



FY 2015 – 2016

# Paratransit Program Plan Review Schedule

<b>Wednesday, April 29, 2015</b>		<b>Thursday, April 30, 2015</b>	
9:30 – 9:45	Set-up	9:30 – 9:45	Set-up
9:45 – 11:15	EBP	9:45 – 10:30	San Leandro
11:20 – 12:05	Pleasanton	10:35 – 11:20	Hayward
12:05 – 12:20	Break	11:25 – 12:10	Oakland
12:20 – 1:05	LAVTA	12:10 – 12:25	Break
1:10 – 1:55	Union City	12:25 – 1:10	Berkeley
2:00 – 2:45	Fremont	1:15 – 2:00	Albany
2:50 – 3:35	Newark	2:05 – 2:50	Alameda
3:35 – 3:40	Wrap-up	2:55 – 3:40	Emeryville
		3:40 – 3:45	Wrap-up

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# Memorandum

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

**DATE:** April 22, 2015

**SUBJECT:** Fiscal Year 2015/16 Program Plan Review

**RECOMMENDATION:** Provide input on the Fiscal Year 2015/16 Program Plans.

## Summary

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 Measure B and BB funded paratransit programs totaling over \$22.5 million dollars. All meetings will be held at the Alameda CTC, located at 1111 Broadway, Suite 800.

## Process

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. The purpose of the comment process is to encourage quality and cost-effective services through suggesting coordination/mobility management activities, ensuring consumer involvement, and offering your own experiences and suggestions for making programs more responsive to consumer needs. Once you have made your comments and/or suggestions, you may either send the program plan on to the full PAPCO committee without comment, or you may attach comments or questions that you believe should be pursued by Alameda CTC staff. Your final recommendations will go to the full PAPCO in May.

We look forward to seeing you on your program review date. We will provide breakfast snacks 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 2015/16 Program Plan Review Schedule

Wednesday, April 29, 2015		Thursday, April 30, 2015	
9:30 – 9:45	Set-up	9:30 – 9:45	Set-up
9:45 – 11:15	EBP	9:45 – 10:30	San Leandro
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12:05 – 12:20	Break	11:25 – 12:10	Oakland
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1:10 – 1:55	Union City	12:25 – 1:10	Berkeley
2:00 – 2:45	Fremont	1:15 – 2:00	Albany
2:50 – 3:35	Newark	2:05 – 2:50	Alameda
3:35 – 3:40	Wrap-up	2:55 – 3:40	Emeryville
		3:40 – 3:45	Wrap-up

**Fiscal Impact:** There is no fiscal impact.

### Staff Contacts

[Naomi Armenta](#), Paratransit Coordinator

[Jacki Taylor](#), Program Analyst

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# Program Plan Review Preliminaries

Paratransit Coordination Staff  
**PAPCO Subcommittee Meeting**  
April 29 and 30, 2015



# Background



# Transportation Expenditure Plans

## **2000 Measure B:**

- 20-year period, 2002 - 2022
- ½ cent sales tax

## **2014 Measure BB:**

- 30-year period, 2015 – 2045
- ½ cent, 2015 - 2022
- 1 full cent, 2022– 2045

# Excerpts from PAPCO Bylaws

## **Article 2: Purpose and Responsibilities**

**2.1 Committee Purpose.** The Committee purpose is to fulfill the functions mandated for the Committee in the Expenditure Plan and to advise the Alameda CTC on all special transportation matters.

# *Excerpts from PAPCO Bylaws (cont.)*

**2.2 Committee Roles and Responsibilities from Expenditure Plan.** As defined by the Measure B Expenditure Plan, the roles and responsibilities of the Committee are to:

- 2.2.1** Determine the formula to be used to distribute funds for non-mandated services to the cities in Alameda County and the County of Alameda.
- 2.2.2** Allocate funds identified for coordination/gaps in service in Tier 1 of the Expenditure Plan, subject to approval of the Alameda CTC.
- 2.2.3** Allocate funds identified for capital expenditures for coordination/gaps in service in Tier 2 of the Expenditure Plan, assuming funds are available for allocation, subject to approval of the Alameda CTC.

# *Excerpts from PAPCO Bylaws (cont.)*

## **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.
- 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 (1 of 2)

<b>Due Date</b>	<b>Report</b>	<b>Period Covered</b>
July 31, 2014	Gap Grant Progress Reports	Second half of prior fiscal year (Jan-Jun)
October 27, 2014	Gap Grant Progress Reports Update (PAPCO)	Prior fiscal year
December 31, 2014	Annual Audit and Compliance Report	Prior fiscal year
January 31, 2015	Gap Grant Progress Reports	First half of current fiscal year (prior Jul-Dec)
March 23, 2015	Gap Grant Progress Reports Update (PAPCO)	First half of current fiscal year (prior Jul-Dec)

# Reports and Review During Fiscal Year (2 of 2)

<b>Due Date</b>	<b>Report</b>	<b>Period Covered</b>
April 3, 2015	Program Plan Application and Gap Extension Request	Upcoming fiscal year
April 16, 2015	Finance Subcommittee (PAPCO)	Prior fiscal year & upcoming fiscal year
April 27, 2015	Gap Extension Request review (PAPCO)	Upcoming fiscal year
April 29-30, 2015	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 Finance Subcommittee reviews program specific information from prior fiscal year at April Finance Subcommittee meeting*
  - *PAPCO Finance Subcommittee's questions are summarized for the Program Plan Review Subcommittee;*
  - *ParaTAC Representatives/ program managers have an opportunity to respond to questions during Program Plan Review Subcommittee meetings in April.*

# PAPCO's Review Process (cont.)

- Base Program Plan Application – due April 3
  - *PAPCO reviews program budget information for upcoming fiscal year at April Finance Subcommittee meeting*
  - *PAPCO reviews program and budget, and questions ParaTAC Representatives/ program managers at April Program Plan Review Subcommittees*
  - *PAPCO provides program feedback and recommendations to Alameda CTC*



# Fund Reserves Requirements

- In Spring 2012, recipients of Measure B Direct Local Distribution (pass-through) funds entered into a new Master Programs Funding Agreement (MPFA) with the Alameda CTC.
  - *The MPFA included new policies for program reserve balances and 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.*
  - *The MPFAs will be amended to apply these same requirements to FY 2015-16 Measure BB funds*

# Fund Reserves Requirements (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 revenues.
  - **Undesignated Fund Reserve:** This fund may not contain more than 10% of annual pass-through revenues.

