

Attention!!!

Please note that the January 28, 2013 PAPCO meeting will be from 1 to 3:30 p.m. at 1333 Broadway, Suite 300. 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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Paratransit Advisory and Planning Committee Meeting Agenda

Monday, January 28, 2013, 1 to 3:30 p.m.

Meeting Outcomes:

- Discuss upcoming PAPCO subcommittees
- Receive an update on Paratransit Gap Grant Cycle 5 program
- Receive an update on the One Bay Area Grant (OBAG) program
- Review the Outreach Summary Report for 2012
- Receive an update on Hayward's Monthly Reporting
- Receive a quarterly report from Livermore Amador Valley Transit Authority (LAVTA)
- Receive a report from East Bay Paratransit (EBP)

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

Sylvia Stadmire

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

Public

1:15 – 1:20 p.m. **3. Approval of November 26, 2012 Minutes**

Sylvia Stadmire

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[03A Joint TAC/PAPCO Meeting Minutes 112612.pdf](#) –

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1:20 – 1:35 p.m. **4. Discussion on Upcoming PAPCO Subcommittees**

Staff

PAPCO will discuss the upcoming Finance and Program Plan Review, Gap Review and 5310 Subcommittees.

[04 Memo Upcoming Subcommittees.pdf](#) – Page 13

1:35 – 1:50 p.m. **5. Paratransit Gap Grant Cycle 5 Program Update**

Staff

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- 1:50 – 2:05 p.m. **6. One Bay Area Grant Program Update** |
Vivek Bhat *PAPCO will receive an update on the OBAG program.*
06 OBAG List of PDAs.pdf – Page 17
- 2:05 – 2:15 p.m. **7. Outreach Summary Report for 2012** |
Krystle Pasco *07 Outreach Summary Report 2012.pdf – Page 19*
- 2:15 – 2:25 p.m. **8. City of Hayward Monthly Reporting Update** |
Cathleen Sullivan *08 Hayward Monthly Report Nov12.pdf – Page 33*
- 2:25 – 2:40 p.m. **9. Livermore Amador Valley Transit Authority Quarterly Report** |
LAVTA Staff
- 2:40 – 3:00 p.m. **10. East Bay Paratransit Report** |
EBP Staff
- 3:00 – 3:15 p.m. **11. Member Reports on PAPCO Mission, Roles, and Responsibilities Implementation** |
PAPCO
11 PAPCO Calendar of Events.pdf – Page 37
11A PAPCO Workplan.pdf – Page 39
11B PAPCO Appointments.pdf – Page 43
- 3:15 – 3:25 p.m. **12. Committee Reports** |
Rev. Carolyn Orr and Harriette Saunders
A. East Bay Paratransit Service Review Advisory Committee (SRAC)
B. Citizens Watchdog Committee (CWC)
- 13. Mandated Program and Policy Reports** |
13A WAAC Minutes 090512.pdf – Page 45
13B SRAC Minutes 110612.pdf – Page 49
13C Transit Access Report 121112.pdf – Page 55
- 3:25 – 3:30 p.m. **14. Information Items** |
Staff
A. Mobility Management
14A GET Going Mini-Guide.pdf – Page 59
B. Outreach Update
C. Other Staff Updates
14C Memo MTC Draft Coordinated Plan.pdf – Page 61

15. Draft Agenda Items February 25, 2013 PAPCO and PAPCO/Joint Meeting |

- A. MTC Draft Coordinated Plan
- B. Establish Finance Subcommittee Membership
- C. Program Plan Review Subcommittee Membership
- D. Establish Gap Review Subcommittee Membership
- E. Establish 5310 Subcommittee Membership
- F. TAC report
- G. Gap Cycle 5 update
- H. 2013 Annual Mobility Workshop Brainstorm

3:30 p.m. **16. Adjournment**

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

Next Joint PAPCO/TAC Meeting:

Date: February 25, 2013
Time: 1 to 4 p.m.
Location: Alameda CTC Offices, 1333 Broadway, Suite 300, Oakland, CA 94612

Next PAPCO Meeting:

Date: March 25, 2013
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
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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.



Paratransit Advisory and Planning Committee Meeting Minutes Monday, November 26, 2012, at 1:00 p.m., 1333 Broadway, Suite 300, Oakland

Attendance Key (A = Absent, P = Present)

Members:

<u> P </u> Sylvia Stadmire, Chair	<u> P </u> Joyce Jacobson <u> P </u> Sandra Johnson- Simon	<u> P </u> Vanessa Proee <u> A </u> Carmen Rivera- Hendrickson
<u> P </u> Will Scott, Vice-Chair	<u> P </u> Gaye Lenahan	<u> P </u> Michelle Rousey
<u> P </u> Aydan Aysoy	<u> P </u> Jane Lewis	<u> P </u> Harriette Saunders
<u> P </u> Larry Bunn	<u> P </u> Jonah Markowitz	<u> P </u> Esther Waltz
<u> P </u> Shawn Costello	<u> A </u> Rev. Carolyn Orr	<u> P </u> Hale Zukas
<u> P </u> Herb Hastings	<u> P </u> Sharon Powers	

Staff:

<u> P </u> Matt Todd, Manager of Programming	<u> P </u> John Nguyen, Acumen Building Enterprise, Inc.
<u> P </u> John Hemiup, Senior Transportation Engineer	<u> P </u> Krystle Pasco, Paratransit Coordination Team
<u> P </u> Naomi Armenta, Paratransit Coordinator	<u> P </u> Claudia Leyva, PAPCO Secretary
<u> P </u> Cathleen Sullivan, Nelson/Nygaard	

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.

Guests Present: Vivek Bhat, Alameda CTC Staff; Jennifer Cullen, Senior Support Program of the Tri-Valley; Jeff Weiss, Bay Area Community Services; Leah Talley, City of Berkeley; Dana Bailey, City of Hayward; Pam Deaton, City of Pleasanton; Gail Payne, City of Alameda; Kadri Kulm, Livermore Amador Valley Transportation Authority.

2. Public Comments

There were no public comments.

3. Approval of October 22, 2012 Minutes

Jonah Markowitz moved that PAPCO approved the minutes with an amendment that changes the word of “undeserving” to “undeserved” regarding a comment made on the discussion of policies for current and potential new funding during the Joint PAPCO/TAC meeting. Herb Hastings seconded the motion. The motion passed (17-0-1).

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

A member reported she distributed Access Booklets to the City of Piedmont and various senior groups.

A member stated that she reported to the Emeryville Commission on Aging pertaining to financing Proposition B1.

A member reported that he ran for City Council in the November election and was pushing for Measure B1.

A member reported she distributed Measure B1 promotional materials at stores prior to the election and received a great response.

A member reported that she joined Alameda CTC staff at an outreach table right before the November elections.

The Chair reported she attended the California Senior Legislators (CSL) meeting in Sacramento where several bills were discussed related to transportation, and transportation for Seniors and People with Disabilities. She also reported that she attended the Public Utilities Commission who is working towards helping Veterans and Seniors and People with Disabilities with obtaining information for telephones or addressing other needs they may have.

5. Committee Reports

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

Naomi Armenta provided an update to the SRAC meeting. She reported that the next meeting will be held on January 11, 2013. Naomi reported that there was a presentation made by Jennifer Yeamans of the Metropolitan Transportation Commission (MTC) regarding the update of the Regional Coordinated Public Transit Human Services Transportation Plan. The plan summarizes the transportation needs of Seniors, People with Disabilities and people of low income and possible solutions to meet them. Jennifer has been invited to present at the next Technical Advisory Committee (TAC) meeting on December 11, 2012 at 9:30 a.m.

Naomi also reported that Mark Weinstein, Veolia/Paratransit Broker, gave the broker's report and stated that ridership is down and the first quarter had 72,000 fewer passengers than the previous year. On time performance is high at 92 percent. She reports, the broker's office is providing some awareness outreach regarding rider sensitivity to scents but cannot require passengers to not wear scents.

Naomi also reported that Mark informed them that there is a project to arrange a centralized dispatching in the broker's office to increase communication flexibility.

Naomi also reported on the installation of the Interactive Voice Response (IVR) which was partially funded by Alameda CTC. It was reported that testing will begin soon. The IVR will provide night before calls and day of service calls for non-subscription trips.

Naomi also stated that there is an expected release of the next Request for Proposals (RFP) for the Broker and Service Provider Services. The contracts are expiring June 30, 2013. Staff is working on the RFP which establishes a five year contract with an option to renew for another five years and will include two service providers and transition to an all Van fleet. The vehicles will be type-two lift vans which are large and some type-one vans which are a bit smaller. Also a new broker office location will be identified during the term of the new agreement.

Questions/feedback from the members:

- Why did it take so long to implement the IVR project? John Hemiup responded that there were some personnel changes and there were some delays with using their main software with the IVR.

B. Citizens Watchdog Committee (CWC)

Harriette Saunders provided an update on the CWC meeting. She reported that there was nothing out of the ordinary in the agency audit and met accepted audit standards. She stated there were some concerns on analysis methods, but the auditors provided additional information to the CWC on the formulas they used to address the concerns. She stated the CWC requested changes which included having two signatures on checks, and ensuring purchases are made in a separate office and did not overflow with other activities. They also discussed the new CWC roles and reviewed all 2000 Measure B expenditures for the four program areas.

6. Mandated Program and Policy Reports

No comments or questions were made.

7. Information Items

A. Mobility Management

Naomi requested that members see Attachment 7A - Building Relationships between Mobility Managers and Centers for Independent Living. She asked members to provide feedback if there are more processes that they feel should be followed up on. Naomi also informed PAPCO that there will be a survey for travel training that can be sent to TAC members and social service providers. The survey will ask if travel training is provided, do their consumers need travel training, and where are the needs and service gaps.

