



Paratransit Advisory and Planning Committee Meeting Agenda Monday, January 24, 2022, 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. 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/85676408167?pwd=ZINyNIIDUGFHOWNZWkErVnlSUGxsUT09>
Webinar ID: 856 7640 8167
Password: 682403

For Public Access
Dial-in Information: (669) 900-6833
Webinar ID: 856 7640 8167
Password: 682403

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

Meeting Agenda

1. Call to Order

2. Roll Call

3. Public Comment

- | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
| 3.1. Reaffirm, by Roll Call Vote, the Election of Sylvia Stadmire as PAPCO Chair and Shawn Costello as the East Bay Paratransit Service Review Advisory Committee Representative for FY 2021-22 | A |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|

4. Consent Calendar

Page/Action

- | | | |
|-------------------------------------------------------------------------|---|---|
| 4.1. Approve the October 25, 2021 PAPCO Meeting Minutes | 1 | A |
| 4.2. Receive the FY 2021-22 PAPCO Meeting Calendar | 5 | I |
| 4.3. Receive the PAPCO Roster | 7 | I |

5. Paratransit Programs and Projects

- | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|---|
| 5.1. Approve the Paratransit Advisory and Planning Committee Bylaws | 9 | A |
| 5.2. Approve the Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities (Paratransit) Program for FY 2022-23 | 25 | A |
| 5.3. FY 2022-23 Program Plan Review Update | 49 | I |
| 5.4. City Application Input | 53 | I |
| 5.5. Mobility Management Update – Mineta Transportation Institute – Accessibility Policy for Autonomous Public Transit | 59 | 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 |

7. Member Reports

8. Staff Reports

9. Adjournment

Next Joint PAPCO and ParaTAC Meeting: Monday, February 28, 2022

Next PAPCO Meeting: Monday, June 27, 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 February 2022

Commission Chair

Mayor Pauline Russo Cutter
City of San Leandro

Commission Vice Chair

Mayor John Bauters
City of Emeryville

AC Transit

Board President Elsa Ortiz

Alameda County

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

BART

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

Mayor Teddy Gray King

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 Sunol Smart Carpool Lane JPA (I-680 JPA)	February 14, 2022
10:00 a.m.	Programs and Projects Committee (PPC)	
11:30 a.m.	Planning, Policy and Legislation Committee (PPLC)	
2:00 p.m.	Alameda CTC Commission Meeting	February 24, 2022

Advisory Committee Meetings

1:30 p.m.	Alameda County Technical Advisory Committee (ACTAC)	February 10, 2022
5:30 p.m.	Bicycle and Pedestrian Advisory Committee (BPAC)	February 17, 2022

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, October 25, 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, Shawn Costello, Carmen Rivera-Hendrickson, Christine Ross, Michelle Rousey, Will Scott, Linda Smith, Cimberly Tamura, Esther Waltz, and Hale Zukas. A quorum was not present.

Subsequent to the roll call:

Shawn Costello arrived during 5.1.

Larry Bunn arrived during item 5.3.

3. Public Comment

There were no public comments.

4. Approval of Consent Calendar

4.1. Approve the June 28, 2021 PAPCO Meeting Minutes

4.2. Approve the FY 2021-22 PAPCO Meeting Calendar

4.3. Receive the PAPCO Roster

A quorum was not present, and a vote did not take place. Ms. Pasco recapped for the Committee the items on the consent calendar.

5. Paratransit Programs and Projects

5.1. MTC Coordinated Plan Update and Input

Richard Weiner presented this item on behalf of the Metropolitan Transportation Commission (MTC). He noted that MTC is currently working on the Coordinated Public Transit–Human Services Transportation Plan and is 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. Mr. Weiner stated that the Nelson\Nygaard and MTC project team will present highlights and request input from PAPCO as Alameda County's PCC. He asked PAPCO to provide feedback on some of the transportation challenges they face and what will make their lives easier.

