



Meeting Notice

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

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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, November 20, 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

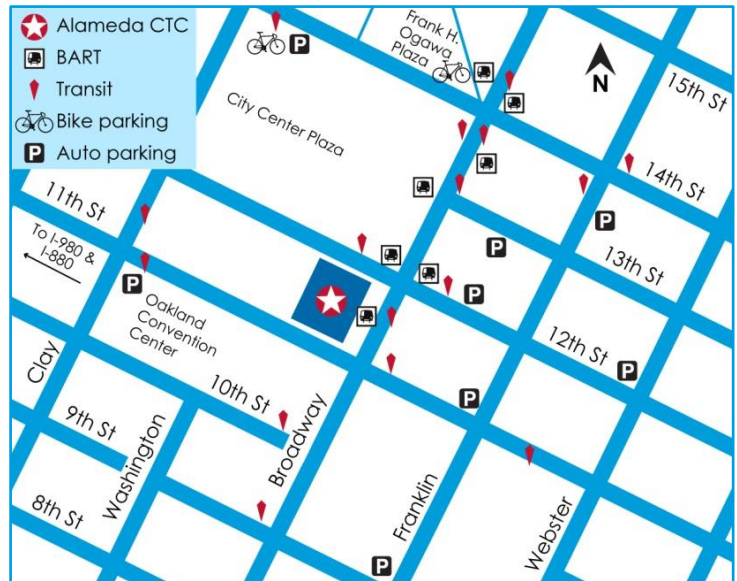
A glossary that includes frequently used acronyms is available on the Alameda CTC website at www.AlamedaCTC.org/app_pages/view/8081.

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, November 20, 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
Staff Liaisons: Carolyn Clevenger,
 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 September 25, 2017 PAPCO Meeting Minutes	1	A
	3.2. Approve the October 23, 2017 Joint PAPCO and ParaTAC Meeting Minutes	13	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. Approve the FY 2018-19 Implementation Guidelines and Performance Measures for the Special Transportation for Seniors and People with Disabilities (Paratransit) Program	27	A

Staff	4.2.	Access Alameda Booklet and Website Update	53	
Guest Speaker	4.3.	San Leandro Paratransit Program Report (Verbal)		
Staff	4.4.	Mobility Management – What We’re Reading: Safer Streets	55	
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	57	
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: February 26, 2018

Next PAPCO Meeting: March 26, 2018

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



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 Kevin Barranti, Bob Coomber, Joyce Jacobson, Carmen Rivera-Hendrickson, Harriette Saunders, Will Scott, Linda Smith and Hale Zukas.

Subsequent to the roll call:

Hale Zukas arrived during item 4.1.

2. Public Comment

A public comment was heard from Chris Mullin from Alameda County Department of Rehabilitation who stated that he has been in communication with several individuals with disabilities that requested he find out information about the Wheelchair Scooter Breakdown Transportation Service Program and what service will replace it.

3. Approval of Consent Calendar

- 3.1. Approve the June 26, 2017 PAPCO Meeting Minutes
- 3.2. Approve the June 26, 2017 Joint PAPCO and ParaTAC Meeting Minutes
- 3.3. Review the FY 2017-18 PAPCO Meeting Calendar
- 3.4. PAPCO Roster
- 3.5. Paratransit Outreach Calendar

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

Yes: Costello, Hastings, Johnson, Markowitz, Orr, Rousey, Stadmire, Tamura, Waltz

No: None

Abstain: Bunn

Absent: Barranti, Coomber, Jacobson, Rivera-Hendrickson, Saunders, Scott, Smith, Zukas

4. Paratransit Programs and Projects

4.1. Final Gap Grant Cycle 5 Progress Reports

Richard Wiener of Nelson\Nygaard presented the final FY 2016-17 Gap Grant Cycle 5 Extension Progress Report. Staff recommended that PAPCO review the Cycle 5 Gap Grant progress report and provide feedback where necessary. Richard noted that Alzheimer's Services of the East Bay's (ASEB) Special Transportation Services for Individuals with Dementia did not provide a performance report. Krystle stated that staff will request the information from ASEB and it will be provided at the November PAPCO meeting. Richard concluded with the breakdown of the 2018 Comprehensive Investment Plan Paratransit discretionary fund allocations for FY 2017-18 and FY 2018-19.

Michelle Rousey asked for what will happen to those grants that have not met their performance measures. Krystle Pasco responded that this is the last progress report for this cycle. Information regarding programs that did not meet their performance measures will be taken into account in future funding requests.

Michelle Rousey asked about the Bay Area Outreach and Recreation Program (BORP) being more focused on adults if their targeted outreach is on youth with disabilities. Krystle Pasco responded that BORP provides services for both youth and adults with disabilities; however the progress report indicates that they provide more services to adults. Staff will clarify this information and provide an update at the November PAPCO meeting.

4.2. Hospital Discharge Transportation Service (HDTs) and Wheelchair Scooter Breakdown Transportation Service (WSBTS) Programs Update and Same Day Accessible Transportation Options Update

Krystle Pasco stated that the HDTs program began in 2004 and the WSBTS program began in 2005. 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 30, 2017 due to low usage and ongoing challenges in delivering the service. As a result, Alameda CTC phased out the HDTs and WSBTS programs as of June 2017.

Krystle reiterated that there's a need for better accessible same day trip options, which was identified in the recent Countywide Needs Assessment. She noted that Alameda CTC's Paratransit Coordination Team met with ParaTAC members in each planning area in May 2017 to discuss potential ideas. No immediate solutions came up and the agency is strategizing next steps for addressing this gap. Staff will keep PAPCO and ParaTAC members posted as new information becomes available.

Michelle Rousey asked if staff knows why the rides declined for the HDTs program. Krystle Pasco said that the hospitals informed staff that rides provided through the program were arriving late or unannounced and were very difficult for hospital staff to plan around on a daily basis. She noted that the hospitals had other options to get people home including transit and taxi service vouchers.

Shawn Costello asked if the hospitals were promoting the HDTs program and if not is that the reason for declining rides. Krystle Pasco responded that Alameda CTC created promotional materials for hospital staff to distribute and promote the HDTs program. Staff also distributed the HDTs program flyers at outreach events throughout Alameda County.

Jonah Markowitz asked why the contractors decided this year they did not want to renew their contract for the HDTs program. Krystle Pasco said over the years the usage of the program was declining. She stated that from the provider's perspective low

ridership and increasing service issues resulted in low profits and the provider did not extend the contract.

Jonah Markowitz asked what Alameda CTC's intent is to replace the WSBTS program. Krystle Pasco responded that staff is currently reviewing a proposal that was received during the procurement process for the WSBTS program earlier this year. Staff is also looking into other viable options to address this gap in service.

Jonah Markowitz asked how staff found out that people allegedly misused the WSBTS program. Krystle Pasco reiterated that staff saw only occasional misuse of the program. She noted that the transportation provider notified staff that an individual requested a pickup due to a wheelchair breakdown; however, when the provider arrived, the wheelchair was not broken and the individual wanted a ride to their destination.

Laura Timothy asked if staff is reaching out to providers that may have shown interest in the past but didn't respond to the Request for Proposals (RFP) in the past. Krystle Pasco said that the RFP was sent to the agency's certified businesses email list as well as other known transportation providers currently providing services in Alameda County.

4.3. City of Hayward Paratransit Program Report

Dana Bailey presented the City of Hayward Paratransit Program report.

Sylvia Stadmire asked if the Lyft Concierge program can handle people with disabilities including those in wheelchairs. Ms. Bailey said that they are still exploring how Lyft will manage ambulatory and non-ambulatory riders.

Larry Bunn asked if the service area is to the border of Castro Valley. Ms. Bailey stated that the service area is to the border of Castro Valley and essentially all of Castro Valley is in their service area.

Cimberly Tamura asked if Hayward can have a van possibly stationed at the San Leandro BART station. Ms. Bailey stated that the current agreement with the Community Resources for Independent Living (CRIL) is for a pilot program with the Hayward BART station and at the CRIL site on A Street. CRIL will assess the pilot program performance and will look into expanding the program to other locations.

Jonah Markowitz asked Ms. Bailey to provide the missing statistics on the PowerPoint. He also requested her to keep PAPCO updated on the expansions.

Shawn Costello asked if the four vans are wheelchair accessible. Ms. Bailey said yes they are accessible and are fitted to accommodate mobility devices. They are working with Mobility Works so that if a person in a mobility device wants to drive themselves they will have hand control. Mr. Costello asked how a person will request a vehicle. Ms. Bailey stated that CRIL is working on the details in conjunction with Getaround.

4.4. City of Newark Paratransit Program Report

David Zehnder with the City of Newark and Shawn Fong with the City of Fremont presented this item. Mr. Zehnder and Ms. Fong's presentation covered a brief history of the Newark Paratransit Program, the partnership between the City of Newark and the City of Fremont, benefits of the partnership, summary of services and expenditures, and outreach and education efforts.

Michelle Rousey commended Mr. Zehnder and Ms. Fong on the decrease on the cost per trip.

4.5. East Bay Paratransit Report

Laura Timothy, Cindy Lopez, and Jay Jeter gave a report and walked through East Bay Paratransit's (EBP) customer complaint and response processes.

Herb Hastings asked if staff follows up with the individuals that submit complaints. Ms. Lopez stated that that is not something their staff will typically do due to the number of overall

complaints as well as confidentiality issues associated with a complaint against a driver.

Jonah Markowitz asked what happens to drivers that decide to make a side stop. Mr. Jeter said if a driver is not following their manifest due to a variety of reasons including drivers needing to use the restroom, riders can notify EBP staff. However, EBP must be very careful with the balance of treating a human being with dignity and the service itself.

4.6. Mobility Management – Introduction, Implementation, and Serving Seniors

Richard Weiner presented this item. He noted that the implementation guide noted in the attachment is a summary of a larger document and is divided into three sections: basic concepts of mobility management, how to start a mobility management practice, and how to set up mobility management for seniors. Mr. Weiner noted that the September 8, 2017 Countywide Mobility Management meeting was well attended by providers throughout Alameda County. He noted that approximately 20 people were present.

