Paratransit Technical Advisory Committee

Tuesday, March 8, 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.

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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.
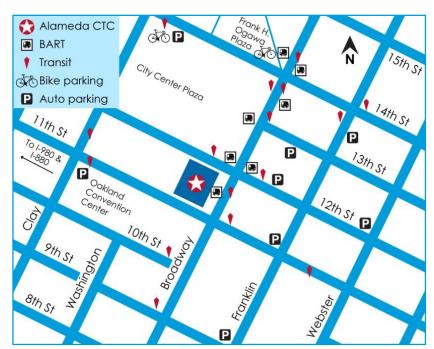
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Location Map

⭐ 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.

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Meeting Schedule

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

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Paratransit Technical Advisory Committee
Meeting Agenda
Tuesday, March 8, 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 – 9:50 a.m. Staff	**3. Administration**		
	3.1. January 12, 2016 ParaTAC Meeting Minutes	1	I
	The Committee will review the January 12, 2016 ParaTAC meeting minutes.		
	3.2. FY 2015-16 ParaTAC Meeting Calendar	9	I
	The Committee will receive the updated FY 2015-16 ParaTAC meeting calendar.		
	3.3. PAPCO Appointments	13	I
	The Committee will receive the current PAPCO appointments.		
9:50 – 10:10 a.m. ParaTAC	**4. Quarterly Paratransit Strategic Planning Workshop Feedback**	15	I

The Committee will have an opportunity to provide feedback on the quarterly paratransit strategic planning workshop on Alameda CTC's Countywide Transit Plan and needs assessment efforts that took place at the Joint PAPCO and ParaTAC meeting on February 22, 2016.

10:10 – 10:40 a.m. Staff	**5. FY 2016-17 Program Plan Application Review** The Committee will review and receive instruction for completing the FY 2016-17 Program Plan applications.	23	I
10:40 – 11:10 a.m. Staff	**6. Access Alameda Website: Alameda County City-Based Paratransit Application Demo and Discussion (Verbal)** The Committee will have an opportunity to review and discuss an interactive version of the city-based paratransit application for the Access Alameda website.		I
11:10 – 11:20 a.m. ParaTAC	**7. Technical Exchange (Verbal)**		
	7.1. Mobility Management		I
	7.2. Preparedness		I
	7.3. Ask a ParaTAC Member		I
11:20 – 11:30 a.m.	**8. Information Items (Verbal)**		
ParaTAC	**8.1.** ADA and Transit Advisory Committee Updates		I

(A = Action Item; I = Information Item)

PAPCO Chair	**8.2.** PAPCO Update		I
Staff	**8.3.** Paratransit Outreach Update	43	I
ParaTAC	**8.4.** ParaTAC Member Reports		I
Staff	**8.5.** Other Staff Updates		I

9. Draft Agenda Items for June 14, 2016 ParaTAC Meeting   I

    9.1. Quarterly Paratransit Strategic Planning Workshop Feedback

    9.2. FY 2016-17 Measure B/BB Paratransit Program Plans Report

    9.3. Hospital Discharge Transportation Service and Wheelchair Scooter Breakdown Transportation Service Programs Update

    9.4. Technical Exchange – Recurring Items

11:30 a.m.   **10. Adjournment**

Next Paratransit Strategic Planning Workshop (Joint PAPCO and ParaTAC Meeting): April 25, 2016

Next ParaTAC Meeting: June 14, 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, January 12, 2016, 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:

_P_ Diane Atienza	_A_ Isabelle Leduc	_P_ Sandra Rogers
_P_ Dana Bailey	_A_ Wilson Lee	_A_ Sid Schoenfeld
_P_ Pam Deaton	_P_ Hakeim McGee	_A_ Leah Talley
_P_ Shawn Fong	_A_ Scott Means	_P_ Laura Timothy
_A_ Brad	_A_ Mallory Nestor	_A_ Jonathan Torres
Helfenberger	_P_ Julie Parkinson	_P_ Rochelle
_A_ Rashida Kamara	_A_ Gail Payne	Wheeler
_A_ Jackie Krause	_P_ Kim Ridgeway	_A_ David Zehnder
_A_ Kadri Külm		

Staff:

_P_ Jacki Taylor, Program Analyst
_P_ Naomi Armenta, Paratransit Coordinator
_P_ Krystle Pasco, Paratransit Coordination Team
_P_ Cathleen Sullivan, Paratransit Coordination Team

Guests:

Andrew Balmat, Alzheimer's Services of the East Bay; Ken Bukowski,
Public Member; Jessica Cutter, Public Member

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. December 8, 2015 ParaTAC Meeting Minutes

Committee members reviewed the meeting minutes from December 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. Direct Local Distribution (DLD) Paratransit Program Estimates

Jacki Taylor reviewed the FY 2015-16 Measure B and Measure BB projections for the Paratransit Direct Local Distribution funding. She noted that these estimates should be used for the program plans that will be due in March.