B. Outreach Update

Krystle gave an update on future outreach events:

- 2/05/13 – 4th Annual Transition Information Night, Fremont Teen Center

C. Other Staff Updates

Staff stated that there were concerns at the outreach events on how to get Clipper cards. People are encouraged to get them from their transit providers.

Questions/feedback from the members:

- Where can my friend get a Senior Clipper card near Emeryville? Staff answered that she can come to Oakland to the AC Transit Office.
- Can the PAPCO committee write a letter to the MTC Board sharing their concerns? Naomi will work with the Chair to draft a letter to the MTC, BART, and AC Transit to address the Senior (and other discount fare) Clipper Card issue.

8. Draft Agenda Items for January 28, 2013 PAPCO Meeting

- A. Gap Cycle 5 Update
- B. Recommendation of Funding Formula for potential new funding
- C. Quarterly report from LAVTA
- D. Report from Eastbay Paratransit

9. Adjournment

The meeting was adjourned at 1:50 p.m.

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

Monday, November 26, 2012 at 3:00 p.m., 1333 Broadway, Suite 300, Oakland

Attendance Key (A = Absent, P = Present)

TAC Members:

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|--------------------------------|-----------------------------|-----------------------------|
| <u> A </u> Beverly Bolden | <u> A </u> Drew King | <u> A </u> Joann Oliver |
| <u> P </u> Dana Bailey | <u> A </u> Jackie Krause | <u> P </u> Gail Payne |
| <u> P </u> Pam Deaton | <u> P </u> Kadri Klm | <u> A </u> Mary Rowlands |
| <u> A </u> Louie Despeaux | <u> A </u> Kevin Laven | <u> A </u> Tammy Siu |
| <u> P </u> Shawn Fong | <u> A </u> Isabelle Leduc | <u> A </u> Mia Thibeaux |
| <u> A </u> Brad Helfenberger | <u> A </u> Wilson Lee | <u> P </u> Laura Timothy |
| <u> A </u> Karen Hemphill | <u> A </u> Hakeim McGee | <u> P </u> Leah Talley |
| <u> A </u> Kim Huffman | <u> A </u> Cindy Montero | <u> A </u> Mark Weinstein |
| | <u> A </u> Mallory Nestor | <u> A </u> David Zehnder |

PAPCO Members:

- | | | |
|--------------------------------------|-----------------------------------|--|
| <u> P </u> Sylvia Stadmirer, Chair | <u> P </u> Sandra Johnson-Simon | <u> A </u> Carmen Rivera-Hendrickson |
| <u> P </u> Will Scott, Vice-Chair | <u> P </u> Gaye Lenahan | <u> P </u> Michelle Rousey |
| <u> P </u> Aydan Aysoy | <u> P </u> Jane Lewis | <u> P </u> Harriette Saunders |
| <u> P </u> Larry Bunn | <u> P </u> Jonah Markowitz | <u> P </u> Esther Waltz |
| <u> P </u> Shawn Costello | <u> A </u> Rev. Carolyn Orr | <u> P </u> Hale Zukas |
| <u> P </u> Herb Hastings | <u> P </u> Suzanne Ortt | |
| <u> P </u> Joyce Jacobson | <u> P </u> Sharon Powers | |
| | <u> P </u> Vanessa Proee | |

Staff:

- | | |
|--|--|
| <u> P </u> Matt Todd, Manager of Programming | <u> P </u> Vivek Bhat, Senior Transportation Engineer |
| <u> P </u> John Hemiup, Senior Transportation Engineer | <u> P </u> Krystle Pasco, Acumen Building Enterprise, Inc. |
| <u> P </u> Naomi Armenta, Paratransit Coordinator | <u> P </u> John Nguyen, Acumen Building Enterprise, Inc. |
| <u> P </u> Cathleen Sullivan, Nelson/Nygaard | <u> P </u> Claudia Leyva, Administrative Assistant |

1. Welcome and Introductions

Paratransit Coordinator Naomi Armenta called the meeting to order at 2:00 p.m. The meeting began with introductions and a review of the meeting outcomes.

Guests Present: Jeff Weiss, Bay Area Community Services; Jennifer Cullen, Senior Support Program of the Tri-Valley

2. Public Comment

There were no public comments.

3. OBAG Update

Vivek Bhat provided a presentation regarding the One Bay Area Grant (OBAG) Program Implementation, Draft Programming Guidelines and Coordination. Vivek stated that the guideline elements were approved at the October Commission meeting and included the OBAG programming categories as well as eligibility, screening, and selection criteria.

Questions/Feedback from the members:

- What is the relationship of the Local Streets and Roads (LSR) category and the Priority Development Area (PDA) supportive category and OBAG? Vivek answered, the LSR program category and the PDA supportive category are both funded with the OBAG program.
- What is a PDA? Vivek Bhat answered it is an acronym for Priority Development Area (PDA), which defines a vibrant area with adequate housing for all income levels, a mix of users, access to jobs, and multimodal transportation infrastructure.
- What does “Proximate Access” mean? Vivek Bhat answered that the PDA is defined by boundaries, but there might be a project that is serving into or serving out of the PDA. In such cases we can let the Metropolitan Transportation Commission (MTC) know that this project counted within the PDA projects.
- Are OBAG funds eligible to repair the existing Iron Horse Trail? Vivek Bhat answered that OBAG funds may be eligible for the Iron Horse Trail, but not for trail rehabilitation.
- Are OBAG funds eligible to install charging stations for Mobility devices? Vivek Bhat answered that OBAG funds may be eligible. A project sponsor

- (local jurisdiction) would be required to include that scope in the project application.
- What time is the December 6, 2012 Alameda CTC Commission meeting? Vivek Bhat answered that it is at 2:30 p.m. and the January Commission meeting would take place on January 24, 2013 at 2:30 p.m.
 - A member commented that some of the 43 PDAs are questionable. Cathleen Sullivan answered that PDAs were nominated by jurisdictions and for this round of funding you cannot amend any PDAs or submit PDAs. The application process is open for changing PDAs and proposing new PDAs in the next cycle of funding.
 - Why are we continuously pouring money into bicycle/ pedestrian projects such as the Iron Horse Trail, which do not accommodate all the pedestrians including wheelchair users who require additional accessible space and charging stations? Matt Todd replied that the project has not yet been selected, but it was just listed as an example of a type of project of bike and pedestrian project.
 - What happens to unused funds if a project fails to meet deadlines? Vivek Bhat answered that when the project is not delivered, the funds go back to the region and now it is open to other Counties to access those funds. If another County doesn't access the funds, it will go back to the State and any other County from the State can then access those funds.
 - Can we examine the current 43 PDAs? Matt Todd answered that it will be provided to PAPCO members for their review.
 - Do PDAs expand into more than one county and if there are would they be able to apply? Cathleen Sullivan answered that PDAs were nominated by cities to Association of Bay Area Governments (ABAG) in 2006 as part of a regional planning process called the Focus Program and all PDAs were selected by a city as areas that they felt were best suited to accept growth. All PDAs are located within a City in the County.
 - Are transit agencies eligible to apply? Vivek Bhat answered yes.
 - Is this going to be one big Call for Projects and then separate pots? Matt Todd answered they will all be coordinated on one application. There might be several grants that will have to be written, but we are trying to have them all submitted as one package.
 - Are PDAs tied into low income communities? Matt Todd responded no.

- Are PDAs locked into one specific area or are there are any changes being made to PDAs? Cathleen Sullivan answered for this cycle of funding they are not allowing for any adjustment to PDAs. Jurisdiction can submit alterations and new PDAs for approval, but they will not be approved in this cycle of funding.
- What happens if a previously identified PDA is no longer a good candidate for projects? Matt Todd answered that there are several PDAs to choose from and the best projects out of the 43 listed will be selected. Not all 43 that are identified will be developed.
- Are funds from the Transportation Development Act a part of what is being programmed? Matt Todd answered no. It is a separate source of money.
- Will a city need to submit a grant application if a fixed amount is already dedicated for local streets and roads? Vivek Bhat answered yes.
- Would a city be able to propose money for recharging stations? Vivek Bhat answered that local streets and roads is road rehabilitation work and that could include sidewalks and bike lanes in the project.

4. Discuss TEP Election Outcome

Matt Todd informed the committee that Measure B1 required 66.67 percent vote to pass and received only 66.53 percent. He stated that all ballots had been counted and the Commission directed our Executive Director to look into options to further pursue the two-thirds threshold. Matt Todd stated that the current Measure B will continue until 2022. In the near future, there will be discussions whether Alameda CTC will pursue an increase before 2022 when the existing Measure B terminates. Matt also stated that once the vote has been certified, the Alameda CTC has five days to pursue a recount. The agency is currently communicating with the Registrar of Voters regarding what would be recounted and accessing if it is worth pursuing a recount.

Questions/Feedback from the members:

- Is there going to be a post evaluation on why people did not vote for the Measure? Matt Todd answered there will be a process of collecting that information at a later time and will pass on the information to Tess Lengyel that PAPCO has some feedback on the Measure not passing.

