



Paratransit Technical Advisory Committee Meeting Agenda Tuesday, September 11, 2018, 9:30 a.m.

Staff Liaisons: [Krystle Pasco](#),
[Kate Lefkowitz](#)

Public Meeting [Angie Ayers](#)
Coordinator:

1. Call to Order/Roll Call

2. Public Comment

3. Administration

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4. Paratransit Programs and Projects

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| 4.3. Emergency Preparedness Update | | |
| 4.4. Exchange Technical Information | | |

5. Committee and Transit Reports

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| 5.1. PAPCO Update | | |
| 5.2. ADA and Transit Advisory Committee Update | | |

6. Member Reports

7. Staff Reports

8. Adjournment

Next Meeting: Tuesday, January 8, 2019

Notes:

- All items on the agenda are subject to action and/or change by the Committee.
- To comment on an item not on the agenda (3-minute limit), submit a speaker card to the clerk.
- Call 510.208.7450 (Voice) or 1.800.855.7100 (TTY) five days in advance to request a sign-language interpreter.
- If information is needed in another language, contact 510.208.7400. Hard copies available only by request.
- Call 510.208.7400 48 hours in advance to request accommodation or assistance at this meeting.
- Meeting agendas and staff reports are available on the [website calendar](#).
- Alameda CTC is located near 12th St. Oakland City Center BART station and AC Transit bus lines. [Directions and parking information](#) are available online.



Alameda CTC Schedule of Upcoming Meetings:

Commission Chair
Supervisor Richard Valle, District 2

Commission Vice Chair
Mayor Pauline Cutter,
City of San Leandro

AC Transit
Board President Elsa Ortiz

Alameda County
Supervisor Scott Haggerty, District 1
Supervisor Wilma Chan, District 3
Supervisor Nate Miley, District 4
Supervisor Keith Carson, District 5

BART
Director Rebecca Saltzman

City of Alameda
Mayor Trish Spencer

City of Albany
Councilmember Peter Maass

City of Berkeley
Mayor Jesse Arreguin

City of Dublin
Mayor David Haubert

City of Emeryville
Mayor John Bauters

City of Fremont
Mayor Lily Mei

City of Hayward
Mayor Barbara Halliday

City of Livermore
Mayor John Marchand

City of Newark
Councilmember Luis Freitas

City of Oakland
Councilmember At-Large
Rebecca Kaplan
Councilmember Dan Kalb

City of Piedmont
Vice Mayor Teddy Gray King

City of Pleasanton
Mayor Jerry Thorne

City of Union City
Mayor Carol Dutra-Vernaci

Executive Director
Arthur L. Dao

Description	Date	Time
Alameda County Technical Advisory Committee (ACTAC)	October 4, 2018	1:30 p.m.
Finance and Administration Committee (FAC)	October 8, 2018	8:30 a.m.
I-680 Sunol Smart Carpool Lane Joint Powers Authority (I-680 JPA)		9:30 a.m.
I-580 Express Lane Policy Committee (I-580 PC)		10:00 a.m.
Planning, Policy and Legislation Committee (PPLC)		10:30 a.m.
Programs and Projects Committee (PPC)		12:00 p.m.
Independent Watchdog Committee (IWC)	November 19, 2018	5:30 p.m.
Paratransit Technical Advisory Committee (ParaTAC)	January 8, 2019	9:30 a.m.
Alameda CTC Commission Meeting	September 27, 2018	2:00 p.m.
Paratransit Advisory and Planning Committee (PAPCO)	September 24, 2018	1:30 p.m.
Bicycle and Pedestrian Community Advisory Committee (BPAC)	October 18, 2018	5:30 p.m.

All meetings are held at Alameda CTC offices located at 1111 Broadway, Suite 800, Oakland, CA 94607. Meeting materials, directions and parking information are all available on the [Alameda CTC website](http://www.alamedactc.org).

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1. Call to Order and Roll Call

Krystle Pasco called the meeting to order and a roll call was conducted. All members were present with the exception of Steve Adams, Dana Bailey, Jay Jeter, Paul Keener, Kadri Kulm, Sandra Rogers, Sid Schoenfeld, Laura Timothy, and David Zehnder.

2. Public Comment

There were no public comments.

3. Administration

3.1. Review the January 9, 2018 ParaTAC Meeting Minutes

Committee members received the January 9, 2018 ParaTAC meeting minutes and agreed by acclamation.

3.2. Review the FY 2018-19 ParaTAC Meeting Calendar

The FY 2018-19 ParaTAC meeting calendar was provided in the agenda packet for review purposes.

3.3. PAPCO Roster

The PAPCO roster was provided in the agenda packet for review purposes.

3.4. Paratransit Outreach Calendar

The paratransit outreach calendar was provided in the agenda packet for review purposes. Kim Ridgeway mentioned the Center for Independent Living (CIL) Momentum Expo will take place on April 14, 2018 at the Ed Roberts Campus.

