

Attention!!!

Please note that on April 22, 2013, the PAPCO meeting will be followed by a PAPCO/TAC joint meeting. The two meetings will meet from 1 to 4 p.m. at 1333 Broadway, Suite 300. Please plan your transportation accordingly. The agenda packet is enclosed.

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

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Paratransit Advisory and Planning Committee Meeting Agenda

Monday, April 22, 2013, 1 to 3 p.m.

Meeting outcomes:

- Make a recommendation to the Commission on Base Program funding
- Make a recommendation to the Commission on Gap Grant Cycle 5 funding
- Receive a Quarterly Report from Livermore Amador Valley Transit Authority

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 March 25, 2013 Minutes

Sylvia Stadmire

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1:20 – 1:50 p.m. 4. Base Program Recommendation

Staff

[04 Program Plan Review Recommendation Summary.pdf](#)

– Page 9

[04A Program Plan Review Meeting Notes.pdf](#) – Page 11

[04B Implementation Guidelines Assistance Request](#)

[Memo.pdf](#) – Page 35

On April 4 and 5, the PAPCO Program Plan Review subcommittees reviewed Annual Program submittals and made funding recommendations on all. PAPCO will review the subcommittee recommendations and forward a recommendation to the Commission.

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- | | | |
|---|--|---|
| 1:50 – 2:20 p.m.
Staff | 5. Paratransit Gap Grant Cycle 5 Program Recommendation
<i>On March 15, March 27, and April 12, the PAPCO Gap Grant Review subcommittee reviewed and evaluated Gap Grant Cycle 5 submittals. PAPCO will review the subcommittee recommendations and forward a recommendation to the Commission.</i>
<u>05 Gap Grant Recommendation Memo.pdf</u> – Page 61 | A |
| 2:20 – 2:40 p.m.
LAVTA Staff | 6. Livermore Amador Valley Transit Authority Quarterly Report | I |
| 2:40 – 2:50 p.m.
PAPCO | 7. Member Reports on PAPCO Mission, Roles, and Responsibilities Implementation
<u>07 PAPCO Calendar of Events.pdf</u> – Page 39
<u>07A PAPCO Workplan.pdf</u> – Page 41
<u>07B PAPCO Appointments.pdf</u> – Page 45 | I |
| 2:50 – 2:55 p.m.
Rev. Carolyn Orr
and Harriette
Saunders | 8. Committee Reports
A. East Bay Paratransit Service Review Advisory Committee (SRAC)
B. Citizens Watchdog Committee (CWC)

9. Mandated Program and Policy Reports
<u>09 Hayward Monthly Report Feb13.pdf</u> – Page 47
<u>09A WAAC Minutes 010213.pdf</u> – Page 51
<u>09B Transit Access Report 040913.pdf</u> – Page 55 | I |
| 2:55 – 3:00 p.m.
Staff | 10. Information Items
A. Mobility Management
<u>10A ESPA Winter Update.pdf</u> – Page 57
B. Outreach Update
C. Other Staff Updates

11. Draft Agenda Items for May 20, 2013 PAPCO Meeting
A. One Bay Area Grant Program Update
B. Establish Bylaws Subcommittee membership
C. 2013 Annual Mobility Workshop Update | I |
| 3:00 p.m. | 12. Adjournment | |

Next PAPCO Meeting:

Date: May 20, 2013 (third Monday due to Memorial Day holiday)

Time: 1 to 3:30 p.m.

Location: Alameda CTC Offices, 1333 Broadway, Suite 300, Oakland, CA 94612

Staff Liaisons:

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

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

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

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

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

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Paratransit Advisory and Planning Committee Meeting Minutes

Monday, March 25, 2013, 1 p.m., 1333 Broadway, Suite 300, Oakland

Attendance Key (A = Absent, P = Present)

Members:

<u>P</u> Sylvia Stadmire, Chair	<u>P</u> Sandra Johnson- Simon	<u>P</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>P</u> Rev. Carolyn Orr	<u>P</u> Hale Zukas
<u>P</u> Herb Hastings	<u>P</u> Suzanne Ortt	
<u>A</u> Joyce Jacobson	<u>P</u> Sharon Powers	
	<u>P</u> Vanessa Proee	

Staff:

<u>A</u> Matt Todd, Principal Transportation Engineer	<u>A</u> John Nguyen, Hatch Mott MacDonald
<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> Margaret Strubel, Acumen Building Enterprise, Inc.
<u>A</u> Cathleen Sullivan, Nelson/Nygaard	

1. Welcome and Introductions

Sylvia Stadmire 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, Senior Support Program of the Tri-Valley; Reba Knickerbocker, BORP; Kim Huffman, AC Transit; Hakeim McGee, City of Oakland Paratransit; Ben McMullen, Center for Independent Living; Leslie Simon, Center for Independent Living

2. Public Comment

There were no public comments.

3. Approval of February 25, 2013 PAPCO and Joint Meeting Minutes

Herb Hastings moved to approve the February 25, 2013 PAPCO and Joint PAPCO/TAC meeting minutes. Esther Waltz seconded the motion. The motion carried unanimously (18-0-1).

4. Finance Subcommittee Status Report

Sylvia Stadmire gave a status report on the Fiduciary Training and Finance Subcommittee that met on Friday, March 22, 2013. The committee discussed their fiduciary responsibilities in the current expenditure plan and the bylaws. They reviewed the reports collected and the new reserve guidelines in the new agreements. The subcommittee reviewed the summary information from the FY 11-12 Annual Compliance Reports and the FY 13-14 Program Plans. Programs are expecting to finish next fiscal year with revenue amounts expended or balances within the allowed reserve guidelines. The subcommittee identified questions for TAC members and will be receiving answers during Program Plan Review.

5. HDTS/WSBTS Update

Krystle Pasco gave an update on the Hospital Discharge Transportation Service and the Wheelchair Scooter Breakdown Transportation Service. She stated that the Alameda CTC administers two specialized mobility programs that are available to seniors and persons with disabilities in Alameda County. First, the HDTS service provides accessible rides home or to a nursing facility upon discharge from a participating hospital and is free to riders. Secondly, the WSBTS service provides rides home or to a repair facility for stranded individuals and is also free to riders.

Krystle announced that Alameda CTC recently enrolled Alameda Hospital into the HDTS program. She conducted staff training with the Alameda Hospital on March 11th and anticipates that our transportation provider will start receiving discharge ride requests from Alameda Hospital soon. Staff is also working on a Memorandum of Understanding (MOU) with Alta Bates Summit Medical Center, both for the Alta Bates Campus and Summit Campuses in Berkeley and Oakland, to begin new service.

Krystle reported staff expects to see an expected increase in HDTS ridership this fiscal year. She noted ridership has increased from 31 requests in December 2012 to 40 in January 2013. She also highlighted the HDTS ridership by facility data that was requested from TAC members in the last meeting. Similarly, staff also expects to see an increase in WSBTS ridership this fiscal

year, given there were 8 rides provided in December and sixteen rides provided in January.

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

Vanessa Proee reported that the Hayward Library is interested in distributing the discount senior and disabled Clipper Card.

Carmen Rivera-Hendrickson attended conferences on February 26th and 27th. She will also be attending a conference in March on developmental disabilities. During one of the conferences, a speaker stated that transportation is an important issue especially around the areas where fixed route transit ends and paratransit begins. They also mentioned the lack of funding coming down to the local/county levels. Lastly, LAVTA's Atlantis bus and wash yard for repairs and maintenance will be having a ribbon cutting ceremony on April 1st at 3:00 p.m.

Michelle Rousey attended the Developmental Disabilities Council Transition Information Faire at the College of Alameda on Saturday, March 16, 2013. She attended one of the disability workshops and enjoyed it.

Herb Hastings also attended the Developmental Disabilities Council Transition Information Faire at the College of Alameda on Saturday, March 16, 2013. He will also be attending the ribbon cutting ceremony for the new bus stop at the Shadow Cliffs Regional Park on April 13th at 11:00 a.m.

Harriette Saunders attended the Developmental Disabilities Council Transition Information Faire at the College of Alameda on Saturday, March 16, 2013. She also attended the USOAC Annual Convention on Thursday, March 21st. She especially liked the information regarding crisis prevention during disasters.

Sandra Johnson-Simon also attended the USOAC Annual Convention on Thursday, March 21st.

Shawn Costello noted the elevator buttons are not currently working at the Dublin/Pleasanton BART station. He reported the ongoing elevator issues to BART staff but wanted to bring the issue to PAPCO's attention as well.

Hale Zukas suggested reporting the BART elevator issues to the BART Access Committee. This committee will be meeting at 2:30 p.m. this Thursday in

Room 171 at MTC. One of the agenda items will be focused on the ongoing elevator issues.

Sylvia Stadmire attended a conference in Sacramento to address senior issues around emergency transportation. She will also be attending the California Public Utilities meeting as the senior representative.

Jonah Markowitz reported his concerns using East Bay Paratransit. He experienced two incidents in which one trip was very late and the other was extremely unsanitary. He will work with East Bay Paratransit to resolve these issues.

Sharon Powers volunteered to be on the Gap Grant Review Subcommittee but was not able to attend the first meeting. Sharon noted that she called East Bay Paratransit to make arrangements to come to the subcommittee but they put her on standby. She told them that she needed to be at the Alameda CTC offices at 9:30 a.m. but they could not pick her up until 9 a.m. so she would be late. Sharon has also mentioned this to Mark Weinstein but wanted to share this information with PAPCO members. Sharon further expressed her concern with getting dropped off at the Alameda CTC offices. She noted the difficulty of getting dropped off at the appropriate location due to the bus and taxi stops in downtown Oakland. Naomi stated the Alameda CTC will be moving to a new location and will work on a paratransit waiting area for drop offs and picks ups. More information will be available soon.

Vanessa Proee asked if you are permanently disabled, why do you have to recertify your eligibility for East Bay Paratransit? Naomi asked Vanessa to hold her question for Program Plan Review.

7. Committee Reports

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

Reverend Carolyn Orr reported that the SRAC meeting was short and they discussed some complaints regarding East Bay paratransit. They also received ethics training and certificates for participation. Lastly, East Bay Paratransit is moving forward with the Interactive Voice Response system and will have more updates soon. They are also moving forward with having all of their paratransit dispatchers under one roof and discontinuing the sedans in their fleet.

B. Citizens Watchdog Committee (CWC)

Harriette Saunders gave a report on the last CWC meeting which took place on March 11th at 6:30 p.m. at the Alameda CTC offices. They discussed the new guidelines for funding reserves. She noted that Alameda CTC staff made it very clear to the committee that programs have to spend down their reserves. The next meeting will take place on June 10th.