# Process

# Process for each Program's Review

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

# Options for motions

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

# Program Manager's Presentation

- Service overview
- Changes from last year's program, including changes due to BB
- Budget highlights
  - *Status of Fund Reserves, Capital Expenditures etc*
- Planning process overview
- Further challenges or issues that the Subcommittee should know about

## 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 and BB. 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 and BB.

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, city-based door-to-door and shuttles.

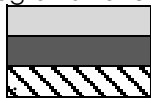


**Summary of Programs by City/Area - Program Plan Applications and Gap Grant Programs (FY 2015/16)\***

City	Planning Area	City-based Door-to-Door	Taxi Subsidy Program	Specialized Accessible Van	Accessible Fixed-Route Shuttle	Group Trips Program	Volunteer Driver Program	Mobility Mngmt/Travel Training	Scholarship/Subsidized Fare	Meal Delivery	Capital Expend.	ADA Paratransit
Alameda	North											
Albany	North											
Berkeley	North											
Emeryville	North											
Oakland (also serving Piedmont)	North											
Hayward (also serving Castro Valley and San Lorenzo)	Central											
San Leandro	Central											
Fremont	South											
Newark	South											
Union City	South											
Dublin	East											
Livermore	East											
Pleasanton (also serving Sunol)	East											

\*Primary funding source (many programs have mixed funding sources, the box reflects majority):

Direct Local Distribution Funded  
 Gap Grant Funded  
 Other Funding



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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 (2000) and Vehicle Registration Fee (VRF, 2010) revenues under the Special Transportation for Seniors and People with Disabilities Program (Paratransit). All programs funded partially or in their entirety through these sources, including ADA-mandated paratransit services, city-based non-mandated programs, and discretionary grant funded projects, must abide by the following requirements for each type of paratransit service.

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

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

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

Service	Timing	Accessibility	Origins/ Destinations	Eligible Population
<b>Mobility Management and/or Travel Training</b>	N/A	N/A	N/A	Seniors and people with disabilities
<b>Scholarship/ Subsidized Fare Programs</b>	N/A	N/A	N/A	Seniors and people with disabilities
<b>Capital Expenditures</b>	N/A	Accessible	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.

**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.

### City-based Door-to-Door Service Guidelines

Service Description	<p>City-based door-to-door services provide pre-scheduled, accessible, door-to-door trips. Some programs allow same day reservations on a space-available basis. They provide a similar level of service to mandated ADA services. These services are designed to fill gaps that are not met by ADA-mandated providers and/or relieve ADA-mandated providers of some trips.</p> <p>This service type does not include taxi subsidies which are discussed below.</p>
Eligible Population	<p>Eligible Populations include:</p> <ol style="list-style-type: none"> <li>1. People 18 and above with disabilities who are unable to use fixed route services. Cities may, at their discretion, also provide services to consumers with disabilities under the age of 18, and</li> <li>2. Seniors 80 years or older without proof of a disability. Cities may provide services to consumers who are younger than age 80, but not younger than 70 years old.</li> </ol> <p><i>Cities may continue to offer “grandfathered” eligibility to program registrants below 70 years old who have used the program regularly in FY 11/12, as long as it does not impinge on the City’s ability to meet the minimum requirements of the Implementation Guidelines.</i></p> <p><i>Program sponsors may use either ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit) or the Alameda County City-Based Paratransit Services Medical Statement Form, as proof of disability. Program sponsors may, at their discretion, also offer temporary eligibility due to disability.</i></p>
Time & Days of Service	<p>At a minimum, service must be available any five days per week between the hours of 8 am and 5 pm (excluding holidays).</p> <p>At a minimum, programs must accept reservations between the hours of 9 am and 5 pm Monday – Friday (excluding holidays).</p>
Fare (Cost to Customer)	<p>Fares for pre-scheduled service should not exceed local ADA paratransit fares, but can be lower, and can be equated to distance. Higher fares can be charged for “premium” same-day service.</p>
Other	<p>Door-to-Door programs must demonstrate that they are providing trips at an equal or lower cost than the ADA-mandated provider on a cost per trip and cost per hour basis.</p> <p>Programs may impose per person trip limits to due to budgetary constraints, but any proposed trip limitations that are based on trip purpose must be submitted to Alameda CTC staff for review prior to implementation.</p>

### Taxi Subsidy Program Guidelines

<p>Service Description</p>	<p>Taxis provide curb-to-curb service that can be scheduled on a same-day basis. They charge riders on a distance/time basis using a meter. Taxi subsidy programs allow eligible consumers to use taxis at a reduced fare by reimbursing consumers a percentage of the fare or by providing some fare medium, e.g. scrip or vouchers, which can be used to cover a portion of the fare. These programs are intended for situations when consumers cannot make their trip on a pre-scheduled basis.</p> <p>The availability of accessible taxi cabs varies by geographical area and taxi provider, but programs should expand availability of accessible taxi cabs where possible in order to fulfill requests for same-day accessible trips.</p>
<p>Eligible Population</p>	<p>Eligible Populations include:</p> <ol style="list-style-type: none"> <li>1. People 18 and above with disabilities who are unable to use fixed route services. Cities may, at their discretion, also provide services to consumers with disabilities under the age of 18, and</li> <li>2. Seniors 80 years or older without proof of a disability. Cities may provide services to consumers who are younger than age 80, but not younger than 70 years old.</li> </ol> <p><i>Cities may continue to offer “grandfathered” eligibility to program registrants below 70 years old who have used the program regularly in FY 11/12, as long as it does not impinge on the City’s ability to meet the minimum requirements of the Implementation Guidelines.</i></p> <p><i>Program sponsors may use either ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit) or the Alameda County City-Based Paratransit Services Medical Statement Form, as proof of disability. Program sponsors may, at their discretion, also offer temporary eligibility due to disability.</i></p>
<p>Time &amp; Days of Service</p>	<p>24 hours per day/7 days per week</p>
<p>Fare (Cost to Customer)</p>	<p>Programs must subsidize at least 50% of the taxi fare.</p> <p>Programs can impose a cap on total subsidy per person. This can be accomplished through a maximum subsidy per trip, a limit on the number of vouchers/scrip (or other fare medium) per person, and/or a total monetary subsidy per person per year.</p>