5. Discuss Amendments and make recommendations on Implementation Guidelines

Cathleen Sullivan provided a brief summary of the changes that were made to the Implementation Guidelines which included:

- Remove the Medical return transportation services clauses from the City-based Wheelchair van Service.
- In the City Accessible Shuttle Service Guidelines, under “Fare”, remove the word “be”.
- In the City Accessible Shuttle Service Guidelines, under “Other”, it should state, “Shuttle routes and schedule should be designed with input from the senior and disabled communities and any “new” shuttle plan must be submitted to the Alameda CTC for review prior to requesting funding to ensure effective design.
- In the Mobility Management and/or Travel Training Service Guidelines, under “Service Description”, change the word from “same-day semi-emergency” to “same-day urgent care”.
- Mobility Management, Scholarship/Subsidized Fare and Meal Delivery will be added to the list of service types.

Michelle Rousey moved that PAPCO approved the changes to the implementation as listed above. Esther Ann Waltz seconded the motion. The motion passed (18-0-1).

6. Discuss Gap Guidelines

Cathleen Sullivan provided an overview of the Gap Grant Cycle 5.

Questions/Feedback from the members:

- How much is available for Cycle 5? Cathleen Sullivan answered that they are still talking about it and will have a number soon.
- For the Evaluation Criteria, what is the difference between Demand and Needs and Benefits? Cathleen Sullivan answered that Demand would be anything that shows community support for this type of service. Needs and Benefits would identify why it is a gap and why it is not being met.

7. Adjournment

The meeting adjourned at 3:50 p.m.

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MEMORANDUM

To: Paratransit Advisory and Planning Committee (PAPCO)

From: Paratransit Coordination Team

Date: January 17, 2013

Subject: Upcoming PAPCO Subcommittees

Introduction

Spring is usually a busy time for PAPCO in accomplishing Program Plan Review and planning the Workshop. The rest of Fiscal Year 2012/2013 looks to be extra busy due to the addition of a 5310 Call and Gap Grant Call. In February, PAPCO members will be asked to volunteer for subcommittees for three different funding processes. PAPCO members are advised to review the information below and think ahead about which activities they might like to be involved in.

Program Plan Review

Program Plan Review is a primary PAPCO responsibility assigned by the ACTIA Board (now Alameda County Transportation Commission) and stated in the Bylaws Article III.C.1. as: *“Review of mandated and non-mandated services for cost effectiveness and adequacy of service levels and to make recommendations to the ACTIA Board regarding the approval of requests for funding.”* This year, PAPCO will be responsible for reviewing and recommending funding for Measure B funded paratransit programs totaling over \$10.2 million dollars.

The Fiduciary Training and Finance Subcommittee is a part of the Program Plan Review process and appointed members will be expected to attend both subcommittees. The Chair will ask for volunteers and appoint members – who will be notified by staff. Any members not appointed can still attend the meetings as audience members and participate in the discussion, but cannot vote or receive per diem. All PAPCO members that are appointed to these

subcommittees will be responsible for carefully reviewing the somewhat extensive materials provided prior to the meeting(s) and coming prepared with comments and questions. The Fiduciary Training and Finance Subcommittee will be scheduled the week of March 18-22. Two Program Plan Review meeting dates will be scheduled between April 2-5.

5310 Scoring

PAPCO has been tasked by the Alameda CTC to *“To fulfill all responsibilities as the County Paratransit Coordinating Council (PCC), as assigned by MTC, the County, the State or the Federal government.”* (Bylaws Article III.C.8.) Caltrans and MTC have requested that all of the County PCC’s prepare to score applications for FTA 5310 2012 Federal Funding. 5310 provides capital grants to assist private non-profit corporations and, under certain conditions, public agencies, to purchase vehicles, and sometimes radio equipment or dispatching software.

The Chair will ask for volunteers and appoint members – who will be notified by staff. Any members not appointed can still attend the meetings as audience members and participate in the discussion, but cannot score or receive per diem. 5310 applications are due on March 11. Subcommittee members will have the option of having the applications mailed to them or receiving them the day of the subcommittee. Representatives of organizations applying will be invited to scoring meetings to observe and improve future applications. All PAPCO members that volunteer for this subcommittee should be able to attend the scoring meeting and work cooperatively with other members to obtain a “consensus” score. Scoring criteria are dictated by Caltrans and rather complex, members should be ready to pay attention to detail and make some calculations. The 5310 Scoring Subcommittee will be scheduled the week of March 18-22.

Gap Grant Cycle 5 Review

Gap Grant Cycle 5 will be the first full competitive paratransit grant cycle since 2008. In the prior two Calls, ACTIA received 20 and then 29 applications. We expect the Call to be competitive and evaluation and scoring will be very important.

All PAPCO members that volunteer for this subcommittee will be responsible for reviewing and pre-scoring all grant application materials prior to the actual evaluation meetings. The volume of materials is likely to be extensive and members will have approximately 1 week to complete them and forward scores to staff. The time commitment is substantial, so PAPCO members are

asked to seriously consider their ability to meet this commitment prior to signing up. If you will not have the time to review and pre-score all the applications before the scoring meetings, we ask that you not sign up for this committee. Volunteers for this subcommittee need to be available to attend three meetings, tentatively planned for March 15, between March 26-29, and April 11 or 12.

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Ref. No.	Priority Development Area	Overall Readiness Classification
1	Oakland: TOD Corridors	Active
2	Oakland: Downtown and Jack London Square	Active
3	Dublin: Town Center	Active
4	Oakland: West Oakland	Active
5	Dublin: Transit Center/Dublin Crossing	Active
6	Union City: Intermodal Station District	Active
7	Emeryville: Mixed Use Core	Active
8	Dublin: Downtown Specific Plan Area	Active
9	Livermore: Downtown	Active
10	Hayward: The Cannery	Active
11	Fremont: Irvington District	Active
12	Berkeley: Downtown	Active
13	Oakland: Fruitvale & Dimond Areas	Active
14	Fremont: Centerville	Active
15	Berkeley: University Avenue	Active
16	Oakland: Coliseum BART Station Area	Active
17	Fremont: City Center	Active
18	Oakland: MacArthur Transit Village	Near Active
19	Livermore: Isabel Avenue/BART Station Planning Area	Near Active
20	Hayward: South Hayward BART Urban Neighborhood	Near Active
21	Pleasanton: Hacienda	Near Active
22	Alameda: Alameda Naval Air Station	Near Active
23	Fremont: South Fremont/Warm Springs	Near Active
24	Berkeley: San Pablo Avenue	Near Active
25	Albany: San Pablo Avenue/Solano Avenue Mixed Use Neighborhood	Near Active
26	San Leandro: Downtown TOD	Near Active
27	Hayward: Downtown	Near Active
28	Berkeley: South Shattuck	Near Active
29	Alameda County: East 14th Street and Mission Boulevard Mixed Use Corridor	Near Active
30	San Leandro: East 14th Street	Near Active
31	Newark: Dumbarton TOD	Needs Support
32	Livermore: East Side PDA	Needs Support
33	Alameda County: Castro Valley BART	Needs Support
34	Oakland: Eastmont Town Center	Needs Support
35	Alameda: Northern Waterfront	Needs Support
36	Berkeley: Adeline Street	Needs Support
37	Berkeley: Telegraph Avenue	Needs Support
38	Alameda County: Hesperian Boulevard	Needs Support
39	Newark: Old Town Mixed Use Area	Needs Support
40	Alameda County: Meekland Avenue Corridor	Needs Support
41	Hayward: Mission Corridor	Needs Support
42	Hayward: South Hayward BART Station Mixed Use Corridor	Needs Support
43	San Leandro: Bay Fair BART Transit Village	Needs Support

Map for PDAs within Alameda County can be accessed by visiting:

http://www.alamedactc.org/files/managed/Document/8283/AlamedaCTC_PDA_PCA_Map.pdf

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MEMORANDUM

To: Paratransit Advisory and Planning Committee (PAPCO)
From: Paratransit Coordination Team
Date: January 28, 2013
Subject: Outreach Summary Report for 2012

Accomplishments from 2012

Outreach Events

Throughout the year, Alameda CTC Paratransit Coordination Staff (or our designees) attend various events. The 2012 events are listed below. PAPCO members often attend and help during these events by providing the general public with information on specialized transportation in Alameda County. At most events, staff members manage a table and provide a wide range of materials to attendees. At speaking engagements, staff members also provide materials. Paratransit information is also included in all general Alameda CTC outreach.

Event Date	Event Name	Sponsoring Agency	Event Location	PAPCO Members in Attendance
19-Jan-12	Central County Transportation Forum	Alameda CTC	Hayward City Hall, 777 B Street, Hayward, CA 94541	Renee Wittmeier
24-Feb-12	21st Annual Convention	United Seniors of Oakland and Alameda County	The Cathedral of Christ the Light, 2121 Harrison Street, Oakland, CA 94612	Sandra J. Johnson-Simon, Betty Mulholland, Harriette Saunders
10-Mar-12	Transition Information Faire	Developmental Disabilities Council	College of Alameda, Student Center, 555 Ralph Appezato Memorial Parkway, Alameda, CA 94501	Michelle Rousey
16-Mar-12	Senior Transit Fair	Pleasanton Senior Center	Pleasanton Senior Center, 5353 Sunol Boulevard,	Esther Waltz, Carmen Rivera-Hendrickson, Jane

