



Paratransit Advisory and Planning Committee (PAPCO) Meeting Agenda

Monday, October 26, 2026, 1:30 PM

The Commission and its Standing Committees will meet in the Mary V. King Conference Room at Alameda CTC's offices at 1111 Broadway, Suite 800, Oakland, CA 94607. The live stream of each Alameda CTC Commission and Standing Committee meeting is available for public viewing at www.alamedactc.org/all-meetings by clicking on **View Event** next to the meeting in the list of Upcoming Events.

Members of the public may submit public comments that are addressed to the Commission or Committee members on topics germane to the jurisdiction of the Alameda CTC in person by attending the meeting in Alameda CTC's offices. Alameda CTC conducts orderly meetings to fulfill its mandate. Discriminatory statements or conduct that would potentially violate the federal Civil Rights Act of 1964 and/or the California Fair Employment and Housing Act, California Penal Code sections 403 or 415 is per se disruptive to a meeting and will not be tolerated. Please see [Alameda CTC's Meeting Code of Conduct](#) for more information.

Additionally, comments may be submitted by email sent to the Clerk of the Commission at clerk@alamedactc.org, including the words "Public Comment" and the meeting to which it pertains in the email's subject line. Public comments received by 5:00 p.m. the day before the scheduled meeting will be distributed to Commissioners or Committee members before the meeting and posted on the Alameda CTC website; comments submitted after that time will be distributed to Commissioners or Committee members and posted as soon as possible.

As a convenience, members of the public may also make comments remotely during the meeting by accessing the Zoom link listed below, using the "Raise Hand" feature on their phone, tablet or other device during the relevant agenda item, and waiting to be recognized by the Chair. If calling into the meeting from a telephone, you can press the star key (*) and then the number 9 (*9) to raise/lower your hand. Comments made in person or via Zoom will generally be limited to three minutes in length, or as specified by the Chair. Alameda CTC cannot guarantee that the public's access to Zoom via phone or other device will be uninterrupted, and technical difficulties may occur from time to time. Unless

required by the Brown Act, the meeting will continue despite technical difficulties for participants using the Zoom option.

Chair:	Sandra Johnson	Staff Liaison:	Krystle Pasco
Vice Chair:	John Suter	Clerk:	Elizabeth (Liz) Lake

Location Information:

Alameda County Transportation Commission
1111 Broadway, Suite 800
Oakland, CA 94607

Zoom Link:

[https://us06web.zoom.us/j/81806852431?
pwd=pYagZ9Tivj6cZbAwGxx3LvtnsMOEtA.NJzb1zUXNnA9wEID](https://us06web.zoom.us/j/81806852431?pwd=pYagZ9Tivj6cZbAwGxx3LvtnsMOEtA.NJzb1zUXNnA9wEID)

Dial-in Information: 1 (669) 900 6833

Webinar ID: 818 0685 2431

Passcode: 931197

Meeting Agenda

1. Call to Order

2. Roll Call

3. Public Comment

3.1 Public Comment Information

4. Consent Calendar

4.1 Approve the June 22, 2026 Paratransit Advisory and Planning Committee Meeting Minutes

Action

[4.1_PAPCO_Meeting_Minutes_20260622.pdf](#)

4.2 Approve the Joint Paratransit Advisory and Planning Committee/ Paratransit Technical Advisory Committee Meeting Minutes

Action

[4.2_PAPCO_Joint_Meeting_Minutes_20260727.pdf](#)

4.3 Fiscal Year 2026-27 Paratransit Advisory & Planning Committee Meeting Calendar

Information

[4.3_PAPCO_FY26-27_Meeting_Calendar_20261026.pdf](#)

4.4 Paratransit Advisory and Planning Committee Roster Update

Information

[4.4_PAPCO_Roster_FY2026-27_20261026.pdf](#)

5. Regular Matters

5.1 Approve the Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities Program for Fiscal Year 2027-28

Action

[5.1_PAPCO_Implementation_Guidelines-Performance_Measures_20261026.pdf](#)

5.2 Approve the Access for All Grant Program Guidelines

Action

[5.2_PAPCO_AFA_Grant_Guidelines_Memo_20261026.pdf](#)

[5.2_PAPCO_AFA_Grant_Guidelines_Presentation_20261026.pdf](#)

5.3 Alameda County Mobility Needs Assessment for Older Adults and People with Disabilities Implementation Update

Information

[5.3_PAPCO_PNA_Update_Memo_20261026.pdf](#)

[5.3_PAPCO_PNA_Update_Presentation_20261026.pdf](#)

5.4 Mobility Management Update

Information

[5.4_PAPCO_Mobility_Management_Update_20261026.pdf](#)

6. Committee and Transit Reports

6.1 Alameda County Transportation Commission Independent Watchdog Committee Update

Information

6.2 East Bay Paratransit Access Committee Update

Information

6.3 Other ADA and Transit Advisory Committee Updates

Information

7. Committee Member Reports

8. Staff Reports

9. Adjournment

Next Meeting:

January 25, 2027

Notes:

- All items on the agenda are subject to action and/or change by the Commission/Committee.
- To comment on an item not on the agenda, submit a speaker card to the Clerk or follow remote instructions listed in the agenda preamble.
- Meeting agendas and staff reports are available on the [website calendar](#).
- Alameda CTC is located near 12th St. Oakland City Center BART station and AC Transit bus lines. [Directions and parking information](#) are available online.
- For language assistance, please call (510) 208-7475. We request at least five working days' notice to accommodate your request.

- Para obtener asistencia de idioma, comuníquese al (510) 208-7475. Para hacer lugar a su pedido, solicitamos que nos avise con una anticipación mínima de cinco días hábiles.
- 如需语言协助，请致电 (510) 208-7475. 请至少提前五个工作日通知，以便满足您的要求。
- Para sa tulong sa wika, tumawag sa (510) 208-7475. Mag-abiso nang limang araw na may pasok o mas maaga para mapagbigyan ang inyong kahilingan.
- Để được hỗ trợ ngôn ngữ, vui lòng gọi (510) 208-7475. Chúng tôi yêu cầu quý vị thông báo ít nhất năm ngày làm việc để có thể đáp ứng được yêu cầu của quý vị.
- Call (510) 208-7450 (Voice) or 1(800) 855-7100 (TTY) five days in advance of the meeting to request a sign-language interpreter.
- Call (510) 208-7400 48 hours in advance to request other accommodations or assistance at this meeting.



Paratransit Advisory and Planning Committee
(PAPCO) Meeting Minutes
Monday, June 22, 2026, 1:30 p.m.

4.1

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

1. Call to Order

2. Roll Call

A roll call was conducted, and all members were present except Helen Van Slyke.

3. Public Comment

There were no public comments.

4. Consent Calendar

4.1 Approve the March 23, 2026, Paratransit Advisory and Planning Committee Meeting Minutes

4.2 Review the Fiscal Year 2025-26 Paratransit Advisory and Planning Committee Meeting Calendar

4.3 Approve the Fiscal Year 2026-27 Paratransit Advisory and Planning Committee Meeting Calendar

4.4 Paratransit Advisory and Planning Committee Roster Update

Herb Hastings moved to approve the Consent Calendar. Michelle Rousey seconded the motion. The motion was approved with the following vote:

Yes: Costello, Hastings, Johnson, Lewis, Marshall, Mital, Pansino, Rivera-Hendrickson, Rousey, Stadmire, Suter, Waltz

No: None

Abstain: None

Absent: Van Slyke

5. Elect Fiscal Year 2026-27 Paratransit Advisory and Planning Committee Officers

5.1 Approve the Election of Paratransit Advisory and Planning Committee Officers and Roles and Responsibilities for Fiscal Year 2026-27

Krystle Pasco informed the committee of the responsibilities of the PAPCO Chair and Vice Chair.

Herb Hastings nominated Sandra Johnson as the PAPCO Chair. Sandra Johnson accepted the nomination.

There were no other nominations for PAPCO Chair.

