



# Meeting Notice

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• [www.AlamedaCTC.org](http://www.AlamedaCTC.org)

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Arthur L. Dao

## Paratransit Advisory and Planning Committee

**Monday, October 27, 2014, 1:00 p.m.**

**1111 Broadway, Suite 800**

**Oakland, CA 94607**

***Please note that the Monday, October 27, 2014 PAPCO meeting will be from 1:00 to 2:30 p.m. and the Joint PAPCO and ParaTAC meeting will be from 2:30 to 4:00 p.m. Please plan your transportation accordingly.***

### **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.

### **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.

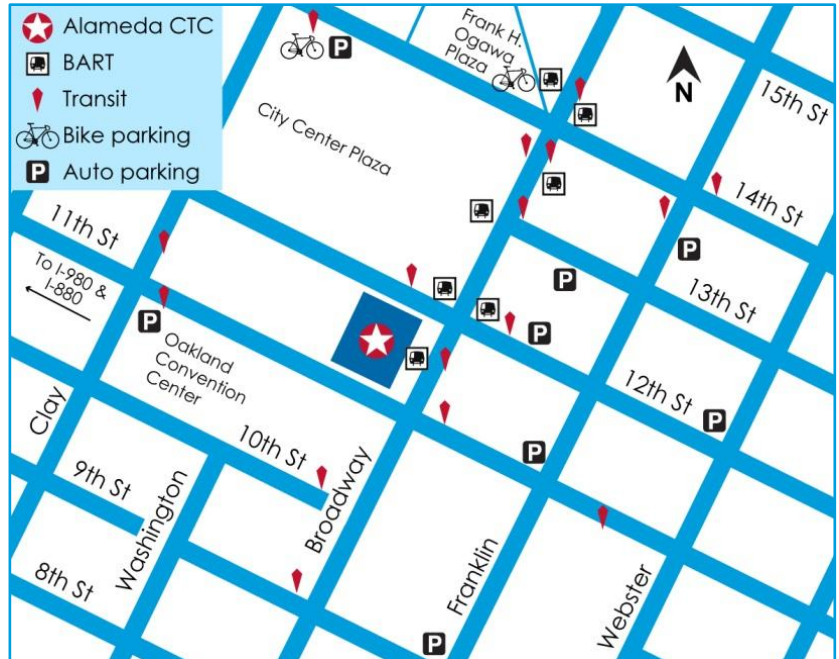
## Recording of Public Meetings

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).

## 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](http://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](http://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 510-893-3347 (Voice) or 510-834-6754 (TTD) 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](http://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](http://www.AlamedaCTC.org/events/month/now). Any other notice required or permitted to be given under these bylaws will follow the same policy. PAPCO members receive an exception to the paperless policy and will continue to receive notices via U.S. Postal Service in addition to electronic versions. Members can request to opt-out of paper notices.

## Glossary of Terms

A glossary of terms that includes frequently used industry terms and acronyms is available on the Alameda CTC website at [www.AlamedaCTC.org/app\\_pages/view/8081](http://www.AlamedaCTC.org/app_pages/view/8081).

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Paratransit Advisory Planning Committee  
Meeting Agenda  
Monday, October 27, 2014, 1:00 p.m.

1111 Broadway, Suite 800, Oakland, CA 94607

510.208.7400

www.AlamedaCTC.org

**Chair:** Sylvia Stadmire

**Vice Chair:** Will Scott

**Staff Liaisons:** Naomi Armenta,  
Jacki Taylor

**Public Meeting Coordinator:**  
Krystle Pasco

1:00 – 1:12 p.m.  
Chair

**1. Welcome and  
Introductions**

1:12 – 1:15 p.m.  
Public

**2. Public Comment**

**Page A/I**

1:15 – 1:20 p.m.  
Chair

**3. Administration**

**3.1. September 22, 2014 PAPCO  
Meeting Minutes**

1 A

Recommendation: Approve the  
September 22, 2014 PAPCO  
meeting minutes.

1:20 – 1:30 p.m.  
Staff

**4. Convene 5310 Review Subcommittee**

**4.1. 5310 Review Subcommittee  
Information**

9 I

The Committee will have the  
opportunity to volunteer for  
appointment to the 5310 Review  
subcommittee.

1:30 – 2:00 p.m.  
Staff

**5. Gap Grant Cycle 5 Progress Reports**

I

The Committee will receive an update  
on the Gap Grant Cycle 5 progress

reports.

2:00 – 2:10 p.m.  
PAPCO

**6. Member Reports on PAPCO Mission, Roles, and Responsibilities Implementation**

**6.1.** PAPCO Calendar of Events 13 I

**6.2.** PAPCO Work Plan 15 I

**6.3.** PAPCO Appointments 19 I

2:10 – 2:20 p.m.

**7. Committee Reports (Verbal)**

Sharon Powers

**7.1.** East Bay Paratransit Service Review Advisory Committee (SRAC) I

Herb Hastings

**7.2.** Citizens Watchdog Committee (CWC) I

**8. ADA Mandated Program and Policy Reports**

**8.1.** July 2, 2014 WHEELS Accessible Advisory Committee Meeting Minutes 21 I

**8.2.** September 3, 2014 WHEELS Accessible Advisory Committee Meeting Minutes 25 I

2:20 – 2:30 p.m.

**9. Information Items**

Staff

**9.1.** Mobility Management – Checklist for Assessing the Accessibility of Transportation and Mobility 29 I

Krystle Pasco

**9.2.** Outreach Update I

Staff

**9.3.** Transportation Expenditure Plan Update I

Staff

**9.4.** 2014 Annual Mobility Workshop Update I

Staff                                      **9.5. Other Staff Updates**                                      I

**10. Draft Agenda Items for November 24,  
2014 PAPCO Meeting**                                      I

**10.1.** Discuss Transportation Expenditure  
Plan Election Outcome

**10.2.** Discuss Gap Grant Guidelines

**10.3.** East Bay Paratransit Report

2:30 p.m.                                      **11. Adjournment**

**Next PAPCO Meeting:** November 24, 2014

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

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# Paratransit Advisory and Planning Committee Meeting Minutes

Monday, September 22, 2014, 1:00 p.m.

