

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) reserves and Measure BB (2014) 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. While the collection of Measure B has sunset, remaining funds continue to be utilized.

Fund recipients are able to select which of these service types are most appropriate for their community to meet the needs of older adults and people with disabilities. Overall, all programs should be designed to enhance quality of life for older adults 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. Although some programs may need to prioritize based on trip purpose due to capacity constraints, ideally, the importance of a trip should be determined by the consumer.

Performance Measures

The Alameda CTC collects performance data from all programs funded with Alameda County Measure B (2000) reserves and Measure BB (2014) 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 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
- Report to the Alameda CTC's Commission
- Report to one of its community advisory committees.

Additional performance measures include but are not limited to those below marked with a regular bullet.

ADA Paratransit Guidelines

Service Description	Origin-to-destination trips for people with disabilities unable to ride fixed route transit. Trips are pre-scheduled and accessible.
Eligible Population	Due to a disability or health-related condition, the individual must be unable to use fixed route transit.
Time & Days of Service	Varies by area. Available when and where fixed route transit operates.
Fare (Cost to Customer)	Varies by area.
Other	<p>Programs mandated by the Americans with Disabilities Act are implemented and administered according to federal guidelines that supersede these guidelines; however, all ADA-mandated programs funded through Measures B and BB are subject to the terms of the Master Programs Funding Agreement.</p> <p>Historically, at the request of a health care provider or ADA provider, city programs would provide interim service through their programs to consumers awaiting ADA certification. Currently, the ADA programs meet these needs directly.</p>
Performance Measures <i>(❖ Performance data required for Compliance Reports)</i>	<ul style="list-style-type: none"> ❖ Number of one-way trips provided ❖ Total Measure B/BB cost per one-way trip <i>(Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.)</i> <ul style="list-style-type: none"> • 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 applicants and registrants • Demographic data on age, disability, ethnicity/race, and income • On-time performance • Number of trips provided to consumers who require an accessible vehicle • Quantitative and qualitative information on complaints • Quantitative and qualitative information on safety incidents • Quantitative and qualitative information on outreach • Quantitative and qualitative information on “high need” trips

ADA Paratransit Guidelines

- Quantitative and qualitative information on ridership satisfaction

Same-Day Transportation Service Guidelines

Service Description	<p>Same-day transportation services provide on-demand same-day services utilizing taxis, Transportation Network Companies a.k.a. TNCs (e.g. Lyft, Uber) that use ride-hailing mobile apps, or other new transportation options. Services may be subsidized in different ways including vouchers, scrip, reimbursement, a discount code on an app, call center or website payment, etc.</p> <p>Transportation Network Companies (e.g. Lyft, Uber) using ride-hailing apps and web-based platforms provide curb-to-curb service that can be scheduled on a same-day basis. TNCs charge riders on a distance/time basis depending on calculations determined by the app. Subsidy programs allow eligible consumers to use TNCs at a reduced fare by reimbursing consumers a percentage of the fare, providing a coupon code, or by providing some initial fare payment, 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. TNC trip services can incorporate a concierge service.</p> <p>Taxis also 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 offer 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.</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. Programs may incorporate a parallel Specialized Accessible Van Service to meet the need for accessible trips.</p>
Eligible Population	<p>Eligible Populations include:</p> <ol style="list-style-type: none"> 1. People 18 and above with disabilities who are unable to use fixed route services. Cities may, at their discretion, also provide services to consumers with disabilities under the age of 18, and 2. Older adults 70 years or older without proof of a disability. <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</i></p>

Same-Day Transportation Service Guidelines

	<p><i>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> <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 or interim 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 older adults 70 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 within an established reasonable service area (at a minimum the sponsoring city).</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>New same-day transportation programs that utilize TNCs are subject to review by Alameda CTC staff prior to implementation.</p> <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>Generally, same-day transportation options have 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.</p>
Performance Measures	<ul style="list-style-type: none"> ❖ 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

