Paratransit Technical Advisory Committee

Tuesday, January 12, 2016, 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.

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The executive director or designee may designate one or more locations from which members of the public may broadcast, photograph, video record, or tape record open and public meetings without causing a distraction. If the Commission or any committee reasonably finds that noise, illumination, or obstruction of view related to these activities would persistently disrupt the proceedings, these activities must be discontinued or restricted as determined by the Commission or such committee (CA Government Code Sections 54953.5-54953.6).

Location Map

⭐ Alameda CTC

1111 Broadway, Suite 800

Oakland, CA 94607

Alameda CTC is accessible by multiple transportation modes. The office is conveniently located near the 12th Street/City Center BART station and many AC Transit bus lines. Bicycle parking is available on the street and in the BART station as well as in electronic lockers at 14th Street and Broadway near Frank Ogawa Plaza (requires purchase of key card from bikelink.org).
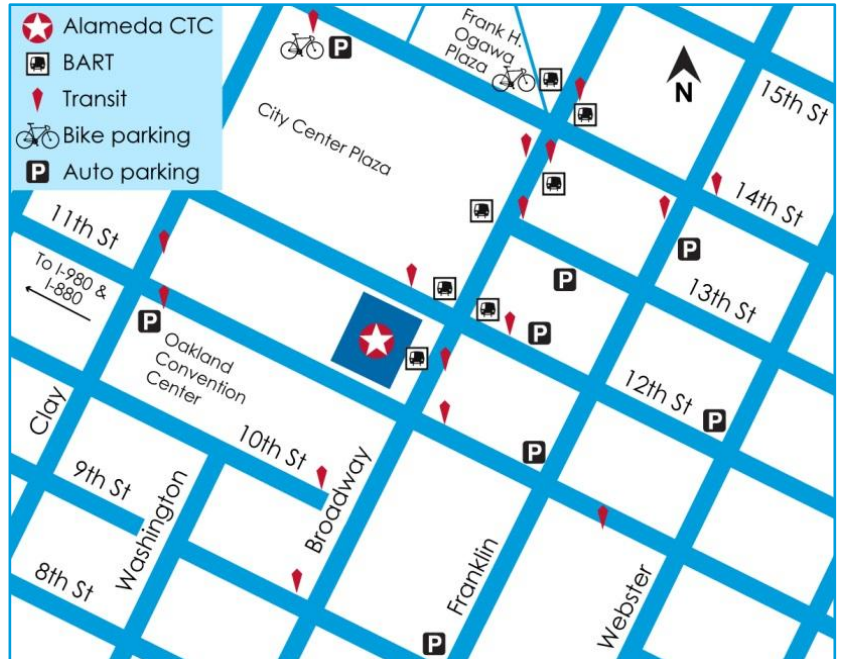
Garage parking is located beneath City Center, accessible via entrances on 14th Street between 1300 Clay Street and 505 14th Street buildings, or via 11th Street just past Clay Street. To plan your trip to Alameda CTC visit www.511.org.

Accessibility

Public meetings at Alameda CTC are wheelchair accessible under the Americans with Disabilities Act. Guide and assistance dogs are welcome.
Call 510-893-3347 (Voice) or 510-834-6754 (TTD) five days in advance to request a sign-language interpreter.

Meeting Schedule

The Alameda CTC meeting calendar lists all public meetings and is available at www.AlamedaCTC.org/events/upcoming/now.

Paperless Policy

On March 28, 2013, the Alameda CTC Commission approved the implementation of paperless meeting packet distribution. Hard copies are available by request only. Agendas and all accompanying staff reports are available electronically on the Alameda CTC website at www.AlamedaCTC.org/events/month/now. 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, January 12, 2016, 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

		Page	A/I
9:30 – 9:35 a.m. Staff	**1. Welcome and Introductions**		
9:35 – 9:40 a.m. Public	**2. Public Comment**		
9:40 – 9:45 a.m. Staff	**3. Administration**		
	3.1. December 8, 2015 ParaTAC Meeting Minutes	1	I
	The Committee will review the December 8, 2015 ParaTAC meeting minutes.		
	3.2. FY 15-16 ParaTAC Meeting Calendar	9	I
	The Committee will receive the updated FY 15-16 ParaTAC meeting calendar.		
	3.3. PAPCO Appointments	13	I
	The Committee will receive the current PAPCO appointments.		
9:45 – 9:55 a.m. Staff	**4. Direct Local Distribution (DLD) Paratransit Program Estimates**	15	I

(A = Action Item; I = Information Item)

The Committee will receive an update on the Direct Local Program Distribution estimates.

