



## Paratransit Advisory and Planning Committee Meeting Agenda Monday, October 25, 2021, 1:30 p.m.

Pursuant to AB 361 and the findings made by the Commission governing its meetings and the meetings of its Committees in light of the current statewide State of Emergency, the Commission and its Committees will not be convening at Alameda CTC's Commission Room but will instead convene remote meetings.

Members of the public wishing to submit a public comment may do so by emailing Angie Ayers at [aayers@alamedactc.org](mailto:aayers@alamedactc.org). Public comments received by 5:00 p.m. the day before the scheduled meeting will be distributed to Commissioners or Committee members before the meeting and posted on Alameda CTC's website; comments submitted after that time will be distributed to Commissioners or Committee members and posted as soon as possible. Submitted comments will be read aloud to the Commission or 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 Chair. 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.

Chair: Sylvia Stadmire  
Vice Chair: Sandra Johnson

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

### Location Information:

Virtual Meeting Information: <https://us06web.zoom.us/j/87568744216?pwd=STJHdEFyZE96aHlwaWd5d2JFTUwwQT09>  
Webinar ID: 875 6874 4216  
Password: 855874

For Public Access  
Dial-in Information: (669) 900-6833  
Webinar ID: 875 6874 4216  
Password: 855874

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](mailto:aayers@alamedactc.org)

## Meeting Agenda

### 1. Call to Order

### 2. Roll Call

### 3. Public Comment

### 4. Consent Calendar

Page/Action

- |   |   |   |
|---|---|---|
| 4.1. <a href="#">Approve the June 28, 2021, PAPCO Meeting Minutes</a> | 1 | A |
| 4.2. <a href="#">Receive the FY 2021-22 PAPCO Meeting Calendar</a>    | 5 | I |
| 4.3. <a href="#">Receive the PAPCO Roster</a>                         | 7 | I |

### 5. Paratransit Programs and Projects

- |  |    |   |
|--|----|---|
| 5.1. <a href="#">MTC Coordinated Plan Update and Input</a>   | 9  | I |
| 5.2. <a href="#">Approve the Paratransit Advisory and Planning Committee Bylaws</a>  | 35 | A |
| 5.3. <a href="#">Approve the Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities (Paratransit) Program for FY 2022-23</a> | 51 | A |
| 5.4. <a href="#">Paratransit Discretionary Grant Program Progress Reports for FY 2020-21</a>   | 75 | I |
| 5.5. <a href="#">Mobility Management Update – NADTC – Transportation Needs and Assessment of Diverse Older Adults, Younger Adults with Disabilities and Caregivers</a>                     | 79 | I |

### 6. Committee and Transit Reports

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

### 7. Member Reports

## 8. Staff Reports

## 9. Adjournment

Next PAPCO Meeting: Monday, February 28, 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 November through December 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 Ezzy 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-Vernaci

**Executive Director**

Tess Lengyel

### Commission and Committee Meetings

| Time       | Description  | Date             |
|------------|--|------------------|
| 9:00 a.m.  | I-680 Sunsol Smart Carpool Lane<br>JPA (I-680 JPA)   | November 8, 2021 |
| 9:30 a.m.  | Finance and Administration<br>Committee (FAC)        |                  |
| 10:00 a.m. | Programs and Projects Committee<br>(PPC)             |                  |
| 11:30 a.m. | Planning, Policy and Legislation<br>Committee (PPLC) |                  |
| 2:00 p.m.  | Alameda CTC Commission Meeting                       | December 2, 2021 |

### Advisory Committee Meetings

|           |  |                  |
|-----------|--|------------------|
| 1:30 p.m. | Alameda County Technical<br>Advisory Committee (ACTAC) | November 4, 2021 |
| 5:30 p.m. | Independent Watchdog<br>Committee (IWC)                | November 8, 2021 |

Pursuant to AB 361 and the findings made by the Commission governing its meetings and the meetings of its Committees in light of the current statewide State of Emergency, the Commission and its Committees will not be convening at Alameda CTC's Commission Room but will instead convene remote meetings.

Meeting materials, directions and parking information are all available on the [Alameda CTC website](http://www.AlamedaCTC.org). Meetings subject to change.



Paratransit Advisory and Planning Committee  
Meeting Minutes  
Monday, June 28, 2021, 1:30 p.m.

4.1

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

## 1. Call to Order

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

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

## 2. Roll Call

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

## 3. Public Comment

There were no public comments.

## 4. Approval of Consent Calendar

4.1. Approve the February 22, 2021 PAPCO Meeting Minutes

4.2. Approve the March 29, 2021 Joint PAPCO and ParaTAC Meeting Minutes

4.3. Receive the FY 2020-21 PAPCO Meeting Calendar

4.4. Approve the FY 2021-22 PAPCO Meeting Calendar

4.5. Receive the PAPCO Roster

*Herb Hastings moved to approve the consent calendar. Sylvia Stadmire seconded the motion. The motion passed with the following votes:*

Yes: Barranti, Costello, Hastings, Johnson, Lewis, Ross,  
Rousey, Stadmire, Suter, Zukas

No: None

Abstain: None

*Absent: Bunn, Coomber, Orr, Rivera-Hendrickson, Scott, Smith, Tamura, Waltz*

## **5. Election of Officers**

### **5.1. Approve the Election of PAPCO Chair and Vice Chair for FY 2021-22**

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

PAPCO members nominated Sylvia Stadmire for Chair. Since Ms. Stadmire was the only nominee, the committee agreed by acclamation.

*PAPCO members nominated Shawn Costello and Sandra Johnson for Vice Chair. All nominees accepted their nominations. The three "No" votes below were "Yes" votes for Herb Hastings. Ms. Johnson was re-elected as Vice Chair with the following "Yes" votes:*

*Yes: Johnson, Lewis, Ross, Rousey, Stadmire, Zukas*

*No: Barranti, Costello, Hastings*

*Abstain: Suter*

*Absent: Bunn, Coomber, Orr, Rivera-Hendrickson, Scott, Smith, Tamura, Waltz*

### **5.2. Approve the Appointment of a PAPCO Representative to IWC for FY 2021-22**

*PAPCO members nominated Shawn Costello, Herb Hastings, and Michelle Rousey as the PAPCO representative to the Independent Watchdog Committee (IWC). All nominees accepted their nominations, except for Ms. Rousey. The three "No" votes below were "Yes" votes for Mr. Costello, and the vote failed. Mr. Hastings was elected as the PAPCO representative to the IWC with the following "Yes" votes:*

*Yes: Barranti, Hastings, Lewis, Ross, Rousey, Stadmire, Zukas*

*No: Costello, Johnson, Suter*

*Abstain: None*

Absent: Bunn, Coomber, Orr, Rivera-Hendrickson, Scott, Smith, Tamura, Waltz

- 5.3. Approve the Appointment of a PAPCO Representative to the East Bay Paratransit Service Review Advisory Committee for FY 2021-22**  
*PAPCO members nominated Shawn Costello and Michelle Rousey for the PAPCO representative to the East Bay Paratransit (EBP) Service Review Advisory Committee (SRAC). All nominees accepted their nominations, except for Michelle Rousey. Mr. Costello was elected as the PAPCO representative to SRAC by acclamation.*

**6. Paratransit Programs and Projects**

**6.1. Approve the FY 2021-22 Paratransit Direct Local Distribution (DLD) Program Plans Recommendation**

Naomi Armenta provided an update on this item. Ms. Armenta stated that staff recommends full approval of the FY 2021-22 paratransit Direct Local Distribution (DLD) program plans.

*Shawn Costello moved to approve staff's recommendation. Tony Lewis seconded the motion. The motion passed with the following votes:*

Yes: Barranti, Costello, Hastings, Johnson, Lewis, Ross, Rousey, Stadmire, Zukas

No: None

Abstain: Suter

Absent: Bunn, Coomber, Orr, Rivera-Hendrickson, Scott, Smith, Tamura, Waltz

**7. Committee and Transit Reports**

**7.1. Independent Watchdog Committee (IWC)**

Angie Ayers informed the Committee that the next IWC meeting is scheduled for July 12, 2021 at 5:30 p.m.

**7.2. East Bay Paratransit Service Review Advisory Committee (SRAC)**

Michelle Rousey noted that SRAC had meetings in February and June.

### **7.3. Other ADA and Transit Advisory Committees**

Herb Hastings noted that he attended the last Tri-Valley Accessibility Advisory Committee meeting. During the meeting members discussed recruitment and applications for members who have termed out. They also received a report on County Connection's One-Seat Ride pilot program and a report on Pleasanton's processing of standing orders.

## **8. Member Reports**

Herb Hastings shared that you can now load the Clipper app on your smartphone. If you transfer your existing card to the phone, the card becomes inactive. Herb also shared information about the One-Seat pilot upgrade. Currently, EBP is not involved; however, he's been reaching out to SRAC members to get involved in the pilot. He did a ride from Livermore to Lafayette and noted it was convenient, easy and safe.

Shawn Costello stated that he is part of the Human Services Commission and he was nominated as Vice Chair. He noted that Supervisor Haubert wants Shawn to report to him regarding LAVTA and People First, which he is Vice President. He is volunteering his time in Dublin by picking up masks and throwing them away.

Sylvia Stadmire mentioned she spoke with Will Scott and he's pressing forward. She also thanked Michelle for her time on the IWC committee.

## **9. Staff Reports**

Krystle Pasco mentioned the terms of representatives and the feedback she has received from Alameda CTC staff and ParaTAC members. She will bring the bylaws in October for updates.

Staff's return to the office will be in September for two times a week. In terms of public meetings, the agency is still looking at January 2022 to hold public meetings in person unless the Governor changes the Brown Act rules.

## **10. Adjournment**

The meeting adjourned at 2:40 p.m. The next PAPCO meeting is scheduled for October 25, 2021 at 1:30 p.m.





# FY 2021-22 Paratransit Advisory and Planning Committee (PAPCO) Meeting Calendar

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4.2

PAPCO meetings occur on the fourth Monday of the month from 1:30-3:30 p.m. Joint PAPCO and ParaTAC meetings also occur on the fourth Monday of the month from 1:30-3:30 p.m. Meetings are held at the Alameda CTC offices in downtown Oakland; however, during the pandemic, meetings are conducted virtually via Zoom. Note that meetings and items on this calendar are subject to change; refer to [www.AlamedaCTC.org](http://www.AlamedaCTC.org) for up-to-date information.

| Categories                        | October 25, 2021<br>PAPCO  | February 28, 2022<br>PAPCO  | March 28, 2022<br>Joint PAPCO and<br>ParaTAC                   | April 25-26, 2022<br>Subcommittees  | June 27, 2022<br>PAPCO  |
|-----------------------------------|--|---|--|---|---|
| <b>Planning and Policy</b>        | <ul style="list-style-type: none"> <li>• MTC Coordinated Plan Update</li> <li>• Paratransit Program Implementation Guidelines and Performance Measures Update</li> </ul> |   | <ul style="list-style-type: none"> <li>• Topic: TBD</li> </ul> |   | <ul style="list-style-type: none"> <li>• Approve FY 2022-23 PAPCO Meeting Calendar</li> </ul>                             |
| <b>Programs and Grants Review</b> | <ul style="list-style-type: none"> <li>• Paratransit Discretionary Grant Program Progress Report</li> </ul>  | <ul style="list-style-type: none"> <li>• FY 2022-23 Program Plan Review Process Update (Request Volunteers for Subcommittees)</li> <li>• Paratransit Discretionary Grant Program Progress Report</li> </ul> |  | <ul style="list-style-type: none"> <li>• Paratransit Program Plan Review Subcommittees</li> </ul> | <ul style="list-style-type: none"> <li>• Approve FY 2022-23 Paratransit DLD Program Plans Recommendation</li> </ul>       |
| <b>Committee Development</b>      | <ul style="list-style-type: none"> <li>• PAPCO Bylaws</li> <li>• Mobility Management Update</li> </ul>   | <ul style="list-style-type: none"> <li>• Mobility Management Update</li> </ul>  |  |   | <ul style="list-style-type: none"> <li>• Elect FY 2022-23 PAPCO Officers</li> <li>• Mobility Management Update</li> </ul> |

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

|    | 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     | <b>Jan-18</b> |
| 13 | Mr.   | Scott  | Will       | Berkeley    | Alameda County Board of Supervisors, District 5 | Mar-10     | Jun-16     | <b>Jun-18</b> |
| 14 | Ms.   | Smith  | Linda      | Berkeley    | City of Berkeley                                | Apr-16     |            | <b>Apr-18</b> |
| 15 | Mr.   | Suter  | John       | Emeryville  | City of Emeryville                              | May-21     |            | <b>May-23</b> |
| 16 | Ms.   | Tamura | Cimberly   | San Leandro | City of San Leandro                             | Dec-15     | Mar-19     | <b>Mar-21</b> |
| 17 | Ms.   | Waltz  | Esther Ann | Livermore   | LAVTA   | Feb-11     | Jun-16     | <b>Jun-18</b> |
| 18 | Mr.   | Zukas  | Hale       | Berkeley    | A. C. Transit                                   | Aug-02     | Feb-16     | <b>Feb-18</b> |



# Memorandum

5.1

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

**DATE:** October 18, 2021

**TO:** Paratransit Advisory and Planning Committee

**FROM:** Krystle Pasco, Associate Program Analyst

**SUBJECT:** MTC Coordinated Plan Update and Input

## Summary

The Metropolitan Transportation Commission (MTC) is currently working on the Coordinated Public Transit–Human Services Transportation Plan (Coordinated Plan) and are currently approaching Paratransit Coordinating Councils (PCCs) in the Bay Area for input. The plan will coordinate with transit agencies and other local service providers to better meet the transportation needs of older adults, people with disabilities, and low-income populations. The goal of the plan is to identify transportation gaps faced by transportation-disadvantaged populations, establish priorities for funding decisions, and focus on a broad range of mobility strategies to improve coordination among public transit agencies and human services transportation providers.

A member of the Nelson\Nygaard and MTC project team will present highlights and request input from PAPCO as Alameda County's PCC. The attachment includes information about the plan from MTC and gaps previously identified in Alameda County.

**Fiscal Impact:** There is no net fiscal impact.

## Attachment:

- A. MTC Memorandum "MTC Coordinated Public Transit–Human Services Transportation Plan Update"

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METROPOLITAN  
TRANSPORTATION  
COMMISSION

Bay Area Metro Center  
375 Beale Street, Suite 800  
San Francisco, CA 94105  
415.778.6700  
[www.mtc.ca.gov](http://www.mtc.ca.gov)

TO: Paratransit Advisory and Planning Committee      DATE: October 25, 2021

FR: Drennen Shelton, Planner

RE: MTC Coordinated Public Transit–Human Services Transportation Plan Update

### Background

MTC staff has begun the update to the region’s Coordinated Public Transit–Human Services Transportation Plan, better known as the “Coordinated Plan.” The current Coordinated Plan, last updated in 2018, is available online: [https://mtc.ca.gov/sites/default/files/MTC\\_Coordinated\\_Plan.pdf](https://mtc.ca.gov/sites/default/files/MTC_Coordinated_Plan.pdf).

The Coordinated Plan is a federal requirement under the Fixing America's Surface Transportation Act (FAST Act) to establish the region’s funding priorities and coordination strategies to meet the transportation needs of older adults, people with disabilities and low-income populations. The update of the Bay Area’s Coordinated Plan will continue to focus on the needs of a broad range of transportation-disadvantaged populations to maximize opportunities to improve service and coordination.

The Coordinated Plan update will provide a new demographic profile of transportation disadvantaged groups, highlight best practices, and make recommendations for improved services and coordination. COVID-19 pandemic response and recovery, as well as emergency transportation planning are among new topics that will be explored through this plan update.

### Outreach Efforts and Input Requested

Input from the Alameda County Transportation Commission’s Paratransit Advisory and Planning Committee is vitally important. MTC is seeking input from your group, as well as other stakeholder groups on two key components of the Coordinated Plan update:

1. Review and provide updates to the documentation of **transportation gaps** (see Attachment A). This list of needs was compiled from extensive outreach to stakeholders during previous Coordinated Plan updates.
2. Review and provide input on the documentation of **solutions to gaps** (Attachment B). This list of solutions was compiled from extensive outreach to stakeholders during previous Coordinated Plan updates and reflects coordination strategies identified in the current plan document.

Research and outreach for this effort will continue into 2022. MTC staff will be back to seek your input and confirm our findings before the plan is considered for adoption.

