



FY 2014 – 2015

Program Plan Review Schedule

Thursday, April 3, 2014		Friday, April 4, 2014	
9:30 – 9:45	Set-up	9:30 – 9:45	Set-up
9:45 – 10:30	Alameda	9:45 – 10:30	Pleasanton
10:35 – 11:20	Albany	10:35 – 11:20	LAVTA
11:25 – 12:10	Emeryville	11:25 – 12:10	San Leandro
12:10 – 12:25	Break	12:10 – 12:25	Break
12:25 – 1:10	Oakland	12:25 – 1:10	Hayward
1:15 – 2:00	Berkeley	1:10 – 2:40	EBP
2:05 – 2:50	Union City	2:40 – 2:45	Wrap-up
2:55 – 3:55	Fremont/ Newark		
3:55 – 4:00	Wrap-up		

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MEMORANDUM

To: Paratransit Advisory Planning Committee (PAPCO)

From: Staff

Date: March 21, 2014

Subject: **Fiscal Year 2014/15 Program Plan Review**

We look forward to your participation in the annual program plan review process. As a PAPCO member, Program Plan Review is one of your key responsibilities. This year, PAPCO will be responsible for reviewing and recommending funding for Measure B funded paratransit programs totaling over **\$10.3 million dollars**. All meetings will be held at the Alameda CTC, located at 1111 Broadway, Suite 800.

Each program is scheduled for a minimum 45-minute time slot on one of the two review dates. Please see the schedule at the end of the memo or attached at the front of this binder for the schedule of when each program will present on your review date(s). During that slot, program managers will provide a 10 minute presentation of their program, followed by a brief staff report including any dramatic changes and questions identified through the Finance Subcommittee. You will then have an opportunity to ask questions of each of the program managers before making your recommendation.

Enclosed are the materials you are responsible for reviewing for your assigned date(s). This binder contains the following:

- Cover memo including preliminaries
- General References
- Comparative References
- For each individual program:
 - Staff Summary Form
 - Program Plan Application

Please review these documents carefully before the meeting and come prepared with comments. We recommend that you review key questions developed by staff about each program.

As part of your recommendation, you will have the opportunity to make comments or suggest ideas to the program managers regarding their programs. Remember that most jurisdictions have their own citizen advisory committee that they have worked with to design their program. Your job is not to reinvent individual programs, but rather to encourage the best overall service in the County through suggesting coordination/mobility management activities, ensuring consumer involvement, and offering your own experiences for making programs more responsive to consumer needs. Once you have made your comments or suggestions, you may either send the program plan on to the full PAPCO committee (then the Commission) for approval without comment, or you may attach comments or questions that you believe should be pursued by Alameda CTC staff before final approval. Your final recommendations will go before the full PAPCO in May for final approval and then to the Commission in June.

We look forward to seeing you on your program review date. We will provide coffee and juices in the morning and lunch for the break. If you have any further questions, please don't hesitate to call Naomi at (510) 208-7469.

Overall Fiscal Year 2014/15 Program Plan Review Schedule

Date	Schedule	Date	Schedule
4/3/14	9:30 – 9:45 <i>Set-up</i>	4/4/14	9:30 – 9:45 <i>Set-up</i>
	9:45 – 10:30 Alameda		9:45 – 10:30 Pleasanton
	10:35 – 11:20 Albany		10:35 – 11:20 LAVTA
	11:25 – 12:10 Emeryville		11:25 – 12:10 San
	12:10 – 12:25 <i>Break</i>		Leandro
	12:25 – 1:10 Oakland		12:10 – 12:25 <i>Break</i>
	1:15 – 2:00 Berkeley		12:25 – 1:10 Hayward
	2:05 – 2:50 Union City		1:10 – 2:40 EBP
	2:55 – 3:55 Fremont/ Newark		2:40 – 2:45 <i>Wrap-up</i>
	3:55 – 4:00 <i>Wrap-up</i>		



Program Plan Review Preliminaries

April 3 and 4, 2014



Why are we here?

Excerpts from PAPCO Bylaws

- **2.3 Additional Responsibilities.** Additional PAPCO member responsibilities are to:
 - *2.3.1 Review mandated and non-mandated services for cost effectiveness and adequacy of service levels and to make recommendations to the Alameda CTC regarding the approval of requests for funding. In this capacity, the Committee may identify alternative approaches that will improve special transportation service in Alameda Co.*

Why are we here? (cont.)

Excerpts from PAPCO Bylaws

- *2.3.2 Review performance data submitted by mandated and non-mandated special transportation service providers, with the objective of creating a more productive and effective service network, through better communication and collaboration of service providers.*
- *2.3.3 Report annually to the Alameda CTC and all providers on the status of special transportation services. This report will include at a minimum service availability, quality, and improvements made as compared to the previous year.*

Reports and Review During Fiscal Year

Due Date	Report/Review	Period Covered
July 31, 2013	Gap Grant Progress Reports	Second half of prior fiscal year (Jan-Jun)
October 28, 2013	Gap Grant Summary Report (PAPCO)	Gap Cycle 4
December 31, 2013	Annual Audit and Compliance Report	Prior fiscal year
January 31, 2014	Gap Grant Progress Reports	First half of current fiscal year (prior Jul-Dec)
March 3, 2014	Program Plan Application	Upcoming fiscal year
March 18, 2014	Fiduciary and Finance Subcommittee (PAPCO)	Prior fiscal year & upcoming fiscal year
April 3-4, 2014	Program Plan Review Subcommittee (PAPCO)	Prior fiscal year & upcoming fiscal year

PAPCO's Review Process

- Gap Grant Progress Reports – due July & January
 - *PAPCO receives staff summary in the Fall and updates on progress on performance measures*
- Annual Compliance Reports – due December 31
 - *PAPCO Subcommittee reviews summaries and program specific notes at March Finance Subcommittee meeting*
 - *PAPCO questions are included in Program Plan Review Subcommittee binders; TAC provides answers during Program Plan Review in April*

PAPCO's Review Process (cont.)

- Base Program Plan Application – due March 1
 - *PAPCO reviews budget summaries at March Finance Subcommittee meeting*
 - *PAPCO reviews actual submittals, Staff summaries, and questions program managers at April Program Plan Review Subcommittees*
 - *PAPCO sends funding recommendation to the Alameda CTC Commission*

Fund Reserves Guidelines

- In Spring 2012, Measure B pass-through recipients entered into a new Master Programs Funding Agreement (MPFA) with the Alameda CTC.
 - *The MPFA included new policies for reserves balances and the timely use of funds (summarized on the following slides).*
- The MPFA requires jurisdictions to identify an implementation plan using reserve balances and anticipated annual revenues as part of the Annual Compliance Reporting Process.

Fund Reserves Guidelines (cont.)

