



# PAPCO Paratransit Program Plan Review

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**Measure B/BB  
Transportation for  
Seniors and People  
With Disabilities**

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**FISCAL YEAR 2021-2022  
DRAFT PROGRAM PLANS**



## REFERENCES



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# Memorandum

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• 510.208.7400

• www.AlamedaCTC.org

**DATE:** April 19, 2021

**TO:** Paratransit Advisory and Planning Committee

**FROM:** [Krystle Pasco](#), Associate Program Analyst

**SUBJECT:** Instructions and Recommendation for  
FY 2021-22 Direct Local Distribution Paratransit  
Program Plan Review

## Recommendation

PAPCO is asked to make recommendations for all program plans.

## Summary

In April 2021, PAPCO members were appointed to participate in various subcommittees as part of the annual Paratransit Program Plan Review. PAPCO's review process is carried out through five subcommittees: East Bay Paratransit, North County, Central County, South County, and East County. During Program Plan Review, PAPCO is responsible for reviewing the Measure B and Measure BB Direct Local Distribution (DLD) funded paratransit program plans for FY 2021-22. The subcommittee meeting will be held virtually and is scheduled to take place on Monday and Tuesday, April 26<sup>th</sup> through April 27<sup>th</sup>, 2021.

Paratransit Advisory and Planning Committee (PAPCO) members will receive the Paratransit Program Plan Review packet and are asked to review prior to the subcommittee meeting(s).

## Background

Program Plan Review is a primary PAPCO responsibility that is assigned by the Commission. Article 2.3.1 of the Bylaws describe PAPCO's program plan responsibilities as the following: *"Review performance data of mandated and non-mandated services, including cost-effectiveness and adequacy of service levels, with the objective of creating a more cost-efficient, productive and effective service network through better communication and collaboration of service providers. In this capacity, the Committee may identify and recommend to the Alameda CTC alternative approaches that will improve special transportation service in Alameda County."*

This year PAPCO will meet virtually to maintain social distance between members while everyone is still powering through the pandemic. PAPCO will be responsible for reviewing Measure B and BB Direct Local Distribution (DLD) funded paratransit programs.

## Process

PAPCO members will receive the program plan packets either through email or mail. Members will be able to review the packet and note comments or questions.

The package contains the following materials:

- PAPCO Agenda
- PAPCO Instruction Memo
- General References and Background Information

The following materials are included for each planning area/program:

- Staff Summary
- Program Plan Application

Members who need support in accessing the materials will be able to do so over the telephone with a member of the Paratransit Team.

PAPCO members are requested to review these documents carefully. As always, members have the opportunity to make comments and suggest ideas to the program managers regarding their programs. This process encourages the development of quality, cost effective and efficient services by suggesting coordination, mobility management activities, and consumer involvement as well as offering consumer experiences to respond to consumer needs. However, it is important to note that most jurisdictions have their own local advisory committee that they work with to develop their program.

PAPCO members will meet in full committee via Zoom on June 28, 2021 to finalize a recommendation.

Alameda CTC is looking forward to PAPCO's participation in the annual Paratransit Program Plan Review process despite the challenges and changes. If you have any questions, please don't hesitate to call Krystle Pasco at (510) 208-7467.

**Fiscal Impact:** There is no fiscal impact associated with the requested action.

## **Attachments**

A. Program Plan Review Materials

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# Background

## Transportation Expenditure Plans

- 2000 Measure B:
  - 20-year period, 2002 - 2022
  - ½ cent sales tax
- 2014 Measure BB:
  - 30-year period, 2015 – 2045
  - ½ cent, 2015 - 2022
  - 1 full cent, 2022– 2045

## Excerpts from PAPCO Bylaws

### Article 2: Purpose and Responsibilities

- **2.1 Committee Purpose.** The Committee purpose is to fulfill the functions mandated for the Committee in the 2000 and 2014 Expenditure Plan and to advise the Alameda CTC on all special transportation.
- **2.2 Committee Roles and Responsibilities from 2000 and 2014 Transportation Expenditure Plans.** As defined by the 200 and 2014 Transportation Expenditure Plans, the roles and responsibilities of the Committee are to:
  - **2.2.1** Develop the formula use to distribute Measure B and Measure BB programmatic funds to the cities in Alameda County and the County of Alameda for mandated and non-mandated special transportation services, subject to approval by the Commission.
  - **2.2.2** Recommend allocation of funds identified for coordination/gaps in service in Tier 1 of the 2000 Transportation Expenditure Plan, subject to approval by the Commission.
  - **2.2.3** Recommend allocation of funds identified for capital expenditures for coordination/gaps in service in Tier 2 of the 2000 Transportation Expenditure Plan, assuming funds are available for allocation, subject to approval by the Commission.



- **2.3 Additional Responsibilities.** Additional PAPCO member responsibilities are to:
  - **2.3.1** Review performance data of mandated and non-mandated services, including cost-effectiveness and adequacy of service levels, with the objective of creating a more cost-efficient, productive and effective service network through better communication and collaboration of service providers. In this capacity, the Committee may identify and recommend to the Alameda CTC alternative approaches that will improve special transportation service in Alameda County.
  - **2.3.2** Report annually on the status of special transportation services, including service availability, quality, and improvements made as compared to the previous year.
  - **2.3.3** Provide a forum for consumers to discuss common interests and goals affecting all special transportation services funded in whole or in part by Measure B and Measure BB funds in Alameda County.
  - **2.3.4** Encourage coordination of special transportation and public transit services as they relate to seniors and individuals with disabilities in Alameda County.

