

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.

Also, note that the City of Oakland is doing construction at the north corner of 12th Street and Broadway, in front of the Wells Fargo. Pavement and sidewalks are blocked and part of the path of travel along the west side of Broadway between 12th and 14th is impassable. This construction is due to a serious safety issue and will be continuing into February. If you use the BART street elevator located on Broadway between 11th and 12th, it is strongly recommended that you use the BART street elevator at the opposite end of the station, at 14th and Broadway, instead. Alternatively, you may also travel about 250 feet west on 12th towards Clay, where there is a safer crosswalk and you can traverse through City Center to our building.

If you have any additional questions, please contact Naomi at (510) 267-6118.

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Paratransit Advisory and Planning Committee Meeting Agenda

Monday, February 28, 2011, 1 to 2:30 p.m.

Meeting Outcomes:

- Make a recommendation on Gap funding
- Receive quarterly report updates from the City of Hayward
- Receive quarterly report updates from the City of Alameda
- Establish Subcommittee for 5310 Scoring

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 24, 2011 Minutes**

Sylvia Stadmire

[03 PAPCO Meeting Minutes 012411.pdf](#) – Page 1

A

1:20 – 1:30 p.m. **4. Make a Recommendation on Gap Funding**

PAPCO

[04 Memo Gap Funding.pdf](#) – Page 5

1:30 – 1:45 p.m. **5. City of Hayward Quarterly Report**

Hayward Staff

I

1:45 – 2:00 p.m. **6. City of Alameda Quarterly Report**

Alameda Staff

I

2:00 – 2:05 p.m. **7. Establish a Subcommittee for 5310 Scoring**

PAPCO

PAPCO members will establish a subcommittee for 5310 scoring.

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- | | | |
|--|--|---|
| 2:05 – 2:15 p.m.
PAPCO | 8. Member Reports on PAPCO Mission, Roles, and Responsibilities Implementation
<i>08 PAPCO Calendar of Events.pdf – Page 15</i>
<i>08A PAPCO Workplan.pdf – Page 17</i>
<i>08B PAPCO Vacancies.pdf – Page 21</i> | I |
| 2:15 – 2:25 p.m.
Sharon Powers
and Harriette
Saunders | 9. Committee Reports
A. East Bay Paratransit Service Review Advisory Committee (SRAC)
B. Citizens Watchdog Committee (CWC) | I |
| 2:25 -2:30 p.m.
Staff | 10. Staff Updates
A. Mobility Management
<i>10 United We Ride Family of Transportation Services.pdf – Page 23</i>
B. Outreach Update
C. Other Staff Updates | I |
| | 11. Mandated Program and Policy Reports
<i>11 WAAC Minutes 110310.pdf – Page 27</i>
<i>11A SRAC Minutes 010411.pdf – Page 33</i> | I |
| | 12. Draft Agenda Items for March 28, 2011 PAPCO
A. Input on Bicycle and Pedestrian Plans Priority Projects/Programs Chapter
B. Establishment of Finance Subcommittee Membership
C. Establishment of Program Plan Review Subcommittee Membership
D. Discussion on Gap Grant Extensions
E. Stabilization Update
F. Annual Mobility Workshop Update
G. Gap Grant Reports – Miscellaneous Trip Provision | |
| 2:30 p.m. | 13. Adjournment | |

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

Next Meeting:

Date: March 28, 2011

Time: 1 to 3:30 p.m.

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

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 24, 2011, 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	<u>P</u> Michelle Rousey <u>P</u> Clara Sample
<u>P</u> Carolyn Orr, Vice-Chair	<u>P</u> Jane Lewis <u>P</u> Jonah Markowitz	<u>P</u> Harriette Saunders
<u>P</u> Aydan Aysoy	<u>P</u> Betty Mulholland	<u>P</u> Will Scott
<u>P</u> Larry Bunn	<u>P</u> Sharon Powers	<u>P</u> Maryanne Tracy- Baker
<u>A</u> Herb Clayton	<u>P</u> Vanessa Proee	<u>P</u> Renee Wittmeier
<u>P</u> Shawn Costello	<u>P</u> Carmen Rivera- Hendrickson	<u>P</u> Hale Zukas
<u>P</u> Herb Hastings		

Staff:

<u>P</u> Tess Lengyel, Programs and Public Affairs Manager	<u>A</u> Angie Ayers, Acumen Building Enterprise, Inc.
<u>P</u> Naomi Armenta, Paratransit Coordinator	<u>P</u> Krystle Pasco, Paratransit Coordination Team
<u>A</u> Rachel Ede, Nelson\Nygaard	

1. Welcome and Introductions

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

Guests Present: Jennifer Cullen, Senior Support; Pam Deaton, City of Pleasanton; Kim Huffman, AC Transit; Ashley VanMaanen, Alzheimers Service of the East Bay; Wilson Lee, City of Union City; Mary Steiner; Laura Timothy, BART

2. Public Comments

There were no public comments.

3. Approval of November 22, 2010 Minutes

Sandra Johnson-Simon moved that PAPCO approve the minutes as written.

Shawn Costello seconded the motion. Betty Mullholland and Maryanne Tracy-Baker abstained. The motion carried 19-0 with two abstentions.

4. Recommendation on Gap Funding

Naomi Armenta reviewed the Gap Funding Memo and stated that there were no available funds to issue a call for grant projects for Cycle 5. Naomi stated that staff is not recommending any more funding for stabilization for fiscal year 2011-2012 due to the original intent for this funding being to stabilize programs. Staff believes that revenues will increase. Naomi mentioned that potential CMMP pilot programs are being written up during this time, and Alameda CTC is recommending \$500,000 for Coordinated Mobility Management Planning (CMMP) pilot programs. This process is a follow up to the study that Richard Weiner completed last year on how we can improve coordination in the county.

Committee members discussed the Gap Funding memo, the remaining funds in the current gap grant, the selection process for the CMMP pilot programs and staff's recommendation to not issue stabilization funds, along with the projected increase for revenues in this coming year.

5. Update on Measure B Pass-through Funding

Tess Lengyel gave an update on the Measure B pass-through funding; 40 percent goes to capital projects and 60 percent goes to the local jurisdictions for bicycle and pedestrian, local streets and roads, mass transit, paratransit (services for seniors and people with disabilities), and transit-oriented development programs. Grant programs are also offered to the local jurisdictions. She mentioned that the jurisdictions, the county, and the transit agencies have sent in their annual compliance audits and compliance reports that describe the transportation programs on which they spent the funding. Tess explained that the Citizens Watchdog Committee (CWC) is tasked with looking through these reports and sharing the information with the public. CWC and staff are in the process of reviewing the reports that are available on the website under the financials page. The binders are also available for viewing.

6. Presentation: Update on Countywide and Regional Processes

Tess introduced the presentation on the countywide and regional processes. Paul Rosenbloom of MIG gave a presentation on the CWTP-TEP Outreach Toolkit, the outreach questionnaire, and the opportunity for committee members to get involved.

Committee members discussed the presentation and the questionnaire. Betty Mulholland made a comment regarding the technical language of the questionnaire and suggested revising it. Harriette Saunders asked about the relevance of question one on the questionnaire, and Tess replied that staff is looking for information on the person who fills out the form to ensure that we include all cross sections in the county.

Paul stated that the community workshop information will be presented to the committee very soon.

7. Preparedness Discussion and Conducting a “slow-mo-go” Drill

Ana-Marie Jones, Executive Director of CARD, conducted a “slow-mo-go” drill with the PAPCO members.

Committee members discussed the “slow-mo-go” drill and received further tips on emergency preparedness.

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

Michelle Rousey informed the committee of a transportation hearing that will take place on Wednesday in Sacramento.

9. Committee Reports**A. East Bay Paratransit Services Review Advisory Committee (SRAC)**

There were no updates on SRAC.

