



Meeting Notice

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

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Councilmember At-Large
Rebecca Kaplan, City of Oakland

Commission Vice Chair
TBD

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Director Elsa Ortiz

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City of San Leandro
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Executive Director
Arthur L. Dao

Paratransit Advisory and Planning Committee

Monday, January 23, 2017, 1:30 p.m.

**1111 Broadway, Suite 800
Oakland, CA 94607**

Mission Statement

The mission of the Alameda County Transportation Commission (Alameda CTC) is to plan, fund, and deliver transportation programs and projects that expand access and improve mobility to foster a vibrant and livable Alameda County.

Public Comments

Public comments are limited to 3 minutes. Items not on the agenda are covered during the Public Comment section of the meeting, and items specific to an agenda item are covered during that agenda item discussion. If you wish to make a comment, fill out a speaker card, hand it to the clerk of the Commission, and wait until the chair calls your name. When you are summoned, come to the microphone and give your name and comment.

Recording of Public Meetings

The executive director or designee may designate one or more locations from which members of the public may broadcast, photograph, video record, or tape record open and public meetings without causing a distraction. If the Commission or any committee reasonably finds that noise, illumination, or obstruction of view related to these activities would persistently disrupt the proceedings, these activities must be discontinued or restricted as determined by the Commission or such committee (CA Government Code Sections 54953.5-54953.6).

Reminder

Please turn off your cell phones during the meeting. Please do not wear scented products so individuals with environmental sensitivities may attend the meeting.

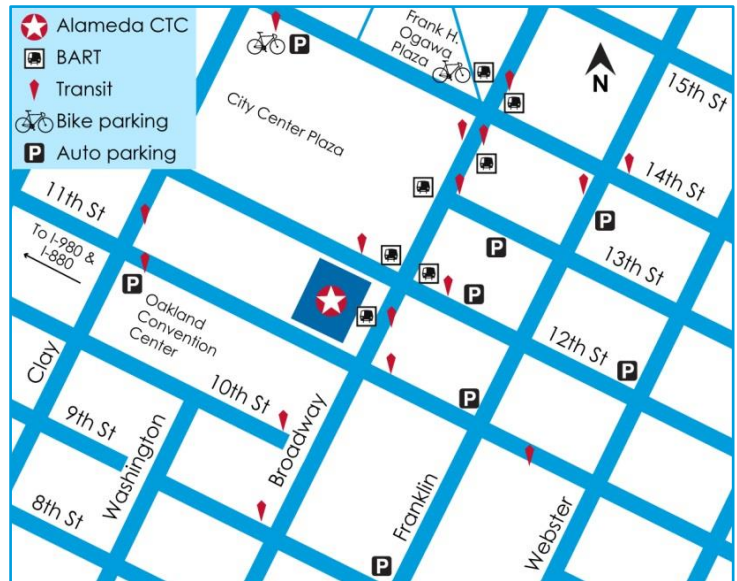
Glossary of Acronyms

A glossary that includes frequently used acronyms is available on the Alameda CTC website at www.AlamedaCTC.org/app_pages/view/8081.

Location Map

★ Alameda CTC
1111 Broadway, Suite 800
Oakland, CA 94607

Alameda CTC is accessible by multiple transportation modes. The office is conveniently located near the 12th Street/City Center BART station and many AC Transit bus lines. Bicycle parking is available on the street and in the BART station as well as in electronic lockers at 14th Street and Broadway near Frank Ogawa Plaza (requires purchase of key card from bikelink.org).



Garage parking is located beneath City Center, accessible via entrances on 14th Street between 1300 Clay Street and 505 14th Street buildings, or via 11th Street just past Clay Street. To plan your trip to Alameda CTC visit www.511.org.

Accessibility

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Meeting Schedule

The Alameda CTC meeting calendar lists all public meetings and is available at www.AlamedaCTC.org/events/upcoming/now.

Paperless Policy

On March 28, 2013, the Alameda CTC Commission approved the implementation of paperless meeting packet distribution. Hard copies are available by request only. Agendas and all accompanying staff reports are available electronically on the Alameda CTC website at www.AlamedaCTC.org/events/month/now.

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Paratransit Advisory and Planning Committee
Meeting Agenda
Monday, January 23, 2017, 1:30 p.m.

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Chair: Sylvia Stadmire

Vice Chair: Sandra
Johnson-Simon

Staff Liaisons: Cathleen Sullivan,
Krystle Pasco

Public Meeting Coordinator:
Angie Ayers

1:30 – 1:35 p.m. **1. Call to Order and
Chair Roll Call**

1:35 – 1:40 p.m. **2. Public Comment**
Public

1:40 – 1:50 p.m. **3. Administration**
Chair

3.1.	Approve the September 26, 2016 PAPCO Meeting Minutes	1	A
3.2.	Approve the October 24, 2016 PAPCO Meeting Minutes	9	A
3.3.	Approve the October 24, 2016 Joint PAPCO and ParaTAC Meeting Minutes	15	A
3.4.	Approve the FY 2016-17 PAPCO Meeting Calendar	23	A
3.5.	Review the FY 2016-17 PAPCO Work Plan	25	I
3.6.	Review the Current PAPCO Appointments	27	I

1:50 – 2:15 p.m. **4. Presentation of 2018 Comprehensive
Staff Investment Plan (CIP) Paratransit
Program** 29 A/I

2:15 – 2:30 p.m. Staff	5. Review and Approve Funding Formula for Measure B and BB Transportation for Seniors and People with Disabilities	47	A
2:30 – 2:45 p.m. Staff	6. Review and Approve Implementation Guidelines and Performance Measures	53	A
2:45 – 3:05 p.m. City Staff	7. City of Newark Paratransit Program Mid-Year Report		I
3:05 – 3:10 p.m. PAPCO	8. PAPCO Member Reports and Outreach Update		
Krystle Pasco	8.1. Paratransit Outreach Calendar and Update	73	I
3:10 – 3:15 p.m.	9. Committee and Transit Reports		
Herb Hastings	9.1. Independent Watchdog Committee (IWC) (Verbal)		I
Cimberly Tamura	9.2. East Bay Paratransit Service Review Advisory Committee (SRAC) (Verbal)		I
Committee Member	9.3. Other ADA and Transit Advisory Committees	75	I
3:15 – 3:25 p.m. Staff	10. Information Items		
	10.1. Mobility Management – Competencies for Mobility Management Professionals	83	I
	10.2. Staff Updates (Verbal)		I
3:25 – 3:30 p.m. Chair	11. Draft Agenda Items for March 27, 2017 PAPCO Meeting		I
	11.1. 2018 CIP Paratransit Program Recommendation		

11.2. Hospital Discharge Transportation
Service (HDTs) and Wheelchair
Scooter Breakdown Transportation
Service (WSBTs) Programs and
Same Day Transportation Options
Update

3:30 p.m.

12. Adjournment

Next Joint PAPCO and ParaTAC Meeting (Paratransit Strategic Planning Workshop): February 27, 2017

Next PAPCO Meeting: March 27, 2017

All items on the agenda are subject to action and/or change by the Committee.

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Paratransit Advisory and Planning Committee Meeting Minutes

Monday, September 26, 2016, 1:30 p.m.

3.1

1111 Broadway, Suite 800, Oakland, CA 94607

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www.AlamedaCTC.org

MEETING ATTENDEES

Attendance Key (A = Absent, P = Present)

Members:

P Sylvia Stadmire,
Chair

P Sandra
Johnson-Simon,
Vice-Chair

P Kevin Barranti

P Larry Bunn

P Shawn Costello

P Herb Hastings

P Joyce
Jacobson

A Will Scott
A Jonah Markowitz

A Rev. Carolyn Orr

A Vanessa Proee

A Carmen Rivera-
Hendrickson

P Michelle Rousey

P Harriette
Saunders

A Linda Smith

P Cimperly Tamura

P Esther Waltz

P Hale Zukas

Staff:

P Cathleen Sullivan, Principal Transportation Planner

P Krystle Pasco, Assistant Program Analyst

P Naomi Armenta, Paratransit Coordination Team

P Margaret Strubel, Administration Team

Guests:

Tighe Boyle, Transdev; Jennifer Cullen, Senior Support Program of the Tri-Valley; Shawn Fong; City of Fremont Paratransit Program; Kathy Guerrero, Quantum Market Research (QMR); Patty Hoyt, Quantum Market Research (QMR); Vincent Merola, San Mateo Paratransit Coordinating Council (PCC); Sandy Rogers, City of San Leandro Paratransit Program

MEETING MINUTES

1. Roll Call

Sandra Johnson-Simon, PAPCO Vice Chair, called the meeting to order at 1:40 p.m. and confirmed a quorum. The meeting began with a review of the agenda items.

2. Public Comment

There were no comments from the public.

3. Administration

3.1. June 27, 2016 PAPCO Meeting Minutes

Chair Stadmire is now chairing the meeting.

Member Rousey moved to approve the June 27, 2016 PAPCO Meeting minutes. Members Hastings seconded the motion. The motion passed with the following votes (12-0-0):

Yes: *Barranti, Bunn, Costello, Hastings, Jacobson, Johnson-Simon, Rousey, Saunders, Stadmire, Tamura, Waltz, Zukas*

No: *None*

Abstain: *None*

Absent: *Escalante, Markowitz, Orr, Rivera-Hendrickson, Scott, Smith*

3.2. July 25, 2016 Joint PAPCO and ParaTAC Meeting Minutes

Member Saunders moved to approve the July 25, 2016 Joint PAPCO and ParaTAC Meeting minutes as written. Member Waltz seconded the motion. The motion passed with the following votes (12-0-0):

Yes: *Barranti, Bunn, Costello, Hastings, Jacobson, Johnson-Simon, Rousey, Saunders, Stadmire, Tamura, Waltz, Zukas*

No: *None*

Abstain: *None*

Absent: *Escalante, Markowitz, Orr, Rivera-Hendrickson, Scott, Smith*

3.3. FY 2016-17 PAPCO Meeting Calendar

Committee members received the new FY 2016-17 PAPCO meeting calendar.

Members noted that there were no scheduled meetings for November 2016 and March 2017. Members said that they would like more communication about the meeting calendar.

Staff responded that the meetings on the calendar are based on the work plan for the year. Staff summarized that there are two major work efforts this year: the 2018 CIP (see Item 5 below) and a comprehensive senior and disabled transportation needs assessment in the County. Staff noted that November is when the 2018 Comprehensive Investment Plan (2018 CIP) applications will be reviewed and staff will be organizing them to present to PAPCO in January. Staff also noted that April would be an intense month of program plan review and there was no other agenda items needed for March. Staff said that more meetings can be added throughout the year as needed. Staff noted that there will be several opportunities to discuss major work efforts as well as items that are not on the agenda.

Chair Stadmire stated that this item regarding the FY 2016-17 PAPCO Meeting Calendar will be tabled until the October Joint meeting. She expressed concern that there will neither be enough time during the Joint meeting to handle this item nor enough members attending, so staff suggested that there be a separate PAPCO meeting starting at 1:30 p.m., then the Joint meeting would take place afterwards.

Member Hastings moved to table the FY 2016-17 PAPCO Meeting Calendar item to a separate PAPCO meeting before October's Joint PAPCO and ParaTAC meeting for further review and discussion. Member Saunders seconded the motion. The motion passed with the following votes (9-0-3):

Yes: Barranti, Bunn, Costello, Hastings, Jacobson, Johnson-Simon, Stadmire, Tamura, Waltz
No: None
Abstain: Rousey, Saunders, Zukas
Absent: Escalante, Markowitz, Orr, Rivera-Hendrickson, Scott, Smith

3.4. FY 2016-17 PAPCO Work Plan

Committee members received the updated FY 2016-17 PAPCO work plan.

3.5. PAPCO Appointments

Committee members received the current PAPCO appointments and vacancies. Members were encouraged to contact those who may be interested in vacant PAPCO appointments.

4. Gap Grant Cycle 5 Extension Progress Reports

Naomi Armenta gave an overview of the Gap Grant Cycle 5 Extension Progress Reports. This included discussion of the grants that were renewed and project types covering unique transportation gaps, mobility management, travel training, volunteer driver, taxi-related, and shuttles/fixed route. Naomi covered the methodology used to discover if the grant recipients are on target.

PAPCO members had the opportunity to ask questions regarding the progress reports.

5. 2018 Comprehensive Investment Plan (2018 CIP) Paratransit Program Update

Krystle Pasco reviewed the 2018 Comprehensive Investment Plan (2018 CIP) Paratransit Program. She discussed the non-profit exceptions and the online application. She noted that the due date is October 31, 2016 and that staff will be reviewing applications in November and December 2016. PAPCO will receive a presentation regarding the recommendations in January.

A member asked if Wheels would be able to benefit from CIP funding. Staff noted that LAVTA and Wheels were at the application workshop and are aware of the funding opportunity.

6. PAPCO Member Reports and Outreach Update

Chair Stadmire said that she was part of a CORE program and that she has completed two of 5 classes. She noted that this is extensive training for emergency situations.

Krystle Pasco presented the outreach calendar and noted that events with asterisks will be staffed by Quantum Market Research (QMR), a social and market research company that does research for public agencies, on behalf of Alameda CTC.

Patty White from QMR spoke. She and Kathy Guerrero recently staffed an event at the Oakland Zoo and met 25 people who were interested in the countywide needs assessment.

