

Attention!!!

Please note that the March 26, 2012 PAPCO meeting will be from 1 to 3:30 p.m. at 1333 Broadway, Suite 300. Please plan your transportation accordingly. The agenda packet is enclosed.

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

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Paratransit Advisory and Planning Committee Meeting Agenda

Monday, March 26, 2012, 1 to 3:30 p.m.

Meeting Outcomes:

- Discuss conflict of interests and ethics
- Establish Finance and Program Plan Review Subcommittee membership
- Receive an update and provide input on the Hospital Discharge Transportation Service/Wheelchair Scooter Breakdown Transportation Service (HDTs/WSBTS)
- Receive an update and provide input on the Annual Mobility Workshop
- Receive Gap Grant reports on travel training
- Receive a summary of the Paratransit Mid-year Reports

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

Sylvia Stadmire

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

Public

1:15 – 1:20 p.m. **3. Approval of February 27, 2012 Minutes**

Sylvia Stadmire

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[03A Joint PAPCO TAC Meeting Minutes 022712.pdf](#) –

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1:20 – 1:35 p.m. **4. Discussion on Conflicts of Interest and Ethics**

PAPCO and Staff

[04 Memo Conflict of Interest and Ethics.pdf](#) –

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PAPCO members will discuss ethics and internal practices related to funding actions.

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- | | | |
|---|--|---|
| 1:35 – 1:50 p.m.
PAPCO and Staff | 5. Establish Subcommittee Membership for Fiduciary Training and Finance Subcommittee and Program Plan Review Subcommittee
<i>05 Fiduciary Training and Finance Subcommittee Information.pdf – Page 17</i>
<i>05A Program Plan Review Subcommittee Information.pdf – Page 19</i>
<i>PAPCO will determine volunteers for a Fiduciary Training and Finance Subcommittee that will meet on April 13th from 1 p.m. to 4 p.m. and Program Plan Review Subcommittees that will meet on May 4th and 7th from 10 a.m. to 5 p.m.</i> | A |
| 1:50 – 2:05 p.m.
Krystle Pasco | 6. Update on Hospital Discharge Transportation Service/Wheelchair Scooter Breakdown Transportation Service (HDTS/WSBTS)
<i>Staff will provide an update on these Countywide services provided by the Alameda CTC.</i> | I |
| 2:05 – 2:20 p.m.
Staff | 7. Update and Input on Annual Mobility Workshop
<i>Staff will provide an update and PAPCO will provide input on preparations for the ninth annual workshop.</i> | I |
| 2:20 – 3:00 p.m.
Guest Speakers | 8. Gap Grant Reports – Travel Training
<i>PAPCO will receive a Gap Grant report from Tri-City Travel Training and Mobility Matters.</i> | I |
| | 9. Summary of the Mid-year Reports
<i>09 FY11-12 Mid-year Report Summary.pdf – Page 25</i> | I |
| 3:00 – 3:10 p.m.
PAPCO | 10. Member Reports on PAPCO Mission, Roles, and Responsibilities Implementation
<i>10 PAPCO Calendar of Events.pdf – Page 33</i>
<i>10A PAPCO Appointments.pdf – Page 35</i>
<i>10B PAPCO FY11-12 Work Plan.pdf – Page 37</i> | I |
| 3:10 – 3:20 p.m.
Rev. Carolyn Orr
and Harriette
Saunders | 11. Committee Reports
A. East Bay Paratransit Service Review Advisory Committee (SRAC)
B. Citizens Watchdog Committee (CWC) | I |

12. Mandated Program and Policy Reports |

[12 SRAC Minutes 02082012.pdf](#) – Page 41

[12A Transit Correspondence](#) – Page 47

3:20 – 3:30 p.m. **13. Information Items** |

Staff

A. Mobility Management

[13A Volunteer Driver Programs.pdf](#) – Page 49

B. Outreach

C. CWTP-TEP Status Update/Input

[13C CWTP-TEP Overview.pdf](#) – Page 53

[13C1 Regional SCS-RTP CWTP-TEP Process.pdf](#) –
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14. Draft Agenda Items for April 23, 2012 PAPCO |

A. FY 11-12 Coordination Evaluation

B. FY 12-13 Coordination Contract Recommendation

C. Confirmation of Program Plan Review Subcommittee

D. Report from East Bay Paratransit Broker/
Claims Report

E. Quarterly Report from Alameda and Hayward

F. Annual Mobility Workshop Update

3:30 p.m. **15. Adjournment**

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

Next Joint PAPCO/TAC Meeting:

Date: April 23, 2012

Time: 1 to 4 p.m.

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

Next PAPCO Meeting:

Date: May 28, 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.



Paratransit Advisory and Planning Committee Meeting Minutes

Monday, February 27, 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> Vanessa Proee
<u>P</u> Will Scott, Vice-Chair	<u>P</u> Sandra Johnson-Simon	<u>P</u> Carmen Rivera-Hendrickson
<u>P</u> Aydan Aysoy	<u>P</u> Gaye Lenahan	<u>P</u> Michelle Rousey
<u>P</u> Larry Bunn	<u>P</u> Jane Lewis	<u>P</u> Harriette Saunders
<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>A</u> Sharon Powers	

Staff:

<u>A</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 1:03 p.m. The meeting began with introductions and a review of the meeting outcomes.

Guests Present: Anne Culver, City of Hayward; Pam Deaton, City of Pleasanton; Shawn Fong, City of Fremont; Kim Huffman, AC Transit; Hakeim McGee, City of Oakland; Chris Mullin; Leah Talley, City of Berkeley; Laura Timothy, BART; Richard Waltz; Jeff Weiss, Bay Area Community Services

2. Public Comments

There were no public comments.

3. Approval of January 23, 2012 Minutes

Herb Hastings moved that PAPCO approve the January 23, 2012 minutes as written. Michelle Rousey seconded the motion. The motion carried with one abstention (17-1).

4. Recommendation on Gap Policy and Guidelines

Naomi Armenta reviewed the memo with PAPCO members and stated that both Paratransit Technical Advisory Committee (TAC) and PAPCO committees were asked to consider Gap Grant extensions for FY 12-13 and a comprehensive Gap policy to begin FY 13-14. She also stated that PAPCO will provide a recommendation to the Alameda CTC Board on these two issues.

Sylvia asked members for a motion to approve Gap Grant extensions for fiscal year 2012-2013.

Joyce Jacobson moved to approve the staff recommendations for Gap Grant extensions. Sandra Johnson-Simon seconded the motion. The motion carried with one abstention (17-1).

Questions/feedback from the members:

- Why isn't this money being applied to direct services? Staff stated that these proposals are considered service provision in a different manner (e.g. travel training) and that all the pass-through funding will still be focused on transportation provision. If the measure does not pass, we will have to look at the funding again.
- Why doesn't Alameda CTC leave the individual Grant Matching award maximum at \$25,000 without exception? Staff stated that we are trying to give the committee an option to grant exceptions. A majority of members stated they were in favor of having the option to grant exceptions.
- Can an entity apply for a Gap Grant and the capital project matching fund (5310) at the same time? Staff said yes, but the applicant would have to apply for two different vehicles.
- How much money is in our previous "rainy day fund?" Staff stated that we used stabilization twice, and we do not know how much money will be allocated to the program.

- Members stated that Alameda CTC should not take away money from direct services. Staff stated that this is all about Gap funding, which is separate from the pass-through funding.

Sylvia asked members for a motion to approve the proposed categories of funding for all the comprehensive policies.

Betty Mulholland moved to approve the staff recommendations for all the proposed categories in the Gap funding. Jonah Markowitz seconded the motion. The motion carried (17-0).

5. South County Taxi Gap Grant Extension Recommendation

Naomi Armenta reviewed the South County Taxi Gap Grant Extension recommendation memo with members. Naomi stated that both TAC and PAPCO discussed the extension and supplemental funding of some Gap Cycle 3 and Cycle 4 grants for FY 12-13, and both committees have indicated concurrence with the option of the grant extension. She said the funding must be in place for all elements of the Central County Taxi Expansion CMMP before staff can ask the Alameda CTC Board to issue the Request for Proposal (RFP) to start service on July 1st.

Questions/feedback from the members:

- Will the RFP be just for Central County or for both Central and South County? Staff stated that it will be for both Central and South, but applicants will have the option to apply for one or both.
- How will people apply for this—is there a plan to reach the communities? Staff stated that this is an extension of the South County Taxi Program, and the program is already in place. Eligible recipients will include registrants of Hayward and San Leandro paratransit programs.
- Since most taxi programs in North County are funded by the cities, why are we granting this funding through the Gap funds? Staff stated that this was a pilot program, the programs were done differently.

Jonah Markowitz moved to accept the extension recommended by staff. Michelle Rousey seconded the motion. The motion passed unanimously (18-0).

6. Transit Accessible Seat Policy Presentation

Cathleen Sullivan gave a presentation on the legalities of accessible seating on transit. She said a couple of months ago, PAPCO members requested more information on the accessible seating on transit. She addressed the question, "Can bus drivers require passengers without disabilities to vacate priority seats for people with disabilities and seniors?"

She said under the American with Disabilities Act (ADA) Transportation requirements (49 C.F.R.s 37.167), bus drivers are required on request, to ask passengers to give up priority seating at the front of the bus to seniors and persons with disabilities. She said most drivers reportedly do comply with this requirement, but apparently some refrain from doing so to avoid confrontations with riders.

Questions/feedback from the members:

- Members expressed concern is that it is federally mandated that priority seating for seniors and disable signs be posted, and be visible, but these signs are not posted in most buses. Signs are posted so low that passengers cannot see them. Posting signs in the front of the bus would make a difference. Members said it's transit providers' job is to see to it that these signs are posted correctly and visible to all riders. Staff stated that the law is there but there is no enforcement, and it's not the bus driver's job to enforce the law.
- Other members suggested that PAPCO members go to the AC Transit Board meeting to see what they can do about the issue or go to the Alameda CTC Board with their concerns.
- Are drivers required to request that other passengers move from priority seating areas or wheelchair securement locations? Staff stated that yes, they are required to, but the driver cannot enforce the law.

Sylvia suggested that PAPCO members attend AC Transit's meeting and give them constructive criticism about signage on their buses.

7. City of Hayward Quarterly Report

Anne Culver from the City of Hayward gave a presentation to PAPCO on the City of Hayward Paratransit Program and gave a second quarter update report on its unduplicated riders, door-to-door rides, and group trips. The number of unduplicated riders on the City's service during the second quarter decreased

in comparison with the same period last year due to duplication of service. The door-to-door rides also declined due to duplication of service. The group trip fare per enrolled rider is free.

The number of group passenger rides is higher this year. During the second quarter, average on-time performance was better than 98 percent. New free group trip marketing efforts have increased. Also during the second quarter, meals on wheels delivered an average of 2,782 meals per month at an average cost of 74 cents per meal.

Questions/feedback from the members:

- Members questioned service provision and timing. Anne said she would research and give an update in April.
- Why can some people not access the door-to-door service in Hayward? Anne said it's her understanding that there is some duplication in the services, and the City is looking into that. She also stated that East Bay Paratransit does not service some areas in Hayward, and it is working toward covering those areas.
- Why has ridership declined? Anne said she is aware that some of the programs do not match. She said the number of unduplicated riders is decreasing. City staff are having weekly conversations with riders and will report back to this committee.
- What happens to seniors who do not qualify for ADA service? Staff stated that Hayward does provide service for seniors who do not qualify for ADA services.