5. Committee and Transit Reports

5.1. Independent Watchdog Committee (IWC)

Herb Hastings stated that officer elections took place at the last IWC meeting and he was re-elected as the Vice Chair. He stated that the next IWC meeting is scheduled for November 13, 2017.

5.2. East Bay Paratransit Service Review Advisory Committee (SRAC)

Cimberly Tamura reported on the last SRAC meeting and noted that Mr. Arnold Brillinger was elected as the Chair.

5.3. Other ADA and Transit Advisory Committees

There were no other ADA and Transit Advisory Committee updates provided.

6. Member Reports

Michelle Rousey said that the Healthy Living Festival was well attended this year and encouraged members to attend next year.

Herb Hastings stated that he was appointed Chair of the LAVTA Wheels Accessible Advisory Committee (WAAC) at the last meeting.

Shawn Costello said that he attended the City Council meeting in Dublin and the Mayor wants to appoint him to the Human Health Services Committee in Dublin.

Jonah Markowitz stated that on Thursday, September 28, 2017 a mental health meeting will be held in Berkeley.

7. Staff Reports

Krystle Pasco reminded members of the outreach events for the fiscal year. She noted that the next tabling event will be in March 2018. She encouraged members to attend the events listed in the paratransit outreach calendar.

8. Adjournment

The meeting closed at 3:35 p.m. The next Joint PAPCO and ParaTAC meeting is scheduled for October 23, 2017 at 1:30 p.m. at the Alameda CTC offices located at 1111 Broadway, Suite 800 in Oakland. The next PAPCO Meeting is scheduled for November 20, 2017 (one week earlier due to the Thanksgiving holiday).

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PARATRANSIT ADVISORY AND PLANNING COMMITTEE
September 25, 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
A	Barranti, Kevin	City of Fremont Mayor Lily Mei
P	Bunn, Larry	Union City Transit Wilson Lee, Transit Manager
A	Coomber, Bob	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
A	Jacobson, Joyce	City of Emeryville Councilmember John Bauters
P	Markowitz, Jonah	City of Albany Mayor Peter Maass
P	Orr, Carolyn M.	City of Oakland Vice Mayor Rebecca Kaplan
A	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
A	Scott, Will	Alameda County, District 5 Supervisor Keith Carson

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
A	Zukas, Hale	A. C. Transit Director Elsa Ortiz

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

	NAME	JURISDICTION/ ORGANIZATION	E-MAIL
1.	Raymond Figueroa	City of Pleasanton	rfigueroa@cityofpleasanton.ca.gov
2.	Cynthia Lopez	EBPT Broker	Cynthia.Lopez@transdev.com
3.	Laura Timothy	BART/EBP	laura Ltimothe@bart.gov
4.	Dana Bailey	City of Hayward	Dana.Bailey@hayward-ca.gov
5.	ELY HAWANG	CITY OF SAN LEANDRO	ELHWANG@SANLEANDRO.ORG
6.	Shawn Fong	City of Fremont	sfong@fremont.gov
7.	David Zehnder	City of Newark	david.zehnder@newark.org
8.	CHRIS MULLIN	DEPT OF REHAB	KIPMULLIN@COL.COM
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1. Roll Call and Introductions

Krystle Pasco called the meeting to order at 1:40 p.m. A roll call was conducted and all PAPCO members were present with the exception of Bob Coomber, Carolyn Orr, Harriette Saunders, and Linda Smith.

All ParaTAC members were present with the exception of Dana Bailey, Raymond Figueroa, Brad Helfenberger, Ely Hwang, Paul Keener, Isabelle Leduc, Julie Parkinson, Kim Ridgeway, Sandra Rogers, Leah Talley, Laura Timothy, and David Zehnder.

2. Public Comment

There were no comments from the public.

3. Volunteer Driver Programs Overview and Best Practices Presentation

Naomi Armenta and Richard Weiner with Nelson\Nygaard presented this item. Ms. Armenta provided an overview of volunteer driver programs and Mr. Weiner provided more details on two exemplary programs in California.

Staff is following up with responses to the following questions:

- San Diego Rides and Smiles Program – What is the cost per trip? The cost for just the volunteer driver component may be impossible to determine because it is integrated with many other services that the program provides.
- Is mileage reimbursement necessary? If so, what is the reimbursement rate?
- Do the programs do any trip matching if someone is isolated and/or has no friend/neighbor resources?
- These program models could be a viable option for feeder service in the unincorporated areas of East County. Mr. Weiner will follow up as part of the East County project.

4. Panel and Discussion

Patricia Osage, Executive Director of Life ElderCare presented their VIP Rides program, which provides transportation for seniors up to the age of 80.

- How do paid drivers relate to volunteer drivers? Ms. Osage stated that paid drivers are used when volunteers are not available. This model is known to be cost effective, however, Ms. Osage noted that some volunteers do complain about the paid drivers.
- A follow up question for Ms. Osage is, do you see paid drivers in Central County as transitional until the program gets a solid base of volunteers.

Robert Taylor, Executive Director of Senior Support Program of the Tri-Valley, which is an independent, non-profit agency serving seniors over age 60.

- Is data available on the decreased Emergency Room visits/higher quality of life as a result of the service your program provides?
- Richard Weiner will follow up on database and scheduling software.

Sherry Higgs, Founder/Executive Director of Drivers For Survivors and Deasy Lai, Administrative Director presented their volunteer driver program, which provides free transportation and supportive companionship for ambulatory cancer patients.

- At one time there were a number of active drivers, is that still the case? Ms. Higgs said yes, because although drivers may move away, many survivors who utilized the program transition to becoming a driver when they no longer need the services.

Overall Discussion

- Shawn Fong commented on the distinction of Alameda County programs being door-through-door while other programs tend to focus on only the transportation component.
- What components of peer models are attractive?
 - VIP Rides responded that the model in which the rider must find a driver can alleviate some of the challenges around volunteer recruitment and retention.

- Drivers for Survivors responded that premium fee-based programs are interesting.
- Drivers for Survivors would like to see more creativity around funding programs and volunteer recruitment/retention efforts.
- Is there a broader advertising effort that unites all volunteer driver programs in Alameda County? Staff will follow up on this.
- Patricia Osage stated that her intent is to expand VIP Rides into all of North County.
- Joyce Jacobson commented that the discussion became a staff discussion. Cathleen Sullivan noted that the intent of doing the volunteer driver programs workshop was to focus on key successes and key challenges as Alameda CTC addresses the volunteer driver program gap currently in North County. Staff wants to make sure these lessons learned are taken into consideration when deciding how to address this issue.
- The three presenters suggested that they create a volunteer driver program at a glance resource as part of the Access Alameda guide update. Staff will request the programs' input on the volunteer driver program section of the Access Alameda guide in the following weeks.

5. Member Reports

Victoria Williams stated that Alameda Paratransit will have a ribbon cutting ceremony on Monday, October 30, 2017 for the brand new shuttle that will go into service on October 31, 2017. She noted that the shuttles will have a new name, Alameda Loop Shuttles, and the shuttles will have bike racks. Ms. Williams said that CIL hosted Alameda's first travel training the week of October 23, 2017 and it was very successful.

Esther Waltz said that the Meals on Wheels program held their fundraising event. She was part of the cheer squad for the bicycle riders to promote Meals on Wheels.

6. Staff Reports

There were no staff reports.

7. Adjournment

The meeting adjourned at 3:40 p.m. The next PAPCO meeting is scheduled for November 20, 2017 (one week earlier due to the Thanksgiving holiday) at 1:30 p.m.; the next ParaTAC meeting is scheduled for January 9, 2018 at 9:30 a.m.; the next Joint PAPCO and ParaTAC meeting is scheduled for February 26, 2018 at 1:30 p.m. at the Alameda CTC offices located at 1111 Broadway, Suite 800 in Oakland.



**JOINT PARATRANSIT ADVISORY AND PLANNING COMMITTEE
AND PARATRANSIT TECHNICAL ADVISORY COMMITTEE
October 23, 2017
ROSTER OF MEETING ATTENDANCE**

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

Victoria

P	Williams, Victoria	City of Alameda
A	Zehnder, David	City of Newark
Present	PAPCO Member	Appointed By
P	Barranti, Kevin	City of Fremont Mayor William Harrison
P	Bunn, Larry	Union City Transit Wilson Lee, Transit Manager
A	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
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 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

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
	Margaret Strubel	Paratransit Coordination Team

	NAME	JURISDICTION/ ORGANIZATION	PHONE #	E-MAIL
1.	Laurie Radovich	Union City Trans	570 6755373	laurier@ unincity.org
2.	Christine Chou	"		christine.c@unincity.org
3.	Travis Huang	Union City Transit	510-675-5310	travishe@unincity.org
4.	Erin McAuliffe	Marin Transit	415-228-0871	emcauliffe@marintransit.org
5.	John Sanderson	SanTrans	6505086475	sandersonj@santrans.com
6.	Tylor Taylor	Santa Clara County Senior Care Commission	(408) 644-8625	tylortaylor@sascc.org
7.	CHRIS MULLIN	DEPT OF REHAB TRAVEL TRAINING/JOB COACH	510-326-1922	CMULLIN@DEL.COM
8.	Victoria Williams	Alameda Paratran		
9.	Sherry Higgs	DRIVERS FOR SURVIVORS		
10.	Daisy Lai	DRIVERS FOR SURVIVORS		
11.	Robert Taylor	Senior Support Program by the Tri Valley		
12.	Patricia Osage	Life Eldercare		
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FY 2017-18 Paratransit Advisory and Planning Committee (PAPCO) Meeting Calendar 3.3

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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 29 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 Overview and Best Practices Presentation and Panel Discussion 	<p>One week earlier due to holiday.</p> <ul style="list-style-type: none"> • Implementation Guidelines and Performance Measures Review and Approval • Access Alameda Review and Discussion 	<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 Overview and Best Practices Presentation and Panel 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 • 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 Report • Newark Paratransit Report 		<ul style="list-style-type: none"> • San Leandro Paratransit Program Report 			<ul style="list-style-type: none"> • 2018 CIP Paratransit Progress Reports • 2018 CIP Paratransit Presentations • Hayward Paratransit Report • Newark Paratransit Report 		<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, Vice Chair	Sandra	San Leandro	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.	Ross	Christine	Hayward	Alameda County Supervisor Richard Valle, D-2	Oct-17		Oct-19
13	Ms.	Rousey	Michelle	Oakland	BART Director Rebecca Saltzman	May-10	Jan-16	Jan-18

	Title	Last	First	City	Appointed By	Term Began	Re apptmt.	Term Expires
14	Ms.	Saunders	Harriette	Alameda	City of Alameda Mayor Trish Spencer	Jun-08	Jun-16	Jun-18
15	Mr.	Scott	Will	Berkeley	Alameda County Supervisor Keith Carson, D-5	Mar-10	Jun-16	Jun-18
16	Ms.	Smith	Linda	Berkeley	City of Berkeley Councilmember Kriss Worthington	Apr-16		Apr-18
17	Ms.	Tamura	Cimberly	San Leandro	City of San Leandro Mayor Pauline Cutter	Dec-15		Dec-17
18	Ms.	Waltz	Esther Ann	Livermore	LAVTA Executive Director Michael Tree	Feb-11	Jun-16	Jun-18
19	Mr.	Zukas	Hale	Berkeley	A. C. Transit Director Elsa Ortiz	Aug-02	Feb-16	Feb-18
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
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.
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.

