Attention!!!

Please note that the September 26, 2011 PAPCO meeting will be from 1 to 4 p.m. at 1333 Broadway, Suite 300. The meeting has been extended to allow sufficient time to discuss several important policy matters. Please plan your transportation accordingly. The agenda packet is enclosed.

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

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ALAMEDA County Transportation Commission
1333 Broadway, Suites 220 & 300 ▪ Oakland, CA 94612 ▪ PH: (510) 208-7400
www.AlamedaCTC.org

Paratransit Advisory and Planning Committee Meeting Agenda

Monday, September 26, 2011, 1 to 4 p.m.

Meeting Outcomes:

- Discuss a recommendation for Gap Grant Matching Funding for a New Freedom Grant application
- Receive a report on the outcomes of the 8th Annual Mobility Workshop
- Develop PAPCO's fiscal year 2011-2012 (FY 11-12) Work Plan and Goals
- Receive a Cycle 4 Paratransit Gap Grant report from East Bay Paratransit on the Mobile Data Terminal (MDT)/Automatic Vehicle Locator (AVL) Project
- Discuss a recommendation for the Countywide Mobility Management and Planning (CMMP) pilot programs
- Discuss draft Paratransit Program Implementation Guidelines
- Receive an update on the Countywide Transportation Plan and Transportation Expenditure Plan

1:00 – 1:12 p.m. Sylvia Stadmire	**1.**	**Welcome and Introductions**	
1:12 – 1:15 p.m. Public	**2.**	**Public Comment**	I
1:15 – 1:20 p.m. Sylvia Stadmire	**3.**	**Approval of June 27, 2011 Minutes** *03_PAPCO_Meeting_Minutes_062711.pdf* – **Page 1**	A
1:20 – 1:30 p.m. Naomi Armenta	**4.**	**Recommendation to Commission on Matching Funds for New Freedom Grant** *Staff recommends that PAPCO recommend approval to the Alameda CTC Commission of $10,000 in matching funds for a New Freedom Grant to enhance Mobility Management in Alameda County.* *04_Memo_New Freedom Grant Application.pdf* – **Page 9**	A

1:30 – 2:00 p.m.
Staff

5. Recommendation on CMMP Pilot Programs A
The Committee will discuss and make a recommendation on potential pilot programs to be implemented by the Alameda CTC and TAC beginning FY 11-12.
05_Memo_CMMP_Pilot_Programs.pdf – **Page 13**

2:00 – 2:30 p.m.
Nelson\Nygaard
Staff

6. Discussion on Draft Paratransit Program Implementation Guidelines I
The Committee will discuss draft Paratransit Program Implementation Guidelines to be associated with the new pass-through funding Agreements.
06_Memo_Paratransit_Implementation_Guidelines.pdf – **Page 29**
06A_Draft_Paratransit_Implementation_Guidelines.pdf – **Page33**

2:30 – 2:40 p.m.
Naomi Armenta

7. Mobility Workshop Outcomes Report I
PAPCO will receive information on the success of the 8th Annual Mobility Workshop on July 12, including the working session. PAPCO members will have the opportunity to give feedback on the workshop and raise topics for goal identification.
07_Mobility_Workshop_Survey_Outcomes.pdf – **Page 45**
07A_Mobility_Workshop_Working_Session_Themes.pdf – **Page 49**
07B_Mobility_Workshop_Working_Session_Charts.pdf – **Page 53**

2:40 – 3:05 p.m.
Naomi Armenta
and PAPCO

8. Development of PAPCO Goals and Work Plan for Fiscal Year 2011-2012 I

A. Review Work Plan Outcomes from FY 10-11
PAPCO will review accomplishments from FY 10-11 and generate items for FY 11-12.
08A_PAPCO_Workplan_FY 10-11.pdf – **Page 65**

B. Develop New Goals and Work Plan for FY 11-12
PAPCO will consider the previous year's work plan and the Mobility Workshop Outcomes and draft goals and a work plan for FY 11-12.

3:05 – 3:25 p.m. EBP Staff

9. Report from East Bay Paratransit on Cycle 4 Paratransit Gap Grant MDT/AVL Project

3:25 – 3:35 p.m. PAPCO

10. Member Reports on PAPCO Mission, Roles, and Responsibilities Implementation I
10_PAPCO_Calendar_of_Events.pdf – **Page 69**
10A_PAPCO_FY 11/12 Calendar.pdf – **Page 71**
10B_PAPCO_Appointments.pdf – **Page 73**

3:35 – 3:45 p.m. Sharon Powers and Harriette Saunders

11. Committee Reports I
A. East Bay Paratransit Service Review Advisory Committee (SRAC)
B. Citizens Watchdog Committee (CWC)

12. Mandated Program and Policy Reports I
12_WAAC_Minutes_051111.pdf – **Page 75**
12A_SRAC Minutes 030111 and 060711.pdf – **Page 81**
12B_SRAC Minutes 070511.pdf – **Page 89**
12C_Transit_Correspondence.pdf – **Page 95**

3:45 – 4:00 p.m. Staff

13. Staff Updates I
A. Mobility Management
13A_One Call One Click Fact Sheet 4.pdf – **Page 99**
B. Outreach Update
C. Countywide Transportation Plan Transportation Expenditure Plan Update
13C Memo CWTP-TEP_Overview.pdf – **Page 103**
13C1_Memo Regional_SCS-RPT_CWTP-TEP_Process.pdf – **Page 105**
13C2_Memo_Fall_2012_Public_Outreach.pdf – **Page 119**

14. Draft Agenda Items for October 24, 2011 PAPCO/TAC I
A. Approval of FY 11-12 Work Plan
B. Quarterly Report from Alameda and Hayward
C. Summary Report of Gap Grants
D. Quarterly Education and Training – Gap Grant Reports – Travel Training
E. Input on the CWTP-TEP
F. TAC Report

4:00 p.m. **15. Adjournment**

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

Joint PAPCO/TAC Meeting:

Date: October 24, 2011
Time: 1 to 4 p.m.
Location: Alameda CTC Offices, 1333 Broadway, Suite 300, Oakland, CA 94612

Next PAPCO Meeting:

Date: November 28, 2011
Time: 1 to 3:30 p.m.
Location: Alameda CTC Offices, 1333 Broadway, Suite 300, Oakland, CA 94612

Staff Liaisons:

John Hemiup, Senior Transportation Engineer
(510) 208-7414
jhemiup@alamedactc.org

Naomi Armenta, Paratransit Coordinator
(510) 208-7469
narmenta@alamedactc.org

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

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

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

ALAMEDA County Transportation Commission
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Paratransit Advisory and Planning Committee Meeting Minutes
Monday, June 27, 2011, 1 p.m., 1333 Broadway, Suite 300, Oakland

Attendance Key (A = Absent, P = Present)

Members:

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

Staff:

P Tess Lengyel, Deputy Director of Policy, Public Affairs and Legislation	P Naomi Armenta, Paratransit Coordinator
P Matt Todd, Manager of Programming	P Angie Ayers, Acumen Building Enterprise, Inc.
P John Hemiup, Senior Transportation Engineer	P Krystle Pasco, Paratransit Coordination Team

1. Welcome and Introductions

Sylvia Stadmire called the meeting to order at 1:05 p.m. The meeting began with introductions and a review of the meeting outcomes. Sylvia introduced and welcomed the new member Gaye Lenahan.

Guests Present: Jennifer Cullen, Senior Support Services; Kim Huffman, AC Transit; Ashley Van Mannen, Alzheimer Services of the East Bay.

2. Public Comments

There were no public comments.

3. Approval of May 23, 2011 Minutes

Jonah Markowitz moved that PAPCO approve the May 23, 2011 minutes as written. Sandra Johnson-Simon seconded the motion. The motion carried with one abstention, Larry Bunn (20-1).

4. Bylaws Subcommittee Recommendation

Sylvia Stadmire stated that the Bylaws Subcommittee met on June 1, 2011 and reviewed a memo detailing how the PAPCO Bylaws are changing. She mentioned that the Bylaws Subcommittee consisted of the following PAPCO members: Shawn Costello, Sandra Johnson-Simon, Betty Mulholland, Rev. Carolyn Orr, Sharon Powers, Vanessa Proee, and Clara Sample.

Naomi explained that staff restructured the PAPCO membership and updated the bylaws primarily in response to the recent merger of the Alameda County Congestion Management Agency (ACCMA) and the Alameda County Transportation Improvement Authority (ACTIA). She stated that this was also an opportunity to make the bylaws between the agency's four community advisory committees as uniform as possible. Naomi informed the members that the committee structure changed due to the new configuration of the 22-member Alameda CTC Board. Naomi explained that the new bylaws, which the Commission adopted in May, reflect the new committee structure. She explained that for PAPCO, each Commission member will appoint members as follows:

- One member per county supervisor (five total)
- One member per city (14 total)
- One member per transit agency (AC, BART, LAVTA, and Union City)

Naomi explained that the previous structure for members appointed to PAPCO was:

- Two members per county supervisor
- One member per city
- One member per transit agency

Naomi stated that she will put together a proposal on how to approach the appointment structure, because the PAPCO committee is changing from 28 members to 23 members.

Questions/feedback from the members:

- Add a new Article 3.6.4 "The member appointment is terminated by the Commission."
- Update Article 7.1 "holding the meeting" to "holding each meeting."
- Update Article 7.4 "issue by" to "issue via."
- A member inquired if committee members have to reapply every two years? No. Naomi explained that Alameda CTC sends a letter quarterly to all appointers to let them know the status of each member.

Jonah Markowitz moved that PAPCO approve the PAPCO Bylaws with the above corrections. Betty Mulholland seconded the motion. The motion carried unanimously (21-0).

5. Election of Officers for Fiscal Year 2011-2012

Naomi Armenta encouraged the members to review the memo in the packet for the PAPCO evaluation, attendance, and roles and responsibilities of PAPCO officers.

PAPCO members nominated Herb Hastings, Will Scott, and Sylvia Stadmire as chair; they nominated Shawn Costello, Herb Hastings, Betty Mulholland (declined the nomination), Rev. Carolyn Orr, and Will Scott as vice chair; they nominated Rev Carolyn Orr and Larry Bunn as East Bay Paratransit Service Review Advisory Committee (SRAC) representative; and they nominated Shawn Costello, Herb Hastings, and Harriette Saunders as the Citizens Watchdog Committee (CWC) representative. The committee used the ballot approach to elect the following officers and committee representatives:

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

6. Coordination and Mobility Management Program Update

Naomi gave an update on the Coordination and Mobility Management Planning (CMMP). She stated that this is an ongoing project that Alameda CTC

staff, TAC, and Nelson\Nygaard have been working on. Naomi informed the committee that Alameda CTC has held CMMP meetings in each of the four planning areas during fiscal year 2010-2011 to identify opportunities/projects that will benefit all jurisdictions in Alameda County and possibly the Countywide Transportation Plan and Transportation Expenditure Plan (CWTP-TEP).

Naomi stated that in April, PAPCO committed to set aside $500,000 for the following potential pilots:

A. Expand the South County Taxi Program to Central County
B. North County Taxi Program uniformity
C. South County Mini Mobility Management Program (will involve a staff person working on Travel Training and Mobility Management; this program will be tied to the Travel Training Program)
D. Potential Volunteer Driver Program (must identify the right nonprofit partners)

Naomi informed the committee that during the summer, staff will develop the above recommendations and will bring them to TAC and PAPCO in September. The recommendations will go to the Commission in October.

Tess Lengyel stated that in the last 10 years, voters increased the amount of money going to the paratransit programs. She said that the cities received a significant increase during this time. Tess stated that Alameda CTC is looking to the future as people age and want mobility management to address the needs differently than it has in the past. She mentioned that the CMMP is looking at a suite of services in each area of the county and will create standards of performance and eligibility. All services will be evaluated by the same standards. She reported to the group that staff has had excellent discussions with TAC and will hopefully move towards a more uniform set of programs for Alameda County.

Questions/feedback from the members:

- Can the Taxi Program be more cost effective and accommodating for the consumer? Tess stated that the Taxi Program is a premium service, and it's not for every day but for trips that must happen that day. She acknowledged that Alameda CTC will create common eligibility requirements and standards. As part of the South County Mini Mobility

Management Program, staff will assist the consumer to determine the best method of travel.

- Sharon Powers inquired about her complaint about the taxi driver wanting her to get out of her chair. Naomi stated she followed up with her complaint, and Tess stated that Alameda CTC is reconciling the problem.
- Members stated that if people do not qualify for East Bay Paratransit (EBP), and they are really ill (for a short period of time) and can't use public transportation what will they do? Tess stated that North County does not have a Volunteer Driver Program. She said that people will be able to tap into another option.
- Do we have sanctions with taxi companies? Tess stated that we have some sanctions.
- If a person is not eligible for EBP, will Alameda CTC be able to assist individuals to fill out the application for temporary EBP and/or assist to determine the right services? Tess stated that the Mini Mobility Program will fill this need once it's up and functioning.
- A member stated that EBP has temporary eligibility called "Conditional Provisions." If doctors complete the application/form properly, people should qualify for this provision.

7. Countywide Bicycle and Pedestrian Plans Update and Input on the Programs Approach

Rochelle Wheeler gave an update on the Countywide Bicycle and Pedestrian Plans and presented the "Programs Approach" and requested input from PAPCO.

Questions/feedback from members:

- A suggestion was made for a program on how to walk together safely.
- A suggestion was made that the plan needs to consider all people using the trails and maintain the trails to keep the walkways smoother. Rochelle stated that this is a capital project, and staff will look at sharing the trails.
- Is there a plan to work with the United Seniors of Oakland and Alameda County? Rochelle stated that the process for implementing the plans is not complete.

- A suggestion was made that most seniors are more prone to walk than ride a bicycle. It was conveyed that PAPCO want the trails and walkways safer. A great interest exists: Seniors want space to walk.
- A suggestion was made to have pedestrians added to traffic school.
- A member commented that when plans are made for seniors, that the planners should consider the mental state of the senior. The senior may be challenged and walk into the street.

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

- Carmen Rivera-Hendrickson stated that she is working with the Board of Supervisors on transportation issues caused by funding shortfalls due to the economy.

- Sylvia Stadmire stated that she performed outreach with Sandra Johnson-Simon, Betty Mulholland, and Clara Sample at the Broadmoor Senior Housing pancake breakfast.

- Herb Hasting stated that he and his colleagues managed to get a bus to run to the Alameda County fair grounds from the BART station.

- Joyce Jacobson stated that she attended a meeting to build a sidewalk on the north side of Powell Street in Emeryville. She mentioned that the City of Emeryville has made plans to build a sidewalk and a new bus stop on the housing side of the street.

9. Committee Reports

A. East Bay Paratransit Service Review Advisory Committee (SRAC)
   a. Sharon reported ethics training took place at the last SRAC meeting.

B. Citizens Watchdog Committee (CWC)
   a. Harriette stated that the CWC is generating its 9th Annual Report to the Public and it's a good opportunity to inform the public on what is going on with the agency.

10. Staff Updates

A. Mobility Management
   Naomi reviewed the factsheet in the packet on page 69.

B. 2011 Annual Mobility Workshop Update
Naomi informed the committee that Alameda CTC and PAPCO are hosting the 2011 Mobility Workshop at the Ed Roberts Campus. The Resource Fair will be located inside the ramp lobby. Naomi reminded the members to RSVP as soon as possible due to limited seating.

C. Countywide Transportation Plan Transportation Expenditure Plan Update
Tess stated that projects from CWTP will be placed on the TEP, and staff is working with the three committees (Community Advisory Working Group, Technical Advisory Working Group, and the Steering Committee) to complete this effort. She mentioned that staff will distribute the first draft CWTP in September and the first draft of the TEP will be available in November. She mentioned that some of the discussions today were regarding new services and the Taxi Programs. Tess stated that the TEP will look at different funding scenarios (half-cent, quarter-cent, etc.) and the amount of funding for paratransit programs, and local streets and roads. She said that a poll in the fall will determine what the voters want, and staff will continue to update the committee.

D. Outreach Update
Krystle Pasco reported on the following summer outreach events:

- 06/30/11 – Alameda County Fair at the Pleasanton Fairgrounds
- 07/07/11 – Alameda County Fair at the Pleasanton Fairgrounds
- 07/15/11 – United Seniors of Oakland and Alameda County Healthy Living Festival at the Oakland Zoo
- 07/21/11 – South County Transportation Forum at the Ruggieri Senior Center in Union City
- 08/06/11 – Fremont Festival of the Arts at State Street between Capitol and Beacon Streets
- 08/07/11 – Fremont Festival of the Arts at State Street between Capitol and Beacon Streets
- 09/11/11 – Solano Avenue Stroll in Albany, CA
- 09/17/11 – Hayward Art and Wine Festival in Downtown Hayward
- 09/18/11 – Newark Days Community Information Fair at Newark Community Center

E. Other Staff Updates
Tess announced to the committee that due to staff changes since the merger, her role has shifted to deputy director, and she will no longer be the Alameda CTC person for programs. She stated that as manager of programming, Matt Todd is transitioning into the position, and he and John Hemiup will be the staff liaisons for PAPCO and TAC. Tess told the committee that it has been a great pleasure to work with a group dedicated to outreach and with such great advocates for paratransit and seniors in Alameda County. Matt and John both stated that they are looking forward to working with PAPCO.

11. Mandated Program and Policy Reports

Members were asked to review the attachments in their packets.

12. Draft Agenda Items for September 26, 2011 PAPCO

A. Annual Mobility Workshop Outcomes Report
B. Develop PAPCO Goals
C. Discuss Draft Work Plan for FY 11/12
D. Provide input on the Transportation Expenditure Plan
E. Discuss Conflict of Interest and Ethics
F. Report Update from East Bay Paratransit
G. TAC Report

13. Adjournment

The meeting adjourned at 3:25 p.m.

ALAMEDA County Transportation Commission
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www.AlamedaCTC.org

MEMORANDUM

To: Paratransit Advisory and Planning Committee (PAPCO)

From: Naomi Armenta, Paratransit Coordinator

Date: September 9, 2011

Subject: **Application for New Freedom Funding**

Recommendation

Staff recommends that PAPCO recommend approval of allocation of $10,000 from the Gap Grant Matching Fund to support an application for New Freedom Funding to enhance Mobility Management in Alameda County. PAPCO's recommendation will be forwarded to the Commission in October.

Background

On September 2, 2011, the Alameda CTC submitted an application for New Freedom Funding to the MTC. The total project cost for two years is $110,000. The Alameda CTC would provide $20,000 in-kind contribution for project management and the proposed $10,000 Gap Grant Match, thus leaving $80,000 for the New Freedom request.

Proposed Project

Alameda County Mobility Management will advance Mobility Management in Alameda County by linking a number of elements already present in the County and ensuring that information about the rich mix of existing resources is readily available to consumers throughout the County. This will be accomplished through addressing two main Mobility Management goals – travel training and one-stop shopping. This project would be implemented over approximately 2 years beginning next fiscal year. Specific outcomes include:

- Countywide Travel Training Coordination meetings

- Print and web resource listing all travel training resources
- "Fill-in" training for areas without programs
- Revised AccessAlameda.org website
- Print and web resource listing same-day transportation resources

New Freedom Funding

"The New Freedom formula grant program aims to provide additional tools to overcome existing barriers facing Americans with disabilities seeking integration into the work force and full participation in society. Lack of adequate transportation is a primary barrier to work for individuals with disabilities. . . The New Freedom formula grant programs seeks to reduce barriers to transportation services and expand the transportation mobility options available to people with disabilities beyond the requirements of the ADA of 1990." (FTA C 9045.1)

Project requirements:

- "New" (not operational as of August 10, 2005)
- Beyond the requirements of the ADA
- Targeted toward individuals with disabilities
- Meet the intent of the program by removing barriers to transportation and assisting persons with disabilities with transportation, including transportation to and from jobs and employment services.
- Derived from MTC's Coordinated Plan
- Must expend funds within three years of the FTA grant award or execution of subrecipient agreement with MTC, whichever is applicable

The Alameda CTC has a currently active New Freedom Grant, in partnership with the City of Fremont, to provide Travel Training.

