

Attention!!!

Please note that February 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, February 27, 2012, 1 to 2:45 p.m.

Meeting Outcomes:

- Make a recommendation on Gap policy and guidelines
- Discuss the South County Taxi Project Gap Grant extension
- Discuss transit accessible seat signage
- Receive a quarterly report from Hayward

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

Sylvia Stadmire

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

Public

I

1:15 – 1:20 p.m. **3. Approval of January 23, 2012 Minutes**

Sylvia Stadmire

[03 PAPCO Meeting Minutes 012312.pdf](#) – **Page 1**

A

1:20 – 1:40 p.m. **4. Recommendation on Gap Policy and Guidelines**

Staff

[04 Memo Gap Policy.pdf](#) – **Page 9**

PAPCO members will discuss and make a recommendation on Gap policies and guidelines.

A

1:40 – 1:50 p.m. **5. South County Taxi Gap Grant Extension**

Staff

Recommendation

[05 Memo Extension South County Taxi Project.pdf](#) – **Page 17**

PAPCO members will discuss an extension of the South County Taxi Project (A06-0044).

A

1:50 – 2:05 p.m. **6. Transit Accessible Seat Policy Presentation**

Cathleen

Sullivan

PAPCO will receive a presentation on the topic of accessible transit seating, including signage, law, and policies.

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- 2:05 – 2:20 p.m. **7. City of Hayward Quarterly Report** |
Hayward Staff
- 2:20 – 2:30 p.m. **8. Member Reports on PAPCO Mission, Roles, and** |
PAPCO **Responsibilities Implementation**
08 PAPCO Calendar of Events.pdf – Page 19
08A PAPCO Workplan.pdf – Page 21
08B PAPCO Vacancies.pdf – Page 25
- 2:30 – 2:35 p.m. **9. Committee Reports** |
Rev. Carolyn Orr A. East Bay Paratransit Service Review Advisory
and Harriette Committee (SRAC)
Saunders B. Citizens Watchdog Committee (CWC)
- 2:35 -2:45 p.m. **10. Staff Updates** |
Staff A. Mobility Management
10A Accessible Pathways.pdf – Page 27
B. 2011 Annual Mobility Workshop Update
C. Outreach Update
D. Other Staff Updates
- 11. Mandated Program and Policy Reports** |
11 SRAC Minutes and Report 110111.pdf – Page 29
11A WAAC Minutes 110911.pdf – Page 35
11B Transit Correspondence.pdf – Page 39
- 12. Draft Agenda Items for March 26, 2012 PAPCO Meeting** |
A. Conflict of Interest and Ethics Discussion
B. Establish Finance Subcommittee Membership
C. Establish Program Plan Review Subcommittee
Membership
D. Update on Hospital Discharge Service/Wheelchair
Scooter Breakdown Transportation Service
E. Annual Mobility Workshop Update
F. Summary of Mid-year Reports
G. Gap Grant Reports – Travel Training
- 2:45 p.m. **13. Adjournment**

Next Meeting:

Date: March 26, 2012

Time: 1 to 3:30 p.m.

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

Staff Liaisons:

John Hemiup, Senior Transportation
Engineer

(510) 208-7414

jhemiup@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.

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Paratransit Advisory and Planning Committee Meeting Minutes Monday, January 23, 2012, 1 p.m., 1333 Broadway, Suite 300, Oakland

Attendance Key (A = Absent, P = Present)

Members:

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

Staff:

<u>P</u> Matt Todd, Manager of Programming	<u>P</u> Vida LePol, Acumen Building Enterprise, Inc.
<u>P</u> John Hemiup, Senior Transportation Engineer	<u>P</u> Richard Weiner, Nelson Nygaard
<u>P</u> Naomi Armenta, Paratransit Coordinator	<u>A</u> Cathleen Sullivan, Nelson/Nygaard
<u>P</u> Krystle Pasco, Paratransit Coordination Team	

1. Welcome and Introductions

Sylvia Stadmire called the meeting to order at 1:03 p.m. The meeting began with introductions and a review of the meeting outcomes.

Guests Present: Kim Huffman, AC Transit; Reba Knickerbocker, Bay Outreach & Recreation Program (BORP); Michelle Taylor Lagunas, United Seniors of Oakland and Alameda County (USOAC); Hakeim McGee, City of Oakland; Mallory Nestor, AC Transit; Gail Payne, City of Alameda; Laura Timothy, BART; Jeff Weiss, Bay Area Community Services (BACS); Craig A. Wingate, USOAC

2. Public Comments

There were no public comments.

3. Approval of November 28, 2011 Minutes

A member requested a correction to the minutes as follows:

- On page 6 under Item 8, change “Sylvia Stadmire reported that BART is getting about 80 new seats,” to “Sylvia Stadmire reported that BART is getting new seats.”

Herb Hastings moved that PAPCO approve the November 28, 2011 meeting minutes as amended. Esther Waltz seconded the motion. The motion carried unanimously (16-0).

4. Recommendation on the Funding Formula

Sylvia Stadmire informed members that the Joint PAPCO and Paratransit Technical Advisory Committee (TAC) Funding Formula Subcommittee met on December 05, 2011 to continue the work done by TAC and PAPCO. She said the committee talked in great depth about possible factors and data and came to a consensus on a Proposed Funding Formula. She thanked all attendees for their hard work and their contribution to the subcommittee.

Richard Weiner introduced the discussion on the proposed funding formula to replace the current funding formula, which expires in June 2012. Non-mandated funds for paratransit services specified in the Measure B Expenditure Plan (3.39 percent of Measure B revenues) are distributed based on the formula developed by PAPCO that determines how much funding each city receives from the planning area total. He said the proposed funding formula addresses the key elements of age, income, and disability.

Questions and feedback from members:

- One member was concerned about the differences in distribution between mandated and non-mandated funding. Staff stated that the mandated and non-mandated funding distribution is set and funds cannot be transferred between them.

Joyce Jacobson moved to adopt the formula as presented, and Esther Ann Waltz seconded the motion. The motion carried with one abstention (15-1).

5. Discussion on Gap Policy

Naomi Armenta gave a presentation on the Paratransit Gap Grant Program including an overview, history, and the guidelines for allocating Gap Grant funds. She said PAPCO has always had the responsibility to allocate Gap funding. PAPCO has identified priority projects and programs for Gap funding that included implementing a range of services, filling emergency gaps, maximizing use of accessible transit, and expanding community education and information.

Naomi stated that the Commission has extended existing Gap Grants twice for a year, and our proposal is to extend the eligible Gap Cycle 4 grants through fiscal year 2012-2013 (FY 12-13) to help programs bridge the gap until the passage of the next transportation sales tax measure, which should be on the ballot in November this year. If it passes, it will provide more options for funding. She asked members if they support extending these eligible Gaps Cycle 4 grants for one more year. The majority of members indicated they were in favor.

