



## **Paratransit Technical Advisory Committee Meeting Agenda Tuesday, January 8, 2019, 9:30 a.m.**

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

Public Meeting [Angie Ayers](#)  
Coordinator:

### **1. Call to Order/Roll Call**

### **2. Public Comment**

### **3. Administration Page/Action**

- |  |   |  |
|--|---|--|
| 3.1. <a href="#">Review the September 11, 2018 ParaTAC Meeting Minutes</a> | 1 |  |
| 3.2. <a href="#">Review the FY 2018-19 ParaTAC Meeting Calendar</a>        | 5 |  |
| 3.3. <a href="#">PAPCO Roster</a>  | 7 |  |
| 3.4. <a href="#">Paratransit Outreach Calendar</a>                         | 9 |  |

### **4. Paratransit Programs and Projects**

- |   |    |  |
|---|----|--|
| 4.1. <a href="#">Receive Paratransit Direct Local Distribution (DLD) Projections Update</a> | 11 |  |
| 4.2. <a href="#">FY 2019-20 Program Plan Application Discussion</a>                         | 15 |  |
| 4.3. 2020 Paratransit Discretionary Grant Program Update (Verbal)                           |    |  |
| 4.4. Mobility Management Update (Verbal)  |    |  |
| 4.5. Emergency Preparedness Update (Verbal)   |    |  |
| 4.6. Exchange Technical Information (Verbal)  |    |  |

### **5. Committee and Transit Reports**

- |   |  |
|---|--|
| 5.1. PAPCO Update (Verbal)                              |  |
| 5.2. ADA and Transit Advisory Committee Update (Verbal) |  |

### **6. Member Reports**

## 7. Staff Reports

## 8. Adjournment

**Next Meeting:** Tuesday, March 12, 2019

Notes:

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



## Alameda CTC Schedule of Upcoming Meetings:

### Commission Chair

Supervisor Richard Valle, District 2

### Commission Vice Chair

Mayor Pauline Cutter,  
City of San Leandro

### AC Transit

President Elsa Ortiz

### Alameda County

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

### BART

Vice President Rebecca Saltzman

### City of Alameda

Mayor Marilyn Ezzy Ashcraft

### City of Albany

Mayor Rochelle Nason

### City of Berkeley

Mayor Jesse Arreguin

### City of Dublin

Mayor David Haubert

### City of Emeryville

Councilmember John Bauters

### City of Fremont

Mayor Lily Mei

### City of Hayward

Mayor Barbara Halliday

### City of Livermore

Mayor John Marchand

### City of Newark

Councilmember Luis Freitas

### City of Oakland

Councilmember At-Large  
Rebecca Kaplan  
Councilmember Dan Kalb

### City of Piedmont

Vice Mayor Teddy Gray King

### City of Pleasanton

Mayor Jerry Thorne

### City of Union City

Mayor Carol Dutra-Vernaci

### Executive Director

Arthur L. Dao

Description	Date	Time
Paratransit Advisory and Planning Committee (PAPCO)	January 28, 2019	1:30 p.m.
Alameda CTC Commission Meeting	January 31, 2019	2:00 p.m.
Alameda County Technical Advisory Committee (ACTAC)	February 7, 2019	1:30 p.m.
Finance and Administration Committee (FAC)	February 11, 2019	8:30 a.m.
I-680 Sunol Smart Carpool Lane Joint Powers Authority (I-680 JPA)		9:30 a.m.
I-580 Express Lane Policy Committee (I-580 PC)		10:00 a.m.
Planning, Policy and Legislation Committee (PPLC)		10:30 a.m.
Programs and Projects Committee (PPC)		12:00 p.m.
Bicycle and Pedestrian Community Advisory Committee (BPAC)	February 21, 2019	5:30 p.m.
Joint Paratransit Advisory and Planning Committee (PAPCO) and Paratransit Technical Advisory Committee (ParaTAC)	February 25, 2019	1:30 p.m.
Independent Watchdog Committee (IWC)	March 11, 2019	5:30 p.m.
Paratransit Technical Advisory Committee (ParaTAC)	March 12, 2019	9:30 a.m.