5.2. Approve the Paratransit Advisory and Planning Committee Bylaws

Krystle Pasco summarized the recommended changes to the PAPCO Bylaws. She stated that the elected representative serving on AC Transit and BART's East Bay Paratransit (EBP) Service Review Advisory Committee (SRAC) and PAPCO's elected representative serving on Alameda CTC's Independent Watchdog Committee will be updated to reflect biennial elections. Ms. Pasco noted that moving forward the SRAC representative must also be an actual EBP service registered participant/consumer. A quorum was not present and a vote did not take place.

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

Krystle Pasco stated that these guidelines are periodically reviewed and updated. The Implementation Guidelines for the Paratransit Program identify the types of services that are eligible to be funded with Alameda County Measure B, Measure BB, and Vehicle Registration Fee Direct Local Distribution (DLD) revenues. She noted that the Implementation Guidelines and Performance Measures are incorporated by reference into the Master Program Funding Agreements and apply to all paratransit discretionary grant funded programs included in the agency's Comprehensive Investment Plan. Ms. Pasco stated that staff recommends a few revisions, which she reviewed and mentioned that the

modifications are in the packet. A quorum was not present and a vote did not take place.

5.4. Paratransit Discretionary Grant Program Progress Reports for FY 2020-21

Naomi Armenta presented this item to PAPCO 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. Ms. Armenta provided a PowerPoint presentation summarizing progress reports for FY 2020-21. She requested PAPCO members review the overall progress report and provide feedback.

5.5. Mobility Management Update – NADTC – Transportation Needs and Assessment of Diverse Older Adults, Younger Adults with Disabilities and Caregivers

Naomi Armenta presented this item and noted that more detailed information can be found in the agenda packet.

6. Committee and Transit Reports

6.1. Independent Watchdog Committee (IWC)

Herb Hastings noted that the next IWC meeting will be on November 8, 2021 at 5:30 p.m.

6.2. East Bay Paratransit Service Review Advisory Committee (SRAC)

Shawn Costello stated that he could not attend the last SRAC meeting. Naomi Armenta provided an update and mentioned that a presentation was given about the development of the new payment app. A presentation about the Blue Ribbon Task Force and a discussion on the Broker's report also took place.

6.3. Other ADA and Transit Advisory Committees

Herb Hastings noted that the Tri-Valley Accessibility Advisory Committee meeting did not meet in September.

7. Member Reports

Sylvia Stadmire thanked the PAPCO members for their participation for the year. She also thanked staff and Nelson\Nygard for their work this year.

8. Staff Reports

Naomi Armenta provided an update on the upcoming Joint PAPCO and ParaTAC meeting in spring 2022. She requested that PAPCO email staff with any ideas regarding interesting topics to consider for the meeting.

9. Adjournment

The meeting adjourned at 2:40 p.m. The next PAPCO meeting is scheduled for February 28, 2022 at 1:30 p.m.



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

4.2

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PAPCO meetings occur on the fourth Monday of the month from 1:30-3:30 p.m. Joint PAPCO and ParaTAC meetings also occur on the fourth Monday of the month from 1:30-3:30 p.m. Meetings are held at the Alameda CTC offices in downtown Oakland; 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 for up-to-date information.

