

Attention!!!

Please note that the September PAPCO Meeting will be on the third Monday of the month instead of the fourth. The meeting will also be extended to allow for Committee Leadership Training. The meeting will be on September 20, 2010 from 1 to 4 p.m. Please plan your transportation accordingly. The agenda is enclosed.

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

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Paratransit Advisory and Planning Committee Meeting Agenda

Monday, September 20, 2010, 1 to 4 p.m.

Meeting Outcomes:

- Discuss Annual Mobility Workshop Outcomes
- Develop PAPCO Goals and Work Plan for FY 10/11
- Review the per diem process
- Receive Committee Leadership Training

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

Sylvia Stadmire

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

Public

1:15 – 1:20 p.m. **3. Approval of June 28, 2010 Minutes**

Sylvia Stadmire

[03 PAPCO Meeting Minutes 062810.pdf](#) – Page 1

1:20 – 1:30 p.m. **4. Mobility Workshop Outcomes Report**

Staff

[04 Mobility Workshop Survey Outcomes.pdf](#) – Page 7
[04A Mobility Workshop Working Session Themes.pdf](#) –
Page 15
[04B Mobility Workshop Working Session Charts.pdf](#) –
Page 17

PAPCO will receive information on the success of the Mobility Workshop on July 30 including the Working session. PAPCO will then have an opportunity to give feedback to staff regarding the workshop and will also identify topics raised for goal identification.

1:30 – 1:50 p.m. **5. Develop PAPCO Goals and Work Plan for FY 10/11**

Staff

A. Review Work Plan Outcomes from 09/10

[05 PAPCO Workplan for 09-10.pdf](#) – Page 29

PAPCO will review accomplishments from FY 09/10 and generate items for FY 10/11.

B. Develop new Goals/Work Plan for FY 10/11

PAPCO will tie-in items from the previous two agenda items and earlier issues from the special session and draft goals/work plan for FY 10/11.

1:50 – 1:55

Staff

6. Per Diem Process Review

06 Per Diem Process.pdf – Page 35

The Alameda County Transportation Commission approved new per diems for Community Advisory Committee members. PAPCO members will receive an update on which meetings are eligible for per diems.

1:55 – 2:05 p.m.

PAPCO

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

07 PAPCO Calendar of Events.pdf – Page 37

07A PAPCO Ground Rules.pdf – Page 39

07B PAPCO Vacancies.pdf – Page 41

2:05 – 2:15 p.m.

Sharon Powers
and Harriette
Saunders**8. Committee Reports**

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

B. Citizens Watchdog Committee (CWC)

9. Mandated Program Reports (information items)

09 SRAC EBP Performance Report.pdf – Page 43

09A Transit Correspondence.pdf – Page 45

2:15 – 2:25 p.m.

Staff

10. Staff Updates

A. Mobility Management

10 ESPA Update.pdf – Page 47

10A New Broadway Shuttle.pdf – Page 55

B. Outreach Update

C. Other Staff Updates

2:25 – 3:55 p.m.

MIG

11. Committee Leadership Training

MIG will provide Committee Leadership Training for PAPCO and Staff including being an effective committee member, time management, and decision-making.

- 3:55 – 4:00 p.m. **12. Draft Agenda Items for October 25, 2010 PAPCO** |
All A. Discuss Final Work Plan for FY 10/11
- 4:00 p.m. **13. Adjournment** |

Key: A – Action Item; I – Information/Discussion Item; full packet available at www.actia2022.com

Next Meeting:

Date: October 25, 2010
Time: 1 to 4 p.m.
Location: ACTIA Offices

Location Information: ACTIA is located in Downtown Oakland at the intersection of 14th Street and Broadway. The office is just a few steps away from the City Center/12th Street BART station. Bicycle parking is available inside the building, and in electronic lockers at 14th and Broadway near Frank Ogawa Plaza (requires purchase of key card from bikelink.org). There is garage parking for autos and bicycles in the City Center Garage (enter on 14th Street between Broadway and Clay). Visit the ACTIA website for more information on how to get to ACTIA: <http://www.actia2022.com/directions.html>.

Public Comment: Members of the public may address the committee regarding any item, including an item not on the agenda. All items on the agenda are subject to action and/or change by the committee. The chair may change the order of items.

Accommodations/Accessibility: Meetings are wheelchair accessible. Please do not wear scented products so that individuals with environmental sensitivities may attend. Call (510) 893-3347 (Voice) or (510) 834-6754 (TTD) five days in advance to request a sign-language interpreter.

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www.AlamedaCTC.org

Commission

ACTIA Paratransit Advisory and Planning Committee Meeting Minutes

Monday, June 28, 2010, 1 p.m., 1333 Broadway, Suite 300, Oakland

Attendance Key (A = Absent, P = Present)

Members:

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

Staff:

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

1. Welcome and Introductions

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

Guests Present: Andrew Balmat, Alzheimer's Services of the East Bay; Laura Corona, Regional Center of the East Bay; Thomas Gregory, Berkeley CIL; Kim Huffman, AC Transit; Trooper Johnson, BORP; Hakiem McGee, City of Oakland; Chris Mullin, Berkeley CIL; Eileen Ng, USOAC; Ashley VanMaanen, Alzheimer's Services of the East Bay; Yomi Wrong, Berkeley CIL

2. Public Comments

There were no public comments.

3. Approval of May 24, 2010 Minutes

Betty Mulholland moved that PAPCO approve the minutes as written. Sharon Powers seconded the motion. The motion carried unanimously (17-0).

4. Bylaws Subcommittee Recommendation

On June 2, 2010 the Bylaws Subcommittee met and reviewed the Bylaws. Rev Orr reported the subcommittee requested the changes to the amendments listed in Attachment 04 on page 7 of the packet.

Will Scott moved that PAPCO approve the four amendments as written. Harriette Saunders seconded the motion. The motion carried 17-1 with one abstention, Carmen Rivera-Hendrickson.

5. PAPCO Meeting Times, Locations, and Ground Rules for Fiscal Year 2010-2011

PAPCO members discussed meeting times and locations.

Herb Hastings moved that PAPCO meetings continue on the fourth Monday of the month from 1 to 3:30 p.m. at ACTIA offices. Shawn Costello seconded the motion. The motion carried unanimously (18-0).

Tess Lengyel reviewed the Ground Rules with PAPCO members. The following modifications were suggested by the PAPCO members:

- a. The second bullet from the bottom should read as follows:

Keep comments concise, and stay on topic

- b. The last bullet should read as follows:

Strive for consensus, but its okay to agree to disagree

6. Election of Officers for Fiscal Year 2010-2011

Naomi Armenta reviewed/summarized the PAPCO evaluation, attendance, and roles and responsibilities of PAPCO officers.

PAPCO members nominated Shawn Costello, Herb Hastings, and Sylvia Stadmire as chair; Shawn Costello, Herb Hastings, Betty Mulholland, and Rev. Carolyn Orr as vice chair; Harriette Saunders as Citizens Watchdog Committee (CWC) representative; and Sharon Powers as East Bay Paratransit SRAC

representative, and used a majority vote to elect the following officers and committee representatives:

- *Sylvia Stadmire, PAPCO Chair*
- *Rev. Carolyn Orr, PAPCO Vice Chair*
- *Harriette Saunders, CWC Representative*
- *Sharon Powers, SRAC Representative*

7. Appointment of PAPCO Representative to the Countywide Transportation Plan and Expenditure Plan Development Community Advisory Working Group (CAWG)

Tess Lengyel led a discussion on the roles and responsibilities and representation on the newly formed CAWG. ACTIA and the Alameda County Congestion Management Agency (CMA) are in the process of coordinating the updates of the Countywide Transportation Plan and Expenditure Plan for the sales tax reauthorization. The two Boards established a Steering Committee comprised of elected officials to lead these efforts. One of the actions by the Steering Committee is to create two additional groups, the CAWG and the Technical Advisory Working Group (TAWG) to advise the Steering Committee. The 27-member CAWG will review the vision, projects, programs, and will make comments and recommendations to both the Steering Committee and TAWG.

Tess requested three volunteers to apply for a position on CAWG. She mentioned that more than one member can submit an application, which the Steering Committee will review. Since several PAPCO members indicated their intention to apply, the committee decided not to designate nominees and to allow the Steering Committee to select from the applicants.

8. Mobility Matters Travel Training Report

PAPCO received an update from the GAP Grant-funded travel training program – Mobility Matters! Implemented by the Center for Independent Living (CIL), United Seniors of Oakland and Alameda County (USOAC), and Bay Area Outreach and Recreation Program (BORP). Representatives from each organization gave a presentation.

Chris Mullin, Berkeley CIL – ACTIA awarded a grant to CIL to deliver travel training to assist people with disabilities to get around on public transportation. Mobility Matters also assists people with travel in newly

acquired mobility devices. CIL was awarded \$45,000 for the next cycle of training from the New Freedom Grant Program. Training is approximately three to six sessions per person. CIL trained 29 people in this fiscal year.

Eileen Ng, USOAC – The USOAC portion of the grant covers North and Central County. Training occurs in three languages: English, Cantonese, and Spanish; and in groups of up to 10 for three days. People are trained on AC Transit and BART vehicles. One-on-one training – A trainer will meet a trainee at his or her home and choose the most accessible route to get to the destination. Group trips – A group of seniors are trained on AC Transit and BART. USOAC trained 135 seniors this fiscal year. USOAC also trained service coordinators to assist seniors. USOAC will not be federally funded via the New Freedom Grant for the next fiscal year but will still receive a portion of the Gap Grant funding.

Trooper Johnson, BORP – Through travel training, BORP helps youth to become independent and to understand the travel opportunities in the Bay Area. BORP teaches parents and care givers of 10 to 15 year olds that transportation is reliable and safe. In group sessions, youth and parents learn how to plan trips. Attendees are taught how to navigate the elevators, basic wheelchair maintenance, and how to transfer from a wheelchair to seats on public transportation. BORP partnered with the San Francisco Giants and Oakland A's to teach participants how to use the bus, BART, and the ferry. BORP will also receive approximately \$45,000 in New Freedom Grant funding.

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

Renee Wittmeier stated that she wants to attend the Alameda County Fair and a bus is not available to the fair. Renee stated that the Americans with Disabilities Act (ADA) says LAVTA should provide a bus. Carmen Rivera-Hendrickson announced that she will take this matter up with LAVTA.

On July 26, Hayward will celebrate the 20th Anniversary of the signing of the ADA.

10. Committee Reports

- A. East Bay Paratransit Services Review Advisory Committee (SRAC) – The committee met on June 1 and discussed AC Transit and BART's decision to delay consideration of fare increases. Discussion took place on weekend

discounts, adding cars, maintenance of seats. BART has a reserve and must spend the money.

- B. Citizens Watchdog Committee (CWC) – Harriette Saunders provided an update on the June 14, 2010 meeting. Harriette gave highlights on the discussion of the CWC 8th Annual Report.

11.Mandated Program Reports (Information Only)

PAPCO members were invited to review the SRAC minutes in their packets.

