



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

**Fiscal Year 2013-2014 (July 1, 2013 through June 30, 2014)**

### **Requirements and Instructions**

The Alameda County Transportation Commission (Alameda CTC) requires Measure B paratransit fund recipients to participate in an Annual Paratransit Program Plan Review. Recipients are required to complete and submit a program plan application to Alameda CTC that outlines their anticipated expenditures related to delivering paratransit services to seniors and people with disabilities. As part of the Program Plan Review application, recipients may apply for an Implementation Guidelines Assistance (IGA) grant to secure critical funding for the implementation of paratransit services that would otherwise be unavailable without IGA funding.

### **Paratransit Program Plan Application Deadline: March 1, 2013**

The Annual Paratransit Program Plan Application includes the following documents:

1. Paratransit Program Plan Application (this MS Word document)
2. Paratransit Program Plan Attachments including: Tables A, B, C and D (one MS Excel workbook)

**Submit both files via email by March 1, 2013 to Naomi Armenta:** [narmenta@alamedactc.org](mailto:narmenta@alamedactc.org).

**Hard copies are not required.** Clearly label both the Word document and the Excel workbook application forms with your agency name and date in the file name (e.g., Albany\_FY13-14\_Paratransit\_Program\_Application.doc).

If you have questions, please contact Naomi Armenta via email or at (510) 208-7469.

## Paratransit Program Plan Application

### Due by March 1, 2013

CONTACT INFORMATION	
Paratransit Program Agency:	City of San Leandro
Contact Name:	Heather Hafer
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Date Submitted: \_\_\_\_\_

### 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 tab) in the Microsoft Excel workbook. Describe the projects and/or programs your agency plans to implement with Measure B funding during fiscal year 2013-2014 (FY 13-14). (See question 1A that follows.)

***Please include BOTH base program AND gap-grant funded programs in the Table A Attachment. For programs funded exclusively through gap, indicate "Other Measure B" as the source of funds in Table B.***

*As noted in the comments in Table A, only 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.
- ***ADA-mandated Paratransit:*** Paratransit services provided by fixed-route transit operators to fulfill requirements under the American's with Disabilities Act.
- ***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.

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- **City-based Wheelchair Van Service:** Wheelchair van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. These services are generally implemented as a supplement to a taxi program to ensure some availability of accessible vehicles in cities that do not have door-to-door programs or have limited door-to-door programs.
- **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:** Program to deliver meals to the homes of individuals who are transportation disadvantaged. Currently, only existing operating programs can continue to use Measure B funds for these service costs. No new meal delivery services can be established.
- **Capital Expenditure:** Capital purchase or other capital expenditure.

**1A. Please provide a short narrative description explaining how the suite of services offered through your program enhance quality of life for seniors and people with disabilities in your community and helps them meet basic life needs. E.g. why have these service types been selected for funding over other potential service types to meet the trip needs of your consumers? (max. 1,300 characters)**

The San Leandro Paratransit Program has historically consisted of the fixed-route Flex Shuttle and door-to-door Medical Transportation, which has been funded with a Minimum Service Level Grant since 2006. In October 2012 we implemented a CTC-administered pilot taxi voucher program, which we are hoping to continue and expand.

For this program plan application, we are proposing funding for our Flex shuttle service only. The Flex shuttle has continuously proven to be our most widely used, cost effective and successful paratransit service; it serves the highest number of people to the greatest number of destinations. Shuttle service consists of two interconnecting routes that travel on a fixed route to locations where riders can take care of basic life needs: grocery shopping, community centers, library, post office, BART, department stores, health/fitness centers and medical offices.

San Leandro has a wide range of amenities that allow residents to meet most life needs within the city, with the exception of some medical care. The Flex Shuttle goes to San Leandro Hospital and some medical offices. However, riders must travel throughout the county to meet their medical needs at facilities in Oakland, Hayward, Union City and Castro Valley. Between the Flex shuttle, the opening of the San Leandro Kaiser facility in 2014 and the hopeful continuation/expansion of the taxi program, we are hoping to best meet all the transportation needs of our riders by July 1, 2014.