Categories	October 25, 2021 PAPCO	January 24, 2022 PAPCO	February 28, 2022 Joint PAPCO and ParaTAC	April 25-26, 2022 Subcommittees	June 27, 2022 PAPCO
Planning and Policy	<ul style="list-style-type: none"> • MTC Coordinated Plan Update • Paratransit Program Implementation Guidelines and Performance Measures Update 	<ul style="list-style-type: none"> • Paratransit Program Implementation Guidelines and Performance Measures Update • City Application Input Update 	<ul style="list-style-type: none"> • Topic: TBD 		<ul style="list-style-type: none"> • Approve FY 2022-23 PAPCO Meeting Calendar
Programs and Grants Review	<ul style="list-style-type: none"> • Paratransit Discretionary Grant Program Progress Report 	<ul style="list-style-type: none"> • FY 2022-23 Program Plan Review Process Update 		<ul style="list-style-type: none"> • Paratransit Program Plan Review Subcommittees 	<ul style="list-style-type: none"> • Approve FY 2022-23 Paratransit DLD Program Plans Recommendation • Paratransit Discretionary Grant Program Progress Report
Committee Development	<ul style="list-style-type: none"> • PAPCO Bylaws • Mobility Management Update 	<ul style="list-style-type: none"> • PAPCO Bylaws • Mobility Management Update 			<ul style="list-style-type: none"> • Elect FY 2022-23 PAPCO Officers • Mobility Management Update

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**Alameda County Transportation Commission
Paratransit Advisory and Planning Committee
Member 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	Jan-18
13	Mr.	Scott	Will	Berkeley	Alameda County Board of Supervisors, District 5	Mar-10	Jun-16	Jun-18
14	Ms.	Smith	Linda	Berkeley	City of Berkeley	Apr-16		Apr-18
15	Mr.	Suter	John	Emeryville	City of Emeryville	May-21		May-23
16	Ms.	Tamura	Cimberly	San Leandro	City of San Leandro	Dec-15	Mar-19	Mar-21
17	Ms.	Waltz	Esther Ann	Livermore	LAVTA	Feb-11	Jun-16	Jun-18
18	Mr.	Zukas	Hale	Berkeley	A. C. Transit	Aug-02	Feb-16	Feb-18
19		Vacancy			City of Albany			
20		Vacancy			City of Hayward			
21		Vacancy			City of Newark			
22		Vacancy			City of Piedmont			
23		Vacancy			City of Union City			



Memorandum

5.1

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

DATE: January 18, 2022

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 formalize 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 January 24, 2022, 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 5.1A. 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. 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

5.2

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

DATE: January 18, 2022

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 5.2A.

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 5.2A. Staff requests that members review the proposed revisions and be prepared to discuss on January 24th.

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 5.2A. Staff requests that members review the proposed revisions and be prepared to discuss on January 24th.

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

Service	Transportation Need Targeted and Service Details
Specialized Accessible Van	<p>Origin-to-destination specialized trips for seniors and people with disabilities using lift- or ramp-equipped vehicles</p> <ul style="list-style-type: none"> • Pre-scheduled & Same Day • Accessible
Accessible Shuttle	<p>Fixed or flex route trips for seniors and people with disabilities possibly able to ride fixed route transit, but who benefit from targeted routes/stops and more individualized service (compared to transit)</p> <ul style="list-style-type: none"> • Fixed Schedule • Accessible
Group Trips	<p>Round trip or origin-to-destination trips for seniors and people with disabilities</p> <ul style="list-style-type: none"> • Pre-scheduled/fixed schedule • Usually accessible
Door-through-Door/Volunteer Driver Service	<p>Origin-to-destination trips for seniors and people with disabilities with special needs requiring door-through-door service or escort</p> <ul style="list-style-type: none"> • Pre-scheduled • Generally not accessible when provided in private cars
Mobility Management and/or Travel Training	<p>Information and referral, service linkage, service coordination, advocacy, and/or individual/group training or travel orientation for seniors and people with disabilities to facilitate use of services</p>
Means-Based Fare Programs	<p>Financial assistance for seniors and people with disabilities to utilize services</p>
Meal Delivery Funding Programs	<p>Funding for meal delivery for seniors and people with disabilities who cannot travel to congregate meal sites, <u>additionally food shopping, grocery and/or food pantry delivery, if determined necessary to meet life sustaining needs</u></p> <ul style="list-style-type: none"> • Programs currently funded by Measure B may continue, but new programs may not be established <u>without approval from Alameda CTC staff.</u>
Capital Expenditures ⁴	<p>Funding for capital purchases for transportation programs for seniors and people with disabilities</p> <ul style="list-style-type: none"> • If purchasing vehicles, they should be accessible

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

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

³ Note on Transportation Network Companies: Programs may utilize Transportation Network Companies or TNCs (e.g. Lyft, Uber) that use ride-hailing apps under the guidelines for Same-Day Transportation Services. Service changes to utilize TNCs are subject to review by Alameda CTC staff prior to implementation.