Krystle said that if members want to participate in an outreach event, to please contact her and she will be in touch with QMR and/or provide outreach materials as necessary. Krystle asked for other events to add to the calendar.

Questions and feedback from PAPCO members:

- A Committee member asked a question regarding who they would be working with during outreach. Staff responded that members would work with QMR employees.
- A Committee member asked how this company was chosen to do outreach. Staff said that QMR was hired as a subconsultant to Nelson\Nygaard to do outreach. This was a part of a competitive bid process. Staff continued that this work was previously done by Krystle Pasco under the Nelson\Nygaard contract.
- A Committee member asked if QMR would be at every meeting. Krystle said that she would be providing paratransit outreach updates at the meetings, not QMR.
- A Committee member asked how QMR would recognize the members and if they simply introduce themselves at events to QMR. Krystle responded in the affirmative and said she would also follow up with QMR after events to verify that members were at events so that outreach per diems could be processed.

Member Waltz noted that Member Saunders and herself were on a SRAC subcommittee and had input into the emergency guide.

Member Bunn said that the Oakland Lions Center for the Blind is closed; however, some services have resumed by the Center for Independent Living (CIL) under the Oakland Lions Center for the Blind name. If you need more information, contact Michelle Taylor-Lagunas at the Oakland Center number until the end of October or contact Member Bunn.

7. Committee and Transit Reports

7.1. Independent Watchdog Committee (IWC)

Member Hastings noted that the next meeting will take place on November 14, 2016. He noted that the report for the next fiscal year was available on the materials table.

7.2. East Bay Paratransit Service Review Advisory Committee (SRAC)

Member Tamura covered the July SRAC meeting outcomes. She shared that they confirmed recommendations for the new Chair and Vice Chair.

7.3. Other ADA and Transit Advisory Committees

There were no reports from other ADA and Transit Advisory Committees.

8. Information Items

8.1. Mobility Management – Wayfinding Accessible Technology for People with Disabilities

Naomi Armenta gave an overview of the mobility management attachment.

8.2. Other Staff Updates

Staff asked for outreach efforts if there was anyone with multi-lingual capabilities. Member Costello said he had some sign language ability. Member Waltz said that she is working on learning to speak Spanish.

Staff is making an effort to reduce paper. Members now have to opt-in to receive paper copies and the calling post reminders. Staff will send out a note regarding this to all members.

9. Draft Agenda Items for January 23, 2017 PAPCO Meeting

9.1. 2018 CIP Recommendation

9.2. Implementation Guidelines and Performance Measures Review and Discussion

9.3. City of Newark Paratransit Program Mid-Year Report

10. Adjournment

The meeting adjourned at 2:53 p.m. The next PAPCO meeting will take place before the Joint PAPCO and ParaTAC meeting on October 24, 2016 at 1:30 p.m. at Alameda CTC's offices located at 1111 Broadway, Suite 800, in Oakland.

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Paratransit Advisory and Planning Committee
Meeting Minutes
Monday, October 24, 2016, 1:30 p.m.

3.2

1111 Broadway, Suite 800, Oakland, CA 94607

510.208.7400

www.AlamedaCTC.org

1. Roll Call and Introductions

Sandra Johnson-Simon, PAPCO Vice Chair, called the meeting to order at 1:40 p.m. A roll call was conducted and she confirmed that a quorum was not achieved. All members were present except: Larry Bunn, Joyce Jacobson, Carolyn Orr, Michelle Rousey, Will Scott, Linda Smith, Sylvia Stadmire, and Cimberly Tamura.

2. Public Comment

There were no comments from the public.

3. Administration

3.1. September 26, 2016 PAPCO Meeting Minutes

The minutes could not be approved due to the lack of a quorum. Approval of the minutes was deferred to the next meeting.

4. FY 2016-17 PAPCO Meeting Calendar

Sandra Johnson-Simon noted that she and the Chair spoke with staff and determined that in keeping with the Bylaws there is no need to have a meeting in November. Cathleen Sullivan noted that the article of the Bylaws is sited in the agenda packet.

The FY 2016-17 PAPCO Meeting Calendar could not be approved due to the lack of a quorum. Approval of this agenda item was deferred to the next meeting.

5. East Bay Paratransit Report

Laura Timothy and Jay Jeter gave a status report on East Bay Paratransit's (EBP) ridership, customer service and broker office activities.

Questions/feedback from PAPCO members:

- A member inquired about the process of using credit cards to purchase tickets. The guest speaker responded that currently a

person can go to their offices to purchase tickets. However, work is in progress to provide users with the ability to purchase tickets online using their credit cards.

- Is there a service charge to use the service of purchasing tickets via credit card? The guest speaker responded that the agencies agreed to pay for the service charge. Customers will pay \$1.50 for shipping and handling fees along with the actual cost of purchasing the tickets.
- A member asked if an actual person is used during EBP's emergency preparedness drills. The guest speaker noted that practice scenarios take place in their offices and are rehearsed with their staff to allow each staff person to react/respond to an emergency situation. It was also noted that practice scenarios were done to determine how many people are out in vehicles and if staff knows what to do next. Various drills were run to determine if staff is prepared to handle emergency situations.
- A member asked if a scenario takes into account that a vehicle may have multiple wheelchairs and if coordination take place on how to remove the wheelchairs in an emergency. The guest speaker stated that EBP staff will coordinate with their Emergency Operations Center (EOC), which is essentially 911 and they will escalate the situation to the correct people. It was noted that the EOC will identify the number of vehicles and passengers along with the number of folks that need life-saving medical treatment in order to provide the correct information to emergency responders. It was noted that EBP set their priorities for dealing with emergency situations.

6. Adjournment

The meeting closed at 2:15 p.m. The next PAPCO meeting is scheduled for January 23, 2017 at 1:30 p.m. at the Alameda CTC offices located at 1111 Broadway, Suite 800 in Oakland.

PARATRANSIT ADVISORY AND PLANNING COMMITTEE
October 24, 2016
ROSTER OF MEETING ATTENDANCE

Present	PAPCO Member	Appointed By
P	Barranti, Kevin	City of Fremont Mayor William Harrison
A	Bunn, Larry	Union City Transit Wilson Lee, Transit Manager
P	Costello, Shawn	City of Dublin Mayor David Haubert
P	Hastings, Herb	Alameda County, District 1 Supervisor Scott Haggerty
A	Jacobson, Joyce	City of Emeryville Councilmember Ruth Atkin
P	Johnson-Simon, Sandra, Vice Chair	Alameda County, District 4 Supervisor Nate Miley
P	Markowitz, Jonah	City of Albany Mayor Peter Maass
A	Orr, Carolyn M.	City of Oakland Vice Mayor Rebecca Kaplan
P	Rivera-Hendrickson, Carmen	City of Pleasanton Mayor Jerry Thorne
A	Rousey, Michelle	BART Director Rebecca Saltzman
P	Saunders, Harriette	City of Alameda Mayor Trish Herrera Spencer
A	Scott, Will	Alameda County, District 5 Supervisor Keith Carson
A	Smith, Linda	City of Berkeley Councilmember Laurie Capitelli
A	Stadmire, Sylvia Chair	Alameda County, District 3 Supervisor Wilma Chan

A	Tamura, Cimberly	City of San Leandro Mayor Pauline Cutter
P	Waltz, Esther Ann	LAVTA Executive Director Michael Tree
P	Zukas, Hale	A. C. Transit Director Elsa Ortiz
STAFF		
Present	Staff/Consultants	Title
P	Cathleen Sullivan	Principal Transportation Planner
P	Krystle Pasco	Assistant Program Analyst
	Naomi Armenta	Paratransit Coordination Team
	Richard Wiener	Paratransit Coordination Team
P	Angie Ayers	Public Meeting Coordinator, Consultant
P	Margaret Strubel	Paratransit Coordination Team

NAME	JURISDICTION/ ORGANIZATION	PHONE #	E-MAIL
1. Jennifer Cullen	Senior Support		
2. Shawn Forney	Fremont		
3. Paul J. Keener	Alameda County Public Works Agency	(510) 670-6452	paulk@acpwa.org
4. Dana Bailey	Hayward	510-583-4252	dana.bailey@haywardca.gov
5. LAMARA Timothy	BART	510-326-0719	timothyl@bart.gov
6. Victoria Williams	MM	510-918-7433	
7. JAY JETER	EBPT	510-242-901	JAY.JETER@TRANSDUCER.COM
8. Kim Ridgeway	AC Transit	510 891 7261	
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Mobility
Matters

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Joint Paratransit Advisory and Planning Committee and Paratransit Technical Advisory Committee Meeting Minutes

Monday, October 24, 2016, 2:30 p.m.

3.3

1111 Broadway, Suite 800, Oakland, CA 94607

510.208.7400

www.AlamedaCTC.org

1. Roll Call and Introductions

Naomi Armenta called the meeting to order at 2:30 p.m. A roll call was conducted and Naomi confirmed that a PAPCO quorum was not achieved. All PAPCO members were present except: Larry Bunn, Joyce Jacobson, Jonah Markowitz, Carolyn Orr, Carmen Rivera-Hendrickson, Will Scott, Linda Smith, Sylvia Stadmire, and Cimberly Tamura.

All ParaTAC members were present except: Diane Atienza, Brad Helfenberger, Jay Jeter, Kadri Klm, Isabelle Leduc, Wilson Lee, Mallory Nestor, Julie Parkinson, Gail Payne, Leah Talley, and David Zehnder.

Kadri Klm arrived during agenda item 3.

2. Public Comment

There were no comments from the public.

3. Countywide Needs Assessment Discussion and Input

Naomi Armenta and Richard Weiner of Nelson\Nygaard presented this item on the mobility needs assessment for senior and disabled communities in Alameda County. Naomi requested the committees to provide input on the questions listed in the agenda packet.

Questions/feedback from PAPCO and ParaTAC members:

- A member inquired where did the percentages on slide 5 for seniors and people with disabilities come from. Naomi stated that the data came from the American Community Survey and they have a variety of methodologies for obtaining a sample size.
- The members discussed using Measure B and Measure BB funds only with companies in Alameda County. The members were adamant that they would prefer not to give funds to organizations outside of the County. Richard assured the committee that the funds will remain locally.

Input from PAPCO and ParaTAC members:

Geographic Gaps

- Members discussed problems with regional connections/transfer points between cities in Alameda County.
- Need to clarify paratransit programs versus city-based programs.
- City of Alameda stopped AC Transit line 19 leaving that area and community without AC Transit service. It was noted that housing developments are now building homes along the old line 19 bus route and AC Transit has no plan to bring back that line.
- A suggestion was made to create a comprehensive service area maps for providers in order to identify gaps and better service the community. Maps will help identify areas in the County that are outside of the 3/4 mile ADA service range and areas without weekend service.
- EBP noted that there are problems in the unincorporated areas where people are dropped off without a transit connection and EBP is called for service.
- Current transit agencies, in particular BART, are changing out their electrical plugs and people with disabilities are having difficulty charging their mobility devices.

Time Gaps (from service providers and community members)

- Members stated that there are many complaints about Saturday and Sunday (weekend) fixed route service and the amount of frequency after 7 p.m.
- The paratransit program in areas that LAVTA and AC Transit serves does not have enough vehicles during high peak hours; very high demand around 9 a.m. and 3 p.m.
- City of Dublin lost two of their bus routes from the local fixed route provider. It now takes 20 minutes for a 10-minute trip.
- There is a big gap around EBP service in and around Pleasanton. EBP said the map is outdated and a gap does not exist.

Information Gaps

- Are there people that do not know about available services? The committee said yes and older people and those they turn to for information are not always aware of available transportation options.

- Will marketing help to let folks know what's available? The committee suggested public access television or local channels would be great.
- There is a big gap between people with smart phones versus people that do not have any technology. The committee discussed that seniors are not aware that they can receive free cell phones and internet service. It was noted that even though people may have smart phones they do not know how to find the information needed for service availability.
- The committee agreed that information should be disseminated through multiple channels about transportation available to seniors and disabled communities.

Path of Travel

- Are there areas with barriers for people getting to buses? The committee noted that many of the unincorporated areas do not have sidewalks. The Public Works Department (PWD) may have data for analysis.
- Many cities have Pedestrian Master Plans that layout priorities for pedestrian improvements; however, things that are more relevant for seniors and people with disabilities take place when new facilities are developed and the paratransit vehicles do not have dedicated areas for loading and unloading passengers. The needs assessment should integrate the pedestrian safety with path of travel education using specialized programs for seniors and people with disabilities.
- Regarding sidewalks, Alameda County PWD representative noted that it would help to understand priority pathways for seniors and people with disabilities and identify those needs. It would help to have a sense of major activity centers and identify those priorities.
- Timeliness of sidewalk maintenance and cities completing work on building out new bus stops would help seniors and people with disabilities.
- Since the City of Dublin turned over sidewalk maintenance to property owners, repair work is not getting done and it's become a problem for people in wheelchairs.
- It was noted that in the City of Fremont curb cuts have a steep incline and it would help if inclines are more gradual. It was noted that ADA requirements and standards exists for inclines.