- There are three types of allowable reserve funds:
 - **Capital Reserve:** Recipients may collect capital funds for large capital projects, but must expend these funds prior to the end of the third fiscal year immediately following the fiscal year during which the reserve was established.
 - **Operations Reserve:** Funds identified in this reserve may not exceed 50% of annual Measure B pass-through revenues.
 - **Undesignated Fund Reserve:** This fund may not contain more than 10% of annual Measure B pass-through revenues.

Process for each Program's Review

- Introductions
- Program Manager (PM) presentation
- Staff review of Summary Form
 - *PM asked to answer Finance Subcommittee questions*
- PAPCO questions (2 each)
 - *“Passed” questions will be opened for other members and then staff after everyone has had their turn*
- PAPCO comments assembled for the Commission
- PAPCO motion and vote

Options for motions

1. Recommend approval of base funding.
2. Recommend conditional approval with recommended actions (for example, require quarterly reports to PAPCO, work with staff to correct plan or budget, etc).
3. Don't recommend approval.

Program Manager's Presentation

- Service overview
- Budget highlights
 - *Status of Fund Reserves, Net Revenues, Deficits*
- Changes from last year's program
- Planning process overview
- Further challenges or issues that PAPCO should know about

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Overview of Paratransit Programs in Alameda County

There are 13 different paratransit programs in Alameda County. Broadly speaking, these programs can be categorized into “ADA-mandated” programs and “Non-mandated” or “City-based” programs.

ADA-mandated programs exist due to the 1990 federal Americans with Disabilities Act, which mandates that all public transit systems make their services fully accessible to all people, including those who, due to disability, cannot ride regular buses and trains. In Alameda County, there are three mandated programs. AC Transit and BART have partnered to form the East Bay Paratransit Consortium (EBP) which provides ADA-mandated service in these agencies’ service areas. Livermore Amador Valley Transit (LAVTA) in the Tri-Valley, and Union City Transit in the City of Union City also provide ADA-mandated services. However, LAVTA and Union City do not receive funding under the “ADA-mandated paratransit” portion of Measure B. They receive funding through the cities they serve, and offer both ADA-mandated service and exceed ADA-mandate geographically. Only AC Transit and BART receive funding from the “ADA-mandated services” portion of Measure B.

ADA-mandated services are required by federal law to provide service that is comparable to regular bus and transit services. Paratransit services must be provided to individuals who travel within a 3/4 mile radius of a regular bus or rail route during the days and hours that those regular services are offered. Other requirements of the ADA-mandated services are that they provide next day service; charge fares no more than twice the standard fixed route fare; accept requests for all types of trips without prioritization; operate during the same hours as regular transit services; and allow no pattern or practice of denials. Individuals who wish to use ADA-mandated paratransit in their area are required to complete an application, and sometimes an interview, to determine their eligibility.

Non-mandated or City-based programs, on the other hand, have much more flexibility in how they design their programs. Eleven cities in the County have designed a paratransit program to meet the needs of consumers in their local jurisdiction. The major difference between the ADA-mandated and non-mandated or City-based programs, aside from the absence of federal regulations, are that they focus more on providing paratransit services for seniors rather than exclusively those with disabilities, and that they offer a range of different types of services, including taxi, van service, and shuttle service.

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Summary of Programs - Program Plan Applications and Grant Programs

City	Planning Area	Mngmt/ Overhead	Customer Service/ Outreach	City-based Door-to- Door	Taxi Program	Specialized Van	MRTIP	Accessible Fixed- Route Shuttle	Group Trips Program	Volunteer Driver Program	Mobility Mngmt/ Travel Training	Scholar- ship/ Subsidized Fare	Meal Delivery	Capital Expend.	ADA Paratransit
NON-MANDATED PROGRAMS															
Alameda	North														
Albany	North														
Berkeley	North														
Emeryville	North														
Fremont	South														
Hayward	Central														
Newark	South														
Oakland	North														
Pleasanton	East														
San Leandro	Central														
MANDATED															
LAVTA	East														
Union City	South														
EBP	North, Central,														

Pass-through funded

Grant-funded

Other Funding

* Some programs have mixed funding sources, the box reflects majority

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

These guidelines lay out the service types that are eligible to be funded with Alameda County Measure B and Vehicle Registration Fee (VRF) revenues under the Special Transportation for Seniors and People with Disabilities Program (Paratransit). All programs funded partially or in their entirety through Measure B or the VRF, including ADA-mandated paratransit services, city-based non-mandated programs, and discretionary grant funded projects, must abide by the following requirements for each type of paratransit service. Programs must be in full compliance with these guidelines by the end of fiscal year 2012-2013.

Fund recipients are able to select which of these service types is most appropriate in 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.

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

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

Mobility Management and/or Travel Training	N/A	N/A	N/A	Seniors and people with disabilities
Scholarship/Subsidized Fare Programs	N/A	N/A	N/A	Seniors and people with disabilities

Note on ADA Mandated Paratransit: Programs mandated by the American's with Disabilities Act are implemented and administered according to federal guidelines that may supersede these guidelines; however all ADA-mandated programs funded through Measure B or the VRF are subject to the terms of the Master Programs Funding Agreement.

Interim Service for Consumers Awaiting ADA Certification: At the request of a health care provider, or ADA provider, city-based programs must provide interim service through the programs listed below to consumers awaiting ADA certification. Service must be provided within three business days of receipt of application.

City-based Door-to-Door Service Guidelines	
Service Description	<p>City-based door-to-door services provide pre-scheduled, accessible, door-to-door trips. Some programs allow same day reservations on a space-available basis. They provide a similar level of service to mandated ADA services. These services are designed to fill gaps that are not met by ADA-mandated providers and/or relieve ADA-mandated providers of some trips.</p> <p>This service type does not include taxi subsidies which are discussed below.</p>
Eligible Population	<p>People 18 and above with disabilities who are unable to use fixed route services or Seniors 80 years or older without proof of a disability.</p> <p>Cities may provide services to consumers who are younger than age 80, but not younger than 70 years old.</p> <p><i>Cities may offer “grandfathered” eligibility to program registrants below 70 years old who have used the program regularly in the prior fiscal year as long as it does not impinge on the City’s ability to meet the Implementation Guidelines.</i></p> <p><i>Program sponsors may use ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit), as proof of disability.</i></p>
Time & Days of Service	<p>At a minimum, service must be available five days per week between the hours of 8 am and 5 pm (excluding holidays).</p> <p>At a minimum, programs should accept reservations between the hours of 8 am and 5 pm Monday – Friday.</p>
Fare (Cost to Customer)	<p>Fares for pre-scheduled service should not exceed local ADA paratransit fares, but can be lower, and can be equated to distance. Higher fares can be charged for “premium” same-day service.</p>
Other	<p>Door-to-Door programs must demonstrate that they are providing trips at an equal or lower cost than the ADA-mandated provider on a cost per trip and cost per hour basis.</p> <p>Programs cannot impose limitations based on trip purpose, but can impose per person trip limits to control program resources.</p>