⁴ 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.

⁵ 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"> 1. People 18 and above with disabilities who are unable to use fixed route services. Cities may, at their discretion, also provide services to consumers with disabilities under the age of 18, and 2. Seniors 70 years or older without proof of a disability.¹ <p><i>Cities may continue to offer eligibility to program registrants below 70 years old who were enrolled in the program as of FY 2011/12 and have continued to use it regularly, as long as it does not impinge on the City's ability to meet the minimum requirements of the Implementation Guidelines.</i></p>

¹ The minimum age requirement is lowered to 60 for trips to receive the COVID-19 vaccine as of March 1, 2021 through June 30, 2022 due to the public health emergency 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

Same-Day Transportation Service Guidelines	
	<p>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.</p> <p>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.</p> <p>Union City is exempted from including seniors aged 70-79 for FY 2021-22.</p>
Time & Days of Service	<p>Service <u>times</u> should be available 24 hours per day/7 days per week, unless a City notifies Alameda CTC staff that providers do not operate 24 hours per day/7 days per week in their jurisdiction. <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 www.transit.dot.gov/regulations-and-guidance/shared-mobility-frequently-asked-questions. Program changes to utilize TNCs are subject to review by Alameda CTC staff prior to implementation.</p>

Specialized Accessible Van Service Guidelines	
Service Description	<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 18.²</p> <p><i>Cities may continue to offer eligibility to prior "City-based Door-to-Door Service" registrants below 70 years old who have used the program regularly since FY 2011/12, as long as it does not impinge on the City's ability to meet the minimum requirements of the Implementation Guidelines.</i></p> <p><i>Program sponsors may use either ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit) or the Alameda County City-Based Paratransit Services Medical Statement Form, as proof of disability. Program sponsors may, at their discretion, also offer temporary eligibility due to disability.</i></p>
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>

² The policy change that applies to Same Day Transportation related to trips for COVID-19 vaccines through June 30, 2022 also applies to Specialized Accessible Van Service 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

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

Accessible Shuttle Service Guidelines	
	<p>well-defined plan must be submitted to Alameda CTC staff for review prior to implementation.</p> <p>Deviations and flag stops are permitted at discretion of program sponsor.</p>

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

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

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

Mobility Management and/or Travel Training Program Guidelines	
Service Description	<p>Mobility management services cover a wide range of activities, such as travel training, coordinated services, trip planning, and brokerage. Mobility management activities often include education and outreach which play an important role in ensuring that people use the “right” service for each trip, e.g. using East Bay Paratransit from Fremont to Berkeley for an event, using a taxi voucher for a same-day urgent doctor visit, and scheduling with a group trip service to go grocery shopping. Service types can be categorized as information and referral, service linkage, service coordination, or advocacy.</p> <p>Travel training is short-term, one-on-one or group-based intensive instruction designed to teach people with disabilities and seniors to travel safely and independently on fixed-route public transportation in their community.³</p> <p>Travel orientation, also known as transit orientation, is less formal and involved than traditional travel training and explains transportation systems by sharing information about trip planning, schedules, maps, fare systems, mobility devices, new mobility services, and benefits and services. It may be conducted in a group or one-on-one.⁴</p>
Eligible Population	At discretion of program sponsor.

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

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

Mobility Management and/or Travel Training Program Guidelines	
Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	N/A
Other	For new mobility management and/or travel training programs, to ensure effective program design, a plan with a well-defined set of activities must be submitted to Alameda CTC staff for review prior to implementation.