- Bus stops in many cities may be considered accessible; however, in some cases it's not feasible to have benches and shelters on the sidewalk and the city may place benches out of the way for safety. A suggestion was made to take inventory of bus stop furniture with each city because transit agencies are not in control of where the furniture is placed.
- The transit agencies noted that signage and furniture placement at transit stops are done by the cities and that's why changes may take a while.

Richard Weiner informed the committee that the mobility needs assessment report will be available for review in January 2017. Naomi informed the committee to submit any additional comments to her at narmenta@nelsonnygaard.com.

4. Information Items

4.1. Member Announcements

Member announcements were heard from members Costello, Zukas, Krystle Pasco on behalf of member Markowitz, and member McGee.

4.2. Staff Updates

Krystle Pasco reminded the committee that the 2018 Comprehensive Investment Plan (CIP) Paratransit Program applications are due on October 31, 2016.

5. Draft Agenda Items for February 27, 2017 Joint PAPCO and ParaTAC Meeting

5.1. Countywide Needs Assessment Report

6. Adjournment

The meeting adjourned at 3:30 p.m. The next ParaTAC meeting is scheduled for January 10, 2017 at 9:30 a.m.; PAPCO is scheduled for January 23, 2017 at 1:30 p.m. at the Alameda CTC offices located at 1111 Broadway, Suite 800 in Oakland.

**JOINT PARATRANSIT ADVISORY AND PLANNING COMMITTEE
AND PARATRANSIT TECHNICAL ADVISORY COMMITTEE
October 24, 2016
ROSTER OF MEETING ATTENDANCE**

Present	ParaTAC Member	Local Agency/Jurisdiction
A	Atienza, Diane	City of San Leandro
P	Bailey, Dana	City of Hayward
P	Fong, Shawn	City of Fremont
A	Helfenberger, Brad	City of Emeryville
A	Jeter, Jay	East Bay Paratransit
P	Külm, Kadri	LAVTA
A	Leduc, Isabelle	City of Albany
A	Lee, Wilson	City of Union City
P	McGee, Hakeim	City of Oakland
A	Nestor, Mallory	AC Transit
A	Parkinson, Julie	City of Pleasanton
A	Payne, Gail	City of Alameda
P	Ridgeway, Kim	AC Transit
P	Rogers, Sandra	City of San Leandro
A	Talley, Leah	City of Berkeley
P	Timothy, Laura	BART
A	Zehnder, David	City of Newark

Present	PAPCO Member	Appointed By
P	Barranti, Kevin	City of Fremont Mayor William Harrison
A	Bunn, Larry	Union City Transit Wilson Lee, Transit Manager
P	Costello, Shawn	City of Dublin Mayor David Haubert
P	Hastings, Herb	Alameda County, District 1 Supervisor Scott Haggerty
A	Jacobson, Joyce	City of Emeryville Councilmember Ruth Atkin
P	Johnson-Simon, Sandra, Vice Chair	Alameda County, District 4 Supervisor Nate Miley
A	Markowitz, Jonah	City of Albany Mayor Peter Maass
A	Orr, Carolyn M.	City of Oakland Vice Mayor Rebecca Kaplan
A	Rivera-Hendrickson, Carmen	City of Pleasanton Mayor Jerry Thorne
P	Rousey, Michelle	BART Director Rebecca Saltzman
P	Saunders, Harriette	City of Alameda Mayor Trish Herrera Spencer
A	Scott, Will	Alameda County, District 5 Supervisor Keith Carson
A	Smith, Linda	City of Berkeley Councilmember Laurie Capitelli
A	Stadmire, Sylvia Chair	Alameda County, District 3 Supervisor Wilma Chan
A	Tamura, Cimberly	City of San Leandro Mayor Pauline Cutter
P	Waltz, Esther Ann	LAVTA Executive Director Michael Tree
P	Zukas, Hale	A. C. Transit Director Elsa Ortiz

STAFF

Present	Staff/Consultants	Title
P	Cathleen Sullivan	Principal Transportation Planner
P	Krystle Pasco	Assistant Program Analyst
P	Naomi Armenta	Paratransit Coordination Team
P	Richard Wiener	Paratransit Coordination Team
P	Angie Ayers	Public Meeting Coordinator, Consultant
P	Margaret Strubel	Paratransit Coordination Team

NAME	JURISDICTION/ ORGANIZATION	PHONE #	E-MAIL
1. Sandra Rogers	City of San Leandro	577-7985	
2. Jennifer Cullen	Senior Support		srcgers@sanleandro.org
3. Paul J. Keener	Alameda County Public Works Agency	(510) 670-6452	paulk@acpw.org
4. Larry Tunnell	TRAF		
5. Mary Triston	City of Berkeley BPS	(909) 81-5135	
6. Kadri Kuntur	LANTA		
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FY 2016-17 Paratransit Advisory and Planning Committee (PAPCO) Meeting Calendar 3.4

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PAPCO meetings occur on the fourth Monday of the month from 1:30-3:30 p.m. Joint PAPCO and ParaTAC meetings also occur on the fourth Monday of the month from 1:30-3:30 p.m. Meetings are held at the Alameda CTC offices in downtown Oakland. Note that meetings and items on this calendar are subject to change; refer to www.AlamedaCTC.org for up-to-date information.

Categories	July 25, 2016 Joint Meeting	September 26, 2016 PAPCO Meeting	October 24, 2016 PAPCO and Joint Meeting	January 23, 2017 PAPCO Meeting	February 27, 2017 Joint Meeting	March 27, 2017 PAPCO Meeting	April 24, 2017 PAPCO Meeting	May 22, 2017 PAPCO Meeting	June 26, 2017 Joint Meeting
Planning and Policy	<ul style="list-style-type: none"> Gap Priorities and Integration with Comprehensive Investment Plan (CIP) Discussion MTC Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan) Update and Discussion 	<ul style="list-style-type: none"> Gap Grant Cycle 5 Extension Progress Reports Comprehensive Investment Plan (CIP) Paratransit Program Update 	<ul style="list-style-type: none"> Countywide Needs Assessment Discussion and Input (Joint Meeting) 	<ul style="list-style-type: none"> Comprehensive Investment Plan (CIP) Paratransit Program Presentation Funding Formula for Measure B/BB Transportation for Seniors and People with Disabilities Review and Approval Implementation Guidelines and Performance Measures Review and Discussion 	<ul style="list-style-type: none"> Countywide Needs Assessment Report 	<ul style="list-style-type: none"> Comprehensive Investment Plan (CIP) Paratransit Program Recommendation HDTs/WSBTS Programs and Same Day Transportation Options Update 	<ul style="list-style-type: none"> Gap Grant Cycle 5 Extension Progress Reports 	<ul style="list-style-type: none"> FY 2017-18 Paratransit Direct Local Distribution (DLD) Program Plans Recommendation 	<ul style="list-style-type: none"> Needs Assessment Implementation Discussion Fiscal Year Wrap Up
Committee Development		<ul style="list-style-type: none"> FY 2016-17 PAPCO Meeting Calendar Approval FY 2016-17 PAPCO Work Plan Review 	<ul style="list-style-type: none"> FY 2016-17 PAPCO Meeting Calendar Approval (PAPCO Meeting) 	<ul style="list-style-type: none"> FY 2016-17 PAPCO Meeting Calendar Approval 			<ul style="list-style-type: none"> Program Plan Review Subcommittee (late April) 	<ul style="list-style-type: none"> FY 2017-18 PAPCO Officer Elections (Chair, Vice Chair, SRAC Representative, IWC Representative) 	
Outreach and Information			<ul style="list-style-type: none"> East Bay Paratransit Report (PAPCO Meeting) 	<ul style="list-style-type: none"> City of Newark Paratransit Program Mid-Year Report 			<ul style="list-style-type: none"> East Bay Paratransit Report 		

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The PAPCO Work Plan reflects PAPCO goals, including responsibilities assigned by the 2000 Measure B and 2014 Measure BB Transportation Expenditure Plans (TEPs), the Commission, and PAPCO Bylaws. Alameda CTC staff tracks progress on the Work Plan regularly and reports to PAPCO biannually. The PAPCO Chair or Vice Chair reports to the Alameda CTC Commission monthly on PAPCO activities. All tasks in the Work Plan are subject to action and/or change by the Committee.

Goal: Outreach and Information: <i>Complete outreach in a variety of ways throughout the County; Communicate with local and regional partners on planning efforts and policy discussions</i>	
Task	Completed
Participate in at least one outreach activity (attend an event, speak at another meeting, distribute materials, visit a senior center, write an article, etc.); ask staff for assistance with materials and/or talking points as necessary	
Assist in publicizing the Alameda CTC's paratransit program resources, particularly the Access Alameda guide and AccessAlameda.org website, and mobility programs (HDTS and WSBTS)	
Assist in publicizing other One Call/One Click information resources (e.g. Eden I&R 211 and 511)	
Provide input on Alameda County's Mobility Management and travel training efforts	
Participate in other advisory committees (e.g. SRAC, WAAC, AAC, BATF, City Commissions, etc.) and report to the Committee, as needed	
Respond to staff communications on other opportunities for comments and participation (e.g. assist in driver training and other related items for ADA providers, City providers, regional planning efforts, taxi providers, etc.), as needed	

Goal: Planning and Policy: Provide planning and policy input for Direct Local Distribution (DLD) and discretionary grant programs

Task	Completed
Participate in FY 16-17 Paratransit Strategic Planning Workshops (Joint PAPCO and ParaTAC meetings)	
Participate in discussion on Implementation Guidelines and Performance Measures	
Participate in discussion on funding formula, as needed	
Review and make recommendations on requests for discretionary grant funding/CIP	
Review FY16-17 Gap Grant Cycle 5 Progress Reports	
Participate in Section 5310 call for projects outreach and review applications, as needed	
Participate in Countywide Mobility Needs Assessment	✓
Receive annual HDTS and WSBTS programs update and discuss potential same-day accessible transportation options	
Receive Taxi Debit Card project update	
Review expenditures and plans for DLD-funded programs and services	
Receive bi-annual reports from East Bay Paratransit	
Receive a mid-year report from Newark Paratransit	

Goal: Committee Development: Continue PAPCO's development as an informed and effective community advisory committee

Task	Completed
Monitor PAPCO member appointments and vacancies	
Receive regular summaries of ADA-mandated paratransit and transit access advisory committees' meeting minutes and Transit Access Reports	
Review Mobility Management information provided in meeting packets	
Receive reports on MTC activities and other regional issues/events	



PAPCO Appointments and Vacancies

3.6

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Appointer

- Alameda County
 - Supervisor Scott Haggerty, D-1
 - Supervisor Richard Valle, D-2
 - Supervisor Wilma Chan, D-3
 - Supervisor Nate Miley, D-4
 - Supervisor Keith Carson, D-5
- City of Alameda
- City of Albany
- 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
- AC Transit
- BART
- LAVTA
- Union City Transit

Member

- Herb Hastings
- Vacant
- Sylvia Stadmire
- Sandra Johnson Simon
- Will Scott
- Harriette Saunders
- Jonah Markowitz
- Linda Smith
- Shawn Costello
- Joyce Jacobson
- Kevin Barranti
- Vacant
- Vacant
- Vacant
- Rev. Carolyn M. Orr
- Vacant
- Carmen Rivera-Hendrickson
- Cimberly Tamura
- Vacant
- Hale Zukas
- Michelle Rousey
- Esther Waltz
- Larry Bunn

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Memorandum

4.0

1111 Broadway, Suite 800, Oakland, CA 94607

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DATE: January 13, 2017

SUBJECT: 2018 Comprehensive Investment Plan (2018 CIP)
Paratransit Program

RECOMMENDATION: Approve the 2018 Comprehensive Investment Plan
(2018 CIP) Paratransit Program

Summary

The Paratransit Advisory and Planning Committee (PAPCO) will meet on January 23, 2017 and will receive information and a staff recommendation on Alameda CTC's 2018 Comprehensive Investment Plan (2018 CIP) Paratransit Program. Members are asked to approve the staff recommendation or identify further information for consideration to take action in March 2017. The Commission is scheduled to receive the recommendation in April 2017.

In response to a call for projects, Alameda CTC received nine applications requesting \$2.3M in discretionary Measure B and Measure BB funding. After evaluating each application against Commission approved Paratransit program goals and guidelines, staff recommends funding all nine applications, with partial funding to one submitted program. The total program funding recommendation is \$2.2M.

Background

The Measure B Transportation Expenditure Plan (TEP) allocates 10.45 percent of net revenues to the Paratransit program. The Measure BB TEP allocates 10 percent of net revenues. These revenues fund operations for

Americans with Disabilities Act (ADA)-mandated services and City-based paratransit programs through Direct Local Distributions (DLD). Measures B and BB also fund a discretionary grant program. PAPCO provides recommendations to the Commission for items related to Paratransit funding, including the discretionary grant program.

In 2016, the Alameda CTC synthesized all discretionary funding requests into one coordinated multidisciplinary call for projects that will be included in the agency's Comprehensive Investment Plan (CIP). The purpose of the CIP is to facilitate strategic programming and allocation of all fund sources under Alameda CTC's programming responsibilities. This includes funding from federal, state, regional, and local fund sources such as the Surface Transportation Program (STP), Congestion Mitigation Air Quality Program (CMAQ), Transportation Fund for Clean Air Program (TFCA), local sales tax measures and vehicle registration fee programs. This coordinated programming effort allows staff to consider all funding sources in a coordinated and comprehensive way and to allocate funds that provide ensure maximum benefit to the users of the County's transportation system.

