Paratransit Advisory and Planning Committee Meeting Agenda
Monday, October 26, 2020, 1:30 p.m.

Due to the statewide stay at home order and the Alameda County Shelter in Place Order, and pursuant to the Executive Order issued by Governor Gavin Newsom (Executive Order N-29-20), the Paratransit Advisory and Planning Committee will not be convening at its Committee Room but will instead move to a remote meeting.

Members of the public wishing to submit a public comment may do so by emailing Angie Ayers at aayers@alamedactc.org by 5:00 p.m. the day before the scheduled meeting. Submitted comments will be read aloud to the Committee and those listening telephonically or electronically; if the comments are more than three minutes in length the comments will be summarized. Members of the public may also make comments during the meeting by using Zoom's "Raise Hand" feature on their phone, tablet or other device during the relevant agenda item, and waiting to be recognized by the facilitator. If calling into the meeting from a telephone, you can use "Star (*) 9" to raise/ lower your hand. Comments will generally be limited to three minutes in length.

Chair:	Sylvia Stadmire	Staff Liaisons:	Krystle Pasco
Vice Chair:	Sandra Johnson	Clerk:	Angie Ayers

Location Information:

Virtual Meeting Information:	https://zoom.us/j/94091196123?pwd=Nk9mL0RwbjZvSy9pVFpMRXd3SDIxdz09 **Webinar ID: 940 9119 6123** **Password: 233834**
For Public Access Dial-in Information:	**(669) 900-6833** **Webinar ID: 940 9119 6123**

To request accommodation or assistance to participate in this meeting, please contact Angie Ayers, at least 48 hours prior to the meeting date at: aayers@alamedactc.org

Meeting Agenda

1. Call to Order

2. Roll Call

3. Public Comment

4. Consent Calendar   Page/Action

5. Paratransit Programs and Projects

6. Committee and Transit Reports

7. Member Reports

8. Staff Reports

9. Adjournment

Next Joint PAPCO and ParaTAC Meeting: Monday, February 22, 2021

Next PAPCO Meeting: Monday, March 22, 2021

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
November through December 2020

Commission and Committee Meetings

Time	Description	Date
9:00 a.m.	I-680 Sunol Smart Carpool Lane JPA (I-680 JPA)	November 9, 2020
9:30 a.m.	Finance and Administration Committee (FAC)	
10:00 a.m.	Programs and Projects Committee (PPC)	
11:30 a.m.	Planning, Policy and Legislation Committee (PPLC)	
2:00 p.m.	Alameda CTC Commission Meeting	November 19, 2020 December 3, 2020

Advisory Committee Meetings

1:30 p.m.	Alameda County Technical Advisory Committee (ACTAC)	November 5, 2020
5:30 p.m.	Independent Watchdog Committee (IWC)	November 9, 2020
5:30 p.m.	Bicycle and Pedestrian Advisory Committee (BPAC)	November 18, 2020

Due to the statewide stay at home order and the Alameda County Shelter in Place Order, and pursuant to the Executive Order issued by Governor Gavin Newsom (Executive Order N-29-20), the Commission will not be convening at its Commission Room but will instead move to a remote meeting.

Meeting materials, directions and parking information are all available on the Alameda CTC website. Meetings subject to change.

Paratransit Advisory and Planning Committee
Meeting Minutes
Monday, June 29, 2020, 1:30 p.m.

4.1

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

1. Call to Order

Sylvia Stadmire, PAPCO Chair, requested Krystle Pasco to facilitate the meeting via Zoom. Ms. Pasco called the meeting to order at 1:30 p.m.

Ms. Pasco provided instructions to the Committee regarding the Zoom technology procedures, including instructions on administering public comments during the meeting.

2. Roll Call

A roll call was conducted and all members were present with the exception of Larry Bunn, Bob Coomber, Carmen Rivera-Hendrickson, Will Scott, Linda Smith, and Cimberly Tamura.

3. Public Comment

There were no public comments.

4. Approval of Consent Calendar

4.1. Approve the November 18, 2019 PAPCO Meeting Minutes

4.2. Approve the February 24, 2020 Joint PAPCO and ParaTAC Meeting Minutes

4.3. Receive the FY 2019-20 PAPCO Meeting Calendar

4.4. Approve the FY 2020-21 PAPCO Meeting Calendar

4.5. Receive the PAPCO Roster

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

Yes:	*Barranti, Behrens, Costello, Hastings, Johnson, Lewis, Orr, Ross, Rousey, Stadmire, Waltz, Zukas*
No:	*None*
Abstain:	*None*
Absent:	*Bunn, Coomber, Rivera-Hendrickson, Scott, Smith, Tamura*

5. Election of Officers

5.1. Approve the Election of PAPCO Chair and Vice Chair for FY 2020-21

Krystle Pasco facilitated this item and reviewed the PAPCO officers' roles and responsibilities and referenced the memo in the agenda packet. Krystle commenced the nomination process.

PAPCO members nominated Herb Hastings and Sylvia Stadmire for Chair. All nominees accepted the nomination. The three "No" votes below were "Yes" votes for Mr. Hastings and the vote failed. *Ms. Stadmire was re-elected as Chair with the following "Yes" votes:*

Yes:	*Barranti, Johnson, Lewis, Orr, Ross, Rousey, Stadmire, Waltz, Zukas*
No:	*Behrens, Costello, Hastings*
Abstain:	*None*
Absent:	*Bunn, Coomber, Rivera-Hendrickson, Scott, Smith, Tamura*

PAPCO members nominated Shawn Costello, Herb Hastings, Sandra Johnson, and Michelle Rousey for Vice Chair. All nominees accepted the nomination. Four of the "No" votes below were "Yes" votes for Ms. Rousey and the vote failed. Mr. Costello and Mr. Hastings received one vote each and both votes failed. Ms. Johnson was re-elected as Vice Chair with the following "Yes" votes:

Yes:	*Behrens, Johnson, Orr, Ross, Stadmire, Zukas*
No:	*Barranti, Costello, Hastings, Lewis, Rousey, Waltz*
Abstain:	*None*
Absent:	*Bunn, Coomber, Rivera-Hendrickson, Scott, Smith, Tamura*