5. Final Draft Implementation Guidelines and Performance Measures Review

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

Questions and feedback from ParaTAC members:

- A Committee member commented on the Hospital Discharge Transportation Service's eligibility wherein use of a mobility device is not a requirement. Staff will review and discuss this issue and make changes to the Implementation Guidelines accordingly.
- A Committee member commented on the inclusion of attendants and spouses (who may also be enrolled participants) when calculating overall cost per trip. Staff will review and discuss how data is collected and notify members on how to report their ridership and overall cost per trip.
- A Committee member expressed concerns over providing projections through the program plan applications when the funding estimates provided at the beginning of the calendar year are subject to change and are ultimately compared with the ADA paratransit costs through the compliance reporting

process. Staff will consider making adjustments to the Program Plan application or requesting additional information from program managers to address this issue. Staff noted that the compliance report is less flexible and any potential changes are likely to be made to the Program Plan application.

- Committee members suggested there be a narrative question added to the compliance report regarding the Measure B and BB portion of the programs' prior fiscal year budget. Staff noted that if this is not possible through the compliance report, staff may elect to send a separate request for additional information from program managers regarding this issue.
- A Committee member suggested that under "Taxi Subsidy Program" on attachment 5C, the word "ramp" be used instead of "lift" as most accessible taxis have ramps, as opposed to lifts, built into their vehicles.
- A Committee member requested that if the information is available, program managers should provide the percentage of service requests unfulfilled when requested within specified time. This is a performance measure under the City-based Door-to-Door Service on attachment 5C. She noted that not all programs are currently tracking this type of information when service requests are received, however attempting to accommodate all service requests is of high priority.
- A Committee member suggested that the Hospital Discharge Transportation Service and Wheelchair Scooter Breakdown Transportation Service be incorporated into the Implementation Guidelines and performance measures moving forward.

6. **Hospital Discharge Transportation Service (HDTS) and Wheelchair Scooter Breakdown Transportation Service (WSBTS) Program Update and Potential Changes Discussion (Verbal)**
Krystle Pasco gave an update on the Hospital Discharge Transportation Service (HDTS) and Wheelchair Scooter Breakdown Transportation Service (WSBTS) programs. She reviewed the programs' purpose, fiscal year priorities, and ridership highlights. Naomi Armenta then gave an overview of the programs' challenges and led a discussion regarding the future of the programs and potential changes.

Questions and feedback from ParaTAC members:

- A Committee member asked whether first responders are using the WSBTS program. Staff responded that first responders are using the WSBTS program and have requested program materials for further distribution in the past. Working relationships with police and fire departments were established earlier in the program's history.
- A Committee member asked if there is any data on first responders or other emergency services using the WSBTS program and from what planning areas. Staff responded that ridership is very minimal so requests from first responders may not be significant. Staff also noted that that information is not currently being tracked as it is unclear from the call logs who is actually making the requests (first responders do not always identify themselves when making requests). Additionally, only origin and destination information is being collected from our service providers which does not necessarily reflect the individual's city of residence.
- A Committee member asked if similar mobility programs exist elsewhere and if they do, can we look to their best practices for ways to improve our programs. Staff responded that Terra Curtis of the Paratransit Coordination Team did some research on other programs in the nation and did not find any that are similar to Alameda County's.
- A Committee member asked regarding individuals living in an area where a non-participating hospital exists and no same day service is available, how have they been getting home after being discharged? Additionally, has there been any discussion about individuals requesting their own rides regardless if the hospital they are being discharged from is participating in the program and who should pay for the ride. Staff is interested in moving away from having to put in place MOUs with participating hospitals to allow for all consumers to be able to access the HDTS program. Staff is currently discussing improving the mobility programs, including how they are structured, moving forward.