Taxi Subsidy Service Guidelines	
Service Description	<p>Taxis provide curb-to-curb service that can be scheduled on a same-day basis. They charge riders on a distance/time basis using a meter. Taxi subsidy programs allow eligible consumers to use taxis at a reduced fare by reimbursing consumers a percentage of the fare or by providing some fare medium, e.g. scrip or vouchers, which can be used to cover a portion of the fare. These programs are intended for situations when consumers cannot make their trip on a pre-scheduled basis. This is meant to be a “premium” safety net service, not a routine service to be used on a daily basis.</p> <p>The availability of accessible taxi cabs varies by geographical area, but programs should expand availability of accessible taxi cabs where possible.</p>
Eligible Population	<p>People 18 and above with disabilities who are unable to use fixed route services or Seniors 80 years or older without proof of a disability.</p> <p>Cities may provide services to consumers who are younger than age 80, but not younger than 70 years old.</p> <p><i>Cities may offer “grandfathered” eligibility to program registrants below 70 years old who have used the program regularly in the prior fiscal year as long as it does not impinge on the City’s ability to meet the Implementation Guidelines.</i></p> <p><i>Program sponsors may use ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit), as proof of disability.</i></p>
Time & Days of Service	24 hours per day/7 days per week
Fare (Cost to Customer)	<p>At a minimum, programs must subsidize 50% of the taxi fare.</p> <p>Programs can impose a cap on total subsidy per person. This can be accomplished through a maximum subsidy per trip, a limit on the number of vouchers/scrip (or other fare medium) per person, and/or a total subsidy per person per year.</p>

City-based Specialized Van Service	
Service Description	<p>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 program that does not meet critical needs for particular trips in accessible vehicles in certain communities. Examples of unmet needs might be a taxi program without accessible vehicles or medical trips for riders too frail to take a shuttle, or outside of the ADA-mandated service area.</p> <p>These programs make use of fare mediums such as scrip and vouchers to allow consumers to pay for rides.</p>
Eligible Population	At discretion of program sponsor with local consumer input.
Time & Days of Service	At discretion of program sponsor with local consumer input.
Fare (Cost to Customer)	At discretion of program sponsor with local consumer input.
Other	Specialized van programs should provide trips at an equal or lower cost than the ADA-mandated provider on a cost per trip and cost per hour basis.

City 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. Common trip origins and destinations are: senior centers, medical facilities, grocery stores, BART stations, 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, often going into parking lots or up to the front entrance of a senior living facility. Shuttles allow for more flexibility than pre-scheduled paratransit service, and are more likely to serve active seniors who do not drive and are not ADA paratransit registrants.</p>
Eligible Population	Shuttles should be designed to appeal to older people, but can be made open to the general public.
Time and Days of Service	At discretion of program sponsor with local consumer input.
Fare (Cost to Customer)	Fares should not exceed local ADA paratransit fares, but can be lower, and can be equated to distance.
Cost of Service	By end of FY12/13, the cost per one-way person trip must be \$20 or lower, including transportation and direct administrative costs.
Other	<p>Shuttles are required to coordinate with the local fixed route transit provider. Shuttle routes and schedules should be designed with input from the senior and disabled communities and any new shuttle plan must be submitted to the Alameda CTC for review prior to requesting funding to ensure effective design.</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-planned outings or to attend specific events or go to specific destinations for fixed amounts of time, e.g. shopping trips, sporting events, or community health fairs. Trips usually originate from a senior center or housing facility and are generally provided in accessible vans and other vehicle types or combinations thereof. These trips are specifically designed to serve the needs of seniors and people with disabilities.
Eligible Population	At discretion of program sponsor.
Time and Days of Service	Group trips must begin and end on the same day.
Fare (Cost to Customer)	At discretion of program sponsor.
Other	Programs can impose mileage limitations to control program costs.

Volunteer Driver Service Guidelines	
Service Description	<p>Volunteer driver services are pre-scheduled, door-through-door services that are generally not accessible. These programs rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. This service type meets a key mobility gap by serving door-through-door trips for more vulnerable populations. This is a complementary gap-filling service.</p> <p>Volunteer driver programs may also have an escort component where volunteers accompany consumers, who are unable to travel in a private vehicle, on ADA trips.</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 Measure B funds to pay for volunteer mileage reimbursement purposes or an equivalent financial incentive for volunteers and/or administrative purposes.

Mobility Management and/or Travel Training Service Guidelines	
Service Description	<p>Mobility management and/or travel training play an important role in ensuring that people use the “right” service for each trip, e.g. using EBP from Fremont to Berkeley for an event, using a taxi voucher for a same-day semi-emergency doctor visit, and requesting help from a volunteer driver or group trips service for grocery shopping. Mobility management covers a wide range of activities, such as travel training, escorted companion services, coordinated services, trip planning, and brokerage.</p>
Eligible Population	At discretion of program sponsor.
Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	N/A
Other	<p>Programs must specify a well-defined set of activities that will be undertaken in a mobility management or travel training program.</p> <p>The mobility management plan or travel training program must be submitted to the Alameda CTC for review prior to requesting funding to ensure effective design.</p>

Scholarship/Subsidized Fare Program Guidelines	
Service Description	Scholarship or Subsidized Fare Programs can subsidize any service for customers who are low-income and can demonstrate financial need.
Eligible Population	Subsidies can be offered to low-income consumers with demonstrated financial need; these consumers must also meet the eligibility requirements of the service for which the subsidy is being offered. Low income should be considered 30% AMI (area median income) or lower.
Time and Days of Service	N/A
Fare (Cost to Customer)	N/A
Other	Program sponsors must describe how financial means testing will be undertaken. If program sponsors include subsidized East Bay Paratransit (EBP) tickets in this program, no more than 3% of their direct local program distribution funds, or discretionary funds, may be used for these tickets. Programs may use other funds to purchase these tickets in excess of the 3% direct local program distributions funds or discretionary funds.

Meal Delivery Service Guidelines	
Service Description	Meal Delivery Programs deliver meals to the homes of individuals who are transportation disadvantaged. 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 programs can continue to use Measure B funds for these service costs, but new meal delivery services cannot be established.