Please contact me ([dshelton@bayareametro.gov](mailto:dshelton@bayareametro.gov) or 415-778-5309) with any questions about the Coordinated Plan.

**Attachments**

|              |   |
|--------------|---|
| Attachment A | Documentation of Transportation Gaps, MTC 2018 Coordinated Plan |
| Attachment B | Documentation of Solutions to Gaps, MTC 2018 Coordinated Plan   |

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## Coordinated Public Transit-Human Services Transportation Plan (2018)

## Transportation Gaps

| #  | Theme                | Comment   | County        |
|----|----------------------|---|---------------|
| 1  | Community Connection | Transportation programs should be expanded to ensure people with disabilities and seniors have opportunities to socialize.  | Sonoma        |
| 2  | Congestion           | Congestion is a major problem. It makes it impossible for transit, paratransit and taxis to get around in a timely manner.  | San Francisco |
| 3  | Congestion           | TNCs are responsible for uptick in congestion.  | San Francisco |
| 4  | Congestion           | Double parking makes it difficult for transit, paratransit and taxis to get around in a timely manner.  | San Francisco |
| 5  | Eligibility          | Many people don't qualify for ADA Paratransit, but can't drive, walk to bus stops or have the option to take a city-based service.  | Contra Costa  |
| 6  | Eligibility          | Criteria for individuals to qualify for assistance make it hard for people who may be slightly above the Medi-Cal level but still can't afford transit.   | San Mateo     |
| 7  | Enforcement          | Cars parking at bus stops affect the access for seniors and people with disabilities. People have to board and disembark in the street.<br>than full-size red zones at bus stops, since some marked bus stops are not actually large enough to be served easily by a 40-foot bus. | San Mateo     |
| 8  | Equity               | MTC needs to make sure that equity and access issues are addressed when planning and funding autonomous vehicles.   | Sonoma        |
| 9  | Fare Media           | No RTC card center other than Oakland. Difficult for people to obtain.  | Contra Costa  |
| 10 | Fares                | Fare structure for East Bay Paratransit is confusing.   | Alameda       |
| 11 | Fares                | Transit is too costly. Need means-based testing for ADA and non-ADA paratransit.  | Alameda       |
| 12 | Fares                | 2012-2016 Area Agency on Aging Plan found that financial difficulty outweighs all other concerns about transportation in Contra Costa.  | Contra Costa  |
| 13 | Fares                | Cost of local bus is not prohibitive, but the cost of BART is prohibitive.  | Contra Costa  |
| 14 | Fares                | Cost of paratransit rides is difficult for low-income riders.   | Contra Costa  |
| 15 | Fares                | Transit and paratransit is too expensive.   | East Bay      |
| 16 | Fares                | Transit affordability is a major concern.   | East Bay      |
| 17 | Fares                | It is difficult to access discounts - particularly youth discounts.   | East Bay      |
| 18 | Fares                | Regional center reimbursement rates are very low so providers don't want to contract with them.   | Regional      |

## Transportation Gaps

| #  | Theme   | Comment   | County        |
|----|---------|---|---------------|
| 19 | Fares   | Transit is not affordable for a lot of people   | San Francisco |
| 20 | Fares   | Transit is unaffordable for many low-income people.   | San Mateo     |
| 21 | Fares   | Transit, paratransit and same day paratransit service is very expensive   | Santa Clara   |
| 22 | Fares   | Same day paratransit services at VTA is 4x the regular fare. This is too expensive for most people in an emergency.   | Santa Clara   |
| 23 | Fares   | Transit is too costly.  | Solano        |
| 24 | Fares   | Transit too expensive for students.   | Sonoma        |
| 25 | Fares   | Transfers between fixed-route and paratransit are costly - double fares are charged.  | Sonoma        |
| 26 | Fares   | Paratransit and transit fares are unaffordable  | Sonoma        |
| 27 | Funding | City and County departments are very constrained in who they can serve due to funding.  | Contra Costa  |
| 28 | Funding | Match requirements are high for non-profits.  | Alameda       |
| 29 | Funding | Not enough funding for transportation programs that serve seniors and people with disabilities.   | Alameda       |
| 30 | Funding | There is a concern with rising costs that transit providers may roll back paratransit service to strict ADA rules, excluding seniors.                                     | Contra Costa  |
| 31 | Funding | Not enough funding for services beyond ADA.   | Contra Costa  |
| 32 | Funding | Existing funding doesn't allow for everyone to be served.   | Contra Costa  |
| 33 | Funding | Funding gaps - primary through grants; expectation that successful programs will become self-sufficient after the grant period.   | Contra Costa  |
| 34 | Funding | Biggest expenses are bus passes and maintenance of their fleet.   | Santa Clara   |
| 35 | Funding | The majority of funding comes through public grants. There is very limited private investment.  | Santa Clara   |
| 36 | Funding | There is not enough money for solutions.  | Solano        |
| 37 | Funding | Funding that is available is limited in its eligibility.  | Solano        |
| 38 | Funding | 5310 funding delay (2 years) is too long.   | Solano        |
| 39 | Funding | TDA funding is limited because of the 10% farebox recovery requirement; they're dealing with low-income seniors; want to be able to count the volunteer labor as revenue. | Solano        |

## Transportation Gaps

| #  | Theme             | Comment   | County        |
|----|-------------------|---|---------------|
| 40 | Funding           | Not enough funding for all the needs.   | Sonoma        |
| 41 | Funding           | Lack of funding for free transit for students pilot, advocated for by student groups at Sonoma State (couldn't identify funding to make up the farebox recovery requirement).   | Sonoma        |
| 42 | Healthcare Access | Difficult and scarce options for transportation to medical centers.   | Contra Costa  |
| 43 | Healthcare Access | Rides home from dialysis should be shorter.   | Contra Costa  |
| 44 | Healthcare Access | Non-emergency medical trips should be cheaper or free.  | East Bay      |
| 45 | Healthcare Access | Non-emergency medical trips should be prioritized.  | East Bay      |
| 46 | Healthcare Access | Insufficient transit service outside the City of Napa, particularly Lake Berryessa, Middletown and Pope Valley. Also, St. Helena to Kaiser Hospital does not have service and there is no form of transit East of St. Helena. Note: Calistoga just put in a shuttle bus service from Santa Rosa to Calistoga due to two large developments. Interest by these employers to provide to employees. \$18 per rider, seems expensive. | Napa          |
| 47 | Healthcare Access | Not enough paratransit and fixed transit for people in nursing homes trying to get to doctors. If person does not qualify (ADA) there is insufficient transit service and taxi services may cost up to \$100 per trip. Person may take ambulance instead, very costly.  | Napa          |
| 48 | Healthcare Access | Non-emergency medical transportation, specifically dialysis trips continue to be a huge need.   | Regional      |
| 49 | Healthcare Access | Dialysis transportation continues to be a tremendous need. A more flexible transportation option, other than paratransit should be made available.  | San Francisco |

## Transportation Gaps

| #  | Theme              | Comment  | County       |
|----|--------------------|--|--------------|
| 50 | Healthcare Access  | East Palo Alto individuals do not have direct, fixed-route service to San Mateo Medical Center. A transfer and drop off is located at El Camino Real and 37th Avenue, but patients are still required to walk the remaining distance up a hill to the SM Medical Center (County Hospital). The cost of this trip and transfers is a great hardship for low- income individuals. Craig added that getting to this medical facility is a hardship for many people because of the distance to the stop and the terrain. | San Mateo    |
| 51 | Healthcare Access  | Health Plan of San Mateo County patients lack fixed-route service to that location, which is a significant hardship for people without cars. The Genentec option does not work well for them.  | San Mateo    |
| 52 | Healthcare Access  | Non-emergency medical transportation is lacking.   | Santa Clara  |
| 53 | Healthcare Access  | VTa should serve all the hospitals and schools.  | Santa Clara  |
| 54 | Healthcare Access  | Number one request for rides is to medical appointments.   | Solano       |
| 55 | Healthcare Access  | Veterans at Travis Air Force Base being transported to Martinez for medical; more referrals to Sacramento.   | Solano       |
| 56 | Healthcare Access  | Limited funding sources available for their program; trying to get hospitals to share some of the costs (some have community benefit funds).   | Solano       |
| 57 | Healthcare Access  | Unable to meet weekly need for dialysis patients (particularly early morning or repeat trips).   | Solano       |
| 58 | Housing & Land Use | Focus on populations within 2-miles of BART stations, but housing often costly in these zones.   | Alameda      |
| 59 | Housing & Land Use | Affordable housing mainly in transit sparse areas.   | Contra Costa |
| 60 | Housing & Land Use | Many residents age in place in inaccessible neighborhoods and don't have options to move into more affordable housing.   | Marin        |

## Transportation Gaps

| #  | Theme                        | Comment  | County        |
|----|------------------------------|--|---------------|
| 61 | Information and I&R Services | Lack of knowledge of how to bicycle, or how to combine bicycling with transit.   | Alameda       |
| 62 | Information and I&R Services | 2012-2016 Area Agency on Aging Plan found that knowledge of services available is low.   | Contra Costa  |
| 63 | Information and I&R Services | Automated voice information on transit should be louder.   | San Francisco |
| 64 | Information and I&R Services | Automated voice information on transit should announce that seats are reserved for seniors and people with disabilities.                             | San Francisco |
| 65 | Information and I&R Services | 511 information service is useful for individuals who use paratransit, as well.  | San Mateo     |
| 66 | Information and I&R Services | Privately operated, but publically funded tech shuttles are open to the public. It is difficult to understand which shuttles are open to the public. | Santa Clara   |
| 67 | Information and I&R Services | Info kiosks should provide real time status info for bus lines.  | Sonoma        |
| 68 | Information and I&R Services | 511 not working for all systems.   | Sonoma        |
| 69 | Information and I&R Services | There should be real time information for paratransit - like NextBus.  | Sonoma        |
| 70 | Job Access                   | Lack of access to transportation options within Oakland for job access, targeted to low- income individuals.   | Alameda       |

## Transportation Gaps

| #  | Theme               | Comment   | County       |
|----|---------------------|---|--------------|
| 71 | Job Access          | Provide a door-to-door taxi service to assist job applicants in getting to interviews and first two weeks of job (20 free rides through CalWorks), but still have difficulty accessing work thereafter - uses MTC's LIFT funding (main source of program funding with 50% match). | Contra Costa |
| 72 | Level of Service    | Escorted door to door service is necessary.   | Regional     |
| 73 | Level of Service    | Some people with disabilities need personalized assistance (escort service) that is not available.  | San Mateo    |
| 74 | Level of Service    | Courtesy stops or ride wait (for pharmacy trips, etc.) should be available.   | San Mateo    |
| 75 | Mobility Management | Many shelters and community-based services are often overwhelmed with transportation assistance.  | Santa Clara  |
| 76 | Mobility Management | Lack of knowledge on the part of transit operators of other accessible services. They don't refer riders who don't qualify for paratransit.   | Contra Costa |
| 77 | Mobility Management | County level documentation doesn't address travel needs that go outside county lines.   | Contra Costa |
| 78 | On-time Performance | Long waits, often late arrivals, for paratransit pick-ups.  | Contra Costa |
| 79 | On-time Performance | Transit services are often late - is driver training needed?  | San Mateo    |
| 80 | Paratransit (ADA)   | Between 2 and 3 p.m. there are service capacity issues. Trips are provided but timing of trips can be impacted.   | Marin        |
| 81 | Paratransit (ADA)   | Conditional eligibility is an important aspect of ADA paratransit.  | Contra Costa |
| 82 | Paratransit (ADA)   | The ADA paratransit eligibility process should be easier.   | Regional     |
| 83 | Paratransit (ADA)   | Paratransit service should go beyond requirements of ADA.   | Contra Costa |
| 84 | Ped/Bike            | Topography causes accessibility issues for seniors and persons with disabilities (valley/ hills are challenging).   | Marin        |
| 85 | Ped/Bike            | Mobile home parks also currently don't have sidewalks.  | Marin        |

## Transportation Gaps

| #  | Theme          | Comment  | County    |
|----|----------------|--|-----------|
| 86 | Ped/Bike       | Bicycle & Ped Plans. Sidewalks don't necessarily exist where needed. Difficult for persons with disabilities and some seniors. NVTa staff indicated they will be embarking on a Bus Stop Improvement Plan as new Planning staff are hired soon. In addition, NVTa staff will embark on a comprehensive operational analysis to review every transit service they operate. They will see how senior/low-income persons use fixed-route transit. | Napa      |
| 87 | Ped/Bike       | Heller Street in Redwood City does not have curb cuts at many points. In general the sidewalks in Redwood City are in poor condition   | San Mateo |
| 88 | Ped/Bike       | At Perimeter Road at CSM, there are no curb cuts to cross the road.  | San Mateo |
| 89 | Ped/Bike       | Many cities in San Mateo County allow people to park on rolled curbs (sidewalks), blocking access to pedestrians.  | San Mateo |
| 90 | Ped/Bike       | In Burlingame non-intersection crosswalks are being identified with extra signs and lights.  | San Mateo |
| 91 | Ped/Bike       | Many sidewalks in the county are uneven and inaccessible to individuals using mobility devices.  | San Mateo |
| 92 | Ped/Bike       | Audible crossing signal from El Camino is needed.  | San Mateo |
| 93 | Ped/Bike       | Some portions of the Coastal Trail are in poor repair and inaccessible to individuals with mobility issues.  | San Mateo |
| 94 | Ped/Bike       | Auto countdown signals are preferable for people who are disabled.   | Sonoma    |
| 95 | Ped/Bike       | Longer time to cross streets.  | Sonoma    |
| 96 | Ped/Bike       | Pedestrian improvements - even streets and curb cuts.  | Sonoma    |
| 97 | Planning/Study | The coordinated plan needs to give any solution for people in wheelchairs a higher priority.   | East Bay  |
| 98 | Planning/Study | The way that the current plan separates out low-income and people with disabilities is problematic because many people with disabilities are low-income.   | East Bay  |
| 99 | Planning/Study | If the inventory is not going to be in the next Plan, can it be stored and maintained elsewhere? It is very helpful when creating county inventories.  | Regional  |

## Transportation Gaps

| #   | Theme                          | Comment   | County       |
|-----|--------------------------------|---|--------------|
| 100 | Providers                      | Concerned that VTA's paratransit service will be diminished by the cancelation of the Outreach contract.  | Regional     |
| 101 | Public Transit - Access        | Sidewalks are lacking in many places.   | East Bay     |
| 102 | Public Transit - Accessibility | Crowding is a problem for people with mobility devices.   | East Bay     |
| 103 | Public Transit - Accessibility | There needs to be stronger policies for transit agencies to announce to free up space for riders with disabilities.   | East Bay     |
| 104 | Public Transit - Accessibility | Devices are getting bigger; transit agencies need to provide more space for people with disabilities.   | East Bay     |
| 105 | Public Transit - Accessibility | When transit agencies solve problems for one group of disabled group, it may be causing problems for another disabled group. For instance, tactile strips on the ground make it hard for people in wheelchairs. | East Bay     |
| 106 | Public Transit - Accessibility | Over packed buses are difficult for seniors and people with disabilities.   | Regional     |
| 107 | Public Transit - Accessibility | Bathroom access at transit centers crucial for people with disabilities.  | Sonoma       |
| 108 | Public Transit - Accessibility | More wheelchair positions on fixed-route - flip seats.  | Sonoma       |
| 109 | Public Transit - Accessibility | Sidewalks and places to sit at bus stops.   | Sonoma       |
| 110 | Public Transit - Amenities     | Bus stops are in poor condition, hardly any shelter for seniors and people with disabilities. Hard to recommend/increase public transportation ridership when the basic amenities aren't there.                 | Contra Costa |
| 111 | Public Transit - Amenities     | Transit experience for the North bay is not good. Long wait times, lack of well lit, clean shelters with trash cans.  | Regional     |
| 112 | Public Transit - Amenities     | The bus stop at El Camino and Trousdale in Burlingame is poorly lit and blocked by overgrown vegetation.  | San Mateo    |
| 113 | Public Transit - Amenities     | Bus shelters at Daly City Kaiser (395 Hickey Blvd.) have been missing.  | San Mateo    |



