Plan Application Workshop

### Summary

Annual paratransit program plan applications for Alameda CTC Paratransit Direct Local Distribution (DLD) funds for Fiscal Year (FY) 2017-18 are due at the close of business on March 31, 2017. The ParaTAC meeting on March 14, 2017 will include a program plan application workshop. Staff will provide an overview of the program plan forms, discuss sample responses, and answer any questions members may have. The PAPCO Program Plan Review Subcommittees are currently scheduled for Wednesday and Thursday, May 10 and 11, 2017.

### Background

The 2000 Measure B Transportation Expenditure Plan (TEP) allocates 10.45% of net revenues and the 2014 Measure BB TEP allocates 10% of net revenues for transportation for seniors and people with disabilities. Approximately 9% of net revenues from each TEP is distributed to agencies on a monthly basis as Direct Local Distribution (DLD) funding for ADA-mandated services and city-based paratransit programs. The remaining funding is distributed on a discretionary basis through the Alameda CTC's Comprehensive Investment Program.

Each year, agencies that receive Measure B and Measure BB DLD funds for paratransit are required to submit a paratransit program plan and budget based on an estimate of annual sales tax revenue for the

forthcoming fiscal year provided by Alameda CTC. The Alameda CTC's Paratransit Advisory and Planning Committee (PAPCO) convenes a Subcommittee to review submitted program plans and provide feedback to these agencies. The intent of the program plan review process is to ensure implementation of high quality and area-appropriate services throughout Alameda County and to encourage coordination, cost effectiveness, and consumer involvement. The PAPCO Program Plan Review Subcommittees to review and evaluate the Fiscal Year (FY) 2017-18 applications are currently scheduled on May 10<sup>th</sup> and 11<sup>th</sup>, 2017.

The Program Plan Review Subcommittees' recommendations may include full approval or conditional approval, which usually requires follow up from programs (e.g. presentations to PAPCO or budget corrections). The Subcommittee recommendations will be presented to the full PAPCO at their May 22, 2017 meeting. A summary of the FY 2018-18 paratransit programs will be provided to the Commission in June 2017.

Program Plan application forms, including additional resources such as the Implementation Guidelines and Performance Measures, revenue projections, and timely use of funds policy, are available on the web: [http://www.alamedactc.org/app\\_pages/view/8065](http://www.alamedactc.org/app_pages/view/8065).

**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 Application
- B. FY 2017-18 Program Plan Tables
- C. FY 2017-18 Program Plan Review Schedule

## **Staff Contacts**

[Cathleen Sullivan](#), Principal Planner

[Krystle Pasco](#), Assistant Program Analyst



## FY 2017-18 Annual Paratransit Program Plan Application for Measure B and BB Funding

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

The Alameda County Transportation Commission (Alameda CTC) requires recipients of paratransit funding to participate in an Annual Program Plan Review process. Recipients are required to complete and submit a program plan application to Alameda CTC that outlines their prior expenditures and anticipated revenues and expenditures related to delivering paratransit services to seniors and people with disabilities in Alameda County.

### Requirements and Instructions

The Annual Paratransit Program Plan Application includes the following documents:

1. Paratransit Program Plan Application (this MS Word document)
2. Paratransit Program Plan Attachments A-D (Tables A, B, C and D of the provided MS Excel workbook) *NOTE: The FY 2017-18 Program Plan Excel workbook contains a tab to report on FY 2015-16 performance and budget (Attachment A Table). The FY 2015-16 program information entered into Table A will be used to monitor program performance and, where applicable, should align with program information included in the FY 2015-16 compliance report.*
3. References:
  - a. FY 2017-18 MB & MBB Paratransit DLD Revenue Projections, (distributed to ParaTAC, January 2017)
  - b. Alameda CTC Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines and Performance Measures, revised January 2017
  - c. Alameda CTC Timely Use of Funds Policy, adopted 12/3/15

**Submit the Word and Excel files listed above electronically via email by March 31, 2017 to Krystle Pasco at [kpasco@alamedactc.org](mailto:kpasco@alamedactc.org).**

*Be sure to include your agency name and FY 17-18 in the file name of both the Word document and the Excel workbook (e.g., Albany\_FY1718\_Paratransit\_Program\_Application.doc).*

If you have questions, please contact Krystle Pasco via email or phone at (510) 208-7467.

