



Meeting Notice

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

Commission Chair

Councilmember At-Large
Rebecca Kaplan, City of Oakland

Commission Vice Chair

Supervisor Richard Valle, District 2

AC Transit

Director Elsa Ortiz

Alameda County

Supervisor Scott Haggerty, District 1
Supervisor Wilma Chan, District 3
Supervisor Nate Miley, District 4
Supervisor Keith Carson, District 5

BART

Director Rebecca Saltzman

City of Alameda

Mayor Trish Spencer

City of Albany

Mayor Peter Maass

City of Berkeley

Councilmember Kriss Worthington

City of Dublin

Mayor David Haubert

City of Emeryville

Vice Mayor John Bauters

City of Fremont

Mayor Lily Mei

City of Hayward

Mayor Barbara Halliday

City of Livermore

Mayor John Marchand

City of Newark

Councilmember Luis Freitas

City of Oakland

Councilmember Dan Kalb

City of Piedmont

Mayor Jeff Wieler

City of Pleasanton

Mayor Jerry Thome

City of San Leandro

Mayor Pauline Cutter

City of Union City

Mayor Carol DuTra-Vernaci

Executive Director

Arthur L. Dao

Paratransit Advisory and Planning Committee

Monday, May 22, 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.

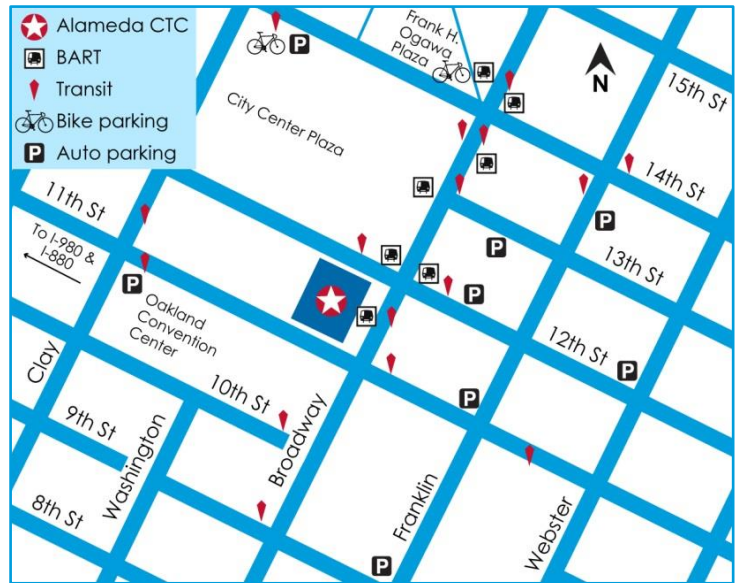
Glossary of Acronyms

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

Public meetings at Alameda CTC are wheelchair accessible under the Americans with Disabilities Act. Guide and assistance dogs are welcome. Call 510-893-3347 (Voice) or 510-834-6754 (TTD) five days in advance to request a sign-language interpreter.



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.

Connect with Alameda CTC

www.AlamedaCTC.org



facebook.com/AlamedaCTC

[@AlamedaCTC](https://twitter.com/AlamedaCTC)

youtube.com/user/AlamedaCTC



Paratransit Advisory and Planning Committee
 Meeting Agenda
 Monday, May 22, 2017, 1:30 p.m.

1111 Broadway, Suite 800, Oakland, CA 94607 • 510.208.7400 • www.AlamedaCTC.org

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. Chair	1. Call to Order and Roll Call		
1:35 – 1:40 p.m. Public	2. Public Comment	Page	A/I
1:40 – 1:50 p.m. Chair	3. Approval of Consent Calendar		
	3.1. Approve the April 24, 2017 PAPCO Meeting Minutes	1	A
	3.2. Review the FY 2016-17 PAPCO Meeting Calendar	11	I
	3.3. Review the FY 2016-17 PAPCO Work Plan	13	I
	3.4. Approve the FY 2017-18 PAPCO Meeting Calendar	15	A
	3.5. PAPCO Roster	17	I
	3.6. Paratransit Outreach Calendar	19	I
1:50 – 2:15 p.m. Staff	4. FY 2017-18 PAPCO Officer Election	21	A

2:15 – 3:00 p.m.	5. Paratransit Programs and Projects		
Staff	5.1. FY 2017-18 Paratransit Direct Local Distribution (DLD) Program Plans Recommendation	25	A
Staff	5.2. Hospital Discharge Transportation Service (HDTs) and Wheelchair Scooter Breakdown Transportation Service (WSBTS) Programs Update	59	I
Staff	5.3. Mobility Management – Ride More, Save More – Transit Riders in Hoboken	61	I
3:00 – 3:15 p.m.	6. Committee and Transit Reports		
Herb Hastings	6.1. Independent Watchdog Committee (IWC) (Verbal)		I
Cimberly Tamura	6.2. East Bay Paratransit Service Review Advisory Committee (SRAC) (Verbal)		I
Committee Members	6.3. Other ADA and Transit Advisory Committees	63	I
3:15 – 3:20 p.m.	7. Member Reports		
Committee Members			
3:20 – 3:30 p.m.	8. Staff Reports		
Staff			
3:30 p.m.	9. Adjournment		

Next Joint PAPCO and ParaTAC Meeting: June 26, 2017

Next PAPCO Meeting: September 25, 2017

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



1. Roll Call and Introductions

Sylvia Stadmire, PAPCO Chair, called the meeting to order at 1:30 p.m. A roll call was conducted and all members were present with the exception of Carolyn Orr, Harriette Saunders, and Linda Smith.

Subsequent to the roll call:

Sandra Simon-Johnson arrived during agenda item 2. Cimberly Tamura arrived during item 6.1.

2. Public Comment

There were no comments from the public.

3. Administration

3.1. Approve the March 27, 2017 PAPCO Meeting Minutes

Hale Zukas requested a correction to the last sentence on item 4 to change "rubberstamped" to "rubberstamps."

Herb Hastings moved to approve this item. Will Scott seconded the motion. The motion passed with the following votes:

Yes: Barranti, Bunn, Costello, Hastings, Jacobson, Simon-Johnson, Markowitz, Rousey, Scott, Stadmire, Waltz, Zukas

No: None

Abstain: Rivera-Hendrickson

Absent: Orr, Saunders, Smith, Tamura

3.4. FY 2016-17 PAPCO Meeting Calendar Update

Members were presented with the updated FY 2016-17 PAPCO Meeting Calendar.

3.5. Review the FY 2016-17 PAPCO Work Plan

PAPCO members were presented with the current FY 2016-17 PAPCO Work Plan.

3.6. Review the Current PAPCO Appointments

Sylvia Stadmire stated that there are six vacant PAPCO appointments.

4. Gap Grant Cycle 5 Extension Progress Reports

Naomi Armenta and Krystle Pasco presented this item. Naomi informed the committee that this is the last year of Gap Grant Cycle 5 funding and this is the second extension. The discussion included the grants that were renewed and project types covering unique transportation gaps, mobility management, travel training, volunteer driver, taxi-related, and shuttles/fixed route. She noted that paratransit discretionary grant funding is now integrated with the agency's Comprehensive Investment Plan. PAPCO members had the opportunity to ask questions regarding the progress reports.

Will Scott asked if the Mobility Matters target trips of 1,260 for seniors is for the entire year. Krystle responded that the 1,260 trips is their target for the entire year but the numbers we are reporting on today only reflect the first half of FY 2016-17, which is July through December 2016. She noted that Mobility Matters ended their Alameda CTC contract at the end of 2016.

Hale Zukas asked why the targets and actuals are identical for items 3 and 4 on the City of Fremont Tri-City Mobility Management and Travel Training Program slide. Naomi responded that in the report the target and actual were combined and she split the number in half.

5. East Bay Paratransit Report

Chair Stadmire moved agenda item 5 after 6 to allow the presenter's time to arrive.

Laurel Timothy and Jay Jeter gave a status report on East Bay Paratransit's (EBP) ridership, customer service and changes implemented since their last report in October 2016. Jay introduced Cynthia Lopez, a new addition to his team. She noted that she has 25 years of transportation experience.

Larry Bunn and Sylvia Stadmire discussed complaints that are currently being investigated by EBP.

Herb Hastings asked how many regional trips are provided and the percentage of on-time performance between EBP and other regional connections. Jay responded that EBP does not collect that data currently. Laura stated that EBP will look into gathering that data. She noted that if they are able to get the data it should show both EBP and their partner agencies' on-time performance.

Hale asked how many complaints are dealt with every month. Jay said that last month they received over 270 complaints and over 80 commendations. Hale also asked about staff complaints. Jay said that since they started the open forums, about 6-8 weeks ago, he has received about 8 or 9 staff complaints or requests for more/clarifying information.

Hale asked what EBP's peak hours are. Jay said that the busiest times are 2 p.m. in the afternoon as well as 7 a.m. in the morning. These times are related to pick up and drop offs for adult day programs.

Hale asked if there are split shifts. Jay said yes, this is how they are able to accommodate increased demand for the morning and afternoon peak hours. Having split shifts has greatly improved their on-time performance. Hale also asked if EBP compensates drivers for having a split shift. Jay noted that they contract with other companies to provide the vehicles and the drivers for the service so they are not direct employees of EBP. They are compensated through their respective companies.