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

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## **1. Roll Call**

Krystle Pasco called the meeting to order and a roll call was conducted. All members were present with the exception of Dana Bailey, Raymond Figueroa, Brad Helfenberger, Ely Hwang, Jay Jeter, Kim Ridgeway, Susan Criswell, Robin Mariona, Laura Timothy, and David Zehnder.

## **2. Public Comment**

There were no public comments.

## **3. Administration**

### **3.1. Review the March 13, 2018 ParaTAC Meeting Minutes**

Committee members received the March 13, 2018 ParaTAC meeting minutes and approved by acclamation.

### **3.2. Review the FY 2018-19 ParaTAC Meeting Calendar**

Krystle Pasco noted the changes to the Program Plan Review application discussion date. Ms. Pasco also asked if there were any suggestions for Joint PAPCO and ParaTAC meeting topics. The group expressed interest in learning more about ride share services using paratransit funding resources, learning how TNCs can incorporate wheelchair accessible vehicles, off-hour services, autonomous vehicles and their accessibility, automatic wheelchair securement systems, and how new drivers can become wheelchair accessible drivers for TNCs.

### **3.3. PAPCO Roster**

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

### **3.4. Paratransit Outreach Calendar**

The paratransit outreach calendar was provided in the agenda packet for review purposes. Krystle Pasco pointed out that the Healthy Living Festival would be hosted at the Oakland Zoo on September 13<sup>th</sup>. Julie Parkinson also announced that the Pleasanton Transit Fair will be held on March 15, 2019.

## **4. Paratransit Programs and Projects**

### **4.1. Review Implementation Guidelines and Performance Measures Update**

Naomi Armenta stated that the Implementation Guidelines for the Special Transportation for Seniors and People with Disabilities Program and performance measures are annually reviewed and updated. PAPCO will review these in their November meeting. Ms. Armenta gave a summary of all the proposed edits and asked for feedback from ParaTAC members.

Victoria Williams noted that not all taxi companies provide services 24/7. Ms. Armenta said the description will be changed to reflect this.

Shawn Fong would like to change the verbiage in the app-based paragraph to include both the TNC apps and the reimbursement-based programs. She asked about providing a call center service for those without smart phones so that clients can still access app-based TNCs instead of just reimbursing clients that do have smart phones.

There was discussion on combining the "Door-to-Door" and "Accessible Van" sections for the coming year's guidelines and performance measures.

Ms. Williams asked if real-time bus locator software would fall under the Capital Expenditures Guidelines. There was discussion on the concern about the level of difficulty in acquiring trip-information, such as destination locations, from all the various services. She also noted that language pertaining to needing a wheelchair accessible vehicle should be included and not combined with those with canes and walkers.

There was discussion on travel training orientation.

There was discussion about renaming programs in the Implementation Guidelines. Members expressed interest in rebranding service types to avoid confusion or stigma about “paratransit” and “special services” labels.

Ms. Fong pointed out a typo on page 36 to remove Measure BB from meal delivery service funding options. An internal policy discussion will determine the outcome of meal delivery funding due to Measure B ending in April 2022.

#### **4.2. Mobility Management (Verbal)**

Krystle Pasco asked for mobility management updates and coordination. Naomi Armenta said the current scheduled date for the Countywide Mobility Management and Travel Training meeting is October 19<sup>th</sup>.

#### **4.3. Emergency Preparedness**

There was no update on Emergency Preparedness.

#### **4.5. Exchange Technical Information**

Julie Parkinson asked if anyone was using the TripSpark app as their program is looking to implement the platform in Pleasanton. Steve Adams noted that their program is researching GMV Syncromatics, one of the competitors, to implement in Union City.

### **5. Committee and Transit Reports**

#### **5.1. PAPCO Update**

Krystle Pasco informed the Committee that the next PAPCO meeting will take place on Monday, September 24, 2018 and explained that the feedback from ParaTAC on the Paratransit Implementation Guidelines and Performance Measures will be shared with PAPCO members at the November meeting.

#### **5.2. ADA and Transit Advisory Committee Updates**

Shawn Fong gave a SRAC update on the cancellation policy and a study on inter-regional trips i.e. travelling within multiple regions, as well as driver-shortages that are being discussed and outreach ideas.