Gap Grant Matching Fund

In 2006 PAPCO established the Gap Grant Matching Fund for agencies to access matching funds in order to submit applications for a variety of grant funds. Measure B recipients and eligible non-profits are eligible to apply from an annual fund of $100,000. All projects/programs must address gaps in services. Specifically, "gap closure significance" is defined in the following way:

- Reduces a difference that might occur based on the geographic residence of any individual in Alameda County needing specialized transportation service.

- Meets a priority established by the Alameda County Paratransit Advisory and Planning Committee (PAPCO).

Gap Grant Matching has been accessed once, in 2008, to support the ACTIA and City of Fremont New Freedom Grant for Travel Training.

Fiscal Impacts

The recommended action will authorize allocation of $10,000 from the Gap Grant Matching Fund from Special Transportation for Seniors and People with Disabilities funds.

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NELSON NYGAARD

M E M O R A N D U M

To: PAPCO

From: Paratransit Coordination Team

Date: September 9, 2011

Subject: Staff Recommendation for CMMP Pilot Projects

The Coordination and Mobility Management Planning (CMMP) project was undertaken to fulfill the following objectives:

- Facilitate discussion of how providers in each area can better work together, support each other, and/or coordinate or consolidate services or elements of services
- Identify and build consensus around future actions to coordinate services or implement mobility management activities
- Identify potential roles for the Alameda CTC in supporting implementation of coordination/mobility management activities (including provision of targeted funding)
- Identify a pilot project or projects that can move forward for implementation
- Provide input for Countywide Transportation Plan and Transportation Expenditure Plan for new Measure B (proposed to go to voters in 2012)

CMMP was a major focus of Alameda County's Paratransit Program last year and, to a large extent, these objectives have been met. We held meetings in each area of the county and countywide, and discussed a wide range of potential areas of coordination. There was a great deal of mutual learning for program sponsors and staff; many of the lessons can be applied in the development of new master funding agreements, the Countywide Transportation Plan and the Transportation Expenditure Plan.

The final step of the CMMP process is approval of the following CMMP pilot projects to move forward for implementation in FY2011-2012, each described later in this memo:

- Establishment of Uniform Taxi Policies for North County
- Expansion of South County Taxi Program to Central County
- Tri-City Mobility Management Project

There were a number of considerations that played into selection of the recommended pilots:

Mobility Management: We would like to move towards a mobility management model in Alameda County that would allow users more flexibility and convenience; improve coordination across programs; and improve cost effectiveness. Mobility management encompasses a wide range of possible activities including centralized trip referral, trip planning and scheduling, and provision of comprehensive, multi-lingual information to consumers to help them understand the range of travel options available to them. Ideally, consumers are trained and empowered to do their own "mobility management" over time. Mobility management combined with travel training can also help match each user to the most appropriate and cost effective service for making each trip which can entail cost savings. These types of mobility management programs are increasingly important to address anticipated growth in the senior and disabled population in the face of a constrained funding environment; we need to provide services more cost effectively. The mini-mobility management pilot in the South County planning area is a way to pilot mobility management on a smaller scale for possible replication in other planning areas in the future.

Universal Program Parameters/Policies: Second, at the May Countywide CMMP meeting, our discussion indicated that it would be beneficial to create more uniformity throughout the County in program design, service parameters and availability of services across the County. These objectives would improve equity and reduce confusion for new users, social service providers and tax payers. Meeting this goal was a key driver in selection of the pilot projects.

Suite of Programs: At the May meeting, the idea was also proposed that each area of the county could have an array of available services that cross jurisdictional boundaries of the cities within a specific planning area and potentially even into other planning areas. This would enable us to identify a "suite" of complementary programs in each region of the County that is tailored to the unique needs of that

planning area. Ideally, this mix of services would avoid redundancy between services. Paired with travel training and mobility management, users could be matched to the best service to meet each trip need. Taxi programs are an ideal component of this "suite" due to their unique flexibility to meet same day trip needs. Therefore, establishing coordinated taxi programs in each region of the County is a key first step towards developing an optimal suite of programs for each planning area.

Financial Constraints: As we are all too aware, the economic recession has had a notable impact on Alameda County transportation programs due to the decline in Measure B sales tax revenue. We are seeking to proactively address stark financial realities and projections for increasing demand that may impact the long term financial sustainability of senior and disabled transportation programs in Alameda County. We need to make every dollar go farther and ensure cost effectiveness and program sustainability is a key consideration in our decisions moving forward.

More uniformity in program parameters will allow for more control over costs. This is true for taxi programs in particular, because costs are driven largely by rules about trip lengths and subsidy levels. For example, the taxi program parameters vary widely across the county and therefore the cost per trip for taxi programs in the County ranges from $12-$37 per trip. We hope the two taxi pilots described below allow the Alameda CTC and programs to have a better understanding of and control over program costs.

We have selected the recommended pilots because they are best positioned to meet these goals.

We recognize that there can be challenges in increasing coordination between programs that have historically had a lot of autonomy. Staff will work closely with TAC, PAPCO and the program sponsors to ensure successful implementation of these pilots and to minimize impacts on customers and burdens on staff. We are seeking your involvement and collaboration in pilot project implementation.

CMMP Implementation Timeline

Date	Action
September 2011	Ask for TAC concurrence and PAPCO recommendation on pilots
October 2011	Ask for Commission approval on pilots
November 2011 – June 2013	Implementation of pilots

Budget for CMMP Pilot Project Design and Implementation

PAPCO approved designation of $500,000 of Measure B funds for design and implementation of CMMP pilot projects during the FY10-11 Gap Grant funding cycle in February 2011. Any remaining CMMP funding was to be available for technical assistance to Measure B pass-through recipients to establish programs that would fill gaps or enhance Mobility Management. These funds are provided with the intention that any ongoing costs would be absorbed into the base programs or have an alternate plan for sustainability of funding.

The recommended funding amount for each program and the remaining balance is shown in the chart below. These funding recommendations are explained in the project descriptions below.

Pilot Project	CMMP Funding Recommendation
Establishment of Uniform Taxi Policies for North County	$85,000
Expansion of South County Taxi Program to Central County	$81,744 *(+$173,256 in non-CMMP funds)*
Tri-City Mobility Management Project	$114,500
TOTAL	$281,244
Remaining CMMP Funds	$218,756

Pilot Project Descriptions

Each pilot is described on the following pages including a funding recommendation and a brief description of the different aspects of program design that will need to be addressed in order to implement the pilots. This is only an initial list of considerations based on discussions at the CMMP meetings. Once design of each pilot is underway, more issues may arise

that need to be addressed based on additional input from both TAC and PAPCO.

Establishment of Uniform Taxi Policies for North County

Definition

This pilot would involve implementing a single set of taxi program parameters (fares, eligibility criteria, trip limits, service area, etc.) for all five North County taxi programs.

Discussion/Rationale

Better coordination between the five North County taxi programs was discussed at the North County CMMP meeting. The possibility of creating one single universal North County taxi program was discussed, but a number of barriers were identified. Overcoming the operational challenges involved in unifying all programs under one single contract is too big for a CMMP pilot and does not appear appropriate at this juncture. However, based on the discussion at the final Countywide CMMP meetings, it appears that some level of universal program policies, e.g. fares, eligibility criteria, trip limits, would be a significant step towards achieving equity across programs from the users' perspective, would further coordination and improve user experience by enabling travel throughout North County. It would also allow for more control over costs, as taxi costs are driven largely by policies that determine trip lengths and subsidy levels. In the recent financial analysis that was conducted, cost per trip for taxi programs in North County ranged from $12-$37 per trip.

Pilot Project Description

This pilot project will involve working with the five city programs to design a set of universal policies that can be implemented at each of the programs. The five programs that this will affect are: Alameda, Albany, Berkeley, Emeryville and Oakland. Once the policies are selected and approved by the TAC and PAPCO, they will be adopted by each City and the required adjustments made to their taxi programs. The following are the policy areas that will be considered as part of this pilot.

ELIGIBILITY: There is currently inconsistency in eligibility between programs. Universal eligibility rules would be established under this pilot. Changing the program eligibility criteria could either expand or contract the number of eligible users in each city. A closer look at the potential impacts on customers in the different jurisdictions will be a critical part of establishing a single eligibility policy. As discussed in the introduction above, implementation of these pilots is a first step in moving towards establishing a

complementary “suite” of programs in each region of the County. Efforts will be made to avoid creating new same day service gaps and to identify any significant differentials in need between cities.

FARES: There is currently a very broad range of fares, ranging from free, to percentage of meter, to books of vouchers. Determining the types of trip a taxi program is intended to serve (with relation to other travel options) could help define an appropriate common fare, or a small number of fare options.

TRIP LIMITS & SERVICE AREA: Programs also vary with respect to trip limits. Vouchers or scrip made available in a variety of denominations would allow flexibility for variable trip lengths if different cities require different service coverage. Again, determining the types of trip this program is designed to serve will provide key input to help define an appropriate trip limit rule. It would also be advantageous to allow users to take trips throughout North County through this program. This level of coordination will be explored under this pilot.

ADMINISTRATION: The question of whether there will be any centralized administrative functions, such as printing vouchers or scrip, will need to be addressed.

TAXI ORDINANCES: One implementation mechanism for universal taxi program policies would be through modification of taxi ordinances in each City. The ordinance could require acceptance of vouchers by all taxi companies for travel anywhere in North County. This would maximize flexibility for users.

Barriers to taxi ordinances have been identified in the past; these would have to be addressed.

CURRENT CONTRACTS: Implementing new program policies raises the question of conflicting with policies contained in existing contracts. Albany and Emeryville do not have contracts. For the other three cities, staff does not currently know exact contract provisions or expirations. However, Alameda and Oakland are funded almost exclusively through Measure B, so perhaps a contract provision has been incorporated to allow for adjustments associated with funding approval every year. This would allow the program changes envisioned here to be made without disrupting the current contract. This will be a key point of discussion in program design.

Interface with Implementing Guidelines

The Implementing Guidelines for all Measure B-funded Paratransit programs, which are currently under development, may establish parameters for taxi programs throughout the County. If adopted, these will form the basis for this pilot. The pilot will then focus on establishing uniform policies for those parameters not covered by the implementing guidelines as

well as the substantive work of actually implementing these new policies and parameters in the diverse taxi programs across North County. This pilot entails more coordination than has ever been undertaken in North County previously. The Paratransit Coordination Team will facilitate coordination, serve as the liaison between programs and with the Alameda CTC and provide needed technical assistance to programs to actually operationalize and create the day-to-day procedures necessary to implement the new policies. Individual attention will have to be paid to each of the five taxi programs currently under operation to ensure as smooth a transition as possible and to minimize negative impacts on customers in each city. For example, activities could include analyzing affected populations and determining whether any grandfathering needs to occur to avoid creating gaps and decreasing the mobility of vulnerable populations.

The Paratransit Coordination Team will also focus on designing the implementation of this pilot to enable monitoring and evaluation over time. To the degree possible, the Team will put systems in place for post-program analysis to allow for alterations to program design if necessary and recommendations for future programs.

Next Steps

The next step for designing this pilot project is to arrange a brief phone interview with each program to discuss specific barriers or concerns they may have about implementation of the pilot in that city. Those conversations will inform the agenda for a meeting of all the North County TAC members to commence discussions on universal policies. We anticipate the need for a number of follow up meetings to generate consensus around a single set of policies. To the degree possible, this will be accomplished at or after standing TAC meetings, though additional meetings may be necessary. If consensus cannot be reached on specific issues, PAPCO and Alameda CTC management may be required to participate more actively in the final decision-making process.

We recognize that City staff does not have extra time to develop these policies as they are already stretched thin with current responsibilities. The Paratransit Coordination Team will provide any necessary technical assistance such as analysis to assess impacts of different policies for each City, will coordinate and facilitate all meetings, and will draft recommendations and incorporate rounds of revisions as consensus is being built. We will, however, need TAC time for attendance at the necessary meetings.

Timeline

FY 2011-2012 will be focused on design and consumer notification/buy-in. The goal will be to implement new policies on July 1, 2012 and focus on evaluation of policy changes and their budgetary impacts in FY 2012-2013. This allows for the current FY 2011-2012 plans that have already been approved by PAPCO and the Commission to run their course. New policies will be included in next year's program plans. Therefore, all policies must be finalized and funding needs for the first year identified before the Program Plan due date of March 31.

A key component of this effort will be developing a strategy for communicating these changes to consumers. The Paratransit Coordination Team will assist with this effort and collaborate in North County TAC meetings to design outreach strategies. Programs can communicate changes through their standard consumer outreach activities, ideally starting in early 2012.

The following pilot implementation timeline takes these factors into consideration. As discussions on the universal policies commence, more meetings may be needed and the timeline for finalization of policies may shift to February.

2011	
October	Pilot Funding for recommended projects approved (Board Mtg. 10/27)
Early November	Phone Interviews with Individual Programs to identify barriers/concerns
Mid-November	Discuss universal policies at TAC meeting (11/8)
December	Potential Special North County TAC meeting
2012	
January	TAC approval of universal policies PAPCO approval of universal policies
February	Outreach to consumers Refine cost estimates for first year of pilot
March	Program Plans due
FY 2012-2014	Observe and evaluate policy changes in practice and assess budgetary impacts Additional refinement of cost estimates for second year of pilot, particularly for grandfathering and increased demand

Funding

The North County taxi programs are currently funded through each program's pass-through allocation (some cities also supplement with other sources, such as city general funds). Depending on the revisions to the policies, funding needs for North County taxi programs may rise or fall. Funding needs depend on many factors, including subsidy level per trip, number of eligible riders, level of use of the program by eligible riders, and trip lengths, among others. The intent of this pilot program is to make our limited program dollars go farther, so cost effectiveness of trips will be a key consideration in designing the policies. However, these considerations will need to be balanced by a goal of minimizing impact on current registrants.

As a result, there are three primary potential funding needs for this pilot, each is described in more detail below:

1. The initial funding need for this pilot project is for staff time to design, build consensus around and then implement the policies.
2. If policies result in an increased number or length of trips, additional funding will be needed to cover these new costs. The level of funding needed will depend on what policies are adopted and the level of usage that results after the policies are implemented.
3. Depending on the ultimate set of policies adopted, TAC and PAPCO may decide to allocate funding to grandfather in a subset of consumers who are currently eligible, but who would be excluded from service as a result of policy changes.

Staff recommends setting aside $35,000 for the Paratransit Coordination Team to design this program, to conduct any necessary background and impacts analysis, provide technical assistance to the CTC and to individual program sponsors, incorporate comments and adjust parameters based on discussions, prepare meeting materials, and facilitate discussion at meetings.

Staff recommends setting aside $50,000 of gap funds to cover potential increased costs resulting from the new policies as well as grandfathered consumer trips. Depending on subsidy levels, eligibility criteria and the volume of voucher purchases, more gap funds may be needed to cover the cost of North County taxi trips. The Paratransit Coordination Team will work with project sponsors this fall and winter to factor the new policies into their program plans and determine whether additional funding will be necessary. A refined cost estimate can be generated in the spring.

North County Taxi Policies Pilot CMMP Funding Request	$85,000
Program Design for Paratransit Coordination Team	$35,000
Consumer Trip Grandfathering (may need to be adjusted in spring 2012)	$50,000

Expansion of South County Taxi Program to Central County

Definition

This pilot would expand the existing South County taxi program to include Central County customers as well.

Discussion/Justification

Establishing a taxi program in Central County fills a clearly identified service gap. It also furthers the goal of coordination across planning areas by building on the successful existing South County Taxi program.

Project Description

This pilot would involve expanding the service area covered by the South County "Tri-City Taxi Program" to include Central County consumers as well. In the short term, we recommend expanding this program with its current policies in place to the degree possible. However, there are a number of program design details that will still need to be worked out:

TRIP LIMITS: We would like to design this program to maximize flexibility for users, allowing trips between South and Central Counties and allowing users from South County to use a taxi in Central County and vice versa. This may require some adjustments to the trip limits policy currently in place.

SERVICE QUALITY: Service quality and responsiveness is a current concern held by the Alameda CTC and City staff with the current contracted service (St. Mini Cab) in South County. Upon expansion of the program, service quality will have to be carefully examined/monitored and Alameda CTC may want to consider seeking an alternative service provider or another agency to administer the contract. This will require more discussion between South and Central County staff, the Alameda CTC and the Paratransit Coordination Team.

ADMINISTRATION: Currently the Alameda CTC is the primary administrator for the program, while outreach and voucher distribution are managed at a city level. For initial expansion to Central County, this arrangement will likely remain. However, in the future, housing program administration in Central or South County may need to be considered.

Next Steps

Upon approval of pilot project funding, a meeting between South and Central TAC members will be necessary to finalize the implementation policies, discuss whether an alternative service provider may be necessary and work out any other concerns that the program sponsors – Fremont, Hayward, San Leandro, Newark and Union City – may have and discuss the procurement process. Other necessary steps include training of the new jurisdictions and printing of vouchers.

Timeline

The timeline for this pilot project depends on the procurement process. The initial goal for this pilot is commencing service by March 2012, earlier if possible. This timeline may need to be adjusted after issues are identified in discussions with the South and Central County programs.

2011	
October	Pilot Funding for specific project approved (Board Mtg. 10/27)
Mid-November	Discuss pilot at TAC meeting (11/8)
December	Potential Special Central/South County TAC meeting
2012	
January	Contract for Taxi Services in Central County
February-March	Commence Taxi Service in Central County Outreach to consumers

Funding

The high level cost estimate developed by staff for this pilot is $120,000. This was based on applying the differential in funding formula population between South and Central County to the current costs of the South County Taxi program. In other words, the total South County taxi contractor cost for FY 2009-2010 was $71,000; the population of Central County is 1.6 times greater than South County. Therefore, the approximate cost for Central County expansion would be 1.6 x $71,000, or $113,600. We have increased this slightly to account for an annual cost increase.

Based on these estimates, staff recommends that $240,000 will be needed for the Central County portion of a two year pilot joint Central-South County Taxi Program. We recommend apportioning costs between Hayward and San Leandro based on the pass-through formula which incorporates population of seniors and people with disabilities, as shown in the chart below. We recommend that Hayward's portion of the program costs come

from already allocated Measure B pass-through funding for special transportation, since these have not yet been expended, and that San Leandro's portion be allocated from CMMP funds.

Since the technical assistance required for this pilot should be less complex than the North County pilot, a Paratransit Coordination Team budget of $15,000 is recommended. The grand total budget request for this pilot project is $255,000 over two years.

Both cities are expected to absorb the administration tasks (e.g. distribution of vouchers) as part of their current operations.

The role of the gap grant funding program is currently being considering by the Alameda CTC. Financial sustainability of gap-grant funded pilot projects, such as this, will be considered as part of that process.

