



Paratransit Technical Advisory Committee Meeting Agenda Tuesday, September 14, 2021, 9:30 a.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-08-21), the Paratransit Technical Advisory 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, or as specified by the Chair.

Staff [Krystle Pasco](#) Clerk: [Angie Ayers](#)
Liaison:

Location Information:

Virtual Meeting Information: <https://us06web.zoom.us/j/86327374123?pwd=bHd1NGVweU9ld2tiVFU4Y3lrWW81dz09>
Webinar ID: 863 2737 4123
Password: 939525

For Public Access (669) 900-6833
Webinar ID: 863 2737 4123
Dial-in Password: 939525

Information:

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/Roll Call

2. Public Comment

3. Administration	Page/Action
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4. Paratransit Programs and Projects	
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4.3. COVID-19 Impacts on Programs Update (Verbal)	
4.4. Transportation Network Companies (TNCs) Partnership Update (Verbal)	
4.5. Mobility Management Update (Verbal)	
4.6. Emergency Preparedness Update (Verbal)	
4.7. Exchange Technical Information (Verbal)	
5. Committee and Transit Reports	
5.1. PAPCO Update (Verbal)	
5.2. ADA and Transit Advisory Committees Update (Verbal)	
6. Member Reports	
7. Staff Reports	
8. Adjournment	

Next PAPCO Meeting: Monday, October 25, 2021

Next ParaTAC Meeting: Tuesday, January 11, 2022

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 September and October 2021

Commission Chair

Mayor Pauline Russo Cutter
City of San Leandro

Commission Vice Chair

Councilmember John Bauters
City of Emeryville

AC Transit

Board President Elsa Ortiz

Alameda County

Supervisor David Haubert, District 1
Supervisor Richard Valle, District 2
Supervisor Wilma Chan, District 3
Supervisor Nate Miley, District 4
Supervisor Keith Carson, District 5

BART

Vice President Rebecca Saltzman

City of Alameda

Mayor Marilyn Ezy Ashcraft

City of Albany

Councilmember Rochelle Nason

City of Berkeley

Councilmember Lori Droste

City of Dublin

Mayor Melissa Hernandez

City of Fremont

Mayor Lily Mei

City of Hayward

Mayor Barbara Halliday

City of Livermore

Mayor Bob Woerner

City of Newark

Councilmember Luis Freitas

City of Oakland

Councilmember At-Large
Rebecca Kaplan
Councilmember Sheng Thao

City of Piedmont

Councilmember Jen Cavanaugh

City of Pleasanton

Mayor Karla Brown

City of Union City

Mayor Carol Dutra-Vemaci

Executive Director

Tess Lengyel

Commission and Committee Meetings

Time	Description	Date
2:00 p.m.	Alameda CTC Commission Meeting	September 23, 2021 October 28, 2021
9:00 a.m.	Multi-Modal Committee (MMC)	October 11, 2021
10:00 a.m.	Programs and Projects Committee (PPC)	
11:30 a.m.	Planning, Policy and Legislation Committee (PPLC)	
4:00 p.m.	Alameda CTC Audit Committee	October 28, 2021

Advisory Committee Meetings

1:30 p.m.	Alameda County Technical Advisory Committee (ACTAC)	October 7, 2021
5:30 p.m.	Bicycle and Pedestrian Advisory Committee (BPAC)	October 21, 2021
1:30 p.m.	Paratransit Advisory and Planning Committee (PAPCO)	October 25, 2021

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-08-21), 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](http://www.AlamedaCTC.org). Meetings subject to change.



1. Call to Order and Roll Call

Krystle Pasco called the meeting to order. All members were present with the exception of Steve Adams, Laura Timothy, and David Zehnder.

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

2. Public Comment

There were no public comments.

3. Administration

3.1. Review the January 12, 2021 ParaTAC Meeting Minutes

Committee members received the January 12, 2021 ParaTAC meeting minutes and agreed by acclamation.

3.2. Receive the FY 2020-21 ParaTAC Meeting Calendar

Ms. Pasco informed the Committee that the next ParaTAC meeting is scheduled for September 14, 2021.