Questions/feedback from the members:

- How much will be left in the Gap Grant fund by end of the year? Staff can report back with that figure.
- Regarding the Implementation Guidelines Assistance, will \$50,000 annually be sufficient? Staff stated that we could add to it, but we want to wait to see if Measure B will pass first, since these are new proposals.
- What happens to the \$100,000 for grant matching if it's not used? Staff stated that it stays in the Gap fund. It has been requested twice for New Freedom. If a request is made, the committee will review it and then take it to the Board.
- How much will be set aside for the "rainy day fund?" Staff stated that Alameda CTC is evaluating how much money to allocate to the Rainy Day Fund.
- The committee discussed concerns about the sustainability of pilots. Staff noted the different funding streams, and how they hope to address that.
- The committee discussed a desire to have performance measured in an objective quantitative way. Staff concurred.

6. Recommendation on Annually Renewed Paratransit Coordination Contract

John Hemiup gave a brief progress report of the contract with Nelson\Nygaard. He summarized the major activities of the Measure B Paratransit Coordination Team for FY 11-12. He said their goal has been and will continue to be to provide high-quality service to the Alameda CTC, PAPCO, TAC, paratransit consumers, and the Commission's partners throughout the county and region. He said the team is committed to ensuring PAPCO meets its mandate as defined in the Expenditure Plan and that key information flows between PAPCO and TAC.

Herb Hastings moved that PAPCO approve the recommendation for FY 12-13 paratransit coordination contract with Nelson\Nygaard. Michelle Rousey seconded the motion. The motion passed unanimously (16-0).

7. Report from East Bay Paratransit on the Customer Survey and the Interactive Voice Response (IVR) Web-based Schedule Software Gap Grant

Laura Timothy from BART gave a presentation on the Customer Satisfaction Survey. She pointed out that the survey report is not finalized so this report is informal. She said BART is still analyzing some of the data, and the final report is scheduled for February 8, 2012. She said the telephone survey was conducted from October 10-24, 2011. BART surveyed 493 respondents at random from computerized lists of trips made on a particular day. The riders were called within two days of making the trip. She said the survey asked some general questions and specific questions about the actual trip. She said the key observations were:

- Of the surveyed riders, 74 percent say they are very satisfied or satisfied with their past year's experience, which is similar to past survey results.
- Of those surveyed, 86 percent rated their surveyed trip as excellent or good, which is also similar to responses in previous years.
- The drivers received particularly high ratings: 94 percent rated the courtesy of the driver as excellent or good.

Mallory Nestor with AC Transit gave a brief report on the IVR grant project. She said the IVR system project requires an upgrade to a new software system, and migrating to the new TOMTOM mapping system, and should be operational by August 2012. She said the new system will collect information and track speed bumps and update traffic information. She said when a vehicle

enters a five-mile perimeter; it places a call/text to the rider to alert the rider to come down to the curb to wait for the vehicle. That feature speeds up the system. She said late this summer, AC Transit will select members to be part of the first testing.

Questions/feedback from the members:

- Did the customer satisfaction survey ask questions to determine race and ethnicity? Laura said yes.
- Regarding the on-time performance for drivers, how did the survey arrive at the 94 percent high rating for drivers? Laura stated that the survey asked the question whether the driver was on time, late or courteous. She said the overall answer was yes.
- What accounted for such a highly improved survey? Laura stated that for the last few years, they have had very little employee turnover.
- Have the survey questions changed in the last three years? Laura stated that East Bay Paratransit hires a professional survey company to do the survey, and they like to keep same questions.

8. City of Hayward Quarterly Report

Hayward staff was unable to attend this meeting and postponed the report to the next meeting.

9. City of Alameda Quarterly Report

Gail Payne from the City of Alameda gave PAPCO an update on the scholarship program, shuttle services, taxi services and group trips. She said the City of Alameda Paratransit Program is having financial difficulties, and the purpose of the report is to provide PAPCO with the recommended changes to reduce the negative balance in future years of the paratransit programs, and to make sure that reserves will not be depleted by the end of FY 12-13.

She said the taxi shuttle service is very successful, but on July 1, 2012 they will start charging for MRTIP travel vouchers. The service is free, but they are recommending a charge to eligible residents of \$2.50 per each MRTRIP travel voucher. She said their budget is \$200,000 and \$60,000 in reserve. She said the City is going through the process of outreach to the parties involved.

Gail stated the City did a survey in November through December 2011, and the results were very satisfactory. She informed PAPCO that these recommended

changes will be incorporated into the next fiscal year budget, which is due to Alameda CTC in March 2012.

Questions/feedback from the members:

- Who did the City survey? Gail stated that they sent out letters to all individuals signed up as East Bay Paratransit users or signed up for shuttle services in the City of Alameda.
- What were the criteria for eligibility for the shuttle services? Gail said anyone 70 and over, or with a disability, and without a license.

10.Member Reports and PAPCO Mission, Roles, and Responsibilities

Implementation

- Sylvia asked members to review the PAPCO calendar of events in the agenda packet.
- Sylvia reminded members about the California Senior Leaders Award at the Waterfront Place Hotel in Oakland at Jack London Square on February 25, 2012. She asked that any who would like to attend, let her know so she can add them to the list.
- Michelle Rousey noted that there would be an IHSS Anti-Fraud Workshop on February 10.

11.Committee Reports

Rev. Carolyn Orr reported that the SRAC meeting was postponed to February. Hale Zukas reported that the CWC heard about the audit and compliance reports.

12.Mandated Program and Policy Reports

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

13.Information Items

A. Mobility Management

Naomi stated that the Association of Travel Instruction (ATI) has revised their definition of travel training and asked members to review the ATI item in their packets.

- B. Outreach** – Krystle Pasco reported on the following outreach programs that are scheduled, and she encouraged members to do phone outreach and let her know of senior centers or other organizations that might need more

materials. She also asked members to email her about any outreach events coming up.

- 3/10/12 – College of Alameda Developmental Disabilities Council Transition Information Fair
- 3/16/12 – Pleasanton Senior Center Senior Transit Fair
- 4/19/12 – East County Transportation Forum at Dublin City Hall

C. CWTP-TEP Status Update/Input

Matt Todd reported that the highlights at the County level include the release of the draft Transportation Expenditure Plan (TEP) for approval by the Alameda CTC Board at its January meeting this Thursday, and submittal of draft CWTP projects and programs to the Metropolitan Transportation Commission for development of the preferred Sustainable Communities Strategy and transportation network. Matt said once the TEP is approved, Alameda CTC staff will take it to each city council and the Board of Supervisors for approval by May 2012. He said both the TEP and the CWTP will be brought to the Commission in May/June 2012 for approval so that Alameda CTC can request that at the Board of Supervisors' July 2012 meeting, the Board place the TEP on the ballot on November 6, 2012.

14.Draft Agenda Items for March 26, 2012

- A. Discuss Conflicts of Interest and Ethics
- B. Establish Finance and Program Plan Review Subcommittee Membership
- C. Receive an Update on the Hospital Discharge Transportation Service/Wheelchair Scooter Breakdown Transportation Service (HDTs/WSSBTS)
- D. Receive an Update on the Annual Mobility Workshop
- E. Summary of the Mid-year Report
- F. Gap Grant Reports – Travel Training

15.Adjournment

The meeting adjourned at 3:05 p.m.

