



# Meeting Notice

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

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

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## Paratransit Technical Advisory Committee

**Tuesday, November 10, 2015, 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.

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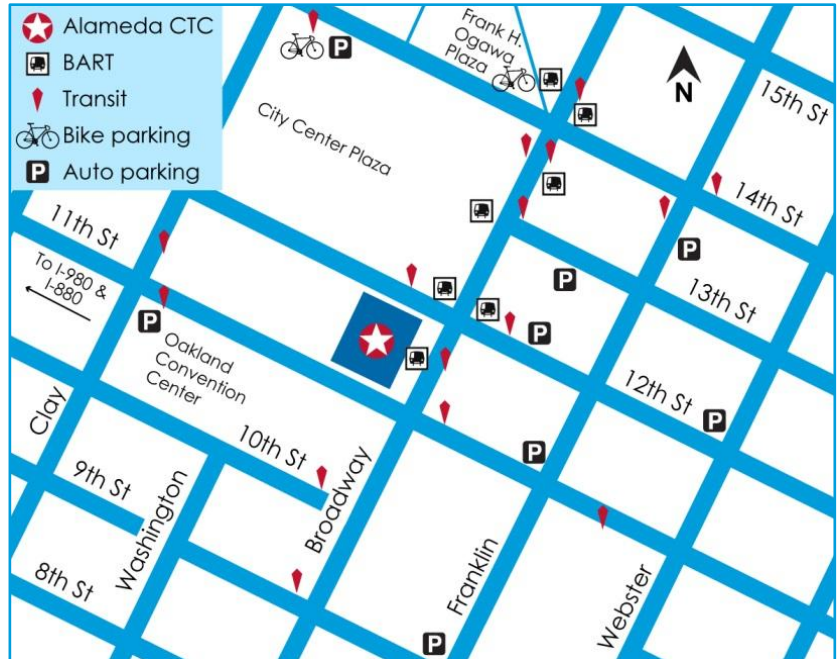
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★ Alameda CTC  
1111 Broadway, Suite 800  
Oakland, CA 94607

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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).

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Paratransit Technical Advisory Committee  
Meeting Agenda  
Tuesday, November 10, 2015, 9:30 a.m.

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

**Facilitator:** Naomi Armenta

**Staff Liaison:** Jacki Taylor

**Public Meeting Coordinator:**  
Krystle Pasco

9:30 – 9:35 a.m.  
Staff

**1. Welcome and  
Introductions**

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 8, 2015 ParaTAC  
Meeting Minutes

1 |

The Committee will review the  
September 8, 2015 ParaTAC  
meeting minutes.

**3.2.** FY 15-16 ParaTAC Meeting  
Calendar

15 |

The Committee will receive the  
updated FY 15-16 ParaTAC  
meeting calendar.

**3.3.** PAPCO Appointments

17 |

The Committee will receive the  
current PAPCO appointments.

9:45 – 9:55 a.m.  
ParaTAC

**4. Quarterly Paratransit Strategic  
Planning Workshop Feedback**

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The Committee will have an opportunity to provide feedback on the quarterly paratransit strategic planning workshop on same-day accessible transportation that took place at the Joint PAPCO/ParaTAC meeting on October 26, 2015.

- |                            |  |    |   |
|----------------------------|--|----|---|
| 9:55 – 10:20 a.m.<br>Staff | <b>5. Draft Implementation Guidelines and Performance Measures Review and Discussion</b> | 19 | I |
|----------------------------|--|----|---|

The Committee will review and discuss the draft Implementation Guidelines and performance measures for FY 2016-17.

- |                                      |   |  |   |
|--------------------------------------|---|--|---|
| 10:20 – 10:45 a.m.<br>Guest Speakers | <b>6. Volunteers in Transportation Advocacy Link (VITAL) Presentation</b> |  | I |
|--------------------------------------|---|--|---|

The Committee will receive a presentation from Volunteers in Transportation Advocacy Link (VITAL).

- |                               |   |  |   |
|-------------------------------|---|--|---|
| 10:45 – 11:00 a.m.<br>ParaTAC | <b>7. City-Based Needs Assessment Update and Discussion</b> |  | I |
|-------------------------------|---|--|---|

The Committee will receive updates and discuss current city-based needs assessment efforts.

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|-----------------------------|--|----|---|
| 11:00 – 11:10 a.m.<br>Staff | <b>8. Access Alameda Website: Alameda County City-Based Paratransit Application Update</b> | 35 | I |
|-----------------------------|--|----|---|

The Committee will receive a status update on the interactive version of the city-based paratransit application for the Access Alameda website.

11:10 – 11:20 a.m. **9. Technical Exchange (Verbal)**  
ParaTAC

**9.1.** Mobility Management |

**9.2.** Preparedness |

**9.3.** Ask a ParaTAC Member |

11:20 – 11:30 a.m. **10. Information Items (Verbal)**

ParaTAC **10.1.** ADA and Transit Advisory Committee Updates |

PAPCO Chair **10.2.** PAPCO Update |

Staff **10.3.** Paratransit Outreach Update 37 |

ParaTAC **10.4.** ParaTAC Member Reports |

Staff **10.5.** Other Staff Updates |

**11. Draft Agenda Items for January 12, 2016 ParaTAC Meeting** |

**11.1.** Direct Local Program Distribution (DLD) Estimates Update

**11.2.** Final Implementation Guidelines and Performance Measures Review and Discussion

**11.3.** Countywide Transit Plan Presentation

**11.4.** Hospital Discharge Transportation Service (HDTs) and Wheelchair Scooter Breakdown Transportation Service (WSBTS) Programs Update

**11.5.** Access Alameda Website:  
Alameda County City-Based  
Paratransit Application Update

**11.6.** Technical Exchange –  
Recurring Items

11:30 a.m.

**12. Adjournment**

**Next ParaTAC Meeting:** Tuesday, January 12, 2016

**Next Paratransit Strategic Planning Workshop:** February 22, 2016

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





Paratransit Technical Advisory Committee  
Meeting Minutes  
Tuesday, September 8, 2015, 9:30 a.m.