### City-based Specialized Accessible Van Service Guidelines

Service Description	<p>Specialized Accessible van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. This service category is not intended to be as comprehensive as primary services (i.e. ADA-mandated, City-based Door-to-Door, or Taxi programs), but should be a complementary supplement in communities where critical needs for accessible trips are not being adequately met by the existing primary services. Examples of unmet needs might be a taxi program without accessible vehicles, medical trips for riders with dementia unable to safely take an ADA-mandated trip, or trips outside of the ADA-mandated service area. When possible, a priority for this service should be fulfilling requests for same-day accessible trips.</p> <p>This service may make use of fare mediums such as scrip and vouchers to allow consumers to pay for rides.</p>
Eligible Population	At discretion of program sponsor with local consumer input.
Time & Days of Service	At discretion of program sponsor with local consumer input.
Fare (Cost to Customer)	At discretion of program sponsor with local consumer input.
Other	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 and cost per hour basis.

<b>Accessible Shuttle Service Guidelines</b>	
Service Description	<p>Shuttles are accessible vehicles that operate on a fixed, deviated, or flex-fixed route and schedule. They serve common trip origins and destinations visited by eligible consumers, e.g. senior centers, medical facilities, grocery stores, BART and other transit stations, community centers, commercial districts, and post offices.</p> <p>Shuttles should be designed to supplement existing fixed route transit services. Routes should not necessarily be designed for fast travel, but to get as close as possible to destinations of interest, such as going into parking lots or up to the front entrance of a senior living facility. Shuttles are often designed to serve active seniors who do not drive but are not ADA paratransit registrants.</p>
Eligible Population	Shuttles should be designed to appeal to older people, but can be made open to the general public.
Time and Days of Service	At discretion of program sponsor with local consumer input.
Fare (Cost to Customer)	At discretion of program sponsor, but cannot exceed local ADA paratransit fares. Fares may be scaled based on distance.
Cost of Service	By end of the second fiscal year of service, the City's cost per one-way person trip cannot exceed \$20, including transportation and direct administrative costs.
Other	<p>Shuttles are required to coordinate with the local fixed route transit provider. Shuttle routes and schedules should be designed with input from the senior and disabled communities and to ensure effective design, and any new shuttle plan must be submitted to Alameda CTC staff for review prior to implementation.</p> <p>Deviations and flag stops are permitted at discretion of program sponsor.</p>

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



<b>Volunteer Driver Service Guidelines</b>	
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. This service meets a key mobility gap by serving more vulnerable populations and should complement existing primary services (i.e. ADA-mandated, City-based Door-to-Door, or Taxi).</p> <p>Volunteer driver programs may also have an escort component where volunteers accompany consumers on any service eligible for paratransit funding, when they are unable to travel in a private vehicle.</p>
Eligible Population	At discretion of program sponsor.
Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	At discretion of program sponsor.
Other	Program sponsors can use funds for administrative purposes and/or to pay for volunteer mileage reimbursement purposes (not to exceed Federal General Services Administration (Privately Owned Vehicle) Mileage Reimbursement Rates) or an equivalent financial incentive for volunteers.

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

### Scholarship/Subsidized Fare Program Guidelines

Service Description	Scholarship or Subsidized Fare Programs can subsidize any service eligible for paratransit funding and/or fixed-route transit for customers who are low-income and can demonstrate financial need.
Eligible Population	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 be between 0-50% AMI (area median income).
Time and Days of Service	N/A
Fare (Cost to Customer)	N/A
Other	Program sponsors must describe their low-income requirements and how they will determine and verify eligibility. If program sponsors include subsidized East Bay Paratransit (EBP) tickets in this program, no more than 3% of a program sponsor's Alameda CTC distributed funding may be used for the ticket subsidy. Other services or purposes proposed for scholarship and/or fare subsidy must be submitted to Alameda CTC staff for review prior to implementation.

### Meal Delivery Funding Guidelines

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

## Summary of Gap Extension Requests

Sponsor	Project Name	Planning Area	Description	FY 15-16 Total Program Cost	Gap Funding Request	Matching Funding	% Change from Last Year	Recommended Funding (as of 4/27/15)
ASEB	Special Transportation Services for Individuals with Dementia	North, Central, South	ASEB (Alzheimer's Services of the East Bay) proposes to transport individuals with cognitive impairment and memory loss to and from their homes and a safe Adult Day Health Care center. Operations include wheelchair accessible buses and specially trained drivers. Services will be available Monday through Friday from 8AM to 6PM.	\$420,648	\$100,000	76%	0%	\$100,000
BORP	Accessible Group Trip Transportation for Youth and Adults with Disabilities	Countywide	This project provides accessible group trip transportation in Alameda County for children, youth and adults with disabilities participating in sports and recreation programs.	\$185,000	\$148,000	20%	9%	\$148,000
CIL	Mobility Matters Project	Countywide	Mobility Matters is a consortium of senior and disability service agencies that provide travel training and mobility management services so that seniors and people with disabilities can become more engaged in their communities through the use of fixed route transit.	\$330,608	\$183,745	44%	5%	\$140,000
City of Emeryville	8-To-Go: A Demand Response, Door to Door Shuttle	North	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.	\$93,100	\$34,000	63%	-36%	\$34,000

