

# 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, and~~ Measure BB (2014) ~~and Vehicle Registration Fee (VRF, 2010)~~ revenues under the Special Transportation for Seniors and People with Disabilities (Paratransit) Program. All programs funded partially or in their entirety through these sources, including American with Disabilities Act (ADA)- mandated paratransit services, city programs and discretionary grant funded projects, must abide by the following requirements for each type of paratransit service.

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

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

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

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

Service	Transportation Need Targeted and Service Details
Capital Expenditures <sup>4</sup>	Funding for capital purchases for transportation programs for seniors and people with disabilities <ul style="list-style-type: none"> <li>• If purchasing vehicles, they should be accessible</li> </ul>

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

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

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

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

<sup>5</sup> **Note on Capital Expenditures:** Any capital expenditures within the eligible service categories must be consistent with the objectives of the Alameda CTC Special Transportation for Seniors and Peoples with Disabilities (Paratransit) Program described above and are subject to review by Alameda CTC staff prior to implementation.

## Same-Day Transportation Service Guidelines

<p>Service Description</p>	<p>Same-day transportation services provide on-demand same-day services utilizing taxis, Transportation Network Companies a.k.a. TNCs (e.g. Lyft, Uber) that use ride-hailing mobile apps, or other new transportation options. Services may be subsidized in different ways including vouchers, scrip, reimbursement, a discount code on an app, call center or website payment, etc.</p> <p>Taxis provide curb-to-curb service that can be scheduled on a same-day basis. Taxis charge riders on a distance/time basis using a meter. Taxi subsidy programs allow eligible consumers to use taxis at a reduced fare by reimbursing consumers a percentage of the fare or by providing some fare medium, e.g. scrip or vouchers, which can be used to cover a portion of the fare. These programs are intended for situations when consumers cannot make their trip on a pre-scheduled basis.</p> <p>Transportation Network Companies (e.g. Lyft, Uber) using ride-hailing apps and web-based platforms can also provide a similar service at the discretion of the program sponsor with local consumer input. TNC trip services can incorporate a concierge service.</p> <p>The availability of accessible vehicles varies by geographical area and provider, but programs should expand availability of accessible vehicles where possible in order to fulfill requests for same-day accessible trips.</p>
<p>Eligible Population</p>	<p>Eligible Populations include:</p> <ol style="list-style-type: none"> <li>1. People 18 and above with disabilities who are unable to use fixed route services. Cities may, at their discretion, also provide services to consumers with disabilities under the age of 18, and</li> <li>2. Seniors 70 years or older without proof of a disability.<sup>4</sup></li> </ol> <p><i>Cities may continue to offer eligibility to program registrants below 70 years old who were enrolled in the program as of FY 2011/12 and have continued to use it regularly, as long as it does not impinge on the City's ability to meet the minimum requirements of the Implementation Guidelines.</i></p>

<sup>4</sup>The minimum age requirement is lowered to 60 for trips to receive the COVID-19 vaccine as of March 1, 2021 through June 30, 2022 due to the public health emergency and may continue pending Commission action to extend this policy beyond June 30, 2022. The Commission took this action at their April 2021 meeting. The staff report discussing this action can be viewed here: [https://www.alamedactc.org/wp-content/uploads/2021/04/6.5\\_COMM\\_MB\\_BB\\_VRF\\_Programs\\_Update\\_20210422.pdf](https://www.alamedactc.org/wp-content/uploads/2021/04/6.5_COMM_MB_BB_VRF_Programs_Update_20210422.pdf)

<b>Same-Day Transportation Service Guidelines</b>	
	<p><i>Program sponsors may use either ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit) or the Alameda County City-Based Paratransit Services Medical Statement Form, as proof of disability. Program sponsors may, at their discretion, also offer temporary eligibility due to disability.</i></p> <p><i>ADA-mandated providers that are not also city providers (East Bay Paratransit and LAVTA) are not required to provide service to seniors <del>70</del>80 years or older without ADA eligibility.</i></p>
Time & Days of Service	Service times should be consistent with transportation provider availability to public consumers.
Fare (Cost to Customer)	<p>Programs must subsidize at least 50% of the fare.</p> <p>Programs can impose a cap on total subsidy per person. This can be accomplished through a maximum subsidy per trip, a limit on the number of vouchers/scrip (or other fare medium) per person, and/or a total monetary subsidy per person per month/quarter/year.</p>
Other	<p>Programs may also use funding to provide incentives to drivers and/or transportation providers to ensure reliable service. Incentives are often utilized to promote accessible service. Planned expenditures on incentives are subject to review by Alameda CTC staff prior to implementation.</p> <p>Programs may utilize Transportation Network Companies (e.g. Lyft, Uber) for these programs but should review the Department of Transportation guidance on shared mobility at <a href="http://www.transit.dot.gov/regulations-and-guidance/shared-mobility-frequently-asked-questions">www.transit.dot.gov/regulations-and-guidance/shared-mobility-frequently-asked-questions</a>. Program changes to utilize TNCs are subject to review by Alameda CTC staff prior to implementation.</p>

