

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 questions, please contact Naomi at (510) 208-7469.

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Paratransit Advisory and Planning Committee Meeting Agenda

Monday, April 23, 2012, 1 to 2:55 p.m.

Meeting Outcomes:

- Make a recommendation on Coordination and Mobility Management Planning (CMMP) – Volunteer Driver Program Pilot
- Make a recommendation on extending eligible Cycle 3 and Cycle 4 Gap grants
- Receive a quarterly report from Alameda and Hayward
- Receive an update on the 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

I

1:15 – 1:20 p.m. **3. Approval of March 26, 2012 Minutes**

Sylvia Stadmire

[03 PAPCO Meeting Minutes 032612.pdf](#) – Page 1

A

1:20 – 1:35 p.m. **4. Recommendation on CMMP – Volunteer Driver Program**

Staff

[04 Memo Volunteer Driver Program.pdf](#) – Page 9

PAPCO members will discuss and make a recommendation on the CMMP – Volunteer Driver Program Pilot.

A

1:35 – 1:55 p.m. **5. Recommendation on Gap Grant Extensions**

Staff

[05 Memo Gap Grant Extensions.pdf](#) – Page 21

PAPCO members will discuss and make a recommendation on extending eligible Cycle 3 and Cycle 4 Gap grants.

A

1:55 – 2:10 p.m. **6. City of Alameda Quarterly Report**

Alameda Staff

I

2:10 – 2:25 p.m. **7. City of Hayward Quarterly Report**

Hayward Staff

I

-
- 2:25 – 2:35 p.m. **8. Member Reports on PAPCO Mission, Roles, and Responsibilities Implementation** |
PAPCO
08 PAPCO Calendar of Events.pdf – Page 23
08A PAPCO Workplan.pdf – Page 25
08B PAPCO Appointments.pdf – Page 29
- 2:35 – 2:45 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)
- 10. Mandated Program and Policy Reports**
10A WAAC Minutes.pdf – Page 31
10B Transit Correspondence.pdf – Page 35
- 2:45 -2:55 p.m. **11. Information Items** |
Staff
A. Mobility Management
11A Can Travel Training Services Save Public Transportation Agencies Money.pdf – Page 37
B. 2012 Annual Mobility Workshop Update
C. Outreach Update
D. Other Staff Updates
- 12. Draft Agenda Items for May 21, 2012 PAPCO Meeting** |
A. Base Program and MSL Recommendation
B. Establishment of Bylaws and Subcommittee Membership
C. Report from East Bay Paratransit – Broker/Claims Report
D. Annual Mobility Workshop Update
- 2:55 p.m. **13. Adjournment**

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

Next PAPCO Meeting:

Date: May 21, 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, March 26, 2012, at 1 p.m., 1333 Broadway, Suite 300, Oakland

Attendance Key (A = Absent, P = Present)

Members:

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

Staff:

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

1. Welcome and Introductions

Sylvia Stadmire called the meeting to order at 1:02 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; Chonita Chew, United Seniors of Oakland and Alameda County (USOAC); Anne Culver, City of Hayward; Shawn Fong, City of Fremont; Thomas Gregory, Center for Independent Living (CIL); Kim Huffman, AC Transit; Mike Kessler, Satellite Housing; Michelle Taylor Lagunas, USOAC; Chris Mullin; Sanjura Padilla, Bay Area Outreach and Recreation Program (BORP); Reba Knickerbocker, BORP; Leslie Simon, CIL

2. Public Comments

There were no public comments.

3. Approval of February 27, 2012 Meeting Minutes

Jonah Markowitz moved that PAPCO approve the February 27, 2012 minutes as written. Esther Waltz seconded the motion. The motion carried with one abstention (18-3).

4. Discussion on Conflict of Interest and Ethics

Naomi Armenta opened the conflict of interest and ethics discussion by stating that PAPCO will take action on a number of funding recommendations through May. The goal of this discussion is to reach a consensus on some internal standards that PAPCO would like to follow and to consider these standards for inclusion in future bylaws.

Naomi explained to members that a conflict of interest exists when any committee member has, or represents, a financial interest in a matter before the committee. Such a direct interest must be significant or personal. In the event of a conflict of interest, the committee member must declare the conflict, recuse him or herself from the discussion, and must not vote on that item. Failure to comply with these provisions is grounds for removal from the committee.

Members discussed the different roles they have with non-profit organizations and transportation providers, such as being on an advisory committee.

Members discussed when it is appropriate to make motions, participate in discussion, and vote on funding for agencies they may be affiliated with. After a lengthy discussion, members suggested that PAPCO receive training regarding ethics-related decisions and guidelines to help members understand when to vote and when to just contribute to the discussions. Staff also offered to consult legal counsel for guidance.

5. Finance and Program Plan Review Subcommittee Membership

Naomi Armenta stated that PAPCO members are being asked to volunteer to participate in the Fiduciary Training and Finance Subcommittee, which will meet on Friday, April 13, 2012, from 1 to 4 p.m. at Alameda CTC. Naomi said the committee will discuss PAPCO's fiduciary responsibilities and review summary program information from year-end reports and Program Plan

applications, and identify issues and questions for programs. Since this is a standing subcommittee, appointed PAPCO members will receive a per diem.

The following PAPCO members volunteered to serve on the subcommittee:

- Aydan Aysoy
- Larry Bunn
- Sandra Johnson Simon
- Jonah Markowitz
- Rev. Carolyn M. Orr
- Sharon Powers
- Michelle Rousey
- Harriette Saunders
- Will Scott
- Sylvia Stadmire
- Esther Waltz

Naomi then asked for members to volunteer for the Program Plan Review Subcommittees. Program Plan Review is a primary PAPCO responsibility. This year, PAPCO will be responsible for reviewing and recommending funding for the Measure B-funded paratransit program totaling more than \$9.3 million. Final recommendations will go before the full PAPCO in May for final approval before going to the Commission. Appointed members will be responsible for carefully reviewing extensive materials provided prior to the meetings and coming prepared with comments and questions. The Program Plan Review Subcommittee meetings are scheduled for May 4, 2012 and May 7, 2012 from 10 a.m. to 5 p.m. at Alameda CTC, and lunch will be provided. Appointed PAPCO members will receive a per diem for each day in attendance. Staff distributed Program Plan Review Subcommittee Forms for members to sign up.

