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www.AlamedaCTC.org

**Paratransit Advisory and Planning Committee Meeting Minutes  
 Monday, September 20, 2010, 1 p.m.,  
 1333 Broadway, Suite 300, Oakland**

Attendance Key (A = Absent, P = Present)

Members:

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

Staff:

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

**1. Welcome and Introductions**

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

**Guests Present:** Jennifer Cullen, Tri-Valley Senior Support Services; Kim Huffman, AC Transit; Hakiem McGee, City of Oakland; and Carolyn Verheyen, MIG attended the meeting.

## **2. Public Comments**

There were no public comments.

## **3. Approval of June 28, 2010 Minutes**

*Harriette Saunders moved that PAPCO approve the minutes as written. Clara Sample seconded the motion. The motion carried unanimously (14-0-1); Carmen Rivera-Hendrickson abstained.*

## **4. Mobility Workshop Outcomes Report**

Rachel Ede reviewed the survey results from the 7<sup>th</sup> Annual Mobility Workshop held on July 30 at the Metropolitan Transportation Commission (MTC) Auditorium with PAPCO. The results from the workshop survey, which was distributed via email this year, were as follows:

- Presentations: The State of the System Planning for Progress and What Does Planning for Progress Mean ranked highest as the most informative of the presentations. The presentation, Mobility through Collaboration by David Cyra, Ambassador of United We Ride, was considered too “small town.”
- Resource Fair: The participants found the resource fair had relevant, helpful information. However, MTC did not follow the room setup plan, and the attendees noted that the workshop setup did not lend itself to easy maneuvering for wheelchairs.
- Alameda County Coordination Working Session: Several themes emerged from the working session discussions, such as – travel across jurisdictions and service areas; linking transportation planning across the county; the available spectrum of transportation services across the county; increasing collaboration with the range of transportation providers operating in communities; developing a single point of contact for accessing transportation information; a more passenger-centered focus to service delivery; and an approach to transportation planning linked to the needs of the complete community.

## **5. Develop PAPCO Goals and Work Plan for FY 10/11**

- A. Review Work Plan Outcomes from 09/10 – Naomi Armenta reviewed the outcome of fiscal year 09/10 goals and stated the accomplishments of the committee.

- B. Develop new Goals/Work Plan FY 10/11 – PAPCO combined the items from previous meetings, as well as the goals from 09/10 and generated new goals and a work plan for fiscal year 2010/11.

#### **6. Per Diem Process Review**

Naomi informed PAPCO that the Alameda County Transportation Commission (Alameda CTC) approved new per diems for the Community Advisory Committee members. PAPCO members reviewed the per diem process outlined in the agenda packet. PAPCO members will receive a per diem for one outreach event per year, and the members agreed to notify staff when they want to receive payment for an event they attended.

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

Naomi announced that United Seniors of Alameda County (USOAC) will have their 20<sup>th</sup> Annual Convention on November 18, 2010.

PAPCO was informed that East Bay Paratransit will increase its rates in January 2011. Base fare will start at \$4.

Betty Mulholland informed PAPCO that the California Senior Legislature (CSL) will celebrate 30 years of service to older Californians at its 30<sup>th</sup> Anniversary Legislative Session in Sacramento in October. CSL is asking for donations to assist in the Anniversary Celebration. Naomi agreed to take the request to Tess Lengyel.

PAPCO members stated that AC Transit is re-routing many of its routes, will cut-hours, and will cut weekend services. PAPCO wants to make a statement through the Commission to AC Transit regarding the impact the service changes have on the paratransit community. Naomi agreed to speak with Tess on the subject.

The AC Transit Board will decide regarding more cuts on Wednesday, September 22, at its 6 p.m. meeting at 1600 Franklin. The public can attend. A member stated that TransForm has a meeting scheduled on September 21 at 5:30 p.m. at 436 14<sup>th</sup> Street, Oakland, regarding AC Transit service changes.

Joyce Jacobson applied for the Clipper Card. She called BART and AC Transit to request purchase locations. Joyce was unable to get feedback from BART and AC Transit. She was surprised that the staff is so poorly informed regarding the Clipper Card. Naomi said that she will ask her contact for more information.

Naomi requested PAPCO members review the Ground Rules in the agenda packet.

## **8. Committee Reports**

- A. East Bay Paratransit Services Review Advisory Committee (SRAC) – Sharon Powers attended the September 7, 2010 SRAC meeting. She informed the committee that SRAC elected a new chair, Don Queen. Sharon stated that the next SRAC meeting is scheduled for November 7, 2010.
- B. Citizens Watchdog Committee (CWC) – Harriette Saunders announced that CWC finalized and distributed the 8<sup>th</sup> CWC Annual Report.

## **9. Mandated Program Reports (Information Only)**

Naomi requested PAPCO review the documents in the packet for this agenda item.

## **10. Staff Updates**

- A. Mobility Management – Naomi encouraged PAPCO to review the article *Success in Mobility Management Is Focus of ESPA Strategic Plan* in the packet. She also mentioned that the City of Oakland launched the new free Broadway Shuttle system, which connects downtown with Jack London Square, and is an excellent example of a public/private partnership.
- B. Outreach Update – Krystle Pasco reviewed the Outreach Tracking Spreadsheet with PAPCO. She highlighted the outreach events that took place during the month of September, including the Family Faith Day in the Park at Moss Wood Park, the 13<sup>TH</sup> Annual Senior Resource in San Leandro, and the 36<sup>th</sup> Annual Solano Avenue Stroll in Albany.