3.1

1111 Broadway, Suite 800, Oakland, CA 94607

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## MEETING ATTENDEES

Attendance Key (A = Absent, P = Present)

### Members:

P Sylvia Stadmire,  
Chair

P Will Scott,  
Vice-Chair

A Larry Bunn

P Shawn Costello

P Herb Hastings

P Joyce  
Jacobson

P Sandra  
Johnson-Simon

P Jonah Markowitz

A Rev. Carolyn Orr

P Suzanne Ort

P Thomas Perez

P Sharon Powers

A Vanessa Proee

A Carmen Rivera-  
Hendrickson

P Michelle Rousey

P Harriette  
Saunders

A Margaret Walker

P Esther Waltz

P Hale Zukas

### Staff:

P Jacki Taylor, Program Analyst

P Naomi Armenta, Paratransit Coordinator

P Krystle Pasco, Paratransit Coordination Team

P Richard Weiner, Paratransit Coordination Team

P Christina Ramos, Alameda CTC Projects/Programs Team

### Guests:

Lee Conway, Public Advocate; Jennifer Cullen, Senior Support Program of the Tri-Valley

## MEETING MINUTES

### 1. Welcome and Introductions

Sylvia Stadmire, PAPCO Chair, called the meeting to order at 1:10 p.m. and confirmed a quorum. The meeting began with introductions and a review of the meeting outcomes.

### 2. Public Comment

There were no public comments.

### **3. Administration**

#### **3.1. July 28, 2014 PAPCO Meeting Minutes**

*Michelle Rousey moved to approve the July 28, 2014 PAPCO Meeting minutes as written. Esther Waltz seconded the motion. The motion passed (13-0-0). Members Shawn Costello, Herb Hastings, Joyce Jacobson, Sandra Johnson-Simon, Jonah Markowitz, Thomas Perez, Sharon Powers, Michelle Rousey, Harriette Saunders, Will Scott, Sylvia Stadmire, Esther Waltz and Hale Zukas were present.*

#### **3.2. Meeting Process Changes**

Naomi Armenta reviewed the changes to the meeting process.

Questions and feedback from PAPCO members:

- A member of the Committee noted that other Committee members may have hurt feelings as a result of a transparent election process.
- A member of the public suggested that a link to the video of the meeting be documented in the meeting's minutes.
- If there is no quorum at the meeting, the Committee members are not able to vote on agenda items, correct? Staff confirmed, the Committee must establish a quorum before any actions are taken.
- Will the Committee members who are present be reflected in the meeting minutes for every action item? Staff confirmed and noted that this will be separate from the attendance section of the meeting minutes.

#### **3.3. FY 14-15 PAPCO Work Plan**

Naomi Armenta reviewed the FY 14-15 PAPCO Work Plan. PAPCO members discussed and finalized the Work Plan.

Questions and feedback from PAPCO members:

- Does this Work Plan include when the Gap Grant Cycle 5 program recipients report to our Committee on their progress? Staff confirmed that information is included under the "Fiduciary Oversight" goal of the Work Plan.

- Will we have a Gap Grant Cycle 6 whether or not Measure BB passes? Staff has yet to determine when the Gap Grant Cycle 6 call will be released.
- When will the current Measure B funds end? Staff stated the current Measure B funds will expire in 2022.
- Where do East Bay Paratransit and the release of their customer satisfaction survey fit into the Work Plan? Staff responded that East Bay Paratransit has its own advisory committee, the Service Review Advisory Committee (SRAC). Their staff requests that Alameda CTC staff distribute the survey to all PAPCO members on a yearly basis. Many of the PAPCO members use East Bay Paratransit's services but their committee is separate from ours.

*Jonah Markowitz moved to approve the FY 14-15 PAPCO Work Plan as written. Harriette Saunders seconded the motion. The motion passed (13-0-1; Member Shawn Costello abstained). Members Shawn Costello, Herb Hastings, Joyce Jacobson, Sandra Johnson-Simon, Jonah Markowitz, Suzanne Ortt, Thomas Perez, Sharon Powers, Michelle Rousey, Harriette Saunders, Will Scott, Sylvia Stadmire, Esther Waltz and Hale Zukas were present.*

#### **4. Gap Grant Cycle 5 Program Report: Volunteer Assisted Senior Transportation Program**

Jennifer Cullen with the Senior Support Program of the Tri-Valley gave a Gap Grant Cycle 5 program report on the Volunteer Assisted Senior Transportation Program. She gave an overview of the program and services.

Questions and feedback from PAPCO members:

- Do you serve disabled consumers? Our mission is to serve the 60 year and older population. Unfortunately, we are unable to work with the disabled community through this service; however, we refer disabled consumers to Dial-A-Ride and CRIL.
- Do any of your program participants call you after hours? No, I try to keep work separate from my personal life. I will tell participants to call me during business hours.

- I like the way that you conduct your surveys and how you incorporate them into your program.
- This is a fantastic program and it is amazing how you are able to run it with such limited budget. Also, is anyone assisting you with drafting some legislation to protect volunteer drivers? I would appreciate any help.
- Is your volunteer driver program only for medical needs? Yes, it is. We cater to medical and follow up appointments; however, we have taken consumers to the Social Security office and the DMV.
- Do you provide same day service? Yes, we provide same day service but it is not always guaranteed.
- I noticed that you have nine staff drivers, how big is your staff? We have a 20 member staff.
- I really liked your presentation.
- How do consumers make reservations? Consumers call me to make reservations.
- There is a legitimate reason to work on legislation to protect volunteer drivers throughout Alameda County and not just with this one program.
- Do you profile your typical volunteer and subjectively select them? Most of the volunteers are recently retired and they are looking to give back to the community through this program. They are generally from 55-75 years of age, altruistic and are looking to help people around them.

Additionally, both the Chair and member Tom Perez offered to help Jennifer draft legislation to support volunteer drivers.