12.Staff Updates

- A. Annual Mobility Workshop Update – Rachel Ede provided an update on the Mobility Workshop, which is scheduled for Friday, July 30, 2010 from 10 a.m. to 4 p.m. The theme of the workshop is Planning for Progress.
- B. MTC and CalACT Update – Naomi Armenta provided an update on the MTC Policy Advisory Committee. Naomi and Rachel Ede attended the spring conference for CalACT that represented small transportation providers including paratransit. They attended sessions on Federal Funding and Mobility Management.
- C. Translink/Clipper – Naomi Armenta announced Translink became Clipper on June 16, 2010. Naomi informed the PAPCO members if they receive a monthly sticker, they will need to start to use Clipper. She encouraged members to perform research to understand how Clipper works.
- D. Outreach Update
Tess Lengyel announced the upcoming South County Transportation Forum on July 15, 2010 at the Ruggieri Senior Center in Union City and encouraged PAPCO members to attend.
- E. Other Staff Updates
Tess Lengyel informed the PAPCO committee that the ACTIA and CMA Boards voted to form the Alameda County Transportation Commission (Alameda CTC). The first meeting of the Alameda CTC Board will take place in July 22, 2010.

Today, June 28, 2010 is the deadline for applying for the Executive Director of the Alameda CTC. The Commission will select the executive director in the August/September time frame.

13.Adjournment

The meeting adjourned at 3:30 p.m.

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MEMORANDUM

To: ACTIA Paratransit Coordination Team
From: Paul Supawanich
Date: August 18, 2010
Subject: ACTIA 2010 Annual Workshop Survey

On July 30th, 2010 ACTIA held its 7th Annual Senior and Disabled Mobility Workshop at the MTC Auditorium in Oakland, CA. After the event, an online survey was distributed to workshop participants to garner feedback on various aspects of the event and to receive suggestions for future programs. This memorandum will summarize the results of the Senior and Disabled Mobility Workshop Survey and will provide general suggestions and comments for next year's event.

The online survey consisted of thirteen questions which asked survey participants about the workshop's presentations, Resource Fair, and Coordination Working Session. Among these thirteen questions, several provided participants opportunities for open response. Samples of common responses to certain questions will be provided as part of this memo.

Survey Results

Among the 68 people that were contacted to take the survey, 35 provided responses, which equates to a response rate of 51%, significantly higher than the 2009 response rate of 25%. Responses were collected roughly over a two-week period after the date of the event. We believe this is due in part to our use of a web-based survey format this year. (Information about accessibility of the web-based survey tool was provided in the email inviting attendees to take the survey. No complaints were received about accessibility issues.)

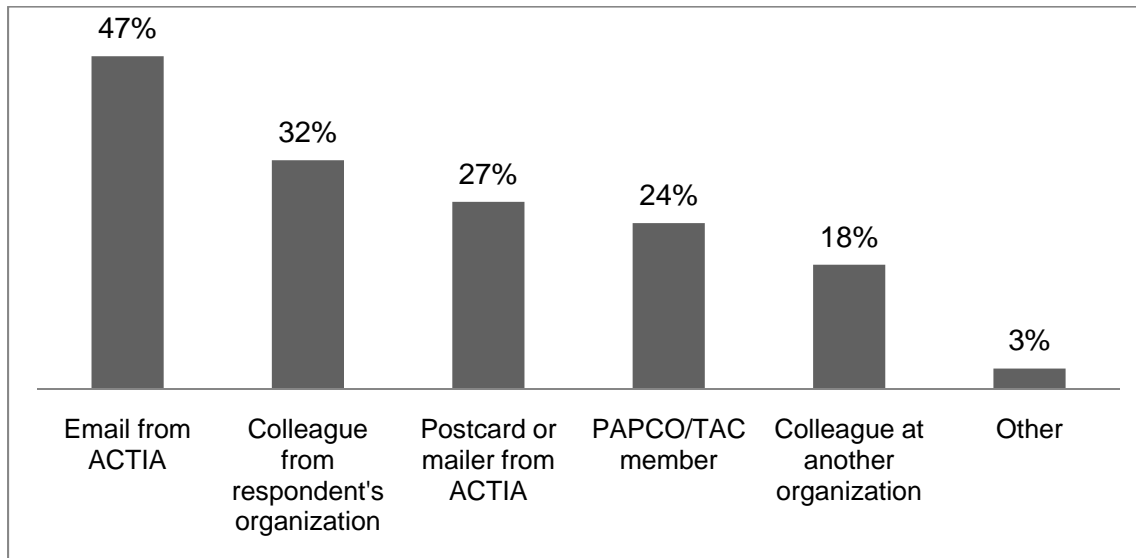
Geographic Representation

Based on the results of the survey, it was found that the vast majority of survey respondents represented North County (35.3%, 12 respondents). 20% of respondents stated they represented countywide interests and 17.6% represented East County. The smallest representation from a geographic area came from South County (2.9%, 1 respondent).

Knowledge of Workshop

It was revealed that nearly 50% of survey respondents had been informed of the workshop from a direct email from ACTIA. This was followed by numerous word-of-mouth means of communication and postcard/direct mail. These results can be found below in Figure 1.

Figure 1 How Attendees Were Informed of the Mobility Workshop

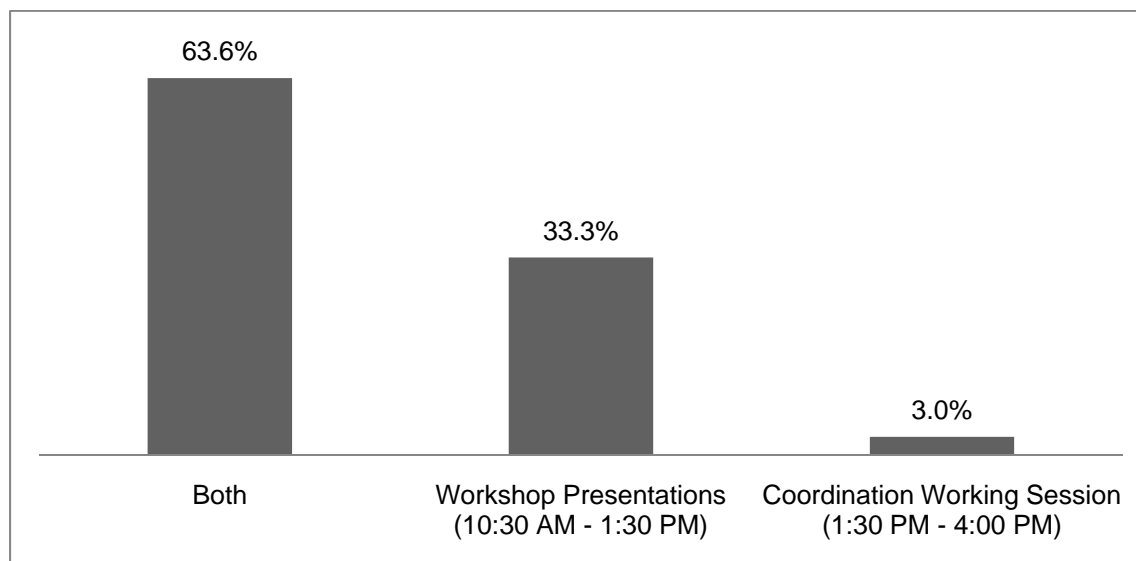


As compared to 2009, 2010 revealed a 16% increase in the number of individuals who heard about the mobility workshop through an ACTIA email and a 4% decline in the number of individuals who heard about the event through an ACTIA postcard or mailer.

Workshop Event Attendance

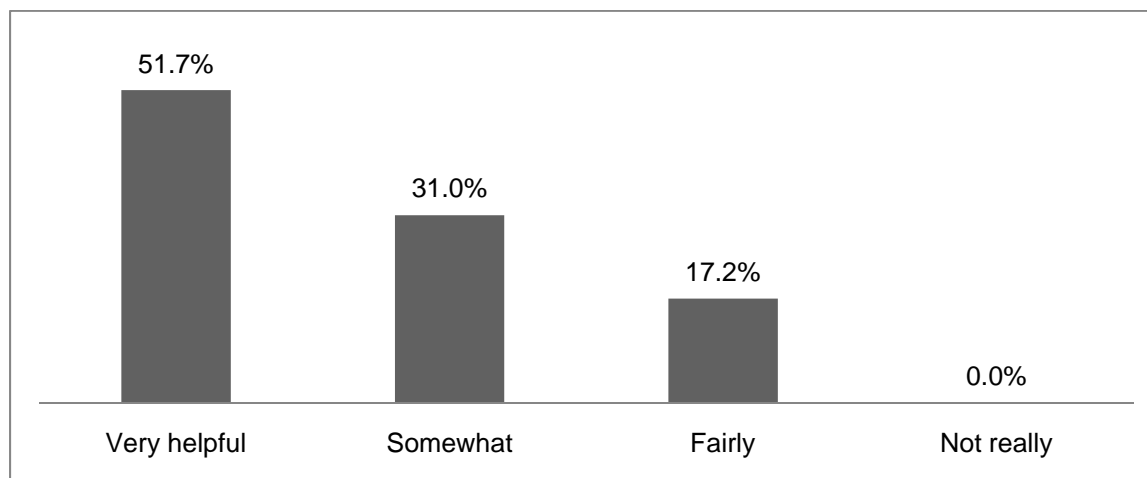
The majority of those in attendance at this year's workshop attended both the presentations and the Coordination Working Session (63.6%). However, full-day attendance was down approximately 15% from 2009, and 8% from 2008. While specific reasons for this change are unclear, 20.7% of survey respondents did indicate that the length of the workshop was too long. Figure 2 illustrates the breakdown in attendance for the workshop presentations and Coordination Working Session. One respondent (representing three percent) attended only the afternoon Coordination Working Session.

Figure 2 Attendance at Workshop Presentations and Coordination Working Session



Of those who attended the Resource Fair, 51.7% found it “very helpful” (compared with 73% in 2009, and 28% in 2008). 31.0% found it “somewhat helpful”. No one indicated that the Resource Fair was not helpful. While the number of individuals who found the fair “very helpful” has declined since last year, responses to this question appear to be highly variable. All respondents did note that they found some level of value in the Resource Workshop. In addition, a lack of distinction between the “somewhat” and “fairly” response options may have slightly skewed responses. The distribution of responses can be found in Figure 3.

Figure 3 Response to “Did you find the Resource Fair helpful?”



Several user-generated responses were submitted in response to the question “Did you find the Resource Fair helpful?” These included the following:

- “There needed to be more traffic area for wheelchair users. You could get "stuck" while trying to get from display to display.”

- “I’m already aware of the resources, but it’s always good to have the opportunity to network.”
- “Great information with relevant and helpful information.”