The CIP is updated every two years. The Alameda CTC opened a call for project nominations for its 2018 CIP from September 1-October 31, 2016. For the 2018 CIP Paratransit Program, Alameda CTC requested applications for two years of funding: FY 2017-18 and FY 2018-19.

Paratransit Discretionary Grant Program Criteria

The Paratransit Discretionary Grant Program funds projects and programs through a competitive process to meet needs that are not being adequately met through ADA-mandated Paratransit or City-based programs. These grants aim to improve availability, affordability, access to, and coordination of transit and paratransit services for seniors and people with disabilities by directing funding towards projects that will:

- Improve mobility by reducing the differences in the types of services available to seniors and people with disabilities that

might occur based on the geographic residence of any individual needing services.

- Encourage seniors and people with disabilities who are able to use fixed-route public transit to do so.
- Improve the quality and affordability of transit and paratransit services for those who are dependent on them.
- Improve the efficiency and effectiveness of ADA-mandated and local, City-based services.

PAPCO has supported mobility management types of activities that improve consumers' ability to access services and/or improve coordination between programs. This is designed to complement DLD funding which is dedicated to more traditional trip-provision services (e.g. taxi subsidies, door-to-door services, etc.). Mobility management promotes enhancing people's travel options and access to services, promoting awareness and education, effectively communicating/disseminating information to the public, improving coordination and partnerships to reduce duplication and fill gaps in service, and meeting needs cost effectively and efficiently. Examples of mobility management programs include:

- Travel training
- Trip planning assistance to improve access
- One-Call One-Click type programs
- Volunteer driver programs
- Transportation programs that fill unique needs and gaps that are not filled through traditional trip-provision models
- Coordination of service provision at the planning area level or countywide (separate from the cost of traditional trip provision, e.g. the administration costs for a planning area-wide program)
- Other programs that enhance mobility management in Alameda County

PAPCO has supported projects and programs that have demonstrated:

- Effectiveness at fulfilling mobility management
- Projected program demand
- Implementation readiness
- Programs that provide service across jurisdictional boundaries
- Programs that demonstrate coordination and collaboration
- Past performance (where applicable), including progress on performance measures and cost effectiveness
- Leveraging of funds (including DLD reserves) and cost effectiveness
- Identified as a priority in relevant countywide or regional plans such as the Alameda Countywide Transit Plan or a needs assessment
- Equitable distribution throughout County

Summary of Applications

On September 1, 2016 the Alameda CTC distributed the “Notice of Call for Project Nominations for the Alameda CTC 2018 Comprehensive Investment Plan.” The distribution went to PAPCO, ParaTAC, the Countywide Paratransit distribution list, the Countywide travel training list, prior grant recipients, and the Area Agency on Aging Roundtable list. The application period was open from September 1 – October 31. There was an Application Workshop for Paratransit Program funding on September 13. The workshop provided an interactive overview of the online application system, including how to create an account and submit an application.

Nine jurisdictions/organizations submitted applications for CIP funding. The majority have received discretionary Paratransit funding in prior Gap Grant cycles. The Paratransit Coordination Team and Alameda CTC staff evaluated the applications throughout November and December. For prior recipients, past performance information is

included in the staff recommendation below. Applicants were given the opportunity to answer clarifying questions. The table below lists the applications received.

2018 CIP Paratransit Program Applications Received Fall 2016

Project Type	Sponsor	Project Name	Description	Planning Area	Funding Requested
Mobility Management & Travel Training	Center for Independent Living, Inc. (CIL)	Community Connections: A Mobility Management Partnership (CoCo)	CoCo is a partnership of agencies that (a) provides seniors and people with disabilities with peer-based travel training that helps them master the use of fixed route transit throughout Alameda County (including mastery of mobility devices) and (b) operates as a countywide mobility management hub.	CW	\$500,000
Mobility Management & Travel Training	City of Fremont	Tri-City Mobility Management and Travel Training Program	This program provides individualized transportation planning assistance to help seniors and people with disabilities understand and access an array of transportation services. This program also provides transit orientation and group and individual travel training to help seniors and people with disabilities learn how to use public transit.	S	\$297,460

Project Type	Sponsor	Project Name	Description	Planning Area	Funding Requested
Mobility Management	Eden I&R	Mobility Management Through 211 Alameda County	Coordinated mobility management will continue to be provided by 211, including detailed and targeted transportation recommendations for seniors and those living with disabilities, as well as via the online transportation resource finder. Targeted outreach will raise awareness of the program.	CW	\$295,761
Volunteer Driver Program	LIFE ElderCare	VIP Rides	LIFE ElderCare's VIP Rides Program provides free rides to and from medical appointments, shopping and other errands and offers necessary destination assistance (i.e. pushing a wheelchair, assisting with shopping, carrying packages, etc.) for disabled and older adults.	C, S	\$275,081

Project Type	Sponsor	Project Name	Description	Planning Area	Funding Requested
Volunteer Driver Program	Drivers for Survivors, Inc. (DFS)	Drivers for Survivors Volunteer Driver Program	Drivers for Survivors provides a volunteer driver program that addresses a door-through-door service gap that cannot be filled by ADA or city-based paratransit services. DFS serves ambulatory clients diagnosed, or have suspicious findings, with cancer. Proposed project will serve South and Central Alameda County.	C, S	\$220,000
Volunteer Driver Program	Senior Support Program of the Tri-Valley (SSPTV)	Volunteer Assisted Senior Transportation Program (VAST)	VAST supplements existing public and paratransit programs by providing free, door-through-door service for seniors to their medical appointments. Volunteer drivers and staff transport at-risk seniors, enabling them to travel safely in and out of the county to critical medical care.	E	\$212,000

Project Type	Sponsor	Project Name	Description	Planning Area	Funding Requested
Group Trips	Bay Area Outreach and Recreation Program (BORP)	Accessible Group Trip Transportation for Youth and Adults with Disabilities	BORP provides accessible group trip transportation for children, youth and adults with disabilities participating in sports and recreation activities. This program fills an important gap in Alameda County as there are no other wheelchair-accessible group trip options for people with disabilities.	CW	\$318,000
Taxi Subsidy Program	Livermore Amador Valley Transit Authority (LAVTA)	Para-Taxi Program	LAVTA's Para-Taxi Program reimburses participants for eighty-five percent (85%) of the total taxi fare, up to a maximum of twenty (\$20) dollars reimbursement per ride, up to \$200 reimbursed per month. The program is designed to complement the existing ADA Paratransit service.	E	\$40,000
Door-to-Door Service	City of Emeryville	8-To-Go: A City Based Door to Door Paratransit Service	A Demand Response Shuttle Service for seniors and people with disabilities living in the 94608 area of Oakland/Emeryville with service to Berkeley and nearby important destinations beyond 94608 area.	N	\$150,000
TOTAL FUNDING REQUESTED					\$2,308,302

The applications received fall into three broad categories, familiar to PAPCO from prior Gap grant cycles.

- Mobility Management and Travel Training
 - Center for Independent Living, Inc. (CIL) – Community Connections: A Mobility Management Partnership (CoCo)
 - City of Fremont – Tri-City Mobility Management and Travel Training Program
 - Eden I&R – Mobility Management Through 211 Alameda County
- Volunteer Driver
 - LIFE ElderCare – VIP Rides
 - Drivers for Survivors, Inc. (DFS) – Drivers for Survivors Volunteer Driver Program
 - Senior Support Program of the Tri-Valley (SSPTV) – Volunteer Assisted Senior Transportation Program (VAST)
- Unique Transportation Gaps
 - Bay Area Outreach and Recreation Program (BORP) – Accessible Group Trip Transportation for Youth and Adults with Disabilities
 - Livermore Amador Valley Transit Authority (LAVTA) – Para-Taxi Program
 - City of Emeryville – 8-To-Go: A City Based Door to Door Paratransit Service

Staff Recommendation

Mobility Management and Travel Training

The mobility management and travel training applications came from two prior recipients and an indirect partner. The prior recipients, the Center for Independent Living (CIL) and City of Fremont, have, on average, met their key performance measures in recent Gap grant extensions (*Note: In Gap Grant Cycle 4, CIL struggled to meet their measures but improved their performance greatly through subsequent*

cycles and extensions. Also, CIL's application reflects a different partnership structure than in prior grants). Both programs have proposed slight program expansions which accounts for the increased funding request over prior years.

Regarding Eden I&R, the Alameda CTC assisted AC Transit with creating a transportation inventory through a New Freedom grant in 2012-2014 that was then placed within Eden I&R's 2-1-1 database.

These three applications align directly with the discretionary funding priorities established by PAPCO, the applicants have an established track record of good performance and/or have undertaken a successful partnership with the Alameda CTC.

All three mobility management and travel training applications are recommended for full funding.

Volunteer Driver Programs

The three volunteer driver applications are all prior discretionary funding recipients. LIFE ElderCare and Drivers for Survivors previously applied through the City of Fremont but are applying individually at this time. All three programs have, on average, met their key performance measures in recent Gap grant extensions. Volunteer driver programs also align very closely with the discretionary funding priorities established by PAPCO, they are an identified mobility management priority, and fill a high priority gap in Alameda County.

LIFE ElderCare and Drivers for Survivors have proposed further expansion of their services into Central County which currently only LIFE ElderCare covers and have requested additional funding to cover this expansion. Senior Support's funding request aligns with moderate expansion over time in alignment with past funding awards.

All three volunteer driver applications are recommended for full funding.

Unique Transportation Gaps

The three applications classified as filling “unique transportation gaps” will be discussed individually as each provides a distinct type of service and involves a different range of issues.

BORP's Accessible Group Trip Transportation for Youth and Adults with Disabilities impressed staff evaluators with its unique countywide service and coordination with other agencies and was the highest recommended application for funding. As a past discretionary funding recipient, BORP has, on average, met its key performance measures in recent Gap grant extensions. It is also aligned with the discretionary funding priorities established by PAPCO as it fills a unique service gap, actively coordinates with a range of public and private partners, and provides countywide service. BORP's funding request is in alignment with past funding awards and represents moderate growth over time.

BORP's Accessible Group Trip Transportation for Youth and Adults with Disabilities is recommended for full funding.

LAVTA's Para-Taxi Program has not received Alameda CTC funding previously. As a more traditional trip-provision model, it is at face value a lower priority for funding. However, a taxi program is an innovative model for an ADA-mandated provider and the program is very cost-effective, which puts it in alignment with the discretionary funding priorities established by PAPCO. The program meets needs cost effectively, provides service across city boundaries, and expands transportation options.

LAVTA's Para-Taxi Program is recommended for full funding.

Unlike the other applications, Emeryville's 8-To-Go: A City Based Door to Door Paratransit Service does not align with the mobility management priorities approved by PAPCO. Although the program is well-liked by its consumers and has on average met its measures, it is a traditional door-to-door program which would normally be funded through DLD funds. Furthermore, it has a very high cost per trip, higher than the ADA-mandated provider, which is not allowed in the

Implementation Guidelines. Although it is unique in that it serves small portions of Oakland and Berkeley as well as Emeryville, eligible riders in all three cities have access to an Alameda CTC-funded subsidized taxi program, and East Bay Paratransit if certified.

In order to allow the City of Emeryville to seek out other funding, including potentially prioritizing use of DLD funds for 8-To-Go, staff is recommending partial funding equal to one year of the application's overall funding request.

Summary of Staff Recommendation

Staff recommends funding eight grant applications fully and one (City of Emeryville) partially for a total of \$2,228,302.

Next Steps

When finalized, PAPCO's recommendation for the 2018 Comprehensive Investment Plan (2018 CIP) Paratransit Program will be forwarded for consideration by the Commission in April 2017.

The Alameda CTC plans to research viable options for unallocated discretionary grant funds. These options could include programs identified in the Needs Assessment which will be presented in February 2017 and/or facilitating a new North County volunteer driver program as noted above.

Fiscal Impact: The programming of \$2,228,302 of Measure B and Measure BB paratransit discretionary funds will be included in the 2018 Comprehensive Investment Plan (CIP) which will be presented to the Commission in April 2017. The funds will also be included in the Agency's FY2017-18 and FY18-19 Budget.