**FY 2021-22 PAPCO Review Activities**

<b>Due Date</b>	<b>Report/Event</b>	<b>Applicable Period</b>
July 31, 2021	CIP Progress Reports	Second half of prior fiscal year (Jan-Jun 2021)
December 31, 2021	Annual Audit and Compliance Report	Prior fiscal year (FY 2020-21)
January 31, 2022	CIP Progress Reports	First half of current fiscal year (Jul-Dec 2021)
February 28, 2022	Paratransit Program Plan Application	Upcoming fiscal year (FY 2022-23) and some prior and current year data

Due Date	Report/Event	Applicable Period
April 2022	PAPCO Program Plan Review Subcommittee	Prior fiscal year (FY 2020-21) and upcoming fiscal year (FY 2022-23)

## **Paratransit Program Plan Review Process**

PAPCO members will receive the packet in April via email or mail. Members are asked to review the packets before the meeting.

The packet contains the following materials:

- PAPCO Agenda
- PAPCO Instruction Memo
- General References and Background Information

The following materials are included for each planning area/program:

- Staff Summary
- Program Plan Application

Any members who need support in accessing the materials will be able to do so over the telephone with a member of the Paratransit Team.

PAPCO members will meet via Zoom as a committee on April 26-27, 2021 to provide a recommendation.

### **Program Review Process**

- Introductions
- Program Plan Review Overview
- Public Comment
- Staff Summaries
- Panel Presentations by Program Managers
- Q&A
- Motion

### **Program Manager's Presentation**

- Expand on Staff Summary
  - Describe changes from last year's program
- Highlights of outreach and community engagement
- Future challenges or issues that the Subcommittee should be aware of

## Options for Motions

1. Recommend full approval of all components of the program plan
2. Recommend conditional approval with recommended actions (e.g. work with staff to correct plan or budget, require regular reports to PAPCO, etc.).
3. Do not recommend approval of some components of the program plan.

## Overview of Paratransit Programs in Alameda County

There are 13 different paratransit programs in Alameda County. Broadly speaking, these programs can be categorized into “ADA-mandated” programs and “City” programs.

**ADA-mandated programs** exist due to the 1990 federal Americans with Disabilities Act (ADA), which mandates that all public transit systems make their services fully accessible to all people, including those who, due to disability, cannot ride regular buses and trains. In Alameda County, there are three mandated programs. AC Transit and BART have partnered to form the East Bay Paratransit Consortium (EBP) which provides ADA-mandated service in these agencies’ service areas. Livermore Amador Valley Transit (LAVTA) in the Tri-Valley, and Union City Transit in the City of Union City also provide ADA-mandated services. However, LAVTA and Union City do not receive funding under the “ADA-mandated paratransit” portion of Measure B and BB. They receive funding through the cities they serve and offer both ADA-mandated service and exceed ADA-mandate geographically. Only AC Transit and BART receive funding from the “ADA-mandated services” portion of Measure B and BB.

ADA-mandated services are required by federal law to provide service that is comparable to regular bus and transit services. Paratransit services must be provided to individuals who travel within a 3/4 mile radius of a regular bus or rail route during the days and hours that those regular services are offered. Other requirements of the ADA-mandated services are that they provide next day service; charge fares no more than twice the standard fixed route fare; accept requests for all types of trips without prioritization; operate during the same hours as regular transit services; and allow no pattern or practice of denials. Individuals who wish to use ADA-mandated paratransit in their area are required to complete an application, and sometimes an interview, to determine their eligibility.

**City programs**, on the other hand, have much more flexibility in how they design their programs. Eleven cities in the County have designed a paratransit program to meet the needs of consumers in their local jurisdiction. The major difference between the ADA-mandated and City programs, aside from the absence of federal regulations, are that they focus more on providing paratransit services for seniors rather than

exclusively those with disabilities, and that they offer a range of different types of services including taxi, TNC, shuttles and door-to-door.

City programs receive Measure B and BB funding through the “non-mandated program” stream of sales tax funding. Many cities rely on Measure B and BB funding for the majority of their paratransit program funding, although some do contribute some city general funds and/or support for administration and staffing.