4. Paratransit Programs and Projects

4.1. FY 2018-19 Program Plan Application Discussion

Krystle Pasco presented this agenda item. She reminded the Committee that the Alameda CTC administers Measure B and Measure BB which allocates approximately 10% of funds for transportation for seniors and people with disabilities (or Paratransit). ParaTAC members reviewed the FY 2018-19 Paratransit Program Plan Review application form and tables. The Committee received information on the minor changes made to the form and tables and had the opportunity to ask clarifying questions.

4.2. Direct Local Distribution (DLD) Timely Use of Funds Policy Presentation

John Nguyen and Andrea Gomez presented this agenda item. This policy states that a recipient shall not carry a fiscal year ending fund balance greater than 40 percent of DLD revenue received for that same fiscal year for four consecutive fiscal years, by funding program i.e. Measure B and Measure BB fund program. The policy is effective starting with Fiscal Year 2016-17 Measure B/BB DLD funds. Recipients out of compliance will be subject to a "Use It or Lose It Policy."

Hakeim McGee asked for clarification about whether the funds for different programming categories e.g. Local Streets and Roads, Paratransit, etc. are kept separate. Mr. Nguyen explained that it is the whole program combined that will be monitored and it is the continuing balance of all funds in each fiscal year. He noted that 40% should be all that remains every year.

Shawn Fong asked what happens if the Paratransit program doesn't spend down to the 40% mark. Mr. Nguyen explained that the funds either can be held for the next year or get taken away.

Naomi Armenta asked if it is possible that the recommendation to hold funds could apply only to certain categories of the funds. Mr. Nguyen said yes.

Brad Helfenberger asked what happens to funds that get withheld. Mr. Nguyen stated that the current plan of action is to hold those funds until a proper correction plan has been implemented within that same jurisdiction. Another possibility is that the funds will be distributed back to the city but with another use for the funds determined by the Board.

Shawn Fong asked what will happen with the funds from Measure B after 2020. There was a discussion on how best to balance the funds and programs within each jurisdiction. Staff is still discussing next steps and will provide more information when it becomes available.

4.3. 2020 Comprehensive Investment Plan Priorities and Guidelines Discussion

Cathleen Sullivan and Krystle Pasco presented this agenda item. The Alameda CTC has integrated all discretionary funding requests into one coordinated multidisciplinary call for projects that will be included in the agency's Comprehensive Investment Plan (CIP). ParaTAC members reviewed the 2020 CIP Paratransit Program priorities and guidelines. Members were asked to provide input on the guidelines for the next programming cycle.

4.4. Access Alameda Review and Discussion

Naomi Armenta presented the changes to the Access Alameda booklet and requested the Committee provide input on additional updates to the booklet and website. Final input and edits should be provided by March 30, 2018.

Shawn Fong suggested switching the focus to organizing the booklet from a city perspective. Victoria Williams agreed that consumers tend to look up their own city information first. Kim Ridgeway pointed out that the phone number should be listed

first. Committee members also pointed out that the new graphics and the two page spread for the city programs is preferable, with redundant information removed.

Ms. Armenta also asked for new photos to include in the booklet as well as opinions on the maps. A more traditional map was preferred. Kim Ridgeway also suggested adding the different service hours of operation. She also found that additional dots needed to be added to more cities on the public transit quick guide.

4.5. Mobility Management

Naomi Armenta presented an update on the Countywide Travel Training meeting that was held on February 2, 2018. The working group reviewed two webinars, continued discussions on developing an online survey, including why information is being collected, the best way to collect it, and what audiences to target. The next step is to have participants review the online survey. The goal is to monitor effectiveness of these programs to further support future funding requests.

4.6. Emergency Preparedness

Raymond Figueroa announced that the Pleasanton Senior Center is preparing an emergency preparedness workshop in June.

4.7. Technical Exchange

Shawn Fong asked how other cities are addressing the needs of the homeless population as far as providing transportation services since they qualify. She noted that there has been an increased need for these types of requests.

Raymond Figueroa stated that the Pleasanton Senior Center offers a cooling center in the summer. They provide paratransit services to all seniors aged 70+ to get to and from the cooling center. Services are provided until 8:30p.m.

5. Committee and Transit Reports

5.1. PAPCO Update

Krystle Pasco informed the Committee that the next PAPCO meeting is on March 26, 2018.

5.2. ADA and Transit Advisory Committee Updates

Kim Ridgeway gave an update on the East Bay Paratransit SRAC's no-show policy. She noted that SRAC recently approved a 30-day suspension each time an individual has a no-show and noted that the return trip would no longer be automatically canceled since the rider may still need access to that leg of their scheduled transportation request. She also noted that education on the no-show policy is being improved for riders overall. She also announced that the next AC Transit Accessibility Advisory Committee (AAC) meeting would take place on March 13th at 1 p.m.

6. Member Reports

Raymond Figueroa stated that the Transit Fair is scheduled for Friday, March 16, 2018 from 10 a.m. – 2 p.m. at the Pleasanton Senior Center.

7. Staff Reports

John Nguyen announced that the Programming Team is in the allocation process for the Lifeline program and they are looking for evaluators from ParaTAC to review the program applications. Applications for reviewers are due next month.

