



Meeting Notice

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

Commission Chair
Councilmember At-Large
Rebecca Kaplan, City of Oakland

Commission Vice Chair
Supervisor Richard Valle, District 2

AC Transit
Director Elsa Ortiz

Alameda County
Supervisor Scott Haggerty, District 1
Supervisor Wilma Chan, District 3
Supervisor Nate Miley, District 4
Supervisor Keith Carson, District 5

BART
Director Rebecca Saltzman

City of Alameda
Mayor Trish Spencer

City of Albany
Councilmember Peter Maass

City of Berkeley
Councilmember Kriss Worthington

City of Dublin
Mayor David Haubert

City of Emeryville
Vice Mayor John Bauters

City of Fremont
Mayor Lily Mei

City of Hayward
Mayor Barbara Halliday

City of Livermore
Mayor John Marchand

City of Newark
Councilmember Luis Freitas

City of Oakland
Councilmember Dan Kalb

City of Piedmont
Mayor Bob McBain

City of Pleasanton
Mayor Jerry Thome

City of San Leandro
Mayor Pauline Cutter

City of Union City
Mayor Carol DuTra-Vernaci

Executive Director
Arthur L. Dao

Paratransit Advisory and Planning Committee

Monday, September 25, 2017, 1:30 p.m.

1111 Broadway, Suite 800

Oakland, CA 94607

Mission Statement

The mission of the Alameda County Transportation Commission (Alameda CTC) is to plan, fund, and deliver transportation programs and projects that expand access and improve mobility to foster a vibrant and livable Alameda County.

Public Comments

Public comments are limited to 3 minutes. Items not on the agenda are covered during the Public Comment section of the meeting, and items specific to an agenda item are covered during that agenda item discussion. If you wish to make a comment, fill out a speaker card, hand it to the clerk of the Commission, and wait until the chair calls your name. When you are summoned, come to the microphone and give your name and comment.

Recording of Public Meetings

The executive director or designee may designate one or more locations from which members of the public may broadcast, photograph, video record, or tape record open and public meetings without causing a distraction. If the Commission or any committee reasonably finds that noise, illumination, or obstruction of view related to these activities would persistently disrupt the proceedings, these activities must be discontinued or restricted as determined by the Commission or such committee (CA Government Code Sections 54953.5-54953.6).

Reminder

Please turn off your cell phones during the meeting. Please do not wear scented products so individuals with environmental sensitivities may attend the meeting.

Glossary of Acronyms

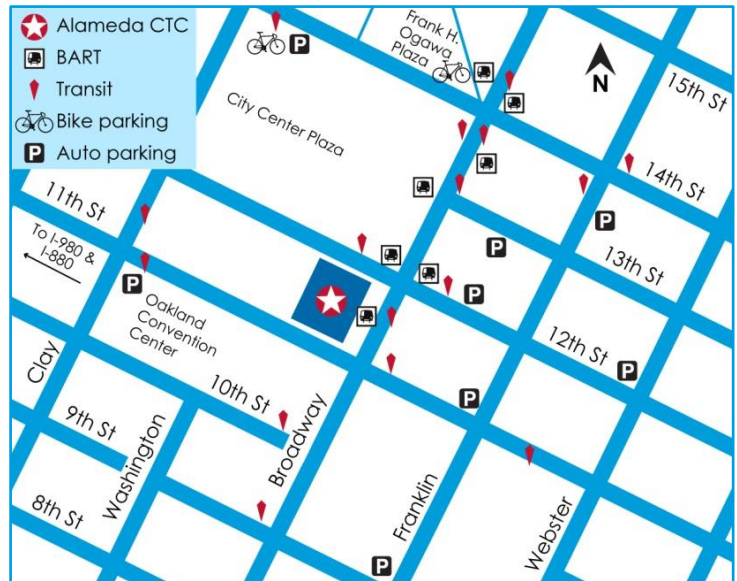
A glossary that includes frequently used acronyms is available on the Alameda CTC website at www.AlamedaCTC.org/app_pages/view/8081.

Location Map

Alameda CTC

1111 Broadway, Suite 800
Oakland, CA 94607

Alameda CTC is accessible by multiple transportation modes. The office is conveniently located near the 12th Street/City Center BART station and many AC Transit bus lines. Bicycle parking is available on the street and in the BART station as well as in electronic lockers at 14th Street and Broadway near Frank Ogawa Plaza (requires purchase of key card from bikelink.org).



Garage parking is located beneath City Center, accessible via entrances on 14th Street between 1300 Clay Street and 505 14th Street buildings, or via 11th Street just past Clay Street. To plan your trip to Alameda CTC visit www.511.org.

Accessibility

Public meetings at Alameda CTC are wheelchair accessible under the Americans with Disabilities Act. Guide and assistance dogs are welcome. Call 510-208-7450 (Voice) or 1-800-855-7100 (TTY) five days in advance to request a sign-language interpreter.



Meeting Schedule

The Alameda CTC meeting calendar lists all public meetings and is available at www.AlamedaCTC.org/events/upcoming/now.

Paperless Policy

On March 28, 2013, the Alameda CTC Commission approved the implementation of paperless meeting packet distribution. Hard copies are available by request only. Agendas and all accompanying staff reports are available electronically on the Alameda CTC website at www.AlamedaCTC.org/events/month/now.

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Paratransit Advisory and Planning Committee
 Meeting Agenda
 Monday, September 25, 2017, 1:30 p.m.

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

Chair: Sylvia Stadmire
Vice Chair: Sandra Johnson-Simon
Staff Liaisons: Cathleen Sullivan, Krystle Pasco
Public Meeting Coordinator: Angie Ayers

| | | | |
|----------------------------|--|-------------|------------|
| 1:30 – 1:35 p.m. Chair | 1. Call to Order and Roll Call | | |
| 1:35 – 1:40 p.m. Public | 2. Public Comment | Page | A/I |
| 1:40 – 1:50 p.m. Chair | 3. Approval of Consent Calendar | | |
| | 3.1. Approve the June 26, 2017 PAPCO Meeting Minutes | 1 | A |
| | 3.2. Approve the June 26, 2017 Joint PAPCO and ParaTAC Meeting Minutes | 11 | A |
| | 3.3. Review the FY 2017-18 PAPCO Meeting Calendar | 21 | I |
| | 3.4. PAPCO Roster | 23 | I |
| | 3.5. Paratransit Outreach Calendar | 25 | I |
| 1:50 – 3:00 p.m. Staff | 4. Paratransit Programs and Projects | | |
| | 4.1. Final Gap Grant Cycle 5 Progress Reports | 27 | I |

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|------------------------------|--|----|--|
| Staff | 4.2. Hospital Discharge Transportation Service (HDTs) and Wheelchair Scooter Breakdown Transportation Service (WSBTS) Programs Update and Same Day Accessible Transportation Options Update | 35 | |
| Dana Bailey | 4.3. City of Hayward Paratransit Program Report (Verbal) | | |
| David Zehnder and Shawn Fong | 4.4. City of Newark Paratransit Program Report (Verbal) | | |
| Laura Timothy and Jay Jeter | 4.5. East Bay Paratransit Report (Verbal) | | |
| Staff | 4.6. Mobility Management – Introduction, Implementation, and Serving Seniors | 39 | |
| 3:00 – 3:15 p.m. | 5. Committee and Transit Reports | | |
| Herb Hastings | 5.1. Independent Watchdog Committee (IWC) (Verbal) | | |
| Cimberly Tamura | 5.2. East Bay Paratransit Service Review Advisory Committee (SRAC) (Verbal) | | |
| Committee Members | 5.3. Other ADA and Transit Advisory Committees | 41 | |
| 3:15 – 3:20 p.m. | 6. Member Reports | | |
| Committee Members | | | |
| 3:20 – 3:30 p.m. | 7. Staff Reports | | |
| Staff | | | |

3:30 p.m.

8. Adjournment

Next Joint PAPCO and ParaTAC Meeting: October 23, 2017

Next PAPCO Meeting: November 20, 2017

All items on the agenda are subject to action and/or change by the Committee.

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1. Call to Order and Roll Call

Sylvia Stadmire, PAPCO Chair, called the meeting to order at 1:40 p.m. A roll call was conducted and she confirmed that a quorum was achieved. All members were present with the exception of Larry Bunn, Shawn Costello, Carolyn Orr, Harriette Saunders and Linda Smith. Sylvia welcomed new PAPCO member, Councilmember Bob Coomber who is representing the City of Livermore.

Subsequent to the roll call:

Shawn Costello arrived during item 5.1.

2. Public Comment

There were no public comments.

