



Paratransit Advisory and Planning Committee Meeting Agenda Monday, February 25, 2019, 1:30 p.m.

Chair: Sylvia Stadmire Staff Liaison: [Krystle Pasco](#),
[Kate Lefkowitz](#)

Vice Chair: Sandra Johnson Public Meeting
Coordinator: [Angie Ayers](#)

1. Call to Order

2. Roll Call

3. Public Comment

4. Consent Calendar

Page/Action

- | | | |
|---|----|---|
| 4.1. Approve the December 3, 2018 PAPCO Meeting Minutes | 1 | A |
| 4.2. Receive the FY 2018-19 PAPCO Meeting Calendar | 7 | I |
| 4.3. Receive the PAPCO Roster | 9 | I |
| 4.4. Receive the Paratransit Outreach Calendar | 11 | I |

5. Paratransit Programs and Projects

- | | | |
|---|----|---|
| 5.1. Approve 2020 Paratransit Discretionary Grant Program Recommendation | 13 | A |
| 5.2. Mobility Management – Opportunities to Improve Community Mobility through Community Health Needs Assessments | 81 | I |

6. Committee and Transit Reports

- | | |
|---|---|
| 6.1. Independent Watchdog Committee (IWC) (Verbal) | I |
| 6.2. East Bay Paratransit Service Review Advisory Committee (SRAC) (Verbal) | I |
| 6.3. Other ADA and Transit Advisory Committees (Verbal) | I |

7. Member Reports

8. Staff Reports

9. Adjournment

Next PAPCO Meeting: March 25, 2019

Notes:

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



Alameda CTC Schedule of Upcoming Meetings:

Commission Chair

Supervisor Richard Valle, District 2

Commission Vice Chair

Mayor Pauline Cutter,
City of San Leandro

AC Transit

Board President Elsa Ortiz

Alameda County

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

BART

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
Alameda County Technical Advisory Committee (ACTAC)	March 7, 2019	1:30 p.m.
Finance and Administration Committee (FAC)	March 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.
Independent Watchdog Committee (IWC)	March 11, 2019	5:30 p.m.
Paratransit Technical Advisory Committee (ParaTAC)	March 12, 2019	9:30 a.m.
Paratransit Advisory and Planning Committee (PAPCO)	March 25, 2019	1:30 p.m.
Alameda CTC Commission Meeting	March 28, 2019	2:00 p.m.
Bicycle and Pedestrian Community Advisory Committee (BPAC)	May 16, 2019	5:30 p.m.
Joint Paratransit Advisory and Planning Committee (PAPCO) and Paratransit Technical Advisory Committee (ParaTAC)	May 20, 2019	1:30 p.m.

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

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1. Call to Order

Sylvia Stadmire, PAPCO Chair, called the meeting to order at 1:30 p.m.

2. Roll Call

A roll call was performed and all were present with the exception of Yvonne Behrens, Bob Coomber, Shawn Costello, Anthony Lewis, Rev. Carolyn Orr, Will Scott, Linda Smith, and Cimberly Tamura.

3. Public Comment

There were no public comments.

Krystle Pasco took this opportunity to discuss the emergency evacuation procedures for the building, which will become a standard announcement at the beginning of each meeting.

4. Consent Calendar

4.1. Approve the September 24, 2018 PAPCO Meeting Minutes

4.2. Receive the FY 2018-19 PAPCO Meeting Calendar

4.3. Receive the PAPCO Roster

4.4. Receive the Paratransit Outreach Calendar

Esther Waltz moved to approve the consent calendar. Herb Hastings seconded the motion. The motion passed with the following votes:

Yes: Barranti, Bunn, Hastings, Johnson, Patterson, Rivera-Hendrickson, Ross, Rousey, Stadmire, Waltz, Zukas

No: None

Abstain: None

Absent: Behrens, Coomber, Costello, Lewis, Orr, Scott, Smith, Tamura

5. Paratransit Programs and Projects

5.1. Approve FY 2019-20 Implementation Guidelines and Performance Measures Revisions

Naomi Armenta presented this item. PAPCO reviewed and provided recommendations on the revised Implementation Guidelines and Performance Measures for the Paratransit Program for FY 2019-20, and Ms. Armenta discussed a summary of the updates.

Christine Ross asked about changes to the voucher system with Bell Transit. Krystle Pasco said she would follow up and give her the contact information with whom to find out more information. Sylvia Stadmire asked if Transportation Network Companies (TNCs) would be what is replacing the same-day transportation payment function. Ms. Armenta said it's a possibility but that it will be each City that determines how they will implement it.

Peggy Patterson asked about the privacy issues associated with collecting origin and destination information for the Performance Measures. Ms. Armenta explained that staff would collect aggregate information, so no names or specific locations for individuals are recorded.

Herb Hastings moved to approve this item. Esther Waltz seconded the motion. The motion passed with the following votes:

Yes: *Barranti, Bunn, Hastings, Johnson, Patterson, Rivera-Hendrickson, Ross, Rousey, Stadmire, Waltz, Zukas*

No: *None*

Abstain: *None*

Absent: *Behrens, Coomber, Costello, Lewis, Orr, Scott, Smith, Tamura*

5.2. Receive 2020 Paratransit Discretionary Grant Program Update (Verbal)

Krystle Pasco presented this update. She notes that the Commission approved the release of the 2020 Paratransit Discretionary Grant Program call for projects at their September

meeting, and in early November the call for projects was released. Applications will be due December 14th. Staff will review and evaluate those applications and bring them before PAPCO for review and action in early 2019.

5.3. Update to Access Alameda Website

Naomi Armenta presented this item. She showed PAPCO members the new website and provided them with the beta-link and asked that they review the website and provide feedback. Herb Hastings suggested that 211 appear above 511 to have them in sequential order. Ms. Armenta noted the suggestion.

5.4. Receive City of San Leandro Paratransit Program Report (Verbal)

Ely Hwang and Susan Criswell gave a presentation on the City of San Leandro Paratransit Program. Ms. Hwang provided an overview of the different programs, including service area and eligibility. She also gave an update on the general operations of the programs, which included program components that will be considered for the future.

Peggy Patterson asked about the voucher program transition to TNCs and if it will work like a concierge service. Ms. Hwang responded that yes, it will work both ways. Individuals can access the program using a smartphone or by calling the concierge service. Both ways will apply the subsidy.

Hale Zukas asked why it is taking so long to fill the positions within the City of San Leandro. Ms. Hwang responded that the City is evaluating which positions should get priority, and they have acknowledged that they have people that can currently fill the roles until the new fiscal year to allow them to work on getting their replacements.

Christine Ross asked about where to sign up for the new Hayward program. Ms. Hwang responded that she would get that information for her.

5.5. Receive East Bay Paratransit Report (Verbal)

Laura Timothy and Cynthia Lopez presented this report. They noted that union negotiations are under way as well as new service contracts with providers. Also, pickup locations are becoming easier in certain areas, with options of being able to have parking locations closer to transit stops. Ridership and productivity remain relatively high, with passengers per hour averaging 1.8 and trips per hour averaging 1.55. The dispatch call center has been proactive in calling riders that are scheduled to let them know about delays in transit to allow the option of planning for other transportation arrangements. East Bay Paratransit's current goal is to increase their number of drivers as well as commendations. They are also working on filling the General Manager position as well as various dispatch positions.

5.6. Mobility Management Update (Verbal)

Naomi Armenta presented this update. She shared that she recently went to a conference on Technology and Shared Mobility and she wanted to share her new understanding of the concept of Mobility as a Service (MaaS). She noted that there is an app that includes trip planning assistance as well as ways to pay for the transportation modes that are utilized. She noted that this app is a good example of Mobility as a Service. It's a lot like picking a cell phone provider, but it can be used for almost all modes of transportation.

Sylvia Stadmire asked if it was available in the San Francisco Bay Area. Ms. Armenta stated not yet.

6. Committee and Transit Reports

6.1. Independent Watchdog Committee (IWC)

Herb Hastings gave the IWC update. He announced that the annual audit took place and the Annual Outreach Report is now available. The next meeting will take place on January 14th, 2019 at 5:30 p.m.

6.2. East Bay Paratransit Service Review Advisory Committee (SRAC)

Esther Waltz gave the SRAC update. The next SRAC meeting will take place on January 7th, 2019.

6.3. Other ADA and Transit Advisory Committees

Herb Hastings announced that BART has released their official mobile app and they are looking for feedback. He suggested that PAPCO members download the app and provide BART with any recommendations.

7. Member Reports

Sylvia Stadmire announced that she visited the tiny home shelters that were built to provide shelter to the homeless community.

Peggy Patterson announced that the Senior Resource Fair at the Albany Senior Center will take place in January and there will also be one in April.

Arnold Brillinger, a member of the public and SRAC, asked about the Alameda County Wheelchair Breakdown program. He said the program is no longer active and asked if there is a replacement service. Krystle Pasco responded that the provider of that program did not wish to renew their contract with Alameda CTC. Staff has highlighted this specific need in the 2020 Paratransit Discretionary Grant Program call for projects and are now waiting to see if a non-profit organization with a fiscally responsible program option applies.

8. Staff Reports

There were no other staff reports.

9. Adjournment

The meeting adjourned at 3:10 p.m. The next PAPCO meeting is scheduled for January 28, 2019 at 1:30 p.m. at the Alameda CTC offices located at 1111 Broadway, Suite 800 in Oakland.

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FY 2018-19 Paratransit Advisory and Planning Committee (PAPCO) Meeting Calendar

4.2

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

PAPCO meetings occur on the fourth Monday of the month from 1:30-3:30 p.m. Joint PAPCO and ParaTAC meetings also occur on the fourth Monday of the month from 1:30-3:30 p.m. Meetings are held at the Alameda CTC offices in downtown Oakland. Note that meetings and items on this calendar are subject to change; refer to www.AlamedaCTC.org for up-to-date information.

Categories	September 24, 2018 PAPCO	December 3, 2018 PAPCO	January 28, 2019 PAPCO	February 25, 2019 PAPCO	March 25, 2019 PAPCO	April 22-23, 2019 Subcommittees	May 20, 2019 Joint PAPCO and ParaTAC	June 24, 2019 PAPCO
Planning and Policy	<ul style="list-style-type: none"> Receive 2020 Paratransit Discretionary Grant Program Update 	One week later due to holiday. <ul style="list-style-type: none"> Approve Implementation Guidelines and Performance Measures Revisions Receive 2020 Paratransit Discretionary Grant Program Update 	Meeting canceled.	<ul style="list-style-type: none"> Approve 2020 Paratransit Discretionary Grant Program Recommendation 	<ul style="list-style-type: none"> Approve 2020 <i>Paratransit Discretionary Grant Program Recommendation, if needed</i> 	<ul style="list-style-type: none"> Paratransit Program Plan Review Subcommittees 	One week earlier due to holiday. <ul style="list-style-type: none"> Topic: Emerging Mobility, agenda TBD 	<ul style="list-style-type: none"> Approve FY 2019-20 Paratransit DLD Program Plans Recommendation
Programs and Grants Review	<ul style="list-style-type: none"> Receive 2018 CIP Paratransit Program Progress Reports Receive Hayward Paratransit Report 	<ul style="list-style-type: none"> Receive San Leandro Paratransit Report Receive East Bay Paratransit Report 			<ul style="list-style-type: none"> Receive 2018 CIP Paratransit Program Progress Reports Receive Hayward Paratransit Report 			
Committee Development					<ul style="list-style-type: none"> Request Volunteers for Program Plan Review Subcommittees 			<ul style="list-style-type: none"> Elect FY 2019-20 PAPCO Officers Approve FY 2019-20 PAPCO Meeting Calendar

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

4.3

	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 Councilmember 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 Marilyn Ezzy Ashcraft	Jul-18		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 Mayor Rochelle Nason	Feb-18		Feb-20
12	Ms.	Rivera-Hendrickson	Carmen	Pleasanton	City of Pleasanton Mayor Jerry Thorne	Sep-09	Jun-16	Jun-18
13	Ms.	Ross	Christine	Hayward	Alameda County Supervisor Richard Valle, D-2	Oct-17		Oct-19

	Title	Last	First	City	Appointed By	Term Began	Re apptmt.	Term Expires
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.
3/23/19	Transition Information Faire**	College of Alameda, 555 Ralph Appezzato Memorial Parkway, Alameda, CA 94501	9:30 a.m. – 3:00 p.m.
4/18/19	Senior Resource Fair	Albany Senior Center, 846 Masonic Avenue, Albany, CA 94706	10:00 a.m. – 1:00 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	San Leandro Senior Community Center, 13909 East 14th Street, San Leandro, CA 94578	10:00 a.m. – 1:00 p.m.
5/2/19	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	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	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.

Date	Event Name	Location	Time
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.

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

5.1

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

DATE: February 19, 2019

TO: Paratransit Advisory and Planning Committee (PAPCO)

FROM: [Cathleen Sullivan](#), Principal Transportation Planner
[Krystle Pasco](#), Assistant Program Analyst
[Kate Lefkowitz](#), Associate Transportation Planner

SUBJECT: Approve 2020 Paratransit Discretionary Grant Program Recommendation

Recommendation

It is recommended that PAPCO approve the proposed 2020 Paratransit Discretionary Grant Program for FY 2019-20 through FY 2023-24. This recommendation will be forwarded to the Commission for final approval.

Summary

The Paratransit Advisory and Planning Committee (PAPCO) will meet on February 25, 2019 and will receive applicant information and a staff recommendation for Alameda CTC's 2020 Paratransit Discretionary Grant Program. Members are asked to review and approve the staff recommendation. The Commission is scheduled to receive the recommendation in Spring 2019.

In response to a call for projects, with \$9M available for programming over 5 years – fiscal years 2019-20 through 2023-24 – Alameda CTC received fifteen applications requesting \$10.6M in discretionary Measure B and Measure BB funding. After evaluating each application

against the PAPCO- and Commission-approved Paratransit Program priorities and guidelines, staff recommends funding fourteen applications. The total program funding recommendation is \$8,986,732.

Background

The 2000 Transportation Expenditure Plan (TEP) allocates 10.45% of net 2000 Measure B revenues to the Transportation for Seniors and People with Disabilities (Paratransit) Program, a subset of this, 1.45% of net revenues, is identified for the Paratransit Discretionary Grant Program. Similarly, the 2014 TEP allocates 10% of net 2014 Measure BB revenues to the Affordable Transit for Seniors and People with Disabilities (Paratransit) Program, 1% of net revenues is discretionary. The discretionary funds are programmed and allocated on a competitive basis. The remaining Paratransit Program revenues fund operations for Americans with Disabilities Act (ADA)-mandated services and City paratransit programs through Direct Local Distributions (DLD).

PAPCO provides recommendations to the Commission for items related to Paratransit funding, including the discretionary grant program. Final recommendations are documented within Alameda CTC's Comprehensive Investment Plan (CIP).

The last paratransit discretionary programming cycle occurred in spring 2017, where Alameda CTC approved a \$2.2 million paratransit discretionary program for implementation over 2 years – fiscal years 2017-18 and 2018-19.