8. Adjournment

The meeting adjourned at 10:45 a.m.

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PARATRANSIT TECHNICAL ADVISORY COMMITTEE
March 13, 2018
ROSTER OF MEETING ATTENDANCE

Present	ParaTAC Member	Local Agency/Jurisdiction
	Adams, Steve	City of Union City
	Bailey, Dana	City of Hayward
✓	Figueroa, Raymond	City of Pleasanton
✓	Fong, Shawn	City of Fremont
✓	Helfenberger, Brad	City of Emeryville
✓	Hwang, Ely	City of San Leandro
	Jeter, Jay	East Bay Paratransit
	Keener, Paul	Alameda County Public Works
	Külm, Kadri	LAVTA
✓	McGee, Hakeim	City of Oakland
✓	Parkinson, Julie	City of Pleasanton
✓	Ridgeway, Kim	AC Transit
	Rogers, Sandra	City of San Leandro
	Schoenfeld, Sid	City of Albany
	Santana, Jendayi	City of Oakland
	Timothy, Laura	BART
✓	Williams, Victoria	City of Alameda
	Zehnder, David	City of Newark

STAFF		
Present	Staff/Consultants	Title
✓	Cathleen Sullivan	Principal Transportation Planner
✓	Krystle Pasco	Assistant Program Analyst
✓	Naomi Armenta	Paratransit Coordination Team
	Richard Wiener	Paratransit Coordination Team
	Angie Ayers	Public Meeting Coordinator, Consultant

✓ JOHN NGUYEN SENIOR TRANSP. PLANNER

✓ ANDREA GOMEZ ASSISTANT TRANSP. PLANNER



FY 2018-19 Paratransit Technical Advisory Committee (ParaTAC) Meeting Calendar 3.2

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

ParaTAC meetings occur on the second Tuesday of the month from 9:30-11:30 a.m. on an as needed basis based on the Paratransit Program’s annual work plan and other program needs. Joint PAPCO and ParaTAC meetings occur on the fourth Monday of the month from 1:30-3:00 p.m. Meetings are held at the Alameda CTC offices in downtown Oakland. Note that meetings and items on this calendar are subject to change; refer to www.AlamedaCTC.org for up-to-date information.

Categories	September 11, 2018 ParaTAC Meeting	January 8, 2019 ParaTAC Meeting	February 25, 2019 Joint Meeting	March 12, 2019 ParaTAC Meeting	April 22-23, 2019 Subcommittees
Planning and Policy	<ul style="list-style-type: none"> Review Implementation Guidelines and Performance Measures Update 	<ul style="list-style-type: none"> Receive Paratransit Direct Local Distribution (DLD) Estimates Update Discuss FY 2019-20 Program Plan Application 	<ul style="list-style-type: none"> TBD, to be developed in consultation with PAPCO Chair 	<ul style="list-style-type: none"> Receive 2020 CIP Paratransit Program Update 	<ul style="list-style-type: none"> Paratransit Program Plan Review Subcommittees
Committee Development	<ul style="list-style-type: none"> Review FY 2018-19 Meeting Calendar Exchange Technical Information 	<ul style="list-style-type: none"> Exchange Technical Information 		<ul style="list-style-type: none"> Exchange Technical Information 	
Outreach and Information	<ul style="list-style-type: none"> Ongoing Update 	<ul style="list-style-type: none"> Ongoing Update 		<ul style="list-style-type: none"> Ongoing Update 	

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**Alameda County Transportation Commission
Paratransit Advisory and Planning Committee
Roster - Fiscal Year 2018-2019**

3.3

	Title	Last	First	City	Appointed By	Term Began	Re apptmt.	Term Expires
1	Ms.	Stadmire, Chair	Sylvia J.	Oakland	Alameda County Supervisor Wilma Chan, D-3	Sep-07	Oct-16	Oct-18
2	Ms.	Johnson, Vice Chair	Sandra	San Leandro	Alameda County Supervisor Nate Miley, D-4	Sep-10	Mar-17	Mar-19
3	Mr.	Barranti	Kevin	Fremont	City of Fremont Mayor Lily Mei	Feb-16		Feb-18
4	Ms.	Behrens	Yvonne	Emeryville	City of Emeryville Mayor John Bauters	Mar-18		Mar-20
5	Mr.	Bunn	Larry	Union City	Union City Transit Steve Adams, Transit Manager	Jun-06	Jan-16	Jan-18
6	Mr.	Coomber	Robert	Livermore	City of Livermore Mayor John Marchand	May-17		May-19
7	Mr.	Costello	Shawn	Dublin	City of Dublin Mayor David Haubert	Sep-08	Jun-16	Jun-18
8	Mr.	Hastings	Herb	Dublin	Alameda County Supervisor Scott Haggerty, D-1	Mar-07	Jan-16	Jan-18
9	Mr.	Lewis	Anthony	Alameda	City of Alameda Mayor Trish Spencer	Jul-19		Jul-20
10	Rev.	Orr	Carolyn M.	Oakland	City of Oakland, Councilmember At-Large Rebecca Kaplan	Oct-05	Jan-14	Jan-16
11	Rev.	Patterson	Margaret	Albany	City of Albany Councilmember Peter Maass	Feb-18		Feb-20
12	Ms.	Rivera-Hendrickson	Carmen	Pleasanton	City of Pleasanton Mayor Jerry Thorne	Sep-09	Jun-16	Jun-18