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

Chair Sylvia Stadmire reported that she went to an Equipment Program Advisory Committee meeting of the CPUC's Deaf and Disabled Telecommunications Program, and she learned a lot about telephone equipment for people with disabilities. She said several cell phones and iPods are made for people with disabilities. The workshop presenter is deaf and has a lot of computer knowledge. If members have visual, hearing, or voice problems, she can get them in touch with someone to help with this type of equipment.

Sylvia also showed the California Senior Leadership award she received from the University of Berkeley. She thanked members for their support and urged all members to work together and push for the new tax measure to pass.

Joyce Jacobson stated that Emeryville is in the process of finalizing a draft Transportation Plan for the future, and she had the opportunity to provide input to the plan for seniors.

Carmen Rivera-Hendrickson reported that the WHEELS Accessibility Committee has been working on the process of implementing a software application that allows drivers to provide information to passengers to alert them when the driver is about 5 to 10 minutes away from the pick-up location. She said they are working with AC Transit as well.

9. Committee Reports

- A. Service Review Advisory Committee (SRAC) – Rev. Carolyn Orr reported the death of Marvin Dyson. She said the meeting was postponed to next month.
- B. Citizens Watchdog Committee (CWC) – Harriette Saunders reported on the agenda changes for the upcoming meeting.

10. Staff Updates

A. Mobility Management

Naomi stated that an accessible pathways and livable communities pocket guide is in the packet from Easter Seals Project Action. It includes the entire route of travel that transit passengers navigate to reach their destination.

- B. Outreach Update: Krystle gave an update on the outreach events coming up that appear on page 19 of the agenda packet. She said she is looking for someone to staff for the March 24th event, and if anyone is interested in attending any of these outreach events, to feel free to call, email, or mention it to her during or after the PAPCO meeting.
 - 3/10/12 – Development Disabilities Council Transition Information Faire in Alameda from 9 a.m. to 3 p.m.
 - 3/16/12 – Pleasanton Senior Center Transit Fair from 10 a.m. to 1 p.m.
 - 3/24/12 – Tropics Mobile Home Park Senior Health and Resource Fair at the Tropics MHP Clubhouse in Union City from 10 a.m. to 1 p.m.

- 4/19/12 – East County Transportation Forum at Dublin City Hall from 6:30 to 8:30 p.m.

11.Mandated Program and Policy Reports

Staff asked members review the attachments in their packets for more information.

12.Draft Agenda Items for March 26, 2012 PAPCO Meeting

- A. Conflict of Interest and Ethics Discussion
- B. Establish Finance Subcommittee Membership
- C. Establish Program Plan Review Subcommittee Membership
- D. Update on Hospital Discharge Service/Wheelchair Scooter Breakdown Transportation Service
- E. Annual Mobility Workshop Update
- F. Summary of Mid-year Reports
- G. Gap Grant Reports – Travel Training

13.Adjournment

The meeting adjourned at 2:48 p.m.

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**Alameda CTC Joint Paratransit Technical Advisory Committee
and Paratransit Advisory and Planning Committee
Meeting Minutes
Monday, February 27, 2012 at 2:45 p.m., 1333 Broadway,
Suite 300, Oakland**

Attendance Key (A = Absent, P = Present)

TAC Members:

<u> A </u> Beverly Bolden	<u> P </u> Kim Huffman	<u> A </u> Gail Payne
<u> A </u> Melinda Chinn	<u> A </u> Jackie Krause	<u> A </u> Mary Rowlands
<u> A </u> Anne Culver	<u> P </u> Kadri Kulm	<u> A </u> Mia Thibeaux
<u> P </u> Pam Deaton	<u> P </u> Kevin Laven	<u> P </u> Laura Timothy
<u> A </u> Louie Despeaux	<u> P </u> Isabelle Leduc	<u> A </u> Kelly Wallace
<u> A </u> Jeff Flynn	<u> A </u> Wilson Lee	<u> A </u> Mark Weinstein
<u> P </u> Shawn Fong	<u> P </u> Hakeim McGee	<u> A </u> Victoria
<u> A </u> Brad	<u> A </u> Cindy Montero	Williams
<u> </u> Helfenberger	<u> A </u> Mallory Nestor	<u> P </u> Leah Talley
<u> A </u> Karen Hemphill	<u> A </u> Joann Oliver	<u> A </u> David Zehnder

PAPCO Members:

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

Staff:

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

1. Welcome and Introductions

Paratransit Coordinator Naomi Armenta called the meeting to order at 3 p.m. The meeting began with introductions and a review of the meeting outcomes.

Guests Present: Jeff Weiss, Bay Area Community Services (BACS); Richard Waltz

2. Public Comment

There were no public comments.

3. Technical Advisory Committee Report

Hakeim McGee shared with the Joint Committee some of the TAC activities that took place during January through February 2012, particularly in the area of Gap Policy, guidelines for allocating Gap funds, proposed funding categories for future Gap Cycles and the Gap Grant extension process for FY 2012-13. He also shared with us the Hospital Discharge and the Wheelchair Scooter Breakdown Services, and Mobility Workshop, and Clipper Card Issues.

In terms of coordination efforts, TAC members expressed a consensus for extending eligible Gap Cycle 4 grants for one more year and then adopting a Mobility Management focus in the future for Gap project proposals. Also, TAC members made a recommendation to PAPCO on Gap policy and guidelines and an update on the pass-through funding estimates for next year.

Hakeim mentioned that TAC members inquired about revised projections for the current year. East Bay Paratransit is scheduled to open in-person assessments in April at their satellite office located at Fremont City Hall for all Fremont and Newark East Bay Paratransit applicants. Livermore Amador Valley Transit Authority (LAVTA) is handling its paratransit service change, and

working with a new operations contractor as of July 1, 2011 (American Logistics Company).

4. Quarterly Education and Training – Gap Grant Reports on Shuttles

Four cities gave presentations on their Gap Grant-funded shuttle programs.

Gap Grant Reports on Shuttles – Oakland

Jeff Weiss from BACS gave a presentation on Senior Shuttle Expansion. He stated that BACS began the Oakland Senior Shuttle in 2002 at the request of the senior community through the Oakland Commission on Aging. He said the shuttle expanded to parts of East Oakland. In 2006, BACS received a GAP Grant from the Alameda County Transportation Improvement Authority (ACTIA) to provide the shuttle service. The senior shopping shuttle with an attendant goes to eight senior buildings weekly, and the City provides group trips on request Monday through Friday within the Dimond, Fruitvale, and East areas of Oakland. He said the shuttle has several service sites, shopping, and group-trip destinations.

Jeff stated that FY 10-11 statistics show an average of 17 passengers per day. The shuttle service provided 98 service days, 341 service hours, and 3,302 one-way trips. Jeff concluded that the riders appreciate the door-to-door service because they can get out of their apartments and go to a variety of shopping locations.

Gap Grant Reports on Shuttles – Albany

Naomi introduced Isabelle Leduc, City of Albany to the group. She gave a presentation on the Albany Senior Center Community Shuttle Bus. Isabelle stated that the Gap Grant that the City received was used to purchase a 22-passenger bus for the Albany senior door-to-door shopping program. The shuttle started on July 1, 2009, and since then, the door-to-door shopping program continues to take people weekly to different locations such as Safeway, El Cerrito Plaza, Target, and 99 Ranch Market.

Isabelle said trips to Hilltop Mall and the Dollar Store are also offered on a monthly basis. Isabelle said transportation for the walking group to go on scenic walks throughout the Bay Area also continues to do very well. Recreational day trips are also in high demand. The City is serving more people because it has so much more to offer due to the new vehicle recently

purchased. She said they are looking forward to the new measure passing. Isabelle said the overall outcome of the shuttle is positive and the program is meeting its objectives.

Gap Grant Reports on Shuttles – Emeryville

Kevin Laven from the City of Emeryville gave a presentation on Emeryville's 8-To-Go Transportation for seniors and people with disabilities in Emeryville and portions of Oakland (zip code 94608). Kevin stated that the City of Emeryville Senior Shuttle is in a partnership with the Emeryville Transportation Management Association. He also stated that the Measure B funding provided the initial seed money for purchasing the shuttle bus, and it provides the shuttle operational funding for free service.

Kevin said the City's shuttle, unlike many taxis, is wheelchair accessible, cost-effective, and improves quality of life for seniors and people with disabilities. Kevin said current and future changes of 8-To-Go are new stricter age requirements, nominal rider fees to support service, volunteer operations to help cut costs, and part-time service if funding streams decrease. The service has been active for 3 years and provides 15 rides per day, has 390 registered riders, and costs \$16 per trip. The program has an in-house dispatcher and same-day service, and the City is looking forward to the new measure passing.

Gap Grant Reports on Shuttles – Pleasanton

Pam Deaton of the City of Pleasanton gave a presentation on Pleasanton shuttle service for seniors and the ADA population. Pam reported that Pleasanton launched its pilot program and has provided fixed-route, same-day, affordable shuttle rides since January 2008. She said the Alameda CTC Gap Grant funds have enabled the Downtown Route bus to provide quality transportation services to Pleasanton residents.

The Downtown Route bus is a 23-passenger wheelchair accessible bus. The same-day service provides freedom for seniors and ADA clients, and helps them stay active. She said the transportation is affordable, and it's half the cost of regular Pleasanton door-to-door fares. Pam said the project has provided 18,712 rides; 2480 rides connected to wheels; 5,376 lift assisted rides; over 78 stops included in five different routes; and 94 percent on-time performance. She said 95 participants have completed travel training by volunteer travel ambassadors and the program has provided 229 hours of

volunteer services. She said they have several marketing campaigns, and extensive outreach programs. Pam said their goal is to increase ridership and decrease costs to meet Alameda CTC's long-term funding guideline while also meeting the needs of Pleasanton seniors and people with disabilities.

Member input and staff responses:

- If you live in a different community, can you use the services described? Staff said no.
- Members thanked all the cities that run the shuttle services and asked why the City of Emeryville is running just one shuttle bus, in such a large service area? Kevin said another shuttle bus will be awesome for the county, the demand is there, but this is all we can afford right now. When the next measure passes, the City will be able to do more.
- Another member said travel training is essential, and members need to let seniors in the community know that these services are available to them.
- A member stated that he resides three quarters of a mile from the BART station and would like the Pleasanton shuttle to cover his area in its shuttle program. Pam stated that right now the City cannot cover the area, but the area will be on its priority list for the FY 12-13 funding program.

5. Planning for 2012 Annual Mobility Workshop

This item was postponed until next month.

6. Transportation Expenditure Plan Update

Matt Todd reported that the Alameda CTC Board approved the Transportation Expenditure Plan (TEP) in January. He said the latest version is on the website, and funds collected under this measure may be spent only for the purposes identified in the TEP, which may be amended by the Alameda CTC governing body.

Matt stated that Alameda CTC staff will take the TEP to each city council and the Board of Supervisors for approval by May 2012. He said both the TEP and Countywide Transportation Plan (CWTP) will go to the Commission in May/June 2012 for approval so that Alameda CTC can request that at the Board of Supervisor's July 2012 meeting, the Board of Supervisors places the TEP on the ballot on November 2012.

Member questions, input, and staff responses:

- Will the projections be updated for FY 11-12? No, fiscal year FY 11-12 is almost finished; revised projections for FY 12-13 would come out when/if the measure passes.

7. Summary Report of Gap Grant

Naomi stated that a summary report of the Gap Grants is in the packet for information and review.