8. Mandated Program and Policy Reports

PAPCO members were asked to review these items in their packets.

9. Information Items

A. Mobility Management

Naomi went over the excerpt from the MTC draft Coordinated Plan. She highlighted the information regarding the origins of mobility management and the definitions. She also noted the websites and resources available on mobility management.

B. Paratransit Gap Grant Cycle 5 Program Update

Naomi gave an update on the Gap Grant Cycle 5 program. Staff received 17 applications requesting over \$3.5 million from the approximately \$2.0 million available in this grant cycle. The first subcommittee met on March 15th and will be meeting again on March 27th and April 12th. Members submitted questions to the applicants during the first subcommittee meeting and will review the answers at the next subcommittee meeting. The subcommittee will make a final recommendation for the April PAPCO meeting.

Hale Zukas mentioned that the Gap Grant Cycle 5 applications were primarily for existing programs and not new services or programs.

Naomi also gave an update on the 5310 grant. She reported there were four applications that were submitted, including Alzheimer's Services of the East Bay, Bay Area Outreach and Recreation Program (BORP), Center for Elders' Independence and Friends of Children with Special Needs. Friends of Children with Special Needs was a new applicant this year. She noted the overall scores from the subcommittee look good and staff will report back on the final grant recipients.

C. Annual Mobility Workshop Update

Naomi gave an update on the Mobility Workshop which will take place July 1, 2013. Staff is working on finalizing the details for the workshop by

would like to start the workshop with a welcome and state of the system update. The current theme of the workshop is “Building Healthy, Mobile, and Independent Communities.” The workshop will also feature an adaptive and accessible technology panel. During lunch there will be an opportunity to participate in a self-guided universal tour of the Ed Roberts Campus, the resource fair and the bingo activity. In the afternoon, there will be a panel on facilitating mobility with various bay area mobility management partners.

Reverend Carolyn Orr suggested having wheelchair and scooter repair service information available at the resource fair.

D. One Bay Area Grant Program Update

John Hemiup gave an update on the One Bay Area Grant program. He noted there were 69 applications that were submitted during the call for projects that requested over \$122 million of program funding. Staff is currently reviewing the applications and will come to a recommendation to the board in June.

E. Outreach Update

Krystle Pasco gave an update on the following upcoming outreach events:

- 4/23/13 – North Berkeley Senior Center Health Fair, North Berkeley Senior Center from 1 p.m. to 4 p.m.
- 4/25/13 – Albany Senior Center Senior Resource Fair, Albany Senior Center from 10 a.m. to 1 p.m.
- 5/1/13 – Pleasanton Senior Center Transit Fair, Pleasanton Senior Center from 10 a.m. to 1 p.m.
- 5/2/13 – 7th Annual Senior Health and Wellness Resource Fair, Kenneth C. Aitken Senior and Community Center from 9 a.m. to 1 p.m.
- 5/19/13 – Asian American Heritage Festival/Older American Month Celebration, Hayward City Hall from 10 a.m. to 5 p.m.

F. Other Staff Updates

No other staff updates.

10. Draft Agenda Items for April 22, 2013 PAPCO/Joint Meeting

- A. Base Program Recommendation
- B. Paratransit Gap Grant Cycle 5 Program Recommendation
- C. Quarterly Report from Livermore Amador Valley Transit Authority

- D. TAC Report
- E. Annual Mobility Workshop Update
- F. One Bay Area Grant Program Update

11. Adjournment

The meeting adjourned at 2:20 p.m.

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Program Plan Review Summary

Program	Measure B Base Funding Allocation	Other Funding*	Total Program Cost	Trips	Other Program Components	Program Plan Subcommittee Recommendation
City of Alameda	\$160,095	\$18,905	\$179,000	10,500	Scholarship	Recommend Approval of Base Funding
City of Albany	\$31,032	\$7,500	\$38,532	4,600	MOW	Recommend Approval of Base Funding
City of Berkeley	\$252,178	\$121,928	\$374,106	11,200	Scholarship	Recommend Approval of Base Funding
City of Emeryville	\$23,147	\$280,317	\$303,464	7,650	Scholarship, Travel Training, MOW	Recommend Approval of Base Funding
City of Fremont	\$779,649	\$80,363	\$860,012	20,700	MOW	Recommend Approval of Base Funding
City of Hayward	\$729,950	\$49,000	\$778,950	23,000	Travel Training, MOW	Recommend Approval of Base Funding
City of Newark	\$157,057	\$25,964	\$183,021	4,800	MOW	Recommend Approval of Base Funding
City of Oakland	\$947,481	\$153,421	\$1,100,902	30,000		Recommend Approval of Base Funding
City of Pleasanton	\$91,914	\$512,574	\$604,488	14,000		Recommend Approval of Base Funding
City of San Leandro	\$279,603	\$117,068	\$396,671	15,200		Recommend Conditional Approval – Clarify taxi pickup policy
City of Union City	\$271,980	\$584,980	\$856,960	21,000		Recommend Approval of Base Funding
LAVTA	\$147,543	\$1,344,305	\$1,491,848	46,350	Travel Training	Recommend Approval of Base Funding
EBP	\$6,419,720 (AC - \$4,720,718 / BART - \$1,699,002)	\$30,618,126	\$37,037,846	754,313		Recommend Approval of Base Funding
TOTAL	\$10,291,349	\$33,914,451	\$44,205,800	963,313		

* Implementation Guidelines Assistance, Gap, Fares, Reserves, Gen Fund, etc

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Alameda CTC's Special Transportation for Seniors and People with Disabilities Paratransit Program Plan Review Fiscal Year 2013-14 Meeting Notes

Date: Thursday, April 4, 2013

Subcommittee: Central County Planning Area

PAPCO Members Present

- Larry Bunn
- Joyce Jacobson
- Jane Lewis
- Carolyn Orr
- Will Scott

Staff Members Present

- Naomi Armenta
- John Hemiup
- Krystle Pasco
- Cathleen Sullivan

Presentation: City of Hayward by Dana Bailey

Finance Subcommittee Questions:

1. Your estimated number of registrants seems low for the city's size; do you anticipate it going up?
 - a. Our enrollment is pretty low for Hayward but we are actively working on that issue. We are currently partnering with the nine mobile home parks that are located in the area and are making regular presentations to them about the paratransit services that are available. We are also partnering with the libraries and the senior centers to actively market the program. Lastly, we are also working closely with CRIL who offers our travel training program.

2. Please provide more information on the new travel trainer and your outreach efforts.
 - a. We are working with CRIL on our travel training program and Esperanza Diaz-Alvarez is the travel trainer. She has been instrumental in making presentations to various groups and is actively involved in attending different fairs and events. She is also working on identifying new markets for the program to reach out to, such as the adult schools that work with developmentally disabled individuals. Our travel training program is very effective and we have plans to continue to expand the program in the coming years.

Additional PAPCO Questions:

1. When do you plan to send out your marketing package to your program participants?
 - a. We are working on that now and we hope to send out more materials by May 2013. Also, we recently revised our materials when we launched the taxi program in October to let people know what services are available in our area. We are now looking to do more strategic marketing for specific neighborhoods and groups of people.
2. How many vouchers do individuals get per month and how much do they pay for those vouchers?
 - a. We initially gave all of our enrolled riders 24 vouchers (as needed) and each voucher is worth \$14. We are discussing a revised payment structure policy with Alameda CTC staff and will advise you of further changes.
3. How does the funding in your budget for the taxi program relate to the gap grant application that you submitted?
 - a. The taxi program is currently funded by gap grant funding through FY 12-13 and FY 13-14 and the gap grant application that we submitted is for funding through FY 14-15. In the existing contract, the city of Hayward paratransit program is paying for their taxi program related expenses. The gap grant application is primarily for the San Leandro portion of the taxi program.
4. Is your staff position in a department within the city government and what is your relationship to the senior center?
 - a. Hayward staff is currently working through the city of Hayward under the Library and Community Services Department. The senior center is part of the Hayward Area Parks and Recreation Department, which is a separate division within the city of Hayward.

5. Is group transportation free? Do you have to be enrolled in the program?
 - a. Staff encourages more people to travel in groups even if they are not initially enrolled in the program. If folks are traveling within a group and are enrolled then they can receive free transportation but we encourage people to enroll into our program as they use the service for the first time. We have also seen other situations like family members visiting from out of town or small group (at least four people) trip requests and we have been able to accommodate those trips.
6. Are you responsible for educating the drivers about the taxi programs?
 - a. We work with the taxi company, St. Mini Cab Corp., directly, as the drivers are all independent contractors. So far we have had fairly good communication with the taxi company but we are finding that as folks use the program more their relationships with the drivers, and in turn their overall experiences, are improving. We would, however, like to work with the drivers more and possibly make presentations on the other services that we offer.

PAPCO Comments:

- It sounds like the transition is going well. Keep up the good work.
- I'm concerned that the taxi program voucher distribution does not have a good structure. You are heading in a good direction.
- I like that you incorporate users in the planning of the program and outreach has been going well.
- Considering the area that you cover, you are doing a good job with execution. Continue to do what you are doing now.

Will Scott made a motion for full funding; Joyce Jacobson seconded the motion; the motion passed (5 yes/no member recusals).

Presentation: City of San Leandro by Heather Hafer and Michelle Silva**Finance Subcommittee Questions:**

There were no Finance Subcommittee questions.

Additional PAPCO Questions:

1. What is the cost per ride of the taxi voucher program versus the medical return service?

- a. The medical return trips cost about \$42 per trip and we are unclear about the costs of the taxi voucher program as that program is administered by the Alameda CTC.
2. Does San Leandro have a senior center and what is your relationship to your city government?
 - a. We are currently housed out of the San Leandro senior and community center. Additionally, that is why we are looking to extend our senior center hours to be more aligned with paratransit hours. Our positions are funded through the Recreation and Human Services Department of the city of San Leandro.
3. Why are you phasing out the medical return trips?
 - a. Our most popular service is the Flex Shuttle and it is also the easiest program to administer. We hope to transition the individuals using the medical return service into the taxi voucher program as the taxi program becomes more popular. The medical return service is also much more expensive to administer than the taxi program.
4. Are individuals who originate in San Leandro using the taxi voucher program able to reserve a return trip using the same service?
 - a. When our staff sells vouchers to our riders we go over the areas that they can go to using the taxi program but let them know that they may not be able to come back using the same program. Alameda CTC staff mentioned that if the user originates with the taxi program then they can use the same service on their return trip if they make prior arrangements regardless of what city they are to be picked up in.
5. If you do expand the Flex Shuttle have you taken into account how to cover the costs for the fluctuation in ridership?
 - a. Yes, our staff is looking into those added costs. Duly noted.