9:55 – 10:15 a.m. Staff	**5. Final Draft Implementation Guidelines and Performance Measures Review** The Committee will review the final draft Implementation Guidelines and performance measures for FY 2016-17.	17	I
10:15 – 10:40 a.m. Staff	**6. Hospital Discharge Transportation Service (HDTS) and Wheelchair Scooter Breakdown Transportation Service (WSBTS) Program Update and Potential Changes Discussion (Verbal)** The Committee will receive an update on the HDTS and WSBTS programs and discuss potential program changes.		I
10:40 – 11:00 a.m. Staff	**7. Federal Transit Administration (FTA) Circular ADA Guidance Update (Verbal)** The Committee will receive an update on the recent FTA circular that provides Americans with Disabilities Act (ADA) guidance.		I
11:00 – 11:15 a.m. ParaTAC	**8. Technical Exchange (Verbal)** **8.1.** Mobility Management		 I
	8.2. Preparedness		I
	8.3. Ask a ParaTAC Member		I
11:15 – 11:30 a.m.	**9. Information Items (Verbal)**		

(A = Action Item; I = Information Item)

ParaTAC	**9.1.** ADA and Transit Advisory Committee Updates	I
PAPCO Chair	**9.2.** PAPCO Update	I
Staff	**9.3.** Paratransit Outreach Update	35 I
ParaTAC	**9.4.** ParaTAC Member Reports	I
Staff	**9.5.** Other Staff Updates	I

10. Draft Agenda Items for March 8, 2016 ParaTAC Meeting   I

10.1. Quarterly Paratransit Strategic Planning Workshop Feedback

10.2. FY 2016-17 Program Plan Application Review

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

10.4. Committee Rosters Update

10.5. Technical Exchange – Recurring Items

11:30 a.m.   **11. Adjournment**

Next Paratransit Strategic Planning Workshop (Joint PAPCO/ParaTAC Meeting): February 22, 2016

Next ParaTAC Meeting: March 8, 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, December 8, 2015, 9:30 a.m.

3.1

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

MEETING ATTENDEES

Attendance Key (A = Absent, P = Present)

Members:

_A_ Diane Atienza	_A_ Kadri Külm	_A_ Sandra Rogers
_P_ Dana Bailey	_A_ Isabelle Leduc	_A_ Sid Schoenfeld
_A_ Jessica Cutter	_A_ Wilson Lee	_A_ Leah Talley
_P_ Pam Deaton	_P_ Hakeim McGee	_A_ Laura Timothy
_P_ Shawn Fong	_A_ Scott Means	_P_ Jonathan Torres
_A_ Brad Helfenberger	_A_ Mallory Nestor	_A_ Rochelle Wheeler
	_P_ Julie Parkinson	
_A_ Rashida Kamara	_A_ Gail Payne	_A_ David Zehnder
_A_ Jackie Krause	_P_ 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:
Ken Bukowski, Public Member; Catherine Callahan, Center for Independent Living; Jennifer Cullen, Senior Support Program of the Tri-Valley; Darci Trill, Graduate Student; 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
Public comment was heard from Ken Bukowski.

3. Administration

3.1. November 10, 2015 ParaTAC Meeting Minutes

Committee members reviewed the meeting minutes from November 10, 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. Draft Implementation Guidelines and Performance Measures Review and Discussion

Naomi Armenta and Jacki Taylor reviewed the draft Implementation Guidelines and performance measures.

