

Attention!!!

Please note that April has a PAPCO meeting followed by a PAPCO/TAC Joint meeting. We will meet from 1 to 4 p.m. Please plan your transportation accordingly. The agenda packet is enclosed.

If you have any additional questions, please contact Naomi at (510) 208-7469.

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Paratransit Advisory and Planning Committee Meeting Agenda

Monday, April 25, 2011, 1 to 2:35 p.m.

Meeting Outcomes:

- Receive an update on Gap funding
- Evaluate fiscal year 2010-2011 Paratransit Coordination Team
- Make a recommendation on the fiscal year 2011-2012 Coordination Contract
- Confirm the Program Plan Review Subcommittees
- Receive quarterly report updates from the City of Alameda
- Receive quarterly report updates from the City of Hayward
- Receive an update on the 2011 Annual Mobility Workshop

1:00 – 1:12 p.m. **1. Welcome and Introductions**

Sylvia Stadmire

1:12 – 1:15 p.m. **2. Public Comment**

Public

1:15 – 1:20 p.m. **3. Approval of March 28, 2011 Minutes**

Sylvia Stadmire [03 PAPCO Meeting Minutes 032811.pdf](#) – Page 1

1:20 – 1:25 p.m. **4. Update on Gap Funding**

Staff

[04 Gap Funding.pdf](#) – Page 9

PAPCO members will receive an update on their recommendation for grant continuation.

1:25 – 1:40 p.m. **5. Evaluation of Fiscal Year 2010-2011 Paratransit Coordination Team**

Tess Lengyel

[05 Paratransit Coordination Team Activity Report FY10-11.pdf](#) – Page 11

[05A Paratransit Coordination Team Eval Form.pdf](#) – Page 17

PAPCO will evaluate the performance of the

Nelson\Nygaard Paratransit Coordination Team for Fiscal

Year 2010-2011.

- | | | |
|--|--|---|
| 1:40 – 1:45 p.m.
Tess Lengyel | 6. Recommendation for Fiscal Year 2010-2011 Coordination Contract
<i>PAPCO will make a recommendation to the Commission on whether to approve the FY 11-12 contract with Nelson\Nygaard.</i> | A |
| 1:45 – 1:50 p.m.
Staff | 7. Confirmation of Program Plan Review Subcommittee
<i>PAPCO will confirm Program Plan Review Subcommittee membership. The Program Plan Review Subcommittees will meet on April 29 and May 2.</i> | I |
| 1:50 – 2:05 p.m.
Alameda Staff | 8. City of Alameda Quarterly Report | I |
| 2:05 – 2:20 p.m.
Hayward Staff | 9. City of Hayward Quarterly Report | I |
| 2:20 – 2:25 p.m.
PAPCO | 10. Member Reports on PAPCO Mission, Roles, and Responsibilities Implementation
<i><u>10 PAPCO Calendar of Events.pdf</u> – Page 19</i>
<i><u>10A PAPCO Workplan.pdf</u> – Page 21</i>
<i><u>10B PAPCO Vacancies.pdf</u> – Page 25</i> | I |
| 2:25 – 2:30 p.m.
Sharon Powers
and Harriette
Saunders | 11. Committee Reports
A. East Bay Paratransit Service Review Advisory Committee (SRAC)
B. Citizens Watchdog Committee (CWC) | I |
| 2:30 -2:35 p.m.
Staff | 12. Staff Updates
A. Mobility Management
<i><u>12 Fact Sheet 1 on One Call One Click.pdf</u> – Page 27</i>
B. 2011 Annual Mobility Workshop Update
C. Outreach Update
D. Other Staff Updates | I |
| | 13. Mandated Program and Policy Reports
<i><u>13 Transit Correspondence.pdf</u> – Page 29</i> | I |

14. Draft Agenda Items for May 23, 2011 PAPCO Meeting |

- A. Stabilization Update
- B. Recommendation on Base Program and Minimum Service Level
- C. Establishment of Bylaws Subcommittee Membership
- D. Report Update from East Bay Paratransit
- E. Gap Grant Reports – Volunteer Driver Programs
- F. Annual Mobility Workshop Update

2:35 p.m. **15. Adjournment**

Key: A – Action Item; I – Information/Discussion Item; full packet available at www.alamedactc.org

Next Meeting:

Date: May 23, 2011

Time: 1 to 3:30 p.m.

Location: Alameda CTC Offices, 1333 Broadway, Suite 300, Oakland, CA 94612

Staff Liaisons:

Tess Lengyel, Programs and Public
Affairs Manager

(510) 208-7428

tlengyel@alamedactc.org

Naomi Armenta, Paratransit Coordinator
(510) 208-7469

narmenta@alamedactc.org

Location Information: Alameda CTC is located in Downtown Oakland at the intersection of 14th Street and Broadway. The office is just a few steps away from the City Center/12th Street BART station. Bicycle parking is available inside the building, and in electronic lockers at 14th and Broadway near Frank Ogawa Plaza (requires purchase of key card from bikelink.org). There is garage parking for autos and bicycles in the City Center Garage (enter on 14th Street between Broadway and Clay). Visit the Alameda CTC website for more information on how to get to the Alameda CTC: <http://www.alamedactc.com/directions.html>.