Summary of FY 2021-22 Alameda CTC Funded Paratransit Programs by City/Area\*

City	Planning Area	Accessible Shuttle	Capital Purchase	Customer Service and Outreach	Door-through-Door/Volunteer Driver	Group Trips	Management/Overhead	Meal Delivery (existing program)	Mobility Mgmt/Travel Training	Same-Day Transp. - Taxi	Same-Day Transp. - TNC	Specialized Accessible Van	Means-Based Fare Program	ADA-Mandated Paratransit
Alameda	North	Blue	Blue	Blue		Blue	Blue		Green		Blue		Blue	Brown
Albany	North			Blue		Blue			Green	Blue	Blue			Brown
Berkeley	North			Blue			Blue		Green	Blue	Blue	Blue		Brown
Dublin	East				Green				Green	Brown	Brown			Brown
Emeryville	North		Green			Blue	Blue	Blue	Green	Blue	Blue	Blue	Blue	Brown
Fremont	South			Blue		Blue	Blue	Blue	Blue	Blue	Blue	Blue		Brown
Hayward (+ Castro Valley and San Lorenzo)	Central		Blue	Blue	Blue	Blue	Blue	Blue	Blue		Blue	Blue	Blue	Brown
Livermore	East				Green				Green	Brown	Brown			Brown
Newark	South							Blue	Green	Blue	Blue	Blue		Brown
Oakland (+ Piedmont)	North			Blue	Blue	Blue	Blue		Green	Blue	Blue	Blue		Brown
Pleasanton (also serving Sunol)	East		Blue	Blue	Green	Blue	Blue		Green	Brown	Brown	Blue	Blue	Brown
San Leandro	Central	Blue	Blue	Blue			Blue		Blue		Blue			Brown
Union City	South								Green	Blue	Blue			Brown

\*Primary funding source based on program plan, 2020 CIP, and 5310 recommendation (some programs have mixed funding sources, the box reflects majority):