## **5. Member Reports on PAPCO Mission, Roles, and Responsibilities Implementation**

Jonah Markowitz noted that Easy Does It is going to have a 20<sup>th</sup> Anniversary celebration on November 6<sup>th</sup> at the Ed Roberts Campus. Donations are being accepted and donation letters are available upon request.

Shawn Costello noted that he recently interviewed for the Independent and was asked questions regarding his stance on Measure BB.

Joyce Jacobson did a presentation in September to the City of Emeryville Commission on Aging about Measure BB. She also provided information to the Ashby Village.

## **6. Committee Reports (Verbal)**

### **6.1. East Bay Paratransit Service Review Advisory Committee (SRAC)**

Sharon Powers reported that at the last meeting members discussed the customer satisfaction survey as well as emergency preparedness as a result of the recent Napa earthquakes.

### **6.2. Citizens Watchdog Committee (CWC)**

Herb Hastings reported that the next CWC meeting will take place on October 27, 2014. This will be his first meeting as the PAPCO representative. Harriette Saunders added that the CWC Annual Report to the Public is now available for distribution.

## **7. ADA Mandated Program and Policy Reports**

PAPCO members were asked to review these items in their packets.

## **8. Information Items**

### **8.1. Mobility Management – ESPA Taxicab Info Brief**

Naomi Armenta reviewed the mobility management attachment in the packet. She noted that this is a great resource for best practices with regards to accessible taxi programs.

Naomi also noted that the updated Access Alameda guides are now ready for distribution. Staff provided all PAPCO members with a grocery bag of Access Alameda guides and TEP postcards. The translated versions will also be available soon.

### **8.2. Outreach Update**

Krystle Pasco gave an update on the following outreach events:

- 9/19/14 – Senior Resource Fair, San Leandro Senior Community Center from 10:00 a.m. to 1:00 p.m.

- 10/4/14 – Senior Info Fair, Dublin Senior Center from 10:00 a.m. to 2:00 p.m.
- 10/7/14 – Newark Senior Center Senior Health Fair, Silliman Activity Center from 9:00 a.m. to 12:00 p.m.
- 10/17/14 – Mobility Workshop, Ed Roberts Campus from 9:30 a.m. to 3:30 p.m.

### **8.3. Transportation Expenditure Plan Update**

Laurel Poeton gave an update on the Transportation Expenditure Plan (TEP). She noted that staff has continued to attend events and distribute postcards all throughout Alameda County. She also noted that a recent study done by the Bay Area Council of Economic Institute was released and is available for distribution. Copies of the report are available on the information table. Lastly, if members would like the Alameda CTC to be at any of the meetings or events that their affiliated organizations are hosting, please contact staff with more information.

### **8.4. 2014 Annual Mobility Workshop Update**

Richard Weiner gave a brief update on the 2014 Annual Mobility Workshop and reminded members that the Workshop is scheduled for 9:30 a.m. to 3:30 p.m. on October 17, 2014 at the Ed Roberts Campus. Richard reviewed the program for the Workshop and noted that topics include Transportation Access to Healthcare and Social Services as well as On-Demand Transportation Services and Accessibility. There will also be a resource fair for attendees to gather information as well as raffle prizes.

### **8.5. Other Staff Updates**

Naomi Armenta gave an update on the upcoming Section 5310 funding cycle. She noted that it will be a different process from previous years and will include funding for capital purchases as well as mobility management efforts. MTC will be releasing the call for projects on October 1, 2014. More information will be provided next month.

## **9. Draft Agenda Items for October 27, 2014 PAPCO Meeting**

### **9.1. Gap Grant Cycle 5 Progress Reports**

## **9.2. Convene 5310 Review Subcommittee**

## **10. Adjournment**

The meeting adjourned at 3:30 p.m. The next PAPCO meeting is scheduled for October 27, 2014 at Alameda CTC's offices located at 1111 Broadway, Suite 800, in Oakland.

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# Memorandum

4.1

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

**DATE:** October 20, 2014

**SUBJECT:** PAPCO 5310 Review Subcommittee

**RECOMMENDATION:** Convene the FY 2014-15 5310 Review Subcommittee.

## Summary

MTC released a 5310 call for projects for the region's Large Urbanized Areas on October 1, 2014. At the PAPCO meeting on October 27, 2014, PAPCO members will be asked to volunteer to be appointed to the 5310 Review Subcommittee. The subcommittee will be held on Thursday, November 13, 2014 from 1– 4:30 p.m. If necessary, a second subcommittee meeting to review 5310 applications from Small Urbanized Areas may be scheduled on Friday, December 5, 2014.

## Background

PAPCO has been tasked by the Alameda CTC to *"To fulfill all responsibilities as the County Paratransit Coordinating Council (PCC), as assigned by MTC, the County, the State or the Federal government."* (Bylaws Article 2.3.8.) The Metropolitan Transportation Commission (MTC) has requested that all of the County PCC's prepare to review applications from the "Large Urbanized Areas" for Federal Transit Administration (FTA) Section 5310 funding. Funding is available for capital purchases, program operations, and/or mobility management efforts, to improve mobility for seniors and individuals with disabilities by removing barriers to transportation services and expanding the transportation mobility options available. Applications are due November 6, 2014.

## ***Subcommittee Selection and Process***

All subcommittees have a minimum membership of 3 and a maximum of quorum (currently 10). The Chair will ask for volunteers and appoint members – who will be notified by staff. Any members not appointed may still attend the meetings as audience members and participate in the discussion, but cannot receive per diem. 5310 applications are due on November 6<sup>th</sup>. **Subcommittee members must be prepared to review the applications before the meeting on November 13<sup>th</sup>.**

For this 5310 process, the subcommittee will not be responsible for scoring applications. Instead, most applications from the nine-county Bay Area will be scored by a single regional review panel selected by MTC. The PAPCO subcommittee will discuss the applications and record insights and commentary that they wish to forward to the regional review panel. Representatives of organizations applying will be invited to the subcommittee and may provide clarifications and add to the discussion.

