



# 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, December 8, 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.

### **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 Terms**

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

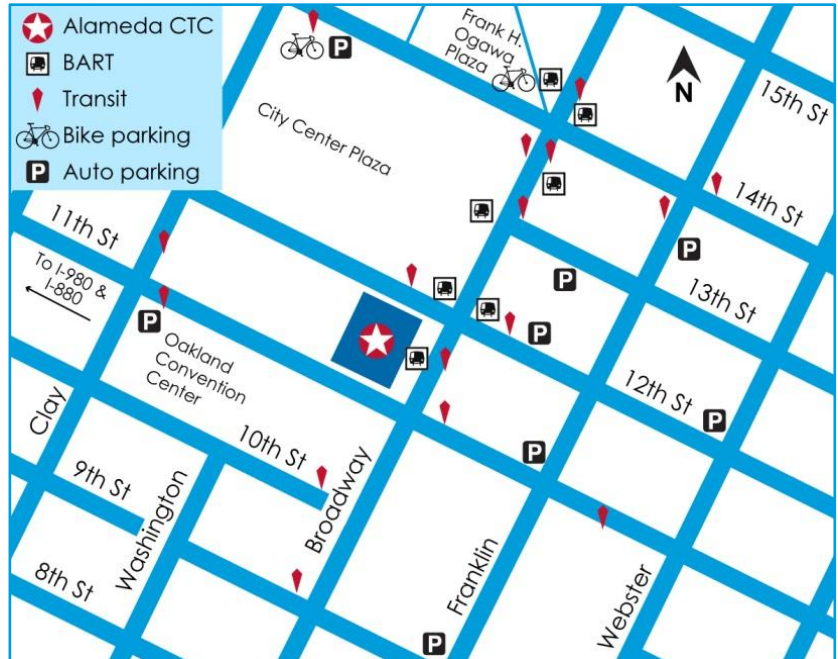
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## Location Map

★ 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](http://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). Any other notice required or permitted to be given under these bylaws will follow the same policy. PAPCO members receive an exception to the paperless policy and will continue to receive notices via U.S. Postal Service in addition to electronic versions. Members can request to opt-out of paper notices.

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# Paratransit Technical Advisory Committee Meeting Agenda Tuesday, December 8, 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. November 10, 2015 ParaTAC Meeting Minutes

1 I

The Committee will review the  
November 10, 2015 ParaTAC  
meeting minutes.

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

13 I

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

### 3.3. PAPCO Appointments

17 I

The Committee will receive the  
current PAPCO appointments.

9:45 – 11:00 a.m.  
Staff

## 4. Draft Implementation Guidelines and Performance Measures Review and Discussion

19 I

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

11:00 – 11:15 a.m. **5. Technical Exchange (Verbal)**  
ParaTAC

- 5.1. Mobility Management |
- 5.2. Preparedness |
- 5.3. Ask a ParaTAC Member |

11:15 – 11:30 a.m. **6. Information Items (Verbal)**

- |             |   |    |
|-------------|---|----|
| ParaTAC     | 6.1. ADA and Transit Advisory Committee Updates |    |
| PAPCO Chair | 6.2. PAPCO Update                               |    |
| Staff       | 6.3. Paratransit Outreach Update                | 37 |
| ParaTAC     | 6.4. ParaTAC Member Reports                     |    |
| Staff       | 6.5. Other Staff Updates                        |    |

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

- 7.1. Direct Local Program Distribution (DLD) Estimates Update
- 7.2. Discretionary Funding Update
- 7.3. Final Implementation Guidelines and Performance Measures Review and Discussion
- 7.4. Countywide Transit Plan Presentation
- 7.5. Hospital Discharge Transportation Service (HDS) and Wheelchair Scooter Breakdown

Transportation Service (WSBTS)  
Programs Update and Potential  
Changes Discussion

**7.6.** FTA Guidelines Impact Discussion

**7.7.** Technical Exchange – Recurring  
Items

11:30 a.m.