5.2. Approve the Appointment of a PAPCO Representative to IWC for FY 2020-21

PAPCO members nominated Shawn Costello, Herb Hastings, and Esther Waltz for the PAPCO representative to the Independent

Watchdog Committee (IWC). All nominees accepted the nomination. Four of the below "No" votes were "Yes" votes for Mr. Hastings and the vote failed. Three of the "No" votes below were "Yes" votes for Mr. Costello and the vote failed. Ms. Waltz was elected as the representative for the IWC with the following "Yes" votes:

Yes:	*Lewis, Ross, Rousey, Waltz, Zukas*
No:	*Barranti, Behrens, Costello, Hastings, Johnson, Orr, Rousey*
Abstain:	*None*
Absent:	*Bunn, Coomber, Rivera-Hendrickson, Scott, Smith, Tamura*

5.3. Approve the Appointment of a PAPCO Representative to the East Bay Paratransit Service Review Advisory Committee for FY 2020-21
PAPCO members nominated Herb Hastings and Michelle Rousey for the representative to the East Bay Paratransit (EBP) Service Review Advisory Committee (SRAC). All nominees accepted the nomination. The four "No" votes below were "Yes" votes for Mr. Hastings and the vote failed. Ms. Rousey was re-elected as the representative for SRAC with the following "Yes" votes:

Yes:	*Barranti, Behrens, Lewis, Orr, Ross, Rousey, Waltz, Zukas*
No:	*Costello, Hastings, Johnson, Stadmire*
Abstain:	*None*
Absent:	*Bunn, Coomber, Rivera-Hendrickson, Scott, Smith, Tamura*

6. **Paratransit Programs and Projects**
   6.1. Approve the FY 2020-21 Paratransit Direct Local Distribution (DLD) Program Plans Recommendation
   Naomi Armenta provided an update on this item. Ms. Armenta stated that staff recommends full approval of the FY 2020-21 paratransit Direct Local Distribution (DLD) program plans.

   Herb Hastings asked for information on AC Transit tie downs. Ms. Armenta stated that tie downs are available; however, the passenger must request securement. Michelle Rousey confirmed

staff's response. AC Transit informed the Committee that securements are not an ADA requirement; however, during the pandemic, tie downs are available upon request. There is more information on AC Transit's website.

Yvonne Behrens asked for clarification of Door-Through-Door/ Volunteer Driver Programs not being accessible when provided in private cars. Michelle Rousey responded that private vehicles cannot handle the power chairs.

Yvonne Behrens asked if the incidents mentioned in AC Transit's report that included a fatality and an accident with property damage equal to or exceeding $7,500 are different incidents or the same incident. Ms. Armenta stated that staff cannot provide a response to this question today. Krystle Pasco stated that it appears they were separate incidents in different fiscal years. Ms. Pasco stated that staff will follow up with East Bay Paratransit to provide further clarification if needed.

Shawn Costello moved to approve staff's recommendation. Herb Hastings seconded the motion. The motion passed with the following votes:

Yes:	*Barrantti, Behrens, Costello, Hastings, Johnson, Lewis, Orr, Ross, Rousey, Stadmire, Waltz, Zukas*
No:	*None*
Abstain:	*None*
Absent:	*Bunn, Coomber, Rivera-Hendrickson Scott, Smith, Tamura*

7. **Committee and Transit Reports**
   7.1. Independent Watchdog Committee (IWC)
   There was no committee report.

   7.2. East Bay Paratransit Service Review Advisory Committee (SRAC)
   Michelle Rousey confirmed that the last SRAC meeting was held in 2019 and she does not have anything new to report.

7.3. Other ADA and Transit Advisory Committees

Herb Hastings confirmed that the last Tri-Valley Accessibility Advisory Committee meeting was held in 2019 and the next meeting is scheduled for July 1, 2020.

Shawn Costello stated that the Human Services Commission has approximately $300,000 in grant money for usage.

Herb Hastings stated that the BART Accessibility Task Force had their first meeting in June 2020 and he provided a report.

8. Member Reports

Michelle Rousey informed the committee that the state budget hearings are available by phone if anyone is interested.

Shawn Costello stated that the Human Services Commission provided funds to the Meals on Wheels program. The Mayor of Dublin included people under age 60 to receive meals due to the pandemic.

9. Staff Reports

Naomi Armenta stated that staff is keeping track of the discretionary grant programs and she will provide a progress report to the committee this fall.

10. Adjournment

The meeting adjourned at 3:00 p.m. The next PAPCO meeting is scheduled for September 28, 2020 at 1:30 p.m.

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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 28, 2020 PAPCO	October 26, 2020 PAPCO	February 22, 2021 Joint PAPCO and ParaTAC	March 22, 2021 PAPCO	April 26-27, 2021 Subcommittees	June 28, 2021 PAPCO
Planning and Policy	*Cancelled*	• Paratransit Program Implementation Guidelines and Performance Measures Update	• Topic: TBD		• Paratransit Program Plan Review Subcommittees	• Approve FY 2021-22 Paratransit DLD Program Plans Recommendation
Programs and Grants Review		• Paratransit Discretionary Grant Program Progress Report		• Paratransit Discretionary Grant Program Progress Report		
Committee Development				• Request Volunteers for Program Plan Review Subcommittees		• Elect FY 2021-22 PAPCO Officers • Approve FY 2021-22 PAPCO Meeting Calendar

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Alameda County Transportation Commission
Paratransit Advisory and Planning Committee
Roster - Fiscal Year 2020-2021

	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 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	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
12	Ms.	Ross	Christine	Hayward	Alameda County Supervisor Richard Valle, D-2	Oct-17	Dec-19	**Dec-21**
13	Ms.	Rousey	Michelle	Oakland	BART Director Rebecca Saltzman	May-10	Jan-16	**Jan-18**
14	Mr.	Scott	Will	Berkeley	Alameda County Supervisor Keith Carson, D-5	Mar-10	Jun-16	**Jun-18**
15	Ms.	Smith	Linda	Berkeley	City of Berkeley Mayor Jesse Arreguin	Apr-16		**Apr-18**
16	Ms.	Tamura	Cimberly	San Leandro	City of San Leandro Mayor Pauline Cutter	Dec-15	Mar-19	**Mar-21**
17	Ms.	Waltz	Esther Ann	Livermore	LAVTA Executive Director Michael Tree	Feb-11	Jun-16	**Jun-18**
18	Mr.	Zukas	Hale	Berkeley	A. C. Transit Board Vice President Elsa Ortiz	Aug-02	Feb-16	**Feb-18**

DATE:	October 19, 2020
TO:	Paratransit Advisory and Planning Committee
FROM:	Krystle Pasco, Associate Program Analyst
SUBJECT:	Paratransit Discretionary Grant Program Progress Reports for FY 2019-20

Recommendation

PAPCO members will receive a Paratransit Discretionary Grant Program progress report for FY 2019-20. This item is for information only.

