



## **Annual Paratransit Program Application for Measure B Funding**

### **Fiscal Year 2012-2013 (July 1, 2012 through June 30, 2013)**

**Note:** In July 2010, the Alameda County Transportation Improvement Authority (ACTIA) merged with the Alameda County Congestion Management Agency to become the Alameda County Transportation Commission (Alameda CTC). Agencies and jurisdictions that have paratransit pass-through fund agreements with ACTIA must continue to submit annual paratransit program application forms. See below for submittal instructions.

### **Requirements and Instructions**

Measure B paratransit fund recipients are required to submit to the Alameda CTC one electronic version of two documents for the annual program application submittal.

### **Paratransit Program Application Deadline: April 2, 2012**

The Annual Paratransit Program Application submittal includes the following required attachments for each program:

1. Paratransit Program Application (PDF)
2. Paratransit Program Attachments including: Tables A, B, C and D (one excel workbook)

**Electronic submission:** Save the online PDF form to your hard drive with your agency name and date in the file name (e.g., Albany\_FY12-13\_Paratransit\_Program\_Application.pdf).

You can start work on the PDF and finish it later; simply save it to your hard drive. Also, complete the Table A, Table B, Table C and Table D Attachments in the excel workbook and include your agency name and date in the file name. Submit one copy of both the PDF and the excel workbook via email by April 2, 2012. Send it to [narmenta@alamedactc.org](mailto:narmenta@alamedactc.org). If you have questions, you can reach Naomi Armenta via email or at (510) 208-7469.

## Paratransit Program Application

### Due by April 2, 2012

Agency Name: \_\_\_\_\_

Date Submitted: \_\_\_\_\_

Submitter Name (Primary Contact for Application): \_\_\_\_\_

Submitter Title: \_\_\_\_\_

Secondary Agency Contact Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_

*Clearly label additional attachments as needed.*

### TYPES OF SERVICES PROVIDED

- 1. What type of paratransit projects and programs will Measure B fund?** To answer this question, complete the Table A Attachment (Table A Program Description tab) in the Excel workbook. Describe the projects and/or programs your agency plans to implement with Measure B funding during fiscal year 2012-2013 (FY 12-13). *(See question 1A that follows.)*

*As noted in the comments in Table A, the following services/programs are eligible for funding through Measure B:*

- **Management/Overhead:** Program oversight, planning, budgeting, participation in regional/countywide meetings. Please include admin/labor even if it is paid by the City for accurate reporting of full program expenses.
- **Customer Service/Outreach:** Activities associated with educating consumers about services that are available to them, answering questions from consumers and taking, tracking and responding to complaints and commendations.
- **City-based Door-to-Door:** Pre-scheduled, accessible, door-to-door service provided by city. Provides a similar level of service to mandated ADA services; designed to fill gaps not met by ADA-mandated providers and/or relieve ADA-mandated providers of some trips.
- **Taxi Program:** Provides a same day, curb-to-curb service intended for situations when consumers cannot make their trip on a pre-scheduled basis; allows eligible consumers to use taxis at a reduced fare.

- **Accessible Fixed-Route Shuttle:** Generally accessible vehicles that operate on a fixed route and schedule to serve common trip origins and destinations, e.g. senior centers, medical facilities, grocery stores, BART stations, other transit stations, community centers, commercial districts, and post offices.
- **Group Trips Program:** Round-trip accessible van rides for pre-planned outings or to attend specific events or go to specific destinations for fixed amounts of time, e.g. shopping trips or religious services. Trips usually originate from a senior center or housing facility.
- **Volunteer Driver Program:** Pre-scheduled, door-through-door services that are generally not accessible; rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. May also have an escort component.
- **Mobility Management/Travel Training:** Covers a wide range of activities, such as travel training, trip planning, and brokerage. Does not include provision of trips. (This is considered "non-trip provision")
- **Scholarship/Subsidized Fare Program:** Program to subsidize any service for customers who are low-income and can demonstrate financial need.
- **Meal Delivery** (only existing programs are eligible; no new programs can be established): Program to deliver meals to the homes of individuals who are transportation disadvantaged. Currently operating programs can continue to use Measure B funds for these service costs, but new meal delivery services cannot be established.
- **Capital Expenditure:** Any capital purchase or other capital expenditure.