PAPCO Comments:

- Sounds like the transition is going in the right direction.
- You have made sound business decisions.

Joyce Jacobson made a motion for conditional funding (with a friendly amendment to clarify taxi pick-ups in other locations); Will Scott seconded the motion; the motion passed (5 yes/no member recusals).

Subcommittee: East County Planning Area

PAPCO Members Present

- Larry Bunn
- Shawn Costello
- Joyce Jacobson
- Jane Lewis
- Carolyn Orr
- Will Scott

Staff Members Present

- Naomi Armenta
- John Hemiup
- Krystle Pasco
- Cathleen Sullivan

Presentation: City of Pleasanton by Pam Deaton**Finance Subcommittee Questions:**

There were no Finance Subcommittee questions.

Additional PAPCO Questions:

1. How many trips are you providing and are planning to provide for your door to door service?
 - a. We are planning to provide 11,000 trips through our door to door program and we are looking at 12,000 for our medical return trips, which is a reduction from last fiscal year.
2. How does your position relate to city government?
 - a. As a supervisor, I am in the Department of Community Services and my manager is in the Human Services Department. I am primarily responsible for overseeing the senior center, paratransit and the RAD program.
3. Where is the transfer location for individuals going from a Wheels bus onto your service?
 - a. Our transfer free program is still pending and if we do move forward we would educate the Livermore/Dublin residents on where those stops are located. We will send a message to registered riders once that is approved.
4. Can I use the transfer free program through the Downtown Route Shuttle?

- a. This program is pending approval of funding and we will send letters to people in LAVTA once that is finalized.
5. In your presentation you mentioned group trip availability; will that be through your shuttle?
 - a. We plan to use the small buses from our door to door service and the larger buses through the Downtown Route Shuttle for group trips when those buses are available. We plan to use the buses for recreation based activities; therefore, if the shuttle is not funded through the gap grant there may still be some availability for group trips in the near future.

PAPCO Comments:

- I am very excited about what you are offering in your area. I can't wait to see everything move forward.
- Sounds good, good program.
- Your years of experience are paying off in a big way. You understand your programs well.
- It's about time for the shuttle transfer free program.
- I like the simplified application process.
- I'm really excited that I may get to use the programs.

Larry Bunn made a motion for full funding; Jane Lewis seconded the motion; the motion passed (6 yes/no member recusals).

Presentation: LAVTA by Kadri Klm**Finance Subcommittee Questions:**

1. Please provide information on management costs, even if in kind.
 - a. \$112,425 is designated for management and overhead costs.
2. Please provide information on customer service/outreach costs, even if in kind.
 - a. \$13,807 is designated for customer service/outreach costs.

Additional PAPCO Questions:

1. In reference to your concerns regarding your contractor, are you still using them and is that working out?
 - a. Yes, we are still using the same contractor. They have greatly improved their service and have become very responsive to our program's needs.

They also worked with our staff to hire a local manager specifically for this program. We are very happy now.

2. I noticed in your presentation you mentioned a medical center in San Ramon, how far is that from your area? You are transporting consumers there correct?
 - a. Yes, the San Ramon medical center is not in our area but we are transporting individuals there.
3. Regarding your sanction policy and the no shows, after so many of these no shows of receivers, what happens to the client?
 - a. If three violations happen within the first month of service, clients are given a phone call and a friendly reminder of the policy. If issues continue to occur then clients will receive a letter and so on.
4. Can the client find another person to receive them if the current one is not working and get another three chances?
 - a. Yes, we are very reasonable and flexible with these types of situations that may come up. The purpose of this policy is not to punish the individual but to work with them on their transportation needs.

PAPCO Comments:

- Work with consumers to offset drivers leaving too soon for pickups.
- The policy adaptations are great. The service is more user-friendly.
- Ditto.

Will Scott made a motion for full funding; Larry Bunn seconded the motion; the motion passed (5 yes/Shawn Costello recused himself).

Subcommittee: South County Planning Area**PAPCO Members Present**

- Larry Bunn
- Shawn Costello
- Joyce Jacobson
- Jane Lewis
- Carolyn Orr
- Will Scott
- Sylvia Stadmire (Fremont only)

Staff Members Present

- Naomi Armenta
- John Hemiup
- Krystle Pasco
- Cathleen Sullivan

Presentation: City of Union City by Staff (on behalf of Wilson Lee)

Finance Subcommittee Questions:

1. Please provide information on management costs, even if in kind.
 - a. Administrative expenses are about 20% of total costs. Costs are split equally amongst Fixed-Route and Paratransit services. Overall, it is less than 10%.
2. Please provide information on customer service/outreach costs, even if in kind.
 - a. Contractor handles day-to-day customer service so we cannot break it out. Direct agency estimate for outreach is approximately \$12,000 based on staff hours.

Additional PAPCO Questions:

1. Does Union City have a taxi service?
 - a. Union City participates in the Tri-City Taxi Voucher program that also serves Newark and Fremont residents. If they are certified eligible for paratransit in Union City they can participate and purchase vouchers from the paratransit office.
2. How is their program's customer satisfaction? What input have they been received from customers?
 - a. Larry mentioned the Union City program was featured in the local newspaper with high regard. Union City residents seem to like the service. There was also a survey that was completed and the feedback was very positive. The application also states that they have no common or recurring complaints.
3. Why does it take up to three weeks for the application review process?
 - a. Staff noted that this is the legalistic answer for the ADA application process. Although this is required by the ADA, Union City's program is able to process applications within a week.
4. How would a person sign up for the Union City program?
 - a. Alameda CTC staff referred interested applicants to the Access Alameda guide for the application and for Union City paratransit program's contact information.

PAPCO Comments:

- Great service.
- Ditto.
- Keep up the good work.
- I would like to see more cooperation/transfers with other providers.

Will Scott made a motion for full funding; Shawn Costello seconded the motion; the motion passed (5 yes/Larry Bunn recused himself).

Presentation: City of Newark by David Zehnder**Finance Subcommittee Questions:**

1. Please provide information on management costs, even if in kind.
 - a. All Newark Paratransit management and customer services/outreach costs are provided in-kind. Estimated cost to provide these services is \$10,000 per fiscal year.
2. Please provide information on customer service/outreach costs, even if in kind.
 - a. All Newark Paratransit management and customer services/outreach costs are provided in-kind. Estimated cost to provide these services is \$10,000 per fiscal year.

Additional PAPCO Questions:

1. Are you having any difficulties getting people to use the services such as WSBTS?
 - a. We do distribute the WSBTS red stickers to our senior center members and we have been working with the city to become more compliant with curb cut outs, yellow markings and other paratransit related improvements.
2. What are your operating hours?
 - a. We provide service Monday through Friday, this fiscal year we offered Sunday service but it will soon be discontinued.
3. What is your cost per trip for your door to door service?
 - a. Our door to door service costs \$34 per trip.
4. What methods do you use to get the information out to the community?
 - a. Our primary marketing material is our activities guide. It is mailed to every Newark resident as well as various libraries, city hall, real estate offices, and businesses. We also publish periodic press releases to local newspapers and we are starting to use social media for our programs. A committee member

suggested that the paratransit information be more prominent in the activities guide and to think about publishing an audio version of the guide for the visually impaired.

5. Is there a reason why you said door-to-destination rather than door-to-door?
 - a. We thought that was a more descriptive way of describing our program.
6. Please clarify the situation with your estimated operating reserves.
 - a. We looked at the projections at the start of the year and we thought they were much higher but with the new merger of SAHA, operating costs have increased and as a result we have tapped into our reserves.
7. Did you consider applying for the 5310 grant for vehicles?
 - a. Satellite did apply in the last 5310 cycle and received funds to purchase a new vehicle but that has not happened yet. Alameda CTC staff noted that 5310 may not be available every year so that should be taken into consideration in future planning.
8. What are your thoughts on your future relationship with SAHA?
 - a. We cannot speak on that level yet since the merger just took place.

PAPCO Comments:

- For the amount of funding that you have, you are doing a good job.
- I would like to see a TV commercial that features a disabled individual using a lift for outreach.
- Doing well during transition period. Providing good service.
- Good program. Sorry to see Sunday service go.
- Merging with larger corporations can be a headache. Hang in there.

Joyce Jacobson made a motion for full funding; Will Scott seconded the motion; the motion passed (5 yes/Larry Bunn recused himself).

Presentation: City of Fremont by Shawn Fong**Finance Subcommittee Questions:**

1. Please explain the significant increase in management overhead from FY 11-12 to FY 13-14.
 - a. The City of Fremont charged a little over 2% for its indirect cost allocation in FY 11/12 although the indirect cost allocation plan adopted by the City in 1999 called for 12.4% for indirect costs. The City is currently revising its indirect cost allocation plan (which is due to be adopted before FY 13/14)

and the new indirect cost allocation percentage has dropped to 11.4%. The low recovery of indirect costs from various departments and programs has had a significant impact on the City's general fund and the City, through its recent Strategic Sustainability Plan, is now requiring all departments and programs to "pay their fair share" of the indirect costs associated with running programs and providing services. Because of this decision the paratransit program overhead has jumped from approximately \$19K per year to approximately \$89K for FY 13/14. The Program Manager's position was charged .50 FTE in FY 11/12. The Program Manager's position will be charged .60 FTE in FY 13/14. The increase is due to the anticipated RFP process the City will have to conduct to secure a new paratransit service provider (beginning FY 14/15) as well as additional program monitoring and data analysis that will be required to plan for services that will be provided under the next paratransit service contract.

Additional PAPCO Questions:

1. In your presentation you mentioned that management costs are increasing and you are not planning on cutting back services, where is the money come from?
 - a. This funding will be coming out of our operating reserves.
2. Newark's Sunday service is getting cut and you are currently operating seven days a week, do you serve the Newark area as well?
 - a. We primarily serve eligible Fremont residents who can travel anywhere in the Tri-City area including skilled nursing facilities for temporary Fremont residents. We do have a partnership with East Bay Paratransit for Fremont and Newark residents to get to their certification appointments. We take in the costs for that partnership.
3. Do you help people get certified over the phone or do they have to mail in their application or both?
 - a. Our program has the flexibility to accommodate for our consumers whichever way they feel comfortable. We can do applications over the phone or we sometimes even do them in-person. We also do on-site paratransit applications during our outreach visits to senior housing facilities. Our staff is very flexible and accommodating to consumers' needs.
4. Is the Meals on Wheels program only for Fremont residents?
 - a. The pass through funding that goes to the Meals on Wheels program is specifically for seniors and people with disabilities from Fremont who request the service.