Sponsor	Project Name	Planning Area	Description	FY 15-16 Total Program Cost	Gap Funding Request	Matching Funding	% Change from Last Year	Recommended Funding (as of 4/27/15)
City of Fremont	Tri-City Mobility Management and Travel Training Program	South	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.	\$125,000	\$125,000	0%	25%	\$125,000
City of Fremont	Tri-City Volunteer Driver Programs	South	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.	\$277,324	\$175,000	37%	75%	\$140,000
City of Fremont	Tri-City Taxi Voucher Program	South	This program provides affordable, same-day taxi transportation for seniors and people with disabilities residing in Fremont, Newark or Union City.	\$181,200	\$175,000	3%	75%	\$175,000

Sponsor	Project Name	Planning Area	Description	FY 15-16 Total Program Cost	Gap Funding Request	Matching Funding	% Change from Last Year	Recommended Funding (as of 4/27/15)
City of Oakland	Taxi-Up & Go Project	North	The TU&GO Project provides elderly paratransit volunteer escort and case management and through the use of subsidized taxi-scrip services. It provides peer related transport and culturally sensitive supportive interventions for isolated and mono-lingual seniors assisted by trained Senior Companion volunteer escorts, Caregivers and community service providers.	\$92,500	\$92,500	0%	0%	\$92,500
City of Pleasanton	Downtown Route Shuttle (DTR)	East	The Downtown Route (DTR) shuttle provides affordable, same-day rides to seniors and ADA eligible Pleasanton/Sunol residents. Staff and volunteers also provide travel training; facilitate group trips, and complete outreach and transit education to the community as part of this grant.	\$51,805	\$41,894	19%	-2%	\$41,894
Senior Helpline	Rides for Seniors	North, Central	SHS Rides for Seniors is a free, escorted, door-through-door, 1:1 volunteer driver program, that provides transportation services via volunteer owned and insured cars to otherwise homebound, ambulatory seniors age 60+ who cannot access other forms of transportation for medical care, dental care, and basic necessities.	\$80,000	\$75,000	6%	0%	\$60,000

Sponsor	Project Name	Planning Area	Description	FY 15-16 Total Program Cost	Gap Funding Request	Matching Funding	% Change from Last Year	Recommended Funding (as of 4/27/15)
SSPTV	Volunteer Assisted Senior Transportation Program	East	Volunteers Assisting Seniors with Transportation (VAST) supplements existing public and paratransit programs by providing free, door-through-door service for seniors to their medical appointments. Volunteer drivers and staff transport at-risk seniors, enabling them to travel safely in and out of the county to critical medical care.	\$82,500	\$75,000	9%	0%	\$75,000
<b>TOTAL</b>				<b>\$1,919,685</b>	<b>\$1,225,139</b>			<b>\$1,131,394</b>

## Summary of 5310 Pending Awards

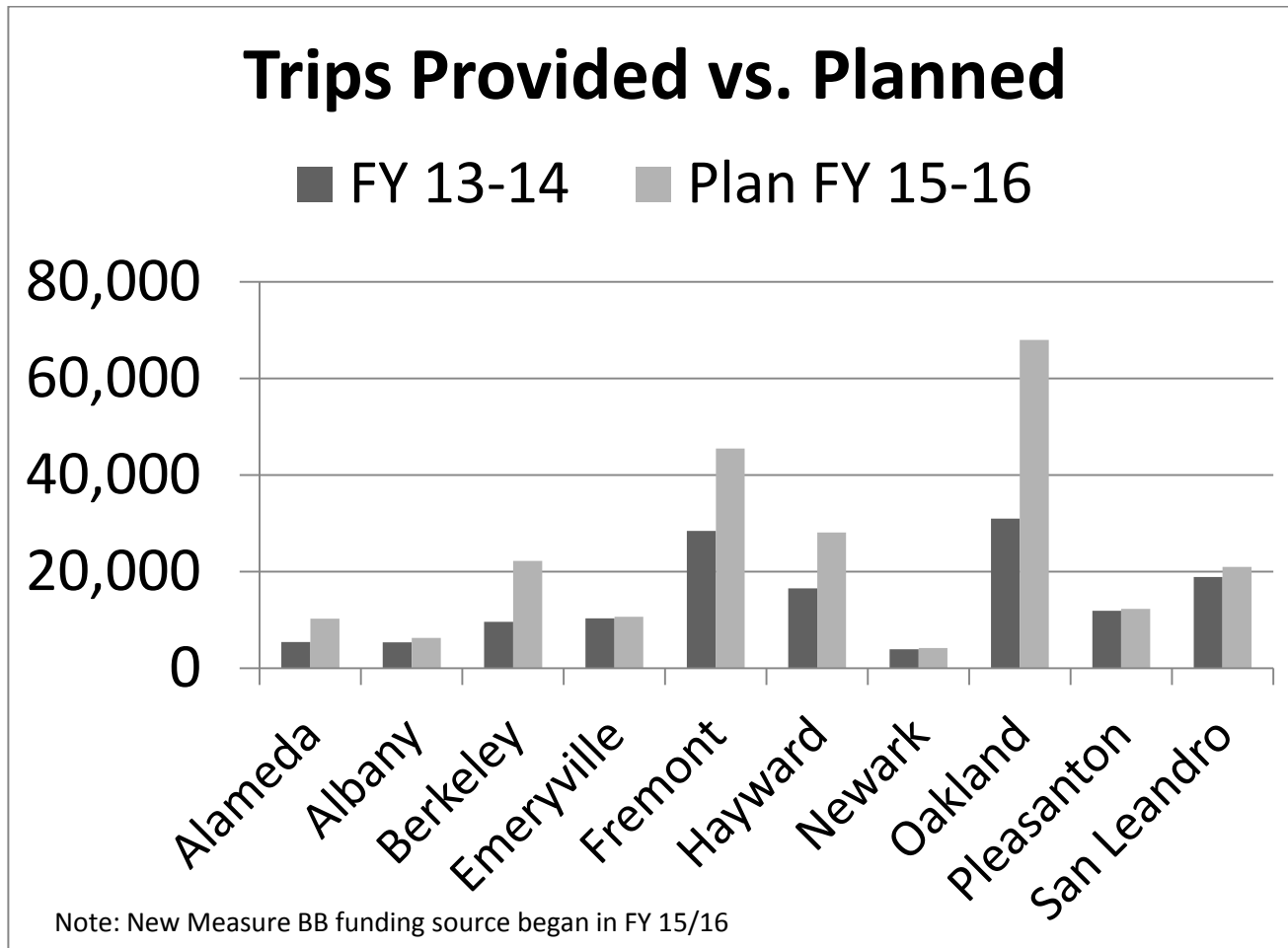
Sponsor	Project Name	Planning Area	Match	5310 Funding	Total Project
Center for Elders' Independence (CEI)	North-South Expansion Vehicles	North, Central	\$41,300	\$206,500	\$247,800
CIL	Mobility Matters Project	Countywide	\$124,916	\$499,662	\$624,578
Drivers for Survivors (DFS)	Expanding Door Through Door Volunteer Driver Transportation in Alameda County	South	\$45,668	\$91,336	\$137,004
Friends of Children with Special Needs	Expansion Minivans	South	\$61,000	\$92,000	\$153,000
LAVTA	LAVTA Para-Taxi Program 2015-16	East	\$40,000	\$40,000	\$80,000
LIFE ElderCare	Expanding Door Through Door Volunteer Driver Transportation in Alameda County	South	\$93,577	\$187,154	\$280,731
On Lok Senior Health Services	Replacement Vehicles	South	\$48,000	\$240,000	\$288,000
			<b>\$454,461</b>	<b>\$1,356,652</b>	<b>\$1,811,113</b>