Central County Taxi Program Total Funding Need – 2 years	**$255,000**	
Hayward Portion – Existing Hayward pass-through funds	*72.19%*	$173,256
San Leandro Portion – CMMP Funds	*27.81%*	$66,744
Paratransit Coordination Team – CMMP Funds	$15,000	
Total CMMP Funding Request	**$81,744**	

Tri-City Mobility Management Project

Definition

The project will create a bilingual team of mobility managers whom consumers could call or visit for assistance with individualized transportation planning and transportation service linkage. Individualized transportation planning will be provided to seniors and persons with disabilities based on their functional abilities, their preferred modes of travel, and the most cost-effective mobility and transportation service options. The project will assist consumers in accessing the following types of services:

- Fixed route transit
- City-based paratransit services
- ADA paratransit services
- Tri-City Taxi Voucher Program
- Tri-City Travel Training Program

- VIP Rides Program
- Older driver safety training and information
- General information on where to find other needed services (referrals to Tri-City Senior Helpline and 211)

Discussion/Justification

This project addresses the need for comprehensive, multi-lingual information regarding mobility options for elderly and disabled residents of the Tri-Cities area (Fremont, Newark and Union City). Potential project benefits include:

- Increased level of transportation service coordination
- Increased mobility for seniors and persons with disabilities
- Increased consumer satisfaction regarding service access
- Reduced consumer confusion about transportation options

Project Description

The City of Fremont will recruit, hire and supervise a small team of bilingual outreach workers (ideally: Mandarin, Spanish and Farsi-speaking) to provide mobility management services for seniors and persons with disabilities in the Tri-City area. These outreach workers will help consumers navigate the transportation system to find the most appropriate and cost effective modes of travel for their specific needs. The City will provide a program manager responsible for project development, implementation and supervision of mobility management activities and evaluation of project effectiveness. Project implementation period: December 2011 – June 2013

Project activities will include:

ESTABLISH BETTER SERVICE COORDINATION WITH EBP

1. Establish East Bay Paratransit satellite office in Fremont to facilitate in-person ADA paratransit certification interviews for residents of Southern Alameda County. The City will provide the office space at no cost. CMMP funds might be used for minimal additional costs for office set up. Tentative scheduled opening of satellite office: January 2012.
2. Outreach workers will meet with EBP applicants and conduct an individualized transportation assessment and then refer applicants to appropriate transportation services, offering additional assistance in connecting consumer to services as needed.
3. Coordinate rides for Fremont and Newark residents who are applying for ADA services and need transportation to the EBP certification

interview. City-based services can offer a more cost effective trip to transport applicants to the interviews.

4. Help coordinate alternative transportation services while EBP applicant is awaiting ADA certification.
5. Provide problem solving assistance to consumers experiencing difficulties with East Bay Paratransit service.

PROVIDE MORE INTEGRATED OUTREACH/EDUCATION

1. Provide individualized transportation planning, information and referral, and service linkage for seniors and persons with disabilities seeking information and/or access to transportation and mobility services. These services will take place at the following sites:
    a. Fremont City Hall, Human Service Department
    b. Community locations in Fremont, Newark and Union City (monthly office hours will be established for each of the three satellite service sites)
    c. Consumer's place of residence, as needed
2. Coordinate group outreach presentations at various community locations. Work with partner agencies, where appropriate, to present for the following community outreach events:
    a. Transportation/Mobility Resource Fair (one per year)
    b. Paratransit Service presentations, with on-site enrollment as feasible (Minimum of 12 per year)
    c. Older Driver Safety presentations (6 times per year total, 2 in each city)
    d. Clipper Card presentations (6 times per year total, 2 in each city)

EXPAND KNOWLEDGE BASE AND IMPROVE SERVICE COORDINATION WITH TRI-CITY AREA SOCIAL SERVICE PROVIDERS.

1. Provide training to Tri-City area service providers on the spectrum of mobility and transportation resources available to seniors and people with disabilities.
2. Work with AC Transit, Union City Transit and BART to facilitate rider advocacy and/or education efforts, such as dissemination of service change announcements, placement of bus shelters, signage at transit centers, requests for driver training, etc.
3. Evaluate the possibility of expanding the role of the existing paratransit advisory body to identify service gaps and opportunities for improved coordination related to the planning and implementation of transportation/mobility services.

EVALUATE EFFECTIVENESS OF MOBILITY MANAGEMENT ACTIVITIES: Develop and implement consumer and program tracking mechanisms to measure the effectiveness of mobility management activities in the Tri-City area.

Next Steps

Upon approval of funding, Fremont will move forward with hiring the team of bilingual outreach workers and work with EBP on establishment of the EBP satellite office. Additionally, a workplan will be developed in December to facilitate project implementation activities during the first six months.

Timeline

2011	
October 2011	Pilot Funding approved (Board Mtg. 10/27)
November	Initiate hiring of outreach workers Working with EBP to set up satellite office
December	Initial training of outreach workers, pending successful hiring process Development of six month workplan for project implementation Development of program intake and outreach materials Office set-up for outreach workers
2012	
January 2012	Launch mobility management Open EBP satellite office Begin conducting individualized transportation plans with consumers
February 2012	Identify community satellite office locations Begin conducting group outreach presentations
March 2012	Establish community satellite office locations Begin training service providers on spectrum of available mobility services
April 2012	Assess first quarter of project activities
May 2012	Develop detailed workplan for FY11/12 project activities Begin planning for Mobility and Transportation Resource Fair in September 2012

Funding

CMMP funds will be used for the salaries of the outreach workers and for the project manager's time. Transportation expenses for applicants attending ADA-paratransit certification interviews and other miscellaneous direct service costs (i.e. printing, office supplies, computer/phone set-up and IT installation, etc.) are also included in the project budget. The overhead allocation included in the budget covers the costs for functions needed from other departments for project implementation, including: Human Resources, Finance, City Attorney's Office, and Information Technology Support.

Tri-City Mobility Management Project CMMP Funding Request	$114,500
Salaries for Outreach Workers	$50,544
Salary/Benefits for Project Manager	$34,021
Direct Costs	$15,000
Overhead (15% required by the City of Fremont for each new project)	$14,935

ALAMEDA County Transportation Commission
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MEMORANDUM

Date: September 7, 2011

To: Technical Advisory Committee (TAC) and Paratransit Advisory and Planning Committee (PAPCO)

From: Paratransit Coordination Team

Subject: **Implementing Guidelines**

Summary

TAC and PAPCO members are being asked at their September meetings to review and comment on a new type of policy document, "Implementing Guidelines". These Guidelines provide parameters for Measure B funded City-based programs in much more detail than in the past. They will be incorporated by reference into the new Paratransit Master Funding Agreements currently being developed.

Why do we need Implementing Guidelines?

In Fiscal Year 2006-2007, both committees worked with ACTIA staff to update the pass-through Agreements. Those Agreements are expiring in 2012. Also in 2006, PAPCO finalized and approved Minimum Service Levels (MSL's) for City-based programs. As of 2012 we will be at the mid-point of the measure and have had 10 years of experience with a variety of paratransit programs funded by pass-through and Gap funding. Staff believes that the committees and programs are well-placed to implement some "best practices" in the operation of City-based programs.

What are the intent and goals of the Implementing Guidelines?

There are a number of policy-level questions that have arisen over the course of the past few years that these implementing guidelines have sought to

address, explained below. Additional background, including reference to economic pressures, is included in the introduction to the "Implementing Guidelines" themselves.

Possible Inequity: As noted in the 2010 Service Delivery Analysis, although program diversity does allow for programs to be tailored to local circumstances, it also causes significant variations in service availability and quality across geographies. Further, the July 2000 Measure B Expenditure Plan indicates the intention "to reduce differences that might occur based on the geographic residence of any individual needing services." Are there demographic factors that should determine what mix of service types a jurisdiction should have? Should programs be evaluated in terms of percent of eligible population served? For example, if one program serves a small proportion of people very well at high cost, how does that compare to a service serving many people with a lower level of service?

Possible Redundancy: Both the 2010 Service Delivery Analysis and the FY 2010-2011 Coordination and Mobility Management Planning (CMMP) process identified potential redundancy in the services provided throughout the county. These analyses documented the potential for cost savings through the elimination of administrative overhead duplication in cases where contiguous cities and the ADA paratransit provider are each contracting separately with the same service provider. Additionally, in jurisdictions with ADA paratransit service, city-based door-to-door programs, and taxi services, do consumers have three interchangeable options for at least some of their trips? If so, is the availability of three different door-to-door services the most effective use of resources? Also, do the multiple available services cause consumer confusion as to what they "should" be using?

Gaps in Service: Despite a relatively robust level of service provided in Alameda County compared to other places, mobility gaps still exist in many parts of the county as identified in the 2010 Service Delivery Analysis. Filling these gaps in an era of declining resources will be increasingly difficult.

Mixture of Service Types: If it is determined that an optimized "suite" of programs should be made available in each planning area, how should changing the mix of service types be done? How much value should historical service have? How much value should be placed on uniqueness of localities and their needs?

These guidelines alone do not attempt to address all of these issues, but they are intended as a first step in establishing a framework to refine the Measure B programs based on our accumulated experience over the past ten years. In short, they are intended as the basis for a discussion between PAPCO, the TAC and ACTC staff. The following were the primary factors that were taken into consideration in the design of the implementing guidelines:

- Ensuring that seniors and people with disabilities throughout Alameda County have options for meeting the full spectrum of their mobility needs.
- Establishing a reasonable cost per trip for consumers.
- Minimizing redundancy between programs.
- Ensuring that each service is designed to serve the populations that most depend on that service type.

How will the Implementing Guidelines impact programs?

Incorporation of the Guidelines by reference in the Master Funding Agreements ensures that continued funding will be directly tied to compliance with the Guidelines. The Guidelines can be adjusted, with appropriate approval, without revising the actual Agreements. The Guidelines will replace the Minimum Service Levels with more detailed parameters for each type of service provided through Measure B.

Next Steps

TAC will have the first opportunity to comment on the Guidelines at their September 13th meeting. Their comments will be shared with PAPCO at their September 26th meeting. Staff will work with both committees to refine the Guidelines, and the process for implementation, in coordination with the development of the Master Funding Agreements.

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DRAFT Implementing Guidelines

For the *Special Transportation for Seniors and People with Disabilities* Program funded through Measure B

Purpose

These implementing guidelines accompany the new Master Funding agreements between the Alameda CTC, city-based mobility programs for seniors and people with disabilities, and ADA paratransit providers that receive Measure B pass-through funding. These guidelines specify the rules that these programs must follow in their use of Measure B funds and, where applicable, the Vehicle Registration Fees (VRF). These guidelines are incorporated by reference in the Master Funding Agreements. All other terms and conditions for programs are contained in the agreements themselves. Exceptions to these guidelines must be approved by the Alameda CTC.

Background & Context

There are a number of current issues in Alameda County that have set the stage for the development of these implementing guidelines:

Limited Funding and Increasing Demand for Service: The economic recession has had a notable impact on Alameda County transportation programs and transit operators. In particular, the decline in Measure B sales tax revenue has impacted programs severely since they depend on pass-through tax revenue for day-to-day operations, and transit agencies in Alameda County have been forced to cut service and raise fares due to revenue reductions from a range of sources. Finding additional funding from other sources is unlikely, as traditional federal and state funding sources have been decreasing over time; it is essential to use the available Measure B and VRF funds, as applicable, effectively. These economic hardships come at a time when the senior population is increasing and projected to increase at a higher rate in coming years due to the aging of the Baby Boom generation. Growth is projected to be particularly high in the segment of the population age 75-84 who more heavily depend on specialized transportation services.

Diversity of Existing Programs: The city-based programs in Alameda County are very diverse. City programs have been given a great deal of latitude to establish individual programs to serve the needs of their senior and disabled populations. As a result, programs have evolved to be quite

distinct from one city to the next. Eligibility requirements, fare structure, service hours and service areas vary widely; the City department that oversees the program also varies from city to city. Perhaps the most fundamental source of diversity is that each city has chosen to operate different types of services to meet the needs of their senior and disabled residents, including taxis, van contractors, city-run shuttles, and city-run door-to-door programs, among others. In 2006 PAPCO approved a series of Minimum Service Levels (MSLs) that has resulted in a somewhat greater level of program consistency. However the programs remain very diverse in their service parameters and modes of service delivery, raising potential issues of equity in terms of the options available to individuals in different cities.

Mobility Management in Alameda County: The field has evolved substantially over the past decade since many of the Measure B-funded senior and disabled transportation programs began. Increasingly, mobility management is replacing traditional segregated paratransit service with a more integrated approach. Alameda County has been examining the feasibility and effectiveness of increased coordination over the past few years, most notably through the Countywide Coordination Summits in 2006-2009, the *2010 Service Delivery Analysis*, and the Coordination and Mobility Management Planning Process (CMMP) in FY 2010-2011, which focused on identifying opportunities to streamline and/or implement effective mobility management programs.

Desire for more Uniformity: The outcomes of the Coordination and Mobility Management Planning (CMMP) process in FY 2010-2011, indicated that it may be beneficial to create more uniformity throughout the County as to program design and service parameters. More uniformity in program design, service parameters and availability of services across the County would improve equity and reduce confusion for new users, social service providers and tax payers.

Potential for an Optimized "Suite" of Programs: During the CMMP process, the idea was also proposed that each area of the county could have an array of available services that cross jurisdictional boundaries of the cities within a specific planning area and potentially into other planning areas. This would enable a "suite" of complementary programs in each region of the County that is tailored to the unique needs of that planning area. Ideally, this mix of services would reduce redundancy between services.

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Types of Service in Alameda County

In order to develop a comprehensive approach to addressing the issues stated above, the following section provides an overview of services currently provided through Measure B. In order to address differences in the timing, origin and destination of a trip as well as the abilities of the passenger, a range of service types is necessary to meet the spectrum of mobility needs across the county.

Most services can be categorized along the following dimensions that most affect the consumer experience:

1. **Timing**: Same day versus pre-scheduled
2. **Accessibility**: Accessible vehicles versus those that do not accommodate wheelchair or scooter users
3. **Origins/Destinations**: Door-to-door versus fixed route
4. **Cost to Customer**: The out-of-pocket cost to the consumer for utilizing the service.

The primary types of transportation service currently provided in Alameda County for seniors and people with disabilities are shown in the table below. Each of these serve a different travel niche based on how they meet these customer experience parameters as shown below.

Figure 1 Customer Experience Parameters by Service Type

Service Type	Customer Experience Parameters			
	Timing	Accessibility	Origins/ Destinations	Cost to Customer
ADA Paratransit	Pre-scheduled	Accessible	Origin-to-Destination	Varies
Door-to-Door	Pre-scheduled & Same Day	Accessible	Origin-to-Destination	
Taxi Programs	Same Day	Varies	Origin-to-Destination	
Shuttle Programs	Set Schedule (some allow for flag stops)	Accessible	Fixed Route	
Group Trips	Pre-scheduled	Accessible	Fixed Route	
Volunteer Driver	Pre-scheduled	Generally Not Accessible	Origin-to-Destination	

Some city programs do not cleanly fit in these service type categories due to program particularities or because they are hybrids of different standard service types. In addition, some programs use their Measure B allotment to fund programs that do not directly provide transportation trips, such as subsidizing East Bay Paratransit tickets or funding meal delivery programs.

The matrix above is provided as a simple way to illustrate service types that may be interchangeable in terms of the type of service they provide to the consumer. This chart will be referenced in this document to define exactly what transportation niche a service fills and the appropriate guidelines for that service type.

Implementing Guidelines

Taxi Programs

Background/Justification: Taxis are one of the least costly ways to provide a curb to curb trip in Alameda County according to the data currently available. These guidelines are intended to better define the role that taxis play in relationship to other services. Currently, the parameters of taxi programs throughout Alameda County vary widely (e.g. level of reimbursement and length of trip). As part of the Service Delivery Analysis and CMMP process, the possibility of moving towards a partial or full countywide taxi program was considered. This step would necessitate more consistency in eligibility, subsidy method and level, and trip limits. These guidelines are intended to take a step in this direction.

Taxi Service Parameters	
Service Description	A "premium" service intended to be a safety net to meet needs of eligible patrons for situations when they cannot make their trip on a pre-scheduled "next-day" basis. Not meant to be a routine service to be used on a daily basis. Therefore, these guidelines are designed to incentivize people to use the vouchers selectively at their discretion while taking affordability into consideration.
Customer Service Parameters	Same-day Expand accessible taxi vehicles where possible Door-to-door/curb to curb service
Eligible Population	Seniors 70 years or older without proof of a disability People 18 and above with disabilities who are unable to use fixed route services.

Time and Days of Service	24 hours per day/7 days per week
Fare (Cost to Customer)	Subsidy level: $3 user cost for $10 in voucher/scrip value (70% subsidy) Limit: Four $10-voucher/scrip books per person per month. This is 48 books per year for a total of $480 in voucher/scrip per person (a subsidy of $336 per person per year). No limit on the number of vouchers that can be used per taxi trip.

City Fixed Route Shuttles or "Accessible Community Buses"

Background/Justification: Analyses done in the past year have identified that current shuttle services are the most expensive service provided in Alameda County (aside from ADA paratransit) on a cost per trip basis. The Service Delivery Analysis and CMMP process identified that cities may be implementing shuttles that would be more appropriately provided by AC Transit, and AC Transit has had concerns in the past about shuttles providing services that duplicate AC Transit routes. In addition, the CMMP process has identified that making city-based shuttle programs accessible to the general public (possibly for a higher fare) might improve their cost effectiveness by raising ridership and revenue.

One avenue for addressing these issues is moving towards a lower cost "community bus" model that is required to coordinate with AC Transit. The guidelines were designed to move towards this model and ensure that the role and importance of shuttles in serving trip needs is clearly defined.

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City Shuttle Bus Service Parameters	
Service Description	Shuttles are accessible vehicles that operate on a set schedule to serve common trip origins and destinations visited by program participants. Common trip origins and destinations are: senior centers, medical facilities, grocery stores, BART stations, other transit stations, community centers, commercial districts, and post offices. Community circulator and shopping shuttles should be designed to *supplement* the services operated by transit agencies. Routes should not necessarily be designed for fast travel, but to get as close as possible to destinations of interest, often going into parking lots or up to the front entrance of a senior living facility. Shuttles allow for more flexibility than next day paratransit service, and are more likely to serve active seniors who do not drive than ADA paratransit registrants.
Customer Experience Parameters	Fixed schedule Accessible Fixed Route
Eligible Population	Shuttles should be designed to appeal to older people, but programs should move towards being open to the general public, not exclusively limited to seniors and/or people with disabilities. The senior and disabled communities should be involved in making any policy and/or operational changes to ensure that the program continues to prioritize meeting the needs of seniors and people with disabilities.
Time and Days of Service	At discretion of program sponsor with local consumer input.
Fare (Cost to Customer)	At discretion of program sponsor with local consumer input.
Cost of Service	Within 2 years of commencing shuttle operations, the cost per one-way trip must be $20/trip or lower.

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Other	To start a local shuttle, a program must demonstrate how the service will fill a gap that is not covered by another service. Any city shuttle is required to coordinate with the local fixed route provider. Any shuttle plan must be submitted to the Alameda CTC for review prior to requesting funding to ensure effective design with clear origins and destinations. No deviations, except for flag stops at discretion of program sponsor.

City-based Door-to-Door Services

Background/Justification: Recent service analyses have questioned whether city-based door-to-door services, some of which predate the ADA, provide redundant services with ADA paratransit. This is a concern in an environment of increasingly limited resources and growing need. City-based door-to-door services can only be funded through Measure B and/or VRF revenues if they clearly serve a need not met by ADA paratransit service or by any other community transportation service.

In most cases the services are intended to fill gaps that are missed by ADA service, such as serving customers who live outside the ADA service area. When available on a same-day basis they can fill gaps in accessible same day service which are often not reliably met by taxi companies (however, most of the currently operating programs function primarily on a pre-scheduled basis and are not 100% reliable as same day service). City-based door-to-door services could play a very useful role in serving certain trips that are particularly costly for ADA paratransit services to meet. However it is unclear whether this is currently occurring.