## FY 2017-18 Annual Paratransit Program Plan Application Due by March 31, 2017

CONTACT INFORMATION	
Agency:	
Contact Name:	
Title:	
Phone Number:	
E-mail Address:	

**Date Submitted:** \_\_\_\_\_

### TYPES OF SERVICES PROVIDED

- 1. What type of paratransit projects and programs will be funded, fully or partially, with Measures B and BB Direct Local Distribution (DLD, pass-through) and paratransit discretionary grant funds?** To answer this question, complete Attachment B (Table B tab of the Microsoft Excel workbook).

Below is a list of the types of services/programs that are eligible for Alameda CTC funding. For detailed information about these eligible services, including minimum service requirements and performance measures, refer to the Alameda CTC's Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines, revised January 2017 (provided with the application materials).

- **Management/Overhead:** Program oversight, planning, budgeting, participation in regional/countywide meetings. Include admin/labor even if it is paid by the City/transit agency for accurate reporting of full program expenses.
- **Customer Service/Outreach:** Activities associated with educating consumers about services that are available to them, answering questions from consumers and taking, tracking and responding to complaints and commendations. Include costs even if paid by the City/transit agency for accurate reporting of full program expenses.
- **ADA-mandated Paratransit:** Paratransit services provided by fixed-route transit operators to fulfill requirements under the American's with Disabilities Act (ADA).
- **City-based Door-to-Door:** Pre-scheduled, accessible, door-to-door service provided by city. Provides a similar level of service to ADA-mandated services; designed to fill gaps not met by ADA-mandated providers and/or relieve ADA-mandated providers of some trips.

- **Taxi Program:** Provides a same day, curb-to-curb service intended for situations when consumers cannot make their trip on a pre-scheduled basis; allows eligible consumers to use taxis or Transportation Network Companies (TNCs) (at program discretion) at a reduced fare.
- **City-based Specialized Accessible Van Service:** Specialized van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. These services are generally implemented as a supplement to a taxi program that does not meet critical needs for particular trips in accessible vehicles in certain communities.
- **Accessible Fixed-Route Shuttle:** Generally accessible vehicles that operate on a fixed route and schedule to serve common trip origins and destinations, e.g. senior centers, medical facilities, grocery stores, BART stations, other transit stations, community centers, commercial districts, and post offices.
- **Group Trips Program:** Round-trip accessible van rides for pre-planned outings or to attend specific events or go to specific destinations for fixed amounts of time, e.g. shopping trips or religious services. Trips usually originate from a senior center or housing facility.
- **Volunteer Driver Program:** Pre-scheduled, door-through-door services that are generally not accessible; rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. May also have an escort component.
- **Mobility Management/Travel Training:** Covers a wide range of activities, such as travel training, trip planning, and brokerage. Does not include provision of trips. (This is considered "non-trip provision").
- **Scholarship/Subsidized Fare Program:** Program to subsidize any service for customers who are low-income and can demonstrate financial need.
- **Meal Delivery:** Program to fund meal delivery to the homes of individuals who are transportation disadvantaged. Currently, only existing operating programs can continue to use Measure B funds for these service costs. No new meal delivery services can be established.
- **Capital Expenditure:** Capital purchase or other capital expenditure.
- **Note on volunteer driver programs and mobility management/training:** If your program is using DLD funds, but not discretionary grant funds, you will be required to submit further information.