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# Comparative References

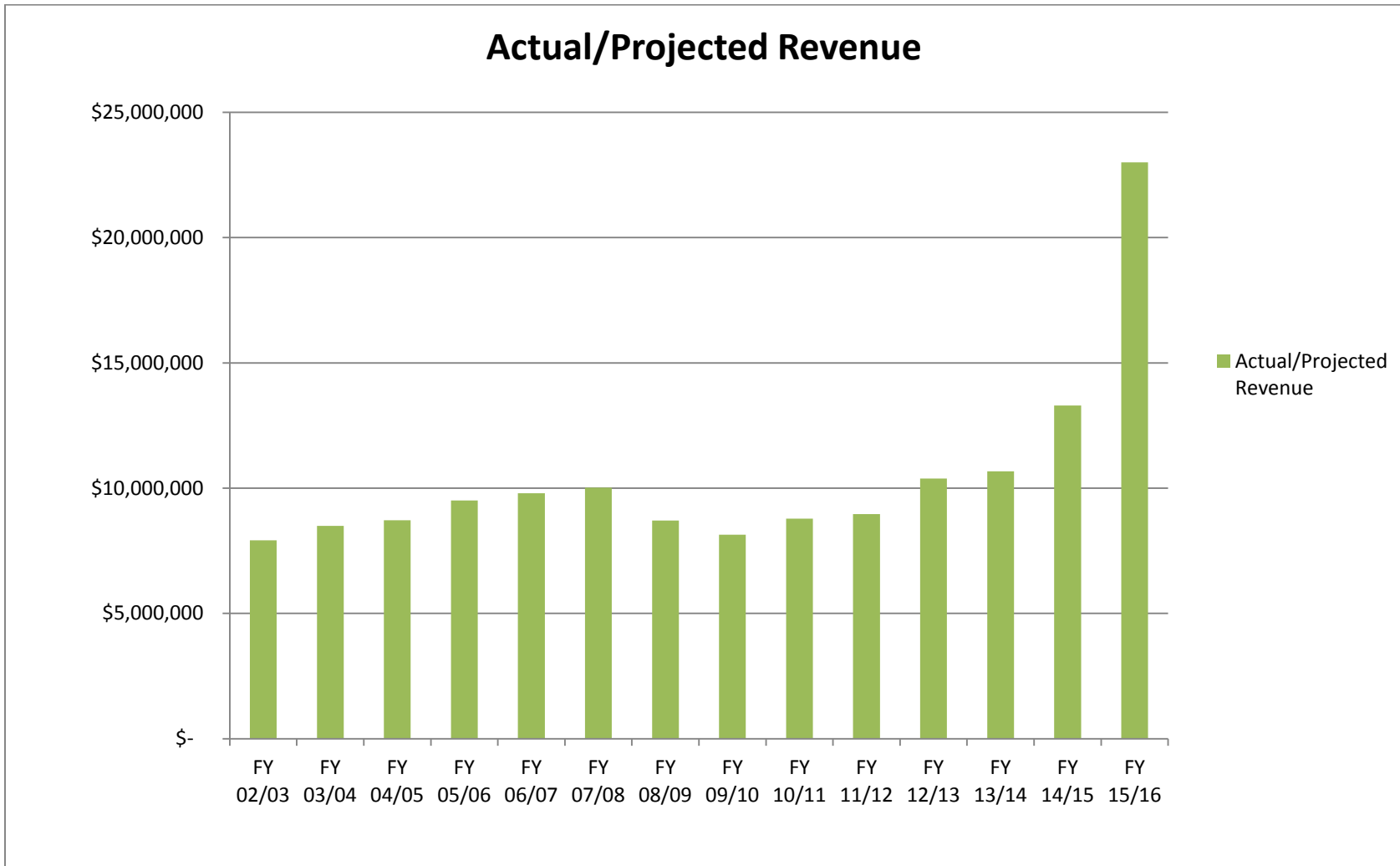
## Total Number of Program Trips Planned



FY 15-16 Plan	
Non-Mandated City Programs	
Alameda	10,300
Albany	6,300
Berkeley	22,230
Emeryville	10,650
Fremont	45,500
Hayward	28,100
Newark	4,200
Oakland	68,006
Pleasanton	12,300
San Leandro	21,000
<b>SUBTOTAL</b>	<b>228,586</b>
ADA Mandated Providers	
LAVTA	48,000
Union City	22,000
<b>SUBTOTAL</b>	<b>70,000</b>
EBP	733,000
<b>GRAND TOTAL</b>	<b>1,031,586</b>