The subcommittee members may be reconvened for a second meeting on Friday, December 5, 2014, if necessary, to score 5310 applications for capital projects submitted for the Caltrans portion of the 5310 funding, reserved for Small Urbanized Areas.

### ***Responsibilities***

All PAPCO members that volunteer for this subcommittee must be able to review applications before the meeting, attend the meeting and work cooperatively with other members to produce group input for the regional review panel. Accessible materials can be arranged for any member upon request.

### ***Per diem***

Since this is a standing subcommittee (as listed in the Bylaws), appointed PAPCO members will receive a per diem.

### *Conflict of interest*

During the November 13<sup>th</sup> 5310 Review Subcommittee meeting, members will be asked to acknowledge if they might have a conflict of interest with any 5310 application. Following are some general conflict of interest guidelines:

- If a PAPCO Subcommittee member sits on the Board or is a member of an oversight committee of an agency applying for 5310; and
- If a PAPCO Subcommittee member stands to gain politically or financially from an applicant receiving 5310 funding.

**Fiscal Impact:** There is no fiscal impact.

### **Staff Contacts**

[Naomi Armenta](#), Paratransit Coordinator

[Jacki Taylor](#), Program Analyst

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## PAPCO Calendar of Events for October through November 2014

6.1

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### **Full Committee Meetings**

- **Annual Mobility Workshop:**  
Friday, October 17, 2014, 10 a.m. to 3:30 p.m., Ed Roberts Campus
- **Regular PAPCO/Joint monthly meeting:**  
Monday, October 27, 2014, 1 to 4 p.m., Alameda CTC
- **Regular ParaTAC monthly meeting:**  
Tuesday, November 18, 2014, 9:30 to 11:30 a.m., Alameda CTC
- **Regular PAPCO monthly meeting:**  
Monday, November 24, 2014, 1 to 3:30 p.m., Alameda CTC

### **Subcommittee Meetings**

- **5310 Review Subcommittee meeting:**  
Thursday, November 13, 2014, 1 to 4:30 p.m., Alameda CTC

### **Outreach**

Date	Event Name	Location	Time
10/4/14	Senior Info Fair	Dublin Senior Center, 7600 Amador Valley Boulevard, Dublin, CA 94568	10:00 a.m. – 2:00 p.m.
10/7/14	Newark Senior Center Senior Health Fair	Silliman Activity Center, 6800 Mowry Avenue, Newark, CA 94560	9:00 a.m. – 12:00 p.m.
10/17/14	Mobility Workshop	Ed Roberts Campus, 3075 Adeline Street, Berkeley, CA 94703	9:00 a.m. – 12:00 p.m.

PAPCO members will be notified of other events as they are scheduled. For more information about outreach events or to sign up to attend, please call Krystle Pasco at (510) 208-7467.

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## PAPCO Work Plan for Fiscal Year 2014-15

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The PAPCO Work Plan reflects responsibilities assigned by the 2000 Measure B Transportation Expenditure Plan (TEP), the Commission, and PAPCO Bylaws. Alameda CTC staff updates progress on the Work Plan monthly and the PAPCO Chair or Vice Chair reports to the Alameda CTC Commission monthly on PAPCO activities.

### Topic: PAPCO Development and Outreach

**Goal: Continue PAPCO's development as an informed and effective community advisory committee; accomplish outreach in a variety of ways in all areas of the County**

Actions	Completed	In-Progress
All members to participate in at least one Outreach activity (write an article, speak at another meeting, visit a senior center, or attend an event)		x
Assist in publicizing the Alameda CTC's special transportation program, particularly the new Access Alameda booklet and <a href="http://AccessAlameda.org">AccessAlameda.org</a> website		x
Assist in distributing TEP materials		x
Monitor PAPCO appointments and vacancies		x
Assist in planning and participate in Annual Workshop for 2014	x	
Ask staff for assistance in drafting talking points or articles, or obtaining outreach materials		x

<b>Topic: Mobility Management</b>		
<b>Goal: Learn about and contribute to Alameda County's ongoing Mobility Management efforts</b>		
<b>Actions</b>	<b>Completed</b>	<b>In-Progress</b>
Provide input on Alameda County's Mobility Management efforts		<b>x</b>
Review materials regarding Mobility Management provided in meeting packet		<b>x</b>

<b>Topic: Program Policy Oversight</b>		
<b>Goal: Continue policy oversight over pass-through and grant programs</b>		
<b>Actions</b>	<b>Completed</b>	<b>In-Progress</b>
Receive Gap Grant Cycle 5 Progress Reports status October March		
Receive reports from Gap Cycle 5 recipients		<b>x</b>
Participate in discussions on amending Implementing Guidelines		
Participate in discussions on funding formula and potential TEP funding		
Participate in Gap Grant Cycle 6 Call		
Receive an annual update on the HDTS and WSBTS programs		

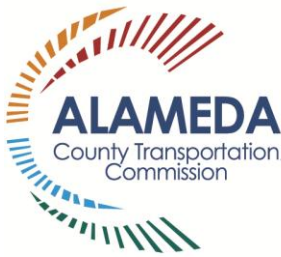


<b>Topic: Fiduciary Oversight</b>			
<b>Goal: Continue fiduciary oversight over pass-through and grant funding</b>			
<b>Actions</b>	<b>Completed</b>	<b>In-Progress</b>	
Review and make recommendations on requests for Gap Capital or Matching funds		x	
Participate in 5310 Call outreach and review		x	
Participate in a fiduciary training and finance subcommittee meeting			
Continue to evaluate pass-through and grant programs and expenditures			

<b>Topic: Coordination with Local and Regional Partners</b>			
<b>Goal: Communicate with local and regional partners on planning efforts and policy discussions</b>			
<b>Actions</b>	<b>Completed</b>	<b>In-Progress</b>	
Participate in joint discussion with ParaTAC at Joint meetings October February April			
Receive regular summaries of ADA-mandated paratransit advisory committees' minutes and Transit Access Reports		x	

<b>Topic: Coordination with Local and Regional Partners</b>			
Participate in other committees (e.g. SRAC, WAAC, AAC, City Commissions, etc.) and inform Chair and report to Committee as requested			<b>x</b>
Receive reports on MTC and Regional issues/events			
Respond to staff communications on other opportunities for comments and participation			

<b>Topic: Customer Service</b>			
<b>Goal: Participate in driver training and serve as a resource to providers; and facilitate communication and resolution of consumer complaints</b>			
<b>Actions</b>	<b>Completed</b>	<b>In-Progress</b>	
Continue to be available to assist in Driver Training and related items for ADA providers, City providers, taxi providers, etc.			