## Transportation Gaps

| #   | Theme                      | Comment  | County       |
|-----|----------------------------|--|--------------|
| 114 | Public Transit - Amenities | A walk of two blocks is needed to get from the closest bus stop in Menlo Park to the Ravenswood Family Health Clinic. The bus stop lacks a bench, shelter, and busy cross- traffic makes using fixed-route service from the clinic very difficult. | San Mateo    |
| 115 | Quality of Service         | Drivers are under pressure to keep on time. This causes jerking and speed ups that are hard on seniors and people with disabilities.   | Regional     |
| 116 | Regulation                 | Shelter has a Conditional Use Permit with the City that requires them to be able to transport clients out of the area when the shelter is not open/available (they must have transportation services available).                                   | Santa Clara  |
| 117 | Safety                     | Safety concerns for riders (re: public transportation mainly).   | Contra Costa |
| 118 | Senior Sensitivity         | Western Contra Costa County has a need for services to assist the frail elderly and disabled by noting the need for door thru door services and attendant or companion support services.   | Contra Costa |
| 119 | Spatial Gap                | East county is isolated. Hardly any way to get over the hill in transit.   | Alameda      |
| 120 | Spatial Gap                | Paratransit Tri-Valley to inner East Bay should be easier.   | Alameda      |
| 121 | Spatial Gap                | More housing in Emeryville. Will transit serve it?   | Alameda      |
| 122 | Spatial Gap                | Western Contra Costa needs Greater connectivity from West County to destinations in Martinez, Berkeley and Oakland, especially for medical appointments.   | Contra Costa |
| 123 | Spatial Gap                | High demand for rides outside of service.  | Contra Costa |
| 124 | Spatial Gap                | Unincorporated areas are underserved.  | Contra Costa |
| 125 | Spatial Gap                | No volunteer driver program in West County.  | Contra Costa |
| 126 | Spatial Gap                | Geography of Contra Costa is challenging.  | Contra Costa |
| 127 | Spatial Gap                | There are parts of eastern and southern Alameda County that don't have very good transit service.  | East Bay     |
| 128 | Spatial Gap                | There are places that paratransit-dependent riders cannot visit because transit doesn't reach those areas.   | East Bay     |
| 129 | Spatial Gap                | There's not enough transit service in south Alameda County - near Fremont.   | East Bay     |

## Transportation Gaps

| #   | Theme                    | Comment  | County       |
|-----|--------------------------|--|--------------|
| 130 | Spatial Gap              | Access to and from West Marin (including communities such as Bolinas, Point Reyes Station and Nicasio) is difficult, with limited or no public transit available.  | Marin        |
| 131 | Spatial Gap              | There is no transportation or paratransit service in the Pt. San Pedro area.   | Marin        |
| 132 | Spatial Gap              | Express buses make it difficult to visit neighborhoods between stops.  | Regional     |
| 133 | Spatial Gap              | Since the study was last done, many seniors have moved into older adult communities on the Coastsides, so outreach to educate about available transit resources to seniors in that area is greatly needed. | San Mateo    |
| 134 | Spatial Gap              | East Palo Alto does not have a city-wide shuttle service at this time.   | San Mateo    |
| 135 | Spatial Gap              | More access to the College of San Mateo is needed. There is no direct service to Canada and other local colleges from the Coastsides.  | San Mateo    |
| 136 | Spatial Gap              | Demand-response service is available to residents of Pescadero, La Honda, and other Coastsides communities, but more is needed.  | San Mateo    |
| 137 | Spatial Gap              | Transit service in south county is lacking.  | Santa Clara  |
| 138 | Spatial Gap              | Disabled transportation to Travis is limited.  | Solano       |
| 139 | Spatial Gap              | There is no direct service between some cities in the county.  | Solano       |
| 140 | Spatial Gap              | Can't address work/commute trips.  | Solano       |
| 141 | Spatial Gap              | Distances between homes and medical centers is becoming greater (particularly in Solano County).   | Solano       |
| 142 | Spatial Gap              | Transit doesn't go to/from where students need to go (affordable housing far from transit).  | Sonoma       |
| 143 | Spatial Gap              | Transit doesn't serve the needs of seniors who are housed in centers far from transit or need access to services far from transit.   | Sonoma       |
| 144 | Station Access           | Improve BART station elevators; need regular maintenance and cleaning  | Alameda      |
| 145 | Taxi/TNC - Accessibility | Not enough accessible taxis.   | Contra Costa |
| 146 | Taxi/TNC - Accessibility | TNCs don't provide wheelchair service.   | Contra Costa |
| 147 | Taxi/TNC - Accessibility | Uber-type services don't serve wheelchair-dependent riders.  | East Bay     |

## Transportation Gaps

| #   | Theme                    | Comment   | County       |
|-----|--------------------------|---|--------------|
| 148 | Taxi/TNC - Accessibility | Marin needs accessible taxi service. Taxi service in Novato is no longer serving Novato as North Bay Taxi Company shut down.                            | Marin        |
| 149 | Taxi/TNC - Accessibility | There is a strong need for accessible taxis in the County   | San Mateo    |
| 150 | Taxi/TNC - Accessibility | There is a great need for accessible taxis.   | Santa Clara  |
| 151 | Taxi/TNC - Accessibility | There is a need for accessible vehicles that can accommodate large mobility devices.  | Santa Clara  |
| 152 | Taxi/TNC - Accessibility | There are agencies in the county who have accessible vehicles that are not being used after hours -- should be coordinated with other programs.         | Solano       |
| 153 | Taxi/TNC - Accessibility | Taxis - accessible and available.   | Sonoma       |
| 154 | Taxi/TNC - Accessibility | Need smart phone for TNC vehicles.  | Sonoma       |
| 155 | Taxi/TNC - Accessibility | TNC vehicles not accessible.  | Sonoma       |
| 156 | Taxi/TNC - Accessibility | There are parts of the county that have only one cab. There is a great need for accessible taxis and more taxis in general.                             | Sonoma       |
| 157 | Temporal                 | Public transit hours should be extended so that paratransit can also be extended  | Alameda      |
| 158 | Temporal                 | Paratransit doesn't serve Sunday religious services and weekends.   | Contra Costa |
| 159 | Temporal                 | Paratransit service hours and locations are too restrictive.  | Contra Costa |
| 160 | Temporal                 | Time spent on transit is the biggest barrier to getting employment and staying employed, particularly for low-income parents who must chain/link trips. | Contra Costa |
| 161 | Temporal                 | Limited service on weekends (i.e. WestCAT)  | Contra Costa |
| 162 | Temporal                 | Need funding for affordable local transportation service from 5-10pm (M-F), Saturdays and Sundays.  | Contra Costa |
| 163 | Temporal                 | Owl service doesn't exist for disabled riders.  | East Bay     |

## Transportation Gaps

| #   | Theme     | Comment   | County        |
|-----|-----------|---|---------------|
| 164 | Temporal  | There is a shuttle service called Stagecoach in West Marin, but provides limited service.   | Marin         |
| 165 | Temporal  | Temporal remains the same as in the 2013 Coordinated Plan. New information provided that weekend service stops at 8:00 pm so there are then no other transportation alternatives.                   | Marin         |
| 166 | Temporal  | In Tiburon, transit service ends at 7:30 pm   | Marin         |
| 167 | Temporal  | There is limited weekend transit service after 6pm. The only services available are in St. Helena and Calistoga through the Chamber of Commerce, due to tourism demand.                             | Napa          |
| 168 | Temporal  | Weekend/evening service is lacking for paratransit service users.   | Regional      |
| 169 | Temporal  | Weekend fixed-route service is lacking.   | Santa Clara   |
| 170 | Temporal  | There are limited times you can travel on transit in the county.  | Solano        |
| 171 | Temporal  | Reverse commute from SF is difficult - no Owl service.  | Solano        |
| 172 | Temporal  | Paratransit should be extended beyond regular service hours.  | Solano        |
| 173 | Temporal  | There is a need for evening, weekend and owl fixed-route/paratransit.   | Sonoma        |
| 174 | Temporal  | The paratransit service area is very limited outside of local bus hours.  | Sonoma        |
| 175 | Transfers | Connections among providers are not very good, long waits between them (over an hour, in some cases).   | Contra Costa  |
| 176 | Transfers | Transfers between paratransit systems is very difficult. There are long wait times and sometimes an SUV is used and it is uncomfortable.  | East Bay      |
| 177 | Transfers | Transfers into San Mateo County continue to be very difficult. SFMTA and SamTrans need a cost sharing agreement.  | San Francisco |
| 178 | Transfers | Single vehicle (one seat ride) paratransit from the county of origin to other parts of the Bay Area would be helpful.   | San Mateo     |
| 179 | Transfers | Inter-county paratransit transfers are difficult. Currently VTA has agreements with SamTrans and East Bay Paratransit.  | Santa Clara   |
| 180 | Transfers | Transfers on paratransit are difficult and expensive.   | Solano        |
| 181 | Transfers | Transfers between Sonoma County transit operators, as well as intercountry transfers, can be difficult. There are long wait times, there's poor lighting and transfer opportunities are infrequent. | Sonoma        |

## Transportation Gaps

| #   | Theme                  | Comment  | County       |
|-----|------------------------|--|--------------|
| 182 | Transfers              | Paratransit transfers for short trips between operators.   | Sonoma       |
| 183 | Transit Access         | Fixed-route bus stops are often not accessible or safe for on- and off-boarding with wheelchairs.  | Contra Costa |
| 184 | Transportation Options | Without transit options, constituents also lack personal vehicles; EHS offers a self- funding auto loan program.   | Contra Costa |
| 185 | Transportation Options | Only 10% of shelter individuals have a vehicle.  | Santa Clara  |
| 186 | Volunteer Driver       | Volunteer Driver program - mileage reimbursement for drivers. Restricted to medical necessity rides. Have to be in rural area with no transit access whatsoever. Honor system. Molly's Angels also provides volunteer's to and from medical appointments, shopping, etc. in Napa Valley. | Napa         |
| 187 | Volunteer Driver       | Reimbursement given to driver. Should there be a cap on subsidy per year?  | Napa         |
| 188 | Volunteer Driver       | Rural counties depend on volunteer driver programs. There is a need for centralized recruitment and training of volunteers.  | Sonoma       |
| 189 | Volunteers             | Don't have volunteer driver capacity to say yes to all trip requests (number of denials is rising, forcing seniors to hold onto their licenses longer than would be safe).   | Solano       |
| 190 | Volunteers             | Last surviving volunteer program in Solano County; must shoulder all demand.   | Solano       |
| 191 | Youth                  | Transportation gaps also exist for low-income youth; they would like to work more with schools and neighborhood-based community centers to reach parents and children at the same time (funding gaps for parental population; more funding available for low- income youth).             | Alameda      |

| #  | Theme                     | Comment   | County        |
|----|---------------------------|---|---------------|
| 1  | Auto Access               | Discussed low-income solutions: auto loan programs.   | San Mateo     |
| 2  | Auto Access               | Coordinate with local repair garages to offer discounted repair services to seniors and people with disabilities – maybe the discount could provide them with credits on their income or other business taxes?  | San Mateo     |
| 3  | Auto Access               | There is a need for low-income auto access - car share and auto loan.   | Sonoma        |
| 4  | Congestion                | There should be more enforcement for red lanes and the city should clarify that TNCs are private vehicles, not commercial vehicles.   | San Francisco |
| 5  | Congestion                | Paratransit vehicles should be considered MUNI vehicles and should be able to turn left where buses are able to turn  | San Francisco |
| 6  | Coordination/ Cooperation | Need more collaboration with transit agencies to coordinate rides to and from their destinations (City based service transfers between cities and other services).  | Contra Costa  |
| 7  | Coordination/ Cooperation | There should be better information sharing systems between paratransit systems to help coordinated transfers and eligibility.   | East Bay      |
| 8  | Coordination/ Cooperation | Regional centers should be required to cooperate with transit operators.  | Regional      |
| 9  | Coordination/ Cooperation | 30% of BART paratransit service is for regional centers - we need a project together for transit operator/regional center cooperation.  | Regional      |
| 10 | Coordination/ Cooperation | Collaborate with under-utilized transit providers during their non-peak periods. For example, school buses have lower utilization during the day, on weekends and during the summer. Also, bus drivers for organizations like Google wait for long periods to make the return trip at the end of the day. | San Mateo     |
| 11 | Coordination/ Cooperation | We need a countywide vehicle share program for non-profits to use paratransit vehicles.   | Solano        |
| 12 | Coordination/ Cooperation | Between coordination is needed for travel between systems out of the county.  | Solano        |
| 13 | Coordination/ Cooperation | STA contracts with Faith in Action.   | Solano        |
| 14 | Coordination/ Cooperation | Empty paratransit vehicles should be used to bring health care workers to people in their homes.  | Sonoma        |
| 15 | Coordination/ Cooperation | Empty paratransit vehicles should be shared with non-profit agencies.   | Sonoma        |

| #  | Theme             | Comment   | County        |
|----|-------------------|---|---------------|
| 16 | Drivers           | Driver training on how to deal with people with disabilities. Sensitivity and loading wheelchairs. Sensitivity for all disabilities.                        | Alameda       |
| 17 | Drivers           | Transit drivers should be trained to be aware of guide dogs and other issues for disabled people.   | Regional      |
| 18 | Drivers           | Transit operators should provide an extra staff to help load passengers at busy stations during rush hour. This helps seniors and people with disabilities. | Regional      |
| 19 | Drivers           | San Francisco should provide a universal license for drivers of taxis and paratransit.  | San Francisco |
| 20 | Efficiency        | We need ITS improvement performances for systems to bring costs down.   | Regional      |
| 21 | Efficiency        | Paratransit should use a brokerage model and "sell" seats on paratransit.   | Sonoma        |
| 22 | Eligibility       | Sonoma county transit doing in house eligibility- Petaluma and city bus on same contract.   | Sonoma        |
| 23 | Emerging Mobility | Flex route services are an exciting development. More agencies should adopt flex routes.  | East Bay      |
| 24 | Emerging Mobility | Discussed low-income solutions: TNCs.   | San Mateo     |
| 25 | Emerging Mobility | Discussed low-income solutions: car share.  | San Mateo     |
| 26 | Emerging Mobility | Discussed low-income solutions: equity aspects of autonomous vehicles.  | San Mateo     |
| 27 | Emerging Mobility | TNCs should provide discounted rides to seniors and people with disabilities.   | San Mateo     |
| 28 | Emerging Mobility | TNCS could provide concierge services (i.e., carrying groceries, etc.).   | San Mateo     |
| 29 | Fare Media        | transit   | Alameda       |
| 30 | Fare Media        | Better access to public transit fare mediums for seniors and people disabilities visiting the area  | Alameda       |
| 31 | Fare Media        | It would be great if taxis and paratransit could take Clipper.  | San Francisco |
| 32 | Fare Media        | We need Clipper on paratransit.   | Sonoma        |

| #  | Theme      | Comment  | County        |
|----|------------|--|---------------|
| 33 | Fare Media | Clipper retail locations should be expanded.   | Sonoma        |
| 34 | Fares      | Clipper type card for visitors who have disabilities to the region.  | Alameda       |
| 35 | Fares      | Transit discounts should exist on all systems.   | East Bay      |
| 36 | Fares      | SamTrans said that the price of Day Passes for SamTrans have been lowered to make them more affordable for families, since purchasing individual fares for families can be costly.   | San Mateo     |
| 37 | Fares      | Discounted fares should be listed as medium or high, instead of low.   | San Mateo     |
| 38 | Fares      | Transit fares should be decreased for seniors and people with disabilities.  | San Mateo     |
| 39 | Fares      | Coordinate the fare structure throughout the 9 counties for seniors and people with disabilities. Make it the same for all day or monthly fares. Eliminate the change or need for additional fares for transfers from one provider to another. | San Mateo     |
| 40 | Fares      | Voucher and subsidy programs are needed for low-income, seniors and people with disabilities.  | Santa Clara   |
| 41 | Fares      | They offer financial assistance for mechanical repairs, bus tokens/passes, sometimes taxi fares.   | Santa Clara   |
| 42 | Fares      | Transit should be free.  | Sonoma        |
| 43 | Fares      | Students and seniors should be able to ride free.  | Sonoma        |
| 44 | Fares      | Bulk discounts should be available to non-profit agencies who are purchasing vouchers/ passes for their clients.   | Sonoma        |
| 45 | Fleet      | With a fleet of 8 vehicles, they provide shuttle service to key points in the area (social security office, VA office, Valley Medical Center, nearby bus/transit   | Santa Clara   |
| 46 | Frequency  | Increase transit service on certain lines during tourist season.   | San Francisco |
| 47 | Funding    | Vehicle license fee for roadmap!   | Alameda       |
| 48 | Funding    | Additional funding opportunities for City-based service to accommodate more riders in Contra Costa County and alleviate East Bay Paratransit.  | Contra Costa  |
| 49 | Funding    | Is it possible to cut Caltrans out of the 5310 process for FTA direct recipients?  | Regional      |
| 50 | Funding    | MTC should host and pay for the Travel Training and PASS courses.  | Regional      |
| 51 | Funding    | taxes.   | San Mateo     |
| 52 | Funding    | SolTrans was looking at an FTA Mobility on Demand Sandbox grant for Uber-like app, but didn't win.   | Solano        |