Public Comment: Members of the public may address the committee regarding any item, including an item not on the agenda. All items on the agenda are subject to action and/or change by the committee. The chair may change the order of items.

Accommodations/Accessibility: Meetings are wheelchair accessible. Please do not wear scented products so that individuals with environmental sensitivities may attend. Call (510) 893-3347 (Voice) or (510) 834-6754 (TTD) five days in advance to request a sign-language interpreter.



Paratransit Advisory and Planning Committee Meeting Minutes Monday, March 28, 2011, 1 p.m., 1333 Broadway, Suite 300, Oakland

Attendance Key (A = Absent, P = Present)

Members:

<u> </u> P Sylvia Stadmire, Chair	<u> </u> P Sandra Johnson Simon	<u> </u> P Clara Sample <u> </u> P Harriette Saunders
<u> </u> P Carolyn Orr, Vice-Chair	<u> </u> P Jane Lewis <u> </u> P Jonah Markowitz	<u> </u> A Will Scott <u> </u> P Maryanne Tracy- Baker
<u> </u> A Aydan Aysoy <u> </u> P Larry Bunn	<u> </u> A Betty Mulholland <u> </u> P Sharon Powers	<u> </u> P Esther Waltz <u> </u> P Renee Wittmeier
<u> </u> A Herb Clayton <u> </u> P Shawn Costello	<u> </u> P Vanessa Proee <u> </u> P Carmen Rivera- Hendrickson	<u> </u> P Hale Zukas
<u> </u> A Joyce Jacobson	<u> </u> P Michelle Rousey	

Staff:

<u> </u> P Beth Walukas, Manager of Planning	<u> </u> P Angie Ayers, Acumen Building Enterprise, Inc.
<u> </u> P Naomi Armenta, Paratransit Coordinator	<u> </u> P Krystle Pasco, Paratransit Coordination Team

1. Welcome and Introductions

Sylvia Stadmire called the meeting to order at 1 p.m. The meeting began with introductions and a review of the meeting outcomes.

Guests Present: Andrew Balmat, Alzheimer's Services of the East Bay; Jennifer Cullen, Senior Support Services; Pam Deaton, City of Pleasanton; Shawn Fong, City of Fremont; Kim Huffman, AC Transit; Kevin Laven, City of Emeryville; Wilson Lee, City of Union City; Hakeim McGee, City of Oakland; Patricia Osage, Satellite Housing; Marlene Peterson, Senior Support Services; Andrea Turner, City of Oakland; and David Williamson, Bay Area Outreach and Recreation Program (BORP).

2. Public Comments

Pam Deaton with the City of Pleasanton stated that the *Independent News* did a great write up on the City of Pleasanton paratransit program. The article generated 18 calls from volunteers and three calls from seniors.

3. Approval of February 28, 2011 Minutes

Herb Hastings moved that PAPCO approve the minutes as written. Clara Sample seconded the motion. The motion carried unanimously (17-0).

4. Recommendation on Supplemental Funding for Continuing Gap Grants

Naomi Armenta reviewed the recommendation on supplemental funding for continuing Gap grants with the committee. She stated that staff recommends that the 13 Gap grants funded in Cycle 4 and extended for fiscal year 2010-2011 be extended until June 30, 2012. Naomi stated that staff also recommended that 10 of the extended GAP grants receive supplemental funding in the amount of \$998,408. Naomi mentioned that during the review process, no project sponsor was deemed ineligible. The following three sponsors did not apply: LAVTA, BART, and the City of Fremont.

Questions/feedback from members:

- Does the VIP Rides Program need \$80,000? Naomi explained that VIP Rides is a volunteer program that assists elderly and disabled residents of Fremont, Newark, and Union City. This useful, rewarding program allows individuals who cannot ride paratransit or get assistance from other people when traveling in the community to get to their desired destinations. The participants are people without a support system.
- How many people did the Center for Independent Living train for travel training? Naomi stated less than 30 people; however, this grant also funds the United Seniors of Oakland and Alameda County and BORP.

Michelle Rousey moved to approve staff recommendations on the supplemental funding for continuing Gap grants. Esther Waltz seconded the motion. The motion carried unanimously (19-0).

5. Finance Subcommittee Membership

Naomi gave an overview of the Finance Subcommittee, which will meet on Thursday, April 21 from 1 to 4 p.m. She explained this committee will review the Base Program Plan and Mid-Year Paratransit Program Reports. Naomi stated that the PAPCO Bylaws says that the appointment for this subcommittee can be voluntary or chair-appointed.

The following PAPCO members volunteered, and the final selection will be made by the PAPCO chair:

- Shawn Costello, Sandra Johnson-Simon, Rev. Carolyn Orr, Vanessa Proee, Carmen Rivera-Hendrickson, Clara Sample, Harriette Saunders, Sylvia Stadmire, Maryanne Tracy-Baker, and Hale Zukas.

6. Program Plan Review Subcommittee Membership

The Program Plan Review Subcommittee will meet two different times: April 29 and May 2. Members can attend a portion of a meeting, one or both meetings. Naomi stated that programs are grouped by different services and each program will be reviewed for 45 minutes. Staff will contact subcommittee members in mid-April to finalize the schedule.