Sandra Johnson was elected PAPCO Chair with the following vote:

<i>Yes:</i>	<i>Costello, Hastings, Johnson, Lewis, Marshall, Mital, Pansino, Rivera-Hendrickson, Rousey, Stadmire, Suter, Waltz</i>
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<i>No:</i>	<i>None</i>
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<i>Abstain:</i>	<i>None</i>
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<i>Absent:</i>	<i>Van Slyke</i>
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Shawn Costello nominated himself as the PAPCO Vice Chair.

Sandra Johnson nominated John Suter as the PAPCO Vice Chair. John Suter accepted the nomination.

Esther Waltz nominated Michelle Rousey as the PAPCO Vice Chair. Michelle Rousey declined the nomination.

Tony Lewis nominated Dede Pansino as the PAPCO Vice Chair. Dede Pansino accepted the nomination.

The votes for the PAPCO Vice Chair were cast within the same roll call vote. John Suter was elected the PAPCO Vice Chair with the following vote:

<i>Yes (Costello):</i>	<i>Costello</i>
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<i>Yes (Pansino):</i>	<i>Lewis, Pansino, Rousey, Waltz</i>
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<i>Yes (Suter):</i>	<i>Hastings, Johnson, Marshall, Mital, Rivera-Hendrickson, Suter</i>
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<i>Abstain:</i>	<i>Stadmire</i>
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<i>Absent:</i>	<i>Van Slyke</i>
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6. Regular Matters

6.1 Fiscal Year 2026-27 Paratransit Direct Local Distribution Program Plans

Krystle Pasco recommended that the Paratransit Advisory and Planning Committee approve the Fiscal Year 2026-27 Direct Local Distribution program plans.

Tony Lewis recommended an amendment to request Alameda paratransit staff attendance at the January 2027 PAPCO meeting to present what steps they are taking to restore same-day weekend paratransit service in Alameda.

Herb Hastings moved to approve the recommendation with the amendment made by Tony Lewis. Shawn Costello seconded the motion. The motion was approved with the following vote:

<i>Yes:</i>	<i>Costello, Hastings, Johnson, Lewis, Marshall, Mital, Pansino, Rivera-Hendrickson, Rousey, Stadmire, Suter, Waltz</i>
<i>No:</i>	<i>None</i>
<i>Abstain:</i>	<i>None</i>
<i>Absent:</i>	<i>Van Slyke</i>

6.2 Equity Initiatives Update

Krystle Pasco provided the committee with an update on the equity initiatives. This item was for information only.

6.3 Mobility Management Update

Mary Thomasmeyer provided the Paratransit Advisory and Planning Committee with an update on mobility management efforts. This item was for information only.

7. Committee and Transit Reports

7.1 Alameda CTC Independent Watchdog Committee Update

7.2 East Bay Paratransit Access Committee Update

7.3 Other ADA and Transit Advisory Committee Updates

PAPCO members provided verbal updates regarding information on their roles and engagement with local and regional committees.

8. Committee Member Reports

PAPCO members provided verbal updates.

9. Staff Reports

There was one staff report.

There was one verbal public comment.

10. Adjournment



Joint Paratransit Advisory and Planning Committee and Paratransit Technical Advisory Committee Meeting Minutes

Monday, July 27, 2026, 1:30 p.m.

4.2

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

1. Call to Order & Welcome

2. Introductions / Roll Call

All Paratransit Advisory and Planning Committee (PAPCO) members were present with the exception of Tony Lewis, Carmen Rivera-Hendrickson, Sylvia Stadmire, John Suter, and Esther Waltz.

3. Public Comment

There were five verbal public comments and one written public comment.

4. Alameda County Mobility Needs Assessment for Older Adults and People with Disabilities Update

Alameda CTC consultants Naomi Armenta and Sam Ergina, and Alameda CTC staff Grasi Diaz provided an overview of the Alameda County Mobility Needs Assessment for Older Adults and People with Disabilities (Paratransit Needs Assessment) with reference to the 2026 Countywide Transportation Plan.

5. Questions & Answers

Members and guests had an opportunity to ask the panelists questions about the Paratransit Needs Assessment and community outreach and engagement efforts.

6. Open House

Alameda CTC staff and consultants facilitated discussions with in-person and virtual attendees regarding the Paratransit Needs Assessment.

7. Report Out

Alameda CTC consultants facilitated the report-out process from the Open House, including trends and feedback.

8. Adjournment



FY 2026-27 Paratransit Advisory and Planning Committee (PAPCO) Meeting Calendar

1111 Broadway, Suite 800, Oakland, CA 94607 • 510.208.7400 • www.AlamedaCTC.org

4.3

PAPCO meetings occur on the fourth Monday of the month from 1:30-3:30 p.m. Joint PAPCO and ParaTAC meetings also occur on the fourth Monday of the month from 1:30-3:30 p.m. Meetings are held at the Alameda CTC offices in downtown Oakland. Note that meetings and items on this calendar are subject to change; refer to www.AlamedaCTC.org for up-to-date information.

Categories	July 27, 2026 Joint PAPCO and ParaTAC	October 26, 2026 PAPCO	January 25, 2027 PAPCO	March 22, 2027 PAPCO	April 26-27, 2027 Subcommittees	June 28, 2027 PAPCO
Planning and Policy	Alameda County Mobility Needs Assessment for Older Adults and People with Disabilities (Paratransit Needs Assessment) Update	- Implementation Guidelines and Performance Measures Update - Paratransit Needs Assessment Implementation Update	Paratransit Needs Assessment Implementation Update	Paratransit Needs Assessment Implementation Update		- Approve FY 2027-28 PAPCO Meeting Calendar - Paratransit Needs Assessment Implementation Update
Programs and Grants Review		Access For All Grant Program Guidelines Update	- FY 2027-28 Program Plan Review Overview - Access For All Grant Program Update	- Paratransit Discretionary Grant Program Update - Access For All Grant Program Update	Paratransit Program Plan Review Subcommittees	Approve FY 2027-28 Paratransit DLD Program Plans Recommendation
Committee Development		Mobility Management Update	Mobility Management Update	Mobility Management Update		- Elect FY 2027-28 PAPCO Officers - Mobility Management Update

**Alameda County Transportation Commission
Paratransit Advisory and Planning Committee
Member Roster - Fiscal Year 2026-27**

4.4

	Last	First	Appointed By	Term Began	Re apptmt.	Term Expires
1	Johnson, Chair	Sandra J.	Alameda County Board of Supervisors, District 4	Sep-10	Jul-25	Jul-27
2	Suter, Vice Chair	John	City of Emeryville	May-21	Apr-26	Apr-28
3	Costello	Shawn	City of Dublin	Sep-08	Mar-25	Mar-27
4	Hastings	Herb	Alameda County Board of Supervisors, District 1	Mar-07	Sep-26	Sep-28
5	Lewis	Anthony	City of Alameda	Jul-18	Apr-25	Apr-27
6	Marshall	Roger	City of Fremont	Jan-24		Jan-26
7	Mital	Arun	AC Transit	Jan-24		Jan-26
8	Pansino	Jeanne "Dede"	City of Albany	Mar-25		Mar-27
9	Rivera-Hendrickson	Carmen	City of Pleasanton	Sep-09	Apr-19	Apr-21
10	Rousey	Michelle	BART	May-10	Apr-26	Apr-28

	Last	First	Appointed By	Term Began	Re apptmt.	Term Expires
11	Stadmire	Sylvia	Alameda County Board of Supervisors, District 3	Sep-07	Jul-19	Jul-21
12	Van Slyke	Helen	Alameda County Board of Supervisors, District 2	Apr-24		Apr-26
13	Waltz	Esther Ann	LAVTA	Feb-11	Mar-26	Mar-28
14	Vacancy		Alameda County Board of Supervisors, District 5			
15	Vacancy		City of Berkeley			
16	Vacancy		City of Hayward			
17	Vacancy		City of Livermore			
18	Vacancy		City of Newark			
19	Vacancy		City of Oakland			
20	Vacancy		City of Piedmont			

Alameda County Transportation Commission
Paratransit Advisory and Planning Committee
Member Roster - Fiscal Year 2026-27

	Last	First	Appointed By	Term Began	Re apptmt.	Term Expires
21	Vacancy		City of San Leandro			
22	Vacancy		City of Union City			
23	Vacancy		Union City Transit			



Memorandum

5.1

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

DATE: October 19, 2026

TO: Paratransit Advisory and Planning Committee

FROM: Krystle Pasco, Senior Program Analyst
Grasielita Diaz, Associate Transportation Planner

SUBJECT: Approve the Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities Program for Fiscal Year 2027-28

Recommendation

It is recommended that the Paratransit Advisory and Planning Committee (PAPCO) approve the Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities (Paratransit) Program for Fiscal Year (FY) 2027-28.