Gap Grant Cycle 5 Summary

Sponsor	Program/Project Title	Brief Description	Funds Requested	Total Program/Project Cost	Funding Granted
Countywide					
Bay Area Outreach & Recreation Program	Accessible Group Trip Transportation for Youth and Adults with Disabilities	This project will provide accessible group trip transportation in Alameda County for children, youth and adults with disabilities participating in sports and recreation programs.	\$272,000	\$340,200	\$272,000
Center for Independent Living, Inc.	Mobility Matters Project	MoMa reduces barriers to transportation services and mobility among seniors and people with disabilities by teaching consumers to safely and confidently access fixed route transit and by helping consumers master the use of mobility devices in the context of using public transit and in the context of navigating pedestrian rights-of-way.	\$500,000	\$833,560	\$350,000
North County					
Alzheimer's Services of the East Bay	Special Transportation Services for Individuals with Dementia	Alzheimer's Services of the East Bay (ASEB) proposes to transport individuals with cognitive impairment (primarily dementia) to and from their home and a safe Adult Day Health Care center. ASEB's operation includes wheelchair accessible vans and specially trained drivers. Services will be available Monday through Friday, from 8:00 am-6:00 pm.	\$300,000	\$837,318	\$200,000
City of Emeryville	8-To-Go: A Demand Response, Door to Door Shuttle	A Demand Response Shuttle Service for seniors and people with disabilities living in the 94608 area of Oakland/Emeryville with service to Berkeley and nearby important destinations beyond 94608.	\$106,000	\$186,200	\$106,000

Gap Grant Cycle 5 Summary

Sponsor	Program/Project Title	Brief Description	Funds Requested	Total Program/Project Cost	Funding Granted
Senior Helpline Services	Rides for Seniors	Continue to grow our free, door-through-door, escorted volunteer driver program, including transportation I&R services in North County so that ambulatory, otherwise homebound seniors will have access to appropriate, safe transportation for medical and dental care and basic necessities.	\$220,000	\$231,580	\$150,000
City of Oakland/Department of Human Services	Taxi-Up & Go Project	Senior Companion volunteers will escort/assist monolingual, frail-elderly and socially isolated senior residents on subsidized taxi trips. Case management services will also be offered to connect seniors to various social services that are needed.	\$248,468	\$248,468	\$185,000
Central County					
Alzheimer's Services of the East Bay	see above				
Central County Taxi Program / City of Hayward	Central County Taxi Program	The Central County Taxi Program provides approximately 2,000 senior and disabled residents registered with Measure B funded paratransit programs in the cities of Hayward, San Leandro, and unincorporated areas in Central Alameda County (e.g. San Lorenzo, Castro Valley, Cherryland, and Ashland) with same day transportation service.	\$52,100	\$144,500	\$52,100

Gap Grant Cycle 5 Summary

Sponsor	Program/Project Title	Brief Description	Funds Requested	Total Program/Project Cost	Funding Granted
East County					
Senior Support Program of The Tri Valley	Volunteer Assisted Senior Transportation Program	The Volunteer Assisted Senior Transportation Program (VAST) supplements existing public and paratransit services by providing door-through-door transportation for seniors to essential medical appointments. Volunteer drivers and staff transport at-risk seniors, enabling them to travel safely in and out of the county to access critical healthcare services.	\$150,000	\$165,000	\$150,000
City of Pleasanton	Downtown Route Shuttle (DTR)	Downtown Route (DTR) is a shuttle that provides affordable, same-day rides to seniors and ADA eligible Pleasanton/Sunol residents. A new service agreement between DTR and LAVTA provides free transfers to Tri-Valley ADA/Senior riders. Volunteer Travel Ambassadors help bridge the gap between DTR and Wheels fixed route buses through travel training.	\$85,544	\$105,777	\$85,544
South County					
Alzheimer's Services of the East Bay	see above				
City of Fremont/Human Services Department	Tri-City Mobility Management and Travel Training Program	This program provides individualized transportation planning assistance and intensive community outreach to help seniors and people with disabilities navigate and access the transportation services network to find the most appropriate and cost effective mode of travel for their specific needs. Group and individual travel training will also be provided to help consumers learn how to use public transit.	\$233,982	\$269,982	\$200,000

Gap Grant Cycle 5 Summary

Sponsor	Program/Project Title	Brief Description	Funds Requested	Total Program/Project Cost	Funding Granted
City of Fremont/Human Services Department	Tri-City Volunteer Driver Programs	Both the VIP Rides and Drivers for Survivors provide door-through-door assisted transportation that is designed to address a service gap that cannot be filled by ADA or city-based paratransit services, which are either curb-to-curb or door-to-door services. VIP Rides serves older adults and people with disabilities, including those using wheelchairs and other mobility devices. Drivers for Survivors serves ambulatory adults who are diagnosed with cancer.	\$285,626	\$285,626	\$200,000
City of Fremont/Human Services Department	Tri-City Taxi Voucher Program	This program provides affordable, accessible, same-day taxi transportation for seniors and people with disabilities who are enrolled in the Fremont, Newark or Union City Paratransit Programs.	\$228,188	\$228,188	\$200,000
	TOTALS		\$2,681,908	\$3,876,399	\$2,150,644