Date	Event Name	Location	Time
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.

Previous 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.

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: November 13, 2017

SUBJECT: Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities (Paratransit) Program for FY 2018-19

RECOMMENDATION: Approve the Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities (Paratransit) Program for FY 2018-19

Summary

The Implementation Guidelines for the Special Transportation for Seniors and People with Disabilities (Paratransit) Program identify the types of services that are eligible to be funded with Alameda County Measure B (2000), Measure BB (2014), and Vehicle Registration Fee (VRF, 2010) Direct Local Distribution (DLD) revenues; they are periodically reviewed and updated. Starting in FY 2016-17, the Alameda CTC implemented the use of standardized performance measures for all Measure B and BB funded projects and programs. The Paratransit Advisory and Planning Committee (PAPCO) is requested to review and provide input on the revised Implementation Guidelines and Performance Measures for the Paratransit Program for FY 2018-19. The revised Implementation Guidelines and Performance Measures are included as Attachment A. The Paratransit Technical Advisory Committee (ParaTAC) reviewed the guidelines and provided input at

their September meeting. PAPCO will review and approve the revised guidelines including ParaTAC's input on November 20, 2017.

Background

Implementation Guidelines

The Implementation Guidelines for the Special Transportation for Seniors and People with Disabilities (Paratransit) Program identify the types of services that are eligible to be funded with Alameda County Measure B (2000), Measure BB (2014), and Vehicle Registration Fee (VRF, 2010) Direct Local Distribution (DLD) revenues. The Implementation Guidelines and performance measures are incorporated by reference into the Master Program Funding Agreements (MPFAs) and also apply to all discretionary paratransit funded (e.g., Comprehensive Investment Plan (CIP) Grants) projects and programs.

The eligible service types in the Implementation Guidelines are:

- ADA Paratransit
- Door-to-Door Service
- Taxi Subsidy
- Specialized Accessible Van
- Accessible Shuttle
- Group Trips
- Door-through-Door/Volunteer Driver Service
- Mobility Management and/or Travel Training
- Scholarship/Subsidized Fare Programs
- Meal Delivery Programs
- Capital Expenditures

Staff proposes the following revisions to the Implementation Guidelines:

- In accordance with a ParaTAC suggestion, the introductory table has been reconfigured to focus on the transportation need that is being targeted by each type of service.
- “Taxi Subsidy” has been renamed to be “Taxi Subsidy/Same Day Transportation” to account for an evolving range of types of services that are able to meet the on-demand, same-day transportation needs of consumers.
- “Volunteer Driver Programs” has been renamed “Door-through-Door/Volunteer Driver Service” to better reflect Alameda County trends of using staff to complete consumer intake or fill gaps in service provision.
- A list of potential service types under “Mobility Management” has been added.
- The “Hospital Discharge Transportation Service (HDTs)/ Wheelchair Scooter Breakdown Transportation Service (WSBTS)” has been removed due to the sunseting of the HDTs program and the suspended status of the WSBTS program. Any future WSBTS or similar programs would be included under “Specialized Accessible Van.”
- Other minor text edits and clarifications

These revisions are included in the redline document included as Attachment A. Staff requests that members review the proposed revisions and be prepared to discuss on November 20th.

Performance Measures

The performance measures section is organized into similar categories and highlights data that is collected through the compliance reports. The data requested is primarily number of trips (or trainings, meals, etc.) provided and the Measure B/BB cost per unit. This information is meant

to provide the Commission with a high-level summary of how Measure B and BB funds are being spent.

Staff proposes the following revisions to the Performance Measures:

- “Volunteer Driver Programs” has been renamed “Door-through-Door/Volunteer Driver Service” to better reflect Alameda County trends of using staff to complete consumer intake or fill gaps in service provision.
- Number of individuals provided with mobility management support (including indication of type of service/support provided) has been added as a required measure.
- Travel training quantity data has been separated by individual and group training.
- Additional performance measures collected by staff, in coordination with PAPCO and ParaTAC, through program plan, grant progress reports, or other means, have been added. These measures go beyond the basic measures collected for compliance reports and include but are not limited to:
 - Non-Measure B/BB revenues and costs
 - Number of registrants
 - On-time performance
 - Number of trips provided to a consumer using a mobility device
 - Qualitative information on complaints
 - Qualitative information on safety incidents
 - Qualitative information on outreach
 - Qualitative information on “high need” trips
 - Number of active volunteer drivers
 - Number of one-way trips provided by staff
 - Percentage of service requests unfulfilled when requested within specified time

- Number of individuals receiving travel training divided by those receiving travel orientation, mobility device training, seniors, adults with disabilities, youth with disabilities, and/or people with visual impairments
 - Percentage/number of people surveyed who used transit post workshop

Committee members should expect to continue to see the additional performance measures in future grant and program plan processes.

Fiscal Impact: There is no fiscal impact.

Attachments

- A. Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities (Paratransit) Program for FY 2018-19

Staff Contacts

[Cathleen Sullivan](#), Principal Planner

[Krystle Pasco](#), Assistant Program Analyst

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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), Measure BB (2014) and Vehicle Registration Fee (VRF, 2010) revenues under the Special Transportation for Seniors and People with Disabilities (Paratransit) Program (~~Paratransit~~). All programs funded partially or in their entirety through these sources, including ADA-mandated paratransit services, city-based ~~non-mandated~~ programs and discretionary grant funded projects, must abide by the following requirements for each type of paratransit service.

Fund recipients are able to select which of these service types are most appropriate for their community to meet the needs of seniors and people with disabilities. Overall, all programs should be designed to enhance quality of life for seniors and people with disabilities by offering accessible, affordable and convenient transportation options to reach major medical facilities, grocery stores and other important travel destinations to meet life needs. Ultimately, whether a destination is important should be determined by the consumer.

The chart below summarizes the eligible service types and their ~~basic customer experience parameter~~ transportation need the service targets. This is followed by more detailed descriptions of each.

<u>Service</u>	<u>Transportation Need Targeted and Service Details</u>
<u>ADA Paratransit^{1,2}</u>	<p><u>Origin-to-destination trips for people with disabilities unable to ride fixed route transit</u></p> <ul style="list-style-type: none"> • <u>Pre-scheduled</u> • <u>Accessible</u>
<u>Door-to-Door Service</u>	<p><u>Origin-to-destination trips for seniors and people with disabilities (usually ADA paratransit certified) unable to ride fixed route transit and who benefit from shorter trips and more individualized service (compared to ADA paratransit)</u></p> <ul style="list-style-type: none"> • <u>Pre-scheduled</u> • <u>Accessible</u>

<u>Service</u>	<u>Transportation Need Targeted and Service Details</u>
<u>Taxi Subsidy/ Same-Day Transportation</u> ³	<u>Curb-to-curb trips for seniors and/or people with disabilities (usually ADA paratransit certified)</u> <ul style="list-style-type: none"> • <u>Same day</u> • <u>Accessible vehicles not guaranteed</u>
<u>Specialized Accessible Van</u>	<u>Origin-to-destination trips for people with disabilities using mobility devices that require lift- or ramp-equipped vehicles</u> <ul style="list-style-type: none"> • <u>Pre-scheduled & Same Day</u> • <u>Accessible</u>
<u>Accessible Shuttle</u>	<u>Fixed or flexed route trips for seniors and people with disabilities possibly able to ride fixed route transit, but who benefit from targeted routes/stops and more individualized service (compared to transit)</u> <ul style="list-style-type: none"> • <u>Fixed Schedule</u> • <u>Accessible</u>
<u>Group Trips</u>	<u>Round trip or origin-to-destination trips for seniors and people with disabilities</u> <ul style="list-style-type: none"> • <u>Pre-scheduled/fixed schedule</u> • <u>Usually accessible</u>
<u>Door-through-Door/Volunteer Driver Service Programs</u>	<u>Origin-to-destination trips for seniors and people with disabilities with special needs requiring door-through-door service or escort</u> <ul style="list-style-type: none"> • <u>Pre-scheduled</u> • <u>Generally not accessible when provided in private cars</u>
<u>Mobility Management and/or Travel Training</u>	<u>Information and referral, service linkage, service coordination, advocacy, and/or individual/group training or travel orientation for seniors and people with disabilities to facilitate use of services</u>
<u>Scholarship/ Subsidized Fare Programs</u>	<u>Financial assistance for seniors and people with disabilities to utilize services</u>
<u>Meal Delivery Programs</u>	<u>Funding for meal delivery for seniors and people with disabilities who cannot travel to congregate meal sites</u> <ul style="list-style-type: none"> • <u>Programs currently funded by Measure B may continue, but new programs may not be established.</u>