8. Draft Agenda Items for April 10, 2012, TAC Meeting

- A. Finance Subcommittee Status Report
- B. Quarterly Education and Training – LAVTA Report on American Logistics
- C. Technical Exchange – Recurring Items

9. Adjournment

The meeting adjourned at 4 p.m.



MEMORANDUM

Date: March 12, 2012

To: Paratransit Advisory and Planning Committee

From: Paratransit Coordination Team

Subject: **Conflict of Interest and Ethics**

Background

In June 2011 the PAPCO Bylaws Subcommittee met and discussed the newly formatted Bylaws for PAPCO. One topic that arose in the discussion is conflict of interest for funding recommendations. The Bylaws and established policies are sparse on some of the details that committee members were interested in. It was decided that this is a topic that the larger committee should discuss. Discussion in March is timely, as PAPCO will be taking action on a number of funding recommendations through May.

The goal of this discussion is to reach consensus on some internal standards that PAPCO would like to follow. These standards could be considered for inclusion in future Bylaws.

Existing Policies

PAPCO Bylaws

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

5310 (and Gap) Conflict of Interest Statement

The following Conflict of Interest statement has been used for the past several years for the 5310 PAPCO Scoring Subcommittee to describe the circumstances under which a PAPCO member would need to recuse themselves from scoring a specific application because of a conflict of interest.

- If a PAPCO 5310 Subcommittee member was a member of an oversight committee of any applicant. For example, if a subcommittee member was on Oakland's Commission on Aging, then this would exempt them from scoring a City of Oakland application.
- If a PAPCO 5310 Subcommittee member sat on the Board of a transit agency of the applicant.
- If a PAPCO 5310 Subcommittee member was an elected official of a transit agency or a member of a transit advisory board of the applicant.
- If a PAPCO 5310 Subcommittee member stood to gain politically or financially from an applicant receiving the funding.

In addition to voting and recusal, the committee should discuss the issue of motions and seconds. The discussion should include all funding recommendations including 5310, Gap, and pass-through.

Fiduciary Training and Finance Subcommittee

At the PAPCO meeting on March 26, 2012, PAPCO members will be asked to sign up to participate in the Fiduciary Training and Finance Subcommittee. Below is background information to assist you in determining whether this is a subcommittee you are interested in signing up for.

Background

Throughout recent fiscal years, the thirteen paratransit providers in Alameda County have to submit three reports; their Base Program Plan (early April), a Mid Year Report (February), and a Compliance Report/Year End Report (December). On February 1, 2012, Mid Year Reports were due to the Alameda CTC from the paratransit providers. The Finance Subcommittee was originally set up to address guidelines for fund balances. Now the Finance Subcommittee reviews these submitted reports and addresses a number of issues including fiduciary responsibilities, unspent fund balances, and notable trends in revenues and expenditures. The primary focus of the April Finance Subcommittee is to review staff summary reports and identify issues for correction or clarification during Program Plan Review.

Subcommittee Selection and Process

All subcommittees have a minimum membership of 3 and a maximum of quorum (currently 11). If more than 11 members volunteer, the Chair will appoint members – who will be notified by staff. Any members not appointed can still attend the meeting as audience members and participate in the discussion, but cannot vote or receive per diem. The subcommittee will meet on April 13, 2012, at the Alameda CTC to go over summary reports prepared by staff. Any issues identified through this Subcommittee will either be forwarded to the program manager through the coordinator with a request to correct and resubmit their report, or will be identified as questions to be included on the reviewer forms for the programs in questions.

Responsibilities

All PAPCO members that are appointed to this subcommittee are asked to review the materials provided prior to the meeting. Accessible materials can be arranged for any member by request.

PAPCO Meeting Date

- Friday, April 13, 2012, from 1 – 4 pm at Alameda CTC (1333 Broadway, Suite 300). Lunch will be provided.

Per Diem

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

Program Plan Review Subcommittee

At the PAPCO meeting on March 26, 2012, PAPCO members will be asked to sign up to participate in the Program Plan Review Subcommittee. Below is background information to assist you in determining whether this is a subcommittee you are interested in signing up for.

Background

Program Plan Review is a primary PAPCO responsibility assigned by the ACTIA Board (now Alameda County Transportation Commission) and stated in the Bylaws Article III.C.1. as: *“Review of mandated and non-mandated services for cost effectiveness and adequacy of service levels and to make recommendations to the ACTIA Board regarding the approval of requests for funding.”* This year, PAPCO will be responsible for reviewing and recommending funding for Measure B funded paratransit programs totaling over **\$9.3 million dollars**.

Overview of Paratransit Programs in Alameda County

There are 13 different paratransit programs in Alameda County. Broadly speaking, these programs can be categorized into “Mandated” programs and “Non-Mandated” programs.

Mandated programs are a federal mandate by the Americans with Disabilities Act, which was passed in 1990, and required that public transit systems make their services fully accessible, including providing services for people who, because of their disability, cannot ride regular buses and trains. In Alameda County, AC Transit and BART have partnered to form the East Bay Paratransit Consortium which provides the mandated service in our region.

In addition, Livermore Amador Valley Transit (LAVTA) in Livermore, and Union City Transit in the City of Union City also provide mandated services. However, LAVTA and Union City do not receive funding under the “mandated paratransit” portion of Measure B. They receive funding through the cities they serve, and offer both mandated and non-mandated services. Only AC Transit and BART receive funding from the “mandated services” portion of Measure B.

Mandated services are required by federal law to provide paratransit services to individuals who live within a $\frac{3}{4}$ mile radius of a regular bus or rail route during the days and hours that the regular services are offered. Other requirements of the mandated services are that they provide next day service; charge fares no more than twice the undiscounted fixed route fare; accept requests for all types of trips without prioritization; operate during the same hours as regular transit services; and allow no pattern or practice of denials. Individuals who wish to use mandated paratransit in their area are required to complete an application to determine their eligibility.

Non-mandated programs, on the other hand, have much more flexibility in how they design their programs. Each City in the County has designed their paratransit programs to meet the needs of their local jurisdiction. The major difference between the mandated and non-mandated or “City-based” programs, aside from the absence of federal regulations, are that they provide paratransit services for seniors and offer a range of different types of paratransit services, including taxi, van service, and shuttle service.

Subcommittee Process

All subcommittees have a minimum membership of 3 and a maximum of quorum (currently 11). If more than 11 members volunteer, the Chair will appoint members – who will be notified by staff. Any members not appointed can still attend the meeting as audience members and participate in the discussion, but cannot vote or receive per diem. Two meetings have been scheduled on May 4 and 7, 2012. Committee members are requested to complete the Program Plan Review Subcommittee Form to indicate which programs they’d be interested in being appointed to. More details on the schedule will be provided in April.

Each program will be scheduled for at least a 45-minute time slot on one of the review dates. During that slot, program managers will provide a 10 minute presentation of their program, followed by a brief staff report on programmatic issues, financials (including questions identified through the Finance Subcommittee), program compliance and dramatic changes to any operating statistics. You will then have an opportunity to ask questions of each of the program managers before making your recommendation.

As part of your recommendation, you will have the opportunity to make comments or suggest ideas to the program managers regarding their programs. Once you make your comments or suggestions, you may simply send a program plan on to the Commission for approval without comment, or you may attach comments or questions that you believe should be pursued by staff.

Your final recommendations will go before the full PAPCO in May for final approval before going to the Commission.

Responsibilities

All PAPCO members that are appointed to this subcommittee will be responsible for carefully reviewing the somewhat extensive materials provided prior to the meeting(s) and coming prepared with comments and questions. For each program, you will receive the following materials:

- Annual Submittal Staff Summary Form – contains summary information about each program and questions raised by the Finance Subcommittee
- Program Plan Application PDF
- Program Plan Application Table 1 & 2

Accessible materials can be arranged for any member by request.

PAPCO Meeting Date

- Friday, May 4, 2012 from approximately 10 – 5 at the Alameda CTC (1333 Broadway, Suite 300). Lunch will be provided.
- Monday, May 7, 2012 from approximately 10 – 5 at the Alameda CTC (1333 Broadway, Suite 300). Lunch will be provided.

Per Diem

Since this is a standing subcommittee, appointed PAPCO members will receive a per diem for each day attended.

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Program Plan Review Subcommittee Form

Meetings are Friday and Monday, May 4 and 7, from 10am to approximately 5pm.

Member Name: _____

I would like to be appointed to both days, all day. ☐

Select by day:

I would like to be appointed to all day Friday. ☐

I would like to be appointed to Friday morning. ☐

I would like to be appointed to Friday afternoon. ☐

I would like to be appointed to all day Monday. ☐

I would like to be appointed to Monday morning. ☐

I would like to be appointed to Monday afternoon. ☐

Select by planning area:

I would like to be appointed to North County reviews. ☐

I would like to be appointed to Central County reviews. ☐

I would like to be appointed to East County reviews. ☐

I would like to be appointed to South County reviews. ☐

Select by program:

East Bay Paratransit ☐

LAVTA ☐

Union City Transit ☐

City of Alameda ☐

City of Albany ☐

City of Berkeley ☐

City of Emeryville ☐

City of Fremont ☐

City of Hayward ☐

City of Newark ☐

City of Oakland ☐

City of Pleasanton ☐

City of San Leandro ☐

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Mid-year Paratransit Program Reporting Summary

AC Transit (for East Bay Paratransit)

- Non-Measure B funding: Fares, TDA, STA, FTA 5307, Contra Costa County Measure J funds, AC Transit General Funds
- No changes to planned services and performance.
- Changes in program enrollment:
 - 1,154 new riders were certified; 819 previous riders were re-certified
 - 1,475 riders were inactivated due to death, moving out of the area, unable to ride any longer, etc.
- Other impacts: EBP transitioned from 4 to 3 service providers on July 1, 2011. Forty-two AC Transit vehicles were transferred to the three remaining private providers throughout June. AC Transit no longer will operate an in house paratransit unit. The transition was smooth, although many of the experienced AC Transit drivers transferred to other positions within AC Transit. The 3 remaining private providers, as a result, had newer, less experienced drivers on the road which had a minor impact on service quality.
- ADA-mandated provider

BART (for East Bay Paratransit)

- Non-Measure B funding: Fares, Contra Costa County Measure J funds, BART General Funds
- No changes to planned services and performance.
- Changes in program enrollment:
 - 1,154 new riders were certified; 819 previous riders were re-certified
 - 1,475 riders were inactivated due to death, moving out of the area, unable to ride any longer, etc.
- Other impacts: The transition from 4 to 3 service providers was complete July 1, 2011. AC Transit no longer has a paratransit unit. The transition was smooth, although many of the experienced AC drivers transferred to other positions within the agency and newer, less experienced drivers had to take their place.
- ADA-mandated provider

Alameda

- Miscellaneous expenditures: The City ran two advertisements in the Alameda Sun and four advertisements in the Alameda Journal this fiscal year. The Alameda Theatre also shows an image advertising the shuttle before each movie starting in September and running for the remaining fiscal year.
- Changes to planned services: The City no longer requires pre-enrollment to use the Alameda Paratransit Shuttle. Anyone eligible to use the shuttle - individuals 55 years or older - may use the shuttle without pre-registering.
- Changes to planned performance: The average cost per trip for the Alameda Paratransit Shuttle ranged between \$21 and \$27 in Fiscal Year 2009/2010 and is now under \$15 this past year (Dec 2010-Nov 2011). The average cost per trip for MRTIP trips totaled \$29 in Fiscal Year 2009/2010 and is now under \$24 this past year (Dec 2010-Nov 2011). The average cost per trip for the Premium Taxi Service totaled \$7 in Fiscal Year 2009/2010 and is now under \$5 this past year (Dec 2010-Nov 2011).
- Changes in program enrollment: 584 individuals enrolled as of December 2011 (565 individuals enrolled in December 2010)
- Changes to customer satisfaction measures: The December 2011 survey results show that 100 percent of respondents are satisfied with the Alameda Paratransit Shuttle service and 96 percent are satisfied with the Alameda Paratransit taxi services. Previous surveys had similar results: 95 percent in January 2011 and 96 percent in August 2010 when asked about satisfaction with the overall program.
- Currently meeting Minimum Service Levels (MSL).