- A Committee member noted that when the program operated on a city level in Fremont, there was much higher ridership since the program was also free to consumers. She recommended that staff explore the option of making the program free for consumers once again. This also allows program managers to follow up with consumers' long term transportation needs. Additionally, she recommended that staff look into hospitals that have existing partnerships with taxi companies to determine if any forms of collaboration or support may be possible. However, the issue regarding same day accessible rides would still need to be addressed.
- A Committee member recommended initiating a pilot program with a taxi component for a small part of the County to determine whether a larger partnership is feasible.
- A Committee member discussed the idea that was presented regarding giving paratransit program managers HDTS vouchers to then distribute to their participants and incoming participants. This would also allow for a database to be generated and an improved follow up process.
- Committee members discussed the idea of a self-enrollment model for the HDTS program.
- A Committee member recommended that a subcommittee be formed to discuss and present a recommendation regarding the future of the HDTS and WSBTS programs.

7. **Federal Transit Administration (FTA) Circular ADA Guidance Update (Verbal)**

   Cathleen Sullivan reviewed the Federal Transit Administration (FTA) circular that was recently released regarding Americans with Disabilities Act (ADA) compliance for subsidized taxi programs using federal funding.

   Questions and feedback from ParaTAC members:
   - A Committee member asked if other, non-taxi related programs using federal funding have to also comply with the guidelines provided in these new circulars.
   - A Committee member noted that if agencies are using or are partnering with Transportation Network Companies (TNCs), like Uber and Lyft, they may also be subject to these new guidelines.

Staff noted that the circular only specifically identifies taxi companies so TNCs may not be a part of this discussion.

Staff will follow up with Committee members' questions and send program managers the circular documents for further review.

8. Technical Exchange (Verbal)

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

8.2. Preparedness
There were no Preparedness items discussed.

8.3. Ask a ParaTAC Member
Dana Bailey with the City of Hayward Paratransit program requested information regarding translation services.

9. Information Items (Verbal)

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

9.2. PAPCO Update
There was no PAPCO update.

9.3. Paratransit Outreach Update
There was no paratransit outreach update.

9.4. ParaTAC Member Reports
There were no ParaTAC member reports.

9.5. Other Staff Updates
There were no other staff updates.

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

The meeting adjourned at 11:30 a.m. The next ParaTAC meeting is scheduled for March 8, 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

Date	Events
December 8, 2015	**ParaTAC Meeting** - Draft Implementation Guidelines and Performance Measures - Technical Exchange – Recurring items
December 28/31, 2015	Annual Audits (28th) and Program Compliance Reports (31st) due
January 12, 2016	**ParaTAC Meeting** - Update on direct local program distribution estimates - Final Implementation Guidelines and Performance Measures - Update on HDTS/WSBTS and discussion on potential changes - FTA guidelines impact - 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** - Presentation on Countywide Transit Plan - Needs Assessment
March 8, 2016	**ParaTAC Meeting** - Feedback on Quarterly Strategic Planning Workshop - Program Plan Application completion mini-workshop - Access Alameda website – Alameda County City-Based Paratransit Application - Technical Exchange – Recurring items
March 25, 2016	Annual Program Plans and Gap extension requests due
April 25, 2016	**JOINT Meeting / Quarterly Strategic Planning Workshop** - Taxi Card Implementation Plan - Taxi incentives
May 2016 *Dates TBD*	PAPCO Program Plan Review Subcommittee Meetings

Date	Events
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** ○ Feedback on Quarterly Strategic Planning Workshop ○ Status report on PAPCO Program Plan funding ○ Update on HDTS/WSBTS ○ 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	• Kevin Barranti
• 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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Joint Paratransit Advisory and Planning Committee and Paratransit Technical Advisory Committee Meeting Minutes
Monday, February 22, 2016, 1:00 p.m.

4.0

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

MEETING ATTENDEES

Attendance Key (A = Absent, P = Present)

PAPCO Members:

 P Sylvia Stadmire, Chair

 P Will Scott, Vice-Chair

 P Larry Bunn

 P Shawn Costello

 P Herb Hastings

 P Joyce Jacobson

 P Sandra Johnson-Simon

 P Jonah Markowitz

 A Rev. Carolyn Orr

 A Vanessa Proee

 P Carmen Rivera-Hendrickson

 P Michelle Rousey

 P Harriette Saunders

 A Cimberly Tamura

 P Esther Waltz

 P Hale Zukas

ParaTAC Members:

 A Diane Atienza

 A Dana Bailey

 P Pam Deaton

 P Shawn Fong

 A Brad Helfenberger

 A Rashida Kamara

 A Jackie Krause

 P Kadri Külm

 A Isabelle Leduc

 P Wilson Lee

 P Hakeim McGee

 A Scott Means

 A Mallory Nestor

 P Julie Parkinson

 A Gail Payne

 A Kim Ridgeway

 A Sandra Rogers

 A Sid Schoenfeld

 A Leah Talley

 P Laura Timothy

 A Jonathan Torres

 A Rochelle Wheeler

 A David Zehnder

Staff:

 P Jacki Taylor, Program Analyst

 P Naomi Armenta, Paratransit Coordinator

 P Terra Curtis, Paratransit Coordination Team

 P Krystle Pasco, Paratransit Coordination Team

 P Cathleen Sullivan, Paratransit Coordination Team

 P Richard Weiner, Paratransit Coordination Team

 P Christina Ramos, Project Controls Team

Guests:

Kevin Barranti, Public Member; Arnold Brillinger, Alameda Commission on Disability Issues; Ken Bukowski, Public Member; Catherine Callahan,

Center for Independent Living (CIL); Cliff Chambers, Mobility Planners; Jennifer Cullen, Senior Support Program of the Tri-Valley; Jessica Cutter, Public Member; Ronny Kraft, Ronny Kraft Consulting; Jennifer Shelton, Alameda County Care Alliance (ACCA); Victoria Williams, Mobility Matters

MEETING MINUTES

1. **Welcome and Introductions**
   Naomi Armenta, Paratransit Coordinator, called the meeting to order at 1:05 p.m. and confirmed a quorum. The meeting began with introductions and a review of the meeting outcomes.

2. **Public Comment**
   Public comment was heard from Ken Bukowski.

3. **Countywide Transit Plan Presentation and Discussion**
   Cliff Chambers gave a presentation on Alameda CTC's Countywide Transit Plan (CTP). He provided an overview of the plan's vision and goals, timeline, recommendations, cost and service delivery impacts. He also discussed key findings and methodology as well as opportunities and strategies to effectively meet ADA paratransit requirements.

   Questions and feedback from PAPCO, ParaTAC and members of the public:
   - A Committee member expressed concern for AC Transit bus routes that were discontinued in the City of Alameda. She would like to see those routes reinstated. She also expressed concern for the lack of space on public transit for individuals with mobility devices during rush hour.
   - A Committee member expressed concern regarding bus drivers not being patient with individuals in mobility devices.
   - A Committee member noted that the examples of new accessible bus shelters and islands look great, however, if they are not connected to an accessible network of streets and curbs there is no point because consumers would not be able to

access them. Therefore, focusing on just improving major transit corridors may not necessarily be a good idea.

- A Committee member expressed support for regional lines that connect with paratransit as they help transport individuals to medical facilities in other counties. Regional paratransit trips continue to be a challenge for consumers. As a result, locations of major medical facilities should be taken into consideration when planning for transit improvements.

- A Committee member asked for more information regarding transit connections to trails. He was particularly interested in installing charging stations for mobility devices alongside trails. The guest speaker noted that there is a separate planning process for bicycle and pedestrian improvements within the larger Countywide Transportation Plan.

- A Committee member expressed interest in seeing the BART to Livermore project move towards groundbreaking. She believes this will help better connect the City of Livermore to the rest of the County and region as local bus lines would also be accessed through this BART station. This should be considered a multiple tier system.

- A Committee member asked about the justification for making Bus Rapid Transit (BRT) a 24 hour service. Is this cost effective? The guest speaker responded that the planners for BRT conducted various origin-to-destination research and market analysis. The findings highlighted the emergence of a 24/7 economy where people are working seven days a week and for longer hours, creating more travel. The consultants working on this project concluded that there was a need for greater 24 hour service.

- A Committee member expressed concern for the lack of accessible taxi vehicles available in the East County. He is also very interested in seeing driverless cars for individuals in mobility devices.

- A Committee member requested access to the report regarding the need for greater 24 hour services in Alameda County. The guest speaker will forward the technical memo to Alameda CTC staff for distribution to PAPCO and ParaTAC members.

- A Committee member discussed the need to incentivize taxi companies to operate and maintain their accessible taxis and

drivers. She noted that creating a better intercity and regional accessible taxi system can be helpful in providing better overall service to consumers.

4. Needs Assessment Discussion

Cathleen Sullivan and Terra Curtis gave a presentation on current needs assessment efforts in Alameda County. They provided a background of the needs assessment efforts and provided best practices and strategies for gathering information. PAPCO, ParaTAC and members of the public then had an opportunity to break into smaller groups (according to their respective planning areas) and discuss these strategies.

Planning area groups were asked to discuss the following questions:
- How was consumer input sought in development of the program plan and selection of the services offered? Examples include: consumer or public meetings, meetings with other agencies, presentations to boards, commissions, or committees.
- Describe any outreach, surveys and/or analysis conducted to develop the plan.
- Describe how results from these activities were used to guide the development of the plan.