3.3. Receive the PAPCO Roster

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

4. Paratransit Programs and Projects

4.1. Update on Website Usage and Comprehensive Review of Application Form Questions

Naomi Armenta and Jacob DeGeal provided an update on the current Alameda County City-Based Paratransit Services application form and webform and discussed potential updates

to the forms. Ms. Armenta noted that in 2020 staff and the Committee discussed the differences between the print and online application. As a result of those discussions, the City Applications on the website is now a reflection of the paper application inside the Access Alameda Booklet. Ms. Armenta noted that the paratransit team will continue to review the recent improvements to the paper application to improve and standardize data-gathering methods. Mr. DeGeal provided utilization data for the website. He reviewed the basic data and analytics from the website from February 28, 2020 through February 28, 2021 for the Access Alameda website and City applications. The update included the number of City applications submitted and the level of traffic on the website for the application, as well as other webpages.

Victoria Williams noted that the number of inquiries listed for the City of Alameda is not an accurate number as the application is defaulted to the City of Alameda. The paratransit team and Ms. Pasco discussed the Access Alameda application issues with the Committee and stated that the paratransit team will review the online application and suggest updates to ensure that the City of Alameda only receive their inquiries.

Ms. Armenta requested the Committee to send edits to their city webpage to the paratransit team and they will perform the updates.

Ms. Armenta reviewed the application with the Committee in detail and noted the updates that were made as the result of their discussion with staff in 2020 and she cataloged the Committee's questions and responses.

Shawn Fong noted that the Committee did not discuss the disability categories in prior meetings and requested the paratransit team to discuss these categories. Marvin Randalson stated that the disability categories on the application were based on how the Census captures disability data and the

disability categories listed are derived from the Census categories.

4.2. COVID-19 Impacts on Programs Update

Ms. Pasco requested the Committee to share how COVID-19 continues to impact their programs.

Ms. Fong stated Fremont is providing transportation to COVID-19 vaccine appointments. Ms. Fong stated that Fremont provided temporary transportation to people that did not meet the age eligibility during the pandemic. She asked if other cities waived their eligibility to provide transportation to vaccine appointments. Ms. Pasco noted that Alameda CTC has received questions on general age eligibility but not specifically for individuals seeking transportation for vaccinations.

Ms. Williams stated that the Alameda Loop Shuttle runs 3 days a week and is doing about 37 percent of the rides that were done the previous year. Ms. Williams noted that more Alameda residents are applying for bus passes and Alameda has extended its meal delivery policy extension.

Hakim McGee stated that Oakland's ridership is down and Oakland did not get approached to offer assistance for meal delivery programs during the past fiscal year.

Ms. Armenta informed the Committee that the National Center for Mobility Management is hosting three webinars on mobilizing transit and public health partnerships for vaccinations practical examples. The first webinar is Wednesday, March 10th.

4.4. Transportation Network Companies (TNCs) Partnership Update

Ms. Pasco requested the Committee to share information on their TNC partnerships.

Mary Triston stated that Berkeley's GoGo Grandparent pilot ended in February and they decided to move forward with the

program as a core component. Berkeley will roll out the program on April 1st. The ride subsidy is \$50/month and the average ride is \$15. Individual accounts with funds are available that carries over into following months.

Mr. McGee noted that Oakland is still having contracting issues with GoGo Grandparent and hopefully, they will begin service at the beginning of the next fiscal year.

Ms. Fong stated that Fremont is contracting with Lyft for smartphone users and with GoGo Grandparent. Fremont is able to have higher subsidies for medical trips outside of the area especially for cancer-related trips. The individual pays \$4 and Fremont covers \$46. The rider pays the difference if the trip is more than \$50.

Ms. Armenta asked the Committee if there is an interest in having a working group meeting related to this topic – providers, data collection. Suzette Brennen, Shawn Fong, Carol Lee, Hakeim McGee, Kim Ridgeway and Victoria Williams noted their interest.

4.5. Mobility Management Update (Verbal)

Krystle Pasco asked the Committee if they have any updates on mobility management and coordination. There was no information provided.

4.6. Emergency Preparedness Update

Krystle Pasco stated that this is an opportunity for members to share their expertise on mobility management or ask questions of their colleagues.

Diane Shaw, AC Transit Board of Directors, stated that she would like to see an overview of the programs that the Cities are offering and costs and to be able to share this information publicly.

4.7. Exchange Technical Information

There was no information provided.

5. Committee and Transit Reports

5.1. PAPCO Update

Krystle Pasco stated that the Paratransit Program Plan Review is scheduled for April 26 and 27, 2021. The next PAPCO meeting is scheduled for June 28, 2021.