## **6. Member Reports**

Victoria Williams announced that the City of Alameda posted Paratransit schedules at various pickup locations to help riders and to hopefully encourage new riders.

Hakeim McGee asked if the glitch has been worked out of the online Access Alameda application. Alameda CTC staff responded that the issue has been addressed.

## **7. Staff Reports**

Krystle Pasco provided an update on the 2020 Paratransit Discretionary Grant Program. She noted that the request to release a call for projects has received initial approval from the Commission and will hopefully be ready to release in early October. Major changes in this call for projects include the request for 5-year funding needs instead of 2-year needs. An Application Workshop will be held on October 9<sup>th</sup> at 9:30 a.m. where the application questions and process will be discussed.

Ms. Pasco announced that because there are new ParaTAC members, Alameda CTC will schedule a ParaTAC Member Orientation later this month or in October.

Ms. Pasco announced that the FY 2018-19 paratransit Direct Local Distribution projections have changed since staff provided an update earlier in the year. The projections were updated in May and can be viewed on the Alameda CTC website.

Naomi Armenta presented on various strategies for utilizing and reducing reserves and reminded the Committee of the Timely Use of Funds policy.

## **8. Adjournment**

The meeting adjourned at 11:30 a.m.





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

1111 Broadway, Suite 800, Oakland, CA 94607 • 510.208.7400 • [www.AlamedaCTC.org](http://www.AlamedaCTC.org)

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

Categories	September 11, 2018 ParaTAC Meeting	January 8, 2019 ParaTAC Meeting	February 25, 2019 Joint Meeting	March 12, 2019 ParaTAC Meeting	April 22-23, 2019 Subcommittees
<b>Planning and Policy</b>	<ul style="list-style-type: none"> <li>Review Implementation Guidelines and Performance Measures Update</li> </ul>	<ul style="list-style-type: none"> <li>Receive Paratransit Direct Local Distribution (DLD) Projections Update</li> <li>Discuss FY 2019-20 Program Plan Application</li> <li>Receive 2020 Paratransit Discretionary Grant Program Update</li> </ul>	<ul style="list-style-type: none"> <li>Topic: Emerging Mobility</li> </ul>	<ul style="list-style-type: none"> <li>Receive 2020 Paratransit Discretionary Grant Program Update</li> </ul>	<ul style="list-style-type: none"> <li>Paratransit Program Plan Review Subcommittees</li> </ul>
<b>Committee Development</b>	<ul style="list-style-type: none"> <li>Review FY 2018-19 Meeting Calendar</li> <li>Technical Exchange</li> </ul>	<ul style="list-style-type: none"> <li>Technical Exchange</li> </ul>		<ul style="list-style-type: none"> <li>Technical Exchange</li> </ul>	
<b>Outreach and Information</b>	<ul style="list-style-type: none"> <li>Ongoing Update</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing Update</li> </ul>		<ul style="list-style-type: none"> <li>Ongoing Update</li> </ul>	

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

3.3

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

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



## Upcoming Events

Date	Event Name	Location	Time
3/15/19	Transit Fair**	Pleasanton Senior Center, 5353 Sunol Boulevard, Pleasanton, CA 94566	10:00 a.m. – 1:00 p.m.
Mar TBD	Transition Information Faire**	College of Alameda, 555 Ralph Appezzato Memorial Parkway, Alameda, CA 94501	9:30 a.m. – 3:00 p.m.
April TBD	Senior Wellness Fair	South Berkeley Senior Center, 2939 Ellis Street, Berkeley, CA 94703	10:00 a.m. – 2:00 p.m.
April TBD	Senior Resource Fair	Albany Senior Center, 846 Masonic Avenue, Albany, CA 94706	10:00 a.m. – 1:00 p.m.
May TBD	Older Americans Month Celebration	Oakland City Hall and Frank Ogawa Plaza, 1 Frank H. Ogawa Plaza, Oakland, CA 94612	10:00 a.m. – 2:00 p.m.
May TBD	Senior Health and Wellness Resource Fair**	Kenneth C. Aitken Senior and Community Center, 17800 Redwood Road, Castro Valley, CA 94546	9:00 a.m. – 1:00 p.m.
May TBD	Age Friendly Health Expo**	Fremont Multi-Service Senior Center and Central Park, 40086 Paseo Padre Parkway, Fremont, CA 94538	9:00 a.m. – 1:00 p.m.
May TBD	USOAC Annual Convention**	St. Columba Church, 6401 San Pablo Avenue, Oakland, CA 94608	10:00 a.m. – 3:00 p.m.
May TBD	Open House and Resource Fair	Mastick Senior Center, 1155 Santa Clara Avenue, Alameda, CA 94501	3:00 p.m. – 6:00 p.m.