	Title	Last	First	City	Appointed By	Term Began	Re apptmt.	Term Expires
13	Ms.	Ross	Christine	Hayward	Alameda County Supervisor Richard Valle, D-2	Oct-17		Oct-19
14	Ms.	Rousey	Michelle	Oakland	BART President Rebecca Saltzman	May-10	Jan-16	Jan-18
15	Mr.	Scott	Will	Berkeley	Alameda County Supervisor Keith Carson, D-5	Mar-10	Jun-16	Jun-18
16	Ms.	Smith	Linda	Berkeley	City of Berkeley Mayor Jesse Arreguin	Apr-16		Apr-18
17	Ms.	Tamura	Cimberly	San Leandro	City of San Leandro Mayor Pauline Cutter	Dec-15		Dec-17
18	Ms.	Waltz	Esther Ann	Livermore	LAVTA Executive Director Michael Tree	Feb-11	Jun-16	Jun-18
19	Mr.	Zukas	Hale	Berkeley	A. C. Transit Board President Elsa Ortiz	Aug-02	Feb-16	Feb-18



Upcoming Events

Date	Event Name	Location	Time
9/13/18	Healthy Living Festival**	Oakland Zoo, 9777 Golf Links Road, Oakland, CA 94605	8:00 a.m. – 2:00 p.m.
Oct TBD	Senior Health Faire	Silliman Activity Center, 6800 Mowry Avenue, Newark, CA 94560	9:00 a.m. – 12:00 p.m.
Oct TBD	Senior Info Fair	Dublin Senior Center, 7600 Amador Valley Boulevard, Dublin, CA 94568	10:00 a.m. – 2:00 p.m.
Mar TBD	Transit Fair**	Pleasanton Senior Center, 5353 Sunol Boulevard, Pleasanton, CA 94566	10:00 a.m. – 1:00 p.m.
Mar TBD	Transition Information Faire**	College of Alameda, 555 Ralph Appezzato Memorial Parkway, Alameda, CA 94501	9:30 a.m. – 3:00 p.m.
April TBD	Senior Wellness Fair	South Berkeley Senior Center, 2939 Ellis Street, Berkeley, CA 94703	10:00 a.m. – 2:00 p.m.
April TBD	Senior Resource Fair	Albany Senior Center, 846 Masonic Avenue, Albany, CA 94706	10:00 a.m. – 1:00 p.m.
April TBD	Senior Resource Fair	San Leandro Senior Community Center, 13909 East 14th Street, San Leandro, CA 94578	10:00 a.m. – 1:00 p.m.
May TBD	Older Americans Month Celebration	Oakland City Hall and Frank Ogawa Plaza, 1 Frank H. Ogawa Plaza, Oakland, CA 94612	10:00 a.m. – 2:00 p.m.

Date	Event Name	Location	Time
May TBD	Senior Health and Wellness Resource Fair**	Kenneth C. Aitken Senior and Community Center, 17800 Redwood Road, Castro Valley, CA 94546	9:00 a.m. – 1:00 p.m.
May TBD	Age Friendly Health Expo**	Fremont Multi-Service Senior Center and Central Park, 40086 Paseo Padre Parkway, Fremont, CA 94538	9:00 a.m. – 1:00 p.m.
May TBD	USOAC Annual Convention**	St. Columba Church, 6401 San Pablo Avenue, Oakland, CA 94608	10:00 a.m. – 3:00 p.m.
May TBD	Open House and Resource Fair	Mastick Senior Center, 1155 Santa Clara Avenue, Alameda, CA 94501	3:00 p.m. – 6:00 p.m.

Alameda CTC's Paratransit Coordination Team will be distributing materials at an information table at events marked with asterisks ().

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



DATE: September 4, 2018

TO: Paratransit Technical Advisory Committee

FROM: Cathleen Sullivan, Principal Transportation Planner
Krystle Pasco, Assistant Program Analyst
Kate Lefkowitz, Associate Transportation Planner

SUBJECT: Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities (Paratransit) Program for FY 2019-20

Recommendation

Provide input on Implementation Guidelines and Performance Measures –Transportation for Seniors and People with Disabilities (Paratransit) Program for FY 2019-20.

Summary

The Implementation Guidelines for the Paratransit Program are periodically reviewed and updated. The Paratransit Technical Advisory Committee (ParaTAC) is requested to review and provide input on the revised Implementation Guidelines and Performance Measures for the Paratransit Program for FY 2019-20. Starting in FY 2016-17, the Alameda CTC implemented the use of standardized performance measures for all Measure B and BB funded projects and programs. The revised Implementation Guidelines and Performance Measures are included as Attachment 4.1A. The Paratransit Advisory and Planning Committee

(PAPCO) will review the revised guidelines and ParaTAC input on November 19, 2018.