Summary

The Implementation Guidelines for the Paratransit Program are periodically reviewed and updated. PAPCO is requested to review and provide input on the revised Implementation Guidelines and Performance Measures for the Paratransit Program for FY 2027-28 included as Attachment A.

The Provider Working Group (PWG) was invited to review the draft guidelines and provide input at the September PWG meeting. The PWG consists of previous Paratransit Technical Advisory Committee (ParaTAC) members and other accessible transportation providers in Alameda County.

Background

The Implementation Guidelines for the Paratransit Program identify the types of services that are eligible for funding through Alameda County Measure B (2000) reserve revenues and Measure BB (2014) Direct Local

Distribution (DLD) revenues. The Implementation Guidelines and Performance Measures are incorporated by reference into the Master Program Funding Agreements (MPFA) and also apply to all discretionary paratransit funding (e.g., Comprehensive Investment Plan (CIP) Grants).

The Performance Measures focus on data collected through the compliance reports. The requested data primarily includes the number of trips (or trainings, meals, etc.) provided and the Measure B/BB cost per unit. This information provides the Commission with a high-level summary of how Measure B and Measure BB funds are spent. The Performance Measures also include “additional” performance measures collected by staff, in coordination with PAPCO and Measure B/BB DLD recipients (previously known as ParaTAC), through program plan, grant progress reports, or other means. These measures go beyond the basic measures collected for compliance reports. Members should expect to continue to see the additional performance measures in future grant and program plan processes.

The eligible service types identified in the draft guidelines include:

- ADA Paratransit
- Same-Day Transportation
- Specialized Accessible Van
- Accessible Shuttle
- Group Trips
- Door-through-Door/Volunteer Driver Service
- Mobility Management and/or Travel Training
- Means-Based Fare Programs
- Meal Delivery Programs
- Capital Expenditures

Staff is not proposing any changes to the guidelines and performance measures for FY 2027-28. However, staff expects more significant changes for the Implementation Guidelines and Performance Measures for FY 2028-29 and beyond to reflect Alameda CTC’s Paratransit Needs Assessment implementation efforts.

The draft Implementation Guidelines and Performance Measures for FY 2027-28 are included as Attachment A. Staff requests that PAPCO members

review the document and be prepared to discuss and provide input at the October 26th meeting.

Fiscal Impact: There is no fiscal impact.

Attachment:

- A. Draft Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities (Paratransit) Program for FY 2027-28

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	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. 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.
Performance Measures (❖ Performance data required for)	❖ 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>)

ADA Paratransit Guidelines	
<i>Compliance Reports)</i>	• Total program cost per one-way trip (total program cost during period divided by the number of one-way trips provided during period). • Non-Measure B/BB revenues and costs • Number of 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 • Quantitative and qualitative information on ridership satisfaction

Same-Day Transportation Service Guidelines	
Service Description	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. 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

Same-Day Transportation Service Guidelines	
	when consumers cannot make their trip on a pre-scheduled basis. TNC trip services can incorporate a concierge service. 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. 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.
Eligible Population	Eligible Populations include: 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. <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 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> <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>
Time & Days of Service	Service times should be consistent with transportation provider availability to public consumers.
Fare (Cost to Customer)	Programs must subsidize at least 50% of the fare within an established reasonable service area (at a minimum the sponsoring city). Programs can impose a cap on total subsidy per person. This can be accomplished through a maximum subsidy per trip, a limit on the

Same-Day Transportation Service Guidelines	
	number of vouchers/scrip (or other fare medium) per person, and/or a total monetary subsidy per person per month/quarter/year.
Other	New same-day transportation programs that utilize TNCs are subject to review by Alameda CTC staff prior to implementation. 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. Generally, same-day transportation options have been inconsistent in their ability to offer WAV (Wheelchair Accessible Vehicle) 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. New and/or separate WAV services should be included under Specialized Accessible Van Service.
Performance Measures <i>(❖ Performance data required for Compliance Reports)</i>	❖ Number of one-way trips provided on taxis ❖ Number of one-way trips provided on Transportation Network Companies (e.g. Lyft, Uber) using ride-hailing apps ❖ Total Measure B/BB cost per one-way trip (<i>Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.</i>) • Total program cost per one-way trip, 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 (including number of those on the waitlist) and registrants (report quantities for taxis and/or Transportation Network Companies separately) • Demographic data on age, disability, ethnicity/race, and income

Same-Day Transportation Service Guidelines	
	• 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 • Qualitative information on program's capacity to serve demand (e.g. status of waitlist)

Specialized Accessible Van Service Guidelines	
Service Description	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 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,

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

Specialized Accessible Van Service Guidelines	
	reimbursement, a discount code on an app, call center or website payment, etc.
Eligible Population	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. <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> <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>
Time & Days of Service	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).
Fare (Cost to Customer)	Fares for pre-scheduled service should not exceed comparable same-day transportation services fares.
Other	For pre-scheduled service (not same-day) 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. This does not apply if providing same-day WAV service. Cost per trip is defined as total transportation cost (from all sources of revenue) during a reporting period divided by the number of one-way trips, including attendant and companion trips, provided during the period.
Performance Measures (❖ Performance data required for	❖ 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>)

Specialized Accessible Van Service Guidelines	
Compliance Reports)	• 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 (including number of those on the waitlist) 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 • Qualitative information on program's capacity to serve demand (e.g. status of waitlist)

Accessible Shuttle Service Guidelines	
Service Description	Shuttles are accessible vehicles that operate on a fixed, deviated, or flex-fixed route and schedule. They serve common trip origins and destinations visited by eligible consumers, e.g. senior centers, medical facilities, grocery stores, BART and other transit centers, community centers, commercial districts, and post offices. 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

² Access Provider Information <https://www.cpuc.ca.gov/regulatory-services/licensing/transportation-licensing-and-analysis-branch/transportation-network-companies/tnc-access-for-all-program/tnc---access-for-all-program-access-provider>

Accessible Shuttle Service Guidelines	
	a senior living 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 \$50, 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	Shuttle sponsors are required to coordinate with the local fixed route transit provider. 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. Deviations and flag stops are permitted at discretion of program sponsor.
Performance Measures <i>(❖ Performance data required for Compliance Reports)</i>	❖ 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>) • 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

Accessible Shuttle Service Guidelines	
	• Number of applicants (including number of those on the waitlist) 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 ridership satisfaction • Qualitative information on program's capacity to serve demand (e.g. status of waitlist)

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.

Group Trips Service Guidelines	
Performance Measures <i>(❖ Performance data required for Compliance Reports)</i>	❖ Number of one-way passenger trips provided ❖ Total Measure B/BB cost per passenger trip (<i>Total Measure B/BB program cost during period divided by the number of passenger trips provided during period.</i>) • Total program cost per passenger trip (total program cost during period divided by the number of passenger trips provided during period). • Non-Measure B/BB revenues and costs • Number of requests (including any unfulfilled requests) • 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 • Qualitative information on program's capacity to serve demand (e.g. status of waitlist)

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

Door-through-Door/Volunteer Driver Service Guidelines	
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 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.
Performance Measures <i>(❖ Performance data required for Compliance Reports)</i>	❖ Number of one-way trips provided ❖ Total Measure B/BB cost per one-way trip (<i>Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.</i>) • Total program cost per one-way trip (total program cost during period divided by the number of one-way trips provided during period). • Non-Measure B/BB revenues and costs • Number of applicants (including number of those on the waitlist) 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

Door-through-Door/Volunteer Driver Service Guidelines	
	Qualitative information on program's capacity to serve demand (e.g. status of waitlist)

Mobility Management and/or Travel Training Program Guidelines	
Service Description	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. Travel training is short-term, one-on-one or group-based intensive instruction designed to teach people with disabilities and older adults to travel safely and independently on fixed-route public transportation in their community.³ 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 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.
Eligible Population	At discretion of program sponsor.