## Previous Events

Date	Event Name	Location	Time
9/13/18	Healthy Living Festival**	Oakland Zoo, 9777 Golf Links Road, Oakland, CA 94605	8:00 a.m. – 2:00 p.m.
Oct TBD	Senior Health Faire	Silliman Activity Center, 6800 Mowry Avenue, Newark, CA 94560	9:00 a.m. – 12:00 p.m.
Oct TBD	Senior Info Fair	Dublin Senior Center, 7600 Amador Valley Boulevard, Dublin, CA 94568	10:00 a.m. – 2:00 p.m.
Oct TBD	Senior Resource Fair	San Leandro Senior Community Center, 13909 East 14th Street, San Leandro, CA 94578	10:00 a.m. – 1:00 p.m.

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

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



# Memorandum

4.1

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

**DATE:** January 2, 2019

**TO:** Paratransit Technical Advisory Committee

**FROM:** Krystle Pasco, Assistant Program Analyst  
Kate Lefkowitz, Associate Transportation Planner

**SUBJECT:** Paratransit Direct Local Distribution (DLD) Projections for FY 2019-20

## Recommendation

Receive paratransit Direct Local Distribution (DLD) projections for FY 2019-20.

## Summary

On January 8, 2019, ParaTAC will receive draft paratransit DLD projections for FY 2019-20.

## Background

### Planning Areas

The Alameda CTC divides the County into four planning areas:

- *North County* – the cities of Albany, Alameda, Berkeley, Emeryville, Oakland, and Piedmont
- *Central County* – the cities of Hayward and San Leandro and unincorporated areas
- *South County* – the cities of Fremont, Union City, and Newark, as well as Union City Transit

- *East County* – the cities of Livermore, Dublin, Pleasanton, and unincorporated areas, and LAVTA

Measures B and BB paratransit DLD funding is split by planning area as directed in the sales tax expenditure plans and within each planning area to each city by a formula adopted by PAPCO. The details for how funding is distributed is described below.

### **Measure B Planning Area Funding Distribution**

Per the Alameda County Transportation Commission's (Alameda CTC) 2000 Transportation Expenditure Plan (TEP), 10.45% of Measure B funds go to specialized transportation for seniors and people with disabilities as follows:

- 5.63% allocated to ADA-mandated paratransit services
- 3.39% allocated to non-mandated paratransit services
- 1.43% allocated to the Gap Grant Program

The 2000 TEP also specifies that the 3.39% allocated to non-mandated paratransit services be distributed to the planning areas as follows:

- North County = 1.24%
- Central County = 0.88%
- South County = 1.06%
- East County = 0.21%

These allocations were determined as part of the negotiations to craft the 2000 TEP for Measure B sales tax revenues.

### **Measure BB Planning Area Funding Distribution**

Per Alameda CTC's 2014 TEP, 10% of Measure BB funds are allocated to affordable transit for seniors and people with disabilities, as follows:

- 6% allocated to East Bay Paratransit Consortium
- 3% allocated to cities and local transit operators
- 1% allocated for service gaps and coordination



The 2014 TEP also specifies that the 3% allocated to cities and local transit operators will be distributed to each of the four planning areas based on the percentage of the population over age 70.

### ***Measures B and BB Funding Formula for City Funding Distribution***

Both Measure B and BB specify that PAPCO develops, and the Alameda CTC Commission adopts, a funding formula to allocate funding within each planning area to the individual agency recipients. Funds from a planning area may not be transferred to another area. PAPCO voted to use the same formula for both funding sources.