| #  | Theme                        | Comment   | County        |
|----|------------------------------|---|---------------|
| 53 | Funding                      | A steady stream of funding is required for low-income, senior and people with disabilities programs.  | Sonoma        |
| 54 | Healthcare Access            | There should be an Uber service for medical (dialysis) trips.   | East Bay      |
| 55 | Healthcare Access            | There is a new Health & Human Services campus and staff are reviewing providing a shuttle program for employees.  | Napa          |
| 56 | Healthcare Access            | Hospital discharge plans used to be coordinated. A guaranteed ride home program with taxi should be provided.   | Santa Clara   |
| 57 | Housing & Land Use           | More coordination and planning around transportation, housing and other land use issues   | Alameda       |
| 58 | Housing & Land Use           | Land use policies should require new developments to provide financial support for coordinated transportation.  | San Mateo     |
| 59 | Housing & Land Use           | Funding and encouragement for increased density and complete neighborhoods to improve access to services and community.   | Sonoma        |
| 60 | Information and I&R          | When is my bus or vehicle coming? Notifications are great! Don't have to wait outside   | Alameda       |
| 61 | Information and I&R          | Would be nice to know when elevator is down at BART   | Alameda       |
| 62 | Information and I&R          | Better communication from transportation providers, including ADA paratransit, on arrival times so passengers can be prepared.  | Alameda       |
| 63 | Information and I&R          | Better standby process for ADA paratransit users.   | Alameda       |
| 64 | Information and I&R          | Western Contra Costa County needs one stop center for communicating all transportation options for senior, disabled and low income residents in the   | Contra Costa  |
| 65 | Information and I&R Services | Western Contra Costa County needs enhanced wayfinding signage in and around transit hubs pertaining to the needs of seniors and disabled residents – where to pick up a paratransit vehicle, etc. | Contra Costa  |
| 66 | Information and I&R          | One stop shops for East, Central and West County that dedicate themselves to any and all transportation assistance and referrals.   | Contra Costa  |
| 67 | Information and I&R          | A pamphlet about seats being reserved for seniors and people with disabilities should be provided with Muni tokens or short-term passes.  | San Francisco |
| 68 | Information and I&R          | Electronic stop information signs are at the front of the bus, but should also be in the middle at the back of the bus.   | San Francisco |

| #  | Theme                        | Comment   | County        |
|----|------------------------------|---|---------------|
| 69 | Information and I&R          | Elevator outage information should be on the 511 system or some other way.  | San Francisco |
| 70 | and I&R Services             | In Contra Costa County, resources are available at the DMV for individuals who are no longer able to drive.   | San Mateo     |
| 71 | Information and I&R Services | Information and referral service agencies like HART want to have more information about resources to further explain information to their clients. Information about connecting from San Mateo County to San Francisco is   | San Mateo     |
| 72 | Information and I&R          | In Contra Costa County, resources are available at the DMV for individuals who are no longer able to drive.   | San Mateo     |
| 73 | Information and I&R Services | The NBC has discussed the need for a Transit Information Hotline. Jean Conger presented information about this developing resource in her presentation to the PAL Committee at the May meeting. Programs at SamTrans include Veterans Program, Transit Mobile.  | San Mateo     |
| 74 | and I&R Services             | Many low-income individuals lack Internet-access. A suggestion was made that there be transportation information kiosks in shopping centers.  | San Mateo     |
| 75 | Information and I&R Services | There are no direct trips from Pacifica to the SF VA Center. The American Cancer Society, HART, and the PJCC do not serve residents of Pacifica. All passengers going to the VA are sent to a transfer point in San Bruno. It was discussed that information should be provided to clients in this situation about temporary paratransit certification. | San Mateo     |
| 76 | and I&R Services             | Since there are only up to two wheelchair positions on transit, it would be great to have NextBus information for wheelchair position availability.   | Sonoma        |
| 77 | Language                     | Alternative language service is available for fixed-route and paratransit service. SamTrans Customer Service use the AT & T language line to assist customers who do not speak English as a first language.   | San Mateo     |
| 78 | Language                     | To address language barriers, use more symbols, numbers and electronic times in on- board transit vehicles and at stops. Also, to help with older adults, make the font larger.   | San Mateo     |
| 79 | Mobility Management          | Paratransit should be divorced from transit service provision.  | Contra Costa  |

| #  | Theme                          | Comment  | County      |
|----|--------------------------------|--|-------------|
| 80 | Mobility Management            | There is a real need for a centralized body to coordinated activities in and between all nine counties.  | San Mateo   |
| 81 | Non-ADA Paratransit            | Taxi Scrip provides seniors 65 or older, or ADA certified or disabled persons with 50% discount booklets for taxi service in the City of Napa, during off-hours of the Vine fixed- route transit or if the individual does not feel well enough to take the bus during regular hours. Would like to extend this service beyond City of | Napa        |
| 82 | Non-ADA Paratransit            | Taxi discount voucher programs (subsidized taxi).  | San Mateo   |
| 83 | Non-ADA Paratransit            | Premium paratransit services are needed.   | Sonoma      |
| 84 | Non-ADA Paratransit            | Deviated and flex route transit should be explored.  | Sonoma      |
| 85 | Ped/Bike                       | Expand bike lanes to include small scooters and motorized wheelchairs.   | San Mateo   |
| 86 | Planning/ Study                | Want additional funding to do market analysis and planning to expand their model, create Neighborhood Bicycle Centers.   | Alameda     |
| 87 | Planning/ Study                | We need research and policies on autonomous vehicles and how paratransit/people with disabilities will benefit.  | Regional    |
| 88 | Planning/ Study                | Strategic planning is needed to connect services to major and minor hubs (BART, Caltrans, bus stops; with taxis, TNCs and other ride sharing).   | San Mateo   |
| 89 | Public Transit - Access        | Group indicated some upgrades have been made due to SMART train.   | Marin       |
| 90 | Public Transit - Accessibility | Convert some of the seats on all transit vehicles to a "fold-up" option. They would be in the down position when someone is sitting on them but could fold up to provide another wheelchair accessible space. In this way, space is not "lost" when it is a wheelchair only open space.  | San Mateo   |
| 91 | Public Transit - Amenities     | MTC should encourage transit operators to create parklets at bus stops.  | Regional    |
| 92 | Regulation                     | Working to address the Conditional Use Permit (CUP) requirement to meet everyone's needs.  | Santa Clara |
| 93 | Resource sharing               | Resource sharing with other social service mobility providers hasn't been explored, but think there is opportunity within the County.  | Santa Clara |

| #   | Theme                   | Comment   | County        |
|-----|-------------------------|---|---------------|
| 94  | Resource sharing        | Having a shared fleet of vehicles that volunteers could use would be helpful to them; cost of replacing old fleet is prohibitive.                           | Solano        |
| 95  | Same-Day Transportation | Rideshare apps for seniors/low-income people to use to lower cost of taxis (Arro and Bandwagon).  | San Francisco |
| 96  | Same-Day Transportation | Taxi voucher programs should be expanded.   | Sonoma        |
| 97  | Spatial Gap             | AC Transit routes should go more into the hills so that paratransit can go into the hills.  | Alameda       |
| 98  | Spatial Gap             | Land use planning should be a part of transportation planning.  | Alameda       |
| 99  | Spatial Gap             | Better transit and paratransit connections for the Tri-Valley and the East Bay.   | Alameda       |
| 100 | Spatial Gap             | home.   | Regional      |
| 101 | Spatial Gap             | Outreach provides crucial gap services.   | Santa Clara   |
| 102 | Spatial Gap             | Paratransit is only available in the fixed-route area - there should be satellite paratransit availability.   | Sonoma        |
| 103 | Technology              | Make sure technology projects are included in the solutions.  | Regional      |
| 104 | Technology              | Transportation Network Companies were not really in existence during the last Plan update. Will TNCs be included in this plan update?                       | Regional      |
| 105 | Temporal                | There needs to be a coordinated system to provide after-hours transportation for people with disabilities.  | Solano        |
| 107 | Transit Access          | MTC should capture and document conditions at bus stops across the region. Easter Seals evaluation took kit way to consistently evaluate stops.             | Regional      |
| 108 | Transit Access          | It is great there are passenger loaders at busy stations during rush hour. This helps people in wheelchairs load faster and also helps with people who have | Solano        |
| 109 | Transit Access          | Complete streets philosophy should be adopted everywhere - move people all people not cars.   | Sonoma        |
| 110 | Travel Training         | Travel training programs are important.   | Alameda       |
| 111 | Travel Training         | Need more travel training services to direct people to public transit as opposed to paratransit, when possible.   | Alameda       |
| 112 | Travel Training         | Western Contra Costa County needs training at senior centers on how to use app based services like Lyft and Uber.   | Contra Costa  |

| #   | Theme           | Comment   | County   |
|-----|-----------------|---|----------|
| 113 | Travel Training | There should be youth ambassador programs that teach kids how to use transit and how to behave on transit.    | East Bay |
| 114 | Travel Training | Travel training programs are very important.  | Regional |
| 116 | Driver          | Volunteer driver programs are very important.   | Regional |
| 117 | Volunteers      | Currently, they don't reimburse drivers for mileage; if they could, this might help increase pool of drivers. | Solano   |

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# Memorandum

5.2

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

**DATE:** October 18, 2021

**TO:** Paratransit Advisory and Planning Committee

**FROM:** Krystle Pasco, Associate Program Analyst

**SUBJECT:** Approve the Paratransit Advisory and Planning Committee Bylaws

## Recommendation

Provide a recommendation on updates to the Paratransit Advisory and Planning Committee's (PAPCO's) bylaws. Upon PAPCO and Commission approval the updated bylaws will be in effect starting with PAPCO's organizational meeting on June 27, 2022.

## Background

PAPCO reviews its bylaws on a periodic basis. PAPCO's bylaws were last modified by the Commission in 2015 to align with Alameda CTC's four advisory committees, which includes the Alameda County Technical Advisory Committee (ACTAC), the Bicycle and Pedestrian Advisory Committee (BPAC), the Independent Watchdog Committee (IWC) and PAPCO. In 2015, the bylaws were modified to incorporate information regarding the 2014 Transportation Expenditure Plan and to maintain structure and standardization among the various advisory committees. The bylaws formalizes the roles, structure, function, and procedures for advisory committee operations.

Alameda CTC staff is recommending updates to PAPCO's bylaws, which, once approved by PAPCO and the Commission, will be in effect starting with PAPCO's organizational meeting on June 27, 2022

and will apply to all future meetings. At the PAPCO meeting on October 25, 2021, PAPCO members will have the opportunity to review the recommended updates to the bylaws and discuss any other proposed amendments.

Alameda CTC staff's proposed changes to PAPCO's bylaws are presented in redline in Attachment 5.2A. Below is a summary of the bylaw changes.

- **4.3 Elected Representatives:** this subsection is being updated to reflect biennial elections for PAPCO's elected representative to serve on AC Transit and BART's East Bay Paratransit Service Review Advisory Committee (SRAC) as well as PAPCO's elected representative to serve on Alameda CTC's Independent Watchdog Committee. Additionally, this subsection is being updated to reflect PAPCO's elected representative to East Bay Paratransit's SRAC must be a consumer of East Bay Paratransit's services.

**Fiscal Impact:** There is no net fiscal impact.

**Attachment:**

A. Paratransit Advisory and Planning Committee Bylaws





## Paratransit Advisory and Planning Committee Bylaws

### Article 1: Definitions

**1.1 2000 Transportation Expenditure Plan.** The plan for expending Transportation sales tax (Measure B) funds, presented to the voters in 2000, and implemented in 2002.

**1.2 2014 Transportation Expenditure Plan.** The Plan for expending transportation sales tax (Measure BB) funds, presented to the voters in 2014, and implemented in 2015.

**1.3 Alameda County Transportation Commission (Alameda CTC).** Alameda CTC is a joint powers authority resulting from the merger of the Alameda County Congestion Management Agency ("ACCMA") and the Alameda County Transportation Improvement Authority ("ACTIA"). The 22-member Alameda CTC Commission ("Commission") is comprised of the following representatives:

**1.3.1** All five Alameda County Supervisors.

**1.3.2** Two City of Oakland representatives.

**1.3.3** One representative from each of the other 13 incorporated cities in Alameda County.

**1.3.4** A representative from Alameda-Contra Costa Transit District ("AC Transit").

**1.3.5** A representative from San Francisco Bay Area Rapid Transit District ("BART").

**1.4 Alameda County Transportation Improvement Authority (ACTIA).**

The governmental agency previously responsible for the implementation of the Measure B half-cent transportation sales tax in Alameda County, as approved by voters in 2000 and implemented in 2002. Alameda CTC has now assumed responsibility for administration of the sales tax.

**1.5 ADA Eligible Person.** A person with disabilities who is eligible for Americans with Disabilities Act (ADA) paratransit services within the legal requirements of the ADA. The general definition of an ADA-eligible individual is a person who is unable, due to disability, to utilize regular fixed-route transit services.

**1.6 Appointing Party.** A person or group designated to appoint committee members.

**1.7 Bicycle and Pedestrian Advisory Committee (BPAC).** The Alameda CTC Committee that involves interested community members in the Alameda CTC's policy, planning, and implementation efforts related to bicycling and walking.

**1.8 Brown Act.** California's open meeting law, the Ralph M. Brown Act, California Government Code, Sections 54950 *et seq.*

**1.9 Consumer.** Any individual who uses any public transportation services available in Alameda County for seniors and people with disabilities. Consumers may or may not be eligible for services mandated under the Americans with Disabilities Act.

**1.10 Coordination/Gaps in Service Funds (Tier 1).** Discretionary funding available under Measure B on a countywide basis for gaps in the special transportation service network and/or for coordination among systems to reduce differences in service that might occur based on the geographic residence of any individual needing special transportation services for seniors and people with disabilities. Comprising 1.43 percent of overall net Measure B revenues, subject to approval by the Commission.

**1.11 Fiscal Year.** July 1 through June 30.

**1.12 Independent Watchdog Committee (IWC or “Committee”).** The Alameda CTC Committee of individuals created by the Commission as required by Measure BB, with the assistance of the League of Women Voters and other citizens groups. This Committee was originally created by the ACTIA Board and called the Citizens Watchdog Committee as required by Measure B, and was continued by the Commission subsequent to the passage of Measure BB as the Independent Watchdog Committee. The Committee is the same committee as the Citizens Watchdog Committee required by Measure B. The Committee reports directly to the public and is charged with reviewing all Measure B expenditures and Measure BB expenditures and performance measures of the agency, as appropriate. IWC members are private citizens who are not elected officials at any level of government, nor individuals in a position to benefit personally in any way from the sales tax.

**1.13 Mandated Services.** Paratransit services mandated by the Americans with Disabilities Act (ADA), also known as “ADA Paratransit.” These services are provided by regular route transit operators, including AC Transit and BART, acting together as the East Bay Paratransit Consortium, as well as Union City Transit and LAVTA.

**1.14 Measure B.** The measure approved by the voters authorizing the half-cent sales tax for transportation services now collected and administered by the Alameda CTC and governed by the 2000 Transportation Expenditure Plan. Collections for the sales tax authorized by Measure B will be in effect for 20 years, beginning on April 1, 2002 and extending through March 31, 2022.

**1.15 Measure BB.** The measure approved by the voters authorizing the sales tax for transportation services collected and administered by the Alameda CTC and governed by the 2014 Transportation Expenditure Plan. Measure BB augments the half-cent Measure B sales tax by a half-cent, beginning April 1, 2015 through March 31, 2022. The full one-cent sales tax authorized by Measure BB will begin April 1, 2022 and will extend through March 31, 2045.

**1.16 Organizational Meeting.** The annual regular meeting of the PAPCO in preparation for the next fiscal year's activities.

**1.17 Measure B Program.** The transportation or transportation-related program specified in the 2000 Transportation Expenditure Plan for funding transportation programs and projects on a percentage-of-revenues or grant allocation basis.

**1.18 Measure B Project.** Transportation and transportation-related construction projects specified in the 2000 Transportation Expenditure Plan for funding in the amounts allocated in the 2000 Transportation Expenditure Plan.