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	
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>	Mobility Management Program ❖ 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 <i>(total program cost during period divided by the number of individuals provided with support during period).</i> • Demographic data on age, disability, ethnicity/race, and income of individuals • 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 <i>(divided by those in individual training and those participating in group trainings)</i> ❖ Total Measure B/BB cost per individual trained in individual trainings and in group trainings <i>(Total Measure B/BB program cost during period divided by the number of individuals trained during period)</i>

Mobility Management and/or Travel Training Program Guidelines	
	• 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) • Number of requests for training unfulfilled • 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 • Qualitative information on program's capacity to serve demand (e.g. status of waitlist)

Means-Based Fare Program Guidelines	
Service Description	Means-Based Fare Programs can subsidize any service eligible for paratransit funding and/or fixed-route transit for paratransit customers who are low-income and can demonstrate financial need.
Eligible Population	Subsidies can be offered to low-income consumers with demonstrated financial need who are currently eligible for an Alameda County ADA-mandated or city paratransit program. Low income requirements are at discretion of program sponsors, but the requirement for household income should not be below the HUD Very Low-Income threshold for Alameda County.⁵

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

Means-Based Fare Program Guidelines	
Time and Days of Service	N/A
Fare (Cost to Customer)	N/A
Other	Outreach/communication plans related to means-based fares must be submitted to Alameda CTC staff annually. Low-income requirements and the means to determine and verify eligibility must be submitted to Alameda CTC staff for review prior to implementation. If program sponsors include subsidized ADA-mandated paratransit 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.
Performance Measures <i>(❖ Performance data required for Compliance Reports)</i>	❖ Number of unduplicated individuals who received scholarship/subsidized fares ❖ Number of one-way fares/tickets subsidized ❖ Total Measure B/BB cost per subsidy <i>(Total Measure B/BB program cost during period divided by the number of subsidized fares/tickets during period)</i> • Total program cost per subsidy (total program cost during period divided by the number of subsidized fares/tickets during period) • Demographic data on age, disability, ethnicity/race, and income of individuals • Non-Measure B/BB revenues and costs • Quantitative and qualitative information on complaints • Quantitative and qualitative information on outreach • Quantitative and qualitative information on program satisfaction

Meal Delivery Program Guidelines	
Service Description	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. 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.
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 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. Funding for traditional meal delivery provided by a local community-based organization must be limited to no more than \$3 per meal delivered. 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).

Meal Delivery Program Guidelines	
	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.
Performance Measures <i>(❖ Performance data required for Compliance Reports)</i>	❖ Number of meal delivery trips ❖ Total Measure B/BB cost per meal delivery trip <i>(Total Measure B/BB program cost during period divided by the number of meal delivery trips during period)</i> • Total 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	Capital expenditures are to support the eligible service types included in the Implementation Guidelines and must be consistent with objectives of

Capital Expenditures Guidelines	
	the Alameda CTC Special Transportation for Seniors and Peoples with Disabilities (Paratransit) Program. 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. If programs are purchasing passenger vehicles, they should be accessible. Planned expenditures are subject to review by Alameda CTC staff prior to implementation.
Performance Measures <i>(❖ Performance data required for Compliance Reports)</i>	❖ Total Measure B/BB cost • Non-Measure B/BB revenues and costs • Photograph of new vehicle (where applicable)



Memorandum

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• www.AlamedaCTC.org

DATE: October 19, 2026

TO: Paratransit Advisory and Planning Committee

FROM: Krystle Pasco, Senior Program Analyst
Grasielita Diaz, Associate Transportation Planner

SUBJECT: Approve the Access for All Grant Program Guidelines

Recommendation

It is recommended that the Paratransit Advisory and Planning Committee (PAPCO) approve the Access for All (AFA) Grant Program guidelines.

Summary

The AFA Grant Program is a competitive program specifically for same day, on-demand transportation services provided by wheelchair accessible vehicles (WAVs). Recipients of this funding are called Access Providers. Approximately \$2.8 million in AFA funding will be available for eligible Access Providers in Alameda County through an upcoming call for projects. The proposed program guidelines in Attachment A include minor edits to the previous program guidelines that PAPCO approved at its October 2025 meeting.

While the AFA funds are distinct from Measure BB sales tax revenues administered by Alameda CTC to support accessible transportation services and therefore, not specifically within PAPCO's enabling authority, Alameda CTC is seeking input from PAPCO to ensure PAPCO's priorities are reflected in the program guidelines for consistency between AFA funded services and Measure BB funded services. Alameda CTC will provide updates to PAPCO on the AFA Grant Program and any future changes to grant requirements or guidelines.

Local AFA Program Background

Established in 2018 by Senate Bill 1376, the AFA Program is funded by a \$0.10 Access Fee on transportation network company (TNC) rides (e.g., Uber/Lyft). The Access Fee is collected and deposited into the California Public Utilities Commission's (CPUC) Access Fund. In 2025, the CPUC designated Alameda CTC as the Local Access Fund Administrator (LAFA) for Alameda County, authorizing the agency to administer CPUC Access Funds allocated to the county.

Alameda CTC received its first allocation of Access Funds through the Cycle 5 (Fiscal Year 2025-26) funding year. Cycle 5 provided approximately \$1.35 million for grants to expand and improve same day, on-demand WAV transportation services in Alameda County. Staff presented the AFA Grant Program guidelines and priorities to PAPCO and the Commission in fall 2025 and released the agency's first AFA call for projects in December 2025. Applications were due January 30, 2026, and staff determined that the one application received was ineligible. Because Alameda CTC did not award the Cycle 5 funds, the funds remain available and will be combined with the Cycle 6 (FY 26-27) allocation for the 2027 AFA call for projects.

Statewide AFA Grant Program Background

In 2025, AFA funding for Alameda County was available through both Alameda CTC's local grant program (Cycle 5 FY 25-26) and CPUC's statewide program (Cycle 5 Calendar Year 2026). The Cycle 5 statewide AFA Program provided funding for Calendar Year 2026 and awarded \$2.4 million to three Access Providers in Alameda County: the Center for Independent Living, Onward Rides, and Ride-On Tri-City. The Cycle 5 statewide AFA Program was the final statewide cycle to include an allocation for Alameda County; future Alameda County AFA funding will be fully administered through Alameda CTC's local grant program. Alameda CTC has coordinated with the current Access Providers to ensure they are aware of this upcoming change in program administration.

Local AFA Program Priorities and Next Steps

The goal of the AFA Grant Program is to expand and improve same day, on-demand WAV transportation services in Alameda County. Per CPUC's Access for All Program requirements, the program will focus on providing WAVs for same-day transportation services similar to how taxis and TNCs provide on-

demand transportation. The program guidelines in Attachment A include minor edits to the previous program guidelines that PAPCO approved at its October 2025 meeting.

For the 2027 AFA call for projects, Alameda CTC will combine the unawarded Cycle 5 funds with the Cycle 6 (FY 26-27) allocation, making approximately \$2.8 million available for eligible projects and programs in Alameda County. Staff expect to release the call for projects in winter 2026 and award funds to Access Providers by summer 2027. Staff will return to PAPCO with updates as the program moves forward.

Fiscal Impact: There is no fiscal impact.

Attachment:

- A. Draft Programming/Allocation Guidelines for the AFA Grant Program



Programming/Allocation Guidelines for the Access for All (AFA) Grant Program

Updated: 10/13/2026

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Program Summary

In 2025, the California Public Utilities Commission (CPUC) designated Alameda CTC as the Local Access Fund Administrator (LAFA) for Alameda County. This means that Alameda CTC can administer Access for All (AFA) grant funding from CPUC to increase the availability of same-day, on-demand transportation services provided by Access Providers equipped with wheelchair-accessible vehicles (WAVs). This grant program is funded solely with CPUC AFA funds.

Fund Sources

Access for All Funding

The AFA Program was established in 2018 by Senate Bill 1376, which directed the CPUC to establish a program relating to the accessibility of transportation network companies' (TNCs, e.g., Uber and Lyft) services for persons with disabilities, including wheelchair users who need a WAV.