The following guidelines were designed to address these issues and ensure that the role and importance of city-based door-to-door services in serving trip needs is clearly defined.

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City-based Door-to-Door Service Parameters	
Service Description	City-based door-to-door programs provide a similar level of service to the mandated ADA services; when same day, the service functions like a supplemental accessible taxi service.
Customer Service Parameter	Pre-scheduled (same day reservations on a space-available basis) Accessible Door-to-door
Eligible Population	Seniors 70 years or older without proof of a disability People 18 and above with disabilities who are unable to use fixed route services.
Time and Days of Service	At discretion of program sponsor with local consumer input, depending on unique gap service is intended to fill.
Fare (Cost to Customer)	At discretion of program sponsor with local consumer input, depending on unique gap service is intended to fill.
Other	Due to the fact that these door-to-door programs run a high risk of being redundant with ADA services, the unique mobility niche they serve must be clearly defined in order to exist. City-based door-to-door services should exist only where ADA paratransit service and taxi services are not available unless program sponsor can justify how service is filling a gap not being met by any other community transportation service.

Volunteer Driver Programs

Background/Justification: While there are some challenges involved with initiating and maintaining volunteer driver programs (e.g., driver recruitment, addressing liability concerns), these programs have the benefit of filling a critical mobility gap by providing door-through-door service model that is essential for many older adults and people with disabilities. These trips are a limited resource and should be directed to those populations who most need the trips.

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Currently, there are no volunteer driver programs that are funded as part of a pass-through program. However, this is an allowable service type that is eligible for funding from Measure B pass-through and/or VRF revenues; any current grant-funded volunteer driver program would be eligible to transition to operating with pass-through funding.

Volunteer Driver Program Service Parameters	
Service Description	Volunteer driver programs meet a key mobility gap by serving door-through-door trips for more vulnerable populations. This is a complementary gap-filling service.
Mobility Role/Niche	Pre-scheduled Generally not accessible Door-through-door
Eligible Population	If resources allow, program should be made available, at minimum, to seniors 70 years or older without proof of a disability and people 18 and above with disabilities who are unable to use fixed route services. If sufficient resources are not available, program eligibility can be further restricted through additional eligibility criteria at discretion of program sponsor.
Time and Days of Service	At discretion of program sponsor; based on the availability of volunteers.
Fare (Cost to Customer)	Free to user or donation-based.
Other	Program sponsors can use Measure B funds to pay for volunteer mileage reimbursement purposes or administrative purposes.

Group Trips

Group trips are round-trip accessible van rides for pre-planned outings or to attend specific events or go to specific destinations for fixed amounts of time, e.g. shopping trips or religious services. Trips usually originate from a senior center or housing facility.

Based on recent service analyses, group trips appear to be a relatively low cost service type. Group trips can fill a key role in serving trip needs that would otherwise be met by much higher cost services.

This is an allowable service type that is eligible for funding from Measure B and/or VRF revenues.

Mobility Management & Travel Training

Recent service analyses have indicated a need to better match each trip to the most appropriate and cost effective service for the person making that trip. Mobility management and travel training play an important role in ensuring that people use the "right" service for each trip, e.g., using EBP from Fremont to Berkeley for an event, using a taxi voucher for a same-day semi-emergency doctor visit, and requesting help from a volunteer driver or group trips program for grocery shopping.

This is an allowable service type that is eligible for funding from Measure B and/or VRF revenues.

Other Services funded through Measure B

Meal Delivery Services

Some programs choose to fund meal delivery programs with their Measure B pass-through funds. This provides access to life sustaining needs for seniors and people with disabilities. Therefore, although this is not direct transportation service provision, it is an allowable service type that is eligible for funding from Measure B and/or VRF revenues.

Scholarship/Subsidized Fare Program

East Bay Paratransit ticket purchase programs are not an allowable expense to fund with Measure B revenues, as they induce demand on the costly EBP service without necessarily targeting individuals whose financial situation impedes their ability to ride. A "Scholarship Program" or "Subsidized Fare Program" designed to subsidize tickets for customers who are low-income and can demonstrate financial need is a service type that is eligible for funding from Measure B and/or VRF revenues.

To establish a program and receive funds, the sponsor must describe how financial means testing will be undertaken and cannot use more than 3% of their pass-through funds for the program.

ADA-mandated Services

ADA-mandated programs are a service type that is eligible for funding from Measure B and/or VRF revenues. These programs are implemented and administered according to federal guidelines that supersede these guidelines; however all ADA-mandated programs funded through Measure B or the VRF are subject to the terms of the Master Funding Agreement.

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NELSON NYGAARD

M E M O R A N D U M

To: John Hemiup, Matt Todd & Jacki Taylor

From: Cathleen Sullivan & Emily Ehlers

Date: August 1, 2011

Subject: Alameda CTC Senior & Disabled Mobility Workshop Summary

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The Alameda County Transportation Commission Senior & Disabled Mobility Workshop convened at the Ed Roberts Campus in Berkeley on July 12, 2011. The Mobility Workshop included presentations in the morning and a group working session in the afternoon. Participants could visit the resource fair in the lobby throughout the day. After the workshop, attendees received an e-mail soliciting participation in an on-line survey regarding the effectiveness and utility of the workshop.

Attendance

PAPCO	20
TAC	7
Community Advisory Committee/ Community Advocate	8
Pub Sector Agency	18
Non-profit	16
TOTAL	**69**

Of the 69 attendees, 20 responded to the online evaluation. When asked how the respondent heard about the workshop, nine of the twenty, or 47%, are PAPCO/TAC members; six received an e-mail from the Alameda CTC; and three heard about the workshop by word of mouth. The majority (12) of survey respondents participated in all of the day's activities, including workshop presentations, the afternoon working session, and resource fair.

Resource Fair

By and large, the resource fair was valuable for respondents. Over 60% deemed the fair very helpful or fairly helpful. In an open-ended question regarding what other resources would have made the fair more valuable, three participants suggested that area service providers, including taxi companies and paratransit and transit providers, be better represented at the fair. A travel training class was also requested to familiarize attendees with available transportation services. One person suggested inviting operators and Ed Roberts Campus representatives.

Workshop Presentations

Survey respondents were asked to gauge how informative each of the four morning workshop presentations were. On a five point scale, the average ratings for each of the presentations were between 3.71 – 4.44, indicating overall satisfaction with the morning presentations. Bonnie Nelson's "State of the System" presentation was deemed the most informative, with 53% of respondents rating it a 5 out of 5. An additional 32% rated the "State of the System" presentation a 4 out of 5. A plurality of respondents (39%) found the "Federal Funding Context" presentation by Leslie Rogers of the FTA to also be most informative (5 out of 5). The Planning for Mobility Panel with Carolyn Clever of the MTC, Christina Verdin of the MTC, Paul Branson of Marin Transit, and Naomi Armenta of the Alameda CTC was also well-received with a plurality of respondents (37%) rating it a 4 out of 5. The majority of respondents rated the "Launch to Lunch: New Paradigms, New Realities" with representatives of the Alameda CTC, Tess Lengyel, Mayor Mark Green, and Art Dao, at least a 3 (33% rated it a 3, 22% rated it a 4, and 28% rated it a 5).

In the open-ended comments section, respondents gave very favorable and gracious reviews. One respondent said s/he felt empowered after the workshop presentations, even given the current economic climate. One asked for "more information on how they are applying Mobility Management to their consumers and on what/how they are collaborating with community organizations to access currently available options." Another respondent noted that s/he always likes to hear about funding and legislative issues at various levels of government, but asked that they be tied together with an aim toward working together at various levels of government. One respondent "would have liked to see more participation from members of PAPCO."

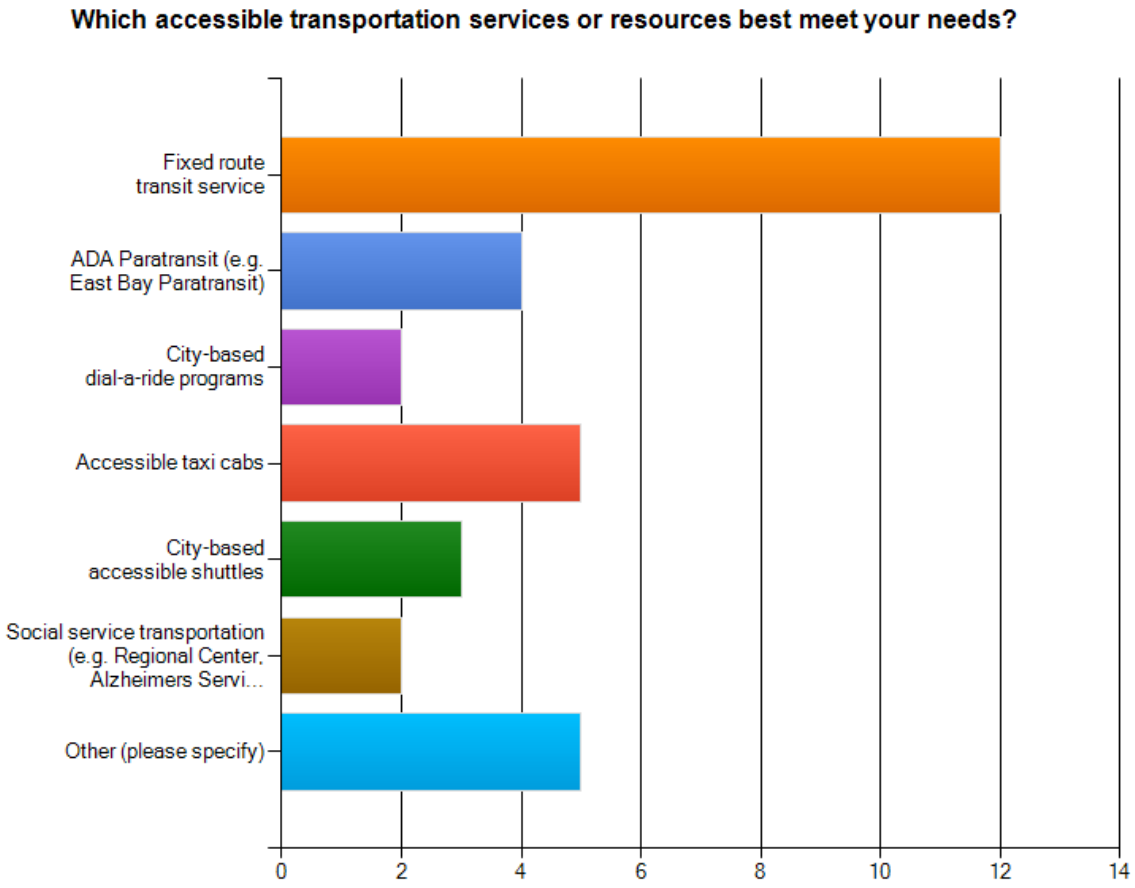
Mobility Working Session

The majority of attendees of the afternoon working session found it to be productive (nine of the 15 respondents). Two people responded that it was not productive, and four were unsure. Suggestions for improvement included:

- Pre-determining group members (with color-coded name tags) to ensure balanced groups
- Avoiding the temptation to "get stuck" on complaints instead of problem-solving
- Stronger facilitators and better time management
- Giving each group one distinct topic, as opposed to multiple topics

12 of 16 (75%) would like future workshops to include similar opportunities for small-group discussion to "allow everyone the chance to speak," to "remind participants of the issues that need to be considered when pondering what accessible transit looks like," and to "exchange personal and professional experiences."

When asked which accessible transportation services or resources best meet the respondents' needs, fixed route transit was cited most often. As shown in the figure below, the next most popular accessible transportation service was taxi cabs followed by ADA paratransit. The "Other" category included both BART and volunteer driver programs. Other resources or community services that respondents would like to see more readily available included non-emergency same day transportation to healthcare services, group trips, and accessible taxi service.



Summary

Overall, those attendees who provided feedback via the online survey found the workshop successful. Eighty-two percent said the overall length was just right. Respondents found the morning presentations and afternoon working session most helpful in equal measure. The presentations received lower average scores as the morning wore on, but most people found them informative. The mobility working session was well-received, with some suggestions for improvement.

NELSON NYGAARD

M E M O R A N D U M

To: Naomi Armenta & Krystle Pasco

From: Cathleen Sullivan & Emily Ehlers

Date: August 11, 2011

Subject: Alameda CTC Mobility Workshop Working Group Comments

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Participants at the 8th Annual Mobility Workshop assessed various issues related to accessible transportation services and resources in Alameda County. Five small working groups addressed the following four questions:

1. Is there an optimal "mix" of accessible transportation services/resources that should exist throughout the County?
2. Should there be more uniformity across the County in terms of service parameters?
3. How should we balance coverage and quality in an era of constrained resources and growing need?
4. What else beyond the accessible transportation program should be funded through the TEP?

While individual responses varied, general trends are highlighted in the following sections.

1. Optimal "Mix" of Accessible Transportation

Again and again, volunteer driver programs were cited as integral to an optimal mix of accessible transportation, particularly in times of fiscal constraint among transit agencies. Volunteer driver programs pair an individual driver with an accessible transportation consumer for demand-responsive, curb-to-curb trips. Volunteer driver programs were popular among nearly every group because they eliminate the hassle of transferring

from flex route to fixed route service, cost the consumer less than conventional transit, and provide flexible, convenient service.

Many groups noted that fixed route service, supplemented secondarily by paratransit, flex shuttles, on-demand taxi service, and volunteer driver programs, best meet their needs. There also seems to be a general desire for more same-day service, in lieu of service that must be scheduled in advance.

Regardless of the type of service, other suggestions for improved accessible transportation centered on enhanced driver and dispatcher training on the needs of people with disabilities coupled with sensitivity training. Minimal first-aid training for drivers was also suggested. Participants also requested better real-time trip planning information, such as a more improved 511 Trip Planner service that would include a flexible search feature in addition to the current route-based search feature.

What stands out from the breakout sessions is that one type of service cannot meet the needs of all participants.

2. Countywide Uniformity

Participants cited frustration with the "wasteful balkanization" of accessible transportation systems countywide. Every group would like to see a countywide service, like that of Santa Clara County. With 19 programs/operators in Alameda County, one group cited too much duplication at the local level, which makes travel between jurisdictions unnecessarily confusing. This group suggested merging the programs/operators while guaranteeing the same coverage of the service area and the same types of service and cost of travel regardless of jurisdiction. One group suggested such a uniform, countywide agency should set a minimum baseline of service for all people in the county and uniform eligibility requirements. Another group suggested a single countywide accessible transportation agency could also provide one-stop information on mobility management and trip planning vis-à-vis a centralized dispatcher. In sum, all groups would like more countywide uniformity.

3. Stretching Resources

Utilizing individual volunteers or teaming with a non-profit to provide volunteer drivers was repeatedly cited as one way of stretching budgets in times of economic uncertainty, without sacrificing service. One participant suggested incentivizing volunteer drivers, especially family members of people with disabilities, via tax breaks. Groups also stressed prioritizing the maintenance of existing infrastructure in lieu of purchasing new buses or building new bridges.

4. TEP Funding Beyond Accessible Transportation

Participants recognized that a variety of transportation projects not specifically designated "accessible" complement accessible transportation projects and could be funded through the Transportation Expenditure Plan. Groups requested that general improvements to the pedestrian realm be funded through the TEP. Suggestions included signal improvements, including countdown lights and audible signals, sidewalk improvements, including curb cuts and maintenance, and streetlights. Participants also requested that improvements to fixed route transit be funded through the TEP, especially electronic signage that identifies broken lifts or other service problems, accessible restrooms, and AC Transit and BART service improvements. Safety enhancements were also mentioned as a potential candidate for TEP funds.

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ALAMEDA County Transportation Commission
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8th Annual Mobility Workshop
Alameda County Countywide Transportation Plan and Expenditure Plan Working Session Notes
July 12, 2011

Five working groups discussed the following four questions in regard to the Countywide Transportation Plan and the Transportation Expenditure Plan:

1. **Is there an optimal "mix" of accessible transportation services/resources that should exist throughout the County?**
    a. Which services or resources best meet your needs?
    b. Are there additional services or resources that are missing? (E.g., community buses, volunteer driver programs, group trips?)
    c. Are there services/resources that are duplicative or less necessary?

2. **Should there be more uniformity across the County as far as service parameters?** (E.g., cost for consumers, eligibility?)

3. **How should we balance coverage and quality in an era of constrained resources and growing need?**

4. **What else beyond the accessible transportation program should be funded through the TEP?** (E.g., transit service or projects, pedestrian facilities, information, technology?)

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

Group One – Facilitator Rachel Ede

1. **Is there an optimal "mix" of accessible transportation services/resources that should exist throughout the County?**
    a. Which services or resources best meet your needs?

    [The group did not address this question.]

    b. Are there additional services or resources that are missing? (e.g., community buses, volunteer driver programs, group trips?)
    - Taxi services are not consistent in Oakland
    - Easy access to BART station and other transportation services in Emeryville -> how to preserve these services?
    - Limited transit access to certain areas such as Cherryland; on-time performance affected
    - Volunteer driving/driver (free) programs; AC Transit can be costly
    - Travel training
    - Better real-time trip planning that is practical
        - Improved 511 Trip Planner (not just route based)
        - Shorter walk to transit
        - More information for visually impaired; access to bus stop inventory
    - Look into funding structures – AC Transit vs. BART on Clipper discounts, differences, etc.
    - Need for broad range of alternative transit options

    c. Are there services/resources that are duplicative or less necessary?

    [The group did not address this question.]

2. **Should there be more uniformity across the County as far as service parameters?** (E.g., cost for consumers, eligibility?)
    - Cost of travel differs
    - Cross-jurisdictional travel (region, county)

- In-person certification costs can be used for other purposes
- Eligibility differences from city to city (cross-jurisdiction)
    - Age, income, etc.
    - Grandfather in current riders to keep eligibility
- Diversity in services addresses gaps but there is a need for outreach/education
    - High level of detail
- There should be a baseline of services, like "universal design" of services
- Multi-agency day pass
- Better connect former drivers with services they are eligible for
- Uniformity should not mean bad service

3. **How should we balance coverage and quality in an era of constrained resources and growing need?**

   [The group did not address this question.]

4. **What else beyond the accessible transportation program should be funded through the TEP?** (E.g., transit service or projects, pedestrian facilities, information, technology?)

   [The group did not address this question.]

Group Two – Facilitator Naomi Armenta

1. **Is there an optimal "mix" of accessible transportation services/resources that should exist throughout the County?**
    a. Which services or resources best meet your needs?
        - Fixed-route
        - Paratransit – City & Americans with Disabilities Act (ADA)
        - Flex shuttle

b. Are there additional services or resources that are missing? (E.g., community buses, volunteer driver programs, group trips?)
    - Oakland: Would like to see a shuttle like in Alameda
    - Senior housing vans used more
    - Emergency transport for wheelchair user to accompany ambulatory companion
    - Fill same-day gap
    - Volunteer driver programs
        - Baby Boomers as drivers
    - Paratransit outside of ADA corridor
    - More accessible taxis
    - Seamless system across cities, i.e., Oakland to SF Airport
    - Dialysis-based transportation

c. Are there services/resources that are duplicative or less necessary?

    [The group did not address this question.]

2. **Should there be more uniformity across the County as far as service parameters?** (E.g., cost for consumers, eligibility?)
    - Yes.
        - Peace of mind for consumers
        - Throughout area, not just county
        - Same cost (equity issue?)