**A. Provide a short narrative description of your agency's FY 2017-18 program.**

**B. Explain how the suite of services offered is targeted towards the seniors and people with disabilities in your community. Why have these services been selected to meet the trip needs of your consumers over other eligible service types? How do these services enhance their quality of life and help them meet basic life needs?**

**C. List the most common trip destinations for seniors and people with disabilities in your community that your services are designed to serve, e.g. dialysis centers, hospitals, major shopping complexes, senior centers.**



**2. Will your agency's program for FY 2017-18 conform to the Paratransit Program Implementation Guidelines, as required?** (FY 2017-18 Programs are *required* to conform to the Implementation Guidelines, revised January 2017)

Yes

No

**A. If "No", explain below and contact Alameda CTC staff to discuss** (prior to March 31, 2017)

**3. If proposing any service or program changes in FY 2017-18 from the current year, FY 2016-17, describe the changes and explain why they are proposed.** Describe how these changes will impact the ability of seniors and people with disabilities in your community to meet their basic life needs.

**4. Looking ahead, beyond FY 2017-18, do you anticipate major service changes? Please briefly describe.** Describe major changes such as beginning or ending a type of service anticipated within the next five years.

**PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW**

**5.** The 2017 Paratransit Program Implementation Guidelines require Alameda CTC staff review of several program elements prior to implementation. The program elements requiring staff review are listed as items 5A – 5G below and for each item, further explanation is requested. **If your FY 2017-18 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each.** Applicants must address any applicable paratransit projects and programs listed in Attachment B.

- A. Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment)
- B. City-based Door-to-Door Service that includes trip limitations based on trip purpose** (describe the proposed trip limitations that are proposed)
- C. Taxi Subsidy Program that includes use of Transportation Network Companies (TNCs)** (describe the proposed service including screening and how subsidies will be provided)
- D. Taxi Subsidy Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives)
- E. Accessible Shuttle Service** (describe service plan and how city is coordinating with the local fixed route transit provider)
- F. New mobility management and/or travel training programs** (describe the well-defined set of activities)
- G. Low-income requirements for any scholarship and fare subsidy programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility)

**DEVELOPMENT OF PROGRAM PLAN**

- 6. How was consumer input sought in development of the program and selection of the services offered?** Describe all general outreach activities undertaken in connection with this plan, including consumer or public meetings; meetings with other agencies; presentations to boards, commissions, or committees. If possible provide dates for these activities. Note below if this plan was reviewed by a local paratransit advisory committee, including the name of the committee, and the date of the meeting.

**7. Describe any outreach, surveys and/or analysis conducted to develop this plan and to determine the types of services the program offers.**

**8. Describe how results from the community outreach, surveys and/or analysis described in Questions 6 and 7 were used to guide the development of the program plan.**

**9. Describe any innovative, emerging technology or non-traditional elements integrated into the program plan.**

**10. Was this program plan approved by a governing body (or is it scheduled for action)?** *This is not required by the Alameda CTC. Jurisdictions should follow their established internal process.*

Yes

No

**A.** If "Yes", provide the name of the governing body and planned or actual approval date.

**OUTREACH**

**11. How do community members and potential users learn about the Alameda CTC-funded services provided in your community?** Specify for each of the paratransit projects and programs listed in Attachment B.

**ELIGIBILITY AND ENROLLMENT**

**12. What are your requirements for eligibility? (e.g., age, residency, income, ADA-certification status, or other verification of disability).**

**13. How do consumers enroll in your program? Include how long the enrollment process takes, and how soon newly enrolled applicants can use the services offered.**

## CUSTOMER SATISFACTION

**14. Describe your complaint and commendation process.** Describe your process from beginning to end, including instructions you provide to customers for filing program suggestions, complaints or commendations, your documentation procedures and your follow up.