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

## Specialized Accessible Van Service Guidelines

	<p>riders with dementia unable to safely take an ADA-mandated trip, or trips outside of the ADA-mandated service area. When possible, a priority for this service should be fulfilling requests for same-day accessible trips.</p> <p>Services may be subsidized in different ways as agreed upon by the program sponsor and transportation provider, including vouchers, scrip, reimbursement, a discount code on an app, call center or website payment, etc.</p>
<p>Eligible Population</p>	<p>People 18 and above who are unable to use fixed route, ADA-mandated or same-day transportation services due to disability. Cities may, at their discretion, also provide services to consumers with disabilities under the age of 18.<sup>2</sup></p> <p><i>Cities may continue to offer eligibility to prior “City-based Door-to-Door Service” registrants below 70 years old who have used the program regularly since FY 2011/12, as long as it does not impinge on the City’s ability to meet the minimum requirements of the Implementation Guidelines.</i></p> <p><i>Program sponsors may use either ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit) or the Alameda County City-Based Paratransit Services Medical Statement Form, as proof of disability. Program sponsors may, at their discretion, also offer temporary eligibility due to disability.</i></p>
<p>Time &amp; Days of Service</p>	<p>At discretion of program sponsor with local consumer input. When possible, service should be available Monday – Friday between the hours of 8 a.m. and 5 p.m. (excluding holidays), and accept reservations between the hours of 9 a.m. and 5 p.m. Monday – Friday (excluding holidays).</p>
<p>Fare (Cost to Customer)</p>	<p>Fares for pre-scheduled service should not exceed comparable local ADA-mandated or same-day transportation services fares. Higher fares can be charged for “premium” service (e.g. same-day).</p>
<p>Other</p>	<p>Specialized Accessible van programs must demonstrate that they are providing trips at an equal or lower cost to the provider than the ADA-mandated provider on a cost per trip basis, except if providing “premium” service (e.g. same-day). Cost per trip is defined as total transportation cost (from all sources of revenue) during a reporting period divided by the number</p>

<sup>2</sup>The policy change that applies to Same-Day Transportation related to trips for COVID-19 vaccines through June 30, 2022 also applies to Specialized Accessible Van Service and may continue pending Commission action to extend this policy beyond June 30, 2022. The Commission took this action at their April 2021 meeting. The staff report discussing this action can be viewed here: [https://www.alamedactc.org/wp-content/uploads/2021/04/6.5\\_COMM\\_MB\\_BB\\_VRF\\_Programs\\_Update\\_20210422.pdf](https://www.alamedactc.org/wp-content/uploads/2021/04/6.5_COMM_MB_BB_VRF_Programs_Update_20210422.pdf)



### Specialized Accessible Van Service Guidelines

of one-way trips, including attendant and companion trips, provided during the period.

### Accessible Shuttle Service Guidelines

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

### Accessible Shuttle Service Guidelines

Deviations and flag stops are permitted at discretion of program sponsor.

### Group Trips Service Guidelines

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

### Door-through-Door/Volunteer Driver Service Guidelines

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



### Door-through-Door/Volunteer Driver Service Guidelines

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 <u>TNC (e.g. Lyft, Uber) taxi voucher</u> for a same-day urgent doctor visit, and scheduling with a group trip service to go grocery shopping. Service types can be categorized as information and referral, service linkage, service coordination, or advocacy.</p> <p>Travel training is short-term, one-on-one or group-based intensive instruction designed to teach people with disabilities and seniors to travel safely and independently on fixed-route public transportation in their community.<sup>3</sup></p> <p>Travel orientation, also known as transit orientation, is less formal and involved than traditional travel training and explains transportation systems by sharing information about trip planning, schedules, maps, fare systems, mobility devices, new mobility services, and benefits and services. It may be conducted in a group or one-on-one.<sup>4</sup></p>
Eligible Population	At discretion of program sponsor.
Time and Days of Service	At discretion of program sponsor.