<u>Service</u>	<u>Transportation Need Targeted and Service Details</u>
<u>Capital Expenditures</u> ⁴	<u>Funding for capital purchases for transportation programs for seniors and people with disabilities</u> <ul style="list-style-type: none"> • <u>If purchasing vehicles, they should be accessible</u>

Service	Timing	Accessibility	Origins/ Destinations	Eligible Population
ADA Paratransit ^{1,2}	Pre-scheduled	Accessible	Origin-to-Destination	People with disabilities unable to ride fixed route transit
Door-to-Door Service	Pre-scheduled	Accessible	Origin-to-Destination	People with disabilities unable to ride fixed route transit and seniors
Taxi Subsidy ³	Same Day	Varies	Origin-to-Destination	Seniors and people with disabilities
Specialized Accessible Van	Pre-scheduled & Same Day	Accessible	Origin-to-Destination	People with disabilities using mobility devices that require lift or ramp-equipped vehicles
Accessible Shuttles	Fixed Schedule	Accessible	Fixed or Flexed Route	Seniors and people with disabilities
Group Trips	Pre-scheduled	Varies	Round Trip Origin-to-Destination	Seniors and people with disabilities
Volunteer Drivers	Pre-scheduled	Generally Not Accessible	Origin-to-Destination	Vulnerable populations with special needs, e.g. requiring door-through-door service or escort

Service	Timing	Accessibility	Origins/ Destinations	Eligible Population
Mobility Management and/or Travel Training	N/A	N/A	N/A	Seniors and people with disabilities
Scholarship/ Subsidized Fare Programs	N/A	N/A	N/A	Seniors and people with disabilities
Meal Delivery Programs	N/A	N/A	N/A	Meal delivery programs currently funded by Measure B may continue, but new programs may not be established.
Capital Expenditures ⁴	N/A	Accessible	N/A	Seniors and people with disabilities
Hospital Discharge Transportation Service (HDTS)/ Wheelchair Scooter Breakdown Transportation Service (WSBTS)	Same Day	Accessible	Origin-to-Destination	People with disabilities using mobility devices that require lift or ramp-equipped vehicles

¹ **Note on ADA Mandated Paratransit:** Programs mandated by the American's with Disabilities Act are implemented and administered according to federal guidelines that may supersede these guidelines; however all ADA-mandated programs funded through Measure B and BB or the VRF are subject to the terms of the Master Programs Funding Agreement.

² **Interim Service for Consumers Awaiting ADA Certification:** At the request of a health care provider or ADA provider, city-based programs must provide interim service through the programs listed above to consumers awaiting ADA certification. Service must be provided within three business days of receipt of application.

³ **Note on Transportation Network Companies:** Programs may utilize Transportation Network Companies (e.g. Lyft, Uber) under the guidelines for Taxi Subsidy Programs. Other service types are ineligible unless wheelchair accessible service can be provided equitably. Programs should review the Department of Transportation guidance on shared mobility at www.transit.dot.gov/regulations-and-guidance/shared-mobility-frequently-asked-questions. Program changes to utilize TNC's are subject to review by Alameda CTC staff prior to implementation.

⁴ **Note on Capital Expenditures:** Any capital expenditures within the eligible service categories must be consistent with the objectives of the Alameda CTC Special Transportation for Seniors and Peoples with Disabilities (Paratransit) Program described above and are subject to review by Alameda CTC staff prior to implementation.

City-based Door-to-Door Service Guidelines

Service Description	<p>City-based door-to-door services provide pre-scheduled, accessible, door-to-door trips. Some programs allow same day reservations on a space-available basis. They provide a similar level of service to mandated ADA services. These services are designed to fill gaps that are not met by ADA-mandated providers and/or relieve ADA-mandated providers of some trips.</p> <p>This service type does not include taxi subsidies which are discussed below.</p>
Eligible Population	<p>Eligible Populations include:</p> <ol style="list-style-type: none"> 1. People 18 and above with disabilities who are unable to use fixed route services. Cities may, at their discretion, also provide services to consumers with disabilities under the age of 18, and 2. Seniors 80 years or older without proof of a disability. Cities may provide services to consumers who are younger than age 80, but not younger than 70 years old. <p><i>Cities may continue to offer “grandfathered” eligibility to program registrants below 70 years old who have used the program regularly in (since?) FY 11/12, as long as it does not impinge on the City’s ability to meet the minimum requirements of the Implementation Guidelines.</i></p> <p><i>Program sponsors may use either ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit) or the Alameda County City-Based Paratransit Services Medical Statement Form, as proof of disability. Program sponsors may, at their discretion, also offer temporary eligibility due to disability.</i></p>
Time & Days of Service	<p>At a minimum, service must be available any five days per week between the hours of 8 am and 5 pm (excluding holidays).</p> <p>At a minimum, programs must accept reservations between the hours of 9 am and 5 pm Monday – Friday (excluding holidays).</p>
Fare (Cost to Customer)	<p>Fares for pre-scheduled service should not exceed local ADA paratransit fares, but can be lower, and can be equated to distance. Higher fares can be charged for “premium” same-day service.</p>

City-based Door-to-Door Service Guidelines

Other	<p>Door-to-Door programs must demonstrate that they are providing trips at an equal or lower cost than the ADA-mandated provider on a cost per trip basis. 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.</p> <p>Programs may impose per person trip limits to due to budgetary constraints, but any proposed trip limitations that are based on trip purpose must be submitted to Alameda CTC staff for review prior to implementation.</p>
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Taxi Subsidy/Same-Day Transportation Program Guidelines

Service Description	<p>Taxis provide curb-to-curb service that can be scheduled on a same-day basis. Transportation Network Companies (e.g. Lyft, Uber) can also provide similar service at the discretion of the program sponsor with local consumer input. Taxis charge riders on a distance/time basis using a meter. Taxi subsidy programs allow eligible consumers to use taxis at a reduced fare by reimbursing consumers a percentage of the fare or by providing some fare medium, e.g. scrip or vouchers, which can be used to cover a portion of the fare. These programs are intended for situations when consumers cannot make their trip on a pre-scheduled basis.</p> <p>The availability of accessible taxi cabs varies by geographical area and taxi provider, but programs should expand availability of accessible taxi cabs where possible in order to fulfill requests for same-day accessible trips.</p>
Eligible Population	<p>Eligible Populations include:</p> <ol style="list-style-type: none"> 1. People 18 and above with disabilities who are unable to use fixed route services. Cities may, at their discretion, also provide services to consumers with disabilities under the age of 18, and 2. Seniors 80 years or older without proof of a disability. Cities may provide services to consumers who are younger than age 80, but not younger than 70 years old. <p><i>Cities may continue to offer “grandfathered” eligibility to program registrants below 70 years old who were enrolled in the program in FY 11/12 and have continued to use it regularly, as long as it does not</i></p>

Taxi Subsidy/Same-Day Transportation Program Guidelines

	<p><i>impinge on the City's ability to meet the minimum requirements of the Implementation Guidelines.</i></p> <p><i>Program sponsors may use either ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit) or the Alameda County City-Based Paratransit Services Medical Statement Form, as proof of disability. Program sponsors may, at their discretion, also offer temporary eligibility due to disability.</i></p> <p><i>ADA-mandated providers that are not also city-based providers (East Bay Paratransit and LAVTA) are not required to provide service to seniors 80 years or older without ADA eligibility.</i></p>
Time & Days of Service	24 hours per day/7 days per week
Fare (Cost to Customer)	<p>Programs must subsidize at least 50% of the fare.</p> <p>Programs can impose a cap on total subsidy per person. This can be accomplished through a maximum subsidy per trip, a limit on the number of vouchers/scrip (or other fare medium) per person, and/or a total monetary subsidy per person per year.</p>
Other	<p>Programs may also use funding to provide incentives to drivers and/or transportation providers to ensure reliable service. Incentives are often utilized to promote accessible service. Planned expenditures on incentives are subject to review by Alameda CTC staff prior to implementation.</p> <p>Programs may utilize Transportation Network Companies (e.g. Lyft, Uber) for these programs but should review the Department of Transportation guidance on shared mobility at www.transit.dot.gov/regulations-and-guidance/shared-mobility-frequently-asked-questions. Program changes to utilize TNC's are subject to review by Alameda CTC staff prior to implementation.</p>

City-based Specialized Accessible Van Service Guidelines

Service Description	<p>Specialized Accessible <u>V</u>an service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. This service category is not intended to be as comprehensive as primary services (i.e. ADA-mandated, City-based Door-to-Door, or Taxi programs), but should be a complementary supplement in communities where critical</p>
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	<p>needs for accessible trips are not being adequately met by the existing primary services. Examples of unmet needs might be a taxi 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 same-day accessible trips.</p> <p>This service may make use of fare medi<u>aums</u> such as scrip and vouchers to allow consumers to pay for rides.</p>
Eligible Population	At discretion of program sponsor with local consumer input.
Time & Days of Service	At discretion of program sponsor with local consumer input.
Fare (Cost to Customer)	At discretion of program sponsor with local consumer input.
Other	Specialized Accessible van programs must demonstrate that they are providing trips at an equal or lower cost to the provider than the ADA-mandated provider on a cost per trip basis, except if providing same-day accessible trips. 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.

Accessible Shuttle Service Guidelines	
Service Description	<p>Shuttles are accessible vehicles that operate on a fixed, deviated, or flex-fixed route and schedule. They serve common trip origins and destinations visited by eligible consumers, e.g. senior centers, medical facilities, grocery stores, BART and other transit stations, community centers, commercial districts, and post offices.</p> <p>Shuttles should be designed to supplement existing fixed route transit services. Routes should not necessarily be designed for fast travel, but to get as close as possible to destinations of interest, such as going into parking lots or up to the front entrance of a senior living facility. Shuttles are often designed to serve active seniors who do not drive but are not ADA paratransit registrants.</p>
Eligible Population	Shuttles should be designed to appeal to older people, but can be made open to the general public.