# Comparative References (cont.)

## Paratransit DLD Annual Revenue Trends

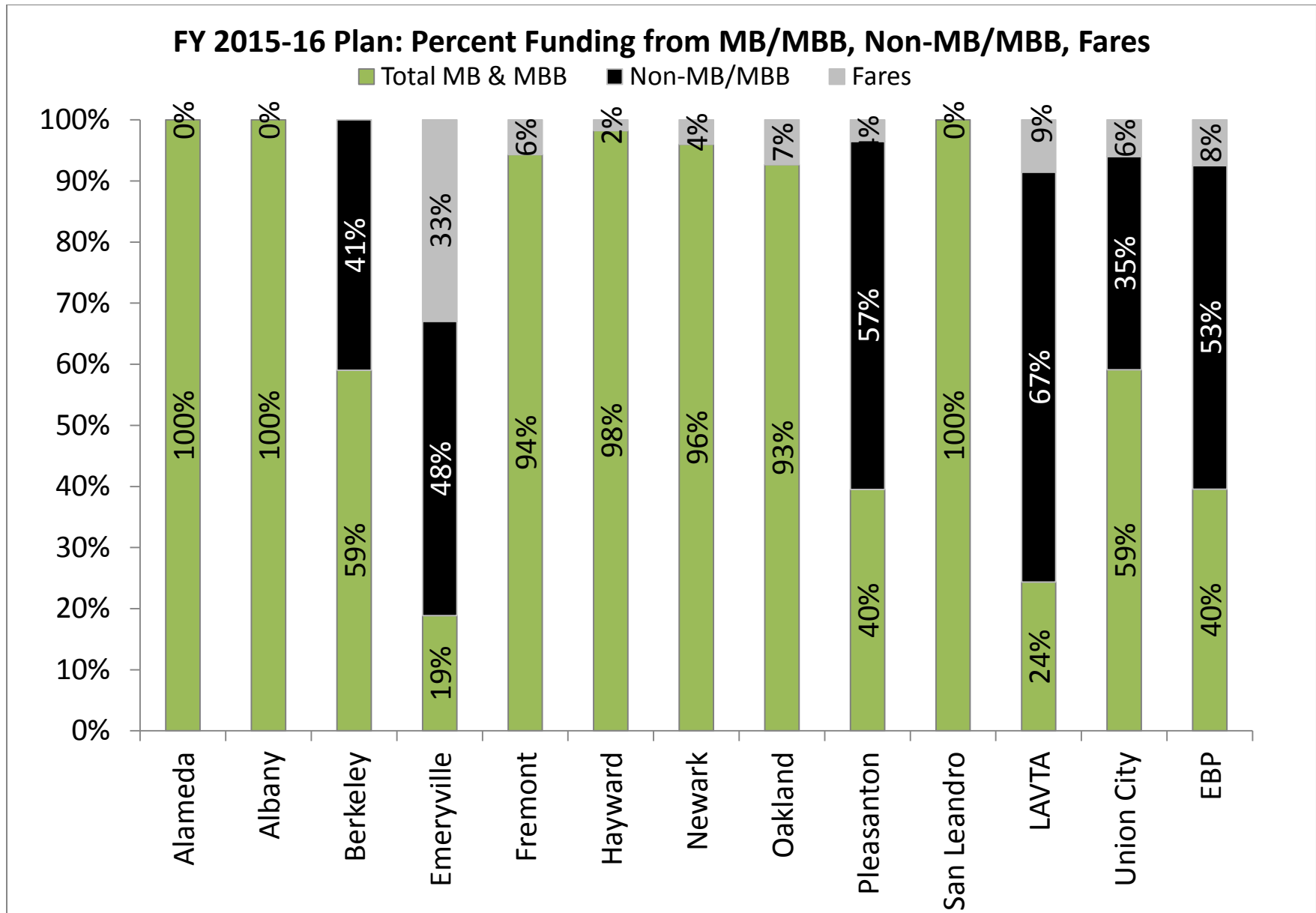


## Comparative References (cont.)

### Program Revenue Sources FY 2015-16

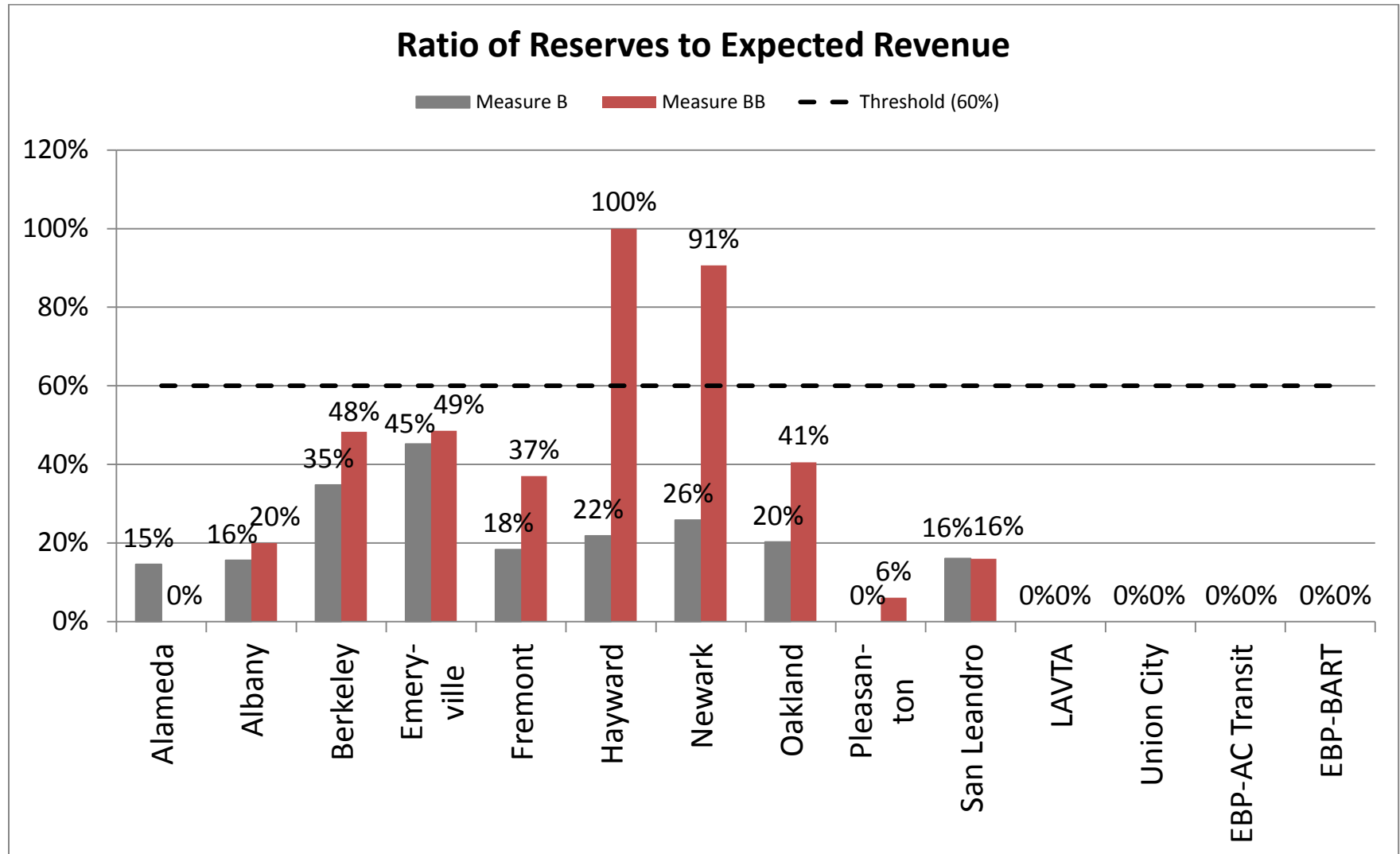
	Total MB & MBB	Non- MB/MBB	Fares
Non-Mandated Programs			
Alameda	<b>100%</b>	0%	0%
Albany	<b>100%</b>	0%	0%
Berkeley	<b>59%</b>	41%	0%
Emeryville	<b>19%</b>	48%	33%
Fremont	<b>94%</b>	0%	6%
Hayward	<b>98%</b>	0%	2%
Newark	<b>96%</b>	0%	4%
Oakland	<b>93%</b>	0%	7%
Pleasanton	<b>40%</b>	57%	4%
San Leandro	<b>100%</b>	0%	0%
<b>AVERAGE</b>	<b>80%</b>	15%	6%
ADA Mandated Providers			
LAVTA	<b>24%</b>	67%	9%
Union City	<b>59%</b>	35%	6%
EBP	<b>40%</b>	53%	8%

## Comparative References (cont.)



# Comparative References (cont.)

## Planned Reserves FY 2015-16



## Comparative References (cont.)

### Percent Spent on Customer Service & Outreach (CS&O)

FY 15-16 Plan	
Non-Mandated Programs	
Alameda	19%
Albany	37%
Berkeley	17%
Emeryville	none
Fremont	9%
Hayward	7%
Newark	none
Oakland	9%
Pleasanton	15%
San Leandro	14%
ADA Mandated Providers	
LAVTA	none
Union City	none
EBP	5%

## **Comparative References (cont.)**

### **Questions from April 16, 2015 Fiduciary and Finance Subcommittee**

#### **Hayward**

- Your projected reserves of Measure BB funds for the end of FY 15-16 will exceed the 60% limit, how do you plan to address this in the future?
- In your budget for FY 15-16, why did you only plan to spend Measure B funds and no Measure BB funds?
- Looking at the table that compares funding formula population to registrants and trips, it looks like your community might be underserved, how do you plan to address that in the future?
- Why was your cost per trip for FY 13-14 so high at \$54 per trip?
- It looks like you are sun-setting your door-to-door program, can you tell us more about that?

#### **Newark**

- Since your transportation is operated by Fremont, why is your planned door-to-door cost per trip for FY 15-16 higher than theirs (\$46 vs. \$31)? Also, why has it increased so much from FY 13-14 (\$34 to \$46)?