Event Date	Event Name	Sponsoring Agency	Event Location	PAPCO Members in Attendance
			Pleasanton, CA 94566	Lewis
24-Mar-12	3rd Annual Senior Health and Resource Fair	Tropics Mobilehome Park Residents Association	Tropics Mobilehome Park Clubhouse, 33000 Almaden Boulevard, Union City, CA 94587	None
16-Apr-12	Alameda County East Bay Bus Rapid Transit: Downtown Oakland to San Leandro ("DOSL") Option Joint Meeting	City of Oakland Commission on Persons with Disabilities, Commission on Aging, Access Compliance Advisory Committee (ACAC)	Oakland City Hall, Hearing Rm 3, 1 Frank H. Ogawa Plaza, Oakland, CA 94612	None
17-Apr-12	Senior Health Fair	North Berkeley Senior Center	North Berkeley Senior Center, 1901 Hearst Avenue, Berkeley, CA 94709	Aydan Aysoy, Jonah Markowitz
19-Apr-12	East County Transportation Forum	Alameda CTC	Dublin City Hall, 100 Civic Plaza, Dublin, CA 94541	None
26-Apr-12	Senior Resource Fair	Albany Senior Center	Albany Senior Center, 846 Masonic Avenue, Albany, CA 94706	Jonah Markowitz
3-May-12	Senior Health and Wellness Resource Fair	Kenneth C. Aitken Senior and Community Center	Kenneth C. Aitken Senior and Community Center, 17800 Redwood Road, Castro Valley, CA 94546	None
5-May-12	Cinco de Mayo con Orgullo (with Pride)	CommPre, Supervisor Nate Miley, HARD, DSAL,	Ashland Community Center, 1530 167th Avenue, San	None

Event Date	Event Name	Sponsoring Agency	Event Location	PAPCO Members in Attendance
	Celebration: Community Health Fair and Youth Expo	Alameda County Fire Dept., Alameda County Public Works, Alameda County Community Development Agency, Alameda County Sheriff's Office	Leandro, CA 94578	
24-May-12	Senior Injury Prevention Conference	Senior Injury Prevention Partnership	Waterfront Hotel, Jack London Square, 10 Washington Street, Oakland, CA 94607	Sanda Johnson-Simon, Sylvia Stadmire
21-Jun-12	Senior Days at the Alameda County Fair	Alameda County	Alameda County Fairgrounds, 4501 Pleasanton Ave., Pleasanton, CA 94566	Herb Hastings, Esther Waltz
28-Jun-12	Senior Days at the Alameda County Fair	Alameda County	Alameda County Fairgrounds, 4501 Pleasanton Ave., Pleasanton, CA 94566	Shawn Costello, Esther Waltz
5-Jul-12	Senior Days at the Alameda County Fair	Alameda County	Alameda County Fairgrounds, 4501 Pleasanton Ave., Pleasanton, CA 94566	Shawn Costello, Harriette Saunders, Sylvia Stadmire, Esther Waltz
16-Jul-12	Mobility Workshop	Alameda CTC	Ed Roberts Campus, 3075 Adeline Street, Berkeley, CA 94703	Rev. Carolyn Orr, Aydan Aysoy, Esther Waltz, Gaye Lenahan, Betty Mulholland, Jane Lewis, Hale

Event Date	Event Name	Sponsoring Agency	Event Location	PAPCO Members in Attendance
				Zukas, Joyce Jacobson, Larry Bunn, Sandra Johnson Simon, Shawn Costello, Sylvia Stadmire, Jonah Markowitz, Michelle Rousey
19-Jul-12	Healthy Living Festival	USOAC	Oakland Zoo, 9777 Golf Links Road, Oakland, CA 94605	Sylvia Stadmire, Michelle Rousey, Jane Lewis, Rev. Carolyn Orr, Sandra Johnson Simon, Will Scott
26-Jul-12	South County Transportation Forum	Alameda CTC	Union City City Hall, 34009 Alvarado-Niles Road, Union City, CA 94587	Jane Lewis, Larry Bunn
4-Aug-12	Fremont Festival of the Arts	Fremont Chamber of Commerce	Paseo Padre Parkway/Mowry Avenue (City of Fremont), 39488 Stevenson Place, Suite 100, Fremont, CA 94539	None
8-Aug-12	Healthy Aging Fair	Alameda County Area Agency on Aging	Chabot College, 25555 Hesperian Boulevard, Hayward, CA 94545	Sylvia Stadmire, Rev. Carolyn Orr
16-Aug-12	Hayward Street Festival	Hayward Chamber of Commerce	A & B Street, Hayward, CA 94541	None
19-Aug-12	Caltopia	UC Berkeley	UC Berkeley	None
25-Aug-12	Oakland Chinatown Street Fest	Oakland Chinatown Chamber of Commerce	Oakland Chinatown, 388 9th Street, Oakland, CA 94607	None

Event Date	Event Name	Sponsoring Agency	Event Location	PAPCO Members in Attendance
29-Aug-12	Four Seasons of Health Expo	Tri-City Elder Coalition (TCEC) and City of Fremont	Fremont Senior Multi-Service Center, 40086 Paseo Padre Parkway, Fremont, CA 94538	None
9-Sep-12	Solano Avenue Stroll	Solano Avenue Association	Solano Avenue, 1563 Solano Avenue, PMB #1, Berkeley, CA 94707	Jonah Markowitz
12-Sep-12	Developmental Disabilities Planning and Advisory Council Meeting Presentation	Developmental Disabilities Planning and Advisory Council	Alameda County Public Health Department, 1000 Broadway, Suite 500, Oakland, CA 94607	None
12-Sep-12	UC Berkeley Disabled Students' Program Presentation	Disabled Students' Program	Disabled Students' Program, 260 César E. Chávez Student Center, #4250, Berkeley, CA 94720	None
14-Sep-12	San Leandro Senior Fair	City of San Leandro	San Leandro Senior Community Center, 13909 E. 14th Street, San Leandro, CA 94578	None
15-Sep-12	9th Annual Ethiopian New Year Celebration	Ethiopian Community and Cultural Center (ECCC)	Mosswood Park, 3612 Webster Street, Oakland, CA 94609	None
15-Sep-12	5th Annual Health and Wellness Fair	Center for Elders' Independence	Eastmont Town Center, 7200 Bancroft Avenue, Oakland, CA 94605	Michelle Rousey
22-Sep-12	St. Paul Church Senior Informational	Greater St. Paul Church	St. Paul Church, 1827 Martin Luther King Jr. Way,	None

Event Date	Event Name	Sponsoring Agency	Event Location	PAPCO Members in Attendance
	Workshop		Oakland, CA 94612	
4-Oct-12	St. Regis Retirement Center Annual Senior Health Fair	St. Regis Retirement Center	St. Regis Retirement Center, 23950 Mission Boulevard, Hayward, CA 94544	None
5-Oct-12	KONO CulturalFest	Koreatown Northgate	Oakland Koreatown, Telegraph Avenue between 25th & 27th Streets, Oakland, CA 94612	None
6-Oct-12	Dublin Senior Info Fair	Dublin Senior Center	Dublin Senior Center, 7600 Amador Valley Boulevard, Dublin, CA 94568	None
14-Oct-12	Berkeley Sunday Streets	Livable Berkeley, East Bay Bicycle Coalition	Downtown Berkeley, Downtown to North Shattuck, Berkeley, CA	Aydan Aysoy, Hale Zukas
20-Oct-12	Wheels for Meals Ride	Alameda County Meals on Wheels	Shadow Cliffs Regional Park, 2500 Stanley Boulevard Pleasanton, CA 94566	None
23-Oct-12	Newark Senior Center Senior Health Fair	Newark Senior Center	Newark Senior Center, 6800 Mowry Avenue, Newark, CA 94560	None
23-Oct-12	Older Adult Transportation Resource Fair	Pool of Consumer Champions of Alameda County Behavioral Health Care Services	333 Hegenberger Road, 6th floor, Monterrey Room, Oakland, CA 94621	None
25-Oct-12	North County Transportation	Alameda CTC	Alameda CTC Offices, 1333	None

Event Date	Event Name	Sponsoring Agency	Event Location	PAPCO Members in Attendance
	Forum		Broadway, Suite 220 & 300, Oakland, CA 94612	
28-Oct-12	Dia de los Muertos	Unity Council	Fruitvale, Oakland, CA 94601	Michelle Rousey
2-Nov-12	Oakland Art Murmur	Oakland Arts Community	23rd & Telegraph Avenue, Oakland, CA 94612	None

Interagency Outreach

On a quarterly basis, staff identifies a “theme” (such as ERC partners, faith communities, or veterans) and targets appropriate agencies, non-profit organizations and community centers that provide services to seniors and people with disabilities within Alameda County. Staff establishes outreach potential to these agencies by initiating contact and distributing Alameda CTC materials for further distribution to their respective communities.

Contact Date	Organization	Goal	Outcome
10-Feb-12	Community Resources for Independent Living	Establish outreach potential with CRIL and distribute Alameda CTC publications and materials for further distribution.	Distributed Alameda CTC publications and materials for further distribution.
18-May-12	Catholic Charities of the East Bay, Jewish Community Center of the East Bay, Jewish Family and Childrens Services of the East Bay, FAITHS, Hindi Community Cultural Center	Establish outreach potential with Alameda County interfaith organizations and distribute Alameda CTC publications and materials for further distribution.	Distributed Alameda CTC publications and materials for further distribution.
16-Jul-12	Bay Area Outreach and Recreation Program, Center for Accessible	Establish outreach potential to Ed Roberts Campus partners during	Distributed Alameda CTC publications and materials for further distribution.

Contact Date	Organization	Goal	Outcome
	Technology, Center for Independent Living, Computer Technologies Program, Disability Rights Education and Defense Fund, Through the Looking Glass, and World Institute on Disability	the Mobility Workshop planning and distribute Alameda CTC publications and materials for further distribution.	
14-Dec-12	Alameda County Veterans Service Office (The VSO operates in the Alameda County Social Services Agency, Department of Adult, Aging, and Medi-Cal Services, under the direction of the Alameda County Board of Supervisors. The VSO serves all of Alameda County.)	Establish outreach potential to the Alameda County Veterans Service Office's three locations (Oakland, Hayward and Fremont) and distribute Alameda CTC publications and materials for further distribution.	Distributed Alameda CTC publications and materials for further distribution.