**8. Adjournment**

**Next ParaTAC Meeting:** 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.

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

3.1

1111 Broadway, Suite 800, Oakland, CA 94607

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## MEETING ATTENDEES

Attendance Key (A = Absent, P = Present)

### Members:

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

### Staff:

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

### Guests:

Tighe Boyle, Mobility Matters; Ken Bukowski, Public Member; Catherine Callahan, Center for Independent Living; Jennifer Cullen, Senior Support Program of the Tri-Valley; Victoria Williams, Mobility Matters

## 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. September 8, 2015 ParaTAC Meeting Minutes**

Committee members reviewed the meeting minutes from September 8, 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**

Terra Curtis gave an overview of the Paratransit Strategic Planning Workshop that took place on October 26, 2015. The workshop focused on same-day accessible trips. ParaTAC members had the opportunity to provide feedback on the workshop.

Questions and feedback from ParaTAC members:

- A Committee member noted there were a lot of potential ideas that were shared including the question of what is the exact need for same-day accessible trips. A conversation about consumer choice versus necessity was also brought up, and an acknowledgment of same-day transportation systems that service ambulatory riders very adequately but do not serve riders in mobility devices. The potential ideas of a grant/loan and driver incentive programs are great but the implementation schedule is still unclear. She also noted that their current taxi provider is interested in putting accessible vehicles on the road but does not have the capital investment to purchase those vehicles. A grant/loan program might be very beneficial in this instance. Lastly, if a smaller group could work on these next steps, we might be able to see these things happen within a quicker timeframe.
- A Committee member asked if there will be a written proposal or actions taken to address this issue. Staff responded that the current discussion will help inform the next steps.

- A Committee member noted that there have been models that have been tested to figure out the cost effectiveness of same-day accessible services including more traditional models that might be more cost prohibitive. Since the future of the Transportation Network Companies (TNCs) is unknown it seems like the best way to move forward is to utilize the existing taxi industry which has proven itself to be able to provide more cost effective trips. We can look at ways to support the taxi industry in getting accessible vehicles rather than just addressing taxi regulations. The larger issue is the cost of operating an accessible vehicle. The current local providers are interested in providing this service if they have some assistance with getting over that capital barrier. The driver incentives may be really helpful in this instance, especially a per trip incentive as well as paying for the drivers' permits. This may also help with recruiting and retaining long term drivers.
- A Committee member noted that since drivers are independent contractors it is not cost effective for them to operate an accessible vehicle due to the associated maintenance costs that falls on them. They are very reluctant. Also every jurisdiction has a slightly different regulation which makes it difficult to establish anything on a countywide level.
- A Committee member noted that in San Francisco, they are able to control taxi regulation and although it took a very long time to establish, they are able to provide their drivers with various incentives. It would be interesting to get more drivers to provide accessible trips via taxi and less from East Bay Paratransit but there needs to be a certain demand in order for this to be successful. Alameda CTC can definitely help with these driver incentives.
- A Committee member noted that it would be interesting to see how the demographics play out with regards to geographic locations within Alameda County but also with age and the convenience of technology and the TNCs.

Staff reminded ParaTAC members that any new projects that are discussed have to be in line with the Implementation Guidelines, which are in the process of being updated.

Staff also reminded ParaTAC members that Richard Weiner mentioned an exercise that staff and Committee members can go through to help prioritize some of the possible next steps. This activity could be scheduled for a later Joint PAPCO and ParaTAC meeting.

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

Naomi Armenta reviewed the draft Implementation Guidelines and performance measures.

Questions and feedback from ParaTAC members:

- Regarding lowering the age requirement, a Committee member noted that we shouldn't encourage riders, out of convenience, to use more expensive services when they could use public transit. During the assessment process it might be helpful to look at how far the applicant is from a bus stop. This allows for more flexibility when making a decision about eligibility.
- A Committee member noted that when talking about age eligibility it is an incentive to get someone who is 65 years old to use BART and other public transit modes instead of East Bay Paratransit. It gives them more flexibility to get around. She recommends sticking with 70 years old for age eligibility.
- A Committee member noted that there once was a conversation about bringing the age eligibility down to 60 years old but that is still too low to provide service. She recommends going as low as 65 to be consistent with other age eligibility requirements like BART but she is also okay with 70 as it currently stands.
- A Committee member asked for clarification for the City-based Specialized Accessible Van Service guidelines and asked if both the cost per trip and cost per hour basis information was needed or if either cost information would suffice. Staff will consider removing the cost per hour basis language in this section as well as in the City-based Door-to-Door Service section.