**1B. Please list recurring primary destinations for seniors and people with disabilities in your community that your services are designed to serve or to which passengers frequently need to travel, e.g. dialysis centers, hospitals, major shopping complexes, senior centers. (max. 700 characters)**

The regular shuttle stops for the Flex Shuttle's north route include the following destinations: Broadmoor Plaza, Main Library, Downtown Plaza, San Leandro BART station, Estabrook Place, Marina Square, Marina Faire, Walmart, the San Leandro Senior Community Center and San Leandro Hospital. The regular shuttle stops for the Flex Shuttle's south route include the following destinations: Eden Lodge, Bayfair Center, Bethel Presbyterian Church, Marina Faire, Marina Community Center, Mission Bay, Fargo Senior Center, Greenhouse (Safeway), Wal-Mart, the San Leandro Senior Community Center and the San Leandro Hospital.

**2. Will your planned program for FY 13-14 meet the Paratransit Program Implementation Guidelines? (Programs are *required* to meet the Implementing Guidelines in FY 13-14. See Appendix A for the Guidelines.) (max. 700 characters)**  
***If your program plans to apply for Implementation Guidelines Assistance funding for FY 13-14, please complete the application on page 12.***

Yes, the Flex Shuttle service meets all of the Program Implementation Guidelines for the 2013-14 year.

**3. If proposing service changes from the current year, FY 12-13, 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)**

The service change we are proposing for FY 2013-2014 is the expansion of our fixed route shuttle service by two additional hours each week day, with scheduled operating hours of 9:00am – 6:00pm. The current operating hours are 9:00am – 4:00pm, which is one hour after the San Leandro Senior Community Center closes. On March 4, 2013 the Senior Community Center will remain open until 5:00pm, and we would like to use this opportunity to expand our shuttle service and give our riders more time to fulfill their basic life needs such as grocery shopping, banking or picking up prescriptions from pharmacies during the early evening hours.

There were three significant route changes suggestions that were made in 2011, and implemented in 2012. We have not had any significant route change requests since then.

## 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)*

Public input for the Annual Paratransit Plan was collected through the annual survey of riders and the following public meetings:

February 2013 - Annual Survey of Registered Riders  
 (34% Response – a 3% increase from the prior year)  
 February 21, 2013 - Annual FLEX Focus Group Workshop  
 February 27, 2013 - Annual FLEX Focus Group Workshop  
 March 21, 2013 – The City of San Leandro Senior Commission

**4A. Has this plan been reviewed by a local paratransit advisory committee?**

Yes

No (see note below)

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

The San Leandro Senior Commission will be reviewing our paratransit program plan, as well as the survey results, at their next monthly meeting, which will be held on March 21, 2013.

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

The annual paratransit survey was sent to all registered riders. This year we received a 34% response rate (a 3% increase from 2012-2013 surveys). Through the survey we gathered critical information such as: frequency of use, trip purpose, service quality and future needs. Survey respondents also provided helpful individual comments and suggestions.

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- 6. Describe how results from the community outreach and empirical surveys or analysis described in Questions 4 and 5 were used to guide the development of the program plan.**  
*(max. 500 characters)*

One of the questions on our survey asked what riders would prefer, extended hours of shuttle operation or weekend operations, and the majority of our riders said they would prefer extended hours. This suggestion supports the decision to extend the operating hours of the San Leandro Senior Community Center.

- 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:

The approval of the 2013-2014 Paratransit Program Application is scheduled for the San Leandro City Council meeting for May 20, 2013.

## OUTREACH

- 8. How do community members and potential users learn about the Measure B-funded services provided in your community?** *(max. 500 characters)*

The Flex Shuttle service is advertised through the following:  
 City Website  
 Community Access Channel  
 Recreation Guide (delivered three times per year)  
 Information is available at all City locations: Marina Community Center, Senior Community Center, Libraries and City Hall.  
 Direct Outreach - Staff routinely conducts off-site outreach at neighborhood meetings and senior living facilities.

**ELIGIBILITY AND ENROLLMENT**

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

Consumers must submit a program application, proof of residency/eligibility and \$20 annual registration fee to enroll in the program. Eligibility Requirements:  
 Flex Shuttle - Disabled Adults 18+, Seniors 60+

Consumers can mail in their applications, or bring it to one of our two customer service locations. Staff also assists applicants in completing their applications.

**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)**

Maximum enrollment time is 14 working days. Average enrollment time is 7 working days. Interim Service is provided for individuals applying for or awaiting East Bay Paratransit Service.