5.2. ADA and Transit Advisory Committee Updates (Verbal)

There was no information provided.

6. Member Reports

Victoria Williams is retiring and leaving the City of Alameda at the end of June. Ms. Williams stated that her position may be changing and it may become a part-time position.

7. Staff Reports

Naomi Armenta noted that the Joint PAPCO and ParaTAC meeting is changed from March 22 to March 29, 2021.

Richard Weiner informed the Committee that the paratransit team secured an invite to a representative from Access Transit Service Delivery for Coast Mountain Bus Company, Translink in Vancouver, British Columbia, who are doing innovative work on COVID-19 recovery for the Joint PAPCO and ParaTAC meeting on March 29, 2021.

8. Adjournment

The meeting adjourned at 11:30 a.m. The Joint PAPCO and ParaTAC meeting is scheduled for March 29, 2021. The Program Plan Review Subcommittees are scheduled for April 26-27, 2021. The next ParaTAC meeting is scheduled for September 14, 2021.

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FY 2021-22 Paratransit Technical Advisory Committee (ParaTAC) Meeting Calendar 3.2

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

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

Categories	September 14, 2021 ParaTAC Meeting	January 10, 2022 ParaTAC Meeting	March 14, 2022 ParaTAC Meeting	March 28, 2022 Joint Meeting	April 25-26, 2022 Subcommittees
Planning and Policy	<ul style="list-style-type: none"> Review Implementation Guidelines and Performance Measures Update Receive Update on Covid-19 Impacts on Programs TNC Partnership Update 	<ul style="list-style-type: none"> Receive FY 2022-23 Paratransit Direct Local Distribution (DLD) Projections Receive FY 2022-23 Program Plan Application Update Receive Update on Covid-19 Impacts on Programs TNC Partnership Update 	<ul style="list-style-type: none"> Receive Update on Covid-19 Impacts on Programs TNC Partnership Update 	<ul style="list-style-type: none"> Topic: TBD 	<ul style="list-style-type: none"> Paratransit Program Plan Review Subcommittees
Committee Development	<ul style="list-style-type: none"> Review FY 2021-22 Meeting Calendar Mobility Management Update Emergency Preparedness Update Technical Exchange 	<ul style="list-style-type: none"> Mobility Management Update Emergency Preparedness Update Technical Exchange 	<ul style="list-style-type: none"> Mobility Management Update Emergency Preparedness Update Technical Exchange 		
Outreach and Information	<ul style="list-style-type: none"> Ongoing Update City Application Update 	<ul style="list-style-type: none"> Ongoing Update 	<ul style="list-style-type: none"> Ongoing Update Access Alameda Website Usage and Webform Update 		

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**Alameda County Transportation Commission
Paratransit Advisory and Planning Committee
Member Roster - Fiscal Year 2021-2022**

3.3

	Title	Last	First	City	Appointed By	Term Began	Re apptmt.	Term Expires
1	Ms.	Stadmire, Chair	Sylvia J.	Oakland	Alameda County Board of Supervisors, District 3	Sep-07	Jul-19	Jul-21
2	Ms.	Johnson, Vice Chair	Sandra	San Leandro	Alameda County Board of Supervisors, District 4	Sep-10	Jul-19	Jul-21
3	Mr.	Barranti	Kevin	Fremont	City of Fremont	Feb-16		Feb-18
4	Mr.	Bunn	Larry	Union City	Union City Transit	Jun-06	Feb-19	Feb-21
5	Mr.	Coomber	Robert	Livermore	City of Livermore	May-17	May-19	May-21
6	Mr.	Costello	Shawn	Dublin	City of Dublin	Sep-08	Jun-16	Jun-18
7	Mr.	Hastings	Herb	Dublin	Alameda County Board of Supervisors, District 1	Mar-07	Oct-18	Oct-20
8	Mr.	Lewis	Anthony	Alameda	City of Alameda	Jul-18		Jul-20
9	Rev.	Orr	Carolyn M.	Oakland	City of Oakland	Oct-05	Jan-14	Jan-16
10	Ms.	Rivera-Hendrickson	Carmen	Pleasanton	City of Pleasanton	Sep-09	Apr-19	Apr-21
11	Ms.	Ross	Christine	Hayward	Alameda County Board of Supervisors, District 2	Oct-17	Dec-19	Dec-21