    Suggestions:

    - Similar transfer systems
    - Scary for newbies
        - Travel training?
    - One stop for information
        - Mobility management
    - Listen to advisory bodies

    - Give some authority
    - Approve transit design by consumer groups

3. **How should we balance coverage and quality in an era of constrained resources and growing need?**
    - Best use of our funds
    - Vehicles: Cost-effective and "green" (compressed natural gas (CNG))
    - Defer to research about geographic needs and trends
        - Survey by professional firm?
    - More day service; don't cut peak hours
    - Bus shelters
    - General improvements as opposed to expensive projects
    - Retain feeder lines

4. **What else beyond the accessible transportation program should be funded through the TEP?** (E.g., transit service or projects, pedestrian facilities, information, technology?)
    - Electronic signage for fixed route service noting broken lifts or other service problems
    - Access to restrooms
    - Pedestrian improvements
        - Countdown lights
        - Audible Signals
    - Sidewalk improvements
        - Curb cuts -> decrease lip
    - Research abroad systems
    - Continue to explore volunteer driver programs (VDP)
    - Partner with local nonprofits for VDP
    - Coordinate with private transit options
        - Kaiser, Rossmore, etc.

Group Three – Facilitator Bonnie Nelson

1. **Is there an optimal "mix" of accessible transportation services/resources that should exist throughout the County?**
   a. Which services or resources best meet your needs?

      [The group did not address this question.]

   b. Are there additional services or resources that are missing? (E.g., community buses, volunteer driver programs, group trips?)

      - More on-demand taxis: AM & PM
      - Paratransit – With the understanding it's a shared-ride service
      - Feedback for service improvements
        - Complaints sometimes equal loss of programs
      - BART – Less costly than paratransit
      - More accessible taxis (only three in Oakland)
        - Avoid running out of oxygen
        - More training for drivers
      - Travel training
      - Volunteer drivers and other volunteer programs

   c. Are there services/resources that are duplicative or less necessary?

      - Consolidation of taxi services
      - Centralized complaint department
      - Taxi scrip (not sufficient dollars)

2. **Should there be more uniformity across the County as far as service parameters?** (E.g., cost for consumers, eligibility?)

   - Public needs to be accommodated vs. the other way around
   - City programs
     - Each tax program has different rules
   - Consolidation of fees for various travel means

- Cannot use cookie cutter approach; each city has different travel needs
- Shuttles great, but have to get to the shuttle

3. **How should we balance coverage and quality in an era of constrained resources and growing need?**

    - Curb-to-curb service
    - Balance clean air and senior and disabled need for travel
    - Wheelchairs using bike lanes
    - Where to recharge wheelchairs while out and about
    - If it doesn't serve all, dollars shouldn't be spent

4. **What else beyond the accessible transportation program should be funded through the TEP?** (E.g., transit service or projects, pedestrian facilities, information, technology?)

    - AC Transit improvement
    - BART improvement
    - Ferry improvement
    - Sidewalks and road conditions
    - Improve bus connections
    - More sensible, local fares
    - Affordability, safety

Group Four – Facilitator Cathleen Sullivan

1. **Is there an optimal "mix" of accessible transportation services/resources that should exist throughout the County?**
    a. Which services or resources best meet your needs?

    [The group did not address this question.]

b. Are there additional services or resources that are missing? (E.g., community buses, volunteer driver programs, group trips?)
    - More wheelchair spaces on bus
    - Better driver training (scripts and paratransit)
    - Taxis not trained to accommodate visually impaired (Albany, Berkeley)
    - More information, reliability
    - On-demand taxis work best in theory. In practice, paratransit is better sans lack of traning and on-time performance
    - Transit and BART don't wait long enough
    - Van, taxi – same-day service
    - Subsidize accessible vehicle purchase for taxis
    - Lower licensing and registration fee for accessible taxis
    - Palm Springs Transit Agency regulates taxis
    - Volunteer drivers help alleviate the transfer hurdle, especially if the drivers use their own vehicle
    - Dial-a-bus: On-demand buses in Dublin are pre-paratransit

c. Are there services/resources that are duplicative or less necessary?

    [The group did not address this question.]

2. **Should there be more uniformity across the County as far as service parameters?** (E.g., cost for consumers, eligibility?)
    - Too much duplication at local level
    - Confusing to travel between cities
    - Countywide service area
    - Wasteful balkanization
    - Santa Clara has countywide service
    - Merge 19 programs/operators, guaranteeing extending service area
    - Contra Costa-wide service operator

- Alameda-wide service operator

3. **How should we balance coverage and quality in an era of constrained resources and growing need?**

   [The group did not address this question]

4. **What else beyond the accessible transportation program should be funded through the TEP?** (E.g., transit service or projects, pedestrian facilities, information, technology?)

   - Funds for BART accessible entrances
     - Beacon at ticket machines
   - Street lights and sidewalks
     - Corner audible notification of location and signal
     - Walk vs. do not walk
   - Fix bike lanes in Dublin
   - Maintenance
     - State of good repair, funding recession proof
     - Mechanics before new buses
     - Maintain existing bridges before building new
   - Online trip booking

Group Five – Facilitator Tess Lengyel

1. **Is there an optimal "mix" of accessible transportation services/resources that should exist throughout the County?**
   - Balance mix of: BART, AC Transit, etc.
     - Incorporate Altamont Commuter Express (ACE) Rail as part of accessible transportation
   - 50% same day services
     - Accessible taxis
     - Volunteer drivers

    - Accessible buses
    - Service standards
- Travel training
- Allowing conditional eligibility while using other services
- Mini-mobility management

a. Which services or resources best meet your needs?

   [The group did not address this question]

b. Are there additional services or resources that are missing? (E.g., community buses, volunteer driver programs, group trips?)
   - Better customer service and sensitivity training for dispatchers and drivers
   - Understand the specific needs of the customer
   - Minimal first-aid training for drivers

c. Are there services/resources that are duplicative or less necessary?

   [The group did not address this question.]

2. **Should there be more uniformity across the County as far as service parameters?** (E.g., cost for consumers, eligibility?)
   - More smooth inter-service County Connection
   - Better communication between agencies for service
   - Same rules across the county
     - Uniform eligibility
     - Uniform service delivery
   - Centralized dispatch across county

3. **How should we balance coverage and quality in an era of constrained resources and growing need?**
   - Better education for the general public on types of transportation benefits

- Expand resource use through volunteers
- Hard choices to retain a certain quality
- Incentivizing construction design

4. **What else beyond the accessible transportation program should be funded through the TEP?** (E.g., transit service or projects, pedestrian facilities, information, technology?)
    - Striped bicycle lanes
    - More trails to transit/expand trails to transit program
    - Coordinate carpools
        - Baby Boomers learn to carpool
        - Commuters carpool to help with special needs of people in own community
        - Guarantee Ride Home Program
    - Hospital discharge
    - Wheelchair breakdown
    - Multilingual information
    - Change tax laws to encourage families and friends to provide services

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PAPCO Work Plan FY 2010-11

PAPCO Work Plan

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

Topic: PAPCO Development and Outreach

Goal: Continue PAPCO's development as an informed and effective community advisory committee; accomplish outreach in a variety of ways in all areas of the County

Actions	Completed	In-Progress
Participate in Committee Leadership Training at September Meeting	x	
Participate in Outreach Training at Joint Meeting (fall or winter)	x	
Participate in Emergency Preparedness update/drill at January Meeting	x	
Assist in distributing new materials – Access Alameda in different languages (Spanish, Chinese, Tagalog, Vietnamese, Farsi)	x	
Assist in distributing new materials – Fact Sheets on Aging, etc	x	
Assist in outreach to community members regarding Clipper fare payment system	x	
Fill every vacant seat on PAPCO Targeted PAPCO recruitment	x x	
Staff will continue to be available to help draft talking points or articles for members		**ongoing**
All members to participate in at least one Outreach activity – write an article, speak at another meeting, visit Senior Centers, and/or attend an event		**ongoing**

Topic: Policy Engagement and Input

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

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

Topic: Coordination and Mobility Management Planning Process

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

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

Topic: Planning Efforts

Goal: Stay informed on and contribute to Alameda County/Regional planning efforts; expand focus to "complete community"

Actions	Completed	In-Progress
Provide input on Countywide Bicycle and Pedestrian Master Plan Update		
October Joint Meeting	x	
November Meeting	x	
March Meeting	x	
	x	
Receive presentation on Countywide Transportation Plan and Transportation Expenditure Plan Development at February Joint Meeting; and also regular updates	x	
Receive reports from MTC and Regional issues/events	ongoing	

Topic: Fiduciary Oversight

Goal: Continue fiduciary oversight over pass-through and grant funding

Actions	Completed	In-Progress
Received update on new pass-through reporting format at November Meeting	x	
Receive reports from extended Gap grants at Meetings		
November	x	
March	x	
June	postponed into FY 11/12	
Hold a fiduciary training subcommittee meeting in February	x	
Continue to evaluate pass-through and grant programs and expenditures	x	

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

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

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

PAPCO Calendar of Events for September 2011 to October 2011

Full Committee Meetings

- Tuesday, September 13, 2011, 9:30 to 11:30 a.m., Alameda CTC, **Regular TAC monthly meeting**
- Monday, September 26, 2011, 1 to 3:30 p.m., Alameda CTC, **Regular PAPCO monthly meeting**
- Tuesday, October 24, 2011, 1 to 4 p.m., Alameda CTC, **Joint PAPCO/TAC meeting**

Outreach

Meeting Date	Event Name	Meeting Location	Time
09/11/11	Solano Avenue Stroll	1563 Solano Avenue, #101, Berkeley, CA	10 a.m. – 6 p.m.
09/16/11	14th Annual Senior Resource Fair	San Leandro Senior Community Center 13909 E. 14th Street, San Leandro CA 94578	10 a.m. – 1 p.m.
09/17/11	Hayward Street Party	Downtown Hayward B Street & Main Street, Hayward, CA 94543	12 p.m. – 4 p.m.
09/18/11	Newark Days: Community Information Faire	Newark Community Center 35501 Cedar Boulevard, Newark, CA 94560	12 p.m. – 4 p.m.
10/01/11	Senior Fit Fair	Dublin Senior Center 7600 Amador Valley Blvd. Dublin, CA 94568	10 a.m. – 2 p.m.
10/20/11	North County Transportation Forum	Alameda CTC Offices 1333 Broadway, #300 Oakland, CA 94612	6:30 p.m. – 8:30 p.m.
10/25/11	12th Annual Health & Resource Faire for Seniors	Silliman Activity Center 6800 Mowry Avenue Newark, CA 94560	9 a.m. – 12 p.m.

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

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

PAPCO Calendar
Fiscal Year 2011-12
Year 10 - Measure B Collections

PAPCO generally meets on the fourth Monday of every month from 1 – 3:30 p.m. with breaks in August and December. All meetings are held at the Alameda CTC Offices unless otherwise specified. Note that meetings on this calendar are subject to change, refer to www.alamedactc.org for up-to-date information.

Monthly Meetings

Date	Draft Topics
July 12, 2011	**Annual Mobility Workshop, 10:00 – 4:00, Ed Roberts Campus (substitutes for JOINT MEETING)**
August 2011	**NO MEETING**
September 26, 2011	• Workshop outcomes report • Develop PAPCO goals • Discuss draft work plan for FY 11/12 • CMMP Pilots • Implementation Guidelines • CWTP-TEP Input • Report from EBP – MDT/AVL Presentation
October 24, 2011	**JOINT MEETING, 1:00 – 4:00** • Approve final work plan for FY 11/12 • Quarterly report from Alameda and Hayward • TAC report • Summary Report of Gap Grants • Quarterly Education and Training – Gap Grant Reports – Travel Training • CWTP-TEP Input
November 28, 2011	• Conflict of Interest and Ethics Discussion • Recommend continuing contract annually renewed in PAPCO • CWTP-TEP Input • Gap Grant Reports – Shuttles
December 2011	**NO MEETING**
January 23, 2012	• Report from EBP • Quarterly report from Alameda and Hayward

February 27, 2012	**JOINT MEETING, 1:00 – 4:00** • TAC report • Quarterly Education and Training – • 2012 Annual Mobility Workshop Brainstorm
March 26, 2012	• Establish Finance Subcommittee membership • Establish Program Plan Review Subcommittee membership • Annual Mobility Workshop Update
April 23, 2012	**JOINT MEETING, 1:00 – 4:00** • FY 11/12 Coordination evaluation • FY 12/13 Coordination Contract Recommendation • Confirm Program Plan Review Subcommittee • Quarterly report from Alameda and Hayward • Report from EBP • Annual Mobility Workshop Update • Finance Subcommittee status report • Quarterly Education and Training – LAVTA report on AmLogCo
May 21, 2012 ***(Third Monday due to Memorial Day)***	• Base Program and MSL Recommendation • Establish Bylaws subcommittee membership • Annual Mobility Workshop Update
June 25, 2012	• Approve Bylaws • Elect Officers for FY 12/13 (Chair, Vice Chair, SRAC, CWC) • Annual Mobility Workshop Update

Subcommittee Meetings

Date	Events
April 2012	• Fiduciary Training and Finance Subcommittee Review of Reports and Application Budgets
May 2012	• Program Plan Review (early May)
June 2012	• Bylaws Subcommittee (early June)

Special Events

Date	Events
July 2012	Annual Mobility Workshop
Dates TBD	Caltrans 5310 Process

CURRENT APPOINTMENTS

Appointer	Member
• A. C. Transit	• Hale Zukas
• BART	• Harriette Saunders
• LAVTA	• Esther Waltz
• Union City Transit	• Larry Bunn
• City of Berkeley	• Aydan Aysoy
• City of Emeryville	• Joyce Jacobson
• City of Dublin	• Shawn Costello
• City of Fremont	• Sharon Powers
• City of Hayward	• Vanessa Proee
• City of Livermore	• Jane Lewis
• City of Oakland; Councilmember Rebecca Kaplan	• Rev. Carolyn M. Orr
• City of Piedmont	• Gaye Lenahan
• City of Pleasanton	• Carmen Rivera-Hendrickson
• City of Union City	• Clara Sample
• Supervisor Wilma Chan	• Sylvia Stadmire
	• Renee Wittmeier
• Supervisor Nadia Lockyer	• Herb Clayton
	• Michelle Rousey
• Supervisor Keith Carson	• Jonah Markowitz
	• Will Scott
• Supervisor Nate Miley	• Betty Mulholland
	• Sandra Johnson Simon
• Supervisor Scott Haggerty	• Herb Hastings
	• Maryanne Tracy-Baker

VACANCIES

Vacancies are on hold, pending adoption of new appointment structure.
If you have any questions, please contact Naomi at (510) 208-7469.

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

WHEELS Accessible Advisory Committee

Meeting

DATE: Wednesday, May 11, 2011

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

TIME: 3:30 p.m.

MINUTES

1. Call to Order

Chair Herb Hastings called the meeting to order at 3:30 pm.

Members present:
Herb Hastings – Alameda County Representative
Jane Lewis – Dublin Representative
Shawn Costello – Dublin Representative
Lee Serles – Livermore Representative
Russ Riley – Livermore Representative
Carmen Rivera-Hendrickson – Pleasanton Representative
Jennifer Cullen – Social Services Representative
Joan Helen Hall – Alameda County Alternate
Roberta Ishmael – Livermore Alternate
Sue Tuite –Dublin Alternate
Shawn Mark Ebersole – Pleasanton Alternate

Staff Present:
Paul Matsuoka, LAVTA

Jeff Flynn, LAVTA
Kadri Kulm, LAVTA
Jamiea Gentry, MV Transit
Greg Cain, MV Transit

Members of the Audience:
William Beale – American Logistics
Andrea Corn – American Logistics
Ron Caldwell – American Logistics
Mary Hummel – A-Ride rider from Arbor Vista senior housing complex in Livermore

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

Mary Hummel reported that a fixed route driver did not deploy the ramp for her walker without her having to ask for it. The driver also drove away before she was able to have a seat. Carmen Rivera-Hendrickson recommended that she should report such incidents to LAVTA's customer service line at 925-455-7500 with as much detail, such as the date and time, location, route number, bus number etc., as possible.

3. Minutes of March 2, 2011 Meeting of the Committee

Approved: Costello/Serles

4. Service Changes for August/Fall 2011

Staff gave a presentation on the proposed service changes for August/Fall 2011.

WAAC members forwarded the following service change recommendations to LAVTA's Board of Directors:

Route 8 Service to Alameda County Fairgrounds
Approved: Rivera-Hendrickson/Costello

Route 11 New Livermore Library Bus Route
Approved: Serles/Riley

Route 12 Changes for August 2011
Approved: Serles/Rivera-Hendrickson

Route 12 Changes beyond August 2011
In a 7 to 2 vote WAAC members chose Option 1 out of the two options given, which maintains the service much as it is today with the only difference that Route 12 will not serve Kitty Hawk Road (would still have access via Route 12V)

5. Fairgrounds Bus Stop Review

The Fairground is currently served by Routes 8 and 10, but the bus stop is a little distance away from the Fairgrounds.

Starting this year, LAVTA is proposing rerouting Route 8 to provide direct service to the Fairgrounds during the duration of the Alameda County Fair. If approved, the Fair deviation will occur each year during the Alameda County Fair until an alternate solution can be found.

6. American Logistics Q&A and Brief Presentation

William Beale from American Logistics answered WAAC members' questions about their service model. The discussion

included mobility aids that weigh over 600 pounds when occupied, employment opportunities for current Dial-A-Ride drivers, the ability for visually impaired to recognize the bus, interagency travel, and other topics. Staff reminded the committee members that all Dial-A-Ride policies and procedures will remain the same.

7. WAAC Applications for 2011/2012

The committee members discussed the received WAAC applications. Shawn Costello noted that he would like to serve as an alternate member for Dublin. Shawn received a Certificate of Appreciation for serving as a member of the WAAC committee over the last eight years.

Due to a medical emergency the Vice-Chair Carmen Rivera-Hendrickson took over leading the meeting, the agenda was re-arranged, and the agenda items 10, 12, 13, 15, and 16 carried over to the next meeting.

8. Rapid Update

Staff updated the committee on BRT. Construction delays linger, there is still no glass in the BART station shelter, but it is supposed to arrive soon. There are ongoing problems with the real-time signs.

9. Establishing a Meeting Schedule and Times for FY 2012

The committee members voted to continue to have WAAC meetings on the first Wednesday of the month at 3:30pm.

Approved: Serles/Lewis

14. PAPCO Report

Esther Waltz reported on the 3/28/11 and 4/25/11 PAPCO meetings, which included five agencies giving their GAP grant reports, program plan review sub-committee signup confirmations, and updates from 3510 scoring committee.

11. LAVTA's Wheelchair Marking and Tether Strapping Program

Staff updated the committee on LAVTA's Wheelchair Marking and Tether Strapping program. The program was implemented in the Fall of 2010 at the suggestion of WAAC member Shawn Costello. Tether straps, installation of tether straps, and the ride on Dial-A-Ride to/from LAVTA's office are free of charge for the riders. Feedback from the riders and drivers has been very positive.

17. Adjournment

The Vice-Chair Carmen Rivera-Hendrickson adjourned the meeting at 5:12 pm

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SERVICE REVIEW ADVISORY COMMITTEE MEETING and SERVICE REVIEW COMMITTEE MEETING MARCH 1, 2011 MINUTES

1) SRAC ROLL CALL AND INTRODUCTION OF INDIVIDUALS PRESENT

SRAC members present: Don Queen, Ellen Paasch, Janet Abelson, Patricia Affonso, Harriette Saunders, Marvin Dyson, Peter Crockwell, Robert L. Kearney, and Shawn Fong.