Presentations

Survey respondents provided feedback for all four presentations. However, a higher number of responses were provided for the presentations scheduled before the lunch hour. The presentation given after lunch (David Cyra) had a lower response rate than the previous three presentations. This drop in attendance after lunch is consistent with previous years. Figure 4 shows what percentage of respondents ranked each of the presentations between a one and a five (one being least informative and five being most informative). Darker shading represents a higher response rate to that category. *(Note: This analysis reflects 22 valid responses, including those responding N/A. Thirteen initial responses were removed due to a survey format error that was promptly corrected.)*

The majority of respondents ranked all presentations at a “3” or higher, indicating that all of the presentations were generally informative. The “State of the System” presentation was indicated to be the most informative presentation among the four with 88% of respondents ranking it as a “4” or “5”.

Figure 4 Response to “Please rank each presentation on how informative it was”

	Responses	1 - Least Informative	2	3	4	5 - Most Informative
State of the System - Bonnie Nelson, Nelson\Nygaard Consulting Associates	17	0%	0%	12%	41%	47%
Planning for Progress - Tess Lengyel, ACTIA Programs and Public Affairs Manager	19	0%	5%	16%	47%	32%
Sustainable Communities Strategy - Kenneth Kirkey, Association of Bay Area Governments	20	5%	5%	20%	30%	40%
Mobility Through Collaboration - David Cyra, United We Ride Ambassador	14	7%	0%	29%	29%	36%

Survey participants were again given the option to provide direct feedback on the presentation. Some of the responses about the workshop presentations included the following:

- “Tess and Bonnie were excellent! Interesting and useful info presented in an accessible and fun manner.”
- “It was hard to rate the presentations because they were all very good and informative. I felt that the Workshop was the best ever!”
- “The speaker from out of state could have been more interesting if he came from cities of our size. It is difficult to relate programs for small town USA with our county.”

Coordination Working Session

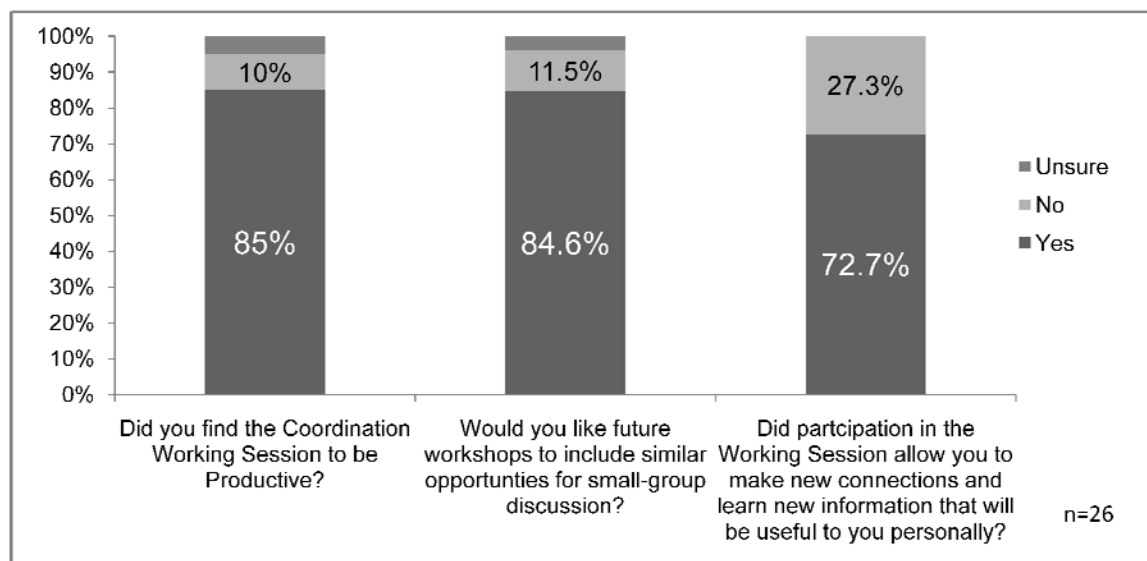
The afternoon Coordination Working Session focused on identifying next steps and priorities for improving coordination among transportation and related service providers in Alameda County and then presenting those key themes and priorities. The majority of survey respondents who attended the working session found it to be useful. In response to the question, “Did you find [the Coordination Working Session] to be productive?” 85% responded “Yes”, 10% responded “No”, and 5% responded “Unsure”. The comments responding to this question included the following:

- “Since there were only 2 of us from Alameda, the others from Oakland dominated the discussion. Plus, there was a lot of “side” discussion.”
- “Use speakers from our county or similar size counties. More involvement by participants. We lost too many people after lunch.”
- “This was my first workshop. I would have liked to talk more with other areas of the county. In East County, we’re small and we all know each other....for better or for worse!”

In addition, participants responded favorably to the small-group discussion that this year’s workshop encouraged. When asked “would you like future workshops to include similar opportunities for small-group discussion?” 84.6% of respondents said “Yes” and 11.5% said “No” with the remaining percentage responding as “Unsure”.

A summary of the responses to Coordination Working Session questions is found in Figure 5.

Figure 5 Responses to Specific Questions on the Coordination Working Session



Workshop Length and Timing

When asked about the length of the workshop (10:30AM – 4:00PM), 69% of survey respondents indicated that the program length was “Just Right. Second, 20.7% indicated that the workshop was “Too Long.” Finally, 10.3% of survey respondents indicated that they felt the program was “Too Short.” This information coupled with comments received directly from participants suggests that the format and arrangement of the room worked well for most participants.

Additional Participant Comments and Suggestions

When asked to comment on the aspects of the workshop which they found most helpful, many respondents mentioned the presenter’s presentations and the ability to network with participants from other parts of Alameda County. In response to the question “What aspect of the workshop did you find most helpful?” some of the responses included:

- “Hearing about the legislative process in transportation and the long-term impact on budgets.”
- “The group breakout discussion was very informative.”
- “The morning presentations were very informative. My afternoon session would have been more useful if more opportunity was given to talk to other areas of the county to see what they do and how it may apply to [my agency].”
- “Resource fair and lunch discussions – networking.”
- “Thinking outside the box” was encouraged.”

- “Speakers and hearing ideas about the broader picture and how programs can interact.”
- “All of it”

Similarly, survey participants were also asked “If you could change any aspect of the workshop, what would it be? Responses to this question included the following:

- “I would not pick a Friday in summer. I think attendance is less effective and people are more in a hurry to leave to beat traffic.”
- “More time for questions from the persons that came to workshop.”
- “I would have more information about what innovative programs and services that other communities are doing to better understand Paratransit options, lessons learned and what to replicate.”
- “More information about what other counties/states are doing to meet budget crises.”
- “Use county and PAPCO members more. Find a way to allow for more space between each table.”
- “It would be great to have a professional evaluate our systems and come up with an idea that would allow us to try something new.”
- “Longer workshop in the afternoon, shorter presentations.”
- “Members of PAPCO should not have sat together in the back of the room and this does not allow circuit fraternization with guest. Even with wheelchairs it could have been rearranged better. The aisles were not wide enough and non wheelchair users had to get up to often and move themselves and their chairs to let wheelchair users leave the room.”

Summary

Overall, the vast majority of the comments received on the workshop were positive and it appeared that participants were generally pleased with the information they learned at the meeting and the opportunities they had to network with their peers. Looking forward to the 2011 Senior and Disabled Mobility Workshop, potential suggestions and improvements may include:

- Maintain format of presentations, resource fair, and working sessions
- Additional opportunities to allow and encourage networking among program participants
- Create incentives to increase participation in afternoon sessions

- Ensure space is easily accessible for wheelchair users and that wheelchair users have ample clearance to maneuver
- Increase participation from South and Central Alameda County

2010 ACTIA Senior and Disabled Mobility Workshop Alameda County Coordination Working Session: Major Themes

Several themes emerged from working session discussions. Participants highlighted the following needs related to delivery of accessible transportation services in Alameda County and beyond:

- Development of agreements, inter-agency collaborations, and services that provide for seamless regional travel across jurisdictions and service areas, for both paratransit and fixed-route services. Some of the specific strategies discussed were:
 - A consistent, coordinated, passenger-centered approach to transfers between ADA paratransit systems
 - Reciprocal agreements between transportation providers that enable them to complete trips without requiring passengers to transfer between systems
 - Creation of a single provider that could serve multiple agencies' regional paratransit trips, thereby eliminating the need for transfers. Medical trips—which often require passengers to travel across municipal, county, and system boundaries—were identified as a priority trip purpose to be served by a regional trips provider.
 - Use of a single ticket or payment system for all forms of transportation—e.g., integration of Alameda County city-based programs into the Clipper (formerly TransLink) system
 - Development of a regional one-stop eligibility certification process that qualifies riders for multiple services
 - Provision of travel training that specifically addresses regional, multi-system trips
- Availability of a spectrum of transportation services across the county, including door-to-door services, fixed-route transit, carpool and vanpools, volunteer driver programs, and accessible taxis. Several groups noted the importance of ensuring access to travel training throughout the county.

- Increased collaboration with the range of transportation providers operating in our communities, including non-profits, social service agencies, senior housing facilities, non-profits, faith-based institutions, and hospitals and medical facilities.
- Development of a single point of contact (e.g., a one-call center) for accessing transportation information, referral, and trip planning assistance. One group discussed the potential benefits of linking information available through 211 and 511.
- A more passenger-centered focus to service delivery, including measures to enhance paratransit service quality (through improved on-time performance, more efficient routing, and “ETA” calls), and increased training for transit and paratransit drivers in understanding the needs of older adults and people with disabilities.
- An approach to transportation planning that is linked to the needs of the complete community, recognizing that the location of jobs, housing, and services all have an important impacts on mobility for our multi-generational households. (E.g., a person who has to travel far from home for work will be less available to support the needs of an aging parent.) Improved coordination of transportation and land use planning was also discussed, with some providers expressing frustration about the ongoing siting of new development and medical facilities far from existing transit services, and the need for better engagement with city planners and planning commissions to ensure that transit access is a key consideration during development review processes.

7th Annual Mobility Workshop
Alameda County Coordination Working Session Notes
July 30, 2010

Seven working groups (three to represent North County, and one each to represent Central County, East County, South County, and Countywide/Regional) discussed the following main topics in regard to mobility management and coordination:

- 1) **Introductions:** Please briefly introduce yourself and tell us what your personal or organizational self-interest is for being at the table
- 2) **What is our vision for mobility in our area?**
 - What are the primary or most critical mobility concerns or coordination issues in our area?
 - What would success look like? What is the desired change or outcome?
- 3) **What needs to be done to get something started?**
 - What are major strategies that should be pursued/explored?
 - What are simple things that could be put in place relatively quickly?
- 4) **Who would be good candidates to serve in a core group to get things started?**
 - Is there a local champion in the area?
 - What connections need to be made to ensure success?
 - What resources are needed? Political, financial, public support?
- 5) **What can those of us at the table contribute?**

Each group's responses to these and other questions follow.

Central County

What is our vision for mobility in our area?

- Emergency evacuation of disabled residents if necessary
- Thinking outside of the box
- Accessible taxi
- Same-day crisis/medical transportation
- City programs blur service boundaries
- Assistance for low-income residents
- Passenger-centered focus

What needs to get done to get something started?