6. PAPCO Member Reports Outreach Update

Jonah Markowitz stated that he represented PAPCO at the North Berkeley Senior Center. He also noted that the Berkeley Mental Health Program will meet at the Senior Center at 7 p.m. on April 27, 2017.

Sylvia Stadmire said she attended the San Leandro Fair and she noted that Cimberly Tamura was also present.

6.1. Paratransit Outreach Calendar and Update

Krystle Pasco presented this item. She reviewed events coming up in May. She reminded members to notify her if they are interested in attending or participating at an event or need materials to distribute.

7. Committee and Transit Reports

7.1. Independent Watchdog Committee (IWC)

Herb Hastings said the next IWC meeting is scheduled for July 10, 2017.

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

Cimberly Tamura reported on the last SRAC meeting. She noted that the committee elected new officers.

7.3. Other ADA and Transit Advisory Committees

Other ADA and transit advisory committee meeting minutes are provided in the packet for information purposes.

8. Information Items

8.1. Mobility Management – Shared Mobility and the Transformation of Public Transit

Naomi Armenta presented this item. She noted that item 8.1 is a summary of a larger report. Naomi stated that the report/summary examines the relationship of public transportation, including paratransit and demand responsive services to shared modes, including bikesharing, carsharing, microtransit, and ridesourcing services provided by companies such as Uber and Lyft. She mentioned that the research included the participation of seven cities: Austin, TX; Boston, MA; Chicago, IL; Los Angeles and San Francisco, CA; Seattle, WA; and Washington, D.C.

8.2. Staff Updates

Krystle Pasco informed the committee that the June meeting is a Joint PAPCO and ParaTAC meeting. She also noted that May's PAPCO meeting will be the business meeting where election of officers will be held and the committee will review and approve the FY 2017-18 PAPCO meeting calendar.

Naomi Armenta gave an update on the Metropolitan Transportation Commission (MTC's) 5310 recommendations. She noted that all projects that were supported by Alameda CTC received funding. Naomi stated that Alameda CTC is waiting for a response from Caltrans on the small urbanized projects.

9. Draft Agenda Items for May 22, 2017 PAPCO Meeting

- 9.1.** FY 2017-18 PAPCO Officer Election
- 9.2.** FY 2017-18 PAPCO Meeting Calendar Approval
- 9.3.** FY 2017-18 Paratransit Direct Local Distribution (DLD) Program Plans Recommendation
- 9.4.** Hospital Discharge Transportation Service (HDTs) and Wheelchair Scooter Breakdown Transportation Service (WSBTS) Programs and Same Day Transportation Options Update

10. Adjournment

The meeting closed at 3:00 p.m. The next PAPCO meeting is scheduled for May 22, 2017 at 1:30 p.m. at the Alameda CTC offices located at 1111 Broadway, Suite 800 in Oakland.

This page intentionally left blank



PARATRANSIT ADVISORY AND PLANNING COMMITTEE
April 24, 2017
ROSTER OF MEETING ATTENDANCE

Present	PAPCO Member	Appointed By
P	Barranti, Kevin	City of Fremont Mayor William Harrison
P	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
P	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
P	Rousey, Michelle	BART Director Rebecca Saltzman
A	Saunders, Harriette	City of Alameda Mayor Trish Herrera Spencer
P	Scott, Will	Alameda County, District 5 Supervisor Keith Carson
A	Smith, Linda	City of Berkeley Councilmember Laurie Capitelli
P	Stadmire, Sylvia Chair	Alameda County, District 3 Supervisor Wilma Chan

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

	NAME	JURISDICTION/ ORGANIZATION	PHONE #	E-MAIL
1.	Anneel Brillinge	Resident/SARC	510.830.6186	
2.	Jennifer Cullen	Senior Support	925-9560-0407	
3.	Catherine Callahan	C/L	510 841 4776	
4.	Kim Ridgeway	AC Transit ^{SAL} 4777	Ridgeway@ac-transit.org	
5.	Chamberlain Tamm	S.L.		
6.	Laura Timely	BAOL	510 484 6446	
7.	Cynthia Lopez	EBPT	209 351-5855	
8.				
9.				
10.				
11.				
12.				
13.				
14.				
15.				
16.				
17.				
18.				
19.				
20.				
21.				
22.				
23.				
24.				
25.				
26.				

This page intentionally left blank



FY 2016-17 Paratransit Advisory and Planning Committee (PAPCO) Meeting Calendar

3.2

1111 Broadway, Suite 800, Oakland, CA 94607 • 510.208.7400 • www.AlamedaCTC.org

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 PAPCO and Joint Meeting	March 27, 2016 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 CIP Paratransit Program Update 	<ul style="list-style-type: none"> Countywide Needs Assessment Discussion and Input (Joint Meeting) 	<ul style="list-style-type: none"> CIP Paratransit Program Presentation Direct Local Distribution (DLD) Paratransit Funding Formula Review and Approval Implementation Guidelines and Performance Measures Review and Approval 	<ul style="list-style-type: none"> CIP Paratransit Program Update (PAPCO Meeting) Countywide Needs Assessment Presentation and Discussion (Joint Meeting) 	<ul style="list-style-type: none"> CIP Paratransit Program Recommendation 	<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 HDTs/WSBTS Programs and Same Day Accessible Transportation Options Update 	<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 Request for Volunteers 		<ul style="list-style-type: none"> FY 2017-18 PAPCO Officer Elections (Chair, Vice Chair, SRAC Rep, IWC Rep) FY 2017-18 PAPCO Meeting Calendar Approval Program Plan Review Subcommittees (May 10-11) 	
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 		

This page intentionally left blank



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: Complete outreach in a variety of ways throughout the County; Communicate with local and regional partners on planning efforts and policy discussions	
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: <i>Provide planning and policy input for Direct Local Distribution (DLD) and discretionary grant programs</i>	
Task	Completed
Participate in FY 2016-17 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 FY 2016-17 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 paratransit DLD funded programs and services	
Receive bi-annual reports from East Bay Paratransit	✓
Receive a mid-year report from Newark Paratransit	✓

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



FY 2017-18 Paratransit Advisory and Planning Committee (PAPCO) Meeting Calendar 3.4

1111 Broadway, Suite 800, Oakland, CA 94607 • 510.208.7400 • www.AlamedaCTC.org

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	September 25, 2017 PAPCO	October 23, 2017 Joint	November 20, 2017 PAPCO	January 22, 2018 PAPCO	February 26, 2018 Joint	March 26, 2018 PAPCO	April 23-24, 2018 Subcommittees	May 21, 2018 PAPCO	June 25, 2018 PAPCO
Planning and Policy	<ul style="list-style-type: none"> • WSBTS Program and Same Day Accessible Transportation Options Update 	<ul style="list-style-type: none"> • Volunteer Driver Programs Best Practices Overview and Discussion 	<p>One week earlier due to holiday.</p> <ul style="list-style-type: none"> • Paratransit DLD Funding Formula Review and Approval • Implementation Guidelines and Performance Measures Review and Approval 	<ul style="list-style-type: none"> • <i>TBD, to be developed in consultation with PAPCO Chair</i> 	<ul style="list-style-type: none"> • Mobility Management Coordination Overview and Discussion 		<ul style="list-style-type: none"> • Paratransit Program Plan Review Subcommittees 	<p>One week earlier due to holiday.</p> <ul style="list-style-type: none"> • FY 2018-19 Paratransit DLD Program Plans Recommendation • WSBTS Program and Same Day Accessible Transportation Options Update 	<ul style="list-style-type: none"> • Fiscal Year Wrap Up
Programs and Grants Review	<ul style="list-style-type: none"> • Gap Grant Cycle 5 Extension Progress Reports • East Bay Paratransit Report • Hayward Paratransit Program Report 		<ul style="list-style-type: none"> • Hayward Paratransit Program Report • San Leandro Paratransit Program Report 			<ul style="list-style-type: none"> • 2018 CIP Paratransit Program Progress Reports • 2018 CIP Paratransit Program Presentations 		<ul style="list-style-type: none"> • 2018 CIP Paratransit Program Presentations • East Bay Paratransit Report 	<ul style="list-style-type: none"> • 2018 CIP Paratransit Program Presentations
Committee Development						<ul style="list-style-type: none"> • Program Plan Review Subcommittee Request for Volunteers 			<ul style="list-style-type: none"> • FY 2018-19 PAPCO Officer Elections • FY 2018-19 PAPCO Meeting Calendar Approval