3.1

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## MEETING ATTENDEES

Attendance Key (A = Absent, P = Present)

### Members:

A Rhianna Babka  
A Dana Bailey  
A Beverly Bolden  
A Jessica Cutter  
P Pam Deaton  
P Shawn Fong  
A Pamela  
Gutierrez  
A Brad  
Helfenberger

A Karen Hemphill  
A Drew King  
A Jackie Krause  
P Kadri Klm  
A Isabelle Leduc  
A Wilson Lee  
P Hakeim McGee  
A Cindy Montero  
A Mallory Nestor  
A Julie Parkinson

A Gail Payne  
P Kim Ridgeway  
A Sandra Rogers  
A Mary Rowlands  
A Sid Schoenfeld  
A Leah Talley  
A Laura Timothy  
A Jonathan Torres  
A David Zehnder

### Staff:

P Jacki Taylor, Program Analyst  
P Naomi Armenta, Paratransit Coordinator  
P Krystle Pasco, Paratransit Coordination Team  
P Terra Curtis, Paratransit Coordination Team  
P Richard Weiner, Paratransit Coordination Team

### Guests:

Catherine Callahan, Center for Independent Living

## 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 were no public comments.

### 3. Administration

### **3.1. June 9, 2015 ParaTAC Meeting Minutes**

Committee members reviewed the meeting minutes from June 9, 2015 and by consensus approved them as written.

### **3.2. FY 15-16 ParaTAC Meeting Calendar**

Committee members received the updated FY 15-16 ParaTAC meeting calendar.

### **3.3. PAPCO Appointments**

Committee members received the current PAPCO appointments.

## **4. Quarterly Paratransit Strategic Planning Workshop Feedback**

Richard Weiner gave an overview of the Paratransit Strategic Planning Workshop that took place on July 27, 2015. The workshop focused on trends, challenges, and opportunities related to dialysis transportation. ParaTAC members had the opportunity to provide feedback on the workshop.

Questions and feedback from ParaTAC members:

- A Committee member liked the smaller setting and the more focused topic for the workshop. She thought the medical information that was shared was very beneficial and provided a baseline for the discussion. She would have liked a space for the City managers to discuss how they are currently addressing dialysis transportation in their specific service areas. She also thought the dialysis social worker's perspective was really helpful since they are a key component in the dialysis process including the information on Medi-Cal. She would have also liked to see a representative from a wheelchair transportation service as opposed to a gurney transportation provider or ambulance company. Lastly, she would like some follow up information on Tom Roberts' presentation particularly around what happened to the clients that were affected by the removal of the subscription trips.
- A Committee member noted that the City of Oakland paratransit program's clients often use the taxi scrip program as well as other accessible transportation options when needed for

dialysis transportation. The City of Oakland paratransit program is not experiencing any major service issues around dialysis transportation. They are happy to be able to provide transportation for those dialysis trips and to have a local provider that is cooperative.

- A member appreciated the learning experience from the workshop and noted how verbal PAPCO members were about this issue and how it impacted them. She thought everyone learned something from the workshop about different aspects of dialysis transportation including the panelists. She noted that she appreciated Tom Roberts' presentation as it gave more dimension and honesty to the discussion. She also shared that in the Tri-Valley there are limited personnel for arranging all of the dialysis transportation and that it is primarily being done by LAVTA. Also there are currently two large dialysis centers in the Tri-Valley and they are rapidly growing. They are not impacting the City of Pleasanton Paratransit program as much, but LAVTA is definitely seeing the effects of the increase in need for dialysis transportation. She also liked the idea of in-home dialysis.
- A Committee member noted that the topic was very relevant. She also noted that Tom Roberts' comments were most interesting, especially as a representative of a public agency. She would like to see more follow up on the situation he presented with regards to the political process, board and advisory committee involvement, compliance with the ADA, and overall impacts on the consumers. She also noted that Tom also discussed the high demand for transportation for group trips to social services agencies and day programs. Most of LAVTA's ridership serves these purposes, including trips to dialysis centers, and overall ridership, both one way and roundtrip has increased as a result.
- A member noted that Heidi Branson, with East Contra Costa Transit Authority, did not really speak in depth about the work they are doing as an ADA paratransit service provider that is doing Medi-Cal reimbursed transportation. Although it is a separate service from their other ADA service, they are providing a unique service that not many ADA service providers are able to do. She would like more information about the financial

feasibility for their agency to provide this separate service. She also noted that the conversation regarding what the ADA was intended to do in cannot be easily separated from the larger conversation of the context where we don't necessarily have adequate transportation services, particularly for medically necessary trips that more vulnerable and at-risk people require. How will healthcare reform change in the coming years and how might that impact the ways in which transportation may or may not be a part of peoples' healthcare benefits and how can we start planning around that? How can we also talk about the larger operational issues that we face?

- A member asked if knowing more information about the Napa County situation will actually help us with our local service. Are there any policies on the table from our ADA paratransit service providers about making a similar decision? Perhaps, we shouldn't use any more of our resources to find out more about this situation, rather we should look at the local resources that both the ADA paratransit and city-based paratransit can use in terms of managing our operational issues for our dialysis patients. Perhaps, information and resources on the Medi-Cal reimbursed transportation for dialysis patients might be more useful. As a matter of fact the American Kidney Foundation provides grants and scholarships towards transportation for low income patients. Dialysis social workers can apply for this funding for their patients. More information on this process would be helpful.
- A member noted this issue is not going away and although some paratransit programs are not as impacted, the retired kidney doctor on the panel emphasized that the need for dialysis treatment is rapidly increasing. It would be interesting down the road to see how many dialysis transportation trips we provide that are funded by Alameda CTC. Also, it would be interesting to see if Napa County did reduce their dialysis trips and if they increased their trips for other purposes. Was there a balance?
- How is LAVTA approaching this situation currently? Right now, LAVTA is just providing the various services that are already available, including Para-Taxi. LAVTA is pretty flexible with fulfilling their consumers' needs. The Board is aware of the increase in ridership although there is the large proportion of the ridership

that is going towards social service agencies and day programs that are outside of the dialysis trips. LAVTA staff found that ridership has increased by 150% to one social service center in particular. They are also currently over 50% subscription as they do not deny any requests. However, a comprehensive study should be done on the changes in ridership. LAVTA noted that ridership overall has increased by 10% in the last year and these rides are not being requested by individuals. In fact, they are requested by social service agencies and day programs. Overall, LAVTA is very aware of the issue. Naomi Armenta noted that she will connect LAVTA staff to the Napa County service provider as the consumer population is similar in size.