### **Appointer**

- Alameda County
  - Supervisor Scott Haggerty, D-1
  - Supervisor Richard Valle, D-2
  - Supervisor Wilma Chan, D-3
  - Supervisor Nate Miley, D-4
  - Supervisor Keith Carson, D-5
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- City of Pleasanton
- City of San Leandro
- City of Union City
- AC Transit
- BART
- LAVTA
- Union City Transit

### **Member**

- Herb Hastings
- Tom Perez
- Sylvia Stadmire
- Sandra Johnson Simon
- Will Scott
- Harriette Saunders
- Jonah Markowitz
- Vacant
- Shawn Costello
- Joyce Jacobson
- Sharon Powers
- Vanessa Proee
- Vacant
- Vacant
- Rev. Carolyn M. Orr
- Vacant
- Carmen Rivera-Hendrickson
- Margaret Walker
- Suzanne Ortt
- Hale Zukas
- Michelle Rousey
- Esther Waltz
- Larry Bunn

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

**WHEELS Accessible Advisory Committee**

**DATE:** Wednesday, July 2, 2014

**PLACE:** Diana Lauterbach Room LAVTA Offices  
 1362 Rutan Court, Suite 100, Livermore, CA

**TIME:** 3:00 p.m.

**MINUTES**

**1. Call to Order**

The Chair Carmen Rivera-Hendrickson called the meeting to order at 3:06 pm.

**Members Present:**

Herb Hastings	Alameda County
Sue Tuite	Alameda County – Alternate
Connie Mack	City of Dublin
Shawn Costello	City of Dublin
Esther Waltz	City of Livermore
Nancy Barr	City of Livermore – Alternate
Carmen Rivera-Hendrickson	City of Pleasanton
Shirley Maltby	City of Pleasanton
Amy Mauldin	Social Services Member

**Staff Present:**

Kathleen Kelly	LAVTA
Christy Wegener	LAVTA
Kadri Kulm	LAVTA
Juana Lopez	MTM
Gregg Eisenberg	MV Transit

**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

**4. Minutes of the May 7 and June 4, 2014 Meetings of the Committee**

Approved.

Hastings/Waltz

**5. Electing the Chair and Vice Chair**

Carmen Rivera-Hendrickson was re-elected for the Committee Chair position, and Herb Hastings was re-elected for the Vice Chair position for FY 2015.

**6. Establishing Meeting Times for FY14/15**

The members expressed their desire to hold WAAC meetings monthly instead of the current bi-monthly schedule for the period of six months.

**The committee recommends to the Board of Directors to hold bi-monthly WAAC meetings with a possibility of having monthly meetings starting in September, 2014 for the period of six months, occurring on the first Wednesday of the month.**

**Approved**

**Hastings/Waltz**

**7. Status Report on ADA Paratransit Operations Contractor Transition**

Staff gave a report on MTM's performance analysis in their first 60 days of the contract. MTM is not meeting the goal of 95% on- time performance, but is making significant improvements as the week-by-week service delivery statistics shows. Staff noted that the very late pick-up percentage has improved dramatically.

**The committee discussed the 30-minute pick-up window policy as well as the 5-minute driver wait rule. It was noted that some passengers find the 30-minute window policy confusing, and sometimes passengers are late to their doctor's appointments. It was recommended that dispatchers suggest a 30-minute earlier pick-up time from the requested pick-up time in order to make sure the passenger arrives to the destination on time, and that the reservationists/schedulers/dispatchers refer to the pick-up time as a 30-minute window, rather than a specific time.**

WAAC members expressed their interest in participating in public outreach meetings along with staff and educating Dial-A-Ride passengers on the 30-minute window policy. Staff proposed to provide information on the Dial-A-Ride services during the service change outreach scheduled for August 2014. Staff will look to set up additional times/locations for outreach in the fall, if needed.

## **8. Alameda County Fair Update**

Staff noted that initially there were a few complaints of some drivers not knowing about the extra service to the Fair, and this has been followed up with the contractor and complaints have stopped. Staff has officially received one complement and one complaint.

Staff reported that there will be a special deviation of deviation on the 4<sup>th</sup> of July.

## **9. PAPCO Report**

Esther Waltz gave a report on the latest PAPCO meeting. PAPCO approved the meeting dates and times for the next FY, and held elections for the committee Chair and Vice Chair positions. Sylvia Stadmier remained the committee Chair and Will Scott remained as Vice-Chair. A presentation on Measure B Special Transportation was given.

## **10. Dublin/Pleasanton Bus Stop ADA Improvements**

There are nine sites that have been approved for Dublin/Pleasanton ADA bus stop improvements. Staff provided the committee with the photos of each of these bus stop locations, and once the work has been completed the committee will see the “after” pictures. The project is funded with grant funds and covers infrastructure improvements. The construction should finish at the end of 2014.

## **11. Operation Issues – Suggestions for Changes**

Sue Tuite reported that her ride to the WAAC meeting was scheduled for 2pm, but the driver arrived already at 1:20pm. Also, she needs to spell her name over and over for CSRs.

Herb Hastings stated that he has been receiving phone calls from MTM to his house phone, and not the cell phone.

Shawn Costello reported that he was left at a store, and missed his ride because the driver did not have Shawn’s cell phone. Another vehicle was sent for him about one hour later.

Carmen Rivera-Hendrickson stated that a fixed route driver once told her that she should be using Dial-A-Ride, and not fixed route. She said that the newer drivers need more sensitivity training.