Accessible Shuttle Service Guidelines	
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 person trip cannot exceed \$20, including transportation and direct administrative costs. Cost per trip is defined as total cost (all sources) during a reporting period divided by the number of one-way trips, including attendant and companion trips, provided during period.
Other	<p>Shuttles are required to coordinate with the local fixed route transit provider.</p> <p>Shuttle routes and schedules should be designed with input from the senior and disabled communities and to ensure effective design, and any new shuttle plan must be submitted to Alameda CTC staff for review prior to implementation.</p> <p>Deviations and flag stops are permitted at discretion of program sponsor.</p>

Group Trips Service Guidelines	
Service Description	Group trips are round-trip rides for pre-scheduled outings, including shopping trips, sporting events, and community health fairs. These trips are specifically designed to serve the needs of seniors and people with disabilities and typically originate from a senior center or housing facility and are generally provided in accessible vans and other vehicle types or combinations thereof.
Eligible Population	At discretion of program sponsor.
Time and Days of Service	Group trips must begin and end on the same day.
Fare (Cost to Customer)	At discretion of program sponsor.
Other	Programs can impose mileage limitations to control program costs.

Door-through-Door/Volunteer Driver Service Guidelines

Service Description	<p>Volunteer driver services are pre-scheduled, door-through-door services that are typically not accessible. These programs rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. Programs may use staff to complete intake or fill gaps <u>in service provision</u>. This service meets a key mobility gap by serving more vulnerable populations and should complement existing primary services (i.e. ADA-mandated, City-based Door-to-Door, or Taxi).</p> <p>Volunteer driver programs may also have an escort component where volunteers accompany consumers on any service eligible for <u>paratransit-Alameda CTC</u> funding, when they are unable to travel in a private vehicle.</p>
Eligible Population	At discretion of program sponsor.
Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	At discretion of program sponsor.
Other	<p>Program sponsors can use funds for administrative purposes and/or to pay for volunteer mileage reimbursement purposes (not to exceed Federal General Services Administration (Privately Owned Vehicle) Mileage Reimbursement Rates) or an equivalent financial incentive for volunteers.</p>

Mobility Management and/or Travel Training Service Guidelines

Service Description	<p>Mobility management services cover a wide range of activities, such as travel training, <u>escorted companion services</u>, coordinated services, trip planning, and brokerage. Mobility management activities often include education and outreach which play an important role in ensuring that people use the “right” service for each trip, e.g. using EBP from Fremont to Berkeley for an event, using a taxi voucher for a same-day semi-emergency doctor visit, and requesting help from a group trips service for grocery shopping. <u>Service type can be categorized as information and referral, service linkage, service coordination, or advocacy.</u></p>
Eligible Population	At discretion of program sponsor.

Mobility Management and/or Travel Training Service 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.

Scholarship/Subsidized Fare Program Guidelines

Service Description	Scholarship or Subsidized Fare Programs can subsidize any service eligible for paratransit funding and/or fixed-route transit for customers who are low-income and can demonstrate financial need.
Eligible Population	Subsidies can be offered to low-income consumers with demonstrated financial need who are currently eligible for an Alameda County ADA-mandated or city-based paratransit program. Low income requirements are at discretion of program sponsors, but the requirement for household income should not exceed 50% AMI (area median income).
Time and Days of Service	N/A
Fare (Cost to Customer)	N/A
Other	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 East Bay Paratransit (EBP) tickets in this program, no more than 3% of a program sponsor's Alameda CTC distributed funding may be used for the ticket subsidy. Other services or purposes proposed for scholarship and/or fare subsidy must be submitted to Alameda CTC staff for review prior to implementation.

Meal Delivery Funding Guidelines	
Service Description	Meal Delivery Funding programs provide funding to programs that deliver meals to the homes of individuals who are generally too frail to travel outside to congregate meal sites. Although this provides access to life sustaining needs for seniors and people with disabilities, it is not a direct transportation expense.
Eligible Population	For currently operating programs, at discretion of program sponsor.
Time and Days of Service	For currently operating programs, at discretion of program sponsor.
Fare (Cost to Customer)	For currently operating programs, at discretion of program sponsor.
Other	Currently operating funding programs may continue, but new meal delivery funding programs may not be established.

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 the Alameda CTC Special Transportation for Seniors and Peoples with Disabilities (Paratransit) Program. If purchasing vehicles, they should be accessible. Planned expenditures are subject to review by Alameda CTC staff prior to implementation.

**Hospital Discharge Transportation Service (HDTs)/
Wheelchair Scooter Breakdown Transportation Service (WSBTS)**

Service Description	These are specialized Countywide services providing accessible, door-to-door trips on a same-day basis in case of hospital discharge or mobility device breakdown. These services are overseen by the Alameda CTC.
Eligible Population	At discretion of Alameda CTC. Targeted towards seniors and people with disabilities without other transportation options who need trips on a same-day basis in case of hospital discharge or mobility device breakdown.
Time & Days of Service	At discretion of Alameda CTC.
Fare (Cost to Customer)	No cost to consumer.

Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities (Paratransit) Program

Performance Measures

The Alameda CTC collects performance data from all programs funded with Alameda County Measure B (2000), Measure BB (2014) and Vehicle Registration Fee (VRF, 2010) 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-based ~~non-mandated~~ 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 or to report to the Alameda CTC’s Commission or one of its community advisory committees. [Additional performance measures include but are not limited to those below marked with a regular bullet.](#)

ADA-mandated Paratransit
❖ 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>)
• Non-Measure B/BB revenues and costs
• Number of registrants
• On-time performance
• Number of or ramptrips provided to a consumer using a mobility device
• Qualitative information on complaints
• Qualitative information on safety incidents
• Qualitative information on outreach
• Qualitative information on “high need” trips

[❖ Performance data required for Compliance Reports](#)

City-based Door-to-Door Service

- ❖ Number of one-way trips provided
- ❖ Total Measure B/BB cost per one-way trip (*Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.*)
 - Non-Measure B/BB revenues and costs
 - Number of registrants
 - On-time performance
 - Number of trips provided to a consumer using a mobility device
 - ~~or ramp~~ Qualitative information on complaints
 - Qualitative information on safety incidents
 - Qualitative information on outreach

Taxi Subsidy Program

- ❖ Number of one-way trips provided
- ❖ Total Measure B/BB cost per one-way trip (*Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.*)
 - Non-Measure B/BB revenues and costs
 - Number of registrants
 - Qualitative information on complaints
 - Qualitative information on safety incidents
 - Qualitative information on outreach

❖ Performance data required for Compliance Reports

City-based Specialized Accessible Van Service

- ❖ Number of one-way trips provided
- ❖ Total Measure B/BB cost per one-way trip (*Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.*)
 - Non-Measure B/BB revenues and costs
 - Number of registrants
 - On-time performance
 - Number of trips provided to a consumer using a mobility device
 - ~~or ramp~~ Qualitative information on complaints
 - Qualitative information on safety incidents
 - Qualitative information on outreach

Accessible Shuttle Service

- ❖ Total ridership (*One-way passenger boardings*)
- ❖ Total Measure B/BB cost per one-way passenger trip (*Total Measure B/BB program cost during period divided by the total ridership during period.*)
 - Non-Measure B/BB revenues and costs
 - Number of registrants
 - On-time performance
 - Number of trips provided to a consumer using a mobility device
 - ~~or ramp~~ Qualitative information on complaints
 - Qualitative information on safety incidents
 - Qualitative information on outreach

❖ Performance data required for Compliance Reports

Group Trips Service

- ❖ Number of one-way passenger trips provided
- ❖ Total Measure B/BB cost per passenger trip (*Total Measure B/BB program cost during period divided by the number of passenger trips provided during period.*)
 - Non-Measure B/BB revenues and costs
 - Number of registrants
 - Number of trips provided to a consumer using a mobility device
 - ~~or ramp~~Qualitative information on complaints
 - Qualitative information on safety incidents
 - Qualitative information on outreach

Door-through-Door/Volunteer Driver Service

- ❖ Number of one-way trips provided
- ❖ Total Measure B/BB cost per one-way trip (*Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.*)
 - Non-Measure B/BB revenues and costs
 - Number of registrants
 - Qualitative information on complaints
 - Qualitative information on safety incidents
 - Qualitative information on outreach
 - Number of active volunteer drivers
 - Number of one-way trips provided by ~~paid~~ staff
 - Percentage of service requests unfulfilled when requested within specified time

❖ Performance data required for Compliance Reports

Mobility Management Service

- ❖ Number of contacts provided with mobility management support (an individual may have multiple contacts)
- ❖ Number of individuals provided with mobility management support (service type can be categorized as information and referral, service linkage, service coordination, or advocacy. divided by service type)
- ❖ Total Measure B/BB cost per individual provided with mobility management support (Total Measure B/BB program cost during period divided by the number of individuals provided with support during period.)
- Non-Measure B/BB revenues and costs
- Qualitative information on outreach
- Number of individuals provided with mobility management support (divided by service type)

Travel Training Service

- ❖ Number of individuals trained and/or received travel orientation (divided by those in individual training and those participating in group trainings)
- ❖ Total Measure B/BB cost per individual trained in individual trainings and in group trainings (Total Measure B/BB program cost during period divided by the number of individuals trained during period)
- Non-Measure B/BB revenues and costs
- Number of individuals trained (divided by those receiving travel orientation, mobility device training, seniors, adults with disabilities, youth with disabilities, and/or people with visual impairments)
- Qualitative information on outreach
- Percentage/number of people surveyed who used transit post-workshop

❖ Performance data required for Compliance Reports

Scholarship/Subsidized Fare Program

- ❖ Number of unduplicated individuals who received scholarship/subsidized fares
- ❖ Number of one-way fares/tickets subsidized
- ❖ Total Measure B/BB cost per subsidy (*Total Measure B/BB program cost during period divided by the number of subsidized fares/tickets during period*)
 - [Non-Measure B/BB revenues and costs](#)
 - [Qualitative information on complaints](#)
 - [Qualitative information on outreach](#)

Meal Delivery Funding

- ❖ Number of meal delivery trips
- ❖ Total Measure B/BB cost per meal delivery trip (*Total Measure B/BB program cost during period divided by the number of meal delivery trips during period*)
 - [Non-Measure B/BB revenues and costs](#)

❖ Performance data required for Compliance Reports



DATE: November 13, 2017

SUBJECT: Update to Access Alameda Booklet and Website

RECOMMENDATION: Provide input on update to Access Alameda booklet and website

Summary

During FY 2017-18 Alameda CTC staff will work with the Paratransit Advisory and Planning Committee (PAPCO), the Paratransit Technical Advisory Committee (ParaTAC), and stakeholders to update the Access Alameda booklet and website. As a first step, committee members are asked to review the printed booklet (also available online at www.AccessAlameda.org) and website for broad changes to the format, general content, and design. Comments should be brought to the November PAPCO meeting or shared with staff by November 30th. In spring 2018, PAPCO will have an opportunity to review a mock-up of an updated booklet and provide comments and corrections.