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MEMORANDUM

To: Paratransit Technical Advisory Committee

From: Paratransit Coordination Team

Date: February 14, 2012

Subject: Gap Policy and Guidelines

Beginning in January 2012, TAC and PAPCO were asked to discuss Gap policy and guidelines. Specifically, both committees were asked to consider Gap grant extensions for FY 12/13 and a comprehensive Gap policy to begin FY 13/14. The committees were asked to provide feedback on specific questions about the new gap policy and proposed categories for future gap funding. The issues that were discussed are summarized below. On February 23, 2012 PAPCO will be asked to provide a recommendation to the Alameda CTC Board.

Background

The Measure B Expenditure Plan designates 1.43% of revenue for "Coordination/Gaps in Service" funding. These funds are to be "allocated by PAPCO to reduce differences that might occur based on the geographic residence of any individual needing services." PAPCO has also identified Priority Projects and Programs for Gap Funding that included implementing a range of services, filling 'emergency' gaps, maximizing use of accessible transit, and expanding community education and information.

Current or Past Categories of Gap Funding

Competitive grant programs for Measure B providers and non-profits
Gap Cycles 1-4 awarded over \$10,900,000 to 52 grants, including capital projects and programs. Examples include:

- Shuttles

- Travel training
- Taxi programs
- Volunteer driver programs

A significant “lesson learned” from this effort is that pilots often have no sustainable funding stream, and therefore run the risk of needing indefinite renewals or cutting services that people have come to depend on.

Gap Grant Matching

Gap grant matching was designated for Measure B providers or non-profits to access matching funding to apply for grants (e.g. 5310). \$100,000 was available annually, but the fund has only been accessed twice:

- 2008 – \$60,000 in matching funds for a New Freedom Grant to expand travel training in South County
- 2011 – \$10,000 in matching funds for a New Freedom Grant to expand mobility management in Alameda County

Minimum Service Level Grants

Minimum Service Level (MSL) grants were designated to help City-based programs meet Minimum Service Levels as defined by PAPCO in 2006. \$100,000 has been available annually and has been fully utilized most years beginning in 2006. Cities are reimbursed for approved expenses after the end of the Fiscal Year. This fund will be unnecessary after FY 12/13 because MSLs have been replaced by Implementing Guidelines.

Stabilization

Stabilization funding was designated to fill gaps in revenue due to a low-performing economy and to help prevent Measure B providers from cutting services. Stabilization funds have been allocated twice.

- \$254,773 in 2003-2005
- \$820,000 in 2009-2011

Hospital Discharge Transportation Service and Wheelchair Scooter Breakdown Transportation Service

Funding was designated for two small countywide transportation programs to meet small but urgent transportation gaps. These were originally funded through the Mobility Coordination Gap Grants administered by ACTIA. A \$50,000 annual contract is maintained to provide these two programs.

Consumer Resources

Gap funding has also been allocated by PAPCO for some of our consumer resources, including Access Alameda Guides and Wheelchair Scooter Breakdown Transportation Service materials.

Gap policy has been somewhat on an “as needed” basis for the first half of the measure. This flexibility in Gap funding has given PAPCO and ACTIA/Alameda CTC the ability to respond to changing needs. However, the County’s Paratransit program has grown and changed over time, and new realities necessitate a reconsideration of our approach to Gap grant funding. First, some categories of funding (e.g. MSL funding) are becoming obsolete. Second, PAPCO and the Alameda CTC have taken steps in recent years to increase coordination between programs and move more towards a mobility management approach in Alameda County. Finally, the need for a more sustainable approach to pilot projects must be addressed.

The following proposal was designed to address these needs.

Extension of Existing Cycle 4 Gap Grants

TAC and PAPCO were asked for initial feedback on a proposal to extend eligible Gap Cycle 4 grants for a third time to provide continued service in FY 12/13. These programs are providing valuable services to consumers throughout the County and depend on Gap funds to continue operating. It is hoped that a successful Measure B3 would provide new options for ongoing funding of some of these successful grants beginning in FY 13/14. An extension through FY12/13 would bridge the gap until this potential new funding stream can be tapped into.

Both committees expressed initial support for a third extension. Initial estimates indicate that this would cost between \$960,000 and \$1,000,000 of Gap funding.

Proposed criteria for eligible grants are:

- Applicants must be one of the 13 extended grants from FY 11/12 and must demonstrate that the program continues to address closing gaps in services for seniors and people with disabilities
- Applicant will be required to submit cost of operation for one year
- Programs should meet the following categories of priority:
 - Mobility management programs that directly increase consumer mobility – e.g. Travel Training

- Trip Provision – Shuttles that are cost effective, lessen the burden on base programs, and provide a same-day option as part of a spectrum of services; Volunteer Driver Programs that do the same
- Other programs that successfully fill an otherwise-unmet need
- Applicant will be required to submit past performance data and targets for FY 12/13
- Applicant will be required to address a future sustainable funding plan with Alameda CTC

Proposed Categories for Gap Funding

Programs and Projects that Enhance Mobility Management in Alameda County

Mobility management programs and projects should account for the majority of Gap funding. Both committees expressed a desire to develop improved performance metrics in order to better measure a project's cost effectiveness and make sure we are getting the most "bang for our buck".

Criteria for Funding:

- Programs/projects that enhance mobility management and coordination in Alameda County
- Emphasis on countywide or planning area level programs and projects
- Emphasis should be on projects and programs that do not fit a traditional transportation service model, but service provision that is coordinated at the planning area level or countywide will also be considered.

Examples:

- Travel Training
- Volunteer Driver Programs
- Information and Outreach

Eligible Recipients:

- Non-profits / community-based transportation providers
- Measure B providers (where project benefits the whole planning area or broader)
- Alameda CTC

Proposal for Initial Consideration:

- Two-year cycle beginning FY 13/14
- Competitive process that would run parallel to Program Plan Review
- If appropriate, ongoing funding could be designated for some programs in future cycles

One Year Pilots

The purpose of this category would be to provide assistance to providers in piloting a new program that does not meet the mobility management criteria above.

Criteria for Funding:

- Pilot programs that do not meet the mobility management criteria, i.e. benefit only a single city
- Proposals should be geared towards service provision
- Programs must have a sustainable funding plan after the first year (e.g. be absorbed into a base program or have alternative funding source)

Eligible Recipients:

- Measure B providers
- Non-profits / community-based transportation providers
- Alameda CTC

Proposal for Initial Consideration:

- Competitive process that would run parallel to Program Plan Review beginning FY 13/14

This proposal did not have full concurrence. One committee member expressed strongly that if a provider could afford to absorb a program after the first year, said provider did not need Gap funding to pilot the program. However, this would provide a pot of money for providers to test new service ideas to gauge their usefulness and popularity or to cover initial start-up costs that would not be ongoing.

Grant Matching

The purpose of this category would be to allow Measure B providers or non-profits to access matching funding to apply for grants (e.g. New Freedom or 5310).