PAPCO Comments:

- Enjoyed the dedication, determination and exuberance for the program.
- The program plan was wonderful. Good job.
- I appreciate your emphasis on serving the customer and looking beyond Fremont.
- I like the fact that you go the extra mile for your consumers, especially for Meals on Wheels. Push on.
- Good to see a community oriented organization that is concerned about what the people want and need.
- Ditto.

Will Scott made a motion for full funding; Shawn Costello seconded the motion; the motion passed (5 yes/Larry Bunn recused himself).

Program trends for April 4, 2013:

- More programs have operating reserves.
- Ridership is slightly down.
- All programs inspired confidence, especially given the new staff members who presented for the first time today.

Date: Friday, April 5, 2013

Subcommittee: East Bay Paratransit

PAPCO Members Present

- Larry Bunn
- Carolyn Orr
- Vanessa Proee
- Harriette Saunders
- Will Scott
- Sylvia Stadmire

Staff Members Present

- Naomi Armenta
- John Hemiup
- Krystle Pasco
- Cathleen Sullivan

Presentation: East Bay Paratransit by Laura Timothy and Mark Weinstein**Finance Subcommittee Questions:**

1. Please provide information on management costs, even if in kind.
 - a. Our management costs are about \$300,000 a year which includes funding for the General Manager of the broker and the Program Coordinators office. Managers from both AC Transit and BART provide oversight to EBPC. They are not charged to the EBPC budget and are funded separately by each agency.
2. Please provide information on customer service/outreach costs, even if in kind.
 - a. About 20% of the broker's costs are spent on customer service and outreach. This comes to about \$950,000 a year. Certification staff also provides outreach and education during the in-person interviews.

Additional PAPCO Questions:

1. What is the address for your San Pablo satellite location?
 - a. The San Pablo satellite location is located at the San Pablo Senior Center on 1943 Church Lane, San Pablo, CA.
2. Why are you discontinuing the sedans in your fleet?
 - a. When you have a mixed fleet you are not able to use a portion of the fleet for people who specifically need to use the vans and cannot use sedans. Having more vans that can accommodate everyone also allows for more flexibility across the board, even if on some trips individuals are riding alone.
3. On a typical shift how many dispatchers are there?
 - a. There are about six dispatchers during peak times of the day.
4. Is there specific information given to the driver regarding the rider?
 - a. Yes, the dispatcher gives the driver all of the information related to the rider and the trip itself. It has only been three days since we centralized our dispatching system so we will provide more information once more time has passed.
5. Can you clarify the trip fare?
 - a. East Bay Paratransit's fare is a little more complicated because it is considered a blended fare due to AC Transit and BART's respective fares and the discounted fares for seniors and people with disabilities. Generally, it is \$4.00 to travel in the East Bay but if you go further then it is more. The

ADA requires that paratransit fares cannot be double the regular adult fare for transit.

6. You mentioned the secret rider program, is that still in effect?
 - a. The secret rider program is still in effect and staff is currently seeking new applicants through Mary Rowlands.
7. Are there any planned improvements to the stand-by process?
 - a. East Bay Paratransit is currently inundated with transportation requests to and from social services programs. Most of our medical appointment requests are for 9 a.m. requests and unfortunately there is little we can do. Our staff is constantly working on improving this process but there are currently demand conflicts.
8. How many times do people have biological accidents in the vehicles?
 - a. Our staff does not keep track of those accidents that take place on our vehicles.
9. How long is travel time?
 - a. Travel time varies by the distance a person is traveling, multi-loading, ride sharing, and number of people. The rule of thumb is that you should not be on board longer than it would take an able bodied person to take that trip on fixed-route transit including wait time for transfers.
10. What is the breakdown of trips by geographic area (i.e. city) for the last fiscal year? Are East Bay Paratransit riders evenly spread out through the county?
 - a. Our staff can pull that data from our survey and our trip records. We will follow up with you as soon as possible.

PAPCO Comments:

- Overall your service has improved. My pick up time has improved and I'm sorry to see the sedans go. However, I still have issues with the way that stand-by works.
- It is a very valuable service and it serves a large population. It is important that you keep working on improvements. Stand-bys are still an issue. Great service.
- I have long trips that are mistakenly classified as regional trips.
- Drivers are cordial and well trained. Stand-bys are still an issue. Keep up the good work.
- You're doing a good job but we need a bathroom break if we are on the bus for over two hours.
- Good program. There will always be issues but I get around.

Will Scott made a motion for full funding; Sylvia Stadmire seconded the motion; the motion passed (6 yes/no member recusals).

Subcommittee: North County Planning Area

PAPCO Members Present

- Larry Bunn
- Gaye Lenahan (excluding Alameda)
- Jonah Markowitz
- Vanessa Proee
- Michelle Rousey
- Harriette Saunders
- Will Scott
- Sylvia Stadmire
- Esther Ann Waltz

Staff Members Present

- Naomi Armenta
- John Hemiup
- Krystle Pasco
- Cathleen Sullivan

Presentation: City of Alameda by Gail Payne

Finance Subcommittee Questions:

There were no subcommittee questions.

Additional PAPCO Questions:

1. Please clarify shuttle stops and your hope to purchase schedule holders and benches for shuttle stops.
 - a. We are hoping to purchase schedule holders and benches for our shuttle stops. We are currently looking into various funding sources including Measure B capital funding.
2. Are you making any plans to accommodate for more service days during the week?
 - a. Unfortunately, we do not have the funding to expand our service days at this time.

3. Are you going to work on the bus benches like you said?
 - a. Yes, that is the idea. We recently installed bus benches at our heaviest demand stops and we plan to continue adding more benches at our lower demand stops.
4. Will you also be installing the shuttle signs?
 - a. We hope to secure the funding to install the shuttle signs. This includes the holders for the schedules as well.
5. If the shuttle is opened to the public, how many seats are designated for seniors and people with disabilities?
 - a. The shuttle service will continue to function primarily for seniors and people with disabilities. However, if there is space available, the general public may use the shuttle. This issue was also vetted by our city council and we plan to monitor this service over the next year.
6. Can you further explain what you mean when you say "open to the public" i.e. anyone over the age of 18?
 - a. The shuttle would be open to anyone of any age. It will operate between the hours of 9 - 4 p.m. and will run once an hour. Also, the shuttle stops will be targeted towards locations favoring the senior and the disabled population.
7. When you plan to open up the shuttle to the public, are you planning to generate revenue?
 - a. The service is free and it is intended for everyone. We are not looking to generate revenue.
8. How much would it cost to do another day of service?
 - a. Our program is currently running for three days a week and costs about \$80,000 a year. In order to add an additional day of service it would cost us another \$80,000 a year and unfortunately we do not have enough funding in our base program and our reserves to consider that at this time.

PAPCO Comments:

- Great job. Sad to see that we cannot get the new shuttle right away. Kudos.
- Very supportive of what you are doing. I hope you can get the benches and signs installed. Going in the right direction.
- Looks good. Doing a really good job. The benches and signs will be good and look into funding sources. Overall, great.
- Good luck.
- Benches and signs are important. Keep it up.

- Intrigued to see how the new idea of opening the shuttle to the general public will work out.
- This is the best program application from the City of Alameda. Glad to see program evolution.

Jonah Markowitz made a motion for full funding; Esther Waltz seconded the motion; the motion passed (9 yes/no member recusals).

Presentation: City of Emeryville by Kevin Laven and Brad Helfenberger

Finance Subcommittee Questions:

1. Can you tell us why you are projecting fewer rides in FY 13-14?
 - a. Actually the City of Emeryville's program plan projects in Table B / Column B that rides are going up in FY13-14 to 8,180 from 7,791 in FY12-13.
2. Please provide information on management costs, even if in kind.
 - a. See attached spreadsheet that details the in-kind staff costs for each portion of the Paratransit program titled "Staff In-Kind Estimates for FY13-14." Note the City of Emeryville does not break out costs by Customer Service/Outreach versus Management.
3. Please provide information on customer service/outreach costs, even if in kind.
 - a. See attached spreadsheet that details the in-kind staff costs for each portion of the Paratransit program titled "Staff In-Kind Estimates for FY13-14." Note the City of Emeryville does not break out costs by Customer Service/Outreach versus Management.

Additional PAPCO Questions:

1. Do you have a local paratransit advisory committee?
 - a. Since Emeryville is a small city we do not have an official paratransit advisory committee. However, the friends of the Emeryville Senior Center and the Commission on Aging act as the de facto paratransit advisory committee. Joyce Jacobson sits on that committee and regularly reports on PAPCO activities.
2. Is your group trip program as big as it can be?
 - a. The program can presumably be larger as we are one of the larger senior centers in the area that provides group trips. However, our current group trips are always filled to capacity. There is also a limit to the amount of trips staff can plan and drivers can accommodate.

3. What plans do you have for the information that was gathered from the surveys?
 - a. We use the survey data to determine what trips are important to our consumers and to generate new ideas for future trips. Staff has also created a trip planning committee in which we engage the seniors to lead the trips themselves as staff does not attend these trips. Our seniors have started to engage in the planning end of the process.
4. Why don't you ask for more funding so that you can lower the price of the group trips and offer more of them?
 - a. The Alameda CTC can only give so much funding to each city program. This funding is determined by the formula that was set out by PAPCO.
5. Do you rent the buses for the group trips?
 - a. Our program owns a 22 passenger bus that we primarily use for our group trips and we sometimes rent out another bus to increase capacity, but that also increases the costs of the overall trip.
6. Staff does not attend these trips, is that by choice? What are the destinations for your trips?
 - a. Our destinations include the outlets, malls, museums, etc. Staff does not attend these trips because it is a significant amount of time and that takes away one seat from the bus. However, there is a trip escort or senior volunteer who leads the trip. They will usually receive a complimentary seat on the bus for taking on that leadership role.
7. Do you have any changes planned for next year?
 - a. We deem the group trips and taxi program as valuable services in our paratransit program. The funding that we receive is entirely used up by these two programs and does not allow us to make any substantial changes to our program plan. We have also applied for a gap grant.
8. How many participants do you get on your quarterly travel training sessions and who conducts the trainings?
 - a. Currently we are seeing about five or less trainings per quarter and the trainings are conducted by Brad or another staff member.