- A Committee member requested a follow up on information regarding the services that are available for Medi-Cal, Medicare and dual recipients. This would be helpful for referring clients to the appropriate resources.
- A Committee member suggested that as more national or international research is done and information is gathered on this issue that it is reported back to ParaTAC members.
- Does California have any constraints that make it difficult to do Medi-Cal authorization for trips? Yes, California does have a bit of a loop hole that it exploits and it is a bit complicated. There are a few individuals in the industry who are looking into this. More information will be shared on this specific topic.

Lastly, Richard shared some follow up information from Tasha Wilson and Tom Roberts regarding the dialysis transportation issue. He noted that DaVita is not currently willing to contribute funds unless something forces them to enter that negotiation and to discuss the limitations of the ADA. Tasha mentioned a small precedent for DaVita doing some cost sharing. There is an arrangement with DaVita and the American Kidney Foundation. DaVita is currently contributing \$3.00 for every patient that uses their services to the American Kidney Foundation. This is a way to subsidize low income patients who need the treatment. Ultimately, low income patients and the social service agencies that work with the low income population are paying for these services. This model stimulates more business for DaVita.

Tasha also noted that 50% of people that use the DaVita dialysis center in Hayward drive themselves to their appointments. Under 25% are transported through East Bay Paratransit, another 25% through a Medi-Cal provider, a handful are transported through a city-based paratransit program, and an additional 2-3 patients come through Alameda Alliance. In Napa County, DaVita is not contributing any funds for transportation but somehow people are getting to the clinics. These probably include private pay for arrangements with an ambulance company, transportation through social services agencies, arrangements with private companies, etc. They are unclear on the exact proportions. Consumers may also be calling in every time they need a ride which allows the provider to apply the ADA minimum whereby they can negotiate trip times an hour on each side. Lastly, some patients have to wait an hour after their appointments to get a ride home which is not good for them. This is a negative outcome.

Tom noted to Richard that before he cancelled subscription trips, over 100 people were getting service, although a significant portion of them were going to dialysis centers. According to Tom, after his policy was in place for two years, over 600 people were then registered for paratransit. So his argument is that there were hundreds more consumers getting access to paratransit service that were not aware of the service in the past. Although this is a positive outcome, it is unclear if their increase in enrollment also resulted in the increase of their service/trip numbers. Overall, there are mixed outcomes.

Naomi also pointed out that one of the panelists noted that consumers are actually being pushed into lower levels of service. So service providers are also dealing with the Medi-Cal/Medicare side of things where they do not want to pay for transportation either. We are seeing those divisions between who is eligible for the non-emergency medical transportation or for ambulance transportation.

Staff requested that any further suggestions on addressing this issue be shared with staff members.

## **5. Access Alameda Website: Alameda County City-Based Paratransit Application Discussion**

Naomi Armenta reviewed the Alameda County City-Based Paratransit application and discussed the possibility of creating an interactive version of the application on the Access Alameda website.

Questions and feedback from ParaTAC members:

- Is the interactive application going to be a fillable PDF document? The current application on the Access Alameda website is a PDF but it is not fillable. The new interactive version of the application would be an actual web form that individuals could input their information to. Then that information would be sent to both the city-based paratransit program staff as well as Alameda CTC staff for verification of receipt purposes. Some follow up may be needed for further information or clarification but that should not be more than what usually happens.
- Committee members really like the idea of an interactive web form for the application. They also noted that this would be helpful for social workers, hospital staff working to discharge patients as well as tech savvy family members helping to fill out the application for their parents or grandparents.
- A Committee member suggested that the forwarding email address for these web form applications be sent to the existing email address that already receives the applications. Also, there should be a confirmation email for the consumer and the city-based paratransit program manager to ensure that the application was sent and received. Although that email should only have limited information such as the name of the applicant when being sent via email for confirmation.
- A Committee member noted that the ADA paratransit application for their service area is slightly different from the city-based paratransit application. How can we minimize consumer confusion? Alameda CTC staff is happy to make available other service provider applications onto the website; however the ADA paratransit providers may not want us to post theirs beyond the simple PDF currently posted. Staff can at least make sure the links to the ADA paratransit applications are readily available in the

same section that the new web form application would be located.

- Can we give consumers the options of both a web form application as well as a fillable PDF? It may be a little redundant to provide both options when ultimately the applications will need to be printed by the consumer or the individual helping with the application on the website. However, the fillable PDF does allow applicants to start their applications and finish them at a later time, especially in cases where they do not have all of the information at hand. The fillable PDF also allows applicants to print blank copies of the application. Lastly, the paper application will continue to be available in English in the Access Alameda guides.
- The medical statement form is still an essential part of the application but they are not always completely filled. How can we address this issue? Also, not all city-based paratransit programs are requiring the medical statement form from their applicants. For the City of Fremont Paratransit program, if there is a question regarding any medical information for an applicant, Fremont staff will go ahead and contact the applicant directly as opposed to requiring them to get the medical statement form filled out by their doctor. The interactive web form may pose some issues for consumers that don't meet the age eligibility. The medical statement form can also be useful in emergency situations as that information may be needed at a later time.
- How many of the city-based programs require the medical statement form? The City of Oakland Paratransit program no longer requires the medical statement form for their applicants. They also found that medical physicians were charging their patients to fill out the medical statement forms. This information is just not necessary for their program's purposes. Some city-based paratransit programs are also relying on East Bay Paratransit eligibility, especially for their 18-79 years of age consumers, to determine their eligibility. The Implementation Guidelines indicate that the city-based programs "could" use Easy Bay Paratransit eligibility as proof of eligibility for the city-based paratransit programs. Edits to the header of the medical statement form can be updated to notify applicants to contact their city-based



program to determine whether they need to fill out the medical statement form before submitting the application. Also the medical professional's signature would be difficult to obtain through a web form.