Albany

- No changes to planned services and performance.
- Miscellaneous expenditures: A wireless microphone connecting to the existing sound system was installed on the bus to allow trip leaders to communicate with participants while on trips.
- Changes in program enrollment:
 - 141 people are registered to use the taxi subsidy or shopping programs.
 - 8 were added, none dropped.
- Currently meeting Minimum Service Levels (MSL).

Berkeley

- Non-Measure B funding: City of Berkeley General Funds
- Changes to planned services: In the process of moving the customer service delivery and oversight to the North Berkeley Senior Center.
- Changes in program enrollment: Slight decrease, 35 new participants and exited 46.
- Other impacts: Transitioning the customer service to new staff and a new location has presented some challenges, but we believe there has been little to no adverse impact on service delivery.
- Report claims to be meeting Minimum Service Levels (MSL), but Berkeley traditionally has not due to income requirement.

Emeryville

- Non-Measure B funding: City of Emeryville funding, Fares for Group Trips, and EBP Discount Ticket Sales Revenue
- Undesignated reserve funds: Slowly working down a large reserve fund over the past several years.
- No changes to planned services and performance.
- Currently meeting Minimum Service Levels (MSL).

Fremont

- Non-Measure B funding: Community Development Block Grant (CDBG) funds are leveraged with Measure B funds to fund meal delivery services.
- No changes to planned services and performance.
- Changes in program enrollment: 182 new clients were enrolled
- Currently meeting Minimum Service Levels (MSL).

Hayward

- Non-Measure B funding: Door-to-door trip fares
- Changes to planned services: July 1– September 30, 2011, group trip fares were \$1 each way for riders & companions. Attendants paid no fare. On October 1, 2011, group trips became free for all passengers. The SOS contract was reduced from \$32,000 to \$25,000 by contractor request, in order to avoid triggering the City's Living Wage Ordinance. No free EBP trip coupons were distributed. As the City's requests to implement Taxi trips, Fixed-Route Shuttle, & Travel Training were not approved by ACTC in the City's FY 11-12 Plan, these programs have not yet been implemented.
- Changes to planned performance: The City will continue to provide individual door-to-door service to those in the process of enrolling with

EBP, or those unable to use the EBP service. Group trips will continue to be provided free of charge to all passengers. New services will be implemented when they are authorized.

- Changes in program enrollment:
 - 456 individually enrolled & active riders
 - 140 new riders enrolled
 - 143 riders left the program or did not use the program within a 12 month period
 - Additionally, residents of the over 30 enrolled Skilled Nursing Facilities (SNF's), their attendants, & companions used door-to-door individual trips & group trips.
 - A total of 1,361 residents of local mobile home parks & housing complexes for seniors & people who have disabilities, attendants, & companions traveled on group trips. Not all group trip passengers were enrolled.
- Changes to customer satisfaction measures: There were no changes in the customer satisfaction measures during the reporting period. A survey was distributed to all enrolled Paratransit riders. Results are being tabulated & analyzed at this time. The majority of riders used the service for medical needs. 95% of respondents said Drivers engaged in safe behavior. 93% stated that Drivers were helpful and professional. 93% stated that Dispatchers seemed polite & professional. Riders, their families, & facility staff members continue to call & email their gratitude and concerns.
- Currently meeting Minimum Service Levels (MSL).
- Other impacts: On July 1, 2011, door-to-door fares increased from \$2.00 each way for 10 miles or less to \$4.00 each way for 12 miles or less, in order to match EBP fares. Many riders could afford this increase. However, some said the increase prevented them from using the service as often as they'd like. For riders with on-going medical needs (dialysis, chemotherapy, etc.) special arrangements were available. On October 1, group trip fares were decreased from \$1.00 each way to free for all riders, increasing ridership, capacity, & lowering cost per trip.
- Planned projects funded by Measure B:
 - Taxi Service: Taxi Service is anticipated to be implemented by July 2012, as the South County Taxi Service expands into Central County.
 - Travel Training: Travel Training is anticipated to be implemented in July 2012.

LAVTA

- Non-Measure B funding: TDA (article 4.0 and 4.5), STA, FTA (5307), FTA (New Freedom)
- Contracted firms: American Logistics Corp (ALC)
- No changes to planned services, performance and program enrollment.
- Changes to customer satisfaction measures: A third party surveying company was hired to conduct a telephone survey of Dial-A-Ride users to determine their satisfaction with Dial-A-Ride since ALC started operations in July 1, 2011.
- ADA-mandated provider

Newark

- Non-Measure B funding: Sales of rider tickets
- No changes to planned services, performance and program enrollment.
- Currently meeting Minimum Service Levels (MSL).

Oakland

- Non-Measure B funding: Farebox revenue.
- Additional Measure B revenues: \$25,000 in MSL funds will be claimed at the close of the fiscal year.
- No changes to planned services and performance.
- Changes in program enrollment: No changes to program enrollment policy during the reporting period.
 - 134 new clients added
 - 13 moved out of the service area; 39 removed at clients' or representatives' requests
 - 33 removed due to returned mail and regrettably, 8 clients were reported deceased
 - 1,276 active clients at the beginning of the year and 1,317 at the close of the reporting period
- Changes to driver training program: No changes in this area of policy during the reporting period. However, the Aging & Adult Services Division is working closely with the City's Taxi Detail Division to enhance service delivery to seniors and persons with disabilities by placing more emphasis in this area through taxi driver training course materials. The Mayor's Commissions on Persons with Disabilities and Aging are and will continue respectively to be consulted in this area for input as well.
- Currently meeting Minimum Service Levels (MSL).

Pleasanton

- Non-Measure B funding: Rider Fares (\$16,162.50), MTC Grant (\$19,592.00), City General Fund (\$134,009.60)
- Changes to planned services: There were no changes to the planned services as defined in the FY 11-12 program application. During this period the following was accomplished: 6,026 trips were completed, 23,668 passenger miles, 2,140 vehicle revenue hours, 2.81 rides per hour, 60% of the riders were over 80 years of age, 1,620 lift assisted rides, 2% late cancellations, 251 unduplicated riders, 21% of all rides were subscription, 103 new clients, 29% of rides were for basic living needs with 25% of rides for medical care and drivers maintained a 99% on time performance.
- Changes in program enrollment:
 - 103 new clients were registered for the Door-to-Door Service
 - 251 unduplicated riders used the program.
- Changes to driver training program: During this period monthly staff meetings were held and included trainings on safety protocols, updates on valley wide transit and social service agencies, customer service concerns, and emergency preparedness. A special training by the City of Pleasanton's Fire Safety Training Inspector provided hands on experience using a fire extinguisher and details on how to deal with vehicle fires.
- Changes to customer satisfaction measures: On Sept. 28, 2011, PPS staff hosted the 1st Annual Transit Open House and invited riders and local residents to the Pleasanton Senior Center to learn about and comment on paratransit services. Free rides were provided to participants with 16 people providing feedback on the services. A creative marketing idea to increase ridership was a major topic. In March of each year, PPS mails all 700 registered riders a PPS evaluation form which provides valuable feedback on customer service.
- Currently meeting Minimum Service Levels (MSL).
- Other impacts: The economic crisis continues to make it financially challenging for PPS riders to use the services as frequently. 54% of Door-to-Door rides are for basic living needs/medical. The City of Pleasanton provides a fee assistance program to eligible residents, which covers 50% of a paratransit rider's cost up to \$200 per year. 32 riders currently use the Fee Assistance Program. I am working with the City's Human Services Commission to try and increase the General Fund contributions to the Fee Assistance Program.

San Leandro

- Additional Measure B revenues: \$70,873.01 MSL reimbursement for FY 2010-11 service.
- Changes to planned services: Added one hour of service per day to the Shuttle schedule. The shuttle now runs to 4:00 pm instead of 3:00 pm. This change was requested by riders. It allows riders to attend late afternoon classes at the new Senior Community Center and take the last shuttle of the day.
- Changes to planned performance: No changes are planned for the performance, however, we are pleased that ridership has increased over the last six months and is projected to exceed the Annual Application projection.
- Changes in program enrollment:
 - Enrollment remains consistently at approximately 300 riders which is consistent with the unduplicated rider count.
- Changes to customer satisfaction measures: In 2010-11 we modified the program and eliminated non-medical curb to curb service in order to reduce program costs. We focused on the more cost effective service, expanding the shuttle from one bus to two buses. Even with these changes, 75% of survey respondents rate the service fair to good. We have received few complaints about the changes and ridership is increasing.
- Currently meeting Minimum Service Levels (MSL).

Union City

- Non-Measure B funding: Passenger Fares, Transportation Development Act Articles 4.0 and 4.5, State Transit Assistance
- Miscellaneous expenditures: Includes expenses such as Interest Expense and maintenance audits.
- No changes to planned services and performance.
- Changes in program enrollment:
 - Added 111 and removed 75. Current enrollment is 1,031.
- ADA-mandated provider

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PAPCO Calendar of Events for March 2012 through May 2012

Full Committee Meetings

- **Regular PAPCO monthly meeting:**
Monday, March 26, 2012, 1 to 3:30 p.m., Alameda CTC
- **Regular TAC monthly meeting:**
Tuesday, April 10, 2012, 9:30 to 11:30 a.m., Alameda CTC
- **PAPCO/TAC Joint meeting:**
Monday, April 23, 2012, 1 to 4 p.m., Alameda CTC
- **Regular PAPCO monthly meeting:**
Monday, May 21, 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

Outreach

Meeting Date	Event Name	Meeting Location	Time
3/10/12	Developmental Disabilities Council Transition Information Faire	College of Alameda 555 Ralph Appezato Memorial Pkwy Alameda, CA 94501	9 a.m. – 3 p.m.
3/16/12	Senior Transit Fair	Pleasanton Senior Center 5353 Sunol Blvd. Pleasanton, CA	10 a.m. – 1 p.m.
3/24/12	Tropics MHP Senior Health and Resource Fair	Tropics Mobilehome Park Clubhouse 33000 Almaden Blvd. Union City, CA	10 a.m. – 1 p.m.

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.
4/26/12	Event Name: 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.

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.

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

**EAST BAY PARATRANSIT (EBPC)
SERVICE REVIEW ADVISORY COMMITTEE MEETING
FEBRUARY 8TH, 2012 MINUTES**

1) SRAC ROLL CALL AND INTRODUCTION OF INDIVIDUALS PRESENT

SRAC members present: Don Queen, Janet Abelson, Ellen Paasch, Peter Crockwell, Robert Kearney Jr., Sharon Powers, Pricilla Mathews, Shawn Fong, Ansar El Muhammad.