B. Citizens Watchdog Committee (CWC)

There were no updates on CWC.

10. Staff Updates**A. Mobility Management**

B. Outreach Update

There were no outreach updates.

C. Other Staff Updates

Tess updated the committee on the Alameda CTC's new Finance Director, Patricia Reavy.

Naomi reminded the committee members to complete the survey about the other committees that PAPCO members are involved in. She also stated that she will provide more information on the 5310 process at the next PAPCO meeting.

11.Mandated Program and Policy Reports

There were no program and policy reports.

12. Draft Agenda Items for February 28, 2011 PAPCO

- A. 2011 Mobility Management Workshop Brainstorm
- B. Quarterly Reports from the City of Alameda and the City of Hayward
- C. Report from the East Bay Paratransit
- D. TAC Report
- E. Clipper Presentation
- F. Quarterly Education and Training – Outreach Training, Update on Legislative Program

13.Adjournment

The meeting adjourned at 2:30 p.m.

MEMORANDUM

Date: February 16, 2011

To: Paratransit Advisory and Planning Committee

From: Paratransit Coordination Team

Subject: Gap Funding Recommendation

Recommendation

Staff recommends that current available Gap funding be initially designated for allocation as follows:

- Staff recommends that AC Transit and BART (in support of East Bay Paratransit) be eligible to apply for any unclaimed remaining Stabilization funding allocated for FY 09/10 and 10/11. Staff does not recommend funding Stabilization for FY 11/12.
- Staff recommends designating up to \$500,000 of Gap funding for CMMP Pilots.
- Staff recommends designating up to \$1,000,000 of Gap funding for Programs that meet new Criteria to continue for one year.
- Staff recommends allowing any remaining funding designated for CMMP Pilots to be eligible for jurisdictions to apply for technical assistance to implement Mobility Management.

Both TAC and PAPCO have discussed these and other funding options in January. Staff requested TAC concurrence on these recommendations on February 8th. The recommendations will go to PAPCO on February 28th for consideration and recommendation to the Commission.

Summary

The Measure B Expenditure Plan designated 1.43% for “Coordination/Gaps in Service”. This is “to be allocated by PAPCO to reduce differences that might occur based on the geographic residence of any individual needing services.” Moving forward, PAPCO also identified Priority Projects and Programs for Gap Funding that included implementing a range of services (e.g. shuttles, volunteer driver programs), filling ‘emergency’ gaps

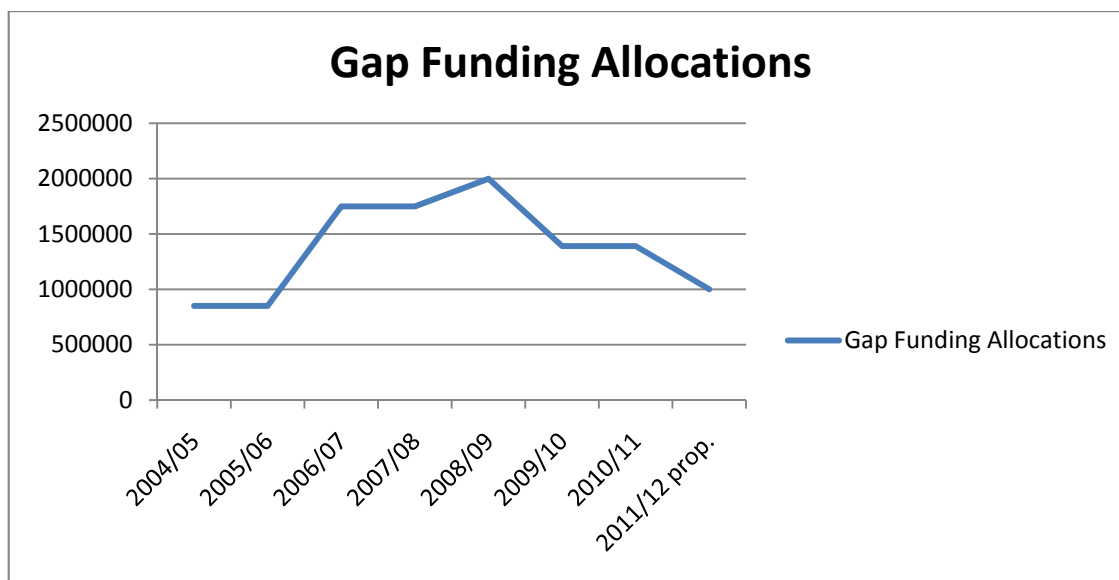
(e.g. Emergency Wheelchair Breakdown Service Transportation), maximizing use of accessible transit (e.g. travel training), and expanding community education and information (e.g. the Access Alameda brochure, Hotline, outreach events). TAC and PAPCO have been working with the Alameda CTC to determine the best way to allocate Gap funding in light of the ongoing economic situation and current planning initiatives.

Background of Gap Funding

Initially PAPCO and ACTIA worked with the Measure B pass-through recipients to develop programs based in Cities and Planning Areas. These programs were funded in 2004 through 2006 as Gap Cycles 1 and 2. Eleven programs were funded for \$1.7 million.

Beginning in 2006, PAPCO and ACTIA implemented a new Call for Gap proposed programs that opened up eligibility to non-profit organizations as well as Measure B pass-through recipients. Gap Cycle 3 funded sixteen programs for \$3.5 million. Cycle 3 ended in 2008. Gap Cycle 4 funded twenty programs for \$4 million and ended in 2010.

Due to the economic downturn, ACTIA was not able to issue a Call for Projects for Gap Cycle 5. Instead, PAPCO approved supplemental funding for ten grants from Cycle 4 for \$781,562. An additional six grants received extended end dates to utilize remaining funding.



Planning Initiatives

Mobility Management

Beginning in late 2009, stakeholders began to receive information on Mobility Management. Mobility Management is a new paradigm for planning and funding that is being implemented by a number of agencies. There are multiple definitions for Mobility Management, but there are a few elements that are particularly applicable to Alameda County.

Mobility Management is a customer-centered, centralized system that:

- Reduces customer confusion
 - Provides information about the full range of transportation options
 - Coordinates responses to requests for transportation services, offering a single point of access for customers to multiple travel modes
- Coordinates community-wide planning with transportation
 - Cultivates partnerships and multi-agency activities
 - Influences land use and zoning
 - Encompasses low-income, elderly, and disabled populations
- Applies advanced technologies
 - Provides more responsive and cost-effective service delivery

Some examples of Mobility Management programs are information and referral resources (call centers, websites, materials), travel training, and brokerage or sharing of vehicles from different agencies.

Coordination and Mobility Management Planning

In March 2010, Nelson/Nygaard completed a “Service Delivery Analysis of Senior and Disabled Transportation Services”. This study was intended to review the Measure B funding formula and describe current transportation options and barriers, as well as identify service delivery improvements and opportunities for coordination.

As a follow-up to the Service Delivery Analysis, staff is implementing a Coordination and Mobility Management Planning Process. This project involves meetings in each Planning Area and Countywide with Measure B transportation providers to specifically discuss coordination options and suggest potential pilot programs.

Countywide Transportation Plan and Transportation Expenditure Plan

The Alameda CTC is currently in the two-year process of updating the Countywide Transportation Plan (CWTP). The CWTP is a long range planning document that guides future transportation investments, programs, policies and advocacy for Alameda County over a 25 year period.

Parallel to the CWTP, the Alameda CTC is working on a new Transportation Expenditure Plan (TEP) for a re-authorization of Measure B. The County Transportation sales tax (currently Measure B), is a key source of funding for transportation projects in Alameda County. In order to put a new sales tax on the ballot, the specific lists of projects and programs the measure will fund must be included. Projects and programs for the TEP will come from the CWTP.