Criteria for Funding:

- Funding is available to help an eligible recipient provide the required local match when applying for a non-Alameda CTC grant

Eligible Recipients:

- Measure B providers
- Non-profits / community-based transportation providers

- Alameda CTC

Proposal for Initial Consideration:

- \$50,000 available annually beginning FY 12/13
- Individual award maximum of \$25,000 (PAPCO could entertain requests for exceptions)
- Requests to be evaluated by PAPCO as needed

Capital Project Matching

The purpose of this category would be to allow Measure B providers or non-profits to obtain assistance in making a capital purchase (e.g. a vehicle or scheduling software). This funding is primarily intended to fund capital purchases that support other gap funded projects or to improve base program performance.

Criteria for Funding:

- All applications would require a match from the applicant (as described below)

Eligible Recipients:

- Measure B providers
- Non-profits / community-based transportation providers
- Alameda CTC

Proposal for Initial Consideration:

- \$50,000 available annually beginning FY 12/13
- Individual award maximum of 80% of total capital cost (PAPCO could entertain requests for exceptions)
- Competitive annual process that would run parallel to Program Plan Review beginning FY 13/14

Implementation Guidelines Assistance

The purpose of this category would be to help city-based programs meet the Implementation Guidelines that will become effective in FY 13/14. If Measure B3 passes, this assistance will likely not be necessary.

Eligible Recipients:

- Measure B providers

Proposal for Initial Consideration:

- \$50,000 available annually
- Requests to be submitted and evaluated during Program Plan Review beginning FY 13/14
- Minimum Service Level (MSL) funding of \$100,000 will still be available FY 12/13, as programs are not required to meet the Implementation Guidelines until FY 13/14

Rainy Day Fund

The purpose of this category would be to fill gaps in revenue due to a low-performing economy and prevent Measure B providers from cutting services. Presumably unspent Gap funds could accumulate as a “Rainy Day Fund”. It might be advisable to set a maximum for this fund in the future as funds accumulate.

Eligible Recipients:

- Measure B Providers

Hospital Discharge Transportation Service and Wheelchair Scooter Breakdown Transportation Service

The purpose of this category would be to fund two small countywide programs that fill small but urgent transportation gaps.

Eligible Recipients:

- Alameda CTC

Proposal for Initial Consideration:

- Retain \$50,000 annual allotment beginning FY 12/13

Other committee suggestions for all Gap funding include emphasizing cost effectiveness, using quantitative criteria where available to evaluate performance, being flexible in the proposed allocations, and creating a consolidated application.

Next Steps and Proposed Timeline

TAC members indicated concurrence on Gap Cycle 4 extension criteria for FY 12/13 and proposed Gap funding categories at their February 14 meeting. On February 23, 2012 PAPCO will be asked to provide a recommendation to the Alameda CTC Board.

- January 10 – TAC reviews Gap funding proposals
- January 23 – PAPCO reviews Gap funding proposals
- February 14 – TAC reviews Gap grant extensions and Gap policy
- February 27 – PAPCO makes recommendation on Gap grant extensions and Gap policy
- Feb-Mar – Notify current Gap grant recipients of extension opportunity
- March 31 – Gap grant proposals for FY 12/13 extension due
- May 21 – PAPCO makes recommendation on Gap grant extensions
- June 28 – Alameda CTC Board acts on recommendation for FY 12/13 Gap grant extensions



MEMORANDUM

Date: February 17, 2012

To: Paratransit Advisory and Planning Committee

From: Paratransit Coordination Team

Subject: Gap Grant – South County Taxi Extension Funding Recommendation

Recommendation

Staff recommends that the South County Taxi Gap Grant be extended until June 30, 2013. Additionally, staff recommends that the Gap Grant receive supplemental funding in the amount of \$125,000.

Background

Both TAC and PAPCO have discussed the extension and supplemental funding of some Gap Cycle 3 and 4 grants for FY 12/13 and both committees have indicated concurrence with the option of grant extension.

Although current Gap Cycle grant recipients will be given the option of applying for extension and supplemental funding in late February/early March, the South County Taxi Program is closely aligned with the Coordination and Mobility Management Pilot Program for Central County Taxi Expansion. Alameda CTC is attempting to issue an RFP for the best provider to implement taxi or same-day service in South and Central County. Funding must be in place for all elements of the program before staff can ask the Alameda CTC Board to issue the RFP. Accordingly, PAPCO is being asked to approve the South County Taxi Program extension in February instead of May.

PAPCO and TAC have supported the following criteria to determine which Gap Cycle 4 grants should be extended and/or supplemented.

- Applicants must be one of the 13 extended grants from FY 11/12 and must demonstrate that the program continues to address closing gaps in services for seniors and people with disabilities
- Applicant will be required to submit cost of operation for one year
- Programs should meet the following categories of priority:
 - Mobility management programs that directly increase consumer mobility – e.g. Travel Training
 - Trip Provision – Shuttles that are cost effective, lessen the burden on base programs, and provide a same-day option as part of a spectrum of services; Volunteer Driver Programs that do the same
 - Other programs that successfully fill an otherwise-unmet need
- Applicant will be required to submit past performance data and targets for FY 12/13
- Applicant will be required to address a future sustainable funding plan with Alameda CTC

The South County Taxi Program meets all of these criteria.

Fiscal Impacts

This recommended action will authorize extension and supplemental funding of the South County Taxi Gap Grant (A06-0044) for \$125,000. The impact of this approval is \$125,000 from Special Transportation for Seniors and People with Disabilities Gap funds.

PAPCO Calendar of Events for February 2012 through April 2012

Full Committee Meetings

- **Regular TAC monthly meeting:**
Tuesday, February 14, 2012, 9:30 to 11:30 a.m., Alameda CTC
- **PAPCO/TAC joint meeting:**
Monday, February 27, 2012, 1 to 4 p.m., Alameda CTC
- **Regular PAPCO monthly meeting:**
Monday, March 26, 2012, 1 to 3:30 p.m., Alameda CTC
- **Regular TAC monthly meeting:**
Tuesday, April 10, 2012, 9:30 to 11:30 a.m., Alameda CTC
- **PAPCO/TAC joint meeting:**
Monday, April 23, 2012, 1 to 4 p.m., Alameda CTC

Outreach

Meeting Date	Event Name	Meeting Location	Time
2/24/12	United Seniors of Oakland and Alameda County 21st Annual Convention	The Cathedral of Christ the Light 2121 Harrison Street Oakland, CA 94612	9 a.m. – 4 p.m.
3/10/12	Developmental Disabilities Council Transition Information Faire	College of Alameda 555 Ralph Appezzato Memorial Pkwy Alameda, CA 94501	9 a.m. – 3 p.m.
3/16/12	Senior Transit Fair	Pleasanton Senior Center 5353 Sunol Blvd. Pleasanton, CA	10 a.m. – 1 p.m.
3/24/12	Tropics MHP Senior Health and Resource Fair	Tropics Mobilehome Park Clubhouse 33000 Almaden Blvd. Union City, CA	10 a.m. – 1 p.m.
4/19/12	East County Transportation Forum	Dublin City Hall 100 Civic Plaza Dublin, CA 94541	6:30 p.m. – 8:30 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 2011-12