Krystle announced outreach plans at the Disabled Student Residence Program on October 1, 2010. She also notified PAPCO of the I-580 Groundbreaking Ceremony taking place during the PAPCO meeting.

C. Other Staff Updates – Naomi announced that Art Dao was appointed the executive director of the Alameda CTC, and his position became effective on September 1, 2010. The Alameda CTC has three standing committees that meet the second Monday of every month. The committees are: Planning, Policy and Legislation Committee (PPLC); Programs and Projects Committee (PPC); Finance and Administration Committee (FAC). A retirement party is being held at Scott’s Seafood Restaurant in Jack London Square on October 8<sup>th</sup> for Christine Monsen and Dennis Fey.

The PAPCO members want to invite Christine to one of their meetings to say goodbye, rather than attend the retirement party. Naomi agreed to take the request to Tess.

Naomi informed the members that MTC is conducting a Title VI analysis of the Clipper Card. Once done, it may have an impact on how BART fares are calculated.

#### **11. Committee Leadership Training**

Carolyn Verheyen of Moore Iacofano Goltsman, Inc. (MIG) held a Committee Leadership Training for PAPCO and staff that covered being an effective committee member, time management, and decision making.

#### **12. Adjournment**

The meeting adjourned at 4 p.m.

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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.

<b>Topic: PAPCO Development and Outreach</b>		
<b>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</b>		
<b>Actions</b>	<b>Completed</b>	<b>In-Progress</b>
Participate in Committee Leadership Training at September Meeting	X	
Participate in Outreach Training at Joint Meeting (fall or winter)		
Participate in Emergency Preparedness update/drill at January Meeting		
Assist in distributing new materials – Access Alameda in different languages (Spanish, Chinese, Tagalog, Vietnamese, Farsi)		
Assist in distributing new materials – Fact Sheets on Aging, etc		
Assist in outreach to community members regarding Clipper fare payment system		
Fill every vacant seat on PAPCO		
Targeted PAPCO recruitment		
Staff will continue to be available to help draft talking points or articles for members		
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		

PAPCO Work Plan FY 2010/11

**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		
Complete survey regarding other committees/activities participation in November 2010 to be shared with Committee		
Staff will continue to forward opportunities for comments and participation via email		
Receive regular summaries of Transit Access Reports		

**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		
Receive a report from TAC at Joint meetings on efforts		
October		
February		
April		
Contribute to Countywide transportation inventory by completing survey regarding other transportation options/sources in community in November 2010		



PAPCO Work Plan FY 2010/11

**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 November Meeting March Meeting		
Receive presentation on Countywide Transportation Plan and Transportation Expenditure Plan Development at February Joint Meeting; and also regular updates		
Receive reports from MTC and Regional issues/events		

**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		
Receive reports from extended Gap grants at Meetings November January March April June		
Hold a fiduciary training subcommittee meeting in February		
Continue to evaluate pass-through and grant programs and expenditures		

PAPCO Work Plan FY 2010/11

**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		
Receive an update on pass-through stabilization funding at February Meeting		
Discuss possible extension of Gap funding in March		

**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		
Continue to be available to assist in East Bay Paratransit Secret Rider Program and Complaints Board		
Continue to be available to assist in LAVTA with Driver Training and related items		
Ensure that taxi providers have access to resources such as pocket guides from Easter Seals Project ACTION		

**Members' Other Committees/Activities**

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

## PAPCO Calendar of Events for October – November 2010

### Full Committee Meetings

- Monday, October 25, 2010, 1 to 4 p.m., Alameda CTC, **Regular PAPCO Monthly meeting/Joint meeting with TAC**
- Tuesday, November 9, 2010, 9:30 to 11:30 a.m., Alameda CTC, **Regular TAC Monthly meeting**
- Monday, November 22, 2010, 1 to 3:30 p.m., Alameda CTC, **Regular PAPCO Monthly meeting**

### Outreach

Meeting Date	Event Name	Meeting Location	Time
10/6/10	Hayward/Union City Business Expo	St. Rose Hospital 27200 Calaroga Ave. Hayward 94545	4:30 – 7:30 p.m.
10/7/10	Oakland Housing Authority Resident Advisory Board Meeting	Oakland Housing Authority 935 Union St. Oakland 94607	5 – 8 p.m.
10/14/10	Annual Urban Economic Conference	Oakland Marriott 1001 Broadway Oakland 94607	8 a.m. – 5 p.m.
10/19/10	City of Alameda Rotary Club Meeting	Grand Pavillion 300 Island Dr. Alameda 94502	12:15 – 1:30 p.m.
10/21/10	North County Transportation Forum	Alameda CTC 1333 Broadway, Suite 300 Oakland, CA 94612	6:30 – 8:30 p.m.
10/28/10	Halloween Senior Fair	Albany Senior Center 846 Masonic Ave Albany 94706	10 a.m. – 12 p.m.
10/29/10	3 <sup>rd</sup> Annual Health Fair	CCEB 433 Jefferson St. Oakland 94607	9 a.m. – 2 p.m.

Meeting Date	Event Name	Meeting Location	Time
11/8/10	Oakland Mayor's Commission on Persons with Disabilities	Oakland City Hall Conference Room 1 Oakland 94612	1:30 – 3:30 p.m.
11/18/10	USOAC 20 <sup>th</sup> Annual Convention	St. Mary's Center 925 Brockhurst St. Oakland 94608	9 a.m. – 2 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) 267-6120 or (510) 267-6380.

**PAPCO Calendar  
Fiscal Year 2010-11  
Year 9 - Measure B Collections**

PAPCO generally meets on the fourth Monday of every month from 1:00 – 3:30 with breaks in August and December. All meetings are held at the ACTIA Offices unless otherwise specified. Note that meetings on this calendar are subject to change, refer to [www.actia2022.com](http://www.actia2022.com) for up-to-date information.