Materials Distribution

Each quarter, staff focuses on one of the four planning areas (North, Central, South and East) within the County and distributes publications and materials to senior centers and senior housing facilities in that area. Staff also provides materials to Alameda CTC advisory committee members, providers and partner agencies on an as needed basis.

Dist. Date	Agency	Materials
10-Jan-12	City of Fremont Paratransit Program	200 Alameda CTC Lanyards and Tote Bags, 100 Magnifying Rulers
10-Jan-12	City of Emeryville Paratransit Program	50 WSBTS Program Brochures and Manuals, 100 WSBTS Program Stickers
26-Jan-12	CAC Member	20 Spanish Access Alameda Guides, 20 Paratransit Hotline Magnets

Dist. Date	Agency	Materials
31-Jan-12	Kaiser Oakland Special Needs Department	10 WSBTS Manuals, Brochures and Stickers
10-Feb-12	USOAC	220 Alameda CTC Tote Bags, 220 Magnifying Rulers
14-Feb-12	AC Transit	75 WSBTS Brochures
23-Mar-12	Dublin Senior Center	Access Alameda Guides (all available languages), HDTs/WSBTS Program Information, Aging in Alameda County Fact Sheets and "Step Into Life" Campaign Bookmarks
	Livermore Senior Center	
	Pleasanton Senior Center	
	Gardens at Ironwood	
	Heritage Estates Senior Apartments	
	Heritage Park	
	Ridge View Commons	
29-Mar-12	USOAC	25 Spanish, 10 Chinese, 50 English Access Alameda Guides, 20 WSBTS Brochures and Stickers, 100 Wallets, 20 Bookmarks
29-Mar-12	Bancroft Senior Homes	10 Spanish, 10 Chinese, 30 English Access Alameda Guides
1-Apr-12	City of Alameda Paratransit Program	300 Alameda CTC Lanyards
1-Apr-12	Paramedics Plus	32 WSBTS Brochures and Stickers
26-Apr-12	Berkeley Chinese Church	130 Totebags and Pens
27-Apr-12	City of Fremont Paratransit Program	200 Access Alameda Guides, Magnifying Rulers, Wallets, Lanyards, Totebags and 50 WSBTS Brochures and Stickers
3-May-12	USOAC	25 Totebags, Rulers, Pens, Wallets, WSBTS Brochures and Stickers, Step Into Life! Bookmarks, Paratransit Hotline Magnets, Guaranteed Ride Home Brochures
22-Jun-12	Fremont Senior Center	Access Alameda Guides (all available languages), HDTs/WSBTS Program Information, Aging in Alameda County Fact Sheets and "Step Into Life" Campaign Bookmarks
	Newark Senior Center	
	Union City Senior Center	
	Newark Gardens I	
	Sequoia Manor	
	Victoria Gardens	

Dist. Date	Agency	Materials
	Vintage Court Apartments	
19-Jun-12	CAC Member	4 Boxes Spanish, 1 Box Chinese, 1 Box English Access Alameda Guides
29-Jun-12	USOAC	30 Spanish Access Alameda Guides, 30 Magnifying Rulers
22-Aug-12	Injury Prevention Program - Alameda County Public Health Department	150 English, 50 Spanish & 25 Chinese Access Alameda Guides
22-Aug-12	Kaiser Fremont	100 English, 50 Spanish & 50 Chinese Access Alameda Guides
11-Sep-12	City of Alameda Paratransit Program	120 Lanyards
11-Sep-12	USOAC	40 English Access Alameda Guides, 40 Pens
12-Sep-12	CSU East Bay Nursing Program	50 English Access Alameda Guides, 50 WSBTS & HDTs Program Information, 50 Whistles & Wallets
21-Sep-12	Mastick Senior Center	Access Alameda Guides (all available languages), HDTs & WSBTS Program Information, Aging in Alameda County Fact Sheets and "Step Into Life" Campaign Bookmarks
	Albany Senior Center	
	East Bay Korean Senior Center	
	East Oakland Senior Center	
	Emeryville Senior Center	
	Fruitvale-San Antonio Senior Center	
	South Berkeley Senior Center	
	Downtown Oakland Senior Center	
	North Berkeley Senior Center	
	West Oakland Senior Center	
	Harriet Tubman Terrace	
	Housing Authority of the City of Alameda	
	Avalon Apartments	
	Miley Gardens at Eastmont	
	Posada de Colores	
	San Pablo Hotel	

Dist. Date	Agency	Materials
24-Sep-12	City of Alameda Paratransit Program	120 Wallets
24-Sep-12	Cerebral Palsy Center	90 HDTS Flyers, 90 WSBTS Brochures & Stickers
4-Oct-12	USOAC	200 Wallets, Whistles & Totebags
16-Oct-12	Edes Senior Center	50 English Access Alameda Guides
25-Oct-12	Geriatric Assessment and Response Team	50 English, 10 Spanish, 10 Chinese Access Alameda Guides
25-Oct-12	City of Fremont Paratransit Program	100 Lanyards, Whistles & Wallets
31-Oct-12	City of Berkeley Paratransit Program	50 English Access Alameda Guides
31-Oct-12	DMV Senior Driver Ombudsmen	50 English, 15 Spanish Access Alameda Guides
31-Oct-12	AC Transit	50 English Access Alameda Guides
31-Oct-12	National Seating and Mobility	50 English Access Alameda Guides, 50 WSBTS & HDTS Program Information
31-Oct-12	Alameda County Developmental Disabilities Council	20 English Access Alameda Guides
31-Oct-12	Pleasanton Senior Center	100 English Access Alameda Guides
31-Oct-12	City of Alameda, Commission on Disability Issues	25 English Access Alameda Guides
31-Oct-12	Mastick Senior Center	50 English Access Alameda Guides
2-Nov-12	USOAC	150 Whistles
2-Nov-12	North Oakland Senior Center	20 English Access Alameda Guides
13-Nov-12	City of Hayward Paratransit Program	130 English Access Alameda Guides
11-Dec-12	East Bay Paratransit	110 English Access Alameda Guides
11-Dec-12	Alameda County Area Agency on Aging	100 English Access Alameda Guides
14-Dec-12	Bancroft Senior Center	Access Alameda Guides (all available languages), HDTS & WSBTS Program Information, Aging in Alameda County Fact Sheets and "Step Into Life" Campaign Bookmarks
	Kenneth C. Aitken Senior Center	
	Hayward Area Senior Center	
	Hayward Senior Center	
	Marina Community Center	
	San Leandro Senior Community Center	

Dist. Date	Agency	Materials
	Eden Issei Terrace	
	Eden Lodge	
	Hayward Village Senior Apartments	
	Josephine Lum Lodge	
	Kent Gardens	
	Strobridge Court	
	Wittenberg Manor I	
	Ed Roberts Campus	



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Hayward Monthly Report Form - NOVEMBER

Service/Program Type and Name				Quantity Completed FY 12-13					
Service/Program Type <i>Drop-down Menu (See comment for descriptions)</i>	Service Description	Service/Program/ Project Name	Indicate what "quantity" in following columns is measuring	2012					FY12-13 Total
				July	Aug	Sept	Oct	Nov	TOTAL
Registrants	<i>Newly enrolled, individual Hayward Paratransit riders.</i>	Registrants	Number of registrants: Goal - 22	16	14	21	27	33	111
City-based Door-to-Door	<i>Pre-scheduled, accessible, door-to-door service provided by the City of Hayward through MV Transportation.</i>	Hayward Paratransit Door-to-Door Program - TO BE DISCONTINUED BY DECEMBER 31, 2012.	Trips: Goal - 416	246	289	257	261	158	1,211
Group Trips	<i>Round-trip, accessible van rides for pre-planned outings or to attend specific events. Trips usually originate from senior centers or care facilities.</i>	Hayward Paratransit Group Trips Program	Trips: Goal - 500	470	326	480	558	450	2,284
Group Trips	<i>Accessible vans provided by Alzheimer's Services of the East Bay for day program clients.</i>	Alzheimer's Services of the East Bay (ASEB)	Trips: Goal - 508	640	718	954	832	1,084	4,228
Taxi Program	<i>Subsidized, same day, accessible transportation service operated throughout Central County.</i>	Hayward Paratransit Taxi Program	Trips: Goal - 333	n/a	n/a	n/a	TBD	TBD	
TRIP PROGRAM TOTALS				1,372	1,347	1712	1,678	1,725	7,834
Mobility Mngmt/Travel Training	<i>Para- and public transportation training to Hayward seniors and people with disabilities.</i>	Hayward Paratransit Travel Training	Trainings or individuals trained: Goal - 508	n/a	n/a	n/a	n/a	TBD	-
Meal Delivery (no new programs)	<i>Home delivered meal service operated by SOS Meals on Wheels to Hayward seniors who are unable to travel to congregate meal sites.</i>	SOS Meals on Wheels	Meals Delivered: Goal - 2083	3,024	3,072	2,968	3,160	3,167	15,391
Management/Overhead	<i>Program oversight, planning, budgeting, participation in regional/countywide meetings.</i>	Hayward Paratransit	n/a						
Customer Service and Outreach	<i>Activities associated with educating consumers about services that are available to them through Paratransit.</i>	Hayward Paratransit	n/a						