- A Committee member suggested that all ParaTAC members revisit this discussion to see which programs are requiring the medical statement form as part of their application and/or are relying on the ADA providers for proof of eligibility. Phasing out the medical statement form altogether would make the process much easier. Alameda CTC staff will look into this option further and will also consider having the medical statement form as just a supplement to the application but not a requirement or possibly a two stage application process.
- Does any other aspect of the application need to be revamped? Perhaps, the actual questions?
- A Committee member suggested that the important fields of the application be required to provide a response on the web form upon submission.
- A Committee member suggested adding a box for "temporary eligibility" under question number two and including space to indicate through when the applicant has temporary eligibility. The member also suggested having a box for "None of the above" and "Other" for question number nine. The categories for question number nine also need to be updated as necessary.

Staff will continue to explore these options and will ask for additional feedback once the initial draft is complete.

## **6. Hospital Discharge Transportation Service and Wheelchair Scooter Breakdown Transportation Service Program Update (Verbal)**

Krystle Pasco gave an update on the Hospital Discharge Transportation Service (HDTs) and the Wheelchair Scooter Breakdown Transportation Service (WSBTS) programs. She stated that the Alameda CTC administers two specialized mobility programs that are available to seniors and persons with disabilities in Alameda County. The HDTs program provides same day, door-to-door transportation for individuals who have a health or disability condition that prevents their use of public transit, and who have no other resources for

transportation upon discharge from the hospital. These accessible rides take individuals home or to a skilled nursing facility upon discharge from a participating hospital and is free to riders within Alameda County. Likewise, the WSBTS program provides rides home or to a repair facility for stranded individuals who are experiencing a wheelchair or scooter breakdown and is also free to riders.

Krystle noted that the transportation provider for these programs is MV Transportation and during FY 2015-16, staff will be requesting that the Commission extend their contract. Krystle then reviewed the list of participating hospitals and the FY 2015-16 priorities for the program. These include enrolling Alta Bates Summit Medical Center in Berkeley and Oakland, a new MOU for Eden Medical Center – Castro Valley Hospital which is now separate from San Leandro Hospital, and John George Psychiatric Hospital in San Lorenzo. Staff is also in the process of updating program guidelines to address recent challenges.

Krystle reported on the programs' ridership highlights. Currently, the HDTs program has provided 249 rides (21 rides on average per month) for FY 2014-15. This is a slight decrease from last fiscal year's average monthly ridership. Krystle then reported on HDTs ridership by facility and noted the hospitals that have used the program consistently since enrollment. These facilities include San Leandro Hospital, Kaiser Fremont, Kaiser San Leandro, and St. Rose Hospital.

Krystle then reported on the WSBTS program. Currently, the WSBTS program has provided 83 rides (7 rides on average per month) for FY 2014-15. This is also a slight decrease from last fiscal year's average monthly ridership. Krystle then reviewed the FY 2015-16 priorities for the program which include maintaining the program's issues log, scheduling the mid-year meeting with the contractors and updating the program manual and brochure.

Questions and feedback from ParaTAC members:

- Is staff still considering addressing the declining ridership for these programs? Yes, staff will be discussing these programs' formats in more depth in October. This conversation will be tied to the

same-day accessible transportation research that will be presented at the Workshop in October.

- A member noted that when these programs started they were seeing much higher ridership. There has been an overall decline in recent years.
- Does Castro Valley Hospital have an MOU? No, Castro Valley Hospital needs its own MOU as it is no longer tied to San Leandro Hospital, which is now a part of Alameda Health System. Also the charts on the presentation are a bit misleading and need to be updated as there were no actual rides provided from the Castro Valley Hospital location.
- What is the status update with Washington Hospital and why does it say that they have invoiced vouchers if they do not have an MOU? Washington Hospital is one of the original hospitals that were participating in this program when it first started. Unfortunately, their MOU has since lapsed and although a new MOU has been presented to them their staff has been unresponsive. The vouchers that have been invoiced and that appear on the ridership charts are shown to date even though these were originally invoiced when the MOU was still active.
- What other transportation services are these hospitals using outside of our service? Primarily taxis.
- Some of the participating hospitals do use our program quite frequently, including San Leandro Hospital and St. Rose Hospital.
- A member suggested that the hospital staff using the program frequently should talk to other staff members from other hospitals that are struggling to fully transition onto our program.
- A member noted that it is interesting that the hospitals that are utilizing the program the most are all from Central County and that MV Transportation is also located in Central County. With the recent complaints regarding vehicle availability and long wait times, perhaps this is the reason why we're seeing much more ridership from these Central County hospitals.

Staff also noted that the provider, MV Transportation, has also experienced a lot of staff turnover. However, their newest hire, Laura Corona (formerly of the Regional Center and of East Bay Paratransit), is very familiar with these programs. We look forward to working with

her more as she continues to transition into her role at MV Transportation.

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

### **7.1. Mobility Management**

Naomi Armenta noted that Alameda CTC hosted the last Alameda County travel training meeting on August 7, 2015. They discussed ideas for the new fiscal year. Members are also waiting for the MTC Roadmap Study to start up once again as the Alameda County evaluation draft section should be available soon. There will be a robust question and feedback period for this draft. More information will be shared once it becomes available.

### **7.2. Preparedness**

Naomi Armenta shared that Alameda CTC staff members got some clarification on some emergency preparedness protocols for our building. There is currently no new technology or information to share.

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

There were no Ask a ParaTAC Member items discussed.