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

Members of the public present: Gary Brown, Dora Ramirez, Lonnie Brown Jr., Francine Williams, Mary Lawrence, Earl Perkins.

2) MOMENT OF SILENCE ACKNOWLEDGING 16-YEAR SRAC MEMBER MARVIN DYSON WHO PASSED AWAY TWO WEEKS AGO

Members commented on their relationship with Marvin and expressed their condolences. Staff mentioned Tom Brightbill, the husband of Mary Rowlands, EBPC's Program Coordinator, had died the prior day. The committee agreed to include both men in their moment of silence.

3) APPROVAL OF SRAC MINUTES FROM NOVEMBER 1, 2011 MEETING MOTION:

MOTION: Crockwell/Abelson to approve the November 1st minutes. Unanimous.

4) PUBLIC COMMENTS

Mary Lawrence thanked all the drivers who work hard and may not receive enough appreciation for the excellent service they provide. They work hard under all types of circumstances.

Earl Perkins said he feels scheduling has become very poor since the start of the year. In his opinion, there are not enough drivers, since AC Transit is no longer a service provider. He noted that his trip to church every Sunday is his

most important ride and he does not like to be late. He explained his pick-up is 7:15am and he needs to be at church by 8:15am. Church is over at 9:00am. The last couple of Sundays, add-ons have created problems and he arrived at 8:25am because the vehicle took him to East Oakland prior to dropping him off. Earl said he had already filed a complaint with Cheryl, but had not received a call back.

5) PRESENTATION BY STAFF SUMMARIZING THE RESULTS OF THE OCTOBER 2011 CUSTOMER SATISFACTION SURVEY

Laura Timothy presented a power point presentation summarizing the results of the October 2011 Customer Satisfaction Survey. She reminded the committee that there will be another survey conducted in spring 2012.

Weinstein remarked staff has shared with the committee, over the last couple of years, the impact EPBC is experiencing from increasing numbers of riders moved onto the ADA program from Regional Center of the East Bay. Some of the survey questions support this. For example, the breakdown of surveyed riders by age shows a much younger demographic than one would stereotypically associate with an ADA program. A third of trips provided are for Regional Center clients.

Francine Williams asked if the results cause a reaction within EBPC? Laura Timothy responded that after reviewing the survey results, we work with our providers to make adjustments.

Brush said the survey does drive modification of policies and procedures. It helps plan in advance capital projects like the interactive voice response system, and the web based scheduling system. EBPC pays attention and rewards drivers when they receive high satisfaction scores. Although the October 2011 results for drivers were not sufficient for a reward, they have received them in prior years. EBPC is one of the few agencies that completes an annual survey and surveys are considered to be a management tool that staff can utilize.

Williams asked if it was possible to condense the number of questions asked on the survey. Lonnie Brown said she also felt the surveys were much longer than prior years.

John Canapary responded the nice thing about these types of surveys is that there is a high response rate. He went on to say the length of the questionnaire is at its maximum. The current survey is manageable and people tend not to fade out during the interview. The survey is completed with one phone call with an average time of fourteen to seventeen minutes.

Weinstein said the survey results provide his office with information that allows focus on specific areas of concern. For example there is a question about the driver getting out of the vehicle to offer help. We can work with drivers to make improvements and also monitor future trends. Another example is the call center. In past the call center did not receive good scores. The current manager focuses on agents receiving customer service training and as a result, scores have elevated.

6) OVERVIEW OF RECENT RIDE REPORTER RESULTS AND EAST BAY PARATRANSIT SCORES ON A RIDER SURVEY CONDUCTED BY THE CITY OF ALAMEDA

Myisha Grant reviewed recent ride reporter results and EBP scores on a rider survey conducted by the City of Alameda. Grant said Ride Reporters rotate riders every six months, questionnaires have approximately fifteen questions, and the trips are reimbursed after they are recorded. Grant mentioned a new set of ride reporters are currently being recruited.

Powers shared a recent experience when she booked a ride to the Hayward Courthouse. She was picked up quite a while before her appointment, but still arrived late. She wanted to know if any prioritization occurs in scheduling due to trip purpose. Mark Weinstein stated the ADA prohibits EBPC from using trip prioritization. In all cases EBPC's goal is to get people to their appointments on time.

Lonnie Brown, Peter Crockwell and Don Queen suggested booking 1/2 hour to an hour early for important appointments like court given that they are so strict.

7) INFORMATION ABOUT LOCATIONS SELLING BART TICKETS

Laura Timothy provided information on the process, options, and locations about where riders can purchase BART and Paratransit tickets. She also offered to make copies and distribute forms and information on how to purchase tickets by mail. Timothy said she feels the problem is there is not a

lot of incentive to sell tickets anymore since the advent of the Clipper Card. In addition, Paratransit tickets can no longer be purchased online at BART's website. Rather, similar to the Broker's office, a form has to be completed and mailed in to BART with a check.

8) BROKER'S REPORT

Mark Weinstein quickly reviewed the performance data included in the package. Some questions addressed by Mark included:

1. Who determines which provider receives a route? Mark explained the computer generates routes and does not factor in who the provider is. It looks for the logistically sensible location to put a trip. If it can't find a solution than the next step would be to place the trip request on standby.
2. Are there any complaints about the GPS system? Mark said GPS is not a perfect system it doesn't always give a perfect route or even the quickest route. However, it has minimized the number of lost drivers and complaints about lost drivers have significantly decreased.
3. Are drivers penalized if they don't follow the GPS systems directions? Mark said no. Newer drivers tend to rely on GPS more than experienced drivers however.
4. If there is a disruptive or dangerous person on the vehicle does the driver write a report? Mark explained drivers are supposed to write incident reports and the Broker's office does receive these reports. In addition, the disruptive rider or his/her care givers will be counseled. The rider can be removed from service immediately until a solution is found, or permanently if no solution can be achieved. Violent or uncontrolled individuals cannot ride on the vehicles. One solution may be for the rider to travel with an attendant.
5. Must the driver follow the manifest in every situation? Sometimes a driver goes right past a rider's destination to drop off a second individual, and has to double back. Wouldn't it be easier if the driver listened to the 1st rider and dropped him/her off prior to going to the 2nd rider's destination? Mark acknowledged riders sometimes have good suggestion on routing which would make the overall trip shorter. It is hard for drivers to accept every suggestion however, because we know from experience that riders with mental disabilities, particularly Alzheimers, can make what appear like sensible requests. If the driver drops off an Alzheimers rider at their request, the location might be the incorrect one or the rider may just

wander off. Then the driver is held responsible for deviating from their manifest. So sometimes it's just easier for drivers to say they must follow the manifest as presented.

9) REPORT FROM SRAC MEMBERS – held for next meeting

10) NEXT SRAC MEETING AND ADJOURNMENT - The next SRAC meeting will take place at the MTC Auditorium on March 6th, 2012.

EAST BAY PARATRANSIT
Performance Report for the SRAC
Systemwide

	July -January 10/11	July -January 11/12
Ridership Statistics		
Total Passengers	439,431	436,602
ADA Passengers	374,417	368,864
% Companions	1.4%	1.5%
% of Personal Care Assistants	13%	14%
Average Passengers/ Weekday	2,586	2,604
Average Pass/ Weekend & Holidays	896	817
Scheduling Statistics		
% Rider Fault No Shows & Late Cancels	2.6%	2.4%
% of Cancellations	22.6%	23.7%
Go Backs/ Re-scheduled	7,095	5,874
Effectiveness Indicators		
Revenue Hours	239,479	237,957
Passengers/Revenue Vehicle Hour	1.83	1.83
ADA Passengers per RVHr.	1.56	1.55
Average Trip Length (miles)	9.93	10.00
Average Ride Duration (minutes)	38.4	38.8
Total Cost	\$19,365,168	\$19,409,083
Revenue Miles	3,716,211	3,680,769
Total Cost per Passenger	\$44.07	\$44.45
Total Cost per ADA Passenger	\$51.72	\$52.62
Total Cost per Revenue Hour	\$80.86	\$81.57
On Time Performance		
Percent on-time	93.7%	93.1%
Percent 1-20 minutes past window	5.1%	5.6%
% of trips 21-59 minutes past window	1.2%	1.2%
% of trips 60 minutes past window	0.08%	0.08%
Customer Service		
Total Complaints	1,477	1,846
Timeliness	464	537
Driver Complaints	585	707
Equipment / Vehicle	36	27
Scheduling and Other Provider Complaints	154	227
Broker Complaints	238	348
Commendations	816	914
Safety & Maintenance		
Total accidents per 100,000 miles	3.85	3.80
Roadcalls per 100,000 miles	5.33	4.55
Eligibility Statistics		
Total ADA Riders on Data Base	19,966	17,602
Total Certification Determinations	2,915	1,576
Initial Denials	93	96
Denials Reversed	7	7

Attachment # 4

Prototype Developed to Enable Securement Without Assistance

An electrically operated system has been developed for wheelchair and scooter users to secure themselves on a bus – without a driver's help. The system, BusBuddy, enables the user to ride in the forward-facing securement area of the bus. Assuming use of his or her arms, the rider turns into the securement area, attaches two hooks, and presses buttons to lock the mobility device in place.



BusBuddy compares itself with rear-facing restraints in reduction of securement time and independence of use, while at the same time allowing the rider to face forward. It would not be necessary to change the vehicle specifications adopted under the ADA to make use of the BusBuddy system. On the prototype, a yellow bar comes down in front for the rider to hold onto. A red bar comes down on the side to prevent tipovers. The next step is testing of the prototype.

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Beverly Foundation

Fact Sheet Series Vol. 1 (6)

Volunteer Driver Programs

Highlights

- **Volunteer Organizations**
Introduces the volunteer sector in the United States
- **Volunteer Driver Programs**
Provides a brief description of the reason for and profile of volunteer driver programs
- **Organization & Sponsorship**
Describes their service characteristics and sponsorship transition
- **Value and Cost**
Details their special services and provides a cost comparison with a paratransit service
- **Risk and Insurance**
Summarizes the risk concerns and outlines insurance requirements
- **Exemplary Programs**
Includes descriptions of five volunteer driver programs

November, 2008

**For More Information Visit
www.beverlyfoundation.org**



**The Beverly Foundation
Pasadena, CA**

Volunteer Organizations

“America is great because she is good, and if America ever ceases to be good, America will cease to be great.”¹

It is said the remarkable characteristics of the United States that make it good is its volunteer spirit. This spirit is generated and conveyed by a thousands of volunteers. While national, state and local government entities sponsor many volunteer programs, the non-profit sector also offers a rich array of volunteer opportunities for Americans in and outside the United States. Below is a sampling of organizations that both facilitate and support women and men in many age groups both at home and abroad.

Volunteering Through Organizations

Peace Corps	Freedom Corps
Senior Corps	Pioneers
Youth Service America	Corporation for Nat'l service
Rotary International	Catholic Charities
US Freedom Corps	Habitat for Humanity
Meals on Wheels	US Forest Service
Big Brothers & Big Sisters	Boy Scouts of America

Volunteer Driver Programs

Volunteer driver programs have been providing transportation to older adults for more than sixty years. They are organized for many reasons. (1) Other services are not available. (2) Seniors cannot access services that are available. (3) They are inexpensive to operate. (4) They can provide transportation assistance. (5) They can get seniors where they need to go. This fact sheet discusses these and other issues related to volunteer driver programs. The information in it was gathered in the course of the Beverly Foundation's annual STAR Search surveys from 2000 through 2007.