Questions and feedback from ParaTAC members:

- A Committee member asked if the total number of one way trips includes both the number of enrolled participants as well as their personal care attendants and companions. Due to the amount of spouses they have enrolled in their program (who ultimately travel together) and their trip limits, this may affect overall cost per trip. Staff responded that the focus for the total number of one way trips is on just the enrolled participants. Staff would like to see consistency in the reporting but more detailed information can be provided on the application regarding attendants and companions. Staff also encouraged Committee members to track these trips separately if they are able to do so.
- A Committee member asked if the cost per trip is drawn from total costs which can include administration, capital expenses, training and marketing. Staff responded that each city has a different way of approaching their budget and how they allocate costs. Generally, staff would like to see consistency over time. Although those costs are reported separately on the Program Plan application as long as the approach is consistent we are able to monitor all costs appropriately. Also gathering

information on all sources of funding is intended for comparison with the costs of the ADA trips.

- A Committee member asked if the forms will naturally reflect the specific types of information staff is requesting, such as overall cost and cost per trip. Staff responded that they are not looking to ask Committee members to change their approach just that they should strive to keep them consistent from year to year.

- A Committee member noted that taxi program incentives to the company as well as the drivers are very important to consider. Although the drivers provide the direct service, the company that contracts the drivers is doing all of the administrative and billing work. Staff noted that these company incentives are often part of administrative costs paid to the company. Incentives for purchasing vehicles would be entirely different. Staff will be looking at this issue, including liability, more in depth in January.

- A Committee member asked if new taxi incentive programs need to be reviewed by staff before implementation. Staff noted that all new and existing incentive programs should be reported and monitored by staff before and after implementation. Staff also noted that a summary of potential incentives (prepared by Marin Transit) was sent to Committee members via email.

- A Committee member noted that the Program Plan is just an initial budget and may not reflect what the true costs are at the end of a program year. She also asked how this will affect the city based programs versus the ADA programs and how they report Measure B and BB funding. Staff will be looking at how that information is tracked and may request that information be reported through the Compliance reports or separately.

- A Committee member noted that the total number of group trips (roundtrips) provided is not a good measure of data as some trips may have multiple destinations with varying sizes of groups within one roundtrip. She recommends changing the performance measure back to total number of one way group trips provided.

- A Committee member noted regarding scholarship programs that it is easy to track unduplicated individuals but it is not easy to track the number of subsidized one way trips through the

drivers. Staff clarified that the performance measure is actually how many subsidized tickets or fares were sold. The member recommended that the second bullet under Scholarship/Subsidized Fare Program of attachment 4B read, "Number of one-way fares or tickets subsidized."

- A Committee member noted that their scholarship/subsidized fare program is not widely outreached. Staff clarified that active outreach for scholarship/subsidized fare programs is not a requirement but any information on outreach efforts should be included in the program plan.

- A Committee member noted that lift trips are not currently being tracked accurately as lifts are being deployed for both ambulatory and non-ambulatory users alike. Staff noted that the information on lift trips will be used to inform the data supporting same-day accessible transportation. Staff feels this information is important to gather even if it includes ambulatory users needing the lift assist vehicles.

- A Committee member asked if there was a definition for what a safety incident is. Staff responded that the definition will be included in the instructions section of the program plan application.

- A guest asked for clarification on the various volunteer driver programs' requirements for making appointments for rides. Representatives of VIP Rides (three business days prior to when ride is needed), Rides for Seniors (Wednesday for the following week) and Senior Support Services of the Tri-Valley (three business days or as needed) responded. A Committee member recommended that the first bullet under Volunteer Driver Service of attachment 4C read, "Number of trips provided by paid staff."

- A Committee member noted that the first bullet under Mobility Management Service of attachment 4B, "Number of individuals provided with mobility management support," is not actually a good measure because individuals often have multiple contacts which are all important. The current measure does not accurately capture what the program does and furthermore, when billing work for these programs to Alameda CTC it is based on the amount of hours that is expended to work with clients not

the number of clients. A guest agreed with the Committee member's sentiment. Staff responded that the language for this measure is meant to be high level information that is consistent with the other performance measures; however the number and type of contacts can be added to Other Performance Measures in attachment 4C or they can be switched with the main Performance Measures in attachment 4B.

- A Committee member asked for clarification on the meaning of "travel orientation" under the Travel Training Service section of attachment 4C. Staff responded that travel orientation includes all orientation types of activities excluding field instruction, which should be tracked into either individual or group setting trainings.