**Monthly Meetings**

<b>Date</b>	<b>Draft Topics</b>
<b>July 30, 2010</b>	<b>Annual Mobility Workshop, 10:00 – 4:00, MTC Auditorium (substitutes for JOINT MEETING)</b>
<b>August 2010</b>	<b>NO MEETING</b>
<b>September 20, 2010</b>	<ul style="list-style-type: none"> <li>• Workshop outcomes report</li> <li>• Develop PAPCO goals</li> <li>• Discuss draft work plan for FY 10/11</li> <li>• Per diem review</li> <li>• Committee Leadership Training</li> </ul>
<b>October 25, 2010</b>	<b>JOINT MEETING, 1:00 – 4:00</b> <ul style="list-style-type: none"> <li>• Approve final work plan for FY 10/11</li> <li>• Quarterly report from Alameda and Hayward</li> <li>• Overview of Ped Plan Update and Input on Existing Conditions Chapter</li> <li>• Summary Report of Gap Grant Cycle #4 reports</li> <li>• TAC report and CMMP Update</li> <li>• Quarterly Education and Training – Outreach Training</li> </ul>
<b>November 22, 2010</b>	<ul style="list-style-type: none"> <li>• Recommend continuing contract annually renewed in PAPCO</li> <li>• Recommendation on Gap Grant Call</li> <li>• Input on Ped Plan Vision/Goals Chapter</li> <li>• Discuss reporting form changes</li> <li>• Gap Grant Reports – LAVTA-Paratransit Vehicle Donation etc and BART-Learn BART</li> </ul>
<b>December 2010</b>	<b>NO MEETING</b>
<b>January 24, 2011</b>	<ul style="list-style-type: none"> <li>• Emergency Preparedness discussion</li> <li>• Gap Grant Reports – Shuttles</li> </ul>

<b>February 28, 2011</b>	<p><b>JOINT MEETING, 1:00 – 4:00</b></p> <ul style="list-style-type: none"> <li>• 2011 Annual Mobility Workshop Brainstorm</li> <li>• Quarterly report from Alameda and Hayward</li> <li>• TAC report and CMMP Update</li> <li>• Stabilization update</li> <li>• Quarterly Education and Training – CWTP and TEP Development</li> </ul>
<b>March 28, 2011</b>	<ul style="list-style-type: none"> <li>• Input on Ped Plan Priority Projects/Programs Chapter (tentative)</li> <li>• Establish Finance Subcommittee membership</li> <li>• Establish Program Plan Review Subcommittee membership</li> <li>• Discuss Gap Grants extension</li> <li>• Annual Mobility Workshop Update</li> <li>• Gap Grant Reports – Miscellaneous Trip Provision</li> </ul>
<b>April 25, 2011</b>	<p><b>JOINT MEETING, 1:00 – 4:00</b></p> <ul style="list-style-type: none"> <li>• FY 10/11 Coordination evaluation</li> <li>• FY 11/12 Coordination Contract Recommendation</li> <li>• Confirm Program Plan Review Subcommittee</li> <li>• Quarterly report from Alameda and Hayward</li> <li>• Finance Subcommittee status report</li> <li>• Annual Mobility Workshop Update</li> <li>• TAC report and CMMP Update</li> <li>• Quarterly Education and Training – Gap Grant Reports-Volunteer Driver Programs</li> </ul>
<b>May 23, 2011</b>	<ul style="list-style-type: none"> <li>• Base Program and MSL Recommendation</li> <li>• Establish Bylaws subcommittee membership</li> <li>• Annual Mobility Workshop Update</li> </ul>
<b>June 27, 2011</b>	<ul style="list-style-type: none"> <li>• Approve Bylaws</li> <li>• Elect Officers for FY 11/12 (Chair, Vice Chair, SRAC, CWC)</li> <li>• Gap Grant Reports – Travel Training</li> <li>• Annual Mobility Workshop Update</li> </ul>

## **Subcommittee Meetings**

<b>Date</b>	<b>Events</b>
<b>February 2011</b>	<ul style="list-style-type: none"> <li>• Fiduciary Training Subcommittee</li> </ul>
<b>April 2011</b>	<ul style="list-style-type: none"> <li>• Finance Subcommittee Review of Year End Reports, Mid Year Report, and Application Budgets</li> </ul>

Date	Events
May 2011	<ul style="list-style-type: none"> <li>• Program Plan Review (4 dates early May)</li> </ul>
June 2011	<ul style="list-style-type: none"> <li>• Bylaws Subcommittee (early June)</li> </ul>

### **Special Events**

Date	Events
July 2011	Annual Mobility Workshop
Dates TBD	Caltrans 5310 Process

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## CURRENT APPOINTMENTS

### Appointer

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

### Member

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

## VACANCIES

### Appointer

- City of Albany
- City of Newark
- City of Piedmont
- City of San Leandro
- LAVTA

## **Current PAPCO Appointments and Vacancies**

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

# Mobility Management

**M**obility management is an innovative approach for managing and delivering coordinated transportation services to customers, including older adults, people with disabilities, and individuals with lower incomes. Changes in demographics, shifts in land use patterns, and the creation of new and different job markets require new approaches for providing transportation services, particularly for customers with special needs. Mobility management focuses on meeting individual customer needs through a wide range of transportation options and service providers. It also focuses on coordinating these services and providers in order to achieve a more efficient transportation service delivery system for public policy makers and taxpayers who underwrite the cost of service delivery.