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

Members of the public present: Myralyn Grant, Earl Perkins, Mary Steiner, Leonard Huffman, Alicia Williams, Gary Brown, Lonnie Brown, Martha Jo Chalmers, Mary Lawrence, Surendra Dalal, Margo Knockum, and Naomi Armenta.

2) INTRODUCTION OF SRC MEMBERS

Chair Queen explained the SRC portion of the meeting was going to be conducted first.

Kevin Haggerty, the Manager of Customer Access at BART introduced himself. Mallory Nestor-Brush, the Accessible Services Manager for AC Transit introduced herself and explained she would be substituting for Tina Spencer, the AC Transit Director of Service Development and Planning.

3) REVIEW AND SRAC ACTION TO ENDORSE THE PARATRANSIT PLAN AND FUNDING CLAIM TO BE SUBMITTED TO ACTC AS PART OF THE APPLICATION FOR FY 11/12 MEASURE B

Mallory Nestor-Brush gave an overview of the FY 11/12 Measure B claim explaining that this funding source will provide approximately $5.6 Million against the EBP projected budget of $35.8Million for FY 11/12.

MOTION: Saunders/Kearney to support the claim and move it forward to the SRC. Unanimous.

4) SRC ACTION ON THE PARATRANSIT PLAN AND FUNDING CLAIM TO BE SUBMITTED TO ACTC FOR FY 11/12 MEASURE B FUNDING

MOTION: Nestor-Brush/Haggerty to accept the SRAC motion; to endorse the FY 11/12 Measure B funding claim; and to move it forward to the agency Boards. Unanimous.

5) SRC MEETING AJOURNMENT

On behalf of the agencies, Mallory Nestor-Brush and Kevin Haggerty thanked the SRAC members for supporting the Measure B claim and adjourned the SRC portion of the meeting.

Chair Queen thanked the SRC and opened the regular SRAC meeting.

6) APPROVAL OF SRAC MINUTES FROM JANUARY 4TH , 2011

MOTION: Dyson/Abelson to approve the minutes. Unanimous.

7) PUBLIC COMMENTS

Myralyn Grant said she was still waiting for someone to call her regarding driver training from the January 4th meeting. She said she feels her complaints are not addressed.

She went on to state she was picked up in a sedan recently where she would have been the third rider in the back. She asked the driver if she could move up front, but was advised the front seat was designated for another passenger. She wanted to know if this was standard EBP procedure. Myralyn also said while at her destination, someone called her home phone number and left a message saying her return ride was waiting. She asked why she wasn't called on her cell phone, since obviously she was not at home.

Surenda Dalal said there are several people who use EBP service in the Fremont Senior Center but they prefer to use sedans which are easier for them to board.

Leonard Huffman said it was a waste of gas to send multiple vehicles to pick up riders traveling to the same destination. He went on to say the

Lions Blind Center and Lighthouse for the Blind both open at 9 am. EBP picks him up at 6:30 am and he has to ride around until 8:30 am when they drop him off. Why is his pick-up scheduled so early? Lastly, he asked if a guide dog that travels in a sedan is counted as a person. He took a trip where there were three riders and a guide dog, and it was very cramped.

Mary Steiner again told the committee she is unable to ride on lift vans. She said when she finds out she will be picked up in a lift van, she cancels her trip or refuses it. On occasion, the vehicle arrives even though she has canceled the trip. She asked if the SRAC has any advice on how she can control the type of vehicle sent to transport her, noting she has recently received a letter from EBP about possible suspension for no-shows/late cancels. She also mentioned one time a sedan did arrive to transport her to San Francisco, but left right before she could board and so she missed her appointment.

Steiner continued, saying her doctor has given EBP letters explaining why her condition prevents her from using lift vans. She suggested EBP could contract with another provider who could provide taxi/sedan service.

Harriette Saunders asked staff to speak with Mary Steiner. Mallory Nestor-Brush said she would look into Steiner's situation about no-shows and suspension, but reminded the committee that some riders have to find alternative methods of transportation if personal needs are higher than what EBP can provide.

Alicia Williams said she has been impacted by the cutbacks in AC Transit service, because she cannot access EBP if there is no bus running. She asked if this problem will change in the future. Mallory Nestor-Brush said if the economy improves, AC Transit could see a restoration or expansion of service.

Surenda Dalal inquired about group trips by EBP, noting seniors in Fremont would like to use the service for trips into San Francisco or to Milpitas. Mallory Nestor-Brush said she'd have the EBP Group Trip procedures and fare policy forwarded to him.

8) ALAMEDA COUNTYWIDE TRANSPORTATION PLAN AND THE TRANSPORTATION EXPENDITURE PLAN FOR RENEWAL OF MEASURE B

- **PRESENTATION BY NELSON NYGAARD ABOUT THE OVERALL PLANNING PROCESS & THE IMPORTANCE OF PUBLIC INPUT**
- **COMPLETION OF INDIVIDUAL QUESTIONNAIRES REGARDING TRANSPORTATION NEEDS AND IMPROVEMENTS**

Cathleen Sullivan from Nelson/Nygaard gave an overview about public input being sought on the following two planning efforts:

1. The Alameda Countywide Transportation Plan lays out a strategy for meeting transportation needs for all users in Alameda County. It is a long range policy document guiding transportation funding decisions over the next 25 years. All transportation programs requesting state, federal or regional funding must be consistent with this plan.

2. The Transportation Expenditure Plan identifies the funding priorities for an extension of the existing Measure B, the key source of local funding for transportation projects and programs in Alameda County.

The Transportation Commission is seeking individual input from the public on their priorities for transit spending. Ms. Sullivan noted a questionnaire was included in the pre-meeting materials for the SRAC and that whether you live in Alameda County or not, everyone present is encouraged to complete it. Mary Rowlands noted staff was available for individuals requesting assistance.

After completing the questionnaire, a few questions were posed to Ms. Sullivan about its distribution:

- What efforts are being used to include the blind community?
- Will all paratransit riders be provided with the questionnaire?
- Could the questionnaire be announced on EBP's on hold messages?
- A specialized questionnaire should be developed for paratransit riders, as the survey is focused on regular transit users.

Ms. Sullivan explained considerable effort is being made to gather public input. Numerous meetings have been scheduled; individuals and groups

are encouraged to request a presentation; and the questionnaire is on the Alameda County Transportation Commission website.

9) UPDATE ON TRAVEL TRAINING INITIATIVES - SHAWN FONG, CITY OF FREMONT

In spring 2008 a Travel Training Program was funded by a Measure B Gap Grant covering the Tri-Cities area of Fremont, Newark and Union City. The program targets older riders. By October 2010, 22 workshops were held and 329 people trained. There are two days of instruction: day one is classroom time where participants map out a trip. On day 2, participants get hands on experience using local transit in the area. Outreach and classes have also been offered to limited English speakers.

There has been positive feedback. In a June 2010 survey, returned by 69 participants, 93% indicated they have been using public transit one or more times a week. There are challenges to riding fixed route in Southern Alameda County including long headways and more transfers. But in spite of these issues, the travel training program has been successful.

10) REPORT FROM THE EAST BAY PARATRANSIT BROKER

Mark Weinstein provided the Broker's Report.

- This fiscal year approximately 36,000 more passengers were transported than last year, which is a 9% increase. Average passengers transported per weekday are now 2,586.
- Social Service Agency trips are increasing but so far have been absorbed by the existing fleet. Productivity is 1.82
- Four new call center agents have been hired and are being trained.
- Rosa Noya and Mark Weinstein met with Lupe Monterosa of San Pablo to discuss using city facilities as an off-site certification interview location.

11) REPORT FROM SRAC MEMBERS

Harriette Saunders mentioned that PAPCO recently voted to provide EBP with any stabilization funds from FY 10/11 that are not used.

12) NEXT SRAC MEETING AND ADJOURNMENT

The next SRAC meeting will be May 3, 2011.

SERVICE REVIEW ADVISORY COMMITTEE MEETING
Special Meeting for Ethics Training
JUNE 7, 2011 MINUTES

1) ROLL CALL: SRAC MEMBERS PRESENT

Don Queen, Janet Abelson, Patricia Affonso, Harriette Saunders, Peter Crockwell, Robert L. Kearney, Sharon Powers and Shawn Fong. Also present was Lin Zenki, SRAC applicant recommended by the Nominating Committee for appontment; and interested SRAC applicant Diana Donner. SRAC members missing were Ellen Paasch, Marvin Dyson, and Lynn Parks.

EBP Staff present:
AC Transit:
Mallory Nestor-Brush; Kim Huffman; Tammy Kyllo
BART:
Laura Timothy; Ike Nnaji,
Program Coordinator's Office:
Mary Rowlands; Myisha Grant

In addition to SRAC members, SRAC applicants and EBP staff, members from the BART Accessibility Task Force and the AC Transit Accessibility Advisory Committee were present.

Members of the public that regularly attend SRAC meetings included the following individuals: Myralyn Grant, Mary Steiner, Earl Perkins, Leonard Huffman, and Gary Brown.

2) PUBLIC COMMENTS

Mary Steiner said she felt BART is not accessible and experienced several attacks while using BART.

Gary Brown asked EBP staff to explain whether AC Transit is discontinuing its paratransit unit.

Patricia Affonso said she is increasingly concerned about riders with impaired mental abilities and feels drivers need additional training to transport these riders.

Diana Donner said she has been in the vehicle when the driver has exited to assist another rider and has left the keys in the ignition, creating a potentially dangerous situation for the riders in the vehicle. Drivers should be trained about this.

3) SPECIAL ETHICS TRAINING SESSION FOR MEMBERS, IN COMPLIANCE WITH CALIFORNIA LEGISLATIVE BILL AB1234. TRAINING PROVIDED BY BYRON TOMA, STAFF ATTORNEY, GENERAL COUNSEL'S OFFICE, BART

The rest of the meeting was devoted to a presentation by Byron Toma, from BART legal, on ethics training for individuals serving on public commissions and committees.

At the end of the presentation all committee members present were asked to sign a certificate showing they had received the ethics training. The EBP Program Coordinator's office was asked to ensure the certificates were distributed to the correct agencies and that each person received a copy of their own.

4) NEXT SRAC MEETING AND ADJOURNMENT

The next SRAC meeting will be the regularly scheduled one for July 5th, starting at 12:30 pm.

The special meeting adjourned at 2:40 pm.

EAST BAY PARATRANSIT
Performance Report for the SRAC
Systemwide

Ridership Statistics	July - May FY 09/10	July -May FY 10/11
Total Passengers	647,909	690,165
ADA Passengers	554,437	589,262
% Companions	1.3%	1.4%
% of Personal Care Assistants	13%	13%
Average Passengers/ Weekday	2,436	2,599
Average Pass/ Weekend & Holidays	850	880
Scheduling Statistics		
% Rider Fault No Shows & Late Cancels	2.3%	2.6%
% of Cancellations	21.9%	22.9%
Go Backs/ Re-scheduled	12,131	10,636
Effectiveness Indicators		
Revenue Hours	365,511	376,854
Passengers/Revenue Vehicle Hour	1.77	1.83
ADA Passengers per RVHr.	1.52	1.56
Average Trip Length (miles)	10.36	9.90
Average Ride Duration (minutes)	39.6	38.4
Total Cost	$28,834,445	$30,686,933
Revenue Miles	6,884,425	6,989,304
Total Cost per Passenger	$44.50	$44.46
Total Cost per ADA Passenger	$52.01	$52.08
Total Cost per Revenue Hour	$78.89	$81.43
On Time Performance		
Percent on-time	93.9%	93.8%
Percent 1-20 minutes past window	5.0%	5.0%
% of trips 21-59 minutes past window	1.1%	1.1%
% of trips 60 minutes past window	0.05%	0.1%
Customer Service		
Total Complaints	2,405	2,452
Timeliness	608	745
Driver Complaints	1,035	1,004
Equipment / Vehicle	37	59
Scheduling and Other Provider Complaints	221	247
Broker Complaints	504	397
Commendations	1,805	1,391
Ave. wait time in Queue for reservation	1.5	1.9
Safety & Maintenance		
Total accidents per 100,000 miles	2.79	3.60
Roadcalls per 100,000 miles	3.01	5.39
Eligibility Statistics		
Total ADA Riders on Data Base	22,054	21,259
Total Certification Determinations	5,211	4,653
Initial Denials	114	156
Denials Reversed	15	14

SERVICE REVIEW ADVISORY COMMITTEE MEETING
JULY 5, 2011 MINUTES

1) SRAC ROLL CALL AND INTRODUCTION OF INDIVIDUALS PRESENT

SRAC members present: Don Queen, Ellen Paasch, Janet Abelson, Lynn Park, Peter Crockwell, Carolyn Orr, and Shawn Fong.

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

Members of the public present: Mary Steiner, Alicia Williams, Gary Brown, Lonnie Brown Jr., Robert Smith, Diana Donner, Daniel Gardiner, Laura Corona, and Naomi Armenta.

2) RECOMMENDATION FROM THE NOMINATING COMMITTEE:

ACTION TO APPROVE AND RE-SEAT TWO INCUMBENT MEMBERS PLUS ONE NEW MEMBER AS RECOMMENDED BY THE NOMINATING COMMITTEE

MOTON: Paasch / Crockwell to accept the recommendation from the Nominating Committee and seat incumbent members Patricia Affonso and Robert L. Kearney along with new member Lin Zenki. Unaimous.

3) ELECTION OF CHAIR AND VICE-CHAIR FOR FISCAL YEAR 11/12

MOTION: Abelson / Crockwell to approve Don Queen as SRAC Chaif for FY 11/12. Unanimous.

MOTION: Kearney / Affonso to approve Janet Abelson as SRAC Vice-Chair for FY 11/12. Unanimous.

4) APPROVAL OF SRAC MINUTES FROM MARCH 1ST AND JUNE 7TH, 2011

MOTION: Abelson / Kearny to approve both sets of minutes. Unanimous.

5) PUBLIC COMMENTS

Daniel Gardner said he experienced trouble with getting to his appointments on time since AC Transit's paratransit unit ceased operations. Drivers have arrived late for both his pick-ups and returns.

Mary Steiner noted she has been told by EBPC staff that her transportation needs are higher than the service design for the ADA program. She said she felt money that is being used to subsidize lift vans at EBPC should be converted to taxi script for her. She claimed she was assaulted on BART and no one has returned her calls from the BART Accessibility Department. She also stated that she did not receive a full SRAC packet.

Alicia Williams asked the committee if AC Transit plans to reinstate fixed route weekend service in the area where she lives, because she cannot access EBPC service on the weekend if there are no buses running.

Gary Brown asked to confirm that AC Transit planned to shut down their paratransit operations (D8). Queen replied the topic is on the agenda to be discussed later in the meeting.

Lonnie Brown, Jr. said she has had some recent experiences with drivers who park in the street, not close enough to the curb.

Diana Donner agreed with the above comment, stating she also felt drivers do not park close enough to the curb. In addition, she had to walk across the street today when she was dropped off for the meeting.

6) ASSIGNMENT BY THE CHAIR TO PANELS AND THE NOMINATING COMMITTEE

The Chair made the following appointments:

- ADA Eligibility Panel: Lin Zenki with Robert Kearney as back-up.
- Suspension Panel: Don Queen with Lin Zenki as back-up.
- Nominating Committee: Janet Abelson.

7) BROKER REPORT

Mark Weinstein made the following comments:

- EBPC has experienced an increase in demand, much of it from client shedding from social service programs especially Regional Center of the East Bay.
- Productivity year-to-date is 1.83, an increase from the prior year results of 1.77. This increase in productivity is estimated to have saved $600K.
- On-time performance year-to date was 93.8%
- This fiscal year approximately 42,000 more passengers were transported than last year, with a very small increase of complaints over the number received in the prior fiscal year.
- Since mid-May the Customer Service Center manager's position has been vacant. Janice Carter, the previous manager will return August 1st.
- The San Pablo senior Center was approved as a satellite interview location.

8) REPORT FROM STAFF ON THE TRANSFER OF AC TRANSIT'S PARATRANSIT OPERATIONS (CALLED D8) TO THE THREE PRIVATE SERVICE PROVIDERS

Mallory Nestor-Brush told the committee AC Transit's paratransit unit was started in 1997. The Board has been looking at ways to maximize AC Transit's core service, which is bus service. Staff estimated EBPC could save up to $1.6M if D8 was discontinued and their service hours transferred to the three private providers.

An effort began in April when D8's weekend hours were transferred. Additional routes were transferred until all service had been transitioned by the end of June. The private providers allow greater flexibility in scheduling of work given to them. For example, they will accept part time work, instead of the requirement through AC Transit's union agreements for only 8 - hour shifts. EBPC plans to use part time shifts or split shifts to meet peak demand.

All D8 employees were given options to transfer to another position in AC Transit or to accept a severance package. All 42 AC Transit vehicles were transferred through a lease arrangement through the Broker to the private providers after a complete inspection.

9) REPORT FROM STAFF ON RECENT ACTIONS BY THE STATE DEPARTMENT OF DEVELOPMENTAL SERVICES (DDS)

Mallory Nestor-Brush explained that in May new regulations were proposed by the State Department of Developmental Services in an effort to reduce their costs. Many DDS clients are served by the 21 Regional Centers in California. Historically these Regional Centers had arrangements and contracts in place to transport clients themselves. The new regulations shift transportation of clients to "public transportation", which very clearly includes ADA paratransit programs.

Over the last two years, the Regional Center of the East Bay (RCEB) has moved many of their clients onto EBPC. Currently, about 30% of all EBPC trips are related to Regional Center clients. The RCEB purchases $900K in fare tickets each year, which amounts to $13M in costs to EBPC.

EBPC hopes to work together with RCEB to find compromises that work for both agencies. Right now a pilot project is underway to re-route vehicles serving one RCEB location and muti-load them to decrease the overall number of vehicles needed. This does result in longer trip times for some RCEB riders.

Other topics discussed with SRAC members included:

- Hiring a new certification agent that can implement a FACTS (Functional Assessment of Cognitive Transit Skills) program.
- Hiring attendants to travel with RCEB clients on fixed route.
- Use of a buddy system for travel on fixed route.
- Increased use of travel training programs to shift some RCEB clients onto BART and AC Transit buses.

10) REPORT FROM SRAC MEMBERS

Abelson announced SRAC member Marvin Dyson's son was recently shot and killed. She suggested sending Marvin a recording on tape of

condolences from the SRAC committee. She went on to say Marvin has been very ill.

Robert L. Kearney said he was on an EBPC vehicle for nearly four hours after the special June 7 ethics training. After the meeting, four SRAC members were put on the same vehicle, but because a number of other riders were picked up and dropped off along the way, he had an inordinately long ride, causing him stress.

Len Zenki said she was on the same vehicle as Robert Kearney. She felt there were too many riders on the vehicle, and some were Alzheimer's patients. There was too much going on and the trip was unsafe.

Mark Weinstein said that he would look into the problem mentioning that the trip should not be longer than a fixed route trip.

Lynn Park said there have been many occasions where she was on a vehicle traveling a very circuitous route and the driver appeared to be driving in circles, passing the same location multiple times.

Paasch said she felt service improves each time new software is implemented. She recommended working with the software company to remove all the glitches, such as long trips and circuitous routing.

11) NEXT SRAC MEETING AND ADJOURNMENT

The next SRAC meeting will be September 6th, 2011.