To align with the standard practice for the Alameda CTC's CIP, this cycle covers five years of programming for fiscal years 2019-20 through 2023-24. As with the rest of the CIP, Alameda CTC allocates funding for two years, and programs funding for the remaining three. This allows staff and PAPCO to reevaluate funding recommendations after two years and make adjustments for years' three to five.

During 2018, PAPCO recommended and the Commission approved the Paratransit Discretionary Grant Program guidelines for this grant cycle, and the release of the call for projects which was distributed in late 2018.

Paratransit Discretionary Grant Program Overview

Per the voter-approved expenditure plans, the Paratransit Discretionary Grant Program funds projects and programs through a competitive process to address needs and gaps in services that are not covered by ADA-mandated services or City-based paratransit programs. These grants aim to improve availability, affordability, access to, and coordination of transit and paratransit services for seniors and people with disabilities by directing funding towards projects that will:

- Improve mobility by reducing the differences in the types of services available to seniors and people with disabilities that might occur based on the geographic residence of any individual needing services
- Address critical gaps in the transportation system for seniors and people with disabilities that are not met by existing ADA-mandated services and City-based paratransit programs
- Encourage seniors and people with disabilities who are able to use fixed-route public transit to do so
- Improve the quality and affordability of transit and paratransit services for those who are dependent on them
- Improve the efficiency and effectiveness of ADA-mandated services and local, City-based paratransit programs.

Paratransit Discretionary Grant Program Focus

During the March 26, 2018 PAPCO meeting, Committee members provided input and approved the guidelines and priorities for the 2020 Paratransit Discretionary Grant programming effort. The full PAPCO-approved guidelines and priorities can be viewed on the web at <https://www.alamedactc.org/wp->

The discretionary funding program is designed to complement DLD funding which is dedicated to traditional trip-provision services (e.g. taxi subsidies, door-to-door services, etc.). Per PAPCO guidance, discretionary grant funding will be focused on mobility management types of activities that improve riders' ability to access services and/or improve coordination between programs. Mobility management activities enhance travel options and access to services, promote awareness and education, effectively communicate/disseminate information to the public, improve coordination and partnerships to reduce duplication and fill gaps in service, and meet needs cost effectively and efficiently. Examples of mobility management programs include:

- Travel training
- Trip planning assistance to improve access
- One-Call One-Click type programs
- Door-through-Door/Volunteer driver programs
- Transportation programs that fill unique and/or critical needs and gaps that are not filled through traditional trip-provision models
- Coordination of service provision at the planning area level or countywide (separate from the cost of traditional trip provision, e.g. the administration costs for a planning area-wide program)

Capital improvements and equipment purchases are also eligible if directly related to the implementation of mobility management and meet other criteria, e.g. transit stop improvements that support improving access to public transit for seniors and/or people with disabilities.

Priority (in no particular order) will be given to projects that are:

- Identified as a countywide priority in the Alameda Countywide Transit Plan, priorities in the Assessment of Mobility Needs of People with Disabilities and Seniors in Alameda County (Alameda County

Needs Assessment), or other relevant countywide plan or needs assessment

- Identified as regional priority in a relevant regional plan or needs assessment such as the Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan)
- Provide services across jurisdictional boundaries where gaps exist
- Provide critical, same day accessible transportation services throughout Alameda County

All projects and programs resulting from the new Call for Project Nominations for the 2020 Paratransit Discretionary Grant Program will also be required to comply with the Implementation Guidelines and Performance Measures.¹

Paratransit Discretionary Grant Program Evaluation Framework

Evaluation criteria focused on the following, per PAPCO guidance:

- Demonstrate effectiveness at meeting mobility management goals
- Supports sufficient demand for the program/service/project
- Project readiness
- Provide service across jurisdictional boundaries
- Demonstrate coordination and collaboration
- Are effective, according to adopted performance measures and past performance (where applicable) or projected performance supported by substantive evidence of potential for success
- Are cost effective
- Leverage funds (including DLD reserves)
- Have been identified as a priority in relevant countywide plans, regional plans or needs assessments

¹ The Implementation Guidelines and Performance Measures for the Paratransit Program identify the types of services that are eligible to be funded with Alameda County Measure B (2000) and Measure BB (2014) Direct Local Distribution (DLD) revenues. The Paratransit Implementation Guidelines and Performance Measures are incorporated by reference into the Master Program Funding Agreements (MPFAs) and also apply to all Paratransit discretionary grant funded projects and programs. The Implementation Guidelines and Performance Measures were last updated and approved by PAPCO in December 2018. The document can be viewed on the web at https://www.alamedactc.org/wp-content/uploads/2019/01/FY19-20_ImpL_Guidelines_and_Perf_Measures_FINAL.pdf.

- Support equitable distribution of resources throughout the County

Available funding

\$9.0 million is available for programming over this five-year period, consisting of Measure B and Measure BB paratransit discretionary funds.

Call for Projects

On November 6, 2018 the Alameda CTC distributed the “Notice of Call for Projects for the Alameda CTC 2020 Paratransit Discretionary Grant Program.” The distribution went to PAPCO, ParaTAC, the Countywide Paratransit distribution list, the Countywide mobility management and travel training list, the Regional Mobility Management Working Group list, the VITAL list, and the Area Agency on Aging Roundtable list. The application and call for projects information was also posted to Alameda CTC’s website. The application period was open from November 6 – December 14. There was an Application Workshop on November 13. The workshop provided an interactive overview of the online application system, including how to create and access an account and submit an application.

Summary of Applications

Thirteen agencies/organizations submitted applications for paratransit discretionary funding. The majority have received paratransit discretionary funding in prior Gap Grant and CIP cycles. The Paratransit Coordination Team and Alameda CTC staff evaluated the applications in December and January. For prior recipients, past performance information is included in the staff recommendation below. Applicants were given the opportunity to answer clarifying questions. The applications received fall into three broad categories, familiar to PAPCO from prior Gap Grant and CIP cycles.

- Mobility Management and Travel Training
 - City of Fremont – Ride-On Tri-City! Mobility Management and Travel Training Program

- Community Resources for Independent Living (CRIL) – Travel Training: Oh The Places You Will Go!
- Eden I&R – Mobility Management Through 211 Alameda County
- The Center for Independent Living (The CIL) – Community Connections Program (CoCo)
- United Seniors of Oakland and Alameda County – Senior Public Transportation Training and Education Program
- Volunteer Driver/Door-through-Door Service
 - Drivers for Survivors (DFS) – Drivers for Survivors Volunteer Driver Program
 - LIFE ElderCare – Door Through Door (DthruD) and TNC Transportation for Seniors and Disabled Adults
 - Senior Support Program of the Tri-Valley (SSPTV) – Volunteers Assisting Seniors with Transportation Program (VAST)
- Taxi Subsidy/Same-Day Transportation Programs
 - Livermore Amador Valley Transit Authority (LAVTA) – LAVTA Mobility Lab
 - LAVTA – Para-Taxi Debit Card
 - LAVTA – Para-Taxi Operations
- Unique Transportation Gaps
 - Alzheimer's Services of the East Bay (ASEB) – Regrowth of Transportation Services for Individuals with Dementia
 - Bay Area Outreach and Recreation Program (BORP) – Accessible Group Trip Transportation for Youth and Adults with Disabilities
 - City of Emeryville – Emeryville Senior Center Group Trips Bus Purchase
 - Easy Does It Emergency Services (EDI) – Fast Accessible Safe Transportation Emergency Repair (FASTER)

The table below lists the applications received and additional details from the applications are included in Attachment B. Information on past performance is included in Attachment C.

2020 Paratransit Discretionary Grant Program Applications Received Winter 2019

Project Type	Sponsor	Project Name	Description	Planning Area	Funding Requested
Mobility Management & Travel Training	City of Fremont	Ride-On Tri-City! Mobility Management & Travel Training Program	This program provides individualized transportation planning assistance to help seniors and people with disabilities understand and access an array of transportation services. This program also provides transit orientation and group and individual travel training to help seniors and people with disabilities learn how to use public transit.	South	\$860,000
Mobility Management	Eden I&R	Mobility Management Through 211 Alameda County	Coordinated mobility management will continue to be provided by 2-1-1, including detailed and targeted transportation recommendations for seniors and those living with disabilities, as well as via the online transportation resource finder. Targeted outreach will raise awareness of the program.	County wide	\$835,845

Project Type	Sponsor	Project Name	Description	Planning Area	Funding Requested
Mobility Management, Travel Training, Group Trips & Other	The Center for Independent Living (The CIL)	Community Connections Program (CoCo)	CoCo works with consumers one-on-one and in group settings to help them master using fixed route transit generally and/or master specific point A-to-B round trips, master using mobility devices (e.g. canes, walkers, wheelchairs) in the context of accessing transit and to navigate pedestrian rights-of-way, apply for and obtain RTC/Clipper disability discount cards, and plan trips using 511.org and/or the 511 phone services as well as other similar no-cost trip-planning resources.	County wide	\$1,250,000
Mobility Management, Travel Training, Group Trips & Other	Community Resources for Independent Living (CRIL)	Travel Training: Oh The Places You Will Go!	This program incorporates para- and public-transit travel training into its well established Independent Living Skills (ILS) services for eligible seniors and persons with disabilities (SPD's). Through an experienced Travel Trainer, participants receive information, resources, travel skills, and practice in both modes in order to increase their knowledge, ability, confidence, and level of independence in getting to where they want to go in Alameda County.	County wide	\$539,118

Project Type	Sponsor	Project Name	Description	Planning Area	Funding Requested
Travel Training	United Seniors of Oakland & Alameda County (USOAC)	Senior Public Transportation Training & Education Program	This program provides travel Training to older adults and people with disabilities to better use the public transportation services throughout the Bay Area, which increases the individual's mobility and independence. USOAC Travel Training takes four forms: education/outreach at countywide resource fairs and community facilities, mini trainings at senior facilities, a 3-Day comprehensive course, and one-on-one training.	North Central East	\$493,687
Volunteer Driver/Door-through-Door Service, City-Based Door-to-Door Service, Taxi Subsidy/ Same-Day Transportation Program	LIFE ElderCare	Door Through Door (DthruD) & TNC Transportation for Seniors & Disabled Adults	This program offers three types of transportation for seniors and disabled adults, including Door Through Door (DthruD), Door To Door (D2D) on demand, and Curb to Curb (C2C) on demand. LIFE ElderCare serves the entire county of Alameda - where needed - with these 3 transportation types.	County wide	\$1,022,608

Project Type	Sponsor	Project Name	Description	Planning Area	Funding Requested
Volunteer Driver/Door-through-Door Service	Senior Support Program of the Tri-Valley (SSPTV)	Volunteers Assisting Seniors Transportation Program (VAST)	VAST continues to provide a free, comprehensive (door-through-door) mobility management service to seniors age sixty or older, throughout East County (Tri-Valley). The program supplements existing public and paratransit services by providing door-through-door transportation to medical appointments.	East	\$560,218
Volunteer Driver/Door-through-Door Service	Drivers for Survivors (DFS)	Drivers for Survivors Volunteer Driver Program	This program provides free transportation service and supportive, volunteer companionship for ambulatory cancer patients, from suspicious findings through completion of treatments. This program addresses a door-through-door service gap that cannot be filled by ADA or City-based paratransit services.	North Central South	\$1,250,000

Project Type	Sponsor	Project Name	Description	Planning Area	Funding Requested
Taxi Subsidy/ Same-Day Transportation Program	Livermore Amador Valley Transit Authority (LAVTA)	Para-Taxi Operations	LAVTA's Para-Taxi Program reimburses participants for eighty-five percent (85%) of the total taxi fare, up to a maximum of twenty (\$20) dollars reimbursement per ride, up to \$200 reimbursed per month. The program is designed to complement LAVTA's existing ADA Paratransit service by providing same-day service to eligible users.	East	\$139,391
Taxi Subsidy/ Same-Day Transportation Program	Livermore Amador Valley Transit Authority (LAVTA)	Para-Taxi Debit Card	The Para-Taxi Debit Card is designed to enhance LAVTA's existing Para-Taxi program by providing an easy and fast payment method and eliminating the current requirement of having to pay the full taxi fare upfront. Only a discounted fare will be charged from the patron's Para-Taxi Debit Card.	East	\$86,240

Project Type	Sponsor	Project Name	Description	Planning Area	Funding Requested
Taxi Subsidy/ Same-Day Transportation Program	Livermore Amador Valley Transit Authority (LAVTA)	LAVTA Mobility Lab	LAVTA's Mobility Lab is a partnership with the public and private sector to provide service to low-density suburban areas that cannot support fixed route service and enhance MaaS (Mobility as a Service) in the Tri-Valley Area. Along with the current Shared Autonomous Vehicle project, our GoDublin project is a central part of the Mobility Lab project.	East	\$123,100
City-Based Specialized Accessible Van Service	Alzheimer's Services of the East Bay (ASEB)	Regrowth of Transportation Services for Individuals with Dementia	This program will reinstate the rich transportation program that ASEB provides to citizens living with Alzheimer's and other forms of dementia residing throughout Alameda County. ASEB provides specialized dementia Adult Day Health Care/Community Based Services to individuals in the early to late stages of Alzheimer's/Dementia and other Behavioral Health diagnosis such as bio-polar disorder and schizophrenia.	County wide	\$1,250,000

Project Type	Sponsor	Project Name	Description	Planning Area	Funding Requested
Group Trips	Bay Area Outreach & Recreation Program (BORP)	Accessible Group Trip Transportation for Youth & Adults with Disabilities	This program provides accessible group trip transportation for children, youth and adults with disabilities participating in sports and recreation activities, health and resource fairs and other community events. This program fills an important gap for people with disabilities in Alameda County as other group trip options are typically limited to seniors.	County wide	\$1,115,000
Capital Expenditures	City of Emeryville	Emeryville Senior Center Group Trips Bus Purchase	This project is requesting funds to purchase a new 22-26 passenger wheelchair accessible bus to be used for the Emeryville Senior Center's Accessible Group Trips program. The program has been fully implemented and is operating at designed capacity. However, the vehicle primarily used for the program has reached the end of its useful life and now needs to be replaced.	County wide	\$132,000

Project Type	Sponsor	Project Name	Description	Planning Area	Funding Requested
Other	Easy Does It Emergency Services (EDI)	Fast Accessible Safe Transportation Emergency Repair (FASTER)	This program will expand the current service into North and Central Alameda County with the same comprehensive and unique support the program has been known for over the last 24 years. The program will provide transportation and, if required, basic emergency repair. EDI is a non-profit that provides emergency attendant care, accessible transportation, wheelchair repair, and repair of assistive technology for seniors and people with disabilities.	North Central	\$952,150
TOTAL FUNDING REQUESTED					\$10,609,357

Staff Recommendation

The overall grant funding request of \$10,609,357 was higher than the available funding (\$9,000,000), necessitating funding recommendations below the requested amounts. The staff funding recommendation takes into account distribution geographically across Alameda County and across project types.

Mobility Management and Travel Training Category

Alameda CTC received five funding requests within this category, primarily for travel training. These programs directly align with the discretionary funding guidelines' focus on mobility management types of activities.

Due to the high number of applications and amount of funding requested in this category, all five applications are recommended for partial funding. Many of the travel training requests showed a shift in sponsorship and overlapping coverage, but without clear plans for coordination. The evaluation team generally supported past applicants with historically good performance records at comparable levels, but did not support expansions that would overlap with other providers. Justification for each application is provided below.