Summary

In October 2020, PAPCO members will receive a report on FY 2019-20 funding for the Paratransit Discretionary Grant Program projects. The Commission approved funding for the 2020 Paratransit Discretionary Grant Program on June 17, 2019. The approved funding allocation is summarized in Attachment 5.1A. PAPCO members are requested to review the progress report and provide feedback where necessary.

Background

The 2000 Measure B Transportation Expenditure Plan (2000 TEP) allocates 10.45 percent (10.45%) of net revenues to the paratransit program. The 2014 Measure BB Transportation Expenditure Plan (2014 TEP) allocates 10 percent (10%) of net revenues. These revenues fund operations for Americans with Disabilities Act (ADA)-mandated services and City paratransit programs through Direct Local Distributions (DLD). Measures B and BB allocate 1.45% and 1.00% of net revenues to

the Paratransit Discretionary Grant Program. PAPCO provides recommendations to the Commission for items related to paratransit funding, including the discretionary grant program.

On November 6, 2018, Alameda CTC issued a Call for Projects for paratransit discretionary funding through the agency's Comprehensive Investment Plan. The total funding available was $9.0 million. Fifteen applicants submitted applications, requesting a total of $10.6 million. Applications were evaluated on the following criteria:

- Effectiveness at fulfilling mobility management intent of discretionary grant program
- Supports sufficient program demand
- Program readiness
- Programs that provide service across jurisdictional boundaries
- Programs that demonstrate coordination and collaboration
- Past performance (where applicable), including progress on performance measures and cost effectiveness
- Leveraging of funds (including DLD reserves) and cost effectiveness
- Identified as a priority in the Paratransit Needs Assessment, the Alameda Countywide Transit Plan, another relevant countywide or regional plan, or through a regional or countywide needs assessment
- Equitable distribution throughout the County

Applications were evaluated by Alameda CTC staff and PAPCO. PAPCO recommended approval of fourteen grants, including eight with partial funding on February 25, 2019. The Paratransit Discretionary Grant Program recommendation was approved by the Commission on June 17, 2019. It included a total of $8.9 million of Measures B and BB funds for fourteen paratransit projects for a five-year funding period, July 1, 2019 – June 30, 2024, and is summarized in Attachment 5.1A.

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

Attachments

A. Summary of Approved Paratransit Discretionary Grant Program Funding Allocations

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Updated: 2/1/19

2020 Paratransit Discretionary Grant Program Project Information				Funding Request						2020 PDGP Funding Recommendation					
Project Type	Project Sponsor	Project Name	Planning Area	Year 1 FY 2019-20	Year 2 FY 2020-21	Year 3 FY 2021-22	Year 4 FY 2022-23	Year 5 FY 2023-24	Total Funding Request	Year 1 FY 2019-20	Year 2 FY 2020-21	Year 3 FY 2021-22	Year 4 FY 2022-23	Year 5 FY 2023-24	Total Funding Recommendation
Mobility Management and Travel Training															
Mobility Management, Travel Training Service	City of Fremont	Ride-On Tri-City! Mobility Management and Travel Training Program	South	$158,000	$171,000	$175,000	$177,000	$179,000	$860,000	$134,300	$145,350	$148,750	$150,450	$152,150	$731,000
Mobility Management, Travel Training Service, Group Trips Service,	Community Resources for Independent Living (CRIL)	Travel Training: Oh The Places You Will Go!	Countywide	$179,706	$179,706	$179,706	$0	$0	$539,118	$161,735	$161,735	$161,735	$0	$0	$485,206
Mobility Management	Eden I&R	Mobility Management Through 211 Alameda County	Countywide	$150,560	$158,803	$169,364	$173,988	$183,130	$835,845	$135,504	$142,923	$152,428	$156,589	$164,817	$752,261
Mobility Management, Travel Training Service, Group Trips Service,	The Center for Independent Living (The CIL)	Community Connections Program (CoCo)	Countywide	$250,000	$250,000	$250,000	$250,000	$250,000	$1,250,000	$187,500	$187,500	$187,500	$187,500	$187,500	$937,500
Travel Training Service	United Seniors of Oakland and Alameda County (USOAC)	Senior Public Transportation Training and Education Program	North, Central, East	$39,995	$73,219	$121,518	$127,235	$131,720	$493,687	$33,996	$62,236	$103,290	$108,150	$111,962	$419,634
Volunteer Driver Programs															
Volunteer Driver/Door-through-Door Service	Drivers for Survivors	Drivers for Survivors Volunteer Driver Program	North, Central, South	$250,000	$250,000	$250,000	$250,000	$250,000	$1,250,000	$193,731	$193,731	$193,731	$193,731	$193,731	$968,654
Volunteer Driver/Door-through-Door Service, City-Based Door-to-Door	LIFE ElderCare	Door Through Door (DthruD) and TNC Transportation for Seniors and Disabled Adults	Countywide	$150,177	$188,927	$199,877	$233,627	$250,000	$1,022,608	$150,177	$188,927	$199,877	$233,627	$250,000	$1,022,608
Volunteer Driver/Door-through-Door Service	Senior Support Program of the Tri-Valley (SSPTV)	Volunteers Assisting Seniors with Transportation (VAST)	East	$106,068	$108,848	$112,134	$115,074	$118,095	$560,218	$106,068	$108,848	$112,134	$115,074	$118,095	$560,218
Taxi Subsidy/Same-Day Transportation															
Taxi Subsidy/Same-Day Transportation Program	Livermore Amador Valley Transit Authority (LAVTA)	LAVTA Mobility Lab	East	$65,620	$14,370	$14,370	$14,370	$14,370	$123,100	$0	$0	$0	$0	$0	$0
Taxi Subsidy/Same-Day Transportation Program	Livermore Amador Valley Transit Authority (LAVTA)	Para-Taxi Debit Card	East	$22,880	$15,840	$15,840	$15,840	$15,840	$86,240	$22,880	$15,840	$15,840	$15,840	$15,840	$86,240
Taxi Subsidy/Same-Day Transportation Program	Livermore Amador Valley Transit Authority (LAVTA)	Para-Taxi Operations	East	$23,470	$25,368	$27,550	$30,059	$32,945	$139,391	$23,470	$25,368	$27,550	$30,059	$32,945	$139,391
Unique Transportation Gaps															
City-Based Specialized Accessible Van Service	Alzheimer's Services of the East Bay (ASEB)	Regrowth of Transportation Services for Individuals with Dementia	Countywide	$250,000	$250,000	$250,000	$250,000	$250,000	$1,250,000	$150,000	$154,500	$159,135	$163,909	$168,826	$796,370
Group Trips Service	Bay Area Outreach and Recreation Program (BORP)	Accessible Group Trip Transportation for Youth and Adults with Disabilities	Countywide	$200,000	$232,000	$213,000	$220,000	$250,000	$1,115,000	$180,000	$208,800	$191,700	$198,000	$225,000	$1,003,500
Capital Expenditures	City of Emeryville	Emeryville Senior Center Group Trips Bus Purchase	Countywide	$132,000	$0	$0	$0	$0	$132,000	$132,000	$0	$0	$0	$0	$132,000
Other	Easy Does It Emergency Services (EDI)	Fast Accessible Safe Transportation Emergency Repair (FASTER)	North, Central	$216,895	$162,958	$225,043	$171,349	$175,905	$952,150	$216,895	$162,958	$225,043	$171,349	$175,905	$952,150
		Total		$2,195,371	$2,081,039	$2,203,401	$2,028,541	$2,101,004	$10,609,357	$1,828,256	$1,758,716	$1,878,713	$1,724,277	$1,796,770	$8,986,732