Same-Day Transportation Service Guidelines

<p>(❖ Performance data required for Compliance Reports)</p>	<ul style="list-style-type: none"> ❖ Total Measure B/BB cost per one-way trip (<i>Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.</i>) <ul style="list-style-type: none"> • 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 applicants and 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) • Quantitative and qualitative information on complaints (report quantities for taxis and/or Transportation Network Companies separately) • Quantitative and qualitative information on safety incidents (report quantities for taxis and/or Transportation Network Companies separately) • Quantitative and qualitative information on outreach • Quantitative and qualitative information on ridership satisfaction
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Specialized Accessible Van Service Guidelines

<p>Service Description</p>	<p>Specialized accessible van service provides accessible, origin-to-destination trips on a pre-scheduled or same-day basis. This service category should complement core services in communities where critical needs for accessible or other specialized trips are not being adequately met by the existing primary services. Examples of unmet needs are a taxi or TNC program without accessible vehicles, medical trips for riders with dementia unable to safely take an ADA-mandated trip, or trips outside of the ADA-mandated service area. When possible, a priority for this service</p>
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Specialized Accessible Van Service Guidelines

	<p>should be fulfilling requests for WAV (Wheelchair Accessible Vehicle) trips as defined under the CPUC TNC Access for All (AFA)¹ Program Funding. 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.</p> <p><i>Cities may continue to offer eligibility to prior Same-Day Transportation 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 or interim 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 older adults 70 years or older without ADA eligibility.</i></p>
<p>Time & 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.</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 service beyond ADA paratransit minimums (e.g. WAV). Cost per trip is defined as total transportation cost (from all sources of revenue) during a reporting</p>

¹ TNC Access for All Program <https://www.cpuc.ca.gov/tncaccess/>

Specialized Accessible Van Service Guidelines

	period divided by the number of one-way trips, including attendant and companion trips, provided during the period.
Performance Measures <i>(* Performance data required for Compliance Reports)</i>	<ul style="list-style-type: none"> ❖ Number of one-way trips provided ❖ Total Measure B/BB cost per one-way trip <i>(Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.)</i> <ul style="list-style-type: none"> • 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 applicants and registrants • Demographic data on age, disability, ethnicity/race, and income • On-time performance • Number of trips provided to consumers who require an accessible vehicle • Data required for CPUC TNC Access for All (AFA) Program funding² • Quantitative and qualitative information on complaints • Quantitative and qualitative information on safety incidents • Quantitative and qualitative information on outreach • Quantitative and qualitative information on ridership satisfaction

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 centers, community centers, commercial districts, and post offices.</p> <p>Shuttles should be designed to supplement rather than duplicate 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</p>
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² Access Provider Information – [Link](#)

Accessible Shuttle Service Guidelines

	facility. Shuttles are often designed to serve active older adults who do not drive but are not ADA paratransit registrants.
Eligible Population	Shuttles should be designed to appeal to older adults but can be made open to the general public.
Time and Days of Service	At discretion of program sponsor with local consumer input.
Fare (Cost to Customer)	At discretion of program sponsor but cannot exceed local ADA paratransit fares. Fares may be scaled based on distance.
Cost of Service	By end of the second fiscal year of service, the City's cost per one-way trip per person should not 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>Shuttle sponsors are required to coordinate with the local fixed route transit provider.</p> <p>Shuttle routes and schedules should be designed with input from the older adult 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> <p>Deviations and flag stops are permitted at discretion of program sponsor.</p>
<p>Performance Measures</p> <p>(❖ Performance data required for Compliance Reports)</p>	<ul style="list-style-type: none"> ❖ Total ridership (<i>One-way passenger boardings</i>) ❖ Total Measure B/BB cost per one-way passenger trip (<i>Total Measure B/BB program cost during period divided by the total ridership during period.</i>) <ul style="list-style-type: none"> • 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 applicants and registrants • Demographic data on age, disability, ethnicity/race, and income • On-time performance • Number of trips provided to consumers who require an accessible vehicle • Quantitative and qualitative information on complaints • Quantitative and qualitative information on safety incidents