Section 5310 Program

Fiscal Year 2012 Funding

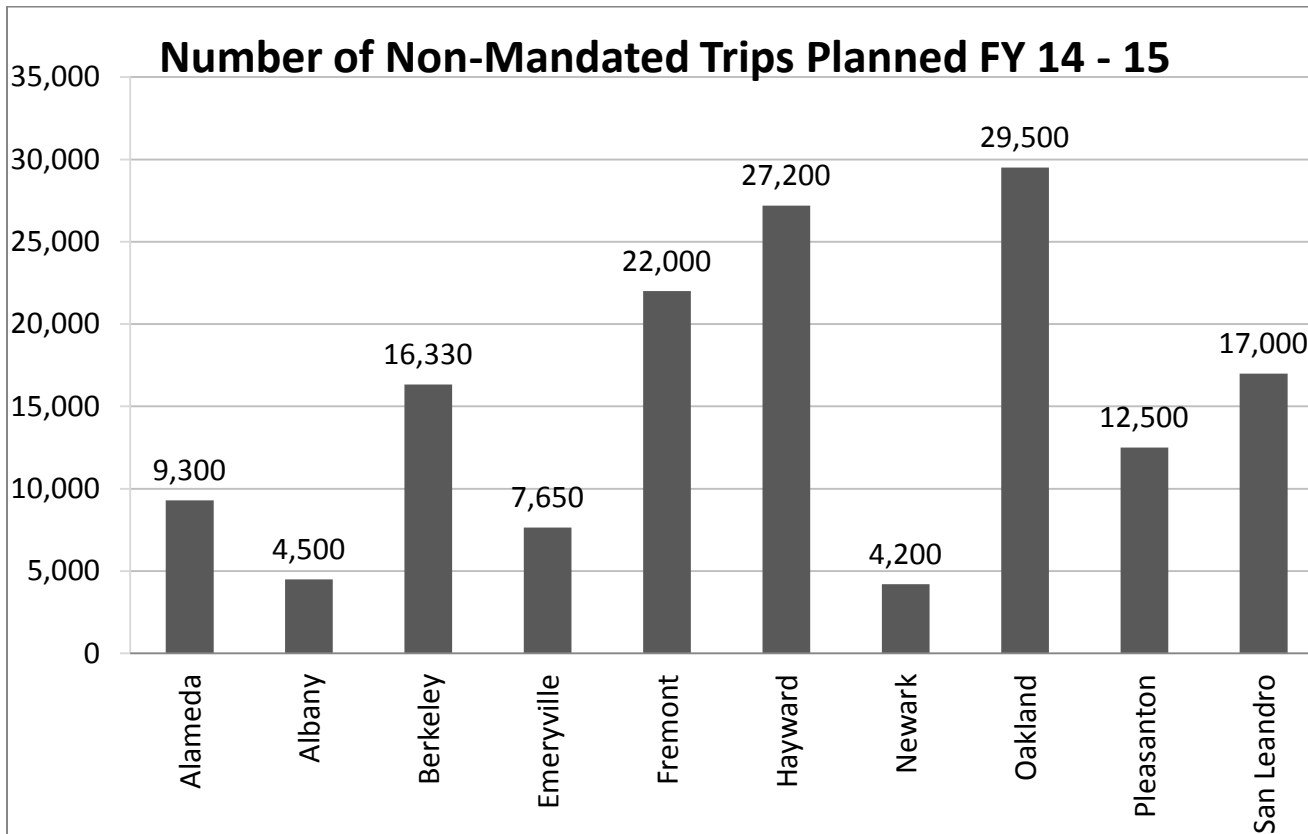
Applicant	Project	Federal Funding	Toll Credits Funding (Regional)	Gap Funding	Total
Alzheimer's Services of the East Bay	Small Bus	\$53,118	\$6,882	\$0	\$60,000
Alzheimer's Services of the East Bay	Small Bus	\$53,118	\$6,882	\$0	\$60,000
Bay Area Outreach and Recreation Program	Large Bus	\$64,627	\$0	\$19,373	\$84,000
Center for Elders' Independence	Medium Bus	\$59,315	\$7,685	\$0	\$67,000
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Center for Elders' Independence	Medium Bus	\$59,315	\$7,685	\$0	\$67,000
Center for Elders' Independence	Medium Bus	\$59,315	\$7,685	\$0	\$67,000
Center for Elders' Independence	Mobile Radio (Qty. 8)	\$3,541	\$459	\$0	\$4,000
Friends of Children with Special Needs	Medium Bus	\$59,315	\$7,685	\$0	\$67,000
Friends of Children with Special Needs	Medium Bus	\$59,315	\$7,685	\$0	\$67,000
TOTAL:		\$714,437	\$84,190	\$19,373	\$818,000

Alzheimer's Services of the East Bay	\$120,000
Bay Area Outreach and Recreation Program	\$84,000
Center for Elders' Independence	\$540,000
Friends of Children with Special Needs	\$134,000

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Comparative References

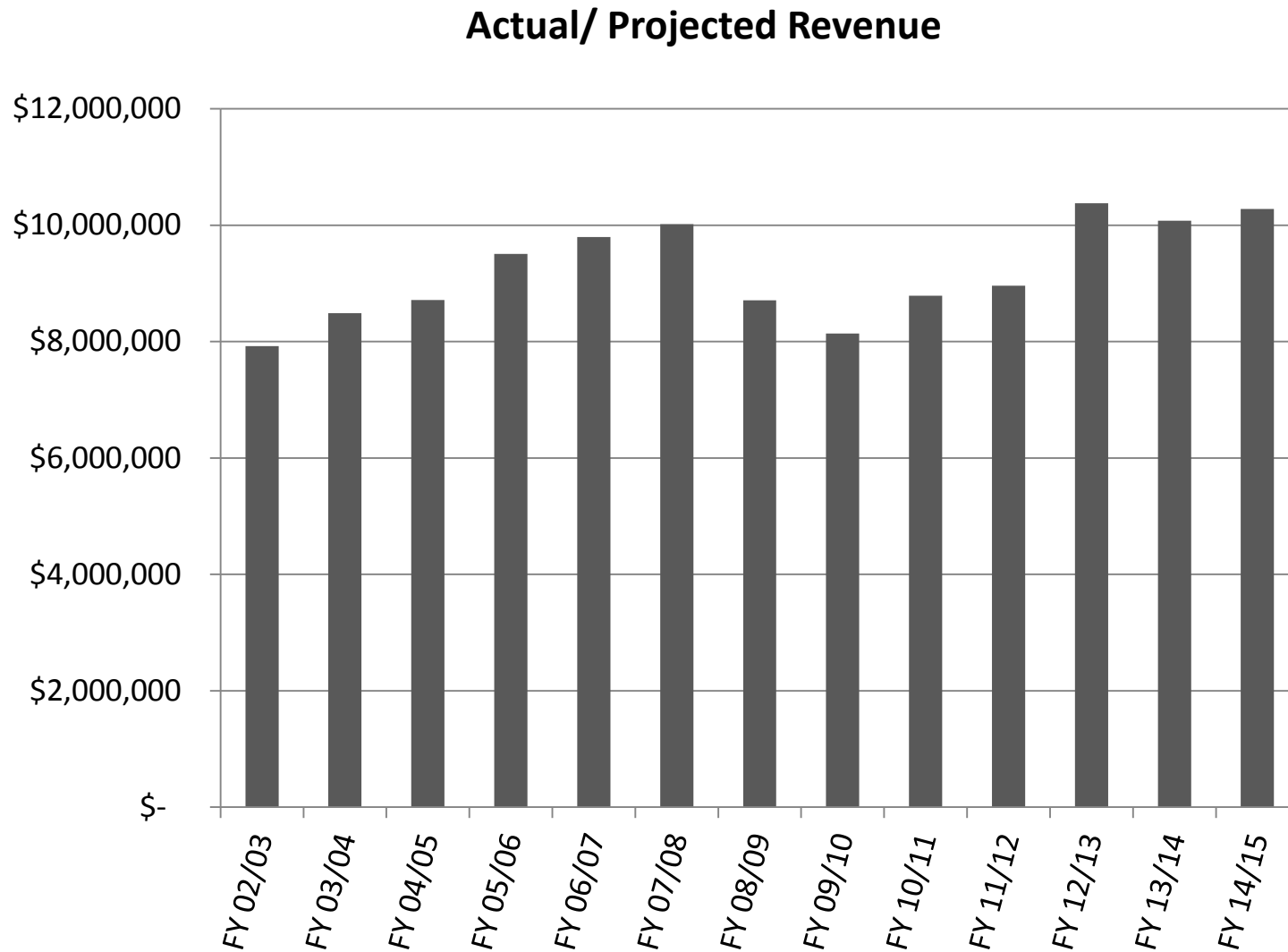
Total Number of Trips Planned



FY 14-15 Plan	
Non-Mandated City Programs	
Alameda	9,300
Albany	4,500
Berkeley	16,330
Emeryville	7,650
Fremont	22,000
Hayward	27,200
Newark	4,200
Oakland	29,500
Pleasanton	12,500
San Leandro	17,000
SUBTOTAL	150,180
ADA Mandated Providers	
LAVTA	45,800
Union City	21,000
SUBTOTAL	66,800
EBP	710,000
GRAND TOTAL	926,980

Comparative References (cont.)