- A guest noted that every volunteer driver program is very different. The Senior Support Program of the Tri-Valley (SSPTV) has very frail clients and oftentimes staff has to drive them to and from appointments. Staff driving is a crucial component of this volunteer driver program as some clients may be travelling up to 100 miles roundtrip for their appointments. There has also been an increase in cancer patients that have been referred from the American Cancer Society. Some trips do require staff drivers as they have more liability including individuals in wheelchairs. Volunteers are also able to claim workman's compensation through the program. Making the guideline language less restrictive and removing the word "periodically" would be favorable.
- A Committee member noted that the costs that are associated with staff drivers for volunteer driver programs are not being accounted for in the current guidelines. She noted that information can be useful in determining the actual service demand from clients if it is reported separately. We may come to find that there is a significant service demand for supported transportation in Alameda County that may look more like a door through door program. This is not meant to penalize other volunteer driver programs for providing transportation via their staff. City of Fremont Paratransit staff is also discussing outpatient transportation needs as these trips require an extra level of care.
- A Committee member asked if there are any cost caps for these programs. Is that up to each program to determine what those cost limits are? Staff responded that there are no current cap requirements on most of these programs. The exceptions are city-based door-to-door and accessible shuttle. Staff is currently just collecting data on the programs to monitor and report to PAPCO.
- A staff member asked if it is possible to collect data on average trip distance for the volunteer driver programs. Committee members and guests affiliated with volunteer driver programs responded that it is possible but getting volunteers to track that information may be the difficult part. However, staff members can also use tools like Google to figure out the trip distance on the backend. It may also be difficult if the volunteer driver makes

unscheduled stops to the pharmacy and other locations and does not report that back to staff. For programs that provide mileage reimbursement they are able to better track the average trip distance but it is not always accurate. This process may take a lot of staff time and resources but some programs also provide this information to their volunteers for tax purposes.

- A Committee member asked what category the current staff provided trips are falling under. Staff responded that these trips are currently going under administrative costs.
- A Committee member noted that they provide one time scholarships and vouchers to program participants on a case by case basis especially for low income clients. Many of these requests are coming from referrals from social service agencies. Although she is not tracking these scholarships, she would like to continue having the flexibility to do so. She receives about 20-25 requests per year as it is not a formal program.
- A Committee member would like to see the Hospital Discharge Transportation Service and the Wheelchair Scooter Breakdown Transportation Service as part of the Implementation Guidelines for consistency in the future.
- A guest noted that ten performance measures for a volunteer driver program may be too many. Is it possible to trim this down? Also what defines a complaint? Staff responded that needed definition but would likely be when a consumer called or wrote specifically to make a complaint.
- A Committee member asked for clarification on what tracking the percentage of service requests unfulfilled would entail for a volunteer driver program. She stated that it is important to note that the client has to call with at least a three day notice (or other specified period) and if the program cannot provide a volunteer driver then that request can be deemed unfulfilled. The programs do need time to match the ride requests with their available volunteers.
- A Committee member noted that safety incidents need to be more clearly defined throughout the document. Staff is hoping that the ADA programs can help with clarifying this.
- A Committee member noted that for the ADA-mandated Paratransit programs tracking trips using a lift may be difficult as

they normally track whether riders use mobility devices instead of specific lift trips. However that may not necessarily indicate that the rider was using a wheelchair or scooter as the rider may still be ambulatory. This may be difficult to track as things tend to change the day of a ride request.

Staff and Committee members proposed scheduling a ParaTAC meeting on Tuesday, December 8<sup>th</sup> to continue discussing the Implementation Guidelines and performance measures. Staff also requested that Committee members and interested guests send their comments and questions to staff by Friday, November 20<sup>th</sup>.

## **6. Volunteers in Transportation Advocacy Link (VITAL) Presentation**

Tighe Boyle and Victoria Williams gave a presentation on Volunteers in Transportation Advocacy Link (VITAL).