**1.19 Measure BB Program.** Transportation or transportation-related program specified in the 2014 Transportation Expenditure Plan for funding transportation programs and projects on a percentage-of-revenues or grant allocation basis.

**1.20 Measure BB Project.** Transportation and transportation-related capital projects specified in the 2014 Transportation Expenditure Plan for funding in the amounts allocated in the 2014 Transportation Expenditure Plan.

**1.21 Non-mandated Services.** Special transportation services, including paratransit that are not subject to the requirements of the Americans with Disabilities Act. In Alameda County, Measure B and Measure BB funds are provided to the cities and the County of Alameda for non-mandated services. Examples of non-mandated services include, but are not limited to, shuttle service, taxi programs and special group trips.

**1.22 Paratransit Advisory and Planning Committee (PAPCO or "Committee").** The Alameda CTC Committee that meets to address funding, planning, and coordination issues regarding paratransit services in Alameda County. Members must be an Alameda County resident and an eligible user of any transportation service available to seniors and people with disabilities in Alameda County. PAPCO is supported by a

Technical Advisory Committee composed of Measure B and Measure BB-funded paratransit providers in Alameda County.

**1.23 Planning Area.** Geographic groupings of cities and of Alameda County for planning and funding purposes. North County: Alameda, Albany, Berkeley, Emeryville, Oakland, Piedmont; Central County: Hayward, San Leandro, unincorporated county (near Hayward); South County: Fremont, Newark, Union City; East County: Dublin, Livermore, Pleasanton, the unincorporated area of Sunol.

**1.24 Programmatic Funding.** Measure B and Measure BB revenues distributed on a monthly basis based on a distribution formula, also referred to as “Direct Local Distribution” funds. Approximately 5.63 percent and 6 percent of net Measure B and Measure BB revenues, respectively, are distributed to AC Transit and BART for ADA-mandated paratransit service. Approximately 3.39 percent and 3 percent of net Measure B and Measure BB revenues, respectively, are distributed within the four planning areas for ADA-mandated and city-based, non-mandated specialized transportation services based on a formula developed by PAPCO and approved by the Commission.

**1.25 Residents with Disabilities.** Alameda County residents who have physical or mental impairments that substantially limit one or more of the major life functions—caring for oneself, performing manual tasks, walking, seeing, hearing, breathing, learning, working—of an individual. Residents with disabilities are eligible for ADA-mandated paratransit services if their disabilities prohibit them from using regular fixed route transit.

**1.26 Special Transportation.** Transportation services for seniors and people with disabilities, aimed at improving the mobility of seniors and people with disabilities by supplementing conventional fixed-route transit service. Examples of special transportation services may include, but are not limited to, paratransit, local shuttles, and subsidized taxi programs.

**1.27 Paratransit Technical Advisory Committee (ParaTAC).** A committee of Measure B and Measure BB service providers of mandated and non-mandated services. The Paratransit Technical Advisory

Committee will meet in joint session with PAPCO at least three times per year, and may meet independently at other times to discuss issues of relevance to service providers.

**1.28 Tier 2 Funds.** Additional funds that may be available for capital expenditures over the life of the 2000 TEP sales tax measure. These funds are not guaranteed; however, should they become available, up to \$7.5 million dollars would be allocated to coordination of service gaps and special transportation for seniors and persons with disabilities. These funds would be recommended for allocation by PAPCO to reduce differences in service that might occur based on the geographic residence of any individual needing specialized transportation services for seniors and people with disabilities, subject to approval by the Commission.

**1.29 Vehicle Registration Fee (VRF).** A \$10 fee imposed on each annual motor vehicle registration or vehicle registration renewal in Alameda County. Measure F approved by Alameda County voters in 2010, is collected and administered by the Alameda CTC.

## **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 Plans and to advise the Alameda CTC on matters related to special transportation.

**2.2 Committee Roles and Responsibilities from 2000 and 2014 Transportation Expenditure Plans.** As defined by the 2000 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.

**2.3.5** Participate in surveys and planning activities undertaken by various public agencies as they relate to seniors and individuals with disabilities in Alameda County.

**2.3.6** Fulfill all responsibilities as the County Paratransit Coordinating Council (PCC), as assigned by the Metropolitan Transportation Commission, the County, the state or the federal government.

**2.3.7** Perform outreach regarding Alameda CTC activities related to transportation for seniors and people with disabilities at least once each fiscal year. Examples of outreach may include attending a transit or senior fair, accompanying staff to Alameda CTC outreach presentations, or publishing an article in a local publication.

### **Article 3: Members**

**3.1 Number of Members.** The PAPCO will consist of 23 members.

**3.2 Appointment.** The Commission will make appointments in the following manner:

**3.2.1** One member per County Supervisor (five total).

**3.2.2** One member per City (14 total).

**3.2.3** One member per Transit Agency–AC Transit, BART, LAVTA, and Union City.

**3.3 Membership Qualification.** Each member must be an Alameda County resident and a special transportation consumer.

**3.4 Membership Term.** Appointments shall be for two-year terms. There is no maximum number of terms a member may serve. Members shall serve until the Commission appoints their successor.

**3.5 Attendance.** Members are expected to actively support committee activities and regularly attend meetings. Accordingly, more than three consecutive absences in any fiscal-year period may be cause for removal from the Committee.



**3.6 Termination.** A member's term shall terminate on the occurrence of any of the following:

**3.6.1** The member voluntarily resigns by written notice to the chair or Alameda CTC staff.

**3.6.2** The member fails to continue to meet the qualifications for membership, including residency and attendance requirements.

**3.6.3** The member becomes incapable of continuing to serve.

**3.6.4** The appointing party or the Commission removes the member from the Committee.

**3.7 Vacancies.** An appointing party shall have the right to appoint a person to fill the vacant member position, subject to the ability of the person to meet the requirements to serve on the committee and approval of the Commission. Alameda CTC shall be responsible for notifying an appointing party of such vacancy and for urging expeditious appointment of a new member, as appropriate.

## **Article 4: Officers**

**4.1 Officers.** The PAPCO shall annually elect a chair and vice chair. Each officer must be a duly appointed member of the PAPCO.

**4.1.1 Duties.** The chair shall preside at all PAPCO meetings except when the PAPCO discusses the chair position and/or nomination. The chair will represent the PAPCO before the Commission to report on PAPCO activities. The chair shall serve as an ex-officio member of all subcommittees. The vice chair shall assume all duties of the chair in the absence of, or on the request of the chair. In the absence of the chair and vice chair at a meeting, the members shall, by consensus, appoint one member to preside over that meeting. In addition, if MTC convenes Paratransit Coordinating Council (PCC) meetings, the PAPCO chair or his/her designee will attend and report back to PAPCO on these meetings.

**4.2 Office Elections.** Officers shall be elected by the members annually at the Organizational Meeting or as necessary to fill a vacancy. An individual receiving a majority of votes by a quorum shall be deemed to have been elected and will assume office at the meeting following the election. Officers shall be eligible for re-election indefinitely.

**4.3 Elected Representatives.** PAPCO shall ~~biennially annually~~ elect a representative to serve on AC Transit and BART's East Bay Paratransit Service Review Advisory Committee (SRAC). This representative will attend SRAC meetings, report on PAPCO activities to the SRAC, and report to the full membership of PAPCO on SRAC activities. This representative must be a consumer of East Bay Paratransit's services. PAPCO shall ~~biennially annually~~ elect a representative to serve on Alameda CTC's Independent Watchdog Committee (IWC). This representative will attend IWC meetings, report on PAPCO activities to the IWC, and report to the full membership of PAPCO on IWC activities.

## Article 5: Meetings

**5.1 Open and Public Meetings.** All PAPCO meetings shall be open and public and governed by the Brown Act. Public comment shall be allowed at all PAPCO meetings. Comments by a member of the public in the general public comment period or on any agenda item shall be up to 3 minutes per speaker at the discretion of the chair. The number of PAPCO meetings, including regular meetings, sub-committee meetings, and special meetings, will be limited to the number of meetings approved in Alameda CTC's annual overall work program and budget, as approved by the Commission.

**5.2 Regular Meetings.** The PAPCO will hold up to 10 meetings per year. Annually, at the Organizational Meeting, PAPCO shall establish the schedule of regular meetings for the ensuing year. Meeting dates and times may be changed during the year by action of PAPCO. On a quarterly basis, PAPCO is expected to meet jointly with the Paratransit Technical Advisory Committee (ParaTAC) of paratransit providers. ParaTAC members will not have voting privileges at these joint meetings,

but may engage in all discussions and may present their point of view prior to any decision-making at those meetings.

**5.3 Quorum.** For purposes of decision making, a quorum shall consist of at least half (50 percent) plus one of the total number of members appointed at the time a decision is made. No actions will be taken at meetings with less than 50 percent plus one member present. Items may be discussed and information may be distributed on any item even if a quorum is not present; however, no action can be taken, until the Committee achieves a quorum.

**5.4 Special Meetings.** Special meetings may be called by the chair or by a majority of the members on an as-needed basis. Attendance at special meetings is not counted as part of members' attendance requirement. Agenda item(s) for special meeting(s) shall be stated when the meeting is called, but shall not be of a general business nature. Specialized meetings shall be concerned with studies, emergencies, or items of a time-urgent nature. Agenda item(s) of a regular meeting may be tabled for further discussion and action at a special meeting, the time and location to be announced in the tabling motion. Notice of such meetings shall be given to all members at least 72 hours prior to such meetings and shall be published on the Alameda CTC's website and at the Alameda CTC office, all in accordance with the Brown Act.

**5.5 Agenda.** All meetings shall have a published agenda. Action may be taken only on items indicated on the agenda as action items. Items for a regular meeting agenda may be submitted for consideration by any member to the chair and Alameda CTC staff. The Commission and/or Alameda CTC staff may also submit items for the agenda. Every agenda shall include provision for members of the public to address the Committee. The chair and the vice chair shall review the agenda in advance of distribution. Copies of the agenda, with supporting material and the past meeting minutes, shall be mailed to members and any other interested parties upon request. The agenda shall be posted on the Alameda CTC website and office and provided at the meeting, all in accordance with the Brown Act.

**5.6 Roberts Rules of Order.** The rules contained in the latest edition of “Roberts Rules of Order Newly Revised” shall govern the proceedings of the PAPCO and any subcommittees thereof to the extent that the person presiding over the proceeding determines that such formality is required to maintain order and make process, and to the extent that these actions are consistent with these bylaws.

**5.7 Place of Meetings.** PAPCO meetings shall be held at the Alameda CTC offices, unless otherwise designated by the Committee. Meeting locations shall be within Alameda County, accessible in compliance with the Americans with Disabilities Act of 1990 (41 U.S.C., Section 12132) or regulations promulgated there under, shall be accessible by public transportation, and shall not be in any facility that prohibits the admittance of any person, or persons, on the base of race, religious creed, color, national origin, ancestry, or sex, or where members of the public may not be present without making a payment or purchase.

**5.8 Meeting Conduct.** PAPCO members shall conduct themselves during meetings in a manner that provides a welcoming and safe environment for all attendees characterized by an atmosphere of mutual trust and respect. Members shall work with each other and staff to respectfully, fairly, and courteously deal with any conflict between attendees.

## **Article 6: Subcommittees**

**6.1 Establishment.** The PAPCO may establish subcommittees subject to the approved Alameda CTC overall work program and budget as approved by the Commission to conduct an investigation or draft a report or other document or recommendation within the authority of PAPCO.

**6.2 Membership.** PAPCO members will be appointed to subcommittees by PAPCO, on a voluntary basis, or by the chair. No subcommittee shall have fewer than three members, nor will a subcommittee have greater than the number of members needed to constitute a quorum of PAPCO.

## **Article 7: Records and Notices**

**7.1 Minutes.** Minutes of all meetings, including actions and the time and place of holding each meeting, shall be kept on file at the Alameda CTC office.

**7.2 Attendance Roster.** A member roster and a record of member attendance shall be kept on file at the Alameda CTC office.

**7.3 Brown Act.** All PAPCO meetings will comply with the requirements of the Brown Act. Notice of meetings and agendas will be given to all members and any member of the public requesting such notice in writing and shall be posted at the Alameda CTC office at least 72 hours prior to each meeting. Members of the public may address PAPCO on any matter not on the agenda and on each matter listed on the agenda, in compliance with the Brown Act and time limits, up to three minutes per speaker, set at the discretion of the chair.

**7.4 Meeting Notices.** On March 28, 2013, the Alameda CTC Commission approved the implementation of paperless meeting packet distribution. Hard copies are available by request only. Agendas and all accompanying staff reports are available electronically on the Alameda CTC website at [www.AlamedaCTC.org/events/month/now](http://www.AlamedaCTC.org/events/month/now). Any other notice required or permitted to be given under these bylaws will follow the same policy. PAPCO members receive an exception to the paperless policy and will continue to receive notices via U.S. Postal Service in addition to electronic versions. Members can request to opt-out of paper notices.

## **Article 8: General Matters**

**8.1 Per Diems.** Committee members shall be entitled to a per diem stipend for meetings attended in amounts and in accordance with policies established by the Alameda CTC.

**8.2 Conflicts of Interest.** A conflict of interest exists when any Committee member has, or represents, a financial interest in the matter before the Committee. Such direct interest must be significant or personal. In the event of a conflict of interest, the Committee member shall declare the conflict, recuse him or herself from the discussion, and shall not vote on that item. Failure to comply with these provisions shall be grounds for removal from the Committee.

**8.3 Bylaws.** Bylaws governing the meetings and activities of PAPCO are approved by the Alameda CTC.

**8.4 Public Statements.** No member of the Committee may make public statements on behalf of the Committee without authorization by affirmative vote of the Committee, except the chair, or in his or her place the vice chair, when making a regular report of the Committee activities and concerns to the Alameda CTC.

**8.5 Conflict with Governing Documents.** In the event these bylaws conflict with the 2000 Transportation Expenditure Plan, the 2014 Transportation Expenditure Plan, California state law, or any action lawfully taken by ACTIA or the Alameda CTC, the conflicting provision in the Transportation Expenditure Plans, state law, or the lawful action of ACTIA or the Alameda CTC shall prevail.

**8.6 Staffing.** Alameda CTC will provide staffing to the Committee including preparation and distribution of meeting agendas, packets, and minutes; preparation of reports to the Alameda CTC Committees and Commission; tracking of attendance; and per diem administration.



# Memorandum

5.3

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

**DATE:** October 18, 2021

**TO:** Paratransit Advisory and Planning Committee

**FROM:** Krystle Pasco, Associate Program Analyst

**SUBJECT:** Approve the Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities (Paratransit) Program for FY 2022-23

## Recommendation

Provide a recommendation on the 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) reviewed and provided input on the revised Implementation Guidelines and Performance Measures for the Paratransit Program for FY 2022-23 at their meeting on September 14, 2021. Starting in FY 2016-17, the Alameda CTC implemented the use of standardized performance measures for all Measure B and BB funded projects and programs. The revised Implementation Guidelines and Performance Measures are included as Attachment 5.3A.

## Background

### *Implementation Guidelines*

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



- Revisions to language in Time & Days of Service under Same-Day Transportation Service Guidelines
- Additional examples added of programs eligible under meal delivery and a corresponding note that new “programs may not be established without approval from Alameda CTC staff”
- Other minor text edits and clarifications have been made.

These revisions are included in the mark-up document included as Attachment 5.3A. Staff requests that members review the proposed revisions and be prepared to discuss on October 25<sup>th</sup>.

### ***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 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 5.3A. Staff requests that members review the proposed revisions and be prepared to discuss on October 25<sup>th</sup>.

**Fiscal Impact:** There is no net fiscal impact.

## **Attachments**

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

## **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 <sup>1,2</sup>       | 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>  |
| Same-Day Transportation <sup>3</sup> | 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, <u>additionally food shopping, grocery and/or food pantry delivery, if determined necessary to meet life sustaining needs</u> <ul style="list-style-type: none"> <li>• Programs currently funded by Measure B may continue, but new programs may not be established <u>without approval from Alameda CTC staff.</u></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. Service changes to utilize TNCs are subject to review by Alameda CTC staff prior to implementation.

**<sup>4</sup> Note on Equity Relating to Wheelchair Accessibility:** A number of transportation options that are eligible for funding have historically been inconsistent in their ability to offer wheelchair accessible service. These include taxis and programs offered via privately-owned vehicles (e.g. TNCs and volunteer driver programs). Programs should strive to provide an equitable suite of programs, balancing offering accessible alternatives (e.g. using an agency van to supplement a TNC program), searching for and developing new wheelchair accessible options, and meeting the needs of their community. Alameda CTC will continue to work with cities and transit agencies to locate, encourage, and/or develop wheelchair accessible same-day transportation.