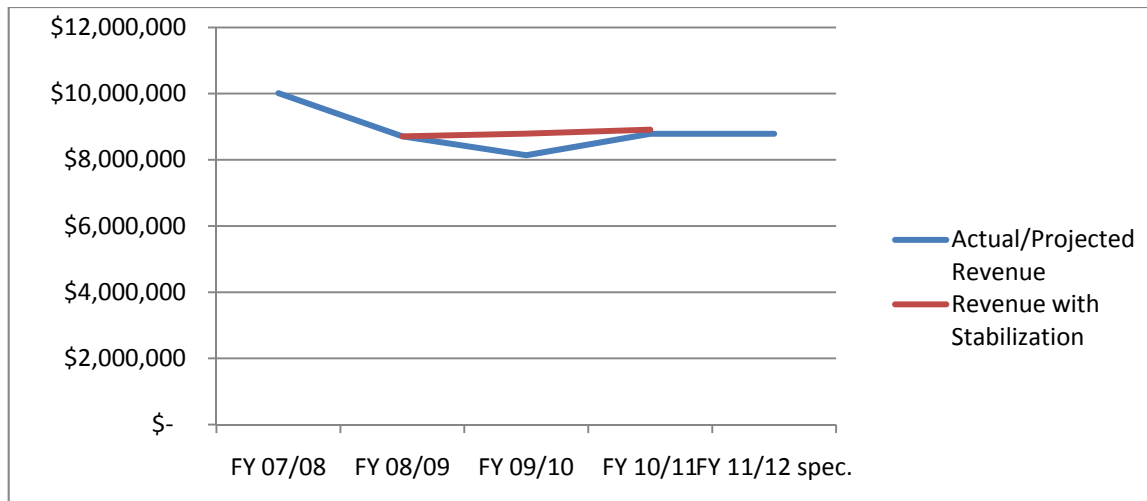
Questions and Issues Related to Gap Funding

Staff has discussed options for Gap Funding and we believe the questions go far beyond whether we can afford to issue a Call for Projects for Gap Cycle 5. Should future Calls be done in the same mode as Cycles 3 and 4, with an emphasis on pilots? Experience seems to show that the pilots we've funded have not had sustainable sources of funding to draw on after Gap funding expires. Should some portion of Gap funding be set aside for ongoing programs, similar to the funding set aside for Wheelchair Scooter Breakdown Transportation Service (WSBTS) and Hospital Discharge Transportation Service (HDTTS)? How should those programs be identified? Through evaluation of current Gap programs? The CMMP Process? The CWTP-TEP Process? Asking for input from TAC, PAPCO, and community? Staff thinks there is value in evaluating current and potential projects in relation to Mobility Management goals. The current CMMP Process and this Gap Funding discussion present an opportunity to identify Mobility Management priorities and to utilize the Gap funding available to advance those priorities.

At the end of 2010, Staff estimated that approximately \$1.8 million in Gap funding was available for allocation.

Stabilization

In FY 09/10, some programs were eligible to apply for Stabilization Funding to offset reductions in Measure B revenue. Programs that did not apply in FY 09/10 are eligible to apply in FY 10/11.



Stabilization was meant to “ease the landing”, which it did. Providers have had time to adjust programs to run with fewer resources, and the most recent sales tax estimates show an increase in revenues.

Staff does not recommend funding Stabilization for FY 11/12. At the February TAC meeting, TAC members expressed support for allowing East Bay Paratransit to apply for any unclaimed remaining Stabilization funding, given the ongoing persistent budget problems experienced by both AC Transit and BART.

Timeline

Date	Action
January 2011	Notify eligible Measure B pass-through programs of ability to apply for FY 10/11 Stabilization by March 1
March 2011	Review applications for eligibility, approve, and process for payment
May 2011	Update PAPCO on final Stabilization numbers

Coordination and Mobility Management Planning Pilots

The CMMP Process should generate at least four pilots. Pilots could be any range of projects, from small to large, Planning Area or Countywide, etc. ACTIA funded 52 Gap Grants over 6+ years. The total cost of those grants including Measure B and other funding was \$12,691,043. The average per grant equals \$244,059. Proposing we want to fund two pilots, \$500,000 should be sufficient. Note that Gap Grants were for two years and pilots could also be assumed to take two years to establish. Any pilots selected would need to include a plan for sustainability of funding.

Staff recommends designating \$500,000 of Gap Funding for CMMP Pilots.

Timeline

Date	Action
October 2010 – April 2011	Hold Planning Area specific CMMP meetings and identify pilots and related Gap projects
May 2011	Hold Countywide CMMP meeting and identify any Countywide pilots and related Gap projects
June 2011	Prioritize pilots at Countywide CMMP meeting; make initial presentation to PAPCO
July – August 2011	Scope designated pilots
September 2011	Ask for TAC concurrence and PAPCO recommendation on pilots
October 2011	Ask for Commission approval on pilots
November 2011 – June 2013	Implement pilots

Supplemental Funding for Continuing Pivotal Gap Grants

For FY 10/11 with no Grant Call in sight, and facing the elimination of some very good programs, the committee approved supplemental funding for ten grants totaling \$781,562. ACTIA also approved an extended end date for six grants that had remaining funding. As part of the process, the committee developed principles for funding.

Principles for Funding:

- Fund generally successful shuttles because they are cost effective, lessen the burden on base programs, and provide a same-day option as part of a spectrum of services
- Fund generally successful volunteer driver programs because they are cost effective, lessen the burden on base programs, and provide a door-through-door service as part of a spectrum of services
- Fund other generally successful grants for trip provision that provide a valuable service to fill an otherwise-unmet need
- Partially fund trip provision grants sponsored by Measure B providers that meet the above criteria and may be all or partially absorbed into a base program
- Fund travel training because it is a Countywide priority for both PAPCO and TAC and can lessen the burden on base programs by keeping rides on regular transit
- Reduce supplemental funding as appropriate where sponsor has obtained another source of funding (e.g. New Freedom Funds)
- Do not provide supplemental funding to sponsors who have enough unspent funding to carry-through until 6/30/11 but allow extensions until that time

- Do not provide supplemental funding to capital grants but allow extensions to complete projects
- Do not provide supplemental funding to pilot projects that do not involve trip provision

Extended Gap Grants which Expire June 30, 2011

Sponsor	Name of Grant	Supplemental Funding
<u>NORTH COUNTY</u>		
City of Albany	Albany Senior Center Community Shuttle Bus	None
Bay Area Community Services	Dimond-Fruitvale Senior Shuttle and East Oakland Senior Shuttle Expansion	\$47,669
BORP	North County Youth/Adults with Disabilities Group Trip Project	\$78,000
City of Emeryville	94608 Area Demand Response Shuttle Service for Seniors and/or People with Disabilities	None
City of Oakland	GRIP - Grocery Return Improvement Program	None
City of Oakland - Dept of HR	TAXI UP & GO Project!	None
<u>SOUTH COUNTY</u>		
City of Fremont/ACTIA	South County Taxi Pilot Program	\$100,000
City of Fremont/ACTIA	Tri-City Travel Training Program	\$30,000
City of Fremont	VIP Rides Program	\$73,483
<u>EAST COUNTY</u>		
LAVTA	Livermore Senior Housing Shuttle	\$16,000
LAVTA	Paratransit Vehicle Donation Program and Dial a Ride Scholarship	None
City of Pleasanton	Downtown Route	\$147,701
Senior Support Program of the Tri Valley	Volunteers Assisting Same Day Transportation and Escorts	\$72,500
<u>MULTIPLE PLANNING AREAS</u>		

Sponsor	Name of Grant	Supplemental Funding
Alzheimer's Services of the East Bay	Driving Growth through Transportation Services for Individuals with Dementia	\$140,000
BART	Learn BART! A Picture Guide to Riding BART	None
Center for Independent Living/USOAC/ BOP	Mobility Matters!	\$76,209

Staff proposes designating funding to further extend any of the sixteen previously extended grants that meet the criteria below for a year. We propose designating \$1,000,000 for a year extension. This is almost 25% higher than the amount required to provide supplemental funding for FY 10/11, but would allow us some leeway in case programs' funding situations have significantly changed since we last went through this process.