- **City of Fremont:** Alameda CTC recognizes that the project has historically achieved strong results for the Tri-City area and has met performance targets and warrants continuation of funding.
Funding recommendation: \$731,000
- **Eden I&R:** This project has been challenged to meet performance goals in the first year of its implementation under the current funding cycle, but has reassessed goals for this grant period and has proposed several innovative concepts to support meeting future goals. Alameda CTC recommends continuing to fund at historic levels, but to monitor performance to ensure achievement of goals.
Funding recommendation: \$752,261

Previously, The CIL sponsored a travel training grant that included multiple partners: The CIL, CRIL, USOAC, Lighthouse for the Blind, and Easy Does It. The CIL received \$250,000 annually to fund travel training services for all five organizations. The CIL, CRIL and USOAC each submitted a separate application for this funding cycle, totally an annual request far above the \$250,000 previously awarded to the partnership.

- **The CIL:** This is one of three applications from the former joint application (under The CIL) that historically received \$250,000 annually. Although The CIL lost two partners for this application, both of which are applying separately in this call for projects, the funding request was not reduced. Due to the proliferation of travel training services in the County and the desire to avoid duplicative services, the evaluation team recommends that this project focus its services in North County where it has historically had a presence, with no expansion to Central, South, and East County at this time. The funding recommendation scales back funding according to the loss of partners and the recommended reduction in service area.

Funding recommendation: \$937,500

- **Community Resources for Independent Living (CRIL):** This is the second of three from the formerly joint application (under The CIL) that historically received \$250,000 annually. Due to the proliferation of travel training services in the County, and the desire to avoid duplicative services, the evaluation team recommends that this project focus its services in the Central, South, and East County planning areas where it has historically had a presence, with no expansion to North County at this time.

Funding recommendation: \$485,206

- **United Seniors of Oakland and Alameda County (USOAC):** This is the third of three from the formerly joint application (under The CIL) that historically received \$250,000 annually. Due to the proliferation of travel training services in the County, and the desire to avoid duplicative services, the evaluation team recommends that this

project focus its services in North, Central, and East County, with no expansion to South County at this time where ample travel training resources already exist.

Funding recommendation: \$419,634

The combined recommendations for CIL, CRIL and USOAC represent a significant funding increase above the previous funding provided to them under the combined CIL grant.

All five mobility management and travel training applications are recommended for partial funding as shown under each program.

Volunteer Driver Programs

The three volunteer driver applications are all prior discretionary funding recipients. LIFE ElderCare and Drivers for Survivors have previously applied through the City of Fremont but are applying individually at this time. All three programs have, on average, met their key performance measures in recent Gap Grant and CIP cycles. Volunteer driver programs also align very closely with the discretionary funding priorities established by PAPCO, they are an identified mobility management priority, and fill a high priority gap in Alameda County.

- **LIFE ElderCare:** This program is recommended for full funding. This program has historically had the lowest cost per trip of the door-through-door services. This program has been funded by Alameda CTC for over 10 years and has proven to address a unique transportation gap for door through door services with increasingly innovative approaches. Further, the program is expanding into North County which is a long-standing gap in volunteer driver program coverage.

Funding recommendation: \$1,022,608

- **Senior Support Program of the Tri-Valley:** This program is recommended for full funding. This program has historically provided service to an entire planning area for a modest amount of grant funding. This project has been funded by Alameda CTC for

over 10 years and has proven to address a unique transportation gap for door through door services.

Funding recommendation: \$560,218

- **Drivers for Survivors:** The cost per trip and funding request for this program are considerably higher than the other Volunteer Driver Programs, the evaluation team is recommending a partial funding of this request. This project has been funded by Alameda CTC for over 10 years and has proven to address a unique transportation gap for door through door services. Due to limited funding available and the fact that LIFE ElderCare is expanding into North County, the evaluation team recommends that this project focus its services in South and East County, with no expansion to North County using this funding at this time. Expansion could be considered in Year 3 of this funding cycle.

Funding recommendation: \$968,654

All three volunteer driver applications are recommended for full or partial funding.

Taxi Subsidy/Same-Day Transportation

There are three applications related to taxi subsidy/same-day transportation.

- **LAVTA's Para-Taxi Operations:** This project is recommended for full funding. This program has been funded by Alameda CTC for two years and has proven to be a cost effective way to address a unique transportation gap for same day services. In other parts of the county, taxi subsidy programs are funded by DLD funds, however funding the Para-Taxi program in East County aligns with the discretionary guidelines to reduce differences in access to services based on geographic residence.

Funding recommendation: \$139,391

- **LAVTA's Para-Taxi Debit Card:** This project is recommended for full funding as an improvement and support to the effectiveness of the

prior application, LAVTA's Para-Taxi Operations. The evaluation team emphasizes, however, that the intent of this grant allocation is to cover the ongoing operational costs once the product is successfully deployed. This includes annual operations expenses including the monthly subscription and administrative oversight. The funding request includes \$6,000 of additional program administration in the first year assumed to be for program start-up. The grant will not cover any start-up development costs beyond this amount.

Funding recommendation: \$86,240

- **LAVTA's Mobility Lab:** This program is not recommended for funding. The program does not demonstrate that the funds will have a direct and exclusive benefit to seniors and people with disabilities. The significant majority of this funding request is to partially cover the cost of developing a mobile app that is intended to help seniors and people with disabilities better access TNC trips. However most jurisdictions are concerned that mobile apps are inaccessible to certain populations due to cognitive issues, access to smart phones, and/or not having access to a bank account, and are attempting to find workarounds via concierge service. Additionally, TNCs do not have a good record of providing wheelchair accessible rides. Although the new Uber/MV Transportation initiative could have potential, it is extremely new, has no proven track record, and there is no evidence that a new layer of software will aid in better providing those services.

Funding recommendation: \$0

Two Taxi Subsidy/Same-Day Transportation applications are recommended for full funding. One application is not recommended for funding.

Unique Transportation Gaps

The four applications classified as filling “unique transportation gaps” will be discussed individually as each provides a distinct type of service and involves a different range of issues.

- **Alzheimer’s Services of the East Bay:** This applicant used to be a fund recipient in past discretionary grant cycles but they did not apply during the last cycle. ASEB did not submit performance data for extension 2 of Cycle 5 (FY 2016-17) and no data is available for the last two fiscal years (FY 2017-18 and FY 2018-19), due to the lack of a submitted application for 2018 CIP. Therefore, Alameda CTC has no quantitative analysis of the program for three years. This program was successfully funded for many years before the gap in funding, but the current application requests more than double the last annual funding amount provided (which was \$100,000 in FY 2016-17). Funding was adjusted to reflect realistic growth levels since this last funding level.

Funding recommendation: \$796,370

- **Bay Area Outreach and Recreation Program:** This program has been funded by Alameda CTC for over 10 years and has proven to address a unique transportation gap. Funding was adjusted to reflect modest growth from the last funding level due to the oversubscribed grant cycle.

Funding recommendation: \$1,003,500

- **City of Emeryville’s Group Trips Van Purchase:** This capital application supports the well-regarded and long-standing group trips program which provides high quality recreational trips to individuals from around the County.

Funding recommendation: \$132,000

- **Easy Does It Emergency Services (EDI):** This application addresses a critical need for emergency, same day, accessible transportation in the event of a breakdown of a mobility device.

This program is expensive on a cost per trip basis, but if analyzed as a much-needed safety net, the cost is justifiable. There have been a number of requests received from PAPCO, ParaTAC, and members of the public (including first responders), for a similar project since the sunseting of the Wheelchair Scooter Breakdown Transportation Service. This is a long-standing gap that the Alameda CTC has been trying to fill unsuccessfully. EDI is experienced in providing this type of service and has a proven track record of successfully responding to the needs of the communities it serves. Robust outreach, including to the community, PAPCO, ParaTAC, police and fire departments, will be needed to ensure the success of this program. The program sponsor reduced their funding request significantly based on a clarification request from the evaluation team and therefore staff recommends full funding of the new lower request.

Funding recommendation: \$952,150

Summary of Staff Recommendation

Staff recommends funding fourteen grant applications fully or partially for a total of \$8,986,732. The full funding recommendation can be found in Attachment A.

Next Steps

When finalized, PAPCO's recommendation for the 2020 Paratransit Discretionary Grant Program will be documented within Alameda CTC's 2020 Comprehensive Investment Plan (CIP) for consideration by the Alameda CTC Commission in late-spring 2019.

Fiscal Impact: There is no fiscal impact associated with the requested action at this time. The proposed 2020 Paratransit Discretionary Grant program recommendation will be included in the 2020 CIP in late-spring 2019 for the Commission's programming and allocation consideration.

Attachments:

- A. Funding Recommendation
- B. Application Summary
- C. Past Performance Criteria

2020 Paratransit Discretionary Grant Program Funding Recommendation

Project Type	Sponsor	Project Name	Planning Area	Funding Requested	Funding Recommended
Mobility Management & Travel Training	City of Fremont	Ride-On Tri-City! Mobility Management & Travel Training Program	South	\$860,000	\$731,000
Mobility Management	Eden I&R	Mobility Management Through 211 Alameda County	Countywide	\$835,845	\$752,261
Mobility Management, Travel Training, Group Trips & Other	The Center for Independent Living (The CIL)	Community Connections Program (CoCo)	Countywide	\$1,250,000	\$937,500
Mobility Management, Travel Training, Group Trips & Other	Community Resources for Independent Living (CRIL)	Travel Training: Oh The Places You Will Go!	Countywide	\$539,118	\$485,206
Travel Training	United Seniors of Oakland & Alameda County (USOAC)	Senior Public Transportation Training & Education Program	North Central East	\$493,687	\$419,634

Project Type	Sponsor	Project Name	Planning Area	Funding Requested	Funding Recommended
Volunteer Driver/Door-through-Door Service, City-Based Door-to-Door Service, Taxi Subsidy/ Same-Day Transportation Program	LIFE ElderCare	Door Through Door (DthruD) & TNC Transportation for Seniors & Disabled Adults	Countywide	\$1,022,608	\$1,022,608
Volunteer Driver/Door-through-Door Service	Senior Support Program of the Tri-Valley (SSPTV)	Volunteers Assisting Seniors Transportation Program (VAST)	East	\$560,218	\$560,218
Volunteer Driver/Door-through-Door Service	Drivers for Survivors (DFS)	Drivers for Survivors Volunteer Driver Program	North Central South	\$1,250,000	\$968,654
Taxi Subsidy/ Same-Day Transportation Program	Livermore Amador Valley Transit Authority (LAVTA)	Para-Taxi Operations	East	\$139,391	\$139,391

Project Type	Sponsor	Project Name	Planning Area	Funding Requested	Funding Recommended
Taxi Subsidy/ Same-Day Transportation Program	Livermore Amador Valley Transit Authority (LAVTA)	Para-Taxi Debit Card	East	\$86,240	\$86,240
Taxi Subsidy/ Same-Day Transportation Program	Livermore Amador Valley Transit Authority (LAVTA)	LAVTA Mobility Lab	East	\$123,100	\$0
City-Based Specialized Accessible Van Service	Alzheimer's Services of the East Bay (ASEB)	Regrowth of Transportation Services for Individuals with Dementia	Countywide	\$1,250,000	\$796,370
Group Trips	Bay Area Outreach & Recreation Program (BORP)	Accessible Group Trip Transportation for Youth & Adults with Disabilities	Countywide	\$1,115,000	\$1,003,500
Capital Expenditures	City of Emeryville	Emeryville Senior Center Group Trips Bus Purchase	Countywide	\$132,000	\$132,000

Project Type	Sponsor	Project Name	Planning Area	Funding Requested	Funding Recommended
Other	Easy Does It Emergency Services (EDI)	Fast Accessible Safe Transportation Emergency Repair (FASTER)	North Central	\$952,150	\$952,150
TOTAL				\$10,609,357	\$8,986,732



2020 Paratransit Discretionary Grant Program Application Summary

5.1B

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This attachment includes information from the fifteen 2020 Paratransit Discretionary Grant Program applications that were submitted to the Alameda CTC during the call for projects period from November 6 – December 14, 2018.

Mobility Management and Travel Training

Sponsor: City of Fremont

Project Name: Ride-On Tri-City! Mobility Management and Travel Training Program

Project Type: Mobility Management & Travel Training

Planning Area: South

Project Scope

The Ride-On Tri-City! Mobility Management and Travel Training Program provides seniors, people with disabilities, caregivers and service providers with individualized transportation planning assistance, intensive community outreach and transportation advocacy. Services enable consumers to more easily access the mode of travel that is the most appropriate and cost effective solution for their transportation needs. Services are offered at no cost to seniors and people with disabilities residing in Fremont, Newark and Union City. Program staff can link participants with the following types of services:

- Fixed route transit
- Travel training
- Clipper and instruction on use of Clipper
- ADA paratransit
- Ride-On Tri-City! services, including taxi, TNCs and accessible van service
- Group transportation services
- Transportation services for Medi-Cal recipients
- Volunteer drivers programs
- Older driver safety education

In addition to its main location at Fremont City Hall, the program provides monthly mobility management and travel training services at the Fremont, Newark and Union City senior centers, and when requested, at other community locations. In some instances, mobility management services are provided in the consumer's home.

Travel training is provided to seniors and people with disabilities residing in Fremont, Newark and Union City. Travel training is provided in group settings (3 hours each of classroom instruction and field instruction on transit) or through one-on-one instruction for clients who have special needs and/or want to learn route specific travel.

Need & Benefits

Although Southern Alameda County is blessed with many transportation options for seniors and people with disabilities, navigating the service system can be difficult for many consumers. Language barriers and sometimes literacy issues can impede an individual's ability to gather information and access services. Our experience serving the community has also shown that frail, homebound seniors and adults with cognitive impairments, vision impairments or other debilitating health and/or disability conditions

are often isolated in our communities and may not be reaching out for transportation assistance for needed day-to-day activities. When these variables are combined with the lack of financial resources, many consumers postpone health care visits, don't grocery shop regularly and forego social and recreational activities. Quality of life and physical and emotional health can suffer as a result.

By addressing the need for comprehensive community outreach and education, service linkage and transportation advocacy, our program will close gaps in the existing transportation service system by:

- Increasing mobility for seniors and persons with disabilities
- Increasing the level of transportation service coordination
- Increasing consumer satisfaction regarding service access
- Reducing consumer confusion about transportation options
- Increasing access to information and services for limited English-speaking and low-income consumers

Performance Measures

- Number of mobility management contacts
- Number of individuals with individual travel training, group travel training or travel orientation services

Cost and Funding Sources

	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	Total
Project Costs						
Program Administration	\$22,000	\$25,000	\$25,000	\$25,000	\$25,000	\$122,000
Customer Service and Outreach	\$151,000	\$166,000	\$170,000	\$172,000	\$174,000	\$833,000
Materials	\$7,000	\$5,000	\$5,000	\$5,000	\$5,000	\$27,000
Project Funding Sources						
2020 CIP Paratransit Funding Request	\$158,000	\$171,000	\$175,000	\$177,000	\$179,000	\$860,000
Matching Funds	\$22,000	\$25,000	\$25,000	\$25,000	\$25,000	\$122,000
Total	\$180,000	\$196,000	\$200,000	\$202,000	\$204,000	\$982,000

Sponsor: Community Resources for Independent Living (CRIL)

Project Name: Travel Training: Oh The Places You Will Go!