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DATE:	October 19, 2020
TO:	Paratransit Advisory and Planning Committee
FROM:	Krystle Pasco, Associate Program Analyst
SUBJECT:	Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities (Paratransit) Program for FY 2021-22

Recommendation

Review, provide input, and approve the revised Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities (Paratransit) Program for FY 2021-22. This item is for information only.

Summary

The Implementation Guidelines for the Special Transportation for Seniors and People with Disabilities (Paratransit) Program are periodically reviewed and updated. The Paratransit Advisory and Planning Committee (PAPCO) is requested to review, provide input, and approve the revised Implementation Guidelines and Performance Measures for the Paratransit Program for FY 2021-22.

Starting in FY 2016-17, the Alameda CTC implemented the use of standardized performance measures for all Measures B and BB funded projects and programs. The revised Implementation Guidelines and Performance Measures are included as Attachment 5.2A. The Paratransit

Technical Advisory Committee (ParaTAC) provided input at their October 13, 2020 meeting.

Background

Implementation Guidelines

The Implementation Guidelines for the Special Transportation for Seniors and People with Disabilities (Paratransit) Program identify the types of services that are eligible to be funded with Alameda County Measure B (2000), Measure BB (2014) and Vehicle Registration Fee (VRF, 2010) Direct Local Distribution (DLD) revenues. The Implementation Guidelines and Performance Measures are incorporated by reference into the Master Program Funding Agreement (MPFA) and also apply to all discretionary paratransit funding (e.g., Paratransit Discretionary Grant Program projects).

The eligible service types identified in the Implementation Guidelines include:

- ADA Paratransit
- Same-Day Transportation
- Specialized Accessible Van
- Accessible Shuttle
- Group Trips
- Door-through-Door/Volunteer Driver Service
- Mobility Management and/or Travel Training
- Means-Based Fare Programs
- Meal Delivery Funding Programs
- Capital Expenditures

Staff proposes the following revisions to the Implementation Guidelines:

- "Scholarship/Subsidized Fare Programs" has been renamed "Means-Based Fare Programs" to better align with Regional programs.

- The cost cap per one-way trip per person for Accessible Shuttle has been revised to better reflect current programs, particularly in face of COVID-19 ridership reductions.
- Low income requirements for Means-Based Fare Programs have been adjusted to better align with Regional standards and an outreach/communications plan requirement has been added.
- Other minor text edits and clarifications have been made.

These revisions are included in the redline document included as Attachment 5.2A. Staff requests that members review the proposed revisions and be prepared to discuss on October 26th.

Performance Measures

The Performance Measures section is organized into similar categories as the Implementation Guidelines and highlights data that is collected through the compliance reports. The data requested is primarily the number of trips (or trainings, meals, etc.) provided and the Measure B/BB cost per unit. This information is meant to provide the Commission with a high-level summary of how Measures B and BB funds are being spent.

Beginning in FY 2018-19, the Performance Measures have included "additional" performance measures collected by staff, in coordination with PAPCO and ParaTAC, through program plan, grant progress reports, or other means. These measures go beyond the basic measures collected for compliance reports. Members should expect to continue to see the additional performance measures in future grant and program plan processes.

Staff proposes the following revisions to the Performance Measures:

- "Scholarship/Subsidized Fare Programs" has been renamed "Means-Based Fare Programs" to better align with Regional programs.
- Additional performance measures relating to collection of demographic data have been added. This is a preliminary effort to

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enable staff to perform more equity analyses, for potential development of future equity related programs.

- Other minor text edits and clarifications have been made.

These revisions are also included in the redline document included as Attachment 5.2A. Staff requests that members review the proposed revisions and be prepared to discuss on October 26th.

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

Attachment:

A. Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities (Paratransit) Program for FY 2021-22.

Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities (Paratransit) Program

Implementation Guidelines

These guidelines lay out the service types that are eligible to be funded with Alameda County Measure B (2000), Measure BB (2014) and Vehicle Registration Fee (VRF, 2010) revenues under the Special Transportation for Seniors and People with Disabilities (Paratransit) Program. All programs funded partially or in their entirety through these sources, including American with Disabilities Act (ADA)- mandated paratransit services, city based programs and discretionary grant funded projects, must abide by the following requirements for each type of paratransit service.