**1A. Please provide a short narrative description explaining how the suite of services offered through your program meets the basic life needs of seniors and people with disabilities in your community.** For example, why have these service types been selected for funding over other potential service types to meet the trip needs of your consumers? Please reference each service component listed in Table A Attachment (Table A Program Description tab). (max. 1,300 characters)

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- 2. Will your planned program for FY 12-13 meet the Paratransit Program Implementation Guidelines?** See the appendix for the implementation guidelines. Programs are not *required* to meet the implementation guidelines until FY 13-14. *(max. 700 characters)*
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- 3. If proposing service changes from this fiscal year, please describe what changes are proposed and why.** Please describe how these changes will impact the ability of seniors and people with disabilities in your community to meet their basic life needs. *(max. 700 characters)*
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## **DEVELOPMENT OF PROGRAM PLAN**

- 4. How was consumer input sought in development of your program plan and selection of the services offered?** Describe all activities undertaken in connection with this plan, including consumer or public meetings; meetings with other agencies; presentations to boards, commissions, or committees. If possible provide general dates for these activities. *(See questions 4A and 4B that follow; max. 500 characters.)*
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**4A. Has this plan been reviewed by a local paratransit advisory committee?**

- ☐ Yes  
☐ No

**4B. If yes, list the committee name and date of the meeting.**

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**5. Describe any surveys or analysis conducted to develop this plan and to select the range of services your program offers? (max. 300 characters)**

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**6. Describe how the planning process (e.g., consumer input, surveys and staff analysis) is connected to the service plan: How do the planned services correspond to the results of the planning process? (max. 500 characters)**

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**7. Did you (or will you) get a Governing Body Resolution to authorize submittal of this plan?**

- ☐ Yes  
☐ No

If yes, please indicate the date that the plan was approved or is scheduled for action:

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## **OUTREACH**

**8. How do potential users of the services learn about what services are available in your community? (max. 500 characters)**

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## ELIGIBILITY AND ENROLLMENT

9. What is your eligibility process and how do consumers enroll in your program?  
(max. 400 characters)

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10. How long does it take for an applicant to be enrolled in your program and become eligible to utilize the services offered? (max. 400 characters)

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## EXPECTED USE OF SERVICES

11. How many consumers do you estimate will be registered in your program in FY 12-13?  
Fill in the box below. (See question 11A that follows.)

Estimated Registrants in FY 12-13

- 11A. Do you expect your program registration to increase, decrease or stay the same compared to this fiscal year? Why? (max. 300 characters)

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12. Do you expect the total number of one-way trips provided by your program to increase, decrease or stay the same compared to this fiscal year? Why? (max. 300 characters)

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## CUSTOMER SATISFACTION

- 13. Describe your complaint and commendation process.** Describe your process from beginning to end, including instructions you provide to customers for filing complaints or commendations, your documentation procedures and your follow up.

*(See questions 13A and 13B that follow; max. 500 characters.)*

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- 13A. Describe any common or recurring complaints your program has received.**

*(max. 500 characters)*

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- 13B. Describe any changes you have made to your program as a result of customer complaints and commendations.**

*(max. 500 characters)*

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## VEHICLE FLEET

- 14. Please provide details regarding your vehicle fleet.** To answer this question, complete the Table D Attachment (Table D Vehicle Fleet tab) in the Excel workbook.

## CAPITAL PURCHASES

- 15. Describe planned capital expenditures, such as purchase of vehicles or durable equipment, below.** *(max. 255 characters)*
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## **FINANCES: PROGRAM COSTS AND REVENUE**

- 16. Please complete Table B and C Attachments (Table B Program Costs and Table C Program Revenues tabs) in the Excel workbook to indicate the total expected costs and revenues for your program in FY 12-13.**
- 17. If you anticipate an undesignated reserve by the end of FY 12-13 (see cell C10 in the Table C Attachment in the Excel workbook), how do you plan to use these undesignated reserve Measure B funds? (*max. 300 characters*)**
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- 18. In Table A, you may have indicated funding for “Management/Overhead” and “Customer Service and Outreach.” Please describe what costs are included in these two categories and how you determined these cost allocations? The definition of these two categories is included in question 1.**

**Management/Overhead (*max. 350 characters*)**

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**Customer Service and Outreach (*max. 350 characters*)**