Carmen Rivera-Hendrickson also reported that there have been instances in which she needs to teach the fixed route operators how to put in the buckles. There are certain buses that have buckles that don’t fit her, and when the bus makes a turn the hook-ups fall off. She recommended that the maintenance staff should leave the buckles connected for faster boarding.

## **12. Adjourn**

The meeting was adjourned at 5:30 pm.

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

**WHEELS Accessible Advisory Committee**

**DATE:** Wednesday, September 3, 2014

**PLACE:** Diana Lauterbach Room LAVTA Offices  
 1362 Rutan Court, Suite 100, Livermore, CA

**TIME:** 3:00 p.m.

**MINUTES**

**1. Call to Order**

The Chair Carmen Rivera-Hendrickson called the meeting to order at 3:03 pm.

**Members Present:**

Herb Hastings	Alameda County
Connie Mack	City of Dublin
Shawn Costello	City of Dublin
Russ Riley	City of Livermore
Nancy Barr	City of Livermore – Alternate
Carmen Rivera-Hendrickson	City of Pleasanton
Shirley Maltby	City of Pleasanton
Pam Deaton	Social Services Member
Jen Cullen	Social Services Member
Amy Mauldin	Social Services Member

**Staff Present:**

Kathleen Kelly	LAVTA
Christy Wegener	LAVTA
Kadri Kulm	LAVTA
Juana Lopez	MTM
Vince Linebarger	MTM
Gregg Eisenberg	MV Transit

**Members of the Public:**

Clara Griffith	Livermore resident and Dial-A-Ride rider
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Mary Anna Ramos  
Mary Jane Johnston

Livermore resident and Dial-A-Ride rider  
Livermore resident and Dial-A-Ride rider

**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)**

Mary Jane Johnston submitted a comment card to the committee stating that there are problems that have not been solved since MTM took over. "Most people won't come forward because they are afraid they will be suspended and Wheels is our only form of transportation to some areas. It's usually not the drivers."

Clara Griffith spoke to the committee of MTM needing more operators and the long phone wait times. She also complained about having to wait in the rain for dial-a-ride last winter.

**4. Minutes of the July 2, 2014 Meeting of the Committee**

The committee members discussed the July meeting's draft minutes and approved with updates.  
Hastings/Costello

**5. Fixed Route Operational Issues – Suggestions for Changes**

There was a follow-up discussion on wheelchair buckles in the buses. Gregg Eisenberg said that all the buses have been checked for the buckles since the last WAAC meeting.

Shawn Costello reported that some drivers are not patient enough to wait for him to get buckled in, and they don't use the yellow straps on his chair.

Amy Mauldin reported a bus stop by the Dublin Senior Center where the traffic signal is not long enough for seniors and people with disabilities to cross. Staff will follow up.

Herb Hastings reported that some real time signs at the BART station are not working. He also said that the solar-powered real time sign by the Stoneridge Mall is placed in the shadow right under a tree.

**7. MTM Update**

Staff gave a report on MTM's performance analysis in their first four months of the contract. The on-time-performance has improved dramatically as well as the very late pick-ups. The most recent weekly statistics show a positive trend with OTP reaching over 95%. Staff also provided an analysis of when within the 30-

minute pick-up are the passengers actually been picked up. The analysis showed that within the past few weeks over 80% of the times the passengers have been picked up within the first 15 minutes of the pick-up window. Staff also provided an overview of the survey of the other Bay Area paratransit operators' pick-up window and wait time policies as well as their OTP and cost per trip in FY 2013/14.

#### **8. Dial-A-Ride Operational Issues – Suggestions for Changes**

Nancy Barr reported a DAR driver who had been speeding and talking on the cell phone. Juana Lopez said that this complaint has been addressed.

Shawn Costello reported that the reservationist did not know LAVTA's and Safeway's addresses. Jennifer Cullen suggested that people who have smartphones could save the addresses of their most common origin and destination locations in their phones.

#### **9. Meeting Protocols**

Members discussed and agreed on the following meeting protocols:

- Read the agenda
- Follow the agenda
- Everyone should be courteous
- No interruptions when people talk
- Stick to time limits
- Suggestion: 3 min limit on individual complaints
- Focus on community concerns instead of individual concerns
- Limit meetings to 90 minutes

#### **10. PAPCO Report**

Tabled for next meeting.

#### **11. Dial-A-Ride Customer Satisfaction Survey**

Tabled for next meeting due to time constraints.

#### **12. Alameda County Fair Update**

Tabled for next meeting due to time constraints.

#### **13. Adjourn**

The meeting was adjourned at 5:00 pm.

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# Checklist for Assessing the Accessibility of Transportation and Mobility



# Checklist for Assessing the Accessibility of Transportation and Mobility

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March 2013



## Using the Checklists

This guide consists of a short introduction and instructions on the use of checklists to assess the accessibility of a transit route, including the path of travel. There are three checklists that cover walking to the transit stop, riding on the vehicle and the transit stop/station. These checklists can assist with:

- routing and scouting for personal trip assessment,
- training exercises and trip planning,
- trip by trip determination for paratransit eligibility,
- community accessibility assessment for multiple routes,
- and individual personal trip assessment.



Photo credit: [www.pedbikeimages.org](http://www.pedbikeimages.org) / Jan Moser

People using the checklists can selectively draw on the sections of the checklists that are most relevant to their intended purpose. The checklists are designed to be a resource to enhance the accessibility of a community, including public transportation, by evaluating individual routes/trips and fostering awareness of people's different needs and abilities.

The checklists can also be used as the foundation for constructive dialogues between advocates, transit users and transit professionals, elected officials, and other decision makers to improve transit services for everyone.

## Factors of Accessibility

Transit trips involve the use of something other than a private vehicle or car, like the public bus, ferry, light rail, train, or sidewalks. A variety of riders of all ages and abilities may be interested in making a trip by transit; therefore, the checklists encourage the assessment of all trip aspects—including accessibility for physical, sensory, and cognitive access.