3. Approval of Consent Calendar

- 3.1. Approve the April 24, 2017 PAPCO Meeting Minutes
- 3.2. Approve the May 22, 2017 PAPCO Meeting Minutes
- 3.3. Review the FY 2016-17 PAPCO Meeting Calendar
- 3.4. Review the FY 2016-17 PAPCO Work Plan
- 3.5. Approve the FY 2017-18 PAPCO Meeting Calendar
- 3.6. PAPCO Roster
- 3.7. Paratransit Outreach Calendar

Jonah Markowitz moved to approve this item. Esther Waltz seconded the motion. The motion passed with the following votes:

Yes: *Barranti, Coomber, Hastings, Jacobson, Johnson-Simon, Markowitz, Rivera-Hendrickson, Rousey, Scott, Stadmire, Tamura, Waltz, Zukas*

No: *None*

Abstain: *None*

Absent: *Bunn, Costello, Orr, Saunders, Smith,*

Carmen Rivera-Hendrickson stated that she contacted the Chief of Operations at Valley Care Medical Center to discuss the discharge planning program. She gave him Krystle Pasco's contact information.

4. FY 2017-18 PAPCO Officer Election

Krystle Pasco reviewed the PAPCO officer's roles and responsibilities and referenced the memo in the agenda packet. Krystle commenced the nomination process.

PAPCO members nominated Will Scott for Chair, and he accepted the nomination. The nomination did not pass with the following votes:

Yes: Barranti, Rousey, Scott

No: Coomber, Hastings, Jacobson, Johnson-Simon, Markowitz, Stadmire, Tamura, Waltz, Zukas

Abstain: Rivera-Hendrickson

Absent: Bunn, Costello, Orr, Saunders, Smith

PAPCO members nominated Sylvia Stadmire for Chair, and she accepted the nomination. Sylvia was re-elected as Chair with the following votes:

Yes: Coomber, Hastings, Jacobson, Johnson-Simon, Markowitz, Stadmire, Tamura, Waltz, Zukas

No: Barranti, Rousey, Scott

Abstain: Rivera-Hendrickson

Absent: Bunn, Costello, Orr, Saunders, Smith,

PAPCO members nominated Sandra Johnson-Simon as Vice Chair, and she accepted the nomination. Sandra was re-elected as Vice Chair with the following votes:

Yes: Coomber, Hastings, Jacobson, Johnson-Simon, Stadmire, Tamura, Waltz, Zukas

No: Barranti, Markowitz, Rousey, Scott

Abstain: Rivera-Hendrickson

Absent: Bunn, Costello, Orr, Saunders, Smith

PAPCO members nominated Will Scott for Vice Chair, and he accepted the nomination. The nomination did not pass with the following votes:

Yes: Barranti, Markowitz, Rousey, Scott

No: Coomber, Hastings, Jacobson, Johnson-Simon, Stadmire, Tamura, Waltz, Zukas

Abstain: Rivera-Hendrickson

Absent: Bunn, Costello, Orr, Saunders, Smith

PAPCO members nominated Herb Hastings for the PAPCO representative to the Independent Watchdog Committee (IWC), and he accepted the nomination. Herb was re-elected as the PAPCO representative to the IWC with the following votes:

Yes: Barranti, Hastings, Jacobson, Johnson-Simon, Scott, Stadmire, Tamura

No: Coomber, Markowitz, Rousey, Waltz, Zukas

Abstain: Rivera-Hendrickson

Absent: Bunn, Costello, Orr, Saunders, Smith

PAPCO members nominated Esther Waltz for the PAPCO representative to the IWC, and she accepted the nomination. The nomination did not pass with the votes:

Yes: Coomber, Markowitz, Rousey, Waltz, Zukas

No: Barranti, Hastings, Jacobson, Johnson-Simon, Scott, Stadmire, Tamura

Abstain: Rivera-Hendrickson

Absent: Bunn, Costello, Orr, Saunders, Smith

PAPCO members nominated Jonah Markowitz for the representative to the East Bay Paratransit (EBP) Service Review Advisory Committee (SRAC), and he accepted the nomination. The nomination did not pass with the following votes:

Yes: Markowitz
No: Barranti, Coomber, Hastings, Jacobson, Johnson-Simon, Rousey, Scott, Stadmire, Tamura, Waltz, Zukas
Abstain: Rivera-Hendrickson
Absent: Bunn, Costello, Orr, Saunders, Smith

PAPCO members nominated Esther Waltz for the representative to EBP SRAC, and she accepted the nomination. The nomination did not pass with the following votes:

Yes: Coomber, Hastings, Rousey, Scott, Waltz
No: Barranti, Jacobson, Johnson-Simon, Markowitz, Stadmire, Tamura, Zukas
Abstain: Rivera-Hendrickson
Absent: Bunn, Costello, Orr, Saunders, Smith

PAPCO members nominated Cimberly Tamura for the representative to EBP SRAC, and she accepted the nomination. Cimberly was re-elected as the EBP SRAC representative with the following votes:

Yes: Barranti, Jacobson, Johnson-Simon, Stadmire, Tamura, Zukas
No: Coomber, Hastings, Markowitz, Rousey, Scott, Waltz
Abstain: Rivera-Hendrickson
Absent: Bunn, Costello, Orr, Saunders, Smith

Michelle Rousey stated that the committee should re-vote for the EBP SRAC representative since the votes were close. Krystle Pasco responded that a re-vote is done if the votes were tied.

5. Paratransit Programs and Projects

5.1. FY 2017-18 Paratransit Direct Local Distribution (DLD) Program Plans Recommendation

Krystle Pasco reviewed the FY 2017-18 Paratransit Direct Local Distribution (DLD) program plans recommendation. She noted that the notes from both days of the Subcommittees and a summary of the process is in the packet. Krystle informed the

committee that the subcommittees recommended approval of all plans with the exception of Berkeley, Hayward and San Leandro, which were conditionally approved. Staff has received updated information from the three programs that were conditionally approved and all outstanding issues have been resolved. All programs are now in compliance with the Implementation Guidelines.

Carmen Rivera-Hendrickson asked if the issues around Union City, Newark and Fremont are resolved. Krystle Pasco responded that the issue is around the presentation and collaborating on the presentation for program plan review since the cities of Newark and Fremont do a lot of partnership in administering their paratransit program. Krystle stated that staff will address this issue for next year's Program Plan Review.

Joyce Jacobson requested that staff clarify who is doing the work in the partnership between the Cities of Newark and Fremont. Krystle clarified that Shawn Fong is administering the paratransit program for both the Cities of Newark and Fremont. This partnership is agreed upon by both cities through a Memorandum of Understanding (MOU).

Carmen Rivera-Hendrickson asked about Hayward's \$100,000 budget for Lyft versus the taxi program. Krystle responded that Hayward was one of the programs that was conditionally approved and as a result, they will be providing PAPCO with a report on a quarterly basis specifically on the development of their Lyft Concierge program.

Naomi Armenta noted a correction is needed to change Lyft to lift in the second paragraph on page 54 of the packet.

Jonah Markowitz requested clarification on Berkeley's green tickets. Krystle Pasco said Leah Tally, the Paratransit Coordinator for the City of Berkeley, informed her that the green tickets refer to the City's wheelchair van program. The program currently has 53 participants who use the vouchers.

Carmen Rivera-Hendrickson noted that Newark's Program Plan application was not complete. Krystle Pasco stated that she can provide PAPCO members with any of the applications that were corrected or completed after Program Plan Review.

Joyce Jacobson suggested that PAPCO have the City of Newark come in on a quarterly basis to provide a report.

Michelle Rousey moved to approve the FY 2017-18 Paratransit Direct Local Distribution (DLD) program plan recommendations with an amendment to have Newark provide a quarterly report to PAPCO. Esther Waltz seconded the motion. The motion passed with the following votes:

Yes: Barranti, Coomber, Costello, Hastings, Jacobson, Johnson-Simon, Markowitz, Rivera-Hendrickson, Rousey, Scott, Stadmire, Tamura, Waltz, Zukas

No: None

Abstain: None

Absent: Bunn, Orr, Saunders, Smith,

6. Adjournment

The meeting closed at 2:15 p.m. The next PAPCO meeting is scheduled for September 25, 2017 at 1:30 p.m. at the Alameda CTC offices located at 1111 Broadway, Suite 800 in Oakland. The next ParaTAC Meeting is scheduled for September 12, 2017. The next Joint PAPCO and ParaTAC Meeting is scheduled for October 23, 2017.