PAPCO activities throughout the year will be guided by PAPCO Goals and Bylaws. The PAPCO Chair or Vice Chair will report to the Alameda CTC 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
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		x
Assist in distributing information materials – Access Alameda in different languages (Spanish, Chinese, Tagalog, Vietnamese, Farsi)		
Assist in distributing information materials – Fact Sheets on Aging, etc		
Assist in publicizing AccessAlameda.org website		
Monitor PAPCO appointments and vacancies		x
Staff will continue to be available to help draft talking points or articles for members		x

Topic: Mobility Management Planning Process			
Goal: Learn about and contribute to Alameda County's Mobility Management Process			
Actions	Completed	In-Progress	
Provide recommendation to Board on New Freedom Mobility Management Grant in September	x		
Provide recommendation to Board on Coordination and Mobility Management Planning Pilots in September	x		
Receive a report from TAC at Joint meetings on efforts October February April	x	x	
Review materials regarding Mobility Management provided in meeting packet		x	

Topic: Planning and Policy Efforts			
Goal: Stay informed on and contribute to Alameda County/Regional planning efforts and policy discussions			
Actions	Completed	In-Progress	
Receive updates and provide input on Countywide Transportation Plan and Transportation Expenditure Plan Development		x	
Participate in TEP Input in October	x		
Receive reports from MTC and Regional issues/events		x	
Receive regular summaries of Transit Access Reports		x	
Staff will continue to forward opportunities for comments and participation via email		x	

Topic: Fiduciary Oversight			
Goal: Continue fiduciary oversight over pass-through and grant funding			
Actions	Completed	In-Progress	
Receive update on revised pass-through Mid-Year reporting format at November Meeting	x		
Receive reports from extended Gap grants at Meetings September February March	x	x	
Receive report from LAVTA on American Logistics contract provision in April			
Hold a fiduciary training and finance subcommittee meeting in April			
Continue to evaluate pass-through and grant programs and expenditures		x	

Topic: Sustainability			
Goal: Identify ongoing funding needs for paratransit and future gap funding			
Actions	Completed	In-Progress	
Participate in discussion on Implementing Guidelines	x		
Participate in discussion on funding formula		x	
Participate in discussion on ongoing Gap Policies		x	

<i>Topic: Customer Service</i>			
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		x	
Continue to be available to assist in East Bay Paratransit Secret Rider Program and Complaints Board		x	
Continue to be available to assist in LAVTA with Driver Training and related items		x	
Ensure that taxi providers have access to resources such as pocket guides from Easter Seals Project ACTION		x	

<i>Members' Other Committees/Activities</i>	
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/Advisory Boards	<ul style="list-style-type: none"> To be completed after survey

CURRENT PAPCO APPOINTMENTS

Appointer

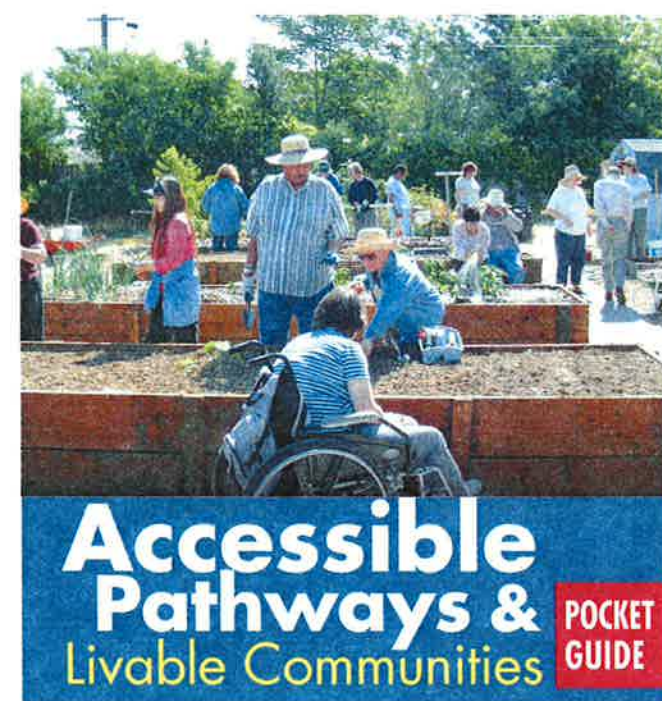
- AC Transit
- Alameda County
 - Supervisor Scott Haggerty, D-1
 - Supervisor Nadia Lockyer, D-2
 - Supervisor Wilma Chan, D-3
 - Supervisor Nate Miley, D-4
 - Supervisor Keith Carson, D-5
- BART
- LAVTA
- City of Alameda (Pending)
- City of Albany (Pending)
- City of Berkeley
- City of Dublin
- City of Emeryville
- City of Fremont
- City of Hayward
- City of Livermore
- City of Newark
- City of Oakland
- City of Piedmont
- City of Pleasanton
- City of San Leandro
- City of Union City
- Union City Transit

Member

- Hale Zukas
- Herb Hastings
- Michelle Rousey
- Sylvia Stadmire
- Betty Mulholland
- Will Scott
- Sandra Johnson Simon
- Esther Waltz
- Harriette Saunders
- Jonah Markowitz
- Aydan Aysoy
- Shawn Costello
- Joyce Jacobson
- Sharon Powers
- Vanessa Proee
- Jane Lewis
- Herb Clayton
- Rev. Carolyn M. Orr
- Gaye Lenahan
- Carmen Rivera-Hendrickson
- (Vacancy)
- (Vacancy)
- Larry Bunn

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

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Accessible pathways help form the foundation of an accessible transportation system and a livable community. This pocket guide contains concepts for communities to consider when improving transportation facilities, sidewalks, and routes to transit.

Livability improvements can enhance ease of use for all modes of transportation thus encouraging community interaction, promoting economic viability, and ultimately adding value to neighborhoods.

For Easter Seals Project ACTION, the definition of *pathway* goes beyond a physical path to include the entire route of travel that transit passengers navigate to reach their destination.



Pathway accessibility:

- promotes individual mobility and scheduling flexibility,
- reduces or eliminates dependence on paratransit service, and
- creates mobility for all who use transportation services, such as passengers pushing strollers and travelers with luggage.

Community Action Steps for Improving Accessibility

Building accessible pathways is a starting point in the process of supporting livable communities. The following are steps you can take to encourage accessible transportation and the involvement of people with disabilities in community development.

Include People with Disabilities in the Planning Process

Involving people with disabilities in local transportation planning can help increase the efficiency of transportation resources in a community. People with disabilities who participate in local planning can:

- describe gaps in service related to destinations, frequency of service, routings, and travel time;
- describe environmental barriers that exist, such as poor bus stop placement and lack of sidewalks;
- help prioritize improvements to accessibility needed in the community; and
- provide feedback on pathway alterations to ensure that ADA requirements are met during all construction phases of a transportation project.