The following PAPCO members have volunteered to be part of the Program Plan Review subcommittee.

Friday, April 29, 2011 from 1 to 4 p.m.:

- Larry Bunn, Shawn Costello, Jane Lewis, Rev. Carolyn Orr, Sharon Powers, Vanessa Proee, Carmen Rivera-Hendrickson, Michelle Rousey, Clara Sample, Harriette Saunders, and Sylvia Stadmire.

Monday, May 2, 2011 from 10 a.m. to 4 p.m.:

- Larry Bunn, Shawn Costello, Herb Hastings, Rev. Carolyn Orr, Sharon Powers, Vanessa Proee, Carmen Rivera-Hendrickson, Sylvia Stadmire, Maryanne Tracy-Baker, Esther Waltz, and Hale Zukas.

7. Receive an Update from the 5310 Scoring

The 5310 Subcommittee met on March 15. The attendees were Sylvia Stadmire, Herb Hastings, Jonah Markowitz, Betty Mulholland, Sharon Powers, Clara Sample, and Maryanne Tracy-Baker. The meeting was staffed by Naomi Armenta and Krystle Pasco.

The committee reviewed and scored applications from Center for Elders' Independence, East Bay Services to the Developmentally Disabled, On Lok Senior Health Services, and Satellite Housing. Each organization had a representative present at the scoring. LAVTA withdrew its application, because of changes to its paratransit program. Naomi stated that hopefully at least three organizations will be awarded nine vehicles. Naomi informed the committee that the Metropolitan Transportation Commission changed Alameda CTC's scores because the guidelines followed were incomplete.

8. Gap Grant Reports – Varied Trip Provision Programs

Andrew Balmat gave a presentation on Alzheimer's Services of the East Bay, which specializes in adult day health care and family support for individuals living with declining memory, dementia, or Alzheimer's.

Questions/feedback from members:

- How many seniors do you have? Andrew stated approximately 90 people.
- How many of the participants fully have Alzheimer's? He stated that many have middle-to-late stages of Alzheimer's. All of the participants have late stages of dementia.
- How will the medical cuts impact the services? Andrew stated that the medical cuts will affect areas like staffing, nurses, and transportation. He said that the program may need to shift to a private pay base. To maintain more clients, staff may also rearrange hours by having two sets of four-hour shifts.

David Williamson gave a presentation on BORP's program, which provides group trips and programs for adults and youth with disabilities.

Questions/feedback from members:

- Are you planning on expanding in the county? Currently, people outside of Alameda County travel via BART, and BORP meets the individuals.
- Will BORP consider a bowling team? No, BORP has one bowling trip a year.
- How many students does BORP serve? Dave said with transportation BORP serves 90 young people and approximately 270 to 300 adults. He stated that the young people use the transportation more intensively.

Hakeim McGee and Andrea Turner with the City of Oakland gave a presentation on the Grocery Return Improvement Program Plus (GRIP+) and the Taxi Up and Go Program. Hakeim stated that GRIP is a taxi-based program that services participants outside of the American Disability Association (ADA) area. He mentioned that the clients are issued a \$5 grocery tip voucher to give to drivers who provide excellent customer service.

Questions/feedback from members:

- How many grocery bags will the drivers help with? Hakeim stated the program does not have a limitation on bags.
- Do you restrict tip vouchers based on income? No.

Andrea Turner stated that the City of Oakland Taxi Up and Go program consists of senior companion volunteers trained to help frail, monolingual, and socially isolated residents of Oakland. The program pairs residents with a senior companion volunteer who will arrange for transportation and provide escort service to various appointments and events.

Shawn Fong with the City of Fremont and Krystle Pasco with the Alameda CTC gave a presentation on the Tri-City Taxi Voucher program that provides taxi rides to participants of the Fremont, Newark and Union City Paratransit Programs. The taxi voucher program is operated by Alameda CTC along with the paratransit programs of the Tri-Cities.

9. Member Reports on PAPCO Mission, Roles, and Responsibilities Implementation

- Carmen Rivera-Hendrickson, Herb Hastings, and Esther Waltz are working on access to the Alameda County Fair Grounds to make it more accessible for people with disabilities.
- Vanessa Proee and Jonah Markowitz updated the committee on IHSS issues.
- Sylvia Stadmire attended the CAWG meeting, the San Leandro CWTP meeting, the WTS Annual Event, and gave the Outreach Toolkit.

10. Committee Reports

- A. East Bay Paratransit Service Review Advisory Committee (SRAC)
Harriette Saunders reported for Sharon Powers, and stated that the rate increase has taken effect, and overall, it is doing well. She mentioned that the committee is discussing converting the fleet to vans. Ongoing complaints are answered in a timely manner.

- B. Citizens Watchdog Committee (CWC)
Harriette Saunders stated that the CWC discussed the Compliance Reporting process and how to improve the reporting process.

11. Staff Updates

- A. Mobility Management
Naomi encouraged the committee to review the article on page 27 in the packet.

- B. Countywide Transportation Plan and Transportation Expenditure Plan Update
Beth Walukas gave an update on the Countywide Transportation Plan and Transportation Expenditure Plan. She mentioned that the last outreach workshop was held on March 24. Beth stated that additional meetings are scheduled in May for the Initial Vision Scenario. She discussed the call for project schedule and guidelines. She informed the committee that the first poll is complete and the results of the poll were submitted to the Steering Committee on March 25.