6. Update on HDTS/WSBTS

Krystle Pasco gave a presentation on the Hospital Discharge Transportation Service and Wheelchair Scooter Breakdown Transportation Service (HDTS/WSBTS). She stated that the Hospital Discharge Transportation Service is a collaborative project between Alameda CTC and area hospitals within Alameda County. The service provides same-day, door-to-door transportation for individuals who have a health or disability condition that prevents their use of public transit and who have no other resources for transportation following

discharge from the hospital. Hospital staff gives patients a voucher to pay for the ride, and the cost is \$5 per voucher to the hospital. This fiscal year, the average is 40 rides per month.

Krystle stated that the Wheelchair Scooter Breakdown Transportation Service is also a free county-wide transportation service to people in mechanical or motorized wheelchairs or scooters in the event of a mechanical breakdown. It is a one-way ride to home or to a repair facility for stranded individuals. The service is provided within one hour, is also available to pick up a stranded wheelchair if someone is taken to the hospital in an emergency, and has provided an average of seven rides per month in this fiscal year.

Questions/feedback from the members:

- One member complained that it takes too long to get a ride. Staff stated that it's like getting a taxi. It takes a while for the rides to get you. Therefore, members should keep that in mind when calling for service.
- Other members wanted to know what staff is doing to reach a broad spectrum of the public regarding the services. Staff stated that they have several outreach programs to inform the public of these services and are working with participating hospitals to let them know about our service. Staff also said if members are aware of any group of people who might need the service, they should let her know, and on a monthly basis, she will forward information to them.
- Members wanted to know if someone gets admitted to San Francisco Hospital and gets discharged, can that person still call for a ride home? Staff stated that the program only serves Alameda County.

7. Update and Input on Annual Mobility Workshop

Cathleen Sullivan gave an update on the planning for the ninth Annual Mobility Workshop, which will happen in the first or second week in July 2012. She is working with the Ed Roberts Campus on availability.

She requested members to brainstorm ideas relating to mobility management funding. One idea is to focus on "hot topics" regarding resources that we can tap into, cost-effective programs, information on what's working and what's not, and the best ways to provide service. Some of the "hot topics" may include accessible transportation, wheelchair rule changes, dialysis, and taxis, since they are becoming a more common way to provide paratransit services

for the Americans with Disabilities Act (ADA)-mandated services and locally provided services.

Questions/feedback from the members:

- A member asked if staff could send a list of all the ideas we have received so far in writing to all members so they can add to the list. Staff said yes and will put the list together and email it to members.
- A member asked if we could invite Medicare to go over some of the changes they have done to wheelchair eligibility. Staff will look into it.
- Other members were concerned about the Ed Roberts Campus; they think it's too small to accommodate their wheelchairs. Staff said that they would work with facility staff to better arrange the room.
- Members asked if we could have the CPUC's Deaf and Disabled Telecommunications Program talk to members since they deal with disabilities – hearing, vision, etc. Staff will look into it.

Cathleen thanked members for all their input, and she will update members again at the next meeting.

8. Gap Grant Reports – Travel Training

PAPCO members received the following three travel training presentations.

CIL Travel Training Presentation: Thomas Gregory, Program Manager of CIL said CIL is in partnership with other subcontractors and Alameda CTC to deliver travel-training services, free of charge, to adult Alameda County residents with disabilities. Training services are designed to help residents learn to safely and confidently use the BART and AC Transit systems within Alameda County.

CIL helps ambulatory people familiarize themselves with public transit systems, and helps those who use a wheelchair or a scooter master using their mobility device within the context of using public transportation. He said CIL also helps consumers applying for and obtain their Regional Transit Connection Discount Card and learn to use 511.org and the 511 phone service to access info about routes, fares, and schedules. Consumers report being satisfied with the training they received.

CIL is planning to engage in more Spanish-language outreach in the Fruitvale district of Oakland. These services have been made possible by Measure B funds.

USOAC Travel Training Presentation: Michelle Taylor Lagunas of USOAC gave a presentation about the Senior Travel Training program for Northern and Central Alameda County. She introduced Chonita Chew as their new travel trainer. Michelle stated that USOAC trains older adults (55 years of age and up) how to:

- Use AC Transit, BART trains, and city flex shuttles
- Do trip planning and read maps and schedules
- Purchase tickets, pay fares, enter and exit
- File complaints and recommendations
- Travel safely (and what to do when lost, etc.)

She said they have mini travel trainings, a 3-day course, group trips, and one-on-one training sessions. USOAC's two travel trainers provide training in English and Spanish. USOAC has performed outreach to approximately 3,800 people in more than 12 places including organizations, senior facilities, community festivals, senior resources, and health fairs.

The senior travel training project ends June 30, 2012. Measure B funding increased confidence and independence among seniors and persons with disabilities. One of the seniors said, "All seniors want to feel independent as long as possible, and this program helps to enrich our confidence in navigating our way from place to place to place."

City of Fremont Travel Training Presentation: Shawn Fong, City of Fremont said the Tri-City Travel Training Program trains seniors and persons with disabilities how to gain first-hand experience riding buses and BART. The program has provided 40 workshops; 13 were conducted in this fiscal year. To date, the city has trained 539 seniors and persons with disabilities:

- 189 were trained this fiscal year
- 32 transit adventure program outings were provided
- 160 people participated

Shawn mentioned a number of outing destinations, and said that workshops are provided in Mandarin, Farsi, Punjabi, Spanish, and American Sign

Language. The City of Fremont is also working with MTC, BART, and AC Transit to become an authorized senior and adult Clipper Card distributor and is looking forward to hiring a travel training assistant to assist with outreach and provide interpretation for workshop participants. Measure B funding has helped with pedestrian education and advocacy.