Project Type: Mobility Management, Travel Training Service, Group Trips Service

Planning Area: Countywide

Project Scope

CRIL's Travel Training Program incorporates para- and public-transit travel training into its well established Independent Living Skills (ILS) services for eligible seniors and persons with disabilities (SPD's). Through an experienced Travel Trainer, seniors and residents with disabilities receive information, resources, travel skills, and practice in both para- and public-transit modes in order to increase their knowledge, ability and confidence in getting to where they want to go in Alameda County, therefore increasing their level of independence within the community. 500 unduplicated Alameda County residents will be trained on either or both use of paratransit and public transit. There will be a concerted outreach to local adult and high schools, as well as, the Disability Services and Programs Students at local community colleges and universities.

Need & Benefits

The Countywide Needs Assessment identified several gaps in Alameda County's Transit Network. There is a need for better access to same day transportation which often needs to be accessible. These transportation services need to be more affordable which can be addressed through the use of Senior Clipper and RTC cards. As technology advances are incorporated more into our transportation services, the need for our population be acquainted with these various devices increases.

Knowledge of and use of available public transportation, increases an individual's independence and flexibility. Such independence would also reduce the demand on the paratransit system.

One of the primary areas of limited public transportation is the Tri-Valley (Dublin, Livermore & Pleasanton). CRIL has provided services in this area for 39 years and is presently part of the Pleasanton Paratransit Committee and has been a member of the Wheels Accessible Advisory Committee.

Performance Measures

- Group Trips: number of trips and number of consumers
- Mobility Management & Travel Training: Number of unduplicated Consumers per year
- Clipper and RTC Cards: (applying for/obtaining) number of consumers each year
- Travel Training Workshops

Cost and Funding Sources

	FY 2019-20	FY 2020-21	FY 2021-22	Total
Project Costs				
Program Administration	\$63,753	\$65,666	\$67,636	\$197,055
Salaries/Benefits	\$175,144	\$180,398	\$185,810	\$541,352
Meeting Space/rentals	\$4,482	\$4,616	\$4,754	\$13,852
Staff Development-Training	\$3,462	\$3,566	\$3,673	\$10,701
Contracts	\$18,936	\$19,504	\$20,089	\$58,529
Insurance	\$12,486	\$12,861	\$13,247	\$38,594
Travel/ mileage	\$32,280	\$33,248	\$34,245	\$99,773
Communications	\$7,141	\$7,355	\$7,576	\$22,072
Supplies/Materials/Printing	\$10,513	\$10,828	\$11,153	\$32,494
Client/Volunteers Incentives-travel	\$1,600	\$1,648	\$1,697	\$4,945
Project Funding Sources				
2020 CIP Paratransit Funding Request	\$179,706	\$179,706	\$179,706	\$539,118
Matching Funds	\$150,091	\$159,984	\$170,174	\$480,249
Total	\$329,797	\$339,690	\$349,880	\$1,019,367

Sponsor: Eden I&R

Project Name: Mobility Management through 211 Alameda County

Project Type: Mobility Management

Planning Area: Countywide

Project Scope

Coordinated mobility management will continue to be provided by 2-1-1, including detailed and targeted transp. recommendations for seniors and those living with disabilities, as well as via the online transp. resource finder. Targeted outreach will raise awareness of the program. Planned enhancements include launch of a 2-1-1/Lyft pilot in Alameda County.

In 2013, AC Transit completed the Paratransit Mobility Resources Inventory, which provides information on these paratransit services, including their service area, service specialty, cost, & time of service. This info is housed in a database with EIR and all programs are updated at least once a year by EIR's staff. It's accessed via the 3-digit 2-1-1 phone number, available 24/7 in multiple languages, or via EIR's transportation portal at www.transportation.211alamedacounty.org. Starting in spring 2019, this information will also be available via two-way text messaging.

Need & Benefits

As of July 1, 2015 the population of seniors (persons 65 and older) comprised 12.7% of Alameda County's population. It is estimated that by the year 2035 the percentage of the senior population will reach 21%. Expanding service demand and limited funding will require that service providers manage their programs as efficiently as possible, to ensure that individuals, including this expanding senior population and those living with disabilities, are not denied transportation services.

The One-Call/One-Click mobility management project addresses transp. gaps for seniors and people with disabilities outlined in the MTC Coordinated Plan (February 2018). The 2-1-1 system helps fill these gaps through an enhanced local info and referral system.

2-1-1 Resource Specialists are able to give recommendations on transp. services based on needs (e.g., senior or disabled), trip type (e.g., shopping, medical, work), location, and time (e.g., if it needs to be scheduled in advance or if the service is needed on demand). 2-1-1 Resource Specialists speak, or have access to translators that speak, over 300 different languages including Spanish, Cantonese, and Vietnamese.

Additionally, the planned expansion of 211RIDE into Alameda County as well as Contra Costa County, means 2-1-1 clients and other residents will be able to plan trips that cross county boundaries. The proposed project will enable new administrative

functionality making it easier to enter and maintain system data across different counties and 2-1-1 agencies. It will also integrate with 2-1-1 info and referral (I&R) systems such that users can search for human service resources based on accessibility via different modes (e.g., closest shelter to reach via transit).

Performance Measures

- Number of contacts provided with mobility management support over the phone
- Number of contacts provided with access to mobility management support over the online resource finder
- Total Measure B/BB cost per individual provided with mobility management

Cost and Funding Sources

	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	Total
Project Costs						
Customer Service & Outreach	\$144,350	\$151,643	\$159,514	\$167,070	\$175,471	\$798,048
Materials	\$700	\$700	\$700	\$700	\$700	\$3,500
Contracts (if service offered thru contractor)	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$12,500
Capital	\$930	\$1,851	\$4,725	\$1,276	\$1,943	\$10,725
Travel & Mileage	\$612	\$646	\$675	\$709	\$745	\$3,387
Database, software license, fees	\$2,400	\$2,520	\$2,646	\$2,778	\$2,917	\$13,261
Telecommunications	\$2,700	\$2,835	\$2,977	\$3,126	\$3,282	\$14,920
Admin. Overhead	\$14,435	\$15,164	\$15,951	\$16,707	\$17,547	\$79,804
Project Funding Sources						
2020 CIP Paratransit Funding Request	\$50,560	\$158,803	\$169,364	\$173,988	\$183,130	\$835,845
Matching Funds	\$18,067	\$19,056	\$20,323	\$20,878	\$21,975	\$100,301
Total	\$68,627	\$177,859	\$189,687	\$194,866	\$205,105	\$936,146

Sponsor: Center for Independent Living (CIL)

Project Name: Community Connections: A Mobility Management Partnership (CoCo)

Project Type: Mobility Management & Travel Training

Planning Area: Countywide

Project Scope

Since 2006, TheCIL has led Alameda County's travel training partnership (formerly called Mobility Matters, now called CoCo) to reduce barriers to transpo services and to expand mobility options available to seniors and people with disabilities.

CoCo's proposed annual service targets for FY2019-20 (i.e., the first year of the upcoming five-year funding cycle) are to: train 150 disabled youths (<25yo), 1-on-1 and/or in group settings; train 130 non-senior disabled adults or seniors (>54yo, with or without a disability), 1-on-1 and/or in group settings; train 20 people with visual disabilities, 1-on-1 and/or in group settings; provide mobility-device training to 25 people with mobility disabilities, 1-on-1 and/or in group settings; provide 1500 rides at no cost to the consumer; make 225 outreach contacts in Alameda County; provide 200 trip-planning tutorials and/or I&Rs to seniors, people with disabilities, and/or their stakeholders; deliver 4 workshops on Mobility Device Maintenance/Repair or on Transit Safety; and facilitate 12 wheelchair securement/tethering sessions.

TheCIL will outreach to school districts in all portions of Alameda County to recruit and serve youth participants and will outreach to various senior services providers in the county to recruit and serve seniors; our network as the Dept. of Rehab's Youth Transitions contractor for the county will help us with the former effort, and our network as a core partner of Alameda County's Aging & Disability Resource Connection and of Berkeley's Age-Friendly Continuum will help us with the latter effort.

TheCIL will also be recruiting and serving disabled non-senior adults. LH will be primarily responsible for recruiting and serving blind and low-vision consumers. EDI will have primary responsibility for conducting device maintenance and repair workshops. TheCIL will conduct safety workshops and will partner with AC Transit re wheelchair tethering.

Need & Benefits

CoCo addresses various service needs, but our primary focus is providing travel training to seniors and people with disabilities (PWD) residing in Alameda County. According to US Census data for 2017, Alameda County is home to 224,530 seniors over age 65 and 101,454 PWD under age 65. Assuming that 10% of this pool would benefit from travel training (a conservative estimate), 32,598 Alamedans are both (a) eligible for CoCo services and (b) in need of CoCo services. Given that the County's population has grown since 2017 and given that CoCo's definition of a senior is 55+, well over 32,598 people are potential CoCo consumers.

To the extent that CoCo can travel train these more than 32,598 potential consumers, CoCo would greatly enhance community members' ability to independently and safely avail themselves of inexpensive fixed route transit. This would empower a substantial segment of the county's population to travel to medical appointments, employment, social service hubs, schools, social and family activities, places of worship, and a nearly endless variety of other destinations. This ability to independently travel throughout the community would harness currently dormant productivity, reduce paratransit cost, and enrich lives on a massive scale. Of course, CoCo cannot serve more than 32K people in a single funding cycle, but we can make significant progress: in FY2017-18, CoCo partners collectively served several hundred unduplicated consumers using ACTC funds (and served many others trainees using others funding streams).

And the need for travel training is not the only need that CoCo satisfies. CoCo partners advocate for systems change within the field of transpo, help consumers with newly acquired disabilities master the use of devices (in the context of both transit and pedestrian rights-of-way), help those eligible to obtain RTC/Clipper discounts, answer hundreds of I&R requests annually, etc. As more Alamedans master fixed route, Paratransit costs go down.

Performance Measures

- Travel train disabled youths (<25yo), 1-on-1 and/or in group settings
- Travel train non-senior disabled adults and/or seniors (>54yo, with or without a disability), 1-on-1 and/or in group settings
- Travel train people with visual disabilities, 1-on-1 and/or in group settings
- Provide mobility-device training to people with mobility disabilities, 1-on-1 and/or in group settings
- Provide rides at no cost to the consumer
- Make outreach contacts in Alameda County
- Provide trip-planning tutorials and/or I&Rs to seniors, people with disabilities, and/or their stakeholders
- Deliver workshops on Mobility Device /Maintenance/Repair and workshops on Safety on Public Transit
- Facilitate wheelchair securement/tethering sessions

Cost and Funding Sources

	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	Total
Project Costs						
Salaries & Benefits	\$281,900	\$281,900	\$281,900	\$281,900	\$281,900	\$1,409,500
Travel Expenses	\$7,896	\$7,896	\$7,896	\$7,896	\$7,896	\$39,480
MIS / IT / rent	\$34,287	\$34,287	\$34,287	\$34,287	\$34,287	\$171,435
Event Cost	\$4,200	\$4,200	\$4,200	\$4,200	\$4,200	\$21,000
Subcontractor - Service Delivery	\$15,000	\$15,000	\$15,000	\$15,000	\$15,000	\$75,000
Photo Copy	\$3,600	\$3,600	\$3,600	\$3,600	\$3,600	\$18,000
Supplies	\$9,087	\$9,087	\$9,087	\$9,087	\$9,087	\$45,435
Insurance	\$4,283	\$4,283	\$4,283	\$4,283	\$4,283	\$21,415
Phone	\$6,678	\$6,678	\$6,678	\$6,678	\$6,678	\$33,390
Project Funding Sources						
2020 CIP Paratransit Funding Request	\$250,000	\$250,000	\$250,000	\$250,000	\$250,000	\$1,250,000
Matching Funds	\$116,931	\$116,931	\$116,931	\$116,931	\$116,931	\$584,655
Total	\$366,931	\$366,931	\$366,931	\$366,931	\$366,931	\$1,834,655

Sponsor: United Seniors of Oakland and Alameda County (USOAC)
Project Name: Senior Public Transportation Training and Education Program
Project Type: Travel Training Service
Planning Area: North, Central, East

Project Scope

USOAC is seeking funding to make public transportation more accessible for older adults through our Senior Travel Training program, called Senior Public Transportation Training and Education Program. USOAC Travel Training serves people ages 55 and older, teaching skills like trip planning, reading transit maps and schedules, using Clipper and RTC Cards, transferring across transportation systems, and communicating with transit system staff. In addition, participants learn how to access and use online apps, like 511.org, NextBus, and other specialized services.

Currently, USOAC conducts 40% of the Travel Training in Alameda County and is seeking to expand services since this is one of the most popular activities we provide. Travel Training is provided to older adults and people with disabilities to better use the public transportation services throughout the Bay Area, increasing mobility and independence. USOAC Travel Training takes four forms: Education/Outreach at countywide resource fairs and community facilities. mini trainings at senior facilities, 3-Day Comprehensive Course, and one-on-one Training.

While USOAC has not received a direct grant from ACTC, we have been running a Travel Training program since the program's inception as a subcontractor of the Center for Independent Living (CIL) until recently. Through this arrangement, we have had the opportunity to slowly develop and grow the program and are now well-prepared to operate independently and at greater capacity.

Senior Public Transportation Training and Education Program is comprehensive Travel Training intended to ensure greater personal mobility for older adults through individual, group experiential and mini training options. It provides skills and increases confidence and independence to use AC Transit, BART, Wheels, and other transportation services.

Need & Benefits

The Countywide Transit Plan describes Travel Training as a priority to enhance mobility for older Alameda County residents. Travel Training promotes independence, boosts confidence, encourages socialization and new experiences, and enhances physical and mental health. Lack of mobility means restricted access to health appointments and social services, and results in less visits with friends and family, missed events and other social activities. Older adults face these challenges everywhere, but it's particularly devastating in Alameda County if one's driving abilities are impaired. The roads for an unskilled driver are deadly.

While the percentage of seniors who drive is lower than the overall population, it is still too high for driving in the congested Bay Area. More than 75% of men and more than 50% of women continue to drive a car after age 80, according to the Federal Highway Administration. Older adults are at high risk of death and serious injury to themselves and others due to car collisions as they age. According to a Centers for Disease Control study 6,800 older adults were killed and more than 260,000 were treated in an emergency room because of incidents while driving.

AAA calculates a cost of \$9,000/year for owning a car and this cost is detrimental to most fixed-income seniors. In Alameda County, half of older adults lack the financial resources to cover daily living expenses. Yet, older adults continue to drive because mobility and independence is so important. Helping seniors become skilled at navigating the regional public transportation system provides an equal or greater level of mobility and independence at less cost and greater safety.

Appendix B of the Countywide Transit Plan notes seniors are 17% of the AC Transit service area but only 11% of ridership. Seniors are 13% of BART service area and 4% of ridership.