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

The chart below summarizes the eligible service types and the transportation need the service targets. This is followed by more detailed descriptions of each.

Service	Transportation Need Targeted and Service Details
ADA Paratransit[1,2]	Origin-to-destination trips for people with disabilities unable to ride fixed route transit • Pre-scheduled • Accessible
Same-Day Transportation[3]	Curb-to-curb trips using taxis or ride-hailing apps for seniors and/or people with disabilities (usually ADA paratransit certified) • Same day • Accessible vehicles not guaranteed

Service	Transportation Need Targeted and Service Details
Specialized Accessible Van	Origin-to-destination specialized trips for seniors and people with disabilities using lift- or ramp-equipped vehicles • Pre-scheduled & Same Day • Accessible
Accessible Shuttle	Fixed or flex route trips for seniors and people with disabilities possibly able to ride fixed route transit, but who benefit from targeted routes/stops and more individualized service (compared to transit) • Fixed Schedule • Accessible
Group Trips	Round trip or origin-to-destination trips for seniors and people with disabilities • Pre-scheduled/fixed schedule • Usually accessible
Door-through-Door/Volunteer Driver Service	Origin-to-destination trips for seniors and people with disabilities with special needs requiring door-through-door service or escort • Pre-scheduled • Generally not accessible when provided in private cars
Mobility Management and/or Travel Training	Information and referral, service linkage, service coordination, advocacy, and/or individual/group training or travel orientation for seniors and people with disabilities to facilitate use of services
~~**Scholarship/ Subsidized**~~**Means-Based Fare Programs**	Financial assistance for seniors and people with disabilities to utilize services
Meal Delivery Funding Programs	Funding for meal delivery for seniors and people with disabilities who cannot travel to congregate meal sites • Programs currently funded by Measure B may continue, but new programs may not be established.
Capital Expenditures[4]	Funding for capital purchases for transportation programs for seniors and people with disabilities • If purchasing vehicles, they should be accessible

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

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

[3] *Note on Transportation Network Companies*: Programs may utilize Transportation Network Companies or TNCs (e.g. Lyft, Uber) that use ride-hailing apps under the guidelines for Same-Day Transportation Services. Other service types are ineligible unless wheelchair accessible service can be provided equitably. Programs should review the Department of Transportation guidance on shared mobility at www.transit.dot.gov/regulations-and-guidance/shared-mobility-frequently-asked-questions. Service changes to utilize TNCs are subject to review by Alameda CTC staff prior to implementation.

[4] *Note on Capital Expenditures*: Any capital expenditures within the eligible service categories must be consistent with the objectives of the Alameda CTC Special Transportation for Seniors and Peoples with Disabilities (Paratransit) Program described above and are subject to review by Alameda CTC staff prior to implementation.

Same-Day Transportation Service Guidelines	
Service Description	Same-day transportation services provide on-demand same-day services utilizing taxis, Transportation Network Companies a.k.a. TNCs (e.g. Lyft, Uber) that use ride-hailing mobile apps, or other new transportation options. Services may be subsidized in different ways including vouchers, scrip, reimbursement, a discount code on an app, call center or website payment, etc.
	Taxis provide curb-to-curb service that can be scheduled on a same-day basis. Taxis charge riders on a distance/time basis using a meter. Taxi subsidy programs allow eligible consumers to use taxis at a reduced fare by reimbursing consumers a percentage of the fare or by providing some fare medium, e.g. scrip or vouchers, which can be used to cover a portion of the fare. These programs are intended for situations when consumers cannot make their trip on a pre-scheduled basis.
	Transportation Network Companies (e.g. Lyft, Uber) using ride-hailing apps and web-based platforms can also provide a similar service at the discretion of the program sponsor with local consumer input. TNC trip services can incorporate a concierge service.
	The availability of accessible vehicles varies by geographical area and provider, but programs should expand availability of accessible vehicles where possible in order to fulfill requests for same-day accessible trips.
Eligible Population	Eligible Populations include:
	1. People 18 and above with disabilities who are unable to use fixed route services. Cities may, at their discretion, also provide services to consumers with disabilities under the age of 18, and
	2. Seniors 80 years or older without proof of a disability. Cities may provide services to consumers who are younger than age 80, but not younger than 70 years old.
	Cities may continue to offer "grandfathered" eligibility to program registrants below 70 years old who were enrolled in the program as of FY 2011/12 and have continued to use it regularly, as long as it does not impinge on the City's ability to meet the minimum requirements of the Implementation Guidelines.
	Program sponsors may use either ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit) or the Alameda County City-Based Paratransit Services Medical

Same-Day Transportation Service Guidelines	
	Statement Form, as proof of disability. Program sponsors may, at their discretion, also offer temporary eligibility due to disability. *ADA-mandated providers that are not also city based providers (East Bay Paratransit and LAVTA) are not required to provide service to seniors 80 years or older without ADA eligibility.*
Time & Days of Service	Service should be available 24 hours per day/7 days per week, unless a City notifies Alameda CTC staff that providers do not operate 24 hours per day/7 days per week in their jurisdiction.
Fare (Cost to Customer)	Programs must subsidize at least 50% of the fare. Programs can impose a cap on total subsidy per person. This can be accomplished through a maximum subsidy per trip, a limit on the number of vouchers/scrip (or other fare medium) per person, and/or a total monetary subsidy per person per month/quarter/year.
Other	Programs may also use funding to provide incentives to drivers and/or transportation providers to ensure reliable service. Incentives are often utilized to promote accessible service. Planned expenditures on incentives are subject to review by Alameda CTC staff prior to implementation. Programs may utilize Transportation Network Companies (e.g. Lyft, Uber) for these programs but should review the Department of Transportation guidance on shared mobility at www.transit.dot.gov/regulations-and-guidance/shared-mobility-frequently-asked-questions. Program changes to utilize TNC's are subject to review by Alameda CTC staff prior to implementation.