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## **MISCELLANEOUS**

- 19. If you have any additional notes or clarifications you would like to provide about your program plan, please include them here. (*max. 500 characters*)**
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## MINIMUM SERVICE LEVEL GRANT

**20. If requesting Minimum Service Level (MSL) funding, please complete the table and questions 20A through 20C below.**

<b>MSL Your Program Anticipates Not Meeting</b> <i>(see appendix)</i>	<b>Describe How Your Program Falls Below This MSL</b>	<b>MB Funds Requested to Meet This MSL</b>
<b>TOTAL</b> <i>(should match C4 in Table C)</i>		

**20A. Please explain any community-specific issues that impact your ability to meet MSLs.**  
Please describe below. *(max. 500 characters)*

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**20B. Have you explored and documented other transportation options for seniors and people with disabilities provided by nonprofit organizations in your community that might also close this service gap.** Please describe below. *(max. 500 characters)*

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**20C. If MSL gap funding is not available to meet this need, are other funding sources available to meet this need?** Please describe below. *(max. 255 characters)*

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## Appendix A: PAPCO-approved Minimum Service Levels

	Minimum Service Level (MSL)	A Program <i>Exceeds</i> this MSL if ...
1.	Regarding who programs serve: <ul style="list-style-type: none"> <li>• People 18 and above with disabilities who are unable to use fixed route services</li> <li>• Seniors 80 and above without proof of a disability</li> </ul>	<ul style="list-style-type: none"> <li>• It serves minors with disabilities.</li> <li>• It serves seniors under 80 without proof of disability.</li> </ul>
2.	Regarding the type of service programs provide: <ul style="list-style-type: none"> <li>• Accessible individual demand-responsive service</li> </ul>	<ul style="list-style-type: none"> <li>• It offers additional services for participants, such as group trips or meal delivery.</li> </ul>
3.	Regarding the time and days service is provided: <ul style="list-style-type: none"> <li>• At least five days per week between the hours of 8 a.m. and 5 p.m. (excluding holidays)</li> </ul>	<ul style="list-style-type: none"> <li>• It offers service more than five days a week.</li> <li>• Its service hours begin before 8 a.m. and/or extend after 5 p.m.</li> </ul>
4.	Regarding the service area of a program: <ul style="list-style-type: none"> <li>• Residents using this program are able to meet life needs, including but not limited to travel to major medical facilities, full service grocery stores and other basic necessities, if ADA services, or coordination between base programs are unable to provide these trips.</li> </ul>	<ul style="list-style-type: none"> <li>• It provides trips to locations beyond those which residents would travel to fulfill life needs, such as recreational trips outside city boundaries.</li> </ul>
5.	Regarding fares: <ul style="list-style-type: none"> <li>• Fares should be comparable to East Bay Paratransit and equated to distance for van/sedan trips</li> <li>• Fares for Taxi trips should not exceed 50 percent of the total cost of the trip.</li> </ul>	<ul style="list-style-type: none"> <li>• Riders pay less than they would for a comparable trip on East Bay Paratransit for a van/sedan trip.</li> <li>• Riders pay less than 50 percent of the total cost of the taxi trip.</li> </ul>
6.	Regarding interim service for individuals applying for or awaiting ADA certification: <ul style="list-style-type: none"> <li>• Interim service should be provided within three business days on receipt of application.</li> <li>• Interim service should be provided at the request of a health care provider or ADA provider.</li> </ul>	<ul style="list-style-type: none"> <li>• It provides interim service in less than three business days.</li> </ul>
7.	Regarding reservations: <ul style="list-style-type: none"> <li>• Programs should accept reservations between the hours of 8 a.m. and 5 p.m. Monday through Friday.</li> </ul>	<ul style="list-style-type: none"> <li>• It accepts reservations before 8 a.m. and/or after 5 p.m.</li> <li>• It accepts reservations on weekends.</li> </ul>

## **Appendix B: Implementation Guidelines for the Paratransit Program Funded through Measure B**

(Adopted by the Commission December 16, 2011)

### **Section 1. Purpose**

- A. To delineate eligible uses of Paratransit funds authorized under Alameda County Transportation Commission Master Program Funding Agreements, these implementation guidelines have been developed to specify the requirements that local jurisdictions must follow in their use of Measure B pass-through funds and Measure B discretionary funds. These guidelines are incorporated by reference in the Master Program Funding Agreements. All other terms and conditions for programs are contained in the agreements themselves. The intent of the implementation guidelines is to:
1. Provide guidance on Paratransit funds eligible uses and expenditures.
  2. Define the terms in the Master Program Funding Agreements.
  3. Guide Paratransit Program implementation.