Measure B Paratransit Revenue



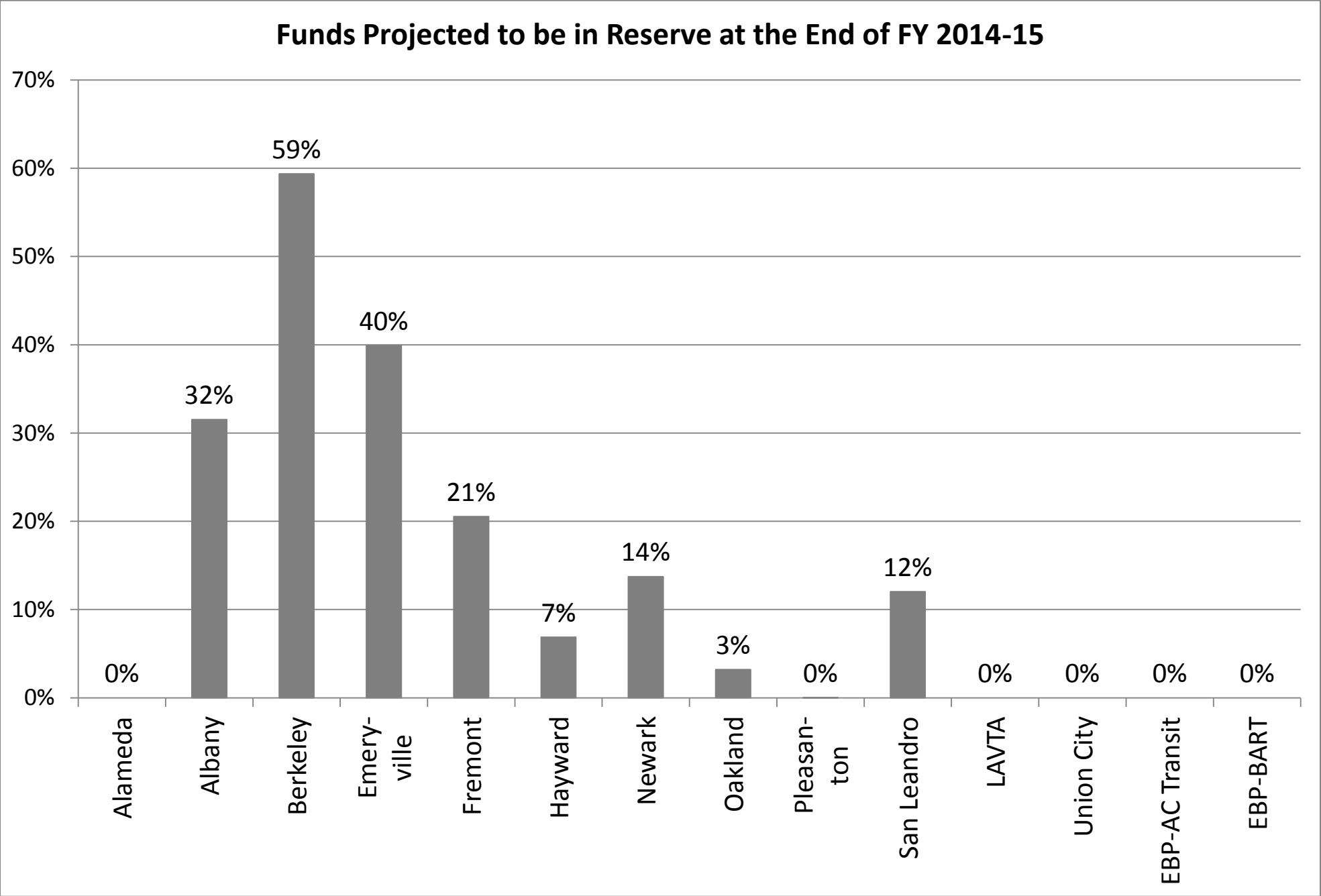
Comparative References (cont.)

Comparative References (cont.)

Program Revenues

REVENUE	Alameda	Albany	Berkeley	Emery- ville	Fremont	Hayward	Newark	Oakland	Pleasan- ton	San Leandro	LAVTA	Union City	EBP-AC Transit	EBP-BART
Est. Operating Reserve start of FY 13-14 (June 30, ‘14)	\$61,330	\$10,000	\$174,709	\$14,210	\$324,478	\$140,000	\$10,000	\$70,783	\$0	\$55,413		\$0	\$0	\$0
Projected FY 14-15 MB Pass-Through	\$158,549	\$31,710	\$257,395	\$23,073	\$780,003	\$722,046	\$155,346	\$942,497	\$93,402	\$280,887	\$145,934	\$272,721	\$4,718,346	\$1,698,149
Other MB Funds	\$0	\$0	\$0	\$34,000	\$367,768	\$67,000	\$0	\$0	\$42,772	\$0	\$0	\$0	\$0	\$0
Non-MB Funds	\$0	\$16,000	\$316,500	\$210,785	\$0	\$0	\$0	\$0	\$434,274	\$0	\$1,264,523	\$554,628	\$18,491,482	\$8,879,155
SUBTOTAL Non-fare Revenue	\$219,879	\$57,710	\$748,604	\$282,068	\$1,472,249	\$929,046	\$165,346	\$1,013,280	\$570,448	\$336,300	\$1,410,457	\$827,349	\$23,209,828	\$10,577,304
Fare Revenue	\$23,000	\$5,800	\$0	\$128,650	\$0	\$28,000	\$8,000	\$121,000	\$30,750	\$6,500	\$155,050	\$55,320	\$1,837,125	\$883,870
TOTAL Funds Available	\$242,879	\$63,510	\$748,604	\$410,718	\$1,472,249	\$957,046	\$173,346	\$1,134,280	\$601,198	\$342,800	\$1,565,507	\$882,669	\$25,046,953	\$11,461,174
Total Program Cost	\$242,879	\$53,510	\$595,800	\$401,508	\$1,312,131	\$907,500	\$152,000	\$1,104,144	\$601,198	\$309,007	\$1,565,507	\$882,669	\$25,046,953	\$11,461,174
Projected Oper. Reserve by end of FY 12-13 (June 30, ‘13)	\$0	\$10,000	\$152,804	\$9,210	\$160,118	\$49,546	\$21,346	\$30,136	\$0	\$33,793	\$0	\$0	\$0	\$0
Allowable oper reserve (50% pass-through)	\$95,129	\$19,026	\$154,437	\$13,844	\$468,002	\$433,228	\$93,208	\$565,498	\$56,041	\$168,532	\$87,560	\$163,633	\$95,129	\$19,026
Percent in reserves at end of FY 14-15	0%	32%	59%	40%	21%	7%	14%	3%	0%	12%	0%	0%	0%	32%

Comparative References (cont.)