To fund the program, the CPUC instituted a \$0.10 Access Fee collected on each TNC ride. There are two different ways to meet the statute's overall goal of expanding and improving on-demand WAV transportation services in California:

1. **Collection of Fees:** TNCs can invest the Access Fee revenue to expand or improve their on-demand WAV service in each county. They can then file offset requests with the CPUC to keep some of the Access Fee revenue they collect, equal to the amount they invest in each county, as long as the service meets CPUC performance requirements.
2. **Distribution of Funds:** The CPUC sets aside the remaining moneys (not claimed by the TNCs in the offset process) in a fund called the Access Fund. These funds can then be distributed to Access Providers through Local Access Funds Administrators (LAFAs) or the Statewide Access Fund Administrator (SAFA). The CPUC will allocate funds annually proportional to the percent of fees originating in that county. Since Alameda CTC is the LAFA for Alameda County, Alameda CTC will administer the funds for the AFA Program.

Alameda CTC will evaluate projects and programs for eligibility with the AFA Program and based on the program goals and evaluation framework detailed below.

Program Goals

The AFA Grant Program will focus on the provision of WAV for same day transportation service similar to how taxis and TNCs provide on-demand transportation. The AFA Program aims to expand and improve same day, on-demand WAV transportation services in Alameda County.

Eligible expenses can be 1) a reasonable, legitimate cost that improves WAV service, and 2) on the list of eligible WAV expenses. Projects can include vehicle, partnership, marketplace, and operational costs as described below under **Eligible Projects and Expenses**.

Eligible Applicants

Eligible applicants include Access Providers, which are organizations or entities that are able to provide WAV service similar to that of TNCs, but require additional financial resources to do so. Further, Access Providers must meet the following conditions:

- Directly provides, or contracts with a separate organization or entity to provide, on-demand WAV transportation to meet the needs of persons with disabilities.
- “On-demand WAV transportation” means any transportation service that does not follow a fixed route or schedule.
- TNCs may apply as Access Providers if they are providing new WAV service in the geographic area or if the TNC certifies that the TNC’s collected fees during the Exemption Year were exhausted to provide WAV services.¹

Requirements to receive funding: For the purposes of the AFA Program, the CPUC identifies eligible Access Providers as transportation carrier(s) that hold a Commission-issued permit or a non-permitted transportation carrier that can provide documentation of the following with their application:

1. Background Checks: Carriers must perform background checks that meet or exceed what is required of Transportation Network Companies (TNCs) under the [TNC Application Form](#).
2. Insurance: Carriers must have levels of insurance equivalent to or higher than is required of charter-party carriers under General Order 115.
3. Controlled Substance and Alcohol Testing: Carriers must be enrolled in a controlled substance and alcohol-testing program.
4. Secretary of State Registration: Carriers must have their articles of incorporation filed with the Secretary of State.
5. Motor Carrier Profile with California Highway Patrol (CHP): Carriers must complete the CHP 362 Motor Carrier Profile and obtain a CA Number from the CHP.

A non-permitted carrier shall [submit a declaration](#) to Alameda CTC affirming compliance with each of the requirements and that each requirement is in effect during the term the carrier operates as an Access Provider.

Eligible Projects and Expenses

Eligible Projects

Eligible projects demonstrate improvements to response times for WAV service compared to the previous year and/or status quo in Alameda County, the presence and availability of WAVs, and efforts to publicize and promote available WAV services to disability communities. Alameda CTC will prioritize projects that can offer same-day, on-demand WAV transportation in Alameda County.

¹ TNCs that believe they meet this criterion should confirm eligibility with CPUC and Alameda CTC before applying to the Alameda County Local AFA Grant Program.

Eligible WAV Expenses

A qualifying expense for an Access Provider is 1) a reasonable, legitimate cost that improves WAV service, and 2) listed on the table of eligible WAV expenses below.

For Access Providers that provide WAV services to a TNC as a contractor, the Access Provider shall not use Access Fund moneys for trips that are compensated by a TNC. Accordingly, the AFA is permitted to request additional information from Access Provider applicants as necessary to sufficiently review the application. An Access Provider applicant shall disclose whether it is a current or former service provider for a TNC. The Access Provider applicant must demonstrate to the AFA that any Access Fund monies will not be used for services that are compensated by a TNC.

Eligible WAV Expenses Adopted in CPUC's <u>D.20-03-007</u>	
Vehicle Costs	
	Lease/ Rental/ Purchase Costs
	Rental Subsidies for Driver
	Inspections
	Maintenance, Service, and Warranty
	Fuel Cost
	Cleaning Supplies/ Services
	Other (Describe)
Partnership Costs	
	Transportation Service Partner Fees/ Incentives and/or Management Fees
	Vehicle Subsidies
	Consultants/ Legal
	Other (Describe)
Marketplace Costs	
	Recruiting
	Driver Onboarding
	Training Costs
	Driver Incentives
	Promo Codes for WAV
	Other (Describe)
Operational Costs	
	Marketing Costs
	Technology Investments/ Engineering Costs/ Enhancements
	Community Partnership/ Engagement Costs
	Rental Management
	Pilot Management
	Wages, Salaries, and Benefits (non-maintenance personnel)
	Other (Describe)
Other (Describe)	
	For example, ride fare subsidies

Eligible projects must conform to PAPCO-adopted Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities (Paratransit) Program (Implementation Guidelines). Refer to the most recent Implementation Guidelines for detailed eligibility requirements and service descriptions here:

<https://www.alamedactc.org/programs-projects/senior-disabled-transport>.

Evaluation Framework

Alameda CTC and PAPCO will prioritize projects and programs that:

- Meet the CPUC required evaluation criteria
 - Prioritize Access Providers that can offer on-demand WAV transportation that can be requested and fulfilled within 24 hours (same day service).
 - Additional consideration may be given to providers who can provide same-day service within a shorter period than the CPUC required timeframe.
 - If there are no applicants who can provide such on-demand service, Alameda CTC can accept applications from other providers so long as those providers' services do not follow a fixed-route or schedule.
 - Improve response times for WAV service compared to the previous year and/or status quo.
 - Response time is defined as the time between when a WAV ride was requested and when the vehicle arrived.
 - Improve presence and availability of WAVs within the geographic area compared to the previous year and/or status quo.
 - Presence and availability refer to the number of WAVs in operation funded by the AFA grant by quarter and aggregated by hour of the day and day of the week.
 - Identify efforts undertaken or that will be undertaken to publicize and promote WAV services to disability communities.
 - Provide evidence of outreach efforts such as a list of partners from disability communities, how the partnership promoted WAV services, or marketing/ promotional materials of those activities.
 - Alameda CTC will keep in mind that some of the required information included in the CPUC required evaluation criteria may be inapplicable or unavailable at the time of the application as some Access Providers might be offering new services. Applicants should explain why the information is unavailable or not applicable. For more information for first time applicants please see the section below **Special Note for First-Year Access Provider Applicants**.
- Fulfill additional evaluation criteria typical of Paratransit Discretionary Grant Program (PDGP)² applicants:
 - Project sufficient demand for the program/service/project
 - Are ready for implementation
 - Provide service across jurisdictional boundaries
 - Demonstrate coordination and collaboration with other service providers in their planning area
 - Are effective, according to adopted performance measures and past performance (where applicable) or projected performance supported by substantive evidence of potential for success
 - Are cost effective
 - Leverage funds (including Direct Local Distribution reserves)

² The Paratransit Discretionary Grant Program (PDGP) includes the discretionary funding from the 2000 Measure B and the 2014 Measure BB paratransit programs as a unified grant program. The 2000 Measure B and the 2014 Measure BB funds are required to be expended in accordance with the requirements of the guiding expenditure plans. The last PDGP call for projects was released in December 2023. For more information, please visit the "Prior Calls/ Resources" tab of our [website](#).