### **Section 2. Authority**

- A. These Implementation Guidelines have been adopted by the Alameda County Transportation Commission and set forth eligible uses and expenditures for the Paratransit funds. The Alameda CTC may update these guidelines on an as-needed basis and will do so with involvement of its technical and community advisory committees (as applicable). Exceptions to these guidelines must be requested in writing and be approved by the Alameda CTC Board.

### **Section 3. Background**

- A. Alameda CTC developed Implementation Guidelines for the Paratransit funds to clarify eligible fund uses and expenditures in association with new, 10-year Master Program Funding Agreements for the November 2000 voter-approved Measure B pass-through funds. The Expenditure Plan allocates 10.45 percent of Measure B funds for special transportation for seniors and people with disabilities (paratransit) programs and projects. The original program funding agreements for Measure B pass-through funds expired in spring 2012, and Alameda CTC put in place the new Master Program Funding Agreements to continue fund allocations for the remaining term of Measure B funds allocations through June 2022. These Implementation Guidelines define the eligible uses and allocation process for the Measure B funds and reflect new policies approved by the Alameda CTC.

## Section 4. Definition of Terms

- A. **Alameda CTC:** The Alameda County Transportation Commission is a Joint Powers Authority created by the merger of the Alameda County Congestion Management Agency, which performed long-range planning and funding for countywide transportation projects and programs, and the Alameda County Transportation Improvement Authority, which administered the voter-approved, half-cent transportation sales taxes in Alameda County (the Measure B sales tax programs approved in 1986 and 2000).
- B. **Americans with Disabilities Act (ADA):** According to the U.S. Equal Employment Opportunity Commission, originally passed in 1990 and revised in 2008, a law that prohibits private employers, state and local governments, employment agencies and labor unions from discriminating against qualified individuals with disabilities in job application procedures, hiring, firing, advancement, compensation, job training, and other terms, conditions, and privileges of employment. The ADA also requires reasonable accommodations for individuals with disabilities and has resulted in the removal of many barriers to transportation and in better access for seniors and people with disabilities.
- C. **Capital project:** A capital investment that typically requires the following phases: planning/feasibility, scoping, environmental clearance, design, right-of-way, construction, and completion. For paratransit programs, may be an investment in vehicles or equipment directly related to providing paratransit services.
- D. **Construction:** Construction of a new capital project, including development of preliminary engineering and construction documents, including plans, specifications, and estimates (PS&E).
- E. **Cost Allocation Plans (CAPs):** CAPs and indirect cost (IDC) rate proposals are plans that provide a systematic manner to identify, accumulate, and distribute allowable direct and indirect costs to Paratransit programs funded through the Alameda CTC Master Program Funding Agreements.
- F. **Customer service and outreach:** Customer service functions as well as costs associated with marketing, education, outreach, and promotional campaigns and programs.
- G. **Direct cost:** A cost completely attributed to the provision of a service, operations, a program, a capital cost, or a product. These costs include documented hourly project staff labor charges (salaries, wages, and benefits) that are directly and solely related to the implementation of the Alameda CTC-funded Paratransit projects, consultants, and materials. These funds may be used for travel or training if they are directly related to the implementation of the Paratransit funds.
- H. **East Bay Paratransit (EBP) ticket purchase:** Amount paid to East Bay Paratransit for tickets plus associated costs, for example, distribution.
- I. **Education and promotion:** Marketing, education, information, outreach, and promotional campaigns and programs.
- J. **Environmental documents:** Preparation of environmental documents, such as those related to the California Environmental Quality Act (CEQA) or the National