Recommended Criteria:

- Applicants must be one of the 16 extended grants from FY 10/11 and must demonstrate that the program continues to address closing gaps in services for seniors and disabled
- Applicant will be required to submit cost of operation for six months and one year and any other funding sources available or planned for program
- 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
- Applicants will be required to submit most recent performance data (for example – number of one-way trips, unduplicated riders, consumers trained, etc.) and corresponding targets for FY 11/12
- Applicants will be required to submit plans/ideas for sustainability of funding for future operation, and/or meet with Alameda CTC staff to develop

Staff recommends designating \$1,000,000 of Gap Funding for Programs that meet new Criteria to continue for one year.

Staff will have to evaluate eligibility of requests and PAPCO will have to recommend funding to Commission.

Timeline

Date	Action
January 2011	Present proposal/guidelines to TAC and PAPCO
February 2011	Ask for TAC concurrence and PAPCO approval on proposal/guidelines Invite applicants to apply by March 11
March 2011	Review applicants for eligibility, prepare recommendation for PAPCO Ask for PAPCO recommendation on supplemental funding
April 2011	Ask for Commission approval on supplemental funding
May - June 2011	Modify Agreements
July – December 2011 <u>or</u> July 2011 – June 2012	Continued Gap grants operate

Additional Technical Assistance for Mobility Management

Staff proposes designating any remaining CMMP funding for technical assistance for Measure B pass-through recipients to establish programs that would fill gaps or enhance Mobility Management. Examples could include funding for extra staff to design and establish a volunteer driver/shuttle/taxi program. Support would be provided with the intention of continuing costs being absorbed into a base program. This option overlaps in intent with the Coordination and Mobility Management Planning Pilots, but would be more likely to be utilized by individual jurisdictions, whereas CMMP pilots will likely involve multiple jurisdictions.

Future Questions to Consider

Future questions that still need to be answered include: What can we expect in terms of conservative projections for future amounts of available Gap funding? How should we integrate the concept of sustainability of funding into any Gap funding plans? And how should Gap funding be defined/designated in the CWTP-TEP?

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PAPCO Calendar of Events for February 2011 to March 2011

Full Committee Meetings

- Tuesday, February 8, 2011, 9:30 to 11:30 a.m., Alameda CTC, **Regular TAC Monthly meeting**
- Monday, February 28, 2011, 1 to 4 p.m., Alameda CTC, **Regular PAPCO Monthly meeting/Joint meeting with TAC**
- Monday, March 28, 2011, 1 to 3:30 p.m., Alameda CTC, **Regular PAPCO Monthly meeting**

Subcommittee Meetings

- 5310 Orientation and Scoring – To Be Scheduled

Outreach

Meeting Date	Event Name	Meeting Location	Time
2/26/11	2 nd Annual Senior Health and Resource Fair	Tropics Mobile Home Park Clubhouse 33000 Almaden Blvd Union City	10 a.m. – 2 p.m.
3/17/11	Annual Pleasanton Transit Fair	Pleasanton Senior Center 5333 Sunol Blvd Pleasanton, CA	10 a.m. – 1 p.m.
3/19/11	Transition Information Fair	Developmental Disabilities Council College of Alameda 555 Ralph Appezzato Pkwy Alameda, CA	9:30 – 3 p.m.
3/23/11	Oakland Running Festival Expo	Oakland Marriott	9 a.m. – 8 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) 267-6380.

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PAPCO Work Plan FY 2010/11

PAPCO Work Plan

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

Topic: PAPCO Development and Outreach		
Goal: Continue PAPCO's development as an informed and effective community advisory committee; accomplish outreach in a variety of ways in all areas of the County		
Actions	Completed	In-Progress
Participate in Committee Leadership Training at September Meeting	x	
Participate in Legislative Training at Joint Meeting (February)		
Participate in Emergency Preparedness update/drill at January Meeting	x	
Assist in distributing new materials – Access Alameda in different languages (Spanish, Chinese, Tagalog, Vietnamese, Farsi)		
Assist in distributing new materials – Fact Sheets on Aging, etc		
Assist in outreach to community members regarding Clipper fare payment system		x
Fill every vacant seat on PAPCO Targeted PAPCO recruitment		x
Staff will continue to be available to help draft talking points or articles for members		ongoing
All members to participate in at least one Outreach activity – write an article, speak at another meeting, visit Senior Centers, and/or attend an event		ongoing

Topic: Policy Engagement and Input

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

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

Topic: Coordination and Mobility Management Planning Process

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

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

Topic: Planning Efforts			
Goal: Stay informed on and contribute to Alameda County/Regional planning efforts; expand focus to “complete community”			
Actions	Completed	In-Progress	
Provide input on Countywide Bicycle and Pedestrian Master Plan Update			
October Joint Meeting	x		
November Meeting	x		
March Meeting			
Receive presentation on Countywide Transportation Plan and Transportation Expenditure Plan Development at February Joint Meeting; and also regular updates			
Receive reports from MTC and Regional issues/events			x

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

Topic: Sustainability			
Goal: Identify ongoing funding needs for paratransit and future Call Cycles			
Actions	Completed	In-Progress	
Make recommendation on Gap Grant Call at January/February Meeting		x	
Discuss possible extension of Gap funding in January		x	
Receive an update on pass-through stabilization funding at February Meeting			

Topic: Customer Service			
Goal: Participate in driver training and serve as a resource to providers; and facilitate communication and resolution of consumer complaints			
Actions	Completed	In-Progress	
Continue to be available to assist in East Bay Paratransit Driver Training			
Continue to be available to assist in East Bay Paratransit Secret Rider Program and Complaints Board			
Continue to be available to assist in LAVTA with Driver Training and related items			
Ensure that taxi providers have access to resources such as pocket guides from Easter Seals Project ACTION			

Members' Other Committees/Activities	
PAPCO members appointed to SRAC	• To be completed after survey
PAPCO members appointed to WAAC	• To be completed after survey
Other Committees/Activities to be completed after survey	• To be completed after survey

CURRENT APPOINTMENTS

Appointer

- A. C. Transit
- BART
- LAVTA
- Union City Transit
- City of Berkeley
- City of Emeryville
- City of Dublin
- City of Fremont
- City of Hayward
- City of Livermore
- City of Oakland; Councilmember Rebecca Kaplan
- City of Pleasanton
- City of Union City
- Supervisor Alice Lai-Bitker
- Supervisor Gail Steele
- Supervisor Keith Carson
- Supervisor Nate Miley
- Supervisor Scott Haggerty

* Pending Commission Approval

Member

- Hale Zukas
- Harriette Saunders
- Esther Waltz*
- Larry Bunn
- Aydan Aysoy
- Joyce Jacobson
- Shawn Costello
- Sharon Powers
- Vanessa Proee
- Jane Lewis
- Rev. Carolyn M. Orr
- Carmen Rivera-Hendrickson
- Clara Sample
- Sylvia Stadmire
- Renee Wittmeier
- Herb Clayton
- Michelle Rousey
- Jonah Markowitz
- Will Scott
- Betty Mulholland
- Sandra Johnson Simon
- Herb Hastings
- Maryanne Tracy-Baker

VACANCIES

Appointer

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

Current PAPCO Appointments and Vacancies

Please keep these vacancies in mind when you speak with community members. If you know of an interested candidate, please have them contact Naomi at (510) 267-6118 and we will put them in contact with the Appointer.

Family of Transportation Services

Access to transportation mobility for older adults, people with disabilities, and individuals with lower incomes is critical for their physical, social, economic, and psychological well-being. Today, many federal programs emphasize coordinated transportation services that assist individuals in remaining active in their own communities rather than relying on segregated systems of the past. Transportation also helps individuals live, learn, work, and more actively participate in other communities' activities as well.