This page intentionally left blank

**Alameda County Transportation Commission
Paratransit Advisory and Planning Committee
Roster - Fiscal Year 2016-2017**

3.5

	Title	Last	First	City	Appointed By	Term Began	Re apptmt.	Term Expires
1	Ms.	Stadmire, Chair	Sylvia J.	Oakland	Alameda County Supervisor Wilma Chan, D-3	Sep-07	Oct-16	Oct-18
2	Ms.	Johnson-Simon, Vice Chair	Sandra	Oakland	Alameda County Supervisor Nate Miley, D-4	Sep-10	Mar-17	Mar-19
3	Mr.	Barranti	Kevin	Fremont	City of Fremont Mayor Lily Mei	Feb-16		Feb-18
4	Mr.	Bunn	Larry	Union City	Union City Transit Wilson Lee, Transit Manager	Jun-06	Jan-16	Jan-18
5	Mr.	Coomber	Robert	Livermore	Pending Commission Approval City of Livermore Mayor John Marchand	May-17		May-19
6	Mr.	Costello	Shawn	Dublin	City of Dublin Mayor David Haubert	Sep-08	Jun-16	Jun-18
7	Mr.	Hastings	Herb	Dublin	Alameda County Supervisor Scott Haggerty, D-1	Mar-07	Jan-16	Jan-18
8	Ms.	Jacobson	Joyce	Emeryville	City of Emeryville Vice Mayor John Bauters	Mar-07	Jan-16	Jan-18
9	Mr.	Markowitz	Jonah	Berkeley	City of Albany Mayor Peter Maass	Dec-04	Oct-12	Oct-14
10	Rev.	Orr	Carolyn M.	Oakland	City of Oakland, Councilmember At-Large Rebecca Kaplan	Oct-05	Jan-14	Jan-16
11	Ms.	Rivera-Hendrickson	Carmen	Pleasanton	City of Pleasanton Mayor Jerry Thorne	Sep-09	Jun-16	Jun-18
12	Ms.	Rousey	Michelle	Oakland	BART Director Rebecca Saltzman	May-10	Jan-16	Jan-18

	Title	Last	First	City	Appointed By	Term Began	Re apptmt.	Term Expires
13	Ms.	Saunders	Harriette	Alameda	City of Alameda Mayor Trish Spencer	Jun-08	Jun-16	Jun-18
14	Mr.	Scott	Will	Berkeley	Alameda County Supervisor Keith Carson, D-5	Mar-10	Jun-16	Jun-18
15	Ms.	Smith	Linda	Berkeley	City of Berkeley Councilmember Kriss Worthington	Apr-16		Apr-18
16	Ms.	Tamura	Cimberly	San Leandro	City of San Leandro Mayor Pauline Cutter	Dec-15		Dec-17
17	Ms.	Waltz	Esther Ann	Livermore	LAVTA Executive Director Michael Tree	Feb-11	Jun-16	Jun-18
18	Mr.	Zukas	Hale	Berkeley	A. C. Transit Director Elsa Ortiz	Aug-02	Feb-16	Feb-18
19		Vacancy			Alameda County Supervisor Richard Valle, D-2			
20		Vacancy			City of Hayward Mayor Barbara Halliday			
21		Vacancy			City of Newark Councilmember Luis Freitas			
22		Vacancy			City of Piedmont Mayor Jeff Wieler			
23		Vacancy			City of Union City Mayor Carol Dutra-Vernaci			



Upcoming Events

Date	Event Name	Location	Time
5/26/17	USOAC Annual Convention**	Eden United Church of Christ, 21455 Birch Street, Hayward, CA 94541	9:00 a.m. – 3:00 p.m.
5/31/17	Open House and Resource Fair	Mastick Senior Center, 1155 Santa Clara Avenue, Alameda, CA 94501	3:00 p.m. – 6:00 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	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

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.

Date	Event Name	Location	Time
3/17/17	Transit Fair**	Pleasanton Senior Center, 5353 Sunol Boulevard, Pleasanton, CA 94566	10:00 a.m. – 1:00 p.m.
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.
4/21/17	Senior Resource Fair	San Leandro Senior Community Center, 13909 East 14th Street, San Leandro, CA 94578	10:00 a.m. – 1:00 p.m.
5/3/17	Older Americans Month Celebration	Oakland City Hall and Frank Ogawa Plaza, 1 Frank H. Ogawa Plaza, Oakland, CA 94612	10:00 a.m. – 2:00 p.m.
5/4/17	Senior Health and Wellness Resource Fair**	Kenneth C. Aitken Senior and Community Center, 17800 Redwood Road, Castro Valley, CA 94546	9:00 a.m. – 1:00 p.m.
5/12/17	Four Seasons of Health Expo**	Fremont Multi-Service Senior Center and Central Park, 40086 Paseo Padre Parkway, Fremont, CA 94538	9:00 a.m. – 1:00 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.



Memorandum

4.0

1111 Broadway, Suite 800, Oakland, CA 94607 • 510.208.7400 • www.AlamedaCTC.org

DATE: May 15, 2017

SUBJECT: PAPCO Election and Officer Roles and Responsibilities

RECOMMENDATION: Approve the PAPCO Officers and IWC and SRAC Representatives for FY 2017-18

Summary

At the end of each fiscal year, PAPCO elects two new officers, Chair and Vice Chair, to serve a one year term from July through June. PAPCO also annually elects two representatives, one to serve on the Alameda CTC Independent Watchdog Committee (IWC) and one to serve on the East Bay Paratransit Consortium's Service Review Advisory Committee (SRAC). PAPCO members will have the opportunity to elect new officers and representatives at the organizational meeting on May 22, 2017.

Background

PAPCO officers and representatives play an important part on the Committee as they work closely with staff to help plan and guide the Committee's work throughout the year. Officers and representatives receive a great deal of support from staff so no one should feel too inexperienced to run for these positions. Staff can assist with writing talking points for any presentation the officers or representatives make at PAPCO or other meetings.

The roles and responsibilities of each elected seat are outlined below:

PAPCO Chair

- Provides overall leadership to PAPCO
- Facilitates the regular PAPCO meetings to ensure full and fair participation from all members
- Weighs in on all decisions of PAPCO and provides opinion
- Participates in planning sessions with staff to provide input towards PAPCO meeting agendas
- When possible, attends ParaTAC meetings to represent PAPCO view and update ParaTAC on key PAPCO actions
- Reports monthly to the Alameda CTC Commission on PAPCO activities
- Eligible for per diems for PAPCO, ParaTAC, and Commission meetings
- Eligible for additional per diems for eligible subcommittees
- Actively participates in outreach efforts
- Estimated time commitment: 8 – 10 hours per month (can vary depending on how many “extra” meetings are attended)

PAPCO Vice Chair

- Provides overall leadership to PAPCO
- Assists the PAPCO Chair to ensure full and fair participation from all members
- Participates in planning sessions with staff to provide input towards PAPCO meeting agendas
- Eligible for per diems for PAPCO and Commission meetings, and for ParaTAC if filling in for Chair
- Eligible for additional per diems for eligible subcommittees
- Actively participates in outreach efforts
- Estimated time commitment: 6 – 8 hours per month (can vary depending on how many “extra” meetings are attended)

Independent Watchdog Committee (IWC) Representative

- Participates in IWC meetings, usually held quarterly on the second Monday of the month from 6:30 – 8:30 p.m.
- Responsible for reviewing all Measure B and BB expenditures and annually reporting directly to the public on how Measure B and BB funds are spent, including paratransit funding
- Responsible for reporting to PAPCO on IWC actions and activities
- Eligible for per diem for attending IWC meetings
- Estimated time commitment: 4 – 8 hours per quarter

East Bay Paratransit Service Review Advisory Committee (SRAC) Representative

- Participates in SRAC meetings, usually on the first Tuesday of the month, approximately every other month, from 12:30 – 3:00 p.m.
- Responsible for representing PAPCO position on decisions
- Responsible for updating PAPCO on SRAC actions and activities
- SRAC meetings are not eligible for Alameda CTC per diem, but representative will be eligible for any SRAC Committee reimbursement (i.e. ride tickets)
- Estimated time commitment: 3 – 5 hours per quarter
- Note: If the PAPCO member who is elected as the SRAC representative is already a member of the SRAC, but not the PAPCO representative, they will give up their original SRAC seat to become the PAPCO representative to SRAC. When their term as PAPCO representative to SRAC ends, they will need to reapply if they want to continue to be a member of SRAC.

Fiscal Impact: There is no fiscal impact.

Staff Contacts:

[Cathleen Sullivan](#), Principal Planner

[Krystle Pasco](#), Assistant Program Analyst

This page intentionally left blank



Memorandum

5.1

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

DATE: May 15, 2017

SUBJECT: FY 2017-18 Paratransit Direct Local Distribution (DLD) Program Plans

RECOMMENDATION: Approve the PAPCO Program Plan Review Subcommittees' Recommendations for FY 2017-18 Paratransit DLD Program Plans

Summary

Each year, agencies that receive Measure B and Measure BB Direct Local Distribution (DLD) funds for paratransit are provided with an estimate of annual sales tax revenue for the forthcoming fiscal year and are required to submit a paratransit program plan and budget of how they plan to spend the estimated revenue. The Alameda CTC's Paratransit Advisory and Planning Committee (PAPCO) Program Plan Review Subcommittees review and provide feedback to these agencies for the purpose of developing the best overall service in Alameda County by encouraging coordination, cost-effectiveness, and consumer involvement. The Subcommittees make recommendations that may include full or conditional approval (which requires some type of follow up from programs, e.g. budget corrections or regular reports to PAPCO). The PAPCO Program Plan Review Subcommittees for Fiscal Year (FY) 2017-18 occurred on May 10th and 11th, 2017.

At the May 22nd meeting, PAPCO is asked to approve the Subcommittee's recommendations (Attachment A). The PAPCO recommendation will be presented to the Alameda CTC Commission at their June meeting.