- Just dictate new service and policies (controversial within group)
- City door-to-door services need to communicate (example: agree to travel one mile across border)
- Encourage countywide accessible taxi ordinance
- Coordinate purchasing service from taxi companies as a bloc
- Quarterly outreach to living facilities and consumers
- Clarify what age equals “senior”
- Outreach ideas:
 - Advertise services on public access channel
 - Put info in weekly newspapers such as the San Leandro Times and Castro Valley Forum
 - Invite local TV to core group meetings and the politicians will be willing to attend
 - Outreach at sporting events (Countywide)
 - Distribute info through realtors
 - Mailings through post office change of address records
 - How to do outreach in unincorporated areas?

Who would be good candidates to serve in a core group to get things started?

- We need a local champion
- Community Resources for Independent Living (CRIL)

- Victoria Williams (City of Hayward) and Joann Oliver (City of San Leandro)
- Local politicians and advocates
- Elderly and disabled groups (Senior Services Foundation, Lavender Seniors, United Seniors of Oakland and Alameda County (USOAC), churches, senior centers, Hayward Area Recreation Department)
- Hayward Chamber of Commerce, San Leandro CoC, and Castro Valley CoC
- Local hospitals (Kaiser Permanente, etc.)
- Assisted-living facilities (outreach and input)
- Home owner associations (HOA)
- Neighborhood associations

What can those of us at this table contribute?

- Time
- Share with peer groups (Sylvia is already doing so and will continue)
- Be part of core group
- Organize others

East County

Current coordination in East County

- History of coordination between LAVTA and Pleasanton Paratransit
- Transfer agreement between LAVTA and Pleasanton Paratransit for Pleasanton's Downtown Route shuttle (free transfers)
- Wheels and Pleasanton Paratransit don't require paratransit riders to transfer between providers when crossing service area lines—each agency completes the rider's trip
 - Have reciprocal agreement with the option to bill the other agency for the cost of that leg of the trip, but have never done so
- LAVTA participating in AC Transit-CCCTA transportation inventory
- Senior Support Services now assisting with more challenging trips using volunteer driver program (e.g., long distance medical trips)

What are opportunities for stronger coordination?

- Need stronger relationships with faith-based communities (to coordinate with their services, get residents to services given limited transit services on Sundays, ensure parishioners are aware of all transportation options, potentially promote institutions sharing transportation resources with one another)
- School districts
- Dialysis and other medical clinics/providers, American Cancer Society

Potential strategies:

- Need to identify champions within these communities/agencies/organizations
- Should engage consumers as liaisons when it's difficult to make new relationships

What is needed in East County

- Preserve, potentially expand, and improve coordination with network of transportation service providers to complement and shore up ADA service area and capacity—includes Kaiser, taxis, non-profits, faith-based institutions, medical providers, etc.
- Improved coordination of land use/development planning with transportation system!
 - New dialysis center, ADHC coming online in locations that are not challenging to serve with transit
 - Need stronger role for transit staff in commenting/advising on development during municipal review processes
 - Need to engage city planners, planning commissions
 - Need more “out of the box” thinking on transportation among local planners and decision-makers
 - Siting of low-income housing also an issue
 - Consumers can assist: already active on local committees related to ADA compliance, meeting with city planners and engineers regularly

What is our vision for mobility in East County and the region? What role could the Alameda CTC play?

- Alameda CTC taking the lead on mobility management implementation
 - Includes improved coordination/dissemination of transportation service information to the public/consumers
- Alameda CTC promoting more communication between all services: “too many people who know too little”
- One ticket allows riders to travel anywhere
 - City-based systems such as Pleasanton Paratransit integrated into Clipper
- Improved cross-county coordination
 - Current challenges with paratransit “meets” between agencies—need to find a better way to handle inter-jurisdictional paratransit trips
 - Reciprocal agreements/reimbursement if necessary
- Consider a regional single provider to serve all inter-jurisdictional trips on behalf of local providers (medical trips a priority)
- Countywide travel training program
- Regional one-stop certification to streamline the eligibility process that can vary widely among providers—riders can be certified for multiple services throughout the Bay Area at once (one set of criteria, one process)
 - Potentially web-based, with additional documentation provided if needed
 - Would reduce complication of being approved for trips on neighboring ADA paratransit systems
- Revisit funding allocations for Measure B pass-through funding

North County

Group 1

What is our vision for mobility in our area?

- Get better info out about streets/sidewalks conditions
- Department of Public Welfare (DPW), neighborhood watch groups, city parking enforcement

What needs to get done to get something started?

- East Bay Paratransit (Veolia) needs to come to meetings prepared to take action
- Get board members to ride paratransit vehicles
- Bring senior housing developments into the conversation
- Educate consumers about their legal rights to transportation
- Find existing business/agency that already does 24-hour business (work with owner-operators; set up as a co-op)
 - Include wheelchair repair, escorts, etc.
- Combine Measure B programs, reduce admin cost, integrate with hub mentioned previously (private or non-profit), but must include committee with riders
- Use vans to provide meter-less taxi program countywide (deals with problem of taxis not being able to pick up in other cities, charge same rate as taxi program but subsidize (Measure B))

Who would be good candidates to serve in a core group to get things started?

- American Cancer Society, Alzheimer's Association
- East Bay Paratransit, cab companies, AC Transit, BART
- Churches, schools, senior centers, social services, medical centers
- People who lost service when AC Transit cut back, have one number to call

What can those of us at this table contribute?

- Do outreach to consumers, explain to them what's available, how to be involved
- Make sure drivers can explain to riders how to get involved
- AC Transit could get rid of broker's office and contract directly with providers
- Nonprofits can survey their clients to find out their needs

Group 2

What is our vision for mobility in our area?

- Rides that come on time
- Rides that are more direct
- Find efficient routing
- Avoid unnecessary dispatch conversation
- Connect with community partners
- No wait for eligibility — presume eligible
- Convenient accessible bus stops
- Coordinate with DPW, etc.
- Rides not overbooked
- Coordinate consistent training
- Improve rider info -> system to make courtesy calls
- Need a door-to-door service for many
- Early isn't always better

What needs to get done to get something started?

- Maximize consistency and uniformity
- Shuttle service open to all, focused on senior destinations, wheelchair repair, etc.
- Consistent, coordinated training
- Coordinate with disability offices of campuses and high schools
- “More intimate” information, not compass directions, etc.
- Mobility management that includes coordination with destination end as well as with customers. E.g. working with doctor's offices and dialysis centers to get people home at a reasonable time
- Right-size vehicles

Who would be good candidates to serve in a core group to get things started?

- High schools, colleges – Disability Coordinators
- Housing Offices
- Developments/apt. complexes/senior centers

- Businesses
- Consumers – seniors, students
- Blind centers; deaf centers
- Immigrant organizations
- Hospital social workers
- Mayor’s office on disabilities
- Public health
- In-home supporter care
- Churches

What can those of us at this table contribute?

- Persons with disabilities can provide training and help providers understand
- Consumers can help revise and promote the riders’ guide
- Consumers can advocate for each other and teach how to complain effectively
- Use travel training to keep people on transit and maintain transit services
- Create a transit culture from youth so you aren’t trained with crisis
- Senior housing can help distribute tickets, etc.
- Agencies can link their websites to point, click, and connect to service

Group 3

What is our vision for mobility in our area?

- Better public transportation
- Better connectivity between cities, public transit specifically
- Re-do one entire transit system
- Public-transit focus on senior-related issues/health
- Have East Bay Paratransit provide flexibility in call-in reservation and oversight needed by users, real supervision needed
- Senior cab service needs additional supply of taxis to provide that service and dedicate to one service
- More taxi drop off sites in downtown Oakland

What needs to get done to get something started?

- Contacting/involving Alameda County city councils, stressing importance of senior and disabled needs with regards to funding
- Have a senior and disabled representative on the Alameda CTC Board
- Have senior/disabled champion to advocate and voice needs within the county
- Dedicate a day to have city council members “walk in one shoes” of a senior or disabled person

Who would be good candidates to serve in a core group to get things started?

- Organizations such as businesses that serve disabled communities, for example, Open Sesame (San Leandro) – door accessories to help mobility, seniors and people with disabilities; Commission on Aging – city and county
- United Cerebral Palsy
- Bay Area Commission on Aging (BACS – nonprofit)
- United Seniors (nonprofit)
- Senior centers
- Cancer Society
- Unity Council, Family Bridges (nonprofits)
- (Question 4B) Need buy in for all organizations, businesses listed
- Engage news/media to inform seniors/disabled about meetings, location/time of meeting, etc.
- (Question 4C) Public Support — Senior centers, faith-based communities (for example, churches), community colleges, libraries, Youth Speaks (radio and TV program), caregivers’ (can unite as a support group) cooperation to post meetings about issues
- Have public make sure that government websites post public meetings to engage elderly/disabled in conversation

What can those of us at this table contribute?

- Speak out
- Keep people moving
- Be involved
- Be visible

South County

What is our vision for mobility in our area?

- Transportation must address needs of multigenerational/multilingual households: Jobs and housing connection also support those homes
- Anybody and everybody can access a single focal point to address needs
- Solutions accommodate the **total community** (not just one sector)

What needs to get done to get something started?

- Cities need to create and support policies that encourage good development and housing to make communities attractive, with job creation
- Create effective mechanisms for community input to elected and agency leaders that will be considered, responded to, so that solutions are potentially funded or planned (and vice versa)
- Connect 211 and 511 information lines
 - Educate people on what these centers do

Who would be good candidates to serve in a core group to get things started?

- Planning commission
- Human relations commission
- Find community champions who can be spokespersons for issues and ideas
- Ensure “Livability Principles” are included in city charters and city commission charters and general plans
- High-level political leaders
- Businesses
 - They can contribute to mobility options for people
 - Bring dollars and create jobs
 - Offer incentives for seniors/disabled to get to businesses
 - Business choices can affect the connection between transport and housing and jobs

What can those of us at this table contribute?

- Raise a stink

- Keep talking to people
- Help people understand how these efforts affect them — Share the relevance
- Get information to people who couldn't show up

Countywide/Regional

This working group combined countywide and regional insight, looked at gaps in different regions, and brainstormed solutions. Both Marin County and Santa Clara County are already developing mobility management centers that will provide countywide guidance. Other solutions follow.