5. Technical Exchange (Verbal)

5.1. Mobility Management
There were no Mobility Management items discussed.

5.2. Preparedness
Pam Deaton with the City of Pleasanton Paratransit program asked if there is any update on the transit level for emergency preparedness especially in the event of flooding. Kim Ridgeway with AC Transit responded that there will be more information in January/February 2016 regarding a self-emergency preparedness booklet that all individuals, including those seeking eligibility and those who are already enrolled, will receive.

5.3. Ask a ParaTAC Member
Hakeim McGee with the City of Oakland Paratransit program asked where the remote East Bay Paratransit locations were established. Various Committee members responded and noted that the remote locations are in Fremont and San Pablo. Other Committee members had questions regarding the process for establishing a remote East Bay Paratransit office in their respective locations. Kim also noted that AC Transit is working with CIL to establish something similar at the Ed Roberts Campus in Berkeley. Kim is open to working with other Committee members who want to pursue this.

6. Information Items (Verbal)

6.1. ADA and Transit Advisory Committee Updates
There were no ADA and Transit Advisory Committee updates.

6.2. PAPCO Update
Naomi Armenta noted that the next PAPCO meeting will be taking place on January 25, 2016 at 1:00 p.m. at the Alameda CTC offices. She noted that PAPCO members did not have any major issues regarding the Implementation Guidelines and performance measures at their last meeting on November 23, 2015.

6.3. 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.

6.4. ParaTAC Member Reports
Shawn Fong asked for an update regarding the Gap Grant extensions. Staff responded that the extensions will be going to the Commission in February 2016 and similar to last year's Gap Grant extension process there will be an application. Also, the Program Plans will be due March 25, 2016 and will become available at the end of February.

6.5. Other Staff Updates
There were no 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 (HDTS) 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

8. 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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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 for up-to-date information.

Date	Events
July 27, 2015	• **Quarterly Strategic Planning Workshop** o Dialysis transportation challenges
July 31, 2015	• Gap Grant Progress reports due for January 1, 2015 – June 30, 2015; Gap Grant final reports due for ending grants
August 2015	• **NO MEETINGS**

September 8, 2015	• **ParaTAC Meeting**
	  o Feedback on Quarterly Strategic Planning Workshop
	  o Access Alameda website – Alameda County City-Based Paratransit Application
	  o Update on HDTS/WSBTS Programs
	  o Technical Exchange – (Mobility Management, Preparedness, Ask a ParaTAC member)

October/November 2015	• ADA and City-programs receive input from local consumers
October 26, 2015	• **JOINT Meeting / Quarterly Strategic Planning Workshop** o Same-day on-demand accessible trips

November 10, 2015	• **ParaTAC Meeting**
	  o Feedback on Quarterly Strategic Planning Workshop
	  o Draft Implementation Guidelines and Performance Measures
	  o Needs Assessments
	  o Access Alameda website – Alameda County City-Based Paratransit Application
	  o Technical Exchange – Recurring items

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Date	Events

December 8, 2015	• **ParaTAC Meeting**
	  o Draft Implementation Guidelines and Performance Measures
	  o Technical Exchange – Recurring items

December 28/31, 2015	• Annual Audits (28th) and Program Compliance Reports (31st) due

January 12, 2016	• **ParaTAC Meeting**
	  o Update on direct local program distribution estimates
	  o Final Implementation Guidelines and Performance Measures
	  o Update on HDTS/WSBTS and discussion on potential changes
	  o FTA guidelines impact
	  o Technical Exchange – Recurring items

January 31, 2016	• Gap Grant Progress reports due for July 1, 2015 – December 31, 2015 for extended grants

February 22, 2016	• **JOINT Meeting / Quarterly Strategic Planning Workshop**
	  o Taxi Card Implementation Plan update
	  o Presentation on Countywide Transit Plan
	  o Needs Assessment

March 8, 2016	• **ParaTAC Meeting**
	  o Feedback on Quarterly Strategic Planning Workshop
	  o Program Plan Application completion mini-workshop
	  o Access Alameda website – Alameda County City-Based Paratransit Application
	  o Updated Commission list; ACTAC, other committee rosters
	  o Technical Exchange – Recurring items