City-based Specialized Accessible Van Service Guidelines	
Service Description	City-based sSpecialized accessible van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. This service category is not required to be as comprehensive as primary services (i.e. ADA-mandated or Same-Day Transportation Services), but should complement core services in communities where critical needs for accessible or other specialized trips are not being adequately met by the existing primary services. Examples of unmet needs are a taxi or TNC program without accessible vehicles, medical trips for riders with dementia unable to safely take an ADA-mandated trip, or trips

	City-based Specialized Accessible Van Service Guidelines
	outside of the ADA-mandated service area. When possible, a priority for this service should be fulfilling requests for same-day accessible trips.
	Services may be subsidized in different ways as agreed upon by the program sponsor and transportation provider, including vouchers, scrip, reimbursement, a discount code on an app, call center or website payment, etc.
Eligible Population	People 18 and above who are unable to use fixed route, ADA-mandated or same-day transportation services due to disability. Cities may, at their discretion, also provide services to consumers with disabilities under the age of 18.
	Cities may continue to offer "grandfathered" eligibility to prior "City-based Door-to-Door Service" registrants below 70 years old who have used the program regularly since FY 2011/12, as long as it does not impinge on the City's ability to meet the minimum requirements of the Implementation Guidelines.
	Program sponsors may use either ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit) or the Alameda County City-Based Paratransit Services Medical Statement Form, as proof of disability. Program sponsors may, at their discretion, also offer temporary eligibility due to disability.
Time & Days of Service	At discretion of program sponsor with local consumer input. When possible, service should be available Monday – Friday between the hours of 8 a.m. and 5 p.m. (excluding holidays), and accept reservations between the hours of 9 a.m. and 5 p.m. Monday – Friday (excluding holidays).
Fare (Cost to Customer)	Fares for pre-scheduled service should not exceed comparable local ADA-mandated or same-day transportation services fares. Higher fares can be charged for "premium" service (e.g. same-day).
Other	Specialized Accessible van programs must demonstrate that they are providing trips at an equal or lower cost to the provider than the ADA-mandated provider on a cost per trip basis, except if providing "premium" service (e.g. same-day). Cost per trip is defined as total transportation cost (from all sources of revenue) during a reporting period divided by the number of one-way trips, including attendant and companion trips, provided during the period.

Accessible Shuttle Service Guidelines	
Service Description	Shuttles are accessible vehicles that operate on a fixed, deviated, or flex-fixed route and schedule. They serve common trip origins and destinations visited by eligible consumers, e.g. senior centers, medical facilities, grocery stores, BART and other transit stations, community centers, commercial districts, and post offices. Shuttles should be designed to supplement existing fixed route transit services. Routes should not necessarily be designed for fast travel, but to get as close as possible to destinations of interest, such as going into parking lots or up to the front entrance of a senior living facility. Shuttles are often designed to serve active seniors who do not drive but are not ADA paratransit registrants.
Eligible Population	Shuttles should be designed to appeal to older adults, but can be made open to the general public.
Time and Days of Service	At discretion of program sponsor with local consumer input.
Fare (Cost to Customer)	At discretion of program sponsor, but cannot exceed local ADA paratransit fares. Fares may be scaled based on distance.
Cost of Service	By end of the second fiscal year of service, the City's cost per one-way trip per person cannot exceed $~~20~~30, including transportation and direct administrative costs. Cost per trip is defined as total cost (all sources) during a reporting period divided by the number of one-way trips, including attendant and companion trips, provided during period.
Other	Shuttles are required to coordinate with the local fixed route transit provider. Shuttle routes and schedules should be designed with input from the senior and disabled communities to ensure effective design. For new shuttle services, to ensure effective program design, a well-defined plan ~~Any new shuttle plan~~ must be submitted to Alameda CTC staff for review prior to implementation. Deviations and flag stops are permitted at discretion of program sponsor.

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

Door-through-Door/Volunteer Driver Service Guidelines	
Service Description	Volunteer driver services are pre-scheduled, door-through-door services that are typically not accessible. These programs rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. Programs may use staff to complete intake or fill gaps in service provision. This service meets a key mobility gap by serving more vulnerable populations and should complement existing primary services (i.e. ADA-mandated, Specialized Accessible Van~~City-based Door-to-Door~~, or Same-Day). Volunteer driver programs may also have an escort component where volunteers accompany consumers on any service eligible for Alameda CTC funding, when they are unable to travel in a private vehicle.
Eligible Population	At discretion of program sponsor.
Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	At discretion of program sponsor.

Door-through-Door/Volunteer Driver Service Guidelines	
Other	Program sponsors can use funds for administrative purposes and/or to pay for volunteer mileage reimbursement purposes (not to exceed Federal General Services Administration (Privately Owned Vehicle) Mileage Reimbursement Rates) or an equivalent financial incentive for volunteers.

Mobility Management and/or Travel Training Program Guidelines	
Service Description	Mobility management services cover a wide range of activities, such as travel training, coordinated services, trip planning, and brokerage. Mobility management activities often include education and outreach which play an important role in ensuring that people use the "right" service for each trip, e.g. using East Bay Paratransit from Fremont to Berkeley for an event, using a taxi voucher for a same-day urgent doctor visit, and scheduling with a group trip service to go grocery shopping. Service types can be categorized as information and referral, service linkage, service coordination, or advocacy.
	Travel training is short-term, one-on-one or group-based intensive instruction designed to teach people with disabilities and seniors to travel safely and independently on fixed-route public transportation in their community.[1]
	Travel orientation, also known as transit orientation, is less formal and involved than traditional travel training and explains transportation systems by sharing information about trip planning, schedules, maps, fare systems, mobility devices, new mobility services, and benefits and services. It may be conducted in a group or one-on-one.[2]
Eligible Population	At discretion of program sponsor.
Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	N/A

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[1] Easter Seals Project ACTION http://www.projectaction.com/glossary-of-disability-and-transit-terms/

[2] Mass.gov https://www.mass.gov/info-details/offering-travel-instruction#what-is-travel-instruction?-

Mobility Management and/or Travel Training Program Guidelines	
Other	For new mobility management and/or travel training programs, to ensure effective program design, a plan with a well-defined set of activities must be submitted to Alameda CTC staff for review prior to implementation.