Attachments

- A. Grant Funding Trend
- B. Past Performance Criteria

Staff Contacts

[Cathleen Sullivan](#), Principal Planner

[Krystle Pasco](#), Assistant Program Analyst

Sponsor	Project Name	Cycle 5 (FY2013/14 - 2014/15)				Extension 1 + 2 (FY2015/16 - FY2016/17)				CIP 2018 (FY2017/18 - 2018/19)		
		Cycle 5 Total Program/ Project Cost	Cycle 5 Funding Requested	Cycle 5 Funding Awarded	Cycle 5 Matching Funding	Ext. 1 + 2 Total Program/ Project Cost	Ext. 1 + 2 Funding Requested	Ext. 1 + 2 Funding Awarded	Ext. 1 + 2 Matching Funding	CIP 2018 Total Program/ Project Cost	CIP 2018 Funding Requested	CIP 2018 Matching Funding
Center for Independent Living, Inc. (CIL)	Community Connections: A Mobility Management Partnership (CoCo)	\$833,560	\$500,000	\$350,000	58%	\$622,568	\$373,306	\$329,000	47.2%	\$678,250	\$500,000	26.3%
City of Fremont	Tri-City Mobility Management and Travel Training Program	\$269,982	\$233,982	\$200,000	26%	\$250,000	\$250,000	\$250,000	0.0%	\$336,000	\$297,460	11.5%
Eden I&R	Mobility Management Through 211 Alameda County	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	\$329,697	\$295,761	10.3%
LIFE ElderCare	VIP Rides	\$142,813	\$142,813	\$125,000	12%	\$283,754	\$162,500	\$150,000	47.1%	\$502,177	\$275,081	45.2%
Drivers for Survivors, Inc. (DFS)	Drviders for Survivors Volunteer Driver Program	\$142,813	\$142,813	\$125,000	12%	\$283,754	\$162,500	\$150,000	47.1%	\$566,200	\$220,000	61.1%
Senior Support Program of the Tri-Valley (SSPTV)	Volunteer Assisted Senior Transportation Program (VAST)	\$165,000	\$150,000	\$150,000	9%	\$197,409	\$181,709	\$181,000	8.3%	\$212,000	\$212,000	0.0%
Bay Area Outreach and Recreation Program (BORP)	Accessible Group Trip Transportation for Youth and Adults with Disabilities	\$340,200	\$272,000	\$272,000	20%	\$370,000	\$296,000	\$296,000	20.0%	\$390,000	\$318,000	18.5%
Livermore Amador Valley Transit Authority (LAVTA)	Para-Taxi Program	\$75,000	\$60,000	\$0	20%	N/A	N/A	N/A	N/A	\$94,000	\$40,000	57.4%
City of Emeryville	8-To-Go: A City Based Door to Door Paratransit Service	\$186,200	\$106,000	\$106,000	43%	\$199,600	\$68,000	\$68,000	65.9%	\$294,800	\$150,000	49.1%

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Sponsor	Project Name	Cycle 5 (FY2013/14 - 2014/15)					Extension 1 (FY2015/16)				
		Performance Measures	Target (2 years)	Performance	% over/under Target	Exceed, At, or Below Target	Performance Measures	Target (1 year)	Performance	% over/under Target	Exceed, At, or Below Target
CIL	Mobility Matters Project	Ala. County seniors to receive travel training	336	125	-63%	Below	Ala. County seniors to receive travel training	95	61	-36%	Below
		Ala. County adults with disabilities to receive travel training (Note: this target is in addition to the 240 seniors to receive travel training)	492	193	-61%	Below	Ala. County adults with disabilities to receive one-on-one travel training (Note: this target is in addition to the seniors to receive travel training)	75	96	28%	Exceed
		Ala. County youths with disabilities to receive travel training	34	59	74%	Exceed	Ala. County youths with disabilities to receive travel training	38	41	8%	At
		Ala. County adults with disabilities to receive training on how to use mobility device (e.g., cane, scooter, walker, wheelchair)	70	115	64%	Below	Ala. County adults with disabilities to receive training on how to use mobility device	13	95	631%	Exceed
		Alameda County adults with disabilities to receive travel training on how to use a GPS device	20	24	20%	Below					
City of Fremont	Tri-City Mobility Management and Travel Training Program	Number of individualized transportation planning assistance contacts	600	707	18%	Exceed	Number of mobility management contacts	300	886	195%	Exceed
		Number of coordinated free one-way trips for applicants to get to and from appointments	350	902	158%	Exceed	Number of coordinated free one-way trips for applicants to get to and from appointments	350	211	-40%	Below
		Number of individuals attended Travel training workshops	450	360	-20%	Below	Number of individuals trained in a group setting	200	133	-34%	Below
		Number of individualized travel training instruction sessions provided.	50	38	-24%	Below	Number of individualized travel training instruction sessions provided.	20	11	-45%	Below
		Number of Transit Adventure outings to teach participants how to travel on transit throughout the Bay Area	20	27	35%	Exceed	Number of Transit Adventure outings	15	22	47%	Exceed
		Number of Senior Clipper Cards Distributed	1,200	2,379	98%	Exceed	Number of Transit Adventure participants	300	361	20%	Exceed
		Number of informational sessions conducted with service providers	40	47	18%	Exceed	Number of Senior Clipper Cards Distributed	1,000	992	-1%	At
		Number of transportation service presentations	12	19	58%	Exceed	Number of informational sessions conducted with service providers	20	23	15%	Exceed
		Number of Clipper Card presentations	12	36	200%	Exceed	Number of transportation service presentations	12	16	33%	Exceed
							Number of Clipper Card presentations	8	22	175%	Exceed

Sponsor Project Name		Cycle 5 (FY2013/14 - 2014/15)					Extension 1 (FY2015/16)				
		Performance Measures	Target (2 years)	Performance	% over/under Target	Exceed, At, or Below Target	Performance Measures	Target (1 year)	Performance	% over/under Target	Exceed, At, or Below Target
City of Fremont	Tri-City Volunteer Driver Programs (includes LIFE Eldercare & Drivers for Survivors)	Number of door-through-door assisted one-way trips VIP	11,600	10,951	-6%	At	Number of door-through-door assisted one-way trips VIP	5,000	5,352	7%	At
							Number of clients enrolled VIP	550	512	-7%	At
		Number of door-through-door assisted one-way trips DFS	7,000	4,766	-32%	Below	Number of door-through-door assisted one-way trips DFS	3,000	3,057	2%	At
							Number of clients enrolled DFS	228	205	-10%	Below
SSPTV	Volunteer Assisted Senior Transportation Program	Number of one-way Volunteer Assisted Same Day Transportation and Escorts trips scheduled.	5,000	4,927	-1%	At	Number of one-way Volunteer Assisted Same Day Transportation and Escorts trips scheduled.	2,500	2,166	-13%	Below
							Number of unduplicated riders.	150	189	26%	Exceed
BORP	Accessible Group Trip Transportation for Youth and Adults with Disabilities	Children and youth with disabilities served	170	219	29%	Exceed	Children and youth with disabilities served	80	101	26%	Exceed
		Adults with disabilities served	550	323	-41%	Below	Adults with disabilities served	250	160	-36%	Below
		One-way group trips provided to children, youth, and adults	5,700	6,179	8%	At	One-way group trips provided to children, youth, and adults	3,200	3,569	12%	Exceed
City of Emeryville	8-To-Go: A Demand Response, Door to Door Shuttle	One-way trips provided	8,400	5,588	-33%	Below	One-way trips provided	3,000	2,679	-11%	Below
							Number of people to be served	350	461	32%	Exceed



Memorandum

5.0

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DATE: January 13, 2017

SUBJECT: Funding Formula for Measure B and BB
Transportation for Seniors and People with
Disabilities for FY 2017-18

RECOMMENDATION: Make a recommendation on the funding formula
for Measure B and BB Transportation for Seniors
and People with Disabilities for FY 2017-18

Summary

On January 23, 2017 PAPCO will review and make a recommendation on the current funding formula for Measure B and BB Transportation for Seniors and People with Disabilities. The current formula is effective through June 30, 2017. Staff recommends that the current formula, previously approved by PAPCO in November 2014, be extended and effective for the same length of time as the Master Program Funding Agreements, with annual updates of American Community Survey (ACS) data. The current funding formula for both Measure B and BB funds includes the following factors:

1. Age: Population estimates of seniors age 70-79 (ACS)
2. Disability: Population estimates of seniors age 80+ multiplied by 1.5 to approximate the population of people with disabilities who may not identify as disabled (ACS)
3. Disability: Population estimates of people with a disability (ACS)
4. Income: Estimates of low-income households earning 30% of the Area Median Income, currently <\$20,000 per year (ACS)

Background

Measure B Funding Distribution

Per the Alameda County Transportation Commission's 2000 Transportation Expenditure Plan (TEP), 10.45% of Measure B funds go to specialized transportation for seniors and people with disabilities, as follows:

- 5.63% allocated to ADA-mandated paratransit services
- 3.39% allocated to non-mandated paratransit services
- 1.43% allocated to the Gap Grant Program

The 2000 TEP also specifies that the 3.39% allocated to non-mandated paratransit services be distributed to the planning areas as follows:

- North County (including the cities of Albany, Alameda, Berkeley, Emeryville, Oakland, and Piedmont) = 1.24%
- Central County (including the cities of Hayward and San Leandro and unincorporated areas) = 0.88%
- South County (including the cities of Fremont, Union City, and Newark, as well as Union City Transit) = 1.06%
- East County (including the cities of Livermore, Dublin, Pleasanton, and unincorporated areas, and LAVTA) = 0.21%

These allocations were determined as part of the negotiations to craft the 2000 TEP for Measure B sales tax revenues.

Measure BB Funding Distribution

Per the Alameda County Transportation Commission's 2014 Transportation Expenditure Plan (TEP), 10% of Measure BB funds are allocated to affordable transit for seniors and people with disabilities, as follows:

- 6% allocated to East Bay Paratransit Consortium
- 3% allocated to cities and local transit operators
- 1% allocated for service gaps and coordination

The 2014 TEP also specifies that the 3% allocated to cities and local transit operators will be distributed based on the percentage of the population over age 70 in each of the four planning areas (North, Central, South, and East as defined above).

Funding Formula Background

Both Measure B and BB specify that PAPCO develops a funding formula to allocate funding to the cities within each planning area and that this formula is adopted by the Alameda CTC Commission. Funds from a planning area may not be transferred to another area.

The initial funding formula was adopted in 2003 and expired in June 2012. In late 2011, PAPCO and ParaTAC convened a subcommittee to review the formula used for the distribution of Measure B funds and discussed options for a new funding formula. The group discussed three areas of concern that impact a community's need for accessible transportation: age, disability, and income. Unfortunately, reliable data relating to disability was not available at that time. After extensive discussion, the Subcommittee recommended using age as a proxy for disability. The resulting formula that was adopted includes the following three factors:

- Seniors age 70-79
- Seniors age 80+ (weighted times 1.5 as a proxy for disability)
- Low-income households earning less than or equal to 30% of Area Median Income (in the current proposal, this is calculated as <\$20,000 annually)

This new funding formula took effect July 1, 2012. The committee proposed that the formula remain in effect for 5 years. They also determined that the source for age data should be Census 2010, and the source for income data should be the American Community Survey (ACS), updated annually to take advantage of improved accuracy due to the increasing sample size.

In 2014 disability data became available due to the ACS sample size becoming large enough that data about disability was available for every city and unincorporated area in Alameda County. Measure BB also passed in 2014. In November 2014, PAPCO made three changes to the funding formula, in accordance with ParaTAC and staff recommendations:

1. ACS disability data was added to the funding formula, *in addition* to the proxy that was being used for disability (population of seniors age 80+ multiplied by 1.5). This was in accordance with the ParaTAC recommendation; ParaTAC members pointed out that many older seniors do not identify themselves as disabled, and therefore may not be captured by ACS data, and recommended the weighting for seniors 80 and over be retained.
2. The data source for population was changed from Census 2010 to the ACS as it was deemed to be the most current and accurate data available and it was being used for the other funding formula factors, income and disability.
3. The funding formula was applied to Measure BB funds as well as Measure B funds.

Current Funding Formula and Projections

The current funding formula for both Measure B and BB funds includes the following factors:

Factor	Description	Data Source
Age	Population estimates of seniors age 70-79	2014 American Community Survey (ACS)
Disability	Population estimates of seniors age 80+ multiplied by 1.5 to approximate the population of people with disabilities who may not identify as disabled	2014 ACS

Disability	Population estimates of people with a disability	2014 ACS
Income	Estimates of low-income households earning 30% of the Area Median Income, currently <\$20,000 per year	2014 ACS

The Draft Direct Local Distribution (DLD) estimates for all cities for FY 2017-18 were distributed to ParaTAC in early January. FY 2017-18 revenues for each city changed by less than 0.5% compared to previous years. These estimates are a draft based on the current formula which expires on June 30, 2017. After PAPCO makes a recommendation on the funding formula, final estimates will be sent to ParaTAC for use in preparing Program Plans; staff will note any changes that PAPCO makes when final estimates are distributed.

Staff recommends the current formula, previously approved by PAPCO in November 2014, be extended and effective for the same length of time as the Master Program Funding Agreements, with annual updates of ACS data.

Fiscal Impact: There is no net fiscal impact.

Staff Contacts

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Memorandum

6.0

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DATE: January 13, 2017

SUBJECT: Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities (Paratransit) Program for FY 2017-18

RECOMMENDATION: Make a recommendation on Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities (Paratransit) Program for FY 17-18

Summary

The Implementation Guidelines for the Special Transportation for Seniors and People with Disabilities (Paratransit) Program are periodically reviewed and updated. Starting in FY 2016-17, the Alameda CTC implemented the use of standardized performance measures for all Measure B and BB funding. PAPCO is requested to review and make a recommendation on the revised Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities (Paratransit) Program for FY 2017-18. The revised Implementation Guidelines and Performance Measures are included as Attachment A.

Background

Implementation Guidelines

The Implementation Guidelines for the Special Transportation for Seniors and People with Disabilities (Paratransit) Program identify the types of services that are eligible to be funded with Alameda County Measure B (2000), Measure BB (2014), and Vehicle Registration Fee (VRF, 2010) Direct Local Distribution (DLD) revenues. The Implementation Guidelines and performance measures are incorporated by reference into the Master Program Funding Agreement (MPFA) and also apply to all discretionary paratransit funding (e.g., Gap and CIP Grants).