- Your projected reserves of Measure BB funds for the end of FY 15-16 will exceed the 60% limit, how do you plan to address this in the future?
- In your budget for FY 15-16, why did you plan to spend mostly Measure B funds and very little Measure BB funds?
- Looking at the table that compares funding formula population to registrants and trips, it looks like your community might be underserved, how do you plan to address that in the future?

#### **Pleasanton**

- Why was your cost per trip for FY 13-14 so high at \$53 per trip?

## Comparative References (cont.)

### PAPCO Comments and Recommendation from 2014

Program	Subcommittee comments and Final recommendation to Board
Non-Mandated Programs	
Alameda	<ul style="list-style-type: none"> <li>• The management of your program is getting better. It is a big improvement from last year. Keep up the good work.</li> <li>• Your program is getting better every year. Thank you for taking our comments positively.</li> <li>• I am really impressed with your program this year and keeping the shuttle open to the public allows for seniors to be a part of the community. I really appreciate that.</li> <li>• Great job. Hang in there. Continue to let us know how the shuttle is going.</li> <li>• You are doing an excellent job on the overall operations of your program.</li> <li>• If you increase your visibility in the community your ridership will continue to increase.</li> <li>• I am really concerned about the outreach efforts to the new housing developments in the Northern Waterfront area.</li> </ul> <p>Full funding.</p>
Albany	<ul style="list-style-type: none"> <li>• You have a great program.</li> <li>• You are doing a good job.</li> <li>• You have great support from your City and you have done well in transitioning your programs without Gap Grant funding.</li> <li>• Keep up the good work.</li> <li>• I like to walk and I am interested in your walking club.</li> <li>• You have made great improvements in the city of Albany.</li> </ul> <p>Full funding.</p>
Berkeley	<ul style="list-style-type: none"> <li>• Keep up what you are doing.</li> </ul>