Incorporate Accessible Features into Transportation Facility Design

Local transportation and public works agencies are typically responsible for incorporating accessible design into improvement projects. Considerations for creating an accessible route of travel or accessible transit facility include:

- fostering public-private partnerships for transit-oriented development in urban and suburban areas,
- offering wider fare gates at transit facilities that improve access for wheelchair and mobility-device users,
- installing an additional elevator in transit stations to accommodate more riders and to serve as an alternate in case of safety,
- incorporating technology as appropriate to improve accessibility and safety,
- including pedestrian traffic signals with both visual and audible signals, and
- making sure signals indicating time for forward movement are safe and hold long enough so that people who cannot move fast can cross the street.

Accessible pathways are corridors of travel in the public right-of-way and on private property that incorporate such elements as sidewalks, curb ramps, cross walks, way-finding signage, and pedestrian signals at intersections.

Accessible pathways support livable communities.

Easter Seals Project ACTION

partners with the U.S. Department of Transportation, Federal Transit Administration, and other organizations, including the Pedestrian and Bicycle Information Center and the National Complete Streets Coalition, to promote livable communities training events and initiatives. To find out more about the federal Partnership for Sustainable Communities and to connect to partner organizations, visit the ESPA Livable Communities webpage at www.projectaction.org



Easter Seals Project ACTION

1425 K Street N.W. Suite 200
Washington, D.C. 20005
(800) 659-6428
(202) 347-7385 (TTY)

Easter Seals Project ACTION supports livable communities by offering training, technical assistance, results of applied research, and news while joining efforts with other agencies and organizations on ways to make the paths to public transportation more accessible.

Easter Seals Project ACTION is funded through a cooperative agreement with the U.S. Department of Transportation, Federal Transit Administration.

This document is disseminated under sponsorship of Easter Seals Project ACTION (ESPA) in the interest of information exchange. Neither Easter Seals nor the U.S. Department of Transportation, Federal Transit Administration, assumes liability for its contents or use thereof.

3/2011



Improve Bus Stop and Transit System Accessibility

Whether a community enhances the accessibility of one transit stop or develops a plan to achieve community-wide accessibility, all riders will benefit from improvements. Recommendations for creating accessible stops include:

- conducting a bus stop inventory using an assessment checklist,
- incorporating barrier-free design, wayfinding mechanisms in urban areas, and safety and warning elements,
- designing stops using Americans with Disabilities Act standards and considering incorporating universal design to create a usable environment for everyone,
- adding comfort amenities, such as benches, trash receptacles, and bicycle storage for ease of rider use, and
- adding features that protect riders against heat, cold and wind.



Image source: www.pedbikeimages.org/ Jan Moser 2009

Promote Rural Livability

Livability applies to rural communities as well as urban areas. According to the U.S. Census and the Rural Assistance Center, rural residents make up approximately 27% of the United States population, and approximately 11 million people with disabilities live in rural areas. Rural transportation providers often apply creative and innovative strategies to offer service in areas where traditional roadside transit stops are great distances apart or may not exist.

Rural service strategies that promote livability include:

- creating accessible rural bus stops by installing a concrete or asphalt pad on the shoulder of the road with a curb cut that meets ADA guidelines, and
- encouraging community connections through volunteer driver programs. Friends, neighbors, and co-workers can provide reimbursable, individualized transportation by participating through a volunteer system.

Other strategies include:

- coordinating transit services, which encourages agencies and providers to share vehicles or collaborate to combine funding sources to offer more options, and
- establishing flexible routes that allow drivers to pick up the general public at designated stops as they pick up other clients for door-to-door service.

Benefits of Accessible Communities

The benefits of building accessible pathways and improving connectivity to transit can be measured by the social, health and economic value that access to transportation brings to individuals and the communities in which they live.

Accessible, livable communities:

- assist the 36 million people* with disabilities in the U.S. who are living in non-institutionalized environments with transportation options that enable independent living,
- support youth with disabilities with career and college transition,
- improve social equity by narrowing the employment gap between people with disabilities (39% employed) and those without (80% employed)*,
- provide safe mobility for seniors who acquire changes in functional abilities,
- decrease the cost of long-term care by facilitating community-living,
- help families, individuals and caregivers maintain healthy lives, thereby potentially reducing healthcare costs,
- boost economic and social vitality by creating jobs, protecting the environment and enhancing community engagement, and
- reduce traffic and pedestrian fatalities.

* U.S. Census Bureau, 2008 American Community Survey

ESPA Accessible Pathways Resources

The following resources related to building accessible paths to transit are available free of charge through ESPA and serve as starting points for communities that want to implement ideas described in this pocket guide.

- ◆ *Accessible Pathways to Bus Stops and Transit: A Process Guide*
- ◆ *Accessible Pedestrian Signals: Making Your Community Safer and More Accessible for Everyone*
- ◆ *Accessible Transportation in Rural Areas: An Easter Seals Project ACTION Resource Sheet*
- ◆ *Expanding Mobility Options for People with Disabilities: A Practitioner's Guide to Community-Based Transportation Planning*
- ◆ *Including People with Disabilities in Coordinated Transportation Plans*
- ◆ *Toolkit for the Assessment of Bus Stop Accessibility and Safety*
- ◆ *Universal Design and Accessible Transit Systems: Facts to Consider when Updating or Expanding Your Transit System*

Browse ESPA products at
www.projectaction.org and order online.
 For assistance, call (800) 659-6428 or email projectaction@easterseals.com

All transit riders benefit from an **accessible** path to a bus stop.

**SERVICE REVIEW ADVISORY COMMITTEE MEETING
NOVEMBER 1ST, 2011 MINUTES**

**1) SRAC ROLL CALL AND INTRODUCTION OF INDIVIDUALS
PRESENT**

SRAC members present: Don Queen, Janet Abelson, Ellen Paasch, Peter Crockwell, Harriet Saunders, Lin Zenki, Sharon Powers, Pricilla Mathews, Carolyn Orr, Shawn Fong.

Staff present: Mallory Nestor-Brush; Kim Huffman, AC Transit; Laura Timothy, BART; Mary Rowlands; Myisha Grant, Program Coordinator's Office; Mark Weinstein Veolia/Paratransit Broker.

Members of the public present: BART Director Robert Rayburn, Gary Brown, Dora Ramirez, Lonnie Brown Jr., Myralyn Grant, Mary Lawrence, Earl Perkins, and Naomi Armenta.

**2) APPROVAL OF SRAC MINUTES FROM SEPTEMBER 6, 2011
MEETING MOTION:** Abelson / Crockwell to approve the minutes.
Unanimous.

3) PUBLIC COMMENTS

Gary Brown said Safeway no longer appears to sell BART tickets, only the Clipper Card.

Myralynn Grant said she again wanted to bring up the importance of driver training. Many drivers inappropriately try to assist her by taking or grabbing her hand which carries her walking cane. She also noted that BART cards are no longer available for purchase at Safeway in Rockridge.