EAST BAY PARATRANSIT
Performance Report for the SRAC
Systemwide Results

Ridership Statistics	**FY 09/10**		**FY 11/10**
Total Passengers	710,951		752,693
ADA Passengers	608,184		642,922
% Companions	1.3%		1.4%
% of Personal Care Assistants	13%		13%
Average Passengers/ Weekday	2,445		2,593
Average Pass/ Weekend & Holidays	852		878
Scheduling Statistics			
% Rider Fault No Shows & Late Cancels	2.3%		2.6%
% of Cancellations	21.8%		23.0%
Go Backs/ Re-scheduled	13,271		11,526
Effectiveness Indicators			
Revenue Hours	399,869		411,286
Passengers/Revenue Vehicle Hour	1.78		1.83
ADA Passengers per RVHr.	1.52		1.56
Average Trip Length (miles)	10.3		9.9
Average Ride Duration (minutes)	39.4		38.4
Total Cost	$31,629,276		$33,575,359
Revenue Miles	6,282,309		6,365,950
Total Cost per Passenger	$44.49		$44.61
Total Cost per ADA Passenger	$52.01		$52.23
Total Cost per Revenue Hour	$79.10		$81.64
On Time Performance			
Percent on-time	94.0%		93.6%
Percent 1-20 minutes past window	4.9%		5.1%
% of trips 21-59 minutes past window	1.1%		1.1%
% of trips 60 minutes past window	0.05%		0.08%
Customer Service			
Total Complaints	2,636		2,724
Timeliness	668		835
Driver Complaints	1,133		1,116
Equipment / Vehicle	38		70
Scheduling and Other Provider Complaints	241		277
Broker Complaints	556		426
Commendations	1,964		1,556
Ave. wait time in Queue for reservation	1.5		1.9
Safety & Maintenance			
Total accidents per 100,000 miles	2.94		3.53
Roadcalls per 100,000 miles	3.12		5.36
Eligibility Statistics			
Total ADA Riders on Data Base	22,269		21,436
Total Certification Determinations	5,635		5,101
Initial Denials	130		176
Denials Reversed	17		17

ATTACHMENT 5
Transit Correspondence

Scientist Asks Access Board to Recognize WC19 Standard

Dr. Lawrence W. Schneider, a University of Michigan scientist, is calling for federal guidelines to acknowledge a voluntary standard for wheelchair transportation safety referred to in the industry as ANSI/RESNA WC19 (the American National Standards Institute and the Research Engineering and Assistive Technology Society of North America). Wheelchairs built to the WC19 standard are designed and tested to withstand certain crash forces when correctly strapped down on a bus with a four-point tie down system and have "attach points" for tie downs. However, there is little market demand for mobility devices built to a standard that adds costs but are not required by the DOT. Dr. Schneider suggests that the standard be mentioned in the transportation vehicle guidelines currently being rewritten by the Access Board. Dr. Schneider addresses the Access Board on behalf of the RESNA Committee on Wheelchairs and Transportation and the Rehabilitation Engineering Research Center (RERC): "These groups support the development of new, "automatic" systems for wheelchair docking on vehicles. The four-point strap type tie downs are the only widely available commercial method for effectively securing different types and sizes of wheelchairs in buses and paratransit vans. The ADA transportation guidelines should acknowledge the four-point strap type tie down as the only commonly available system that accommodates and effectively secures a wide range of wheelchairs in public and paratransit vehicles. The guidelines should also acknowledge the existence of wheelchairs that comply with Section 19 of ANSI/lRESNA Wheelchair Standards that provide four easily accessible Securement points that facilitate effective securement using a four-point strap-type tie down system. The guidelines should also acknowledge the importance of driver training in proper use of tie down restraint equipment, as well as rear-facing wheelchair passenger spaces." Finally, Dr. Schneider comments that, "market penetration of WC19-compliant wheelchairs is low and most people are unaware of the industry standard for wheelchairs designed for use as passenger seats and greatly facilitate effective wheelchair securement using a four-point strap-type tie down system."

1:6 Ramp Slope Gains Support if Some Deviations Are Allowed

A maximum slope of 1:6 for bus ramps may, generally speaking, be acceptable to the transit industry after all. The American Public Transportation Association (APTA) acknowledges, in a comment to the Access Board, that the 1:6 slope in proposed new vehicle guidelines "appears to be the best overall standard and feasible under most circumstances." APTA suggests that the final rule allows deviation from that standard "where necessitated by local conditions" such as narrow sidewalk and roadside ditches. The Access Board previously thought of limiting bus ramps to a gentler slope of 1:8, and then offered 1:6 in the face of industry protest. North American Bus Industries, Inc.

(NABI), comments that a typical, heavy duty transit bus has to be "kneeled" down from normal ride height in order to achieve the 1:6 slope for the ramp. NABI asks the Access Board to make clear in the final rule that the slope of a ramp can be checked with the bus suspension in the kneeled position. Paralyzed Veterans of America, which supports the 1:6 slope for bus stops with and without sidewalks, comments that the 1:6 ratio "is responsive to newer vehicle technology that allows for a longer ramp."

Official Says ADA Amendments Have Been Split Into Two Rules

Proposed amendments to ADA regulations have been split into two separate rules, according to a DOT official. Based on remarks by Robert C. Ashby, DOT lawyer, at a Transportation Research Board session, the rules would:

- Strengthen requirements for full-length level boarding at new commuter and intercity rail stations.
- Add an explicit "reasonable modification" provision to the DOT's ADA regulations.

Mr. Ashby disclosed that the rail portion of the rulemaking would be completed first, though it's not quite in final draft form yet. Ashby also disclosed that a regulatory analysis suggests that the costs of the proposed rail rule "are not particularly significant." Ashby indicated that the ADA amendments are moving forward despite opposition from the rail and transit industries. As with the rail rule, Ashby showed no sign of retreat from the proposal for a "reasonable modification" rule in the DOT's ADA regulations. Ashby stated, "In my view, making individual decisions as opposed to categorical decisions is greatly what the ADA and 504 are all about." Ashby's view seems to be in conflict with the FTA's Office of Civil Rights. That office has given signs that it may have abandoned its support of "reasonable modification" principles, at least on the subject of vehicle choice in ADA paratransit service.

Complaint Rejected From Rider Who's Scooter May Be Too Big

The FTA's Office of Civil Rights rejected a Florida scooter user's complaint of trouble boarding fixed-route and paratransit vehicles. Per the complaint:

- On fixed-route: the scooter can't negotiate "the sharp turn down the aisle by the seats."
- On paratransit: vehicles are inaccessible because they load through the side, rather than the rear.

Acting ADA team leader John R. Day responded in a letter in which he stated the dimensions of a "common wheelchair" (up to 30 by 48 inches, measured 2 inches above the ground) that a transit operator must accommodate under the DOT's ADA regulations. Day said the transit agency may decide to transport larger devices if it has suitable equipment, but the "correspondence suggests that your scooter exceeds these dimensions, and that may unfortunately preclude you from being transported." Day went on to say, "There is no requirement under the ADA that specify rear-mounted or side-mounted lifts

or ramps, or that vehicles be dispatched by specific type. As long as the lift meets requirements, the transit agency is in compliance with the ADA"

Fare Box Seen as an Obstacle to a 34" Circulation Path

Federal guideline writers are trying to compute how wide a path a wheelchair user needs to ride a transit bus are running into one obstacle: the fare box.

Commenter's on proposed new vehicle guidelines pointed out that the fare box may be in the way if the circulation path has to be 34" wide (the current proposal for "minimum clear width" from vehicle floor to 40" above vehicle floor). Existing specifications call for "sufficient clearances" for passengers who use wheelchairs to reach the wheelchair spaces in vehicles. An issue had been the impact a 34" aisle would have on seating capacity on the buses, which sparked the circulation-path discussions. The North American Bus Industries, Inc. (NABI) sated that a related constraint is the grab rail around the fare box. NABI wrote, "Bid specifications and APTA call for a grab rail around a fare box to assist passengers as they pay their fare and maneuver through the boarding process, which usually calls for it to be centered 36" above the floor. Raising it higher would interfere with passenger access to some of the fare box functions, or the grab rail might be so high as to be inappropriate for its intended use." VTA stated that the proposal could have unintended consequences because it would make the fare box location dependent on dashboard designs. VTA suggests the provision be rewritten to require sufficient clear space for a passenger using a mobility device to board the bus "unhampered by protruding equipment."

ATTACHMENT 9
Transit Correspondence

Cell Phone Feature Promoted To Tell Rider: 'Pull the Cord ... !'

Of the skills needed to use public transportation independently, figuring out when to get off the bus is among the most challenging for riders with cognitive disabilities. To help with the challenges, transit researchers at University of South Florida (USF) developed a system, Travel Assistance Device (TAD), that sends audio and visual messages to GPS-enabled cell phones. The first message says, "Get ready." The 2nd says "Pull the cord now!" The phone also vibrates as part of the alert to pull the stop cord (messages could be modified for buses that do not have pull cords). The TAD can be an initial travel training tool and an ongoing aid for navigating transit systems. TAD could be a help to riders with vision impairments, cognitive impairments, and physical disabilities that inhibit the ability to look out the window. TAD takes data from a transit system's bus stop inventory and compares it in real time with the progress of the bus for the rider's planned trip.

Guidelines to Prevent Tipovers Urged for Rear-Facing Systems

Federal guideline writers are urged to include "compartmentalization" as part of rear-facing system options on buses through comments to the Access Board. Boarding times are reduced if the wheelchair user boards the bus and gets into position without the need for securement. In a rear-facing system, the rider backs up against a barrier that provides a backstop during deceleration of the bus. A manual chair's brakes, or power chair's motor (when turned off), keep the mobility device from rolling during acceleration. The issue is when the bus makes a sharp turn or emergency maneuver. Hence the comments regarding "compartmentalization," an alternative to securement for keeping the wheelchair in the allocated space. Dr. Lawrence W. Schneider, who specializes in wheelchair transportation safety, tells the Access Board that compartmentalization is an essential feature of rear-facing systems on transit buses. Dr. Schneider states, "Wheelchair tipovers, due to lack of effective wheelchair securement or containment, happen more frequently than crash events and can result in serious and even fatal injuries." The Access Board, in a July 2010 notice of proposed rulemaking (NPRM), requested comments as to if compartmentalization should be included in subsequent rulemaking though the pending NPRM includes "forward excursion barrier" as part of rear-facing systems. Doug Cross, a transportation consultant, added that use of a forward excursion barrier and consideration of passive compartmentalization should be treated as one subject and that there appears to be a conflict between the NPRM and a recently developed international standard for rear-facing wheelchair containment. Mr. Cross observes that BRT operations stand to benefit from the increased speed of boarding and rider independence that rear-facing systems offer, but states that there is some confusion as to whether rear-facing systems can be used without traditional ADA-compliant securement equipment, which is designed to be used forward-facing only.

STEPS TO THE ONE CALL—ONE CLICK SERVICE YOU CHOOSE

Find where you are now, and see what your next steps might be:

Distinct systems - - - - - - - - - - - - - - - - - Some coordination - - - - - - - - - - - - - - - - - Fully Integrated - - - - - - - - - - - - - - - - - Automated

COORDINATED AMONG PROVIDERS										
Providing rides										
Providers work alone	→	Share information on available services among providers	→	Share rides, as need arises	→	Develop shared standards for drivers, operations	→	MOUs for scheduled shared rides, using fully allocated cost	→	One call as broker of all partner rides
Rider eligibility										
Providers implement own eligibility process	→	One call center sends/processes applications	→	Cross-train staff to complete applications for other agencies	→	Establish common eligibility application for rides	→	Incorporate one-stop eligibility process into one call center	→	
Rider reservations										
Providers make reservations directly w/customers	→		→	Provider that needs more capacity calls another provider and schedules a trip on behalf of a customer	→	One-call service makes tentative or confirmed reservations	→	Shared electronic reservation system among 2 or more providers	→	Automated reservation system with provider, agency or customer input
Scheduling and dispatching										
Providers schedule/dispatch only their trips	→		→		→	Establish compatible communication systems for providers	→	Shared scheduling/dispatch from one-call center	→	Computer-aided automated scheduling/dispatch from one-call center
Financial operations										
Providers have separate billing systems for rides	→		→		→	Develop fully allocated cost for trips	→	Centralized billing through one-call center	→	Shared electronic fare system that allocates costs

PAPCO Meeting 09/26/11
Attachment 13A
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Find where you are now, and see what your next steps might be:

Distinct systems _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ Some coordination _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ Fully Integrated _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ Automated

CUSTOMER EXPERIENCE										
Information and referral										
Rider calls each provider for information and reservation	→	Paper-based ride guide for all services		One-stop telephone or web-based site for transportation information for all services	→	One-call or one-click access to reservations on all programs, but indiv. providers confirm pick up/ drop off times	→	One-call or one-click access to reservations and confirmed pick up/drop off times	→	Customer can request and confirm reservation on line through automated system
Eligibility										
Rider completes eligibility with provider directly	→		→	Rider provides eligibility information one time and it is placed on applications for several programs	→	Customer completes common eligibility application for services	→	One-call center implements pre- or full eligibility screening for all partner services	→	
Customer payment (individual or agency)										
Customer pays individual provider at time of ride	→	Payment made to provider through back-office operations	→		→	Agencies develop system for paying each other for shared rides	→	One-call center provides centralized billing for all partner rides	→	Billing of customer ride automated through computer system

Find where you are now, and see what your next steps might be:

Distinct systems _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ Some coordination _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ Fully Integrated _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ Automated

TECHNOLOGY										
Communications w/customers										
Telephone communications	→		→		→	Web-based information and reservations requests	→	Automated customer notification/reminder via e-mail, text message	→	Automated Interactive Voice Response (IVR) telephone system
Driver/dispatch communications										
Single providers communicate w/ their drivers via radio	→		→		→	Compatible radio communications systems among providers for dispatching	→	Digital communications btw. drivers/dispatchers, with automatic vehicle locator (AVL)	→	
Scheduling/dispatching										
Simple paper or electronic spreadsheets for scheduling/ dispatching	→		→		→	Computer-aided scheduling and dispatching (CAD)	→	One-call center has read/write access to providers' Web-based scheduling system	→	Fully integrated traveler information system that allows riders to schedule rides across providers via Web interface
Financial operations										
Providers have separate billing systems	→		→		→		→	Shared cost/billing software	→	Shared electronic fare system

The "One Call–One Click Transportation Services Toolkit" was created with United We Ride funding from the Office of Disability Employment Policy, U.S. Department of Labor, through a cooperative agreement between the Community Transportation Association of America and the Federal Transit Administration. The opinions and conclusions expressed herein are solely those of the authors and should not be construed as representing the opinions or policy of any agency of the federal government. Dec 2010.

ALAMEDA County Transportation Commission
1333 Broadway, Suites 220 & 300 ▪ Oakland, CA 94612 ▪ PH: (510) 208-7400
www.AlamedaCTC.org

Countywide Transportation Plan Update and Transportation Expenditure Plan Development Overview

The Alameda CTC is in the process of updating the Alameda County Countywide Transportation Plan (CWTP), a 25-year plan that lays out a strategy for addressing transportation needs for all users in Alameda County and feeds into the Regional Transportation Plan. The Alameda CTC is also developing a new Transportation Expenditure Plan (TEP) concurrently with the CWTP.

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

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

Staff liaisons:

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

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

continued

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

Staff liaisons:

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

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

Staff liaisons:

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

Memorandum

DATE: July 18, 2011

TO: Alameda County Transportation Commission

FROM: Planning, Policy and Legislation Committee

SUBJECT: Review of Sustainable Community Strategy (SCS)/Regional Transportation Plan (RTP) and Countywide Transportation Plan (CWTP)/ Transportation Expenditure Plan Information

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

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

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

<u>July 2011 Update:</u>
This report focuses on the month of July 2011. A summary of countywide and regional planning activities for the next three months is found in Attachment A and a three year schedule for the countywide and the regional processes is found in Attachment B and

Attachment C respectively. Highlights include MTC and ABAG's alternative scenario and performance assessment and the release of Alameda CTC's first round evaluation results of the transportation investment packages.

1) MTC/ABAG Development of Alternative Land Use and Transportation Scenarios
MTC and ABAG have released draft alternative land use and transportation scenarios, which were presented to the MTC Planning and ABAG Administration Committees and the MTC Commission at their June 10 and June 22 meetings and are being presented at the July meetings. The MTC Commission and ABAG Administrative Committee after much discussion and public comment approved five land use options and two transportation options and directed staff to bring back additional information on how social equity will be accomplished in the analysis. MTC staff will begin its performance assessment with result anticipated to be released in October.

2) RTP/SCS Work Element Proposals
MTC continues to refine their proposals and guidance for the following work elements of the RTP/SCS including:

- Releasing draft 25-year revenue projections (county budgets are not anticipated to be available until Fall 2011, but draft budgets could be available by the end of July); and
- Developing draft transit capital, local streets and roads maintenance needs, and transit operation needs estimates.

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

Committee	**Regular Meeting Date and Time**	**Next Meeting**
CWTP-TEP Steering Committee	4th Thursday of the month, noon Location: Alameda CTC	July 28, 2011 No August Meeting September 22, 2011
CWTP-TEP Technical Advisory Working Group	2nd Thursday of the month, 1:30 p.m. Location: Alameda CTC	July 14, 2011 No August Meeting September 8, 2011
CWTP-TEP Community Advisory Working Group	1st Thursday of the month, 3:00 p.m.	July 7, 2011 No August

Committee	Regular Meeting Date and Time	Next Meeting
	Location: Alameda CTC	Meeting September 1, 2011
SCS/RTP Regional Advisory Working Group	1st Tuesday of the month, 9:30 a.m. Location: MetroCenter,Oakland	July 5, 2011 August 2, 2011 September 6, 2011
SCS/RTP Equity Working Group	Location: MetroCenter, Oakland	July 13, 2011 August 10, 2011 September 14, 2011
SCS Housing Methodology Committee	10 a.m. Location: BCDC, 50 California St., 26th Floor, San Francisco	September 22, 2011

Fiscal Impact
None.

Attachments
Attachment A: Summary of Next Quarter Countywide and Regional Planning Activities
Attachment B: CWTP-TEP-RTP-SCS Development Implementation Schedule
Attachment C: One Bay Area SCS Planning Process

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Summary of Next Quarter Countywide and Regional Planning Activities
(July through September)

Countywide Planning Efforts

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

- Coordinating with ABAG and local jurisdictions to provide comments on the Initial Vision Scenario and to define the Alternative Land Use Scenarios for the Sustainable Communities Strategy;
- Evaluating transportation investment packages against a Future Land Use scenario;
- Reviewing the results of the evaluation and developing a constrained transportation network;
- Identifying a preliminary list of Transportation Expenditure Plan projects and programs;
- Developing countywide 25-year revenue projections and opportunities that are consistent and concurrent with MTC's 25-year revenue projections;
- Continuing the discussion on Transportation Expenditure Plan strategic parameters and funding scenarios;
- Developing a Locally Preferred SCS land use scenario to test with the constrained transportation network; and
- Developing a public outreach strategy for Fall 2011.

Regional Planning Efforts

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

In the three month period for which this report covers, MTC and ABAG are focusing on

- Receiving input on the Initial SCS Vision Scenario released March 11, 2011;
- Developing the Alternative Land Use and Transportation Scenarios based on that input;
- Developing draft 25-year revenue projections; and
- Conducting a performance assessment.

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

- Participating on the MTC/ABAG Regional Advisory Working Group (RAWG),
- Participating on regional Sub-committees (Equity sub-committee); and
- Assisting in public outreach.