Background

The 2000 Measure B Transportation Expenditure Plan (TEP) allocates 10.45% of net revenues and the 2014 Measure BB TEP allocates 10% of net revenues to affordable transportation for seniors and people with disabilities. Approximately 9% of net revenues from each TEP is distributed to agencies on a monthly basis as DLD funding for ADA-mandated services and city-based paratransit programs. The remaining funding is distributed as two-year grants on a discretionary basis. PAPCO is responsible for providing recommendations to the Commission related to funding for transportation for seniors and people with disabilities. This year, PAPCO is responsible for reviewing over \$23.9 million of Measure B and BB DLD-funds that are passed through to paratransit programs.

The Program Plan Review Subcommittees will review and provide feedback to these agencies for the purpose of developing the best overall service in Alameda County by encouraging coordination, cost effectiveness, and consumer involvement. This process will also incorporate a review of unspent fund balances and notable trends in revenues and expenditures.

Program Plan Review consists of five subcommittees held over two days, and members can be appointed to one or more of these subcommittees. There is one subcommittee for each of the four planning areas and a separate subcommittee for East Bay Paratransit. The subcommittees are scheduled to meet on May 10th and 11th, 2017 to review the applications. The subcommittee meeting notes are attached for your reference (Attachment A). Also, a summary of the FY 2017-18 paratransit programs will be provided to the Commission (Attachment B).

Recommendation

Approve the Subcommittee's recommendations for FY 2017-18 Measure B and BB Paratransit DLD funding.

Attachments

- A. May 10-11, 2017 PAPCO Program Plan Review Subcommittee Recommendations and Meeting Notes
- B. Summary of FY 2017-18 Paratransit Program Plans

Staff Contacts

[Cathleen Sullivan](#), Principal Planner

[Krystle Pasco](#), Assistant Program Analyst

This page intentionally left blank



1. Roll Call and Introductions

Krystle Pasco called the meeting to order at 9:40 a.m. A roll call was conducted and all members were present with the exception of Sylvia Stadmire and Esther Waltz.

Subsequent to the roll call:

Esther Waltz arrived during the discussion of agenda item 2.2.

2. Central County Subcommittee

2.1. Public Comment

There were no comments from the public.

2.2. City of Hayward

Richard Weiner reviewed the summary of the City of Hayward's paratransit programs. He noted that the correct budget spreadsheets are provided as a handout to the subcommittee. Dana Bailey then reviewed Hayward's variety of programs in detail including group trip transportation, travel training, specialized van service, meal delivery, volunteer driver program, city-based specialized accessible car-sharing program, a scholarship program, and a taxi program. She said that Hayward is planning on marketing these programs, especially in unincorporated areas, so that there is more participation.

PAPCO Questions:

Michelle Rousey asked if Hayward is moving away from taxis and more towards Lyft and if that means there will be less access to accessible taxis. Dana Bailey responded that both the taxis and Lyft will be used in parallel so there will still be access to accessible taxis.

Carmen Rivera-Hendrickson asked if the \$100,000 budget for Lyft is the total amount needed or if additional funds would be

required. Dana said that depends on how things go when they enter into a contract with Lyft; she did not know exactly what areas will be served. Carmen asked about the cost difference between Lyft and the taxi program and how this would be paid by a user. Dana said they are currently negotiating the per client rate with Lyft and methods of payment such as vouchers or debit cards. Carmen asked to see a three month progress report on the implementation of the Lyft service once the program starts. Dana said she would be happy to provide this report.

Larry Bunn requested an update on efforts to expand outreach to people who are blind and visually impaired. Dana said there has not been any effort so far due to staff limitations but this would be a priority this year.

Michelle Rousey asked if there were any new ideas about outreach, especially with Lyft. Dana said that the marketing for Lyft would be completely different especially since there is a two-pronged approach: outreach to riders and offering employment.

PAPCO Comments:

The members expressed how much they like the variety of programs that Hayward offers and encouraged more outreach and data collection.

Michelle Rousey moved to conditionally approve the City of Hayward Plan with a quarterly report of programs presented to PAPCO. Sandra Johnson-Simon seconded the motion. The motion passed with the following votes:

Yes: Bunn, Johnson-Simon, Rivera-Hendrickson, Rousey, Scott, Waltz

No: None

Abstain: None

Absent: Stadmire

2.3. City of San Leandro

Richard Weiner reviewed the summary of the City of San Leandro's paratransit programs. He covered the services provided including the accessible fixed-route shuttle and the Central County taxi program, funding and cost information, customer service and outreach, and new shuttle routes and stops. Jacqui Diaz and Sandy Rogers then presented the City of San Leandro's paratransit program plan. They discussed the FLEX Shuttle ridership information and routes. They also discussed the taxi voucher program, the focus group evaluation data, changes made to the program, and future plans.

PAPCO Questions:

Carmen Rivera-Hendrickson asked if San Leandro has a Meals on Wheels program. Jacqui Diaz said there is a Meals on Wheels program that has been completely funded by the Community Development Block Grant.

Carmen Rivera-Hendrickson asked why there was an increase from \$9.79 to \$22 for shuttle trips. Jacqui asked to get back to the members at a later date as this could be a calculation error.

Michelle Rousey asked why there is a Measure B funding balance. Jacqui said that the goal is to spend down this balance during this fiscal year.

Carmen Rivera-Hendrickson asked why Spanish language materials were not mentioned in the transportation evaluation. Jacqui said that last year there were forums in English and Mandarin and was suggesting in the future to add forums in Cantonese and Spanish.

Committee members asked why there were unanswered question on the application and incomplete information in the consumer service and outreach section. Jacqui said that Nelson\Nygaard is helping to develop an outreach program. Krystle said that updated/corrected information will be provided at the full PAPCO meeting. Michelle said that this information

needs to be provided for the final vote and regular updates need to be provided to PAPCO.

PAPCO Comments:

Larry Bunn said that only 3% of the blind population reads braille and there should be other outreach options.

Esther Waltz is impressed with the program and is interested in the new routes.

Will Scott moved to conditionally approve the City of San Leandro program plan provided that they work with Alameda CTC staff to complete the application and provide regular reports to PAPCO. Michelle Rousey seconded the motion. The motion passed with the following votes:

Yes: Bunn, Johnson-Simon, Rivera-Hendrickson, Rousey, Scott, Waltz

No: None

Abstain: None

Absent: Stadmire

3. North County Subcommittee

A roll call was conducted and all members were present with the exception of Linda Smith, Sylvia Stadmire and Hale Zukas.

Subsequent to the roll call:

Hale Zukas arrived during the discussion of agenda item 3.2.

3.1. Public Comments

There were no comments from the public.

3.2. City of Alameda

Richard Weiner reviewed the summary of the City of Alameda paratransit programs. He covered the services provided, funding and cost information, increased rider usage, capital expenditures for bus stops and an accessible shuttle, and the increase in taxi program usage.

Gail Payne and Victoria Williams presented an overview of services that included shuttle service, taxi program, group trips, and scholarship program. The presentation also covered program changes, budget, and planning process overview.

PAPCO Questions:

Michelle Rousey asked will Measure B or Measure BB funds be used to cover the rental of a van. Gail said the van rental is part of the shuttle operations and it's reflected in the contract with MV Transportation.

Will Scott asked who Alameda will seek guidance from before making a decision on Uber/Lyft. Gail responded that the City of Alameda will want guidance from Alameda CTC staff and the Alameda City Council will need to approve the decision.

Will Scott asked Alameda to confirm that the third party taxi programs will be incorporated in Alameda's taxi program in FY 2018-19.

Michelle Rousey asked what percentage of taxis are accessible to wheelchairs. Victoria responded two taxis are ramp taxis.

Larry Bunn asked what Alameda's outreach process is for the visually impaired and the blind. Gail responded that Alameda is partnering with the Center of Independent Living (CIL). Victoria stated that CIL offered to review their marketing materials for people that are visually impaired for accessibility. Larry recommended additional organizations that may be better equipped to provide services.

PAPCO Comments:

The members expressed how much they liked the variety of programs that Alameda offers and encouraged more outreach and to get people involved to help.

Michelle Rousey moved to approve the City of Alameda program plan in full. Jonah Markowitz seconded the motion. The motion passed with the following votes:

Yes: Bunn, Markowitz, Rousey, Scott, Zukas

No: None

Abstain: None

Absent: Smith, Stadmire

3.3. City of Albany

Richard Weiner reviewed the summary of the City of Albany paratransit programs. He covered the services provided and funding. Isabelle Leduc presented the City of Albany's program plan and stated that Albany is proposing to continue the same suite of services. She reviewed Albany's taxi subsidy program, group trips and budget highlights.

PAPCO Questions:

Jonah Markowitz asked how many riders with physical disabilities or seniors are registered with the Albany program. Isabelle responded that current registration for the program is 519 people and the bus accommodates 22 people. Jonah also asked how Albany decided on 80 years of age for seniors. Isabelle stated that the age is an Alameda CTC guideline.

Larry Bunn asked how Albany distributes information to the Orientation Center for the Blind. Isabelle responded that Albany provides the organization with flyers and some of those residents do come in and use their services.

Michelle Rousey asked what resources are used to engage the community. Isabelle responded that flyers are posted at the Senior Center, Community Center, Library, City Website, Facebook and the Recreation Department publishes an activity guide three times a year with their information included.