Background

Implementation Guidelines

The Implementation Guidelines for the Paratransit Program identify the types of services that are eligible to be funded with Alameda County Measure B (2000), Measure BB (2014), and Vehicle Registration Fee (VRF, 2010) Direct Local Distribution (DLD) revenues. The Implementation Guidelines and Performance Measures are incorporated by reference into the Master Program Funding Agreements (MPFA) and also apply to all paratransit discretionary grant funded programs (e.g. Comprehensive Investment Plan (CIP) Grants).

The eligible service types identified in the Implementation Guidelines include:

- ADA Paratransit
- Door-to-Door Service
- Same-Day Transportation
- Specialized Accessible Van
- Accessible Shuttle
- Group Trips
- Door-through-Door/Volunteer Driver Service
- Mobility Management and/or Travel Training
- Scholarship/Subsidized Fare Programs
- Meal Delivery Programs
- Capital Expenditures

Staff proposes the following revisions to the Implementation Guidelines:

- “Taxi Subsidy” has been renamed “Same-Day Transportation” and updated to include Transportation Network Companies (e.g. Lyft, Uber) that use ride-hailing apps.

- A definition for travel training has been added to the “Mobility Management and/or Travel Training Service Guidelines”.
- Other minor text edits and clarifications have been made.

These revisions are included in the redline document included as Attachment 4.1A. Staff requests that members review the proposed revisions and be prepared to discuss on September 11th.

Performance Measures

The Performance Measures section is organized into similar categories as the Implementation Guidelines and highlights data that is collected through the compliance reports. The data requested is primarily the number of trips (or trainings, meals, etc.) provided and the Measure B/BB cost per unit. This information is meant to provide the Commission with a high-level summary of how Measure B and BB funds are being spent.

Beginning in FY 2018-19, the Performance Measures have included “additional” performance measures collected by staff, in coordination with PAPCO and ParaTAC, through program plan, grant progress reports, or other means. These measures go beyond the basic measures collected for compliance reports. Members should expect to continue to see the additional performance measures in future grant and program plan processes.

Staff proposes the following revisions to the Performance Measures:

- “Taxi Subsidy” has been renamed “Same-Day Transportation” and updated to include Transportation Network Companies (e.g. Lyft, Uber) that use ride-hailing apps.
 - Programs are required to report taxi and TNC trips separately.
 - Programs are required to report any extra concierge costs, if applicable.
 - Additional performance measures have been edited to reflect TNCs.
 - An additional performance measure has been added to collect origin and destination information, if available.

- Measures have been added to collect revenue and cost information on “Capital Expenditures.”
- Other minor text edits and clarifications have been made.

These revisions are also included in the redline document included as Attachment 4.1A. Staff requests that members review the proposed revisions and be prepared to discuss on September 11th.

Fiscal Impact: There is no fiscal impact associated with the requested action.

Attachment

- A. Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities (Paratransit) Program for FY 2019-20.

Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities (Paratransit) 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 (Paratransit) Program. All programs funded partially or in their entirety through these sources, including [American with Disabilities Act \(ADA\)](#)- ~~ADA~~-mandated paratransit services, city-based 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 the~~ [importance of a trip](#) should be determined by the consumer.

The chart below summarizes the eligible service types and the transportation need the service targets. This is followed by more detailed descriptions of each.

Service	Transportation Need Targeted and Service Details
ADA Paratransit^{1,2}	Origin-to-destination trips for people with disabilities unable to ride fixed route transit <ul style="list-style-type: none"> • Pre-scheduled • Accessible
Door-to-Door Service	Origin-to-destination trips for seniors and people with disabilities (usually ADA paratransit certified) unable to ride fixed route transit and who benefit from shorter trips and more individualized service (compared to ADA paratransit) <ul style="list-style-type: none"> • Pre-scheduled • Accessible

Service	Transportation Need Targeted and Service Details
Taxi Subsidy/ Same-Day Transportation³	Curb-to-curb trips on taxis or using ride-hailing apps for seniors and/or people with disabilities (usually ADA paratransit certified) <ul style="list-style-type: none"> • Same day • Accessible vehicles not guaranteed
Specialized Accessible Van	Origin-to-destination trips for people with disabilities using mobility devices that require lift- or ramp-equipped vehicles <ul style="list-style-type: none"> • Pre-scheduled & Same Day • Accessible
Accessible Shuttle	Fixed or flex route trips for seniors and people with disabilities possibly able to ride fixed route transit, but who benefit from targeted routes/stops and more individualized service (compared to transit) <ul style="list-style-type: none"> • Fixed Schedule • Accessible
Group Trips	Round trip or origin-to-destination trips for seniors and people with disabilities <ul style="list-style-type: none"> • Pre-scheduled/fixed schedule • Usually accessible
Door-through- Door/Volunteer Driver Service	Origin-to-destination trips for seniors and people with disabilities with special needs requiring door-through-door service or escort <ul style="list-style-type: none"> • Pre-scheduled • Generally not accessible when provided in private cars
Mobility Management and/or Travel Training	Information and referral, service linkage, service coordination, advocacy, and/or individual/group training or travel orientation for seniors and people with disabilities to facilitate use of services
Scholarship/ Subsidized Fare Programs	Financial assistance for seniors and people with disabilities to utilize services
Meal Delivery Programs	Funding for meal delivery for seniors and people with disabilities who cannot travel to congregate meal sites <ul style="list-style-type: none"> • Programs currently funded by Measure B may continue, but new programs may not be established.