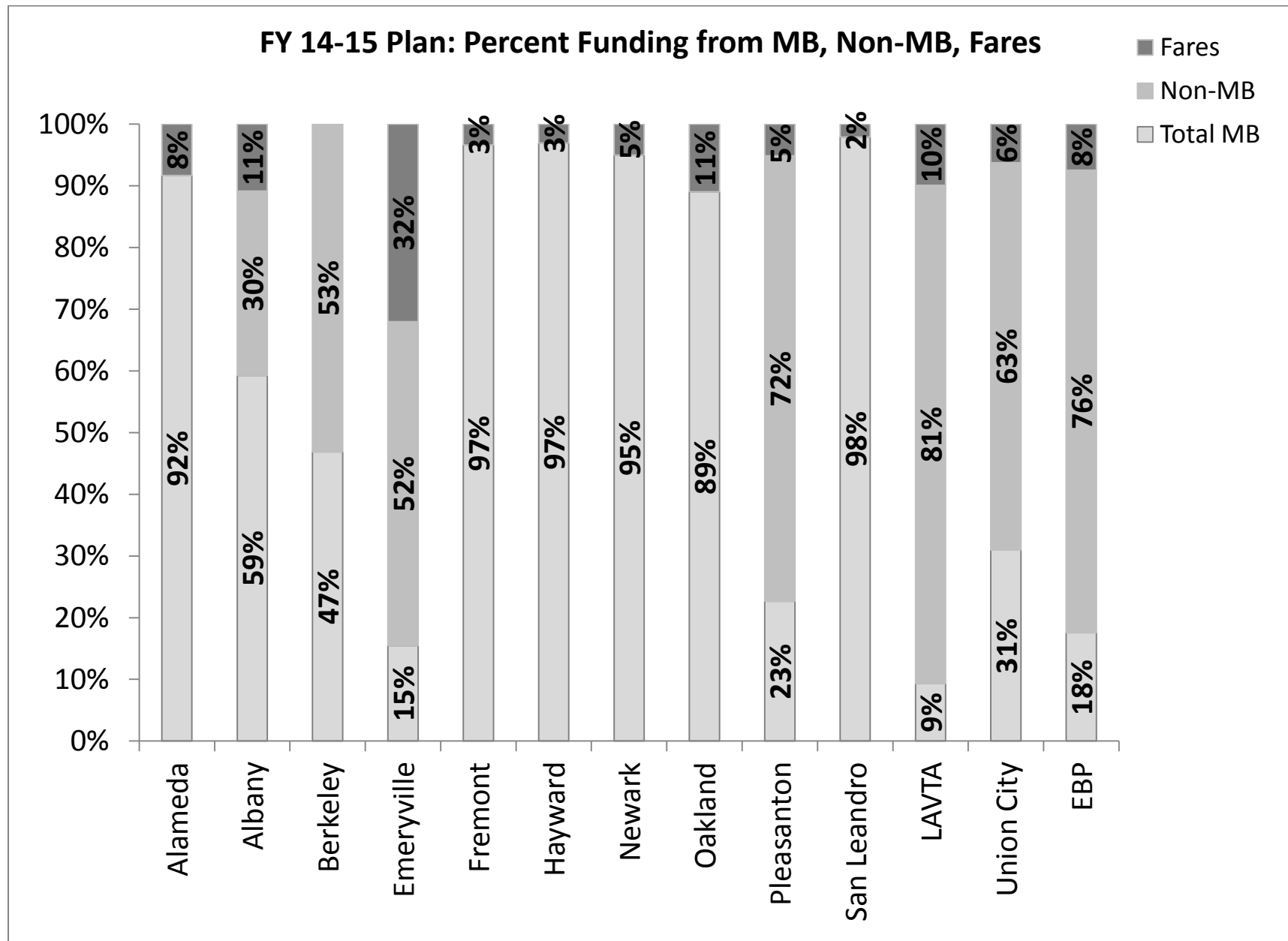


Comparative References (cont.)

Program Funding Sources Breakdown, FY 14-15

MB Pass- thru		Other MB	Total MB	Non-MB	Fares
Non-Mandated Programs					
Alameda	66%	26%	92%	0%	8%
Albany	59%	0%	59%	30%	11%
Berkeley	47%	0%	47%	53%	0%
Emeryville	6%	10%	15%	52%	32%
Fremont	57%	39%	97%	0%	3%
Hayward	87%	10%	97%	0%	3%
Newark	95%	0%	95%	0%	5%
Oakland	85%	4%	89%	0%	11%
Pleasanton	16%	7%	23%	72%	5%
San Leandro	91%	7%	98%	0%	2%
AVERAGE	61%	10%	71%	21%	8%
ADA Mandated Providers					
LAVTA	9%	0%	9%	81%	0%
Union City	31%	0%	31%	63%	6%
EBP	18%	0%	18%	76%	8%

Comparative References (cont.)



Comparative References (cont.)

Comparative References (cont.)

Percent Spent on Management and Overhead (Mgmt/OH) and Customer Service & Outreach (CS&O)

	Mgmt/OH	CS&O
Non-Mandated Programs		
Alameda	7%	26%
Albany	8%	39%
Berkeley	6%	13%
Emeryville	0%	0%
Fremont	14%	9%
Hayward	20%	4%
Newark	0%	0%
Oakland	29%	11%
Pleasanton	15%	9%
San Leandro	13%	0%
ADA Mandated Providers		
LAVTA	7%	0
Union City	0	0
EBP	1%	5%

Comparative References (cont.)

Fiduciary and Finance Subcommittee Questions

Alameda

- Why did the percent spent on customer service/outreach increase?
- How are you going to pay for your capital purchases?

Albany

- Why did the percent spent on customer service/outreach increase?
- Discuss your funding shifts from FY 13-14 to FY 14-15.

Berkeley

- Why does your projected percent for reserves for FY14-15 indicate a reserve of 59%?
- Did you use Measure B funding for East Bay Paratransit tickets in FY12-13?
- Is the increase in trips and non-Measure B funding related to including group and door-to-door trips offered by the senior center?
- Why is the per trip cost for the group trips so high?

Fremont

- Why did the door-to-door cost per trip increase?
- Why did the percent spent on management increase by 4%?

Hayward

- Why did the percent spent on management increase?

Oakland/Piedmont

- Why did the percent spent on management increase?

Comparative References (cont.)

