



Paratransit Technical Advisory Committee Meeting Agenda Tuesday, January 14, 2020, 9:30 a.m.

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

Public Meeting [Angie Ayers](#)
Coordinator:

1. Call to Order/Roll Call

2. Public Comment

3. Administration

Page/Action

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| 3.1. Review the March 12, 2019 ParaTAC Meeting Minutes | 1 | |
| 3.2. Receive the FY 2019-20 ParaTAC Meeting Calendar | 7 | |
| 3.3. Receive the PAPCO Roster | 9 | |
| 3.4. Receive the Paratransit Outreach Calendar | 11 | |

4. Paratransit Programs and Projects

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| 4.1. Paratransit Direct Local Distribution (DLD) Projections | 13 | |
| 4.2. City/Program Approaches to TNCs Discussion (Verbal) | | |
| 4.3. FY 2020-21 Program Plan Application Update | 17 | |
| 4.4. Mobility Management Update (Verbal) | | |
| 4.5. Emergency Preparedness Update – Bay Area Urban Areas Security Initiative, Paratransit Critical Transportation Project | 39 | |
| 4.6. Exchange Technical Information (Verbal) | | |

5. Committee and Transit Reports

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

6. Member Reports

7. Staff Reports

7.1. [Paratransit Program Names](#)

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8. Adjournment

Next Meeting: Tuesday, March 10, 2020

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 for January through March 2020

Commission Chair

Supervisor Richard Valle, District 2

Commission Vice Chair

Mayor Pauline Cutter,
City of San Leandro

AC Transit

Board Vice 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 Sheng Thao

City of Piedmont

Mayor Robert McBain

City of Pleasanton

Mayor Jerry Thorne

City of Union City

Mayor Carol Dutra-Vernaci

Executive Director

Arthur L. Dao

Commission and Committee Meetings

Time	Description	Date
2:00 p.m.	Alameda CTC Commission Meeting	January 30, 2020 February 27, 2020 March 26, 2020
9:00 a.m.	Finance and Administration Committee (FAC)	February 10, 2020 March 9, 2020
9:30 a.m.	I-680 Sunol Smart Carpool Lane Joint Powers Authority (I-680 JPA)	
10:00 a.m.	I-580 Express Lane Policy Committee (I-580 PC)	
10:30 a.m.	Planning, Policy and Legislation Committee (PPLC)	
12:00 p.m.	Programs and Projects Committee (PPC)	

Advisory Committee Meetings

1:30 p.m.	Alameda County Technical Advisory Committee (ACTAC)	February 6, 2020 March 5, 2020
5:30 p.m.	Bicycle and Pedestrian Advisory Committee (BPAC)	February 13, 2020
1:30 p.m.	Joint Paratransit Advisory and Planning Committee (PAPCO) and Paratransit Technical Advisory Committee (ParaTAC)	February 24, 2020
5:30 p.m.	Independent Watchdog Committee (IWC)	March 13, 2020
9:30 a.m.	Paratransit Technical Advisory Committee (ParaTAC)	March 10, 2020
1:30 p.m.	Paratransit Advisory and Planning Committee (PAPCO)	March 23, 2020

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

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1. Call to Order and Roll Call

Krystle Pasco called the meeting to order and a roll call was conducted. All members were present with the exception of Steve Adams, Dana Bailey, Susan Criswell, Brad Helfenberger, Ely Hwang, Rachel Prater, and David Zehnder.

2. Public Comment

There were no public comments.

3. Administration

3.1. Review the January 8, 2019 ParaTAC Meeting Minutes

Committee members received the January 8, 2019 ParaTAC meeting minutes and agreed by acclamation.

3.2. Review the FY 2018-19 ParaTAC Meeting Calendar

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

3.3. PAPCO Roster

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

3.4. Paratransit Outreach Calendar

The paratransit outreach calendar was provided in the agenda packet for review purposes.

4. Paratransit Programs and Projects

4.1. Paratransit Direct Local Distribution (DLD) Projections for Future Years

Krystle Pasco informed the Committee that this update is being postponed to a future meeting. The goal is to bring it to ParaTAC at the September meeting. Ms. Pasco asked the Committee if

there is still interest in knowing how the sunset of Measure B will impact the cities.