Means-Based Fare Program Guidelines	
Service Description	Means-Based Fare Programs can subsidize any service eligible for paratransit funding and/or fixed-route transit for paratransit customers who are low-income and can demonstrate financial need.
Eligible Population	Subsidies can be offered to low-income consumers with demonstrated financial need who are currently eligible for an Alameda County ADA-mandated or city paratransit program. Low income requirements are at discretion of program sponsors, but the requirement for household income should not exceed the HUD Very Low-Income threshold for Alameda County. ⁵
Time and Days of Service	N/A
Fare (Cost to Customer)	N/A
Other	Outreach/communication plans related to means-based fares must be submitted to Alameda CTC staff annually. Low-income requirements and the means to determine and verify eligibility must be submitted to Alameda CTC staff for review prior to implementation. If program sponsors include subsidized East Bay Paratransit (EBP) tickets in this program, no more than 3% of a program sponsor's Alameda CTC distributed funding may be used for the ticket subsidy. Other services or purposes proposed for means-

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

Means-Based Fare Program Guidelines	
	based fare subsidy must be submitted to Alameda CTC staff for review prior to implementation.

Meal Delivery Funding Guidelines	
Service Description	Meal Delivery Funding programs <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> 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> ⁶

⁶ This stipulation is not in effect as of FY 2020-21 due to the public health emergency. The Commission took action at their ~~June 2020~~ April 2021 meeting to continue to allow all paratransit DLD recipients to use Measures B/BB funding for transportation costs related to meal delivery services and programs through FY 2021-22 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

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

❖ *Performance data required for Compliance Reports*

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

❖ *Performance data required for Compliance Reports*

Mobility Management Program

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

❖ *Performance data required for Compliance Reports*

Travel Training Program

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

❖ *Performance data required for Compliance Reports*

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

❖ *Performance data required for Compliance Reports*

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

❖ *Performance data required for Compliance Reports*

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

❖ *Performance data required for Compliance Reports*

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Memorandum

5.3

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

DATE: January 18, 2022

TO: Paratransit Advisory and Planning Committee

FROM: Krystle Pasco, Associate Program Analyst

SUBJECT: Receive the FY 2022-23 Paratransit Program Plan Review Overview and Initiate Request for Subcommittee Volunteers

Recommendation

PAPCO members will be asked to volunteer for appointments to the Program Plan Review subcommittees.

Summary

At the PAPCO meeting on January 24, 2022, members will be asked to volunteer for appointments to the Program Plan Review subcommittees. The subcommittees are scheduled to take place virtually via Zoom on Monday, April 25 and Tuesday, April 26, 2022.

Background

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

alternative approaches that will improve special transportation service in Alameda County."

This year, PAPCO will be responsible for reviewing Measure B reserves and Measure BB Direct Local Distribution (DLD) funded paratransit programs totaling over \$28.9 million dollars. The Program Plan Review process will also incorporate a review of unspent fund balances and notable trends in revenues and expenditures. Program Plan Review consists of five subcommittees held virtually via Zoom over two days, and members can be appointed to one or more of these subcommittees. The subcommittees are primarily planning area focused and includes a separate subcommittee for East Bay Paratransit.

Subcommittee Selection Process

All subcommittees have a minimum membership of 3 members and a maximum of quorum (currently 10). Staff will ask for volunteers and work with the Chair to appoint members, who will later be notified of their appointments via email or telephone. Any members not appointed may still attend the virtual subcommittee meetings as audience members and participate in the discussion, but cannot vote or receive a per diem. Members are asked to complete the FY 2022-23 Program Plan Review Subcommittee Volunteer Form, which will be provided by staff after the January 24, 2022 PAPCO meeting, to help the Chair and staff make appropriate appointments. The FY 2022-23 Program Plan Review schedule will also be provided by staff after the PAPCO meeting.