**<sup>5</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 |   |
|--|---|
| Service Description                        | <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> |
| Eligible Population                        | <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.<sup>1</sup></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>  |

<sup>1</sup> 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 **and may continue pending Commission action to extend this policy beyond June 30, 2022.** 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><u>Union City is exempted from including seniors aged 70-79 for FY 2021-22.</u></i></p>   |
| Time & Days of Service                     | <p>Service <u>times</u> should be <del>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.</del> <u>consistent with transportation provider availability to public consumers.</u></p>  |
| 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> |

| Specialized Accessible Van Service Guidelines |   |
|---|---|
| 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</p> |

## Specialized Accessible Van Service Guidelines

|                         |  |
|-------------------------|--|
|                         | <p>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 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>  |
| Eligible Population     | <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.<sup>2</sup></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> |
| Time & Days of Service  | <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>  |
| Fare (Cost to Customer) | <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>   |
| Other                   | <p>Specialized Accessible van programs must demonstrate that they are providing trips at an equal or lower cost to the provider than the ADA-</p>  |

<sup>2</sup> 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 and may continue pending Commission action to extend this policy beyond June 30, 2022. 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 |   |
|---|---|
|   | mandated provider on a cost per trip basis, except if providing “premium” service (e.g. same-day). Cost per trip is defined as total transportation cost (from all sources of revenue) during a reporting period divided by the number of one-way trips, including attendant and companion trips, provided during the period. |

| Accessible Shuttle Service Guidelines |   |
|---------------------------------------|---|
| Service Description                   | <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> |
| 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                                 | <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</p>  |

| <b>Accessible Shuttle Service Guidelines</b> |  |
|--|--|
|  | <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> |

| <b>Group Trips Service Guidelines</b> |   |
|---------------------------------------|---|
| 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.   |

| <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.   |

| 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.<sup>3</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>4</sup></p> |
| Eligible Population   | At discretion of program sponsor.  |

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

<sup>4</sup> 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. <sup>5</sup>  |
| 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- |

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<sup>5</sup> [https://www.acgov.org/cda/hcd/hud-income-rent\\_limits.htm](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 <u>traditionally</u> provide funding to programs that deliver meals to the homes of individuals who are <u>generally</u> too frail to travel outside to congregate meal sites. <u>Additionally, programs could fund food shopping, grocery and/or food pantry delivery, if determined necessary to meet life sustaining needs.</u><br>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 <u>without approval from Alameda CTC staff.</u> <sup>6</sup>  |

<sup>6</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/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 and may continue pending Commission action to extend this policy beyond June 30, 2022. 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)

| 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  |
| 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   |
|---|
| <ul style="list-style-type: none"> <li>❖ Number of one-way passenger trips provided</li> <li>❖ Total Measure B/BB cost per passenger trip (<i>Total Measure B/BB program cost during period divided by the number of passenger trips provided during period.</i>)</li> <li>• Total program cost per passenger trip (total program cost during period divided by the number of passenger trips provided during period).</li> <li>• Non-Measure B/BB revenues and costs</li> <li>• Number of registrants</li> <li>• Demographic data on age, disability, ethnicity/race, and income</li> <li>• Number of trips provided to consumers who require a wheelchair accessible trip</li> <li>• Qualitative information on complaints</li> <li>• Qualitative information on safety incidents</li> <li>• Qualitative information on outreach</li> </ul> |

❖ *Performance data required for Compliance Reports*

| Door-through-Door/Volunteer Driver Service  |
|---|
| <ul style="list-style-type: none"> <li>❖ Number of one-way trips provided</li> <li>❖ Total Measure B/BB cost per one-way trip (<i>Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.</i>)</li> <li>• Total program cost per one-way trip (total program cost during period divided by the number of one-way trips provided during period).</li> <li>• Non-Measure B/BB revenues and costs</li> <li>• Number of registrants</li> <li>• Demographic data on age, disability, ethnicity/race, and income</li> <li>• Qualitative information on complaints</li> <li>• Qualitative information on safety incidents</li> <li>• Qualitative information on outreach</li> <li>• Number of active volunteer drivers</li> <li>• Number of one-way trips provided by staff</li> <li>• Percentage of service requests unfulfilled when requested within specified time</li> </ul> |

❖ *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   |
|--|
| <ul style="list-style-type: none"> <li>❖ Number of unduplicated individuals who received scholarship/subsidized fares</li> <li>❖ Number of one-way fares/tickets subsidized</li> <li>❖ Total Measure B/BB cost per subsidy (<i>Total Measure B/BB program cost during period divided by the number of subsidized fares/tickets during period</i>)</li> <li>• Total program cost per subsidy (total program cost during period divided by the number of subsidized fares/tickets during period)</li> <li>• Demographic data on age, disability, ethnicity/race, and income of individuals</li> <li>• Non-Measure B/BB revenues and costs</li> <li>• Qualitative information on complaints</li> <li>• Qualitative information on outreach</li> </ul> |

❖ *Performance data required for Compliance Reports*

| Meal Delivery Funding Program   |
|---|
| <ul style="list-style-type: none"> <li>• Number of meal delivery trips</li> <li>• Total Measure B/BB cost per meal delivery trip (<i>Total Measure B/BB program cost during period divided by the number of meal delivery trips during period</i>)</li> <li>• Total cost per meal delivery trip (total program cost during period divided by the number of meal delivery trips during period)</li> <li>• Non-Measure B/BB revenues and costs</li> <li>• Demographic data on age, disability, ethnicity/race, and income in aggregate</li> </ul> |

❖ *Performance data required for Compliance Reports*

| Capital Expenditures   |
|--|
| <ul style="list-style-type: none"> <li>❖ Total Measure B/BB cost</li> <li>• Non-Measure B/BB revenues and costs</li> </ul> |

❖ *Performance data required for Compliance Reports*

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# Memorandum

5.4

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

**DATE:** October 18, 2021

**TO:** Paratransit Advisory and Planning Committee

**FROM:** Krystle Pasco, Associate Program Analyst

**SUBJECT:** Paratransit Discretionary Grant Program Progress Reports for FY 2020-21

## Recommendation

PAPCO members will receive a Paratransit Discretionary Grant Program progress report for FY 2020-21. This item is for information only.

## Summary

In October 2021, PAPCO members will receive a report on FY 2020-21 funding for the Paratransit Discretionary Grant Program projects. The Commission approved funding for the 2020 Paratransit Discretionary Grant Program on June 17, 2019. PAPCO received a report in February 2021 and grant performance continues to be seriously impacted by COVID-19. A PowerPoint presentation summarizing progress reports for FY 2020-21 will be presented at the October 25, 2021 PAPCO meeting. PAPCO members are requested to review the overall progress report and provide feedback at the meeting.

## Background

The 2000 Measure B Transportation Expenditure Plan (2000 TEP) allocates 10.45 percent (10.45%) of net revenues to the paratransit program. The 2014 Measure BB Transportation Expenditure Plan (2014

TEP) allocates 10 percent (10%) of net revenues. These revenues fund operations for Americans with Disabilities Act (ADA)-mandated services and City paratransit programs through Direct Local Distributions (DLD). Measures B and BB allocate 1.45% and 1.00% of net revenues to the Paratransit Discretionary Grant Program. PAPCO provides recommendations to the Commission for items related to paratransit funding, including the discretionary grant program.

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

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

Applications were evaluated by Alameda CTC staff and PAPCO. PAPCO recommended approval of fourteen grants, including eight with partial funding on February 25, 2019. The Paratransit Discretionary Grant Program recommendation was approved by the Commission on



June 17, 2019. It included a total of \$8.9 million of Measures B and BB funds for fourteen paratransit projects for a five-year funding period, July 1, 2019 – June 30, 2024.

Grant recipients are required to submit progress reports for each six-month period. A PowerPoint presentation summarizing progress reports for FY 2020-21 will be presented at the October 25, 2021 PAPCO meeting.

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

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# Transportation Needs and Assessment of Diverse Older Adults, Younger Adults with Disabilities and Caregivers

September 1, 2021



# Survey Administration

- The survey questionnaire was developed by NADTC staff in partnership with V&L Research and Consulting and the National Advisory Committee on Transportation Diversity, Equity and Inclusion.
- Survey data was collected between February 23 and April 19, 2021.
- The survey encompasses racial, ethnic and cultural diversity and includes Tribal elders and people with disabilities, new immigrant groups, those with Limited English Proficiency (LEP), non-English speakers, and LGBTQ+ individuals.

# Research Methods

V & L Research conducted quantitative surveys of three target groups, including:



## Older Adults

Online: n=784  
Telephone n=422  
Total= 1,206



## Younger Adults with Disabilities

Online: n=524  
Telephone n=100  
Total= 624



## Caregivers

Online: n=605



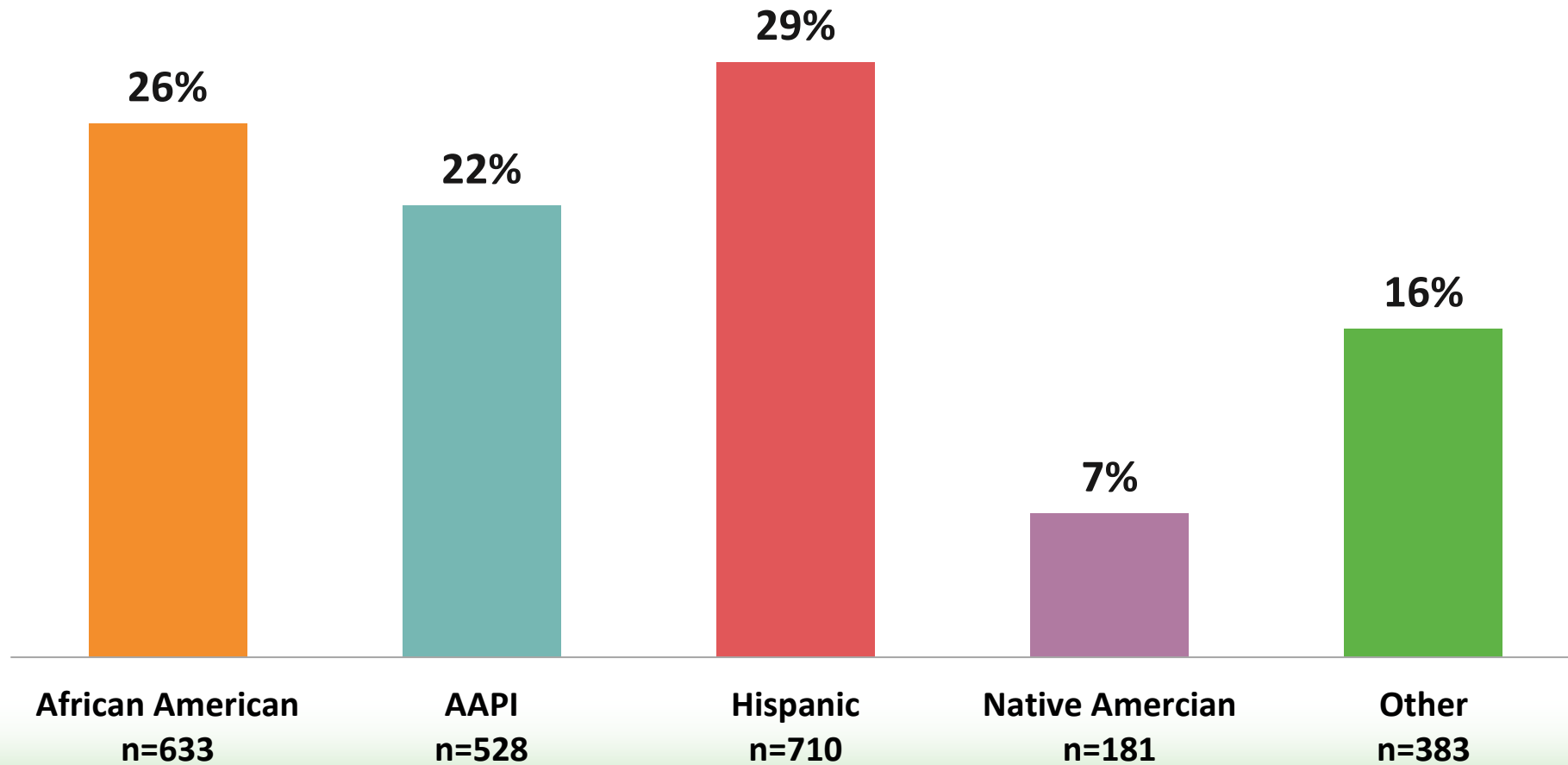
## Detailed Findings



# 1

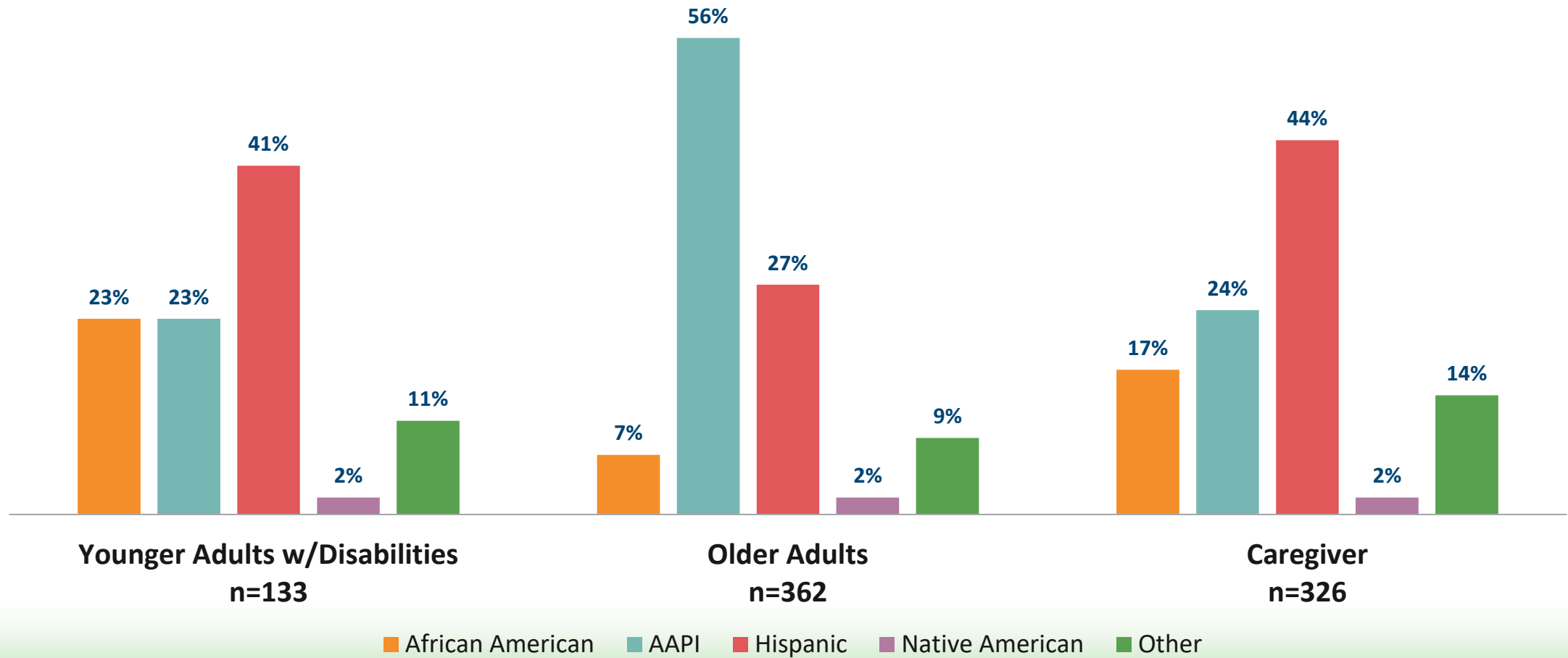
The 2,435 older adults, younger adults with disabilities and caregivers who responded to the survey came from all 50 states and the District of Columbia and included African Americans, Asian Americans and Pacific Islanders, Hispanics, Native Americans and individuals who identified as LGBTQ+.