¹ Alexis de Tocqueville

Volunteer Driver Programs for Older Adults

Many volunteer driver programs are STPs (Supplemental Transportation Programs for seniors) that provide

Profile of Volunteer Driver Programs

General Information

Represented States **49 + DC+PR**
Average # Years Operation **17**
Median Budget **\$23,450**

Senior Passenger Facts

Seniors Only **25%**
& People w/ Disabilities **75%**
& People w/ Dementia **26%**

Primary Service Area

Rural **69%**
Suburban **51%**
Urban **44%**

Income

Fees **16%**
Rider Donations **62%**
Grants **72%**
Tax Income **12%**
Other **68%**

Drivers

Volunteers Only **71%**
Paid & Volunteer **29%**

Vehicles

Owned/Leased **21%**
Volunteer Owned **91%**

transportation to older adults by involving volunteer drivers, and often volunteer vehicles (owned by the volunteer drivers). They are located in communities across the country; and generally are planned and implemented by local human service agencies or volunteer groups, and sometimes by transportation services. The data in this fact sheet are derived from 543 volunteer driver programs that responded to the STAR Search surveys and provide an indication of the purpose, organization, and services of volunteer driver programs across the country.

How They're Organized

The involvement of volunteer drivers (and frequently volunteer vehicles) generally results in a low-cost alternative to traditional demand-response services offered by the paid

driver/multi-passenger vehicle methods of public transit, paratransit and community transit services. While they vary greatly in the services they provide and the manner in which they are designed, they tend to have a number of universal characteristics that are critical to their ability to meet the needs of older adults. The accompanying chart identifies several of these characteristics.

Service Characteristics

Supportive Assistance
Low Cost or No Cost Services
Travel to Multiple Destinations
Ability to Cross Jurisdictions
Customer Oriented Service

Design Characteristics

Sponsorship by Community Group
Volunteer Drivers to Provide Assistance
Volunteer Vehicles for Easy Access
Staff Availability for Information
Location in Hard to Serve Areas

When Beverly Foundation began its surveys of STPs in America,

Volunteer Driver Program Sponsors

Public Transit Agencies
Paratransit Services
Community Transit Services
Hospitals and Health Centers
Aging and Social Services
Volunteer and Fellowship Groups
Churches and Interfaith Groups

the participating

Who Sponsors Them

volunteer driver programs tended to be non-profit organizations sponsored by community-based human service and aging service agencies, although some were sponsored by local government entities. Over the years, the sponsorship mix has changed dramatically and today, a wide range of organizations serve as sponsors of volunteer driver programs. This sponsorship transition results from the fact that volunteer driver programs: (1) are economical to operate; (2) have the ability to provide assistance and support to riders; (3) may

not be constrained by jurisdictional boundaries; (4) can meet the travel and cost requirements needed for providing transportation in rural areas and (5) offer passengers personalized socialization experiences. In other words, volunteer driver programs are increasingly viewed as a legitimate and appropriate means of providing transportation to older adults in America.

The physical and mental limitations that can make it difficult or impossible to drive a car also can make it difficult

Why They Are Important

Assistance Comparison

	Paid Drivers	Volunteer Drivers
Curb-to-Curb	52%	48%
Door-to-Door	64%	84%
Door-thru-Door	16%	77%
Stay at Destination	20%	78%
Escort	04%	55%

or impossible to access traditional transportation services. For example, many seniors who do not drive may be unable to get to transit stops, to the curb, in or out of a vehicle by themselves, to travel alone or carry heavy loads, and may be unable to stay alone at a destination. Such limitations pose tremendous challenges for traditional transportation services, especially in meeting needs for providing assistance to passengers.

Volunteer driver programs are organized to meet many of the assistance and support challenges and thus are valuable to older adults, their family members, their friends and to public transit, paratransit and community transportation services. The accompanying assistance comparison chart compares the type of assistance provided by paid driver programs (many of which are traditional transit services and volunteer driver programs). The paid driver assistance data is from the 2008 STAR Search survey.

What Makes Them Low Cost

and vehicle purchase, operation and maintenance constitute another 20 to 30 percent. Obviously, involving volunteer drivers and volunteer vehicles results in considerable savings. Other factors such as volunteer staff, and in-kind contributions of space and equipment also result in substantial cost savings. The accompanying chart provides a comparison of the cost per 1-way ride of a demand response paratransit service and a volunteer driver program that is sponsored by that same service. Little wonder that transitional transit services are increasingly interested in organizing or at least linking with volunteer driver programs.

Transportation services say that paid driver salaries constitute between 30 and 50 percent of their operating budget;

Cost Comparison

Factors	Paratransit	Volunteer Driver
Budget	\$5,000,000	\$460,450
Cost Per Ride	\$37.94	\$7.73

Providing transportation will always pose risks related to

Risk Concerns

- There will be a crash.
 - The driver and/or passenger will be injured.
 - Property will be damaged.
 - Someone will initiate a lawsuit.
 - Sponsor's reputation will be damaged.
 - Financial assets will be jeopardized.
 - Insurance premiums will increase.
- or
- The driver will be accused of abuse related to passenger assistance.

When Risk Is A Concern

property damage and bodily injury for the service and its drivers and customers. And, providing transportation assistance, especially door-through-door assistance, will increase the normal exposure to potential liability. Although there is no evidence of frequent, or even infrequent, vehicle crashes or transportation assistance causing property damage or bodily injury, such concerns can pose a major barrier to a volunteer driver program.

While it is possible to limit risk by eliminating risky activities (e.g. door-through-door assistance); by modifying procedures (e.g. improving driver training); or by sharing the risk (e.g. linking with another service to perform risky activities) it may be necessary to retain risk. Whatever method is used, it is necessary for volunteer driver programs to purchase two types of insurance: (1) general liability coverage, personal property coverage, and coverage for officers and directors; and (2) coverage specific to the transportation service (organizational coverage and volunteer driver coverage including excess auto liability, accidental driver insurance, and volunteer liability insurance).

Five Exemplary Volunteer Driver Programs

The examples below present a variety of volunteer driver program approaches

Ride Connection - Portland, OR Ride Connection was created by TriMet, the public transit system serving Portland Metropolitan area, in the 1980s to meet the needs of seniors and people with disabilities, by coordinating transportation services provided by local social service agencies and volunteer programs. Today, it also provides system-wide training and safety programs, mobilizes volunteer ambassadors to assist public transit users, develops and secures financial, volunteer, and equipment resources, and acts as a liaison between funders and community agencies. In 2007 with a budget of \$6,500,000 it provided 374,000 rides to more than 10,500 enrolled riders through the services of more than 600 volunteer drivers. Ride Connection serves an area of 3,699 sq. mi. www.rideconnection.org

YCCAC Transportation Program - Sanford, ME The York County Community Action Corp. formed the YCCAC Transportation Program in 1969 with one van for dialysis transit. It has a service area of more than 1,000 sq. mi., 90% of which is considered rural, and operates routes with a fleet of 17 buses, 4 vans, and 2 mini-vans. In the 1980s YCCAC created a volunteer driver program to complement its regular services. In addition to being a low-cost alternative, the volunteer driver program provides the assistance needed by senior passengers and has the ability to cross city, county and even state jurisdictional boundaries. Today YCCAC's volunteer driver program has a budget of \$460,450, involves 110 volunteer drivers, averages 40 miles per one-way trip, serves 3,324 riders, and provides 59,529 rides per year. www.yccac.org

Neighbor Ride - Columbia, MD In the early 2000s when transportation was identified as one of the two main challenges faced by older adults, a local grassroots coalition, Transportation Advocates, formed a work group, and started collecting the best practices in providing transportation services to older adults. These were matched with the particular characteristics and resources of Howard County, and the result was Neighbor Ride, which started operations in 2004. Neighbor Ride involves 125 volunteer drivers, provides rides to all types of destinations to more than 750 riders, and offers door-to-door and stay-at-destination assistance. In 2007 it had an operating budget of \$137,500. www.neighborride.org

Faith in Action Caregivers - Austin, TX In 2000 eight caregivers programs in the Austin area joined together to form a collaborative to serve the Austin metropolitan area. Originally called Partners in Caregiving, it was later renamed Faith in Action Caregivers (FIAC). The role of FIAC is to foster collaboration in outreach, fundraising, volunteer recruitment, and service delivery. The eight members share the common mission of enhancing the independence of older adults which they fulfill by providing personalized transportation, the most frequent service request of older adult clients. FIAC involves 1590 volunteer drivers, provides 25,237 one-way trips per year to 2,226 enrolled drivers with a budget of \$510,552. www.faithinactioncaregivers.org

Peninsula Shepherd Senior Center - San Diego, CA Peninsula Shepherd Senior Center was organized in 1985. It is a faith-based organization and a member of Shepherds' Centers of America, and offers an "Out and About Senior Transportation Program" as part of a menu of services with a budget of \$15,000. Its major sources of funding include funds from sponsoring churches, grants, and rider donations. Peninsula Shepherd Senior Center involves two paid drivers and 30 volunteer drivers, all of whom use their own vehicles to provide rides to seniors, people with disabilities, and adults in general. It provides curb-to-curb and door-to-door as well as escort services in a service area that is suburban in nature. In 2005, Peninsula Shepherd Senior Center provided 2,500 rides to 100 passengers. (no website available)



Countywide Transportation Plan Update and Transportation Expenditure Plan Development Overview

The Alameda CTC is in the process of updating the Alameda County Countywide Transportation Plan (CWTP), a 20-year plan that lays out a strategy for addressing transportation needs for all users in Alameda County and feeds into the Regional Transportation Plan. The Alameda CTC is also developing a new Transportation Expenditure Plan (TEP) concurrently with the CWTP.

The following committees are involved in the CWTP-TEP development process:

Steering Committee: Comprised of 13 members from the Alameda CTC including representatives from the cities of Berkeley, Emeryville, Hayward, Livermore, Newark, Oakland, Pleasanton, and Union City, as well as Alameda County, BART and AC Transit. Mayor Mark Green of Union City is the chair and Councilmember Kriss Worthington of Berkeley is the vice-chair. The purpose of the Steering Committee is to lead the planning effort, which will shape the future of transportation throughout Alameda County. To view the meeting calendar, visit <http://www.alamedactc.org/events/month/now>.

Staff liaisons:

- Tess Lengyel, Deputy Director of Policy, Public Affairs, and Legislation, (510) 208-7428, tlengyel@alamedactc.org
- Beth Walukas, Deputy Director of Planning, (510) 208-7405, bwalukas@alamedactc.org

Technical Advisory Working Group (TAWG): Comprised of agency staff representing all areas of the County including planners and engineers from local jurisdictions, all transit operators in Alameda County, and representatives from the park districts, public health, social services, law enforcement, and education.

continued

The purpose of the Technical Advisory Working Group is to provide technical input, serve in an advisory capacity to the Steering Committee, and share information with the Community Advisory Working Group. To view the meeting calendar, visit <http://www.alamedactc.org/events/month/now>.

Staff liaisons:

- Beth Walukas, Deputy Director of Planning, (510) 208-7405, bwalukas@alamedactc.org
- Saravana Suthanthira, Senior Transportation Planner, (510) 208-7426, ssuthanthira@alamedactc.org

Community Advisory Working Group (CAWG): Comprised of 27 members representing diverse interests throughout Alameda County including business, civil rights, education, the environment, faith-based advocacy, health, public transit, seniors and people with disabilities, and social justice. The purpose of the Community Advisory Working Group is to provide input on the Countywide Transportation Plan and the Transportation Expenditure Plan to meet the multi-modal needs of our diverse communities and businesses in Alameda County, serve in an advisory capacity to the Steering Committee, and share information with the Technical Advisory Working Group. To view the meeting calendar, visit <http://www.alamedactc.org/events/month/now>.