Performance Measures

- Distribute educational/outreach information to older adults
- Conduct mini Travel Trainings to older adults
- Conduct Comprehensive Travel Training for older adults
- Build Infrastructure for Full-Time Regional Travel Training by Establishing
- Annual Calendar, Tracking/Assessment Tool, and Completing Train-the-Training Courses
- Demonstrate minimum 85% rate of participants expressing greater awareness of public transportation, how to use it, and desire to use it after training (pre/post assessment)
- Demonstrate 80% of participants using public transportation after 30 days

Cost and Funding Sources

	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	Total
Project Costs						
Program Admin	\$36,400	\$28,665	\$24,088	\$25,284	\$26,547	\$140,984
Customer Service & Outreach	\$36,400	\$45,864	\$48,158	\$50,564	\$53,093	\$234,079
Materials (brochures, flyers, etc.)	\$9,024	\$2,100	\$1,900	\$1,900	\$1,900	\$16,824
Service Delivery (in-house)	\$36,400	\$40,131	\$48,148	\$50,564	\$53,093	\$228,336
Contract Services (SAFE)	\$12,000	\$0	\$0	\$0	\$0	\$12,000
Transit Passes	\$3,000	\$3,000	\$1,800	\$1,800	\$1,800	\$11,400
Translation Services	\$6,000	\$1,840	\$1,500	\$1,500	\$1,500	\$12,340
Continuing Education	\$7,900	\$3,900	\$1,600	\$1,600	\$1,600	\$16,600
Food/Beverage	\$1,200	\$1,200	\$720	\$720	\$720	\$4,560
Office Equipment (SAFE)	\$600	\$0	\$0	\$0	\$0	\$600
Project Funding Sources						
2020 CIP Paratransit Funding Request	\$39,995	\$73,219	\$121,518	\$127,235	\$131,720	\$493,687
Matching Funds	\$108,929	\$53,481	\$6,396	\$6,697	\$8,533	\$184,036
Total	\$148,924	\$126,700	\$127,914	\$133,932	\$140,253	\$677,723

Volunteer Driver/Door-through-Door Service

Project Sponsor: Drivers for Survivors

Project Name: Drivers for Survivors Volunteer Driver Program

Project Type: Volunteer Driver/Door-through-Door Service

Planning Area: North, Central, South

Project Scope

DFS currently serves residents of Fremont, Newark, Union City, Hayward, San Leandro, Castro Valley, and unincorporated areas of Central Alameda County. This project will fund the expansion of DFS services to the entire Alameda County during the next 5 years.

Transportation is provided to all medical-related doctor appointments for those undergoing cancer diagnosis and treatment. Our volunteer companion drivers go through background checks and receive an orientation before they drive. We also provide quarterly training and an Annual Appreciation Luncheon with informative speakers. Assisted Rides self-assign feature allows for flexibility and real-time updates. Most of the time our drivers stay with the patient through the appointment and sometimes, when requested and with permission, even sit in on the doctor's discussion to provide support - such as, interpreting and taking notes. Sometimes the need for two volunteer companion drivers for one visit are required.

Our clients come to us in various ways. Their doctor or office staff hands them one of our brochures describing our useful service and how to get in touch with us. Friends and relatives, who have known someone who has been helped, refer patients to us. There is an active outreach program through various community orgs explaining our service. We then match cancer patients with a driver companion. Brief introductions are conducted with both parties to assure the most promising "match." It is important that a "meaningful connection" be established in the patient/driver relationship.

Need & Benefits

According to American Cancer Society & Census Bureau statistic in 2017, 1 in every 189 people in California was diagnosed with cancer. This organization was... and is founded by a cancer survivor and comprised of volunteers, many that personally know how difficult this process can be. Due to rapid growth, DFS has automated many of its internal functions. Specifically, DFS uses Assisted Rides, an online database system to manage the overall process and assist efforts to match patients with the best fit. Our goal is to provide thoughtfully integrated companionship, in addition to transporting patients to and from, various time sensitive and prolific cancer treatment appointments. While Alameda County has a variety of transportation services available, DFS fills a vital needed gap in services by providing both rides but more importantly the much needed companionship during a critical time. Road to Recovery program by American

Cancer Society has been proven inadequate in providing volunteer-drivers to fill in the need of this service. DFS is not only unique in its ability to offer service quickly (rides offered on same day if deemed urgent) and to fulfill the transp. needs for prolonged consecutive days (radiation oncology often involves 25 or 30 sessions over 4-6 weeks), but also in providing companionship during treatment by trained volunteers, the majority of which have experience with cancer treatments either personally or through a friend or family member. By utilizing extensive in-kind contributions and fundraising dollars, the program has been very cost effective to the County.

Performance Measures

- Number of rides
- Ongoing cost per ride at end of grant period

Cost and Funding Sources

	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	Total
Project Costs						
Program Admin	\$214,452	\$226,005	\$272,460	\$311,245	\$327,834	1,351,996
Customer Service and Outreach	\$138,160	\$145,055	\$152,297	\$160,942	\$168,992	\$765,446
Materials (brochures, flyers, etc.)	\$62,063	\$52,471	\$67,886	\$68,855	\$77,768	\$329,043
Service Delivery (in-house)	\$14,500	\$15,226	\$17,858	\$20,987	\$22,034	\$90,605
Contract – Oakland	\$88,732	\$146,447	\$156,586	\$165,200	\$173,604	\$730,569
Capital Costs	\$7,000	\$3,000	\$2,000	\$0	\$0	\$12,000
Project Funding Sources						
2020 CIP Paratransit Funding Request	\$250,000	\$250,000	\$250,000	\$250,000	\$250,000	\$1,250,000
Matching Funds	\$274,907	\$338,204	\$419,087	\$477,229	\$520,232	\$2,029,659
Total	\$524,907	\$588,204	\$669,087	\$727,229	\$770,232	\$3,279,659

Project Name: LIFE Eldercare

Project Type: Volunteer Driver/Door-through-Door Service, City-Based Door-to-Door Service, Taxi Subsidy/Same-Day Transportation Program

Planning Area: Countywide

Project Scope

LIFE's door-through-door (DthrD) ride service

1. Eligibility: Alameda County resident 1.) Age 80+ 2.) age 18-79 with illness or disability that disallows driving and difficulty accomplishing necessary tasks out in the community without help. 2. Destinations: Medical -> Across Alameda County and Palo Alto (Stanford, VA). Grocery, errands, health & safety programs -> Across Alameda County, as near as possible to client's home. 3. Cost: Free, donations accepted. Tolls/parking costs paid by rider. 4. Assistance Types: steady arm navigating sidewalks/walking, help communicating, comprehending, recalling, reaching, getting in/out of vehicle, reading, writing, completing forms, hearing, visual, or directional guidance. Support for debilitating grief, fear, or extreme fatigue. Help with wheelchairs or carts, carrying parcels/bags, putting away perishables, etc. (no personal care or lifting of client). 5. Schedule: Mon-Fri 8:30 am-6pm. Case-by-case requests accommodated on weekends. Rides must be requested 3 business days in advance.

LIFE's door-to-door (D2D) and curb-to-curb (C2C) ride services

1. Eligibility: North or East Alameda County resident age 80+ or enrolled in Paratransit. <100% Area Median Income. (Central/South will have this already available via LIFE's partnerships with cities of Fremont & Hayward)

2. Destinations: a.) Medical -> all Alameda County + Palo Alto and b.) Grocery, errands, health/safety programs -> all Alameda County

3. Cost: Ride hailing and observation via dashboard to assure safe arrival is free. Rider pays TNC (Transportation Network Company) fare.

4. Lyft/Uber hailed as C2C. However, if rider needs D2D, staff will hail Uber Assist. When Uber WAV (Wheelchair accessible) becomes available, staff will include it.

5. Schedule: 8:30am-6pm Mon-Fri, on-demand OR rides may be scheduled ahead of time to be taken on nights/weekends

Need & Benefits

The Alameda County Area Agency on Aging Plan for Older Adults from May 2016 noted: "Although many transportation options exist, the systems lack flexibility and older adults frequently must wait for long periods of time for drivers to arrive, or may not be comfortable waiting for or boarding buses."

The Alameda County Needs Assessment June 2017 showed on Page 85 "ADA-mandated paratransit simply cannot meet all the needs of seniors and people with disabilities. Types of need that ADA services cannot meet well include: Those who need "escorting" or door through door service, e.g., some consumers need help

carrying their groceries in or out of their house. Only volunteer driver programs consistently meet the needs of seniors and people with disabilities who need “escorting” or door through door service. There has been an official gap in door-through-door service for the northern area of the county for almost 3 years.

Reasoning for D2D and C2C on-demand:

Although page 87 of the Needs Assessment noted ambivalence towards TNCs, LIFE has seen the demographic without smartphone access express great relief and satisfaction with its TNC program over the last year. Central County clients are eagerly anticipating January 1st when they will be able to utilize 40 TNC trips a month. This will allow even those on dialysis to have rides for their treatment and several more on top of that. Taxi companies and their riders struggle with the wide variety of fare media including scrip in different denominations. TNCs solve this issue.

Performance Measures

- Number of one-way trips provided
- Total Measure B/BB cost per one-way trip
- Percentage of unfulfilled trip requests
- Number of active drivers

Cost and Funding Sources

	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	Total
Project Costs						
Fringe	\$151,003	\$151,003	\$151,003	\$151,003	\$151,003	\$755,015
Customer Service and Outreach	\$46,000	\$46,000	\$46,000	\$46,000	\$46,000	\$230,000
Materials (brochures, outreach materials, etc.)	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$27,500
Service Delivery (in-house) +fringe	\$103,056	\$123,056	\$143,056	\$163,056	\$183,056	\$715,280
Communication/dedicated phones	\$5,880	\$5,880	\$5,880	\$5,880	\$5,880	\$29,400
Equipment & supplies	\$4,560	\$8,060	\$6,560	\$10,060	\$8,560	\$37,800
TNC fare for low income, non served	\$75,000	\$85,000	\$95,000	\$100,000	\$105,000	\$460,000
Driver training and screening	\$10,200	\$10,200	\$10,200	\$10,200	\$10,200	\$51,000
Driver mileage	\$30,344	\$35,344	\$40,344	\$45,344	\$50,344	\$201,720
Rent	\$4,800	\$4,800	\$12,000	\$12,000	\$12,000	\$45,600
Project Funding Sources						
2020 CIP Paratransit Funding Request	\$150,177	\$188,927	\$199,877	\$233,627	\$250,000	\$1,022,608
Matching Funds	\$285,666	\$285,66	\$315,666	\$315,666	\$328,043	\$1,530,707
Total	\$435,843	\$474,593	\$515,543	\$549,293	\$578,043	\$2,553,315

Sponsor: Senior Support Program of the Tri-Valley (SSPTV)

Project Name: Volunteer Assisted Senior Transportation Program (VAST)

Project Type: Volunteer Driver/Door-through-Door Service

Planning Area: East

Project Scope

Volunteers Assisting Seniors with Transportation (VAST) supplements existing transp. services by providing free door-through-door rides for East County seniors (250+) to essential medical appointments. With the coordination of staff, volunteer drivers do much more than provide a ride; often seniors who use VAST do not have the cognitive/physical capacity to safely travel on their own. Volunteers build a trusting relationship to find out what the senior truly needs, connecting seniors to essential resources, teaching seniors how to use existing transp. resources (i.e. Wheels, Ride Share options), and completing rider assessments for Paratransit.

Senior Support has developed this non-traditional trip-provision model in Nov. 2008 in response to existing transportation service gaps in Eastern Alameda County. As stated in the 2014 Human Services Needs Assessment, Eastern Alameda County residents are distributed across greater distances compared to individuals in other parts of the county. This distribution, in conjunction with many critical health services being located outside of the Tri-Valley, make transportation difficult for seniors. Accessing a medical appointment is a complex and costly process for seniors, who are on a fixed income. VAST eliminates lengthy rides with potential transfers along multiple routes, and associated costs for older adults. The Needs Assessment also reports the number of at-risk seniors needing access to specialty medical services has increased. VAST not only helps this growing population gain access to services outside of East County, but VAST also assists clients beyond the medical facility's entrance. Volunteers/staff escort seniors to the examination room and stay on site. Through rider assessments, volunteers/staff also identify additional client needs, which are referred to and addressed by SSPTV staff and community partners. Such a comprehensive approach is essential to maintain independence.

Need & Benefits

VAST was developed according to the needs of Tri-Valley seniors. The "Eastern Alameda County Human Needs Assessment" (2011) confirms this area faces two prominent challenges. First, there is the perception East County is relatively prosperous, thus, there's no need to develop senior services. However, poverty in East County has increased 62% since 1990, and most SSPTV's clients are considered "near-poor," with incomes just barely above the federal-poverty level. These individuals typically do not qualify for federal assistance, but unfortunately, they do not have the income to pay for services. This leaves them vulnerable to isolation and declines in health. The number of females over the age of 85, who often require the most human services, has quadrupled in this part of the county. VAST benefits the community by

eliminating potential cost barriers for a growing population which desperately needs preventive health services.

Second, East County is geographically isolated from other areas and services in the county. This isolation prompts the need for services to accommodate an increasingly diverse senior population. The Hispanic/Latino, Asian/Pacific Islander, and Indian/Hindu populations have grown at rates greater than any other ethnic group. As VAST's client population becomes more diverse, we have also seen the medical needs of aging seniors becoming more complex. The above circumstances emphasize the importance of developing transp. that can cross county lines without using multiple transfers. Often, seniors who utilize VAST do not have the cognitive or physical capacity to safely negotiate transit transfers or comprehend directions to a medical facility. With VAST, seniors not only have a ride directly to the appointment, but the driver escorts the senior in the facility and advocates on their behalf.

Lastly, research continues to show the need for volunteer driver programs, like VAST, as a high priority to help support an underserved population.

Performance Measures

- Number of people registered with the program
- Number of one-way trips to be scheduled
- Number of outreach events conducted
- Cost per one-way trip
- Number of active volunteer drivers registered with the program

Cost and Funding Sources

	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	Total
Project Costs						
Program Administration	\$4,690	\$4,821	\$4,956	\$5,095	\$5,238	\$24,800
Materials	\$400	\$400	\$500	\$500	\$500	\$2,300
Other 1: Salary & Fringe	\$99,860	\$102,656	\$105,530	\$108,485	\$111,522	\$528,053
Other 2 : Volunteer Recognition	\$700	\$700	\$700	\$750	\$750	\$3,650
Other 3 : Travel (12k miles @.50	\$6,000	\$6,000	\$6,000	\$6,300	\$6,300	\$30,900
Project Funding Sources						
2020 CIP Paratransit Funding Request	\$106,068	\$108,848	\$112,134	\$115,074	\$118,095	\$560,218
Matching Funds	\$5,583	\$5,729	\$5,902	\$6,057	\$6,216	\$29,485
Total	\$111,650	\$114,577	\$118,036	\$121,130	\$124,310	\$589,703

Taxi Subsidy/Same-Day Transportation

Sponsor: Livermore Amador Valley Transit Authority (LAVTA)

Project Name: LAVTA Mobility Lab

Project Type: Taxi Subsidy/Same-Day Transportation Program

Planning Area: East

Project Scope

In response to the growing demand for accessible transportation, LAVTA has created the Mobility Lab project, which employs the principles of Mobility as a Service (MaaS), to create a testing ground for new transit technologies in order to better serve the Tri-Valley region. As part of the mobility lab, LAVTA has implemented the GoDublin and the Shared Autonomous Vehicle pilot in Dublin California, and is looking to expand on these projects in order to make them more accessible for all potential passengers.