# All Respondents by Race/Ethnicity

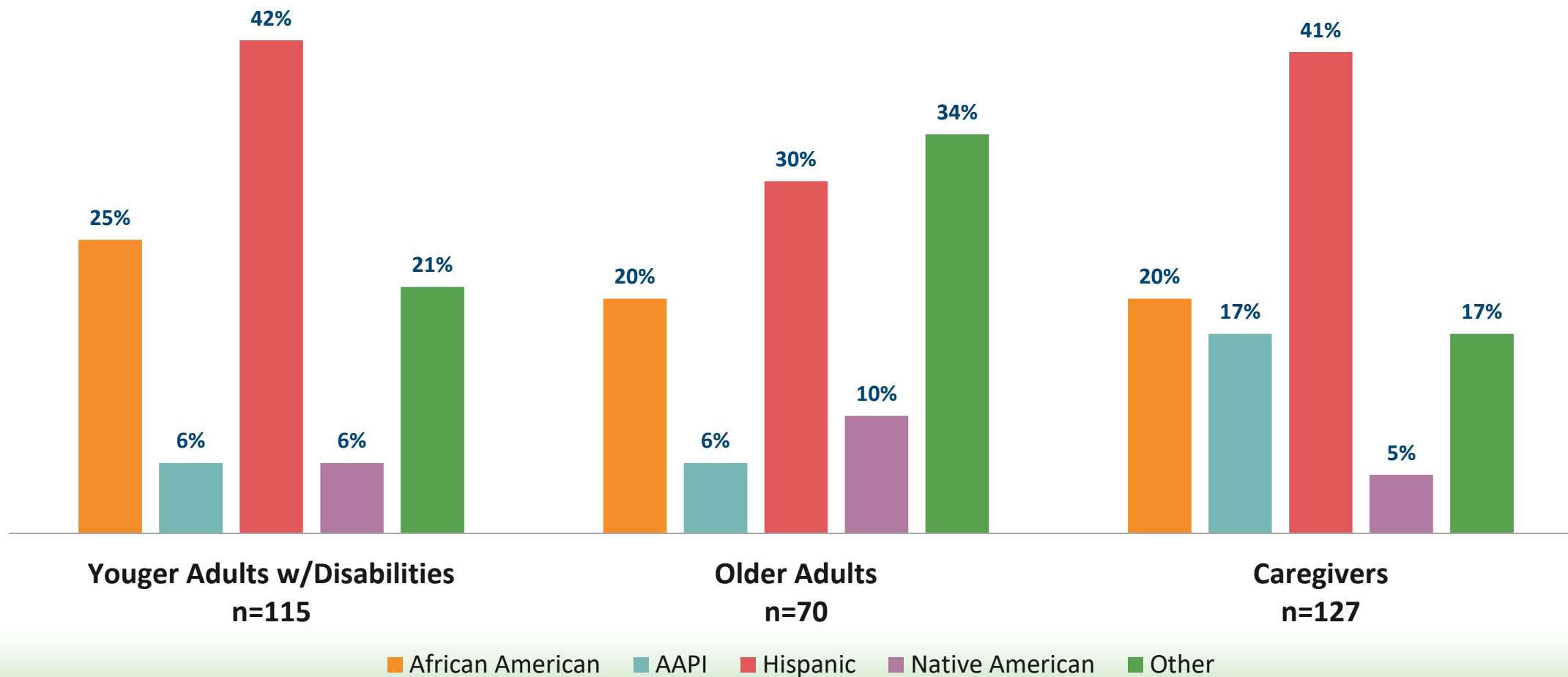




# Immigrants, Refugees and/or Foreign-Born Respondents by Race/Ethnicity and Respondent Categories



# LGBTQ+ Respondents by Race/Ethnicity and Respondent Categories



# 2

Both diverse older adults and younger adults with disabilities need transportation to get to medical/dental appointments, the supermarket/store, the pharmacy and to visit with family/friends.

# 3

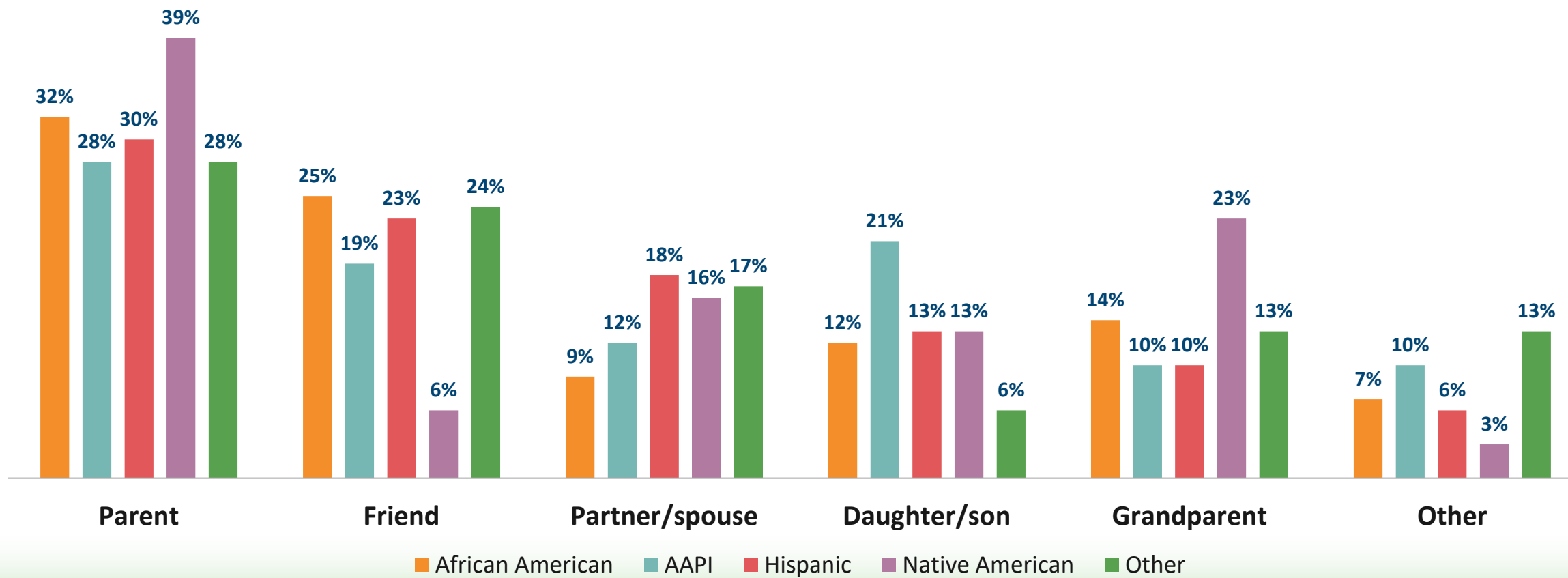
Overall, 81% of diverse older adults drive compared to 53% younger adults with disabilities.

Driving rates are similar across racial/ethnic groups.

# 4

Most diverse caregivers are relatives or friends of the care recipient, and most provide transportation.

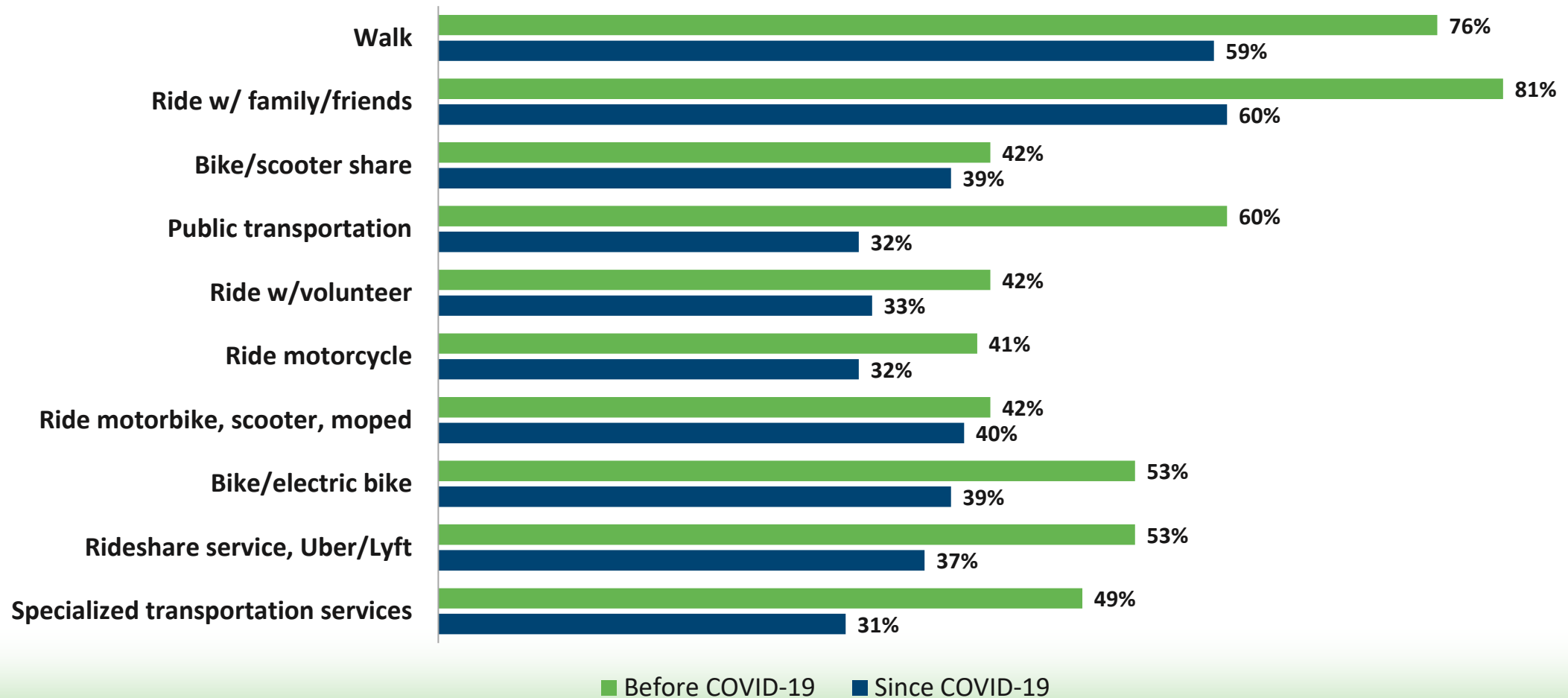
# Caregiver Relationships



# 5

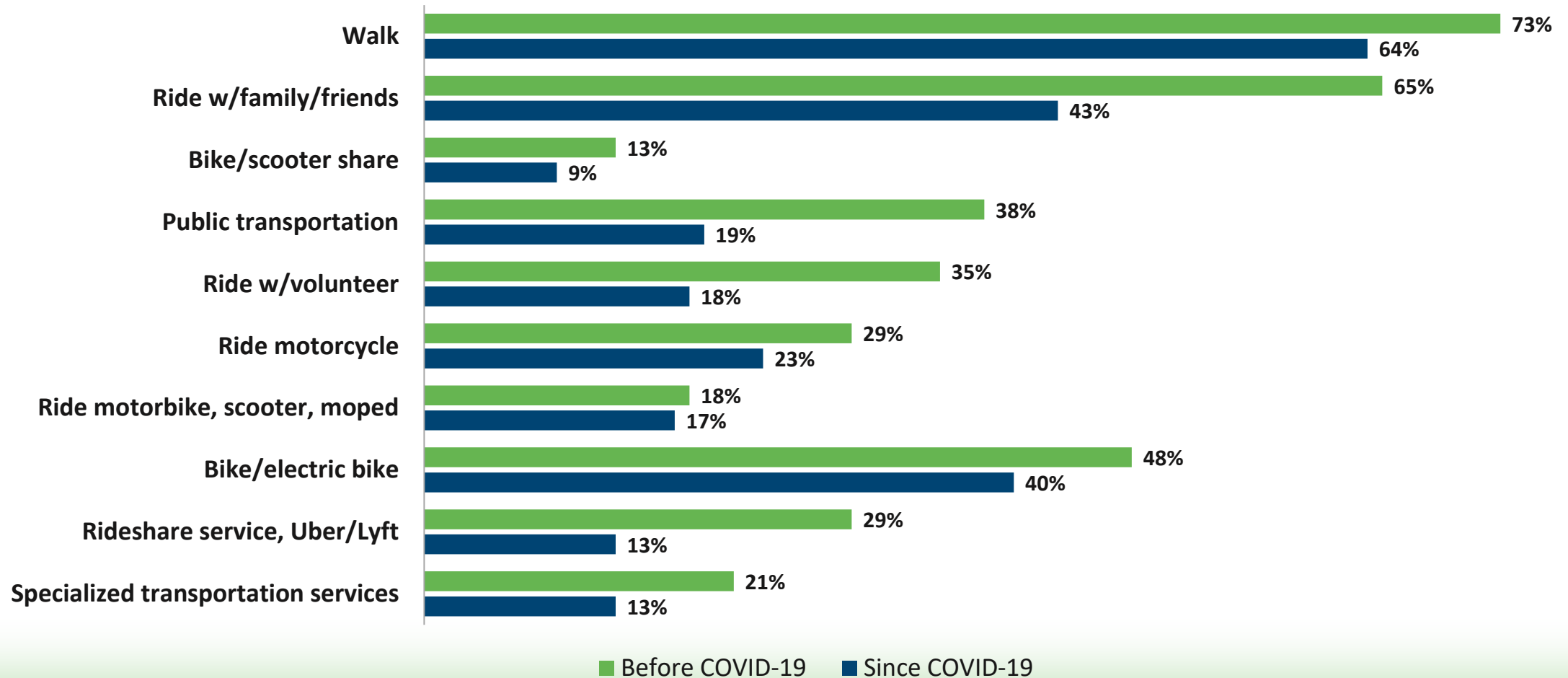
The use of public transportation by diverse younger adults with disabilities and older adults declined by about half due to the COVID-19 pandemic.

# Top 10 Transportation Methods Used by Younger Adults with Disabilities: Before and Since COVID-19





# Top 10 Transportation Methods Used by Older Adults: Before and Since COVID-19



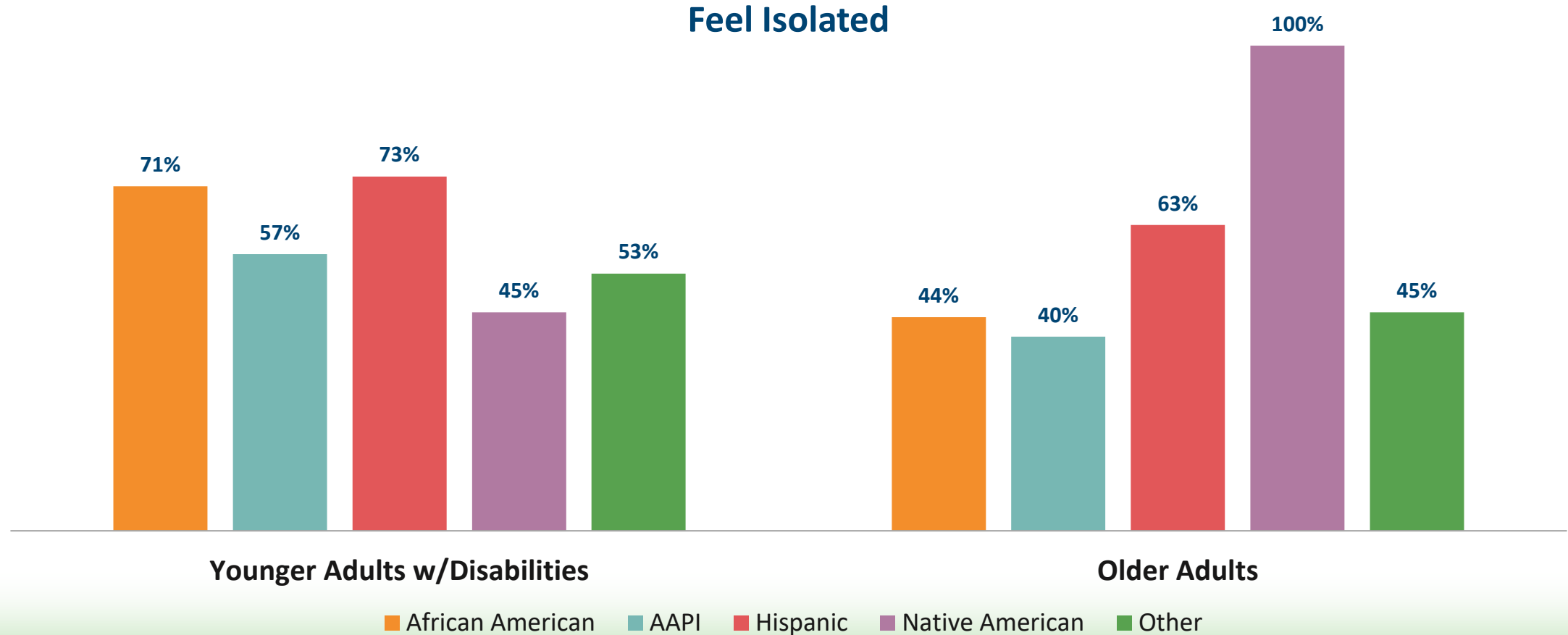
# 6

Diverse younger adults with disabilities more frequently rate the transportation in their household, neighborhood and community as “not good” or “poor”.