Central County
- Consumer and public meetings, meetings with other agencies, and presentations to boards, commissions, or committees were all strategies used to gather input in the development of the program and selection of the services offered.
- Survey distribution and completion ideas included issuing paper surveys during rides taken and providing incentives like gift cards and raffle entries are options.
- Local city council and disabled or senior advisory committees were also contacted for input.
- Other ideas include distributing surveys at large community events such as USOAC's Healthy Living Festival or taking input electronically via an agency tablet.
- Alameda CTC could develop a generic survey that could be widely distributed.

- San Leandro staff distributed a mail survey between the holiday season and February that was also available at the Senior Community Center. Staff also conducted focus groups for individuals with developmental disabilities as well as the Chinese speaking community.
- San Leandro staff found that paratransit participants were concerned about extending hours and expanding destinations for their shuttle. Staff also conducted presentations to cross check with attendees that the results generated from the surveys was accurate. Some challenges included keeping track of all comments and prioritizing feedback.
- Sharing local "wish lists" and overview of services with other programs was recommended for information and resource sharing purposes.

East County
- The Pleasanton paratransit program recently held focus groups with members of several senior housing complexes about its Downtown Route (DTR) shuttle. Feedback received included a desire for shorter trips times and more direct trips.
- In response, proposed changes to the DTR include paying an annual fee versus a per trip fare), lowering the age eligibility from 70 years to 60 years and adding service for recreational trips.
- LAVTA and the Pleasanton paratransit program's joint needs assessment effort will start next fiscal year. This effort will look at the entire Tri-Valley area and will use a variety of strategies to gather public input.
- There is an increased need for medical trips that are inter-jurisdictional and inter-regional. Service that connects with the Walnut Creek Kaiser shuttle and trips to San Ramon are needed.
- There is also a need for same-day service.

North County
- Size of wheelchair was identified as an issue.
- Services in the City of Alameda are underutilized but public transit has been cut.
- A shuttle to connect the City of Alameda to Fruitvale and a ferry line to connect to San Francisco would be helpful.

- There is also a need for improvements in communications and messaging regarding services, especially if they are free.
- Reaching consumers over 80 years is a challenge. Also doing outreach to 50 to 60 year olds with regards to travel training programs is a good idea.
- Funding accountability is of high importance.
- Emeryville's Emery-Go-Round shuttle should be improving their buses, lifts and overall quality of service with the new funding that was approved.
- There should be more coordination with Caltrans.
- The Area Agency on Aging should conduct a needs assessment that includes transportation.
- Partnerships and alliances for long term public transit include Caltrans, Oakland airport, Greyhound, Hayward airport, San Francisco airport and Amtrak.

South County
- Union City's needs are more temporal and address level of service. The public transit network is mostly built out and there are no new destinations.
- In Fremont there are service gaps that exist around regional trips. There needs to be more access to what is already existing.
- Newark and Fremont face additional challenges when Measure B expires. Paratransit programs need to work on more effectively providing service and Gap Grant funding should be explored.
- There is value to regional work.
- The countywide needs assessment effort should maybe identify gap grant funding needs on a sub-regional level.
- The Fremont and Tri-City area have no plans for conducting a needs assessment.
- The Robert Wood Johnson Foundation conducted in 2003-2004 was a massive effort for the Tri-City area and it identified the needs of older adults in the area. Although the focus was on seniors' needs, transportation was identified among the top 4 needs.
- Needs assessment efforts can be built into existing outreach efforts (i.e. Dialysis Kaiser social workers).

- The genesis of existing regional programs were also discussed as well as improving access to transit. The establishment of a basic framework was mentioned and understanding the utilization and funding opportunities that are ongoing can inform changes.
- The input so far includes more mobility management and education for specific needs.
- Union City conducted its last big needs assessment effort in 2002. Feedback included a new ADA service as a baseline although funding was still being identified. Staff relies on the quarterly advisory committee (Tri-City Paratransit Advisory Committee) meetings for guidance.
- The short range transit process covered ongoing changes that needed to be made. In this process, feedback from the paratransit advisory committee was incorporated into the larger transit considerations.
- It was also identified that consumers have a hard time commenting on non-proposals.

Staff will continue to gather information on needs assessment efforts in Alameda County.

5. Information Items

5.1. Member Announcements
Member announcements were heard from Jessica Cutter (speaking on behalf of the City of San Leandro), Wilson Lee, Sylvia Stadmire and Pam Deaton.