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

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

Kim Ridgeway gave an update on the Service Review Advisory Committee (SRAC) meeting that took place on September 1, 2015. She noted that Mary Rowlands' tasks have changed and the support for the SRAC meetings is now being brought in-house. The annual East Bay Paratransit survey was also discussed at the meeting and overall the numbers have improved from last year. However, there were a few comments from the public that were negative as they felt that the survey results did not truly reflect their experiences as East Bay Paratransit riders. Lastly, members also discussed coordinated fares. Naomi will share more information regarding this topic at the next meeting.

Kim also noted that the next AC Transit Accessible Advisory Committee (AAC) meeting will be taking place later today at 1:00 p.m. at the new East Bay Paratransit broker's office.

## **8.2. PAPCO Update**

Naomi Armenta noted that the next PAPCO meeting will be taking place on September 28, 2015 at 1:00 p.m. at the Alameda CTC offices.

## **8.3. Paratransit Outreach Update**

Krystle Pasco gave a paratransit outreach update. She noted that staff is looking forward to the next outreach event which is the USOAC Healthy Living Festival on September 17, 2015 from 8:00 a.m. to 2:00 p.m. at the Oakland Zoo.

## **8.4. ParaTAC Member Reports**

There were no ParaTAC Member Reports discussed.

## **8.5. Other Staff Updates**

Naomi Armenta reviewed the FTA Draft ADA Circular published in November 2014 regarding Chapter 7: Demand Response Service. She noted that this document is a handout for today's meeting. She noted that this rulemaking on demand response service may apply to some of Alameda County's city-based paratransit programs to require wheelchair accessibility. Unfortunately, most of the programs, including the subsidized taxi programs, are not currently meeting this requirement. This rulemaking may only apply to programs that are receiving certain funding, such as 5310. There will be another comment period for this draft document and staff will continue to monitor this situation.

Naomi also noted that a message regarding the Measure BB allocations was sent last Friday. If any members have questions regarding the allocations, please feel free to contact staff.

Lastly, staff will be sending out the Implementation Guidelines this week and are asking members to review and make their comments before the next ParaTAC meeting, which is on

November 10, 2015. The Implementation Guidelines will also be on the agenda for the ParaTAC meeting on January 12, 2016 so members can also provide feedback at that time.

## **9. Draft Agenda Items for November 10, 2015 ParaTAC Meeting**

**9.1.** Quarterly Paratransit Strategic Planning Workshop Feedback

**9.2.** Draft Implementation Guidelines and Performance Measures Review and Discussion

**9.3.** Needs Assessment Review and Discussion

**9.4.** Technical Exchange – Recurring Items

## **10. Adjournment**

The meeting adjourned at 11:30 a.m. The next ParaTAC meeting is scheduled for November 10, 2015 at Alameda CTC's offices located at 1111 Broadway, Suite 800, in Downtown Oakland.



## FY 15-16 Paratransit Technical Advisory Committee Meeting Calendar

3.2

1111 Broadway, Suite 800, Oakland, CA 94607

510.208.7400

www.AlamedaCTC.org

ParaTAC meetings are generally held on the second Tuesday of the month, between six and eight times per year, from 9:30 – 11:30 a.m. at the Alameda CTC. 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.

Date	Events
July 27, 2015	<ul style="list-style-type: none"> <li>• <b>Quarterly Strategic Planning Workshop</b> <ul style="list-style-type: none"> <li>◦ Dialysis transportation challenges</li> </ul> </li> </ul>
July 31, 2015	<ul style="list-style-type: none"> <li>• Gap Grant Progress reports due for January 1, 2015 – June 30, 2015; Gap Grant final reports due for ending grants</li> </ul>
August 2015	<ul style="list-style-type: none"> <li>• <b>NO MEETINGS</b></li> </ul>
September 8, 2015	<ul style="list-style-type: none"> <li>• <b>ParaTAC Meeting</b> <ul style="list-style-type: none"> <li>◦ Feedback on Quarterly Strategic Planning Workshop</li> <li>◦ Access Alameda website – Alameda County City-Based Paratransit Application</li> <li>◦ Update on HDTs/WSBTS Programs</li> <li>◦ Technical Exchange – (Mobility Management, Preparedness, Ask a ParaTAC member)</li> </ul> </li> </ul>
October/November 2015	<ul style="list-style-type: none"> <li>• ADA and City-programs receive input from local consumers</li> </ul>
October 26, 2015	<ul style="list-style-type: none"> <li>• <b>JOINT Meeting / Quarterly Strategic Planning Workshop</b> <ul style="list-style-type: none"> <li>◦ Same-day on-demand accessible trips</li> </ul> </li> </ul>
November 10, 2015	<ul style="list-style-type: none"> <li>• <b>ParaTAC Meeting</b> <ul style="list-style-type: none"> <li>◦ Feedback on Quarterly Strategic Planning Workshop</li> <li>◦ Draft Implementation Guidelines and Performance Measures</li> <li>◦ Needs Assessments</li> <li>◦ Access Alameda website – Alameda County City-Based Paratransit Application</li> <li>◦ Technical Exchange – Recurring items</li> </ul> </li> </ul>