# 7

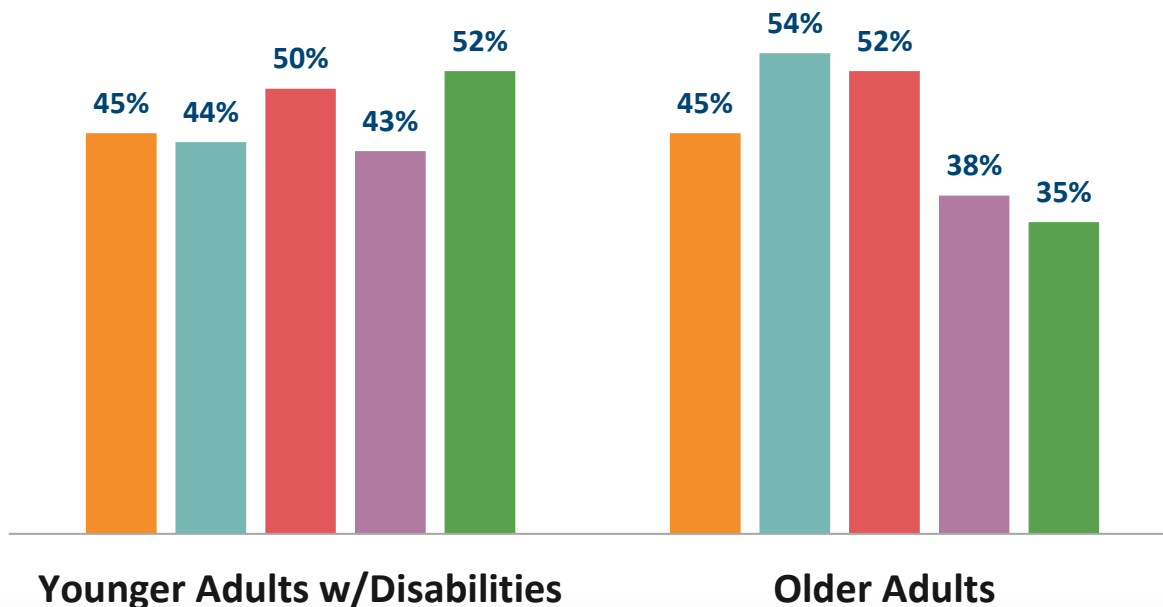
Diverse younger adults with disabilities and older adults say that not having transportation “often” or “sometimes” prevents them from doing the activities they need or like to do.

# Diverse older adults and younger adults with disabilities, who don't regularly have transportation, say they feel isolated.

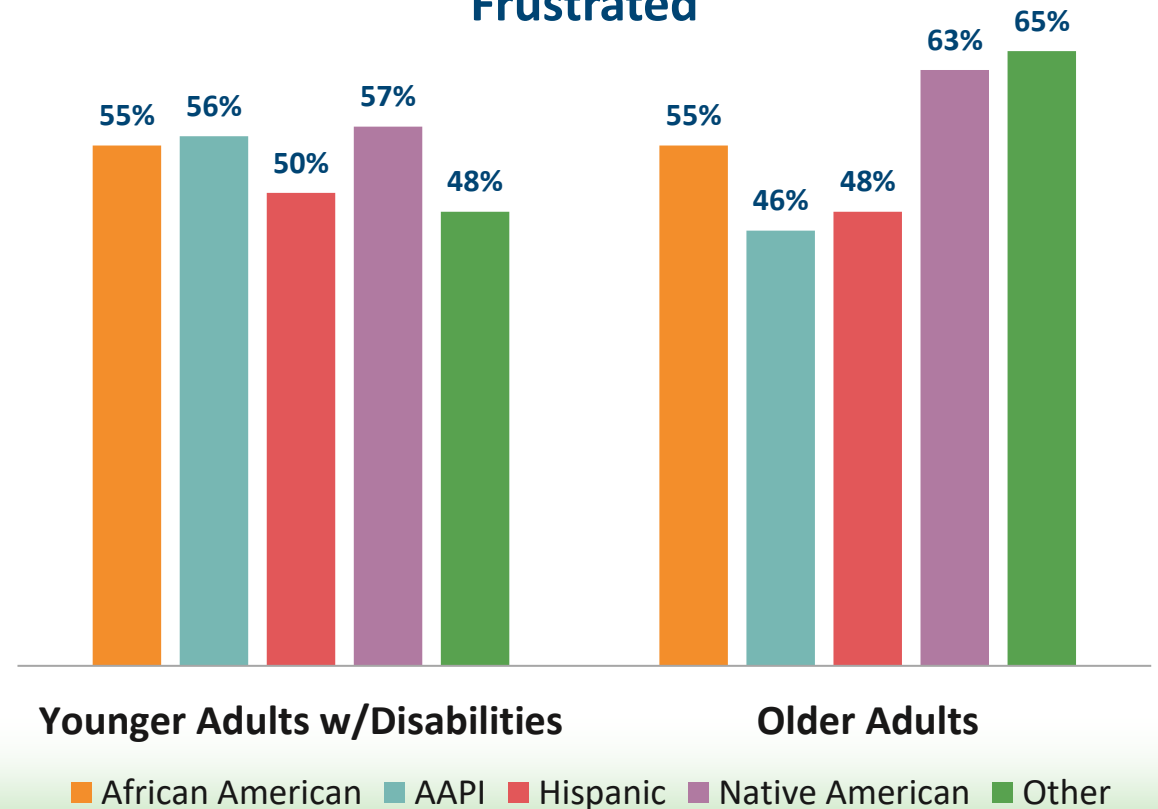


Diverse older adults and younger adults with disabilities who don't have good transportation options say it makes them feel dependent on others and frustrated.

Dependent on Others



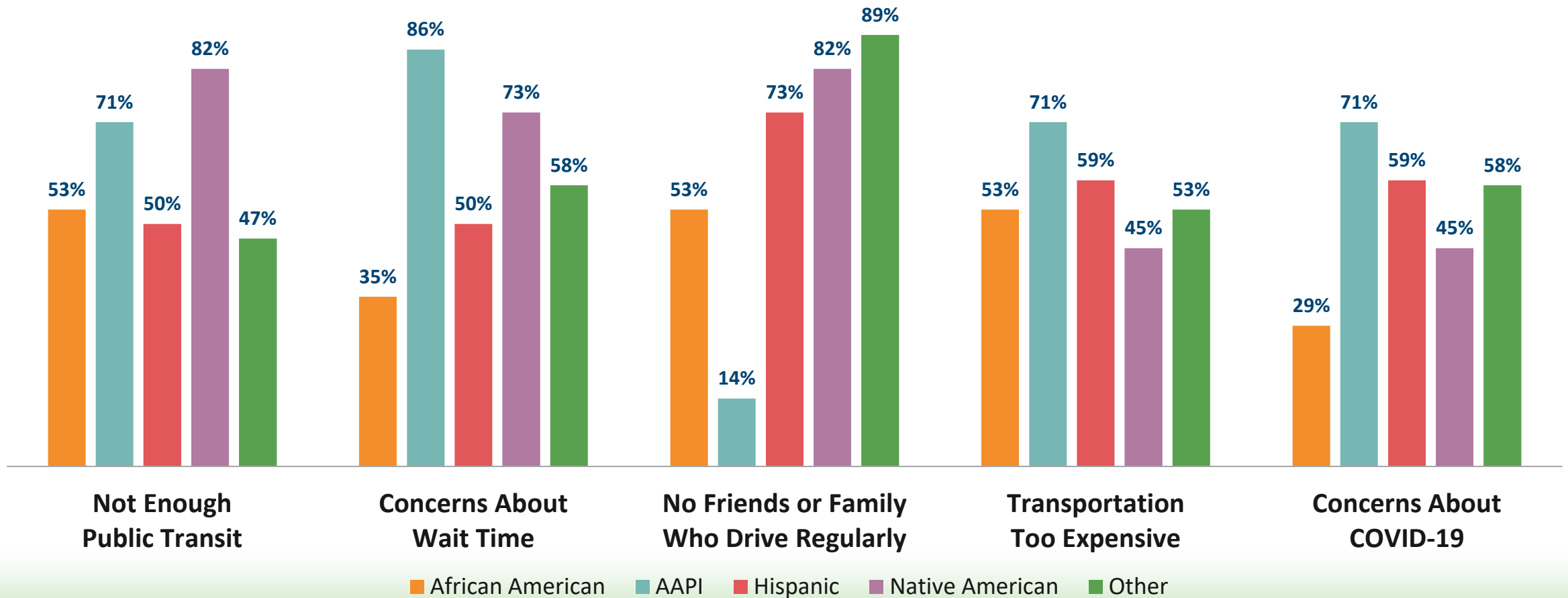
Frustrated



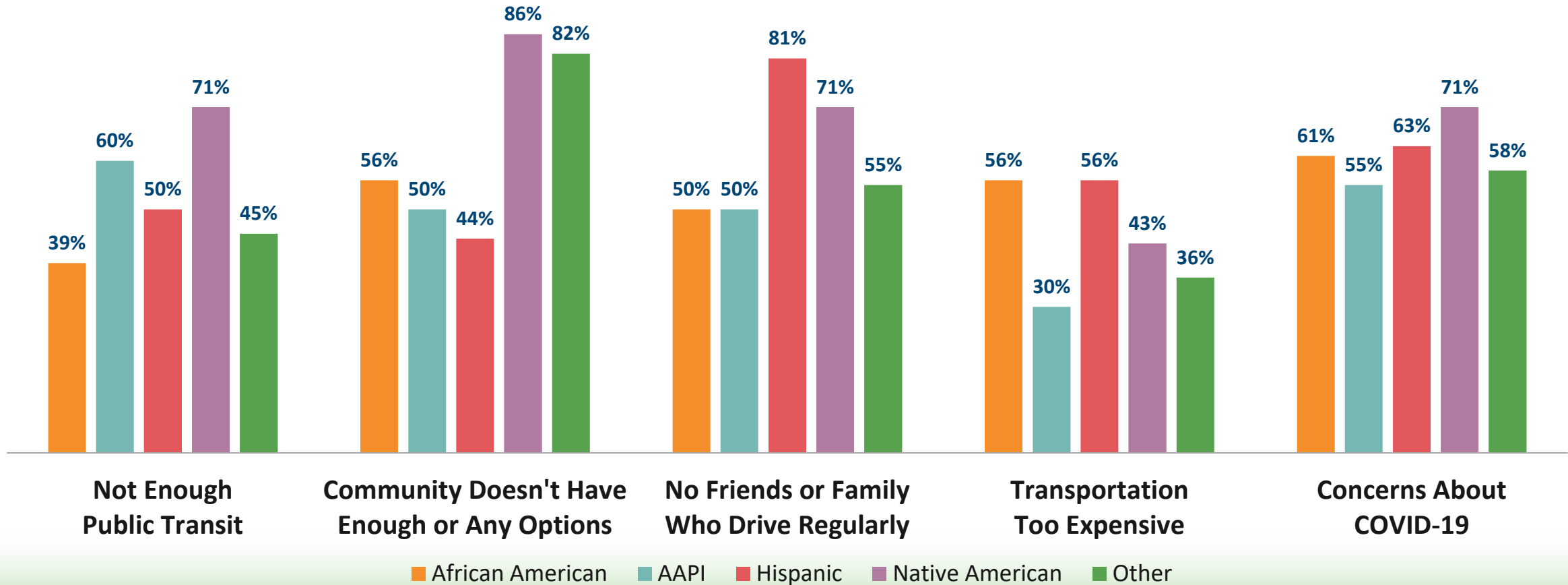
# 8

Diverse younger adults with disabilities and older adults face numerous transportation barriers.

# Biggest Transportation Barriers for Younger Adults with Disabilities



# Biggest Transportation Barriers for Older Adults





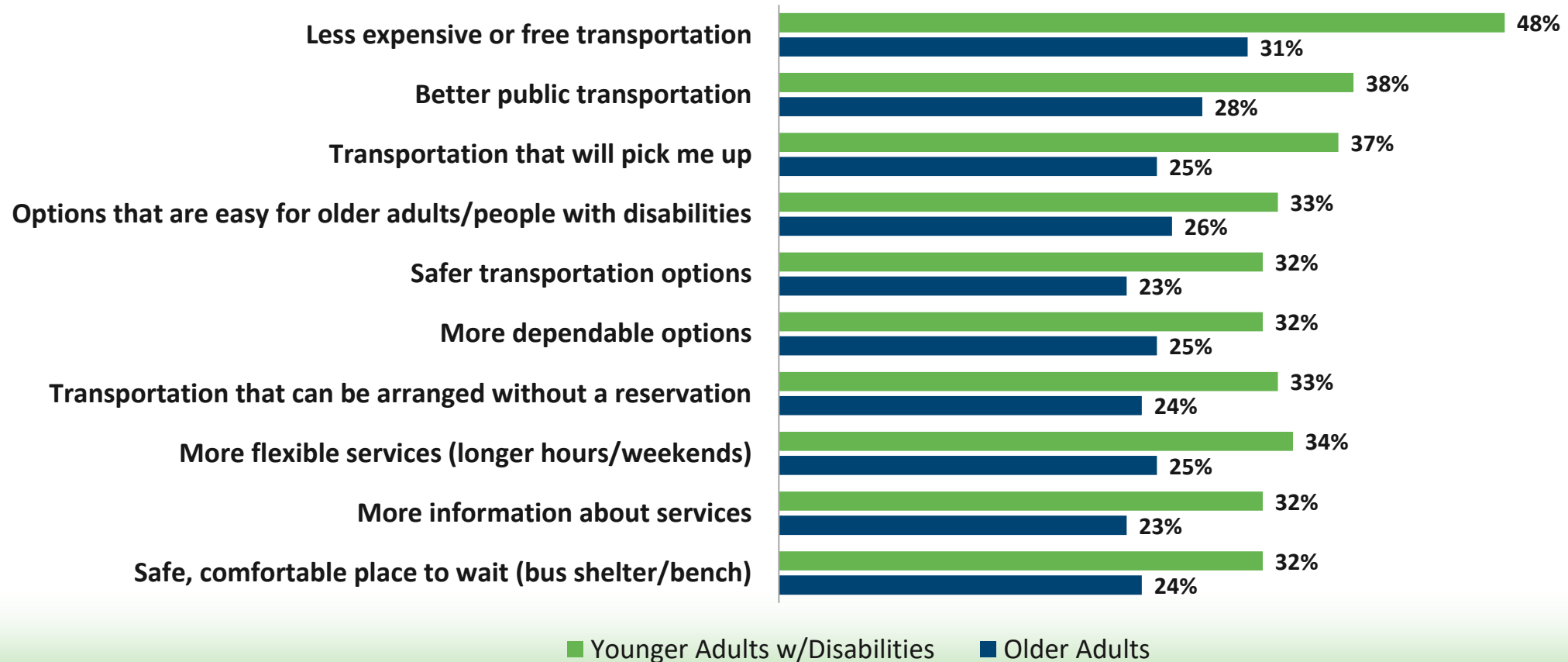
9

Diverse older adults and younger adults with disabilities most often turn to family, friends and neighbors for information about transportation.

# 10

Among the top changes both diverse older adults and younger adults with disabilities want to see in the future are more free and less expensive rides and better public transportation.

# Top 10 Transportation Options that Diverse Older Adults and Younger Adults with Disabilities Would Like to See in their Communities



# Conclusions and Next Steps

The survey serves as the first step in a comprehensive environmental scan. Activities are planned in 2021-2022 to explore more deeply the transportation needs and concerns identified by the 2,435 diverse individuals who responded to the survey, including:

- Obtaining insights and recommendations for action from attendees today.
- Holding a series of focus groups with older adults, younger adults with disabilities and caregivers from historically marginalized and underserved communities across the United States.
- Convening regional meetings with transportation, aging and disability professionals and other stakeholders.



**Call toll-free: 866.983.3222**

**Email: [contact@nadtc.org](mailto:contact@nadtc.org)**

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