	Title	Last	First	City	Appointed By	Term Began	Re apptmt.	Term Expires
12	Ms.	Rousey	Michelle	Oakland	BART	May-10	Jan-16	Jan-18
13	Mr.	Scott	Will	Berkeley	Alameda County Board of Supervisors, District 5	Mar-10	Jun-16	Jun-18
14	Ms.	Smith	Linda	Berkeley	City of Berkeley	Apr-16		Apr-18
15	Mr.	Suter	John	Emeryville	City of Emeryville	May-21		May-23
16	Ms.	Tamura	Cimberly	San Leandro	City of San Leandro	Dec-15	Mar-19	Mar-21
17	Ms.	Waltz	Esther Ann	Livermore	LAVTA	Feb-11	Jun-16	Jun-18
18	Mr.	Zukas	Hale	Berkeley	A. C. Transit	Aug-02	Feb-16	Feb-18



Memorandum

4.1

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

DATE: September 7 , 2021

TO: Paratransit Technical Advisory 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 2022-23

Recommendation

Provide input on Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities (Paratransit) Program for FY 2022-23.

Summary

The Implementation Guidelines for the Special Transportation for Seniors and People with Disabilities (Paratransit) Program are periodically reviewed and updated. The Paratransit Technical Advisory Committee (ParaTAC) is requested to review and provide input on the revised Implementation Guidelines and Performance Measures for the Paratransit Program for FY 2022-23. Starting in FY 2016-17, the Alameda CTC implemented the use of standardized performance measures for all Measure B and Measure BB funded projects and programs. The revised Implementation Guidelines and Performance Measures are included as Attachment 4.1A. The Paratransit Advisory and Planning Committee (PAPCO) will review the revised guidelines and ParaTAC's input on October 25.

Background

Implementation Guidelines

The Implementation Guidelines for the 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 Agreements (MPFA) and also apply to all discretionary paratransit funding (e.g., Comprehensive Investment Plan (CIP) Grants).

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 is not proposing any significant revisions to the Implementation Guidelines at this time. Minor edits include:

- Verbiage postponing Union City's adoption of lowering the minimum age for Same-Day Transportation for one fiscal year has been removed.
- Temporary changes for vaccine trips and meal delivery have been noted in footnotes for information only.
- Other minor text edits and clarifications have been made.

These revisions are included in the mark-up document included as Attachment 4.1A. Staff requests that ParaTAC members review the proposed revisions and be prepared to discuss on September 14th.

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 Measure B and Measure 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 is not proposing any significant revisions to the Performance Measures. One minor text edit is included.

This revision is also included in the mark-up document included as Attachment 4.1A. Staff requests that ParaTAC members review the proposed revisions and be prepared to discuss on September 14th.

Fiscal Impact: There is no net fiscal impact.

Attachment:

- A. Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities (Paratransit) Program for FY 2022-23.

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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) [reserve](#), 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
ADA Paratransit^{1,2}	Origin-to-destination trips for people with disabilities unable to ride fixed route transit <ul style="list-style-type: none"> • Pre-scheduled • Accessible
Same-Day Transportation³	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"> • Same day • Accessible vehicles not guaranteed

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

<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"> 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 70 years or older without proof of a disability.¹ <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>

¹ [The minimum age requirement is lowered to 60 for trips to receive the COVID-19 vaccine as of March 1, 2021 through June 30, 2022 due to the public health emergency. The Commission took this action at their April 2021 meeting. The staff report discussing this action can be viewed here: https://www.alamedactc.org/wp-content/uploads/2021/04/6.5_COMM_MB_BB_VRF_Programs_Update_20210422.pdf](https://www.alamedactc.org/wp-content/uploads/2021/04/6.5_COMM_MB_BB_VRF_Programs_Update_20210422.pdf)

Same-Day Transportation Service Guidelines	
	<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><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 www.transit.dot.gov/regulations-and-guidance/shared-mobility-frequently-asked-questions. Program changes to utilize TNCs are subject to review by Alameda CTC staff prior to implementation.</p>

Specialized Accessible Van Service Guidelines	
Service Description	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

Specialized Accessible Van Service Guidelines

	<p>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 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 18.²</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 & 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"</p>

² [The policy change that applies to Same Day Transportation related to trips for COVID-19 vaccines through June 30, 2022 also applies to Specialized Accessible Van Service. The Commission took this action at their April 2021 meeting. The staff report discussing this action can be viewed here: https://www.alamedactc.org/wp-content/uploads/2021/04/6.5_COMM_MB_BB_VRF_Programs_Update_20210422.pdf](https://www.alamedactc.org/wp-content/uploads/2021/04/6.5_COMM_MB_BB_VRF_Programs_Update_20210422.pdf)

Specialized Accessible Van Service Guidelines

	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.
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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 \$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

Accessible Shuttle Service Guidelines

	<p>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>
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Group Trips Service Guidelines

Service Description	<p>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.</p>
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	<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.