**A. Describe any common or recurring service complaints, commendations and/or suggestions your program has received.** Specify for each of the paratransit projects and programs listed in Attachment B. *(Complaints are defined as phone calls, letters, or emails received for the specific purpose of making a complaint.)*

**B. Describe any changes you have made to your program as a result of these customer complaints, commendations and suggestions.**

**EXPECTED DEMAND/USE OF SERVICES**

**15. How many people are/have been/will be registered in the program during the following time periods? Fill in the boxes below.**

<b>Registrants at beginning of FY 2015-16</b>	
<b>Registrants at end of FY 2015-16</b>	
<b>Current Registrants for FY 2016-17</b>	
<b>Projected Registrants for FY 2017-18</b>	

**A. Based on the registration projection provided, explain why you expect your program registration to increase, decrease or stay the same compared to the current year.**

**16. Do you expect the total number of one-way trips provided by your program to increase, decrease or stay the same compared to the current year, FY 2016-17? Why?**

**17. Do the ridership numbers reported in Attachments A and B include companions and/or attendants?**

- Yes
- No

**A.** If "Yes", and if known, what percent of total ridership are companions/attendants? *(If providing an estimate, please clearly indicate it as such.)*

- 18. Please provide data on lift/ramp trips provided, if available.** If lift/ramp trips were provided in more than one service, please specify for each.

<b>Lift/ramp trips provided in FY 2015-16</b>	
<b>Lift/ramp trips to be provided in FY 2016-17</b>	
<b>Lift/ramp trips projected to be provided in FY 2017-18</b>	

#### VEHICLE FLEET

- 19. Provide details regarding your vehicle fleet.** To answer this question, complete Attachment D (Table D tab of the Excel workbook).

#### SAFETY INCIDENTS

- 20. Describe any safety incidents recorded by your program in FY 2015-16, or to date in FY 2016-17.** Specify for each of the paratransit projects and programs listed in Attachment B. *(Report incidents resulting in any of the following: a fatality other than a suicide; injuries requiring immediate medical attention away from the scene for two or more persons; property damage equal to or exceeding \$7,500; an evacuation due to life safety reasons; or a collision at a grade crossing.)*

#### FINANCES: PROGRAM REVENUE AND COST

- 21. Detail your FY 2017-18 program's total estimated revenue (all fund sources) and total cost by completing Attachment C (Table C tab of the Excel workbook).** For program components funded all or in part with a Measure B/BB discretionary grant, segregate the grant funding by entering it in the "Other Measure B/BB" column.
- 22. Describe below the "Management/Overhead" and "Customer Service and Outreach" costs included in Attachment C and how these cost allocations were determined?** (These two categories are defined under Question 1). *The amount spent on Customer Service/Outreach and Management/Overhead is to be included as part of the total program cost, even if it is not funded with Alameda CTC funding. This includes city/agency staff time paid for by a city's general fund.*

**A. Management/Overhead Costs**

**B. Customer Service and Outreach Costs**

**PROGRAM FUNDING RESERVES**

**23. If your paratransit program is anticipated to have a remaining balance of Measure B/BB DLD funding at the end of FY 2017-18, as shown in Attachment C, please explain. How do you plan to expend these funds and when?**

**MISCELLANEOUS**

**24. Use this space to provide any additional notes or clarifications about your program plan.**



**Alameda CTC FY 2017-18 Annual Paratransit Program Plan Application (July 1, 2017 - June 30, 2018)**  
**Attachment A: Summary of Past Program Service, Performance and Costs (FY 2015-16)**

Service/Program Type and Name		Performance FY 2015-16		Total FY 2015-16 Program Costs Expended by Fund Source (Measure B, Measure BB and all other funds expended during FY 2015-16)										Notes
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M	Column N	Column O
Eligible Service/Program Type <i>Drop-down Menu</i>	Service/Program/Project Name	Quantity Provided FY 2015-16 Provide total number of one-way trips or units	On-Time Performance FY 2015-16 Percent of passenger trips arrived within designated window (indicate if data is unavailable or non-applicable)	Amount of RESERVE Measure B Paratransit DLD funds	Amount of FY 2015-16 Measure B Paratransit DLD funds	Amount of FY 2015-16 Measure BB Paratransit DLD funds	Amount of OTHER Measure B/BB funds	What was the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, MB LSR, etc.)	Fare Revenue received from service	Fare Revenue expended on service	Amount of all non-Alameda CTC funds (not including fares)	What was the source of these non-Alameda CTC funds? (e.g. City general fund, federal, state, etc.)	Total Funds expended (all sources) <i>Automatically calculated</i>	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
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Alameda CTC FY 2017-18 Annual Paratransit Program Plan Application (July 1, 2017 - June 30, 2018)  
Attachment B: Description of Planned Program