The GoDublin program focuses on helping passengers with first and last mile transportation, by providing discounted rides within the project area through TNCs such as, Uber and Lyft. GoDublin has been largely successful, however technological barriers have limited the program's accessibility. LAVTA is focused on options to expand the GoDublin program to become wheelchair accessible, and accessible to people without access to smartphones. Uber has created the Uber WAV program, which allows customers the option to select a vehicle with wheelchair accessibility. While this program has been limited to select pilot cities, LAVTA has been able to acquire a fleet of Uber WAVs to operate within the project area.

While the Uber WAV program will be able to expand GoDublin's accessibility to passengers with disabilities, most TNC's require the use of a smartphone access their service. This can be difficult for riders who do not have access to a smartphone. LAVTA has proposed a one touch, one call concierge solution that would allow users to hail a ride via phone call. The concierge will be able to call the user a ride, using a local TNC ridesharing vehicle such as, Lyft or Uber. Additionally, LAVTA is working on developing a mobile app, where customers can plan their entire trip from one app. The user would put in the start and end point of their trip and the application would set up transp. using all the modes of transport available.

Need & Benefits

Every year the amount of single car commuters on the road dramatically increases in the bay area, causing increased congestion however, for many personal car travel is still far more favorable to public transit. Travelling is an even larger challenge for individuals that do not have the ability to operate or ride in a standard private vehicle. Through the implementation of the Mobility lab project, LAVTA plans to integrate Mobility as a Service (MaaS) principles into the existing transit system, to provide greater options to individuals outside of a classic fixed route and paratransit system.

Mobility as a Service is a global push for the creation and implementation of seamless multimodal transportation systems that focuses on smarter uses of transit technologies, rather than expensive infrastructure. The mobility lab program hopes to take advantage of MaaS technologies and strategies, to address needs such as, ability for same day wheelchair accessible service, point to point transportation, and multiple ways to interact with scheduling applications.

The GoDublin program has been greatly successful in helping passengers with first and last mile transp., however one challenge with partnering with TNCs such as Uber and Lyft is the ability to have wheelchair accessible transp. options. Currently we are working with Uber to have Uber WAV, Uber's wheelchair accessible program, implemented in the Tri-Valley. Additionally, we are working to have a call in system for TNC rides so that individuals who cannot use mobile apps or prefer to book via a person on the phone can do so.

The project also is working for a universal app which would integrate all the services within the mobility lab into one convenient mobile app, including the ability to buy tickets directly from a mobile device. These services will greatly expand the ease and accessibility of our current transit systems for many seniors and individuals with disabilities in the Tri-Valley.

Performance Measures

- Number of individuals utilizing wheelchair accessible TNC rides
- Analysis the use of DAR App for 6 months

Cost and Funding Sources

	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	Total
Project Costs						
Program Administration	\$4,160	\$4,160	\$4,160	\$4,160	\$4,160	\$20,800
Customer Service and Outreach	\$5,000	\$2,500	\$2,500	\$2,500	\$2,500	\$15,000
Materials	\$4,000	\$4,000	\$4,000	\$4,000	\$4,000	\$20,000
Contracts	\$14,580	\$14,580	\$14,580	\$14,580	\$14,580	\$72,900
Capital Costs	\$100,000	\$0	\$0	\$0	\$0	\$0
Ride Subsidy	\$3,500	\$3,500	\$3,500	\$3,500	\$3,500	\$17,500
Project Funding Sources						
2020 CIP Paratransit Funding Request	\$65,620	\$14,370	\$14,370	\$14,370	\$14,370	\$123,100
Matching Funds	\$65,620	\$14,370	\$14,370	\$14,370	\$14,370	\$123,100
Total	\$131,240	\$28,740	\$28,740	\$28,740	\$28,740	\$246,200

Sponsor: Livermore Amador Valley Transit Authority (LAVTA)
Project Name: Para-Taxi Debit Card
Project Type: Taxi Subsidy/Same-Day Transportation Program
Planning Area: East

Project Scope

The Para-Taxi Debit Card is designed to enhance LAVTA's existing same day Para-Taxi program, which has successfully been in existence since 2007. The program is currently reimbursement based, which means that the patrons have to pay the full taxi fare upfront, ask for a receipt, fill out and submit the reimbursement request form in order to get reimbursed, and wait for the reimbursement, which may take up to two weeks. Based on customer feedback LAVTA realizes that the current program's requirement for having riders pay the full taxi fare upfront and wait for the reimbursement is an obstacle for some riders. LAVTA's Para-Taxi Program reimburses participants for eighty-five percent (85%) of the total taxi fare, up to a maximum of twenty (\$20) dollars reimbursement per ride, up to \$200 reimbursed per month. With the Taxi Debit Card program patrons would load any amount of funds on their card and only pay the discounted fare. For example, if a patron loads \$3 to his/hers Taxi Debit Card, the total amount available for his/her rides is \$20. Customers will be able to reload their card either by coming to LAVTA Administrative Office or Transit Center, or they can conveniently do it over the phone.

Need & Benefits

The Para-Taxi program is currently reimbursement based, which means that the patrons have to pay the full taxi fare upfront, ask for a receipt, fill out and submit the reimbursement request form in order to get reimbursed, and wait for the reimbursement, which may take up to two weeks. Based on the feedback from patrons LAVTA realizes that the current program's requirement for having riders pay the full taxi fare up front and wait for the reimbursement is a financial burden for some riders. LAVTA's Para-Taxi Program reimburses participants for eighty-five percent (85%) of the total taxi fare, up to a maximum of twenty (\$20) dollars reimbursement per ride, up to \$200 reimbursed per month. With the Taxi Debit Card program patrons would load any amount of funds on their card and only pay the discounted fare. For example, if a patron loads \$3 to his/hers Taxi Debit Card, the total amount available for his/her rides is \$20.

Performance Measures

- Number of Taxi Debit Cards issued
- Measure percent of individuals using debit card to reimbursement program

Cost and Funding Sources

	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	Total
Project Costs						
Program Administration	\$11,000	\$5,000	\$5,000	\$5,000	\$5,000	\$31,000
Materials	\$5,000	\$3,000	\$3,000	\$3,000	\$3,000	\$17,000
Taxi Debit Card Related Fees	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$50,000
Project Funding Sources						
2020 CIP Paratransit Funding Request	\$22,880	\$15,840	\$15,840	\$15,840	\$15,840	\$86,240
Matching Funds	\$3,120	\$2,160	\$2,160	\$2,160	\$2,160	\$11,760
Total	\$26,000	\$18,000	\$18,000	\$18,000	\$18,000	\$98,000

Sponsor: Livermore Amador Valley Transit Authority (LAVTA)
Project Name: Para-Taxi Operations
Project Type: Taxi Subsidy/Same-Day Transportation Program
Planning Area: East

Project Scope

In an effort to promote the independence of elderly and disabled individuals, LAVTA provides a flexible, reimbursement-based taxi program to all ADA certified Paratransit patrons throughout its service area. The program reimburses participants eighty five percent (85%) of the total taxi fare, up to a maximum of twenty (20) dollars per taxi ride, up to \$200 reimbursed per month. The program is designed to both complement the existing ADA Paratransit service while also providing a higher level of service than the ADA Paratransit service can provide. Taxi reimbursement programs also result in greater freedom of mobility for participants; including spontaneous, same day, exclusive reservation and trip-making. A detailed Para-Taxi brochure and a sample Para-Taxi reimbursement request form are included as attachments.

Since Para-Taxi is a reimbursement-based program, LAVTA does not have contracts with participating taxi companies; however, LAVTA does have operating agreements with these taxi companies. A sample agreement is included as an attachment. When the Para-Taxi program was first launched, the patrons were initially able to use any Tri-Valley (Pleasanton, Dublin, and Livermore) taxi company. Because of complaints about some companies, LAVTA developed performance standards directly related to the complaints received from riders. The standards must be followed by all participating companies. As a result, four companies signed up to participate in the program after the standards were established. The four taxi companies are:

1. Silver Cab
2. Yellow Cab
3. DeSoto Cab
4. A Livermore Cab

Need & Benefits

The Para-Taxi program offers same day transportation to eligible ADA riders who otherwise would have had to schedule their paratransit trip a day in advance. This gives passengers a feeling of security when an immediate need arises. It closes the gaps in existing paratransit services by offering eligible passengers same-day transportation options, and improves mobility throughout the Tri-Valley.

Performance Measures

- Number of one way trips
- Registered users
- Average cost of ride

Cost and Funding Sources

	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	Total
Project Costs						
Program Administration	\$16,640	\$16,640	\$16,640	\$16,640	\$16,640	\$83,200
Materials	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$25,000
Project Funding Sources						
2020 CIP Paratransit Funding Request	\$23,470	\$25,367	\$27,549	\$30,059	\$32,944	\$139,391
Matching Funds	\$23,470	\$25,367	\$27,549	\$30,059	\$32,944	\$139,391
Total	\$46,940	\$50,734	\$55,098	\$60,118	\$65,888	\$278,782

Unique Transportation Gaps

Sponsor: Alzheimer's Services of the East Bay (ASEB)

Project Name: Regrowth of Transportation Services for Individuals with Dementia

Project Type: City-Based Specialized Accessible Van Service

Planning Area: Countywide

Project Scope

ASEB having a healthy transportation program assists the county paratransit program in providing services to 180 individuals (ASEB's per day capacity) diagnosed with dementia to have access to Adult Day Health Care/Community Based Health Services! Individuals navigating the world with dementia are easily over stimulated by their environment. Public access to transp. is confusing and they are unable to navigate it alone. As individuals progress with a dementia diagnosis they become dependent.

ASEB has provided 24 years of transp. for our program participants and over the years we have increased our scope of understanding how to transport individuals who are unable to participate in their safe transport. ASEB serves a high need population that is unable to navigate community transp. with the support of specifically trained drivers. Our stated goal is to support those frail adults as they progress through the disease process by providing the optimum level of services that they can receive. ASEB day program participants remain in the program for an average of 3 years and full 40% now discharge due to death. ASEB families find as their family member progress transp. becomes vital to keeping their loved one at home. Approx. 5% of all of ASEB's program participants end up needing wheelchairs, adding to the need for larger vehicle transport which ASEB vans provide.

Need & Benefits

Mobility for individuals living with Alzheimer's and Dementia is of primary concern for care partners due to their inability to utilize transp. with support from a driver or companion. ASEB added transp. to its menu of service over 25 years ago due to the care partners requesting it to support their need to remain employed while taking on caregiving for a family member living with Alzheimer's/Dementia/Behavioral Health challenges. Alameda County citizens are growing older and in the county Alzheimer's and other dementia's is the third leading cause of death for people over the age of 65. Alameda County's older adult population is aging and need to have access to services, recreation and healthcare. The counties responsibility to accommodate the growing number of seniors. The CA Dept. of Finance projects that the population will grow from 169,000 in 2010 to 605,000 in 2060. This is 3.5 times the population of 2010. This means that in 2060 older adults will make up over 26% of the county's population compared to just 11% in 2010. Approximately 21,640 residents of Alameda County ages 65 were diagnosed with dementia in 2015. ASEB has provided a slide of the hospitalization of individuals living with Alzheimer's/Dementia by zip code. The darker

areas reflect rates of hospitalization. Please note that North Oakland, Emeryville, West Berkeley, East Oakland and parts of Hayward and unincorporated areas. ASEB 's locations assist us in serving families with dementia in these zip codes. ASEB is working with the county on the Countywide Age Friendly Initiative. ASEB has provided 19,431 one way trips since July 2017 to date. ASEB is a member of the SRAC and partners with the AAA, Daybreak, Senior Service Coalition and others. ASEB has found UBER/Lyft does not work for our participants.

Performance Measures

- Every individual enrolled in an ASEB program will have designated route and seat on a ASEB Van using Paratransit as a back-up only
- Expand transp. program to streamline routes and accommodate dual shifts and growth in Fremont
- Increase carepartner satisfaction with ASEB transp. program and document the satisfaction via a survey process
- Increase ridership by 25% at Berkeley ASEB
- Increase ridership by 50% by accommodating carepartners who transport their program participant to lessen the carepartners daily responsibilities
- Increase field trip activity from 6 to 9 field trips per fiscal year

Cost and Funding Sources

	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	Total
Project Costs						
Program Admin	\$447,626	\$586,044	\$603,616	\$621,730	\$640,386	\$640,386
Insurance	\$35,212	\$35,212	\$35,212	\$35,212	\$35,212	\$176,060
Paratransit Vouchers	\$6,000	\$7,500	\$7,500	\$7,500	\$7,500	\$36,000
Fuel	\$51,162	\$71,627	\$71,627	\$71,627	\$71,627	\$337,670
Bus Maintenance	\$16,750	\$23,450	\$23,450	\$23,450	\$23,450	\$110,550
Project Funding Sources						
2020 CIP Paratransit Funding Request	\$250,000	\$250,000	\$250,000	\$250,000	\$250,000	\$1,250,000
Matching Funds	\$320,572	\$490,283	\$507,855	\$525,969	\$544,625	\$2,389,304
Total	\$570,572	\$740,283	\$757,855	\$775,969	\$794,625	\$3,639,304

Sponsor: Bay Area Outreach and Recreation Program (BORP)

Project Name: Accessible Group Trip Transportation for Youth and Adults with Disabilities

Project Type: Group Trips Service

Planning Area: Countywide

Project Scope

This program includes three components detailed below: Group trips for BORP participants; Group trips for community agencies; Outreach and education. BORP group trips vary widely depending on the type of activity, with destinations all around the Bay Area and beyond. Trips range from 1-12 hours in length and up to 300 miles in distance. Regularly scheduled BORP group trips include:

- Weekly outings to accessible parks, nature areas and coastal sites (Sun)
- Monthly outings to other outdoor recreation destinations (Sat/Sun)
- Weekly outings to urban attractions and festivals (Sat/Sun)
- Monthly outings to health/resource fairs, expos or community events (varies)
- Monthly group shopping outings (weekdays)
- Weekly shuttle from ERC to BORP Cycling Center at Aquatic Park (Tue/Thu)
- Weekly youth shuttles to sports practices: basketball, sled hockey, cycling (Fri & Sat)
- Sports team group trips to local and regional tournaments (varies)
- Other special events (varies)

Need & Benefits

This program fulfills an important and unique need in Alameda County by closing the existing gap of accessible group trip transportation for children, youth and adults with disabilities participating in sports and recreation programs and community events. This need was most recently cited in Alameda CTC's Assessment of Mobility Needs of People with Disabilities and Seniors in Alameda County.