Door-through-Door/Volunteer Driver Service Guidelines

Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	At discretion of program sponsor.
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	<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.³</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.⁴</p>
Eligible Population	At discretion of program sponsor.

³ Easter Seals Project ACTION <http://www.projectaction.com/glossary-of-disability-and-transit-terms/>

⁴ Mass.gov <https://www.mass.gov/info-details/offering-travel-instruction#what-is-travel-instruction?>

Mobility Management and/or Travel Training Program Guidelines	
Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	N/A
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.

Means-Based Fare Program Guidelines	
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. ⁵
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. Other services or purposes proposed for means-

⁵ https://www.acgov.org/cda/hcd/hud-income-rent_limits.htm

Means-Based Fare Program Guidelines	
	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. ⁶

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

⁶ 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/April 2021](#) meeting to [continue to](#) allow all paratransit DLD recipients to use Measures B/BB funding for transportation costs related to meal delivery services and programs [through FY 2021-22](#). The staff report discussing this action can be viewed here: https://www.alamedactc.org/wp-content/uploads/2021/04/6.5_COMM_MB_BB_VRF_Programs_Update_20210422.pdfhttps://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) [reserve](#), 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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DATE: September 7, 2021

TO: Paratransit Technical Advisory Committee

FROM: Krystle Pasco, Associate Program Analyst

SUBJECT: Update on City Paratransit Services Application Form

Recommendation

ParaTAC members will receive an update on the current Alameda County City Paratransit Services Application Form and discuss potential updates.

Summary

Following up on consistency issues between the print and online application identified by the Committee, the paratransit team will discuss revision efforts to the application, in an effort to improve and standardize data-gathering methods.

Background

Beginning in 2020, ParaTAC and staff identified updates that would improve the City application. The application form has not been reviewed and significantly updated for several years and the committee and staff agree that it is an appropriate time to revise the form. Additionally, equity has been identified as an important value of Alameda CTC, and there is a need to collect data to improve equity analyses. ParaTAC provided input in March 2021 and the paratransit team will provide an update on the revision process.

Fiscal Impact: There is no net fiscal impact.

Attachments:

- A. Alameda County City Paratransit Services Application Form
- B. Alameda County City-Based Paratransit Services Medical Statement Form

Alameda County City-Based Paratransit Services Application Form

Please use this application if you are a resident of: *Alameda, Albany, Berkeley, Castro Valley, Emeryville, Fremont, Hayward, Newark, Oakland, Piedmont, Pleasanton, San Lorenzo, San Leandro or Sunol*. Upon receipt of this form, the program may contact you to submit additional information. ADA paratransit service operators (East Bay Paratransit, Union City Paratransit & Wheels Dial-A-Ride) require a separate application process. Please return this application to the paratransit program to which you are applying. For more information about specific programs, please refer to the Access Alameda brochure, www.AccessAlameda.org, or call the program directly.

Name: _____
Last Name First Name Middle Initial

Daytime Phone: (____) _____ **Evening Phone:** (____) _____

Cell: (____) _____ **TDD/TTY:** (____) _____ **Email:** _____

Home Address: _____
Street Address Apt. # City Zip Code

Name of Housing Facility (if applicable): _____

Birth Date: ____ / ____ / ____ **Male** **Female**
Month Day Year

Do you manage your own affairs and deal with your own mail? Yes No
If "No", to whom should important correspondence be directed?