- C. Outreach Update
Krystle Pasco reported on the Annual Pleasanton Transit Fair and the Developmental Disabilities Council College of Alameda workshop on transportation options.

Krystle informed the committee of the Special Transportation Presentation in Hayward on April 22 and the Albany Senior Resource Fair on April 28.

- D. Other Staff Updates
Naomi reminded the members to make sure they sign-in on their own line. Staff will assist members who are unable to sign in.

12.Mandated Program and Policy Reports

Members are asked to review the attachments in their packets.

13.Draft Agenda Items for April 25, 2011 PAPCO

- A. Stabilization Update
- B. Recommendation on Base Program and MSL
- C. Establishment Bylaws Subcommittee membership
- D. Report from East Bay Paratransit
- E. Gap Grant Reports – Volunteer Driver Programs
- F. Annual Mobility Workshop Update
- G. Countywide Transportation Plan and Transportation Expenditure Plan Update

14.Adjournment

The meeting adjourned at 3:30 p.m. The next meeting, a PAPCO/Joint TAC meeting, will be held at Alameda CTC offices on April 25.

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Summary of Paratransit Gap Grant Extension Requests

Sponsor	Name of Grant	Eligible	Amount Requested 11/12	Original Grant Amount 08/09-09/10	Amount Approved 10/11	Notes	Recommendation for 11/12
Alzheimer's Services of the East Bay	Driving Growth through Transportation Services for Individuals with Dementia	y	\$ 140,000	\$ 300,000	\$ 140,000	Deliverables on track.	Fund in the amount of \$140,000 to extend service until 6/30/12.
Bay Area Community Services	Dimond-Fruitvale Senior Shuttle and East Oakland Senior Shuttle Expansion	y	\$ 90,000	\$ 102,576	\$ 47,669	Not scalable. Deliverables on track.	Fund in the amount of \$90,000 to extend service until 6/30/12.
BORP	North County Youth/Adults with Disabilities Group Trip Project	y	\$ 130,000	\$ 266,200	\$ 76,000	Application includes expansion. Scalable. Deliverables on track.	Partially fund in the amount of \$120,000 to extend service until 6/30/12.
Center for Independent Living/USOAC/ BORP	Mobility Matters!	y	\$ 92,855	\$ 300,000	\$ 76,209	Not scalable. Deliverables on track.	Fund in the amount of \$92,855 to extend service until 6/30/12.
City of Albany	Albany Senior Center Community Shuttle Bus	y	\$ -			Will be absorbed into base program. Deliverables on track.	Extend to 6/30/12. Do not fund further at this time.
City of Emeryville	94608 Area Demand Response Shuttle Service for Seniors and/or People with Disabilities	y	\$ 60,000	\$ 232,000	\$ -	Transitioning to volunteer program. Scalable. Deliverables on track.	Fund in the amount of \$60,000 to extend service until 6/30/12.
City of Fremont	VIP Rides Program	y	\$ 80,000	\$ 154,665	\$ 73,483	Not scalable. Deliverables on track.	Fund in the amount of \$80,000 to extend service until 6/30/12.
City of Oakland	GRIP - Grocery Return Improvement Program	y	\$ -			Deliverables on track.	Extend to 6/30/12. Do not fund further at this time.
City of Oakland - Dept of HR	TAXI UP & GO Project!	y	\$ 92,000	\$ 143,472	\$ -	Scalable. Deliverables on track.	Fund in the amount of \$92,000 to extend service until 6/30/12.
City of Pleasanton	Downtown Route	y	\$ 126,053	\$ 240,038	\$ 147,701	Scalable. Deliverables on track.	Fund in the amount of \$126,053 to extend service until 6/30/12.
LAVTA	Paratransit Vehicle Donation Program and Dial a Ride Scholarship	y	\$ -			Deliverables for first half of 10/11 low.	Extend to 6/30/12. Do not fund further at this time.
Senior Support Program of the Tri Valley	Volunteers Assisting Same Day Transportation and Escorts	y	\$ 72,500	\$ 153,140	\$ 72,500	Scalable. Deliverables on track.	Fund in the amount of \$72,500 to extend service until 6/30/12.
City of Fremont/ACTIA	South County Taxi Pilot Program	y	\$ 125,000	\$ 355,700	\$ 125,000	Deliverables for first half of 10/11 low.	Fund in the amount of \$125,000 to extend service until 6/30/12.
			\$ 1,008,408				\$ 998,408

Note 1: "Original Grant Amount" and "Amount Approved for 10/11" are provided for very general financial context. They do not take other sources of funding into account (e.g. matching, New Freedom, etc).

Note 2: "Deliverables on track" indicates that deliverables for 09/10, first half of 10/11, and planned 11/12 show consistency.

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Paratransit Coordination Team Activity Report for Fiscal Year 2010/11

Since October 2002, Nelson\Nygaard has provided Measure B paratransit coordination services. This fiscal year is our ninth year of providing services. This document summarizes the major activities of the Measure B Paratransit Coordination Team for Fiscal Year 2010/11. Since three months remain in the current contract, we have included those activities that we will engage in over the next quarter as well.