**EXPECTED USE OF SERVICES**

**11. How many consumers do you estimate will be registered in your program in FY 13-14? Fill in the box below. (See question 11A that follows.)**

<b>Estimated Registrants in FY 13-14</b>
350

**11A. Do you expect your program registration to increase, decrease or stay the same compared to the current year, FY 12-13? Why? (max. 300 characters).**

The number of registered riders has remained consistent over the last three years. Though the participation in our Senior Programs has significantly increased since opening the new Senior Community Center in April 2011 – the number of registered Flex shuttle riders seems to remain consistent.

- 12. Do you expect the total number of one-way trips provided by your program to increase, decrease or stay the same compared to the current year, FY 12-13? Why? (max. 300 characters).**

We expect the total number of one-way trips to increase because, as previously mentioned, the Senior Community Center will be open an additional two (2) hours per day (8:30am – 5:00pm), and we are including two additional shuttle operating hours per day in this year's program plan application.

## 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)*

We take complaints very seriously, handle them on an individual basis, and respond to them immediately. Consumers typically make complaints via the telephone or in person and we maintain a complaint log. We obtain complete incident information from the rider directly, and contact our service provider immediately if deemed appropriate. Our contract with the transportation provider requires a 24 hours response to all complaints. Our transportation provider keeps us apprised of their findings, and Senior Services typically communicates directly to the rider with that information.

- 13A. Describe any common or recurring complaints your program has received. (max. 500 characters)**

Though not necessarily common, the most recurring complaint we hear is that the shuttle occasionally runs later than their scheduled times. We have also heard complaints about the drivers who cover our regularly scheduled driver's lunch breaks. We've heard they are not as "nice" as our regular drivers.



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

*(max. 500 characters)*

We have not made any program changes based on customer complaints or commendations, but we do pass along pertinent information to our service provider on a regular basis.

**VEHICLE FLEET**

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

**CAPITAL PURCHASES**

**15. Describe planned capital expenditures, such as purchase of vehicles or durable equipment, below.** *(max. 255 characters)*

N/A

**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 13-14.**

**17. If you anticipate a fund balance by the end of FY 13-14 (see Row I, cell C11 in the Table C Attachment in the Excel workbook), how do you plan to use these Measure B funds in future years (beyond FY 13-14)? (max. 300 characters)**

The undesignated reserve is less than the allowable operating reserve. It will be maintained for operating reserve.

**18. Please describe what costs are included in “Management/Overhead” and “Customer Service and Outreach” in the Table B Attachment and how you determined these cost allocations?** The definition of these two categories was included in Question 1.

*\*\*Please indicate funds spent on Customer Service/Outreach and Management/Overhead, even if it is not paid for through Measure B funds. For example, include city staff time dedicated to managing the Measure B-funded program as it is considered an “in-kind” contribution from the city.*

**18A.Management/Overhead (max. 350 characters)**

Overhead includes the cost of insurance. Management includes program oversight including: planning, budgeting, contract oversight and participation in regional meetings. The allocation is based on 25% of the Senior Services Supervisor’s time.

**18B.Customer Service and Outreach (max. 350 characters)**

Customer Service/Outreach includes daily operational activities such as processing applications, maintaining the database and statistical information, answering consumer questions, complaint follow-up, outreach and education. The allocation is based on the part-time Paratransit Coordinator’s time.

## 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)**

The Flex Shuttle is a very successful program. It is by far the strongest component of our paratransit program; it's the easiest for riders to use and the most affordable option for our riders. We want to support this program to the best of our ability. We are hoping for one more year of medical trip funding while we continue to market and expand our taxi program. In moving forward, we hope the opening of Kaiser's San Leandro facility, partnering with the City of Hayward and expanding our taxi program will fill the gap of providing round trip door-to-door medical transportation for those in need.

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## **IMPLEMENTATION GUIDELINES ASSISTANCE GRANT APPLICATION (*optional*)**

As part of the Gap Cycle 5 Program, Alameda CTC programmed approximately \$50,000 to FY 13/14 and FY 14/15, respectively, to assist agencies deliver critical paratransit activities to meet the Implementation Guidelines.

If requesting Implementation Guidelines Assistance funding, please complete the questions below.

The Paratransit Implementation Guidelines can be found in Appendix A.