PAPCO Comments:

- Great job for a small program.
- Doing a really good job and I'm impressed that a senior is leading the trips.
- Good job.
- Keep doing what you are doing.

- With the day programs cut, it is important to help people get out on outings. You're doing something right. Keep up the good work.
- Program sounds really good.
- Pleased to hear about the senior volunteers who lead the group trips and that you train them.
- Satisfied. Curious to see how your scholarship program goes once it starts running. Program seems to be doing well.

Jonah Markowitz made a motion for full funding; Michelle Rousey seconded the motion; the motion passed (9 yes/no member recusals).

Presentation: City of Berkeley by Leah Talley and Saulo Villatoro

Finance Subcommittee Questions:

1. Are wheelchair van costs higher than past years and if so, why?
 - a. The wheelchair van costs have not gone up.
2. Can you tell us more about the proposed electronic debit card program?
 - a. Our staff is looking moving from paper to electronic scrip. We hope that this will save costs or printing and doing a mailer to our consumers. This will also prevent sale of the paper scrips. With this new system, program management will improve as costs are realized within 30 days of use. The proposed timeline for this transition is community feedback through May 2013, research, bidding and contracting next fiscal year and if successful, implementation in July 2014.

Additional PAPCO Questions:

1. Did you mention the wheelchair van program with the green tickets?
 - a. Yes, we did mention the wheelchair van program in which individuals can get a combination of tickets. The mailer went out yesterday for that program. We have had recurring complaints regarding the mailings of the tickets but we hope the electronic debit system will help to alleviate those delays.
2. Please clarify the electronic scrips.
 - a. Staff is currently looking into a credit based system for our program's scrips. We are looking into the issues with this new system and how to accommodate for special needs. We are looking to other experts in the current field.

3. Will this new system prevent other individuals from using other people's cards and from the taxi drivers overcharging consumers?
 - a. That is our hope.
4. The debit card seems like the Clipper card, will it work the same way?
 - a. Staff is still looking into various options however the card will be single use card, similar to the Clipper card, and can only be used for this program.
5. With regards to complaints, can you please clarify how you ensure the resolution is communicated back to the consumer?
 - a. Saulo is the first person that will try to resolve the complaint otherwise Leah will step in. Staff works with the drivers to find a resolution on the issue and they will work with the consumer as well. If it is a taxi service issue, staff will work with the taxi company to work with that particular driver to improve the overall service.
6. What are your recurring complaints regarding your taxi service?
 - a. Our recurring complaints are that the cost of the ride is too expensive and the rider thinks the taxi company is overcharging for the trip. We let our consumers know that the taxi service is a premium service, however staff does work to make sure the general ride costs are reasonable.

PAPCO Comments:

- Great job.
- Sounds like a good program. Excited to hear about the new electronic system.
- When implementing the new electronic debit card system, you may need to keep some paper tickets. Good job.
- Good job. Keep up the good work.
- Doing a great job with your programs.
- The new electronic system will be beneficial in tracking service and data.

Jonah Markowitz made a motion for full funding; Will Scott seconded the motion; the motion passed (9 yes/no member recusals).

Presentation: City of Oakland by Hakeim McGee**Finance Subcommittee Questions:**

1. Please differentiate your service provision lines on your table A and B.
 - a. Taxi Program (program type not adjusted from original submittal) – Subsidized same-day taxi program where pre-sold taxi scrip is the fare

medium. City-based Door-to-Door (program type not adjusted from original submittal) – Subsidized pre-scheduled taxi program where payment is rendered upon invoicing adult day care program. City-based Wheelchair Van - (program type adjusted from City-based Door-to-Door) – Subsidized lift/ramp van program where pre-sold van vouchers are the fare medium.

2. Why didn't you use the wheelchair van designation in table A instead of city-based door to door? Does the definition still not describe your program?
 - a. Yes, the City-based Wheelchair Van designation does still describe one of our main services and it has been adjusted per the third response to Q1.

Additional PAPCO Questions:

1. Can you explain how the taxi program works?
 - a. The taxi scrip books are worth \$10 but they cost \$3 to our consumers. Consumers can purchase up to 12 scrip books per quarter which is worth up to \$120. However we do allow for individuals with additional medical needs to purchase more scrips. This program is intended to supplement consumers' East Bay Paratransit service. We encourage our consumers to use a balance of both services.
2. How do you handle the complaints for your taxi program?
 - a. We do not get a lot of complaints in relation to the taxi program but the general public submits more complaints to the city of Oakland with regards to taxi service. When we do get complaints we encourage consumers to contact the management of the taxi company. We will also document, file and follow up with taxi company and the consumer and give complimentary vouchers if needed.
3. How does one get taxi vouchers for accessible trips?
 - a. Unfortunately, there is a limited amount of accessible taxis in Oakland. So the taxi program may not be appropriate.
4. The GRIP program is a taxi service to the grocery store? Please clarify.
 - a. Consumers use their taxi scrips to get to the grocery store and then use the GRIP to get home. Taxis are not popular with grocery trips but there is an incentive built into the program that provides the drivers with a tip for assisting with groceries.
5. Do you expect an increase in ridership for your base program?
 - a. We are going to absorb the GRIP program into our base program and those rides will be added to the overall count. So we may see an increase.
6. Why don't taxi drivers favor the grocery return program as much?

- a. The taxi scrip is counted towards drivers' weekly gate fees. Since the consumers are grocery shopping at a store that is fairly close and the scrip is generally not a large amount there is less incentive for drivers to take that trip request. However, we have built in a \$5 tip for the drivers to incentivize these types of trips.

PAPCO Comments:

- Hakeim is the man for the job.
- Excellent job for the city of Oakland.
- Continue to do great things.
- Always heard good things about the City of Oakland program. Keep it up.
- Would like to see more accessible cabs available.
- Keep up the good work. Heard good things.
- Keep going down the field.
- Looks like the program is looking at the complaints and is continuing to improve.
- I like the GRIP program.

Will Scott made a motion for full funding; Harriette Saunders seconded the motion; the motion passed (8 yes/Sylvia Stadmire recused herself).

Presentation: City of Albany by Staff (on behalf of Isabelle Leduc)**Finance Subcommittee Questions:**

There were no Finance Subcommittee questions.

Additional PAPCO Questions:

1. Will they be getting consumer input from another group in the near future?
 - a. The application indicates that they do an evaluation on the day of a group trip. The results look like riders rate the service good to excellent.
2. How long does it take for riders to receive their taxi reimbursements?
 - a. We submit payables every two weeks, so depending on when we receive the reimbursement request, it can take between 1-3 weeks for riders to get a check in the mail.
3. With regards to the management and overhead costs, 18A of the application, this sounds like a job description. Please explain.
 - a. Yes, that is a breakdown of what the costs include.

PAPCO Comments:

- Doing a great job for another small program.
- Ditto.
- Great job.
- Good job at what they are doing.
- Love the shopping trips.
- Little giant in the northwest (county).
- Appreciation for program manager.
- Good program.

Michelle Rousey made a motion for full funding; Larry Bunn seconded the motion; the motion passed (9 yes/no member recusals).

Program trends for April 5, 2013:

- Programs are trying to improve each year.
- New staff was helpful in presentations.
- Higher level of group trip offerings.
- Noticed more transparency in financial information.
- More participation from consumers in group trip planning.

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MEMORANDUM

To: Paratransit Advisory and Planning Committee

From: Paratransit Coordination Team

Date: April 8, 2013

Subject: **Staff Recommendation for Implementation Guidelines Assistance Funding Request for FY 2013/14**

Recommendation

PAPCO is requested to recommend to the Alameda CTC Board approval for Implementation Guidelines Assistance funding for the City of San Leandro in the amount of \$50,000.

Background

As part of the Gap Cycle 5 Program, Alameda CTC programmed approximately \$50,000 to FY 13/14 and FY 14/15, respectively, to assist agencies deliver critical paratransit activities to meet the Implementation Guidelines. Only city-based programs are eligible for this category of funding. Cities are reimbursed for approved expenses after the end of the Fiscal Year. Please see a summary of the request below.

	City of San Leandro
Amount requested	\$50,000
Service to be funded by Implementation Guidelines Assistance	Door-to-Door Medical Transportation

City of San Leandro	
Measure B Base Program Funding 13/14	\$279,603
Reserves and Net Revenues	<ul style="list-style-type: none"> • Entering year with \$112,293 (allowable operating reserve is \$139,801) • Finishing year with \$1,444
Projected service through MSL grant	1,200 projected trips
Community-specific issues that impact ability to meet Implementation Guidelines	<p>We have provided door-to-door medical transportation with an MSL grant since 2006. This program has filled a vital gap in our community, as many medical trips are to destinations not on the fixed route and outside of city limits. Currently riders can use taxi vouchers to get to medical appointments outside of city limits, but cannot use taxis to return from them. While we hope to expand our taxi program in the future and fill this gap, we feel an additional year of medical transportation funding will make this transition successful and ensure medical transportation to those in need.</p>
Have you explored and documented other transportation options for seniors and people with disabilities (e.g. ADA-mandated, nonprofit organizations) in your community that might also close this service gap?	<p>The research we have conducted has revealed private medical transportation services which are very costly to riders. East Bay Paratransit provides door-to-door transportation for disabled riders, but we have not found any ADA-mandated, nonprofit organizations that provide this type of service, free of charge, for non-disabled seniors.</p>

City of San Leandro	
If Implementation Guidelines grant funding is not available to meet this need, what will be the likely outcome?	If grant funding is not available for this program, we will likely discontinue our door-to-door medical trip transportation services. We will promote and encourage taxi voucher usage for transportation to medical appointments, but riders will need to pay out-of-pocket for their return trips.

Fiscal Impacts

The Recommendation includes \$50,000 from Implementation Guidelines Assistance funding to be allocated from Gap funding.