- Have been identified as a priority in relevant countywide or regional plans or needs assessments such as the Alameda Countywide Transportation Plan, the Alameda County Needs Assessment, Coordinated Plan, Community Based Transportation Plans, or the Countywide Area Plan for Older Adults
- Support geographically equitable distribution of resources throughout the County
- Demonstrate strategies to ensure equitable access to and utilization of programs and services

Special Note for First-Year Access Provider Applicants

Note that in the first year of the application process, an Access Provider applicant shall be required to provide a narrative outlining how it will demonstrate improvements in response times and WAV presence and availability, and how it will promote the service. This narrative can be in place of the required data indicated above in the **CPUC required evaluation criteria** if such data is not available from past performance. In addition, the Access Provider Applicants shall provide estimates for the following metrics that are expected to result from the project they are requesting funding for:

- Expected number of WAVs in operation during the first year
- Outline of planned outreach efforts to publicize and promote available WAV services to disability communities, which may include a list of partners from disability communities, how the partnership promoted WAV services, and marketing and promotional materials for those activities

On the next round of applications, the AFAs shall use the reported data under requirement (a) (WAV information) above from the first year as a baseline in evaluating applications in the second year.

Project or Program Requirements

Maximum Grant Size

Not Applicable

Minimum Matching Requirements

There is not a required match. However, consideration will be given for an applicant's ability to leverage external funding.

Letter(s) of Support

All applicants must work in coordination with other transportation providers in their planned service area. To demonstrate this support:

- Applicants must describe how they are coordinating with local jurisdictions, transit agencies, and non-profit organizations to fill service gaps and complement existing services.
- Non-profit organizations are required to provide a letter(s) of support from a local agency and/or transit provider to confirm service coordination and project or program support.
- All applicants are encouraged to provide letters from partners to demonstrate community support and coordination.

If needed for letters of support, contact Alameda CTC staff for information regarding Measure B and Measure BB recipients of paratransit DLD funds.

Equitable Access and Utilization

In accordance with Alameda CTC's equity initiatives, projects and programs will be expected to understand the demographic makeup of their community, including race/ethnicity, gender, orientation, limited English proficiency, income, age, and disability. Projects and programs should be designed to conduct equitable and inclusive engagement and measure and report equity outcomes of program participation.

Quarterly Monitoring

Access Providers receiving funding are required to report project/program data on a quarterly basis (within 30 days after the end of each quarter) to Alameda CTC. Access Providers must follow program/project goals, deliverables, and performance measures identified in CPUC's AFA progress reports.

AFA's' Consolidated Reports (Quarterly)

CPUC staff will provide Alameda CTC with a Quarterly Report template. These consolidated reports are due to CPUC 45 days after the end of each quarter³ (e.g., February 14, May 14, August 14, November 14). The Consolidated Quarterly Reports shall be submitted for each geographic area in which an Access Provider receives Access Fund moneys. Alameda CTC requires that Access Providers affirm their ability to provide such data on the quarterly reporting schedule (30 days after the end of each quarter, giving Alameda CTC 15 days to consolidate the report to the CPUC). Reporting requirements are listed below, and templates are available at <https://www.cpuc.ca.gov/tncaccessprovider/>.

1. Number of WAVs in operation funded through the AFA grant, both unique and non-unique
2. Number and percentage of WAV trips completed, requested, not accepted, cancelled by passenger, cancelled due to passenger no-show, cancelled by driver, cancelled within completed trips, cancelled within not completed trips, unique trips, and Census Tract of WAV requested and completed
3. Completed WAV Trip Request Response Times
4. Evidence of Outreach
5. Certification of Driver Training
6. Report of WAV Driver Training Programs
7. Certification of Inspection
8. Number of Complaints
9. Funds Expended
10. Contract Information
11. Safety Protocol Declaration Form

Resources

Resources for the AFA Grant Program Call for Projects, including the application can be accessed from the Alameda CTC's website at: <https://www.alamedactc.org/funding/funding-opportunities>.

³ Specific dates may vary by fiscal year of the AFA Program

Application Resources

- [CPUC TNC Access for All Program](#)
- [CPUC TNC AFA Program: Access Fund Administrator Information](#) (Notice of Funding Availability)
- [CPUC Access Provider Information](#)
- [Senate Bill \(SB\) 1376](#)
- [Alameda CTC Approval of LAFA Resolution](#) (March 2025 Commission)
- [Background Check Information](#) (CPUC TNC Application Form)
- [Safety Protocols Declaration](#) (CPUC Access Provider Form)



Access for All (AFA) Grant Program Update

PAPCO | October 26, 2026



AFA Program Overview

- The AFA Grant Program is a competitive program specifically for **same day, on-demand transportation** services provided by **wheelchair accessible vehicles (WAVs)**
- Established in 2018 by Senate Bill 1376, the AFA Program is funded by a **\$0.10 Access Fee** on transportation network company (TNC) rides (e.g., Uber/Lyft)
- The Access Fee is collected and deposited into the California Public Utilities Commission's (CPUC) **Access Fund**
- In 2025, the CPUC designated Alameda CTC as the Local Access Fund Administrator (LAFA) for Alameda County, authorizing the agency to **administer CPUC Access Funds** allocated to Alameda County



Statewide AFA Program

- CPUC and its consultant, GCAP Services, released a call for projects for the **Cycle 5 statewide AFA Program** in fall 2025
- The statewide program awarded **\$2.4 million** to three Access Providers in Alameda County:
 - **The Center for Independent Living:** \$799,000
 - **Onward Rides:** \$521,000
 - **Ride-On Tri-City:** \$1,080,000
- The Cycle 5 statewide AFA Program was the **final statewide cycle** to include an allocation for Alameda County
 - Future Alameda County AFA funding will be administered through **Alameda CTC's local AFA Grant Program**



3

The Center for Independent Living (CIL)

- CIL recently launched the Single Rider Program
- It provides same-day, door-through-door, wheelchair-accessible rides
- Rides must start in CIL's service area (North County) but can go to destinations outside of the service area
 - Maximum trip distance is 50 miles



4

City of Fremont / Ride-On Tri-City

- The City of Fremont is applying their grant award to the Ride-On Tri-City wheelchair accessible van service pilot program, operated by Via
- It's available to Fremont, Newark, and Union City residents 70+ years old OR 18-69 and certified with ADA Paratransit
- It provides same-day, door-to-door transportation
- Rides can be pre-booked or requested on demand over the phone, online, with an app
- Apply online for Ride-On Tri-City services



5

Onward

- Onward received grant funding for multiple counties and is providing same-day wheelchair-accessible services in Alameda, Marin, Santa Clara, and San Mateo counties
- Trips must at least start in the rider's home county, and round-trip service is available
 - Maximum trip distance is 60 miles
- Register online and Onward will confirm enrollment within 48 hours
- No app required. Riders book by texting 510-230-0086

Who Qualifies?

Qualification revolves around 4 simple criteria. Riders who do not meet all criteria are ineligible.

- Riders must use a mobility device that requires a lift/ramp to enter a vehicle
- Riders must live in Alameda, Santa Clara, Marin, or San Mateo County
- Riders must have an SMS-capable phone
- Riders must possess an active credit card to host in their account

DISTANCE	COST TO RIDERS
0-10 Miles	\$2
11-20 Miles	\$4
21-40 Miles	\$6
41-60 Miles	\$8



6

Alameda CTC Local AFA Grant Program

- Alameda CTC received its first allocation of Access Funds through the Cycle 5 funding year in 2025
- The Cycle 5 call received one application, which did not meet eligibility requirements
- Unused funds will carry forward to the 2027 call
 - Cycle 5: \$1.35 million
 - Cycle 6: \$1.45 million



**2027 AFA
Call for Projects
\$2.8M***



7

Next Steps

- **Today's recommended action:** PAPCO to approve the AFA Grant Program guidelines
- **Winter 2026:** Staff to release the call for projects
- **Spring – Summer 2027:** Staff to bring updates to PAPCO
- **Summer 2027:** Staff to award funds to Access Providers



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Thank You

For more information, visit

www.AlamedaCTC.org

or contact paratransit@alamedactc.org

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Memorandum

5.3

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

DATE: October 19, 2026

TO: Paratransit Advisory and Planning Committee

FROM: Krystle Pasco, Senior Program Analyst
Grasielita Diaz, Associate Transportation Planner

SUBJECT: Alameda County Mobility Needs Assessment for Older Adults and People with Disabilities Implementation Update

Recommendation

This item will provide the Paratransit Advisory and Planning Committee (PAPCO) with an update on the implementation of the Alameda County Mobility Needs Assessment for Older Adults and People with Disabilities (Paratransit Needs Assessment). This item is for information only.