Mobility managers serve as policy coordinators, operations service brokers, and customer travel navigators. As policy coordinators, mobility managers help communities develop coordination plans, programs, and policies, and build local partnerships. They also work to promote land-use policies that favor transit-oriented development, public transportation, and pedestrian access. As brokers, they coordinate transportation services among all customer groups, service providers, and funding agencies. And, as travel navigators, they work with human service agencies and/or workforce centers that coordinate the travel and trip planning needs of individuals who receive human service program assistance. Mobility management activities are eligible to receive funding

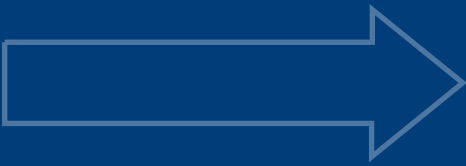
## The mobility management approach differs from traditional transit services in several ways:

- Mobility management disaggregates service planning and markets in order to better serve individuals and the community. Traditional transit service planning aggregates demand on centralized, highly traveled routes of a transit system.
- Mobility management focuses on service diversity and a “family of transportation services” to reach a wide range of customers versus traditional transit systems that are built on the principle of unified regional service coverage. A “family of transportation services” is a wide range of travel options, services, and modes that are matched to community demographics and needs.
- Mobility management uses multiple transportation providers to offer the most efficient and effective service to all individuals. Traditional transit agencies typically use a single operator to deliver all services.
- Mobility management underscores the importance of service advocacy as a way to improve public transportation management and delivery. A mobility manager acts as a travel agent/service coordinator to seek the most effective means for meeting an individual’s transportation needs. Transit agencies generally focus on the direct provision of services.



under SAFETEA-LU (Safe, Accountable, Flexible and Efficient Transportation Equity Act: A Legacy for Users). Mobility management is an eligible capital expense under most U.S. Department of Transportation (USDOT) Federal Transit Administration (FTA) programs (5307, 5310, 5316, 5317, and





5318). This means FTA can fund 80 percent of mobility management expenses. SAFETEA-LU also affords a new option to use non-DOT transportation funding or service contracts to meet matching requirements. The law defines mobility management as “short-range planning and management activities and projects for improving coordination among public transportation and other transportation service providers.” Mobility management activities eligible for SAFETEA-LU funding include:

- Operating transportation brokerages to coordinate service providers, funding resources, and customer needs;
- Coordinating transportation services for older adults, individuals with disabilities, and individuals with low incomes;
- Supporting local partnerships that coordinate transportation services;
- Staffing for the development and implementation of coordination plans;
- Providing travel training and trip planning activities for customers;
- Developing and operating traveler call centers to coordinate travel information, manage eligibility requirements, and arrange customer travel; and
- Planning and implementing the acquisition and purchase of intelligent transportation technologies to operate a coordinated system. (See page four for additional information.)

## Getting Started and Measuring Progress

Meeting the transportation needs of the community is no easy task, but it can be done if transportation providers, human services and workforce investment agencies, and the community work together to plan and implement services. Mobility management involves these key steps:

- Developing an inventory of available services;
- Identifying customer needs;
- Developing strategies to meet needs;
- Coordinating financial and other resources;
- Improving coordination through transportation brokerage systems;
- Training staff and volunteers;
- Promoting the use of innovative technologies, services, and other methods to improve customer service and coordination; and
- Developing customer information and trip planning systems.

Measuring progress in developing and sustaining a coordinated system is an important aspect of mobility management. A logic model, developed for the United We Ride (UWR) initiative, can be used to measure a community's progress in developing a mobility management strategy. Like other logic models, the UWR model includes inputs, outputs, and outcomes, and uses graphics to show relationships between elements in the model. It shows work being done to build a coordinated system, outlines system changes, and highlights accomplishments that occur along the way. The model can be found at [http://www.unitedweride.gov/FINALUWRlogicmodel\\_perfmeasure.doc](http://www.unitedweride.gov/FINALUWRlogicmodel_perfmeasure.doc).



## Mobility Managers in Practice

### Albany Capital District Transportation Authority (CDTA): Trip Planners

CDTA employs three “trip planners” to advise riders on Job Access and Reverse Commute Program-funded activities and CDTA services. The trip planners were selected for their customer service skills and ability to relate to individuals receiving services. As individuals who formerly received Temporary Assistance for Needy Families (TANF), the trip planners bring an important perspective to the program.

The trip planners work with case managers and individuals who are eligible to receive TANF to prepare travel itineraries, conduct one-on-one travel training, and help new riders acquire the skills needed to use transit. Each trip planner focuses on a different aspect of the job. One speaks Spanish and acts as a liaison to the Puerto Rican and Dominican communities. Another trip planner provides information at a busy employment and training One-Stop Career Center. And the third acts as a “bus ambassador,” rotating among several bus stations answering questions and providing information.



Paul Feldman, director of the Family Investment Center, a U.S. Department of Housing and Urban Development-sponsored One-Stop Career Center affiliated with the Housing Authority in Schenectady, New York, praises the CDTA trip planning program: “The CDTA trip planner with whom we work is outstanding, providing people with lots of useful information.” He also noted that the trip planner gives transportation orientations to staff and clients at the One-Stop Career Center and speaks with young mothers who are entering the workforce for the first time about how to ride the bus, and rides with them during their first several trips to make sure they are comfortable using the bus.


### Portland TriMet

TriMet uses three approaches to manage the region’s mobility needs: (1) the provision of fixed-route transit for the general public and paratransit for elderly citizens and individuals with disabilities, (2) the integration of other transportation providers to fill transit gaps, and (3) the incorporation of alternative transportation options, such as biking, carpools, and van-pools, to reduce the number of trips by automobile.