4.2. 2020 Paratransit Discretionary Grant Program Update (Verbal)

Krystle Pasco reported that the 2020 Paratransit Discretionary Grant Program call for projects was released in November 2018 and applications were due December 2018. She noted that 15 applications were received from 13 different sponsors requesting an over \$10.5 million over the 5-year grant period. Ms. Pasco stated staff evaluated the applications and presented the recommendation to PAPCO at their January 25, 2019 meeting. PAPCO took action without changes and the recommendations will go before the Commission in the spring as part of the agency's Comprehensive Investment Plan (CIP). Once the Commission takes action on the CIP, Alameda CTC staff will reach out to the grant recipients to work on their funding agreements. Funding will start on July 1, 2019.

Hakeim McGee asked if the recommendation is for 1-year or 5-years. Ms. Pasco said that the programming recommendation is for 5 years, however, Alameda CTC will only allocate funding for the initial 2-year period.

Shawn Fong asked for clarification on what makes a program countywide. Ms. Pasco stated that one of the requirements to the DLD Program is for the recipients to make a presentation to PAPCO at least once during the grant period and to give a progress report every six months. Ms. Pasco stated that during this process, staff will review if the program is indeed serving Alameda County or a smaller service area.

Shawn Fong asked if there were performance measures for each application for the 5 years. Ms. Pasco stated that the presentation included high level information regarding performance measures. Ms. Pasco stated that Alameda CTC staff will reach out to the sponsors about their funding agreements and during that time, the Paratransit Team will work with the recipients and the programming team to refine the performance measures.

4.3. City Program Webform Application Update (Verbal)

Marvin Randalson provided an update on this item. The webform application is an online tool for connecting members of the community with the City-based paratransit services. The webform application is accessible via the Access Alameda website. Mr. Randalson reviewed the benefits to the users and providers. For 2018, overall applications submitted via the web increased from 40 to 80 and Oakland applications increased from 8 to 56. The highest number of applications received were for the cities of Alameda, Hayward, and Oakland. He also noted that the webpage that people use to access the application is the third most used webpage on the Access Alameda website.

Victoria Williams commented that the number of applications that the City of Alameda received mistakenly has decreased.

Hakeim McGee clarified that it is up to the user to select the city that will receive the application. He recently submitted an application where the applicant lived in San Francisco and they selected Oakland.

Hakeim McGee stated that when he sent applications to other staff members, Jendayi Santana's name defaults when he presses the "reply" button. This is incorrect because Jendayi Santana is no longer with the paratransit program.

Shawn Fong stated that when she presses the "reply" button, David Zehnder's name pops up automatically. Ms. Pasco stated that staff will look into these issues.

4.4. Mobility Management Update (Verbal)

Kate Lefkowitz informed the Committee that the Joint PAPCO and ParaTAC meeting will be held on May 20, 2019 from 1:30 to 4:00 p.m. and the theme will be Emerging Mobility Services. She stated that speakers will discuss the following topics:

- Case studies for successful Transportation Network Companies (TNCs) and transit agency partnerships, and

- An update on SB 1376: TNC Access for All Act. Two people from the California Public Utilities Commission will be a part of the discussion.

4.5. Emergency Preparedness Update

There were no emergency preparedness updates.

4.6. Exchange Technical Information

Hakeim McGee asked if Livermore Amador Valley Transit Authority (LAVTA) had projects in the 2020 CIP and requested Kadri Klum to elaborate on the programs. Ms. Klum said that LAVTA's Para-Taxi Program isn't new and noted that grant is to continue the existing program. The other grant will implement a debit card program to pay for that service.

Shawn Fong requested that Committee members provide their experiences with vendors for transportation services. She stated that she is looking for a vendor that will provide reservations and dispatching of wheelchair accessible vehicles and implementing same day access and reservations and dispatching vehicles on the TNC platform, specifically Lyft. The members stated that the American Logistics Company may be an option; however, Ms. Klum noted that this company no longer provides paratransit for transit agencies. She noted that LAVTA is currently using Medical Transportation Management for their transportation services.

Krystle Pasco asked if ParaTAC members were able to attend the workshop that Dana Bailey announced at the January meeting. Committee members did attend and provided an update on the workshop.

Shawn Fong asked if anyone is using trip scheduling software currently with their programs. Kadri Klum said that LAVTA uses Trapeze mobile, which they own.

Victoria Williams asked if members are having problems with taxis and keeping their drivers. Ms. Fong and Mr. McGee shared the situation in their cities.