Sylvia Stadmire thanked all presenters for their work in the Travel Training Programs.

9. Summary of the Mid-year Reports

Sylvia Stadmire stated that the mid-year report summary is in the packet, and all members should take the time to review it.

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

Carmen Rivera-Hendrickson reported that Hale Zukas will be honored on April 18, 2012, at 1 p.m. at the Ed Roberts Campus for his invaluable services in transportation. She said BART will place a plaque at the Ashby BART Station in his name. Sylvia Stadmire urged all members to attend if they can.

11. Committee Reports

- A. Service Review Advisory Committee (SRAC) – Rev. Carolyn Orr reported on new recertification forms for riders.
- B. Citizens Watchdog Committee (CWC) – Harriette Saunders reported that the committee talked about the compliance reports received from Measure B-fund recipients, including addressing the high fund reserves.

12. Mandated Program and Policy Reports

Sylvia Stadmire stated that the mandated program and policy reports are in the packet, and members should read them at their leisure.

13. Information Items

A. Mobility Management

Naomi Armenta stated that there is a Volunteer Driver Programs pamphlet from the Beverly Foundation in the packet. She said PAPCO will talk about a proposed volunteer driver program during next month's meeting.

- B. Outreach Update: Krystle Pasco gave an update on the outreach events coming up. She thanked Michelle Rousey, Esther Waltz, and Carmen Rivera-Hendrickson for all the help at the Pleasanton Senior Transit Fair. She said even though it was a rainy day, the turnout was great.

Krystle said the outreach program is on page 34 of the agenda packet. She passed around the new magnet listing the AccessAlameda.org website and the paratransit hotline. Krystle said if anyone is interested in attending any of the outreach events listed below to feel free to call or email her:

- 4/17/12 – Senior Health Fair at North Berkeley Senior Center from 10 a.m. to 3 p.m.
- 4/19/12 – East County Transportation Forum at Dublin City Hall from 6:30 to 8:30 p.m.
- 4/26/12 – Senior Resource Fair at Albany Senior Center, from 10 a.m. to 1 p.m.
- 5/3/12 – Senior Health and Wellness Resource Fair at Kenneth C. Aitken Senior and Community Center, from 9 a.m. to 1 p.m.

- C. CWTP Update: John Hemiup reported that five city councils have approved the TEP: Fremont, Livermore, Union City, Emeryville, and Hayward. He said staff will bring both the final Transportation Expenditure Plan and the final draft CWTP to the Commission in May 2012 for approval so that Alameda CTC can request that at the June 2012 Board of Supervisors meeting, the Board of Supervisors place the Transportation Expenditure Plan on the November 6, 2012 ballot.

14.Draft Agenda Items for April 23, 2012 PAPCO/TAC Joint Meeting

- A. CMMP – Volunteer Driver – Program Recommendation
- B. Gap Extension Recommendation
- C. FY 11/12 Coordination Contract Evaluation and Recommendation
- D. Report from EBP – Broker/Claims Report
- E. Quarterly Report from Alameda and Hayward
- F. Annual Mobility Workshop Update

15.Adjournment

The meeting adjourned at 3:18 p.m.



MEMORANDUM

To: Paratransit Advisory and Planning Committee

From: Paratransit Coordination Team

Date: April 9, 2012

Subject: **Staff Recommendation for Coordination and Mobility Management Planning (CMMP) Pilot – Volunteer Driver Program**

Recommendation

PAPCO is requested to recommend to the Alameda CTC Board:

- Approve a CMMP Pilot Volunteer Driver Program.
- Allocate \$94,000 of CMMP funding for the pilot Volunteer Driver Program.

Summary

In January 2012, staff was contacted by the Executive Director of Senior Helpline Services (SHS) in Contra Costa County about expanding their successful volunteer driver program into Alameda County. Paratransit Coordination staff worked with SHS to develop a new CMMP Pilot.

Background

PAPCO approved designation of \$500,000 of Special Transportation for Seniors and People with Disabilities Gap Funds (Discretionary Measure B Funds) for design and implementation of Coordination and Mobility Management Planning (CMMP) pilot projects during the FY10-11 Gap Grant funding cycle in February 2011. In September 2011, PAPCO forwarded a recommendation to the Alameda CTC Board to allocate \$281,244 of the CMMP funding for three

specific projects: Establishment of Uniform Taxi Policies for North County, Expansion of South County Taxi Program to Central County, and Tri-City Mobility Management Project. \$218,756 in CMMP funds remained for future pilots or technical assistance for specific jurisdictions.

PAPCO and staff had indicated interest in implementing a volunteer driver program in North and/or Central County. As a memo from 2011 states:

The Alameda CTC would like to promote establishment of volunteer driver programs in North and Central County, due to their ability to fill mobility gaps at a relatively low cost. Volunteer driver programs may represent an ideal component in the “suite” of complementary programs envisioned for each region of the County.

Staff has explored the possibility of expanding the successful volunteer driver program in South County operated by the Life Elder Care program. However, this agency does not currently operate outside of South County; hence a different contracting agency will likely be required. Based on lack of an identified non-profit sponsor at this time, it may not fit into the CMMP pilot project implementation timeline. However, staff would like to discuss the potential for replicating volunteer driver programs in North and Central County and identify outreach opportunities to potential partners in working with the cities in North County. This could also be done through another source of funding such as a New Freedom grant or foundation grant.

Staff reached out to current partners, but an appropriate non-profit partner could not be identified. In January 2012, Paratransit Coordination staff connected with Senior Helpline Services (SHS) through the Regional Mobility Management meetings. Paratransit Coordination staff worked with SHS to develop a new CMMP Pilot and provide input on SHS's proposed budget to fund this pilot program. Please see SHS proposal in Attachment (04A).

Fiscal Impacts

The Recommendation includes \$94,000 from the approved CMMP program. The remaining CMMP program budget will be \$124,756.