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PAPCO Calendar of Events for April 2013 through June 2013

Full Committee Meetings

- **Regular TAC monthly meeting:**
Tuesday, April 9, 2013, 9:30 to 11:30 a.m., Alameda CTC
- **PAPCO/TAC Joint meeting:**
Monday, April 22, 2013, 1 to 4 p.m., Alameda CTC
- **Regular PAPCO monthly meeting:**
Monday, May 20, 2013, 1 to 3:30 p.m., Alameda CTC
(3rd Monday due to Memorial Day)
- **Regular PAPCO monthly meeting:**
Monday, June 24, 2013, 1 to 3:30 p.m., Alameda CTC

Subcommittee Meetings

- **Program Plan Review 1 Subcommittee Meeting:**
Thursday, April 4, 2013, 9:30 a.m. to 3:30 p.m., Alameda CTC
- **Program Plan Review 2 Subcommittee Meeting:**
Friday, April 5, 2013, 9:30 a.m. to 3:30 p.m., Alameda CTC
- **Gap Review 3 Subcommittee Meeting:**
Friday, April 12, 2013, 10 a.m. to 1 p.m., Alameda CTC
- **Bylaws Subcommittee Meeting:**
June (details TBD), Alameda CTC

Outreach

Meeting Date	Event Name	Meeting Location	Time
4/23/13	North Berkeley Senior Center Health Fair	North Berkeley Senior Center, 1901 Hearst Avenue, Berkeley, CA 94709	1:00 – 4:00 p.m.
4/25/13	Albany Senior Center Senior Resource Fair	Albany Senior Center, 846 Masonic Avenue, Albany, CA 94706	10:00 – 1:00 p.m.
5/1/13	Transit Fair	Pleasant Senior Center, 5353 Sunol Boulevard, Pleasanton, CA 94566	10:00 – 1:00 p.m.

Meeting Date	Event Name	Meeting Location	Time
5/2/13	7th Annual Senior Health and Wellness Resource Fair	Kenneth C. Aitken Senior and Community Center, 17800 Redwood Road, Castro Valley, CA 94546	9:00 – 1:00 p.m.
5/19/13	Asian American Heritage Festival/Older American Month Celebration	Hayward City Hall Plaza, Watkins and B Street, Hayward, CA 94541	10:00 – 5:00 p.m.
6/7/13	Four Seasons of Health Expo	Fremont Multi-Service Senior Center and Central Park, 40086 Paseo Padre Parkway, Fremont, CA 94538	9:30 – 1:30 p.m.
6/20/13	Senior Days at the Alameda County Fair	Alameda County Fairgrounds, 4501 Pleasanton Ave., Pleasanton, CA 94566	12:00 – 5:00 p.m.
6/27/13	Senior Days at the Alameda County Fair	Alameda County Fairgrounds, 4501 Pleasanton Ave., Pleasanton, CA 94566	12:00 – 5:00 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 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	
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		x	
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	
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	x	
Hold a fiduciary training and finance subcommittee meeting in March	x	
Continue to evaluate pass-through and grant programs and expenditures		x

PAPCO Work Plan FY 2012/13

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 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
- 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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Hayward Monthly Report Form - FEBRUARY

Service/Program Type and Name				Quantity Completed FY 12-13					
				2012					
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	July	Aug	Sept	Oct	Nov	Dec
Registrants	Newly enrolled, individual Hayward Paratransit riders.	Registrants	Number of registrants: Goal - 22	16	14	21	27	33	20
City-based Door-to-Door	Pre-scheduled, accessible, door-to-door service provided by the City of Hayward through MV Transportation.	Hayward Paratransit Door-to-Door Program.	Trips: Goal - 416	246	289	257	261	158	157
Group Trips	Round-trip, accessible van rides for pre-planned outings or to attend specific events. Trips usually originate from senior centers or care facilities.	Hayward Paratransit Group Trips Program	Trips: Goal - 500	470	326	480	558	450	346
Group Trips	Accessible vans provided by Alzheimer's Services of the East Bay for day program clients.	Alzheimer's Services of the East Bay (ASEB)	OW Trips: Goal - 508	320	359	477	416	542	607
Taxi Program	Subsidized, same day, accessible transportation service operated throughout Central County.	Hayward Paratransit Taxi Program	Trips: Goal - 333	n/a	n/a	n/a	42	292	345
TRIP PROGRAM TOTALS				1,052	988	1235	1,304	1,475	1,475
Mobility Mngmt/Travel Training	Para- and public transportation training to Hayward seniors and people with disabilities.	Hayward Paratransit Travel Training	Trainings or individuals trained: Goal - 508	n/a	n/a	n/a	18	14	10
Meal Delivery (no new programs)	Home delivered meal service operated by SOS Meals on Wheels to Hayward seniors who are unable to travel to congregate meal sites.	SOS Meals on Wheels	Meals Delivered: Goal - 2083	3,024	3,072	2,968	2,912	2,676	2,759
Management/Overhead	Program oversight, planning, budgeting, participation in regional/countywide meetings.	Hayward Paratransit	n/a						
Customer Service and Outreach	Activities associated with educating consumers about services that are available to them through Paratransit.	Hayward Paratransit	n/a						

Totals

Hayward Monthly Report I

Service3				Fare Revenue									
	2013		FY12-13 Total	2012						2013			
Service/Program Type <i>Drop-down Menu (See comment for descriptions)</i>	Jan	Feb	TOTAL	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	July	Aug
Registrants	28	23	182										
City-based Door-to-Door	211	241	1,820	960	1,070	835	1,017	881	708	743	864	15,237	15,266
Group Trips	350	196	3,176	-	-							5,022	4,678
Group Trips	635	510	3,866									6,250	6,250
Taxi Program	396		1,075										
TRIP PROGRAM TOTALS	1,620	970	10,119	960	1,070	835	1,017	881	708	743	864	26,509	26,194
Mobility Mngmt/Travel Training	11	15	68									3,561	3,855
Meal Delivery (no new programs)	3,208	2,881	23,500									2,041	2,041
Management/Overhead													
Customer Service and Outreach													
Totals													

Hayward Monthly Report I

Service	Total Cost (do not deduct fare revenue income)							
	2012				2013			FY12-13 Total
Service/Program Type <i>Drop-down Menu (See comment for descriptions)</i>	Sept	Oct	Nov	Dec	Jan	Feb	June	TOTAL
Registrants								-
City-based Door-to-Door	11,340	12,359	7,825	7,195	9,315	11,082		89,619
Group Trips	5,436	6,790	4,340	4,753	3,066	2,424		36,509
Group Trips	6,250	6,250	6,250	6,250	6,250	6,250		50,000
Taxi Program								-
TRIP PROGRAM TOTALS	23,026	25,399	18,415	18,198	18,631	19,756	-	176,127
Mobility Mngmt/Travel Training	3,202	3,393	3,561	3,590	3,758	3,615		28,535
Meal Delivery (no new programs)	2,041	2,041	2,041	2,041	2,041	2,041		16,328
Management/Overhead								-
Customer Service and Outreach								-

Totals

Total Cost 220,990
Funds Available start of FY 12-13 \$1,239,422

Hayward Monthly Report I

Service	Notes
Service/Program Type <i>Drop-down Menu (See comment for descriptions)</i>	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
Registrants	Enrollment is 105% of the target goal of 22 per month. Awareness and enrollment among SNF clients is increasing, and the SNF staff have played a role in encouraging enrollment of new clients.
City-based Door-to-Door	A total of 241 round trips were provided to individual riders (58% of goal). The number of door-to-door clients is holding steady, and there has not been a marked drop due to taxi. The MV Contract is out for signature - when the contract is executed, the program will work towards the D2D program goals. There has been major staff turnover at MV resulting in some miscommunication. Working with MV to resolve.
Group Trips	12 service providers offered 14 group trips with 196 rides in February (39% of goal). A number SNF's reported outbreaks of illness in February, resulting in the cancellation of a number of standing order rides.
Group Trips	Ridership in November was 100% of goal. ASEB continues to market and promote its programs to families in need of their services in FY 12-13.
Taxi Program	Hayward Taxi Ridership continues to increase, and as of January the program has exceeded its goal of 333 rides per month (396 rides attained =118% of goal).
TRIP PROGRAM TOTALS	
Mobility Mngmt/Travel Training	The CRIL Travel Trainer conducted two excursions for a new market of young adults with developmental disabilities this month. The trips were successful and resulted in new enrollments for the Hayward Paratransit Program.
Meal Delivery (no new programs)	Meals are 138% of goal for the month of February. Meals on Wheels continues to add seniors to the program, however saw a reduction in the number of meals delivered in December due to the holidays.
Management/Overhead	N/A
Customer Service and Outreach	The Hayward Paratransit Committee (PAC) reconvened in February 2013. The group reviewed and approved the 2013-14 program plan and the request for GAP Cycle 5 funding for taxi. The group also approved implementing a charge for taxi vouchers in the upcoming months. The goal is to demonstrate the taxi projects sustainability longterm.

Totals

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

WHEELS Accessible Advisory Committee

Meeting

DATE: Thursday, January 2, 2013

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

TIME: 3:30 p.m.

1. Call to Order

The Chair Carmen Rivera-Hendrickson called the meeting to order at 3:32 pm.

Members present:

Herb Hastings	Alameda County
Sue Tuite	City of Dublin
Shawn Costello	City of Dublin - Alternate
Russ Riley	City of Livermore
Carmen Rivera-Hendrickson	City of Pleasanton
Claire Iglesias	City of Pleasanton – Alternate
Pam Deaton	Social Services

Staff Present:

Paul Matsuoka	LAVTA
Sylvia Cox	LAVTA
Kadri Kulm	LAVTA
John Hayes	ALC
Greg Cain	MV Transportation

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 December 5, 2012 Meeting of the Committee

Minutes Approved. (Hastings/Deaton)

4. Dial-A-Ride Scholarship Program

Staff explained how Dial-A-Ride Scholarship program works and the committee members asked questions they had about the program. Staff informed the committee of LAVTA's intent to re-apply for Measure B GAP grant funds to be able to continue offering the program after the current grant cycle ends on June 30, 2013.

5. Bus Stops ADA Accessibility Improvements Update

Staff explained the system LAVTA has in place for bus stop improvements. LAVTA applies for grants for bus stop improvements and when the funds become available staff, with the help of WAAC members, goes through the bus stop prioritization exercise for improvements.

6. Electronic Submission of Materials

As more and more organizations are moving toward electronic submission of materials staff proposed electronic submission of WAAC materials for members who have access to computers and internet. Currently the WAAC packets are hand delivered to committee members by the members of MV staff, but the electronic submission would save paper, time and effort. All WAAC members present at the meeting opted for electronic submission of WAAC materials. Staff will follow up with members who were not present.

7. Dial-A-Ride ADA Policies Update and Consolidation

WAAC members reviewed and provided their comments for the updated and consolidated Dial-A-Ride policies document. Over the past several years, the Board has considered and adopted various aspects of ADA policy. While the breadth of policy is quite good, the various policies were in several Resolutions. Also, in 2011, FTA published revised ADA policies requiring revision to conform to the new federal policies. IN response to these factors, all adopted policies were consolidated into one comprehensive document, making the whole more understandable to staff, our contractor, and the public.