Questions and feedback from ParaTAC members:

- A Committee member asked which counties are represented in VITAL. The presenters responded that all nine bay area counties are represented and are participating in VITAL.
- A Committee member asked if there has been an increase in volunteer driver programs. The presenters responded that no there isn't an increase in volunteer driver programs but there is some interest in starting a program in San Joaquin and Lake Counties. They were referred to VITAL.
- A Committee member asked how the county Area Agencies on Aging (AAA) are involved with VITAL. The presenters responded that the Napa County AAA was providing funding to a volunteer driver program.

## **7. City-Based Needs Assessment Update and Discussion**

Naomi Armenta asked the Committee members who are actively working on a city-based needs assessment to provide updates and discuss any challenges they are currently facing.

Questions and feedback from ParaTAC members:

- A Committee member with the City of Pleasanton paratransit program noted that their assessment has turned into a Tri-Valley

assessment and they are now working in partnership with LAVTA. It may take longer to complete but they are currently looking at the current needs and any creative ideas for solutions for the future.

- A Committee member with the City of Hayward paratransit program noted that they are still defining what their needs assessment will look like. They will also be working with the AAA as they are in the process of completing their needs assessment. They hope this needs assessment will take a broader approach and will look at Central County and ways to partner and coordinate more with the City of San Leandro's paratransit program. They are looking at both the transportation and housing needs of the community. Staff requested that AAA's needs assessment's outcomes be shared with the committee and staff as the findings might be relevant to PAPCO and ParaTAC's work. Committee members then discussed the concerns and limitations of AAA's needs assessment including their focus groups. They also discussed the general lack of transportation representation within AAA.
- A Committee member with the City of Berkeley paratransit program noted that they recently put out a mail survey to all of their participants and have held a few focus groups throughout the city. They were also able to release a Survey Monkey to generate online responses. Some of the popular comments include creating a fixed route shuttle system in the City of Berkeley and lessening the confusion between East Bay Paratransit and Berkeley Paratransit. They are currently seeking suggestions for a new name for the program through their newsletter. They will be hosting a community meeting in January and will be able to report on the actual findings to ParaTAC in January.

Staff noted that they may be scheduling check in meetings with Committee members later in the fiscal year to gather and collect this information for a larger needs assessment of the county. This will help in identifying any gaps that need to be filled in Alameda County.



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

Naomi Armenta and Terra Curtis discussed the updates on the web based form for the Alameda County City-Based Paratransit application. Naomi noted that staff decided to provide both a fillable PDF and a web form for prospective applicants. She also noted that the Medical Statement Form will no longer be a required part of the application but if programs would like to continue using it they can do so. She then requested any final comments and/or edits to the existing application.

Terra then discussed the next steps for implementing the fillable PDF and web form of the application onto the Access Alameda website. She noted that updated contact information will also be requested in this process.

Lastly, Naomi gave an update on some potential changes to the Access Alameda website for this fiscal year. She noted that staff would like to incorporate the resources from the Provider Toolkit into the website more organically. Also the resources related to wheelchair repair and any oversized wheelchair and gurney transportation options would also be incorporated into the website.

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

### **9.1. Mobility Management**

There were no Mobility Management items discussed.

### **9.2. Preparedness**

There were no Preparedness items discussed.

### **9.3. Ask a ParaTAC Member**

Rochelle Wheeler with the City of Alameda paratransit program asked for resources and feedback for obtaining clean fuel vehicles for their shuttle service. Staff responded that the Cities of Albany or Emeryville may have some input to provide with this process.

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

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

Shawn Fong and Kim Ridgeway gave an update on the East Bay Paratransit (EBP) Service Review Advisory Committee (SRAC) meeting that took place on November 3, 2015. They noted that there was an update on the Interactive Voice Response (IVR) system, a presentation on personal preparedness, a discussion on the feasibility of purchasing EBP tickets with credit cards and the associated fees, and the broker's report.

Kim Ridgeway noted that the AC Transit Accessible Advisory Committee (AAC) meetings take place on the 2<sup>nd</sup> Tuesday of every month. However, the November meeting has been cancelled.