Attachments

- A. SHS Rides for Seniors Program Proposal

Attachment 04A: Bringing the SHS RIDES FOR SENIORS Program to Alameda County – Proposal

Senior Helpline Services (SHS), a 501(c) (3) nonprofit senior services agency, based in Lafayette, California and currently serving all communities in Contra Costa County, proposes a pilot that would include two projects in Alameda County:

- Launch and operate a 12 month project offering free, one-on-one, door-through-door, escorted rides for ambulatory seniors (age 60 and older) residing in Oakland, Berkeley, Albany, and Emeryville who are living at home and are unable to utilize other modes of transportation. These clients will be transported by screened, trained, volunteer drivers (age 25-75). Trips will be primarily for medical care and basic necessities, like grocery shopping. All rides will be arranged through the Senior Helpline Services office in Lafayette, but volunteer driver training will occur in Alameda County.
- Work with Senior Transportation of the Tri Valley to coordinate SHS volunteer driver resources with theirs in order to increase capacity at both agencies and provide seamless rides to clients between eastern Alameda County and central Contra Costa County.

Discussion/Justification of Alameda County Expansion of SHS Rides for Seniors Program

We look forward to many milestones in our lives: being tall enough to ride on the big roller coaster, getting our driver's license, graduating, getting a job, getting married, becoming a parent, retiring, etc. But no one has said, "I can hardly wait until I'm institutionalized in a long term care facility!" Unfortunately, that is where many senior citizens, who cannot access the support services they need to age in their own homes, will end up. This is not a "milestone" any of us look forward to. Of course, there are those who need the type of care provided by long term care facilities, but also many who end up there who could have been supported for far less cost and frustration at home.

The availability of appropriate, accessible, affordable transportation is often the key to maintaining our independence as we age. Yet, as we plan for our post retirement needs, we tend to consider everything but how we will remain mobile outside our homes. We assume that we will always drive or that our grown children will take us where we need to go when we need to get there....more often wishful thinking than reality.

Aging is not an illness, but our ability to do some of the things we did when we were younger diminishes with age. Poor vision, lack of strength and coordination, slower reaction times, etc. can reduce our ability to drive a car safely. Counting on our grown children to drive us often puts them in a position of being torn between work obligations and family responsibilities, precluding them from serving as our “chauffeurs.”

The solution to maintaining mobility, after giving up the car keys, can be found through good planning. We advise individuals to find out about the transportation options in the community where they plan to live after they no longer drive. Hopefully their community will have an array of mobility options, at least one of which will meet their needs.

Currently in Alameda County, there are only two volunteer driver programs that provide rides to seniors. One covers the communities of Pleasanton, Livermore, Dublin and Sunol and the other covers Fremont, Newark and Union City. Other areas in Alameda County have no such program at this time, leaving senior residents with limited mobility who are trying to age in place with few transportation choices. Many of these residents who cannot access the transportation options in their community will end up with no alternative but to accept permanent placement in a long-term care facility.

Senior Helpline Services is a multi-award winning organization that is recognized as a lead agency with strong management and inter-agency team building strengths. The success of this agency is a direct result of the caliber of staff and volunteers that the organization is able to attract and retain. Staff members work together as a synergistic team, routinely doing more than is expected, and continue to work at that level even during times of inadequate financial and human resources. This is the team that will implement and carry out the first 12 months of the Alameda County pilot.

The approach that will be used to monitor and track progress on this pilot will be a combination of individual staff initiative, supervision and mentoring by the Executive Director, and utilization of our computer based tracking system for data specific to the clients, volunteers, and services we provide.

SHS staff members are well aware and have participated in the planning process for this pilot and know they will be expected to carry out their present duties as well as participate in the implementation of this pilot. They are excited about the potential opportunities for seniors in Alameda

County and are looking forward to their role in the success for meeting the goals and objectives of this project.

Volunteers are the lifeblood of our organization and the reason we are able to provide direct services to our clients. Our experience with volunteer drivers has been that they are not only generous with their time; they pay for their own gasoline, insurance, and wear-and-tear on their vehicles. With all else present (good driving record, willing and able to provide escorted rides, sensitivity to seniors' needs, etc.), the high price of gasoline should not be the one obstacle precluding them from becoming volunteer drivers. We are happy to reimburse them for the cost of gasoline to provide this vital service, if requested. Historically, very few have requested reimbursement, but with the cost of gasoline at an all time high, some volunteer drivers may request help with the cost of gasoline, and this potential cost for Alameda volunteer drivers has been built into the proposed budget.

Our target population consists of ambulatory seniors, aged 60 and over, without regard to race, color, national origin, gender, religion, or sexual orientation, who want to age in place and can live in their own homes safely and comfortably rather than become institutionalized. We focus on those who need our services and have been underserved often due to economic reasons, family abandonment, lack of care management, healthcare system failures, and language barriers. We have found that individuals with two or more of these problems tend to live in the same geographic areas. Senior Helpline Services never takes the place of other agencies that are able to meet the needs of seniors residing in a particular area or duplicates any services they provide. What we provide is unique and offered "in addition to" not "in lieu of" other services the seniors need to age in place.

Alameda County is brimming with seniors, and the senior population is growing faster than any other age group. It is no longer the norm that the younger adult members of a family take in and care for their aging relatives. Often seniors find themselves living alone, many of them without family or friends who can help them, with even the basic necessities of life.

Alameda County is divided into four sub-regions, each with its own unique characteristics and challenges. The seniors residing in those sub-regions each then have their own unique characteristics and challenges. We long ago realized a "one size fits all" approach does not apply, and we do what we can to individualize mobility management techniques and plans to take into consideration the services available where the senior lives. Relocation of the

senior is rarely an option, thus we have learned from experience how to get creative to achieve desired outcomes.