Direct Local Distribution Funded



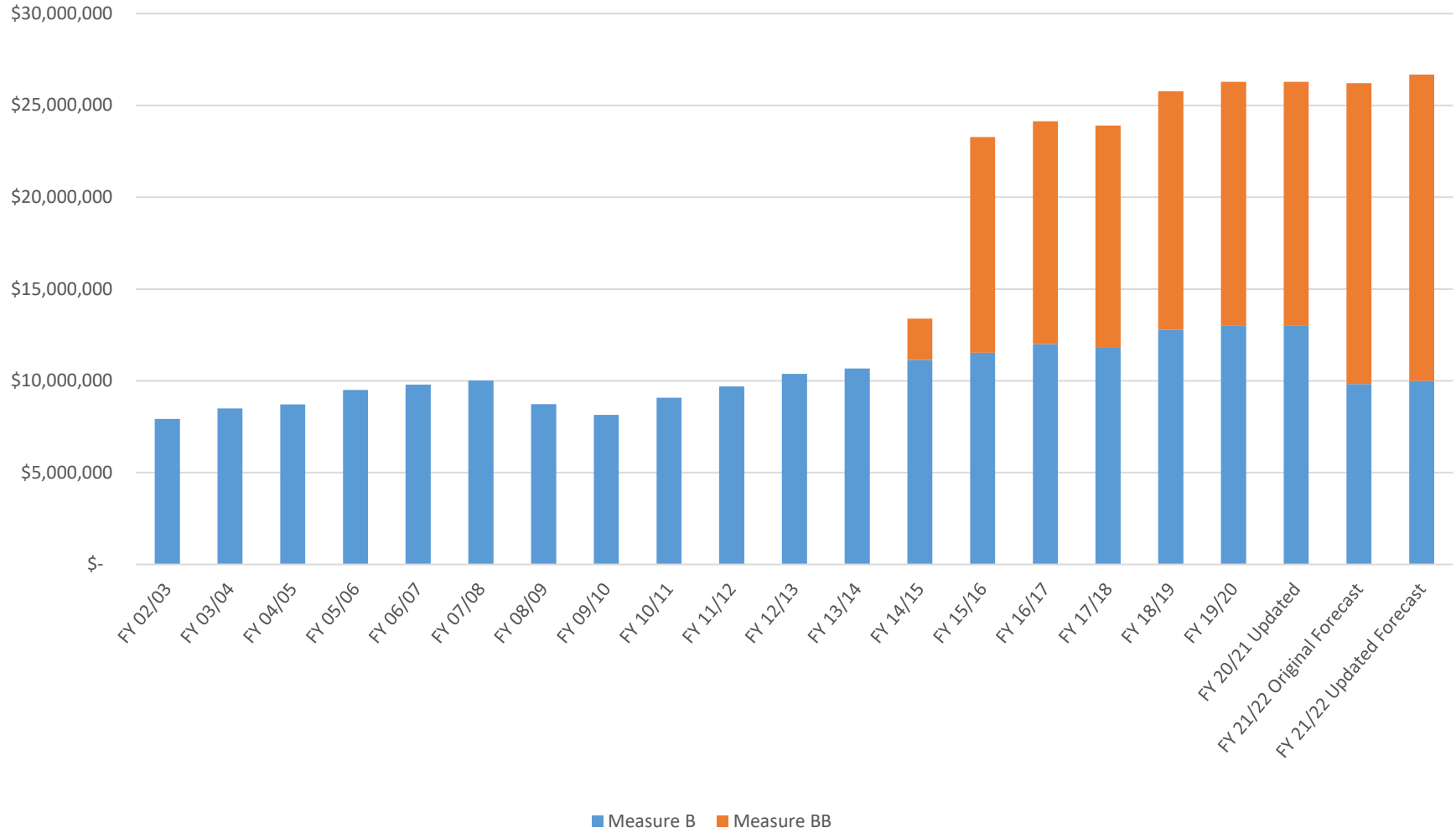
Discretionary Grant Funded



Other Funding



# Annual Measure B and BB Paratransit DLD Revenue Trends<sup>1</sup>



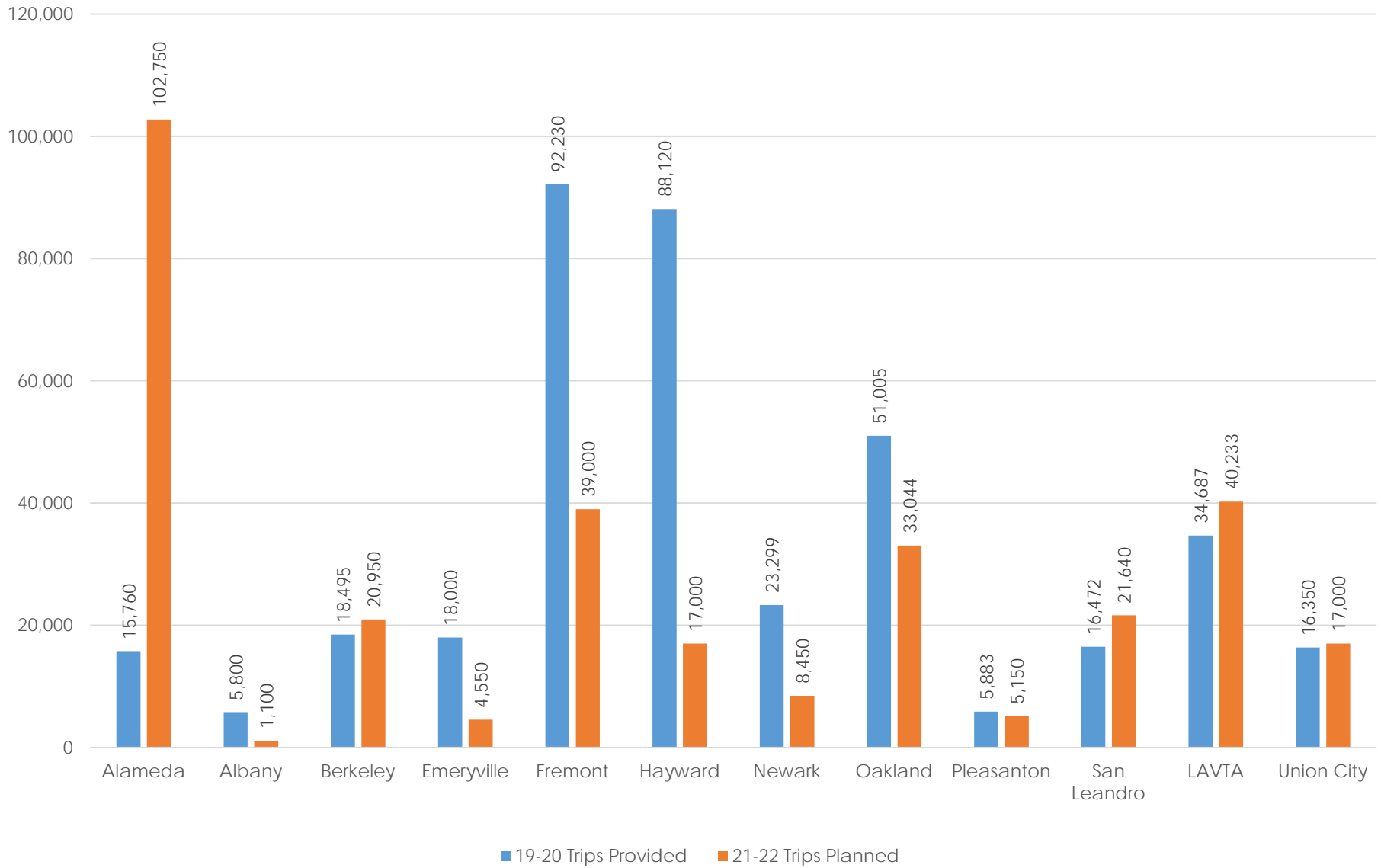
<sup>1</sup> Measure B (0.5% transportation sales tax) sunsets in March FY 2021-22. Measure BB will increase from 0.5% to 1% transportation sales tax.



## Total Number of Trips Planned

Program	FY 2019-20 Trips Provided	FY 2021-22 Trips Planned
Alameda	15,760	102,750
Albany	5,800	1,100
Berkeley	18,495	20,950
Emeryville	18,000	4,550
Fremont	92,230	39,000
Hayward	88,120	17,000
Newark	23,299	8,450
Oakland	51,005	33,044
Pleasanton	5,883	5,150
San Leandro	16,472	21,640
LAVTA	34,687	40,233
Union City	16,350	17,000
East Bay Paratransit	556,430	415,690
<b>Grand Total</b>	<b>942,531</b>	<b>726,557</b>

## Number of City Trips Provided vs. Planned



## Cost Per Trip

### ADA-Mandated Paratransit

Program	FY 2019-20	FY 2021-22
LAVTA	\$46.56	\$58.09
Union City	\$65.77	\$70.60
East Bay Paratransit	\$70.41	\$84.05

### City Programs

FY 2019-20 (Actual) and FY 2021-22 (Planned)