**PARATRANSIT ADVISORY AND PLANNING COMMITTEE
June 26, 2017
ROSTER OF MEETING ATTENDANCE**

| Present | PAPCO Member | Appointed By |
|----------------|--|---|
| P | Stadmire, Sylvia Chair | Alameda County, District 3 Supervisor Wilma Chan |
| P | Johnson-Simon, Sandra, Vice Chair | Alameda County, District 4 Supervisor Nate Miley |
| P | Barranti, Kevin | City of Fremont Mayor Lily Mei |
| A | Bunn, Larry | Union City Transit Wilson Lee, Transit Manager |
| P | Coomber, Bob | City of Livermore Mayor John Marchand |
| A | Costello, Shawn | City of Dublin Mayor David Haubert |
| P | Hastings, Herb | Alameda County, District 1 Supervisor Scott Haggerty |
| P | Jacobson, Joyce | City of Emeryville Councilmember John Bauters |
| P | Markowitz, Jonah | City of Albany Mayor Peter Maass |
| A | Orr, Carolyn M. | City of Oakland Vice Mayor Rebecca Kaplan |
| P | Rivera-Hendrickson, Carmen | City of Pleasanton Mayor Jerry Thorne |
| P | Rousey, Michelle | BART Director Rebecca Saltzman |
| A | Saunders, Harriette | City of Alameda Mayor Trish Spencer |
| P | Scott, Will | Alameda County, District 5 Supervisor Keith Carson |

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|---|-------------------|---|
| A | Smith, Linda | City of Berkeley Councilmember Kriss Worthington |
| P | Tamura, Cimberly | City of San Leandro Mayor Pauline Cutter |
| P | Waltz, Esther Ann | LAVTA Executive Director Michael Tree |
| P | Zukas, Hale | A. C. Transit Director Elsa Ortiz |

| STAFF | | |
|---------|-------------------|--|
| Present | Staff/Consultants | Title |
| P | Cathleen Sullivan | Principal Transportation Planner |
| P | Krystle Pasco | Assistant Program Analyst |
| P | Naomi Armenta | Paratransit Coordination Team |
| | Richard Wiener | Paratransit Coordination Team |
| P | Angie Ayers | Public Meeting Coordinator, Consultant |

| | NAME | JURISDICTION/ ORGANIZATION | E-MAIL |
|-----|--------------------|---------------------------------|---------------------------------|
| 1. | Robert Taylor | Senior Support Programs | rtaylor@SSPTV.org |
| 2. | Nikki Bowen | Tri-Valley City of Escondido | |
| 3. | Sarah Dawn Smith | BORP | transportation@borp.org |
| 4. | Richard Castrillon | City of Berkeley | rcastrillon@cityofberkeley.info |
| 5. | Hakeim McGee | City of Oakland | hmcgee@oaklandnet.com |
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1. Roll Call and Introductions

Naomi Armenta called the meeting to order at 2:15 p.m. A roll call was conducted and all PAPCO members were present with the exception of Larry Bunn, Carolyn Orr, Harriette Saunders, and Linda Smith.

All ParaTAC members were present with the exception of Raymond Figueroa, Bran Helfenberger, Jay Jeter, Paul Keener, Isabelle Leduc, Wilson Lee, Mallory Nestor, Julie Parkinson, Kim Ridgeway, and David Zehnder.

Subsequent to the roll call:

Rev. Orr arrived during item 3.

2. Public Comment

There were no comments from the public.

3. Countywide Needs Assessment Presentation and Implementation Discussion

Cathleen Sullivan, Naomi Armenta and Richard Weiner presented this item.

Mobility Management Strategy

Carmen Rivera-Hendrickson stated that 2-1-1 is not accessible for everyone and it should be. She suggested that pamphlets should be placed in the senior centers for accessibility. Cathleen Sullivan responded that mobility management and leveraging the new provider, Eden I&R, is part of the needs assessment strategy. She stated that one of the Joint PAPCO and ParaTAC meetings next year will focus on mobility management and incorporating 2-1-1 as a partner.

Carmen Rivera-Hendrickson and Herb Hastings mentioned their concerns related to regional transit needs. Cathleen noted that regional trips was a need identified and staff will continue to work on this need.

Fixed Route Transit Strategy

Michelle Rousey stated concerns for the increasing cost of public transit monthly passes and the accessibility for senior centers and outreach centers to access affordable monthly passes. She wants to ensure that the added costs do not get passed onto the consumers.

Sylvia Stadmire stated that the proximity to senior residences/housing complexes should be a criteria for fixed route transit stops.

Gail Payne noted that many jurisdictions may not know that Gap Grant funding may be used for sidewalk repairs near senior facilities and bus stops. She suggested that Alameda CTC inform ACTAC representatives.

Jonah Markowitz stated that bus stops should be placed near schools that have disabled students and a list should be provided to students of all accessible stops.

Shawn Costello stated that the City of Hayward should have bus stops designated as accessible stops.

Carmen Rivera-Hendrickson stated that West Dublin does not have transportation and a senior center is not being served with the LAVTA cutbacks.

Shawn Fong stated that priority areas should have shelters and benches at bus stops particularly in frequented areas that have a lot of travel as well as areas that are used by seniors. She noted that synergy and partnership between the public transit agencies, public works departments, and the cities may improve accessibility of bus stops. Shawn posed the question: how do you bring seniors and people with disabilities into the mix to have input on improvements that need to be made.

Bob Coomber suggested that universal stops and universal cutaways be priority.

Volunteer Driver Program Strategy

Dana Bailey stated that the cities of Hayward and San Leandro currently partner with the VIP Rides Program. There is no longer a gap in Central County for door-through-door service through these programs.

Joyce Jacobson stated that she works with the Ashby Village and they have a large volunteer driver program. She noted that a volunteer driver program in North County will have many obstacles to overcome to be successful. Joyce stated that the volunteer driver program is best suited for door-to-door service versus door-through-door service.

Shawn Fong stated that village models can work well for filling a particular niche. Two potential partners in South County, the VIP Rides and Drivers for Survivors Programs, are currently expanding to Central County and may be willing to expand to North County. Shawn noted that to have a sustainable volunteer driver program in North County for door-through-door service other options can be considered such as paid staff for this service. She stated that multiple partners may be needed due to the size of North County.

Joyce Jacobson stated that traffic conditions in North County on the freeways and main thoroughfares will also be a challenge for a volunteer driver program.

Shawn Fong stated some of the impacts this type of program has on actual ADA service. Many folks who are limited English speaking may benefit from a volunteer driver program who can't get access to ADA service.

Shawn Costello asked how a wheelchair-bound person can tap into a volunteer driver program. Shawn Fong responded that South County does not have paid drivers that take passengers in wheelchairs. She noted that the VIP Rides Program is structured in such a way that a wheelchair user can request a volunteer or escort to go on paratransit with them.

Gail Payne stated that a model for volunteer driver programs can be similar to what we see in airports where you can access an escort service to assist passengers that use wheelchairs.

Dana Bailey asked if Nelson\Nygaard talked with Alameda County Social Services. It would be a good opportunity to incorporate into In-Home Supportive Services (IHSS). Dana suggested that Nelson\Nygaard could have a discussion with IHSS regarding transportation and paratransit transportation.

Active/Shared Transportation Strategy

Sylvia Stadmire stated that United Seniors of Oakland and Alameda County's (USOAC) walking groups have been very successful. She suggested that Nelson\Nygaard leverage what is already out there.

Michelle Rousey suggested that Nelson\Nygaard reach out to indoor malls around Alameda County to allow walking groups to have access to the mall year round prior to the mall opening to the public.

Shawn Costello stated that if walking groups are formed make sure that people who use wheelchairs are welcomed to participate.

Shawn Fong stated that the Tri-City area of Alameda County had a successful Walk-this-Way program that was funded by Measure B Bicycle and Pedestrian grant funds. It was a 16-week program that tied in education around chronic disease, travel training, etc. There is a model that can be used to replicate this type of program.

General Questions

Hale Zukas asked why Cherryland has a high proportion of poor people. Dana Bailey said that Cherryland is served by Alameda County and she noted that many of the senior residents have been there for a long time.

Hale Zukas asked how much did the Needs Assessment Study cost. Cathleen Sullivan responded that she'll need to look up the exact figure, but the cost is between \$50,000 and \$100,000.

Esther Waltz noted that Junior Colleges may be interested in developing walking groups for fitness purposes.

Cathleen Sullivan stated that if the Committees have any additional comments on the Needs Assessment strategies please provide comments by Wednesday, June 28, 2017.

4. Member Reports

Michelle Rousey said that the California Olmstead meeting will take place on July 19, 2017 in Sacramento.

Herb Hastings noted that LAVTA has a permanent shuttle from the Pleasanton Fairgrounds to the BART station and back. It's the Route 52 bus from the Dublin BART station.

Carmen Rivera-Hendrickson has free bus tickets for Wheels to travel to the Fairgrounds for anyone that wants one.

Kadri Kulm said that LAVTA and the City of Pleasanton jointly contracted with Nelson\Nygaard to conduct a one year study on improving paratransit services for older adults. She noted that residents were invited to attend one of the Listening Sessions:

- Saturday, June 24, 10 a.m.-noon at the Dublin Public Library, 200 Civic Plaza Dr., Dublin, CA
- Tuesday, June 27, 10 a.m.-noon at the Robert Livermore Community Center, 4444 East Ave., Livermore, CA
- Tuesday June 27, 2-4 p.m. at the Pleasanton Senior Center, 5353 Sunol Blvd., Pleasanton, CA

5. Staff Reports

Krystle Pasco provided an update on outreach events. She noted that the Healthy Living Festival is scheduled for September 21, 2017.

6. Adjournment

The meeting adjourned at 3:40 p.m. The next ParaTAC meeting is scheduled for September 12, 2017 at 9:30 a.m.; PAPCO is scheduled for September 25, 2017 at 1:30 p.m. at the Alameda CTC offices located at 1111 Broadway, Suite 800 in Oakland.