Senior Transportation of the Tri Valley currently drives clients, not only within Alameda County, but also into Contra Costa County. The SHS Rides for Seniors program currently only drives clients inside Contra Costa County borders. We have a number of clients who reside in the San Ramon/ Danville area who want to go to the Tri Valley area. In the second six months of the pilot, we would like to meet with the management team of Senior Transportation to discuss how we might combine volunteer driver resources to better serve their clients and ours by increasing capacity for seamless transportation between eastern Alameda County and central Contra Costa County.

Start up and Operations of the Alameda County Rides for Seniors Pilot

The Alameda County pilot will be operated using our present offices and staff in Lafayette. The Executive Director will serve as the Project Director dedicating at least 50% of her time to this pilot for the first year, spending most of that time in Alameda County. She started the Rides for Seniors Program in Contra Costa County through the Senior Helpline Services organization and will, where applicable, “duplicate” those efforts in Alameda County. Unlike the Contra Costa start up, funding will not be an issue thanks to Measure B Gap funds, so she will be free to dedicate her time and effort to startup and ongoing operations. She will establish and maintain contacts with key stakeholders including other senior transportation providers, the Area Agency on Aging, local officials, and identified “change agents” in the area in positions of influence and access; recruit and train volunteer drivers; and provide outreach for clients.

Although we are experts in volunteer recruitment with a track record for retention of volunteers, we realize that recruiting and retaining volunteer drivers may be more of a challenge with this pilot, since we do not expect Alameda County communities to mirror Contra Costa communities. We will use what we have learned from experience and be prepared to modify recruitment and retention techniques as needed to meet our goals. For the volunteers’ convenience, training will be provided in Alameda County.

Once we have recruited, screened, and trained at least 10 volunteer drivers, we will begin outreach to potential clients. This will primarily be done through working with our key stakeholder group who will help with opportunities for speaking engagements at senior centers, churches, and other gathering places for seniors.

Prospective clients will be interviewed by phone by one of our Program Coordinators, followed by a home visit for an assessment to determine if they are a match for the Rides for Seniors Program or instead need help with a referral to a more appropriate transportation modality that will better meet their needs. Records of reasons for the final determination of eligibility/match will be kept and included in reports to the funder.

Rides will be provided Monday through Saturday from 7am - 6pm for seniors who cannot use other modes of transportation and need a volunteer driver to take them to and from providers of medical/surgical/psychiatric/chiropractic/dental care, etc. and to stores for basic necessities like groceries and household items. If volunteer drivers are available, after these critically needed rides are covered, clients can request rides for other purposes.

Alameda County Rides for Seniors clients will not be required to participate in our Reassurance Phone Friends Program, but will be required to check in at least monthly by phone if they receive rides less frequent than weekly. This requirement is necessary so that we can keep in touch with them and monitor changes in their condition and/or circumstances to determine if their needs can continue to be met by SHS or they need other assistance.

Alameda County rides will be scheduled by our Program Coordinator who also scheduled rides for Contra Costa. Our other Program Coordinator will assist if volume becomes an issue. Also a few of our Contra Costa County volunteer drivers have offered to do rides in Alameda County, and they will be assigned as needed. Alameda County rides will be tracked in our data base by client, city of origin and destination, volunteer driver, purpose of the ride, time spent by volunteer driver, and mileage. This data will be included in reports to the funder.

Next Steps / Timeline

Upon approval of Measure B Gap funding, Senior Helpline Services will move forward with the two projects in the pilot described above in the timeline below.

<u>2012</u>	
July - September	<ul style="list-style-type: none"> • Add Alameda County project service areas to SHS website, brochures, volunteer recruitment & training and client outreach & intake materials. • Add capacity to current Rides for Seniors database for Alameda County rides scheduling, tracking, and reports as well as specific client and volunteer information. • Establish contacts, introduce the project, and begin to develop relationships with key stakeholders in project areas. • Begin recruiting, screening, and training volunteer drivers.

<u>2012</u>	
October-November	<ul style="list-style-type: none"> • Begin outreach to potential clients and enrollment. • Begin to schedule and give rides. • Continue recruiting, screening, and training volunteer drivers.
December	<ul style="list-style-type: none"> • Continue growth and operations of project in Oakland, Berkeley, Albany, and Emeryville. • Evaluate first 6 months of this project.
<u>2013</u>	
January-February	<ul style="list-style-type: none"> • Meet with Tri Valley Senior Transportation Program management regarding opportunities for shared volunteer driver resources between East Alameda County and Central Contra Costa County and establish a coordinated work plan. • Continue growth and operations of project in Oakland, Berkeley, Albany, and Emeryville.
March-April	<ul style="list-style-type: none"> • Continue both projects.
May	<ul style="list-style-type: none"> • Assess both projects with data collected including feedback from clients and volunteers, and decide on feasibility and value of continuation after end of pilot.
June	<ul style="list-style-type: none"> • Develop work plan for FY13/14 activities.

Funding

Measure B Gap funds will be used for a portion of the salaries of the current SHS Executive Director, two Program Coordinators and Program Assistant working on these projects. We are prepared to give up some less important projects in Contra Costa County and reallocate priorities to free up adequate staff time for the Alameda County pilot, pending approval of funding for this pilot. We will also plan for smaller growth in Contra Costa County for one year to accommodate growth with the Alameda County pilot. We will be able to sustain our Alameda County work with the hiring of new staff in FY 2013/14, while reducing the time spent by current staff on that work. Other direct costs include mileage reimbursement for staff traveling between the SHS home office in Lafayette to various sites in the project areas for volunteer recruitment and training, speaking engagements, meetings, client outreach activities, home assessments, printing, office supplies, internet/phone costs, insurance, volunteer background checks, and mileage reimbursement for individual volunteer drivers, if needed.