March 25, 2016	• Annual Program Plans and Gap extension requests due

April 25, 2016	• **JOINT Meeting / Quarterly Strategic Planning Workshop**
	  o Taxi Card Implementation Plan
	  o Taxi incentives

Date	Events
May 2016 *Dates TBD*	• PAPCO Program Plan Review Subcommittee Meetings
May 23, 2016	• PAPCO finalizes recommendation to Alameda CTC regarding Fiscal Year 2016/17 program plans and Gap extension requests

June 14, 2016	• **ParaTAC Meeting**
	   o Feedback on Quarterly Strategic Planning Workshop
	   o Status report on PAPCO Program Plan funding
	   o Update on HDTS/WSBTS
	   o Technical Exchange – Recurring items

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Appointer	Member
• Alameda County	
Supervisor Scott Haggerty, D-1	• Herb Hastings
Supervisor Richard Valle, D-2	• Vacant
Supervisor Wilma Chan, D-3	• Sylvia Stadmire
Supervisor Nate Miley, D-4	• Sandra Johnson Simon
Supervisor Keith Carson, D-5	• Will Scott
• City of Alameda	• Harriette Saunders
• City of Albany	• Jonah Markowitz
• City of Berkeley	• Vacant
• City of Dublin	• Shawn Costello
• City of Emeryville	• Joyce Jacobson
• City of Fremont	• Sharon Powers
• City of Hayward	• Vanessa Proee
• City of Livermore	• Vacant
• City of Newark	• Vacant
• City of Oakland	• Rev. Carolyn M. Orr
• City of Piedmont	• Vacant
• City of Pleasanton	• Carmen Rivera-Hendrickson
• City of San Leandro	• Cimberly Tamura
• City of Union City	• Vacant
• AC Transit	• Hale Zukas
• BART	• Michelle Rousey
• LAVTA	• Esther Waltz
• Union City Transit	• Larry Bunn

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FY 2016-17 Measure B and Measure BB Projection
December 2015 (Draft)
Paratransit Direct Local Distribution Funding
(No change to funding formula from FY 2015-16)

Recipient:	MB	MBB	Total
Alameda	$ 176,939.37	$ 182,226.11	$ 359,165.48
Albany	32,350.68	33,317.28	65,667.96
Berkeley	271,267.15	279,372.30	550,639.45
Emeryville	29,396.32	30,274.65	59,670.97
Fremont	860,238.48	526,082.13	1,386,320.61
Hayward	845,183.27	753,795.37	1,598,978.64
LAVTA	167,444.70	280,635.76	448,080.46
Newark	185,154.53	113,231.96	298,386.49
Oakland	1,079,923.79	1,112,190.66	2,192,114.45
Pleasanton	101,808.71	170,630.45	272,439.16
San Leandro	283,116.76	252,503.94	535,620.70
Union City	313,695.66	191,841.78	505,537.44
AC Transit District		5,889,153.60	11,197,292.38
North Area	4,333,697.84		
Central Area	974,440.94		
BART		1,963,051.20	3,873,468.29
North Area	1,474,482.99		
Central Area	435,934.10		
	$ 9,654,658.20	$ 9,815,255.99	$ 19,469,914.19

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

Implementation Guidelines

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

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

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

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

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
Meal Delivery Programs	N/A	N/A	N/A	Meal delivery programs currently funded by Measure B may continue, but new programs may not be established.
Capital Expenditures	N/A	Accessible	N/A	Seniors and people with disabilities
Hospital Discharge Transportation Service (HDTS)/Wheelchair Scooter Breakdown Transportation Service (WSBTS)	Same Day	Accessible	Origin-to-Destination	People with disabilities using mobility devices that require lift- or ramp-equipped vehicles

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	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. This service type does not include taxi subsidies which are discussed below.
Eligible Population	Eligible Populations include: 1. People 18 and above with disabilities who are unable to use fixed route services. Cities may, at their discretion, also provide services to consumers with disabilities under the age of 18, and 2. Seniors 80 years or older without proof of a disability. Cities may provide services to consumers who are younger than age 80, but not younger than 70 years old. *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.* *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.*
Time & Days of Service	At a minimum, service must be available any five days per week between the hours of 8 am and 5 pm (excluding holidays). At a minimum, programs must accept reservations between the hours of 9 am and 5 pm Monday – Friday (excluding holidays).
Fare (Cost to Customer)	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.
Other	Door-to-Door programs must demonstrate that they are providing trips at an equal or lower cost than the ADA-mandated provider on a cost per trip basis. Cost per trip is defined as total cost (all sources) during a reporting period divided by the number of one-way trips, including attendant and companion trips, provided during period. 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.