Michelle Rousey asked how well known is it for people to use Uber/Lyft and will they also receive reimbursement. Isabelle said

this service is not currently available but it is up for consideration as a part of Albany's application.

Michelle Rousey asked what the turnaround time is for reimbursement. Isabelle responded that it takes approximately a week once the receipts are received.

PAPCO Comments:

The committee commented that they are impressed with Albany's programs and requested Albany to continue with performing as much outreach as possible.

Will Scott moved to approve the City of Albany program plan in full. Larry Bunn seconded the motion. The motion passed with the following votes:

Yes: Bunn, Markowitz, Rousey, Scott, Zukas

No: None

Abstain: None

Absent: Smith, Stadmire

3.4. Lunch Break

3.5. City of Berkeley

Richard Weiner reviewed the summary of the City of Berkeley paratransit programs. He covered the services provided and funding. Leah Talley presented an overview of services that included the taxi scrip program, city-based specialized van, accessible fixed-route shuttle that is a new program and the scholarship program. Leah asked for clarification on the increase of cost of taxi trips and she noted that the taxi program is handling more riders who are taking longer trips, which is increasing the cost per trip. Richard noted that the cost per taxi ride is approximately \$35 and the specialized van program is about \$62 per trip. Leah stated that the taxi costs are actually around \$25 due to an error on the submitted application.

PAPCO Questions:

Hale Zukas asked if the 8 or 9 field trips listed are monthly or annually. Leah responded that the 8 or 9 trips are per month and are part of the Senior Center Program.

Michelle Rousey asked how the city is filling the gap in accessible transit. Leah said Berkeley is expanding the wheelchair van program with the submitted plan and Easy Does It (EDI) will help support the increased demand. The taxi program will also take additional work to help augment the transit need. She noted that further policy decisions may be needed.

Michelle Rousey asked if the cost increase will impact the consumers. Leah responded that Berkeley has a 100% subsidy and does not require co-pay from consumers and any increase in cost will be covered by the program.

Hale Zukas asked what shuttles Berkeley has. Leah said there are shopper shuttles paid for with general funds from the Senior Center Program. They are also working with Nelson\Nygaard to determine if an opportunity exists to meet shared ride needs through a more neighborhood based shopper shuttle.

PAPCO Comments:

The committee noted that a program being in transition is difficult for consumers.

Jonah Markowitz moved to conditionally approve the City of Berkeley program plan. Alameda CTC staff will work with Berkeley on updating cost per trip information for the May 22, 2017 PAPCO meeting. Will Scott seconded the motion. The motion passed with the following votes:

Yes: Bunn, Markowitz, Rousey, Scott, Zukas

No: None

Abstain: None

Absent: Smith, Stadmire

3.6. City of Emeryville

Richard Weiner reviewed the summary of the City of Emeryville's paratransit programs. He covered the services provided, funding, trip costs, trip increases, and program expansion. Brad Helfenberger presented the City of Emeryville's programs.

PAPCO Questions:

Jonah Markowitz asked about what is being done with the 8-to-Go Shuttle vehicle that is not being used. Brad Helfenberger said the vehicle has reached the end of its service life and will be sold. Brad said the third party contractor will purchase the new vehicle but will sign over the vehicle to Emeryville once the contract is finalized.

Michelle Rousey asked about the plan for spending down the reserves. Brad said they plan to use half of their reserves this year and the other half next year.

Will Scott asked about the annual shortfall for the 8-to-Go shuttle and what alternate sources of funding have been identified. Brad said that Measure BB funds will be used. Brad said that the measure was passed just at the same time as the shortfall was occurring. The other funding source could be the City's general fund but this is probably not going to happen this year.

Michelle Rousey asked if any costs will be shifting to the consumer. Brad said that the vast majority of consumers of the 8-to-Go shuttle are very low income seniors and it would not make sense to shift the cost on to them.

Hale Zukas asked why the vendor will be purchasing the 8-to-Go vehicle and not Emeryville. Brad said the vendor purchases the vehicle but the City provides the funds to purchase the vehicle. Brad said this is due to liability and insurance reasons as the driver of the vehicle is an employee of the vendor.

Will Scott asked about any miscommunication for reserving rides and how old the oldest rider is. Brad said they try to understand

what the needs are of seniors so that they can be proactive in scheduling. Brad said the oldest rider is 101 years old.

PAPCO Comments:

Michelle Rousey said she likes the program but she did not hear much about outreach efforts. Brad said that they have an activity guide, a newsletter, and an email campaign.

Will Scott liked the long-term view of funding.

Jonah Markowitz moved to approve the City of Emeryville program plan in full. Michelle Rousey seconded the motion. The motion passed unanimously with the following votes:

Yes: Bunn, Markowitz, Rousey, Scott, Zukas

No: None

Abstain: None

Absent: Smith, Stadmire

3.7. City of Oakland

Richard Weiner reviewed the summary of the City of Oakland's paratransit programs. He covered the services provided and funding. Hakeim McGee and Scott Means presented the City of Oakland's programs. They discussed that there were increases in actual trips, not a decrease as the staff summary states.

PAPCO Questions:

Will Scott asked when the swipe card technology will be implemented. Hakeim McGee said that is something that will be considered for the future but there is no set timeline.

Michelle Rousey asked about outreach efforts. Hakeim detailed Oakland's extensive outreach efforts.

Michelle Rousey asked how many taxis are wheelchair accessible in the same day taxi program and if not, are there plans to purchase them. Hakeim said there were no wheelchair

accessible taxis but there may be an RFP released to purchase them.

Larry Bunn asked about progress in outreach efforts to the blind or visually impaired community. Hakeim said they are ADA compliant but have had concerns due to the Lions Center closure. Hakeim asked for help from the members to identify other organizations to work with.

PAPCO Comments:

Jonah Markowitz supports the programs and would like to support more same day service.

Michelle Rousey likes the program and encouraged more outreach.

Will Scott likes the program overall.

Michelle Rousey moved to approve the City of Oakland program plan in full. Will Scott seconded the motion. The motion passed unanimously with the following votes:

Yes: Bunn, Markowitz, Rousey, Scott, Zukas

No: None

Abstain: None

Absent: Smith, Stadmire

4. Wrap Up

Krystle Pasco asked if any members or staff noticed any trends for the program plans that were reviewed.

Michelle Rousey would like to see more outreach efforts.

Will Scott and Jonah Markowitz noticed that there was a lack of detail and there were errors in the applications, which makes it difficult to assess the programs.

Esther Waltz noticed that there was a greater willingness from the agencies to work with PAPCO.

Richard Weiner said he was impressed with the constructive critique by the members.

Krystle Pasco said there was more of an emphasis on Transportation Network Companies (TNCs) this year.

5. Adjournment

The meeting adjourned at 2:00 p.m.



Paratransit Program Plan Review Subcommittee
Meeting Minutes
Thursday, May 11, 2017, 9:30 a.m.

1111 Broadway, Suite 800, Oakland, CA 94607

510.208.7400

www.AlamedaCTC.org

1. Roll Call and Introductions

Krystle Pasco called the meeting to order at 9:35 a.m. A roll call was conducted and all members were present with the exception of Sylvia Stadmire, Will Scott, and Hale Zukas.

Subsequent to the roll call:

Will Scott and Hale Zukas arrived during the discussion of agenda item 2.2.

2. East Bay Paratransit Subcommittee

2.1. Public Comment

Shawn Costello asked if the vehicles' windows will be cleaned soon. Laura said she would add this to her maintenance comments. He also said that he would like for complaints to be addressed more expeditiously.

Shawn Fong thanked East Bay Paratransit for their collaboration with the City of Fremont.

2.2. East Bay Paratransit

Sam Gross reviewed the summary of East Bay Paratransit's programs. He covered the services provided, funding and reserves information, and increased rider usage. Laura Timothy and Jay Jeter presented East Bay Paratransit's program plan.

PAPCO Questions:

Larry Bunn stated that he did not receive the emergency guide that was mailed out. He wanted to know what alternative formats were available for people who are blind or visually impaired. Laura said that she would make sure that Larry is mailed a guide. She also said that a text version that can be read by a computer reader and a taped version can be provided.

Larry Bunn asked about training of the call takers in regards to same day changes and referenced an incident that he had with a call taker. Jay said that they are adding a second supervisor for call takers. Jay said there is yearly and ongoing training. He also offered to listen to calls in order to initiate any re-training.

Sandra Johnson-Simon said that many people want to use paratransit after hours and asked when reservations end for the day. Jay said that reservations end at 5:00 p.m. Sandra noted that there are trip needs after 5:00 p.m. Laura said that reservation hours were expanded but there was little demand for the afterhours service. Laura said that this could be brought to the advisory committee, which meets every other month, for consideration.

Michelle Rousey asked how connections with other transit agencies affect wait times for consumers. Laura said more data collection is needed to track these transfers because this is very impactful. Jay said it is difficult to figure out how much these connections really affect service. He said with the large service area and long drive times the wait times are definitely impacted.

Michelle Rousey asked if fares for paratransit will be increasing in light of AC Transit's fares increasing. Laura said that rates rise slowly after much analysis and have to be brought before both BART and AC Transit boards. Laura does not see fares rising anytime soon.