Summary

In March 2025, Alameda CTC initiated the Paratransit Needs Assessment (PNA) to identify the current and future mobility needs of older adults and people with disabilities and develop strategies to address those needs. The PNA includes an evaluation of existing and future conditions, a review of best practices, extensive community engagement, and the development of recommended strategies to inform future planning and investment. Following a public review period of the draft report in summer 2026, staff finalized the PNA and is now developing implementation workplans for the report's priority strategies.

The PNA's five priority strategies were identified based on their potential for near-term impact and feasibility within the Alameda CTC Paratransit Program. These strategies were selected through stakeholder engagement and a prioritization process. Most recently, staff shared implementation ideas for

the five strategies at the Joint Meeting of PAPCO and the Paratransit Technical Advisory Committee (ParaTAC) in July 2026.

At the October 2026 PAPCO meeting, members will have the opportunity to provide additional feedback on the Mobility Management and Service Gaps workplans.

Background

The Alameda CTC Paratransit Program periodically evaluates the transportation needs of older adults and people with disabilities in Alameda County to determine if the program's offerings meet the current need and demand. The [2026 Paratransit Needs Assessment](#) updates the [2017 Assessment](#) and reflects significant changes in the transportation landscape over the past decade. The PNA provides a basis for guiding program priorities, improving accessible transportation services as needs and demand evolve, and informing the [2026 Countywide Transportation Plan](#). Throughout the process, staff provided regular updates to PAPCO, ParaTAC, and the Planning, Policy, and Legislation Committee (PPLC).

Priority Strategies

Through community engagement, technical analysis, and feedback from PAPCO and ParaTAC, staff identified five priority strategies for near-term implementation during the PNA's development. These strategies are intended to address the highest-priority mobility needs while providing the greatest opportunity for countywide impact.

The five priority strategies are:

- Define and operationalize a county-level mobility management function
- Identify and expand on-demand, accessible transportation options where there are service gaps
- Develop and support a consistent program design across communities for Alameda CTC-funded services and programs
- Invest in and prioritize safety and physical access improvements for older adults and people with disabilities
- Explore opportunities for enhancing affordability across the program and potential new means-based initiatives

The discussion at the October 2026 PAPCO meeting will focus on the first two strategies: Mobility Management and Service Gaps.

Next Steps

Staff is developing implementation workplans for the priority strategies with input from PAPCO and the Provider Working Group, a revised version of the previous ParaTAC. The workplans will provide key information on implementation actions, partners, anticipated timelines, and other considerations. Staff will return to PAPCO with updates as the workplans progress.

Fiscal Impact: There is no fiscal impact. This item is for information only.

Attachment:

- A. [Alameda County Mobility Needs Assessment for Older Adults and People with Disabilities \(Paratransit Needs Assessment\)](#)



Paratransit Needs Assessment Implementation Update

PAPCO | October 26, 2026



Paratransit Needs Assessment (PNA) Overview

Existing Conditions

- Demographics
- Current transportation services
- Community engagement findings

Needs & Gaps

- Service levels and coverage
- Service access and information
- Safety and security

Strategies

- 20+ strategies organized into 6 categories
- 5 strategies identified as priorities

Next Steps: Implementation Workplans



PNA Implementation Overview

- Five priority strategies from the PNA

- Define and operationalize a county-level mobility management function.
- Identify and expand on-demand, accessible transportation options where there are gaps in service.
- Develop and support a consistent program design across communities for Alameda CTC-funded services and programs.
- Invest in and prioritize safety and physical improvements for older adults and people with disabilities.
- Explore opportunities for enhancing affordability across the program and potential new means-based initiatives.

ADDRESSING FIRST 2
PRIORITY STRATEGIES IN
THIS MEETING



3

PNA Implementation: Mobility Management



4

Mobility Management Strategy

Define and operationalize a county-level mobility management function

As part of an ongoing regional mobility management initiative, define mobility management in Alameda County that focuses on providing consistent information and referrals for older adults and people with disabilities. Work with sub-county agencies already performing these functions, coordinate and define expectations, and estimate resources and costs needed.

Implementation Steps

1. Define what mobility management is and conduct an inventory of services and programs serving Alameda County
2. Define a Mobility Manager function that would meet regional expectations and identify options for who would serve this role
3. Host a countywide Mobility Management Summit
4. Designate the Alameda County Mobility Manager
5. Work with providers and stakeholders to enhance existing mobility management initiatives
6. Explore a "No Wrong Door" information and referral approach, based on the existing Access Alameda platform
7. Develop an outreach and marketing plan for mobility management initiatives
8. Explore technology-enabled solutions to support countywide mobility initiatives in conjunction with the Service Gaps and Program Design strategies

ADDRESSING
STEP #1 TODAY



5

Mobility Management Strategy

Step 1: Define what mobility management is and conduct an inventory of services and programs serving Alameda County

- Review regional and national best practice peers and coordinate with MTC and other organizations with mobility management roles to create a clear definition of mobility management for Alameda County.
- Review the minimum mobility management functions identified in MTC's Action 21 framework and assess Alameda CTC's current role in providing, funding, and coordinating these activities.
- Research and interview organizations, providers, communities, and agencies across the County to document existing mobility management services, providers, and areas served.
- Categorize mobility management activities based on the types of support provided.
- Analyze existing services to identify duplicative efforts, opportunities for coordination, and unmet needs.



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Mobility Management Strategy

Questions:

- When people have questions about their transportation options, where do they go for help?
- Are there organizations, programs, or resources in Alameda County that are doing a good job helping people navigate their transportation options?
- Where do you see people having difficulty finding information about transportation services or figuring out which services they can use?
- What would make it easier for people, especially older adults and people with disabilities, to find and use the transportation services available to them?



What We've Heard

Other Ideas for Implementation

In the joint meeting and through public comment, stakeholders and community members mentioned coordinating data, considering the role of 511 and other referral services, working as a region on mobility management, and centralizing infrastructure/systems/technology.

Suggested Partners: Social groups, CBOs, CRIL, CIL Berkeley, recreation centers, California Council of the Blind, county aging and disability resource connection, MTC

Suggested Types of Outreach: Focus groups, surveys with incentives, city-oriented events

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PNA Implementation: Service Gaps



8

Service Gaps Strategy

Identify and expand on-demand, accessible transportation options where there are service gaps

Evaluate new and existing efforts in the county, assess ongoing demand for services, and work to expand coverage countywide. Identify targeted pilot programs and initiatives to fill gaps in service. Build upon the Access for All Program for on-demand wheelchair accessible vehicles (WAVs) transportation to strengthen coverage countywide.

Implementation Steps

1. Conduct evaluation of existing accessible transportation services and programs, with a focus on on-demand WAVs
2. Conduct a gap analysis of areas that lack sufficient on-demand WAV service and understand barriers to providing services
3. Convene WAV providers and promote knowledge sharing and collaboration
4. Explore countywide pilot initiatives that address service gaps
5. Explore technology-enabled solutions to support countywide mobility initiatives in conjunction with the Mobility Management and Program Design strategies
6. Implement priority service improvements and pilot initiatives

ADDRESSING
STEP #1 TODAY



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Service Gaps Strategy

Step 1: Conduct an evaluation of existing accessible transportation services and programs, with a focus on on-demand WAV

- Building on the PNA existing conditions report, evaluate and inventory accessible transportation services and programs across the County.
- Establish a definition of on-demand service for the evaluation, including consideration of service availability, advance booking requirements, and hours of operation.
- Inventory existing WAV services and identify which providers offer on-demand service and which have the capacity to provide on-demand service.
- Document service types, eligibility requirements, trip types, providers, funding sources, service areas, fleet availability, and hours of operation as part of the inventory.
- Map the inventory to identify service coverage, overlaps, and gaps.



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Service Gaps Strategy

Questions

- What on-demand WAV services or transportation programs should we make sure to include in our review?
- What would you want to know about these services to understand how well they are meeting people's transportation needs?
- Have you heard from riders who have difficulty finding an available WAV ride? If so, where or when does this tend to happen?
- What information or data would be helpful to look at to better understand the availability of on-demand WAV services across Alameda County?