The Nelson\Nygaard team consists of a number of consultants with extensive expertise in the field of paratransit, accessible transportation, and senior mobility. Members who comprise the core Measure B Paratransit Coordination Team include:

- Bonnie Nelson (Principal, Nelson\Nygaard), Principal-in-Charge
- Rachel Ede (Senior Associate, Nelson\Nygaard), Project Manager and technical support
- Naomi Armenta (Nelson\Nygaard), Alameda County Paratransit Coordinator
- Cathleen Sullivan (Associate Project Planner, Nelson\Nygaard), technical support
- Krystle Pasco (Acumen Building Enterprise, Inc.), outreach, administrative support, and management of ACTIA mobility programs (EWS, HDTS, South County Taxi Program)
- Nelson\Nygaard Technical Team:
 - Richard Weiner, accessible transportation expert
 - David Koffman, accessible transportation expert
 - Joey Goldman, marketing and outreach specialist

Our goal has been and will continue to be to provide high quality service to Alameda CTC, PAPCO, TAC, paratransit consumers, and the CTC's partners throughout the county and region. The coordination team is committed to ensuring that:

- PAPCO meets their mandate as defined in the Expenditure Plan
- Key information flows between PAPCO and TAC
- PAPCO and TAC have a big picture perspective through periodic technical sharing, discussion and an annual mobility workshop
- Consumers are aware of the services being provided through Measure B

- Appropriate accountability for the expenditure of these funds is accomplished through careful analysis of reporting
- Innovative and effective programs are put in place to meet the spectrum of mobility needs among seniors and people with disabilities in the county.

Our completed and planned major activities for this current fiscal year (July 1, 2010 – June 30, 2011) are organized below based on the service deliverables outlined in the Nelson/Nygaard contract scope approved by the ACTIA Board last fiscal year.

Tasks and Deliverables

- **Facilitate PAPCO, TAC, and PAPCO/TAC Joint Meetings, and Subcommittees**
 - Planning, support, packet preparation and staff research for 24 Measure B Paratransit meetings, including PAPCO meetings, TAC meetings, Joint meetings of PAPCO and TAC, and Subcommittee Meetings.
 - Continually strive to make the PAPCO and TAC meetings engaging and highly interactive by incorporating feedback from committee members on an ongoing basis.
- **Support for PAPCO Goals Process and Subcommittees**
 - Facilitated committee through Goal development process and development of draft and final Work Plan.
 - Helped committee track progress on Work Plan throughout year and provided updated Plan in meeting packets.
- **Implement Annual Workshop**
 - The 2010 Workshop “Planning for Progress” was attended by around 100 people from all over the Bay Area.
 - Recommended national speakers for Workshop as well as facilitated event.
 - Planning, support, materials preparation, arrangement of outside speakers, staff research and facilitation.
 - Publicized workshop regionally to over 300 individuals and organizations.
 - Invited vendors for Resource Fair and arranged all logistics.
 - Development and distribution of a post-Workshop newsletter to all participants and paratransit stakeholders in the County.

- **Program Management and Review**
 - Revised and merged Year End reports into CTC Compliance Reports.
 - Revised Mid Year Reports and Program Plan Applications to match Compliance Reports.
 - Analysis of reports, and preparation and presentation of summary reports including highlights of key issues, descriptive tables, comparison of expenditures, balance fund reserve amounts and service and expenditure trends.
 - Staff analysis, coordination and facilitation of program review meetings and 13 program applications for Measure B funding for fiscal year 2011/12 scheduled for late April/early May.
 - Continued to monitor Stabilization funding.

- **Facilitate Paratransit Coordinating Council Role in 5310 Funding Process**
 - Performed outreach related to Caltrans 5310 Call to Alameda County stakeholders and provided technical support to applicants.
 - Facilitated PAPCO review and scoring of 5 applications for 29 vehicles.
 - Worked with MTC to finalize County scores on regional list.

- **Grant Support Services**
 - Collected and compiled data on Gap Grant recipient performance and costs for continuation.
 - Provided analytical support for recommendation related to Gap funding for FY 2010-11.
 - Worked with PAPCO and TAC on Gap Grant continuation funding.

- **Outreach and Information Program**
 - Conducted or attended 20 outreach meetings as of April 5, 2011 (exceeding target of at least 2 events per month), including tabling/presentations at health fairs, churches, disability coalitions, senior centers, etc.
 - Continued distribution of Access Alameda Brochures at community events and as mail-outs and timely responses to ongoing requests for information from the general public.
 - Timely response to information and referral telephone inquiries, linked individuals to appropriate service providers and providing information materials as needed.
 - Attended a variety of meetings with “partner” agencies including – East Bay Paratransit Service Review Advisory Committee, the Alameda County Developmental Disabilities Council Transportation Committee,

the Alameda County Roundtable for Social Service Providers, the MTC Policy Advisory Council, the BART Accessibility Task Force, the AC Transit Accessibility Advisory Committee, and Regional Mobility Management Meetings.

- Implemented bi-monthly Countywide Travel Training Working Group meetings.