Regional Center of the East Bay Perspective on Alameda County and East/West Contra-Costa County

Gaps:

- No weekend service or service after 6 p.m.
- Too many paratransit transfers (need seamless travel across county lines)

Solutions:

- Create Memorandum of Understandings (MOUs) between service providers to pay for extended trips across county lines
- Enhance driver training with consumers

Developmental Disabilities Council Perspective on Alameda County

Gaps:

- Driver education
- Jurisdictional boundaries are preventing trips across lines
- On fixed routes, strollers and other mobility devices compete with wheelchairs and devices for people with disabilities

Solutions:

- Develop written policy and hold driver training
- Report issues to service providers

Santa Clara County

Gaps:

- BART train from San Francisco to San Jose

Solutions:

- Hold joint travel training sessions with AC Transit and Santa Clara County for crossing jurisdictions

Lions Center for the Blind Perspective on Alameda County, Contra Costa County, and Solano County

Gaps:

- Paratransit hand-off; sometimes need to transfer to three service providers, which is cost-prohibitive on a one-way trip
- Fixed-route gaps in service; also need to transfer to several service providers to get from one location to the next
- Service quality (the service providers are often late)

Solutions:

- Establish carpools and vanpools
- Work with all agencies to develop seamless regional travel (in a timely fashion)

Marin County

Gaps:

- Homebound seniors without access to transportation

Solutions:

- Develop a Countywide Volunteer Driver Program to help seniors and people with disabilities get to essential destinations (ensure drivers get training and are insured under an “umbrella” policy)

PAPCO Work Plan FY 09/10

PAPCO Work Plan

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

Topic: PAPCO Development and Outreach		
Goal: Continue PAPCO's development as an informed and effective community advisory committee; accomplish outreach in a variety of ways in all areas of the County		
Summarized Issues:		
<ul style="list-style-type: none"> PAPCO members want to have representation and input from throughout the County PAPCO members want materials and support to perform outreach in the community, and to share their outreach efforts with each other ACTIA and PAPCO information and activities should be advertised to a wider audience 		
Actions	Completed	In-Progress
Fill every vacant seat on PAPCO Targeted PAPCO recruitment PAPCO peer volunteers		x
Hold a fiduciary training subcommittee meeting in November	x	
Assist in developing recognition for TAC	x	
Staff will continue to be available to help draft talking points or articles for members		ongoing
All members to participate in at least one Outreach activity – write an article, speak at another meeting, visit Senior Centers, and/or attend an event		x

Topic: Funding, Legal, and Advocacy Issues	
Goal: Stay informed on funding issues facing jurisdictions and, where possible, explore advocacy	

Topic: Funding, Legal, and Advocacy Issues

possibilities to address them

Summarized Issues:

- PAPCO members would like some further information on legal access issues related to paratransit for the purposes of advocacy

Actions	Completed	In-Progress
Receive update on ACTIA legislative program/federal funding issues in October	x	
Provide input for Service Delivery Analysis Study in October	x	
Receive a presentation on City programs' and the ADA in January	x	
Have session on advocacy in January	x	
Receive report on Consumer Survey in February	x	
Receive regular summaries of Transit Access Reports		ongoing as available
Support the development and distribution of fact sheets that "make the case" for supporting senior and disabled transportation	x	
Continue to evaluate pass-through and grant programs and expenditures	x	

Topic: Same-day Transportation

Goal: Help facilitate the establishment of accessible same-day transportation throughout the County

Summarized Issues:

- PAPCO members want to ensure all consumers have access to same-day transportation
- PAPCO members want to ensure taxi service is safe, effective, and courteous

Actions	Completed	In-Progress
Discuss future of Gap funding in Spring	x	
Ensure that taxi providers have access to resources such as pocket guides		

Topic: Same-day Transportation	
from Easter Seals Project ACTION	

Topic: Coordination		
Goal: Increase coordination of City programs, ADA programs, and community organizations		
Summarized Issues: <ul style="list-style-type: none"> PAPCO would like to encourage coordination of all kinds between City programs, ADA programs, and community organizations – including regional organizations focused on senior and disabled mobility 		
Actions	Completed	In-Progress
Receive a report from TAC at Joint meetings on coordination efforts October February April	X item forwarded item forwarded	X
Investigate ways to work with other PCC's		
Receive reports from EDAC meetings and other MTC issues/events	X	
Promote Coordination Summits (Summits will invite TAC members, vendor/providers, Gap recipients, 5310 applicants, regional partners, etc) November 2009 Summit March 2010 Summit May 2010 Summit	X merged into May X	

Topic: Customer Service	
Goal: Participate in driver training and serve as a resource to providers; and facilitate communication and resolution of consumer complaints	
Summarized Issues: <ul style="list-style-type: none"> PAPCO members want to encourage more constructive communication between riders and drivers so 	

PAPCO Work Plan FY 09/10

Topic: Customer Service

- that trips go smoothly and safely, and that riders are treated with dignity and respect
- PAPCO wants a constructive way to deal with complaints, especially chronic or serious ones
 - PAPCO wants to ensure that they are speaking for consumers who have difficulty communicating their concerns or do not have access to the right channels

Actions	Completed	In-Progress
Continue to be available to assist in East Bay Paratransit Driver Training		x
Continue to be available to assist in East Bay Paratransit Secret Rider Program and Complaints Board		x
Continue to be available to assist in LAVTA with Driver Training and related items		x

Topic: Supporting Complete Streets/Active Transportation

Goal: Facilitate use of a wide variety of transit options for seniors and people with disabilities – pedestrian access, fixed route transit, etc – and ensure those options are fully accessible

Summarized Issues:

- PAPCO wants to encourage use of a wide variety of transit options for seniors and people with disabilities – pedestrian access, fixed route transit, etc – and ensure those options are fully accessible

Actions	Completed	In-Progress
Receive presentation on Complete Streets in NY at July Workshop	x	
PAPCO to fill seat on Countywide Bicycle/Pedestrian Plan Working Group in September	x	
Discuss future of Gap funding (such as travel training) in Spring	x	
Receive presentation on Countywide Bicycle/Pedestrian Plan	forwarded to 10/11	
Receive updates on EBP in-person certification process		
October	x	
February	x	

Topic: Supporting Complete Streets/Active Transportation		
April		x

Special Efforts in Coordination with ADA Mandated Providers	
PAPCO members appointed to SRAC	<ul style="list-style-type: none"> • Sharon Powers • Harriette Saunders • Shawn Fong (TAC)
PAPCO members appointed to WAAC	<ul style="list-style-type: none"> • Shawn Costello • Herb Hastings • Carmen Rivera-Hendrickson • Jane Lewis
Volunteers to Participate in the East Bay Paratransit Driver Training Program	<ul style="list-style-type: none"> • Sylvia Stadmire • Maryanne Tracy-Baker • Sharon Powers • Larry Bunn
Volunteers to Participate in the East Bay Paratransit Secret Rider Program	<ul style="list-style-type: none"> • Ask Coordinator
Volunteers to Participate in the East Bay Paratransit Complaints Board	<ul style="list-style-type: none"> • Sylvia Stadmire • Maryanne Tracy-Baker • Sharon Powers • Aydan Aysoy
Volunteers to Participate in LAVTA activities	<ul style="list-style-type: none"> • Herb Hastings • Carmen Rivera-Hendrickson

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Per Diem Process

On July 22nd, the Commission for the Alameda County Transportation Commission met for the first time. One of their actions was to raise Community Advisory Committee Per Diems to \$50. At this time, members are still eligible for actual cost for trips to PAPCO meetings, should it exceed the Per Diem. In order to be paid, members should sign-in to meetings attended or verify attendance with Staff.

See below for a table summarizing Per Diem eligibility according to PAPCO Bylaws.

	PAPCO Appointee	PAPCO Chair	PAPCO Vice Chair
Regular PAPCO meetings	Yes	Same as Appointee	Same as Appointee
Special PAPCO meetings (if scheduled on a different day from PAPCO)	Yes	Same as Appointee	Same as Appointee
TAC meetings	No	Yes	Yes if filling in for Chair
Alameda CTC Commission meetings	Yes (or the Commission Subcommittee)	Yes	Yes if filling in for Chair
Alameda CTC Commission Subcommittee meetings	Yes (or the Commission)	Yes	Yes if filling in for Chair
Standing Subcommittees (5310, Program Plan Review, Finance, Funding Formula, and Bylaws)	Yes	Same as Appointee	Same as Appointee
Ad hoc Subcommittees that result in funding recommendations on Paratransit programs or grants to the Commission	Yes	Same as Appointee	Same as Appointee
Other Ad hoc Subcommittees	No	Same as Appointee	Same as Appointee
Outreach Event	One per year	Same as Appointee	Same as Appointee

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PAPCO Calendar of Events for September – October 2010

Full Committee Meetings

- Tuesday, September 14, 2010, 9:30 to 1 p.m., ACTIA, **Regular TAC Monthly meeting and Countywide Mobility Management**
- Monday, September 20, 2010, 1 to 3:30 p.m., ACTIA, **Regular PAPCO Monthly meeting**
- Monday, October 25, 2010, 1 to 4 p.m., ACTIA, **Regular PAPCO Monthly meeting/Joint meeting with TAC**

Outreach

Meeting Date	Event Name	Meeting Location	Time
09/10/10	San Leandro Senior Resource Fair	Marina Community Center 15301 Wicks Boulevard San Leandro	10 a.m. – 2 p.m.
09/12/10	Solano Stroll	Solano Avenue Berkeley	10 a.m. – 6 p.m.
09/18/10	Family Faith Day in the Park	Mosswood Park W MacArthur Blvd Btw Webster and Broadway Oakland 94611	10 a.m. – 4 p.m.
09/18/10	Hayward Summer Street Party (no ACTIA table)	B Street, Btw Foothill Blvd & Watkins St. Hayward	3 – 8:30 p.m.
09/19/10	Newark Days Community Information Fair (no ACTIA table)	Newark Community Center 37101 Newark Blvd Newark, CA 94560	12 – 4 p.m.
10/21/10	North County Transportation Forum	ACTIA 1333 Broadway, Suite 300 Oakland, CA 94612	6:30 – 8:30 p.m.

Your will be notified of other events as they are scheduled.

For more information about Outreach events or to sign up to attend, please call (510) 267-6120 or (510) 267-6380.