In establishing the funding formula, PAPCO and ParaTAC took three areas into account that impact a community's need for accessible transportation: age, disability, and income. The formula includes the following factors to measure these areas of concern: population over 70, population with a disability, and low-income population. The source for all data is the American Community Survey (ACS) which was deemed to be most accurate. In acknowledgement that many older seniors do not identify themselves as disabled, and therefore may not be captured by ACS data, PAPCO adopted a formula that weights seniors over the age of 80 more heavily (multiplied by 1.5).

In January 2017, PAPCO took action to extend the funding formula for the same length of time as the Master Program Funding Agreements, through 2027, with annual updates of American Community Survey (ACS) data. The table below shows the factors included in the current funding formula for both Measure B and BB funds.

<b>Factor</b>	<b>Description</b>	<b>Data Source</b>
<b>Age</b>	Population estimates of seniors age 70-79	2016 American Community Survey (ACS)
<b>Disability</b>	Population estimates of seniors age 80+ multiplied by 1.5 to approximate the population of people with disabilities who may not identify as disabled	2016 ACS
<b>Disability</b>	Population estimates of people with a disability	2016 ACS
<b>Income</b>	Estimates of low-income households earning 30% of the Area Median Income, currently <\$20,000 per year	2016 ACS

### ***FY 2019-20 Projections***

The draft paratransit DLD projections for all recipients for FY 2019-20 will be distributed at the January ParaTAC meeting. These projections are based on the current formula and the current Alameda CTC funding projection. The funding projection is a draft and could change when updated projections are made available for FY 2019-20. These projections should be used by ParaTAC in preparing the FY 2019-20 Program Plans, which will be due in late February.

### **Fiscal Impact**

There is no net fiscal impact.



# Memorandum

4.2

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• www.AlamedaCTC.org

**DATE:** January 2, 2019

**TO:** Paratransit Technical Advisory Committee

**FROM:** Krystle Pasco, Assistant Program Analyst  
Kate Lefkowitz, Associate Transportation Planner

**SUBJECT:** FY 2019-20 Paratransit Program Plan Review

## Recommendation

ParaTAC members will review the FY 2019-20 Paratransit Program Plan Review application form and tables at the February meeting. The Committee will have an opportunity to learn about minor changes made to the form and tables and ask questions.

## Summary

Annual program plan applications for Alameda CTC Paratransit Direct Local Distribution (DLD) funds for Fiscal Year (FY) 2019-20 are due at the close of business on February 28, 2019. Very minor changes were made to the form since last fiscal year. The ParaTAC meeting on January 8, 2019 will include a program plan application information item. Staff will provide an overview of the program plan forms, the minor changes to the form since the last fiscal year, and answer any questions members may have. The PAPCO Program Plan Review Subcommittees are currently scheduled for Monday and Tuesday, April 22 and 23, 2019, please save the dates and more details on the presentation time slot for your city will be provided in March.

## **Background**

The 2000 Measure B Transportation Expenditure Plan (TEP) allocates 10.45% of net revenues and the 2014 Measure BB TEP allocates 10% of net revenues for transportation for seniors and people with disabilities. Approximately 9% of net revenues from each TEP is distributed to agencies on a monthly basis as Direct Local Distribution (DLD) funding for ADA-mandated services and city-based paratransit programs. The remaining funding is distributed on a discretionary basis through the Alameda CTC's Comprehensive Investment Program.

Each year, agencies that receive Measure B and Measure BB DLD funds for paratransit are required to submit a program plan and budget based on an estimate of annual sales tax revenue for the forthcoming fiscal year provided by Alameda CTC. The Alameda CTC's Paratransit Advisory and Planning Committee (PAPCO) convenes a Subcommittee to review submitted program plans and provide feedback to these agencies. The intent of the program plan review process is to ensure implementation of high quality and area-appropriate services throughout Alameda County and to encourage coordination, cost effectiveness, and consumer involvement. The Program Plan Review PAPCO Subcommittees that review and evaluate the FY 2019-20 applications are currently scheduled on April 22 and 23, 2019.