Staff liaisons:

- Tess Lengyel, Deputy Director of Policy, Public Affairs, and Legislation, (510) 208-7428, tlengyel@alamedactc.org
- Diane Stark, Senior Transportation Planner, (510) 208-7410, dstark@alamedactc.org



Memorandum

DATE: February 27, 2012

TO: Alameda County Technical Advisory Committee (ACTAC)

FROM: Beth Walukas Beth Walukas, Deputy Director of Planning
Tess Lengyel, Deputy Director of Policy, Public Affairs and Legislation

SUBJECT: **Review of Countywide Transportation Plan (CWTP) and Transportation Expenditure Plan and Update on Development of a Sustainable Community Strategy (SCS)/Regional Transportation Plan (RTP)**

Recommendation

This item is for information only. No action is requested.

Summary

This item provides information on regional and countywide transportation planning efforts related to the updates of the Countywide Transportation Plan and Sales Tax Transportation Expenditure Plan (CWTP-TEP) as well as the Regional Transportation Plan (RTP) and the development of the Sustainable Community Strategy (SCS).

Discussion

Ten separate committees receive monthly updates on the progress of the CWTP-TEP and RTP/SCS, including ACTAC, the Planning, Policy and Legislation Committee (PPLC), the Alameda CTC Board, the CWTP-TEP Steering Committee, the Citizen's Watchdog Committee, the Paratransit Advisory and Planning Committee, the Citizen's Advisory Committee, the Bicycle and Pedestrian Advisory Committee, and the Technical and Community Advisory Working Groups. The purpose of this report is to keep various Committee and Working Groups updated on regional and countywide planning activities, alert Committee members about issues and opportunities requiring input in the near term, and provide an opportunity for Committee feedback in a timely manner. CWTP-TEP Committee agendas and related documents are available on the Alameda CTC website. RTP/SCS related documents are available at www.onebayarea.org.

March 2012 Update:

This report focuses on the month of March 2012. A summary of countywide and regional planning activities for the next three months is found in Attachment A and a three year schedule for the countywide and the regional processes is found in Attachments B and C, respectively. Highlights at the regional level include release of revised draft Project Performance and Targets Assessment

results, development of compelling cases for low performing projects and release of the draft Preferred SCS. At the county level, highlights include the release of the Draft Final CWTP, an update on the Transportation Expenditure Plan Council approvals, and release of polling questions.

1) SCS/RTP

MTC released draft results of the project performance and targets assessment in November 2011 followed by the draft scenario analysis results on December 9, 2011. Staff made comment on the results and revised project performance results were released on January 24, 2012. The project performance results categorized the highest and lowest performing projects based on benefit/cost and identified guidance for developing compelling case arguments for CMAs and project sponsors to submit to MTC in writing by March 15, 2012. Staff is working with projects sponsors to submit compelling case letters as appropriate. Regarding the SCS, the draft preferred land use scenario is scheduled to be released on March 9, 2012 at the Joint MTC Planning and ABAG Administrative Committee followed by MTC releasing the draft transportation investment strategy at it April 13 Joint Committee meeting. The final preferred scenario is scheduled to be adopted in May 2012. Staff will provide additional information on the development of the compelling cases and the draft land use scenario at the meeting.

2) CWTP-TEP

On January 26, 2012, the Alameda CTC, based on the CWTP-TEP Steering Committee recommendation, adopted the final Transportation Expenditure Plan. The Transportation Expenditure Plan will be taken to each city council and the Board of Supervisors for approval by May 2012. As of the writing of this staff report, five City Councils have approved the TEP: Fremont, Livermore, Union City, Emeryville and Hayward. The Draft Final CWTP will be brought to the CAWG, TAWG and Steering Committee in March. It is being aligned with the adopted TEP and costs are being escalated to be consistent with the RTP. Both the final Transportation Expenditure Plan and the final draft CWTP will be brought to the Commission in May 2012 for approval so that the Board of Supervisors can be requested at their June 2012 meeting to place the Transportation Expenditure Plan on the November 6, 2012 ballot.

3) Upcoming Meetings Related to Countywide and Regional Planning Efforts:

Committee	Regular Meeting Date and Time	Next Meeting
CWTP-TEP Steering Committee	Typically the 4 th Thursday of the month, noon Location: Alameda CTC offices	March 22, 2012 May 24, 2012
CWTP-TEP Technical Advisory Working Group	2 nd Thursday of the month, 1:30 p.m. Location: Alameda CTC	March 8, 2012 May 10, 2012
CWTP-TEP Community Advisory Working Group	Typically the 1 st Thursday of the month, 2:30 p.m. Location: Alameda CTC	March 8, 2012* May 10, 2012* *Note: The March and May CAWG meetings will be held jointly with the TAWG and will begin at 1:30.
SCS/RTP Regional Advisory Working Group	1 st Tuesday of the month, 9:30 a.m. Location: MetroCenter, Oakland	March 7, 2012* April 3, 2012 May 1, 2012

Committee	Regular Meeting Date and Time	Next Meeting
		Note: this meeting has been cancelled.
SCS/RTP Equity Working Group	2 nd Wednesday of the month, 11:15 a.m. Location: MetroCenter, Oakland	March 7, 2012 April 3, 2012
SCS Housing Methodology Committee	Typically the 4 th Thursday of the month, 10 a.m. Location: BCDC, 50 California St., 26 th Floor, San Francisco	March 8, 2012
Joint MTC Planning and ABAG Administrative Committee	2 nd Friday of the month, 9:30 a.m. Location: MetroCenter, Oakland	March 9, 2012 April 13, 2012 May 11, 2012

Fiscal Impact

None.

Attachments

Attachment A: Summary of Next Quarter Countywide and Regional Planning Activities
Attachment B: CWTP-TEP-RTP-SCS Development Implementation Schedule
Attachment C: OneBayArea SCS Planning Process (revised October 2011)

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**Summary of Next Quarter Countywide and Regional Planning Activities
(March 2012 through May 2012)**

Countywide Planning Efforts (CWTP-TEP)

The three year CWTP-TEP schedule showing countywide and regional planning milestone schedules is found in Attachment B. Major milestone dates are presented at the end of this memo. During the March 2012 through May 2012 time period, the CWTP-TEP Committees will be focusing on:

- Coordinating with ABAG and local jurisdictions to develop the draft preferred Sustainable Communities Strategy (SCS) scenario;
- Coordinating with project sponsors identified as low performing in MTC's Project Performance Assessment to develop compelling cases;
- Coordinating with the local jurisdictions and ABAG to develop a draft Alameda County Draft Land Use Scenario Concept to test with the financially constrained transportation network in Spring 2012;
- Responding to comments on the Administrative Draft and releasing the Draft CWTP;
- Refining the financially constrained list of projects and programs for the Draft CWTP to align with the adopted TEP;
- Refining the countywide 28-year revenue projections consistent and concurrent with MTC's 28-year revenue projections;
- Presenting the Draft CWTP to the Steering Committee for approval; and
- Seek jurisdiction approvals of the Final TEP.

Regional Planning Efforts (RTP-SCS)

Staff continues to coordinate the CWTP-TEP with planning efforts at the regional level including the Regional Transportation Plan (MTC), the Sustainable Communities Strategy (ABAG), Climate Change Bay Plan and amendments (San Francisco Bay Conservation and Development Commission (BCDC)) and CEQA Guidelines (Bay Area Air Quality Management District (BAAQMD)).

In the three month period for which this report covers, MTC and ABAG are or will be:

- Releasing the draft preferred land use scenario (March 9) and the draft transportation investment strategy (April 13) and framing the tradeoff and investment strategy discussion and developing policy initiatives for consideration;
- Refining draft 28-year revenue projections; and
- Releasing the preferred land use and transportation scenario.

Staff will be coordinating with the regional agencies and providing feedback on these issues, through:

- Participating on the MTC/ABAG Regional Advisory Working Group (RAWG);
- Submitting local transportation network priorities through the CWTP-TEP process; and
- Commenting on the project performance and alternative land use scenarios results.

Key Dates and Opportunities for Input¹

The key dates shown below are indications of where input and comment are desired. The major activities and dates are highlighted below by activity:

Sustainable Communities Strategy:

Presentation of SCS information to local jurisdictions: Completed

Initial Vision Scenario Released: March 11, 2011: Completed

Draft Alternative Land Use Scenarios Released: Completed (released August 26, 2011)

Preferred SCS Scenario Released/Approved: April/May 2012

RHNA

RHNA Process Begins: January 2011

Draft RHNA Methodology Adopted: July 2012

Draft RHNA Plan released: July 2012

Final RHNA Plan released/Adopted: April/May 2013

RTP

Develop Financial Forecasts and Committed Funding Policy: Completed

Call for RTP Transportation Projects: Completed

Conduct Performance Assessment: Completed

Transportation Policy Investment Dialogue: November 2011 – April 2012

Prepare SCS/RTP Plan: April 2012 – October 2012

Draft RTP/SCS for Released: November 2012

Prepare EIR: December 2012 – March 2013

Adopt SCS/RTP: April 2013

CWTP-TEP

Develop Alameda County Land Use Scenario Concept: May 2011 – May 2012

Call for Projects: Completed

Administrative Draft CWTP: Completed

Preliminary TEP Program and Project list: Completed

Final TEP Adopted: Completed

TEP approvals from jurisdictions: February – May 2012

Draft CWTP Released: March 2012

TEP Outreach: January 2011 – June 2012

Adopt Final CWTP and TEP: May/June 2012

TEP Submitted for Ballot: July 2012

Task	2010						Meeting FY2010-2011	2010				
	January	February	March	April	May	June	July	August	Sept	Oct	Nov	Dec
Alameda CTC Committee/Public Process												
Steering Committee			Establish Steering Committee	Working meeting to establish roles/ responsibilities, community working group	RFP feedback, tech working group	Update on Transportation/ Finance Issues	Approval of Community working group and steering committee next steps	No Meetings		Feedback from Tech, comm working groups	No Meetings	Expand vision and goals for County ?
Technical Advisory Working Group								No Meetings		Roles, resp, schedule, vision discussion/ feedback	No Meetings	Education: Trans statistics, issues, financials overview
Community Advisory Working Group								No Meetings		Roles, resp, schedule, vision discussion/ feedback	No Meetings	Education: Transportation statistics, issues, financials overview
Public Participation								No Meetings			Stakeholder outreach	
Agency Public Education and Outreach	Information about upcoming CWTP Update and reauthorization											
Alameda CTC Technical Work												
Technical Studies/RFP/Work timelines: All this work will be done in relation to SCS work at the regional level						Board authorization for release of RFPs	Pre-Bid meetings	Proposals reviewed	ALF/ALC approves shortlist and interview; Board approves top ranked, auth. to negotiate or NTP	Technical Work		
Polling												
Sustainable Communities Strategy/Regional Transportation Plan												
Regional Sustainable Community Strategy Development Process - Final RTP in April 2013			Local Land Use Update P2009 begins & PDA Assessment begins						Green House Gas Target approved by CARB.	Start Vision Scenario Discussions		
											Adopt methodology for Jobs/Housing Forecast (Statutory Target)	Projections 2011 Base Case
												Adopt Voluntary Performance Targets