Date	Events
December 2015 (exact dates TBD)	<ul style="list-style-type: none"> <li>• Annual Audits and Program Compliance Reports due</li> </ul>
January 12, 2016	<ul style="list-style-type: none"> <li>• <b>ParaTAC Meeting</b> <ul style="list-style-type: none"> <li>◦ Update on direct local program distribution estimates</li> <li>◦ Final Implementation Guidelines and Performance Measures</li> <li>◦ Presentation on Transit Plan</li> <li>◦ Update on HDTs/WSBTs</li> <li>◦ Access Alameda website – Alameda County City-Based Paratransit Application</li> <li>◦ Technical Exchange – Recurring items</li> </ul> </li> </ul>
January 31, 2016	<ul style="list-style-type: none"> <li>• Gap Grant Progress reports due for July 1, 2015 – December 31, 2015 for extended grants</li> </ul>
February 22, 2016	<ul style="list-style-type: none"> <li>• <b>Quarterly Strategic Planning Workshop</b> <ul style="list-style-type: none"> <li>◦ TBD</li> </ul> </li> </ul>
March 8, 2016	<ul style="list-style-type: none"> <li>• <b>ParaTAC Meeting</b> <ul style="list-style-type: none"> <li>◦ Feedback on Quarterly Strategic Planning Workshop</li> <li>◦ Program Plan Application completion mini-workshop</li> <li>◦ Technical Exchange – Recurring items</li> </ul> </li> </ul>
March 18, 2016	<ul style="list-style-type: none"> <li>• Annual Program Plans due</li> </ul>
April 25, 2016	<ul style="list-style-type: none"> <li>• <b>JOINT Meeting / Quarterly Strategic Planning Workshop</b> <ul style="list-style-type: none"> <li>◦ Needs Assessments in Alameda County</li> </ul> </li> </ul>
May 2016 <i>Dates TBD</i>	<ul style="list-style-type: none"> <li>• PAPCO Program Plan Review Subcommittee Meetings</li> </ul>
May 23, 2016	<ul style="list-style-type: none"> <li>• PAPCO finalizes recommendation to Alameda CTC regarding Fiscal Year 2016/17 program plans</li> </ul>
June 14, 2016	<ul style="list-style-type: none"> <li>• <b>ParaTAC Meeting</b> <ul style="list-style-type: none"> <li>◦ Feedback on Quarterly Strategic Planning Workshop</li> <li>◦ Status report on PAPCO Program Plan funding</li> <li>◦ Update on HDTs/WSBTs</li> <li>◦ Technical Exchange – Recurring items</li> </ul> </li> </ul>





## Current PAPCO Appointments and Vacancies

3.3

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

### 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
- Vacant
- Shawn Costello
- Joyce Jacobson
- Sharon Powers
- Vanessa Proee
- Vacant
- Vacant
- Rev. Carolyn M. Orr
- Vacant
- Carmen Rivera-Hendrickson
- Vacant
- Vacant
- Hale Zukas
- Michelle Rousey
- Esther Waltz
- Larry Bunn

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FY 2016/17 DRAFT REVISIONS

October 2015

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

### **Implementation Guidelines**

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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
<b>ADA Paratransit</b>	Pre-scheduled	Accessible	Origin-to-Destination	People with disabilities unable to ride fixed route transit
<b>Door-to-Door Service</b>	Pre-scheduled	Accessible	Origin-to-Destination	People with disabilities unable to ride fixed route transit and seniors
<b>Taxi Subsidy</b>	Same Day	Varies	Origin-to-Destination	Seniors and people with disabilities
<b>Specialized Accessible Van</b>	Pre-scheduled & Same Day	Accessible	Origin-to-Destination	People with disabilities using mobility devices that require lift- or ramp-equipped vehicles
<b>Accessible Shuttles</b>	Fixed Schedule	Accessible	Fixed or Flexed Route	Seniors and people with disabilities
<b>Group Trips</b>	Pre-scheduled	Varies	Round Trip Origin-to-Destination	Seniors and people with disabilities
<b>Volunteer Drivers</b>	Pre-scheduled	Generally Not Accessible	Origin-to-Destination	Vulnerable populations with special needs, e.g. requiring door-through-door service or escort

Service	Timing	Accessibility	Origins/ Destinations	Eligible Population
<b>Mobility Management and/or Travel Training</b>	N/A	N/A	N/A	Seniors and people with disabilities
<b>Scholarship/ Subsidized Fare Programs</b>	N/A	N/A	N/A	Seniors and people with disabilities
<a href="#">Meal Delivery Programs</a>	<a href="#">N/A</a>	<a href="#">N/A</a>	<a href="#">N/A</a>	<a href="#">Meal delivery programs currently funded by Measure B may continue, but new programs may not be established.</a>
<b>Capital Expenditures</b>	N/A	Accessible	N/A	Seniors and people with disabilities

**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.

**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 to consumers awaiting ADA certification. Service must be provided within three business days of receipt of application.

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

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

**Comment [n1]:** Request for 65 to match BART (from Pleasanton). There was not consensus about lowering age limits among ParaTAC when discussed less than a year ago.

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

**Comment [n2]:** Request for 65 to match BART (from Pleasanton). Same as above.

**Comment [n3]:** Noted by LAVTA.

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 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 and cost per hour basis, <u>except if providing same-day accessible trips</u>.</p>

**Comment [n4]:** Added exception for same-day accessible trips, which could reasonably cost more.

<b>Accessible Shuttle Service Guidelines</b>	
Service Description	<p>Shuttles are accessible vehicles that operate on a fixed, deviated, or flex-fixed route and schedule. They serve common trip origins and destinations visited by eligible consumers, e.g. senior centers, medical facilities, grocery stores, BART and other transit stations, community centers, commercial districts, and post offices.</p> <p>Shuttles should be designed to supplement existing fixed route transit services. Routes should not necessarily be designed for fast travel, but to get as close as possible to destinations of interest, such as going into parking lots or up to the front entrance of a senior living facility. Shuttles are often designed to serve active seniors who do not drive but are not ADA paratransit registrants.</p>
Eligible Population	Shuttles should be designed to appeal to older people, but can be made open to the general public.
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.
Other	<p>Shuttles are required to coordinate with the local fixed route transit provider. Shuttle routes and schedules should be designed with input from the senior and disabled communities and to ensure effective design, and any new shuttle plan must be submitted to Alameda CTC staff for review prior to implementation.</p> <p>Deviations and flag stops are permitted at discretion of program sponsor.</p>

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



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. <u>Programs may use staff to complete intake or periodically fill gaps.</u> 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.

**Comment [n5]:** Clarification requested from Fremont (telephone conversation). Performance measures will request data on staff-provided trips.

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.
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 <u>not exceed 50%</u> AMI (area median income).</p>
Time and Days of Service	N/A
Fare (Cost to Customer)	N/A
Other	<p><u>Low-income requirements and the means to determine and verify eligibility must be submitted to Alameda CTC staff for review prior to implementation.</u></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>

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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.