No one transportation solution fits all community transportation needs. Thus, United We Ride (UWR), a federal interagency initiative that coordinates human services transportation, underscores the importance of a wide range of travel options, services, and modes of travel. This range of options can be thought of as a "Family of Transportation Services."

Communities that adopt a *Family of Transportation Services* approach provide a broad range of options and specifically match modes to community demographics and needs, particularly the needs of older adults, people with disabilities, and individuals with lower incomes. A *Family of Transportation Services* may include:

- **Fixed-route transit:** Public transportation service provided in vehicles operated along predetermined routes according to a fixed schedule. Service routes are close to housing, health facilities, shopping, and other common destinations. Fixed-route transit includes services on accessible low-floor mid- or minibuses.

- **Rail transit:** A wide range of rail services including commuter rail, heavy rail, and light rail. Commuter rail provides transportation to urban passengers for short-distance travel between a central city and an

adjacent suburb. Heavy rail transports a heavy-volume of passengers on an electric railway that is characterized by exclusive rights-of-way, multicar trains, sophisticated signaling, and high-platform loading. Heavy rail is also referred to as a subway, elevated railway, or metropolitan railway (metro). Light rail provides transportation on a streetcar-type vehicle operated on city streets, semiexclusive rights-of-way, or exclusive rights-of-way. Service may be provided by step-entry vehicles or by level boarding.



- **Feeder service:** Paratransit service to and from an accessible fixed-route service to those individuals designated as eligible for ADA (Americans with Disabilities Act) paratransit.
- **Flex-route options:** A blend of fixed-route and paratransit services that includes public bus routes with published schedules overlaid on an existing subscription and other prearranged service. Flex-route options also may include assigned routes based on where people live rather than routes predetermined by an organization or agency that funds the trips. Flex-route options continue to serve the general public, in accordance with a published bus schedule, as they pick up or drop off funded clients at their doorstep.
- **Demand-responsive:** Non-fixed route system of transporting individuals that requires advanced scheduling. An advance request for service is a key characteristic of demand-responsive service provided by public entities, nonprofits, and private providers.
- **ADA complementary paratransit:** Transportation services for individuals who have a disability that prevents them from independently using regular fixed-route transit services.
- **Specialized human-service, agency-provided paratransit (curb-to-curb, door-to-door or door-through-door/hand-to-hand):** Curb-to-curb service refers to the pick up and discharge of passengers at



the curb or driveway in front of their home or destination; door-to-door service refers to assistance provided to passengers between the vehicle and the door of their home or destination; door-through-door/hand-to-hand service refers to assistance provided to passengers through the door of their destination to another assistant or caregiver.

- **Special shuttle service:** Transportation services provided by faith, community, business, and other organizations to specific destinations.
- **Volunteer driver programs:** Services that use unpaid assistants or drivers to provide transportation.
- **Transit pass/voucher programs:** Transit subsidies that enable a target population to reach jobs, childcare facilities, training opportunities, and other activities. The subsidies may be in the form of bus passes, tokens, fare cards, coupon booklets, and debit cards.
- **Gas-voucher programs:** Certificates or credit for fuel used for transportation options operated by individuals, their families, or caregivers.
- **Travel training:** Assistance in using available transportation options.
- **Car and vanpool programs:** Ridesharing targeted at getting individuals to jobs, training, and special activities.



■ **Vehicle-sharing programs:** A service that provides specific access to cars for certain trip making without requiring the purchase of an automobile.

■ **Accessible taxi:** Vehicle licensed to provide on-demand taxi service for people with disabilities and older adults. An accessible taxi accommodates a passenger in his/her wheelchair while in the vehicle and meets requirements for lifts, ramps, and securement systems as specified in the Federal Code of Regulations.

■ **Education, information, and outreach:** Travel information for people with sensory, cognitive, linguistic, or other disabilities.

■ **Private-vehicle loan/purchase/donation programs:** Financial assistance for purchasing a vehicle or equipment for outfitting/adjusting a vehicle for use by persons requiring assistance or for supporting vehicle-sharing activities.



■ **Pedestrian/bike interface:** Infrastructure such as sidewalks, stops, traffic signals, and other provisions that encourage pedestrian and bike crossings that connect to other transportation services.

■ **Simplified access:** One-call centers assist customers in making all their travel arrangements.

Communities that support all modes of travel in the full range of the *Family of Transportation Services* offer the greatest level of mobility to all its residents, including older adults, people with disabilities, and individuals with lower incomes. Communities that manage all transportation options on a comprehensive and coordinated basis offer cost-effective transportation to all.

Getting Started and Measuring Progress

Matching community needs to services is difficult and requires knowledge of the *Family of Transportation Services* that currently exists in a community. Planning for and implementing additional components of the *Family of Transportation Services* involve the inclusion of a wide range of providers, customers, and agencies that plan for and fund transportation services. (The Transportation Services Coordination Plan fact sheet, which provides more information on the planning process, is available at www.unitedwride.gov.)

Several organizational and management strategies can be used to establish a *Family of Transportation Services* for communities and arrange for mobility



managers to oversee service development and coordination. (See the Mobility Management fact sheet at www.unitedweride.gov for more information on managing and delivering coordinating transportation services). Strategies include:

- A network (“hubs and spokes”) that connects individual services to accommodate dispersed travel patterns.
- Comprehensive, coordinated management of services or delivery tools without formal associations.
- Defined partnerships for some or all services and delivery management tools.
- Service brokerages.
- Formal collaborative structures (including memorandums of understanding and agreements of affiliation).
- Information centers that inform customers of available transportation services.

Progress in implementing the *Family of Transportation*

Services approach can be measured by indicators such as:

- The percentage of transportation options available and appropriate for the demographics and needs of a community from among the services listed.
- The creation of a simplified access information system.
 - The development of mobility management service coordination strategies.
 - The development of brokerage systems that connect providers, customers, and funding agencies.



- The effectiveness of addressing customer needs through travel navigators within established programs and organizations.

- The inclusion of information on other types of transportation services offered by a community in driver training programs.




- The availability of transportation services information and training to students with disabilities who are planning their transition from school to the workplace.

Intelligent Transportation System (ITS) Technologies

Several ITS technologies support the *Family of Transportation Services* approach and enable one-stop, customer-based travel reservation, information, and trip planning services. They also support transportation service providers in meeting the mobility and safety needs of riders during major transportation incidents and community emergencies. Some examples of ITS technologies include:

Automatic vehicle location (AVL): A computer-based vehicle tracking system that uses global positioning satellites to locate a vehicle and transmit its location to a dispatch center via radio frequency or cellular-based communications technologies. AVL enables more efficient use of vehicles, greater coordination, and improved information for planning trips. This technology is practical for fixed-route, demand-responsive, rural transit, human-service, and rail transit modes.

Computer-aided dispatch (CAD): Computer software incorporates route information and schedules, trip orders, and vehicle assignments to allow dispatchers to locate vehicles and more efficiently dispatch trip requests, better maintain service, and more effectively respond to disruptions, such as a disabled vehicle. CAD, which is often integrated with AVL and GIS, is practical for fixed-route, demand-responsive, rural transit, and human-service applications.



Geographic information systems (GIS): A computer-mapping technology that displays and analyzes transit data, such as routes, trip pick-up and drop-off times. GIS allows transit agencies to gather, manage, report, and store information relating to customers, schedules, and billing. GIS is practical for fixed-route, demand-responsive, rural-transit, and human-service applications.

Traveler information systems (TIS): A wide range of computer and communication technologies that enable customers to obtain real-time transit information and

trip-planning assistance. TIS are practical for fixed-route, demand-responsive, rural-transit, human-service, and rail-transit applications.

Electronic payment and collection systems: Technologies that enable customers to use a variety of mediums to pay for trips and simplify fare collection for transit providers. These are practical for fixed-route and demand-responsive applications.