Totals

7,723

Hayward Monthly Report F

Service/Program Type <i>Drop-down Menu (See comment for descriptions)</i>	Fare Revenue					Total Cost (do not deduct fare revenue income)					
	2012				FY12-13 Total	2012				2013	FY12-13 Total
	July	Aug	Sept	Oct		July	Aug	Sept	Oct	June	
Registrants					-						-
City-based Door-to-Door	960	1,070	835	1,017	3,882	15,237	15,266	11,340	12,647		54,490
Group Trips	-	-			-	5,022	4,678	5,436	6,501		21,637
Group Trips					-	6,250	6,250	6,250	6,250		25,000
Taxi Program					-						-
TRIP PROGRAM TOTALS	960	1,070	835	1,017	3,882	26,509	26,194	23,026	25,398	-	101,127
Mobility Mngmt/Travel Training					-						-
Meal Delivery (no new programs)					-	2,041	2,041	2,041	2,041		8,164
Management/Overhead											-
Customer Service and Outreach											-
<i>Totals</i>						3,882					
										<i>Total Cost</i>	109,291
										<i>Funds Available start of FY 12-13</i>	\$1,239,422

Hayward Monthly Report F

Service	Notes
<p>Service/Program Type <i>Drop-down Menu (See comment for descriptions)</i></p>	<p>Please indicate any: 1. Customer Complaints 2. Issues/challenges encountered and how they have been addressed 3. Changes Planned or implemented 4. Other consumer input/feedback 5. Other relevant notes</p>
<p>Registrants</p>	<p>Enrollment is 150% of the target goal of 22 per month. The number of applications continues to increase with the launch of the Central County Taxi program and continuous promotion of the program through the CRIL Travel Training program.</p>
<p>City-based Door-to-Door</p>	<p>A total of 158 round trips were provided to individual riders (38% of goal). The number of clients for door-to-door service has declined, and the program anticipates a corresponding rise in taxi rides accessed during this period.</p>
<p>Group Trips</p>	<p>14 service providers offered 20 groups with 450 rides in November (111% of goal). Providers continued to schedule trips during the November with a week break for the holiday.</p>
<p>Group Trips</p>	<p>Ridership in November was 215% of goal. ASEB continues to market and promote its programs to families in need of their services in FY 12-13.</p>
<p>Taxi Program</p>	
<p>TRIP PROGRAM TOTALS</p>	
<p>Mobility Mngmt/Travel Training</p>	<p>The Hayward PAC and CRIL's Travel Trainer continued to provide targeted outreach to mobile home parks, senior centers and programs for adults with developmental disabilities. Presentations were scheduled for 11 sites in November.</p>
<p>Meal Delivery (no new programs)</p>	<p>Meals are 153% of goal for the month of November. Meals on Wheels continues to add seniors to the program, however saw a reduction in the number of meals delivered in September.</p>
<p>Management/Overhead</p>	<p>N/A</p>
<p>Customer Service and Outreach</p>	<p>The Hayward Paratransit Committee (PAC) is on hiatus in November and December 2012. The next scheduled PAC meeting is January 2013.</p>

Totals

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PAPCO Calendar of Events for January 2013 through March 2013

Full Committee Meetings

- **Regular PAPCO monthly meeting:**
Monday, January 28, 2013, 1 to 3:30 p.m., Alameda CTC
- **Regular TAC monthly meeting:**
Tuesday, February 12, 2013, 9:30 to 11:30 a.m., Alameda CTC
- **PAPCO/TAC Joint meeting:**
Monday, February 25, 2013, 1 to 4 p.m., Alameda CTC
- **Regular PAPCO monthly meeting:**
Monday, March 25, 2013, 1 to 3:30 p.m., Alameda CTC

Subcommittee Meetings

- **Gap Review 1 Subcommittee Meeting:**
Friday, March 15, 2013, Time TBD, Alameda CTC
- **Fiduciary Training and Finance Subcommittee Meeting:**
Week of March 18, 2013 through Friday March 22, 2013, Exact Date and Time TBD, Alameda CTC
- **5310 Review Subcommittee Meeting:**
Week of March 18, 2013 through Friday March 22, 2013, Exact Date and Time TBD, Alameda CTC
- **Gap Review 2 Subcommittee Meeting:**
Between Tuesday, March 26, 2013 through Friday, March 29, 2013, Exact Date and Time TBD, Alameda CTC

Outreach

Meeting Date	Event Name	Meeting Location	Time
2/5/13	4th Annual Transition Information Night	Fremont Teen Center, 39770 Paseo Padre Parkway, Fremont, CA 94538	6:00 – 8:00 p.m.
3/16/13	Transition Information Faire	College of Alameda, 555 Ralph Appezato Memorial Parkway, Alameda, CA 94501	9:30 – 3 p.m.

3/21/13	USOAC Annual Convention	Oakland Zoo, 9777 Golf Links Road, Snow Building, Oakland, CA 94605	9:00 – 4:00 p.m.
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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 Krystle Pasco at (510) 208-7467.

PAPCO Work Plan FY 2012-13

PAPCO activities throughout the year will be guided by PAPCO Goals and Bylaws. The PAPCO Chair or Vice Chair will report to the Alameda CTC 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	In-Progress
All members to participate in at least one Outreach activity – write an article, speak at another meeting, visit Senior Centers, and/or attend an event			x
Assist in distributing updated Access Alameda			x
Assist in distributing TEP materials			x
Assist in publicizing AccessAlameda.org website (magnets, etc)			
Monitor PAPCO appointments and vacancies			x
Assist in planning Annual Workshop for 2013			
Staff will continue to be available to help draft talking points or articles for members			x

Topic: Mobility Management			
Goal: Learn about and contribute to Alameda County's Mobility Management project			
Actions	Completed	In-Progress	In-Progress
Provide input on Alameda County Mobility Management project			x
Review materials regarding Mobility Management provided in meeting packet			x

Topic: Planning and Sustainability		
Goal: Participate in discussions regarding policies for future funding of service.		
Actions	Completed	In-Progress
Participate in discussion on amending Implementing Guidelines	x	
Participate in discussion on funding formula and potential TEP funding	x	
Participate in discussion on Gap Policies	x	
Participate in Gap Grant Cycle 5 Call		x

Topic: Fiduciary Oversight		
Goal: Continue fiduciary oversight over pass-through and grant funding		
Actions	Completed	In-Progress
Receive Gap grant summary report in October	x	
Receive regular reports from reports from conditionally funded programs - LAVTA and Hayward		x
Participate in 5310 Call and scoring in March		
Hold a fiduciary training and finance subcommittee meeting in March		
Continue to evaluate pass-through and grant programs and expenditures		

Topic: Planning and Policy Input

Goal: Provide input on local and regional planning efforts and policy discussions

Actions	Completed	In-Progress
Receive a report from TAC at Joint meetings October February April	x	
Participate in other committees (e.g. SRAC, WAAC, AAC, City Commissions, etc.) and inform Chair and Paratransit Coordinator		x
Receive regular summaries of ADA committees' minutes and Transit Access Reports		x
Receive reports on MTC and Regional issues/events		x
Staff will continue to forward opportunities for comments and participation via email		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 and related items		
Continue to be available to assist LAVTA with Driver Training and related items		
Ensure that taxi providers have access to resources such as pocket guides from Easter Seals Project ACTION		

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CURRENT PAPCO APPOINTMENTS

Appointer

- AC Transit
- Alameda County
 - Supervisor Scott Haggerty, D-1
 - Supervisor Richard Valle, D-2
 - Supervisor Wilma Chan, D-3
 - Supervisor Nate Miley, D-4
 - Supervisor Keith Carson, D-5
- BART
- LAVTA
- City of Alameda
- City of Albany (Pending)
- City of Berkeley
- City of Dublin
- City of Emeryville
- City of Fremont
- City of Hayward
- City of Livermore
- City of Newark
- City of Oakland
- City of Piedmont
- City of Pleasanton
- City of San Leandro
- City of Union City
- Union City Transit

Member

- Hale Zukas
- Herb Hastings
- Michelle Rousey
- Sylvia Stadmire
- Vacant
- Will Scott
- Sandra Johnson Simon
- Esther Waltz
- Harriette Saunders
- Jonah Markowitz
- Aydan Aysoy
- Shawn Costello
- Joyce Jacobson
- Sharon Powers
- Vanessa Proee
- Jane Lewis
- Vacant
- Rev. Carolyn M. Orr
- Gaye Lenahan
- Carmen Rivera-Hendrickson
- Vacant
- Suzanne Ortt
- Larry Bunn

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, September 5, 2012

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

TIME: 3:30 p.m.

MINUTES

1. Call to Order

The Chair Carmen Rivera-Hendrickson called the meeting to order at 3:35 pm.

Members present:

Herb Hastings	Alameda County
Connie Mack	City of Dublin
Shawn Costello	City of Dublin - Alternate
Roberta Ishmael	City of Livermore
Russ Riley	City of Livermore
Mary Evelyn Hummel	City of Livermore - Alternate
Carmen Rivera-Hendrickson	City of Pleasanton
Claire Iglesias	City of Pleasanton -Alternate
Pam Deaton	Social Services
Jennifer Cullen	Social Services

Staff Present:

Paul Matsuoka	LAVTA
Sylvia Cox	LAVTA
Kadri Kulm	LAVTA
Viona Hioe	LAVTA
John Hayes	ALC

Members of the Audience:
Shawn Ebersole

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

None

3. **Minutes of July 11, 2012 Meeting of the Committee**

Minutes Approved. (Hastings/Ishmael)

4. **Dial-A-Ride Customer Comment Card Survey Results**

The committee reviewed the results of Dial-A-Ride Customer Comment Card pilot program. The pilot was initially suggested by LAVTA Board member Sbranti to see if this method of gathering customer satisfaction information yielded different results from a random sample phone survey that had been twice conducted over the last 12 months. The duration of the pilot program was two weeks. Comment cards were distributed to customers via three unique methods. The results of the pilot program were based on a 15% return-rate. The average ratings were above 4 (good) in all categories and the median was 5 (great) in five out of the seven categories. Staff advised that since the program had not contributed any new information and had very similar results as the previous phone surveys, their recommendation was to discontinue the program. Some WAAC members wanted the pilot period extended and some suggested that the cards be available at senior centers with a box for completed surveys. No formal action was taken by the committee.