Historically, area transit service focused on getting people to work in downtown Portland during rush hours. In recent years, decentralized industrial areas and suburban employment centers increased the need for cross-town and suburb-to-suburb travel. In response, TriMet developed a transit investment plan that provides a framework for building a balanced network and coordinating its programs with the region’s growth management efforts. TriMet also restructured its route network and schedules to improve service. For example, in May 2004, TriMet’s MAX light-rail service opened in North Portland, an area recognized for its high concentration of low-income households. Service hours, formerly assigned to the bus route eliminated by MAX service, were reallocated to other bus routes in North Portland, including the Swan Island Industrial District that is home to many employers who provide relatively well paying entry-level jobs.

TriMet works with other transportation providers, employers, and transportation management associations (TMAs) to improve service quality, availability, and convenience. Two shuttles currently operate in the region with support from the Jewish Association for Retarded Citizens. The Tualatin Chamber of Commerce operates a shuttle service during peak periods that connects TriMet riders to this suburban job market. The Swan Island TMA provides evening shuttle service that connects riders to areas of Swan Island not served by TriMet after 7 p.m. on weekdays. Both projects serve as examples of filling transit service gaps – a geographic gap in the case of Tualatin and a time-of-day gap in the case of Swan Island.





Additionally, TriMet includes alternative transportation services and modes as additional options to address service gaps to demonstrate its commitment to the environment. Alternative transportation options can bridge



the distance between transit and home or workplace, decrease the cost of commuting, and provide access to employment in areas that are difficult to reach by transit.

## Intelligent Transportation Systems (ITS) Technologies Interface

The mobility management approach uses ITS technologies to make individualized service possible. ITS includes a broad range of communications, monitoring, scheduling, and dispatching technologies. These technologies can facilitate coordination, enhance safety, improve information sharing, optimize transportation routes, and reduce wait times, an important consideration for persons who are disabled and elderly. The following ITS technologies can be used to manage the operational side of mobility management strategies.

- Computer-aided dispatch (CAD), combined with an automatic vehicle location (AVL) system, facilitates coordination of passenger transfers between vehicles and/or transit systems, reroutes vehicles to meet passenger needs, and optimizes transportation routes. CAD can also be used to take reservations and schedule trips.
- AVL systems provide real-time location of vehicles equipped with a global positioning system (GPS). The GPS satellite transmits vehicle location information to the transit center. AVL, when combined with other technologies, optimizes dispatching, allows each vehicle to service more passengers, monitors on-time performance, and provides time-sensitive information to customers.
- Data management systems gather, manage, report, and store data relating to schedules, trips, billing, and customer information.
- Electronic fare payment and collection systems enable customers to use a variety of media to pay for transit trips and simplify fare collection for transit providers.
- In-vehicle diagnostics systems monitor the condition of transit vehicles. Real-time information can be passed on to the dispatch center via a radio data connection between the transit vehicle and central control. The system includes software that manages vehicle and parts maintenance records.

Recognizing the important contributions that ITS technologies can make to improving mobility and access, the USDOT launched the Mobility Services for All Americans (MSAA) initiative. MSAA complements the UWR campaign that requires federal agencies to work together to enhance transportation access, minimize duplication of services, and facilitate the most appropriate, cost-effective human service transportation. The MSAA initiative provided \$2.7 million to eight communities to demonstrate how ITS can improve transit services for people with special needs. More information on the MSAA initiative is available at [www.its.dot.gov](http://www.its.dot.gov).

## Resources

For more information about UWR initiatives, please contact the National Resource Center for Human Service Transportation Coordination at 1-800-527-8279 or visit the Web site at [www.unitedweride.gov](http://www.unitedweride.gov).

November 2007

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

**WHEELS Accessible Advisory Committee**

**Meeting**

**DATE:** Wednesday, May 12 2010

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

**TIME:** 3:30 p.m.

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**MINUTES**

**1. Call to Order**

Chairperson Shawn Costello called the meeting to order at 3:30 pm.

Members present:

Herb Hastings – Alameda County Representative  
Shawn Costello –Dublin Representative  
Jane Lewis – Pleasanton Representative  
Rickie Murphey – Pleasanton Alternate  
Russ Riley – Livermore Representative  
Carmen Rivera-Hendrickson – Pleasanton Representative  
Lee Serles – Livermore Alternate  
Sue Tuite –Dublin Representative  
Esther Waltz – Livermore Representative

Staff Present:

Paul Matsuoka, LAVTA  
Jeff Flynn, LAVTA  
Kadri Kulm, LAVTA

Jamiea Gentry, MV Transit  
Pam Deaton, Pleasanton Paratransit

Members of the Audience:

Mary Hummel – Dial-A-Ride rider from Arbor Vista Senior Apartments in Livermore  
Frances Tuohy – Dial-A-Ride rider from Arbor Vista Senior Apartments 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, Dial-A-Ride rider from Arbor Vista senior apartment complex in Livermore, brought to staff's attention the Amgen Tour of California bike race that is scheduled to go through Livermore on Wednesday, May 19<sup>th</sup> approximately at the same time when Arbor Vista shopping shuttle is scheduled to return from Nob Hill grocery store. Staff will confirm the street closure schedules with the city of Livermore, and if time conflict exists, staff will schedule the shopping shuttle for an earlier time and will call Ms. Hummel on the following morning with the update and also provide information to the senior housing facilities whose shopping shuttles the bike race will affect.