Jennifer Cullen noted that the Regional Mobility Management Group meeting will be taking place this Thursday, November 12<sup>th</sup> at the Ed Roberts Campus.

### **10.2. PAPCO Update**

Naomi Armenta noted that the next PAPCO meeting will be taking place on November 23, 2015 at 1:00 p.m. at the Alameda CTC offices.

### **10.3. 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 Transition Information Night on February 3, 2016 from 6:00 p.m. to 8:00 p.m. at the Fremont Teen Center.

### **10.4. ParaTAC Member Reports**

Shawn Fong noted that a new FTA circular was released recently regarding taxis and accessible taxis. She recommended that ParaTAC members discuss this new development and its potential impacts at the January meeting.

Laura Timothy noted that East Bay Paratransit held a regional workshop for paratransit eligibility analysts. Richard Weiner moderated the interactive workshop and it was very well attended. More workshops will be planned in the future.

Sandy Rogers noted that the City of Hayward recently hosted their first paratransit resource fair. They hope to hold this event at other senior centers in the area and invite more community members.

#### **10.5. Other Staff Updates**

Jacki Taylor noted that staff will be delaying Gap Grant Cycle 6 and extending Cycle 5 once again. Agency policies are currently under development for this funding so staff will be moving forward with the extension after the Implementation Guidelines are approved by the Commission in January or February.

Naomi Armenta gave an update on the ParaTAC member roster. If there are any final edits please send them to Naomi as soon as possible.

### **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 (WSBTs) Programs Update
- 11.5.** Access Alameda Website: Alameda County City-Based Paratransit Application Update
- 11.6.** Technical Exchange – Recurring Items

### **12. Adjournment**

The meeting adjourned at 11:30 a.m. The next ParaTAC meeting is scheduled for January 12, 2016 at Alameda CTC's offices located at 1111 Broadway, Suite 800, in Downtown Oakland.

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

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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 8, 2015	<ul style="list-style-type: none"> <li>• <b>ParaTAC Meeting</b> <ul style="list-style-type: none"> <li>◦ Draft Implementation Guidelines and Performance Measures</li> <li>◦ Technical Exchange – Recurring items</li> </ul> </li> </ul>
December 28/31, 2015	<ul style="list-style-type: none"> <li>• Annual Audits (28<sup>th</sup>) and Program Compliance Reports (31<sup>st</sup>) 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>◦ Update on discretionary funding</li> <li>◦ Final Implementation Guidelines and Performance Measures</li> <li>◦ Presentation on Transit Plan</li> <li>◦ Update on HDTS/WSBTS and discussion on potential changes</li> <li>◦ FTA guidelines impact</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>◦ Access Alameda website – Alameda County City-Based Paratransit Application</li> <li>◦ Updated Commission list; ACTAC, other committee rosters</li> <li>◦ Technical Exchange – Recurring items</li> </ul> </li> </ul>
March 25, 2016	<ul style="list-style-type: none"> <li>• Annual Program Plans and Gap extension requests 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>

Date	Events
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 and Gap extension requests</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>

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## Current PAPCO Appointments and Vacancies

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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
- Appointment pending
- Vacant
- Hale Zukas
- Michelle Rousey
- Esther Waltz
- Larry Bunn

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

### **Implementation Guidelines**

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

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

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

Service	Timing	Accessibility	Origins/ Destinations	Eligible Population
<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

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Service	Timing	Accessibility	Origins/ Destinations	Eligible Population
Mobility Management and/or Travel Training	N/A	N/A	N/A	Seniors and people with disabilities
Scholarship/ Subsidized Fare Programs	N/A	N/A	N/A	Seniors and people with disabilities
<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>
Capital Expenditures	N/A	Accessible	N/A	Seniors and people with disabilities
<a href="#">Hospital Discharge Transportation Service (HDTs)/Wheelchair Scooter Breakdown Transportation Service (WSBTS)</a>	<a href="#">Same Day</a>	<a href="#">Accessible</a>	<a href="#">Origin-to-Destination</a>	<a href="#">People with disabilities using mobility devices that require lift- or ramp-equipped vehicles</a>

**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 <del>and cost per hour</del> basis. <u>Cost per trip is defined as total cost (all sources) during a reporting period divided by the number of one-way trips provided during period.</u></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]:** ParaTAC discussed lowering the age requirements but would like to defer to see how first year with BB funding goes.