Salary for Project Manager [Executive Director (.50 FTE)]	\$ 43,600.00
Salaries for Staff [Program Coordinator #1 (.20 FTE) + Program Coordinator #2 (.15 FTE) + Program Assistant (.10 FTE)]	\$ 35,725.00
Direct Costs	\$14,675.00
Total RIDES FOR SENIORS Pilot Project Measure B Gap Funding Request	\$ 94,000.00

Future Plans

If the Alameda County Transportation Commission (Alameda CTC) and Senior Helpline Services (SHS) agree that the 12 month pilot has been a success and warrants continued operation, SHS will request further Measure B Gap funding from the Alameda CTC for Programs and Projects that Enhance Mobility Management in Alameda County to continue operations and consider expansion to other areas of Alameda County beginning in FY 2013/14. Also, SHS would want to discuss adding our call-in Transportation Information & Referrals service at that time for seniors and those trying to help them find an appropriate transportation provider in Alameda County, unless by then Alameda County has another provider offering this mobility management service.

A Program Coordinator, dedicated to the Rides for Seniors program in communities of Alameda County, would be hired. This would reduce some of the time and expense of the SHS Executive Director and other current staff assigned to the pilot, although they would remain available to assist as needed. Additional staff would be added in the future as necessary.

Introducing Senior Helpline Services

Organizational History

In June 1998, Contact Care Center, a 501(c) (3) nonprofit charitable organization, added the Reassurance Phone Friends program to the Helpline services it had offered residents of all ages in Contra Costa County since 1972. In 2003, recognizing the unmet needs of seniors residing in our community, the organization decided to transfer the function of the call-in helpline to the Contra Costa Crisis Center and become an all senior services agency. The Reassurance Program became the sole program offered by the agency. In 2004, the agency name was officially changed to Senior Helpline Services (SHS) to better reflect our new focus.

Reassurance Phone Friends

Our Reassurance Phone Friends program provides essentially homebound, lonely, socially isolated seniors with a phone friend volunteer who will keep the promise to call daily, or less frequently if requested, for a few minutes of friendly conversation and compassionate listening. Volunteers often identify unmet needs by giving the gift of listening to their client. Staff members help with information and referrals and work with clients to resolve problems. An important feature of this program is the "safety net" that staff provide by following up on unanswered calls to see if the client needs immediate assistance. As a result of this provision, many seniors have been spared the agony of lying on the floor for days because no one knew they were there. Reassurance Program clients also receive greeting cards several times during the year for holidays, birthdays, during illness, for sympathy, and encouragement. Annually, phone friend volunteers make thousands of calls to seniors aged 60 to over 100.

Rides for Seniors

Over the years, our Reassurance program volunteers would call the office with a recurring problem. Their client needed a ride. Usually the types of rides requested were those to obtain medical care or food and household items. Typically, the client had recently lost his/her ability to drive or take public transportation; lost the person who previously transported him/her; did not

qualify for paratransit; and even if they could afford to pay for a taxi, they needed more help than curb-to-curb service. This was the most frustrating recurrent request we received. The frustration was not in the request, but in the lack of available programs that offered free, appropriate, accessible transportation. All too often, this led to seniors having to give up their homes and be placed in institutional settings.....an unconscionable act on the part of a civilized society that had somehow gone unnoticed except by those suffering the consequences. We also noticed and decided to do something about it.

We researched the transportation options available in Contra Costa County and came to realize a key component was missing. There was no volunteer driver program designed to meet the needs of essentially homebound seniors, at risk of premature placement in long term care facilities, as a result of no longer being able to access any of the modes of transportation available in their community. SHS created a program to fill that gap. On September 1, 2005, SHS launched a new program called Rides for Seniors. In it, screened, trained volunteers provide free, one-on-one, door-through-door, escorted rides for essentially homebound, ambulatory seniors, primarily for the purpose of obtaining medical and dental care and basic necessities. Rides for other purposes are given when basic need rides are covered and volunteers are available. As a result of this program, our clients experience improved health status due to access to preventative care and treatment as well as basic necessities of life, like food and exercise. Using hospital emergency rooms for primary care with the threat of premature institutionalization hanging over their heads is no longer the norm for these seniors. This access to mobility has enriched their lives physically and psychologically as they remain in their community, experiencing many of the same opportunities afforded those who drive.

Falls Prevention/Home Safety

Home visits made to potential Rides clients have revealed unsafe living conditions in varying degrees. It is, of course, not our intent to foster unsafe living situations by providing the services of our programs that help seniors to age-in-place. We have always tried to help clients improve home safety and reduce fall risk, and have come to realize that we could do a much better job of this with written educational materials and safety items and equipment. As a result, we now distribute falls prevention/home safety information to our Rides clients; conduct formal home safety evaluations; have added more education on prevention of falls and improving observation and reporting skills of volunteer drivers and staff; and maintain an inventory of falls prevention and home safety items and equipment for distribution/installation

by staff during home visits. With the client's permission, extensive repairs and installation of major safety equipment are referred out to appropriate entities with a follow up by staff.

Transportation Information & Referrals

For several years, we have been receiving transportation/mobility questions from seniors and those trying to help them. But, over the past year, we noticed a significant increase in the volume of these types of calls. This is in large part due to budget cuts at the county level resulting in decreased staffing of the Contra Costa County Area on Aging Information & Assistance line, as well as the fact we are becoming known as experts on mobility management for disabled seniors. We decided to formalize this service and in January 2012 dedicated two phone lines, one toll free, to this service. We receive calls from all over Contra Costa County to help match seniors who no longer drive to the best mode of transportation to meet their individual needs.



MEMORANDUM

To: Paratransit Advisory and Planning Committee

From: Paratransit Coordination Team

Date: April 9, 2012

Subject: Extension of Existing Paratransit Gap Grants

Recommendation

PAPCO is requested to recommend to the Alameda CTC Board:

- Authorize a one year extension of twelve Gap grants.
- Allocate \$965,690 of Special Transportation for Seniors and People with Disabilities Gap Funds (Discretionary Measure B Funds) to fund the one year extension of twelve Gap Grants

Summary

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. On February 23, 2012, PAPCO took action on an initial recommendation to the Alameda CTC Board to extend eligible Gap grants.

On March 6, 2012, current grant recipients were invited to apply for an extension of their grant and, where appropriate, supplemental funding. Requests were due on April 2, 2012. Eleven organizations submitted requests for twelve grants totaling \$965,690.