Program	Accessible Shuttle		Specialized Accessible Van		Group Trips		Same-Day Transp. - Taxi		Same-Day Transp. - TNC		Door-through-Door/Volunteer Driver	
	19-20	21-22	19-20	21-22	19-20	21-22	19-20	21-22	19-20	21-22	19-20	21-22
Alameda	\$17.13	\$16.36			\$16.36	\$12.50	\$30.03			\$20.00		
Albany	\$9.49				\$6.78		\$13.33	\$12.73				
Berkeley	\$33.75			\$38.00			\$36.27	\$26.50		\$12.50		
Emeryville	\$50.67			\$63.44	\$36.91	\$63.00	\$45.30	\$25.00	\$16.05	\$19.00		
Fremont			\$33.34	\$43.15	\$7.30	\$10.00	\$19.00	\$23.08	\$9.93	\$17.50		
Hayward			\$227.27	\$46.88	\$50.12	\$37.50			\$25.17	\$35.85	\$344.40	\$50.00
Newark			\$37.49	\$38.88			\$19.00	\$25.71	\$9.51	\$31.05		
Oakland			\$59.07	\$62.64	\$15.61	\$15.00	\$58.16	\$54.95		\$8.00	\$47.59	\$47.58
Pleasanton				\$68.51								
San Leandro	\$21.79	\$32.61								\$15.04		
Union City							\$21.53	\$21.53	\$11.98	\$11.97		

## Percent Measure B/BB Funding

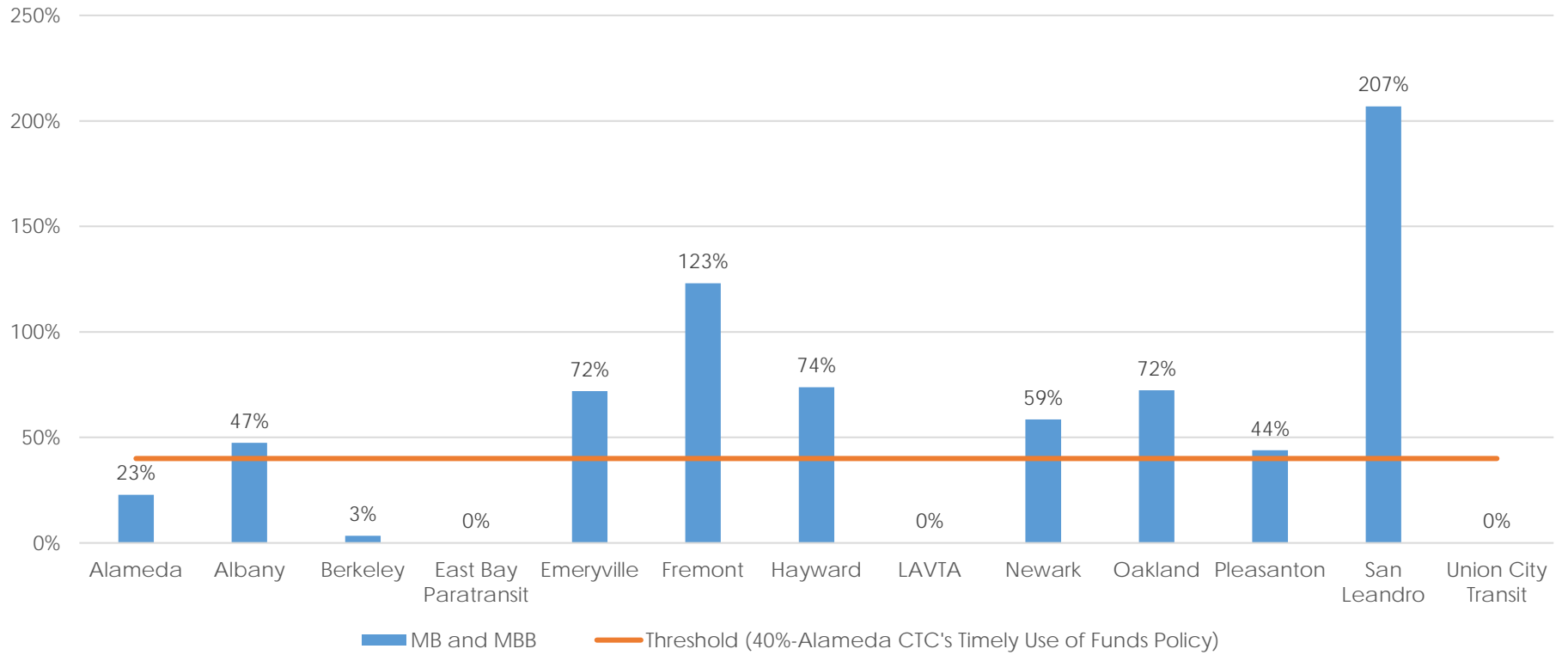
Program	FY 2019-20 (Actual)	FY 2021-22 (Planned)
Alameda	100%	99%
Albany	86%	100%
Berkeley	99%	100%
Emeryville	40%	74%
Fremont	100%	100%
Hayward	100%	100%
Newark	100%	100%
Oakland	94%	96%
Pleasanton	38%	78%
San Leandro	100%	100%
LAVTA	33%	25%
Union City	59%	49%
East Bay Paratransit	43%	46%