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>
<u>Other</u>	<u>Programs may also use funding to provide incentives to drivers and/or companies to ensure reliable service. Incentives are often utilized to promote accessible service.</u>

**Comment [n2]:** ParaTAC discussed lowering the age requirements but would like to defer to see how first year with BB funding goes.

**Comment [n3]:** Requested 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 <del>and cost per hour</del> basis, <u>except if providing same-day accessible trips. Cost per trip is defined as total cost (all sources) during a reporting period divided by the number of one-way trips provided during period.</u></p>

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

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

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



Fare (Cost to Customer)	At discretion of program sponsor.
Other	Programs can impose mileage limitations to control program costs.

Volunteer Driver Service Guidelines	
Service Description	<p>Volunteer driver services are pre-scheduled, door-through-door services that are typically not accessible. These programs rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. <a href="#">Programs may use staff to complete intake or fill gaps.</a> 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 made at request of volunteer driver programs.

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 <del>be between 0</del> <u>not exceed</u> 50% AMI (area median income).</p>
Time and Days of Service	N/A
Fare (Cost to Customer)	N/A
Other	<p><del>Program sponsors must describe their</del> low-income requirements and <del>how they will</del> <u>the means to</u> determine and verify eligibility <u>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>

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.

<b><u>Capital Expenditures Guidelines</u></b>	
<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>	<u>N/A</u>
<u>Time and Days of Service</u>	<u>N/A</u>
<u>Fare (Cost to Customer)</u>	<u>N/A</u>
<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 <u>Alameda CTC Special Transportation for Seniors and Peoples with Disabilities (Paratransit) Program</u> . Planned expenditures are subject to review by Alameda CTC staff <u>prior to implementation</u> .

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<b><u>Hospital Discharge Transportation Service (HDTS)/ Wheelchair Scooter Breakdown Transportation Service (WSBTS)</u></b>	
<u>Service Description</u>	These are specialized Countywide services providing accessible, door-to-door trips on a same-day basis in case of hospital discharge or mobility device breakdown. These services are overseen by the Alameda CTC.
<u>Eligible Population</u>	At discretion of Alameda CTC. Targeted to people with disabilities using mobility devices that require lift- or ramp-equipped vehicles, and without other transportation options.
<u>Time &amp; Days of Service</u>	At discretion of Alameda CTC.
<u>Fare (Cost to Customer)</u>	No cost to consumer.

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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 must at a minimum report annually through the Annual Compliance Report for Direct Local Distribution (DLD) funding on the performance measures identified within the Implementation Guidelines for each DLD program.

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

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

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

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



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



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



Group Trips Service
<ul style="list-style-type: none"><li>• Number of group trips provided (round trip)</li><li>• Average passengers per group trip</li><li>• Number of passenger trips provided <i>(Total number of group trips during period multiplied by average passengers per trip during period.)</i></li><li>• Total Measure B/BB cost per passenger trip <i>(Total program cost during period divided by the number of passenger trips provided during period.)</i></li></ul>



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

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



<b>Travel Training Service</b>
<ul style="list-style-type: none"><li>• Number of individuals trained</li><li>• Total Measure B/BB cost per individual trained (<i>Total Measure B/BB program cost during period divided by the number of individuals trained during period</i>)</li></ul>



<b>Scholarship/Subsidized Fare Program</b>
<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></ul>



<b>Meal Delivery Funding</b>
<ul style="list-style-type: none"><li>• Number of meal delivery trips</li><li>• Total Measure B/BB cost per meal delivery trip (<i>Total Measure B/BB program cost during period divided by the number of meal delivery trips during period</i>)</li></ul>

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## Special Transportation for Seniors and People with Disabilities Program – Other Performance Measures

The below Performance Measures are not included in the Implementation Guidelines for the Special Transportation for Seniors and People with Disabilities Program that are incorporated by reference into the Master Program Funding Agreement (MPFA) for Direct Local Distribution (DLD) funding. Rather, they are examples of the types of other quantitative and qualitative performance data that may be required through other Alameda CTC reporting processes, including the annual Paratransit Program plan review and the discretionary Gap Grant guidelines and progress reports.