Service	Transportation Need Targeted and Service Details
Capital Expenditures⁴	Funding for capital purchases for transportation programs for seniors and people with disabilities <ul style="list-style-type: none"> • If purchasing vehicles, they should be accessible

¹ **Note on ADA Mandated Paratransit:** Programs mandated by the Americans 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.

² **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 above to consumers awaiting ADA certification. Service must be provided within three business days of receipt of application.

³ **Note on Transportation Network Companies:** Programs may utilize Transportation Network Companies (e.g. Lyft, Uber) [that use ride-hailing apps](#) under the guidelines for [Taxi Subsidy/Same-Day Transportation Programs](#). Other service types are ineligible unless wheelchair accessible service can be provided equitably. Programs should review the Department of Transportation guidance on shared mobility at www.transit.dot.gov/regulations-and-guidance/shared-mobility-frequently-asked-questions. Program changes to utilize TNCs are subject to review by Alameda CTC staff prior to implementation.

⁴ **Note on Capital Expenditures:** Any capital expenditures within the eligible service categories must be consistent with the objectives of the Alameda CTC Special Transportation for Seniors and Peoples with Disabilities (Paratransit) Program described above and are subject to review by Alameda CTC staff prior to implementation.

City-based Door-to-Door Service Guidelines	
Service Description	<p>City-based door-to-door services provide pre-scheduled, accessible, door-to-door trips. Some programs allow same day reservations on a space-available basis. They provide a similar level of service to mandated ADA services. These services are designed to fill gaps that are not met by ADA-mandated providers and/or relieve ADA-mandated providers of some trips.</p> <p>This service type does not include taxi subsidies or TNC trips which are discussed below.</p>
Eligible Population	<p>Eligible Populations include:</p> <ol style="list-style-type: none"> 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. <p><i>Cities may continue to offer “grandfathered” eligibility to program registrants below 70 years old who have used the program regularly since FY 11/12, as long as it does not impinge on the City’s ability to meet the minimum requirements of the Implementation Guidelines.</i></p> <p><i>Program sponsors may use either ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit) or the Alameda County City-Based Paratransit Services Medical Statement Form, as proof of disability. Program sponsors may, at their discretion, also offer temporary eligibility due to disability.</i></p>
Time & Days of Service	<p>At a minimum, service must be available any five days per week between the hours of 8 a.m. and 5 p.m. (excluding holidays).</p> <p>At a minimum, programs must accept reservations between the hours of 9 a.m. and 5 p.m. Monday – Friday (excluding holidays).</p>
Fare (Cost to Customer)	<p>Fares for pre-scheduled service should not exceed local ADA paratransit fares, but can be lower, and can be equated to distance. Higher fares can be charged for “premium” same-day service.</p>
Other	<p>Door-to-Door programs must demonstrate that they are providing trips at an equal or lower cost than the ADA-mandated provider on a cost per trip 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.</p>

City-based Door-to-Door Service Guidelines	
	Programs may impose per person trip limits 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.

Taxi Subsidy/Same-Day Transportation Program Guidelines	
Service Description	<p>Taxis provide curb-to-curb service that can be scheduled on a same-day basis. Transportation Network Companies (e.g. Lyft, Uber) can also provide similar service at the discretion of the program sponsor with local consumer input. Taxis charge riders on a distance/time basis using a meter. Taxi subsidy programs allow eligible consumers to use taxis at a reduced fare by reimbursing consumers a percentage of the fare or by providing some fare medium, e.g. scrip or vouchers, which can be used to cover a portion of the fare. These programs are intended for situations when consumers cannot make their trip on a pre-scheduled basis.</p> <p><u>Transportation Network Companies (e.g. Lyft, Uber) using ride-hailing apps can also provide a similar service at the discretion of the program sponsor with local consumer input. TNC trips can be subsidized on a reimbursement basis or using a concierge model.</u></p> <p>The availability of accessible taxi cabsvehicles varies by geographical area and taxi provider, but programs should expand availability of accessible taxi cabsvehicles where possible in order to fulfill requests for same-day accessible trips.</p>
Eligible Population	<p>Eligible Populations include:</p> <ol style="list-style-type: none"> 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. <p><i>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.</i></p>