**3. Minutes of March 3, 2010 Meeting of the Committee**

Approved: Waltz/Riley



#### **4. WAAC Composition/Recruiting Update**

Staff updated the committee members that due to already existing vacancies, expiring membership terms, resignations, and relocations the committee has 12 vacancies for the terms starting in July 2010. LAVTA is advertizing the vacancies and the applications are due on May 28<sup>th</sup>. All expiring members are welcome to reapply. Per WAAC bylaws, LAVTA's Board of Directors will review the applications and select WAAC members. New appointees will be ratified at the Board's July 12<sup>th</sup> meeting.

#### **5. Dial-A-Ride Missed Services Policy**

Staff proposed adding additional penalties for Dial-A-Ride passengers who repeatedly cancel late and no show for rides. The current progressively based penalties include a phone call, warning letter, 15-day suspension, and 30-day suspension. Staff proposed adding a 60-day and 90-day suspensions to the current four and increasing the rolling period over which the missed services rate is calculated from the current 12-month period to 24-month period.

Approved: Riley/ Waltz

Carmen Rivera-Hendrickson asked staff to look into the possibility of charging riders for no-shows and late cancellation. Staff will follow up on this.

#### **6. Route 55 Update**

Staff updated the committee that the Route 55, which is currently funded by an ACTIA Gap grant, is LAVTA's least productive route (the productivity is calculated as passengers per revenue hour). Productivity has remained very low despite LAVTA's outreach efforts and improvements to the route based on rider surveys, which include extending service to Portola Avenue and Livermore Community Center, and making general bus stops along the route's path active for the

55. With the ACTIA funding set to expire in the Summer and given the Route 55's poor ridership, staff will be recommending to the Board of Directors in May that the route be discontinued. Public hearings will be held during the summer about Route 55 and other potential service changes.

## **7. Recommended Service Modifications for Fall 2010 and Winter 2011**

Staff updated the committee on LAVTA Board-approved suggested service changes for the Fall 2010 and Winter 2011. As a result of the Rapid bus service coming online in January 2011, LAVTA's total service hours will increase 4%. In order to remain within budget, the amount of non-Rapid service hours must be reduced by 10,000 service hours. Staff recommended service modifications are based on duplications and productivity standards and are relatively insignificant in terms of number of riders negatively affected. Staff will hold public workshops during late spring and report its findings to the Board in July.

## **8. Bus Rapid Transit Update**

The Rapid service is scheduled to launch in early 2011. With the completion of the Rapid project, LAVTA will have 49 new bus stops featuring improved amenities. Staff updated the committee on bus stop closures and temporary bus stops during the construction. All sidewalk construction activity should be completed by the middle of summer and all amenities should be installed by the end of summer.

## **9. Operational Issues – Suggestions for Changes**

Shawn Costello brought up a comment from a bus driver about making a left turn by LAVTA offices. Staff said that it would be illegal to make a left turn given that the road has a double line and is now a state highway.

Herb Hasting reported that he tried to call Dial-A-Ride on Sunday before Mothers' Day after hours, but the phone just

rang – nobody picked up and the call did not get transferred to the fixed route dispatch.

#### **10. PAPCO Report**

Herb Hastings and Shawn Costello reported that they along with Jane Lewis were part of the PAPCO sub-committee that reviewed Alameda County paratransit providers' Annual Program Plans for Measure B funding for the next FY. LAVTA's review was on Monday, May 10<sup>th</sup>.

#### **11. Sacramento Trip Report**

Carmen Rivera-Hendrickson provided information on her latest Sacramento trip to meet with the legislators. Carmen has been asked to be involved in higher level representing Alameda County, which requires significant time commitment and therefore makes attending the local meetings more difficult.

#### **12. BART Report**

Herb Hastings and Carmen Rivera-Hendrickson gave an update about the TransLink card, which will soon be called Clipper card. BART's disabled fares may increase with the Clipper card.

#### **13. Adjournment**

Meeting was adjourned at 5:01 pm

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**SERVICE REVIEW ADVISORY COMMITTEE MEETING  
JUNE 1, 2010 MINUTES**

**1) SRAC ROLL CALL AND INTRODUCTION OF INDIVIDUALS  
PRESENT**

SRAC members present: Janet Abelson, Don Queen, Chris Mullin, Patricia Affonso, Sharon Powers, Harriett Saunders, Ann Varni, Lynn Park, Marvin Dyson, Peter Crockwell, Shawn Fong.

Staff present: Mallory Nestor-Brush and Kim Huffman, AC Transit; Mary Rowlands, Program Coordinator's Office; Mark Weinstein and Rosa Noya, Veolia/Paratransit Broker.

Members of the public present: Myra Grant, Earl Perkins, Lonnie Brown, Jr., Mary Lawrence, Vicki Riggan, Gary Brown, Delores Jennings, Monil Kumar, Shawn Costello.

**2) APPROVAL OF SRAC MINUTES FROM MARCH 2<sup>ND</sup>, 2010**

**MOTION:** Dyson/Mullin to approve the March 2<sup>nd</sup>, 2010 minutes.  
Unanimous.

**3) PUBLIC COMMENTS**

Gary Brown said he had a problem with his ride to the meeting and barely arrived on time. His original pick-up time was 11:04 am to 11:34 am.

Myra Brown pointed out that the Rider's Guide recommends allowing three days in advance to make a Regional trip reservation, but does not say it's impossible to schedule a Regional reservation the day before.

Mark Weinstein responded that EBP can book their portion of the Regional trip one day in advance; but the adjacent operator may have a different advance time requirement for a Regional trip.