When should a community pursue a *Family of Transportation Services* approach?

A *Family of Transportation Services* approach is well suited to a variety of community needs. It improves both the quantity and quality of existing services, helps to stretch existing resources, and identifies additional transportation needs. Consider a *Family of Transportation Services* if your community:

- Has a separate, uncoordinated network for individual transportation services.
- Does not have enough services and providers, or existing services are overbooked.
- Has gaps in services to meet the needs of older adults, people with disabilities, and individuals with lower incomes.
- Has inconsistent access to fixed-route or specialized transit providers across the community.
- Has transportation needs that outpace population growth.
- Has multiple providers that serve the same customer groups and geographic areas.
- Has customers who are confused about services, and service is inadequate.
- Does not have regular communication among providers, referral agencies and funding agencies.
- Has varying eligibility requirements for services depending upon the local transportation provider and its funding source.
- Has jurisdictional issues that prevent easy travel.

Resources

For more information about UWR initiatives, please contact the National Resource Center for Human Service Transportation Coordination at 1-800-527-8279 or visit the Web site at www.unitedweride.gov.

November 2007

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

WHEELS Accessible Advisory Committee

Meeting

DATE: Wednesday, November 3 2010

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

TIME: 3:30 p.m.

MINUTES

1. Call to Order

Chair Herb Hastings called the meeting to order at 3:32 pm.

Members present:

Herb Hastings – Alameda County Representative
Jane Lewis – Pleasanton Representative
Russ Riley – Livermore Representative
Carmen Rivera-Hendrickson – Pleasanton Representative
Lee Serles – Livermore Representative
Sue Tuite –Dublin Alternate
Roberta Ishmael – Livermore Alternate
Joan Helen Hall – Alameda County Alternate
Pam Deaton – Social Services Representative
Jennifer Cullen – Social Services Representative

Staff Present:

Paul Matsuoka, LAVTA
Jeff Flynn, LAVTA

Kadri Kulm, LAVTA
Greg Cain, MV Transit

Members of the Audience:

Mary Hummel
Shawn Mark Ebersole

2. Citizens' Forum: An opportunity for members of the audience to comment on a subject not listed on the agenda (under state law, no action may be taken at this meeting)

Mary Hummel, Dial-A-Ride rider from Arbor Vista senior apartment complex in Livermore, thanked staff for the weekly Walmart and Target shuttles and suggested that senior housing complexes utilized sign-up sheets for the shuttles so that the correct number of vans can be sent. Staff informed Ms. Hummel that senior housing complexes are instructed to send sign-up sheets to Dial-A-Ride operations, but unfortunately they do not always do it.

3. Minutes of September 8, 2010 Meeting of the Committee

Approved: Rivera-Hendrickson/Riley

4. Para-Taxi Program Update

The committee approved the following changes to the Para-Taxi program:

- Increase the maximum reimbursement amount from the current 70% to 85%
- Increase the maximum reimbursement amount per trip from the current \$10 to \$20. (Wheelchair accessible cab surcharge, if applicable, will be reimbursed in addition to the \$20 per ride maximum.)
- Reimburse the \$10 wheelchair accessible cab surcharge
- Increase the maximum reimbursement per month from the current \$80 to \$200. (Wheelchair accessible cab surcharge, if applicable, will be reimbursed in addition to the \$200 per month maximum.)

WAAC members asked staff to mail the updated Para-Taxi materials to all WAAC members for their feedback prior to mailing the materials out to Dial-A-Ride riders.

Approved: Riley/Rivera-Hendrickson

5. WAAC Composition/Recruiting Update

The committee reviewed Shawn Mark Ebersole's application for WAAC's Pleasanton Alternate position and forwarded their recommendation to LAVTA Board of Directors.

Approved: Rivera-Hendrickson/Riley

6. LAVTA's Representative at PAPCO

Staff reminded the committee that LAVTA does not currently have a representative at PAPCO. Shawn Costello was LAVTA's representative, but is now representing the City of Dublin.

7. Alameda County Fair Shuttle Discussion

Herb Hastings informed the committee that he has been trying

to negotiate an agreement with the County Fair Association to arrange a shuttle service between the Dublin/Pleasanton BART station and the Fairgrounds during the duration of the Fair. Staff said that LAVTA as a public transportation provider receiving federal funds cannot legally provide a shuttle service due to federal regulations that were passed couple of years ago, but the Fair could pay a private contractor (such as MV) to do it. Staff reminded the committee members that all Bay Area ADA paratransit eligible riders can always use Dial-A-Ride to get from the BART station to Fairgrounds.

8. Ethics Report and ACTIA Workshop

This item was postponed to next meeting per Carmen Rivera-Hendrickson's request.

9. BART Task Force Report

Herb Hastings reported that the BART Task Force is currently in the process of organizing a tour to the new West Dublin BART station while it's still in construction to make sure the station (elevators, fair gate machines, etc.) is accessible for people with disabilities. The Task Force members have been checking other BART stations for accessibility as well. Carmen Rivera-Hendrickson stressed the importance of finding accessibility issues while the stations are still in construction as it is much more expensive to add the accessibility features later on.

10. Operational Issues

Roberta Ishmael reported a non-accessible bus stop and malfunctioning traffic light at the Route 15 stop by Target and Walmart shopping centers in Livermore. Carmen Rivera-Hendrickson said there is another committee that deals with curb cut and sidewalk issues and works with the cities. Staff said that LAVTA works closely with the cities on bus stop accessibility and safety issues and these issues should be brought to WAAC. Staff has also applied for a grant for bus stop accessibility improvements.

Sue Tuite inquired why the bus stop on Dublin Blvd at Sierra Court is backwards. Staff responded that because the right-of-way on that location in front of Custom Carpets is limited and the owner of Custom Carpets declined to give up 6 inches of their land that would be necessary to maintain the ADA clearance, the shelter had to be flipped around.

Carmen Rivera-Hendrickson reported she has heard riders expressing the need for a bus stop at Dublin Blvd and Regional. Staff said the number of bus stops LAVTA is allowed to put on Dublin Blvd is limited, but will look into it. Staff said that these riders should send a formal request to Wheels so that staff can follow up. So far LAVTA has not received such a request.

Carmen Rivera-Hendrickson reported that her chair was mis-hooked in a bus. Carmen said that she has straps, but some drivers are trying to hook it up on electronic section. Staff replied that in these kinds of situations it is important to file a formal complaint so that staff can investigate and follow up.

Staff gave an update on the bus stop by Walmart. Since the bus stop is on Walmart property, LAVTA cannot install a shelter there without Walmart's permission. Staff has contacted Walmart several times offering a free bus shelter, but so far it has been unsuccessful. It may help if riders approached Walmart about this issue.

Staff gave an update to Joan Helen Hall's request for a bus stop improvement by her church on East Avenue. Staff discovered that this location has no curb or sidewalk. Curbs and sidewalks are responsibilities of the cities. Staff said that a little further west there is a sidewalk and curb. Staff is talking with the city about possible relocation of the bus stop.

Herb Hastings was inquiring about the status of the Dublin side BART station stop. Staff said that the two Route 12 bus bays are currently ripped up and the hold-up is the furniture. BART requires very specific furniture on their property and

LAVTA can only use BART-approved vendors. There is a very long lead time. The BART-approved vendor initially told staff it would be 10 days from approval, but it has now changed to 1.5 months. The latest update is that the benches will be put in and the concrete restored on the last week of November.

Sue Tuite and Herb Hastings reported that some buses are driving too fast through the BART station and some drivers are on their cell phones. Staff responded that this is against the state law and these instances should be reported to LAVTA through customer complaints process (via web or 925-455-7500 number). There are also recordings on buses, but since these get over-recorded, it is important to notify LAVTA in a timely manner after the incident occurs.