<u>Capital Expenditures Guidelines</u>	
<u>Description</u>	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 <u>scheduling software</u> , accessible vehicles and equipment and accessibility improvements at <u>shuttle stops</u> .
<u>Eligible Population</u>	N/A
<u>Time and Days of Service</u>	N/A
<u>Fare (Cost to Customer)</u>	N/A
<u>Other</u>	Capital expenditures are to support the eligible service types included in the Implementation Guidelines and the 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 <u>prior to implementation</u> .

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## 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, including ADA-mandated paratransit services, city-based non-mandated paratransit programs, and discretionary grant-funded projects, must at a minimum report annually on the following performance measures.

#### ADA-mandated Paratransit and City-based Non-mandated Program DLD Recipients

- Number of registrants at beginning of reporting period (*Note registrants by population type including seniors and people with disabilities*)
- Number of registrants at end of reporting period (*Note registrants by population type including seniors and people with disabilities*)
- 

#### ADA-mandated Paratransit

- Number of one-way trips provided
- Cost per one-way trip (*Total program cost during period divided by the number of one-way trips provided during period.*)
- Number of complaints
- On-time performance
- Safety incidents

**Comment [tc1]:** Suggest tracking trips using lift assist

**Comment [JT2]:** How should this be defined and reported?

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

- Number of one-way trips provided
- Cost per one-way trip (*Total program cost during period divided by the number of one-way trips provided during period.*)
  - *Note: 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 and cost per hour basis, except if providing same-day accessible trips.*
- Number of complaints
- On-time performance
- Safety incidents

Taxi Subsidy Program
<ul style="list-style-type: none"> <li>• Number of one-way trips provided (<i>Note quantity of lift-assisted trips</i>)</li> <li>• Cost per one-way trip (<i>Total program cost during period divided by the number of one-way trips provided during period.</i>)</li> <li>• Number of complaints</li> <li>• Safety incidents reported</li> </ul>

City-based Specialized Accessible Van Service
<ul style="list-style-type: none"> <li>• Number of one-way trips provided (<i>Note quantity of same-day accessible trips if any</i>)</li> <li>• Cost per one-way trip (<i>Total program cost during period divided by the number of one-way trips provided during period.</i>) <ul style="list-style-type: none"> <li>○ <i>Note: 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 and cost per hour basis, except if providing same-day accessible trips.</i></li> </ul> </li> <li>• Number of complaints</li> <li>• On-time performance</li> <li>• Safety incidents</li> </ul>

Comment [n3]: Is this applicable?

Accessible Shuttle Service
<ul style="list-style-type: none"> <li>• Number of service days</li> <li>• Number of one-way shuttle vehicle trips operated per day</li> <li>• Total ridership (<i>One-way passenger boardings</i>)</li> <li>• Average ridership per day (<i>Total ridership divided by number of service days</i>)</li> <li>• Number of one way passenger trips that were lift-assisted</li> <li>• Cost per one-way trip (<i>Total program cost during period divided by the total ridership during period.</i>) <ul style="list-style-type: none"> <li>○ <i>Note: 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.</i></li> </ul> </li> <li>• Number of community agencies/groups contacted via outreach</li> <li>• Number of complaints</li> <li>• On-time performance</li> <li>• Safety incidents</li> </ul>

#### Group Trips Service

- Number of one-way group trips provided
- Average passengers per trip
- Number of individual one-way trips provided (*Total number of group trips during period multiplied by average passengers per trip.*)
- Number of the one-way passenger trips that were lift-assisted
- Cost per one-way trip (*Total program cost during period divided by the number of individual one-way trips provided during period.*)
- Number of community agencies/groups contacted via outreach
- Number of complaints
- Safety incidents

#### Volunteer Driver Service

- Number of registrants at beginning of reporting period
- Number of registrants at end of reporting period
- Number of active volunteers at beginning of reporting period
- Number of active volunteers at end of reporting period
- Number of one-way trips provided (*Note quantity of trips provided by staff*)
- Cost per one-way trip (*Total program cost during period divided by the number of one-way trips provided during period.*)
- Percentage of service requests unfulfilled
- Number of community agencies/groups contacted via outreach
- Number of complaints
- Safety incidents

#### Mobility Management Service

- Number of client contacts who were successfully matched with appropriate transportation meeting their needs, or received other mobility management information and/or referral
- Total cost per client contact receiving mobility management support (*Total program cost during period divided by the number of individuals supported during period.*)
- Number of community agencies/groups contacted via outreach

**Comment [n4]:** Travel Training Service separated into new box.

Travel Training Service
<ul style="list-style-type: none"> <li>Number of individuals trained in a group setting <ul style="list-style-type: none"> <li>Number of seniors trained</li> <li>Number of people with disabilities trained</li> <li>Number of youth trained</li> </ul> </li> <li>Number of individuals trained in an individual setting <ul style="list-style-type: none"> <li>Number of seniors trained</li> <li>Number of people with disabilities trained</li> <li>Number of youth trained</li> </ul> </li> <li>Number of individuals provided with travel orientation <ul style="list-style-type: none"> <li>Number of seniors trained</li> <li>Number of people with disabilities trained</li> <li>Number of youth trained</li> </ul> </li> <li>Total individuals trained</li> <li>Total cost per individual trained (<i>Total program cost during period divided by the number of individuals trained during period; differentiate between group and individual training and travel orientation.</i>)</li> <li>Percentage of people travel trained who demonstrate independent transit travel skills per survey (<i>Format of survey to be provided by Alameda CTC. Differentiate between group training, individual training, and travel orientation.</i>)</li> </ul>

Comment [n5]: Under development.