Underlying all aspects of access to transportation by people with disabilities are the provisions of the [Americans with Disabilities Act](#) (ADA). The ADA contains regulations to ensure that transportation services are provided in a way that makes it accessible to and usable by people with disabilities and provides design standards that indicate the minimum requirements necessary. To learn more about ADA regulations and guidelines go to the [Federal Transit Administration](#) and the [U.S. Access Board](#) websites.



Unlike the ADA, [universal design](#) is not a legal requirement. Universal design is a concept to build all places and services to meet the needs of everyone who will use them. While the ADA sets the baseline for access, universal design strives for all that is possible.

Many choices are made when designing and implementing transportation services including pedestrian pathways that connect riders to transit systems. When those choices are made based on the principles of universal design access increases for everyone.

In undertaking accessibility assessments related to travel and mobility, it is important to consider physical, sensory, and cognitive accessibility, as that information can help people with motor, sensory, and/or cognitive disabilities as they navigate transportation systems.

- **Physical accessibility** relates to architectural, design, and environmental characteristics that enable an individual to travel from place to place. Such design takes into consideration differing abilities to walk, stand and sit and builds access that will allow for the use of mobility aids of all types.
- **Sensory accessibility** relates to aspects of design and information sharing that enable an individual to travel independently. Such design takes into consideration that people have differing abilities to hear and see and builds in aspects to provide visual, auditory and tactile information that makes travel possible for all.
- **Cognitive accessibility** relates to the ability of transportation-related directions, instructions, and signage to help individuals understand and learn, and therefore, supports mobility and access to transportation.

**Universal Design** is a design approach that seeks to create environments, objects, and systems that can be used by as many people as possible. To this end, Universal Design is the process of embedding **choice** for all **people** in the **things** we design.

- **Choice** involves flexibility, and multiple alternative means of use and/or interface.
- **People** includes the full range of people regardless of age, ability, sex, economic status, etc.
- **Things** include spaces, products, information systems and any other objects that humans manipulate or create.

<http://www.universaldesign.com>

Using this background information on ADA standards and guidelines and universal design, take a transit trip in your community and assess transit facilities in light of how a person with different abilities may experience them, using the checklists in the next section.



# Building Awareness in Accessible Transportation Checklists

## Preparing for the Trip

A trip should be planned using public transportation that includes walking to a transit stop or station, spending time at the stop or station, boarding a vehicle and staying on it long enough to assess its features and the service provided by the operator, and exiting the vehicle at a destination point. The destination point is also a stop or station that can then be assessed similar to the first one. The return trip completes the assessment for that particular trip.

Gather the following items:

- the Checklists for Assessing the Accessibility of Transportation and Mobility,
- a pen or pencil for making notes or a hand-held device that will capture and record data,
- a trip map and directions,
- enough fare to make both the outbound and return trips and
- a camera to illustrate findings.

Also, remember to dress appropriately for the out-of-doors trip. Sensible shoes are strongly recommended!



## During the Trip

During each part of the trip, follow the corresponding checklist and make notes about the accessibility features and services. Also make note of any features or services that are lacking. Detailed notes will help with later review and understanding. Illustrate the findings by taking photographs of features that need attention or are exemplary.

## After the Trip

The completed assessment results can be used several ways.

1. Share your experience using the checklists and traveling a transit route with others interested in accessibility, livability, and transit.
2. Discuss your findings with the transportation provider to acknowledge the accessible features of the provider's vehicles and system and commend them for their work.
3. Use your findings to determine if the trip is one that a particular individual (perhaps yourself or a friend) would be able to make. If you are not comfortable with the level of access that exists, a different trip or a different way to make the same trip may need to be considered.



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## Building Awareness in Accessible Transportation Checklists

### Going to the Stop/Station

Going to the Stop/Station	Yes/No	Comments
1. Are the sidewalks free of construction and impassable barriers (e.g. trash cans, post boxes, telephone poles, signage)?		
2. Are the sidewalks flat and free of impassable cracks?		
3. Are there clear street signs posted to help travelers find their way?		
4. Are there other directional cues to support wayfinding?		
5. Are there curb cuts available, accessible, free from debris, etc.?		
6. Are there detectible warning strips (truncated domes) at the curb?		
7. Are push buttons available for walk signals and are they easy to find, reach and use?		
8. Is there adequate time to cross the street before a signal changes allowing vehicles to enter the intersection?		
9. Are there Accessible Pedestrian Signals? (a device that communicates information about pedestrian timing in nonvisual format, such as audible tones, verbal messages, and/or vibrating surfaces) <a href="http://www.accessforblind.org/aps_abt.html">http://www.accessforblind.org/aps_abt.html</a>		

## At the Stop/Station

At the Stop/Station	Yes/No	Comments
1. Is there a clear path of travel from the transit stop/station to adjacent pedestrian pathways?		
2. Is there clear access to the boarding area?		
3. Is there a flat concrete pad at the boarding area?		
4. Is adequate seating present at the stop/station?		
5. Are route numbers on the bus stop sign at least three inches tall?		
6. Are other signs at the stop/station easy to read?		
7. Are there braille signs indicating which buses/trains use that stop/station?		
8. Is visual information in terminals, bus stops, or stations variable: by size, contrast, color, layout, spacing, etc.		
9. Is auditory information variable: amplitude, speed, timing, cueing, etc.		
10. Is auditory information available and are alternatives provided, such as text or voice recognition-to-text technology, visual symbols for emphasis, sound alerts, etc.		

**Building Awareness in Accessible Transportation Checklists**

11. Where visual information is provided, is there text or spoken equivalents for that information? Are physical objects or spatial models used?		
12. Is the environment clean/safe?		
13. Are there comfort/security features present? Trees that offer shade, benches and places to rest, bicycle racks, handrails on stairs and ramps, restrooms open and accessible, working drinking fountains, working public phones or call boxes etc.		
14. Is the lighting adequate for safe nighttime use?		
15. Is the stop or station crowded?		
16. Is the background noise and chatter distracting?		
17. Is the smell at the stop or station distracting?		