Myra also asked EBP's policy for riders requesting a bathroom stop if their trip is two hours or more in length. Mark Weinstein said the rider should not be on the vehicle longer than it would take on an AC Transit bus,

including transfers and wait time. Drivers do not stop for bathroom breaks. Riders should use the restroom prior to boarding.

Shawn Costello mentioned the AC Transit fare boxes have not been updated to reflect the new fares.

Earl Perkins was out of town last week and cancelled his 5 day/week standing order, but the vehicle arrived two times. He was charged with two no-shows. Upon returning to the airport, his flight arrived at 4:15 pm. He had a 5:30 pm pick-up, but had to wait curbside until 6:00 pm. Because of several other pick-ups and drop-offs, he did not arrive home until 7:00 pm.

#### **4) UPDATE ON PROPOSED FARE INCREASE FOR EAST BAY PARATRANSIT**

Mallory Nestor-Brush said the two public fare hearing on April 13 and April 14 occurred as planned. A total of five individuals attended the hearings. Through all methods available to comment, 88 comments were received. The Boards were scheduled to make a decision on whether to adopt the proposed new fare at meetings scheduled mid-May.

However, demographic data required under Title VI, about riders traveling into San Francisco and Daly City was insufficient by the scheduled May Board meetings. The survey company used for the annual Customer Satisfaction survey is obtaining this data and it should be available by mid-June. Action by the Boards will be scheduled after the data is analyzed. Dates will be communicated to the SRAC.

BART has recently obtained unexpected STA funds from the state, but the financial situation at AC Transit is still dire. BART is recommending postponing implementation of any paratransit fare increase until January 2011. The BART Board will review their budget for next year at a June 10 meeting. Recommendations on what to do with these additional funds will be presented to the Board at that time.

#### **5) REPORT FROM THE PARATRANSIT BROKER**

Mark Weinstein made the following remarks:

- Service demand is up. 16,000 more passengers have been transported the first ten months of this fiscal year as compared to last fiscal year. ADA passengers (without companions and attendants) were 11,000 more.
- In February, March and April, average weekday trips exceeded 2,500.
- Reasons are probably two fold: City paratransit programs, like everyone, have seen decreasing funding to run their program. Also, Regional Center of the East Bay, which works with developmentally challenged clients, is providing less transportation itself and putting more riders on EBP.
- On-time performance has been very good, averaging 94% for the ten months. An additional scheduler has been added to anchor more standing orders, which makes the structure of each day's routes more stable. In addition, due to the depressed economy, drivers are staying in their positions longer. becoming more experienced.
- A paratransit sign has been put in front of the Broker's office, allowing easier parking for vehicles bringing candidates for in-person interviews to the office.
- A recent temporary rider, who is the owner of Everett Jones Bar-B-Que arranged for a lunch for all Broker employees to thank them for her service.

## **6) DISCUSSION ON CHANGING THE CONFIGURATION OF THE ELIGIBILITY APPEALS PANEL**

**MOTION:** Saunders/Queen to support changing the eligibility appeals panel to: 1 transit agency representative; 1 SRAC member; and 1 medical professional. Unanimous.

## **7) UPDATE ON CONVERSION OF CITY OF OAKLAND TO IN-PERSON INTERVIEW REQUIREMENT**

The City of Oakland was converted to the new interview process on April 1<sup>st</sup>, explained Rosa Noya. It is the largest city in the service area, but so far, the transition has been relatively smooth. Packets of information were mailed to many agencies in Oakland about mid-March informing them of the coming change.

Currently, the majority of applicants from Oakland are still mailing in their applications, rather than bringing them to the interview, but certification staff is handling this. About 20 – 23 interviews are being conducted every day at the office – double the number before Oakland transitioned. Part of the interview is educating the applicant about what the service can and can not do. There have been no major problems or protest from Oakland residents. A few have required the 30 day urgent need certification process, which has worked fine. Rides were set up right away and the required interview scheduled within the 30-day emergency period. The 21-day clock, within which the law requires a certification determination be made, starts when the interview takes place.

All applicants coming in for an interview with mobility devices are being weighed. When Oakland settles down, sites will be identified in Western Contra Costa County and Southern Alameda County and those areas will transition to the interview process.

## **8) REPORT BY BROKER ON STANDBY SCHEDULING**

Mark Weinstein explained that riders are offered a standby when the scheduling software can not find a spot on a route that meets the time requested. Standby trips are worked into the schedule the night before. Riders call the night before service to confirm their pick-up time. Standby occurs for these reasons: traffic; loading time requirements; Social Service agency start and stop time requirements; length of trip; trips into San Francisco.

Mark acknowledged that the majority of vehicles are located where the majority of riders occur. This is probably from Albany to Hayward. He said he would look at the distribution of standby trips by city.

Mark agreed being placed on standby does require the rider to make a second phone call. He noted there are plans to install new technology in the future that will give riders a reminder call when the vehicle is close by. He did remind the committee that, while most standby trips are scheduled when the rider requests a pick-up, the ADA does allow for scheduling of pick-ups one hour on either side of the requested time.



## **9) UPDATE ON THE RFP FOR A DETAILED PARATRANSIT PROVIDER INVENTORY**

Mallory Nestor-Brush said AC Transit is working with Central Contra Costa Transit on this project. It is being funded by New Freedom Funds and a Gap Grant. It will provide an inventory of paratransit accessible vehicles. The purpose is to determine, in total, what is available in order to find opportunities to utilize all equipment as much as possible. An RFP for the effort will be released in 30 days.

## **10) REPORT FROM SRAC MEMBERS**

Harriette Saunders said that she attended the AC Transit public hearing on the fare increase.

Patricia Affonso requested two items for the next agenda:

- 3-day advance reservation time
- bathroom breaks for riders traveling long periods.