Task	2011						FY2011-2012	2011					
	January	February	March	April	May	June	July	August	Sept	Oct	Nov	Dec	
Alameda CTC Committee/Public Process													
Steering Committee	Adopt vision and goals; begin discussion on performance measures, key needs	Performance measures, costs guidelines, call for projects and prioritization process, approve polling questions, initial vision scenario discussion	Review workshop outcomes, transportation issue papers, programs, finalize performance measures, land use discussion, call for projects update	Outreach and call for projects update (draft list approval), project and program packaging, county land use	Outreach update, project and program screening outcomes, call for projects final list to MTC, TEP strategic parameters, land use, financials, committed projects	No Meetings.	Project evaluation outcomes; outline of CWTP; TEP Strategies for project and program selection	No Meetings	1st Draft CWTP, TEP potential project and program packages, outreach and polling discussion		Meeting moved to December due to holiday conflict	Review 2nd draft CWTP; 1st draft TEP	
Technical Advisory Working Group	Comment on vision and goals; begin discussion on performance measures, key needs	Continue discussion on performance measures, costs guidelines, call for projects, briefing book, outreach	Review workshop outcomes, transportation issue papers, programs, finalize performance measures, land use discussion, call for projects update	Outreach and call for projects update, project and program packaging, county land use	Outreach update, project and program screening outcomes, call for projects update, TEP strategic parameters, land use, financials, committed projects	No Meetings.	Project evaluation outcomes; outline of CWTP; TEP Strategies for project and program selection	No Meetings	1st Draft CWTP, TEP potential project and program packages, outreach and polling discussion		Review 2nd draft CWTP, 1st draft TEP, poll results update	No Meetings	
Community Advisory Working Group	Comment on vision and goals; begin discussion on performance measures, key needs	Continue discussion on performance measures, costs guidelines, call for projects, briefing book, outreach	Review workshop outcomes, transportation issue papers, programs, finalize performance measures, land use discussion, call for projects update	Outreach and call for projects update, project and program packaging, county land use	Outreach update, project and program screening outcomes, call for projects update, TEP strategic parameters, land use, financials, committed projects	No Meetings.	Project evaluation outcomes; outline of CWTP; TEP Strategies for project and program selection	No Meetings	1st Draft CWTP, TEP potential project and program packages, outreach and polling discussion		Review 2nd draft CWTP, 1st draft TEP, poll results update	No Meetings	
Public Participation	Public Workshops in two areas of County: vision and needs; Central County Transportation Forum	Public Workshops in all areas of County: vision and needs		East County Transportation Forum			South County Transportation Forum	No Meetings		2nd round of public workshops in County: feedback on CWTP,TEP; North County Transportation Forum		No Meetings	
Agency Public Education and Outreach	Ongoing Education and Outreach through November 2012												
Alameda CTC Technical Work													
Technical Studies/RFP/Work timelines: All this work will be done in relation to SCS work at the regional level	Feedback on Technical Work, Modified Vision, Preliminary projects lists					Work with feedback on CWTP and financial scenarios	Technical work refinement and development of Expenditure plan, 2nd draft CWTP						
Polling	Conduct baseline poll									Polling on possible Expenditure Plan projects & programs	Polling on possible Expenditure Plan projects & programs		
Sustainable Communities Strategy/Regional Transportation Plan													
Regional Sustainable Community Strategy Development Process - Final RTP in April 2013			Release Initial Vision Scenario	Detailed SCS Scenario Development			Release Detailed SCS Scenarios	Technical Analysis of SCS Scenarios; Adoption of Regional Housing Needs Allocation Methodology		SCS Scenario Results/and funding discussions		Release Preferred SCS Scenario	
	Discuss Call for Projects		Call for Transportation Projects and Project Performance Assessment		Project Evaluation		Draft Regional Housing Needs Allocation Methodoligy						
	Develop Draft 25-year Transportation Financial Forecasts and Committed Transportation Funding Policy												

Task	2012						FY2011-2012				
	January	February	March	April	May	June	July	August	Sept	Oct	November
Alameda CTC Committee/Public Process											
Steering Committee	Adopt TEP		Review polling questions, Update on TEP progress through councils, Review final draft CWTP		Adopt Final Plans	TEP to BOS to approve for placement on ballot	Expenditure Plan on Ballot				VOTE: November 6, 2012
Technical Advisory Working Group	Full Draft TEP, Outcomes of outreach meetings		Review polling questions, Update on TEP progress through councils, Review final draft CWTP		Review Final Plans						VOTE: November 6, 2012
Community Advisory Working Group	Full Draft TEP, Outcomes of outreach meetings		Review polling questions, Update on TEP progress through councils, Review final draft CWTP		Review Final Plans						VOTE: November 6, 2012
Public Participation		Expenditure Plan City Council/BOS Adoption									VOTE: November 6, 2012
Agency Public Education and Outreach	Ongoing Education and Outreach Through November 2012 on this process and final plans						Ongoing Education and Outreach through November 2012 on this process and final plans				
Alameda CTC Technical Work											
Technical Studies/RFP/Work timelines: All this work will be done in relation to SCS work at the regional level	Finalize Plans										
Polling					Potential Go/No Go Poll for Expenditure Plan						
Sustainable Communities Strategy/Regional Transportation Plan											
Regional Sustainable Community Strategy Development Process - Final RTP in April 2013	Approval of Preferred SCS, Release of Regional Housing Needs Allocation Plan		Begin RTP Technical Analysis & Document Preparation	Prepare SCS/RTP Plan							Release Draft SCS/RTP for review

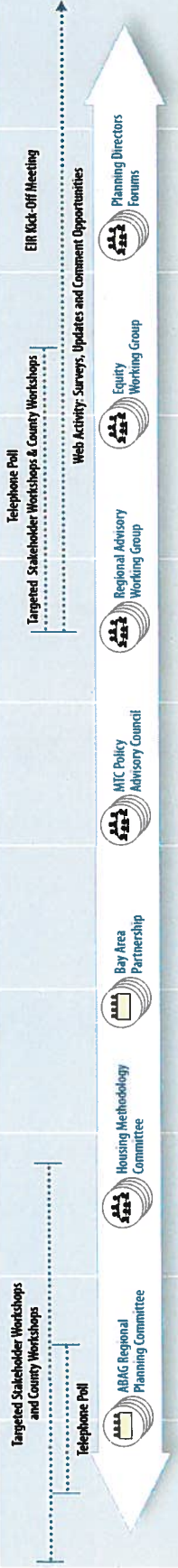
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Plan Bay Area Planning Process: Phase 2 Detail*

Revised October 2011

Phase 2: Scenario Planning, Transportation Policy and Investment Dialogue

Local Government and
Public Engagement



BayArea Plan

- Phase Two
Actions/Decisions:
- Initial Vision Scenario
 - Financial Forecasts
 - Scenarios
 - RHNA Methodology
 - Preferred Scenario

2012											
March	April	May/June	July/August	September/October	November	December	January	February	March/April	May	
Release Initial Vision Scenario Begin Public Discussion											Approve Preferred Scenario for EIR and OneBayArea Grant
Develop Draft 25-Year Transportation Financial Forecasts and Committed Transportation Funding Policy Call for Transportation Projects											Release Draft Preferred Scenario
Start Regional Housing Need Allocation (RHNA)											Release OneBayArea Grant Proposal
Analysis of Equity Issues of Initial Vision Scenario											Release Preliminary Draft RHNA Methodology
											Release Draft RHNA Methodology
										</	

*Subject to change

Policy Board
Actions

Meeting for Discussion/
Public Comment

JOINT meeting of the ABAG Administrative Committee and the
MTC Planning Committee for Discussion/Public Comment

Document Release

JOINT document release by
ABAG and MTC

Decision

ABAG - ABAG Administrative Committee
MTC-MTC Planning Committee

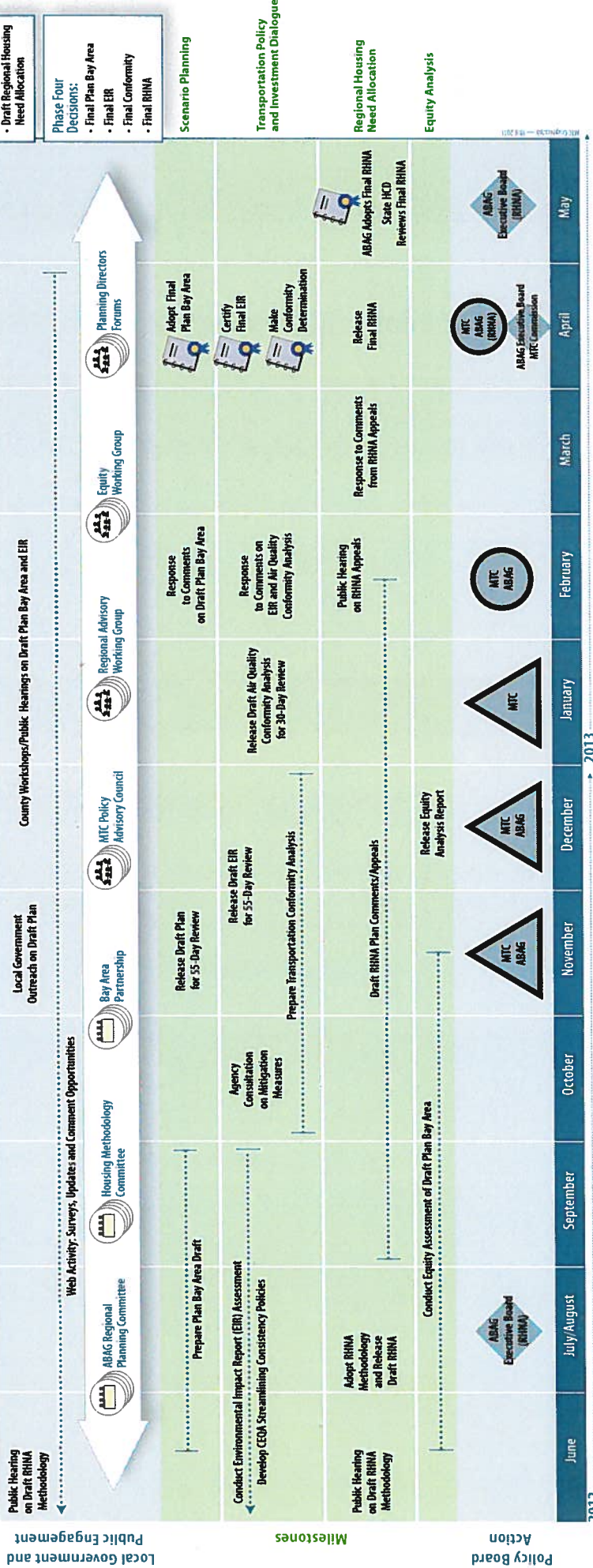
For more information on key actions and decisions and how to get involved, visit OneBayArea.org

Plan Bay Area Planning Process: Phases 3 & 4 Details for 2012-2013*

Revised October 2011

Phase 3: Regional Housing Need Allocation (RHNA), Environmental/Technical Analyses and Draft Plans

Phase 4: Plan Adoption



*Subject to change

Policy Board Actions

Meeting for Discussion/ Public Comment

Document Release

JOINT document release by MTC-ABAG and MTC

ABAG - ABAG Administrative Committee
MTC - MTC Planning Committee

For more information on key actions and decisions and how to get involved, visit OneBayArea.org