# On the Vehicle

On the Vehicle	Yes/No	Comments
1. Does the vehicle have signage to indicate the route number/name and final destination?		
2. Does the operator or an automated system announce the route number/name and final destination?		
3. Is the vehicle crowded?		
4. Is the background noise and chatter on the vehicle distracting?		
5. Is the smell on the vehicle distracting?		
6. Is the lift/ramp/kneeling equipment in good working order?		
7. Is the fare box accessible?		
8. Are mobility aids secured?		
9. Are there seats designated as “priority” seating?		
10. Are stop announcements clear and audible?		

## Building Awareness in Accessible Transportation Checklists

11. Do operators call out stops upon request?		
12. Do operators provide assistance as needed – using the fare box, extra time to communicate, finding a seat, etc.		
13. Is the operator calm and friendly?		
14. Is there adequate time to board and exit the vehicle?		
15. Is the operator pulling the vehicle all the way to the curb and minimizing the gap between the sidewalk and vehicle?		

Building Awareness in Accessible Transportation Checklists

# Recommendations for Improving Accessibility

What improvements can be made to increase accessibility regarding going to the stop/station, waiting at the stop/station and riding the vehicle?



# Glossary

Accessibility features	An element of a structure or system that would enable people with different abilities to use the service or structure. For example, an entrance with a stairway that also has a ramp for people who use wheelchairs or have difficulty with steps. The ramp would be an accessibility feature.
Accessible	Capable of being reached or used.
Accessible pedestrian signals	A device that communicates information about pedestrian timing in nonvisual format, such as audible tones, verbal messages, and/or vibrating surfaces. ( <a href="http://www.accessforblind.org/aps_abt.html">http://www.accessforblind.org/aps_abt.html</a> )
ADA Accessibility Guidelines (ADAAG)	The United States Access Board's ADA Accessibility Guidelines (ADAAG) serve as a minimum baseline for design, construction and alteration of buildings and facilities relevant to ADA standards. These guidelines for accessibility are to be applied during the design, construction, and alteration of building and facilities covered by Title II (public buildings and facilities) and Title III (places of public accommodation and commercial facilities) of the ADA. ( <a href="http://www.access-board.gov/ada/">http://www.access-board.gov/ada/</a> )
Americans with Disabilities Act (ADA)	This is the abbreviation for the Americans with Disabilities Act of 1990, also known as Public Law 101-336, that is codified at 42 UC Sections 12101 et seq. This civil rights legislation prohibits discrimination against people with disabilities in employment, public accommodations, state and local government, transportation, and telecommunications.
Amplitude	The varying intensity of sounds—sounds that vary getting louder or softer may be distracting to some riders, especially for people with Autism Spectrum Disorders. The variation could interfere with comprehension.
Assessment	The act of determining the value, importance or size of something.
Association of Travel Instruction (ATI)	An incorporated non-profit professional association of travel training instructors and travel trainers.
Auditory information	Related to or experienced through hearing.
Boarding area	A defined space to be used for embarking or disembarking from a vehicle.
Braille	A system of writing for people who are blind that uses characters made up of raised dots.

Clear path of travel	A travel space that is free of obstructions that could hinder wheelchair users, blind patrons, or others with disabilities. In general, this means a route at least 36 inches wide and free of chairs, tables, displays or other obstructions.
Cueing	To give a reminder of or hint about something.
Curb cuts	A short ramp cutting through a curb or built up to it.
Detectible warning strips (truncated domes)	A standardized surface feature built in or applied to walking surfaces or other elements to warn of hazards on a circulation path.
Disability	Disability means, with respect to an individual, a physical or mental impairment that substantially limits one or more of the major life activities of such individual; a record of such an impairment; or being regarded as having such an impairment.
Final destination	The place that you arrive at the end of a trip.
Mobility	The act of moving or the ability to move from one's present position to one's desired position.
Mobility aids	Electronic and manual devices like wheelchairs, walkers, scooters, or canes that are used to increase a person's locomotion.
Occupational therapy	The therapeutic use of occupations, including everyday life activities with individuals, groups, populations, or organizations to support participation, performance, and function in roles and situations in home, school, workplace, community, and other settings. ( <a href="http://www.aota.org/Practitioners/Advocacy/State/Resources/PracticeAct/36437.aspx">http://www.aota.org/Practitioners/Advocacy/State/Resources/PracticeAct/36437.aspx</a> )
Operator	The person responsible for driving the bus, train or other type of vehicle.
Pedestrian	A person traveling by their own locomotion outside a vehicle (e.g., someone walking or using a wheelchair on a sidewalk).
Pedestrian pathways	A path people can use to travel from one place to another without a vehicle.
Priority seating	Designated seats, usually in the front of a vehicle, reserved for people with disabilities and older adults.
Route number/name	The name, usually a number, associated with a set pathway that a public transit vehicle follows on a timetable (e.g., the 980 bus always travels up and down Main street from First Avenue to 40 <sup>th</sup> Avenue).

Stop announcement	Announcement made by a person or by a recorded message which informs passengers on a bus, trolley, commuter rail, or rapid rail of the locations where the vehicle stops along a fixed route. Public and private entities providing fixed route service must announce stops at transfer points with other fixed routes, major intersections and destination points, and intervals along a route sufficient to permit individuals with visual impairments or other disabilities to be oriented to their location and any stop on request of an individual with a disability.
Transit	Transportation by car, bus, rail, or ferry that is publicly or privately owned which provides service to the general public, including special services, on a regular or scheduled basis.
Travel training	Travel instruction is the array, continuum, or family of services offered to individuals with disabilities, seniors, and others who need assistance to increase their mobility and travel on public transportation independently. <a href="http://www.travelinstruction.org">www.travelinstruction.org</a>
Universal Design	A design approach that seeks to create environments, objects, and systems that can be used by as many people as possible. To this end, Universal Design is the process of embedding choice for all people in the things we design.
Wayfinding	Wayfinding is the process that people use to navigate within their communities as they move from place to place. Wayfinding cues include: signs and maps; marked pathways; landmarks such as sculptures, fountains, distinctive buildings, gardens, benches and rest areas; and lighting.

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