5.2. Staff Updates
There were no staff updates.

6. Draft Agenda Items for March 28, 2016 PAPCO Meeting
6.1. Convene Finance and Program Plan Review Subcommittees
6.2. Quarterly Paratransit Strategic Planning Workshop Feedback
6.3. Gap Grant Cycle 5 Extension and Progress Reports
6.4. East Bay Paratransit Report

7. Adjournment

The meeting adjourned at 3:00 p.m. The next ParaTAC meeting is scheduled for March 8, 2016. The next PAPCO meeting is scheduled for March 28, 2016. Both meetings will take place at Alameda CTC's offices located at 1111 Broadway, Suite 800, in Oakland.

Annual Paratransit Program Plan Application
for Measure B and Measure BB Funding
Fiscal Year 2016-2017 (July 1, 2016 - June 30, 2017)

Requirements and Instructions

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

Paratransit Program Plan Application Deadline: March 25, 2016

The Annual Paratransit Program Plan Application includes the following documents:

1. Paratransit Program Plan Application (this MS Word document)
2. Paratransit Program Plan Attachments A-D (Tables A, B, C and D of the provided MS Excel workbook) *NOTE: The FY2016-17 Program Plan Excel workbook contains a new tab to report on FY 2014-15 performance (Attachment A Table). The FY 2014-15 program information entered into Table A will be used to monitor program performance and, where applicable, is to align with program information included in the FY 2014-15 compliance report.*
3. References:
   - FY 2016-17 MB & MBB Paratransit DLD Revenue Projections, (distributed to ParaTAC, January 2016)
   - Alameda CTC Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines and Performance Measures, revised 2/25/16
   - Alameda CTC Timely Use of Funds Policy, adopted 12/3/15

Submit the Word and Excel files listed above electronically via email by March 25, 2016 to Naomi Armenta: narmenta@alamedactc.org.
Be sure to include your agency name and FY 16-17 in the file name of both the Word document and the Excel workbook (e.g., Albany_FY1617_Paratransit_Program_Application.doc).

If you have questions, please contact Naomi Armenta via email or at (510) 208-7469.

FY 2016-17 Paratransit Program Plan Application
Due by March 25, 2016

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

Date Submitted: _____

TYPES OF SERVICES PROVIDED

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

   Below is a list of the types of services/programs that are eligible for Alameda CTC funding. For detailed information about these eligible services, including minimum service requirements and performance measures, refer to the Alameda CTC's Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines, revised 2/25/16 (provided with the application materials).

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

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

1A. Provide a short narrative description of your agency's FY 2016-17 program:

Alameda CTC Paratransit Program Plan Application
Application Period: July 1, 2016 - June 30, 2017

1B. Explain how the suite of services offered is targeted towards the seniors and people with disabilities in your community. Why have these services been selected to meet the trip needs of your consumers over other eligible service types? How do these services enhance their quality of life and help them meet basic life needs?

1C. List the most common trip destinations for seniors and people with disabilities in your community that your services are designed to serve , e.g. dialysis centers, hospitals, major shopping complexes, senior centers.

2. **Will your agency's program for FY 2016-17 conform to the Paratransit Program Implementation Guidelines, as required?** (FY 2016-17 Programs are *required* to conform to the Implementation Guidelines, revised February 2016)

   [ ] Yes   [ ] No

   2A. If "No", explain below and contact Alameda CTC staff to discuss (prior to March 25, 2016)

3. **If proposing service changes in FY 2016-17 from the current year, FY 2015-16, describe the changes and explain why they are proposed.** Describe how these changes will impact the

ability of seniors and people with disabilities in your community to meet their basic life needs.

PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

4. The 2016 Paratransit Program Implementation Guidelines require Alameda CTC staff review of several program elements prior to implementation. The program elements requiring staff review are listed as items 4A – 4F below and for each item, further explanation is requested. **If your FY 2016-17 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each.** Applicants must address any applicable paratransit projects and programs listed in Attachment B.

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

DEVELOPMENT OF PROGRAM PLAN

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

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

7. **Describe how results from the community outreach, surveys and/or analysis described in Questions 5 and 6 were used to guide the development of the program plan.**

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

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Application Period: July 1, 2016 - June 30, 2017

[ ] No

If yes, provide the name of the governing body and planned or actual approval date.