## Comparative References (cont.)

Program	Subcommittee comments and Final recommendation to Board
	<ul style="list-style-type: none"> <li>• I think your presentation is very interesting. I like that you analyze what is happening in the future.</li> <li>• Your program is going well and it will continue to improve with the electronic debit card system. Keep up the good work.</li> </ul> <p>Full funding.</p>
Emeryville	<ul style="list-style-type: none"> <li>• The group trips have a small percentage of actual City of Emeryville residents who attend. The scholarships should be open to members of the senior center who are non-residents of the City of Emeryville. This will help sustain the ridership for the group trips.</li> <li>• I like your idea of extending the group trips to other neighboring communities. It gives people more access to your program.</li> <li>• I like the idea of the City's transition from being more commercial to more personal.</li> <li>• You are doing a great job.</li> <li>• Thank you for your work, Kevin.</li> <li>• I love it when a good plan comes together.</li> <li>• Keep up the good work.</li> </ul> <p>Full funding.</p>
Fremont & Newark	<ul style="list-style-type: none"> <li>• Keep doing a good job.</li> <li>• Your program is going well. I really like the improvements that you have made.</li> <li>• You have a dynamic program. Congratulations.</li> <li>• I continue to be impressed at how you identify the groups that need service i.e. youth with disabilities who are transitioning into the working world. It must be very effective to have combined the City of Newark and Fremont paratransit programs. The programs look very good and I am really impressed.</li> <li>• Your program sounds very productive and</li> </ul>

## Comparative References (cont.)

Program	Subcommittee comments and Final recommendation to Board
	<p>organized. It sounds like it will be a good partnership moving forward.</p> <ul style="list-style-type: none"> <li>• I am impressed with the collaboration of the paratransit programs. Everything seems to be working well; however, I would like to see a governing body approve the program plan. I would like to see this in next year's program plan application.</li> </ul> <p>Full funding.</p>
Hayward	<ul style="list-style-type: none"> <li>• I would like to see more quantitative information regarding your outreach efforts on your application. I hope your part time staff member will be very helpful.</li> <li>• You have a very large program so it is evident that you do need another person helping out. It is a very dynamic program and it is helping a lot of people. Keep up what you are doing in the City of Hayward.</li> <li>• I think your program is very good. A few numbers will be more helpful moving forward. Your part time staff member will be a great help to you.</li> </ul> <p>Full funding.</p>
Oakland	<ul style="list-style-type: none"> <li>• The concern regarding administrative expenses is a bit simplistic. When dealing with cities with huge differences in size and different ways of organizing their programs and services, we should be mindful that the administrative expenses will vary greatly.</li> <li>• Keep up the good work. I have seen a lot of your accessible transportation in Oakland.</li> <li>• Thanks for your presentation.</li> <li>• Keep up what you are doing.</li> <li>• Good job.</li> </ul> <p>Full funding.</p>

## Comparative References (cont.)

Program	Subcommittee comments and Final recommendation to Board
Pleasanton	<ul style="list-style-type: none"> <li>• You have a good program and I am always excited to hear your presentation. Keep up the good work helping seniors.</li> <li>• I am really impressed with your program. Keep up the good work and keep improving on a yearly basis.</li> <li>• You did an excellent job. You had all of the information that you needed and it shows that you love what you are doing.</li> </ul> <p>Full funding.</p>
San Leandro	<ul style="list-style-type: none"> <li>• I think you have a great program and you are doing a very good job.</li> <li>• You are doing a good job. Keep up the good work. I would like to see more quantitative data for outreach in next year's application.</li> <li>• I think you are doing a good job. I would like to see more description of your outreach efforts in next year's application.</li> </ul> <p>Full funding.</p>
<b>ADA Mandated Providers</b>	
LAVTA	<ul style="list-style-type: none"> <li>• You are doing the best with what you have. Keep doing that.</li> <li>• I would like to see more transparency.</li> <li>• I like what you are doing with the program and I like the door-to-door service.</li> <li>• I like that you are doing a good job with the different programs. I can see that there will be more transparency with this new contractor. They have included the advisory committee more. Kudos to them.</li> <li>• I think that you are doing the best that you can do with what you currently have. I am interested to see how your new provider will work out and I hope your surveys continue to get better.</li> </ul>

## Comparative References (cont.)

Program	Subcommittee comments and Final recommendation to Board
	<p>Conditional, quarterly reports to PAPCO.</p>
Union City	<ul style="list-style-type: none"> <li>• Your program is working well and there are no significant changes. Good work.</li> <li>• I feel that your program is productive and consistent. Keep up the good work.</li> <li>• I like that your drivers go above and beyond what is expected of them. I like that mindset. Thank you for your presentation.</li> <li>• I cannot say enough good things. The drivers are always on time and very helpful. The service could not be better.</li> <li>• I think you are doing a good job as far as listening to your riders and making sure their needs are taken care of.</li> <li>• You are doing a good job with what you have. It is a blessing to have your service.</li> </ul> <p>Full funding.</p>
EBP	<ul style="list-style-type: none"> <li>• You have a great program.</li> <li>• Overall, I really like your program and it works fine for me.</li> <li>• I have used the service with my husband several times and I have always had a positive experience. We even took a regional trip. You are doing a spectacular job.</li> <li>• You do a really good job for as large as a service that you provide. I would like to see you do more with your outreach.</li> </ul> <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	<b>Vacant</b>
City of Dublin	Shawn Costello
City of Emeryville	Joyce Jacobson
City of Fremont	Sharon Powers
City of Hayward	Vanessa Proee
City of Livermore	<b>Vacant</b>
City of Newark	<b>Vacant</b>

## Comparative References (cont.)

<b>Appointer</b>	<b>Member</b>
City of Oakland	Rev. Carolyn M. Orr
City of Piedmont	<b><i>Vacant</i></b>
City of Pleasanton	Carmen Rivera-Hendrickson
City of San Leandro	<b><i>Vacant</i></b>
City of Union City	Suzanne Ortt
A. C. Transit	Hale Zukas
BART	Michelle Rousey
LAVTA	Esther Waltz
Union City Transit	Larry Bunn