**20. Please describe your program's need for additional funding to meet the Paratransit Implementation Guidelines. Include any community-specific issues that impact your ability to meet the Guidelines. Please describe below. (*max. 500 characters*)**

We have provided door-to-door medical transportation with an MSL grant since 2006. This program has filled a vital gap in our community, as many medical trips are to destinations not on the fixed route and outside of city limits. Currently riders can use taxi vouchers to get to medical appointments outside of city limits, but cannot use taxis to return from them. While we hope to expand our taxi program in the future and fill this gap, we feel an additional year of medical transportation funding will make this transition successful and ensure medical transportation to those in need.

**21. How much grant funding are you requesting for FY 13/14?**

\$50,000

**22. Have you explored and documented other transportation options for seniors and people with disabilities (e.g. ADA-mandated, nonprofit organizations) in your community that might also close this service gap? Please describe below. (*max. 500 characters*)**

The research we have conducted has revealed private medical transportation services which are very costly to riders. East Bay Paratransit provides door-to-door transportation for disabled riders, but we have not found any ADA-mandated, nonprofit organizations that provide this type of service, free of charge, for non-disabled seniors.

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**23. If Implementation Guidelines grant funding is not available to meet this need, what will be the likely outcome?** Please describe below. *(max. 255 characters)*

If grant funding is not available for this program, we will likely discontinue our door-to-door medical trip transportation services. We will promote and encourage taxi voucher usage for transportation to medical appointments, but riders will need to pay out-of-pocket for their return trips.

## **Appendix A: PAPCO-approved Implementation Guidelines (December 2013)**

### **Implementation Guidelines – Special Transportation Program for Seniors and People with Disabilities**

These guidelines lay out the service types that are eligible to be funded with Alameda County Measure B and Vehicle Registration Fee (VRF) revenues under the Special Transportation Program for Seniors and People with Disabilities. All programs funded partially or in their entirety through Measure B or the VRF, including ADA-mandated paratransit services, city-based non-mandated programs, and grant-funded projects, must abide by the following requirements for each type of paratransit service. Programs must be in full compliance with these guidelines by the end of fiscal year 2012-2013.

Fund recipients are able to select which of these service types is most appropriate in 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.

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The chart below summarizes the eligible service types and their basic customer experience parameters; this is followed by more detailed descriptions of each.

Service	Timing	Accessibility	Origins/ Destinations	Eligible Population
ADA Paratransit	Pre-scheduled	Accessible	Origin-to-Destination	People with disabilities unable to ride fixed route transit
Door-to-Door Service	Pre-scheduled	Accessible	Origin-to-Destination	People with disabilities unable to ride fixed route transit and seniors
Taxi Subsidy	Same Day	Varies	Origin-to-Destination	Seniors and people with disabilities
Wheelchair Van	Pre-scheduled & Same Day	Accessible	Origin-to-Destination	People with disabilities using mobility devices that require lift- or ramp-equipped vehicles
Accessible Shuttles	Fixed Schedule	Accessible	Fixed or Flexed Route	Seniors and people with disabilities
Group Trips	Pre-scheduled	Varies	Round Trip Origin-to-Destination	Seniors and people with disabilities
Volunteer Drivers	Pre-scheduled	Generally Not Accessible	Origin-to-Destination	Vulnerable populations with special needs, e.g. requiring door-through-door service or escort
Mobility Management and/or Travel Training	N/A	N/A	N/A	Seniors and people with disabilities
Scholarship/Subsidized Fare Programs	N/A	N/A	N/A	Seniors and people with disabilities

**Note on ADA Mandated Paratransit:** Programs mandated by the American's 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 or the VRF are subject to the terms of the Master Programs Funding Agreement.

**Interim Service for Consumers Awaiting ADA Certification:** At the request of a health care provider, or ADA provider, city-based 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.