Ground Rules for PAPCO Meetings

- Arrive on time
- If members will be absent from a meeting, please notify staff ahead of time and staff will notify the Chair
- Set cell phones on vibrate or off
 - If members must answer a call, go out of earshot of meeting
- Refrain from having side conversations
- Listen and respond courteously and respectfully
- Be tolerant of other points of view
- Let the speaker finish
- Raise your hand (or a pencil or say ahem) to indicate that you wish to speak and respect the order of requests
- Keep comments concise and, when possible, stay on topic
- Strive for consensus, but it's okay to agree to disagree

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CURRENT APPOINTMENTS

Appointer

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

Member

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

VACANCIES

Appointer

- City of Albany
- City of Dublin
- City of Newark
- City of Piedmont
- City of San Leandro
- Supervisor Nate Miley (District 4 - East Oakland, Oakland Hills, Castro Valley, Ashland, Cherryland, Fairview and Dublin)

Current PAPCO Appointments and Vacancies

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

EAST BAY PARATRANSIT
Performance Report for the SRAC - Systemwide

	FY 08/09 July-April	FY 09/10 July-April
Ridership Statistics		
Total Passengers	570,415	586,249
ADA Passengers	490,386	501,745
% Companions	1.2%	1.3%
% of Personal Care Assistants	13%	13%
Average Passengers/ Weekday	2,380	2,420
Average Pass/ Weekend & Holidays	818	848
Scheduling Statistics		
% Rider Fault No Shows & Late Cancels	2.2%	2.3%
% of Cancellations	21.6%	22.1%
Go Backs/ Re-scheduled	10,621	11,021
Effectiveness Indicators		
Revenue Hours	326,312	331,465
Passengers/Revenue Vehicle Hour	1.75	1.77
ADA Passengers per RVHr.	1.50	1.51
Average Trip Length (miles)	10.5	10.4
Average Ride Duration (minutes)	39.9	39.6
Total Cost	\$25,349,289	\$26,017,694
Revenue Miles	5,163,270	5,212,321
Total Cost per Passenger	\$44.44	\$44.38
Total Cost per ADA Passenger	\$51.69	\$51.85
Total Cost per Revenue Hour	\$77.68	\$78.49
On Time Performance		
Percent on-time	92.1%	94.0%
Percent 1-20 minutes past window	6.0%	5.0%
% of trips 21-59 minutes past window	1.7%	1.1%
% of trips 60 minutes past window	0.23%	0.05%
Customer Service		
Total Complaints	2,324	2,179
Timeliness	822	556
Driver Complaints	1,020	968
Equipment / Vehicle	38	28
Other Provider Complaints	183	190
Broker Phone/Reservations	189	205
Other Broker Complaints	72	232
Commendations	1,001	1,639
Ave. wait time in Queue for reservation	0.9	1.4
Safety & Maintenance		
Total accidents per 100,000 miles	3.37	2.69
Roadcalls per 100,000 miles	4.47	2.98
Eligibility Statistics		
Total ADA Riders on Data Base	21,939	21,735
Total Certification Determinations	4,168	4,812
Initial Denials	69	106
Denials Reversed	8	15

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AUGUST 10, 20101

ATTACHMENT 5

Transit Correspondence

FTA Rights Office Challenges Restrictive Bus Stop Decisions

The FTA's Civil Rights Office advised a Santa Barbara, CA transit agency that it cannot designate a bus stop "off limits" to persons with disabilities, except in three cases: 1) if the bus's lift cannot be deployed, 2) if the lift will be damaged if it is deployed, 3) if the stop is put off limits to all passengers. The DOT deliberately excluded safety of the passenger as an acceptable rationale for declaring a bus stop wheelchair-inaccessible. A Santa Barbara, CA case shows that the FTA failed to apply the DOT's policy. A disabled war veteran filed a complaint against the transportation agency in 2005 over the denial of service at a specific bus stop. The complainant states that the driver refused to allow him to board, after several people boarded ahead of him, saying that they "do not pick up disabled people at this stop." The FTA agreed that the transit agency violated the ADA. The transit agency responded that the specific bus stop "does not have a firm, stable surface of sufficient size to allow the safe boarding and de-boarding of a person in a wheelchair." In December 2008 the FTA rights office issued a letter of finding which stated that under Section 37.167(g) stops cannot be designated as 'off-limits' to persons with disabilities, unless the lift cannot be deployed, would be damaged if deployed, or the stop is declared off-limits to all passengers."

FTA Allows an Agency to End Free Bus Rides on Fixed Route

The FTA Civil Rights Office rejected a complaint against Sacramento Regional Transit District (SRTD) over fares charged to persons with disabilities on fixed-route bus service. SRTD previously gave free fixed-route service to riders who were eligible for paratransit service. The agency has since instituted a fare of \$1.10 for seniors and persons with disabilities. The FTA issued a letter observing that many transit systems offer free or discounted fixed-route rides to paratransit-eligible passengers to make it advantageous to use the fixed-route system whenever possible. However, the letter states that such discounts are not required by the ADA. The ADA prevents the charging of a higher fare for persons with disabilities than it charges nondisabled persons to use the fixed-route system; there is no prohibition against charging the same fare, a discounted fare, or no fare at all. The FTA letter does not mention a separate provision of federal law, which says that seniors, persons with disabilities, and persons presenting a

Medicare card cannot be charged more than 50% of the peak-period fare during non-peak periods.

UPDATE

The Official Newsletter of Easter Seals Project Action



Accessible
Community
Transportation
In Our Nation

April 2010 • Volume 22 • Number 2 • WWW.PROJECTION.ORG

Success in Mobility Management Is Focus of ESPA Strategic Plan

Striving toward expansion of the successful practice of mobility management across the United States, Easter Seals Project ACTION has undertaken a program to develop a national volunteer network of coaches.

The goal of the ESPA Mobility Management Independent Living Coaches (MMIL) program is to train one independent living coach in each state to teach mobility managers about independent living concepts. Partners in the initiative are the Association of Programs for Rural Independent Living (APRIL) and The National Council on Independent Living (NCIL).

ESPA is collaborating with APRIL and NCIL to create a national volunteer network of MMIL coaches, develop a train-the-trainer program for MMIL coaches, and to foster education and awareness within the independent living community about mobility management and transportation issues.

This project is the first of several on which ESPA will partner with other national organizations to bring mobility management to communities across the country. Throughout the initiatives, ESPA will primarily focus on education, training, and information to improve options for older adults and people with disabilities so that they may continue to be active participants in their towns, cities, and villages.

Mobility management focuses on the individual and identifying the best transportation options for that person's travel needs. Although many definitions of mobility management exist, ESPA supports the overarching mobility management concept that improving transportation options for those accessing community services, workforce development centers, education, and health services ul-



A large crowd gathered on March 12 at the main office of the Paducah (Ky.) Area Transit System (PATs) to celebrate the grand opening of the Purchase Area Regional Transit's Travel Management Coordination Center. See story on page 8.

timately improves mobility options for everyone. In addition, ESPA's view of mobility management includes people with disabilities and older adults in the design of transportation options.

Person-directed mobility management includes

- identifying needed services and transportation needed to access those services,
- assessing community transportation resources,
- assessing an individual's ability to use those resources,
- filling service gaps, and
- providing agencies and individuals with information and training materials on how to use local transportation.

(continued on page 3)

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(Editor's note: **Mary A. Leary**, Easter Seals Project ACTION senior director, introduces a guest columnist in this issue of the Update.)

This quarter's newsletter is dedicated to mobility management, especially the increase of attention on the need to combine a systems approach to mobility management with a person-centered approach. One person who has been integral to the expansion of mobility man-

agement is Doug Birnie from the Federal Transit Administration, U.S. Department of Transportation. With over 40 years at this public transportation-focused federal organization, Doug has a unique and seasoned view of this important movement. We are pleased to feature his thoughts and perspectives in this column and to thank him for his pioneering efforts.

Mobility Management and Its Person-Centered Approach

By **Doug Birnie**

There is an exciting new phenomenon occurring across the country that will directly improve transportation for persons with disabilities and others needing transportation to keep connected to their communities. It is called mobility management.

At its heart is a new group of professionals—mobility managers—who act as community travel agents who help customers get the transportation services they need. They serve to make these connections by coordinating the needs of customers with a variety of transportation providers and funding agencies that pay for services. They are obsessed with the customers and their needs.

This new movement was given a significant boost in current transportation legislation, SAFETEA-LU. For the first time, mobility management became a recognized concept under the federal transit program and became eligible for FTA funding. FTA could provide 80 percent of mobility management costs. The remaining 20 percent match could come from other federal programs that were not funded by DOT, as well as from state or local funding.

The result is that mobility management projects are expanding exponentially across communities. Current estimates by the Community Transportation Association of America note more than 300 mobility managers. One state, Wisconsin, now has a mobility manager in almost every county.

In today's incarnation, mobility management is often person-first with a significant focus on finding the right transportation resource for an individual's specific needs and abilities. Person-first mobility management is particularly important to assist people with disabilities, older adults and people with limited income in finding and securing the right transportation resource at the right time.



Doug Birnie

One critical way in which mobility management is successful is through transportation coordination efforts and one-call systems that make access for customers easier than dealing with a plethora of transportation providers and different funding programs. Transportation coordination plans, mandated by SAFETEA-LU, bring together key stakeholders from human services; transportation; public, private, and governmental agencies; retail; school systems; and other organizations to develop such mobility management strategies. One-call systems leverage technology to provide information and referral to transportation services and to ease access to getting a ride when a person requires a ride.

Mobility managers may work at the local, state or policy level and sit in any agency. In fact, there are a growing number of human services agencies that employ mobility managers. A key role many mobility managers play is that of a catalyst in addressing service gaps in a community's available transportation. Knowing the transportation services that currently exist and the needs of individuals in that community, mobility managers have a bird's eye view of the entire system, which provides them a unique vision and perspective.

At the Federal Transit Administration, we strive to fund demonstration programs, training programs and outreach initiatives to develop and deploy more and more mobility managers. We know that one way to ensure a truly accessible and customer-focused transportation system is to ensure that the system is meeting the transportation needs of everyone in the most efficient, effective and high-quality manner as possible.

In the true spirit of United We Ride's goal to break down barriers to transportation coordination across the U.S., mobility managers are one element of success in fielding these important initiatives. Today, as President Obama, Secretary LaHood and Administrator Rogoff support unprecedented investments in transportation infrastructure, the role of a new profession like mobility management will ensure that these investments meet and reach the people they are designed to serve.

Easter Seals Project ACTION

At a Glance: National Strategic Plan for Person-Directed Mobility Management

What it's about

It is about emphasizing the connection between the connection between human services and transportation to meet access and information needs at a time when demand for transportation among individuals with disabilities, older adults, and individuals with low incomes is growing. Community services partners are in the fields of health, employment, education, civic engagement, social services, nutrition, and recreation.

Elements of Community-Level Person-Directed Mobility Management Planning

- Inventorying existing transportation options and identifying where there are gaps in service or physical infrastructure
- Providing information and education opportunities, and training or tools for human services providers to learn about the importance of transportation
- Helping recipients of social services learn about transportation options that exist
- Helping recipients of social services use transportation services that are available in the community

Audience

This plan is directed toward national organizations that can have a role in furthering human services mobility management.

Primary Beneficiaries

Community service providers who will implement the concepts, and the people they serve, are the primary beneficiaries of this plan.

5 Goals of the Strategic Plan

1. Build capacity for mobility managers across the United States (educate community leaders on mobility management).
2. Assess existing mobility options (inventory and identify gaps in access).
3. Ensure access to mobility services for all citizens (accomplish through public policy, information, education, and training).
4. Expand community awareness of the relationship between transportation and community services (accomplish through awareness campaigns, mobility professionals, and planning activities).
5. Ensure sustainable and efficient transportation options (meeting customer needs and improving connections).

Upcoming Tasks

- Develop mobility manager mentoring program, working with the disability community.
- Collaborate with the Association of Programs for Rural Independent Living (APRIL) & The National Council on Independent Living (NCIL).
- Train people with disabilities on mobility management.
- Develop mentoring/coaching program to teach mobility managers independent living concepts.
- Create a national network of people with disabilities as volunteers to further their direct involvement with mobility management and local transportation planning activities.