## Percent Customer Service and Outreach (City Programs)

Program	FY 2019-20 (Actual)	FY 2021-22 (Planned)
Alameda	2.9%	7.0%
Albany	26.9%	26.4%
Berkeley	6.5%	9.6%
Emeryville	0.0%	0.0%
Fremont	19.2%	14.1%
Hayward	3.2%	3.0%
Newark	0.0%	0.0%
Oakland	8.8%	9.3%
Pleasanton	12.0%	3.4%
San Leandro	3.3%	0.0%

## FY 2021-22 Planned Reserves

### Ratio of Reserves to Expected Revenue



## PAPCO Appointments and Vacancies

Appointer	Member
Alameda County Board of Supervisors, District 1	Herb Hastings
Alameda County Board of Supervisors, District 2	Christine Ross
Alameda County Board of Supervisors, District 3	Sylvia Stadmire
Alameda County Board of Supervisors, District 4	Sandra Johnson
Alameda County Board of Supervisors, District 5	Will Scott
City of Alameda	Tony Lewis
City of Albany	<b><i>Vacant</i></b>
City of Berkeley	Linda Smith
City of Dublin	Shawn Costello
City of Emeryville	<b><i>Vacant</i></b>
City of Fremont	Kevin Barranti
City of Hayward	<b><i>Vacant</i></b>
City of Livermore	Robert Coomber
City of Newark	<b><i>Vacant</i></b>
City of Oakland	Rev. Carolyn M. Orr
City of Piedmont	<b><i>Vacant</i></b>
City of Pleasanton	Carmen Rivera-Hendrickson
City of San Leandro	Cimberly Tamura
City of Union City	<b><i>Vacant</i></b>
A. C. Transit	Hale Zukas
BART	Michelle Rousey
LAVTA	Esther Waltz
Union City Transit	Larry Bunn

## Summary of 2020 Paratransit Discretionary Grant Program

Sponsor	Project Name	Funding Awarded
City of Fremont	Ride-On Tri-City! Mobility Management & Travel Training Program	\$731,000
Eden I&R	Mobility Management Through 211 Alameda County	\$752,261
The Center for Independent Living (The CIL)	Community Connections Program (CoCo)	\$937,500
Community Resources for Independent Living (CRIL)	Travel Training: Oh The Places You Will Go!	\$485,206
United Seniors of Oakland & Alameda County (USOAC)	Senior Public Transportation Training & Education Program	\$419,634
LIFE ElderCare	Door Through Door (DthruD) & TNC Transportation for Seniors & Disabled Adults	\$1,022,608
Senior Support Program of Tri-Valley (SSPTV)	Volunteers Assisting Seniors Transportation Program (VAST)	\$560,218
Drivers for Survivors (DFS)*	Drivers for Survivors Volunteer Driver Program	\$968,654

Sponsor	Project Name	Funding Awarded
Livermore Amador Valley Transit Authority (LAVTA)	Para-Taxi Operations	\$139,391
Livermore Amador Valley Transit Authority (LAVTA)	Para-Taxi Debit Card	\$86,240
Alzheimer's Services of the East Bay (ASEB)	Regrowth of Transportation Services for Individuals with Dementia	\$796,370
Bay Area Outreach & Recreation Program (BORP)	Accessible Group Trip Transportation for Youth & Adults with Disabilities	\$1,003,500
City of Emeryville	Emeryville Senior Center Group Trips Bus Purchase	\$70,000
Easy Does It Emergency Services (EDI)	Fast Accessible Safe Transportation Emergency Repair (FASTER)	\$952,150
<b>Total</b>		<b>\$8,986,732</b>

\*Drivers for Survivors closed their doors early 2021



## Draft Summary of FY 18 & FY 19 FTA Section 5310 Funding Recommendations

Sponsor	Project	Funding Recommended
Bay Area Outreach Program	Service Expansion vehicle	\$81,200
Center for Elders Independence	Service Expansion vehicles; Purchase of equipment	\$543,900 (may include out of County)
The Center for Independent Living	Mobility Management	\$300,000
Eden I&R	Mobility Management	\$175,624
Friends of Children with Special Needs	Service Expansion vehicles	\$112,000 (may include out of County)
On Lok Senior Health Services	Service Expansion vehicles	\$483,200 (may include out of County)
Satellite Affordable Housing Associates	Service Expansion vehicles	\$175,400
Self-Help for the Elderly	Service Expansion vehicles; Purchase of equipment	\$242,098 (may include out of County)

## Alameda CTC Funding Policies

The Commission temporarily put in the following policies:

- Modifying the meal delivery policy in the paratransit program guidelines to allow for delivery of food during the public health crisis.
- Modifying the timely use of funds policy to prohibit the taking away of any funds during the public health crisis.
- Modifying the same-day transportation services and specialized accessible van services policies in the paratransit program guidelines to lower the minimum age eligibility requirement from 70 to 60 years old for trips to receive the COVID-19 vaccine.