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**JOINT PARATRANSIT ADVISORY AND PLANNING COMMITTEE
AND PARATRANSIT TECHNICAL ADVISORY COMMITTEE
June 26, 2017
ROSTER OF MEETING ATTENDANCE**

| Present | ParaTAC Member | Local Agency/Jurisdiction |
|----------------|-----------------------|----------------------------------|
| P | Bailey, Dana | City of Hayward |
| | Figueroa, Raymond | City of Pleasanton |
| P | Fong, Shawn | City of Fremont |
| A | Helfenberger, Brad | City of Emeryville |
| | Hwang, Ely | City of San Leandro |
| A | Jeter, Jay | East Bay Paratransit |
| A | Keener, Paul | Alameda County Public Works |
| A | Külm, Kadri | LAVTA |
| A | Leduc, Isabelle | City of Albany |
| A | Lee, Wilson | City of Union City |
| P | McGee, Hakeim | City of Oakland |
| A | Nestor, Mallory | AC Transit |
| A | Parkinson, Julie | City of Pleasanton |
| A | Ridgeway, Kim | AC Transit |
| P | Rogers, Sandra | City of San Leandro |
| P | Talley, Leah | City of Berkeley <i>Richard</i> |
| A | Timothy, Laura | BART |

| | | |
|----------------|---|---|
| P | Williams, Victoria | City of Alameda <i>Boatman</i> |
| A | Zehnder, David | City of Newark |
| Present | PAPCO Member | Appointed By |
| P | Barranti, Kevin | City of Fremont Mayor William Harrison |
| A | Bunn, Larry | Union City Transit Wilson Lee, Transit Manager |
| P | Bob Coomber | City of Livermore Mayor John Marchand |
| P | Costello, Shawn | City of Dublin Mayor David Haubert |
| P | Hastings, Herb | Alameda County, District 1 Supervisor Scott Haggerty |
| P | Jacobson, Joyce | City of Emeryville Councilmember Ruth Atkin |
| P | Johnson-Simon, Sandra, Vice Chair | Alameda County, District 4 Supervisor Nate Miley |
| P | Markowitz, Jonah | City of Albany Mayor Peter Maass |
| P | Orr, Carolyn M. | City of Oakland Vice Mayor Rebecca Kaplan |
| P | Rivera-Hendrickson, Carmen | City of Pleasanton Mayor Jerry Thorne |
| P | Rousey, Michelle | BART Director Rebecca Saltzman |
| A | Saunders, Harriette | City of Alameda Mayor Trish Herrera Spencer |
| P | Scott, Will | Alameda County, District 5 Supervisor Keith Carson |
| A | Smith, Linda | City of Berkeley Councilmember Laurie Capitelli |
| P | Stadmire, Sylvia Chair | Alameda County, District 3 Supervisor Wilma Chan |
| P | Tamura, Cimberly | City of San Leandro Mayor Pauline Cutter |
| P | Waltz, Esther Ann | LAVTA Executive Director Michael Tree |

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| P | Zukas, Hale | A. C. Transit Director Elsa Ortiz |
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| STAFF | | |
|----------------|--------------------------|--|
| Present | Staff/Consultants | Title |
| P | Cathleen Sullivan | Principal Transportation Planner |
| P | Krystle Pasco | Assistant Program Analyst |
| P | Naomi Armenta | Paratransit Coordination Team |
| P | Richard Wiener | Paratransit Coordination Team |
| P | Angie Ayers | Public Meeting Coordinator, Consultant |
| P | Margaret Strubel | Paratransit Coordination Team |

| | NAME | JURISDICTION/ ORGANIZATION | PHONE # | E-MAIL |
|-----|----------------|-------------------------------|--------------|-----------------------|
| 1. | Stikki Beckman | Easy Does it | 510 845-5573 | stikki@easydoesit.com |
| 2. | | | | |
| 3. | Robert Taylor | Senior Support Program | 510 410-1741 | rtaylor@ssytron.com |
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FY 2017-18 Paratransit Advisory and Planning Committee (PAPCO) Meeting Calendar 3.3

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

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 | September 25, 2017 PAPCO | October 23, 2017 Joint | November 20, 2017 PAPCO | January 22, 2018 PAPCO | February 26, 2018 Joint | March 26, 2018 PAPCO | April 23-24, 2018 Subcommittees | May 21, 2018 PAPCO | June 25, 2018 PAPCO |
|-----------------------------------|--|--|---|--|--|---|---|---|--|
| Planning and Policy | <ul style="list-style-type: none"> • HDTS/WSBTS Programs and Same Day Accessible Transportation Options Update | <ul style="list-style-type: none"> • Volunteer Driver Programs Best Practices Overview and Discussion | <p>One week earlier due to holiday.</p> <ul style="list-style-type: none"> • Implementation Guidelines and Performance Measures Review and Approval | <ul style="list-style-type: none"> • <i>TBD, to be developed in consultation with PAPCO Chair</i> | <ul style="list-style-type: none"> • Mobility Management Coordination Overview and Discussion | | <ul style="list-style-type: none"> • Paratransit Program Plan Review Subcommittees | <p>One week earlier due to holiday.</p> <ul style="list-style-type: none"> • FY 2018-19 Paratransit DLD Program Plans Recommendation • WSBTS Program and Same Day Accessible Transportation Options Update | <ul style="list-style-type: none"> • Fiscal Year Wrap Up |
| Programs and Grants Review | <ul style="list-style-type: none"> • Gap Grant Cycle 5 Extension Progress Reports • East Bay Paratransit Report • Hayward Paratransit Program Report • Newark Paratransit Program Report | | <ul style="list-style-type: none"> • Hayward Paratransit Program Report • San Leandro Paratransit Program Report • Newark Paratransit Program Report | | | <ul style="list-style-type: none"> • 2018 CIP Paratransit Program Progress Reports • 2018 CIP Paratransit Program Presentations | | <ul style="list-style-type: none"> • 2018 CIP Paratransit Program Presentations • East Bay Paratransit Report | <ul style="list-style-type: none"> • 2018 CIP Paratransit Program Presentations |
| Committee Development | | | | | | <ul style="list-style-type: none"> • Program Plan Review Subcommittee Request for Volunteers | | | <ul style="list-style-type: none"> • FY 2018-19 PAPCO Officer Elections • FY 2018-19 PAPCO Meeting Calendar Approval |

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**Alameda County Transportation Commission
Paratransit Advisory and Planning Committee
Roster - Fiscal Year 2017-2018**

3.4

| | Title | Last | First | City | Appointed By | Term Began | Re apptmt. | Term Expires |
|----|-------|---------------------------|------------|------------|--|------------|------------|--------------|
| 1 | Ms. | Stadmire, Chair | Sylvia J. | Oakland | Alameda County Supervisor Wilma Chan, D-3 | Sep-07 | Oct-16 | Oct-18 |
| 2 | Ms. | Johnson-Simon, Vice Chair | Sandra | Oakland | Alameda County Supervisor Nate Miley, D-4 | Sep-10 | Mar-17 | Mar-19 |
| 3 | Mr. | Barranti | Kevin | Fremont | City of Fremont Mayor Lily Mei | Feb-16 | | Feb-18 |
| 4 | Mr. | Bunn | Larry | Union City | Union City Transit Wilson Lee, Transit Manager | Jun-06 | Jan-16 | Jan-18 |
| 5 | Mr. | Coomber | Robert | Livermore | City of Livermore Mayor John Marchand | May-17 | | May-19 |
| 6 | Mr. | Costello | Shawn | Dublin | City of Dublin Mayor David Haubert | Sep-08 | Jun-16 | Jun-18 |
| 7 | Mr. | Hastings | Herb | Dublin | Alameda County Supervisor Scott Haggerty, D-1 | Mar-07 | Jan-16 | Jan-18 |
| 8 | Ms. | Jacobson | Joyce | Emeryville | City of Emeryville Vice Mayor John Bauters | Mar-07 | Jan-16 | Jan-18 |
| 9 | Mr. | Markowitz | Jonah | Berkeley | City of Albany Mayor Peter Maass | Dec-04 | Oct-12 | Oct-14 |
| 10 | Rev. | Orr | Carolyn M. | Oakland | City of Oakland, Councilmember At-Large Rebecca Kaplan | Oct-05 | Jan-14 | Jan-16 |
| 11 | Ms. | Rivera-Hendrickson | Carmen | Pleasanton | City of Pleasanton Mayor Jerry Thorne | Sep-09 | Jun-16 | Jun-18 |
| 12 | Ms. | Rousey | Michelle | Oakland | BART Director Rebecca Saltzman | May-10 | Jan-16 | Jan-18 |
| 13 | Ms. | Saunders | Harriette | Alameda | City of Alameda Mayor Trish Spencer | Jun-08 | Jun-16 | Jun-18 |