Success in Mobility Management

(continued from page 1)

"Access to transportation is critical even more so now, at a time when states are experiencing fiscal challenges, and programs that serve people with disabilities, persons with limited incomes or older adults are facing increased pressures to meet demand," said **Mary Leary**, senior director, Easter Seals Project ACTION, the National Center on Senior Transportation & other Transportation Initiatives. "While many people know about public transit bus service, many transit customers and human service agency staff may not know about other accessible transportation options."

ESPA sees its role in mobility management as expanding involvement with human services providers and key stakeholders outside of the transit community to ensure the movement has strong involvement from customers,

especially those with disabilities and older adults. The current major initiatives stemmed from a September 2008 meeting of professionals from across the country that ESPA brought together to identify how the transportation industry and community service providers can work together to develop mobility concepts in communities. The group was divided into teams that were geographically diverse and representative of older adult services, social services, transit, workforce development, education, health care, tribal programs, and veterans' affairs.

Each team developed recommendations for community-level mobility solutions, and those formed the foundation of key themes and goals of the ESPA strategic plan. One major tenet of the plan and of person-directed mobility management is that each community is unique and mobility management strategies must be tailored to a community's ridership needs and transportation options, and address gaps in service.

ESPA Products Support Communities In Their Quest for Successful Mobility Management

Easter Seals Project ACTION's online Store offers many tools in support of successful mobility management efforts.

Visit www.projectaction.org to download any of the products. Many items are available as printed publications. Additional formats for select titles include CD-Rom and audio MP3. Accessibility requirements, such as braille and large print, also will be met upon request.

At the Web site, click on Store in the left-hand menu to download the item, or order through email at projectaction@easterseals.com, or by phone on weekdays at 800-659-6428 (toll-free) or 202-347-3066. Publications of special interest:

Expanding Mobility Options for Persons with Disabilities: A Practitioner's Guide to Community-Based Transportation Planning

Author: ESPA and the Community Transportation Association of America

Provides a model approach for community-based transportation planning based on a review of common elements in the experiences of 13 communities across the United States. Teaches successful strategies for community collaboration, accurate data collection, and implementation of action plans.

Framework for Action: Building the Fully Coordinated Transportation System: Community Assessment Guide

Author: Federal Transit Administration

A self-assessment tool for communities and states. The Framework for Action offers a process for evaluating the progress of coordination efforts. A series of simple questions guides states and communities on the essential elements needed to make a coordinated transportation system work.

Guide to Effective Communication Technology for Paratransit Service (Findings in Brief)

Author: ESPA

Provides an overview of current and emerging communication technology for paratransit service operations and describes the effect communication technology has on intake and registration, trip booking, ride arrival time, and no-show occurrences. Technologies highlighted include telephone; Interactive Voice Response (IVR) relay services for people who are deaf, hard of hearing, or who have speech impairments; Web-based information; and Teletypewriter/Telecommunications Devices (TTY/TDD).

Transportation Services for People with Disabilities in Rural and Small Urban Communities

Author: TranSystems Corporation, in cooperation with RLS &

Associates and Nelson\Nygaard Consulting Associates

Identifies issues and presents innovative and effective solutions for meeting transportation needs of people with disabilities in rural and small urban areas.

The Community Inclusion Driver Strategy: Assisting People with Disabilities Living in Rural Areas in Finding Personal Transportation

Author: Institute for Disability Studies, The University of Southern Mississippi, and The Mississippi Center for Technology Transfer Department of Public Policy and Administration, Jackson State University.

Report considers how rural transportation providers can act as brokers between people with disabilities seeking rides and independent drivers who can supply them. The resource is termed the "community inclusion driver," or CID, and its benefits are outlined, strategies identified, and sample forms for starting a CID program are provided.

Innovative Practices in Paratransit Service

Author: ESPA

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About The Newsletter...

UPDATE is published quarterly by Easter Seals Project ACTION (the acronym stands for Accessible Community Transportation In Our Nation) and is available free of charge upon request.

Please notify ESPA of any change of address at 1425 K St. N.W., Suite 200, Washington, D.C. 20005; telephone (202)347-3066 or (800)659-6428; TDD (202)347-7385; Fax (202)737-7914 or by email to projectaction@easterseals.com. ESPA on the Web: www.projectaction.org.

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Liz Moore, Information Specialist II, Primary Staff Writer

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Reviews successful innovations in paratransit services across the country that may be transferable to other systems based on a community's unique assets and needs. Identifies creative ideas across four areas: operations, management, system design, and supplementary programs.

Integrating Conflict Resolution Tools into ADA Paratransit Operations: A Complaint and Appeals Guidebook for Public Transit Agencies

Author: ADR Vantage Inc.

This manual explains alternative dispute resolution (ADR) principles and how to apply mediation as a key component in the ADA complaint and appeals process. Spotlights a step-by-step guide for using mediation to resolve paratransit eligibility appeals and no-show service suspension complaints.

Moving Forward Together: A Workbook for Initiating and Increasing Accessible Taxi Services in Your Community

Author: ESPA

Provides a planning process, lists of considerations and suggested resources for communities to use in addressing the presence and availability of accessible taxi services in an area. Key sections describe the applications of public policy, motivation and market demand, vehicle design and costs, incentives, contracts, successful partnerships, training, information sharing, and more.

Paratransit Demand Management: Evaluation Handbook

Author: Ann Arbor Transportation Authority, Transportation Management, Inc., The University of Michigan

Explores various methods communities can use to accommodate demands for complementary ADA paratransit service and provides a framework to evaluate the effectiveness of these methods.

Project ACTION in Action: Helping Schools Meet the Transportation Needs of Students with Disabilities

Author: ESPA

The Individuals with Disabilities Education Improvement Act of 2004 (IDEA) ensures transportation services for eligible students who need public transportation to reach school. Obtaining transportation services can sometimes be challenging for school districts that need to identify new funding, partnerships or resources to provide rides for students. This report outlines the process six school districts from across the country used to identify their education and transition services transportation challenges and solutions. The Findings in Brief summarizes the key challenges and solutions the school districts identified.

The Changing Paradigm for Paratransit: Fact Sheet Series

Author: ESPA

Four-part series describes the why and how of the important benefits of paratransit to people with disabilities, older adults, and to the communities that provide it. Content is derived from a report of the Disability Rights Education and Defense Fund (DREDF), Berkeley, Calif.

Fact Sheet #1: *Why is Paratransit So Important and What are the Human and Economic Costs When Paratransit is Not Available?*

Fact Sheet #2: *Making Paratransit 'Part of the Family'*

Fact Sheet #3: *Models that Point the Way Ahead for Paratransit*

Fact Sheet #4: *Paratransit Visions for the Future Research Topics* [PDF]

Teams Chosen for Mobility Planning Services Participation

Thirteen communities have been selected for Easter Seals Project ACTION's 2010 Mobility Planning Services program, the Accessible Transportation Coalitions Initiative.

Over the next six months, ESPA staff will visit the communities to facilitate a two-day strategic planning meeting designed to support systems change at the local level. The communities will develop an action plan, and ESPA will provide one year of follow-up technical assistance to support implementation.

The selected teams assembled three-member planning committees of transportation providers, customers with disabilities, and community decision makers to file their applications. At the local meetings, additional stakeholders in the accessible community transportation agenda will be added to the planning process.

The 2010 ATCI participants are:

- Kentuckiana Regional Planning and Development Agency Region consisting of Bullitt, Henry, Jefferson, Oldham, Shelby, Spencer and Trimble Counties in Kentucky and Clark and Floyd Counties in Indiana
- North Central Montana
- King County Mobility Coalition (Wash.)
- Coastal Bend Access and Mobility Planning (Corpus Christi, Texas)
- Jefferson County, Colo.
- Dallas County, Texas
- Far West/El Paso, Texas
- Allen County, Ohio
- Chatham County, N.C.
- City of Logan, Hocking County, Ohio
- Los Angeles County, Calif.
- Waverly, Iowa, in Bremer County

Tell Us Your Story!

Easter Seals Project ACTION announces its online Accessible Transportation Success Stories Project, and now we need stories from our readers and transit customers, transit providers, family members, caregivers, and friends.

How does accessible public transportation support success for you, someone in your organization or a customer you serve? Did it help someone get to school, to a job, to the doctor, to the grocery store, to see a friend, or to a fun destination? How did access to accessible transportation improve someone's quality of life?

Respond in 300 words or less, and help ESPA increase awareness of the benefit of accessible transportation. Through stories of real people, help ESPA illustrate how transportation affects lives and livelihoods every day.

A link from the ESPA Web site home page (www.projectaction.org) will take you to the Success Stories site, which has an easy-to-fill-out form for contributing your story directly online. Or, write 300 words in a separate document and email it back.



UWR National Dialogue Issues Final Report

What ideas and actions can increase access to affordable and reliable transportation services for people with disabilities, older adults, and people with limited incomes?

More than 3,850 unique visitors accessed the Web site where the United We Ride National Dialogue posed that question. A 34-page report brings together thoughts and suggestions offered by 20 percent of those stakeholders from all 50 U.S. states and the District of Columbia who participated in the ground-breaking event conducted via the Internet last Nov. 2-13. The report also provides recommendations.

The dialogue was hosted by the National Academy of Public Administration and Easter Seals Project ACTION in support of the Federal Interagency Coordinating Council on Access and Mobility. Also known as CCAM, it is comprised of 11 federal departments, nine of which are responsible for providing transportation for people with disabilities, older adults, and people with limited incomes. CCAM officially launched United We Ride in 2004 to (a) provide more rides for target populations for the same or fewer assets; (b) simplify access; and (c) increase customer satisfaction.

Following the dialogue, an Independent Panel of Fellows of the National Academy of Public Administration conducted a review and analysis of the content and identified emerging themes and key recommendations for CCAM, which will review the themes and recommendations submitted and use them to develop their new strategic plan and future policy

direction. Many of the ideas and recommendations may be useful for state and local decision-makers as well.

The Final Report is available through Project ACTION's Web site (click on the Projects and Funding page) and through www.uwrdialogue.org.

Four overarching themes emerged as a result of an analysis of all of the ideas, comments, ratings, and tags. Below is a summary of themes, key ideas of dialogue participants, and related Panel recommendations:

Dialogue Stats At A Glance

- **6,808 visits from 3,851 unique visitors**
- **Participants from 1,219 U.S. cities and every state;**
- **783 registered participants (about 20% of unique visitors)**
- **280 unique ideas, prompting**
 - 1,056 comments
 - 1,538 ratings
 - 262 tags

Theme 1: The process for creating coordinated transportation plans continues to need improvement.

Ideas: Strengthen the requirement that all CCAM grantees engage in the coordinated planning process at the state and local levels. Enhance meaningful consumer participation in the coordinated planning process. Promote regional coordination.

Recommendations: The Panel recommends that all CCAM members with grant programs create and implement

incentives for grantees to participate; that CCAM continues to offer information, training, and technical assistance to state- and community-based agencies; and that training and technical assistance on ways to include priorities identified in the local coordinated plan be extended for local and regional planning organizations.

Theme 2: Significant federal policy barriers still exist to facilitate access to transportation services.