- **Technical Information, Resources and Support**

- Scheduled guest speakers and prepared numerous presentations including: Committee Leadership Training, LAVTA Paratransit Vehicle Donation, Learn BART, Countywide Bicycle/Pedestrian Plan Update, CWTP and TEP Development, CARD Slo-Mo-Go, and grant-funded trip provision.
- Answered technical/policy questions from TAC and PAPCO as they arose.
- Provided updates of the online and print Provider Toolkit of accessible transportation resources.
- Provided analytical support related to projected funding requirements for meeting future mobility needs of seniors and people with disabilities.
- Conducting a financial analysis of Measure B funded services to examine cost effectiveness across service delivery and administrative models.

- **Coordination and Mobility Management Planning**

- Worked with TAC to hold and facilitate Countywide and planning area specific meetings to discuss coordination possibilities and potential pilots to be funded out of Gap funding.
- Prepared packets of relevant materials for each meeting.
- Documented meetings and drafted potential pilots.

- **Management of ACTIA Gap Cycle 4 Projects**

- Hospital Discharge Transportation Service
 - Tracked use of service.
 - Completed in-service training with all participating hospitals.
 - Negotiated implementation of program with Valley Care, Highland Hospital, and Kaiser Oakland.
- Wheelchair Scooter Breakdown Transportation Service
 - Ongoing management of program, compilation of report on service usage, and incorporation of wheelchair breakdown service information and materials into outreach activities.
 - Revised materials.

- Met with contractors and troubleshoot issues.
- Tri-City Taxi Pilot Program
 - Tracked use of service.
 - Met with contractor and troubleshoot issues.
 - Goal of 10-20 calls to program participants to ascertain feedback regarding taxi trips.
 - Reports completed each month and forwarded to project managers and taxi contractor.
- Priority Paratransit Waiting Areas
 - Offered technical assistance and signage to each of 10 high-priority medical facilities.
- **Other General Administration Tasks and Requirements**
 - Timely response to all email and phone inquiries from PAPCO and TAC members.
 - Created Master Calendar and Implementation schedule covering all tasks in scope of services.
 - Planning and facilitation of bi-weekly paratransit coordination meetings and attendance at Programs management team meetings.

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Paratransit Coordination Team Evaluation Form

Each year, PAPCO reviews and provides feedback to the coordination team. Following this evaluation, PAPCO will be asked to make a recommendation on next year's contract.

Please think about the following questions so that you will be ready to participate in the evaluation at the meeting. You can refer to the Activity Report for Fiscal Year 2010/11 in this packet when considering these questions. The first section asks you to rate on a five-point scale how the team is doing in specific areas. The second section has a few broad and open-ended questions. Feel free to make notes on these pages – you will then discuss these questions as a group at the meeting.

1. How would you rate the paratransit coordination team in setting up and facilitating PAPCO, Joint, Subcommittee meetings, and the Annual Workshop? (circle one)

5-Outstanding	4-Good	3-Fair	2-Needs Improvement	1-Poor
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2. How would you rate the coordination team's preparation of materials for meetings, such as packets, handouts, charts, PowerPoints, etc? (circle one)

5-Outstanding	4-Good	3-Fair	2-Needs Improvement	1-Poor
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3. How would you rate the helpfulness of reports and technical information delivered to PAPCO and TAC by the coordination team, including financial and program plan information? (circle one)

5-Outstanding	4-Good	3-Fair	2-Needs Improvement	1-Poor
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4. How would you rate the coordination team's guidance and facilitation related to Gap, 5310, and other funding programs, etc? (circle one)

5-Outstanding	4-Good	3-Fair	2-Needs Improvement	1-Poor
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5. How would you rate the coordination team's efforts to provide information on evolving trends (e.g. Mobility Management) and invite appropriate speakers to improve PAPCO and TAC's technical information? (circle one)

5-Outstanding	4-Good	3-Fair	2-Needs Improvement	1-Poor
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6. How would you rate the coordination team in providing outreach to consumer groups, facilitating PAPCO outreach, and enhancing visibility for paratransit issues? (circle one)

5-Outstanding	4-Good	3-Fair	2-Needs Improvement	1-Poor
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7. How would you rate the paratransit coordination team overall? (circle one)

5-Outstanding	4-Good	3-Fair	2-Needs Improvement	1-Poor
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8. What are the current strengths of the paratransit coordination team?

9. What would you like to see the paratransit coordination team do differently going forward?

10. Do you have any additional comments for the paratransit coordination team?

PAPCO Calendar of Events for April 2011 to May 2011

Full Committee Meetings

- Tuesday, April 12, 2011, 9:30 to 11:30 a.m., Alameda CTC, **Regular TAC monthly meeting – This meeting was cancelled.**
- Monday, April 25, 2011, 1 to 4 p.m., Alameda CTC, **Regular PAPCO monthly meeting/Joint meeting with TAC**
- Monday, May 23, 2011, 1:30 to 4 p.m., Alameda CTC, **Regular PAPCO monthly meeting**

Subcommittee Meetings

- Thursday, April 21, 2011 1 to 4 p.m., **Finance Subcommittee**
- Friday, April 29, 2011, 10 a.m. to 4 p.m., **Program Plan Subcommittee 1**
- Monday May 2, 2011, 10 a.m. to 4 p.m., **Program Plan Subcommittee 2**

Outreach

Meeting Date	Event Name	Meeting Location	Time
4/21/11	East County Transportation Forum	Dublin City Hall 100 Civic Plaza Dublin, CA 94468-2658	6:30 – 8:30 p.m.
4/22/11	Special Transportation Presentation	Eden Issei Terrace 200 Fagundes Ct. Hayward, CA 94544	10:30 – 11:30 a.m.
4/22/11	Special Transportation Presentation	Hayward Senior Apartments 568 C Street, Hayward 94541	3 – 4 p.m.
4/28/11	Albany Senior Resource Fair	Albany Senior Center 846 Masonic Avenue Albany, CA	10 a.m. – 1 p.m.