~~Scholarship/Subsidized~~Means-Based Fare Program Guidelines	
Service Description	~~Scholarship or Subsidized~~Means-Based Fare Programs can subsidize any service eligible for paratransit funding and/or fixed-route transit for paratransit customers who are low-income and can demonstrate financial need.
Eligible Population	Subsidies can be offered to low-income consumers with demonstrated financial need who are currently eligible for an Alameda County ADA-mandated or city ~~based~~ paratransit program. Low income requirements are at discretion of program sponsors, but the requirement for household income should not exceed the HUD Very Low-Income threshold for Alameda County.[3] ~~50% AMI (area median income).~~
Time and Days of Service	N/A
Fare (Cost to Customer)	N/A
Other	Outreach/communication plans related to means-based fares must be submitted to Alameda CTC staff annually. Low-income requirements and the means to determine and verify eligibility must be submitted to Alameda CTC staff for review prior to implementation. If program sponsors include subsidized East Bay Paratransit (EBP) tickets in this program, no more than 3% of a program sponsor's Alameda CTC distributed funding may be used for the ticket subsidy.

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[3] https://www.acgov.org/cda/hcd/hud-income-rent_limits.htm

Scholarship/Subsidized Means-Based Fare Program Guidelines	
	Other services or purposes proposed for ~~scholarship and/or~~means-based fare subsidy must be submitted to Alameda CTC staff for review prior to implementation.

Meal Delivery Funding Guidelines	
Service Description	Meal Delivery Funding programs provide funding to programs that deliver meals to the homes of individuals who are generally too frail to travel outside to congregate meal sites. Although this provides access to life sustaining needs for seniors and people with disabilities, it is not a direct transportation expense.
Eligible Population	For currently operating programs, at discretion of program sponsor.
Time and Days of Service	For currently operating programs, at discretion of program sponsor.
Fare (Cost to Customer)	For currently operating programs, at discretion of program sponsor.
Other	Currently operating funding programs may continue, but new meal delivery funding programs may not be established.[4]

Capital Expenditures Guidelines	
Description	Capital expenditures are eligible if directly related to the implementation of a program or project within an eligible service category, including but not limited to, purchase of scheduling software, accessible vehicles and equipment, and accessibility improvements at shuttle stops.
Eligible Population	N/A
Time and Days of Service	N/A

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[4] This stipulation is not in effect for FY 2020-21. The Commission took action at their June meeting to allow all paratransit DLD recipients to use Measures B/BB funding for transportation costs related to meal delivery services and programs. The staff report discussing this action can be viewed here: https://www.alamedactc.org/wp-content/uploads/2020/06/9.1_COMM_DLD_Compliance_Summary_20190625.pdf

Capital Expenditures Guidelines	
Fare (Cost to Customer)	N/A
Other	Capital expenditures are to support the eligible service types included in the Implementation Guidelines and must be consistent with objectives of the Alameda CTC Special Transportation for Seniors and Peoples with Disabilities (Paratransit) Program. If purchasing vehicles, they should be accessible. Planned expenditures are subject to review by Alameda CTC staff prior to implementation.

Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities (Paratransit) Program

Performance Measures

The Alameda CTC collects performance data from all programs funded with Alameda County Measure B (2000), Measure BB (2014) and Vehicle Registration Fee (VRF, 2010) revenues. All programs funded partially or in their entirety through these sources must at a minimum report annually through the Annual Compliance Report for Direct Local Distribution (DLD) funding on the performance measures identified within the Implementation Guidelines for each DLD program.

The performance measures for the Measure B and Measure BB Direct Local Distribution (DLD) funding distributed through the Special Transportation for Seniors and People with Disabilities (Paratransit) Program, which funds ADA-mandated paratransit services, city-based paratransit programs and discretionary grant funded projects, are identified below. Performance data required for Compliance Reports are marked with a ✛. Additional performance-related data is listed and may be required through separate discretionary grant guidelines or to report to the Alameda CTC's Commission or one of its community advisory committees. Additional performance measures include but are not limited to those below marked with a regular bullet.

ADA-mandated Paratransit
❖ Number of one-way trips provided
❖ Total Measure B/BB cost per one-way trip *(Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.)*
• Total program cost per one-way trip (total program cost during period divided by the number of one-way trips provided during period).
• Non-Measure B/BB revenues and costs
• Number of registrants
• Demographic data on age, disability, ethnicity/race, and income
• On-time performance
• Number of trips provided to consumers who require an accessible vehicle
• Qualitative information on complaints
• Qualitative information on safety incidents
• Qualitative information on outreach
• Qualitative information on "high need" trips

❖ *Performance data required for Compliance Reports*

Same-Day Transportation Service
❖ Number of one-way trips provided on taxis
❖ Number of one-way trips provided on Transportation Network Companies (e.g. Lyft, Uber) using ride-hailing apps
❖ Total Measure B/BB cost per one-way trip *(Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.)*
• Total program cost per one-way trip, including extra concierge costs if applicable (total program cost during period divided by the number of one-way trips provided during period)
• Non-Measure B/BB revenues and costs
• Number of registrants (report quantities for taxis and/or Transportation Network Companies separately)
• Demographic data on age, disability, ethnicity/race, and income
• Information in aggregate on origin and destination for same day trips by category (i.e. medical appointments, grocery store, senior center, etc.; report quantities for taxis and/or Transportation Network Companies separately)
• Qualitative information on complaints (report quantities for taxis and/or Transportation Network Companies separately)
• Qualitative information on safety incidents (report quantities for taxis and/or Transportation Network Companies separately)
• Qualitative information on outreach

❖ *Performance data required for Compliance Reports*

~~City-based~~ Specialized Accessible Van Service
❖ Number of one-way trips provided
❖ Total Measure B/BB cost per one-way trip *(Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.)*
• Total program cost per one-way trip, including extra costs for specialized service if applicable (total program cost during period divided by the number of one-way trips provided during period).
• Non-Measure B/BB revenues and costs
• Number of registrants
• Demographic data on age, disability, ethnicity/race, and income
• On-time performance
• Number of trips provided to consumers who require an accessible vehicle
• Qualitative information on complaints
• Qualitative information on safety incidents
• Qualitative information on outreach