- Environmental Policy Act (NEPA), or permits required by state or federal permitting agencies.
- K. **Grants:** Funding for plans, programs, or projects based on a competitive call for projects; evaluated based on adopted evaluation criteria; and allocated based on a reimbursement basis.
- L. **Group trips:** One-way passenger trips considered group trips. Includes vehicle operation and contracts. See individual demand-response trips.
- M. **Indirect cost:** Also known as “overhead,” any cost of doing business other than direct costs. These costs include utilities, rent, administrative staff, officers’ salaries, accounting department costs, and personnel department costs, which are requisite for general operation of the organization but are not directly allocable to a particular service or product.
- N. **Individual demand-response trips:** Taxi service, door-to-door trips, and van trips that passengers request on demand. Includes actual operation cost and contracts for vehicle operation, scheduling, dispatching, vehicle maintenance, supervision, and fare collection (including ticket or scrip printing and sales) for the purpose of carrying passengers.
- O. **Maintenance:** Repairs, renovation, or upgrade of existing facility, infrastructure, or vehicles.
- P. **Management:** Direct staffing costs and benefits to manage programs, projects, and services.
- Q. **Meal delivery:** Service that includes costs associated with vehicle operation, scheduling, dispatching, vehicle maintenance, and supervision for the purpose of delivering meals, whether provided in-house, through contracts, via taxicab, or by grantees. See Meals on Wheels.
- R. **Meals on Wheels:** Service that is part of a Senior Nutrition Program and provides delivery of meals to seniors and people with disabilities. See meal delivery.
- S. **Measure B:** Alameda County’s half-cent transportation sales tax, originally approved in 1986, and reauthorized by voters in November 2000. Collection of the sales tax began on April 1, 2002. Administered by the Alameda CTC, Measure B funds four types of programs in 20 local jurisdictions: bicycle and pedestrian, local streets and roads, mass transit, and paratransit.
- T. **Operations:** Provision of services that operate transportation facilities and programs. Operations costs do not include the costs to operate community outreach or other programs not directly related to a specific transportation service, program, or product.
- U. **Paratransit Advisory and Planning Committee:** Originally named by the Measure B Expenditure Plan as the Alameda County Paratransit Coordinating Council, 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 comprised of Measure B-funded paratransit providers in Alameda County.

- V. **Paratransit service:** Transportation services for seniors and people with disabilities including ADA-mandated or non-mandated shuttle or fixed-route services, including door-to-door services, group trips, and individual demand-response trip services; taxi programs; Meals on Wheels or meal delivery; volunteer driver programs; and purchase of EBP tickets.
- W. **Pass-through funds:** Funds allocated based on a funding formula (such as population, registered vehicles, roadmiles, or a combination thereof) defined in a voter-approved measure and provided to eligible jurisdictions on a regularly scheduled basis (such as a regular monthly payment).
- X. **Planning:** Identification of project and program current conditions and needs and development of strategies and plans to address the identified needs.
- Y. **Project completion/closeout:** Inspection/project acceptance, final invoicing, final reporting, and the processes for closing out a project.
- Z. **Scoping and project feasibility:** Early capital project phases that identify project needs, costs, and implementation feasibility.
- AA. **Shuttle or fixed-route trips:** Shuttle service or fixed-route bus service, for example. Includes vehicle operation and contracts. See individual demand-response trips.

## Section 5. Paratransit Fund Allocations

- A. These Implementation Guidelines provide guidance on the Paratransit Fund allocation process for Measure B pass-through funds and Measure B Paratransit Gap Grant Program funds.
  - 1. Measure B Paratransit Pass-through Funds
    - a. *General:* Alameda CTC distributes Measure B Paratransit Pass-through Funds to fixed-route public transit operators that are required to provide transportation services mandated by the ADA; and to cities in Alameda County and the County to provide non-mandated services, aimed at improving mobility for seniors and persons with disabilities.
      - 1) A portion of the funds as defined in the Master Programs Funding Agreement are local pass-through funds distributed to Alameda County cities to provide non-mandated transportation services for seniors and people with disabilities allocated to each city operating paratransit service through a census-based funding formula that is developed by PAPCO and approved by the Alameda CTC Board.
      - 2) A portion of the funds as defined in the Master Programs Funding Agreement are local pass-through funds distributed to Alameda County's primary mandated ADA service provider, East Bay Paratransit Consortium.
    - b. *Eligible Uses:* The Measure B Paratransit pass-through funds may be used for capital projects, programs, maintenance, or operations that directly

improve paratransit services. Eligible uses for these funds include services as defined in Attachment A, as well as, but not limited to:

- 1) Direct staff and consultant costs to develop, plan, implement, manage, operate and maintain paratransit projects and programs
- 2) Direct staff and consultant costs to provide customer service and outreach for paratransit projects and programs
- 3) Direct staff and consultant costs that support eligible activities, including the end-of-year compliance report
- 4) Direct staff training costs directly related to implementation of projects or programs implemented with the Paratransit Funds

c. *Ineligible Uses:* The following is a list of ineligible uses of Measure B Paratransit pass-through funds:

- 1) Non-transportation projects or services such as fees charged to capital construction projects for services or amenities not related to transportation
- 2) Capital projects, programs, maintenance, or operations that do not directly improve paratransit services
- 3) Projects or programs that exclusively serve city/county staff
- 4) Indirect costs, unless the RECIPIENT submits an independently audited/approved Indirect Cost Allocation Plan.

2. Measure B Paratransit Gap Grant Program Funds

- a. The Measure B Expenditure Plan dedicates 1.43 percent of the funds for gaps in services to be recommended by PAPCO to reduce differences that might occur based on the geographic residence of any individual needing services. The Alameda CTC will administer a Measure B Paratransit Gap Grant discretionary grant program.
- b. The Alameda CTC will adopt *Grant Program Guidelines* before each grant cycle that will establish the guiding policies for that grant cycle, and will widely publicize each grant funding cycle.
- c. Gap funds provide Alameda County with the opportunity to be innovative and explore alternative service delivery mechanisms in the face of a senior and disability population expected to grow substantially over the next 20 years. The population of people likely to need paratransit service is expected to outpace the growth in sales tax revenues that fund paratransit programs in Alameda County, including city-based programs and ADA-mandated services. Gap funds provide an opportunity to minimize the differences in service experienced by consumers based on their geographic location.

## **Section 6. Advancement of Pass-through Funds**

- A. The Alameda CTC may consider advancing future year pass-through funds, with the goal of seeing improvements made in the near term. If a jurisdiction is interested in this option, a written request to the Alameda CTC Director of Finance and a copy to the Deputy Director of Projects and Programs, indicating the amount of funds requested and the projects on which the funds will be spent, is required. Requests will be considered on an individual basis.

## **Section 7. Adoption of Implementation Guidelines**

- A. Implementation Guidelines are adopted by the Alameda CTC on an as-needed basis. Changes to Implementation Guidelines will be brought through the Alameda CTC's Technical Advisory Committee for review and comment, as well as any other Alameda CTC committees as necessary, before changes are adopted by the Alameda CTC Board.



## Attachment A: Paratransit Service Requirements

All programs funded partially or in full by Measure B revenue must abide by the following paratransit service requirements. In cases where these requirements affect current service parameters, there will be a grace period of one year to come into compliance with these requirements. Programs must be in full compliance with the requirements by the end of fiscal year 2012-2013. Any new service started after adoption of the Paratransit Program Implementation Guidelines must abide by the following service requirements.

Each of the services listed below are eligible to be funded through Measure B and the VRF revenues. The following chart summarizes these service types along the basic customer experience parameters.

Service Type	Consumer Experience Parameters			
	Timing	Accessibility	Origins/ Destinations	Eligible Population
<b>ADA Paratransit</b>	Pre-scheduled	Accessible	Origin-to-Destination	People with disabilities unable to ride fixed route transit
<b>Door-to-Door Service</b>	Pre-scheduled	Accessible	Origin-to-Destination	People with disabilities unable to ride fixed route transit and seniors
<b>Taxi Subsidy</b>	Same Day	Varies	Origin-to-Destination	Seniors and people with disabilities
<b>Accessible Shuttles</b>	Fixed Schedule	Accessible	Fixed Route	Seniors and people with disabilities
<b>Group Trips</b>	Pre-scheduled	Accessible	Fixed Route	Seniors and people with disabilities
<b>Volunteer Drivers</b>	Pre-scheduled	Generally Not Accessible	Origin-to-Destination	Vulnerable populations with special needs, e.g. requiring door-through-door service or escort

### ADA Paratransit (Mandated Services)

Programs mandated by the Americans with Disabilities Act (ADA) are a service type that is eligible for funding from Measure B and/or VRF revenues. These programs are implemented and administered according to federal guidelines that may supersede these guidelines; however all ADA-mandated programs funded through Measure B or the VRF are subject to the terms of the Master Funding Agreement.