The Program Plan Review Subcommittees' recommendations may include full approval or conditional approval of the plan. Conditional approval usually requires follow up from programs (e.g. presentations to PAPCO or budget corrections). The Subcommittee recommendations will be presented to the full PAPCO at their June 24, 2019 meeting. A summary of the FY 2019-20 paratransit programs will be provided to the Commission in July 2019.

Program Plan application forms, including additional resources such as the Implementation Guidelines and Performance Measures, revenue projections, and timely use of funds policy, are available on the web:

<https://www.alamedactc.org/programs-projects/senior-disabled-transport/>.

**Fiscal Impact:** Upon approval by PAPCO in June, the programming of Measure B and BB paratransit DLD funds will be presented to the Commission in July 2019. The funds will also be included in the agency's FY 2019-20 budget.

### **Attachments**

- A. FY 2019-20 Program Plan Application
- B. FY 2019-20 Program Plan Tables



## FY 2019-20 Annual Paratransit Program Plan Application for Measure B and BB Funding 4.2A

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• [www.AlamedaCTC.org](http://www.AlamedaCTC.org)

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

### Requirements and Instructions

The Annual Paratransit Program Plan Application includes the following documents:

1. Paratransit Program Plan Application (this MS Word document)
2. Paratransit Program Plan Attachments A-D (Tables A, B, C, and D of the provided MS Excel workbook) *NOTE: The FY 2019-20 Program Plan Excel workbook contains a tab to report on FY 2017-18 performance and budget (Attachment A Table). The FY 2017-18 program information entered into Table A will be used to monitor program performance and, where applicable, should align with program information included in the FY 2017-18 compliance report.*
3. References:
  - a. FY 2019-20 MB and MBB Paratransit DLD Revenue Projections, (distributed to ParaTAC, January 2019)
  - b. Alameda CTC Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines and Performance Measures, revised December 2018
  - c. Alameda CTC Timely Use of Funds Policy, adopted December 2015

**Submit the Word and Excel files listed above electronically via email by February 28, 2019 to Krystle Pasco at [kpasco@alamedactc.org](mailto:kpasco@alamedactc.org).**

*Be sure to include your agency name and FY 19-20 in the file name of both the Word document and the Excel workbook (e.g., Albany\_FY19-20\_Paratransit\_Program\_Application.doc).*

If you have questions, please contact Krystle Pasco via email or phone at (510) 208-7467.

## FY 2019-20 Annual Paratransit Program Plan Application Due by February 28, 2019

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

Date Submitted: \_\_\_\_\_

### TYPES OF SERVICES PROVIDED

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

Below is a list of the types of services/programs that are eligible for Alameda CTC funding. For detailed information about these eligible services, including minimum service requirements and performance measures, refer to the Alameda CTC's Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines, revised December 2018 (provided with the application materials).

- **Management/Overhead:** Program oversight, planning, budgeting, participation in regional/countywide meetings. Include admin/labor even if it is paid by the City/transit agency for accurate reporting of full program expenses.
- **Customer Service/Outreach:** Activities associated with educating consumers about services that are available to them, answering questions from consumers and taking, tracking and responding to complaints and commendations. Include costs even if paid by the City/transit agency for accurate reporting of full program expenses.
- **ADA Paratransit:** Paratransit services provided by fixed-route transit operators to fulfill requirements under the American's with Disabilities Act (ADA).
- **Same-Day Transportation Program:** Provides a same day, curb-to-curb service intended for situations when consumers cannot make their trip on a pre-scheduled basis; allows eligible consumers to use taxis or Transportation Network Companies (TNCs) (at program discretion) at a reduced fare.

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

**A. Note on volunteer driver programs and mobility management/training:** If your program is using DLD funds, but not discretionary grant funds, you may



- B. Please provide your average trip length, if available, and any interesting outliers, e.g. a significantly short or long trip associated with one of the common trip destinations above.**

- 2. Will your agency's program for FY 2019-20 conform to the Paratransit Program Implementation Guidelines, as required?**

☐ Yes

☐ No

- A. If "No", explain below and contact Alameda CTC staff to discuss (prior to February 28, 2019)**

- 3. If proposing any service or program changes in FY 2019-20 from the current year, FY 2018-19, describe the changes and explain why they are proposed. Describe how these changes will impact the ability of seniors and people with disabilities in your community to meet their basic life needs.**

- 4. Looking ahead, beyond FY 2019-20, do you anticipate major service changes? Please briefly describe.** Describe major changes such as beginning or ending a type of service anticipated within the next five years.

**PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW**

- 5.** The December 2018 Paratransit Program Implementation Guidelines require Alameda CTC staff review of several program elements prior to implementation. The program elements requiring staff review are listed as items 5A – 5F below and for each item, further explanation is requested. **If your FY 2019-20 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each.** Applicants must address any applicable paratransit projects and programs listed in Attachment B.

- A. Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment)
- B. Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs)** (describe the proposed service including how subsidies will be provided and how capacity will be managed)
- C. Same-Day Transportation Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives)
- D. Accessible Shuttle Service** (for new shuttles – describe service plan and how city is coordinating with the local fixed route transit provider)
- E. New mobility management and/or travel training programs** (describe the well-defined set of activities)
- F. Low-income requirements for any scholarship and fare subsidy programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility)

## DEVELOPMENT OF PROGRAM PLAN

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

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

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

**9. Describe any innovative, emerging technology or non-traditional elements integrated into the program plan.**

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

☐ Yes

☐ No

**A.** If "Yes", provide the name of the governing body and planned or actual approval date.

**OUTREACH**

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

**ELIGIBILITY AND ENROLLMENT**

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

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

**CUSTOMER SATISFACTION**

**14. Describe your complaint and commendation process.** Describe your process from beginning to end, including instructions you provide to customers for filing program suggestions, complaints or commendations, your documentation procedures and your follow up.

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

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

**EXPECTED DEMAND/USE OF SERVICES**

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

<b>Registrants at beginning of FY 2017-18</b>	
<b>Registrants at end of FY 2017-18</b>	
<b>Current Registrants for FY 2018-19</b>	
<b>Projected Registrants for FY 2019-20</b>	

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

**16. Do you expect the total number of one-way trips provided by your program in FY 2019-20 to increase, decrease or stay the same compared to the current year, FY 2018-19? Why?**

**17. Do the ridership numbers reported in Attachments A and B include companions and/or attendants?**

☐ Yes

☐ No

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

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**18. Please provide the number of trips provided to consumers who required an accessible vehicle, if available.** If trips were provided in more than one service (e.g. taxi, TNC, specialized accessible van, etc.), please specify for each.

Number of trips provided to consumers who require an accessible vehicle in FY 2017-18	
Number of trips provided to consumers who require an accessible vehicle in FY 2018-19	
Number of trips provided to consumers who require an accessible vehicle in FY 2019-20	

**VEHICLE FLEET**

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

**SAFETY INCIDENTS**

**20. Describe any safety incidents recorded by your program in FY 2017-18, or to date in FY 2018-19.** Specify for each of the paratransit projects and programs listed in Attachment B. *(Report incidents resulting in any of the following: a fatality other than a suicide; injuries requiring immediate medical attention away from the scene for two or more persons; property damage equal to or exceeding \$7,500; an evacuation due to life safety reasons; or a collision at a grade crossing.)*

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## FINANCES: PROGRAM REVENUE AND COST

**21. Detail your FY 2019-20 program's total estimated revenue (all fund sources) and total cost by completing Attachment C (Table C tab of the Excel workbook).** For program components funded all or in part with a Measure B/BB discretionary grant, segregate the grant funding by entering it in the "Other Measure B/BB" column.