Scholarship/Subsidized Fare Program
<ul style="list-style-type: none"> <li>Number of unduplicated individuals who received scholarship/subsidized fares</li> <li>Number of one-way trips subsidized</li> <li>Percent of Alameda CTC distributed funding used for this program <ul style="list-style-type: none"> <li><i>Note: 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.</i></li> </ul> </li> </ul>

Meal Delivery Funding
<ul style="list-style-type: none"> <li>Number of unduplicated individuals who received meal delivery</li> <li>Number of meals delivered</li> </ul>



Capital Expenditures
<ul style="list-style-type: none"><li>• Cost of capital expenditures</li><li>• Date capital project completed or equipment was placed into service</li><li>• Description of vehicle, improvement, etc</li></ul>

**Comment [tc6]:** Is this really a "performance measure"?

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## Alameda County City-Based Paratransit Services Application Form

Please use this application if you are a resident of: *Alameda, Albany, Berkeley, Castro Valley, Emeryville, Fremont, Hayward, Newark, Oakland, Piedmont, Pleasanton, San Lorenzo, San Leandro or Sunol*. Upon receipt of this form, the program may contact you to submit additional information. ADA paratransit service operators (East Bay Paratransit, Union City Paratransit & Wheels Dial-A-Ride) require a separate application process. Please return this application to the paratransit program to which you are applying. For more information about specific programs, please refer to the Access Alameda brochure, [www.AccessAlameda.org](http://www.AccessAlameda.org), or call 1-866-901-7272.

Name: \_\_\_\_\_  
Last Name First Name Middle Initial

Home Phone: ( ) \_\_\_\_\_ Cell Phone: ( ) \_\_\_\_\_

Deleted: Daytime

Work: ( ) \_\_\_\_\_ TDD/TTY: ( ) \_\_\_\_\_ Email: \_\_\_\_\_

Deleted: Evening

Deleted: Cell

Home Address: \_\_\_\_\_  
Street Address Apt. # City Zip Code

Name of Housing Facility (if applicable): \_\_\_\_\_

Birth Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Male ☐ Female ☐  
Month Day Year

Do you manage your own affairs and deal with your own mail? Yes ☐ No ☐

If "No", to whom should important correspondence be mailed?

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Work phone: ( ) \_\_\_\_\_ Cell or Home phone: ( ) \_\_\_\_\_

Deleted: Daytime

Deleted: \_

Deleted: Cell

Deleted: Evening

Deleted: \_

Email: \_\_\_\_\_

Mailing Address: \_\_\_\_\_  
(if different from above) Street Address or PO Box Apt. # City State Zip Code

1. How do you currently travel to your most frequent destinations? (Check all that apply)

- ☐ ADA Paratransit (i.e. East Bay Paratransit, Wheels Dial-A-Ride, Union City Paratransit)  
☐ Drive myself ☐ Family or friend drives me ☐ Buses/BART ☐ Taxi  
☐ Volunteer Driver ☐ Other: \_\_\_\_\_

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2. Have you been certified as eligible for rides with an ADA paratransit service?  
 (i.e. East Bay Paratransit, Wheels Dial-A-Ride, Union City Paratransit)

- ☐ Fully eligible ☐ Conditionally eligible ☒ Temporarily eligible until: \_\_\_\_\_

Rider Identification #: \_\_\_\_\_

- ☐ Not eligible/Denied ☐ Have not applied ☐ Don't know

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3. Do you use any of the following mobility aids or specialized equipment?

- ☐ Cane ☐ White Cane ☐ Walker  
☐ Manual Wheelchair ☐ Power Wheelchair ☐ Power Scooter  
☐ Service Animal ☐ Portable Oxygen Tank ☐ Other: \_\_\_\_\_

4. Do you need a lift/ramp to get in and out of a vehicle? ☐ Yes ☐ No ☐ Don't know

Deleted: wheelchair

5. Do you typically travel with assistance from another person (other than driver)? ☐ Yes ☐ No

6. Please describe your disability or disabling health condition and explain how this condition prevents you from using public transit (i.e. buses or BART):

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7. Is the above condition you describe: ☐ Permanent ☐ Temporary until: \_\_\_\_\_

8. Emergency Contact Person: \_\_\_\_\_

Relationship to you: \_\_\_\_\_ Daytime phone: (\_\_\_\_) \_\_\_\_\_

Cell phone: (\_\_\_\_) \_\_\_\_\_ Evening phone: (\_\_\_\_) \_\_\_\_\_

9. Are you on any of the following forms of income/benefit assistance? (check all that apply)

☐ Supplemental Security Income (SSI) ☐ Cash Assistance Program for Immigrants (CAPI)

☐ Medi-Cal; if yes, #: \_\_\_\_\_ ☐ CalWorks ☐ General Assistance (GA)

☐ Other: \_\_\_\_\_

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10. Gross Individual Monthly Income: \_\_\_\_\_

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11. Gross Household Monthly Income: \_\_\_\_\_ # of people in household: \_\_\_\_

12. What is your living arrangement? ☐ Live alone ☐ Live w/ spouse/partner

☐ Live with adult children ☐ Live in a skilled nursing facility/nursing home

☐ Live in assisted living/residential care home ☐ Other: \_\_\_\_\_

13. What is your race/ethnicity? ☐ African American ☐ Asian/Pacific Islander

☐ Caucasian ☐ Hispanic/Latino ☐ Native American

☐ Other: \_\_\_\_\_

14. What language(s) do you speak? Preferred Language: \_\_\_\_\_

Other Language(s): \_\_\_\_\_

15. If you need future information provided to you in an accessible format, please check which format you prefer: ☐ Large Print ☐ Audiotape ☐ Braille ☐ CD/Electronic File

I certify that the information in this application is true and correct. I understand that knowingly falsifying information will result in denial of service. I give the City permission to contact me about my paratransit service experience and to verify my enrollment with East Bay Paratransit, Wheels Dial-A-Ride or Union City Paratransit. I understand that my application information will be kept confidential; only information required to provide service or verify service quality will be disclosed under any circumstances.

Applicant's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Person who assisted you with application/Phone #: \_\_\_\_\_



## Paratransit Outreach Calendar for November through February 2016

10.3

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

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

Date	Event Name	Location	Time
2/3/16	Transition Information Night	Fremont Teen Center, 39770 Paseo Padre Parkway, Fremont, CA 94538	6:00 p.m. – 8:00 p.m.

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

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