**4) PRESENTATION BY NELSON NYGAARD TO UPDATE SRAC
MEMBERS ON THE CURRENT STATUS DEVELOPING THE
ALAMEDA COUNTYWIDE TRANSPORTATION PLAN AND THE
TRANSPORTATION EXPENDITURE PLAN FOR RENEWAL OF
MEASURE B, WITH A FOCUS ON PARATRANSIT PLANNING**

Holly Kuljian introduced herself, along with Cathleen Sullivan. Both are from Nelson Nygaard and are working with the Alameda County

Transportation Commission on the County wide transportation plan plus the development of the expenditure plan for a renewed Measure B.

SRAC members were informed that work to develop a voter package on the Expenditure Plan for a renewal of Measure B is starting to conclude. The current plan reflects inputs already gathered. Funding from the new Measure B will be split 60% for programs and 40% for capital improvements. Key points include:

- Even though the current Measure B, which is a ½ Cent sales tax does not expire until 2022, work has been undertaken to renew the measure. The new Measure (if approved by the voters) would run from 2012 to 2042.
- If approved in fall of 2012 (one year from now) the New Measure B would be a full cent sales tax, going into effect right after approval.
- If approved, between 2012 and 2022, EBPC would receive 5.63% of the first ½ cent of the tax and then an additional 5.0% of the second half of the tax.
- After 2022 EBPC would receive 5.0% of the full one cent tax.

SRAC members were asked to complete a revised survey, which they did. Members expressed strong concern about any decrease in funding to paratransit or any program that supports transportation options for seniors, disabled riders, or low income riders. Members particularly wanted to ensure the percentage of funding going to paratransit does not decrease.

Members took the following action:

MOTION: Abelson / Crockwell: that the guiding principle for allocation of funding in the new Measure B Expenditure Plan include the same or higher percentages for transit priorities, especially paratransit. Unanimous.

5) DISCUSSION ABOUT PROCEDURES FOR ADD-ON'S TO SCHEDULE

Mark Weinstein explained that every day, drivers receive their schedule when they show up for work, but over the course of the day the schedule is fluid and can change for many reasons: no shows, cancellations, later drivers not showing up for work, riders not ready, and accidents or traffic on the roads.

Even though the Broker creates the original schedule and can make changes to the schedule during the course of the day, the three providers can also make changes as circumstances develop.

Mark provided two scenarios where the original vehicle assigned to pick up a rider could not take the assignment and the ride had to be re-assigned to another vehicle. He explained the thinking and reasons that goes into making a decision on how to pick up the rider, acknowledging that sometimes there is no good solution and someone has a long ride or arrives home very late. It depends on where the rider is and where available vehicles are. In some places, like Alameda or San Francisco, there are never many vehicles. Time of day is also important because all vehicles are tied up during peak morning and afternoon hours.

The Broker and the providers do their best to re-assign trips to minimize the inconvenience to all riders, but there are times when options are very limited.

6) UPDATE ON CURRENT CUSTOMER SATISFACTION SURVEY

This years Survey took place from October 10 to October 20. Total surveys completed were about 500.

Survey questions are very similar to prior years in order to make year-to-year comparisons. The survey consists of these main elements:

- Overall impressions of EBPC.
- Questions about a specific, recent trip
- Satisfaction with Reservations, Customer Service calls, and driver skills.
- Demographic questions.

Some new questions were added:

- 1) About the interview in the certification process; rating agent skills and if anything was learned by the applicant.
- 2) Riders with cell phones were asked if they can use their cell phone to receive a text message or phone call about the van arrival.
- 3) All demographic questions were modified slightly to address the information required under Title VI. These questions are about ethnicity, languages spoken and level of income primarily.

Survey results will be available for the January meeting with the SRAC, if possible.

7) BROKER'S REPORT

Due to time, Mark Weinstein provided a short report:

The accident between an EBPC van and a Hells Angels motorcyclist is under investigation. The EBPC driver had been background checked, had passed all drug screening tests and had no complaints registered against him. It is an unusual situation and both Veolia and the provider are waiting to hear the results of the investigation. The driver is in custody.

Veolia's legal counsel, John Hoeft, will be in town with former BART employee Ron Brooks, to provide some additional training to the ADA Eligibility appeals panel members. SRAC members on the committee will be attending the training.

8) REPORT FROM SRAC MEMBERS – held for next meeting

9) NEXT SRAC MEETING AND ADJOURNMENT

The next SRAC meeting will be January 3rd, 2012. Chair Queen asked staff to prepare a report on the sale of BART cards and the new Clipper Card. The meeting adjourned at 2:15 pm.

EAST BAY PARATRANSIT
Performance Report for the SRAC
Systemwide

	July -December 10/11	July -December 11/12
Ridership Statistics		
Total Passengers	378,476	375,451
ADA Passengers	322,161	316,325
% Companions	1.4%	1.5%
% of Personal Care Assistants	13%	14%
Average Passengers/ Weekday	2,606	2,601
Average Pass/ Weekend & Holidays	893	823

Scheduling Statistics

% Rider Fault No Shows & Late Cancels	2.6%	2.5%
% of Cancellations	22.5%	23.8%
Go Backs/ Re-scheduled	6,249	5,077

Effectiveness Indicators

Revenue Hours	206,095	204,388
Passengers/Revenue Vehicle Hour	1.84	1.84
ADA Passengers per RVHr.	1.56	1.55
Average Trip Length (miles)	9.95	9.95
Average Ride Duration (minutes)	38.4	38.8
Total Cost	\$16,670,835	\$16,705,567
Revenue Miles	3,204,726	3,164,249
Total Cost per Passenger	\$44.05	\$44.49
Total Cost per ADA Passenger	\$51.75	\$52.81
Total Cost per Revenue Hour	\$80.89	\$81.73

On Time Performance

Percent on-time	93.8%	93.1%
Percent 1-20 minutes past window	4.9%	5.7%
% of trips 21-59 minutes past window	1.2%	1.2%
% of trips 60 minutes past window	0.08%	0.09%

Customer Service

Total Complaints	1,334	1,637
Timeliness	425	481
Driver Complaints	516	618
Equipment / Vehicle	35	26
Scheduling and Other Provider Complaints	138	200
Broker Complaints	220	312
Commendations	748	804

Safety & Maintenance

Total accidents per 100,000 miles	3.78	3.89
Roadcalls per 100,000 miles	5.21	4.59

Eligibility Statistics

Total ADA Riders on Data Base	19,583	17,293
Total Certification Determinations	2,486	2,320
Initial Denials	73	87
Denials Reversed	5	6

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

**WHEELS Accessible Advisory Committee
Meeting**

DATE: Wednesday, November 9, 2011
PLACE: Diana Lauterbach Room LAVTA Offices
1362 Rutan Court, Suite 100, Livermore, CA
TIME: 3:30 p.m.

MINUTES

1. Call to Order

Vice-Chair Herb Hasting called the meeting to order at 3:30 pm.