WAAC members provided valuable input on aspects that were changed in the policy to improve Dial-A-Ride service. These areas include Driver and Rider Code of Conduct, standing orders during holidays, late cancellations and no-shows, and Do Not Leave Alone policy. After much discussion and suggestions, the WAAC voted to recommend that the Board adopt the new ADA policies.

Approved with changes. (Costello/Riley)

8. Operational Issues – Suggestions for Changes

WAAC members discussed the Operational Issues Log from previous meetings and ridership trends.

13. Adjourn

The meeting was adjourned at 5:35 pm.

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ATTACHMENT 11
Transit Correspondence

The DOT Issues Q&A for Guidance on Update to Wheelchair Rules

The Department of Transportation (DOT) is providing guidance to the transit industry to deal with oversized and overweight wheelchairs. The Q&A posted on the FTA website under the DOT Disability Law Guidance is entitled "Questions and Answers Concerning Wheelchairs and Bus and Rail Service." The documents reflects the current ADA regulations, updated in 2011, requiring transit providers to carry occupied wheelchairs of any size or weight in which the agency's list and vehicles can physically and safely accommodate. Previous ADA rules were considered to allow exclusion of mobility devices larger or heavier than "common wheelchairs," which were defined as wheelchairs up to 30 by 48 inches in size and 600 pounds in weight when occupied. The term "common wheelchair" was dropped in the rules update. The DOT states that transit operators cannot limit use of a lift to 600 pounds on the basis of a test required by the National Highway Traffic Safety Administration if the manufacturer states that the design load is higher.

The DOT also issued a warning on seat belts stating that seat belt and shoulder harnesses shall not be used "in lieu of securing the wheelchair itself." Under the nondiscrimination provisions in Section 37.5 of the DOT ADA regulations, transit operators are not permitted to mandate seat belt use by wheelchair users unless seat belt use is mandated of all passengers.

Guidance Emphasizes Access for Big or Heavy Wheelchairs

Some new materials in the "Questions and Answers Concerning Wheelchairs and Bus and Rail Service," include the following:

Some wheelchairs weigh more than 600 pounds when occupied, and the design load of the lifts on our vehicles is 800 pounds. Is a transportation operator required to carry these wheelchairs?

Yes. Operators must carry an occupied wheelchair if the lift and vehicle can physically accommodate them. If a lift has the minimum design load of 600 there is no requirement for an agency to transport a heavier occupied device. An operator may deny transportation if carrying the occupied wheelchair would be inconsistent with legitimate safety requirements (i.e. the wheelchair is so large it would block an aisle or interfere with the safe evacuation of passengers).

For more information, please visit:

<http://webcache.googleusercontent.com/search?q=cache:gAWn2ZaOJg8J:www.fra.dot.gov/Elib/Document/3046+&cd=1&hl=en&ct=clnk&gl=us>

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Mobility Management: Connecting People to Transportation Services



Introduction

Communities across the country have a variety of transportation systems, from light rail to vanpools, which serve audiences with varied needs. From children taking yellow buses to get to school to a professional taking paratransit to get to work, individuals depend on the transportation that works for them to get to where they need to go. To be able to maximize efficiency and become more livable for all, communities must try to coordinate their transit services and make sure that people are aware of their mobility options.

As defined by United We Ride, mobility management is a strategic approach to service coordination and customer service which enhances the ease of use and accessibility of transportation networks (www.unitedweride.gov). Easter Seals Project ACTION supports person-directed mobility management as an innovative approach for furthering accessible transportation, and this *Update* information brief contains information and resources on mobility management to help communities considering beginning or expanding a mobility management program or position.

Numbers of Interest

ESPA is committed to expanding the participation of human services organizations in mobility management and we learned that these organizations themselves are interested in increased involvement. In a 2012 ESPA survey of human service organizations:

- Almost 60% of respondents were interested in becoming more involved in national mobility management activities.
- 66.7% indicated that the "lack of information about how to be involved in mobility management" was a barrier to engaging in mobility management work, followed by "lack of opportunity and unaware of mobility management" at 58.3%.

For information on ESPA's National Strategic Plan for Human Services Person-Directed Mobility Management, visit www.projectaction.org/Initiatives/MobilityManagement.aspx.

ADA Awareness

Mobility management positions can be funded by transportation or human services organizations, although many communities use federal money to support the role. In any case, mobility managers must know the implications of the Americans with Disabilities Act on transportation and coordination services in part to:

- (1) understand the requirements for public transit;
- (2) assist riders with identifying barriers regarding accessible transportation;
- (3) communicate with transit, human services, and riders about their rights and responsibilities; and
- (4) connect riders, human services and transit to support coordinated accessible transportation.

In general, mobility managers should know that public transportation is covered under Title II Part B of the ADA and private transportation is covered under Title III. Elements of transportation that Title II covers include: fixed-route bus service, ADA-complementary paratransit, demand response systems, rail, and new public transit facilities and alteration of existing facilities. The U.S. Department of Transportation releases regulations and the U.S. Access Board produces design standards for vehicles and facilities, which become regulatory standards when adopted into law by U.S. DOT.

What has happened at the meetings [with other agencies] I have attended is that the mind melt proved that great minds really do think alike and that many of us were duplicating the same efforts. Coming together and cooperating can save every one time and money. – *Member of the Mobility Management Independent Living (MMILC) Online Community Member*

Innovative Practices

Mobility managers understand the transportation-related resources within a community and can work to fit the specific needs of individuals across diverse areas, from communities with rapidly aging populations to rural regions with few resources. Following are examples of areas that have developed mobility management services and positions to fit their communities' needs.

Massachusetts

The Massachusetts Executive Office of Health and Human Services, Human Services Transportation Office provides an infrastructure for mobility managers, across the Commonwealth, to share ideas. Mobility managers in the state formed a community where they can learn about innovative

practices, brainstorm on addressing challenges and exchange resources to improve practice. The community is especially helpful as resources to support mobility management change and communities explore innovative strategies to further the mobility management efforts.

As Tanya Ryden, the mobility policy and outreach director, explained, "It is so valuable for mobility managers from across the state to come together to share ideas, brainstorm problems and support each other. We host semiannual statewide coordination team meetings and other specific interest group networking opportunities. People always comment how they come away re-energized to be part of a larger community of practitioners."

Purchase Area, Kentucky

Mobility management and coordination can also help to link regions that have fewer resources and connect their existing transit services. In a more rural part of the country, the Purchase area of Kentucky has different challenges, such as the need to expand services in sparsely populated areas with existing resources. As of the 2000 Census, 193,495 people lived in the area covering 2,569 miles.

In 2010, the Purchase Area Travel Management Coordination Center opened in Paducah, Kentucky to better integrate information and support transit services. Four Paducah area transit agencies—Paducah Area Transit System, Murray Calloway Transit, Fulton County Transit and Easter Seals West Kentucky—came together to form the Purchase Area Regional Transit System which operates TMCC.

The center was one site selected for the demonstration phase of a project of the Mobility Services for All Americans Initiative, a part of the U.S. DOT's Intelligent Transportation Systems Program (www.its.dot.gov/msaa/).

Accessible Community Transportation In Our Nation

One goal of MSAA was to show the concept of a TMCC which is the “integrated point of access for information and support to meet transportation and human services needs.” For more information on PART, visit <http://www.ridepart.com/aboutpart.htm>.



Wichita Transit and the Hispanic Elder Transportation Alliance are working together to improve access for seniors in the community.

Wichita, Kansas

One specific challenge in connecting people to transportation services that fit their needs can be language; immigrant populations and others who may not speak English may be unaware of their options due to problems with communication or lack of information. La Familia Senior/Community Center, the Wichita Area Metropolitan Planning Organization and Paratransit Council, Inc. applied and received a grant from the National Center on Senior Transportation in 2011 to improve access to public transportation for Hispanic elders. The target population was Hispanic elders residing in Sedgwick County, Kansas, 4% of the 60+ population.

Through the NCST grant, the Central Plains Area Agency on Aging (CPAAA) created a stakeholder group, the Hispanic Elder Transportation Access (HETA) Alliance, which recommended hiring a Hispanic mobility management. La Familia Senior/Community Center then received funding from Wichita Transit and, in 2013, hired a bilingual mobility manager to provide information, assistance, outreach, and education on local transportation options to the Hispanic community. According to Valerhy Powers, director of transportation and physical disabilities for CPAAA, the community plans to translate transportation information materials into Spanish and launch a bilingual volunteer escort program.

Conclusion

Mobility management continues to evolve and expand its reach across the nation. Even with increasingly tight resources, communities can find ways to better coordinate transportation services and keep their cities and towns moving. Turn the page for resources on how you can develop mobility management services in your area.

For questions regarding Easter Seals work on mobility management, please contact Judy Shanley, director of mobility management and student engagement, at 800-659-6428 or jshanley@easterseals.com.

Both mobility management and coordination address the same problem, which is that transportation options are decentralized and fragmented...the mobility manager is working with riders, helping them navigate the options available to them to find rides. Coordination involves working with the transportation providers and service providers to change the way they provide transportation.
— MMILC Online Community Member

ESPA Resources

The following resources may be downloaded or accessed for free at www.projectaction.org.

The Participation of Human Services Organizations in Mobility Management: Results of a Rapid Response Survey to Human Services Organizations and United We Ride Ambassadors

- Prepared for ESPA by the Institute for Community Inclusion at the University of Massachusetts, Boston, this report details the results of the ESPA Mobility Management Rapid Response Study in which ESPA sought to understand the participation of human services organizations in mobility management.

Webinar on Connecting Centers for Independent Living and Mobility Managers for Accessible Transportation

- View the presentation and transcript from this February 2012 webinar available online at www.projectaction.org.

Mobility Management Independent Living Program Online Community

- Join this online community to connect with independent living centers, statewide independent living councils, and mobility management professionals. Discuss strategies, share resources and learn models of success.

Lessons Learned from the Mobility Management Independent Living Coaches Program and Mobility Management Outreach Activities

- ESPA and its' partners, the Association of Programs for Rural Independent Living and the National Council on Independent Living, compiled this report to share an overview of the two-year Mobility Management Independent Living Coaches (MMILC) program, offer a syntheses of lessons learned and provide recommendations for future work around mobility management.

Building Relationships Between Mobility Managers and Centers for Independent Living

- This information brief contains a compilation of the strategies and activities used in the MMILC program by representatives from centers for independent living, or IL coaches, to inform mobility managers and other transportation professionals about disability issues.