### 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 below to consumers awaiting ADA certification. Service must be provided within three business days of receipt of application.

<b>City-based Door-to-Door Service Guidelines</b>	
<b>Service Description</b>	<p>City-based door-to-door services are pre-scheduled, accessible, door-to-door service. Some programs allow same day reservations on a space-available basis. They provide a similar level of service to mandated ADA services. These services are designed to fill gaps that are not met by ADA-mandated providers and/or relieve ADA-mandated providers of some trips.</p> <p>This service type does not include taxi subsidies which are discussed below.</p>
<b>Eligible Population</b>	<p>People 18 and above with disabilities who are unable to use fixed route services or Seniors 80 years or older without proof of a disability.</p> <p>Cities may provide services to consumers who are younger than age 80, but not younger than 70 years old.</p> <p><i>Program sponsors may use ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit), as proof of disability.</i></p>
<b>Time &amp; Days of Service</b>	<p>At a minimum, service must be available five days per week between the hours of 8 am and 5 pm (excluding holidays).</p> <p>At a minimum, programs should accept reservations between the hours of 8 am and 5 pm Monday – Friday.</p>
<b>Service Area</b>	<p>The service area must allow eligible consumers to meet life needs, including but not limited to travel to major medical facilities, full service grocery stores and other basic necessities, if ADA service or other base programs are unable to provide these trips.</p>
<b>Fare (Cost to Customer)</b>	<p>Fares should be not exceed East Bay Paratransit fares, but can be lower, and can be equated to distance.</p>
<b>Other</b>	<p>Door-to-Door programs must demonstrate that they are providing trips at an equal or lower cost than the ADA-mandated provider on a cost per trip and cost per hour basis.</p> <p>Programs cannot impose limitations based on trip purpose, but can impose per person trip limits to control program resources.</p>

<b>Taxi Subsidy Service Guidelines</b>	
<b>Service Description</b>	<p>Taxi subsidy programs provide same day, curb-to-curb service intended for situations when consumers cannot make their trip on a pre-scheduled basis. This service allows eligible consumers to use taxis at a reduced fare. This is meant to be a “premier” safety net service, not a routine service to be used on a daily basis.</p> <p>The availability of accessible taxi cabs varies by geographical area, but programs should expand availability of accessible taxi cabs where possible.</p>
<b>Eligible Population</b>	<p>People 18 and above with disabilities who are unable to use fixed route services or Seniors 80 years or older without proof of a disability.</p> <p>Cities may provide services to consumers who are younger than age 80, but not younger than 70 years old.</p> <p><i>Program sponsors may use ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit), as proof of disability.</i></p>
<b>Time &amp; Days of Service</b>	24 hours per day/7 days per week
<b>Service Area</b>	At a minimum, service area should include the planning area.
<b>Fare (Cost to Customer)</b>	<p>At a minimum, programs must subsidize 50% of the taxi 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 per person, and/or a total subsidy per person per year.</p>
<b>Other</b>	<p>Specially designed accessible same-day transportation services (e.g. Wheelchair Van) are an allowable expense where accessible taxi vehicles are not readily available through private taxi companies.</p> <p>Medical return transportation services (e.g. MRTIP) are an allowable expense to meet the need for accessible same-day transportation service for people with disabilities returning from medical services.</p>

<b>City Accessible Shuttle Service Guidelines</b>	
<b>Service Description</b>	Shuttles are accessible vehicles that operate on a fixed route and schedule. They serve common trip origins and destinations visited by eligible consumers. Common trip origins and destinations are: senior centers, medical facilities, grocery stores, BART stations, other transit stations, community centers, commercial districts, and post offices. Shuttles should be designed to <i>supplement</i> the services of 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, often going into parking lots or up to the front entrance of a senior living facility. Shuttles allow for more flexibility than pre-scheduled paratransit service, and are more likely to serve active seniors who do not drive and are not ADA paratransit registrants.
<b>Eligible Population</b>	Shuttles should be designed to appeal to older people, but can be made open to the general public.
<b>Time and Days of Service</b>	At discretion of program sponsor with local consumer input.
<b>Service Area</b>	At discretion of program sponsor.
<b>Fare (Cost to Customer)</b>	Fares should be not exceed East Bay Paratransit fares, but can be lower, and can be equated to distance.
<b>Cost of Service</b>	By end of FY12/13, the cost per one-way person trip must be \$20 or lower.
<b>Other</b>	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 and any shuttle plan must be submitted to the Alameda CTC for review prior to requesting funding to ensure effective design. Deviations and flag stops are permitted at discretion of program sponsor.