Larry Bunn asked about requesting window seats. Jay said that they are attempting to accommodate all riders to have a window seat.

Michelle Rousey asked about what happens with comments or complaints submitted to the program. Jay said that they send communication to the consumer that they received the comment/complaint. Larry Bunn said that there needs to be more information provided, beyond the blue card that is mailed, when responding to riders about complaint resolutions. Laura and

Jay said they are looking into having more detail. Hale Zukas said that the blue card is a half measure but it is better than nothing.

PAPCO Comments:

Michelle Rousey likes the program and encourages as much outreach as possible. She also likes the engagement of the boards with the program.

Larry Bunn and Jonah Markowitz said there has been improvement over the years.

Larry Bunn moved to approve East Bay Paratransit's program plan in full. Sandra Johnson-Simon seconded the motion. The motion passed unanimously with the following votes:

Yes: Bunn, Jacobson, Johnson-Simon, Markowitz, Rousey, Scott, Zukas

No: None

Abstain: None

Absent: Stadmire

3. South County Subcommittee

A roll call was conducted and all members were present with the exception of Carmen Rivera-Hendrickson and Sylvia Stadmire.

Subsequent to the roll call:

Carmen Rivera-Hendrickson arrived during agenda item 3.2.

3.1. Public Comments

There were no comments from the public.

3.2. City of Fremont

Sam Gross presented the summary of the City of Fremont paratransit programs, including the services provided, CIP funding for mobility management/travel training, and increases in trip provisions. Shawn Fong presented information about the programs in more detail.

PAPCO Questions:

Shawn Costello asked if quick turnaround rides are available for people in wheelchairs. Shawn Fong said it could be possible if there is a gap in vehicle availability.

Carmen Rivera-Hendrickson said that she enjoys reading the packet due to the completeness. Carmen asked if the number of Lyft rides, 4,500, is accurate. Shawn said yes and that Lyft rides for people in manual/folding wheelchairs is about 22-25% of their overall rides.

Michelle Rousey asked how the taxi voucher program is working. Shawn responded that they are no longer expecting discretionary funds for this program. This will be a part of the base program which will give more flexibility to the consumer.

Larry Bunn asked what the City is doing to make materials accessible to people who are blind or visually impaired. Shawn said that all materials can be made electronic or taped and they work to accommodate the person's needs.

Joyce said she was impressed with the variety of programs available. She asked how many staff are working on paratransit. Shawn said there are 5 staff, some of whom are part-time. She said they are looking to hire another full-time staff person who is bilingual in English and Mandarin. Joyce asked who answers the phone. Shawn said both she and another staff member who is bilingual in English and Spanish answer the phones.

Michelle Rousey asked about the use of discretionary funds. Shawn said that the only program that currently uses discretionary funds is the mobility management and travel training program.

Shawn Costello asked if Fremont has a local advisory committee with members who are disabled. Shawn Fong said that they have a small local accessibility advisory committee for the Tri-City area.

PAPCO Comments:

Michelle Rousey likes the program and encouraged more engagement with consumers.

Carmen Rivera-Hendrickson is glad that the city is expanding its funding sources and would like to know more about the grant.

Jonah Markowitz appreciates Shawn's dedication and said that this shows in the success of the program.

Shawn Costello said that he appreciates Shawn Fong's dedication.

Michelle Rousey moved to approve the City of Fremont program plan in full. Larry Bunn seconded the motion. The motion passed unanimously with the following votes:

Yes: Bunn, Costello, Jacobson, Rivera-Hendrickson, Rousey

No: None

Abstain: None

Absent: Scott, Stadmire

3.3. City of Newark

Sam Gross presented the paratransit program plan summary for the City of Newark including the services provided. David Zehnder presented the program plan information in more detail.

PAPCO Questions:

Carmen Rivera-Hendrickson asked why there was an increase for door-to-door trips from \$35 to \$46. David deferred to Shawn Fong with the City of Fremont. Shawn said that this is due to the hourly charge and the longer distances traveled which makes the rides more expensive.

Carmen Rivera-Hendrickson asked about Newark going over the one-way trip limit for the taxi program. Shawn said trips used to be capped but it is no longer capped and now there is more service for everyone.

Carmen Rivera-Hendrickson said that the application is mostly empty and wondered if this is due to Newark's working relationship with Fremont. David said that Newark does not have staff and partnering with Fremont is an efficient way to provide paratransit service.

Carmen Rivera-Hendrickson asked for the number of total residents receiving service and the number of total residents receiving Meals on Wheels. Shawn said there is a projected increase in usage for FY 2017-18 based on previous usage. The numbers are provided in the program plan.

Michelle Rousey asked what outreach efforts are being done. Shawn said that there is a close working relationship with other service providers so that referrals can be captured. The City also helps put together an annual senior fair.

Michelle Rousey asked if taxi vouchers are being tracked now that they are unlimited. Shawn said yes, but there may be underreporting because all of the people traveling in groups via taxis are not being counted.

Shawn Costello asked about costs for Meals on Wheels. Shawn Fong said there is Older Americans Act money for home bound individuals. However, they may need to charge younger individuals for meals due to a gap in funding.

Shawn Costello asked if someone in a wheelchair needed to come to the office to enroll in services. Shawn Fong said the Newark program does not require in-person enrollment or recertification.

Shawn Costello asked about outreach to the community. David said that Newark is making outreach a priority. David said they send press releases to newspapers, send newsletters, and the activity guide is distributed multiple times per year. Shawn Fong said that Newark also leverages Fremont's outreach efforts.

Joyce Jacobson asked for Newark's total population. David said there are approximately 44,000 residents.

Carmen Rivera-Hendrickson asked for information on costs for program administration. David said that Newark has discontinued charging any city staff time to the program.

PAPCO Comments:

Michelle Rousey said she liked the program and encouraged more outreach.

Michelle Rousey moved to approve the City of Newark program plan in full. Shawn Costello seconded the motion. The motion passed unanimously with the following votes:

Yes: Bunn, Costello, Jacobson, Rivera-Hendrickson, Rousey

No: None

Abstain: None

Absent: Scott, Stadmire

3.4. Lunch Break

3.5. City of Union City

Sam Gross presented the paratransit program plan summary for the City of Union City including the services provided, funding including Measure B/BB, TDA and STA, funding reserves, and increases in trip provisions. Wilson Lee presented information about the program in more detail.

PAPCO Questions:

Shawn Costello asked how many riders who use wheelchairs have been denied service. Wilson said that they do not have this data but they do track overall ADA trips. Wilson said that generally, the ride is booked for travel outside of Union City (which they can use East Bay Paratransit for) so they try to provide rides to users travelling within city limits. Michelle Rousey asked if it was possible to track these rides. Wilson said that it may be possible to track these rides but they do not happen very often. Michelle Rousey

asked if a rider is denied a ride with Union City this should be tracked. Wilson said that they do keep track of all the denials but they do not track what service the user ultimately uses for that trip.

Michelle Rousey asked about companion rides. Wilson said that a rider can bring a personal care attendant (PCA) or friend along on a ride. He said there are very few companion rides. PCAs are free but not friends who accompany riders.

Carmen Rivera-Hendrickson asked if door-to-door service is twice as expensive as taxis. Wilson said they would like to get more people to use taxis as it is more cost effective, however, he noted that since taxis are not part of the ADA service it is not possible for everyone to use taxis even though many would prefer it.

Carmen Rivera-Hendrickson asked about the number of taxi rides. Shawn Fong said the bulk of funding for Union City is for ADA paratransit service. She said that the taxi voucher program is a supplemental service which is not required by law. Shawn continued that this is used for same-day service and is Measure B/BB funded. The ridership numbers are provided in the program plan.

Michelle Rousey asked about the consumer cost per ride. Wilson said that the cost is \$2.75 per ride for the consumer.

PAPCO Comments:

Shawn Costello would like the city to have more wheelchair accessible taxis.

Larry Bunn said as a recipient of the program it is run well.

Michelle Rousey said to keep connections with other cities and to keep doing outreach.

Larry Bunn moved to approve the City of Union City program plan in full. Carmen Rivera-Hendrickson seconded the motion. The motion passed unanimously with the following votes:

Yes: Bunn, Costello, Jacobson, Rivera-Hendrickson, Rousey

No: None

Abstain: None

Absent: Scott, Stadmire

4. East County Subcommittee

A roll call was conducted and all members were present with the exception of Will Scott and Sylvia Stadmire.

4.1. Public Comment

There were no public comments.

4.2. Livermore Amador Valley Transit Authority (LAVTA)

Sam Gross presented the paratransit program plan summary for LAVTA including the services provided, funding including Measure B/BB and TDA, reserve amounts, costs per trip information, increases in ridership, and CIP funding for the Para-Taxi program. Kadri Klm and Christy Wegener presented the program information in more detail.

PAPCO Questions:

Shawn Costello said there are no wheelchair accessible vehicles for the Para-Taxi program. Christy said that there are nine DeSoto wheelchair accessible vehicles. Christy also said that the Go Dublin service can offset the cost of these taxis. Carmen Rivera-Hendrickson asked if there is a charge for wheelchairs. Kadri said that there is a \$10 charge for wheelchairs and LAVTA will reimburse this 100%. Kadri noted that people should not be charged extra for having a wheelchair.