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OUTREACH

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

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ELIGIBILITY AND ENROLLMENT

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

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

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Alameda CTC Paratransit Program Plan Application
Application Period: July 1, 2016 - June 30, 2017

CUSTOMER SATISFACTION

12. Describe your complaint and commendation process. Describe your process from beginning to end, including instructions you provide to customers for filing program suggestions, complaints or commendations, your documentation procedures and your follow up. *(See questions 12A and 12B that follow)*

12A. Describe any common or recurring service complaints, commendations and/or suggestions your program has received. Specify for each of the paratransit projects and programs listed in Attachment B. *(Complaints are defined as phone calls, letters, or emails received for the specific purpose of making a complaint.)*

12B. Describe any changes you have made to your program as a result of these customer complaints, commendations and suggestions.

EXPECTED DEMAND/USE OF SERVICES

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

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Alameda CTC Paratransit Program Plan Application
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Registrants at beginning of FY 2014-15

Registrants at end of FY 2014-15

Current Registrants for FY 2015-16

Estimated Registrants for FY 2016-17

13A. Based on the registration projection provided, explain why you expect your program registration to increase, decrease or stay the same compared to the current year.

14. Do you expect the total number of one-way trips provided by your program to increase, decrease or stay the same compared to the current year, FY 2015-16? Why?

15. Do the ridership numbers reported in Attachments A and B include companions and/or attendants?
[ ] Yes
[ ] No

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

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

Alameda CTC Paratransit Program Plan Application
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Lift/ramp trips provided in FY 2014-15

Lift/ramp trips to be provided in FY 2015-16

Lift/ramp trips to be provided in FY 2016-17

VEHICLE FLEET

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

SAFETY INCIDENTS

18. Describe any safety incidents recorded by your program in FY 2014-15, or to date in FY 2015-16. Specify for each of the paratransit projects and programs listed in Attachment B. *(Report incidents resulting in any of the following: a fatality other than a suicide; injuries requiring immediate medical attention away from the scene for two or more persons; property damage equal to or exceeding $7,500; an evacuation due to life safety reasons; or a collision at a grade crossing.)*

FINANCES: PROGRAM REVENUE AND COST

19. Detail your FY 2016-17 program's total estimated revenue (all fund sources) and total cost by completing Attachment C (Table C tab of the Excel workbook). For program components funded with a Measure B Gap Grant, segregate the Gap Grant funding by entering it in the "Other Measure B" column.

20. Describe below the "Management/Overhead" and "Customer Service and Outreach" costs included in Attachment C and how these cost allocations were determined? (These two categories are defined under Question 1). *The amount spent on Customer Service/Outreach and Management/Overhead is to be included as part of the total program cost, even if it is not funded with Alameda CTC funding. This includes city/agency staff time paid for by a city's general fund.*

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20A. Management/Overhead Costs

20B. Customer Service and Outreach Costs

PROGRAM FUNDING RESERVES

21. If your paratransit program is anticipated to have a remaining balance of Measure B/BB DLD funding at the end of FY 2016-17, as shown in Attachment C, please explain. How do you plan to expend these funds and when?

MISCELLANEOUS

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

Alameda CTC Paratransit Program Application - FY 2016-17 (July 1, 2016 - June 30, 2017)

Attachment A: Summary of Past Program Service, Performance and Costs (FY 2014-15)

Service/Program Type and Name		Performance FY 14-15		Total FY 2014-15 Program Costs Expended by Fund Source (Measure B, Measure BB and all other funds expended during FY 2014-15)										Notes
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M	Column N	Column O
Eligible Service/Program Type *Drop-down Menu*	Service/Program/Project Name	Quantity Provided FY 2014-15 Provide total number of one-way trips or units	On-Time Performance FY 14-15 Percent of passenger trips arrived within designated window (indicate if data is unavailable or non-applicable)	Amount of RESERVE Measure B Paratransit DLD funds	Amount of FY 2014-15 Measure B Paratransit DLD funds	Amount of FY 2014-15 Measure BB Paratransit DLD funds	Amount of OTHER Measure B/BB funds	What was the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, MB LSR, etc.)	Fare Revenue received from service	Fare Revenue expended on service	Amount of all non-Alameda CTC funds (not including fares)	What was the source of these non-Alameda CTC funds? (e.g. City general fund, federal, state, etc.)	Total Funds expended (all sources) *Automatically calculated*	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
													$ -	
													$ -	
													$ -	
													$ -	
													$ -	
													$ -	
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Alameda CTC Paratransit Program Application - FY 2016-17 (July 1, 2016 - June 30, 2017)
Attachment B: Description of Planned Program