Accessible Shuttle Service Guidelines

- Quantitative and qualitative information on outreach
- Quantitative and qualitative information on ridership satisfaction

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 older adults and people with disabilities and typically originate from a senior center or housing facility, and are generally provided in accessible buses or vans.
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 or quantity of trips limitations to individuals or organizations to control program costs.
Performance Measures <i>(❖ Performance data required for Compliance Reports)</i>	<ul style="list-style-type: none"> ❖ Number of one-way passenger trips provided ❖ Total Measure B/BB cost per passenger trip (<i>Total Measure B/BB program cost during period divided by the number of passenger trips provided during period.</i>) <ul style="list-style-type: none"> • 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 applicants and registrants • Demographic data on age, disability, ethnicity/race, and income • Number of trips provided to consumers who require a wheelchair accessible trip • Quantitative and qualitative information on complaints • Quantitative and qualitative information on safety incidents • Quantitative and qualitative information on outreach • Quantitative and qualitative information on ridership satisfaction

Door-through-Door/Volunteer Driver Service Guidelines

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

Door-through-Door/Volunteer Driver Service Guidelines

<p>Performance Measures (❖ Performance data required for Compliance Reports)</p>	<ul style="list-style-type: none"> ❖ Number of one-way trips provided ❖ Total Measure B/BB cost per one-way trip (<i>Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.</i>) <ul style="list-style-type: none"> • 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 applicants and registrants • Demographic data on age, disability, ethnicity/race, and income • Quantitative and qualitative information on complaints • Quantitative and qualitative information on safety incidents • Quantitative and 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 • Quantitative and qualitative information on ridership satisfaction
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Mobility Management and/or Travel Training Program Guidelines

<p>Service Description</p>	<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 to individuals and organizations. Individual trip planning can play an important role in ensuring that people use the “best” service for them for each trip, e.g. using East Bay Paratransit from Fremont to Berkeley for an event, using a TNC (e.g. Lyft, Uber) or taxi voucher for a same-day urgent doctor visit, and scheduling with a group trip service to go grocery shopping. Service types can include 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 older adults to</p>
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Mobility Management and/or Travel Training Program Guidelines	
	<p>travel safely and independently on fixed-route public transportation in their community.³</p> <p>Travel orientation, also known as transit orientation, is less formal and involved than traditional travel training and explains transportation systems by sharing information about trip planning, schedules, maps, fare systems, mobility devices, new mobility services, and benefits and services. It may be conducted in a group or one-on-one.⁴</p> <p>This service description should not be considered all-inclusive. Programs are welcome to contact Alameda CTC staff to discuss other mobility management activities if they need guidance.</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	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.
Performance Measures <i>(* Performance data required for Compliance Reports)</i>	<p>Mobility Management Program</p> <ul style="list-style-type: none"> ❖ Number of individuals provided with mobility management support <i>(Note: an individual may have multiple contacts)</i> ❖ Number of contacts providing mobility management support ❖ Total Measure B/BB cost per individual provided with mobility management support <i>(Total Measure B/BB program cost during period divided by the number of individuals provided with support during period.)</i> • 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

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

⁴ Easter Seals Project ACTION <https://www.nadtc.org/wp-content/uploads/Module-4-NADTC-link-version.pdf>

Mobility Management and/or Travel Training Program Guidelines

- Non-Measure B/BB revenues and costs
- Quantitative and qualitative information on outreach
- Quantitative and qualitative information on program satisfaction

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, older adults, adults with disabilities, youth with disabilities, and/or people with visual impairments)
- Quantitative and qualitative information on outreach
- Percentage/number of people surveyed who used transit post workshop
- Quantitative and qualitative information on program satisfaction

Means-Based Fare Program Guidelines

Service Description	Means-Based Fare Programs can subsidize any service eligible for paratransit funding and/or fixed-route transit for paratransit customers who are low-income and can demonstrate financial need.
Eligible Population	Subsidies can be offered to low-income consumers with demonstrated financial need who are currently eligible for an Alameda County ADA-mandated or city paratransit program.