5. **Summer 2012 Ridership Update**

Staff gave a review of the service to the County Fair, 4th of July Fireworks event, and the Rapid door-hanger promotion. The Fair was served by Route 8 and by Route 10. Route 8 was re-routed to use a new bus turnout at the Fairgrounds. Forty-foot buses were used. Staff estimated that 4,780 boardings were due to the Fair. There were no passenger overflow issues, but some Route 8 trips did require more wheelchair space. The Fireworks event was served by fourteen hybrid electric Rapid buses running on a deviated Route 12 alignment. Two-hundred forty boardings were contributed to the event attendees. The Rapid door-hanger promotion was unable to show significant ridership gains, but increased the presence of the Rapid in the community. Staff felt that all three events were successful and received well by the community. Chair Rivera-Hendrickson noted that she had heard positive comments about the service to the Fair and Vice Chair Hastings indicated that he liked the new Fairgrounds bus stop.

6. ADA Paratransit Application – Part 1

Part 1 of the ADA paratransit application had been revised by the Projects and Services Committee on August 27th. It was recommended that the Committee review and approved the revision. Chair Rivera –Hendrickson indicated that her physician is still working on part 2.

The motion to approve the revision passed unanimously. Approved (Hastings/Costello).

7. Operational Issues – Suggestions for Changes

Committee members reported on operational issues. All items will be noted on the issues matrix for investigation and will be reported on at the next meeting.

13. Adjourn

The meeting was adjourned at 5:00 pm.

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**EAST BAY PARATRANSIT (EBPC)
SERVICE REVIEW ADVISORY COMMITTEE MEETING
NOVEMBER 6, 2012 MINUTES**

1) SRAC ROLL CALL AND INTRODUCTION OF INDIVIDUALS PRESENT

SRAC members present: Janet Abelson, Don Queen, Peter Crockwell, Robert L. Kearney Jr., Sharon Powers, Patricia Affonso, Carolyn Orr, Sandra Abeyta-Dycus, Mary Sieb, Shawn Fong, Harriette Saunders, Janet Bilbas, Pricilla Mathews, Ansar Muhammed, and Alicia Williams.

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

Members of the public present: Gary Brown, Earl Perkins, Naomi Armenta, BART Director Robert Raburn, Bob Franklin, Mary Lawrence, and Surendra Dalal.

2) APPROVAL OF SRAC MINUTES FROM NOVEMBER 6, 2012

MOTION: Queen/Sieb to approve the November 6th minutes. Vote was unanimous.

3) PUBLIC COMMENTS - None

4) AGREEMENT ON JANUARY SRAC DATE – REGULARLY SCHEDULED DATE IS JANUARY 1ST.

Members agreed to move the January 2013 meeting to January 11th from 12:30 pm to 2:30 pm at the MTC Auditorium.

5) PRESENTATION BY MTC STAFF PERSON JENNIFER YEAMANS ON THE REGIONAL COORDINATED PUBLIC TRANSIT - HUMAN SERVICES TRANSPORTATION PLAN UPDATE

Jennifer Yeamans explained MTC (the Metropolitan Transportation Commission) is currently updating the Coordinated Public Transit – Human Service Transportation Plan. The goals of the Coordinated Plan are to identify transportation gaps for seniors, persons with disabilities, and persons with low incomes; prioritize solutions to address those gaps; and identify strategies for improving coordination between public transit and human service transportation providers. The updated Plan will have an impact on what plans and projects get

funded. Staff is currently seeking comments. A draft Plan will be presented to the MTC Board of Directors in January.

Comments from members:

- Bus headways are too long and benches and shelters are needed.
- AC Transit's reduction in routes has not been reversed, not only affecting bus riders, but impacting paratransit riders who found themselves out of the service area for East Bay Paratransit's (EBPC) ADA program. Since the route reduction, AC Transit has received increased funding, but has not returned cut lines or improved headways.
- Some AC Transit buses are very old.
- Better coordination on paratransit Regional trips is needed.
- Reservations can only be made up until 5:00 pm for EBPC service.
- Greater accessibility is required on buses in the region. Two wheelchair securement locations are insufficient on buses.
- A comparative analysis of previously identified gaps and current gaps needs to be completed, in order to evaluate what has been accomplished since the last update.
- Better visibility of where the money goes has to be available. Money goes in but it's not clear what happens to it.
- Paratransit driver training needs improvement.
- EBPC should convert to a specific time for pick-up, rather than a 30-minute window.

Ms. Yeamans thanked members assuring them a compendium of all comments received will be included in the draft report.

6) BROKER REPORT

Mark Weinstein, from the paratransit Broker's office made the following remarks:

- Most notably, ridership is down – about 7200 fewer passengers were transported in Quarter 1 of this fiscal year as compared to last fiscal year. EBPC believes this is due to State budget cuts to social service agencies like adult day care programs. We know of two large centers that have closed, for example.
- The decline in ridership has had a negative effect on productivity. Instead of some vehicles transporting 5 – 7 riders to a program in the morning and afternoon, they are now transporting 1 or two riders. The vehicles are still needed, but are just less efficient.

- Good news is on-time performance for the quarter, 94.2%, is very high.
- The Broker's office is making a concerted effort to educate the providers and randomly inspect drivers and vehicles for chemical odors, due to some rider's sensitivity to scents. However, EBPC cannot prohibit someone riding in our vehicles because they use perfume or cologne. We do plan to run some messages on the telephone hold line to remind riders to limit the use of scents.

Comments from members and the audience:

- Some members said they had been told by other riders that these riders no longer use EBPC due to long waits. They are using BART instead. This could be one reason for decreased demand.
- Fares may also affect ridership. SSI recipients lost \$200/month that hasn't been made up. Many cannot travel as frequently.
- Many riders complain about arriving too early to appointments and have given up using EBPC since early arrival makes for a very long day.
- Service Providers should use healthy, green cleaning agents.

7) STAFF REPORT ON A CENTRALIZED DISPATCHING PROJECT IN THE BROKER'S OFFICE

AC Transit and BART want to utilize technology improvements to the maximum. For example, EBPC continues to implement upgrades to the software; has installed MDC/AVL units in all vehicles; and is working to install IVR (Interactive Voice Response) software.

We are now starting a pilot project in the Broker's office to bring all dispatch into one place. Right now each provider has a dispatch office, but after the first of the year, we will convert to a centralized system. This will unify functions and give each dispatcher access to the entire fleet, not just his company's vehicles, when addressing the issues that come up every day.

8) STAFF UPDATE ON INSTALLATION OF IVR (INTERACTIVE VOICE RESPONSE SYSTEM)

Mallory Nestor-Brush explained the IVR project was funded through a Gap Grant from Alameda County Transportation Commission for \$200,000. Currently, staff is working to install an upgrade to the scheduling software system which is a requirement before the IVR system is workable.

The IVR software has been installed and testing will began in the near future. Staff hopes to use SRAC members in the test. The system will provide both night before calls and day of service calls for non-subscription trips.

9) DISCUSSION ON RELEASE OF THE NEXT RFP FOR BROKER AND SERVICE PROVIDER SERVICES

Mallory Nestor-Brush explained the current contract for Broker and Service Provider services expires next June 30, 2013. It had been a 6 ½ year agreement. Staff is working on the Request for Proposal (RFP) for the next contract which will be 5 years with an option to renew for another 5 years. The RFP requires the Broker to have at least two service providers. It will also move EBPC to an all-van fleet. Vehicles will be Type II lift vans, which are large, and some percentage of Type I vans which are smaller ones. A new Broker office location will be identified during the term of the new agreement. The current location is not seismically sound and does not allow for a back-up generator. The RFP will be released in early January with about six weeks for interested proposers to respond.

Members discussed their preference that the new location be close to public transit and space in the Broker's office for SRAC meetings be considered.

10) REPORT FROM SRAC MEMBERS

Harriette Saunders asked about the ADA rule on requiring passengers using disabled seating to move when a disabled person wants to use that seating. Mallory Nestor-Brush said there is no requirement the non-disabled individual be forced to move; the only requirement is that there is signage requesting riders give up the seating to individuals who are disabled. Bob Franklin from BART agreed saying the current law does not mandate riders move in favor of passengers with disabilities.

Sharon Powers noted she has difficulty on BART at times when bicyclists block the exits with their bikes.

Harriet reported she sits on the Citizen Watchdog Committee for the Alameda County Transportation Commission (ACTC) which is a merger between the Congestion Management Agency and the Alameda County Transportation Improvement Commission. A recent audit of this merger reported the transition to create the new ACTC was in order.

Shawn Fong reported the EBPC satellite office for in-person interviews has worked very well. Interviewees are exposed to services offered by the city and many have signed up for local transportation service. The City of Fremont paratransit program pays for transportation to the interview.

11) NEXT MEETING DATE AND ADJOURNMENT

The next meeting will be January 11, 2013 starting at 12:30 pm. The Program Coordinator's office will work with the Chair to set the meeting agenda. The meeting adjourned at 2:30 pm.