Marvin Randalson mentioned that now that Uber and Lyft are going public we don't know how that will impact the current partnerships and the transit agencies.

5.1. PAPCO Update

Krystle Pasco said the next PAPCO meeting will take place on March 25, 2019 and they will receive the final 2018 CIP progress report, members will volunteer for the Program Plan Review subcommittees and an update from the Hayward Paratransit Program will be received.

5.2. ADA and Transit Advisory Committee Updates

Kim Ridgeway said the next AC Transit Accessibility Advisory Committee meeting is today at 1 p.m. at the East Bay Paratransit Office.

Shawn Fong gave an update on SRAC and said that the committee updated their bylaws around absences in order to ensure meeting attendance.

5. Member Reports

There were no member reports.

6. Staff Reports

Krystle Pasco informed the Committee that the Program Plan Review subcommittees will be held on April 22, 2019 from 9:30 a.m. to 4:45 p.m. She requested members to respond to her previously sent email.

7. Adjournment

The meeting adjourned at 10:50 a.m.

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FY 2019-20 Paratransit Technical Advisory Committee (ParaTAC) Meeting Calendar 3.2

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

Categories	September 10, 2019 ParaTAC Meeting	January 14, 2020 ParaTAC Meeting	February 24, 2020 Joint Meeting	March 10, 2020 ParaTAC Meeting	April 27-28, 2020 Subcommittees
Planning and Policy	<i>Cancelled</i>	<ul style="list-style-type: none"> • Receive Paratransit Direct Local Distribution (DLD) Projections • Discuss City/Program Approaches to TNCs • Receive FY 2020-21 Program Plan Application Update 	<ul style="list-style-type: none"> • Topic: TBD 		<ul style="list-style-type: none"> • Paratransit Program Plan Review Subcommittees
Committee Development		<ul style="list-style-type: none"> • Technical Exchange 		<ul style="list-style-type: none"> • Technical Exchange 	
Outreach and Information		<ul style="list-style-type: none"> • Ongoing Update 		<ul style="list-style-type: none"> • City Program Webform Application Update • Ongoing Update 	

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**Alameda County Transportation Commission
Paratransit Advisory and Planning Committee
Roster - Fiscal Year 2019-2020**

3.3

	Title	Last	First	City	Appointed By	Term Began	Re apptmt.	Term Expires
1	Ms.	Stadmire, Chair	Sylvia J.	Oakland	Alameda County Supervisor Wilma Chan, D-3	Sep-07	Jul-19	Jul-21
2	Ms.	Johnson, Vice Chair	Sandra	San Leandro	Alameda County Supervisor Nate Miley, D-4	Sep-10	Jul-19	Jul-21
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	Jan-19	Jan-21
5	Mr.	Bunn	Larry	Union City	Union City Transit Steve Adams, Transit Manager	Jun-06	Feb-19	Feb-21
6	Mr.	Coomber	Robert	Livermore	City of Livermore Mayor John Marchand	May-17	May-19	May-21
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	Oct-18	Oct-20
9	Mr.	Lewis	Anthony	Alameda	City of Alameda Mayor Marilyn Ezy 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	Apr-19	Apr-21

	Title	Last	First	City	Appointed By	Term Began	Re apptmt.	Term Expires
13	Ms.	Ross	Christine	Hayward	Alameda County Supervisor Richard Valle, D-2	Oct-17	Dec-19	Dec-21
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	Mar-19	Mar-21
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 Vice 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 Mayor Robert McBain			
23		Vacancy			City of Union City Mayor Carol Dutra-Vernaci			



Upcoming Events

Date	Event Name	Location	Time
3/14/20	Transition Information Faire**	College of Alameda, 555 Ralph Appezzato Memorial Parkway, Alameda, CA 94501	9:30 a.m. – 3:00 p.m.
Mar 2020	Transit Fair**	Pleasanton Senior Center, 5353 Sunol Boulevard, Pleasanton, CA 94566	10:00 a.m. – 1:00 p.m.
Apr 2020	Senior Wellness Fair	South Berkeley Senior Center, 2939 Ellis Street, Berkeley, CA 94703	10:00 a.m. – 1:00 p.m.
Apr 2020	Senior Resource Fair	Albany Senior Center, 846 Masonic Avenue, Albany, CA 94706	10:00 a.m. – 1:00 p.m.
May 2020	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 2020	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 2020	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 2020	USOAC Annual Convention	St. Columba Church, 6401 San Pablo Avenue, Oakland, CA 94608	10:00 a.m. – 3:00 p.m.
May 2020	Open House and Resource Fair	Mastick Senior Center, 1155 Santa Clara Avenue, Alameda, CA 94501	3:00 p.m. – 6:00 p.m.