### Measures B/BB DLD Revenue - Timely Use of Funds Policies

#### TIMELY USE OF FUNDS POLICY

**INTENT:** The intent of the Timely Use of Funds Policy is to encourage Measure B/Measure BB/Vehicle Registration Fee recipients to expend voter-approved transportation dollars expeditiously on transportation improvements and operations that the public can use and benefit from immediately.

**POLICY:** RECIPIENT shall not carry a fiscal year ending fund balance greater than 40 percent of the Direct Local Distribution revenue received for that same fiscal year for four consecutive fiscal years, by funding program. Non-compliance with this policy may invoke rescission penalties per the Use it or Lose It Policy.

RECIPIENT may seek an exemption from the Timely Use of Funds Policy through the Annual Program Compliance reporting process. RECIPIENT must demonstrate that extraordinary circumstances have occurred and provide a timely expenditure plan that would justify the exemption. Exemption requests must be submitted to ALAMEDA CTC and approved by the Commission.

**IMPLEMENTATION:** Through the Annual Program Compliance reporting process, ALAMEDA CTC will monitor the RECIPIENT's annual ending fund balance to revenue received ratio, cumulatively across the RECIPIENT's programmatic categories by fund program, to verify policy compliance.

## **USE IT OR LOSE IT POLICY**

**INTENT:** The Use It or Lose It Policy serves as the penalty action for non-compliance with the Timely Use of Funds Policy for Measure B/Measure BB/Vehicle Registration Fee Direct Local Distribution program funds. The Use It or Lose It Policy enforces the timely use of funds requirements to encourage the RECIPIENT to expend voter-approved transportation dollars expeditiously on transportation improvements and operations that the public can use and benefit from immediately.

**POLICY:** If RECIPIENT does not meet the requirements of the Timely Use of Funds Policy, ALAMEDA CTC may determine that the RECIPIENT does not need Measure B/Measure BB/Vehicle Registration Fee funding. In such a case, ALAMEDA CTC may exercise the Use It or Lose It Policy to rescind the RECIPIENT's subsequent fiscal year's Measure B/Measure BB/Vehicle Registration Fee Direct Local Distribution, in part by programmatic category or in its entirety. All such funds rescinded by ALAMEDA CTC shall be placed into an account for redistribution to the same programmatic type.

**IMPLEMENTATION:** If a RECIPIENT does not meet the provisions of the Timely Use of Funds Policy, ALAMEDA CTC may exercise the Use it or Lose It Policy and rescind the RECIPIENT's subsequent year's Measure B/Measure BB/Vehicle Registration Fee Direct Local Distribution. ALAMEDA CTC will redistribute rescinded funds to other eligible recipients within the same programmatic type. Redistribution will be determined by the existing formula distribution for the respective fund program and programmatic type.

# 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 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
<b>ADA Paratransit<sup>1,2</sup></b>	Origin-to-destination trips for people with disabilities unable to ride fixed route transit <ul style="list-style-type: none"> <li>• Pre-scheduled</li> <li>• Accessible</li> </ul>
<b>Same-Day Transportation<sup>3</sup></b>	Curb-to-curb trips using taxis or ride-hailing apps for seniors and/or people with disabilities (usually ADA paratransit certified) <ul style="list-style-type: none"> <li>• Same day</li> <li>• Accessible vehicles not guaranteed</li> </ul>

Service	Transportation Need Targeted and Service Details
<b>Specialized Accessible Van</b>	Origin-to-destination specialized trips for seniors and people with disabilities using lift- or ramp-equipped vehicles <ul style="list-style-type: none"> <li>• Pre-scheduled &amp; Same Day</li> <li>• Accessible</li> </ul>
<b>Accessible Shuttle</b>	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) <ul style="list-style-type: none"> <li>• Fixed Schedule</li> <li>• Accessible</li> </ul>
<b>Group Trips</b>	Round trip or origin-to-destination trips for seniors and people with disabilities <ul style="list-style-type: none"> <li>• Pre-scheduled/fixed schedule</li> <li>• Usually accessible</li> </ul>
<b>Door-through-Door/Volunteer Driver Service</b>	Origin-to-destination trips for seniors and people with disabilities with special needs requiring door-through-door service or escort <ul style="list-style-type: none"> <li>• Pre-scheduled</li> <li>• Generally not accessible when provided in private cars</li> </ul>
<b>Mobility Management and/or Travel Training</b>	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
<b>Means-Based Fare Programs</b>	Financial assistance for seniors and people with disabilities to utilize services
<b>Meal Delivery Funding Programs</b>	Funding for meal delivery for seniors and people with disabilities who cannot travel to congregate meal sites <ul style="list-style-type: none"> <li>• Programs currently funded by Measure B may continue, but new programs may not be established.</li> </ul>
<b>Capital Expenditures<sup>4</sup></b>	Funding for capital purchases for transportation programs for seniors and people with disabilities <ul style="list-style-type: none"> <li>• If purchasing vehicles, they should be accessible</li> </ul>

<sup>1</sup> **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.

<sup>2</sup> ***Interim Service for Consumers Awaiting ADA Certification:*** At the request of a health care provider or ADA provider, city 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.

<sup>3</sup> ***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](http://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.