Extension of Existing Gap Grants

TAC and PAPCO were asked for initial feedback on a proposal to extend eligible Gap 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

On March 6, 2012, current grant recipients were invited to apply for an extension of their grant and, where appropriate, supplemental funding. Requests were due on April 2, 2012. Eleven organizations submitted requests totaling \$965,690 for twelve grants. Applicants also submitted past and projected performance data. Staff will provide detail on all requests in handout form at the April 23, 2012 meeting.

PAPCO Calendar of Events for April 2012 through June 2012

Full Committee Meetings

- **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
- **Regular PAPCO monthly meeting:**
Monday, May 21, 2012, 1 to 3:30 p.m., Alameda CTC
- **Regular TAC monthly meeting:**
Tuesday, June 12, 2012, 9:30 to 11:30 a.m., Alameda CTC
- **Regular PAPCO monthly meeting:**
Monday, June 25, 2012, 1 to 3:30 p.m., Alameda CTC

Subcommittee Meetings

- **Fiduciary Training and Finance Subcommittee Meeting:**
Friday, April 13, 2012, 1 – 4 p.m., Alameda CTC
- **Program Plan Subcommittee 1:**
Friday, May 4, 2012, 10 a.m. – 5 p.m., Alameda CTC
- **Program Plan Subcommittee 2:**
Monday, May 7, 2012, 10 a.m. – 5 p.m., Alameda CTC
- **Bylaws Subcommittee:**
Friday, June 8, 2012, 1 – 3 p.m., Alameda CTC

Outreach

Meeting Date	Event Name	Meeting Location	Time
4/17/12	Senior Health Fair	North Berkeley Senior Center 1901 Hearst Avenue, Berkeley CA 94709	10 a.m. – 3 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.

Meeting Date	Event Name	Meeting Location	Time
4/26/12	Senior Resource Fair	Albany Senior Center, 846 Masonic Avenue, Albany, CA 94706	10 a.m.- 1 p.m.
5/3/12	Senior Health and Wellness Resource Fair	Kenneth C. Aitken Senior and Community Center, 17800 Redwood Road in Castro Valley, CA	9 a.m. - 1 p.m.
5/5/12	Cinco de Mayo Community Health Fair	Ashland Community Center 1530 167 th Avenue San Leandro, CA 94578	10:30 – 2:30 p.m.
6/28/12	Senior Days at the Alameda County Fair	Alameda County Fairgrounds 4501 Pleasanton Avenue Pleasanton, CA 94566	9 a.m.- 5 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 Krystle Pasco at (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)		x
Assist in distributing information materials – Fact Sheets on Aging, etc		x
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	

<i>Topic: Fiduciary Oversight</i>			
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	x		
February	x		
March		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

<i>Topic: Sustainability</i>			
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	• To be completed after survey
PAPCO members appointed to WAAC	• To be completed after survey
Other Committees/Advisory Boards	• 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 Armenta at (510) 208-7469.

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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

APRIL 10, 2012

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ATTACHMENT 8

Transit Correspondence

Rights Office Raises Question About 3-Point Securement

The FTA's Office of Civil Rights questioned the 3 point securement on Fresno Area Express, aka FAX, in Fresno, CA. A rider complained that drivers don't fasten as many as 3 straps and reported many instances where drivers failed to properly secure his mobility device. FAX' securement policy states that no mobility device shall be transported without first being secured with a minimum of 3 straps. The rider still experienced problems even though his scooter was fitted with tether straps. The civil rights office investigated why FAX did not require a 4 point tie down, since a 4 point securement system is on use in the majority of the transit operator's buses. Although the DOT's ADA regulations do not call for a 4 point securement explicitly, the FTA Office of Civil Rights noted that proper securement is a reflection of the training of operating personnel and of compliance with manufacturer's instructions.

FTA Takes Hands-Off Approach To a Problem With New Ramps

The FTA is taking a hands-off approach toward the usability of new ramp models for wheelchair access to low-floor buses. It's the manufacturer's responsibility, not the FTA, to ensure compliance with ADA requirements, according to an FTA attorney, who also acknowledges that a mobility device user "may have difficulty navigating aboard a bus" even if the equipment complies with ADA requirements. He states that this could be due, not to the compliance with ADA specifications, but an unfortunate combination of the vehicle's interior configuration, the design of the wheelchair and its maneuverability, and the dexterity of the individual user. The issue was originally raised by a transit agency in Oregon that discovered that there is not enough flat space at the top of some new generation of ramps for some mobility devices to gain traction and turn onto the bus. These ramps are designed with a 1:6 slope to make boarding easier for passengers who use wheelchairs. However, where the turn needs to occur, there seems to be insufficient flat space on which to make the turn into the bus with all wheels making contact on the floor causing some mobility devices to lose traction.

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Can Travel Training Services Save Public Transportation Agencies Money?

KAREN WOLF-BRANIGIN, MICHAEL WOLF-BRANIGIN, J. D. CULVER, AND KEVIN WELCH

K. Wolf-Branigin is Director of Training and Technical Assistance, Easter Seals Project ACTION, Washington, D.C. M. Wolf-Branigin is Associate Professor of Social Work, George Mason University, Fairfax, Virginia. Culver is Director of Mobility Options, and Welch is Assistant to the Director of Mobility Options, Paratransit, Inc., Sacramento, California.

Travel training services can offer public transportation agencies an alternative to providing increasingly costly paratransit service to customers with disabilities. Research to understand the outcomes and financial implications of travel training services, however, has been scant. To address this issue, a cost-benefit model was tested to measure the value that travel training services can provide to transportation agencies.

Problem

Paratransit is a transportation service that is provided in response to the particular needs of individual travelers, not according to a fixed schedule or route. Public transportation agencies offer paratransit service to customers with disabilities, in compliance with the requirements of the Americans with Disabilities Act (ADA). The service may use a

minibus or taxi, for example, that is dispatched at the request of a customer.