Name: _____ **Relationship:** _____

Daytime phone: (____) _____ **Cell or Evening phone:** (____) _____

Email: _____

Mailing Address: _____
(if different from above) Street Address or PO Box Apt. # City State Zip Code

1. How do you currently travel to your most frequent destinations? (Check all that apply)
 ADA Paratransit (i.e. East Bay Paratransit, Wheels Dial-A-Ride, Union City Paratransit)
 Drive myself Someone drives me Buses/BART Taxi
 Other: _____

2. Have you been certified as eligible for rides with an ADA paratransit service?
(i.e. East Bay Paratransit, Wheels Dial-A-Ride, Union City Paratransit)
 Fully eligible Conditionally eligible **Rider Identification #:** _____
 Not eligible/Denied Have not applied Don't know

3. Do you use any of the following mobility aids or equipment? (Check all that apply)
 Cane White Cane Walker
 Manual Wheelchair Power Wheelchair Power Scooter
 Service Animal Portable Oxygen Tank Other: _____

4. Do you need a wheelchair lift to get in and out of a vehicle? Yes No Don't know

5. Do you typically travel with assistance from another person (other than driver)? Yes No

6. Please describe your disability or disabling health condition and explain how this condition prevents you from using public transit (i.e. buses or BART):

7. Is the above condition you describe: Permanent Temporary until: _____

8. Emergency Contact Person: _____

Relationship to you: _____ Daytime phone: (_____) _____

Cell phone: (_____) _____ Evening phone: (_____) _____

9. Are you on any of the following forms of income/benefit assistance? (check all that apply)

- Supplemental Security Income (SSI) Cash Assistance Program for Immigrants (CAPI)
- Medi-Cal; if yes, #: _____ CalWorks General Assistance (GA)

10. Gross Individual Monthly Income: _____

11. Gross Household Monthly Income: _____ # of people in household: _____

12. What is your living arrangement? Live alone Live w/ spouse/partner
- Live with adult children Live in a skilled nursing facility/nursing home
- Live in assisted living/residential care home Other: _____

13. What is your race/ethnicity? African American Asian/Pacific Islander
- Caucasian Hispanic/Latino Native American
- Other: _____

14. What language(s) do you speak? Preferred Language: _____

Other Language(s): _____

15. If you need future information provided to you in an accessible format, please check which format you prefer: Large Print Audiotape Braille CD/Electronic File

I certify that the information in this application is true and correct. I understand that knowingly falsifying information will result in denial of service. I give the City permission to contact me about my paratransit service experience and to verify my enrollment with East Bay Paratransit, Wheels Dial-A-Ride or Union City Paratransit. I understand that my application information will be kept confidential; only information required to provide service or verify service quality will be disclosed under any circumstances.

Applicant's Signature: _____ Date: _____

Person who assisted you with application/Phone #: _____

Alameda County City-Based Paratransit Services Medical Statement Form

This form may need to be completed if the applicant **does not meet the age eligibility requirement** of the city-operated paratransit service for which they are applying. For more information, please refer to the Access Alameda brochure, www.AccessAlameda.org, or call the program directly.

Applicant's Name: _____ Birthdate: _____

Address: _____

Dear Physician, Social Worker or Health Care Professional:

The above named person is applying for the paratransit services in the city where they reside. In order to determine whether this applicant is eligible for paratransit services, the applicant must provide verification that they are unable to utilize public transit services independently due to a disability/disabling health condition. All information provided below is confidential and is used for the sole purpose of establishing eligibility for paratransit services. Please help us determine the eligibility status of this individual by checking and/or completing all of the items below that apply to applicant. Please return this form to the applicant to submit with their paratransit application. Thank you.

1. Please describe the applicant's disability or disabling health condition that prevents use of public transit (i.e. buses and/or BART):

2. Applicant's condition is: Permanent Temporary until _____

3. Due to the conditions noted above, applicant is unable to use public transit services because they:

- A. _____ Cannot walk or travel in a wheelchair or scooter to or from a bus or train stop without the help of another person
- B. _____ Cannot board or get off a bus or train without the help of someone else
- C. _____ Cannot wait outside alone for a bus or train to arrive
- D. _____ Cannot stand and maintain balance on a moving public transit vehicle
- E. _____ Cannot see, read and/or comprehend information signs, schedules, maps, etc.
- F. _____ Cannot hear and/or comprehend verbal information given by public transit personnel
- G. _____ Other reason(s): _____

4. Are paratransit services needed for applicant to obtain life-sustaining treatment? Yes No
(i.e. dialysis, chemotherapy, radiation therapy, etc.)

PRACTITIONER'S STATEMENT: *I hereby state that the information provided above is correct.*

Practitioner's Name: _____ (Print/Type) _____ (Signature)

Date: _____ Discipline: Physician Nurse Social Worker
 Other Practitioner (describe): _____

Agency/Organization Affiliation: _____

Address: _____

Telephone #: _____ Fax #: _____ Email: _____

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