Date	Event Name	Location	Time
Jun 2020	Transportation Workshop	Emeryville Senior Center, 4321 Salem Street, Emeryville, CA 94608	9:30 a.m. – 11:30 a.m.

Past Events

Date	Event Name	Location	Time
9/19/19	Healthy Living Festival**	Oakland Zoo, 9777 Golf Links Road, Oakland, CA 94605	8:00 a.m. – 2:00 p.m.
10/18/19	Senior Resource Fair***	San Leandro Senior Community Center, 13909 East 14th Street, San Leandro, CA 94578	10:00 a.m. – 1:00 p.m.
Oct 2019	Senior Health Faire	Silliman Activity Center, 6800 Mowry Avenue, Newark, CA 94560	9:00 a.m. – 12:00 p.m.
Oct 2019	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.



DATE: January 7, 2020

TO: Paratransit Technical Advisory Committee

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

SUBJECT: Paratransit Direct Local Distribution Projections for FY 2020-21

Recommendation

Receive paratransit Direct Local Distribution (DLD) projections for FY 2020-21. This item is for information only.

Summary

On January 14, 2020 ParaTAC members will receive draft paratransit DLD projections for FY 2020-21.

Background

Planning Areas

Alameda CTC divides the County into four planning areas:

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

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

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

Measure B Planning Area Funding Distribution

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

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

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

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

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

Measure BB Planning Area Funding Distribution

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

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

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

Measures B and BB Funding Formula for City Funding Distribution

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

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

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

Factor	Description	Data Source
Age	Population estimates of seniors age 70-79	2017 American Community Survey (ACS)
Disability	Population estimates of seniors age 80+ multiplied by 1.5 to approximate the population of people with disabilities who may not identify as disabled	2017 ACS
Disability	Population estimates of people with a disability	2017 ACS
Income	Estimates of low-income households earning 30% of the Area Median Income, currently <\$20,000 per year	2017 ACS

Fiscal Year 2020-21 Projections

The draft paratransit DLD projections for all recipients for FY 2020-21 will be distributed at the January 14, 2020 ParaTAC meeting. These projections are based on the current formula and the current Alameda CTC funding projection. The funding projection is a draft and could change when updated projections are made available for FY 2020-21. These projections should be used by ParaTAC in preparing the FY 2020-21 Program Plans, which will be due in late February.

Future Projections

For the last year of Measure B (FY 2021-22), revenues will only be collected through March 2022. Thus, the DLD distribution will only consist of the nine-month revenue collection. For Measure BB, in FY 2021-22, the first three quarters will be based on half-cent revenue collection, and the last quarter (March to June) will be a full-cent (to cover the closure of Measure B).

Additional information regarding future projections will be provided to ParaTAC members as it becomes available.

Fiscal Impact: There is no fiscal impact. This is an information item only.



DATE: January 7, 2020

TO: Paratransit Technical Advisory Committee

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

SUBJECT: FY 2020-21 Paratransit Program Plan Review

Recommendation

ParaTAC members will review the FY 2020-21 Paratransit Program Plan Review application form and tables at the January 14, 2020 meeting. The Committee will have an opportunity to learn about minor changes made to the form and tables and ask questions. This item is for information only.

Summary

Annual program plan applications for Alameda CTC Paratransit Direct Local Distribution (DLD) funds for Fiscal Year (FY) 2020-21 are due at the close of business on February 28, 2020. The Paratransit Technical Advisory Committee (ParaTAC) meeting on January 14, 2020 will include a program plan application information item. Staff will provide an overview of the program plan forms, the minor changes to the form since the last fiscal year, and answer any questions members may have. The Paratransit Advisory and Planning Committee (PAPCO) Program Plan Review Subcommittees are currently scheduled for Monday and Tuesday, April 27 and 28, 2020. Please save the dates and more details on the presentation time slot for the various programs will be provided in the coming weeks.