❖ *Performance data required for Compliance Reports*

Accessible Shuttle Service
❖ Total ridership *(One-way passenger boardings)*
❖ Total Measure B/BB cost per one-way passenger trip *(Total Measure B/BB program cost during period divided by the total ridership during period.)*
• Total program cost per one-way passenger trip (total program cost during period divided by the total ridership during period).
• Non-Measure B/BB revenues and costs
• Number of registrants
• Demographic data on age, disability, ethnicity/race, and income
• On-time performance
• Number of trips provided to consumers who require an accessible vehicle
• Qualitative information on complaints
• Qualitative information on safety incidents
• Qualitative information on outreach

❖ *Performance data required for Compliance Reports*

Group Trips Service
❖ Number of one-way passenger trips provided
❖ Total Measure B/BB cost per passenger trip *(Total Measure B/BB program cost during period divided by the number of passenger trips provided during period.)*
• Total program cost per passenger trip (total program cost during period divided by the number of passenger trips provided during period).
• Non-Measure B/BB revenues and costs
• Number of registrants
• Demographic data on age, disability, ethnicity/race, and income
• Number of trips provided to consumers who require a wheelchair accessible trip
• Qualitative information on complaints
• Qualitative information on safety incidents
• Qualitative information on outreach

❖ *Performance data required for Compliance Reports*

Door-through-Door/Volunteer Driver Service
❖ Number of one-way trips provided
❖ Total Measure B/BB cost per one-way trip *(Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.)*
• Total program cost per one-way trip (total program cost during period divided by the number of one-way trips provided during period).
• Non-Measure B/BB revenues and costs
• Number of registrants
• Demographic data on age, disability, ethnicity/race, and income
• Qualitative information on complaints
• Qualitative information on safety incidents
• Qualitative information on outreach
• Number of active volunteer drivers
• Number of one-way trips provided by staff
• Percentage of service requests unfulfilled when requested within specified time

❖ *Performance data required for Compliance Reports*

Mobility Management Program
❖ Number of individuals provided with mobility management support *(Note: an individual may have multiple contacts)*
❖ Number of contacts providing mobility management support (service type can be categorized as information and referral, service linkage, service coordination, or advocacy.)
❖ Total Measure B/BB cost per individual provided with mobility management support *(Total Measure B/BB program cost during period divided by the number of individuals provided with support during period.)*
• Total cost per individual provided with mobility management support (total program cost during period divided by the number of individuals provided with support during period).
• Demographic data on age, disability, ethnicity/race, and income of individuals
• Non-Measure B/BB revenues and costs
• Qualitative information on outreach

✤ *Performance data required for Compliance Reports*

Travel Training Program
❖ Number of individuals trained and/or received travel orientation (divided by those in individual training and those participating in group trainings)
❖ Total Measure B/BB cost per individual trained in individual trainings and in group trainings *(Total Measure B/BB program cost during period divided by the number of individuals trained during period)*
• Total program cost per individual trained in individual trainings and in group trainings (total program cost during period divided by the number individuals trained during period)
• Demographic data on age, disability, ethnicity/race, and income of individuals
• Non-Measure B/BB revenues and costs
• Number of individuals trained (divided by those receiving travel orientation, mobility device training, seniors, adults with disabilities, youth with disabilities, and/or people with visual impairments)
• Qualitative information on outreach
• Percentage/number of people surveyed who used transit post workshop

✤ *Performance data required for Compliance Reports*

~~Scholarship/Subsidized~~<u>Means-Based</u> Fare Program
❖ Number of unduplicated individuals who received scholarship/subsidized fares
❖ Number of one-way fares/tickets subsidized
❖ Total Measure B/BB cost per subsidy *(Total Measure B/BB program cost during period divided by the number of subsidized fares/tickets during period)*
• Total program cost per subsidy (total program cost during period divided by the number of subsidized fares/tickets during period)
• <u>Demographic data on age, disability, ethnicity/race, and income of individuals</u>
• Non-Measure B/BB revenues and costs
• Qualitative information on complaints
• Qualitative information on outreach

❖ *Performance data required for Compliance Reports*

Meal Delivery Funding Program
• Number of meal delivery trips
• Total Measure B/BB cost per meal delivery trip *(Total Measure B/BB program cost during period divided by the number of meal delivery trips during period)*
• Total cost per meal delivery trip (total program cost during period divided by the number of meal delivery trips during period)
• Non-Measure B/BB revenues and costs
• <u>Demographic data on age, disability, ethnicity/race, and income in aggregate</u>

❖ *Performance data required for Compliance Reports*

Capital Expenditures
❖ Total Measure B/BB cost
• Non-Measure B/BB revenues and costs

❖ *Performance data required for Compliance Reports*

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Integrating Emergency Management and Mobility Management

July 2020

Introduction

With the onset of the COVID-19 pandemic in communities across the United States, emergency management has received renewed interest and importance in the work of mobility management practitioners. Long before disasters and other events hit, local communities, states and the federal government must continuously reassess plans and responses to all kinds of emergencies. Transportation is a critical component of these efforts, particularly for non-drivers and people who need mobility assistance during emergency situations or require other means to have access to essentials such as food, medical care, prescriptions, among other services.

From the transportation perspective, emergency response plans typically include an inventory of available vehicles and transportation resources, and the response to emergencies requires significant coordination between various agencies, transportation providers, hospitals, etc. While hopefully your community never experiences a situation that requires emergency transportation, one of the potential functions of a mobility management practice could be to coordinate with emergency management staff as needed before, during, and after emergencies.

> **Emergency Management Defined**
>
> According to the Federal Emergency Management Agency (FEMA), emergency management is defined as the "managerial function charged with creating the framework within which communities reduce vulnerability to hazards and cope with disasters." The mission of emergency managers is often to "protect communities by coordinating and integrating all activities necessary to build, sustain, and improve the capability to mitigate against, prepare for, respond to, and recover from threatened or actual natural disasters, acts of terrorism, or other man-made disasters."[1]

This information brief is intended to support mobility managers make connections with emergency management colleagues in their community.

This information brief is divided into three sections:

I. Overview of Emergency Management and Synergies with Mobility Management

II. What can Mobility Managers Do to Address Transportation Challenges During and After Emergencies?

III. Examples of Integrated Emergency and Mobility Management