Responsibilities

All PAPCO members that are appointed to these subcommittees will be requested to review the program plan materials sent prior to the meeting(s), attend the meeting(s), and work cooperatively with other members to develop recommendations. Accessible materials can be arranged for any member upon request.

Per Diem

The Program Plan Review subcommittees are identified in the PAPCO Bylaws as standing subcommittees, therefore, appointed PAPCO members are eligible to receive a per diem.

Fiscal Impact: Upon approval by PAPCO in June, the programming of Measure B reserves and Measure BB paratransit DLD funds will be presented to the Commission in late spring 2022. The funds will also be included in the agency's FY 2022-23 budget.

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Memorandum

5.4

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

DATE: January 18, 2022

TO: Paratransit Advisory and Planning Committee

FROM: Krystle Pasco, Associate Program Analyst

SUBJECT: City Program Application Update

Recommendation

Receive information on potential updates to the City Program Application and provide input.

Summary

On January 24, 2022, the Paratransit Advisory and Planning Committee (PAPCO) will receive information on potential updates to the City Program Application.

Background

Alameda CTC publishes a City Program Application in the Access Alameda booklet and website. Individuals can complete this application for any city paratransit program in Alameda County. The Paratransit Team has been discussing revisions to the application with ParaTAC since 2020.

Currently, the Paratransit Team is working on an update to AccessAlameda.org and plans to update the Access Alameda booklet in FY 2022-23. This process provides an opportunity to update the application. The current application and Medical Statement Form

are included as Attachments 5.4A and 5.4B. Current proposed edits include:

- List of mobility aids
- Format of contact information
- Collection of demographic information (race/ethnicity, income)

PAPCO is asked to consider the following questions:

- What should the application do? Provide the fastest way for individuals to be registered with a program? Provide introductory information for cities to request further information and then enroll individuals? Provide a way for individuals to request further information on programs?
- Who is the audience for the application? Are there individuals for whom the application doesn't work? What is a better way to reach those individuals?
- Are there additional accommodations we need to provide for the application?
- We would like to collect demographic data in order to complete equity analyses of the services throughout the County. What is the best way for us to request that information?

Fiscal Impact: There is no net fiscal impact.

Attachments

- A. 2018 City Program Application Form
- B. 2018 Medical Statement Form

Alameda County City-Based Paratransit Services Application Form

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

Name: _____
Last Name First Name Middle Initial

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

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

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

Name of Housing Facility (if applicable): _____

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

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

Name: _____ **Relationship:** _____

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

Email: _____

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

- How do you currently travel to your most frequent destinations?** (Check all that apply)
 - ☐ ADA Paratransit (i.e. East Bay Paratransit, Wheels Dial-A-Ride, Union City Paratransit)
 - ☐ Drive myself ☐ Someone drives me ☐ Buses/BART ☐ Taxi
 - ☐ Other: _____
- Have you been certified as eligible for rides with an ADA paratransit service?**
(i.e. East Bay Paratransit, Wheels Dial-A-Ride, Union City Paratransit)
 - ☐ Fully eligible ☐ Conditionally eligible **Rider Identification #:** _____
 - ☐ Not eligible/Denied ☐ Have not applied ☐ Don't know
- Do you use any of the following mobility aids or equipment?** (Check all that apply)
 - ☐ Cane ☐ White Cane ☐ Walker
 - ☐ Manual Wheelchair ☐ Power Wheelchair ☐ Power Scooter
 - ☐ Service Animal ☐ Portable Oxygen Tank ☐ Other: _____
- Do you need a wheelchair lift to get in and out of a vehicle?** ☐ Yes ☐ No ☐ Don't know
- Do you typically travel with assistance from another person** (other than driver)? ☐ Yes ☐ No

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

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

8. Emergency Contact Person: _____

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

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

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

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

10. Gross *Individual* Monthly Income: _____

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

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

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

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

Other Language(s): _____

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

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

Applicant's Signature: _____ Date: _____

Person who assisted you with application/Phone #: _____

Alameda County City-Based Paratransit Services Medical Statement Form

This form may need to be completed if the applicant **does not meet the "Senior" age eligibility requirement** of the city-operated paratransit service for which he/she is applying. For more information, please call your city's paratransit program or 1-866-901-7272.