Background

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

Each year, agencies that receive Measure B and Measure BB DLD funds for paratransit are required to submit a program plan and budget based on an estimate of annual sales tax revenue for the forthcoming fiscal year provided by Alameda CTC. Alameda CTC's PAPCO convenes Subcommittees to review submitted program plans and provide feedback to these agencies. The intent of the program plan review process is to ensure implementation of high quality and area-appropriate services throughout Alameda County and to encourage coordination, cost effectiveness, and consumer involvement. The Subcommittees to review and evaluate the FY 2020-21 applications are currently scheduled for April 27-28, 2020.

The Program Plan Review Subcommittees' recommendations may include full approval or conditional approval of the plan. Conditional approval usually requires follow up from programs (e.g. presentations to PAPCO or budget corrections). The Subcommittees' recommendations will be presented to the full PAPCO at their June 22, 2020 meeting. A summary of the FY 2020-21 paratransit programs will be provided to the Commission.

Program plan application forms, including additional resources such as the Implementation Guidelines and Performance Measures, revenue projections, and timely use of funds policy, are available on the web: <https://www.alamedactc.org/programs-projects/senior-disabled-transport/>.

Fiscal Impact: Upon approval by PAPCO in June, the programming of Measure B and BB paratransit DLD funds will be presented to the Commission in 2020. The funds will also be included in the agency's FY 2020-21 budget.

Attachments:

- A. FY 2020-21 Program Plan Application
- B. FY 2020-21 Program Plan Tables

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FY 2020-21 Annual Paratransit Program Plan Application for Measures B and BB Funding 4.3A

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

Requirements and Instructions

The Annual Paratransit Program Plan Application includes the following documents:

1. Paratransit Program Plan Application (this MS Word document)
2. Paratransit Program Plan Attachments A-D (Tables A, B, C, and D of the provided MS Excel workbook) *NOTE: The FY 2020-21 Program Plan Excel workbook contains a tab to report on FY 2018-19 performance and budget (Attachment Table A). The FY 2018-19 program information entered into Table A will be used to monitor program performance and, where applicable, should align with program information included in the FY 2018-19 compliance report.*
3. References:
 - a. FY 2020-21 Measure B and Measure BB Paratransit DLD Revenue Projections, (distributed to ParaTAC, January 2020)
 - b. Alameda CTC Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines and Performance Measures, revised December 2018
 - c. Alameda CTC Timely Use of Funds Policy, adopted December 2015

Submit the Word and Excel files listed above electronically via email by February 28, 2020 to Krystle Pasco at kpasco@alamedactc.org.

Be sure to include your agency name and FY 20-21 in the file name of both the Word document and the Excel workbook (e.g., Albany_FY20-21_Paratransit_Program_Application.doc).

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

FY 2020-21 Annual Paratransit Program Plan Application Due by February 28, 2020

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

Date Submitted: _____

TYPES OF SERVICES PROVIDED

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

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

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

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

A. Provide a short narrative description of your agency's FY 2020-21 program.

B. Explain how the suite of services offered is targeted towards the seniors and people with disabilities in your community. Why have these services been selected to meet the trip needs of your consumers over other eligible service types? How do these services enhance their quality of life and help them meet basic life needs?

C. List the most common trip destinations for seniors and people with disabilities in your community that your services are designed to serve, e.g. dialysis centers, hospitals, major shopping complexes, senior centers. Please report separately, if available, for ADA paratransit, Same-Day Transportation (taxi and TNC), Specialized Accessible Van, and/or Accessible Fixed-Route Shuttle if applicable.

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

2. Will your agency's program for FY 2020-21 conform to the Paratransit Program Implementation Guidelines, as required?

Yes

No

A. If "No", explain below and contact Alameda CTC staff to discuss (prior to February 28, 2020)

3. If proposing any service or program changes in FY 2020-21 from the current year, FY 2019-20, describe the changes and explain why they are proposed. Describe how these changes will impact the ability of seniors and people with disabilities in your community to meet their basic life needs.

- 4. Looking ahead, beyond FY 2020-21, do you anticipate major service changes? Please briefly describe.** Describe major changes such as beginning or ending a type of service anticipated within the next five years.