| | Title | Last | First | City | Appointed By | Term Began | Re apptmt. | Term Expires |
|----|-------|----------------|------------|----------------|---|------------|------------|---------------|
| 14 | Mr. | Scott | Will | Berkeley | Alameda County Supervisor Keith Carson, D-5 | Mar-10 | Jun-16 | Jun-18 |
| 15 | Ms. | Smith | Linda | Berkeley | City of Berkeley Councilmember Kriss Worthington | Apr-16 | | Apr-18 |
| 16 | Ms. | Tamura | Cimberly | San Leandro | City of San Leandro Mayor Pauline Cutter | Dec-15 | | Dec-17 |
| 17 | Ms. | Waltz | Esther Ann | Livermore | LAVTA Executive Director Michael Tree | Feb-11 | Jun-16 | Jun-18 |
| 18 | Mr. | Zukas | Hale | Berkeley | A. C. Transit Director Elsa Ortiz | Aug-02 | Feb-16 | Feb-18 |
| 19 | | Vacancy | | | Alameda County Supervisor Richard Valle, D-2 | | | |
| 20 | | Vacancy | | | City of Hayward Mayor Barbara Halliday | | | |
| 21 | | Vacancy | | | City of Newark Councilmember Luis Freitas | | | |
| 22 | | Vacancy | | | City of Piedmont Mayor Jeff Wieler | | | |
| 23 | | Vacancy | | | City of Union City Mayor Carol Dutra-Vernaci | | | |



Upcoming Events

| Date | Event Name | Location | Time |
|-----------|-----------------------------------|--|------------------------|
| 9/21/17 | Healthy Living Festival** | Oakland Zoo, 9777 Golf Links Road, Oakland, CA 94605 | 8:00 a.m. – 2:00 p.m. |
| 10/3/17 | Senior Health Faire | Silliman Activity Center, 6800 Mowry Avenue, Newark, CA 94560 | 9:00 a.m. – 12:00 p.m. |
| 10/7/17 | Senior Info Fair | Dublin Senior Center, 7600 Amador Valley Boulevard, Dublin, CA 94568 | 10:00 a.m. – 2:00 p.m. |
| March TBD | Transit Fair** | Pleasanton Senior Center, 5353 Sunol Boulevard, Pleasanton, CA 94566 | 10:00 a.m. – 1:00 p.m. |
| March TBD | Transition Information Faire** | College of Alameda, 555 Ralph Appezzato Memorial Parkway, Alameda, CA 94501 | 9:30 a.m. – 3:00 p.m. |
| April TBD | Senior Resource Fair | Albany Senior Center, 846 Masonic Avenue, Albany, CA 94706 | 10:00 a.m. – 1:00 p.m. |
| April TBD | Senior Health Fair | North Berkeley Senior Center, 1901 Hearst Avenue, Berkeley, CA 94709 | 10:00 a.m. – 2:00 p.m. |
| April TBD | Senior Resource Fair | San Leandro Senior Community Center, 13909 East 14th Street, San Leandro, CA 94578 | 10:00 a.m. – 1:00 p.m. |
| May TBD | Older Americans Month Celebration | Oakland City Hall and Frank Ogawa Plaza, 1 Frank H. Ogawa Plaza, Oakland, CA 94612 | 10:00 a.m. – 2:00 p.m. |

| Date | Event Name | Location | Time |
|---------|--|--|-----------------------|
| May TBD | Senior Health and Wellness Resource Fair** | Kenneth C. Aitken Senior and Community Center, 17800 Redwood Road, Castro Valley, CA 94546 | 9:00 a.m. – 1:00 p.m. |
| May TBD | Four Seasons of Health Expo** | Fremont Multi-Service Senior Center and Central Park, 40086 Paseo Padre Parkway, Fremont, CA 94538 | 9:00 a.m. – 1:00 p.m. |
| May TBD | USOAC Annual Convention** | Eden United Church of Christ, 21455 Birch Street, Hayward, CA 94541 | 9:00 a.m. – 3:00 p.m. |
| May TBD | Open House and Resource Fair | Mastick Senior Center, 1155 Santa Clara Avenue, Alameda, CA 94501 | 3:00 p.m. – 6:00 p.m. |

Alameda CTC's Paratransit Coordination Team will be distributing materials at an information table at events marked with asterisks ().

For more information about outreach events or to sign up to attend, please call Krystle Pasco at (510) 208-7467.



DATE: September 18, 2017

SUBJECT: Final Gap Grant Cycle 5 Progress Reports
(FY 2016-17)

RECOMMENDATION: Review FY 2016-17 Gap Grant Cycle 5 Extension Progress Reports

Summary

In September 2017, PAPCO members will receive a progress report on the last year of funding for the Measure B Cycle 5 Gap Grant projects, which concluded June 30, 2017. The Commission approved a second one-year extension to the Cycle 5 Gap Grant program in March 2016. Through this extension, Cycle 5 Gap Grant recipients were allowed to request one additional year of funding for FY 2016-17. The approved funding allocation is summarized in Attachment A. PAPCO members are requested to review the progress report during the meeting and provide feedback where necessary. In fall 2016, the paratransit program discretionary grant funding was integrated into the agency's Comprehensive Investment Plan (CIP) process for all funding in FY 2017/18 and beyond.

Background

The Measure B Transportation Expenditure Plan (TEP) allocates 10.45 percent of net revenues to the Paratransit program. The Measure BB TEP allocates 10 percent of net revenues. These revenues fund operations for Americans with Disabilities Act (ADA)-mandated services and City-based paratransit programs through Direct Local Distributions (DLD). Measures B and BB also fund a paratransit discretionary grant program. PAPCO provides recommendations to the Commission for

items related to Paratransit funding, including the discretionary grant program.

The Cycle 5 Gap Grant Program was approved by the Commission in May 2013. It included a total of \$2.1 million of Measure B Gap funds for 12 projects for a two-year funding period, July 1, 2013 – June 30, 2015. A first extension was approved by the Commission in June 2015. It included a total of \$1.1 million of Measure B Gap funds for 11 projects for a one-year funding period, July 1, 2015 – June 30, 2016. Additional Cycle 5 Gap funding was available for mid-cycle funding requests for implementation guidelines assistance, capital purchases, and grant matching.

Gap Grant Cycle 5 FY 2016-17 Extensions

Due to the recent passage of Measure BB and the countywide needs assessment planned for FY 2016-17, staff recommended, and the Commission approved, extending the Measure B Cycle 5 Gap Grant program for an additional year, through June 30, 2017. In March 2016, Cycle 5 project sponsors were given an opportunity to apply for one-year extensions. Requests were due March 25, 2016 and 11 recipients applied, requesting a total of \$1,239,573. Five sponsors requested increases from their FY 2015-16 Cycle 5 funding ranging from 9-42%. The remaining six sponsors requested the same funding amount they received for the first extension of Cycle 5 and one recipient did not re-apply.

Staff developed the recommendation based on the following considerations:

- Demonstrated funding need
- Past performance
- Projected growth and/or changes, and outside factors
- Cycle 5 guidelines and prior PAPCO input

The approved staff recommendation totaled \$1,299,000 and is summarized in Attachment A.

Staff Recommendation

Staff recommends that PAPCO review the Cycle 5 Gap Grant progress report and provide feedback where necessary.

Fiscal Impact: There is no fiscal impact.

Attachment

A. Summary of Cycle 5 Gap Grant FY 2016-17 Extension Requests and Approved Funding Recommendations

Staff Contacts

[Cathleen Sullivan](#), Principal Planner

[Krystle Pasco](#), Assistant Program Analyst

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| Sponsor | Project Name | Description | FY 2016-17 Total Program Cost | FY 2016-17 Gap Funding Request | FY 2016-17 Matching Funds | Notes | Funding Recommendation | Partial/ Full Funding |
|--------------------|---|---|-------------------------------|--------------------------------|---------------------------|--|------------------------|-----------------------|
| ASEB | Special Transportation Services for Individuals with Dementia | ASEB (Alzheimer's Services of the East Bay) transports individuals with cognitive impairment and memory loss to and from their homes and a safe Adult Day Health Care center. Operations includes wheelchair accessible buses and specially trained drivers. Services are available Monday through Friday from 8AM to 6PM. | \$434,919 | \$100,000 | 334.9% | Increase: 0% Perf measure: Below in trips and At in people served Perf measure change: 20% higher Hayward site closed due to outside circumstances Feb-May 2015. | \$100,000 | Full |
| BORP | Accessible Group Trip Transportation for Youth and Adults with Disabilities | This project provides accessible group trip transportation in Alameda County for children, youth and adults with disabilities participating in sports and recreation programs. The project is providing accessible group trips for individuals with disabilities, meeting service targets, conducting effective public outreach and maintaining high customer satisfaction. | \$185,000 | \$148,000 | 25.0% | Increase: 0% Perf measure: At in trips and Below in people served Perf measure change: 10% higher New bus put into operation Oct 2015. | \$148,000 | Full |
| CIL | Mobility Matters! Collaborative | Mobility Matters! Collaborative is a partnership of Alameda County of senior and disability services agencies that provide travel training and mobility management services so that seniors and people with disabilities can become more engaged in their communities through the use of assistive technology and fixed route transit. | \$291,960 | \$189,561 | 54.0% | Increase: 35% Perf measure: At (average) Perf measure change: 50% higher New partnership with Lighthouse for the Blind. Will be satellite for EBP interviews, partnering with Oakland Unified School District (OUSD) to directly receive referrals to serve transition-aged OUSD students with disabilities in need of travel training, and will be building a nearly life-sized model of the interior of an AC Transit bus for travel training (grant from DOR). | \$189,000 | Full |
| City of Emeryville | 8-To-Go: A Demand Response, Door to Door Shuttle | A Demand Response Shuttle Service for seniors and people with disabilities living in the 94608 area of Oakland/Emeryville with service to Berkeley and nearby important destinations beyond 94608. | \$106,500 | \$34,000 | 213.2% | Increase: 0% Perf measure: Below in trips and Exceed in people served Perf measure change: 0% in trips | \$34,000 | Full |