Note: Definitions for each drop-down menu are in the Implementation Guidelines

Service/Program Type and Name		Contractor	Need(s) Met	Cost to Consumer		For Trip Provision Services			
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
Eligible Service/Program Type <i>Drop-down Menu</i>	Service/Program/Project Name	If service is contracted, provide name of contractor/service provider	Need(s) this Service Meets (E.g. medical, grocery, recreation, regional trips, etc.)	Fare/Cost to Consumer	Fare Medium (E.g. cash, voucher, reimbursement, annual fee, etc.)	Vehicle Accessibility <i>Drop-down Menu</i>	Is this a same day or pre-scheduled service? <i>Drop-down Menu</i>	Is this a fixed route or origin-to-destination service (e.g. door-to-door)? <i>Drop-down Menu</i>	Service Area

Note: Definitions for each drop-down menu are in the Implementation Guidelines

Service/Program Type and Name		Limits	Schedule			Eligibility	Status	Deliverables	Notes
Column A (repeated)	Column B (repeated)	Column K	Column L	Column M	Column N	Column O	Column P	Column Q	Column R
Service/Program Type <i>Will automatically populate from rows above</i>	Service/Program/Project Name <i>Will automatically populate from rows above</i>	Limits on number of trips/use of service? (e.g. trip limits per month/quarter/year or a maximum expenditure per consumer)	If pre-scheduled, what days/hours are reservations accepted for trip, training, etc?	If pre-scheduled, how far in advance can/must a consumer schedule a trip, training, etc?	Days/Hours of Operation	Eligibility Requirements	Project Status <i>Drop-down Menu</i>	Quantity Planned Provide total number of units (one-way passenger trips, consumers trained, meals delivered, etc.)	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
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**Alameda CTC FY 2017-18 Annual Paratransit Program Plan Application (July 1, 2017 - June 30, 2018)**  
**Attachment C: Program Revenue, Cost and Fund Sources**

Total FY 2017-18 Program Revenue (Measure B, Measure BB and all other funds available for FY 2017-18)	
Estimated <b>Measure B</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2016-17 (June 30, 2017)	
Projected FY 2017-18 <b>Measure B</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	
Estimated <b>Measure BB</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2016-17 (as of June 30, 2017)	
Projected FY 2017-18 <b>Measure BB</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	
<b>Total FY 2017-18 Measure B and BB Paratransit DLD Revenue</b> (Automatically calculated)	\$0
Total FY 2017-18 Other Revenue (All other revenue sources, non-DLD, including Gap grant)	
<b>Total FY 2017-18 Program Revenue</b> (Measure B, Measure BB and all other sources available for FY 2017-18) (Automatically calculated)	\$0

Service/Program Name		Total FY 2017-18 Program Costs by Fund Source (Measure B, Measure BB and all other funds planned to be expended during FY 2017-18)										Total Cost
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M
Service/Program/Project Name <i>Automatically populated from prior sheet (column B)</i>	Quantity Planned for FY 2017-18 <i>Automatically populated from prior sheet (column Q)</i>	Amount of RESERVE Measure B Paratransit DLD funds	Amount of FY 2017-18 Measure B Paratransit DLD funds	Amount of RESERVE Measure BB Paratransit DLD funds	Amount of FY 2017-18 Measure BB Paratransit DLD funds	Amount of OTHER Measure B/BB funds	What is the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, LSR, MB LSR, etc.)	Fare Revenue expected from service	Fare Revenue to be expended on service	Amount of all Non-Alameda CTC funds (not including fares)	What is the source of these non-Alameda CTC funds? (e.g. city funds, federal, state, etc.)	Total Cost (all sources) <i>Automatically calculated</i>
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<b>Totals</b>	<b>0</b>	\$ -	\$ -	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -		\$ -