Comments and Recommendation from 2013

Program	Subcommittee comments and Final recommendation to Board
Non-Mandated Programs	
Alameda	<ul style="list-style-type: none"> • Great job. Sad to see that we cannot get the new shuttle right away. Kudos. • Very supportive of what you are doing. I hope you can get the benches and signs installed. Going in the right direction. • Looks good. Doing a really good job. The benches and signs will be good and look into funding sources. Overall, great. • Good luck. • Benches and signs are important. Keep it up. • Intrigued to see how the new idea of opening the shuttle to the general public will work out. • This is the best program application from the City of Alameda. Glad to see program evolution. <p>Full funding.</p>
Albany	<ul style="list-style-type: none"> • Doing a great job for another small program. • Great job. • Good job at what they are doing. • Love the shopping trips. • Little giant in the northwest (county). • Appreciation for program manager. • Good program. <p>Full funding.</p>
Berkeley	<ul style="list-style-type: none"> • Great job. • Sounds like a good program. Excited to hear about the new electronic system. • When implementing the new electronic debit card system, you may need to keep some paper tickets. Good job. • Good job. Keep up the good work. • Doing a great job with your programs. • The new electronic system will be beneficial in tracking service and data.

Comparative References (cont.)

Program	Subcommittee comments and Final recommendation to Board
	Full funding.
Emeryville	<ul style="list-style-type: none"> • Great job for a small program. • Doing a really good job and I'm impressed that a senior is leading the trips. • Good job. • Keep doing what you are doing. • With the day programs cut, it is important to help people get out on outings. You're doing something right. Keep up the good work. • Program sounds really good. • Pleased to hear about the senior volunteers who lead the group trips and that you train them. • Satisfied. Curious to see how your scholarship program goes once it starts running. Program seems to be doing well. <p>Full funding.</p>
Fremont	<ul style="list-style-type: none"> • Enjoyed the dedication, determination and exuberance for the program. • The program plan was wonderful. Good job. • I appreciate your emphasis on serving the customer and looking beyond Fremont. • I like the fact that you go the extra mile for your consumers, especially for Meals on Wheels. Push on. • Good to see a community oriented organization that is concerned about what the people want and need. • Ditto. <p>Full funding.</p>
Hayward	<ul style="list-style-type: none"> • It sounds like the transition is going well. Keep up the good work. • I'm concerned that the taxi program voucher distribution does not have a good structure. You are heading in a good direction. • I like that you incorporate users in the planning of the program and outreach has been going well. • Considering the area that you cover, you are doing a good job with execution. Continue to do what you are doing now.

Comparative References (cont.)

Program	Subcommittee comments and Final recommendation to Board
	Full funding.
Newark	<ul style="list-style-type: none"> • For the amount of funding that you have, you are doing a good job. • I would like to see a TV commercial that features a disabled individual using a lift for outreach. • Doing well during transition period. Providing good service. • Good program. Sorry to see Sunday service go. • Merging with larger corporations can be a headache. Hang in there. <p>Full funding.</p>
Oakland	<ul style="list-style-type: none"> • Hakeim is the man for the job. • Excellent job for the city of Oakland. • Continue to do great things. • Always heard good things about the City of Oakland program. Keep it up. • Would like to see more accessible cabs available. • Keep up the good work. Heard good things. • Keep going down the field. • Looks like the program is looking at the complaints and is continuing to improve. • I like the GRIP program. <p>Full funding.</p>
Pleasanton	<ul style="list-style-type: none"> • I am very excited about what you are offering in your area. I can't wait to see everything move forward. • Sounds good, good program. • Your years of experience are paying off in a big way. You understand your programs well. • It's about time for the shuttle transfer free program. • I like the simplified application process. • I'm really excited that I may get to use the programs. <p>Full funding.</p>

Comparative References (cont.)

Program	Subcommittee comments and Final recommendation to Board
San Leandro	<ul style="list-style-type: none"> • Sounds like the transition is going in the right direction. • You have made sound business decisions. <p>Conditional funding with a friendly amendment to clarify taxi pick-ups in other locations (resolved before Board meeting).</p>
ADA Mandated Providers	
LAVTA	<ul style="list-style-type: none"> • Work with consumers to offset drivers leaving too soon for pickups. • The policy adaptations are great. The service is more user-friendly. • Ditto. <p>Full funding.</p>
Union City	<ul style="list-style-type: none"> • Great service. • Ditto. • Keep up the good work. • I would like to see more cooperation/transfers with other providers. <p>Full funding.</p>
EBP	<ul style="list-style-type: none"> • Overall your service has improved. My pick up time has improved and I'm sorry to see the sedans go. However, I still have issues with the way that stand-by works. • It is a very valuable service and it serves a large population. It is important that you keep working on improvements. Stand-bys are still an issue. Great service. • I have long trips that are mistakenly classified as regional trips. • Drivers are cordial and well trained. Stand-bys are still an issue. Keep up the good work. • You're doing a good job but we need a bathroom break if we are on the bus for over two hours. • Good program. There will always be issues but I get around. <p>Full funding.</p>

Comparative References (cont.)

PAPCO Appointments and Vacancies

Appointer	Member
Supervisor Scott Haggerty District 1 - Cities of Pleasanton, Livermore, most of Fremont and a portion of Sunol	Herb Hastings
Supervisor Richard Valle District 2 - Cities of Hayward (incorporated portion), Newark, Union City, Fremont (Niles, Brookvale and everything North of Decoto Road), and unincorporated Sunol (everything North of Highway 84 only)	Tom Perez
Supervisor Wilma Chan District 3 - includes San Leandro, Alameda, San Lorenzo, Ashland, Hillcrest Knolls and the Fruitvale, San Antonio, Chinatown portions of Oakland.	Sylvia Stadmire
Supervisor Nate Miley District 4 - East Oakland, Oakland Hills, Castro Valley, Ashland, Cherryland, Fairview and Dublin	Sandra Johnson Simon
Supervisor Keith Carson District 5 - Cities of Albany, Berkeley, Emeryville, Piedmont and large portions of Oakland, namely West Oakland, North Oakland (Rockridge and Montclair), and the Fruitvale and San Antonio districts	Will Scott
City of Alameda	Harriette Saunders
City of Albany	Jonah Markowitz
City of Berkeley	Aydan Aysoy
City of Dublin	Shawn Costello
City of Emeryville	Joyce Jacobson
City of Fremont	Sharon Powers
City of Hayward	Vanessa Proee
City of Livermore	Jane Lewis
City of Newark	<i>Vacant</i>
City of Oakland	Rev. Carolyn M. Orr
City of Piedmont	<i>Vacant</i>
City of Pleasanton	Carmen Rivera-Hendrickson

Comparative References (cont.)

Appointer	Member
City of San Leandro	Margaret Walker
City of Union City	Suzanne Ortt
A. C. Transit	Hale Zukas
BART	Michelle Rousey
LAVTA	Esther Waltz
Union City Transit	Larry Bunn