Team sports and other recreational outings require that groups of people with disabilities be transported at the same time. Bay Area Transit resources do not have sufficient options to meet that need, especially for wheelchair users, families and youth with disabilities: 1. Fixed route bus providers are limited to only one or two wheelchair tie-downs. 2. BART does not bring riders to their final destinations. 3. East Bay Paratransit basic service is limited to individual trips. 4. City Paratransit are not group-trip providers nor do they transport youth with disabilities under 18. 5. Private providers in Alameda County do not operate vehicles with more than two tie-downs; hiring multiple vehicles for a group trip would be cost prohibitive. 6. Other current group trip providers are limited to seniors. 7. Many recreation destinations are not served by Paratransit as they are outside the mandated service area/multi-jurisdiction.

Program benefits include: increased access to sports and recreation activities, health and resource fairs and community events; increased mobility, community participation and quality of life; youth teams, families, and groups of adults with disabilities will be able to travel together in a manner that is equal to non-disabled individuals; individuals with disabilities will benefit from peer support, mentoring and bonding experienced in group travel. Transportation is one of the biggest barriers for people with disabilities participating in recreation activities. This program successfully addresses this need with high quality, cost effective service.

Performance Measures

- Children and youth with disabilities to be registered with the program
- Adults with disabilities to be registered with the program
- One-way trips to be provided to children, youth and adults
- Outreach contacts established to increase public awareness of service
- Group trips to be provided to other agencies
- Total Measure B/BB cost per one-way trip not to exceed \$55.00

Cost and Funding Sources

	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	Total
Project Costs						
Program Administration	\$34,774	\$35,820	\$36,903	\$38,014	\$39,154	\$184,665
Customer Service and Outreach	\$23,030	\$23,730	\$24,442	\$25,176	\$25,930	\$122,308
Materials	\$500	\$570	\$540	\$590	\$590	\$2,790
Service Delivery	\$161,896	\$167,880	\$174,115	\$180,220	\$187,326	\$871,437
Capital Costs	\$1,800	\$104,000	\$0	\$0	\$102,000	\$207,800
Project Funding Sources						
2020 CIP Paratransit Funding Request	\$200,000	\$232,000	\$213,000	\$220,000	\$250,000	\$1,115,000
Matching Funds	\$22,000	\$100,000	\$23,000	\$23,500	105,000	\$116,00
Total	\$222,000	\$332,000	\$236,000	\$244,000	\$355,000	\$1,389,000

Sponsor: City of Emeryville

Project Name: Emeryville Senior Center Group Trips Bus Purchase

Project Type: Capital Expenditure

Planning Area: Countywide

Project Scope

The Group Trips program at the Emeryville Senior Center is one of the most successful in Alameda County. We currently provide anywhere from 10-15 daytime field trips per month. The destinations can be anywhere from simple shopping trips, to local events, festivals, fairs, performances, wineries, museums, restaurants, and much more. Trips are planned in house by Senior Center staff and can run from anywhere from 4 to 10 hours in length (typically no more than 2 hours drive time in each direction). From time to time, we also assemble a trip committee, which is a group of volunteer members of the Emeryville Senior Center who brainstorm new trip ideas to keep the destinations fresh and interesting. The trips are staffed by City of Emeryville Bus Drivers, who all have a Class B CDL with passenger endorsement. The trips themselves are led by a volunteer escort from the senior center. The escorts are all Emeryville Senior Center members and receive bi-annual training. In exchange for their service, the escorts also get to participate in the trip they are escorting at no charge. The program serves the members of the Emeryville Senior Center, and our participants consist of 90% non-Emeryville residents. So our program is regional and serves residents from multiple jurisdictions. The fees charged for the trips are based on the actual price of any admission/ entrance fees/ meals that are included with the trip, plus \$5 each way for transportation. The rest of the cost for transportation is covered by DLD funds. There is also a trip scholarship program that is privately funded, so the trips are accessible to all seniors regardless of ability to pay. Most trips utilize our 22 passenger wheelchair accessible bus, which is now 12 years old and is nearing the end of its useful life. We are requesting funds to purchase a new bus so that we can continue this excellent service at current or increased levels.

Need & Benefits

Many older adults in our community desire to visit places and take part in activities in the Bay Area that have cultural and/or recreational value, but do not have the will and/or ability to get there on their own. Many of the places we visit cannot be directly reached by any public transit or paratransit service without significant cost or difficulty. Our program provides low-cost, convenient, direct access to these places and events of interest. Since the Members enrolled on a given trip tend to have similar interests, this also provides a socialization aspect not typically seen in other transit or paratransit activities.

Performance Measures

- Take delivery of new vehicle

Cost and Funding Sources

	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	Total
Project Costs						
Capital Costs	\$150,000	\$0	\$0	\$0	\$0	\$150,000
Project Funding Sources						
2020 CIP Paratransit Funding Request	\$132,000	\$0	\$0	\$0	\$0	\$132,000
Matching Funds	\$18,000	\$0	\$0	\$0	\$0	\$18,000
Total	\$150,000	\$0	\$0	\$0	\$0	\$150,000

Sponsor: Easy Does It Emergency Services (EDI)

Project Name: Fast Accessible Safe Transportation Emergency Repair (FASTER)

Project Type: Other

Planning Area: North, Central

Project Scope

A driver/repair technician will be available from 8AM-midnight, 365 days a year and we will respond by contacting the client within 10 minutes of their first call. When an individual calls our dedicated 800 line the service manager/dispatcher will obtain basic demographic information for reporting and statistics.

After collecting information on location and equipment, we will send a driver/repair technician to the client. All services will be free of charge. We will arrive at the client's destination for service within 30-120 minutes depending on location and traffic. Once the driver has made an assessment they will make a plan with the client on how to proceed.

There will be four choices:

1. Transport to a safe place
2. Basic Repair on site
3. Basic Repair and then transport home
4. Transport to home while we take equipment back to our shop for repair and return when repair is complete

After each instance of service a client will be given a feedback questionnaire within 14 days. From this this feedback we will alter and improve the program.

All FASTER driver/technicians provide our Door Through Door service. This means we will help people in and out of their homes.

When our well-trained service personnel drop someone off, we make sure they are well situated at home and that anything they might need is within reach.

If equipment needs extensive repair beyond this one time service, the additional work would be beyond the scope of this program. At this point client may decide to continue using our repair service but it would be a separate agreement with EDI. We will also refer clients to other service providers on request.

Need & Benefits

The Alameda CTC Paratransit and Advisory Planning committee conceptualized the original Wheelchair Scooter Breakdown Transportation service (WSBTS) that was put into action by a vendor in 2005 and discontinued in June of 2017. Our county was left with a wide gap in service leaving those most vulnerable in our community without emergency repair or transportation.

Since the WSBTS program ended, FASTER EDI has received many calls asking for emergency transportation and repair outside of our Berkeley service area. There were times when we turned people away, but when there was an issue of safety we provided service for a fee and Pro Bono when we determined the client was without financial resources.

In one situation we had a client call us at 11 p.m. because her wheel had fallen off her chair. She was alone and frightened in downtown Oakland. Our repair manager was able to get to her within 30 minutes of the call, repair the chair on the spot, and take her safely home.

Performance Measures

- Number of door through door one-way rides
- Number of basic equipment repairs
- Respond within 30-120 minutes of an initial call 90% of time
- Provide information & referral to accessible transp. networks for 30 riders
- Driver/Technician interfaces with client in a respectful manner 100% of the time
- Respond to a call 80% of the time
- Provide service linkage to paratransit services to 20 riders
- Purchase one wheelchair accessible mobile repair
- Provide information & referral to equipment repair service providers to 30 riders

Cost and Funding Sources

	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	Total
Project Costs						
Repair Technician	\$8,000	\$8,240	\$8,487	\$8,742	\$9,004	\$42,473
Repair Technician	\$11,576	\$11,923	\$12,281	\$12,649	\$13,029	\$61,459
Repair Technician	\$52,872	\$54,458	\$56,092	\$57,775	\$59,508	\$280,705
New Hire Service Manager/Dispatcher	\$68,603	\$70,481	\$72,416	\$74,407	\$76,639	\$362,546
New Van	\$61,000	\$0	\$61,000	\$0	\$0	\$122,000
Incentive Bonus Calls	\$4,500	\$4,500	\$4,500	\$4,500	\$4,500	\$22,500
Materials & Supplies	\$4,200	\$4,200	\$4,200	\$4,200	\$4,200	\$21,000
Travel (Gasoline)	\$3,600	\$3,600	\$3,600	\$3,600	\$3,600	\$18,000
Insurance & Vehicle Maint	\$7,000	\$7,000	\$7,000	\$7,000	\$7,000	\$35,000
Outreach materials	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$6,000
Rent	\$5,750	\$5,932	\$6,110	\$6,294	\$6,482	\$30,580
Project Funding Sources						
2020 CIP Paratransit Funding Request	\$228,311	\$171,535	\$236,887	\$180,367	\$185,163	\$1,002,263
Matching Funds	\$11,416	\$8,577	\$11,844	\$9,018	\$9,258	\$50,113
Total	\$239,727	\$180,112	\$248,731	\$189,385	\$194,421	\$1,052,376

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	Used to calculate unit cost
	Potentially could be used to calculate unit cost

PROJECT		FUNDING					PERFORMANCE MEASURES										COST					
Sponsor	Project Name	CIP 2018 Total Program/ Project Cost 17/18 18/19	1 year project cost (calculated)	CIP 2018 Funding 17/18 18/19	CIP 2018 Matching Funding 17/18 18/19	1 year funding (calculated)	CIP 2018 Performance Measures	Target First 6 mo.	Performance First 6 mo.	% over/under Target	Exceed, At, or Below Target (w/in 5% = At)	Target Second 6 mo.	Performance Second 6 mo.	Target FY	Performance FY	% over/under Target	Exceed, At, or Below Target (w/in 5% = At)	Planned Unit Cost	Invoiced 17/18	% invoiced of funding	Actual Unit Cost from Invoice + Match	
Bay Area Outreach and Recreation Program (BORP)	Accessible Group Trip Transportation for Youth and Adults with Disabilities Project	\$390,000	\$195,000	\$318,000	18.5%	\$159,000	One-way trips provided	1800	1971	9.5%	Exceed	1800	1689	3600	3660	1.7%	At	\$54.17	\$143,450	90.2%	\$48.07	
								Children/youth registrants 7/1/17	45	47	4.4%	At	N/A	N/A	45	N/A	N/A	N/A				
								Children/youth registrants 12/31/17	45	47	4.4%	At	N/A	N/A	45	N/A	N/A	N/A				
								Children/youth registrants 6/30/18	N/A	N/A	N/A	N/A	45	61	45	61	35.6%	Exceed				
								Adults w/disabilities registrants 7/1/17	100	113	13.0%	Exceed	N/A	N/A	100	N/A	N/A	N/A				
								Adults w/disabilities registrants 12/31/17	100	113	13.0%	Exceed	N/A	N/A	100	N/A	N/A	N/A				
								Adults w/disabilities registrants 6/30/18	N/A	N/A	N/A	N/A	100	165	100	165	65.0%	Exceed				
								Outreach contacts to increase awareness	75	81	8.0%	Exceed	75	74	150	155	3.3%	At				
								Group trips to community agencies	10	16	60.0%	Exceed	10	11	20	27	35.0%	Exceed				
Center for Independent Living, Inc. (CIL)	Community Connections: A Mobility Management Partnership (CoCo)	\$678,250	\$339,125	\$500,000	26.3%	\$250,000	Seniors to be trained in a group setting and/or one-on-one	50	84	68.0%	Exceed	50	66	100	150	50.0%	Exceed		\$250,000	100.0%		
								Non-seniors with disabilities to be trained in a group setting and/or one-on-one	50	19	-62.0%	Below	50	26	100	45	-55.0%	Below				
								Disabled youth to be travel trained in a group setting and/or one-on-one	40	70	75.0%	Exceed	40	123	80	193	141.3%	Exceed				
								Youth, adults and/or seniors with visual impairments to be trained in a group setting and/or one-on-one	9	9	0.0%	At	9	11	18	20	11.1%	Exceed				
								Senior, adults and youth with disabilities to receive training one-on-one on how to use a mobility device	12	68	466.7%	Exceed	13	83	25	151	504.0%	Exceed				
								Outreach contracts in Alameda County	112	1552	1285.7%	Exceed	113	1797	225	3349	1388.4%	Exceed				
								Trip planning for seniors	50	233	366.0%	Exceed	50	213	100	446	346.0%	Exceed				
								Trip planning for people with disabilities	50	233	366.0%	Exceed	50	212	100	445	345.0%	Exceed				
								Trips (boarding/exiting a transit vehicle at no cost to the consumer)	404	868	114.9%	Exceed	404	996	808	1864	130.7%	Exceed				
Drivers for Survivors, Inc. (DFS)	Drivers for Survivors Volunteer Driver Program	\$566,200	\$283,100	\$220,000	61.1%	\$110,000	Number of one-way trips to be provided	1710	1564	-8.5%	Below	2075	1936	3785	3500	-7.5%	Below	\$74.80	\$110,000	100.0%	\$80.89	
								Number of clients to be registered with program 07/01/17	328	350	6.7%	Exceed	N/A	N/A	328	N/A	N/A	N/A				
								Number of clients to be registered with program 12/31/17	328	350	6.7%	Exceed	N/A	N/A	328	N/A	N/A	N/A				
								Number of clients to be registered with program 06/30/18	N/A	N/A	N/A	N/A	328	410	328	410	25.0%	Exceed				
								Number of active volunteer drivers to be registered with program 07/01/17	155	136	-12.3%	Below	N/A	N/A	155	N/A	N/A	N/A				
								Number of active volunteer drivers to be registered with program 12/31/17	155	136	-12.3%	Below	N/A	N/A	155	N/A	N/A	N/A				
								Number of active volunteer drivers to be registered with program 06/30/18	N/A	N/A	N/A	N/A	155	90	155	90	-41.9%	Below				
								Percent of one way trips to be provided by staff	0.0%	0.0%	0.0%	At	0.0%	0.0%	0.0%	0.0%	0.0%	At				
								Percentage of service requests unfulfilled when requested within specified time	3.0%	3.5%	-0.5%	At	3.0%	0.0%	3.0%	1.8%	1.3%	At				
Eden I&R	Mobility Management Through 211 Alameda County	\$329,697	\$164,849	\$295,761	10.3%	\$147,881	Number of individuals provided with mobility management support 211	900	257	-71.4%	Below	600	1861	1500	2118	41.2%	Exceed		\$143,133	96.8%		
								Quantity by service type	No target	See note	N/A	N/A	No target	See note	No target	See note	N/A	N/A				
								Number of individuals with access to mobility mgt support over the online finder	37500	29616	-21.0%	Below	30000	35970	67500	65586	-2.8%	At				
								Quantity by service type	No target	See note	N/A	N/A	No target	See note	No target	See note	N/A	N/A				
								Seniors served	900	619	-31.2%	Below	700	828	1600	1447	-9.6%	Below				
								Persons living with disabilities served	3600	2995	-16.8%	Below	3100	4089	6700	7084	5.7%	Exceed				
								Transportation referrals offered	1225	319	-74.0%	Below	800	1954	2025	2273	12.2%	Exceed				
								Number of calls from seniors	2250	1488	-33.9%	Below	7500	2027	9750	3515	-63.9%	Below				
								Number of calls from people with disabilities	11000	7073	-35.7%	Below	11000	9655	22000	16728	-24.0%	Below				
City of Emeryville	8-To-Go: A City Based Door to Door Paratransit Service	\$294,800	\$147,400	\$70,000	76.3%	\$35,000	One-way trips provided	1500	1118	-25.5%	Below	1500	1160	3000	2278	-24.1%	Below	\$49.13	\$35,000	100.0%	\$64.71	
								Number of people to be registered with the program 07/01/17	75	327	336.0%	Exceed	N/A	N/A	75	N/A	N/A	N/A				
								Number of people to be registered with the program 12/31/17	75	327	336.0%	Exceed	N/A	N/A	75	N/A	N/A	N/A				
								Number of people to be registered with the program 06/30/18	N/A	N/A	N/A	N/A	75	364	75	364	385.3%	Exceed				
								Cost per one-way trip	No target	\$58	N/A	N/A	No target	\$55	No target	\$56	N/A	N/A				