## **11) NEXT SRAC MEETING AND ADJOURNMENT**

The next SRAC meeting will be September 7<sup>th</sup>, 2010. The SRAC adjourned at 2:35 pm.

**EAST BAY PARATRANSIT**  
**Performance Report for the SRAC**

**System wide results**

<b>Ridership Statistics</b>	<b>FY 08/09</b>	<b>FY 09/10</b>
Total Passengers	686,390	710,951
ADA Passengers	589,227	608,184
% Companions	1.3%	1.3%
% of Personal Care Assistants	13%	13%
Average Passengers/ Weekday	2,363	2,445
Average Pass/ Weekend & Holidays	818	852

**Scheduling Statistics**

% Rider Fault No Shows & Late Cancels	2.2%	2.3%
% of Cancellations	21.6%	21.8%
Go Backs/ Re-scheduled	12,825	13,271

**Effectiveness Indicators**

Revenue Hours	391,569	399,869
Passengers/Revenue Vehicle Hour	1.75	1.78
ADA Passengers per RVHr.	1.50	1.52
Average Trip Length (miles)	10.5	10.3
Average Ride Duration (minutes)	39.9	39.4
Total Cost	\$30,655,113	\$31,629,276
Revenue Miles	6,197,824	6,282,309
Total Cost per Passenger	\$44.66	\$44.49
Total Cost per ADA Passenger	\$52.03	\$52.01
Total Cost per Revenue Hour	\$78.29	\$79.10

**On Time Performance**

Percent on-time	92.3%	94.0%
Percent 1-20 minutes past window	5.8%	4.9%
% of trips 21-59 minutes past window	1.7%	1.1%
% of trips 60 minutes past window	0.17%	0.05%

**Customer Service**

Total Complaints	2,847	2,636
Timeliness	1002	668
Driver Complaints	1,220	1,133
Equipment / Vehicle	47	38
Scheduling and Other Provider Complaints	252	241
Broker Complaints	326	556
Commendations	1,430	1,964
Ave. wait time in Queue for reservation	0.9	1.5

**Safety & Maintenance**

Total accidents per 100,000 miles	3.58	2.94
Roadcalls per 100,000 miles	4.57	3.12

**Eligibility Statistics**

Total ADA Riders on Data Base	22,623	22,269
Total Certification Determinations	5,214	5,635
Initial Denials	112	130
Denials Reversed	9	17

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SEPTEMBER 14, 2010

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## Transit Correspondence

### **“ADA Topic Guides” are Posted with a link from FTA Website**

A series of guides have been published on the Disability Rights Education and Defense Fund (DREDF) Website on topics encountered in transportation under the ADA. The following topics are covered: Equipment Maintenance, Stop Announcement and Route Identification, Eligibility for ADA Paratransit, Telephone Hold Time in ADA Paratransit, Origin to Destination Services in ADA Paratransit, On-Time Performance in ADA Paratransit, and No-Shows in ADA Paratransit. An announcement from the FTA Civil Rights Office of Civil Rights stated the series "brings together the requirements of the ADA and the DOT's ADA regulations, FTA determinations, and operational practices that comply with the ADA." The guides draw extensively from results of ADA compliance reviews conducted by the FTA and were funded by a "cooperative agreement" between the FTA and DREDF. The guides are available in choice of HTML, PDF, and plain text formats.

### **Ejection from Bus Supported Over Service Dog's Behavior**

The FTA Civil Rights Office rejected a complaint from a rider who ejected from a bus because of the behavior of the rider's service dog. The civil rights office said a review of the matter showed no violation of the DOT's ADA rules. The complaint was made against Whatcom Transportation Authority (WTA) in Bellingham, WA. Based on a letter of finding issued April 26, 2010, the FTA investigated the allegation, including the bus operator's account of the incident, and found that the operator responded correctly to the behavior of the service animal. According to the bus operator's notes, "the dog licked two passengers and barked loudly on three or four separate occasions." The bus operator also informed the passenger that if the dog continued this unacceptable behavior the passenger would have to leave the bus. The service animal then lunged at a rider and two little girls. The bus operator made the decision to ask the passenger to de-board the bus. Under Section 37.167(d) of the DOT ADA regulations, fixed-route transit systems shall permit animals to accompany individuals with disabilities in vehicles and facilities; however, individuals must maintain control over their animals and care for them at all times. An agency does not have to transport an animal that is not under control or poses a direct threat to the health or safety of others.

**Paratransit Rejected as Option if Scooter is Too Big for a Bus**

The FTA Civil Rights Office confirms that a scooter user is not eligible for paratransit simply because the scooter won't fit on a transit bus. The FTA tells the rider in a March 2010 letter that Section 37.165 of the DOT ADA regulations requires transit agencies to transport all "common wheelchairs" in their vehicles. Section 37.3 defines a common wheelchair as a 3 or 4 wheeled mobility device not exceeding 30" in width and 48" in length measured 2" above the ground, and does not weigh more than 600 pounds when occupied. These specifications are the minimum that a vehicle is required to accommodate. The FTA letter stated that "simply having a disability or multiple disabilities does not in and of itself entitle a person to ride. Similarly, a determination that the dimensions of your mobility aid exceed those of a common wheelchair does not in and of itself entitle you to paratransit eligibility. Rather, the determining factor in deciding whether you qualify for ADA complementary paratransit is whether you can functionally ride or access the fixed-route system. If your mobility device exceeds the dimensions of a common wheelchair and is unable to be transported on fixed-route vehicles, it would also exceed the dimensions of that which would be required to be transported on a paratransit vehicle."