EAST BAY PARATRANSIT - Performance Report for the SRAC

Systemwide Results	July - November	July - November
Ridership Statistics	FY 11/12	FY 12/13
Total Passengers	315,859	305,020
ADA Passengers	266,632	258,724
% Companions	1.4%	1.3%
% of Personal Care Assistants	14%	14%
Average Passengers/ Weekday	2,637	2,474
Average Pass/ Weekend & Holidays	813	877
Scheduling Statistics		
% Rider Fault No Shows & Late Cancels	2.4%	2.6%
% of Cancellations	23.2%	23.2%
Go Backs/ Re-scheduled	4,214	3,646
Effectiveness Indicators		
Revenue Hours	170,724	174,762
Passengers/Revenue Vehicle Hour	1.85	1.75
ADA Passengers per RVHr.	1.56	1.48
Average Trip Length (miles)	9.95	10.32
Average Ride Duration (minutes)	38.4	40.5
Total Cost	\$13,859,935	\$14,594,299
Total Cost per Passenger	\$43.88	\$47.85
Total Cost per ADA Passenger	\$51.98	\$56.41
Total Cost per Revenue Hour	\$81.18	\$83.51
On Time Performance		
Percent on-time	92.9%	93.5%
Percent 1-20 minutes past window	5.8%	5.3%
% of trips 21-59 minutes past window	1.2%	1.2%
% of trips 60 minutes past window	0.10%	0.09%
Customer Service		
Total Complaints	1,352	1,326
Timeliness	391	434
Driver Complaints	515	459
Equipment / Vehicle	18	76
Scheduling and Other Provider Complaints	163	142
Broker Complaints	265	215
Commendations	693	756
Safety & Maintenance		
Total accidents per 100,000 miles	3.99	4.12
Roadcalls per 100,000 miles	4.40	5.59
Eligibility Statistics		
Total ADA Riders on Data Base	20,216	17,386
Total Certification Determinations	1,973	2,014
Initial Denials	71	88
Denials Reversed	4	4

DECEMBER 11, 2012

ATTACHMENT 11 Transit Correspondence

Diverse Commenters Suggest That Board Keep 1:4 Guideline

Federal guideline writers are hearing pleas from diverse commenters to continue allowing bus ramps to have slopes as steep as 1:4. The Access Board proposed a 1:6 slope for new ramps on the basis that the existing 1:4 standard is too steep. The board reopened its study of the issue after learning of operational problems with certain 1:6 ramp designs. Proponents of the status quo include Washington Metropolitan Area Transit Authority, and Pamela S. Fadem, an individual in Berkeley, CA, who uses a wheelchair and Chair's her bus system's Access Advisory Committee (AAC).

Regina Sullivan, director of Washington Metro's Office of Government Relations states that "The incline of the 1:4 ramp does not intrude into the bus, whereas both the 1:6 and 1:7 ramps do, which creates maneuverability challenges for customers who use wheelchairs. They also pose potential costly damage to the front of the bus if connection with the curb is suboptimal." Ms. Sullivan also stated that there is "no significant record of customer complaints or injuries with 1:4 ramps."

Pam Fadem stated she uses both a manual and an electric wheelchair and rides the bus daily. Ms. Fadem, who commented as an individual, states that the AAC had the opportunity to test accessibility of the 1:6 ramps and she is opposing a rule change for several reason including:

- 1:6 slope ramps make it very difficult for individuals in wheelchairs to maneuver around the fare box and the front wheel well.
- Safety concerns, including wheel chair tipping, due to the lack of a sufficient flat platform and limited turning radius in the front vestibule.

Fadem tells the Access Board it would seem untimely to make a change in the rules until there is more clear evidence of safety and accessibility.

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JANUARY 8, 2013

ATTACHMENT 6
Transit Correspondence

Transit Agency Suggests FTA Publish, Not Paraphrase, Rules

The FTA is getting advice to publish, rather than paraphrase, regulatory requirements for compliance with the ADA. One transit agenda commented that instead of "attempting to summarize the regulations by topic" it would be more helpful for the FTA "to present the actual regulatory language by topic..., which would ensure that people are aware of all the related regulations...and avoid any uncertainty in interpretation or misleading information that may occur." The FTA also was hearing advice to hold off on finalizing the vehicle acquisition chapter while the Access Board is still working on revised ADA vehicle guidelines and suggested that the FTA prioritize procedural areas that are not equipment-related for the time being.

Correction: Private Audio Jack Not Required for Fare Machines

Private handsets or headphone jacks are not required on fare machines after all. The Transit Access Report incorrectly interpreted the accessibility standards for speech output in the November 2012 issue. Speech output on fare machines covered by the standards, unlike automated teller machines covered by the standards, can be provided over a speaker, according to federal accessibility officials. A spokesman for the Access Board stated that "Compliant fare machines must be speech enabled. Speech output must be delivered through a mechanism that is readily available to all users, such as a speaker, standard audio jack, or telephone handset. Note that ATMs, which are also subject to this requirement, must provide an equivalent level of privacy for all users. This provision for privacy, which does not apply to fare machines, requires ATMs to have a mechanism that delivers speech output discreetly, such as a standard industry connector or telephone handset."

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GET Going!

Guiding Everyday Travel

My Destination: _____
 My Fare: _____
Emergency Phone Numbers
 My Personal Contact: _____
 Customer Service: _____
 Transit Police: _____



If You Feel Unsafe

- Sit near the operator.
- In case of a problem, tell the operator.
- If someone bothers you or tries to take something from you, tell the operator.

In an Emergency

- Follow instructions from the operator or emergency personnel.
- Call your Personal Contact Number: _____

If You Get Lost

- If you are on the bus or train or in a station, ask the operator for help.
- Ask a uniformed person, such as a police officer or security guard, for help.
- Call the Customer Service Number or call your Personal Contact Number on this guide.

Emergency Phone Numbers

My Personal Contact: _____
 Customer Service: _____
 Transit Police: _____

GET Going! was developed in partnership by Easter Seals Project ACTION, The Daniel Jordan Fiddle Foundation and Feeley Consulting.

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10/25/12 Daniel Jordan Fiddle Foundation, NJ Transit

Before Your Trip

- Know the fare.
- Have exact fare if possible. If not, you may need to pay a higher fare.
- Make sure you have your I.D. and reduced fare card if you have one.
- Purchase your ticket or pass in advance.
- Arrive 10 minutes before the scheduled departure time.
- Wait at designated stop. Sometimes your transportation will be early or late.



On Your Trip

- Keep your belongings with you at all times.
- Avoid talking or making eye contact with strangers.
- When boarding tell the operator or conductor where you need to get off. Only remind them one time about your stop.
- Know landmarks and pay attention.
- Be prepared to exit before your stop and move toward exit door of the bus or train, complete.
- Keep your receipt until your bus trip is complete.
- Keep your roundtrip train ticket.

If You Lose Your Fare

- Always carry extra ticket and extra cash in a separate place or pocket.
- Call your Personal Contact Number if you do not have any additional fare.

If You Miss Your Stop

- If you miss your stop, tell the operator. Ask for suggestions on what to do.
- If you miss your stop, you may have to pay another fare.

*** Use a ball point pen to fill in your destination, fare to get you there and the emergency phone numbers. You can erase and change them as needed.**

If You Miss Your Bus or Train

- Check schedule for next pick-up time.
- Identify a safe place to wait, such as a fast food restaurant, public building or nearby bus or train station.
- Call Customer Service Number and ask for an alternate bus or train to get you to your destination.
- Call your Personal Contact Number to let them know where you are and when you will be arriving at destination.





METROPOLITAN
TRANSPORTATION
COMMISSION

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Memorandum

TO: County Paratransit Coordinating Councils

DATE: January 9, 2013

FR: Drennen Shelton

RE: Updated Coordinated Public Transit—Human Services Transportation Plan Release

In May 2012, MTC staff began the process of updating the region’s Coordinated Public Transit—Human Services Transportation Plan (Coordinated Plan), first adopted in 2007. The goals of the Coordinated Plan are to identify transportation gaps for seniors, persons with disabilities, and persons with low incomes; prioritize solutions to address those gaps; and identify strategies for improving coordination between public transit and human service transportation providers. The update process is now drawing to a close, and a draft of the updated Coordinated Plan will be released to the public for comment on January 9.

The draft plan includes new information about MAP-21 requirements for federal specialized transportation funds; an updated demographic profile of the region; a transportation services inventory; a summary of transportation gaps for low-income, elderly and disabled populations; and a new report on veterans’ transportation needs. The draft plan also proposes a new regional ranking of potential solutions to address transportation gaps. These solutions, as well as general feedback on the plan, were provided to staff by stakeholders in September-December 2012, during a round of outreach.

The public comment period will include the following activities and schedule:

<i>Activity</i>	<i>Date (2013)</i>
1. Release of Draft Plan	January 9
2. Written Request for Feedback to Stakeholder Groups:	January
3. Presentations to Stakeholder Groups: Policy Advisory Council, Equity and Access Subcommittee Partnership Technical Advisory Committee Transit Finance Working Group Partnership Accessibility Committee Regional Mobility Management Group	January - February
4. Comment Period Closes	March 8
5. Programming and Allocations Committee receives draft plan with comments for Commission adoption	March 13

Staff is seeking comments from the County Paratransit Coordinating Councils on the draft plan. Comments and feedback can be sent directly to Drennen Shelton at dshelton@mtc.ca.gov or mailed to: MTC, Attn: Drennen Shelton, 101 Eighth Street, Oakland, CA 94607. Public comment on the draft plan will close on March 8.

More information on the draft Plan can be found on MTC’s website at <http://www.mtc.ca.gov/planning/pths/>.

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