ADA paratransit costs are growing rapidly and represent a financial challenge for many public transportation agencies—ADA paratransit trips are more costly than fixed-route trips. Travel training for ADA paratransit customers is a means of reducing transportation agency costs by equipping and encouraging these customers to travel on the fixed-route system.

Application

Travel training services started in the 1970s and have been delivered and funded by public transportation agencies, school districts, and human services organizations. No wide-scale studies have been conducted to understand the benefits that customers or transit agencies receive from the services. The New

The Washington Metropolitan Area Transportation Authority in Washington, D.C., provides travel training for people with disabilities—here, reviewing fares, maps, and accessibility onsite at a Metrorail station.



PHOTO: LARRY LEVIN/MMA/TA

Freedom Program, initiated under the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users, encouraged start-ups of travel training programs, presenting opportunities for rigorous research.

The research project described here applied the Easter Seals Project ACTION definition of travel training services, which comprise one or more of three distinct activities:

1. Instruction about how to travel from a specific origin to a specific destination—this involves designing a highly individualized path of travel and delivering route instructions on the street and on transit vehicles.
2. A general overview and orientation to a public transportation system—this covers such tasks as reading a schedule, identifying a stop location, purchasing the fare, and using the transit vehicle's features.
3. Instruction on how to use personal mobility devices on public transportation—this includes safely boarding, riding, and alighting vehicles.

The research started with the hypothesis that ADA paratransit customers who learn how to ride fixed-route vehicles for some or all of their trips will save public transportation agencies money. A cost-benefit model was developed to test the hypothesis.

Solution

Two studies were conducted. The purpose of the first was to define a general cost-benefit model to assist key stakeholders in their decisions about beginning, sustaining, and expanding travel training services. The second study tested the model.

In the first study, researchers convened an expert panel to identify the costs and monetary benefits of providing travel training services (1). The costs and monetary benefits became components of the cost-benefit model. The expert panel comprised four groups: administrators from public transportation agencies or their subcontractors, travel trainers, recipients of travel training services, and other transportation professionals familiar with travel training services.

The panel participated in two teleconferences, each lasting one hour. The panel's work resulted in templates for calculating benefit-cost ratios from the perspectives of the customer, the public transportation agency or subcontractor, and the community. The panel reviewed the drafts, and the final set of templates and formulas incorporated their comments. From these findings, the researchers devel-



Travel training familiarizes people with disabilities with transit use, assisting in the transition from paratransit services.

oped algorithms for calculating the benefit-cost ratio from the stakeholders' perspectives.

The second study involved partnering with an experienced organization to provide contractual travel training services to three public transportation agencies in two Western states. The organization's experience in collecting, analyzing, and reporting data about travel training services ensured an appropriate environment for the study.

The components of the cost-benefit model for public transportation agencies included the following:

- ◆ Cost of vehicles and equipment to provide travel training services (represented in the calculation as the variable *a*)—for example, the personal or agency vehicle used by the travel trainer, the mileage, and the parking fees incurred during the travel training;
- ◆ Cost of the travel training personnel (variable *b*)—for example, the salaries and benefits of the travel trainers, the administrative personnel, continuing education, drug testing, and background checks;

TABLE 1 Benefit–Cost Calculations for Three Transportation Agencies

Agency	Annual Benefit (\$)	Annual Cost (\$)	Benefit–Cost Ratio	Net Benefit (\$)
1	389,561	187,739	2.07	201,822
2	1,101,817	760,517	1.45	341,300
3	589,000	148,082	3.98	440,918

◆ Cost of supplies, equipment, and occupancy (variable c), such as office supplies, printing, information technology, and occupancy;

◆ Increased taxes paid by customers (variable y)—the portion of taxes paid by customers that is allocated to public transportation; for example, tax revenue will increase if travel training increases job opportunities or causes training recipients to spend a greater share of their income at local businesses; and

◆ Cost avoidance (variable z)—the cost of the paratransit trips not provided minus the cost of the fixed-route trips taken instead.

The benefit and cost calculations were as follows:

$$\text{Benefits} = y + z$$

$$\text{Costs} = a + b + c$$

$$\text{Benefit/cost ratio} = (y + z) / (a + b + c)$$

$$\text{Net benefit} = (y + z) - (a + b + c)$$

The calculations for the three transportation agencies are shown in the table above. The data indicate that for every \$1.00 used to purchase travel training services from the agency, Agency 1 saved or diverted \$2.07; Agency 2 saved or diverted \$1.45; and Agency 3 saved or received \$3.98. The savings in large part result from the travel trainers' abilities to teach customers how to use fixed-route transit

successfully—instead of relying on paratransit—for some or all of their trips.

Each of the agencies realized positive benefit–cost ratios. Reasons for the differences in the ratios included economies of scale, distances traveled, and the costs of the fixed-route and paratransit services.

Advantages

Applying the cost–benefit model clarified the value of travel training services paid for by public transportation agencies. The model also provided information to a variety of stakeholders interested in the following:

◆ Measuring improvements in community livability for people with disabilities who are able to use a less restrictive mode of transportation;

◆ Assisting public transportation agencies in making decisions about funding a travel training program and to what extent;

◆ Saving the financial resources of public transportation agencies; and

◆ Contributing to the sustainability of local transportation systems.

In short, travel training services can save public transportation agencies money.

For additional information, contact Karen Wolf-Branigin, Easter Seals Project ACTION, 1425 K Street, NW, Suite 200, Washington, DC 20005; 202-347-3066; kwolfbranigin@easterseals.com.

Reference

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EDITOR'S NOTE: Appreciation is expressed to Joseph R. Morris, Transportation Research Board, for his efforts in developing this article.

Suggestions for "Research Pays Off" topics are welcome. Contact G. P. Jayaprakash, Transportation Research Board, Keck 488, 500 Fifth Street, NW, Washington, DC 20001 (202-334-2952; gjayaprakash@nas.edu).

Transit agencies and other stakeholders can use a cost–benefit model to measure the improvements in community livability for people with disabilities who have participated in a travel training program.



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