Taxi Subsidy/Same-Day Transportation Program Guidelines

	<p><i>Program sponsors may use either ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit) or the Alameda County City-Based Paratransit Services Medical Statement Form, as proof of disability. Program sponsors may, at their discretion, also offer temporary eligibility due to disability.</i></p> <p><i>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.</i></p>
Time & Days of Service	24 hours per day/7 days per week
Fare (Cost to Customer)	<p>Programs must subsidize at least 50% of the fare.</p> <p>Programs can impose a cap on total subsidy per person. This can be accomplished through a maximum subsidy per trip, a limit on the number of vouchers/scrip (or other fare medium) per person, and/or a total monetary subsidy per person per year.</p>
Other	<p>Programs may also use funding to provide incentives to drivers and/or transportation providers 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.</p> <p>Programs may utilize Transportation Network Companies (e.g. Lyft, Uber) for these programs but should review the Department of Transportation guidance on shared mobility at www.transit.dot.gov/regulations-and-guidance/shared-mobility-frequently-asked-questions. Program changes to utilize TNC's are subject to review by Alameda CTC staff prior to implementation.</p>

City-based Specialized Accessible Van Service Guidelines

Service Description	<p>Specialized Accessible Van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. This service category is not intended to be as comprehensive as primary services (i.e. ADA-mandated, City-based Door-to-Door, or Taxi programs), but should be a complementary supplement in communities where critical needs for accessible trips are not being adequately met by the existing primary services. Examples of unmet needs might be a taxi program without accessible vehicles, medical trips for riders</p>
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City-based Specialized Accessible Van Service Guidelines

	<p>with dementia unable to safely take an ADA-mandated trip, or trips outside of the ADA-mandated service area. When possible, a priority for this service should be fulfilling requests for same-day accessible trips.</p> <p>This service may make use of fare media such as scrip and vouchers to allow consumers to pay for rides.</p>
Eligible Population	At discretion of program sponsor with local consumer input.
Time & Days of Service	At discretion of program sponsor with local consumer input.
Fare (Cost to Customer)	At discretion of program sponsor with local consumer input.
Other	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 <u>the</u> period.

Accessible Shuttle Service Guidelines

Service Description	<p>Shuttles are accessible vehicles that operate on a fixed, deviated, or flex-fixed route and schedule. They serve common trip origins and destinations visited by eligible consumers, e.g. senior centers, medical facilities, grocery stores, BART and other transit stations, community centers, commercial districts, and post offices.</p> <p>Shuttles should be designed to supplement existing fixed route transit services. Routes should not necessarily be designed for fast travel, but to get as close as possible to destinations of interest, such as going into parking lots or up to the front entrance of a senior living facility. Shuttles are often designed to serve active seniors who do not drive but are not ADA paratransit registrants.</p>
Eligible Population	Shuttles should be designed to appeal to older- <u>adultspeople</u> , but can be made open to the general public.
Time and Days of Service	At discretion of program sponsor with local consumer input.

Accessible Shuttle Service Guidelines	
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	<p>Shuttles are required to coordinate with the local fixed route transit provider.</p> <p>Shuttle routes and schedules should be designed with input from the senior and disabled communities and to ensure effective design. A, and any new shuttle plan must be submitted to Alameda CTC staff for review prior to implementation.</p> <p>Deviations and flag stops are permitted at discretion of program sponsor.</p>

Group Trips Service Guidelines	
Service Description	Group trips are round-trip rides for pre-scheduled outings, including shopping trips, sporting-recreational events, and community health fairs activities. 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.

Door-through-Door/Volunteer Driver Service Guidelines

Service Description	<p>Volunteer driver services are pre-scheduled, door-through-door services that are typically not accessible. These programs rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. Programs may use staff to complete intake or fill gaps in service provision. 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 TaxiSame-Day).</p> <p>Volunteer driver programs may also have an escort component where volunteers accompany consumers on any service eligible for Alameda CTC funding, when they are unable to travel in a private vehicle.</p>
Eligible Population	At discretion of program sponsor.
Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	At discretion of program sponsor.
Other	Program sponsors can use funds for administrative purposes and/or to pay for volunteer mileage reimbursement purposes (not to exceed Federal General Services Administration (Privately Owned Vehicle) Mileage Reimbursement Rates) or an equivalent financial incentive for volunteers.

Mobility Management and/or Travel Training Service Guidelines

Service Description	<p>Mobility management services cover a wide range of activities, such as travel training, 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 East Bay ParatransitBP from Fremont to Berkeley for an event, using a taxi voucher for a same-day semi-emergencyurgent doctor visit, and requesting help from scheduling with a group trips service for to go grocery shopping. Service types can be categorized as information and referral, service linkage, service coordination, or advocacy.</p>
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Mobility Management and/or Travel Training Service Guidelines

	<u>Travel training is short-term, one-to-one or group-based intensive instruction designed to teach people with disabilities and seniors to travel safely and independently on fixed-route public transportation in their community.</u> ¹
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 <u>paratransit</u> 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.