5/5/11	5th Annual Senior Health and Wellness Resource Fair	Kenneth C. Aitken Senior Center 17800 Redwood Road Castro Valley, CA 94546	9 a.m. – 1 p.m.
5/7/11	Veterans' Health and Resource Fair	Niles Veterans Memorial Building 37154 2nd Street Fremont, CA 94536	9 a.m. – 1 p.m.

You will be notified of other events as they are scheduled.

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

PAPCO Work Plan FY 2010/11

PAPCO Work Plan

PAPCO activities throughout the year will be guided by PAPCO Goals and Bylaws. The PAPCO Chair or Vice Chair will report to the ACTIA Board every month.

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
Participate in Committee Leadership Training at September Meeting	x	
Participate in Legislative Training at Joint Meeting (February)	x	
Participate in Emergency Preparedness update/drill at January Meeting	x	
Assist in distributing new materials – Access Alameda in different languages (Spanish, Chinese, Tagalog, Vietnamese, Farsi)		
Assist in distributing new materials – Fact Sheets on Aging, etc		
Assist in outreach to community members regarding Clipper fare payment system		x
Fill every vacant seat on PAPCO Targeted PAPCO recruitment		x
Staff will continue to be available to help draft talking points or articles for members		ongoing
All members to participate in at least one Outreach activity – write an article, speak at another meeting, visit Senior Centers, and/or attend an event		ongoing

Topic: Policy Engagement and Input

Goal: Stay informed on and take advantage of opportunities to provide input on a variety of topics

Actions	Completed	In-Progress
Beginning in October 2010 research accessible transportation to County Fair		x
Complete survey regarding other committees/activities participation in November 2010 to be shared with Committee		x
Staff will continue to forward opportunities for comments and participation via email		x
Receive regular summaries of Transit Access Reports		x

Topic: Coordination and Mobility Management Planning Process

Goal: Learn about and contribute to Alameda County's Mobility Management Process

Actions	Completed	In-Progress
Review materials regarding Mobility Management provided in new section in meeting packet		x
Receive a report from TAC at Joint meetings on efforts	x	
October	x	
February		
April	replaced by CMMP update in June	
Contribute to Countywide transportation inventory by completing survey regarding other transportation options/sources in community in November 2010		x

Topic: Planning Efforts

Goal: Stay informed on and contribute to Alameda County/Regional planning efforts; expand focus to “complete community”

Actions	Completed	In-Progress
Provide input on Countywide Bicycle and Pedestrian Master Plan Update		
October Joint Meeting	x	
November Meeting	x	
April Meeting		x
June Meeting		
Receive presentation on Countywide Transportation Plan and Transportation Expenditure Plan Development at February Joint Meeting; and also regular updates	x	
Receive reports from MTC and Regional issues/events		x

Topic: Fiduciary Oversight

Goal: Continue fiduciary oversight over pass-through and grant funding

Actions	Completed	In-Progress
Received update on new pass-through reporting format at November Meeting	x	
Receive reports from extended Gap grants at Meetings		
November	x	
March	x	
June		
Hold a fiduciary training as part of Finance Subcommittee in April		x
Continue to evaluate pass-through and grant programs and expenditures		x

Topic: Sustainability

Goal: Identify ongoing funding needs for paratransit and future Call Cycles

Actions	Completed	In-Progress
Discuss possible extension of Gap funding in January	x	
Make recommendation on Gap Grant Call at January/February Meeting	x	
Receive an update on pass-through stabilization funding at May Meeting		

Topic: Customer Service

Goal: Participate in driver training and serve as a resource to providers; and facilitate communication and resolution of consumer complaints

Actions	Completed	In-Progress
Continue to be available to assist in East Bay Paratransit Driver Training		
Continue to be available to assist in East Bay Paratransit Secret Rider Program and Complaints Board		
Continue to be available to assist in LAVTA with Driver Training and related items		
Ensure that taxi providers have access to resources such as pocket guides from Easter Seals Project ACTION		

Members' Other Committees/Activities

PAPCO members appointed to SRAC	<ul style="list-style-type: none"> • To be completed after survey
PAPCO members appointed to WAAC	<ul style="list-style-type: none"> • To be completed after survey
Other Committees/Activities to be completed after survey	<ul style="list-style-type: none"> • To be completed after survey

CURRENT APPOINTMENTS

Appointer

- A. C. Transit
- BART
- LAVTA
- Union City Transit
- City of Berkeley
- City of Emeryville
- City of Dublin
- City of Fremont
- City of Hayward
- City of Livermore
- City of Oakland; Councilmember Rebecca Kaplan
- City of Pleasanton
- City of Union City
- Supervisor Wilma Chan