Comment [n1]: ParaTAC discussed lowering the age requirements but will defer to see how first year with BB funding goes.

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Taxi Subsidy Program Guidelines	
Service Description	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. 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.
Eligible Population	Eligible Populations include: 1. People 18 and above with disabilities who are unable to use fixed route services. Cities may, at their discretion, also provide services to consumers with disabilities under the age of 18, and 2. Seniors 80 years or older without proof of a disability. Cities may provide services to consumers who are younger than age 80, but not younger than 70 years old. *Cities may continue to offer "grandfathered" eligibility to program registrants below 70 years old who were enrolled in the program in FY 11/12 and have continued to use it regularly, as long as it does not impinge on the City's ability to meet the minimum requirements of the Implementation Guidelines.* *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.* *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.*
Time & Days of Service	24 hours per day/7 days per week
Fare (Cost to Customer)	Programs must subsidize at least 50% of the taxi fare. 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.
Other	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. Planned expenditures on incentives are subject to review by Alameda CTC staff prior to implementation.

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

Deleted: *have used*

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Comment [n3]: Requested by LAVTA.

City-based Specialized Accessible Van Service Guidelines	
Service Description	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. This service may make use of fare mediums such as scrip and vouchers to allow consumers to pay for rides.
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	Specialized Accessible van programs must demonstrate that they are providing trips at an equal or lower cost to the provider than the ADA-mandated provider on a cost per trip basis, except if providing same-day accessible trips. Cost per trip is defined as total cost (all sources) during a reporting period divided by the number of one-way trips, including attendant and companion trips, provided during period.

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

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Accessible Shuttle Service Guidelines	
Service Description	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. 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.
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. Cost per trip is defined as total cost (all sources) during a reporting period divided by the number of one-way trips, including attendant and companion trips, provided during period.
Other	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. Deviations and flag stops are permitted at discretion of program sponsor.

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	Volunteer driver services are pre-scheduled, door-through-door services that are typically not accessible. These programs rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. Programs may use staff to complete intake or fill gaps. This service meets a key mobility gap by serving more vulnerable populations and should complement existing primary services (i.e. ADA-mandated, City-based Door-to-Door, or Taxi).

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. |
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	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.
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	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. Low income requirements are at discretion of program sponsors, but the requirement for household income should not exceed 50% AMI (area median income).
Time and Days of Service	N/A
Fare (Cost to Customer)	N/A
Other	Low-income requirements and the means to determine and verify eligibility must be submitted to Alameda CTC staff for review prior to implementation. 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. Other services or purposes proposed for scholarship and/or fare subsidy must be submitted to Alameda CTC staff for review prior to implementation.

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

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

Hospital Discharge Transportation Service (HDTS)/ Wheelchair Scooter Breakdown Transportation Service (WSBTS)	
Service Description	These are specialized Countywide services providing accessible, door-to-door trips on a same-day basis in case of hospital discharge or mobility device breakdown. These services are overseen by the Alameda CTC.
Eligible Population	At discretion of Alameda CTC. Targeted to people with disabilities using mobility devices that require lift- or ramp-equipped vehicles, and without other transportation options.
Time & Days of Service	At discretion of Alameda CTC.
Fare (Cost to Customer)	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.