| Sponsor | Project Name | Description | FY 2016-17 Total Program Cost | FY 2016-17 Gap Funding Request | FY 2016-17 Matching Funds | Notes | Funding Recommendation | Partial/ Full Funding |
|-----------------|--|---|-------------------------------|--------------------------------|---------------------------|---|------------------------|-----------------------|
| City of Fremont | Tri-City Mobility Management and Travel Training Program | This program provides individualized transportation planning assistance and intensive community outreach to help seniors and people with disabilities navigate and access the transportation services network to find the most appropriate and cost effective mode of travel for their specific needs. Group and individual travel training will also be provided to help consumers learn how to use public transit. | \$125,000 | \$125,000 | 0.0% | Increase: 0% Perf measure: Exceed in MM and At (average) in TT Perf measure change: 33% in MM and 139% in TT | \$125,000 | Full |
| City of Fremont | Tri-City Volunteer Driver Programs | Both the VIP Rides and Drivers for Survivors provide door-through-door assisted transportation that is designed to address a service gap that cannot be filled by ADA or city-based paratransit services, which are either curb-to-curb or door-to-door services. VIP Rides serves older adults and people with disabilities, including those using wheelchairs and other mobility devices. Drivers for Survivors serves ambulatory adults who are diagnosed with cancer. | \$290,184 | \$150,000 | 93.5% | Increase: 0% Perf measure: At in trips and At in people served Perf measure Change: 0% in trips Started providing door-through-door transportation for program participants going to medical appointments in Hayward and Palo Alto in Mar 2014 | \$150,000 | Full |
| City of Fremont | Tri-City Taxi Voucher Program | This program provides affordable, same-day taxi transportation for seniors and people with disabilities residing in Fremont, Newark or Union City. | \$181,200 | \$150,000 | 20.8% | Increase: 0% Perf measure: Below in trips Perf measure change: 0% in trips Unable to provide wheelchair accessible service, not included for 16/17. Adjusting demand and service by limiting riders to one voucher per trip, but increasing maximum number of vouchers that can be purchased. Trip data provided at 10 months shows project is now only 12% below measure and trip numbers are trending upwards. | \$150,000 | Full |

| Sponsor | Project Name | Description | FY 2016-17 Total Program Cost | FY 2016-17 Gap Funding Request | FY 2016-17 Matching Funds | Notes | Funding Recommendation | Partial/ Full Funding |
|--------------------|------------------------------|--|-------------------------------|--------------------------------|---------------------------|--|------------------------|-----------------------|
| City of Oakland | Taxi-Up & Go Project | Taxi-Up & Go Project as an elderly paratransit volunteer escort and case management service has made an impact in the use of subsidized taxi-scrip to provide peer transport and culturally sensitive supportive interventions for isolated and monolingual seniors assisted by trained Senior Companion volunteer escorts, caregivers and community service providers. | \$155,680 | \$105,680 | 47.3% | Increase: 14% Perf measure: Below in trips and At in people served Perf measure change: 58% lower in trips Matching funding from Oakland Paratransit program. Trying to improve efficient use and access of taxi-scrip for the elderly and disabled clients assisted by SC volunteers. Partnership with twenty or more community based programs (e.g. public/private) throughout Oakland. Propose 20% reduction of request, due to 14% increase in request not matched by increase in planned performance, and due to trips being 52% below target at 6 mo. | \$84,000 | Partial |
| City of Pleasanton | Downtown Route Shuttle (DTR) | The Downtown Route (DTR) Shuttle has provided affordable, same-day rides to over 655 seniors and ADA eligible Pleasanton/Sunol residents since 2008. As transportation needs evolve in Pleasanton, an innovative pilot program to redesign the shuttle's service offerings will be implemented in an effort to provide a more effective and relevant experience for same-day ride service. | \$56,415 | \$45,623 | 23.7% | Increase: 9% Perf measure: Below in trips and Exceed in TT Perf measure change: 50% lower in trips New approach: Use Senior Center as transportation hub, run shuttle twice a week serving seven senior housing complexes, institute annual fee, etc. New information indicates other sources of funding not available. | \$45,000 | Partial |

| Sponsor | Project Name | Description | FY 2016-17 Total Program Cost | FY 2016-17 Gap Funding Request | FY 2016-17 Matching Funds | Notes | Funding Recommendation | Partial/ Full Funding |
|--|--|---|-------------------------------|--------------------------------|---------------------------|--|------------------------|-----------------------|
| Mobility Matters (formerly Senior Helpline Services) | Rides for Seniors | Mobility Matters Rides for Seniors Program is a free, escorted, door-through-door, 1:1 volunteer driver program that provides transportation via volunteer owned and insured cars to otherwise homebound, ambulatory seniors age 60+ who cannot access other forms of transportation for medical care, dental care, and basic necessities. | \$96,300 | \$85,000 | 13.3% | <p>Increase: 42% Perf measure: Below in trips and Below in people served Perf measure change: 37% lower in trips</p> <p>Serving San Leandro in addition to North County; Program Manager is now stationed in Alameda County full time; biggest challenge continues to be finding volunteers; added on call/backup driver.</p> <p>Propose 20% reduction of request, due to 42% increase in request not matched by increase in planned performance, and due to trips being 50% below target at 6 mo.</p> | \$68,000 | Partial |
| SSPTV | Volunteer Assisted Senior Transportation and Escorts Project | Volunteers Assisting Same Day Transportation and Escorts Project (VAST) supplements existing public and paratransit programs by providing free, door-through-door service for seniors to their medical appointments. Volunteer drivers and staff transport at-risk seniors, enabling them to travel safely in and out of the county to critical medical care. | \$114,909 | \$106,709 | 7.7% | <p>Increase: 42% Perf measure: At in trips and Exceed in people served Perf measure change: 20% increase in trips</p> | \$106,000 | Full |
| Gap funds for Capital Purchases and Grant Matching | | | \$100,000 | \$100,000 | | | \$100,000 | Full |
| TOTAL | | | \$2,138,067 | \$1,339,573 | | | \$1,299,000 | |



DATE: September 18, 2017

SUBJECT: Update on Hospital Discharge Transportation Service (HDTs) and Wheelchair Scooter Breakdown Transportation Service (WSBTS) Programs and Same Day Accessible Transportation Options

RECOMMENDATION: Receive an update on the HDTs and WSBTS programs and options for same day accessible transportation

Summary

On September 25, 2017 the Paratransit Advisory and Planning Committee (PAPCO) will receive an update on the sunset of the Hospital Discharge Transportation Service (HDTs) and Wheelchair Scooter Breakdown Transportation Service (WSBTS) programs. The Committee will also receive an update on discussions regarding providing same day accessible trips to consumers in Alameda County.

Background

The Alameda CTC sponsored two small countywide transportation programs, the Hospital Discharge Transportation Service (HDTs) and the Wheelchair Scooter Breakdown Transportation Service (WSBTS). The HDTs program provides accessible same day, door-to-door transportation for individuals who have a health or disability condition that prevents their use of public transit, and who have no other resources for transportation upon discharge from a hospital in Alameda County. The HDTs program began in 2004 in South and

Central County, as the result of a strategic planning process with ParaTAC to identify pilots for Gap/discretionary funding from Measure B. The program expanded to being countywide in 2006 at which point Alameda CTC took over management of the program. The WSBTS program was conceptualized by PAPCO to provide service for individuals in mobility devices who are stranded in the community with a broken device and need a ride home or to a repair facility. This program began in 2005 and was also funded through paratransit discretionary funds.

At PAPCO's request, staff has provided regular program updates since January 2012 which includes information on program parameters, ridership trends, and any obstacles or issues staff had in managing the programs. In March 2017, the contracted transportation provider for both the HDTS and WSBTS programs notified the Alameda CTC that they were not interested in extending their contract past June 30th due to low usage and challenges in delivering the service reliably and cost effectively.