Applicant's Name: _____ Birthdate: _____

Address: _____

Dear Physician, Social Worker or Health Care Professional:

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

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

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

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

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

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

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

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

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

Agency/Organization Affiliation: _____

Address: _____

Telephone #: _____ Fax #: _____ Email: _____

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MTI Research Snaps presents:

Gaps and Opportunities in Accessibility Policy for Autonomous Vehicles

Presented by:

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12/9/2021



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#MTIResearchSnaps

Gaps and Opportunities in Accessibility Policy for Autonomous Vehicles

- Objective
- Background Research
- Case Studies
- Future Work

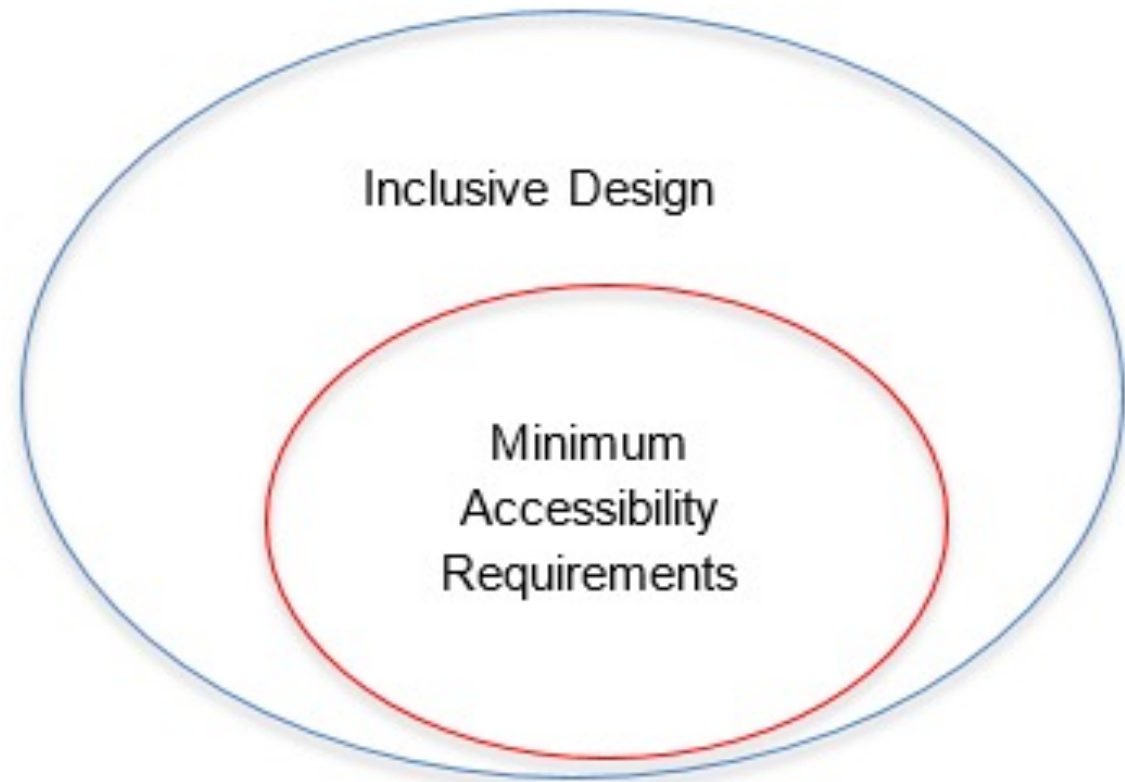




Objective: Accessibility
of AAV in the Context
of VTA AAV Project

Objective

- 49 CFR Part 37 -Transportation Services for Individuals with Disabilities (ADA)
- 49 CFR Part 38 - Americans with Disabilities Act Accessibility Specifications for Transportation Vehicles
- New Final Rule: Reasonable Modification of Policies and Practices (Federal Transit Administration Office of Civil Rights)
 - Spirit of the ADA vs. the letter of the law/regulations?
 - The key is to ensure that the accessibility concerns are addressed NOW rather than retrofitted later.