*Budget check (total revenue less total cost):* \$0

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB
Estimated Reserve Balance, June 30, 2018:	\$0	\$0
<b>Reserve balance as percent of FY 2017-18 Revenue</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>

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**Alameda CTC FY 2017-18 Annual Paratransit Program Plan Application (July 1, 2017 - June 30, 2018)**

**Attachment D: Vehicle Fleet**

**Instructions: Please complete table below. If necessary, please contact your contractors to obtain the information.**

<b>Vehicle Fleet</b>									
<b>Column A</b>	<b>Column B</b>	<b>Column C</b>	<b>Column D</b>	<b>Column E</b>	<b>Column F</b>	<b>Column G</b>	<b>Column H</b>	<b>Column I</b>	<b>Column J</b>
					<b>Vehicle Capacity</b>				
<b>Make</b>	<b>Type of Vehicle(s) (specify bus, large van, minivan, sedan)</b>	<b>Year of Vehicle</b>	<b>Fuel Type</b>	<b>Lift/Ramp Equipment (specify lift, ramp, or none)</b>	<b>Ambulatory</b>	<b>Wheelchair</b>	<b>Number of Vehicles</b>	<b>Owner (specify if contractor)</b>	<b>City that vehicle(s) are garaged</b>

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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 10<sup>th</sup>

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 11<sup>th</sup>

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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**DATE:** March 7, 2017

**SUBJECT:** Discussion of Same Day Transportation Options and Update on Hospital Discharge Transportation Service (HDTs) and Wheelchair Scooter Breakdown Transportation Service (WSBTS) Programs

**RECOMMENDATION:** Receive an update on the HDTs/WSBTS programs and provide input on same day transportation options

## Summary

On March 14, 2017 the Paratransit Technical Advisory Committee (ParaTAC) will discuss options for effectively providing same day accessible and non-accessible trips to consumers in Alameda County. The Committee will receive an update on ridership trends and issues related to the Hospital Discharge Transportation Service (HDTs) and Wheelchair Scooter Breakdown Transportation Service (WSBTS) programs and discuss possible program modifications, improvements, and/or alternatives.

## Background

The Alameda CTC sponsors two small countywide transportation programs, the Hospital Discharge Transportation Service (HDTs) and Wheelchair Scooter Breakdown Transportation Service (WSBTS). The HDTs program began in 2004 in South and Central County, as the result of a strategic planning process with ParaTAC to identify pilots for Gap/discretionary funding from Measure B. The program expanded to being countywide in 2006 at which point Alameda CTC took over management of the program. The WSBTS program was conceptualized

by PAPCO and began in 2005 and is also funded through discretionary funds.

At ParaTAC's request, staff has provided regular updates since January 2012 on the programs including the program parameters, ridership trends, and any obstacles or issues staff has had in managing the programs. In recent months, issues such as reliable service delivery, difficulties with dispatched drivers finding riders, and decreasing use of the program have caused staff to take a renewed look at the effectiveness of this model.

The Paratransit team is also finalizing a Countywide Needs Assessment that has examined the transportation needs of seniors and people with disabilities throughout Alameda County. Difficulty in access to and reliability of wheelchair-accessible same day trips is a long-standing need that was re-emphasized in the Needs Assessment. The final step of the Needs Assessment is to explore options of new or improved services to meet the identified needs.

Staff is looking at improvements, modifications, and/or alternatives to the HDTS and WSBTS programs and wants to take advantage of this opportunity to also begin to consider alternatives and solutions to fill the wheelchair-accessible same day trip gap. Staff will present relevant background information and potential alternatives for moving forward for discussion.

**Fiscal Impact:** There is no fiscal impact.

### **Staff Contacts**

[Cathleen Sullivan](#), Principal Planner

[Krystle Pasco](#), Assistant Program Analyst