13. Adjournment

The Chair adjourned the meeting at 5:14 pm

East Bay Paratransit

1722 Broadway
Oakland, CA 94612

SERVICE REVIEW ADVISORY COMMITTEE MEETING

12:30 pm to 2:30 pm

Tuesday, January 4th, 2011

MTC Auditorium, 101 8th Street, Oakland

AGENDA

<u>TOPIC</u>	<u>TIME</u>
1) SRAC Roll call and introduction of individuals present	12:30 pm
2) Approval of SRAC Minutes from November 2nd, 2010 (Attachment 1)	12:35 pm
3) Public Comments (This is an opportunity for members of the public to comment on items not on the agenda. No response from staff, other than clarification of East Bay Paratransit policies, or SRAC action will be taken on any public comments.)	12:40 pm
4) Information about East Bay Paratransit ticket vendors	12:55 pm
5) Driver Training Discussion	1:10 pm
6) Discussion about Regional Trip Reservations (Attachment 2)	1:40 pm
7) Discussion on the Impact of AC Transit route changes on East Bay Paratransit service	2:00 pm
8) Report from the East Bay Paratransit Broker (Attachment 3)	2:15 pm
9) Report from SRAC Members	2:25 pm
10) Next SRAC meeting date and agenda	2:30 pm

Please refrain from wearing scented products to this meeting.

This is a public meeting. Speakers are permitted up to three minutes each. The BART stop is the Lake Merritt Station located between 8th and 9th Streets near Oak Street. AC Transit bus Lines 88, 59, 11 & 62 serve the Lake Merritt BART station. Agenda materials will be provided in appropriate alternative formats, or disability-related modifications or accommodations will be made to enable participation in public meetings. Please send a written request, including your name, address, phone number, and description of the requested materials and format, or aids requested to Mary Rowlands, East Bay Paratransit Coordinator, 1624 Franklin Street, Suite 911, Oakland, CA 94611. (Phone 510 893-5949). Written requests will be honored for the calendar year in which the request was made, but must be renewed after January 1 for the next calendar year with the same information listed above.

**SERVICE REVIEW ADVISORY COMMITTEE MEETING
NOVEMBER 2, 2010 MINUTES**

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

SRAC members present: Janet Abelson, Don Queen, Chris Mullin, Sharon Powers, Ellen Paasch, Lynn Park, Marvin Dyson, Peter Crockwell, Robert L. Kearney.

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

Members of the public present: Myralyn Grant, Earl Perkins, Mike Stewman (MV), Will Scott, Leonard Huffman, Lonnie Brown, Mary Lawrence, Gary Brown, Alicia Williams, Richard Burnett, Vanessa Proee, and Lysa Hale (MTC).

2) APPROVAL OF SRAC MINUTES FROM SEPTEMBER 7TH, 2010

MOTION: Dyson/Kearney approved minutes. Unanimous.

3) PUBLIC COMMENTS

Myralyn Grant asked how the new \$4.00 tickets would be identified by riders with sight disabilities. Laura Timothy explained the SRAC Chair reviewed the proposed corner notching and felt it was appropriate. Myralyn Grant said she felt more than one individual should have been consulted on how to notch the ticket. Chair Queen said he felt the notch should be easy to identify because it's a big cut.

Leonard Huffman said he wanted to register his complaint about drivers blowing their horns to announce their presence, and also not reading the manifest. Chair Queen recommended he call his complaints into the paratransit Broker so they are logged and investigated. Mallory Brush from AC Transit supported the Chair's recommendation saying that if riders feel mistreated, they should please call in so EBP can investigate the issue.

Myralyn Grant said she felt drivers do not receive proper training about techniques to assist individuals with disabilities and that training overall is inconsistent between providers.

Lonnie Brown asked if sedans are being eliminated. Chair Queen advised that this topic is an agenda topic and will be addressed later in the meeting.

4) INFORMATION ABOUT THE CLIPPER CARD – LYSA HALE FROM MTC

Lysa Hale gave a brief overview of the Clipper Card, noting MTC would like to do more outreach and education on its use. It's a smart card similar to a credit card, debit card, or gift card. Currently AC Transit, BART, Golden Gate, Muni, Caltrans, and Golden Gate's Bus & Ferry are on board. SamTrans and VTA will convert soon. The vision is to have the card work within the nine counties in the Bay Area. MTC started the transition in 2007, after input from each agency about their use and need for the card.

There will be more information soon on the Clipper website. MTC would like to mail out information to everybody in the RTC database about the card. Outreach to the social service network is important as they can help riders ease into the transition.

There are four categories of Clipper Cards: Regular adult fare; youth fare; senior fare; and RTC discount senior/disabled.

Lysa did note that there is no plan for use of Clipper Cards for paratransit fares. Laura Timothy said BART will continue to use paper cards, unsure of when they would phase out because of the issue with attendants.

5) DISCUSSION ON EAST BAY PARATRANSIT PROCEDURES

- Three-day advance reservation period: Staff recommended returning to a 7-day advance reservation period, but retaining the new reservation hours which are 8:00 am to 5:00 pm. The shorter advance period did not result in costs savings. Staff thanked the SRAC for agreeing to try it however.

Will Scott explained he is a PAPCO member and wanted to ask about the advance period for a Regional reservation. Mark Weinstein responded

EBP can schedule our portion of the trip if we receive a reservation request by 5:00 pm the day before the trip. It is better to try and make the reservation at least 3-5 days in advance because the connecting agency is not always able to respond as quickly, is more restrictive about Regional reservations, or does not have reservations open late.

Earl Perkins and Sharon Powers asked that staff do something to eliminate standbys and asked to discuss standby procedures at a future meeting.

- Sedan Preference: a small number of riders have been allowed to seek a sedan preferred status. However, this is no longer possible because of the increasing demand for service. No sedan preferred rider will lose access to EBP, but their reservation requests will be treated like any other and they will be sent either a sedan or lift van. Currently the fleet is about 70% van and 30% sedan and EBP will slowly move to an all van fleet as the current contracts expire. Riders coded as sedan preferred will be notified in advance, and given a list of other transportation options.
- 600 pound weight limit on lift vans - EBP now has scales to weigh individuals using wheelchairs as part of the in-person interview process. The Riders Guide and our ADA application form explain we cannot transport riders in a mobility device (wheelchair; scooter) with a combined weight including the rider that exceeds 600 pounds. This is the standard weight limit maximum for safe operation of all lifts in the fleet. Both new and recertifying riders who have a combined weight exceeding the 600 pound limit will be told that EBP cannot transport them. If their circumstances changes or they obtain a different mobility device that brings them within the maximum limit, they will be transported after being weighed another time.

Mallory Nestor-Brush asked the SRAC to approve the three procedural issues above. SRAC members unanimously agreed they were in favor of staff recommendations on all three topics.

Vanessa Proee commented she traveled to Foster City to Wheelchairs of San Mateo and the trip, as scheduled, was far too long, as her route was through Daly City rather than across the San Mateo Bridge. Mark Weinstein said he'd look at the trip and respond to her.

6) UPDATE ON INCORPORATION OF WESTERN CONTRA COSTA COUNTY INTO THE IN-PERSON INTERVIEW PROCESS

Mark Weinstein explained that Western Contra Costa County is targeted to begin the in-person interview process next. EBP's intention is to locate a satellite office in one of the cities in that area, in lieu of riders having to travel to the Brokers office, although there have been some challenges locating a facility. First, it must be accessible, but also needs to contain a waiting area and then some private space where the assessments will be conducted. The room would be reserved for periods of four hours.

Staff has looked at the George Miller Center and the California Autism Center, both located in Richmond. Staff also talked to Ellen Paasch about the El Cerrito Senior Center, but both Ellen and staff concluded it was not the best location for this function. Sam Cassis who runs the Richmond paratransit program was also contacted.