Carmen Rivera-Hendrickson asked about the \$6 increase in trips. Christy said this increase is due to contractual increases and programmatic costs.

Carmen Rivera-Hendrickson asked if any service will be added because the regional center does not have quality service. Christy said that trip amounts were flat and there will have to be a better use of resources to handle increased demand.

Michelle Rousey asked what outreach is being done for all services. Christy said they are performing outreach for the paratransit program and went into more detail.

Michelle Rousey asked if any of the costs will be raised because other service providers are not providing quality service. Christy said there may be a fare increase. She also said there is a fare study that will go to the Board and to the WAAC for consideration and recommendation.

Michelle Rousey asked what is being done to fill service gaps. Christy said that travel training, accessible same day service, and a one click website are options that are currently being discussed.

Joyce Jacobson asked about the partnership with Pleasanton. Christy said that they are looking for synergies to use both systems in the most efficient way. Carmen Rivera-Hendrickson said if a chair is over 600 pounds, one cannot use the Pleasanton service but has to use LAVTA even if you live in the Pleasanton service area.

Herb Hastings asked if the Pleasanton and LAVTA services can be combined. Christy said this is currently on the table for discussion but may not be a popular opinion.

Herb Hastings asked why there is no partnership with Uber for Para-Taxi. Christy said this was being considered and studied but there are issues with payment methods. She said they are considering expanding the Go Dublin service based on the results of the pilot program.

Shawn Costello asked if Uber or Lyft have wheelchair accessible vehicles and if there is a way to contact Uber or Lyft without a cell

phone. Christy said that according to the website, Uber has wheelchair accessible vehicles available in the Tri-Valley area. She said that Uber does have a concierge system but an agency or organization would need the proper software to schedule rides for users.

Sam Gross said that the cost per trip has increased from \$35.16 in FY 2015-16 to potentially \$42.19 in FY 2017-18. Christy said that the overall rate has gone up about 2%. Carmen Rivera-Hendrickson wanted to know when this increase and ridership information was going to be announced to WAAC. Christy said that this will be presented at the LAVTA Board and WAAC meetings in July. Carmen noted that she would like for LAVTA staff to send her a copy of the information regarding any increase in cost and current ridership numbers as soon as they release the information to the public. She strongly expressed that WAAC should have this information prior to the WAAC and LAVTA Board meetings so they are not surprised by the presentations.

PAPCO Comments:

Michelle Rousey noticed that there were modifications with outreach and wants to encourage further outreach. She said she likes the service.

Joyce said that LAVTA is attempting to utilize resources in the best way and that all agencies are struggling with operating costs.

Herb said that he would like to see the integration of the TNC services into LAVTA's services.

Shawn said that he would like to see friendlier wheelchair service.

Shawn Costello moved to approve LAVTA's program plan in full. Michelle Rousey seconded the motion. The motion passed with the following votes:

Yes: Bunn, Costello, Hastings, Jacobson, Rousey

No: None

Abstain: Rivera-Hendrickson

Absent: Scott, Stadmire

4.3. City of Pleasanton

Sam Gross presented the paratransit program plan summary for the City of Pleasanton including the services provided, funding including Measure B/BB, general funds, and TDA, reserve amounts, costs per trip information, increases in ridership, the discontinuation of the fixed route shuttle service, and the addition of three drivers to accommodate medical appointments. Raymond Figueroa and Julie Parkinson presented the program information in more detail.

PAPCO Questions:

Shawn Costello asked if there would be service outside of the service area since the downtown shuttle was canceled. Raymond said that they will be performing a comprehensive Tri-Valley study to anticipate needs.

Michelle Rousey asked if the needs and usage would be tracked. Raymond and Julie said yes.

Michelle Rousey asked if Clipper Card or other payment methods would be used for other services. Raymond said that they are trying to work with Clipper but have not received a positive response. Julie said that they attempt to assist riders with payment options through the scholarship program.

Michelle Rousey asked if there are any plans to increase fares. Raymond said not at this time even though they anticipate an increase in demand for the door-to-door service.

Michelle Rousey asked if they were looking into more accessible same day rides. Raymond said that they are currently discussing options.

Shawn Costello asked if there would be outreach at the Alameda County Fair. Raymond said that they would not be doing this this year due to staff shortages. Michelle Rousey offered to take outreach materials to the fair.

PAPCO Comments:

Michelle Rousey said that she likes the service and wants to encourage more outreach.

Michelle Rousey moved to approve the City of Pleasanton program plan in full. Herb Hastings seconded the motion. The motion passed with the following votes:

Yes: Costello, Hastings, Jacobson, Rivera-Hendrickson, Rousey

No: None

Abstain: Costello

Absent: Bunn, Scott, Stadmire

5. Wrap Up

Krystle Pasco asked if any members or staff noticed any trends for the program plans that were reviewed.

Members noticed that all of the programs have trouble with rising costs and suggested that projections could be helpful.

Members noticed that some applications were not complete and the numbers need to be more accurate. They suggested that PowerPoints be required for all programs in the future. There was also a suggestion that jurisdictions who work together collaboratively should present their program plan together.

6. Adjournment

The meeting adjourned at 1:40 p.m.

This page intentionally left blank

Summary of FY 2017-18 Measure B and BB Paratransit Direct Local Distribution (DLD) Program Plans

Program	Program Components (includes grant programs)	FY 2017-18 MB/BB Paratransit DLD Funding	Other Funding*	Total Program Cost	Number of Trips
Alameda	Taxi, Accessible Fixed-Route Shuttle, Group Trips, Scholarship, Volunteer Driver program, Capital	\$600,000	\$14,000	\$608,000	12,588
Albany	Taxi, Group Trips (Day Trips & Walking Trips, Pick Up & Go! Shopping Trips)	\$63,708	\$10,000	\$73,708	5,550
Berkeley	Taxi Program (regular, High Need Medical, Supplemental), City-based Specialized Van, Accessible Fixed-Route Shuttle, Scholarship	\$771,847	\$219,000	\$990,847	14,700
Emeryville	Taxi, Group Trips, Scholarship, City-based Door-to-Door (8-To-Go), Meal Delivery	\$86,750	\$218,375	\$305,000	10,650
Fremont	City-based Door-to-Door, Tri-City Taxi, Volunteer Driver program, Group Trips, Mobility Mgmt/Travel Training, Meal Delivery	\$1,447,872	\$65,000	\$1,447,872	30,800

Program	Program Components (includes grant programs)	FY 2017-18 MB/BB Paratransit DLD Funding	Other Funding*	Total Program Cost	Number of Trips
Hayward	Taxi, City-based Specialized Van (ASEB), Group Trips, Travel Training (CRIL), Volunteer Driver (LIFE Eldercare), Scholarship/Subsidized Fare, Meal Delivery	\$1,686,875	\$41,300	\$1,701,875	13,225
Newark	City-based Door-to-Door, Meal Delivery, Tri-City Taxi, Volunteer Driver program, Mobility Mgmt/Travel Training	\$237,200	\$0	\$237,200	6,527
Oakland	Taxi (regular, Taxi Up & Go), City-based Door-to-Door (BACS), City-based Specialized Van, Group Trips	\$1,789,565	\$105,531	\$1,895,096	30,151
Pleasanton	City-based Door-to-Door, ADA-mandated paratransit for Pleasanton and Sunol residents (coordinates with LAVTA), Scholarship, Para-Taxi, Group Trips	\$389,970	\$450,579	\$840,549	11,656
San Leandro	Accessible Fixed-Route Shuttle, Taxi	\$614,000	\$8,000	\$622,000	13,790

Program	Program Components (includes grant programs)	FY 2017-18 MB/BB Paratransit DLD Funding	Other Funding*	Total Program Cost	Number of Trips
LAVTA	ADA-mandated paratransit (coordinates with Pleasanton for Pleasanton and Sunol residents), Para-Taxi	\$456,098	\$1,984,958	\$2,441,056	58,000
Union City	ADA-mandated paratransit, Tri- City Taxi, Volunteer Driver program, Mobility Mgmt/Travel Training	\$511,544	\$522,576	\$1,034,120	24,280
EBP-AC Transit	ADA-mandated paratransit	\$14,278,860	\$11,741,876	\$27,685,227	742,062
EBP-BART		\$3,966,296	\$7,808,693	\$12,522,803	
Total		\$26,900,585	\$23,189,888	\$52,405,353	973,979

* Other funding includes Measure B Gap Grant, fares, reserves, General Fund, etc.

This page intentionally left blank



DATE: May 15, 2017

SUBJECT: Hospital Discharge Transportation Service (HDTs) and Wheelchair Scooter Breakdown Transportation Service (WSBTS) Programs Update

RECOMMENDATION: Receive an update on HDTs and WSBTS programs

Summary

On May 22, 2017 the Paratransit Advisory and Planning Committee (PAPCO) will receive an update on ridership trends and issues related to the Hospital Discharge Transportation Service (HDTs) and Wheelchair Scooter Breakdown Transportation Service (WSBTS) programs and discuss program changes.