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

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

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

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

<sup>5</sup> [https://www.acgov.org/cda/hcd/hud-income-rent\\_limits.htm](https://www.acgov.org/cda/hcd/hud-income-rent_limits.htm)

## Meal Delivery Program Funding Guidelines

Service Description	<p>Meal Delivery <del>Funding</del> programs traditionally <del>support</del><u>provide</u> <del>funding to programs that</del> <u>delivery of</u> meals to the homes of individuals who are too frail to travel <del>outside</del> to congregate meal sites.</p> <p><del>Additionally, programs could fund food shopping, grocery and/or food pantry delivery, if determined necessary to meet life sustaining needs.</del></p> <p><del>Although this provides access to life sustaining needs for seniors and people with disabilities, it is not a direct transportation expense. Meal delivery program eligibility under Measures B and BB are limited to the transportation component of the program, as is categorized in the following:</del></p> <p style="padding-left: 40px;"><del>A. Traditional meal delivery transportation (may include meal cost when unable to be separated) costs for a local community-based organization</del></p> <p style="padding-left: 40px;"><del>A.B. Mileage reimbursement for volunteer delivery drivers</del></p>
Eligible Population	<del>For currently operating programs, a</del> <u>A</u> t discretion of program sponsor.
Time and Days of Service	<del>For currently operating programs, a</del> <u>A</u> t discretion of program sponsor.
Fare (Cost to Customer)	<del>For currently operating programs, a</del> <u>A</u> t discretion of program sponsor.

Other	<p><u>Program sponsors may not use more than 5% of their Alameda CTC DLD Paratransit program funds expended in a given fiscal year for transportation-related costs for meal delivery.</u></p> <p><u>Funding for traditional meal delivery provided by a local community-based organization must be limited to no more than \$3 per meal.</u></p> <p><u>Mileage reimbursement for volunteer delivery drivers must be limited to no more than \$8 per meal (not to exceed Federal General Services Administration (Privately Owned Vehicle) Mileage Reimbursement Rates).</u></p> <p><u>For new meal delivery programs, to ensure effective program design, a well-defined plan must be submitted to Alameda CTC staff for review prior to implementation. Currently operating funding programs may continue, but new meal delivery funding programs may not be established without approval from Alameda CTC staff.<sup>6</sup></u></p>
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<b>Capital Expenditures Guidelines</b>	
Description	Capital expenditures are eligible if directly related to the implementation of a program or project within an eligible service category, including but not limited to, purchase of scheduling software, accessible vehicles and equipment, and accessibility improvements at shuttle stops.
Eligible Population	N/A
Time and Days of Service	N/A
Fare (Cost to Customer)	N/A

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<sup>6</sup> This stipulation is not in effect as of FY 2020-21 due to the public health emergency. The Commission took action at their April 2021 meeting to continue to allow all paratransit DLD recipients to use Measures B/BB funding for transportation costs related to meal delivery services and programs through FY 2021-22 and may continue pending Commission action to extend this policy beyond June 30, 2022. The staff report discussing this action can be viewed here: [https://www.alamedactc.org/wp-content/uploads/2021/04/6.5\\_COMM\\_MB\\_BB\\_VRF\\_Programs\\_Update\\_20210422.pdf](https://www.alamedactc.org/wp-content/uploads/2021/04/6.5_COMM_MB_BB_VRF_Programs_Update_20210422.pdf)

**Capital Expenditures Guidelines**

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

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

### ADA-mandated Paratransit

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

❖ *Performance data required for Compliance Reports*



### Same-Day Transportation Service

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

❖ *Performance data required for Compliance Reports*

### Specialized Accessible Van Service

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

❖ *Performance data required for Compliance Reports*

### Accessible Shuttle Service

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

❖ *Performance data required for Compliance Reports*

### Group Trips Service

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

❖ *Performance data required for Compliance Reports*

### Door-through-Door/Volunteer Driver Service

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

❖ *Performance data required for Compliance Reports*

### Mobility Management Program

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

❖ *Performance data required for Compliance Reports*

### Travel Training Program

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

❖ *Performance data required for Compliance Reports*

### Means-Based Fare Program

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

❖ *Performance data required for Compliance Reports*

### Meal Delivery Funding Program

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

❖ *Performance data required for Compliance Reports*

### Capital Expenditures

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

❖ *Performance data required for Compliance Reports*