Laura Timothy said she'd contact Richmond City Hall; Dyson suggested staff contact Sue Kathalee at the Richmond Paratransit Center or contact Parks and Recreation about the Disabled People's Recreation Center.

In response to a question about the need for interviews from riders who are permanently disabled, Mark Weinstein said the interview is designed to both educate riders and to communicate with individuals regarding their conditions as they may or may not have changed. The vast majority of riders will not have to be re-interviewed and the recertification process will be streamlined.

Vanessa Proee said her doctor put her on permanent disability but her EBP certification recently expired. Will Scott said Vanessa's disability is probably unchanging and recommended riders deemed permanently disabled by a doctor should be permanently eligible for the service.

7) REPORT FROM THE EAST BAY PARATRANSIT BROKER

Mark Weinstein made the following comments:

- EBP is currently carrying more passengers but trying to remain as efficient as possible; ridership has increased to 2600 trips per day.

- Productivity has increased from 1.77 to 1.86. This increase in productivity has a huge impact on lowering costs.
- On-time performance for the quarter was 94.7%
- September and October are normally challenging months as many programs, along with schools start up again after the summer.
- EBP has received delivery of all the MDT's for the remaining two service providers and installation has started, with training for drivers and dispatchers taking place this month.
- EBP's Broker's office has made preparations for the November 5th sentencing in the Mehserle trial. Special phones were purchased and the customer support functions on the evening of the 5th will be moved off-site, out of downtown Oakland.
- Marvin Dyson complained about the time he and Robert Kearney Jr. spent on their return trip from the last SRAC meeting, with the vehicle making two additional pick-ups before they were dropped off. Weinstein apologized for the long trip home, and said he sent out a letter responding to their complaint.

8) REPORT FROM SRAC MEMBERS

Abelson said there have been service reductions on AC Transit and paratransit riders should be aware of any impacts on EBP, including possibly longer ride times. This topic should be a future agenda item. Mallory Nestor-Brush said the second half of the planned AC Transit service cuts reductions went into effect October 31, 2010. Future cuts, if implemented, could impact weekend service affecting about 2400 paratransit riders. Mallory went on to say riders will still be eligible for service but will be unable to book a trip that's not within ¾ of a mile of active fixed route service on weekends.

9) NEXT SRAC MEETING AND ADJOURNMENT

The next SRAC meeting will be January 4th, 2011. Possible future agenda items:

- Standby scheduling
- AC Transit route reductions and impact on paratransit
- Consistency in driver training
- Regional trip reservations
- Ticket vendor program.

East Bay Paratransit

1722 Broadway
Oakland, CA 94612

TO: SRAC Member
FROM: EBP Staff
RE: Regional trip reservations
DATE: December 27, 2010

Questions about reservations for Regional trips have arisen at the SRAC meetings. Regional trips are ones that involve a connection between East Bay Paratransit and another adjacent paratransit program. For example, the trip may start in the East Bay Paratransit service area, but end somewhere outside our area. The rider will be transported part of the way in an East Bay Paratransit vehicle and part of the way by another operator.

A Regional trip coordinator is available at the paratransit Broker's offices to coordinate the overall trip, when possible and to inform the rider of the pick-up times and total fare amounts due.

East Bay Paratransit can set up our leg of the trip for the next day if the reservation is called in before 5:00 pm the night before the desired trip date. However, that is not true for all surrounding operators and we generally recommend riders place reservations for Regional trips as far in advance as they can. We have to inform riders at times, that the trip is not possible. When this occurs it is generally because the adjacent operator 1) does not offer paratransit service on the days or at the hours the rider is requesting; or 2) does not operate a call center seven days a week and so there is no one to plan a next-day Regional connection. On the other hand, two Regional operators (CCCTA and WestCat) have less than 7-day advance reservation policies and trips can only be coordinated with them 2 or 3 days in advance of the requested trip date, so we cannot immediately schedule a trip called in seven days in advance of the travel time.

On the next page is a list of the adjacent operators East Bay Paratransit connects with for Regional trips and what their policies governing these trips are. In order for us to book Regional reservations, we have to comply with the other operator's policies and procedures in addition to ours.

Attachment 2

Operator	Reservation hours and days	Required advance reservation period for Regional trips	General days and hours paratransit service operates*	Policy on waiting with the rider
VTA (Santa Clara County)	Does not coordinate reservations. Riders must call both operators and make their own arrangements			Does not wait w/rider for connecting vehicle.
SamTrans (San Mateo County)	8:30 am -5:30 pm 7 days	1-7 days in advance	7 days a week, including holidays, 5:30 am - 12 midnight	Does not wait w/rider for connecting vehicle.
Whistlestop Wheels (Marin County)	8:00 am – 5:00 pm 7 days	1-7 days in advance	M-F 4:00 am -1:00 am Sat & Sun 5:00 am - midnight	Does not wait w/rider for connecting vehicle
CCCTA – Links (Central CC County)	8:00 am – 5:00 pm 7 days	1-2 days in advance	M-F 6:00 am -10:00 pm. Sat 8:30 am - 8:30 pm Sun 8:00 am – 6:30 pm	Waits for handoff
WestCat (Western CC County)	8:00 am-5:00 pm, Mon-Sat	1-3 days in advance	M-F 6:00 am – 8:00 pm Sat 9:00 am -7:00 pm	Waits for handoff
LAVTA	8:00 am-5:00 pm, Mon-Fri 8:00 – 4:00, Sat, Sun	1-7 days in advance	M-F 4:30 am to 1:30 pm	Does not wait w/rider for connecting vehicle
East Bay Paratransit	8:00 am – 5:00 pm 7 days	1-7 days in advance	7 days, 4:00 am to 1:00 am, but determined by AC Transit routes and BART trains	Waits for handoff

*all operators have limitations on service depending on when and where the fixed route service operates. Hours presented are the maximum hours available, which typically tend to be in the core service area.

EAST BAY PARATRANSIT
Performance Report for the SRAC
Systemwide

	July - November FY 09/10	July - November FY 10/11
Ridership Statistics		
Total Passengers	289,774	317,817
ADA Passengers	247,880	270,513
% Companions	1.1%	1.4%
% of Personal Care Assistants	13%	13%
Average Passengers/ Weekday	2,396	2,629
Average Pass/ Weekend & Holidays	827	906

Scheduling Statistics

% Rider Fault No Shows & Late Cancels	2.2%	2.6%
% of Cancellations	21.9%	21.6%
Go Backs/ Re-scheduled	5,232	5,231

Effectiveness Indicators

Revenue Hours	164,537	171,990
Passengers/Revenue Vehicle Hour	1.76	1.85
ADA Passengers per RVHr.	1.51	1.57
Average Trip Length (miles)	10.43	9.93
Average Ride Duration (minutes)	39.8	38.1
Total Cost	\$12,992,754	\$13,787,961
Revenue Miles	2,585,678	2,686,145
Total Cost per Passenger	\$44.84	\$43.38
Total Cost per ADA Passenger	\$52.42	\$50.97
Total Cost per Revenue Hour	\$78.97	\$80.17

On Time Performance

Percent on-time	93.9%	93.9%
Percent 1-20 minutes past window	5.0%	4.5%
% of trips 21-59 minutes past window	1.1%	1.2%
% of trips 60 minutes past window	0.05%	0.07%

Customer Service

Total Complaints	1,022	1,228
Timeliness	248	382
Driver Complaints	500	480
Equipment / Vehicle	6	34
Scheduling and Other Provider Complaints	78	125
Broker Complaints	190	207
Commendations	800	642
Ave. wait time in Queue for reservation	1.3	2.3

Safety & Maintenance

Total accidents per 100,000 miles	2.86	3.76
Roadcalls per 100,000 miles	3.13	5.38

Eligibility Statistics

Total ADA Riders on Data Base	19,944	19,352
Total Certification Determinations	1,702	2,031
Initial Denials	58	60
Denials Reversed	10	3