Background

The Alameda CTC sponsors two small countywide transportation programs, the Hospital Discharge Transportation Service (HDTs) and Wheelchair Scooter Breakdown Transportation Service (WSBTS). The HDTs program began in 2004 in South and Central County, as the result of a strategic planning process with ParaTAC to identify pilots for Gap/discretionary funding from Measure B. The program expanded to being countywide in 2006 at which point Alameda CTC took over management of the programs. The WSBTS program was conceptualized by PAPCO members and began in 2005 and is also funded through paratransit discretionary funds.

Staff has provided regular updates since January 2012 to both PAPCO and the Paratransit Technical Advisory Committee (ParaTAC) on the programs including the program parameters, ridership trends, and any obstacles or issues staff has had in managing the programs. In recent

months, issues such as reliable service delivery, difficulties with dispatched drivers finding riders, and decreasing use of the program have caused staff to take a renewed look at the effectiveness of this model.

On March 9, 2017, the transportation provider for HDTs and WSBTS (MV Transportation) informed the Alameda CTC that they would not be interested in continuing the contract to provide service after the contract end date of June 30, 2017. They cited “vehicle constraints, driver recruitment challenges and availability make it difficult to meet the service needs with the consistency your clients deserve in a manner profitable for us.” As a result, staff is looking at changes and/or alternatives to the HDTs and WSBTS programs.

Through ongoing feedback from PAPCO and other stakeholders, and the findings of the Countywide Needs Assessment, staff is aware that access to and reliability of wheelchair-accessible same day trips is a long-standing need that has proven difficult to meet. At the May meeting, staff will present relevant background information and discuss next steps for exploring options to meet the same-day accessible trip needs in Alameda County.

Fiscal Impact: There is no fiscal impact.

Staff Contacts

[Cathleen Sullivan](#), Principal Planner

[Krystle Pasco](#), Assistant Program Analyst

Shop and Ride, Powered by Xerox: Hoboken, New Jersey is partnering with Xerox and AR James, a local transit advertising agency, to bring this new digital couponing app to mass transit riders. Beacon technology placed in local bus shelters and at merchant sites communicates with the app so riders are notified of existing offers in the area or at a particular store. For more information on Shop and Ride and to download the app, visit <https://itunes.apple.com/us/app/xerox-shop-and-ride/id1119670995>.

August 10, 2016 10:00 AM Eastern Daylight Time

NORWALK, Conn.--(BUSINESS WIRE)--Mass transit riders in Hoboken now have an even greater incentive to ride public transit. Starting today, they can download the Shop and Ride app and begin receiving discounts, savings and special offers from merchants along their routes.

The Shop and Ride app, powered by Xerox (NYSE:XRX), delivers personalized, hyperlocal, mobile offers to transit riders based on their preferences and travel patterns. Beacon technology placed in local bus shelters and at merchant sites communicates with the app so users are notified of existing offers in the area or at a particular store. With a single touch, riders can save a coupon to redeem it immediately or at a later time.

Merchants also benefit from the app. They share two mobile offers per week with Shop and Ride app users. Xerox provides the merchants with real-time tracking of deal conversions and anonymized data – such as the number of users who save, open and redeem the coupons. This allows merchants to make data-driven decisions based on which offers resonate most with consumers.

“Hoboken is the ideal place for us to test the Shop and Ride app because of its size, its more than 200,000 transit riders, the number of area merchants and proximity to New York City,” said Chris Holmes, vice president, mobile commerce solutions, Payments and Public Sector, Xerox. “Our research shows that riders want offers for food, shopping and entertainment based on their likes as they travel. Shop and Ride was developed with this in mind so deals are timely, relevant and readily available.”

Xerox is working closely with AR James, a local transit advertising agency, to connect with local merchants and bring the Shop and Ride app to Hoboken.

“This app is part of a new wave in advertising innovation,” said Jim DeLucia, CEO of AR James. “The endeavor with Xerox takes our successful approach to advertising in transit shelters and stations to a new level, connecting riders and their mobile devices through the use of beacon technology.”

Xerox is currently working with 35 merchants in Hoboken to extend deals to New Jersey Transit riders. The list of merchants is expected to grow to at least 60 by the end of the summer.

The Shop and Ride app is now available for download in the Apple store.

The app grew out of research conducted at PARC, A Xerox company, working in concert with other Xerox research and development efforts helping transportation customers integrate mobile technology into their offerings. Shop and Ride joins other Xerox urban mobility projects being deployed around the world. Earlier this year, Xerox launched Go LA, Go Denver and recently Go Bangalore to encourage multimodal transportation. These apps capture all available transportation options in the city and compute the shortest, cheapest and most sustainable ways to reach a commuter’s destination.

Xerox is a leading provider of transportation technology services worldwide, including tolling, parking, mass transit and photo enforcement services, supporting governments in more than 30 countries.

Click to Tweet

This page intentionally left blank

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

WHEELS Accessible Advisory Committee

DATE: Wednesday, March 1, 2017

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

TIME: 3:00 p.m.

DRAFT MINUTES

1. Call to Order

The WAAC Chair Carmen Rivera-Hendrickson called the meeting to order at 3:05 pm.

The Chair suggested removing the agenda item number 10, Fixed Route Operational Issues – Suggestions for Changes, due to having the fixed route securement system Q-POD demo already in the agenda.

Approved.

Riley/Mack

Members Present:

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

Staff Present:

Michael Tree	LAVTA
Christy Wegener	LAVTA
Kadri Kulm	LAVTA
Juana Lopez	MTM
Farries Chappel	MV Transportation
Karen Gaskus	MV Transportation

Members of the Public:

Sue Tuite	Pleasanton resident
Jan Cornish	Livermore resident
Robert Allen	Livermore resident
Robert Taylor	SSPTV
Kathleen Anderson	SSPTV

2. Wheels Fixed Route Bus Securements Demo

LAVTA staff showed a brief video of the Q-Straint’s Q’POD wheelchair securement system’s functionalities, after which MV Transportation staff gave a demo on how the Q’POD securement system works securing a scooter in one of the newly acquired Wheels 35-foot buses. Shawn Costello requested that MV reminder operators how to turn a chair’s motor on or off should the passenger need assistance when disembarking the vehicle.

3. 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)

Livermore resident Robert Allen stated that he will be 91-years old this month, and urged the committee to support his efforts in having LAVTA to establish a direct bus line between the LAVTA/Wheels office, Airway Park and Ride and BART. Mr. Allen talked about the East Contra Costa County BART extension called eBART and said that the Tri-Valley version could be called iBART for “interim BART”. He provided a sample route map to LAVTA staff.

Jennifer Cullen introduced Robert Taylor, the new Executive Director of the Tri-Valley Senior Support Services.

4. Minutes of the November 2, 2016 and January 4, 2017 meetings of the Committee

November 2, 2016 minutes approved.
Costello/Waltz

January 4, 2017 minutes approved.
Mack/Waltz

5. WAAC Recruitment

Staff opened the recruitment period for FY2018 WAAC membership for 2-year terms. The deadline for applications is April 17, 2017. The WAAC members discussed moving members around to different positions to allow for others to apply to the WAAC.

6. LAVTA Upcoming Funding and Grants

Staff distributed the draft Paratransit Program Plan for FY 2018 for ACTC's Measure B and BB funds. The committee members' feedback about the submittal to staff is due on March 15th. Staff also informed the committee of applying for 5310 grant for Para-Taxi and mobility management. Staff explained some of the ideas for the mobility management funds, including a one-click website and modifying how the Para-Taxi program is administered.

7. Dial-A-Ride Passenger Satisfaction Survey

Staff gave an overview of the November 2016 Dial-A-Ride customer satisfaction phone survey results where 150 passengers were interviewed. The overall satisfaction was very high among all stages of the rider experience with average scores all above 4 on a 5-point scale. One area with a slight decline in the satisfaction was the reservations process. MTM will be conducting more training for the reservationists. The Chair requested that staff follow-up with the person who complained about the ride being too long to get more specific information. One WAAC member complimented MTM on modifying her pickup due to an 8-hour train delay.

8. PAPCO Report

Esther Waltz reported on the latest PAPCO and PAPCO/ParaTAC joint meetings. PAPCO members received updates on 2018 CIP, there was a presentation and discussion on the Countywide Needs Assessment study, they reviewed and approved the Funding Formula for Measure B and BB Transportation for Seniors and People with Disabilities and Implementation Guidelines and Performance Measures. Other WAAC members who were at the PAPCO meeting discussed a need for better hospital transportation for discharged patients, as well as the 211 program.

9. Dial-A-Ride Issues – Suggestions for Changes

The committee members did not report any Dial-A-Ride issues. The Vice Chair complimented MTM on having a local number on the caller ID. Staff updated the committee on fixed route service to the Alameda County Fair with dedicated hourly shuttle from BART to the fair.

Staff informed the committee on the upcoming open house for fixed route services in Dublin Library on March 7th and distributed flyers. Staff also informed the committee on the upcoming individualized marketing campaign along the Santa Rita Road corridor. The Chair requested that staff look at whether the schedules have been posted at the Stoneridge/Santa Rita stops. Esther Waltz reported that there are some benches at the Rapid stops with metal bars removed. Staff said that the metals get stolen and they are aware of the situation. Herb Hastings inquired about the new service plan for Route 14. Staff responded that LAVTA will break the Route 14 to Route 1 interline in June and Route 14 will get a new schedule.

10. Adjourn

The meeting was adjourned at 4:42pm.