Fiscal Impact: There is no fiscal impact.

Staff Contacts

- [Cathleen Sullivan](#), Principal Planner
- [Krystle Pasco](#), Assistant Program Analyst

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What We're Reading: Safer Streets (<http://nationalcenterformobilitymanagement.org/what-were-reading-safer-streets/>)



A lot has come out in recent weeks about the myriad factors behind improving road safety – and not just for people in cars, but for all users including pedestrians and cyclists. These analyses are important for mobility managers to consider as they advocate for their communities, either through or parallel to **Vision Zero** (<http://visionzeronetwork.org/>) – a growing initiative to eliminate traffic fatalities and serious

injuries. Pursuing Vision Zero, or the principles at its foundation, provides people the options they need to access their community. The articles this week stress the importance of knowing how to do this correctly, and with mobility in mind.

For context, it helps to understand actions that are counterproductive to improving safety. **Victim-blaming pedestrians** (<http://usa.streetsblog.org/2017/09/05/honolulu-pedestrian-blaming-law-sets-off-a-round-of-copycats/>) is counterproductive, placing an undue burden on vulnerable populations while removing responsibility from those in a position of power. Instead, focusing on their safety from a **broader perspective** (<http://usa.streetsblog.org/2017/08/28/improving-biking-is-as-much-about-slowness-as-building-better-bike-lanes/>) makes it better for everybody to reach their destination.

On a national level, two major safety organizations, the Governors Highway Safety Association and the National Transportation Safety Board, are **beginning to recognize systemic issues** (<http://usa.streetsblog.org/2017/08/31/transportation-safety-establishment-finally-starting-to-understand-bicycling/>) in street safety, especially those that affect behavior like street design and speed limits. These structural aspects play a much larger role in bike or pedestrian safety than individual actions. This progress is particularly important for mobility managers since, as the article points out, since they hold a lot of sway over state departments of transportation.

Even cities that are historically car-centric and unfriendly to bikes or pedestrians have begun to dip their toes into the concepts that improve safety and mobility for all road users. For example, in Miami officials have begun **piloting complete streets** (https://nextcity.org/daily/entry/miami-complete-streets-pilot-project-downtown-bike-lane?utm_source=Next+City+Newsletter&utm_campaign=813d472a84-Daily_754&utm_medium=email&utm_term=0_fcee5bf7a0-813d472a84-44147069) – infrastructure designed to provide safe access for all users, especially pedestrians and bikes – in their downtown by adding color coded bike and bus only lanes and reducing the speed limit from 35 to 25 miles per hour.

Other cities or counties have begun to collect data on dangerous roads, including Hillsborough County in Florida, which has recorded more traffic deaths per resident than any other large county in the U.S. In response, the county has identified its **20 most dangerous roads** (<http://www.tampabay.com/news/here-are-the-20-most-dangerous-stretches-of-roadway-in-hillsborough-county/2334903>), created plans to **build bike lanes while narrowing car lanes** (<http://www.tampabay.com/news/transportation/vision-zero-plan-to-make-hillsborough-roads-safer-to-be-unveiled/2334630>), and implemented other data-based improvements.

We've highlighted this concept in a few other What We're Reading posts, but tactical urbanism – when citizens take it upon themselves to modify their built environment – keeps popping up in various contexts. One way for Mobility managers to engage on this locally is to work with tactical urbanism projects that appear in their communities. These projects provide a straightforward, human-centered understanding of trouble spots where road users don't feel safe. And it is important to note that this goes beyond big cities: **small towns can embrace it, too** (https://www.citylab.com/design/2017/08/barberton-ohio-better-block-foundation-street-design/538287/?utm_source=nl_link5_082917&silverid=Mzc1MTA3NDk0ODQ0S0).

SAN FRANCISCO BAY AREA TRANSIT DISTRICT ACCESSIBILITY TASK FORCE

Draft Minutes

August 24, 2017

1. Self-Introductions of Members, Staff and Guests

Members:

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

BART Staff present: Bob Franklin, Elena VanLoo

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

Carl Orman (BART)
Robert McFarland (BART)
Wahid Amiri (BART)
Duong Tran (BART)
Krystle Pasco (Alameda City Transportation Commission)
Janice Dispo (Stenographer)

2. Public Comments

[No public comments.]

3. July 27, 2017 Meetings

[No minutes to approve at this time; minutes to be approved at the next meeting.]

4. BART Accessibility Improvement Project Survey – Final Report

After the presentation given by Carl Orman, members were allowed to ask questions and/or share any concerns they had.

A long discussion was held.

5. BART Platform Floor Markings for the Mixed Fleet; Two Doors and Three Doors

After the update given by Roderick McFarland, members were allowed to ask questions and/or share any concerns they had.

A long discussion was held.

6. El Cerrito del Norte BART Station Modernization

After the presentation given by Wahid Amiri and Duong Tran, members were allowed to ask questions and/or share any concerns they had.

A long discussion was held.

7. Chairperson Announcements

The BART Accessibility Task Force Holiday Reception will be held on Wednesday, December 13, 2017.

Randall Glock will request for an update on the escalator improvement project. He will also request for a tour of the new BART car safety features, and a construction tour of the new stations.

Both the Grove Street entrance (near Burger King) and the 8th and Market entrance to Civic Center Station have been closed in order to conduct necessary critical repairs. These two entrances are likely to remain permanently closed.

8. Staff Announcements

Two members have missed four meetings and will need to reapply to be on the BATF.

If the Board of Directors approve at their September meeting, the BATF will be able to nominate for the Second Vice Chairperson during elections.

9. Member Announcements

Alan Smith announced that BART has plans to start service at 5:00 a.m.

The two new stations in Santa Clara County will be opening in June of 2018, not December 2017 as first announced.

Signage at Concord, El Cerrito del Norte and South Hayward needs improvement. Alan Smith cited an example at Concord, where taxi signage is inadequate.

10. Future Agenda Topics

- Refreshment of BATF Bylaws at January meeting
- Presentation on Measure RR
- GDA (General Disabilities Awareness) Booklet update
- Elections and Nominations
- Presentation on BART train announcements
- Reappointment of BATF members

11. Adjournment

The meeting adjourned to the next regularly scheduled meeting of **September 28, 2017, at 2:00 p.m., at 1750 Broadway, Oakland, California.**

(The meeting adjourned at 4:10 p.m.)

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**Service Review Advisory Committee (SRAC)
Meeting Minutes from September 5, 2017**

1. Call to order

Chair Queen called the meeting to order at 12:35pm at 1750 Broadway, Oakland-Community Room, 1st floor.

2. Roll Call and Introduction of Guests

SRAC Members Present:

Don Queen, Chair

Arnold Brillinger

Peter Crockwell

Janet Bilbas

Cimberly Tamura-arrived at 12:54pm

Mary Seib

Yvonne Dunbar

Robert Kearney

Letitia Tumaneng

Staff Present:

Jay Jeter, General Manager- Broker/Transdev

Rosa Noya, Certification Manager-Broker/Transdev

Cynthia Lopez, Assistant General Manager- Broker/Transdev

Estephania Castillo, Customer Service Manager- Broker/Transdev

Mallory Nestor-Brush, Accessible Services Manager- AC Transit

Kimberly Ridgeway, Accessible Services Specialist, AC Transit

Guests:

Greg Eisenberg, MV Transit Staff

Joe Bagonis, MV Transit Staff

Gary Gray, EBPC Rider

Daniel Gardiner, EBPC Rider

3. Review of orientation and security considerations in the Community Room Meeting Space

Nestor-Brush provided a briefing on emergency and evacuation procedures of the Community Room.

4. Report on FY 17/18 SRAC Membership:

SRAC Membership report for FY 17/18 was provided by Noya. Included in the report was acknowledgement that SRAC officer elections were postponed as a result of recent changes to SRAC Bylaws. Incumbent members Dunbar (Central Alameda County), Saunders (Northern Alameda County) and Kearney (Western Contra Costa County) all agreed to serve another 2 year term. Confirmation was received that current serving members from the AAC (Abelson), BATF (Crockwell), and PAPCO (Tamura) will continue to represent these agencies. Pope will continue to represent the Social Service Agencies for another 2 years. There are 2 vacancies within the SRAC- representative from Southern Alameda County and a CCCPC representative. Noya announced candidacies for Chair and Vice-Chair positions.

5. Election of Chair/Vice Chair for FY 17/18

There were two candidates for Chair- Janet Abelson and Arnold Brillinger and one Candidate for Vice Chair-Donald Queen. The total votes cast for election via voice/roll call vote of the Chair position were 8- 6 votes for Brillinger and 2 votes for Abelson. The total votes cast for the election of Vice-Chair position were 8- Queen received all 8 of the votes cast.

Brillinger was announced as new Chair of the SRAC and Queen the new Vice-Chair. Brillinger assumed the role of SRAC chair from this point on.

6. Public Comments

EBP rider, Gardiner, brought up concern of vehicles arriving late to destinations. EBP rider Gray brought up issue of newer vehicles only having room for 1-2 wheelchairs to which Nestor-Brush offered an explanation as to why this was the case (difference in Type 1 and Type 2 vehicles). Seib asked why passengers were not included in the selection of new vehicles.

Gardiner brought up issues with boarding EBP vehicles-vehicles with single seats as well as no arm rests. Tumaneng posed question as to what was being done about the excessive wait listed trips. Nestor-Brush suggested the item be tabled for next meeting.