<b>Group Trips Service Guidelines</b>	
<b>Service Description</b>	Group trips are round-trip accessible van rides for pre-planned outings or to attend specific events or go to specific destinations for fixed amounts of time, e.g. shopping trips or religious services. Trips usually originate from a senior center or housing facility. These trips are specifically designed to serve the needs of seniors and people with disabilities.
<b>Eligible Population</b>	At discretion of program sponsor.
<b>Service Area</b>	Programs can impose mileage limitations to control program costs.
<b>Time and Days of Service</b>	Group trips must begin and end on the same day.
<b>Fare (Cost to Customer)</b>	At discretion of program sponsor.

<b>Volunteer Driver Service Guidelines</b>	
<b>Service Description</b>	<p>Volunteer driver services are pre-scheduled, door-through-door services that are generally not accessible. These programs rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. This service type meets a key mobility gap by serving door-through-door trips for more vulnerable populations. This is a complementary gap-filling service.</p> <p>Volunteer driver programs may also have an escort component where volunteers accompany consumers, who are unable to travel in a private vehicle, on ADA trips.</p>
<b>Eligible Population</b>	At discretion of program sponsor.
<b>Time and Days of Service</b>	At discretion of program sponsor.
<b>Fare (Cost to Customer)</b>	At discretion of program sponsor.
<b>Other</b>	Program sponsors can use Measure B funds to pay for volunteer mileage reimbursement purposes or an equivalent financial incentive for volunteers and/or administrative purposes.

<b>Mobility Management and/or Travel Training Service Guidelines</b>	
<b>Service Description</b>	<p>Mobility management and/or travel training play an important role in ensuring that people use the “right” service for each trip, e.g. using EBP from Fremont to Berkeley for an event, using a taxi voucher for a same-day semi-emergency doctor visit, and requesting help from a volunteer driver or group trips service for grocery shopping. Mobility management covers a wide range of activities, such as travel training, trip planning, and brokerage.</p>
<b>Eligible Population</b>	At discretion of program sponsor.
<b>Time and Days of Service</b>	At discretion of program sponsor.
<b>Fare (Cost to Customer)</b>	N/A
<b>Other</b>	<p>Programs must specify a well-defined set of activities that will be undertaken in a mobility management or travel training program.</p> <p>The mobility management plan or travel training program must be submitted to the Alameda CTC for review prior to requesting funding to ensure effective design.</p>

<b>Scholarship/Subsidized Fare Program Guidelines</b>	
<b>Service Description</b>	Scholarship or Subsidized Fare Programs can subsidize any service for customers who are low-income and can demonstrate financial need.
<b>Eligible Population</b>	Subsidies can be offered to low-income consumers with demonstrated financial need; these consumers must also meet the eligibility requirements of the service for which the subsidy is being offered. Low income should be considered 30% AMI (area median income) or lower.
<b>Time and Days of Service</b>	N/A
<b>Fare (Cost to Customer)</b>	N/A
<b>Other</b>	Program sponsors must describe how financial means testing will be undertaken. If program sponsors include subsidized East Bay Paratransit (EBP) tickets in this program, no more than 3% of their pass-through funds may be used for these tickets.

<b>Meal Delivery Service Guidelines</b>	
<b>Service Description</b>	Meal Delivery Programs deliver meals to the homes of individuals who are transportation disadvantaged. Although this provides access to life sustaining needs for seniors and people with disabilities, it is not a direct transportation service.
<b>Eligible Population</b>	For currently operating programs, at discretion of program sponsor.
<b>Time and Days of Service</b>	For currently operating programs, at discretion of program sponsor.
<b>Fare (Cost to Customer)</b>	For currently operating programs, at discretion of program sponsor.
<b>Other</b>	Currently operating programs can continue to use Measure B funds for these service costs, but new meal delivery services cannot be established.