(continued on next page)

Dialogue Report Is Issued

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Ideas: Coordinate paratransit services. Provide explicit and clear guidance for cost sharing. Expand options for using federal funds to meet local match requirements. Address gaps in transportation services. Simplify grant requirements and consider program consolidation.

Recommendations: The Panel recommends that CCAM evaluate the differences in policies related to service provision across agencies and identify opportunities to streamline requirements and develop a joint federal policy statement on cost sharing. It is also suggested that the Centers for Medicare and Medicaid Services work closely with other CCAM members on the development and implementation of these policies. Other recommendations pertain to evaluating the impact on local service delivery when federal match is allowed, addressing gaps in transportation services, and re-evaluating existing transportation policies to eliminate barriers that limit access to transportation for health services and employment.

Theme 3: Mobility management strategies are underutilized in communities across the country.

Ideas: Encourage vehicle coordination and sharing. Promote the use of technology and Intelligent Transportation Systems (ITS). Support a broad range of services, including volunteer driver programs, taxi services, and travel training.

Recommendations: The Panel recommends that the CCAM clarify guidance on vehicle sharing and make sure it is adopted by all CCAM member agencies and that CCAM continue to expand the use of technology solutions to streamline and coordinate rides, vehicles, and drivers. While insurance and liability are typically state issues, the Panel recommends that the CCAM provide leadership to address these important issues, especially with regard to volunteer driver programs. To this end, the Panel also recommends that CCAM develop and offer a uniform policy for consideration and adoption by the states. The Panel recommends that members of the CCAM provide technical assistance and training for teachers, therapists, and others in communities to implement travel training programs.

Theme 4: There are missed opportunities to bridge gaps between transportation and other community services.

Ideas: Coordinate with the Livable-Sustainable Communities Initiative. Encourage the development of accessible pedestrian environments.

Recommendations: The Panel recommends that the CCAM continues to build strong partnerships with other intergovernmental initiatives that support and promote greater mobility and independence, and that CCAM explores ways to encourage the development of pedestrian accessible environments and enhance access to transportation services.



Easter Seals Project ACTION has a new banner stand that will be used at May conferences of the American Public Transportation Association and the Community Transportation Association of America. Looking at the exhibit are ESPA staff members, from left, **Julia Kim**, **Tony Brown** and **Grozda Tisma**.

Learn From Conferences Without Leaving Home

A first-time online conference series addressing issues of accessible transportation drew more than 500 participants last summer.

Easter Seals Project ACTION has created a CD of that event that is now available free of charge from ESPA's online Store.

The CD is titled *Online Conference on Accessible Transportation* and consists of audio recordings and presentation materials for four sessions conducted at 2009 national conferences of the American Public Transportation Association and the Community Transportation Association of America:

- *Developing and Implementing Policies on Managing Oversized Wheelchairs, Segways and Service Animals*, featuring Donna Smith, training manager with Project ACTION;
- *San Francisco Paratransit Taxi Debit Card System*, featuring Annette Williams, San Francisco Municipal Transportation Agency;
- *Planning Ahead: The Future of Coordination*, featuring Beverly Ward, BGW Associates, LLC, Tampa, Fla.; and
- *Leadership During Times of Budget Constraints*, featuring Dan Dirks, of Dan Dirks, LLC.

ESPA's conference co-sponsors were APTA and CTAA.



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ESPA is funded through a cooperative agreement with the U.S. Department of Transportation, Federal Transit Administration, and is administered by Easter Seals, Inc.

Mobility Management and Coordination Are Advanced by New ITS in Kentucky

A new era in travel and mobility management began March 12 in Paducah, Ky., when Paducah Area Transit System (PATS) along with three other travel providers opened the doors on the Purchase Area Travel Management Coordination Center for all of far Western Kentucky.

An open house revealed the center's new intelligent transportation systems (ITS), advanced technology now being used to manage and coordinate the services of Paducah Area Transit System, Easter Seals West Kentucky, Fulton County Transit and Murray Calloway County Transit.

All vehicles from the four providers are tied together with mobile data terminals, automatic vehicle location, and centralized computer-assisted dispatching. The technology is used to coordinate the efforts of the three separate transit authorities, plus an additional provider. Passengers will have one single center to contact for their transportation needs, no matter where they are in Western Kentucky. Examples of how customers can use the new system capabilities are:

- to be able to reserve and manage their transportation over the Internet, or
- to call one telephone number and speak with a live customer service representative, or
- make their arrangements through an interactive voice response (IVR) System.

The Purchase Area Regional Transit (PART) Travel Man-

agement Coordination Center was made possible by a grant from the U.S. Department of Transportation's Mobility Services for All Americans Initiative. Paducah Area Transit System was one of eight sites chosen for Phase 1 of the project, which was to design such a travel management center, and one of only three sites chosen to make their designs a reality in Phase 2 of the Initiative. (Aiken, S.C., and Camden, N.J., also were chosen.)

Paducah Area Transit, Fulton County Transit, Murray Calloway County Transit and Easter Seals West Kentucky joined together as Purchase Area Regional Transit to form the umbrella under which the Center operates. The goal of the initiative is to improve performance and cost efficiency for the transportation providers, while making transportation management easier for passengers through intelligent transportation systems (ITS). The Travel Management Coordination Center is meant to be a replicable model for rural transportation systems.

Combined, the center will manage public transportation for the region's 2,500 square miles and population of nearly 200,000. By phone or Internet, people will be able to reserve their rides, edit their reservations, and even find where their vehicle is located and if it's on time.

Visit www.ridePART.com for additional information on this project.

THURSDAY, AUGUST 5, 2010

Oakland Launches New Broadway Shuttle

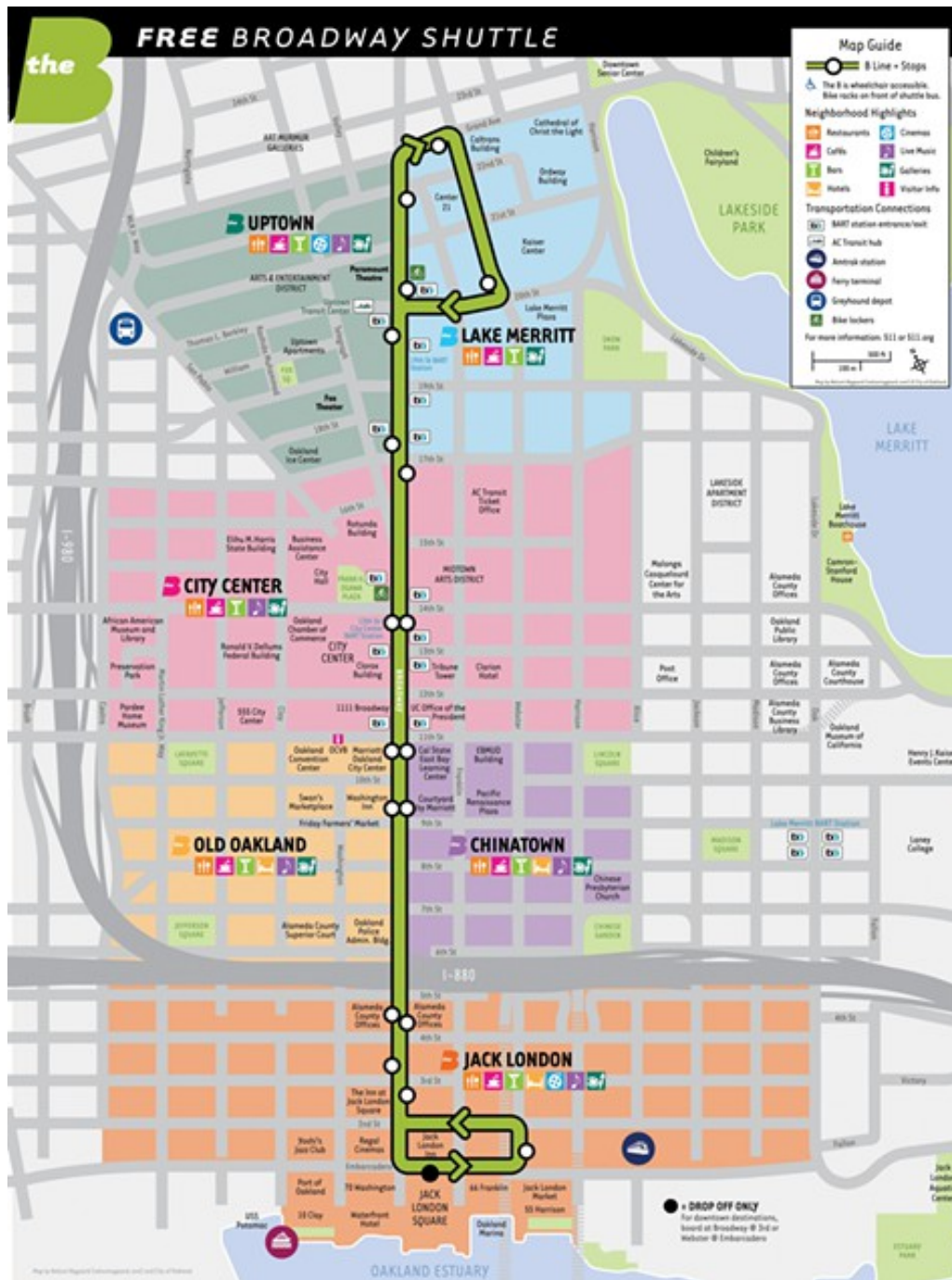
BUSINESS / TRANSPORTATION [Alex Weber](#) — Thu, Aug 5, 2010 at 1:25 PM

A gaggle of beaming representatives from the City of Oakland, AC Transit, the Bay Area Air Quality Management District, and local business coalitions gathered on Franklin and 22nd Streets in downtown Oakland this morning to officially launch the new, free Broadway shuttle system — or, “The B,” as they’re calling it.



ALEX WEBER

The B is free and connects downtown with Jack London Square



The B goes from Uptown to the waterfront

The B, which will be operated by AC Transit drivers and has been running for a couple weeks already, provides easy access to Broadway's numerous restaurants and Oakland's recreational waterfront attractions. It also represents a green, free, and direct route to Jack London Square and

downtown workplaces for commuters who use BART, the ferry, and Amtrak to get into the city, said Oakland Redevelopment Director Gregory Hunter.



The B runs from 7 a.m. to 7 p.m. weekdays.

The B is the result of what project manager Zach Seal called “a very robust public-private partnership.” Key players were the Oakland Redevelopment Agency, business associations in Jack London Square and Lake Merritt, and most importantly the air district, which awarded Oakland a \$1 million competitive grant to be spent on The B’s operation over the next two years, according to Damian Breen, the air district’s director of strategic incentives. The B will remove more than 350 vehicles from downtown Oakland’s streets and reduce five tons of greenhouse gases per year, Breen said.

It took just nine months for the project to go from the drawing board to the streets. “That’s very quick by governmental standards,” noted Councilwoman Rebecca Kaplan, a longtime former AC Transit board member whom others called a cheerleader for the project since Day One.