NEW PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

- 5.** The December 2018 Paratransit Program Implementation Guidelines require Alameda CTC staff review of several program elements ***prior to implementation***. The program elements requiring staff review are listed as items 5A – 5F below and for each item, further explanation is requested. **If your FY 2020-21 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each. It is not necessary to include elements that were included in the FY 2019-20 Plan and are unchanged.** Applicants must address any applicable paratransit projects and programs listed in Attachment Table B.

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

DEVELOPMENT OF PROGRAM PLAN

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

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

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

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

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

- Yes
- No

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

OUTREACH

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

ELIGIBILITY AND ENROLLMENT

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

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

CUSTOMER SATISFACTION

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

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

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

EXPECTED DEMAND/USE OF SERVICES

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

Registrants at beginning of FY 2018-19	
Registrants at end of FY 2018-19	
Current Registrants for FY 2019-20	
Projected Registrants for FY 2020-21	

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

16. Do you expect the total number of one-way trips provided by your program in FY 2020-21 to increase, decrease or stay the same compared to the current year, FY 2019-20? Why?

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

- Yes
- No

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

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

Number of trips provided to consumers who require an accessible vehicle in FY 2018-19	
Number of trips provided to consumers who require an accessible vehicle in FY 2019-20 as of Dec. 31, 2019	
Number of trips projected to consumers who require an accessible vehicle in FY 2019-20	

VEHICLE FLEET

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

SAFETY INCIDENTS

20. Describe any safety incidents recorded by your program in FY 2018-19, or to date in FY 2019-20. Specify for each of the paratransit projects and programs listed in Attachment Table B. *(Report incidents resulting in any of the following: a fatality other than a suicide; injuries requiring immediate medical attention away from the scene for two or more persons; property damage equal to or exceeding \$7,500; an evacuation due to life safety reasons; or a collision at a grade crossing.)*

FINANCES: PROGRAM REVENUE AND COST

21. Detail your FY 2020-21 program’s total estimated revenue (all fund sources) and total cost by completing Attachment Table C (Table C tab of the Excel workbook). For program components funded all or in part with a Measure B/BB discretionary grant, segregate the grant funding by entering it in the “Other Measure B/BB” column.

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

A. Management/Overhead Costs

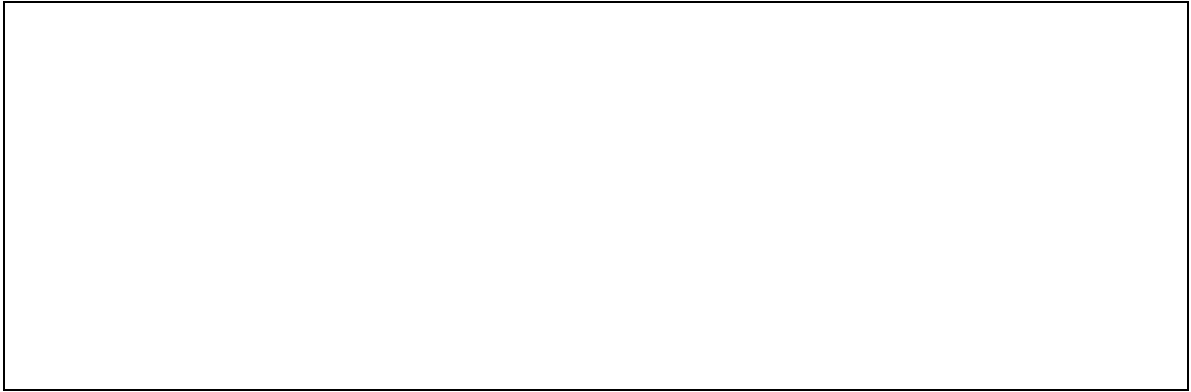
B. Customer Service and Outreach Costs

PROGRAM FUNDING RESERVES

23. If your paratransit program is anticipated to have a remaining balance of Measure B/BB DLD funding at the end of FY 2020-21, as shown in Attachment Table C, please explain. How do you plan to expend these funds and when?

MISCELLANEOUS

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

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DATE: January 7, 2020

TO: Paratransit Technical Advisory Committee

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

SUBJECT: Bay Area Urban Areas Security Initiative
Paratransit Critical Transportation Project Update

Recommendation

ParaTAC members will receive an update on the Bay Area Urban Areas Security Initiative (UASI) Paratransit Critical Transportation Project.