¹ Easter Seals Project ACTION <http://www.projectaction.com/glossary-of-disability-and-transit-terms/>

Scholarship/Subsidized Fare Program Guidelines

	<p>If program sponsors include subsidized East Bay Paratransit (EBP) tickets in this program, no more than 3% of a program sponsor's Alameda CTC distributed funding may be used for the ticket subsidy.</p> <p>Other services or purposes proposed for scholarship and/or fare subsidy must be submitted to Alameda CTC staff for review prior to implementation.</p>
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Meal Delivery Funding Guidelines

Service Description	Meal Delivery Funding programs provide funding to programs that deliver meals to the homes of individuals who are generally too frail to travel outside to congregate at 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

Capital Expenditures Guidelines	
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. If purchasing vehicles, they should be accessible. Planned expenditures are subject to review by Alameda CTC staff prior to implementation.

Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities (Paratransit) 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 paratransit programs and discretionary grant funded projects, are identified below. Performance data required for Compliance Reports are marked with a ❖. Additional performance-related data is listed and may be required through separate discretionary grant guidelines or to report to the Alameda CTC’s Commission or one of its community advisory committees. Additional performance measures include but are not limited to those below marked with a regular bullet.

ADA-mandated Paratransit
<ul style="list-style-type: none"> ❖ Number of one-way trips provided ❖ Total Measure B/BB cost per one-way trip <i>(Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.)</i> • Non-Measure B/BB revenues and costs • Number of registrants • On-time performance • Number of trips provided to a consumer using a mobility device • Qualitative information on complaints • Qualitative information on safety incidents • Qualitative information on outreach • Qualitative information on “high need” trips

❖ *Performance data required for Compliance Reports*

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.*)
- Non-Measure B/BB revenues and costs
- Number of registrants
- On-time performance
- Number of trips provided to a consumer using a mobility device
- Qualitative information on complaints
- Qualitative information on safety incidents
- Qualitative information on outreach

❖ Performance data required for Compliance Reports

Taxi Subsidy/Same-Day Transportation Program

- ❖ Number of one-way trips provided on taxis
- ❖ Number of one-way trips provided on Transportation Network Companies (e.g. Lyft, Uber) using ride-hailing apps
- ❖ Total Measure B/BB cost per one-way trip, including extra concierge costs if applicable (*Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.*)
- Non-Measure B/BB revenues and costs
- Number of registrants for trips provided on taxis and/or Transportation Network Companies
- Information in aggregate on origin and destination for same day trips by category for taxis and Transportation Network Companies (i.e. medical appointments, grocery store, senior center, etc.)
- Qualitative information on complaints for taxis and/or Transportation Network Companies
- Qualitative information on safety incidents for taxis and/or Transportation Network Companies
- Qualitative information on outreach

❖ Performance data required for Compliance Reports

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.*)
- Non-Measure B/BB revenues and costs
- Number of registrants
- On-time performance
- Number of trips provided to a consumer using a mobility device
- Qualitative information on complaints
- Qualitative information on safety incidents
- Qualitative information on outreach

❖ Performance data required for Compliance Reports

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.*)
- Non-Measure B/BB revenues and costs
- Number of registrants
- On-time performance
- Number of trips provided to a consumer using a mobility device
- Qualitative information on complaints
- Qualitative information on safety incidents
- Qualitative information on outreach

❖ Performance data required for Compliance Reports

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.*)
- Non-Measure B/BB revenues and costs
- Number of registrants
- Number of trips provided to a consumer using a mobility device
- Qualitative information on complaints
- Qualitative information on safety incidents
- Qualitative information on outreach

❖ Performance data required for Compliance Reports

Door-through-Door/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.*)
- Non-Measure B/BB revenues and costs
- Number of registrants
- Qualitative information on complaints
- Qualitative information on safety incidents
- Qualitative information on outreach
- Number of active volunteer drivers
- Number of one-way trips provided by staff
- Percentage of service requests unfulfilled when requested within specified time

❖ Performance data required for Compliance Reports

Mobility Management Service

- ❖ Number of individuals provided with mobility management support (*Note: an individual may have multiple contacts*)
- ❖ Number of contacts providing mobility management support (service type can be categorized as information and referral, service linkage, service coordination, or advocacy.)
- ❖ 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.*)
- Non-Measure B/BB revenues and costs
- Qualitative information on outreach

❖ Performance data required for Compliance Reports

Travel Training Service

- ❖ Number of individuals trained and/or received travel orientation (divided by those in individual training and those participating in group trainings)
- ❖ Total Measure B/BB cost per individual trained in individual trainings and in group trainings (*Total Measure B/BB program cost during period divided by the number of individuals trained during period*)
- Non-Measure B/BB revenues and costs
- Number of individuals trained (divided by those receiving travel orientation, mobility device training, seniors, adults with disabilities, youth with disabilities, and/or people with visual impairments)
- Qualitative information on outreach
- Percentage/number of people surveyed who used transit post workshop

❖ Performance data required for Compliance Reports

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*)
- Non-Measure B/BB revenues and costs
- Qualitative information on complaints
- Qualitative information on outreach

❖ Performance data required for Compliance Reports

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*)
- Non-Measure B/BB revenues and costs

❖ Performance data required for Compliance Reports

Capital Expenditures

- ❖ Total Measure B/BB cost
- Non-Measure B/BB revenues and costs

❖ Performance data required for Compliance Reports