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

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

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

Service/Program Type and Name		Limits	Schedule			Eligibility	Status	Deliverables	Notes
Column A (repeated)	Column B (repeated)	Column K	Column L	Column M	Column N	Column O	Column P	Column Q	Column R
Service/Program Type *Will automatically populate from rows above*	Service/Program/Project Name *Will automatically populate from rows above*	Limits on number of trips/ use of service? (e.g. trip limits per month/quarter/year or a maximum expenditure per consumer)	If pre-scheduled, what days/hours are reservations accepted for trip, training, etc?	If pre-scheduled, how far in advance can/must a consumer schedule a trip, training, etc?	Days/Hours of Operation	Eligibility Requirements	Project Status *Drop-down Menu*	Quantity Planned Provide total number of units (one-way passenger trips, consumers trained, meals delivered, etc.)	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
0	0								
0	0								
0	0								
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Alameda CTC Paratransit Program Application - FY 2016-17 (July 1, 2016 - June 30, 2017)
Attachment C: Program Revenue, Cost and Fund Sources

Total FY 2016-17 Program Revenue (Measure B, Measure BB and all other funds available for FY 2016-17)	
Estimated **Measure B** Paratransit DLD ending balance at the end of THIS fiscal year, FY 2015-16 (June 30, 2016)	
Projected FY 2016-17 **Measure B** DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	
Estimated **Measure BB** Paratransit DLD ending balance at the end of THIS fiscal year, FY 2015-16 (as of June 30, 2016)	
Projected FY 2016-17 **Measure BB** DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	
Total FY 2016-17 Measure B and BB Paratransit DLD Revenue *(Automatically calculated)*	$0
Total FY 2016-17 Other Revenue (All other revenue sources, non-DLD, including Gap grant)	
Total FY 2016-17 Program Revenue (Measure B, Measure BB and all other sources available for FY 2016-17) *(Automatically calculated)*	$0

Service/Program Name		Total FY 2016-17 Program Costs by Fund Source (Measure B, Measure BB and all other funds planned to be expended during FY 2016-17)										Total Cost
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M
Service/Program/Project Name *Automatically populated from prior sheet (column B)*	Quantity Planned for FY 16-17 *Automatically populated from prior sheet (column Q)*	Amount of RESERVE Measure B Paratransit DLD funds	Amount of FY 2016-17 Measure B Paratransit DLD funds	Amount of RESERVE Measure BB Paratransit DLD funds	Amount of FY 2016-17 Measure BB Paratransit DLD funds	Amount of OTHER Measure B/BB funds	What is the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, LSR, MB LSR, etc.)	Fare Revenue expected from service	Fare Revenue to be expended on service	Amount of all Non-Alameda CTC funds (not including fares)	What is the source of these non-Alameda CTC funds? (e.g. city funds, federal, state, etc.)	Total Cost (all sources) *Automatically calculated*
0	0											$ -
0	0											$ -
0	0											$ -
0	0											$ -
0	0											$ -
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0	0											$ -
0	0											$ -
0	0											$ -
0	0											$ -
0	0											$ -
Totals	**0**	$ -	$ -	$ -	$ -	$ -		$ -	$ -	$ -		$ -

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

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB
Estimated Reserve Balance, June 30, 2017:	$0	$0
Reserve balance as percent of FY 16/17 Revenue	*#DIV/0!*	*#DIV/0!*

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Alameda CTC Paratransit Program Application - FY 2016-17 (July 1, 2016 - June 30, 2017)

Attachment D: Vehicle Fleet

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

Vehicle Fleet

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

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Date	Event Name	Location	Time
3/1/16	Mobility and Transit Workshop and Fair	San Leandro Senior Community Center, 13909 E 14th Street, San Leandro, CA 94578	10:00 a.m. – 1:00 p.m.
3/12/16	Transition Information Faire	College of Alameda, 555 Ralph Appezzato Memorial Parkway, Alameda, CA 94501	9:30 a.m. – 3:00 p.m.
3/17/16	Transit Fair	Pleasanton Senior Center, 5353 Sunol Boulevard, Pleasanton, CA 94566	10:00 a.m. – 1:00 p.m.
4/21/16	Senior Resource Expo	Albany Senior Center, 846 Masonic Avenue, Albany, CA 94706	10:00 a.m. – 1:00 p.m.
4/29/16	USOAC Annual Convention	St. Mary's Center, 925 Brockhurst Street, Oakland, CA 94608	9:00 a.m. – 2:30 p.m.
5/5/16	Senior Health and Wellness Resource Fair	Kenneth Aitken Senior Center, 17800 Redwood Road, Castro Valley, CA 94546	9:00 a.m. – 1:00 p.m.
5/20/16	Senior Resource Fair	San Leandro Senior Community Center, 13909 E 14th Street, San Leandro, CA 94578	10:00 a.m. – 2:00 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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