The eligible service types identified in the Implementation Guidelines include:

- ADA Paratransit
- Door-to-Door Service
- Taxi Subsidy
- Specialized Accessible Van
- Accessible Shuttles
- Group Trips
- Volunteer Drivers
- Mobility Management and/or Travel Training
- Scholarship/Subsidized Fare Programs
- Meal Delivery Programs
- Capital Expenditures
- Hospital Discharge Transportation Service (HDTs)/Wheelchair Scooter Breakdown Transportation Service (WSBTS)

Staff proposes revisions to the Implementation Guidelines to incorporate language regarding the use of Transportation Network Companies (e.g. Lyft, Uber) under the guidelines for Taxi Subsidy

Programs. Program changes to utilize TNCs would be subject to review by Alameda CTC staff prior to implementation.

These revisions are included in the redline document included as Attachment A. Staff requests that members review the proposed revisions and be prepared to discuss at the PAPCO meeting on January 23.

Performance Measures

The performance measures are organized into similar categories and include data that is collected through the compliance reports. The data requested is primarily number of trips (or trainings, meals, etc.) provided and the Measure B/BB cost per unit. This information is meant to provide the Commission with a high-level summary of how Measure B and BB funds are being spent.

Staff, in coordination with PAPCO and ParaTAC, collects a number of other measures through program plan, grant progress reports, or other means. Examples include but are not limited to:

- Number of registrants
- On-time performance
- Number of lift trips provided
- Qualitative information on complaints
- Qualitative information on safety incidents
- Qualitative information on outreach
- Number of active volunteer drivers
- Number of individuals provided with mobility management support
- Number of individuals receiving travel training

No changes are currently proposed to the performance measures. Members should expect to continue to see these in future grant and program plan processes.

Fiscal Impact: There is no fiscal impact.

Attachment

- A. Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities (Paratransit) Program for FY 2017-18

Staff Contacts

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[Krystle Pasco](#), Assistant Program Analyst

Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities Program

Implementation Guidelines

These guidelines lay out the service types that are eligible to be funded with Alameda County Measure B (2000), Measure BB (2014) and Vehicle Registration Fee (VRF, 2010) revenues under the Special Transportation for Seniors and People with Disabilities Program (Paratransit). All programs funded partially or in their entirety through these sources, including ADA-mandated paratransit services, city-based non-mandated programs and discretionary grant funded projects, must abide by the following requirements for each type of paratransit service.

Fund recipients are able to select which of these service types are most appropriate for their community to meet the needs of seniors and people with disabilities. Overall, all programs should be designed to enhance quality of life for seniors and people with disabilities by offering accessible, affordable and convenient transportation options to reach major medical facilities, grocery stores and other important travel destinations to meet life needs. Ultimately, whether a destination is important should be determined by the consumer.

The chart below summarizes the eligible service types and their basic customer experience parameters; this is followed by more detailed descriptions of each.

Service	Timing	Accessibility	Origins/ Destinations	Eligible Population
ADA Paratransit^{1,2}	Pre-scheduled	Accessible	Origin-to-Destination	People with disabilities unable to ride fixed route transit
Door-to-Door Service	Pre-scheduled	Accessible	Origin-to-Destination	People with disabilities unable to ride fixed route transit and seniors
Taxi Subsidy³	Same Day	Varies	Origin-to-Destination	Seniors and people with disabilities

Service	Timing	Accessibility	Origins/ Destinations	Eligible Population
Specialized Accessible Van	Pre-scheduled & Same Day	Accessible	Origin-to-Destination	People with disabilities using mobility devices that require lift- or ramp-equipped vehicles
Accessible Shuttles	Fixed Schedule	Accessible	Fixed or Flexed Route	Seniors and people with disabilities
Group Trips	Pre-scheduled	Varies	Round Trip Origin-to-Destination	Seniors and people with disabilities
Volunteer Drivers	Pre-scheduled	Generally Not Accessible	Origin-to-Destination	Vulnerable populations with special needs, e.g. requiring door-through-door service or escort
Mobility Management and/or Travel Training	N/A	N/A	N/A	Seniors and people with disabilities
Scholarship/ Subsidized Fare Programs	N/A	N/A	N/A	Seniors and people with disabilities
Meal Delivery Programs	N/A	N/A	N/A	Meal delivery programs currently funded by Measure B may continue, but new programs may not be established.
Capital Expenditures⁴	N/A	Accessible	N/A	Seniors and people with disabilities

Service	Timing	Accessibility	Origins/ Destinations	Eligible Population
Hospital Discharge Transportation Service (HDTs)/ Wheelchair Scooter Breakdown Transportation Service (WSBTS)	Same Day	Accessible	Origin-to-Destination	People with disabilities using mobility devices that require lift- or ramp-equipped vehicles

¹Note on ADA Mandated Paratransit: Programs mandated by the American's with Disabilities Act are implemented and administered according to federal guidelines that may supersede these guidelines; however all ADA-mandated programs funded through Measure B and BB or the VRF are subject to the terms of the Master Programs Funding Agreement.

²Interim Service for Consumers Awaiting ADA Certification: At the request of a health care provider, or ADA provider, city-based programs must provide interim service through the programs listed [above](#) to consumers awaiting ADA certification. Service must be provided within three business days of receipt of application.

³Note on Transportation Network Companies: Programs may utilize Transportation Network Companies (e.g. Lyft, Uber) under the guidelines for Taxi Subsidy Programs. Other service types are ineligible unless wheelchair accessible service can be provided equitably. Programs should review the Department of Transportation guidance on shared mobility at www.transit.dot.gov/regulations-and-guidance/shared-mobility-frequently-asked-questions. Program changes to utilize TNC's are subject to review by Alameda CTC staff prior to implementation.

⁴Note on Capital Expenditures: Any capital expenditures within the eligible service categories must be consistent with the objectives of the Alameda CTC Special Transportation for Seniors and Peoples with Disabilities (Paratransit) Program described above and are subject to review by Alameda CTC staff prior to implementation.

City-based Door-to-Door Service Guidelines

Service Description	<p>City-based door-to-door services provide pre-scheduled, accessible, door-to-door trips. Some programs allow same day reservations on a space-available basis. They provide a similar level of service to mandated ADA services. These services are designed to fill gaps that are not met by ADA-mandated providers and/or relieve ADA-mandated providers of some trips.</p> <p>This service type does not include taxi subsidies which are discussed below.</p>
Eligible Population	<p>Eligible Populations include:</p> <ol style="list-style-type: none"> 1. People 18 and above with disabilities who are unable to use fixed route services. Cities may, at their discretion, also provide services to consumers with disabilities under the age of 18, and 2. Seniors 80 years or older without proof of a disability. Cities may provide services to consumers who are younger than age 80, but not younger than 70 years old. <p><i>Cities may continue to offer “grandfathered” eligibility to program registrants below 70 years old who have used the program regularly in FY 11/12, as long as it does not impinge on the City’s ability to meet the minimum requirements of the Implementation Guidelines.</i></p> <p><i>Program sponsors may use either ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit) or the Alameda County City-Based Paratransit Services Medical Statement Form, as proof of disability. Program sponsors may, at their discretion, also offer temporary eligibility due to disability.</i></p>
Time & Days of Service	<p>At a minimum, service must be available any five days per week between the hours of 8 am and 5 pm (excluding holidays).</p> <p>At a minimum, programs must accept reservations between the hours of 9 am and 5 pm Monday – Friday (excluding holidays).</p>
Fare (Cost to Customer)	<p>Fares for pre-scheduled service should not exceed local ADA paratransit fares, but can be lower, and can be equated to distance. Higher fares can be charged for “premium” same-day service.</p>

City-based Door-to-Door Service Guidelines

Other	<p>Door-to-Door programs must demonstrate that they are providing trips at an equal or lower cost than the ADA-mandated provider on a cost per trip basis. Cost per trip is defined as total cost (all sources) during a reporting period divided by the number of one-way trips, including attendant and companion trips, provided during period.</p> <p>Programs may impose per person trip limits to due to budgetary constraints, but any proposed trip limitations that are based on trip purpose must be submitted to Alameda CTC staff for review prior to implementation.</p>
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Taxi Subsidy Program Guidelines

Service Description	<p>Taxis provide curb-to-curb service that can be scheduled on a same-day basis. <u>Transportation Network Companies (e.g. Lyft, Uber) can also provide similar service at the discretion of the program sponsor with local consumer input. They-Taxis</u> charge riders on a distance/time basis using a meter. Taxi subsidy programs allow eligible consumers to use taxis at a reduced fare by reimbursing consumers a percentage of the fare or by providing some fare medium, e.g. scrip or vouchers, which can be used to cover a portion of the fare. These programs are intended for situations when consumers cannot make their trip on a pre-scheduled basis.</p> <p>The availability of accessible taxi cabs varies by geographical area and taxi provider, but programs should expand availability of accessible taxi cabs where possible in order to fulfill requests for same-day accessible trips.</p>
Eligible Population	<p>Eligible Populations include:</p> <ol style="list-style-type: none"> 1. People 18 and above with disabilities who are unable to use fixed route services. Cities may, at their discretion, also provide services to consumers with disabilities under the age of 18, and 2. Seniors 80 years or older without proof of a disability. Cities may provide services to consumers who are younger than age 80, but not younger than 70 years old. <p><i>Cities may continue to offer “grandfathered” eligibility to program registrants below 70 years old who were enrolled in the program in FY 11/12 and have continued to use it regularly, as long as it does not</i></p>

Taxi Subsidy Program Guidelines	
	<p><i>impinge on the City's ability to meet the minimum requirements of the Implementation Guidelines.</i></p> <p><i>Program sponsors may use either ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit) or the Alameda County City-Based Paratransit Services Medical Statement Form, as proof of disability. Program sponsors may, at their discretion, also offer temporary eligibility due to disability.</i></p> <p><i>ADA-mandated providers that are not also city-based providers (East Bay Paratransit and LAVTA) are not required to provide service to seniors 80 years or older without ADA eligibility.</i></p>
Time & Days of Service	24 hours per day/7 days per week
Fare (Cost to Customer)	<p>Programs must subsidize at least 50% of the taxi fare.</p> <p>Programs can impose a cap on total subsidy per person. This can be accomplished through a maximum subsidy per trip, a limit on the number of vouchers/scrip (or other fare medium) per person, and/or a total monetary subsidy per person per year.</p>
Other	<p>Programs may also use funding to provide incentives to drivers and/or transportation providers to ensure reliable service. Incentives are often utilized to promote accessible service. Planned expenditures on incentives are subject to review by Alameda CTC staff prior to implementation.</p> <p><u>Programs may utilize Transportation Network Companies (e.g. Lyft, Uber) for these programs but should review the Department of Transportation guidance on shared mobility at www.transit.dot.gov/regulations-and-guidance/shared-mobility-frequently-asked-questions. Program changes to utilize TNC's are subject to review by Alameda CTC staff prior to implementation.</u></p>

City-based Specialized Accessible Van Service Guidelines	
Service Description	<p>Specialized Accessible van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. This service category is not intended to be as comprehensive as primary services (i.e. ADA-mandated, City-based Door-to-Door, or Taxi programs), but should be a complementary supplement in communities where critical needs for</p>

	<p>accessible trips are not being adequately met by the existing primary services. Examples of unmet needs might be a taxi program without accessible vehicles, medical trips for riders with dementia unable to safely take an ADA-mandated trip, or trips outside of the ADA-mandated service area. When possible, a priority for this service should be fulfilling requests for same-day accessible trips.</p> <p>This service may make use of fare mediums such as scrip and vouchers to allow consumers to pay for rides.</p>
Eligible Population	At discretion of program sponsor with local consumer input.
Time & Days of Service	At discretion of program sponsor with local consumer input.
Fare (Cost to Customer)	At discretion of program sponsor with local consumer input.
Other	<p>Specialized Accessible van programs must demonstrate that they are providing trips at an equal or lower cost to the provider than the ADA-mandated provider on a cost per trip basis, except if providing same-day accessible trips. Cost per trip is defined as total cost (all sources) during a reporting period divided by the number of one-way trips, including attendant and companion trips, provided during period.</p>

Accessible Shuttle Service Guidelines	
Service Description	<p>Shuttles are accessible vehicles that operate on a fixed, deviated, or flex-fixed route and schedule. They serve common trip origins and destinations visited by eligible consumers, e.g. senior centers, medical facilities, grocery stores, BART and other transit stations, community centers, commercial districts, and post offices.</p> <p>Shuttles should be designed to supplement existing fixed route transit services. Routes should not necessarily be designed for fast travel, but to get as close as possible to destinations of interest, such as going into parking lots or up to the front entrance of a senior living facility. Shuttles are often designed to serve active seniors who do not drive but are not ADA paratransit registrants.</p>
Eligible Population	Shuttles should be designed to appeal to older people, but can be made open to the general public.