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<b>City-based Door-to-Door Service Guidelines</b>	
Service Description	<p>City-based door-to-door services provide pre-scheduled, accessible, door-to-door trips. 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>
Eligible Population	<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>Cities may offer “grandfathered” eligibility to program registrants below 70 years old who have used the program regularly in the prior fiscal year as long as it does not impinge on the City’s ability to meet the Implementation Guidelines.</p> <p>Program sponsors may use ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit), as proof of disability.</p>
Time & Days of Service	<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>
Fare (Cost to Customer)	<p>Fares for pre-scheduled service should not exceed local ADA paratransit fares, but can be lower, and can be equated to distance. Higher fares can be charged for “premium” same-day service.</p>
Other	<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>



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<b>Taxi Subsidy Service Guidelines</b>	
Service Description	<p>Taxis provide curb-to-curb service that can be scheduled on a same-day basis. They 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. This is meant to be a “premium” 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>
Eligible Population	<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>Cities may offer “grandfathered” eligibility to program registrants below 70 years old who have used the program regularly in the prior fiscal year as long as it does not impinge on the City’s ability to meet the Implementation Guidelines.</p> <p>Program sponsors may use ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit), as proof of disability.</p>
Time & Days of Service	24 hours per day/7 days per week
Fare (Cost to Customer)	<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/scrip (or other fare medium) per person, and/or a total subsidy per person per year.</p>

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<b>City-based Wheelchair Van Service</b>	
Service Description	<p>Wheelchair van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. These services are generally implemented as a supplement to a taxi program to ensure some availability of accessible vehicles in cities that do not have door-to-door programs or have limited door-to-door programs.</p> <p>These programs make use of fare mediums such as scrip and vouchers to allow consumers to pay for rides. These trips are sometimes provided through a cab company, but riders are generally not charged using a meter (usually cities have different payment structures arranged with the company operating the vans).</p>
Eligible Population	<p>People 18 and above with disabilities who use mobility devices that require a lift- or ramp-equipped vehicle.</p> <p>Program sponsors may use ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit), as proof of disability.</p>
Time & Days of Service	<p>At a minimum, service must be available five days per week between the hours of 8 am and 5 pm (excluding holidays) like a door-to-door program.</p> <p>At a minimum, programs should accept reservations between the hours of 8 am and 5 pm Monday – Friday.</p>
Fare (Cost to Customer)	<p>Fares for pre-scheduled or same-day service should not exceed local ADA paratransit fares, but can be lower, and can be equated to distance.</p> <p>Programs can impose a maximum subsidy per trip, a limit on the number of vouchers per person, and/or a total subsidy per person per year.</p>
Other	<p>Wheelchair van programs should provide trips at an equal or lower cost than the ADA-mandated provider on a cost per trip and cost per hour basis.</p>

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<b>City Accessible Shuttle Service Guidelines</b>	
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. Common trip origins and destinations are: senior centers, medical facilities, grocery stores, BART stations, other transit stations, community centers, commercial districts, and post offices.</p> <p>Shuttles should be designed to supplement existing fixed route transit services. Routes should not necessarily be designed for fast travel, but to get as close as possible to destinations of interest, 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.</p>
Eligible Population	Shuttles should be designed to appeal to older people, 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)	Fares should not exceed local ADA paratransit fares, but can be lower, and can be equated to distance.
Cost of Service	By end of FY12/13, the cost per one-way person trip must be \$20 or lower, including transportation and direct administrative costs.
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 and any new shuttle plan must be submitted to the Alameda CTC for review prior to requesting funding to ensure effective design.</p> <p>Deviations and flag stops are permitted at discretion of program sponsor.</p>

<b>Group Trips Service Guidelines</b>	
Service Description	Group trips are round-trip rides for pre-planned outings or to attend specific events or go to specific destinations for fixed amounts of time, e.g. shopping trips, sporting events, or community health fairs. Trips usually originate from a senior center or housing facility and are generally provided in accessible vans and other vehicle types or combinations thereof. These trips are specifically designed to serve the needs of seniors and people with disabilities.
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.

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<b>Volunteer Driver Service Guidelines</b>	
Service Description	<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>
Eligible Population	At discretion of program sponsor.
Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	At discretion of program sponsor.
Other	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>	
Service Description	<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, escorted companion services, coordinated services, trip planning, and brokerage.</p>
Eligible Population	At discretion of program sponsor.
Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	N/A
Other	<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>

Alameda CTC Paratransit Program Plan Application  
 Application Period July 1, 2013 through June 30, 2014

<b>Scholarship/Subsidized Fare Program Guidelines</b>	
Service Description	Scholarship or Subsidized Fare Programs can subsidize any service for customers who are low-income and can demonstrate financial need.
Eligible Population	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.
Time and Days of Service	N/A
Fare (Cost to Customer)	N/A
Other	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>	
Service Description	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 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 programs can continue to use Measure B funds for these service costs, but new meal delivery services cannot be established.