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

### A. Management/Overhead Costs

### B. Customer Service and Outreach Costs

## PROGRAM FUNDING RESERVES

**23. If your paratransit program is anticipated to have a remaining balance of Measure B/BB DLD funding at the end of FY 2019-20, as shown in Attachment C, please explain. How do you plan to expend these funds and when?**



**MISCELLANEOUS**

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

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**Alameda CTC FY 2019-20 Annual Paratransit Program Plan Application (July 1, 2019 - June 30, 2020)**  
**Attachment A: Summary of Past Program Service, Performance and Costs (FY 2017-18)**

[illegible]

**Alameda CTC FY 2019-20 Annual Paratransit Program Plan Application (July 1, 2019 - June 30, 2020)**  
**Attachment B: Description of Planned Program**

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

[illegible]

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

Service/Program Type and Name		Limits	Schedule			Eligibility	Status	Deliverables	Notes
Column A (repeated)	Column B (repeated)	Column K	Column L	Column M	Column N	Column O	Column P	Column Q	Column R
<div>Service/Program Type</div> <div>Will automatically populate from rows above</div>	<div>Service/Program/Project Name</div> <div>Will automatically populate from rows above</div>	<div>Limits on number of trips/use of service?</div> <div>(e.g. trip limits per month/quarter/year or a maximum expenditure per consumer)</div>	<div>If pre-scheduled, what days/hours are reservations accepted for trip, training, etc?</div>	<div>If pre-scheduled, how far in advance can/must a consumer schedule a trip, training, etc?</div>	<div>Days/Hours of Operation</div>	<div>Eligibility Requirements</div>	<div>Project Status</div> <div>Drop-down Menu</div>	<div>Quantity Planned</div> <div>Provide total number of units (one-way passenger trips, consumers trained, meals delivered, etc.)</div>	<div>Miscellaneous Notes</div> <div>(If necessary, provide any notes/clarification about trip/program)</div>
0	0								
0	0								
0	0								
0	0								
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0	0								
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Alameda CTC FY 2019-20 Annual Paratransit Program Plan Application (July 1, 2019 - June 30, 2020)  
Attachment C: Program Revenue, Cost and Fund Sources

Total FY 2019-20 Program Revenue (Measure B, Measure BB and all other funds available for FY 2019-20)	
Estimated <b>Measure B</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2018-19 (June 30, 2019)	
Projected FY 2019-20 <b>Measure B</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	
Estimated <b>Measure BB</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2018-19 (as of June 30, 2019)	
Projected FY 2019-20 <b>Measure BB</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC )	
<b>Total FY 2019-20 Measure B and BB Paratransit DLD Revenue</b> <i>(Automatically calculated)</i>	\$0
Total FY 2019-20 Other Revenue (All other revenue sources, non-DLD, including discretionary grant)	\$ -
<b>Total FY 2019-20 Program Revenue</b> (Measure B, Measure BB and all other sources available for FY 2019-20) <i>(Automatically calculated)</i>	\$0

Service/Program Name		Total FY 2019-20 Program Costs by Fund Source (Measure B, Measure BB and all other funds planned to be expended during FY 2019-20)										Total Cost
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M
Service/Program/Project Name  <i>Automatically populated from prior sheet (column B)</i>	Quantity Planned for FY 2019-20  <i>Automatically populated from prior sheet (column Q)</i>	Amount of RESERVE Measure B Paratransit DLD funds	Amount of FY 2019-20 Measure B Paratransit DLD funds	Amount of RESERVE Measure BB Paratransit DLD funds	Amount of FY 2019-20 Measure BB Paratransit DLD funds	Amount of OTHER Measure B/BB funds	What is the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, LSR, MB LSR, etc.)	Fare Revenue expected from service	Fare Revenue to be expended on service	Amount of all Non-Alameda CTC funds (not including fares)	What is the source of these non-Alameda CTC funds? (e.g. city funds, federal, state, etc.)	Total Cost (all sources)  <i>Automatically calculated</i>
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
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0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
<b>Totals</b>	<b>0</b>	\$ -	\$ -	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -		\$ -

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

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2020:	\$0	\$0	\$0
<i>Reserve balance as percent of FY 2019-20 Revenue*</i>	<i>#DIV/0!</i>	<i>#DIV/0!</i>	<i>#DIV/0!</i>

\*Alameda CTC's Timely Use of Funds policy looks at entire jurisdiction's fund balance.

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**Alameda CTC FY 2019-20 Annual Paratransit Program Plan Application (July 1, 2019 - June 30, 2020)**

## Attachment D: Vehicle Fleet

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

[illegible]

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