Accessible Shuttle Service Guidelines	
Time and Days of Service	At discretion of program sponsor with local consumer input.
Fare (Cost to Customer)	At discretion of program sponsor, but cannot exceed local ADA paratransit fares. Fares may be scaled based on distance.
Cost of Service	By end of the second fiscal year of service, the City's cost per one-way person trip cannot exceed \$20, including transportation and direct administrative costs. Cost per trip is defined as total cost (all sources) during a reporting period divided by the number of one-way trips, including attendant and companion trips, provided during period.
Other	<p>Shuttles are required to coordinate with the local fixed route transit provider.</p> <p>Shuttle routes and schedules should be designed with input from the senior and disabled communities and to ensure effective design, and any new shuttle plan must be submitted to Alameda CTC staff for review prior to implementation.</p> <p>Deviations and flag stops are permitted at discretion of program sponsor.</p>

Group Trips Service Guidelines	
Service Description	Group trips are round-trip rides for pre-scheduled outings, including shopping trips, sporting events, and community health fairs. These trips are specifically designed to serve the needs of seniors and people with disabilities and typically originate from a senior center or housing facility and are generally provided in accessible vans and other vehicle types or combinations thereof.
Eligible Population	At discretion of program sponsor.
Time and Days of Service	Group trips must begin and end on the same day.
Fare (Cost to Customer)	At discretion of program sponsor.
Other	Programs can impose mileage limitations to control program costs.

Volunteer Driver Service Guidelines	
Service Description	<p>Volunteer driver services are pre-scheduled, door-through-door services that are typically not accessible. These programs rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. Programs may use staff to complete intake or fill gaps. This service meets a key mobility gap by serving more vulnerable populations and should complement existing primary services (i.e. ADA-mandated, City-based Door-to-Door, or Taxi).</p> <p>Volunteer driver programs may also have an escort component where volunteers accompany consumers on any service eligible for paratransit funding, when they are unable to travel in a private vehicle.</p>
Eligible Population	At discretion of program sponsor.
Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	At discretion of program sponsor.
Other	Program sponsors can use funds for administrative purposes and/or to pay for volunteer mileage reimbursement purposes (not to exceed Federal General Services Administration (Privately Owned Vehicle) Mileage Reimbursement Rates) or an equivalent financial incentive for volunteers.

Mobility Management and/or Travel Training Service Guidelines	
Service Description	<p>Mobility management services cover a wide range of activities, such as travel training, escorted companion services, coordinated services, trip planning, and brokerage. Mobility management activities often include education and outreach which play an important role in ensuring that people use the “right” service for each trip, e.g. using EBP from Fremont to Berkeley for an event, using a taxi voucher for a same-day semi-emergency doctor visit, and requesting help from a group trips service for grocery shopping.</p>
Eligible Population	At discretion of program sponsor.

Mobility Management and/or Travel Training Service Guidelines	
Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	N/A
Other	For new mobility management and/or travel training programs, to ensure effective program design, a plan with a well-defined set of activities must be submitted to Alameda CTC staff for review prior to implementation.

Scholarship/Subsidized Fare Program Guidelines	
Service Description	Scholarship or Subsidized Fare Programs can subsidize any service eligible for paratransit funding and/or fixed-route transit for customers who are low-income and can demonstrate financial need.
Eligible Population	<p>Subsidies can be offered to low-income consumers with demonstrated financial need who are currently eligible for an Alameda County ADA-mandated or city-based paratransit program.</p> <p>Low income requirements are at discretion of program sponsors, but the requirement for household income should not exceed 50% AMI (area median income).</p>
Time and Days of Service	N/A
Fare (Cost to Customer)	N/A
Other	<p>Low-income requirements and the means to determine and verify eligibility must be submitted to Alameda CTC staff for review prior to implementation.</p> <p>If program sponsors include subsidized East Bay Paratransit (EBP) tickets in this program, no more than 3% of a program sponsor's Alameda CTC distributed funding may be used for the ticket subsidy.</p> <p>Other services or purposes proposed for scholarship and/or fare subsidy must be submitted to Alameda CTC staff for review prior to implementation.</p>

Meal Delivery Funding Guidelines	
Service Description	Meal Delivery Funding programs provide funding to programs that deliver meals to the homes of individuals who are generally too frail to travel outside to congregate meal sites. Although this provides access to life sustaining needs for seniors and people with disabilities, it is not a direct transportation expense.
Eligible Population	For currently operating programs, at discretion of program sponsor.
Time and Days of Service	For currently operating programs, at discretion of program sponsor.
Fare (Cost to Customer)	For currently operating programs, at discretion of program sponsor.
Other	Currently operating funding programs may continue, but new meal delivery funding programs may not be established.

Capital Expenditures Guidelines	
Description	Capital expenditures are eligible if directly related to the implementation of a program or project within an eligible service category, including but not limited to, purchase of scheduling software, accessible vehicles and equipment and accessibility improvements at shuttle stops.
Eligible Population	N/A
Time and Days of Service	N/A
Fare (Cost to Customer)	N/A
Other	Capital expenditures are to support the eligible service types included in the Implementation Guidelines and must be consistent with objectives of the Alameda CTC Special Transportation for Seniors and Peoples with Disabilities (Paratransit) Program. Planned expenditures are subject to review by Alameda CTC staff prior to implementation.

Hospital Discharge Transportation Service (HDTs)/ Wheelchair Scooter Breakdown Transportation Service (WSBTS)	
Service Description	These are specialized Countywide services providing accessible, door-to-door trips on a same-day basis in case of hospital discharge or mobility device breakdown. These services are overseen by the Alameda CTC.
Eligible Population	At discretion of Alameda CTC. Targeted towards seniors and people with disabilities without other transportation options who need trips on a same-day basis in case of hospital discharge or mobility device breakdown.
Time & Days of Service	At discretion of Alameda CTC.
Fare (Cost to Customer)	No cost to consumer.

Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities Program

Performance Measures

The Alameda CTC collects performance data from all programs funded with Alameda County Measure B (2000), Measure BB (2014) and Vehicle Registration Fee (VRF, 2010) revenues. All programs funded partially or in their entirety through these sources must at a minimum report annually through the Annual Compliance Report for Direct Local Distribution (DLD) funding on the performance measures identified within the Implementation Guidelines for each DLD program.

The performance measures for the Measure B and Measure BB Direct Local Distribution (DLD) funding distributed through the Special Transportation for Seniors and People with Disabilities (Paratransit) Program, which funds ADA-mandated paratransit services, city-based non-mandated paratransit programs and discretionary grant-funded projects, are identified below. Additional performance-related data may be required through separate discretionary grant guidelines or to report to the Alameda CTC's Commission or one of its community advisory committees.

ADA-mandated Paratransit
<ul style="list-style-type: none">• Number of one-way trips provided• Total Measure B/BB cost per one-way trip (<i>Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.</i>)

City-based Door-to-Door Service
<ul style="list-style-type: none">• Number of one-way trips provided• Total Measure B/BB cost per one-way trip (<i>Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.</i>)

Taxi Subsidy Program
<ul style="list-style-type: none">• Number of one-way trips provided• Total Measure B/BB cost per one-way trip (<i>Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.</i>)

City-based Specialized Accessible Van Service
<ul style="list-style-type: none">• Number of one-way trips provided• Total Measure B/BB cost per one-way trip (<i>Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.</i>)

Accessible Shuttle Service
<ul style="list-style-type: none">• Total ridership (<i>One-way passenger boardings</i>)• Total Measure B/BB cost per one-way passenger trip (<i>Total Measure B/BB program cost during period divided by the total ridership during period.</i>)

Group Trips Service
<ul style="list-style-type: none">• Number of one-way passenger trips provided• Total Measure B/BB cost per passenger trip (<i>Total Measure B/BB program cost during period divided by the number of passenger trips provided during period.</i>)

Volunteer Driver Service
<ul style="list-style-type: none">• Number of one-way trips provided• Total Measure B/BB cost per one-way trip (<i>Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.</i>)

Mobility Management Service
<ul style="list-style-type: none">• Number of contacts provided with mobility management support• Total Measure B/BB cost per individual provided with mobility management support (<i>Total Measure B/BB program cost during period divided by the number of individuals provided with support during period.</i>)

Travel Training Service

- | |
|--|
| <ul style="list-style-type: none">• Number of individuals trained• Total Measure B/BB cost per individual trained (<i>Total Measure B/BB program cost during period divided by the number of individuals trained during period</i>) |
|--|

Scholarship/Subsidized Fare Program

- | |
|--|
| <ul style="list-style-type: none">• Number of unduplicated individuals who received scholarship/subsidized fares• Number of one-way fares/tickets subsidized• Total Measure B/BB cost per subsidy (<i>Total Measure B/BB program cost during period divided by the number of subsidized fares/tickets during period</i>) |
|--|

Meal Delivery Funding

- | |
|--|
| <ul style="list-style-type: none">• Number of meal delivery trips• Total Measure B/BB cost per meal delivery trip (<i>Total Measure B/BB program cost during period divided by the number of meal delivery trips during period</i>) |
|--|

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FY 2016-17 Paratransit Outreach Calendar

8.1

1111 Broadway, Suite 800, Oakland, CA 94607

510.208.7400

www.AlamedaCTC.org

Date	Event Name	Location	Time
3/25/17	Transition Information Faire	College of Alameda, 555 Ralph Appezzato Memorial Parkway, Alameda, CA 94501	9:30 a.m. – 3:00 p.m.
4/13/17	Senior Resource Fair	Albany Senior Center, 846 Masonic Avenue, Albany, CA 94706	10:00 a.m. – 1:00 p.m.
4/20/17	Senior Health Fair	North Berkeley Senior Center, 1901 Hearst Avenue, Berkeley, CA 94709	10:00 a.m. – 2:00 p.m.
6/15/17	Alameda County Fair Senior Day**	Alameda County Fairgrounds, 4501 Pleasanton Ave., Pleasanton, CA 94566	12:00 p.m. – 5:00 p.m.
Date TBD	Open House and Resource Fair	Mastick Senior Center, 1155 Santa Clara Avenue, Alameda, CA 94501	Time TBD
Date TBD	Transition Information Night	Fremont Teen Center, 39770 Paseo Padre Parkway, Fremont, CA 94538	Time TBD
Date TBD	Mobility & Transit Workshop and Fair	San Leandro Senior Community Center, 13909 East 14th Street, San Leandro, CA 94578	Time TBD
Date TBD	Transit Fair**	Pleasanton Senior Center, 5353 Sunol Boulevard, Pleasanton, CA 94566	Time TBD
Date TBD	USOAC Annual Convention**	Location TBD	Time TBD

Date	Event Name	Location	Time
Date TBD	Older Americans Month Celebration	Oakland City Hall and Frank Ogawa Plaza, 1 Frank H. Ogawa Plaza, Oakland, CA 94612	Time TBD
Date TBD	Senior Health and Wellness Resource Fair**	Kenneth C. Aitken Senior and Community Center, 17800 Redwood Road, Castro Valley, CA 94546	Time TBD
Date TBD	Senior Resource Fair	San Leandro Senior Community Center, 13909 East 14th Street, San Leandro, CA 94578	Time TBD
Date TBD	Four Seasons of Health Expo**	Fremont Multi-Service Senior Center and Central Park, 40086 Paseo Padre Parkway, Fremont, CA 94538	Time TBD

Prior Events

Date	Event Name	Location	Time
9/15/16	Healthy Living Festival**	Oakland Zoo, 9777 Golf Links Road, Oakland, CA 94605	8:00 a.m. – 2:00 p.m.
10/4/16	Senior Health Faire	Silliman Activity Center, 6800 Mowry Avenue, Newark, CA 94560	9:00 a.m. – 12:00 p.m.
10/8/16	Senior Info Fair	Dublin Senior Center, 7600 Amador Valley Boulevard, Dublin, CA 94568	10:00 a.m. – 2:00 p.m.

Alameda CTC's Paratransit Coordination Team will be distributing materials at an information table at events marked with asterisks (**).

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

**ATTACHMENT 1
DRAFT MINUTES
REGULAR MEETING OF THE AC TRANSIT
ACCESSIBILITY ADVISORY COMMITTEE (AAC)
SEPTEMBER 13, 2016**

The meeting came to order at 1:21 p.m.

1. Roll Call and Introduction of Guests

AAC members present:

Janet Abelson (arrived 1:34)
Shirley Cressey
Steve Fort
Yuli Jacobson, Vice Chair
James Robson, Chair
Hale Zukas

Chonita Chew (arrived 1:24)
Pam Fadem
Saleem Shākir Gilmore
Don Queen
Will Scott

AAC members absent:

Jim Gonsalves (excused)

Barbara Williams (excused)

Staff:

Mallory Nestor-Brush, Accessible Services Manager
Tammy Kylo, Administrative Coordinator
Kim Ridgeway, Accessible Services Specialist
Stuart Hoffman, Manager, Technical Services
Richard Barbe, Maintenance Technical Supervisor

Guests:

H. E. Christian Peeples, Board President
Drennen Shelton, Metropolitan Transportation Commission (MTC)
Christine Maley-Grubl, Metropolitan Transportation Commission (MTC)
Trevere LeFeuvre, Alexander Dennis
Jason Steinbrunn, Alexander Dennis
Steven Walsh, Alexander Dennis
Catherine Callahan

2. Order of Agenda

The order of agenda was approved.