PROJECT		FUNDING					PERFORMANCE MEASURES										COST				
Sponsor	Project Name	CIP 2018 Total Program/ Project Cost 17/18 18/19	1 year project cost (calculated)	CIP 2018 Funding 17/18 18/19	CIP 2018 Matching Funding 17/18 18/19	1 year funding (calculated)	CIP 2018 Performance Measures	Target First 6 mo.	Performance First 6 mo.	% over/under Target	Exceed, At, or Below Target (w/in 5% = At)	Target Second 6 mo.	Performance Second 6 mo.	Target FY	Performance FY	% over/under Target	Exceed, At, or Below Target (w/in 5% = At)	Planned Unit Cost	Invoiced 17/18	% invoiced of funding	Actual Unit Cost from Invoice + Match
City of Fremont	Tri-City Mobility Management and Travel Training Program	\$336,000	\$168,000	\$297,460	11.5%	\$148,730	Number of individuals provided with mobility management support	No target	298	N/A	N/A	No target	352	No target	650	N/A	N/A		\$133,467	89.7%	
							Number of mobility management contacts	375	338	-9.9%	Below	375	424	750	762	1.6%	At				
							Quantity of mobility management contacts by service type	No target	See note	N/A	N/A	No target	See note	No target	See note	N/A	N/A				
							Cost per individual provided with mobility management support	\$100	\$119	-19.0%	Below	\$100	\$77	\$100	\$98	2.0%	At				
							Number of individuals provided w/ individual travel training, group travel training or travel orientation services	600	705	17.5%	Exceed	600	684	1200	1389	15.8%	Exceed				
							Number of seniors and people with disabilities travel trained in one-on-one and/or group settings	No target	89	N/A	N/A	No target	78	No target	167	N/A	N/A				
							Number of seniors and people with disabilities provided w/ travel orientation services	No target	616	N/A	N/A	No target	598	No target	1214	N/A	N/A				
							Cost per individual trained	\$100	\$119	-19.0%	Below	\$100	\$77	\$100	\$98	2.0%	At				
							Survey people travel trained to determine independent transit travel skills	No target	37.2%	N/A	N/A	No target	N/A	No target	37.2%	N/A	N/A				
Livermore Amador Valley Transit Authority (LAVTA)	Para-Taxi Program	\$94,000	\$47,000	\$40,000	57.4%	\$20,000	Number of one way trips provided	1278	988	-22.7%	Below	1279	1055	2557	2043	-20.1%	Below	\$18.38	\$11,576	57.9%	\$13.32
							Number of people to be registered with program as of 07/1/17	180	180	0.0%	At	N/A	N/A	180	N/A	N/A	N/A				
							Number of people to be registered with program as of 12/31/17	195	189	-3.1%	At	N/A	N/A	195	N/A	N/A	N/A				
							Number of people to be registered with program as of 06/30/18	N/A	N/A	N/A	N/A	210	196	210	196	-6.7%	Below				
							Cost per one-way trip	\$16	\$12	24.0%	Exceed	\$16	\$12	\$16	\$12	25.5%	Exceed				
LIFE ElderCare	VIP Rides	\$502,177	\$251,089	\$275,081	45.2%	\$137,541	Number of one-way trips provided	3125	3268	4.6%	At	3125	3268	6250	6536	4.6%	At	\$40.17	\$103,000	74.9%	\$28.77
							Number of people registered with the program 07/01/17	330	595	80.3%	Exceed	N/A	N/A	330	N/A	N/A	N/A				
							Number of people registered with the program 12/31/17	330	595	80.3%	Exceed	N/A	N/A	330	N/A	N/A	N/A				
							Number of people registered with the program 06/30/18	N/A	N/A	N/A	N/A	330	629	330	629	90.6%	Exceed				
							Number of active volunteer drivers registered with the program 07/01/17	50	111	122.0%	Exceed	N/A	N/A	50	N/A	N/A	N/A				
							Number of active volunteer drivers registered with the program 12/31/17	50	111	122.0%	Exceed	N/A	N/A	50	N/A	N/A	N/A				
							Number of active volunteer drivers registered with the program 06/30/18	N/A	N/A	N/A	N/A	50	117	50	117	134.0%	Exceed				
							% of trips provided by staff	20.0%	38.0%	-18.0%	Below	20.0%	31.0%	20.0%	34.5%	-14.5%	Below				
							% of service requests unfulfilled when req w/in specified time	3.0%	0.8%	2.2%	At	3.0%	1.5%	3.0%	1.1%	1.9%	At				
							Cost per one-way trip	\$25	\$22	10.6%	Exceed	\$25	\$21	\$25	\$22	12.9%	Exceed				
Senior Support Program of the Tri-Valley (SSPTV)	Volunteer Assisted Senior Transportation Program (VAST)	\$212,000	\$106,000	\$212,000	0.0%	\$106,000	Number of one-way trips provided	1375	997	-27.5%	Below	1375	1202	2750	2199	-20.0%	Below	\$38.55	\$106,000	100.0%	\$48.20
							Number of people registered with the program 07/01/17	40	117	192.5%	Exceed	N/A	N/A	40	N/A	N/A	N/A				
							Number of people registered with the program 12/31/17	40	80	100.0%	Exceed	N/A	N/A	40	N/A	N/A	N/A				
							Number of people registered with the program 06/30/18	N/A	N/A	N/A	N/A	40	142	40	142	255.0%	Exceed				
							Number of active volunteer drivers registered with the program 07/01/17	8	18	125.0%	Exceed	N/A	N/A	8	N/A	N/A	N/A				
							Number of active volunteer drivers registered with the program 12/31/17	8	16	100.0%	Exceed	N/A	N/A	8	N/A	N/A	N/A				
							Number of active volunteer drivers registered with the program 06/30/18	N/A	N/A	N/A	N/A	8	23	8	23	187.5%	Exceed				
							Percentage of one-way trips provided by staff	30.0%	39.0%	-9.0%	Below	30.0%	39.0%	30.0%	39.0%	-9.0%	Below				
							Percentage of service requests unfulfilled when requested within specified time	5.0%	2.0%	3.0%	At	5.0%	2.0%	5.0%	2.0%	3.0%	At				
							Cost per one-way trip	\$33	\$43	-30.2%	Below	\$33	\$42	\$33	\$43	-29.3%	Below				
		\$3,403,124		\$2,228,302															\$1,035,626	89.9%	

Opportunities to Improve Community Mobility through Community Health Needs Assessments



December 2018

Opportunities to Improve Community Mobility through Community Health Needs Assessments

Within the last decade, healthcare providers have expanded the lens through which they consider patient outcomes beyond just interactions within a hospital or clinic. They increasingly recognize that other factors can be just as critical to patient outcomes, such as access to healthy food, stable housing, safe living environments, a source of income, and social supports. Factors such as these are termed “social determinants of health” or SDOHs. Mobility is a critical SDOH as it directly impacts patients’ ability to obtain healthcare services and to connect to other SDOH activities, such as employment, social gatherings, grocery stores, and housing.

Historically, most healthcare systems have not invested in addressing SDOHs, although a select few have made temporary, small-scale investments beyond their strictly defined healthcare purview. This is due in part to the lack of data discussing how social determinants influence a patient’s appropriate (or inappropriate) utilization of healthcare services, and how that behavior impacts the overall healthcare system. But the tide may be changing; several recent developments have more closely tied SDOHs with healthcare services and outcomes:

One way this has been manifested is through a requirement in the Affordable Care Act that requires hospitals to perform community health needs assessments (CHNAs) every three years to identify the obstacles to improving community health, and then to create an action plan to address those obstacles. Many of these CHNAs have subsequently focused on mobility issues, which include access to transportation, safe biking and pedestrian facilities, and the ability to reach essential amenities, among other factors that inhibit or enable people to achieve better health outcomes.

As a result, it is important for mobility managers to understand CHNAs and the mobility challenges that local hospitals articulate. By doing so, mobility managers can apply their expertise to improving health outcomes in their communities. To help, this report explains CHNAs, what steps certain communities, guided by their CHNAs, have taken to address mobility challenges, and what, if any, impact such strategies have had. The report also identifies opportunities and strategies for mobility professionals to play a greater role in the CHNA process and engage local healthcare entities in community mobility issues.

What is a Community Health Needs Assessment?

The Centers for Disease Control and Prevention (CDC) broadly defines CHNAs as “a process of community engagement; collection, analysis, and interpretation of data on health outcomes and health correlates/determinants; identification of health disparities; and identification of resources that can be used to address priority needs.”¹ It should be noted that the term CHNA is often used interchangeably with CHA (community health assessment); however, a CHNA typically refers to

¹ The Centers for Disease Control and Prevention. (2013). *Community Health Assessment for Population Health Improvement: Resource of Most Frequently Recommended Health Outcomes and Determinants*. Retrieved from https://wwwn.cdc.gov/CommunityHealth/PDF/Final_CHAforPHI_508.pdf

the assessment initiated by a hospital, while a CHA is typically initiated by a local health department.

CHNAs, if used correctly, can be a helpful tool for communities. They identify important opportunities to improve public health by ensuring that hospitals have critical information needed to accurately meet the needs of their population. They also provide a unique chance to improve the coordination of hospital benefits with other services and initiatives, with the goals of improving community health, well-being, and equity in access to healthcare services. Through the identification and analysis of the outcomes of these assessments, policymakers, hospital staff, and other local stakeholders are better prepared to create meaningful change.

Local health and human service planning has included both formal and informal versions of assessments of community health needs for decades. However, it wasn't until the Patient Protection and Affordable Care Act (ACA) was passed in 2010, that a CHNA was considered a federal requirement. The final ruling by the IRS requires private, nonprofit hospitals to complete a CHNA every three years and adopt an implementation strategy to meet the prioritized need identified in the assessment. The completion of this requirement (among others) ensures that these hospitals can maintain their tax-exempt 501(c)(3) status.

The [final IRS ruling](#)² released in 2013 defined and clarified several processes and requirements regarding CHNAs. As a part of the CHNA, hospitals must:

- **Identify the significant health needs of the community**, prioritize those health needs, and identify potential measures and resources available to address the needs
- **Include input from “persons representing the broad interests of the community,”**³ which is defined as:
 1. At least one state, local, tribal, or regional governmental public health department official with knowledge, information, or expertise relevant to the health needs of the community;
 2. Members of medically underserved, low-income, and minority populations in the community, or individuals or organizations serving or representing the interests of such populations; and
 3. Written comments received on the hospital facility's most recently conducted CHNA and most recently adopted implementation strategy
- **Provide an implementation strategy** with respect to each significant health need identified through the CHNA, and either: (1) describe how the hospital facility plans to address the health need, or (2) identify the health need as one the hospital facility does not intend to address and explain why the hospital facility does not intend to address the health need.

Hospitals are also encouraged to collaborate with other organizations and facilities, including related and unrelated hospital organizations and facilities, for-profit and government hospitals, governmental departments, and nonprofit organizations. The Association for Community Health Improvement offers a nine-step pathway for conducting a CHNA and developing implementation

² U.S. Department of Treasury. Internal Revenue Service (2015, February). *Internal Revenue Bulletin 2015-5*. Retrieved from https://www.irs.gov/irb/2015-05_IRB

³ Ibid.

strategies. The below graphic represents the nine steps discussed within their online toolkit available [here](#).



Figure 1: Nine-step Pathway for Conducting a CHNA and Developing Implementation Strategies⁴

How Does Transportation Access Fit into CHNAs?

A review of CHNAs from multiple communities shows that while hospitals identify a wide range of needs, they largely focus on health conditions, behaviors, and clinical care, and to a lesser extent discuss or address social determinants of health. This may be due to longstanding barriers in addressing social and economic factors, as well as the idea that these factors may be outside of the typical healthcare system's purview. A study by the Maine Rural Health Research Center that looked at the CHNAs and implementation plans of a random sampling of 50 tax-exempt Critical Access Hospitals found that the following common health issues were identified in at least 25% or more of the surveyed CHNAs: obesity, physical activity, healthy eating, substance use issues,

⁴ Association for Community Health Improvement, Community Health Assessment Toolkit, Retrieved from <http://www.healthycommunities.org/Resources/toolkit.shtml#.XBpeeRNKiqQ>.

access to care, mental health conditions, chronic disease and diabetes, and tobacco use. Most hospitals generated plans to address these issues.⁵

In addition to typical health and behavioral issues, the hospitals did identify a wide variety of social determinants of health that included domestic violence, violent crime, low literacy rates, and gaps in transportation. However, the hospitals' implementation plans – the documents laying out how to address the identified health needs – often did not attempt to address these SDOHs, which are more abstract, intractable, and long-term problems. This may be partially due to the challenging nature of social and economic factors that require long-term resources and collaborative partnerships to successfully address them, which may not be available to smaller or more rural hospitals.

Mobility managers can help with addressing this deeper layer of SDOHs. While hospitals' missions are to address health, mobility managers can partner with them to tackle outside factors that inhibit healthcare's ability to maximize the effect of their services. For those looking to address mobility issues, it is helpful to look creatively at potential implementation strategies. Some may not seem transportation-based at first glance, but may actually make a significant impact on overall mobility for local community members. In the Maine Rural Health Research Center study, of the 14% of hospitals that identified transportation as a community need within their CHNA, 8% addressed it in their implementation plan,⁶ largely with strategies such as the development of and/or financial support for transportation programs. Several strategies in different areas of the implementation plan also served to improve overall community mobility such as development of resource directories of local services, construction of wellness centers or walking trails, rural health advocacy efforts, and support for care management and community health teams to connect vulnerable populations with community resources.

Examples in Practice

Current research is mostly focused on assisting hospitals and communities in the creation of CHNAs, particularly around best practices for community collaboration, local engagement, and government partnership. In contrast, research regarding the actual impact of CHNAs and their implementation strategies is minimal. In particular, information and analysis focused on addressing needs through the identified implementation strategies is extremely limited.



⁵ Gale, J., Croll, Z., Zoll, L., and Coburn, A. (2018, November). *Critical Access Hospitals' Community Health Needs Assessments and Implementation Plans: How Do They Align?* Retrieved from <http://www.flexmonitoring.org/wp-content/uploads/2018/11/CAH-Community-Health-Needs-Assessments-and-Implementation-Plans-BP-39.pdf>

⁶ Ibid.

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