What We've Heard

Other Ideas for Implementation

In the joint meeting and through public comment, stakeholders and community members mentioned leveraging TNCs, regional on-demand services, trip time prioritization considerations, and studying existing programs.

Suggested Partners: MTC, TNC and WAV providers, CBOs, disabled community, local jurisdictions

Suggested Types of Outreach: Senior advisory committee, coalition of wheelchair list, Berkeley disabled list, independent living centers, fliers at major clinics, improved surveys



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Next Steps

• Fall 2026

- Conduct research for the Mobility Management and On-Demand Service Gaps strategy workplans
- Coordinate with MTC on Action #21 (Designate a Mobility Manager) from the Bay Area Transit Transformation Action Plan
- Convene Provider Working Group (revised ParaTAC) for input and further discussion

• Spring – Summer 2027

- Continue advancing all five workplans, meet with the PWG, and bring updates to PAPCO



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Thank You

For more information, visit

www.AlamedaCTC.org

or contact paratransit@alamedactc.org

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Unlocking the World: Why Travel Training Matters

William Wagner | August 19, 2026

Imagine wanting to meet a friend for coffee, get to a job or volunteer placement you enjoy, or visit a neighborhood park — but your ability to go depends entirely on someone else's schedule. For many people with intellectual and developmental disabilities (I/DD) as well as older adults navigating driving cessation, transportation can be a major barrier to a self-directed life.

The Bureau of Transportation Statistics recently reported, that 40.2% of adults ages 18 — 64 with travel-limiting disabilities and 57.1% of adults age 65 and older with limited mobility made zero trips on the survey day, highlighting how health changes or driving cessation often result in isolated daily routines.^[1]

Giving up a driver's license doesn't mean giving up community access, but transitioning to public transit without proper guidance can feel daunting.

Travel training turns mobility into possibility. It helps older adults and individuals with disabilities maintain connection to medical appointments, social networks, and community activities, significantly supporting their goal to age in place safely and independently.

Travel training turns mobility into possibility. It can help a person reach employment, education, health care, recreation, social activities, and other destinations that improve one's quality of life with greater independence.

<https://www.ccam-tac.org/blog/unlocking-the-world-why-travel-training-matters/>

What Is Travel Training?

Travel instruction, often called **travel training**, is individualized, hands-on instruction that helps a person build the skills and confidence to use public transportation and navigate the community as independently as possible.[2]

Unlike simply riding along with a caregiver or support professional, travel training breaks a trip into clear, repeatable steps and adapts the instruction to the learner's goals, communication style, sensory needs, and pace.

A travel-training plan may include:

- **Trip planning:** choosing a destination, route, schedule, and backup plan.
- **Wayfinding:** recognizing landmarks, stops, signs, entrances, and transfer points.
- **Riding skills:** boarding, paying a fare, requesting a stop, transferring, and exiting.
- **Communication and safety:** asking for help, handling delays, and responding to unexpected changes.
- **Graduated support:** moving from direct instruction to prompts, observation at a distance, and — when appropriate — independent travel.

For people with I/DD and older adults accessible transportation is not only a service issue; it is a foundation for community inclusion.

Technology as a Support—not a Substitute

Hands-on practice remains essential. Technology is most effective when it reinforces skills learned through real-world instruction and is matched to the traveler's abilities and preferences. The right tool can provide a prompt at the right moment, reduce cognitive load, and offer a backup when a trip changes.

1. Purpose-Built Cognitive Wayfinding

AbleLink WayFinder: Available through AbleLink's Smart Travel Service, WayFinder allows a support professional or family member to build customized routes with photos, audio, landmarks, and step-by-step prompts. Optional location updates can also support remote monitoring when the traveler chooses that arrangement.[3]

MapHabit: MapHabit uses visual guides made from images, audio, video, and written instructions to break routines into manageable steps. Travel trainers can use this type of visual sequencing to reinforce tasks such as preparing for a trip, finding a stop, or completing a transfer.[4]

2. Real-Time Transit Guidance and Stop Alerts

General transit apps can be useful when their interfaces and alerts match the traveler's needs. They should be practiced during training rather than introduced for the first time on an independent trip.

Transit: Transit app’s “GO” mode provides step-by-step audio guidance and alerts when a stop is approaching. The app also displays accessibility information when transit agency data are available.[5]

Moovit: Live Directions offers step-by-step trip guidance, including optional Get Off Alerts before the rider’s stop.[6]

3. Visual Assistance

Be My Eyes and Be My AI: Designed primarily for people who are blind or have low vision, Be My Eyes connects users with live volunteers, while Be My AI can describe images and scenes. For travelers with I/DD who also have visual or reading-related access needs, these tools may help identify a sign, entrance, or landmark.[7]

AI descriptions can be incomplete or incorrect. They should not be the sole source of information for crossing streets, entering traffic, or making other safety-critical decisions.

4. Easier Fare Payment

Where supported by the local transit agency, contactless payment can reduce the stress of counting cash or handling a fare card at a busy bus door or gate. Options may include a preloaded transit card, automatic reload, a mobile ticket, or a digital wallet. Availability varies by transit system, so the payment method should be practiced as part of the traveler’s specific route.

5. Safety, Communication, and Privacy

A phone or smartwatch can support scheduled check-ins, one-touch

calls, SOS features, and location sharing. These tools can offer reassurance without placing a support person beside the traveler throughout the trip — but only when they are used transparently and with the traveler’s informed agreement.

Use the least intrusive support that works.

The traveler should know who can see their location, when sharing begins and ends, how to turn it off, and what will happen if an alert is triggered. Item trackers such as AirTags are designed for belongings, not for tracking people.

Choose Tools with the Traveler

No app or device is universally accessible. Before adding a tool to a travel plan, the traveler, trainer, and support team should consider:

- Does the tool match the traveler’s reading, communication, motor, and sensory needs?
- Can the traveler use it when the environment is noisy, crowded, or stressful?
- Will it still work with a weak signal, limited data, or a low battery?
- Is the traveler comfortable with the tool’s privacy and location-sharing settings?
- Has the tool been practiced on the actual route, including a backup plan for disruptions?

Moving Forward Together

When personalized instruction and accessible technology work together, people facing these mobility challenges can gain more control over when, where, and how they travel. The goal is not technology for its own sake. The goal is confidence, choice, and full participation in community life.

<https://www.ccam-tac.org/blog/unlocking-the-world-why-travel-training-matters/>

CCAM-TAC remains committed to supporting coordination, sharing practical strategies, and advancing mobility solutions that empower every traveler. At CCAM-TAC, our work centers on mobility, community connection, and coordination.

Sources and Resources

1. **Bureau of Transportation Statistics, “Travel Patterns of American Adults with Disabilities”.** <https://www.bts.gov/travel-patterns-with-disabilities> Includes 2022 National Household Travel Survey findings.
2. **National Aging and Disability Transportation Center, “The Road to Independence: Travel Instruction for People with Down Syndrome”.** <https://www.nadtc.org/news/blog/the-road-to-independence-travel-instruction-for-people-with-down-syndrome/>
3. **AbleLink Smart Living Technologies, “AbleLink WayFinder (Smart Travel Service)”.** <https://www.ablelinktech.com/solutions/ablelink-wayfinder-smart-travel-service/>
4. **MapHabit, “How It Works”.** <https://maphabit.com/pages/how-it-works>
5. **Transit, “Transit and Universal Accessibility”.** <https://resources.transitapp.com/article/522-transit-and-universal-accessibility>
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7. **Be My Eyes, “The App That Describes the World for You”.** <https://www.bemyeyes.com/bme-app/>
8. **Association of Travel Instruction.** <https://www.travelinstruction.org/>
9. **Coordinating Council on Access and Mobility Technical Assistance Center.** <https://www.ccam-tac.org/>

Editor’s note: Product examples are provided for illustration and do not constitute an endorsement. Features, pricing, compatibility, and availability vary by location and may change over time.

<https://www.ccam-tac.org/blog/unlocking-the-world-why-travel-training-matters/>