- Supervisor Nadia Lockyer

- Supervisor Keith Carson

- Supervisor Nate Miley

- Supervisor Scott Haggerty

Member

- Hale Zukas
- Harriette Saunders
- Esther Waltz
- Larry Bunn
- Aydan Aysoy
- Joyce Jacobson
- Shawn Costello
- Sharon Powers
- Vanessa Proee
- Jane Lewis
- Rev. Carolyn M. Orr

- Carmen Rivera-Hendrickson
- Clara Sample
- Sylvia Stadmire
- Renee Wittmeier
- Herb Clayton
- Michelle Rousey
- Jonah Markowitz
- Will Scott
- Betty Mulholland
- Sandra Johnson Simon
- Herb Hastings
- Maryanne Tracy-Baker

VACANCIES

Appointer

- City of Alameda
- City of Albany
- City of Newark
- City of Piedmont
- City of San Leandro

Current PAPCO Appointments and Vacancies

Please keep these vacancies in mind when you speak with community members. If you know of an interested candidate, please have them contact Naomi at (510) 208-7469 and we will put them in contact with the Appointer.

ABOUT ONE CALL-ONE CLICK TRANSPORTATION SERVICES

OBJECTIVE

A one call-one click service for transportation provides customers with a single point of contact to learn about available transportation resources. This customer-friendly tool can empower travelers by providing information about, assistance with, and access to available services.

TYPES

- **Public Transit Call Centers or Web-based Centers:** Provide information on routes and schedules for bus, paratransit, or rail services;
- **5-1-1 Services:** Typically make announcements about roadway conditions including delays caused by traffic volumes, weather, and construction;
- **Rideshare Services:** Carpool and vanpool matching services; and
- **One-Call Centers for Specialized Transportation Services:** Generally human service transportation. May be provided through a brokerage.

MAY PROVIDE

- **Program Information:** Service characteristics, eligibility criteria, and referral to an appropriate service provider;
- **Counseling Assistance:** Itinerary planning, determination of eligibility for services, and ombudsperson or advocacy services; and
- **Access to Transportation Services:** Carpools, vanpools, or commuter services; car-sharing or car loan programs; bus schedules and ticket information; and specialized transportation and scheduling.

BENEFITS OF ONE CALL–ONE CLICK TRANSPORTATION SERVICES

For the Community

- Using community resources (e.g., funding, vehicles, technology) more effectively,
- Reducing duplication of transportation services,
- Removing transportation as a barrier to accessing key community services,
- Demonstrating consumer-friendly delivery of community services,
- Enabling broader community values to thrive, such as community livability and aging in place, and
- Establishing a united voice for future transportation initiatives.

For Riders and Caregivers

- Providing one location to obtain a ride for a variety of programs,
- Making it easier to obtain information on a wide range of transportation options,
- Streamlining the eligibility process for multiple programs, and
- Being a place to receive counseling assistance, such as ombudsperson or advocacy services.

The “One Call–One Click Transportation Services Toolkit” was created with United We Ride funding from the Office of Disability Employment Policy, U.S. Department of Labor, through a cooperative agreement between the Community Transportation Association of America and the Federal Transit Administration. The opinions and conclusions expressed herein are solely those of the authors and should not be construed as representing the opinions or policy of any agency of the federal government. Dec 2010.

DECEMBER 14, 2010

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Transit Correspondence

Agency Persuaded to Ensure Choice in How Lift Is Boarded

The FTA's Office of Civil Rights persuaded a transit agency to ensure that wheelchair users may board bus lifts facing either frontwards or backwards, which is advocated in official commentary to the DOT's ADA regulations. Wheelchair users in New Bedford, Mass., were being required to board the bus facing backwards. The policy was imposed by Southeastern Regional Transit Authority (SRTA) based on unexplained safety concerns. Section 37.165 of Appendix D of the DOT's ADA regulations states that wheelchair users, especially those using electric wheelchairs, often have a preference for entering a lift platform and vehicle in a particular direction, except where it's the only successful way of entering a vehicle or securement area, or there is an overriding safety concern, the transit provider should respect the passenger's preference.

John R. Day, acting ADA team leader in the civil rights office stated in a letter that SRTA reviewed the complaint allegations and contacted its contractor. As a result, SRTA will ensure that wheelchair users are given a choice of entering a vehicle front-facing or rear-facing and that vehicle operators have been informed of this new policy.

FTA Allows Full 30-Minute Wait For Bus With a Working Ramp

The FTA's Office of Civil Rights rejected a complaint from a disabled rider who had to wait an extra half hour in hot weather because of a broken bus ramp. The rider, a wheelchair user, was told when one bus arrived that the ramp was broken and there would be a 30-minute wait for the next bus. The rider had to wait in an area with no shade on 104-degree heat. A response John R. Day, acting ADA team leader in the Civil Rights Office stated there were sorry the rider was forced to wait in severe heat for a second bus, however, there is no violation of the ADA regulations. Section 37.161 of the regulations require maintenance and repair of accessibility features, but do not prohibit isolated or temporary interruptions in access. Finally, in Mr. Day's response, he stated that Section 37.163 mandates alternative transportation if the headway to the next accessible vehicle exceeds 30 minutes.