As a result, the Alameda CTC sunsetted the HDTS service due to declining usage, inability to effectively meet the program goals, and a variety of program delivery challenges that have arisen in recent years. At the Paratransit Technical Advisory Committee's (ParaTAC) request, staff has conducted analysis on HDTS trip vouchers to better understand the nature of the demand for this service, including the percent of lift-assisted trips, destinations, and trip lengths. This data will be presented at the September meeting and can inform future discussions of options to fill this service gap.

Alameda CTC has unsuccessfully sought a new service provider for the WSBTS service and has suspended the service indefinitely.

Difficulty in access to and reliability of wheelchair-accessible same day trips is a long-standing need that was re-emphasized in the recent Countywide Needs Assessment, completed in June 2017. Accordingly, staff is also working with ParaTAC members and other partners to seek

alternative models which could better meet the identified goals of the HDTS and WSBTS programs and deliver more reliable service for individuals needing same-day accessible transportation. To start the process, the Paratransit Coordination Team met with the ParaTAC members in each planning area in May 2017 to discuss potential ideas. Staff will provide an update on this discussion.

For more information on the Countywide Needs Assessment, which examined all transportation needs of seniors and people with disabilities throughout Alameda County, see:

[http://www.alamedactc.org/files/managed/Document/21522/Alameda CTC Paratransit Needs Assessment 20170601 Final.pdf](http://www.alamedactc.org/files/managed/Document/21522/Alameda%20CTC%20Paratransit%20Needs%20Assessment%2020170601%20Final.pdf)

Fiscal Impact: There is no fiscal impact.

Staff Contacts

[Cathleen Sullivan](#), Principal Planner

[Krystle Pasco](#), Assistant Program Analyst

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Mobility Management: Introduction, Implementation and Serving Seniors

Purpose and Introduction

Since November 2016 the National Center for Mobility Management (NCMM) and Senior Corps have worked together to highlight the principles and history of mobility management for Senior Corps programs and to present special issues surrounding senior mobility and providers of transportation services for seniors. This collaboration began with two webinars for Senior Corps grantees, one offering an overview of mobility management generally ([available here](#)) and another focusing on mobility management's potential to improve access to healthcare ([available here for Senior Corps grantees](#) and [here](#) for non-Senior Corps grantees).

This implementation guide, a continuation of that collaboration, is meant to be a resource for current mobility management professionals, volunteer driver programs, other Senior Corps programs, and human services and healthcare practitioners who are interested in the practice of mobility management as it pertains to seniors. This guide can also help professionals involved in programs funded by CNCS to integrate mobility management strategies into their work.

Mobility management is.....

A customer-centered approach to finding transportation solutions for all populations with a particular focus on people with disabilities, aging populations, English-language learners, low income communities, and other groups with unique needs.

This guide is divided into three sections. Readers will find information about the basic concepts and history of mobility management, a step-by-step reference for starting a mobility management practice, and mobility management for seniors as a specific population.

NCMM Regional Liaisons are.....

Technical assistance staff who specialize in helping people find mobility solutions. They are divided up by FTA Region and, as such, have unique relationships with local, state and regional transportation officials in every area of the country.

Beyond the information contained in this guide there is a resources section at the end that readers can reference for more information on mobility management, transportation, and planning and mobility for specific populations. Ultimately, this implementation guide is meant to be a starting point for those interested in learning about and doing the work of mobility management. As always the National Center for Mobility Management has [Regional Liaisons](#) available to answer any and all requests for technical assistance.

Basics and History of Mobility Management

This section will serve as an introduction to the concept of mobility management, a brief history of its evolution, a description of the practice of mobility management, and information about the individual attributes and competencies that mobility management professionals possess.

New Tool!

Look for this icon to spot links to tools and resources throughout this document, like the list of Regional Liaisons above.



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**ATTACHMENT 1
DRAFT MINUTES
SPECIAL MEETING OF THE AC TRANSIT
ACCESSIBILITY ADVISORY COMMITTEE (AAC)
JUNE 13, 2017**

The meeting came to order at 1:01 p.m.

1. Roll Call and Introduction of New Members and Guests

AAC members present:

| | |
|------------------|------------------------------|
| Janet Abelson | Chonita Chew |
| Mary Clutts | Shirley Cressey |
| Pam Fadem | Saleem Shākir Gilmore (1:07) |
| Susan Gonzalez | James Robson, Chair |
| Will Scott | Tanya Washington |
| Barbara Williams | Hale Zukas (1:13) |

AAC members absent:

| | |
|-------------------------|---------------------|
| Jim Gonsalves (excused) | Don Queen (excused) |
|-------------------------|---------------------|

Staff: Mallory Nestor-Brush, Accessible Services Manager
Tammy Kylo, Administrative Coordinator
Kim Ridgeway, Accessible Services Specialist
Michael Eshleman, Service Planning Manager
Julia Kocs, Marketing Administrator

Guests: Chris Mullin

2. Order of Agenda

The order of agenda was approved.

3. Approval of Minutes

MOTION: Fadem/Scott approved the April 11, 2017 AAC meeting minutes. The motion carried by the following vote:

AYES – 9: Chew, Cressey, Fadem, Gonzalez, Robson, Scott, Washington, Williams, Zukas

ABSTENTIONS – 3: Abelson, Clutts, Gilmore

ABSENT – 2: Gonsalves, Queen

4. Review of June Service Changes

Michael Eshleman, Service Planning Manager, stated that the June service changes will be implemented on June 18, 2017. Eshleman reviewed the following changes with the committee:

- The June sign-up will include the implementation of the first stage of Bay Bridge Forward – an initiative sponsored by the Metropolitan Transportation Commission (MTC) that will improve and increase Transbay bus service in the short term (1-2 years). The first stage will include frequency improvements for the summer on lines F, FS, G, J, and H to account for the seasonal increase in demand, primarily generated by student interns commuting to San Francisco.
- Supplemental school service
 - Will be removed for all 600-series lines for the summer
 - Trips will be removed from Lines 39, 51A, 72M, 76, 94, 95, 97, and 217 for the summer
- Running time changes to improve on-time performance on Lines G, LA, NX2, O, P, S, SB, V, and 251
- Line 33 will have frequency and reliability improved through additional trips
- Line 29 will have two additional trips
- Line 45 will have one trip removed

5. C2 Public Engagement

No discussion.

6. Review of Fare Changes

Julia Kocs, Marketing Administrator, reviewed the fare changes that will be effective on July 1, 2017 (deferred from July 2016), which include a 7.1 percent increase for the Adult single ride; 4.8 percent increase for Youth/Senior/Disabled single ride; 8 percent increase for Adult local 31-Day passes; 7.1 percent increase on Transbay 31-Day Passes; and 32.5 percent increase on Youth 31-Day Pass and Senior/Disabled Monthly Pass. The Committee had the following comments:

- Youth/Senior/Disabled passes should be \$25.00 instead of \$26.50, to make it easier for people to make the adjustment
- The large increase in Youth/Senior/Disabled passes will cause a number of people to not be able to afford these passes, and won't be able to ride the bus.
- There has been no increase for many years to the Youth/Senior/Disabled pass; and the cost was the lowest in the country; and passes are still less than half of the applicable adult fare.
- Recommend another Clipper push
- There should be a Transbay Clipper pass for Youth/Senior/Disabled

7. Review of AAC Priorities

The AAC reviewed the Top Priorities from 2016. After a lengthy discussion, the Committee decided on the following:

MOTION: Scott/Abelson moved to accept the change to wording on all four bulleted items to read:

- Advocate for fair, affordable and accessible AC Transit service, and equipment that is accessible, and encourage AC Transit to be an industry leader in accessibility.
- Advocate for increasing State and Federal funding for public transit especially to maintain accessibility and affordability for our rider community.
- Support and participate in driver training to ensure drivers are proficient, sensitive to the needs of seniors and people with disabilities, and help create an atmosphere that is welcoming of all riders.
- Support and engage in activities to increase ridership of seniors, people with disabilities and young people on the fixed route transit system when appropriate. This includes general education to increase the public's knowledge and understanding of the needs of seniors, people with disabilities and young people and a commitment of removing barriers throughout the transit system.

The motion carried unanimously:

AYES – 9: Abelson, Chew, Clutts, Cressey, Fadem, Gilmore, Gonzalez, Robson, Scott, Washington, Williams, Zukas

ABSENT – 2: Gonsalves, Queen

8. Agenda Items for July 26, 2017 – Joint Meeting with the Board of Directors

The AAC requested the following items for the Joint Meeting with the Board:

- Priority Seating
- Update on Oakland Unified School District (OUSD)
- Review AAC Top Priorities for 2017

9. Chair Report

None.

10. Board Liaison Report

H. E. Christian Peeples, AC Transit Board of Directors, reported the following items:

- District Secretary's husband passed away
- AC Transit is working with MTC on the Regional Measure 3 Project Recommendations
- Security is increasing at the Transbay Terminal.

11. Review of Lift/Ramp Road Call Report

The Committee reviewed the report for the period of May 7, 2017 – June 2, 2017. Of the 8 lift/ramp road calls; 5 were chargeable.