Summary

Beginning in June 2019 the Bay Area Partnership Accessibility Committee (BAPAC) has been working with the Bay Area UASI on a Paratransit Critical Transportation Project. The project is focused on ADA-paratransit, however there are many lessons and concerns applicable to city or non-profit providers.

Background

The Bay Area UASI is a federally funded program that has been working on a multi-year emergency preparedness project in the Bay Area. The year 2019 was designated to focus on Critical Transportation needs. Following up on a proposal from BART, when funding became available UASI decided to work on a parallel project focusing on Paratransit Critical Transportation.

The project has consisted of several meetings/workshops and will result in several useful products. The meetings and events have been as follows:

- June 10 – Workshop #1: Roles and Responsibilities
- July 8 – Workshop #2: Toolkit Review and Paratransit Tabletop Exercise (PTTX) Initial Planning
- August 12 – Final PTTX Planning Meeting
- August 28 – PTTX
- October 21 – After Action Meeting

Several products and/or services are being prepared through this process. These include:

- Paratransit Emergency Preparedness Toolkit
- PTTX Situation Manual
- PTTX After Action Report
- Emergency Operations Center (EOC) Reference Guide for Bay Area Paratransit Operators
- Local plan evaluations
- Communications System Assessment White Paper
- Training for paratransit drivers

Most of these items are still in draft form. Alameda CTC staff will schedule a second update when materials are finalized and offer an opportunity to discuss potential actions for cities, non-profit, and other small paratransit transportation providers in Alameda County.

Fiscal Impact: There is no fiscal impact. This is an information item only.

Measure B and Measure BB Funded Paratransit Program Names

City or Agency	Project Type	Project Name
Alameda	Same-Day Transportation	Premium Taxi Service
	Same-Day Transportation	Medical Return Trip Improvement Program (MRTIP) Taxi Service
	Accessible Shuttle	Alameda Loop Shuttle
	Group Trips	Mastick Monthly Trips; Leisure Club
Albany	Same-Day Transportation	Taxi Subsidy Program
	Group Trips	Recreation & Hiking Day Trips
	Group Trips	Pick Up & Go! Shopping Trips
Berkeley	Same-Day Transportation	Taxi Scrip
	Same-Day Transportation	High Medical Need Program
	Specialized Accessible Van	Wheelchair Van Program
Emeryville	Group Trips	Group Trip Program
	Same-Day Transportation	Taxi/Lyft/Uber Reimbursement
	Specialized Accessible Van	8-To-Go Shuttle
Fremont	Specialized Accessible Van	Wheelchair Van Service
	Group Trips	Fremont Paratransit - GRP Trips
	Same-Day Transportation	Fremont Paratransit - Taxi
	Same-Day Transportation	Fremont Paratransit - TNC Pilot
	Mobility Mgmt/Travel Training	Ride-On Tri-City! Tri-City Mobility Management & Travel Training Program
Hayward	Group Trips	HOP Group Trips
	Same-Day Transportation	VIP Zip
	Door-through-Door/Volunteer Driver	VIP Rides
	Specialized Accessible Van	ASEB
	Mobility Mgmt./Travel Training	CRIL Hayward Up and Go
	Specialized Accessible Van	Hayward Van Share Program
Newark	Specialized Accessible Van	Fremont/Newark Paratransit
	Same-Day Transportation	Tri-City Taxi Voucher Program
Oakland	Same-Day Transportation	Grocery Return Improvement Program- \$5 Driver Tip Incentive
	Same-Day Transportation	Taxi Scrip Program - Base Program Transportation
	Specialized Accessible Van	BACS Adult Day Care Service - Base Program Transportation
	Specialized Accessible Van	Van Voucher Program - Base Program Transportation
	Group Trips	Senior GTP - Base Program Transportation
	Same-Day Transportation	Taxi Up & Go! Project - Base Program Transportation
Pleasanton	Specialized Accessible Van	Pleasanton Paratransit Service
	Group Trips	Daytrippers
San Leandro	Accessible Shuttle	San Leandro FLEX Shuttle Program
	Same-Day Transportation	Taxi Voucher Program
AC Transit / BART	ADA-mandated Paratransit	East Bay Paratransit
LAVTA	ADA-mandated Paratransit	Wheels Dial-A-Ride
	Same-Day Transportation	Para-Taxi
Union City Transit	ADA-mandated Paratransit	Union City Paratransit
	Same-Day Transportation	Tri-City Taxi Voucher Program

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