Means-Based Fare Program Guidelines	
	Low income requirements are at discretion of program sponsors, but the requirement for household income should not be below the HUD Very Low-Income threshold for Alameda County. ⁵
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>
Performance Measures <i>(❖ Performance data required for Compliance Reports)</i>	<ul style="list-style-type: none"> ❖ Number of unduplicated individuals who received scholarship/subsidized fares ❖ Number of one-way fares/tickets subsidized ❖ Total Measure B/BB cost per subsidy <i>(Total Measure B/BB program cost during period divided by the number of subsidized fares/tickets during period)</i> <ul style="list-style-type: none"> • 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 • Quantitative and qualitative information on complaints • Quantitative and qualitative information on outreach • Quantitative and qualitative information on program satisfaction

⁵ Alameda County Housing and Community Development Department https://www.acgov.org/cda/hcd/hud-income-rent_limits.htm

Meal Delivery Program Guidelines

<p>Service Description</p>	<p>Meal Delivery programs traditionally support delivery of meals to the homes of individuals who have difficulty traveling to congregate meal sites and/or have difficulty shopping for food or preparing meals for themselves.</p> <p>Meal delivery program eligibility under Measures B and BB is limited to transportation-related meal delivery program costs for traditional meal delivery services provided by a local community-based organization. Allowable expenses also include direct mileage reimbursement for volunteer drivers providing meal delivery.</p>
<p>Eligible Population</p>	<p>At discretion of program sponsor.</p>
<p>Time and Days of Service</p>	<p>At discretion of program sponsor.</p>
<p>Fare (Cost to Customer)</p>	<p>At discretion of program sponsor.</p>
<p>Other</p>	<p>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 meal delivery program costs. Additionally, Meal Delivery Programs (including Capital Expenditures) may not account for more than 5% of the total funding made available for a Paratransit Discretionary Grant Program Call.</p> <p>Funding for traditional meal delivery provided by a local community-based organization must be limited to no more than \$3 per meal delivered.</p> <p>If programs are directly reimbursing volunteer drivers for meal delivery services, DLD program funds used for mileage reimbursement must be limited to no more than \$8 per meal delivered (not to exceed Federal General Services Administration (Privately Owned Vehicle) Mileage Reimbursement Rates).</p> <p>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.</p>

Meal Delivery Program Guidelines	
Performance Measures <i>(Performance data required for Compliance Reports)</i>	<ul style="list-style-type: none"> ❖ Number of meal delivery trips ❖ Total Measure B/BB cost per meal delivery trip <i>(Total Measure B/BB program cost during period divided by the number of meal delivery trips during period)</i> <ul style="list-style-type: none"> • Total number of individuals served • 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 • Quantitative and qualitative information on transportation program satisfaction

Capital Expenditures Guidelines	
Description	Capital expenditures are eligible if directly related to the implementation of a program or project within an eligible service category, including but not limited to, purchase of scheduling software, accessible vehicles and equipment, and accessibility improvements at shuttle stops.
Eligible Population	N/A
Time and Days of Service	N/A
Fare (Cost to Customer)	N/A
Other	<p>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.</p> <p>Meal Delivery Programs may not account for more than 5% of the total funding made available for a Paratransit Discretionary Grant Program Call for vehicles.</p> <p>If programs are purchasing passenger vehicles, they should be accessible. Planned expenditures are subject to review by Alameda CTC staff prior to implementation.</p>

Capital Expenditures Guidelines

Performance Measures

(❖ Performance data required for Compliance Reports)

- ❖ Total Measure B/BB cost
- Non-Measure B/BB revenues and costs
- Photograph of new vehicle (where applicable)