ADA-mandated Paratransit
• Number of one-way trips provided • Total Measure B/BB cost per one-way trip *(Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.)*

City-based Door-to-Door Service
• Number of one-way trips provided • Total Measure B/BB cost per one-way trip *(Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.)*

Taxi Subsidy Program
• Number of one-way trips provided • Total Measure B/BB cost per one-way trip *(Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.)*

City-based Specialized Accessible Van Service
• Number of one-way trips provided • Total Measure B/BB cost per one-way trip *(Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.)*

Accessible Shuttle Service
• Total ridership *(One-way passenger boardings)* • Total Measure B/BB cost per one-way passenger trip *(Total Measure B/BB program cost during period divided by the total ridership during period.)*

Group Trips Service
• Number of one-way passenger trips provided • Total Measure B/BB cost per passenger trip *(Total Measure B/BB program cost during period divided by the number of passenger trips provided during period.)*

Volunteer Driver Service
• Number of one-way trips provided • Total Measure B/BB cost per one-way trip *(Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.)*

Mobility Management Service
• Number of contacts provided with mobility management support • Total Measure B/BB cost per individual provided with mobility management support *(Total Measure B/BB program cost during period divided by the number of individuals provided with support during period.)*

Travel Training Service
• Number of individuals trained • Total Measure B/BB cost per individual trained *(Total Measure B/BB program cost during period divided by the number of individuals trained during period)*

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

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

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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
• Number of registrants at beginning of reporting period *(For non-mandated note registrants by population type including seniors and people with disabilities)*
• Number of registrants at end of reporting period *(For non-mandated note registrants by population type including seniors and people with disabilities)*

ADA-mandated Paratransit
• On-time performance
• Number of lift trips provided, if available
• Percentage of service requests unfulfilled when requested within specified time
• Qualitative information on complaints
• Qualitative information on safety incidents

City-based Door-to-Door Service
• On-time performance
• Number of lift trips provided, if available
• Percentage of service requests unfulfilled when requested within specified time
• Qualitative information on complaints
• Qualitative information on safety incidents

Taxi Subsidy Program
• Number of lift trips provided, if available
• Qualitative information on complaints
• Qualitative information on safety incidents

Comment [n1]: Definition: Phone calls, letters, or emails received for the specific purpose of making a complaint.

Comment [n2]: Definition: "Report incidents resulting in any of the following:
• A fatality other than a suicide
• Injuries requiring immediate medical attention away from the scene for two or more persons
• Property damage equal to or exceeding $7,500
• An evacuation due to life safety reasons
• A collision at a grade crossing"

City-based Specialized Accessible Van Service
• On-time performance
• Number of lift trips provided, if available
• Percentage of service requests unfulfilled when requested within specified time
• Qualitative information on complaints
• Qualitative information on safety incidents

Accessible Shuttle Service
• On-time performance
• Qualitative information on complaints
• Qualitative information on safety incidents

Group Trips Service
• On-time performance
• Number of lift trips provided, if available
• Qualitative information on complaints
• Qualitative information on safety incidents
• Qualitative information on outreach

Volunteer Driver Service
• Number of trips provided by paid staff
• Number of registrants at beginning and end of reporting period
• Number of active volunteers at beginning and end of reporting period
• Percentage of service requests unfulfilled when requested within specified time
• Qualitative information on complaints
• Qualitative information on safety incidents
• Qualitative information on outreach

Deleted: non-volunteer

Mobility Management Service
• Number of individuals provided with mobility management support
• Types of separate contacts that provided mobility management support
• Qualitative information on outreach

Comment [n3]: Track the following categories.
• Information Provided
• Service Linkage
• Service Coordination
• Advocacy
Source: City of Fremont

Travel Training Service

- Number of individuals trained in a group setting *(Differentiate seniors, people with disabilities, and youth)*
- Number of individuals trained in an individual setting *(Differentiate seniors, people with disabilities, and youth)*
- Number of individuals provided with travel orientation *(Differentiate seniors, people with disabilities, and youth)*
- Percentage of people travel trained who demonstrate independent transit travel skills per survey *(Format of survey to be provided by Alameda CTC. Differentiate between group training, individual training, and travel orientation).*

Scholarship/Subsidized Fare Program

- Qualitative information on outreach

Meal Delivery Funding

- Number of unduplicated individuals who received meal delivery

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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.
3/17/16	Transit Fair	Pleasanton Senior Center, 5353 Sunol Boulevard, Pleasanton, CA 94566	10:00 a.m. – 1:00 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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