ADA-mandated Paratransit and City-based Non-mandated Program DLD Recipients
<ul style="list-style-type: none"> <li>• Number of registrants at beginning of reporting period <i>(For non-mandated note registrants by population type including seniors and people with disabilities)</i></li> <li>• Number of registrants at end of reporting period <i>(For non-mandated note registrants by population type including seniors and people with disabilities)</i></li> </ul>

ADA-mandated Paratransit
<ul style="list-style-type: none"> <li>• On-time performance</li> <li>• Number of lift trips provided, if available</li> <li>• Percentage of service requests unfulfilled when requested within specified time</li> <li>• Qualitative information on complaints</li> <li>• Qualitative information on safety incidents</li> </ul>

City-based Door-to-Door Service
<ul style="list-style-type: none"> <li>• On-time performance</li> <li>• Number of lift trips provided, if available</li> <li>• Percentage of service requests unfulfilled when requested within specified time</li> <li>• Qualitative information on complaints</li> <li>• Qualitative information on safety incidents</li> </ul>

Taxi Subsidy Program
<ul style="list-style-type: none"> <li>• Number of lift trips provided, if available</li> <li>• Qualitative information on complaints</li> <li>• Qualitative information on safety incidents</li> </ul>

<b>City-based Specialized Accessible Van Service</b>
<ul style="list-style-type: none"> <li>• On-time performance</li> <li>• Number of lift trips provided, if available</li> <li>• Percentage of service requests unfulfilled when requested within specified time</li> <li>• Qualitative information on complaints</li> <li>• Qualitative information on safety incidents</li> </ul>

<b>Accessible Shuttle Service</b>
<ul style="list-style-type: none"> <li>• On-time performance</li> <li>• Qualitative information on complaints</li> <li>• Qualitative information on safety incidents</li> </ul>

<b>Group Trips Service</b>
<ul style="list-style-type: none"> <li>• On-time performance</li> <li>• Number of lift trips provided, if available</li> <li>• Qualitative information on complaints</li> <li>• Qualitative information on safety incidents</li> <li>• Qualitative information on outreach</li> </ul>

<b>Volunteer Driver Service</b>
<ul style="list-style-type: none"> <li>• Number of trips provided by non-volunteer staff</li> <li>• Number of registrants at beginning and end of reporting period</li> <li>• Number of active volunteers at beginning and end of reporting period</li> <li>• Percentage of service requests unfulfilled when requested within specified time</li> <li>• Qualitative information on complaints</li> <li>• Qualitative information on safety incidents</li> <li>• Qualitative information on outreach</li> </ul>

<b>Mobility Management Service</b>
<ul style="list-style-type: none"> <li>• Qualitative information on outreach</li> </ul>

Travel Training Service
<ul style="list-style-type: none"> <li>• Number of individuals trained in a group setting (<i>Differentiate seniors, people with disabilities, and youth</i>)</li> <li>• Number of individuals trained in an individual setting (<i>Differentiate seniors, people with disabilities, and youth</i>)</li> <li>• Number of individuals provided with travel orientation (<i>Differentiate seniors, people with disabilities, and youth</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>

Scholarship/Subsidized Fare Program
<ul style="list-style-type: none"> <li>• Qualitative information on outreach</li> </ul>

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

**Comment [n1]:** How should this be defined?

"This service includes but is not limited to:  
 •Planning a trip (selecting the time, stop location, and vehicle) and using the public transportation systems trip planning tools (website, customer service telephone number, printed schedule, etc.)  
 •Learning where and how to purchase fare  
 •Using vehicle features (paying fare, signaling the operator, etc.) "  
 Source: ESPA Fundamentals of Travel Training Administration

**Comment [n2]:** Under development.

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## Paratransit Outreach Calendar for December through February 2016

6.3

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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