<sup>4</sup> ***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**

<p>Service Description</p>	<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>
<p>Eligible Population</p>	<p>Eligible Populations include:</p> <ol style="list-style-type: none"> <li>1. People 18 and above with disabilities who are unable to use fixed route services. Cities may, at their discretion, also provide services to consumers with disabilities under the age of 18, and</li> <li>2. Seniors 70 years or older without proof of a disability.</li> </ol> <p><i>Cities may continue to offer 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.</i></p> <p><i>Program sponsors may use either ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit) or the Alameda County City-Based Paratransit Services Medical Statement Form, as proof of disability. Program sponsors may, at their discretion, also offer temporary eligibility due to disability.</i></p>

<b>Same-Day Transportation Service Guidelines</b>	
	<p><i>ADA-mandated providers that are not also city providers (East Bay Paratransit and LAVTA) are not required to provide service to seniors 80 years or older without ADA eligibility.</i></p> <p><i>Union City is exempted from including seniors aged 70-79 for FY 2021-22.</i></p>
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)	<p>Programs must subsidize at least 50% of the fare.</p> <p>Programs can impose a cap on total subsidy per person. This can be accomplished through a maximum subsidy per trip, a limit on the number of vouchers/scrip (or other fare medium) per person, and/or a total monetary subsidy per person per month/quarter/year.</p>
Other	<p>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.</p> <p>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 <a href="http://www.transit.dot.gov/regulations-and-guidance/shared-mobility-frequently-asked-questions">www.transit.dot.gov/regulations-and-guidance/shared-mobility-frequently-asked-questions</a>. Program changes to utilize TNCs are subject to review by Alameda CTC staff prior to implementation.</p>

<b>Specialized Accessible Van Service Guidelines</b>	
Service Description	<p>Specialized accessible van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. This service category is not 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</p>



### Specialized Accessible Van Service Guidelines

	<p>outside of the ADA-mandated service area. When possible, a priority for this service should be fulfilling requests for same-day accessible trips.</p> <p>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.</p>
<p>Eligible Population</p>	<p>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.</p> <p><i>Cities may continue to offer 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.</i></p> <p><i>Program sponsors may use either ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit) or the Alameda County City-Based Paratransit Services Medical Statement Form, as proof of disability. Program sponsors may, at their discretion, also offer temporary eligibility due to disability.</i></p>
<p>Time &amp; Days of Service</p>	<p>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).</p>
<p>Fare (Cost to Customer)</p>	<p>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).</p>
<p>Other</p>	<p>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.</p>

### Accessible Shuttle Service Guidelines

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

<b>Group Trips Service Guidelines</b>	
Service Description	Group trips are round-trip rides for pre-scheduled outings, including shopping trips, 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.

<b>Door-through-Door/Volunteer Driver Service Guidelines</b>	
Service Description	<p>Volunteer driver services are pre-scheduled, door-through-door services that are typically not accessible. These programs rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. 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, or Same-Day).</p> <p>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.</p>
Eligible Population	At discretion of program sponsor.
Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	At discretion of program sponsor.

### 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.
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### Mobility Management and/or Travel Training Program Guidelines

Service Description	<p>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.</p> <p>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.<sup>1</sup></p> <p>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.<sup>2</sup></p>
Eligible Population	At discretion of program sponsor.
Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	N/A

<sup>1</sup> Easter Seals Project ACTION <http://www.projectaction.com/glossary-of-disability-and-transit-terms/>

<sup>2</sup> Mass.gov <https://www.mass.gov/info-details/offering-travel-instruction#what-is-travel-instruction?>

<b>Mobility Management and/or Travel Training Program Guidelines</b>	
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.

<b>Means-Based Fare Program Guidelines</b>	
Service Description	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 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. <sup>3</sup>
Time and Days of Service	N/A
Fare (Cost to Customer)	N/A
Other	<p>Outreach/communication plans related to means-based fares must be submitted to Alameda CTC staff annually.</p> <p>Low-income requirements and the means to determine and verify eligibility must be submitted to Alameda CTC staff for review prior to implementation.</p> <p>If program sponsors include subsidized East Bay Paratransit (EBP) tickets in this program, no more than 3% of a program sponsor's Alameda CTC distributed funding may be used for the ticket subsidy. Other services or purposes proposed for means-based fare subsidy must be submitted to Alameda CTC staff for review prior to implementation.</p>

<sup>3</sup> [https://www.acgov.org/cda/hcd/hud-income-rent\\_limits.htm](https://www.acgov.org/cda/hcd/hud-income-rent_limits.htm)

<b>Meal Delivery Funding Guidelines</b>	
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. <sup>4</sup>

<b>Capital Expenditures Guidelines</b>	
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
Fare (Cost to Customer)	N/A

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<sup>4</sup> This stipulation is not in effect as of FY 2020-21 due to the public health emergency. The Commission took action at their June 2020 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](https://www.alamedactc.org/wp-content/uploads/2020/06/9.1_COMM_DLD_Compliance_Summary_20190625.pdf)

**Capital Expenditures Guidelines**

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.
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# **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*

### 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*

### Means-Based 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)
- Demographic data on age, disability, ethnicity/race, and income of individuals
- 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
- Demographic data on age, disability, ethnicity/race, and income in aggregate

❖ *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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