The Complete Trip

Seven trip-making stages divided into three distinct categories:

- Pre-trip concierge (Information system design)
 - Trip planning and booking
- Wayfinding and Navigation (Accessible infrastructure design)
 - Navigating to AAV pick up point
 - Waiting at AAV pick up point
 - Navigating from AAV drop off point to end destination
- Robotics and Automation (Vehicle design)
 - Boarding AAV
 - Riding AAV
 - Alighting AAV



Taxonomy of Accessibility Considerations




Information system design



Vehicle design



Infrastructure design



Taxonomy of Disability Considerations

Cognitive and/or Developmental Disability

Auditory Impairment

Visual Impairment

Wheeled Mobility Devices

Ambulatory Impairment

Older Adults

Extremes of Size and Weight

Summary of Background Investigation

- Wheeled mobility devices and ambulatory impairments have significant literature
- Research on **cognitive and developmental disabilities and auditory impairment** is most sparse
- The combinations of disability type-trip making stage where the research is most sparse:
 - Trip planning and booking stage: **Auditory Impairment**
 - Boarding AAV stage: **Cognitive and/or developmental Disability; Auditory Impairment; Extreme Size and Weight**
 - Riding AAV stage: **Auditory Impairment; Visual Impairment**
 - Alighting AAV stage: **Cognitive and/or developmental Disability; Auditory Impairment**

Applicability of AAV Technology to On-demand Microtransit and Paratransit Services

	Accessible Safety Features	Wheel Chair Stowage / Tethering	Voice Controlled Systems	Pick Up Point Orientation	Drop Off Point Orientation	Location, weather, route info etc.
AAV On-Demand Microtransit	Meets Standards	Meets Standards	May Need Additional Development	Meets Standards	May Need Additional Development	Exceeds Standards
AAV Paratransit	Meets Standards	Meets Standards	May Need Additional Development	Meets Standards	May Need Additional Development	Exceeds Standards

Case Studies

- **Microtransit**
 - May Mobility's Prototype of Wheelchair-Accessible AV
 - Waymo / Custom Chrysler Pacifica
 - Volkswagen Sedric
 - Renault EZ-GO
 - Kenguru
- **Paratransit**
 - Detroit Medical Campus / Navya Shuttle Evo
 - US Army Catapult
 - JTA/Olli 2.0



Conclusions & Considerations

AAV can potentially offer superior service to disabled passengers, providing: inclusion of video/safety analytics; ramp deployment and actuation; voice warning for securing passengers, rider/stop information; the ability for multi-lingual support.

Additional considerations include:

- Universal standard to allow for the elimination of fare boxes
- The design of vehicles must account for individuals with cognitive disabilities
- Voice control systems and drop-off orientation may need more technological development or additional service specifications through on-demand or on-call help services (Critical for Microtransit)
- Exploration of slope standards and including them in any requests for qualifications
- Ensure that vehicles are designed to accommodate roadway users (especially those with disabilities) not using or interacting with those vehicles
- Infrastructure concerns require collaboration between local agencies and transit authorities/private sector

Potential for Agency Partnerships

- Coordination to on enhance and build appropriate infrastructure (curb ramps, bus stops, etc.)
- Prioritization curb availability for accessible services and collaboratively managing pick up and drop off locations between multimodal users
- Digitization of transit trip data to encourage multimodal integration of future AAV service with existing transportation infrastructure

Thank you for joining us for:
Gaps and Opportunities in Accessibility Policy
for Autonomous Vehicles

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