12. Service Review Advisory Committee (SRAC) Report

Janet Abelson reported that the SRAC made some changes to their by-laws and they attended AB1234 training.

13. Alameda County Transportation Commission (ACTC) PAPCO Report

None.

14. Public Comments

Chris Mullin stated that Clipper is beneficial in helping him travel train individuals.

15. Member Communications and Announcements

Chonita Chew invited everyone to attend the 14th Annual Healthy Living Festival, Thursday, September 21, 2017 from 8 a.m. - 2 p.m. at the Oakland Zoo - 9777 Golf Links Road, Oakland. Chew encouraged everyone to use Line 46 to access the event as parking will be limited.

16. Staff Communications and Announcements

Mallory Nestor-Brush reminded the Committee of the following:

- The Double-decker bus will be on preview at the General Offices on Wednesday, June 14th at 2:00 pm, prior to the AC Transit Board meeting.
- A Special Joint Meeting of the AC Transit Board of Directors and the AAC will be held on Wednesday, July 26, 2017 at 1:00 pm at East Bay Paratransit.
- The Warriors Parade is Thursday, June 15, 2017; plan for delays and detours into and out of downtown Oakland.

17. Set Next Agenda & Meeting Date

The next AAC Meeting will be held Tuesday, September 12, 2017 at the East Bay Paratransit Office, 1750 Broadway, Oakland, in the Community Room. Agenda items will include Review of Telegraph Boarding Islands and a presentation on communicating with the deaf community.

18. Adjournment

The meeting adjourned at 3:25 p.m.

**LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY
1362 Rutan Court, Suite 100
Livermore, CA 94551**

WHEELS Accessible Advisory Committee

DATE: Wednesday, July 5, 2017
PLACE: Pleasanton Senior Center
1362 Rutan Court, Suite 100, Livermore, CA
TIME: 3:00 p.m.

DRAFT MINUTES

1. Call to Order

The WAAC Chair Carmen Rivera-Hendrickson called the meeting to order at 3:07 pm.

Agenda was approved.
Rivera-Hendrickson/Costello

Members Present:

| | |
|---------------------------|--------------------------------|
| Connie Mack | City of Dublin |
| Shawn Costello | City of Dublin |
| Carmen Rivera-Hendrickson | City of Pleasanton |
| Glenn Hage | City of Pleasanton |
| Regina Linse | City of Pleasanton – Alternate |
| Russ Riley | City of Livermore |
| Jan Cornish | City of Livermore |
| Herb Hastings | County of Alameda |
| Judy LaMarre | County of Alameda – Alternate |
| Melanie Henry | Social Services Member |
| Raymond Figueroa | Social Services Member |
| Amy Mauldin | Social Services Member |

Staff Present:

| | |
|-----------------|-------|
| Christy Wegener | LAVTA |
| Kadri Kulm | LAVTA |
| Juana Lopez | MTM |

Christian Pereira MV Transportation

Members of the Public:

Becky Hopkins City of Pleasanton
Richard Weiner Nelson\Nygaard
Robert Allen Livermore resident

2. **Citizens' Forum: An opportunity for members of the audience to comment on a subject not listed on the agenda (under state law, no action may be taken at this meeting)**
None
3. **Minutes of the May 3, 2017 meetings of the Committee**
Approved.
Rivera-Hendrickson/Mack
4. **Elect Chair and Vice Chair for FY2018**
The committee members elected Jan Cornish for the WAAC Chair and Herb Hastings for the Vice-Chair positions.
5. **Mobility Forward Update and Presentation**
Richard Weiner from Nelson\Nygaard gave a presentation of the Mobility Forward study. The committee members provided their feedback.
Staff updated the committee that about 450 surveys about the study had been filled out. Shawn Costello suggested that the survey should have had a question if the respondent feels comfortable riding fixed route and comfortable with the driver. Connie Mack added that when she filled out the online survey she tried to incorporate comments she had heard from other riders as well.
Shawn Costello reminded staff and Nelson\Nygaard that ACTC's wheelchair breakdown service was discontinued.
6. **Establish Meeting Times and Locations for FY 2018**
The committee members chose to have the FY2018 meetings to be held in Dublin at the Dublin Civic Center. Staff to follow up with the City of Dublin staff on the availability.
Approved.
Hastings/Costello
7. **LAVTA Paratransit Budget for FY2018**
Staff gave a report on the FY18 paratransit budget. Carmen Rivera-Hendrickson noted that new housing that is being built in Tri-Valley may affect the budget in

terms of new trip generations. The group discussed how housing should try to be located adjacent to quality, fixed-route bus service.

8. Dial-A-Ride Issues – Suggestions for Changes

Carmen Rivera-Hendrickson added a comment that applies to both DAR and FR. She said she had tried to go to San Ramon Kaiser by Wheels fixed route, but q-pod wheelchair securements in the bus malfunctioned and she was stuck in the bus for an hour. She noted that due to this malfunction a DAR vehicle was used to get her to/from Kaiser, San Ramon, and not any of the Wheels FR supervisor vehicles. Ms. Rivera-Hendrickson said that new buses should be brought to WAAC team and the system needs to work.

Russ Riley added that San Leandro Kaiser offers a free shuttle to/from the BART station.

9. Fixed Route Issues – Suggestions for Changes

Robert Allen addressed the committee about the Airway Park and Ride in Livermore.

Herb Hastings reported that the EB Route 10R bus stop in Pleasanton by Valley Care needs to be more accessible and that the sidewalk is too short. Mr. Hastings also mentioned that for the Pleasanton's Wednesday night's party in June, there was a new 10R driver who didn't complete the detour correctly, leaving the downtown Pleasanton stop without bus service for two hours. He stated that the drivers should know the detour loop that is being used when streets are closed for downtown Pleasanton activities.

Carmen Rivera-Hendrickson said that the Route 10R on the night of July 4th only had one small bus for a group of people, including seven wheelchairs. She said they had stayed in there for an hour as the police had closed down some streets and were not letting the bus through.

10. Adjourn

The meeting was adjourned at 4:58pm.

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**SAN FRANCISCO BAY AREA TRANSIT DISTRICT
ACCESSIBILITY TASK FORCE**

Draft Minutes

July 27, 2017

1. Self-Introductions of Members, Staff and Guests

Members:

Janet Abelson
Randall Glock
Janice Armigo Brown
Peter Crockwell
Don Queen
Hale Zukas
Clarence Fischer
Gerry Newell
Herb Hastings
Alan Smith
Larry Bunn
Brandon Young – (ABSENT)
Roland Wong
Esperanza Diaz-Alvarez
Debby Leung – (ABSENT)
Catherine Callahan
Valerie Buell
Chris Mullin

BART Staff present: Bob Franklin, Elena VanLoo

Directors, Speaker(s), Guest Staff, and Guests of the Public:

Director Robert Raburn
Aaron Weinstein (BART)
Maureen Wetter (BART)
Chief Carlos Rojas
Jerry Grace
Janice Dispo (Stenographer)

2. Public Comments

[No public comments.]

3. Approval of Minutes of May 25, 2017 and June 22, 2017 Meetings

No opposition to Alan Smith's motion to approve the minutes of the May 25, 2017 meeting, with a second by Gerry Newell.
Motion carries unanimously.

No opposition to Clarence Fischer's motion to approve the amended minutes of the June 22, 2017 meeting, with a second by Gerry Newell.
Motion carries unanimously.

4. Introduction to New BART Chief of Police

After the introduction of Chief Carlos Rojas, members were allowed to ask questions and/or share any concerns they had.

A long discussion was held.

5. Fleet of the Future, Hearing Loops

After the update given by Aaron Weinstein and Maureen Wetter, members were allowed to ask questions and/or share any concerns they had.

A long discussion was held.

6. Balboa Park Station Modernization

[No presentation at this time.]

7. Chairperson Announcements

Randall Glock has been talking to staff about coming up with a Fleet of the Future safety and equipment evacuation procedures guide.
More information to follow.

The bathroom doors at Warm Springs are to be reevaluated due to complaints of it being too heavy to open.

8. Staff Announcements

Staff announced that Ike Nnaji has retired from BART.

9. Member Announcements

Alan Smith shared that the Hayward Fault runs through the Oakland/Berkeley Hills tunnel, and that the track is slowly moving closer to the walls. This is an issue BART will need to address in the foreseeable future.

Valerie Buell is to find out more information about the City of Hayward and Chabot College's plan to build an elevated BART platform training center for firefighters.

Janice Armigo Brown shared about her experience attending the Hearing Loss Association of America Convention, wherein she received an award for her work on the BATF and acquiring hearing loop systems on BART.

10. Future Agenda Topics

- Fleet of the Future Third Door Marking Update
- Accessibility Improvement Project Survey Results Update

11. Adjournment

The meeting adjourned to the next regularly scheduled meeting of **August 24, 2017, at 2:00 p.m., at 1750 Broadway, Oakland, California.**

(The meeting adjourned at 4:19 p.m.)

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