Key Dates and Opportunities for Input

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

Sustainable Communities Strategy:
Presentation of SCS information to local jurisdictions: Completed
Initial Vision Scenario Released: March 11, 2011: Completed
Alternative SCS Scenarios Released: July 2011
Preferred SCS Scenario Released/Approved: December 2011/January 2012

RHNA
RHNA Process Begins: January 2011
Draft RHNA Methodology Released: September 2011
Draft RHNA Plan released: February 2012
Final RHNA Plan released/Adopted: July 2012/October 2012

RTP
Develop Financial Forecasts and Committed Funding Policy: Completed
Call for RTP Transportation Projects: Completed
Conduct Performance Assessment: May 2011 - October 2011
Transportation Policy Investment Dialogue: October 2011 – February 2012
Prepare SCS/RTP Plan: April 2012 – October 2012
Draft RTP/SCS for Released: November 2012
Prepare EIR: December 2012 – March 2013
Adopt SCS/RTP: April 2013

CWTP-TEP
Develop Land Use Scenarios: May – September 2011
Call for Projects: Completed
Outreach: January 2011 - December 2011
Draft List of CWTP constrained Projects and Programs: July 2011
First Draft CWTP: September 2011
Preliminary TEP Program and Project list: September 2011
Draft CWTP and TEP Released: January 2012
Outreach: January 2012 – June 2012
Adopt CWTP and TEP: July 2012
TEP Submitted for Ballot: August 2012

Countywide Transportation Plan and Transportation Expenditure Plan
Preliminary Development Implementation Schedule - Updated 6/27/11

Attachment B

Calendar Year 2010

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

Countywide Transportation Plan and Transportation Expenditure Plan
Preliminary Development Implementation Schedule - Updated 6/27/11

Calendar Year 2011

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

Countywide Transportation Plan and Transportation Expenditure Plan
Preliminary Development Implementation Schedule - Updated 6/27/11

Calendar Year 2012

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

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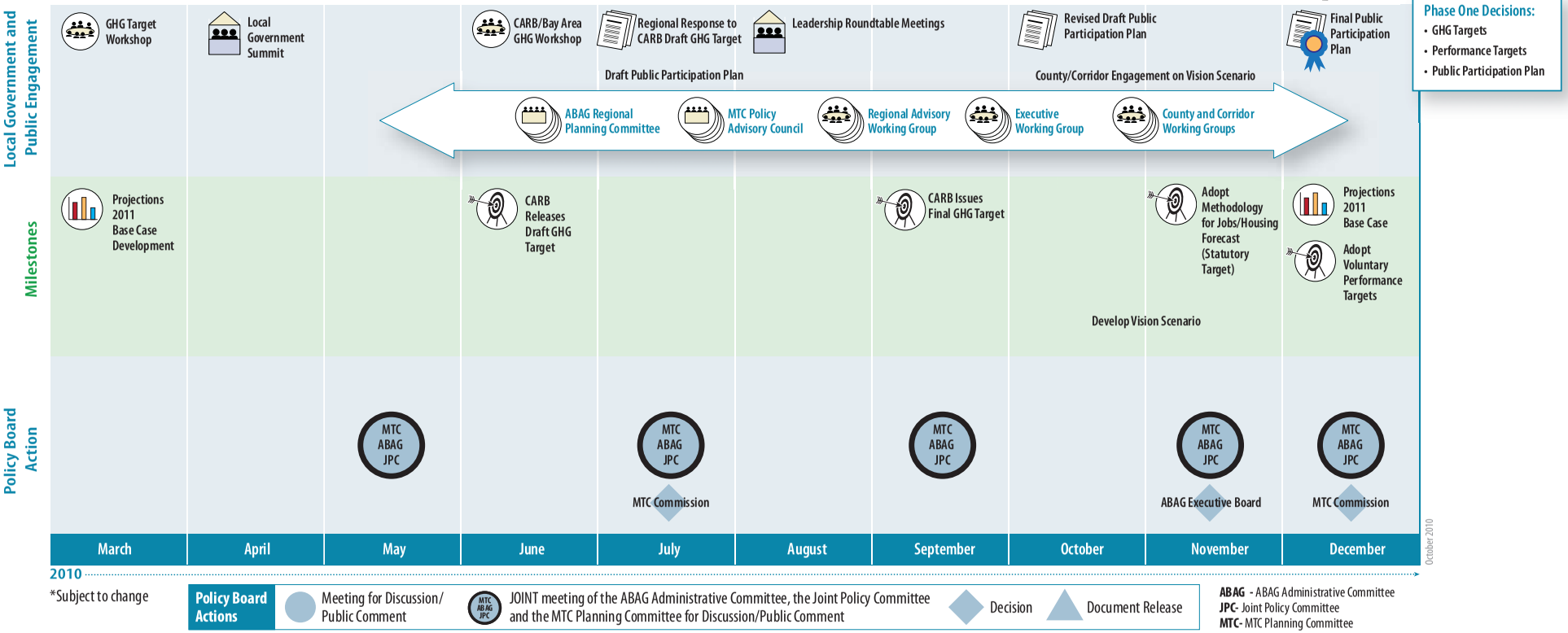
Attachment C

Sustainable Communities Strategy Planning Process: Phase 1 Detail for 2010*

Phase 1: Performance Targets and Vision Scenario

OneBayArea



Phase One Decisions:
- GHG Targets
- Performance Targets
- Public Participation Plan

*Subject to change

Policy Board Actions

Meeting for Discussion/ Public Comment

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

Decision

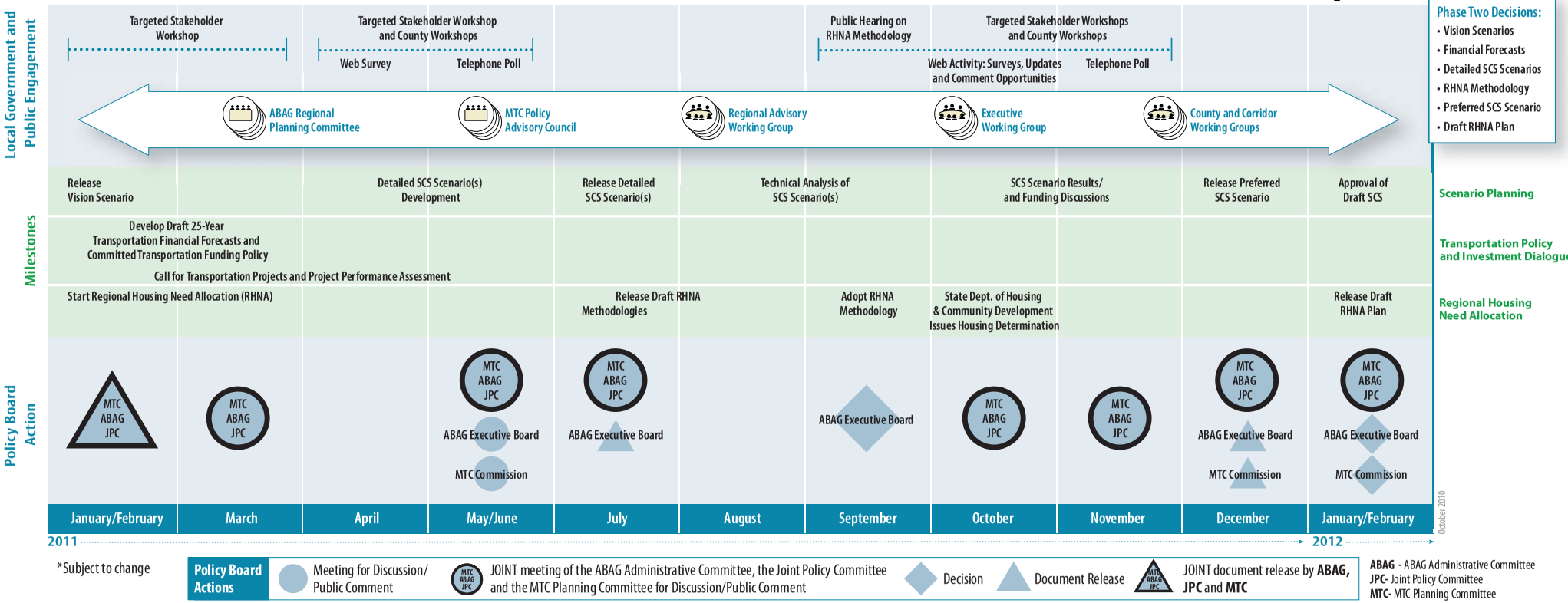
Document Release

ABAG - ABAG Administrative Committee
JPC- Joint Policy Committee
MTC- MTC Planning Committee

Sustainable Communities Strategy Planning Process: Phase 2 Detail for 2011*

Phase 2: Scenario Planning, Transportation Policy & Investment Dialogue, and Regional Housing Need Allocation

OneBayArea



*Subject to change

Policy Board Actions

- Meeting for Discussion/ Public Comment
- JOINT meeting of the ABAG Administrative Committee, the Joint Policy Committee and the MTC Planning Committee for Discussion/Public Comment
- Decision
- Document Release
- JOINT document release by **ABAG, JPC** and **MTC**

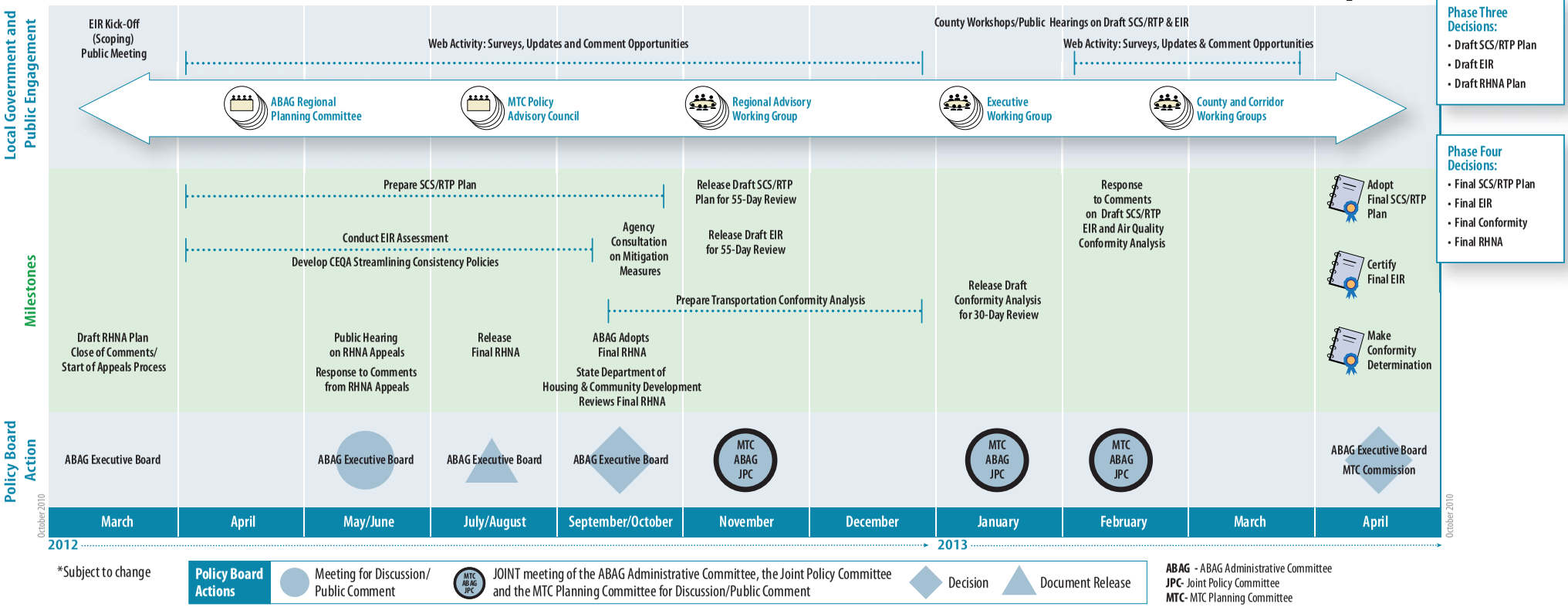
ABAG - ABAG Administrative Committee
JPC- Joint Policy Committee
MTC- MTC Planning Committee

Sustainable Communities Strategy Planning Process: Phases 3 & 4 Details for 2012–2013*

Phase 3: Housing Need Allocation, Environmental/Technical Analyses and Final Plans

Phase 4: Plan Adoption

OneBayArea



Phase Three Decisions:

- Draft SCS/RTP Plan
- Draft EIR
- Draft RHNA Plan

Phase Four Decisions:

- Final SCS/RTP Plan
- Final EIR
- Final Conformity
- Final RHNA

*Subject to change

Policy Board Actions

- Meeting for Discussion/ Public Comment
- JOINT meeting of the ABAG Administrative Committee, the Joint Policy Committee and the MTC Planning Committee for Discussion/Public Comment
- Decision
- Document Release

ABAG - ABAG Administrative Committee
JPC- Joint Policy Committee
MTC- MTC Planning Committee

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MIG

MEMORANDUM

from **Joan Chaplick and Carolyn Verheyen, MIG**

re **Proposed CWTP/TEP Community Outreach Approach and Strategy: Fall 2011**

date **9/2/11**

OVERVIEW

This memorandum describes the proposed outreach approach and strategy for the second round of community outreach for the Alameda Countywide Transportation Plan (CWTP) and Transportation Expenditure Plan (TEP), which was approved by the Steering Committee on July 28, 2011. Actual dates of the meetings will be provided to CAWG, TAWG, and the Steering Committee members once finalized.

The purpose of these outreach activities is to:

- Remind participants of the purpose of the CWTP and its relationship to the Transportation Expenditure Plan (TEP)
- Present the draft CWTP for review and comment; and
- Present preliminary TEP project, program and financial information.

Based on experience developed during the first round of outreach on the CWTP, conducted January through March 2011, the outreach team recommends that a suite of materials be developed for use in three main outreach strategies – Community Workshops, Web-based Outreach and an Outreach Toolkit. This will ensure clear and consistent messaging in multiple mediums. It will also enable the outreach team to collect comments on the draft CWTP through a variety of methods, allowing for more comprehensive data analysis.

This overarching strategy also responds to the lessons learned from the initial round of outreach done in the spring of 2011, as documented in the Summary of Public Participation Findings. In implementing these strategies, there will be an increase in coordination with stakeholder groups, with targeted outreach to Asian and Latino populations in order to achieve a level of participation representative of county demographics. There will also be an emphasis on increasing participation of residents in the central and southern planning areas of the county.

OUTREACH MATERIALS

MIG, along with Alameda CTC staff, will assemble a suite of materials that will educate the public on the key elements of the draft CWTP and enable the Alameda CTC to collect comments and feedback on the draft CWTP. These materials will also aid in explaining the TEP development process, the preliminary projects, programs and financial information and how it integrates with the CWTP process. These materials will be flexible enough to be incorporated in a number of outreach strategies, such as Community Workshops and online efforts.

The materials will include:

- An Executive Summary or Summary of Key Sections from the draft CWTP, and preliminary TEP information
- A Fact Sheet explaining the CWTP/TEP process
- A Questionnaire in hard copy and web-based formats

OUTREACH STRATEGIES

1. Community Workshops (5)

Alameda CTC will host one two-hour workshop in each of the five supervisorial districts. The workshops will be held on weekday evenings, Monday through Thursday, during the months of October and early November. The outreach team will begin scheduling the workshops, and if available, host them in the same ADA and transit-accessible venues used in the first round of workshops. These potential venues include:

- Oakland City Hall
- Fremont Public Library
- Hayward City Hall
- San Leandro Library
- Dublin Public Library

Those participants who shared their email contact information during the first round of workshops will be invited via email to attend the second round of workshops. MIG will utilize existing media contacts to publicize the community workshops. MIG will also coordinate with Alameda CTC staff and advisory committee members to advertise the workshops through existing communication channels such as the Alameda CTC website, newsletters and email announcements.

The following list identifies workshop outreach methods and materials:

Workshop Outreach Method

E-Mail Announcement
Public Service Announcements
Press Release
Website Announcement
Newspaper advertisements

Workshop Materials

Agenda
Draft CWTP and preliminary TEP materials
PowerPoint Presentation
Display Boards
Workshop Handouts (CWTP Executive Summary, CWTP-TEP Process Graphic, TEP preliminary materials)
Comment Form (to include additional demographic information questions such as which planning area of the county participants live and/or work)

The E-mail announcement will do the following:

- Encourage community members to attend a workshop;
- Encourage community members to take the online web questionnaire;
- Offer to translate project materials, including the fact sheet and questionnaire, into requested languages for community members; and
- Offer to meet in-person to make a presentation on the plan and participate in a discussion with existing community groups at their regularly scheduled meetings.

2. Web-based Outreach

Website Updates

Using information taken from the suite of materials, MIG will update the Alameda CTC website appropriately. As a major communication tool, the web will be used to advertise the public meetings, as well as provide a link to an online survey where members of the public can share their opinions on the draft CWTP and preliminary TEP information.

Online Questionnaire

Using the questionnaire developed as part of the suite of materials, MIG will implement an online survey which will be hosted on the Alameda CTC website. Within this survey MIG will collect important demographic information, including which County planning area (North, Central, East or South) the participant lives and works in. The online questionnaire will also inquire as to the level of review of the draft CWTP survey participants were able to complete before commenting.

Email Blasts

Email will be an important method for both educating the public on the CWTP-TEP process and inviting them to share their opinions regarding the draft CWTP and preliminary TEP information. Emails will be used to:

- Inform members of the public about the release of the draft CWTP and preliminary TEP information;
- Direct members of the public to the online questionnaire;
- Invite members of the public to attend Community Workshops; and
- Offer opportunities for an on-site meeting to be conducted with local groups using the outreach toolkit.

3. Outreach Toolkit

During the first round of outreach, MIG developed an outreach toolkit, which was used by CAWG, TAWG, CAC, PAPCO, CWC and Commission members and other trained Alameda CTC and consultant team staff. Using the toolkit, staff and advisory group members were able to inform and receive comment from 724 community members. The outreach team recommends these relationships be strengthened with a second round of outreach efforts based on the toolkit concept.

The outreach toolkit will also be used for more concentrated outreach to under-served communities that were not fully represented in the first round of outreach.

The toolkit can also be used for a meeting in a culturally-appropriate location if requested by a community group or organization. The outreach tool will be used to help promote the five community workshops, so anyone seeking a more in-depth participation opportunity is encouraged to attend.

The outreach toolkit is anticipated to include the following:
1. Moderator Guide
2. Fact Sheet
3. Participant Questionnaire
4. Outreach Recording Template
5. Self-Addressed Stamped Envelope (SASE)

MIG will provide a second round of training to Advisory Committee members in order to familiarize them with the updated toolkit and methods for getting input on the draft plan.

TITLE VI COMPLIANCE
MIG has compiled a broad stakeholder list that identifies a variety of groups representing the ethnic and cultural diversity of Alameda County. Groups will be contacted by email with an announcement that will:

- Encourage community members to attend one of the five conveniently located workshops;
- Encourage community members to take the online web questionnaire;
- Offer to translate project materials, including the fact sheet and questionnaire into requested languages for community members; and
- Offer to meet in-person to make a presentation on the plan and participate in a discussion with existing community groups at their regularly scheduled meetings.

The Questionnaire and workshop handouts will be translated into Spanish and Mandarin, and will be available in additional languages upon request.

The outreach team will monitor the results of the toolkit to track demographic representation in the process. Should gaps in participation be identified, the outreach team will directly contact groups and organizations that represent the needed communities.

DOCUMENTATION AND PRESENTATION
MIG will fully document the results of these methods and prepare a summary report and comments database similar to that prepared for the first round of outreach. Staff and consultants will present these results at meetings of the Steering Committee, CAWG and TAWG in the late fall.

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