7. Introduction of new Customer Service Manager, Stephanie Castillo

Castillo introduced herself to SRAC members. Included were current statistics on performance metrics for the call center (ex. month of July had a 4.7% abandon rate of all inbound calls). Castillo also mentioned measures taken to increase performance including adjusting staff lunch schedules and hiring a third supervisor. Future goal is to look for an internal CSR lead. Seib posed the questions as to how

she Castillo would handle a scenario involving a driver who refuses to go to a particular driveway while some have no issues with same driveway. Jeter responded that Operations Department would be involved by way of the Road Supervisors partnering with the driver to assess the location.

8. Approval of SRAC Minutes from June 27, 2017

MOTION: Dunbar/Seib to approve SRAC Minutes from June 27, 2017. The vote was unanimous.

9. Broker's Report

Jeter commenced report with applauding Transdev team for bearing with the poor HVAC in the office. Jeter reported that AGM Lopez has been attempting to foster a partnership with EBP drivers- primarily by having drivers shadow dispatch and base dispatchers shadowing with drivers on the road.

Jeter reported that the Call Center hired 11 new staff members during the summer which helped decrease the abandon rate. Jeter also reported hiring Customer Service Manager Castillo to assist with the call center and maintaining adequate performance metrics.

Transdev supervisors and management staff are receiving ADA compliance training. The AGM Lopez and IT specialist will be sent to a paratransit site in Washington State to observe other centralized dispatch locations. Jeter reported that the Agencies and Broker's Office are gearing up for more emergency preparedness training.

Jeter ended report by reviewing comparison of performance statistics between FY 15/16 and 16/17 and highlighting recent improvements from the last quarter of fiscal year 17/18 in comparison to the entire fiscal year. Trip duration dropped from 40.3 minutes to 39.5 minutes, trip length dropped from 10.13 miles to 9.85 miles, average hold time in the call center dropped from 2 minutes to less than 1 minute. Tumaneng posed a question concerning OTP and asked how many EBP vans were being used in comparison to taxi cabs. Jeter responded that although not knowing exact % he is aware that taxi usage is higher than what he would want but necessary given the driver shortage.

10. Presentation on the new website and follow up discussion on responses to complaints

Lopez shared the summarization of the complaint process. The intention is to include a 1-page summary of the complaint process uploaded to the eastbayparatransit.org website. Lopez suggested that at the next SRAC meeting

time could be set aside to discuss/reviewing the 1 page summary. Tumaneng suggested having website being proofread by WID (World Institute on Disability). Brillinger brought up 3 suggestions for edits to the website which included: redundancy in fare charts, correcting Broker name from Veolia to Transdev, and changing directions to get to 1750 Broadway building.

11. Assignment by Chair to Panels and Committees

Chair Brillinger assigned to the Suspension Panel the following:

Primary- Queen

Back up(s) - Tamura, Tumaneng, and Seib

Chair Brillinger assigned to the Eligibility Panel the following:

Primary- Tumaneng

Back up- Tamura

Chair Brillinger appointed Dunbar to the Nominating Committee.

12. Update by Mallory Nestor-Brush, AC Transit Accessibility Manager, on the recent AC Transit Board Action concerning the extension of the 5- year option for contracted ADA paratransit services

Nestor-Brush reported that with an upcoming 5 year extension available, both boards of AC Transit and BART were approached by the Union Teamsters. Message conveyed was that although drivers love the passengers they are not happy with the pay scale or the benefits available. Nestor-Brush reports that it was clarified to the teamsters that the agencies do not have direct impact on the grievances brought up by the drivers since they are employees of sub-contractors and under Collective Bargaining Agreement (CBA's) with varying unions. The AC Transit Board approved the granting of a 5 year extension to Transdev. The BART General Manager was given authority to authorize the extension in 2013. Measures will be taken to attempt to recruit unconventional drivers (former police officers, firefighters, etc.). Nestor-Brush ended report with general sense that service is heading in the right direction. Tumaneng commented that there is still much room for improvements in the areas of the Call Center and Dispatch.

13. Report from SRAC members

Seib reported that for the purposes of transparency, she encouraged fellow SRAC members to include member contact information in order to share any correspondence pertaining to SRAC matters. She also pointed out that the balloon

giving from previous meeting was not noted in minutes. She requested of Lopez the dates for the next ethics training. Last request was that there should be a cost analysis of paratransit fares across different agencies in the US.

Brillinger reminded members to contact him or Noya for any future agenda topics.

Noya announced that SRAC members may choose to share each other's information by including contact information on a roster that was being circulated.

Tamura commented that D.C Metro stations agents can assist some individuals with wheelchairs.

Brillinger commented that the Rediwheels' vehicle configuration was good for wheelchairs.

14. Adjournment and Announcement of next SRAC Meeting Date

The meeting adjourned at 2:07pm. The next SRAC Meeting is Tuesday, November 7th 2017 at 12:30pm in the Community Room at 1750 Broadway, Oakland.

Minutes prepared by: Rosa M. Noya

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

WHEELS Accessible Advisory Committee

DATE: Wednesday, September 6, 2017

PLACE: Dublin Library
 200 Civic Center Plaza, Dublin, CA 94568

TIME: 3:30 p.m.

DRAFT MINUTES

1. Call to Order

The WAAC Jan Cornish called the meeting to order at 3:31 pm.

Agenda was approved.
 Waltz/Tuite

Members Present:

Connie Mack	City of Dublin
Helen Buckholz	City of Pleasanton – Alternate
Sue Tuite	City of Pleasanton
Regina Linse	City of Pleasanton – Alternate
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
Esther Waltz	PAPCO Representative

Staff Present:

Christy Wegener	LAVTA
Kadri Kulm	LAVTA
Juana Lopez	MTM
Christian Pereira	MV Transportation

Members of the Public:

Rachel Prater
Jeff Jacobsen

City of Pleasanton (Raymond Figueroa)
Pleasanton 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 July 5, 2017 meetings of the Committee**
Approved.
Hastings/Waltz
4. **Chair's Message**
The Chair Jan Cornish addressed the committee thanking the fellow members for having been elected for the Chair's position. Jan shared her vision for the committee and reminded the committee members of their roles.
With regret Jan announced her resignation from the committee Chair's position due to her unforeseen move from California to Florida. The committee members wished her well.
Connie Mack reminded the Committee that both the Chair and Vice Chair positions cannot be held by the same City or member agency, per the bylaws. The committee members decided that the current Vice Chair Herb Hasting assume the duties of the Chair throughout the remainder of the FY18 and the committee elect a new Vice-Chair at their November 1, 2017 meeting.
Approved.
Waltz/Tuite
5. **Alameda County Fair - 2017**
Staff reported to the committee that Wheels ran a dedicated shuttle between BART and the Alameda County Fairgrounds (Route 52). Wheels carried approximately 4,000 passenger trips to the Fair. Staff will most likely recommend operating the shuttle again for 2018; however, it will be up to the Board to approve. One WAAC member commented that the 52 should be repositioned to be located at the bay closest to the BART station exit/entrance. Staff will return to the WAAC with a timeline for the 2018 Fair service discussion.
6. **3rd and 4th Quarter Dial-A-Ride Operations Report**
Staff reported on the 3rd and 4th quarter ridership data as well as OTP. The OTP in Q3 was 98% and in Q4 96%. The number of trips decreased by 8% when comparing FY17 to FY16. The Committee requested a summary of the eligibility

assessments to date, including the number of interviews/assessments scheduled, the number of cancelled appointments, and the number of approvals/denials/temporary/conditional.

7. PAPCO Report

Esther Waltz reported on the May 22nd PAPCO meeting.

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

Esther Waltz reported that the reservationist did not ask if her husband will be travelling with a PCA and when the driver came to pick them up his manifest did not include a PCA. The driver had then called the dispatch to confirm whether it would be ok to allow the PCA to board the vehicle, which the dispatcher approved. Esther could not recall when exactly this incident occurred, but it had been sometime in mid-Summer.

Sue Tuite said that the DAR driver had parked at the back of her apartment complex on the day of the WAAC meeting instead of the leasing office. Juana Lopez said she will add into the scheduling notes to have her picked up by the leasing office and not at the back of her complex where her apartment is.

Amy Mauldin was interested in mobile ticketing. Staff said that this is something that the Tri-Valley Paratransit assessment study is looking into. Esther Waltz added that mobile ticketing was also something that the countywide needs assessment study was looking into.

9. Fixed Route Issues – Suggestions for Changes

Helen Buckholz asked about the fixed route service in Dublin. She said she thinks the FR coverage in Dublin is not good and she thinks that the Go Dublin pilot program is too expensive for seniors. She suggested a survey that college students can conduct, which could potentially be basis for another pilot program in Dublin.

The WAAC and LAVTA staff discussed the process for changing bus service in Dublin. The LAVTA Board will be receiving an update of post-COA route changes during the month of October/November. At that time, the Board may elect to redirect resources to providing additional service in West Dublin. LAVTA staff indicated they do not have the resources to deploy a survey in Dublin at this time, but if the City wanted to survey residents about their transportation needs, LAVTA Staff would be happy to review the results.

Staff also said that the Mobility Forward study results, once received, can be a great starting point for a pilot project. Staff will be evaluating the Go Dublin pilot by the end of the 2017 year.

10. Adjourn

The meeting was adjourned at 4:51pm.

Approved

Buckholz/Waltz

DRAFT

**ATTACHMENT 1
DRAFT MINUTES
SPECIAL MEETING OF THE AC TRANSIT
ACCESSIBILITY ADVISORY COMMITTEE (AAC)
SEPTEMBER 12, 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 (1:18)
Susan Gonzalez	Don Queen
James Robson, Chair	Will Scott (1:20)
Tanya Washington	Barbara Williams
Hale Zukas (1:05)	

AAC members absent:

Jim Gonsalves (excused)

Staff: Mallory Nestor-Brush, Accessible Services Manager
Tammy Kylo, Administrative Coordinator
Robert del Rosario, Director of Service Development and Planning
Sally Goodman, Senior Transportation Planner

Guests: Jon Gaffney, Golden Gate Transit
Mieko Walden
Mike Cole
Mohamed Alaoui, City of Oakland
Nick Cartagena, City of Oakland

2. Order of Agenda

The order of agenda was approved.