Members present:

Herb Hastings – Alameda County Representative
Jane Lewis – Dublin Representative
Sue Tuite – Dublin Representative
Roberta Ishmael – Livermore Representative
Russ Riley – Livermore Representative
Carmen Rivera-Hendrickson – Pleasanton Representative
Rickie Murphey – Pleasanton Representative
Pam Deaton – Social Services Representative
Jennifer Cullen – Social Services Representative
Shawn Costello – Dublin Alternate
Shawn Ebersole – Pleasanton Alternate

Staff Present:

Paul Matsuoka, LAVTA
Jeff Flynn, LAVTA

Kadri Kulm, LAVTA
Ron Caldwell, ALC
Andrea Cornn, ALC
Jamol, ALC

- 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)**
No comments.

- 3. Minutes of September 7, 2011 Meeting of the Committee**
Amended Minutes Approved: Riley/Murphey

- 4. Attendance Policy**
Carmen Rivera-Hendrickson reviewed the committee attendance policy and reminded the members that those who miss three consecutive meetings may be voted off the committee according to the by-laws.

5. By-Laws Update

The current WAAC bylaws set a term limit of 4 consecutive two-year terms for its members. Three different revisions to the WAAC bylaws were proposed with the first option being a stand alone item.

1. Eliminate alternates and make all alternates voting members

In a 2 to 7 vote the committee voted not to eliminate alternates and not to make all alternates voting members.

Approved: Hastings/Deaton

2. Waive term limits if no qualified member of the community expresses interest in an opening

In a 8 to 0 vote with 1 abstention the committee voted to waive term limits if no qualified member of the committee expresses interest in an opening.

Approved: Riley/Cullen

3. Eliminate term limits

In a 0 to 8 vote with 1 abstention the committee voted not to eliminate term limits.

6. Update and Clarification on American Logistics Company (ALC) Operations

Staff gave a status update on ALC's service and clarification on the service. ALC contracts with two primary transportation companies to provide Dial-A-Ride service – Secure Transportation and Cabulance Comfort. ALC also uses taxicabs to cover any trips that the primary transportation companies cannot provide.

Because DeSoto Cab is used for both Dial-A-Ride and Para-Taxi trips, there might be confusion over what the difference

is. If patrons call 925-455-7510 to book a trip and pay only \$3.50, they are booking a Dial-A-Ride trip. If patrons call the cab company directly, pay the full fare up front and get reimbursed later, it's the Para-Taxi program.

7. ALC Customer Service Survey

Staff gave an overview on the results of Wheels Dial-A-Ride customer satisfaction survey that was done by a third party surveying company in September, 2011. The goal was to measure the rider satisfaction of the new Dial-A-Ride service operated by ALC. A total of 100 clients completed the telephone survey.

8. Rapid Update

Staff gave an update on the new Rapid service. Rapid launched in January and construction ended in the summer. LAVTA is adding four new stops to the Rapid line.

9. PAPCO

PAPCO is working with CAWG and TAC on the Countywide Transportation Plan.

10. BART Task Force

Carmen informed the committee that the red and green BART tickets are not going away, but will be sold only at 9 locations. Clipper is trying to make sure that everyone understands the RTC card as well as the Clipper card. Clipper would like to do a presentation in Livermore.

11. Operational Issues

Staff reminded the committee that with the new overpass opening up next week the Route 12 will change schedules starting Wednesday, November 16th.

12. Adjournment

The Chair Carmen Rivera-Hendrickson adjourned the meeting at 5:20 pm

FEBRUARY 14, 2012

ATTACHMENT 7 Transit Correspondence

Wheelchair as 'Cargo Device'? FTA Questions Agency's Ban

Enforcing its rules for riding buses and trolleys, the San Diego Metropolitan Transit System (SDMTS) has told a person with a disability that she cannot use a wheelchair as a "cargo device." The FTA disagrees if cargo is not the only purpose of the wheelchair. SDMTS said the wheelchair violated its rules on storage devices and threatened to deny service to another passenger if it took up a space in the securement area. The rider, who was said to be homeless, admitted that the wheelchair was laden with personal belongings, but claimed it was being used as a mobility device because she used it for balance. FTA learned that the complainant, who filed the complaint in 2009, was "no longer riding SDMTS and/or has obtained a power chair or permanent housing." Therefore, the rights office stated, the rider was not being denied service even if she had been "erroneously denied service" in the past.

Agency Backed on Securement Of Wheelchair Used as 'Walker'

The FTA confirms that a provider is allowed to require that a mobility device be tied down, unoccupied, in the securement area of a bus, even though the rider calls the device a "walker" and the transit agency calls it a "wheelchair." In the case, the rider complained of a requirement to relinquish the device for securement during the bus ride. After an investigation the FTA determined that the device, "shows a typical transport wheelchair with four wheels; a seat with a backrest; two arms; and handles in the back for propelling." The agency is quoted as telling the rider that the device actually protrudes into the aisle - even when folded - if it is not secured.

Bus Driver Reminded to Stop For Rider Who Cannot Wave

A rider filed a complaint with the FTA Office of Civil Rights after a Big Blue Bus (BBB) driver chastised the rider in front of other passengers for "not waving your hand to let him know to stop." The rider's disability does not allow for the individual to wave due to lack of "quick movements" and "hands being occupied holding a cane and gathering change." The FTA contacted the BBB, A Santa Monica, CA transit agency, who stated that the Operations Superintendent met with the driver and reminded him that he must pull into all bus stops that service more than one route, and when doing so it is not the rider's responsibility to signal the driver, and that drivers should never assume people near the stop do not want to board the bus just because they do not signal for it.

Government Keeps Up its Effort for Better Bus Access in Detroit

The federal government is keeping pressure on the City of Detroit to comply with accessibility requirements for fixed-route transit buses, per a settlement order issued in federal court in 2005. The Justice Department is nudging city transit officials to ensure drivers are complying with daily checks of accessibility equipment, and urging a 97%-

100% daily check of securement systems and lifts. The court appointed independent monitor and auditor, David Rishel, stated that, "The pre-trip requirement is not just an ADA requirement; it is a legal requirement of the State Department of Transportation."

Rider Faces Closed Bus Door, and an ADA Complaint Ensues

A rider filed a complaint with the FTA after a driver closed the bus door without explanation. After a thorough investigation of the September 9, 2011 incident, John R. Day, an ADA official at the FTA informed the complainant in a written response that there had been no ADA violation. The letter stated that, "a taxi was parked near the first stop, preventing the operator from getting close to the curb and deploying the lift. Due to the fact that it was dark and the taxi was so close, the operator did not believe she could back up safely, so she called dispatch for assistance. Meanwhile, you and the operator agreed that you would go to the next stop, where she would meet you. Unfortunately, at the next stop, the operator opened the lift doors and realized the bus was tilted too far to deploy the lift because of the slope of the roadway. The operator left the lift doors open, told you that she could not operate the lift in that location, and went inside the bus to call dispatch again. The operator could not hear the radio because of loud music coming from the building next to the bus stop, so she closed the bus door in an effort to hear dispatch clearly. After a short time, the operator reopened the door. A supervisor arrived on site and helped the operator reposition the bus and you were able to board." The Civil Rights Office concluded that the matter had been handled appropriately at the local level, and closed out the complaint.