3. Approval of Minutes

MOTION: Abelson/Cressey approved the July 12, 2016 AAC meeting minutes. The motion carried by the following vote:

AYES – 8: Abelson, Chew, Cressey, Fadem, Jacobson, Queen, Robson, Zukas

ABSTENTIONS – 3: Fort, Gilmore, Scott

ABSENT – 2: Gonsalves, Williams

4. Approval of Minutes

MOTION: Abelson/Cressey approved the June 22, 2016 Joint Board AAC meeting minutes. The motion carried by the following vote:

AYES – 7: Abelson, Cressey, Fadem, Fort, Queen, Robson, Zukas

ABSTENTIONS – 4: Chew, Gilmore, Jacobson, Scott

ABSENT – 2: Gonsalves, Williams

5. MTC-Human Services Transportation Plan Update, Brainstorming Session

Drennen Shelton, Metropolitan Transportation Commission (MTC), reported that MTC's Draft Coordinated Public Transit-Human Services Transportation Plan Update for the San Francisco Bay Area is available for public review and comment. The Plan is a federal requirement under the Fixing America's Surface Transportation Act (FAST Act) to establish the region's funding priorities and coordination strategies for the FTA Section 5310 Formula Grants for the Enhanced Mobility of Seniors and Individuals with Disabilities.

MTC staff is conducting outreach throughout the summer and fall of 2016 to solicit input on the current Plan. A second round of outreach is scheduled for late 2016 and early 2017. Members of the public can provide comments and recommendations via e-mail or the MTC website. A draft Plan update with public comments will be presented to MTC's Programming & Allocations Committee for adoption by the Commission in February 2017.

MTC is seeking input from stakeholder groups and the public, on two key components of the Plan Update effort:

1. Help update the draft documentation of transportation gaps
2. Review and provide input on a draft Solutions to Gaps

The AAC comments focused on the following items:

- Lack of space on buses, influx of strollers, mobility devices
- Impact of accessibility features on one group, when addressing another group
- Improvement of sidewalks/streets and crosswalks, (mobility, bike and pedestrians)
- Develop tool kit/incentives for Free Passes for students

AAC members are invited to contact Drennen Shelton, MTC, at 415.778.5309 or dshelton@mtc.ca.gov with additional comments or questions.

6. Discussion on Double-Decker Bus Review

Stuart Hoffman, Technical Services Manager, reported that The District has been working with Alexander Dennis on purchasing 10 commuter double-decker buses. Alexander Dennis manufactures the Enviro 500, a low-floor double-decker commuter bus (13' 6"). Steven Walsh, Alexander Dennis, shared some features with the group:

- All buses are accessible
- Two ADA compliant wheelchair securement locations: one forward facing; one rear facing available
- 1:6 Ricon ramp
- Passenger Capacity (Seated):
 - Upper: 49 reclining seats
 - Lower: 31 fixed seats (25 with two wheelchairs)
 - Including the three flip-up seats in both wheelchair compartments
- Bus Height 13' 6"
- Buses are current in use at: Las Vegas, Toronto, and Seattle

Committee members commented on the following items:

- Ramp and the interior slope with the use of the kneeler may be difficult for some mobility devices to make the forward progress up the ramp and the left hand turn past the wheel well
- Aisle width is tight (Boarding/securing 2 wheelchairs has the potential to block the aisle from Farebox to steps or second door)
- The use of flip seats and a staggered layout for wheelchair securement areas is a plus.

7. Chair's Report

Chair Robson reported that the new Flex pilot service has added some more stops and he is using the service weekly. Chair Robson requested that staff agendaize an update on Flex including ridership and outreach for a future AAC meeting.

8. Board Liaison Report

H. E. Christian Peeples, AC Transit Board President, reported on the following:

- August 10, 2016 Board Meeting – Approved contract award to Alexander Dennis for the purchase of ten double-decker buses with an option for the District to acquire ten additional buses.
- August 26, 2016 - Groundbreaking ceremony for the East Bay Bus Rapid Transit with U.S. Secretary of Transportation Anthony Foxx and U.S. Congresswoman Barbara Lee participated.

9. Review of Lift/Ramp Road Call Report

The report, for the period of July 31 – August 27, 2016, showed 6 lift/ramp road calls; all were chargeable.

10. Service Review Advisory Committee (SRAC) Report

Janet Abelson reported that the SRAC received a report on the Annual Customer Satisfaction Survey. The percentage of individuals who were satisfied or very satisfied with the service was 76% which is about the average over the past four years. One interesting

factor is that paratransit riders who own a cell phone jumped to 84% up from 74% just two years ago. The SRAC also received a report and was asked to brainstorm and give feedback on MTC's Coordinated Plan. Finally the SRAC was updated on broker office personnel updates including being reintroduced to the new Transdev General Manager, Jay Jeter who is the former the Assistant General Manager of Operations.

11. Alameda County Transportation Commission (ACTC) PAPCO Report

None.

12. Public Comments

None.

13. Member Communications and Announcements

Chonita Chew reported that the United Seniors of Oakland and Alameda County (USOAC) will host the 13th annual Healthy Living Festival on Thursday, September 15, 2016 from 8 am to 2 pm at the Oakland Zoo, located at 9777 Golf Links Rd. This is a free event.

14. Staff Communications and Announcements

None.

15. Set Next Agenda & Meeting Date

The next AAC Meeting will be held Tuesday, October 11, 2016 at 1600 Franklin Street, Oakland, CA. Agenda items include Transit Bills on the ballot and an update on Flex pilot service.

16. Adjournment

The meeting adjourned at 3:03 p.m.

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

WHEELS Accessible Advisory Committee

DATE: Wednesday, November 2, 2016

PLACE: Pleasanton Senior Center
 1362 Rutan Court, Suite 100, Livermore, CA

TIME: 3:33 p.m.

DRAFT MINUTES

1. Call to Order

The WAAC Chair Carmen Rivera-Hendrickson called the meeting to order at 3:30 pm.

Members Present:

Connie Mack	City of Dublin
Shawn Costello	City of Dublin
Russ Riley	City of Livermore
Carmen Rivera-Hendrickson	City of Pleasanton
Glenn Hage	City of Pleasanton – Alternate
Herb Hastings	County of Alameda
Judy LaMarre	County of Alameda – Alternate
Amy Mauldin	Social Services Member
Jennifer Cullen	Social Services Member
Pam Deaton	Social Services Member
Esther Waltz	PAPCO Representative

Staff Present:

Christy Wegener	LAVTA
Kadri Kulm	LAVTA
Jesse Garcia	LAVTA
Juana Lopez	MTM

Members of the Public:

Kathleen Anderson	Senior Support Services of Tri-Valley
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2. **Citizens' Forum: An opportunity for members of the audience to comment on a subject not listed on the agenda (under state law, no action may be taken at this meeting)**

None

3. **Minutes of the November 2, 2016 Meeting of the Committee**

Approved.

Waltz/Hastings

Costello abstains.

4. **Meeting Location Discussion**

Carmen Rivera-Hendrickson requested to remove this item from the agenda so that a discussion with staff could take place prior to a Committee discussion.

5. **Comprehensive Paratransit Assessment**

In late August, the City of Pleasanton released a Request for Proposals (RFP) to bring onboard a consultant to conduct a comprehensive assessment of paratransit services throughout the Tri-Valley. The project management team is comprised of LAVTA and City of Pleasanton. WAAC member Helen Buckholz was selected to participate on the selection committee. Four proposals were received by various consultants and the interviews were held with the top two firms in early October. The selection committee made a recommendation for the preferred consultant team, and the project managers from the City and LAVTA met with the project manager for the preferred consultant to discuss final changes in the scope, and to negotiate the best-and-final offer. The City of Pleasanton is anticipated to award the contract in Mid-November.

Staff also talked about the Alameda CTC outreach to identify the mobility needs of seniors and people with disabilities in Alameda County. Staff distributed flyers and the WAAC members were encouraged to submit their feedback to Naomi Armenta.

Carmen Rivera-Hendrickson said Pleasanton got an award of being an accessible city.

6. **COA Update**

Staff provided an update of on the implementation of the Comprehensive Operational Analysis service recommendations, which took effect on August 13, 2016. The ridership statistics over the first 8 weeks of operating compared to the same 8 weeks in FY2016 suggests the total ridership was down by -8.92%, but

the most recent 4 weeks of data showed the ridership decline of -6%, suggesting that the post-COA ridership is starting to rebound. OTP has improved slightly over the last year's metric, but it still remains a challenge. Staff is taking steps to improve the OTP.

7. Fixed Route Operational Issues – Suggestions for Changes

Shawn Costello reported that there are new buses on the R-30 line don't have appropriate securements. Staff indicated Shawn was welcome to come to LAVTA's offices so they can demonstrate how the new tie downs work.

Esther Waltz had a concern about Route 8 scheduling, she said she missed the 2:32pm bus. Judy La Marre added that she has the same problem because the buses don't connect in downtown Pleasanton and she has to wait for an hour if she misses her connection. Some passengers are confused about interlining of buses. Staff will continue to work on improving public information.

Herb Hastings said that more frequent service is needed on Route 14 to the outlet mall on the weekends.

8. Dial-A-Ride Operational Issues – Suggestions for Changes

None

9. PAPCO Report

Esther Waltz reported on the latest PAPCO meeting. PAPCO members received updates on GAP grants and CIP, and there was a discussion on the Countywide Needs Assessment study.

10. Adjourn

The meeting was adjourned at 4:40pm.

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Appendix – Mobility Management Competencies



Competencies for Mobility Management Professionals

Through an extensive external vetting process, staff from the National Center for Mobility Management (NCMM), with the support of an advisory committee, identified competencies or knowledge areas that are important for mobility management professionals and program administrators who work in diverse settings. The advisory committee was comprised of mobility managers and related personnel from across the country and representative of the diverse ways in which mobility management programs/projects are administered. Mobility management competencies can be used for multiple purposes including:

1. Develop job descriptions, recruit qualified candidates, and hire mobility managers;
2. Integrate content about the competencies in communications, budget decisions, and other administrative operations with policymakers, funders, or community leaders;
3. Plan, deliver, or request professional development;
4. Support a grant application;
5. Reorganize a position within an organization;
6. Assess personal skills and attributes in relation to the demands of a position.

There are seven proposed competency development areas with multiple proposed competencies or skill sets in each area. These competencies are not intended to be prescriptive or a one-size fits all approach. As individuals use the competencies in their settings, it may be important to customize the skill areas to align with the unique needs or circumstances of a setting. Additionally, the competencies needed for a position or setting may vary based on the experience of the individual. The competency areas and the respective competencies for each area are as follows:

1) **General Competencies** or core competencies that are applicable across mobility management settings:

- Address Transportation Challenges
- Understand the unique transportation challenges faced by persons with disabilities, older adults, veterans, transitioning youth, low income individuals and other vulnerable populations
- Develop solutions that address unique community challenges
- Create process improvements
- Work creatively and in collaboration with stakeholders

2) Transportation Competencies. These competencies focus on knowledge and skill in understanding transportation and mobility systems and services.

- Address community transportation challenges
- Local transportation systems and processes knowledge (Beginner/Introductory)
- Local transportation systems and processes knowledge (intermediate)
- Local transportation systems and processes knowledge (advanced/expert)
- Understand various trip planning methods
- Local transportation resource knowledge
- Local, regional or statewide information and referral clearinghouse knowledge (i.e: one call/one click centers)
- Understand the role of transportation in accessing employment opportunities
- Understand the role of transportation in accessing medical services
- Understand the role of transportation in accessing affordable housing
- Understand the role of transportation in accessing social destinations

3) Management/Leadership Competencies. These competencies pertain to program and project oversight or authority.

- Address community transportation challenges
- Business Development knowledge
- Project or Program Management Experience
- Staff Training and Development Skills
- Committee Leadership experience
- Community Leadership desire

4) Coordination Competencies. These competencies emphasize knowledge and skill in building and sustaining relationships and/or bringing people, organizations, and systems together.

- Contribute to the local coordination process
- Develop priorities for coordination
- Collaborate within small and large groups
- Human service transportation coordination experience
- Collaborate with federal stakeholders
- Collaborate with statewide stakeholders
- Collaborate with local/community stakeholders
- Work across multiple transportation/mobility projects

5) Outreach and Marketing Competencies. These competencies focus on communications, using various modalities, to advance or inform diverse audiences.

- Seek networking and outreach opportunities
- Verbally “sell” program or projects via outreach and networking
- Attend outreach events
- Liaise and collaborate with community stakeholder groups
- Develop social media outreach platforms
- Develop program enhancing advertisements
- Write or edit press releases

6) Program/Financial Administration Competencies. This area necessitates fiscal, organizational, and managerial skill in processes and procedures important to mobility management.

- Strategic Planning
- Grant Writing
- Grant Reporting
- Data Collection
- Federal Funding Stream knowledge
- State Funding Stream knowledge
- Local or community Funding Stream knowledge
- Foundation Funding Stream knowledge
- Find and contribute to new funding opportunities

7) Technology Competencies. This competency area focuses on understanding, assessing, and utilizing varying technologies to facilitate mobility management services and systems.

- Assistive Technology knowledge or experience
- Trip planning mobile application knowledge or experience
- Wayfinding mobile application knowledge or experience
- Technology procurement experience
- One-call/One-click center practice

For questions about the competency development process, or opportunities to apply these competencies in your setting, please contact Easter Seals NCMM staff, Judy Shanley at jshanley@easterseals.com or Jordan Snow jsnow@easterseals.com.

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