3. Approval of Minutes

MOTION: Cressey/Fadem approved the June 13, 2017 AAC meeting minutes. The motion carried by the following vote:

AYES – 11: Abelson, Chew, Clutts, Cressey, Fadem, Gilmore, Gonzalez, Robson, Scott, Washington, Zukas

ABSTENTIONS – 1: Queen

ABSENT – 2: Gonsalves, Williams

4. Review of Telegraph Boarding Islands

Robert del Rosario, Director of Service Development and Planning, introduced Mohamed Alaoui and Nick Cartagena, from the City of Oakland and gave a summary of Telegraph Boarding Islands. Bus boarding islands are dedicated waiting and boarding areas that streamline transit service and improve accessibility by enabling buses to stop in the travel lane, rather than pulling to the curb. When bicycle facilities are present, boarding islands are separated from the sidewalk by a bike channel, eliminating conflicts between transit vehicles and bikes at stops.

This fall, the City of Oakland Department of Transportation will be constructing four bus boarding islands on Telegraph Avenue at the existing Line 6 and Line 800 bus stops at 24th Street and 27th Street. The islands will be 8 feet wide and 60 feet long. The islands will be sidewalk level and include a bridge across the bikeway to the sidewalk. The maximum cross slope of the islands will be 2%. These islands are unique to the Bay Area because they will be made from temporary recycled materials until The City of Oakland designs and constructs permanent concrete islands. If successful, the temporary islands can be used to improve conditions at other stop locations in the future.

Boarding islands benefits:

- Transit performance by enabling in-line stop and reducing transit vehicle dwell times.
- Eliminate bus-bike “leapfrogging” conflict at stops. At boarding islands, both buses and bicycles can move straight at the stop, in their own dedicated space.
- Provides more space for transit passengers and amenities while maintaining a clear pedestrian path on the sidewalk.
- Allows buses to easily stop flush with the curb as opposed to potentially on an angle with a curb-side stop. This allows for easier and safer egress and ingress, and safer deployment of wheelchair ramps.

The committee had the following concerns:

- Single ramp access for wheelchairs, walkers, etc. on the temporary boarding islands will be congested. Would like to see ramps on both sides for the permanent boarding islands.
- Street furniture decreasing accessibility. The City of Oakland replied that they have a new department that handles curb side management so furniture will be moved.
- Visual signage for accessibility and tactile directional should be installed in appropriate places where needed.

5. Presentation: Communicating with the Deaf Community

Susan Gonzalez, Committee member, shared the following etiquette tips on working with the deaf community and their interpreters:

- Deaf Community includes Deaf, Deaf Blind, Deaf Disabled, Hard of Hearing, Hearing Loss and Late-Deafened
- Interpreters
 - Legal definition of qualified interpreter – Able to interpret effectively, accurately, impartially, both receptively and expressively using any necessary specialized vocabulary
 - Qualified does not equate with being certified; knowledge, vocabulary, and skill
- Working with Interpreters:
 - Communicate directly with the Deaf individual
 - Don't address or ask questions to the interpreter when they are working
 - Ask the Deaf individual how to best use the interpreter
 - Use your ordinary speaking language style and pace
 - The Deaf individual will finalize the physical placement of the interpreter/s
 - Make sure interpreter has all pertinent documents/handouts/notes
 - Never ask interpreter to not interpret something, includes any personal side conversations that may take place.
- It is okay to....
 - Use your American Sign Language skills if it is appropriate
 - Ask the Deaf individual questions
 - Be nervous

6. Chair Report

Chair Robson read a Thank You card to the committee from Linda Nemeroff, District Secretary.

7. Board Liaison Report

None.

8. Review of Lift/Ramp Road Call Report

The Committee reviewed the report for the period of July 23, 2017 – August 26, 2017. Of the 6 lift/ramp road calls; 4 were chargeable. Fadem commented that the AAC attending the driver's training is making a difference and the operators are more helpful.

9. Service Review Advisory Committee (SRAC) Report

Janet Abelson reported that the SRAC held elections; Arnold Brillinger was elected Chair and Don Queen was elected Vice Chair. The SRAC also appointed members to the Eligibility Appeals Panel, the No-Show Appeals Panel, the Behavior Suspension Appeals Panel and the Nominations Panel, of which Janet was appointed.

10. Alameda County Transportation Commission (ACTC) PAPCO Report

None.

11. Public Comments

Mike Cole had the following comments:

- Braille for bus stop signs; should have the stop's number, which routes stop there, and whether I'm on the right side of the street
- Active participation from the disabled community when route planning takes place
- Bus stop announcements are inconsistent - bus announces itself when the door is opened, but unfortunately the announcements can be wrong, announcing the bus's opposite termination point.

12. 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.

13. Staff Communications and Announcements

None.

14. Set Next Agenda & Meeting Date

The next AAC Meeting will be held Tuesday, October 10, 2017 at the East Bay Paratransit Office, 1750 Broadway, Oakland, in the Community Room. Agenda items will include Review of Title VI and a Discussion on Priority Seating.

15. Adjournment

The meeting adjourned at 2:50 p.m.

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

Draft Minutes
September 28, 2017

1. Self-Introductions of Members, Staff and Guests

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

BART Staff present: Bob Franklin, Elena Van Loo

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

Director Robert Raburn
Arnold Brillinger
Jerry Grace
Hannah Lindelof (BART)
Fred Edwards (BART)
Isaac Lim (BART)
Armando Sandoval (BART Police)
Eric Hofstein (BART Police)
David Touye (BART Police)
Janice Dispo, Stenographer (ABSENT)

2. Public Comments

Alan Smith (BATF member) commented — “Just for the record, I’ve shared with Valerie that the public comment on this agenda shows should be an, “action,” item and yet under The Brown Act, we cannot discuss or take, “action,” on legal items that I don’t think should not be there and Elena is going to legal to check on this but, wanted to raise the attention that this probably should not be there.

3. Approval of Minutes of July 27, 2017 and August 24, 2017 Meetings

No opposition to Alan Smith’s motion to approve the minutes of the July 27, 2017 meeting with a second by Janet Abelson.

Motion carries unanimously.

No abstentions.

No minutes available for August 24th, 2017. Should be available for October 26th, 2017 BATF meeting.

4. Access Component of Measure “RR” BART Bond Update

Presentation from BART staff, Hannah Lindelof. Members were allowed to ask questions and/or share any concerns they had after her presentation.

A long discussion was held.

5. BART Train Announcements

Presentation from BART staff, Fred Edwards. Members were allowed to ask questions and/or share any concerns they had after his presentation.

A long discussion was held.

6. GDA (General Disability Awareness) Update

Officer, Sandoval, Officer Hofstein and Officer Touye presented. Members were allowed to ask questions and/or share any concerns they had after their presentation

A long discussion was held.

7. Best Practice Standards for Construction/BATF travel Obstacles Mitigation-Checklist

Randall Glock suggested postponing this item and move on to item #8 due to no staff to present.

Herb made the motion to postpone with Peter Crockwell the second the motion.

Motion carries unanimously.

8. Yearly Nomination of Officers: Chair, Vice-Chair

Alan Smith pointed out that this item only says, “Yearly nomination of Officers: Chair, Vice-Chair,” and does not say, “Elections.” Last September’s agenda (2016), said, “Election of Chair and Vice-Chair,” “and I think that this agenda is not properly agendalized and this should be moved to October’s agenda to have the proper elections.

Randall Glock asked Alan Smith if he wants to move agenda to October’s agenda due to wrong wording. Hale Zukas made a motion, but it was not seconded.

A long discussion was held.

Alan Smith motioned to proponed the election to October 26th, BATF meeting with the correct wording showing on the agenda. Hale Zukas approved the first motion and Herb Hasting approved the second motion.

Randal Glock facilitated the voting:

“Raise your hand if you wish to move the election to October 26, 2017 with the correct wording on the agenda.” – 5 votes, no abstentions

Raised your hand if you wish to proceed with the voting of Chair, Vice-Chair and 2nd Vice-Chair.” – 9 votes, no abstentions

Bob Franklin ran this portion of the meeting.

Candidates for Chairperson:

- Randall Glock (11 votes)

2 abstentions

Candidates for Vice-Chairperson:

- Roland Wong (8 votes)
- Herb Hasting (3 votes)

2 abstentions

Candidates for 2nd Vice-Chairperson:

- Herb Hastings (1 vote)
- Valerie Buell (3 votes)
- Esperanza Diaz-Alvarez (7 votes)

2 abstentions

The Chairperson for the next term will be Randall Glock, the Vice-Chairperson will be Roland Wong and the 2nd Vice-Chairperson will be Esperanza Diaz-Alvarez.

9. Chairperson Announcements

Randall announced that he will be working on the travel reimbursements and if there's been any change to the members' clipper cards or lost clipper card to let Randall or staff know.

10. Staff Announcements

Director Robert Raburn wanted to share that BATF members should be involved to represent for the South Bay to help to assist the designs of transit accessibility, especially Silicon Valley/Berryessa BART projects.

[No staff announcements from Bob Franklin or Elena Van Loo]

11. Member announcements

Valerie Buell invited BATF members and the public in Celebration Self Advocacy on October 20, 2017 from 6:00 pm – 9:00 pm at Ed Robert's Campus. Attached with the flyer is a one page Award Nomination Form 2017. Valerie Buell passed out flyers to members and to the public.

12. Future Agenda Topics

- GDA (General Disability Awareness) refresher, best practices
- Best practice standards for construction/BATF travel obstacles mitigation-Checklist
- Fare Evasion Reduction Initiatives – Proof of Payment
- Hayward projects
- New Oakland "A's" Stadium
- Balboa Station modernization

13. Adjournment

The meeting adjourned to the next regularly scheduled meeting of October 26, 2017, at 2:00 p.m., at 1750 Broadway, Oakland, California.

(The meeting adjourned at 4:32 p.m.)