Scaling-Up Models that Connect Centers for Independent Living and Mobility Managers

- This initial impact evaluation of the MMILC program identifies the change in level of collaboration between the independent living and mobility management communities. Information obtained through this assessment is useful not only for ESPA but also for centers for independent living and transit professionals.

The Partnership for Mobility Management

- PFMM is a joint effort of national organizations, including Easter Seals, that work with national, local, state and regional leaders and organizations to realize the possibilities of improving transportation options for all Americans wherever they live and to assist those especially in need of alternative transportation options.

About Easter Seals Project ACTION

Easter Seals Project ACTION is funded through a cooperative agreement with the U.S. Department of Transportation, Federal Transit Administration, and is administered by Easter Seals, Inc. This document is disseminated by ESPA in the interest of information exchange. Neither Easter Seals nor the U.S. DOT, FTA assumes liability for its contents or use.

About the Update

ESPA publishes the *Update* quarterly on special topics of interest. Sign up to receive the *Update* through ESPA's *Extra* e-newsletter at www.projectaction.org.





MEMORANDUM

To: Paratransit Advisory and Planning Committee

From: Paratransit Coordination Team

Date: April 19, 2013

Subject: Gap Grant Cycle 5 Funding Recommendation

Recommendation

PAPCO is recommended to approve the Gap Grant Review Subcommittee's recommendation to the Alameda CTC Commission for Cycle 5 funding in the amount of \$2,150,644.

Background

On March 4, 2013, the Alameda CTC received 17 applications for Gap Grant Cycle 5 funding. The total Measure B paratransit discretionary funds requested totaled \$3,472,744. See Table 1 for a list of applications received.

Seven PAPCO members were appointed to the Gap Grant Review Subcommittee. They were:

- Sylvia Stadmire, PAPCO Chair, representing Alameda County Supervisor Wilma Chan, D-3
- Will Scott, PAPCO Vice Chair, representing Alameda County Supervisor Keith Carson, D-5
- Joyce Jacobson, representing City of Emeryville
- Sandra Johnson Simon, representing BART
- Sharon Powers, representing City of Fremont
- Carmen Rivera-Hendrickson, representing City of Pleasanton
- Hale Zukas, representing A.C. Transit

Unfortunately Ms. Powers was unable to serve due to extenuating circumstances. All other members scored applications and participated in

subcommittee meetings. Additionally, applications were scored by four staff members. They were:

- John Hemiup, Project Manager, Alameda CTC
- John Nguyen, Alameda CTC
- Naomi Armenta, Paratransit Coordinator
- Cathleen Sullivan, Nelson\Nygaard, Paratransit Coordination Team

Gap Grant Cycle 5 is primarily focused on supporting mobility management types of activities that improve consumers' ability to access services and/or improve coordination between programs. Projects/programs that do not fit a traditional trip-provision model and that are multi-jurisdictional in scope (e.g. countywide, cross-planning area, or cross-city) were prioritized in evaluating applications. All applications were scored using a detailed Scoring Guidance to assign point values for seven approved evaluation criteria. The criteria were: Gap Closure/Needs and Benefits; Cost Effectiveness/Efficiency; Applicant Experience/Qualifications; Demand; Implementation Readiness; Innovation; and Leveraging Outside Funds.

The Gap Grant Review Subcommittee met three times. The first meeting was March 15, 2013. At this meeting, members determined appropriate recusals for scoring.

- Sylvia Stadmire – City of Oakland/Department of Human Services, Taxi-Up & Go Project
- Joyce Jacobson – City of Emeryville, 8-To-Go: A Demand Response, Door to Door Shuttle
- Carmen Rivera-Hendrickson – Livermore Amador Valley Transit Authority, Wheels Para-taxi and Paratransit Scholarship Program
- Sharon Powers – City of Fremont/Human Services Department, Tri-City Mobility Management and Travel Training Program, Volunteer Driver Programs, Tri-City Taxi Voucher Program (in absentia)

Members then discussed initial scoring results and impressions of the applications. Members then listed questions requiring follow-up from the applicants. All applicants received a minimum of one question: The Alameda CTC received applications requesting almost twice the available funding. As a result, we are asking all applicants: Could the applicant still implement part of their proposed program/project if awarded partial funding? Questions were forwarded to applicants on March 18, 2013 and responses were requested by March 22, 2013. All applicants responded.

The Gap Grant Review Subcommittee met for the second time on March 27, 2013. At this meeting members reviewed the answers provided by applicants. Members also reviewed a number of analytical tools, including average scores of all reviewers, average rankings of all reviewers, score divided by cost, and geographic “rank” (how an application ranked compared to other applications from the same planning area). Some reviewers amended their scores based on the additional information provided by applicants.

Throughout the review process, members were also kept apprised of relevant funding processes, including the FTA 5310 funding process (which affected 2 applicants), and the Measure B Pass-Through funding program plan review (which affected 12 applicants).

The Gap Grant Review Subcommittee met for a third and final time on April 12, 2013. Members reviewed analytical tools again, as scores had been finalized. Using overall average rank (1-17) as a starting point, members began to determine potential funding allocations. It quickly became apparent that with full funding, only the top six grants could be funded. The committee then began proposing partial funding for some grants based on a number of factors: their answer to follow-up Question 1 (“Could the applicant still implement part of their proposed program/project if awarded partial funding?”), external sources of funding, prior Gap grant history, and program and geographic parity. This allowed the subcommittee to fund the top nine grants.

Staff informed the committee that approximately \$200,000 in unspent Coordination and Mobility Management Planning (CMMP) gap funds remained. The committee assigned those funds to the grants ranked ten and eleven, which also met the intent of CMMP funds, and were also original CMMP Pilots. The CMMP process determined that three types of programs filled identified gaps in the county: 1. Volunteer Driver programs (which provide door-through-door assistance for the most fragile and vulnerable senior populations), 2. Taxi programs (which provide same day service), and 3. Mobility Management and Travel Training (which provide needed education and orientation to mobility options allowing more people to use lower cost fixed route transit and enabling people to better select the most appropriate mode for each trip).

The final stage of evaluation was consideration of geographic equity, another approved factor for Gap Grant evaluation. As a result of this stage of review,

subcommittee members asked staff to determine if further gap funding could be identified to fund the twelfth ranked grant.

The subcommittee concluded with a unanimous motion to fund the grants ranked one through eleven, and twelve if possible. (The motion was made by Carmen Rivera-Hendrickson, seconded by Sandra Johnson Simon).

Alameda CTC staff confirmed that funding could be established to fund the twelfth ranked grant at the reduced program level that the applicant confirmed as acceptable.

Table 1 lists funding recommendations including partial funding recommendations and applicable notes. Table 2 lists geographic data related to the recommendation.

Table 1.

AVG RANK	ID #	Sponsor	Program/Project Title	Funds Requested	Total Program/ Project Cost	Recommended Funding	Notes
1	13	Alzheimer's Services of the East Bay	Special Transportation Services for Individuals with Dementia	\$300,000	\$837,318	\$200,000	Ranked in top third. Subcommittee recommended partial funding. Reduction is based on ASEB already receiving \$75,000 from Measure B pass-through funding, the small number of consumers served, and overall funding limitations.
2	5	Center for Independent Living, Inc.	Mobility Matters Project	\$500,000	\$833,560	\$350,000	Ranked in top third. Subcommittee recommended partial funding. Reduction is based on one partner already receiving \$70,000 in Measure B pass-through funding , another partner receiving \$272,000 from another grant, potential for funding from outside sources (e.g. New Freedom), and overall funding limitations.
3	10	Bay Area Outreach & Recreation Program	Accessible Group Trip Transportation for Youth and Adults with Disabilities	\$272,000	\$340,200	\$272,000	Ranked in top third. Subcommittee recommended full funding. Program is Countywide and fills a gap that is not met by any other programs in the county.
4	3	City of Fremont/Human Services Department	Tri-City Mobility Management and Travel Training Program	\$233,982	\$269,982	\$200,000	Ranked in top third. Subcommittee recommended partial funding. Reduction is based on the fact that all Tri-City grants are recommended for funding and overall funding limitations.
5	8	Senior Support Program of The Tri Valley	Volunteer Assisted Senior Transportation Program	\$150,000	\$165,000	\$150,000	Ranked in top third. Subcommittee recommended full funding.
6	17	City of Pleasanton	Downtown Route Shuttle (DTR)	\$85,544	\$105,777	\$85,544	Ranked in top third. Subcommittee recommended full funding. Program has already made significant cuts in service to reduce costs and increase shuttle utilization; applicant indicated that program would be discontinued without full requested grant amount.
7	9	City of Fremont/Human Services Department	Tri-City Volunteer Driver Programs	\$285,626	\$285,626	\$200,000	Ranked in middle third. Subcommittee recommended partial funding. Reduction is based on the fact that all Tri-City grants are recommended for funding and overall funding limitations.
8	16	City of Fremont/Human Services Department	Tri-City Taxi Voucher Program	\$228,188	\$228,188	\$200,000	Ranked in middle third. Subcommittee recommended partial funding. Reduction is based on the fact that all Tri-City grants are recommended for funding and overall funding limitations.
9	12	City of Emeryville	8-To-Go: A Demand Response, Door to Door Shuttle	\$106,000	\$186,200	\$106,000	Ranked in middle third. Subcommittee recommended full funding. Program/project demonstrates mobility management and cannot reasonably be implemented without full funding. This two-year gap grant also fills a funding gap to transition program to full city funding in the future.

AVG RANK	ID #	Sponsor	Program/Project Title	Funds Requested	Total Program/ Project Cost	Recommended Funding	Notes
10	6	Senior Helpline Services	Rides for Seniors	\$220,000	\$231,580	\$150,000	Ranked in middle third. Subcommittee recommended partial funding. Reduction is based on funding only the North County component of the project in order to ensure program is fully established and successful in one part of the county before expanding. Also based on overall funding limitations. Funding will be provided through remaining CMMP funds, which is appropriate as this was a CMMP Pilot.
11	15	Central County Taxi Program / City of Hayward	Central County Taxi Program	\$52,100	\$144,500	\$52,100	Ranked in middle third. Subcommittee recommended full funding. Funding will be provided through remaining CMMP funds, which is appropriate as this was a CMMP Pilot.
12	2	City of Oakland/Department of Human Services	Taxi-Up & Go Project	\$248,468	\$248,468	\$185,000	Ranked in middle third. Subcommittee recommended partial funding. Program illustrates robust coordination with social service providers. Reduction is based on the overall funding limitations.
13	4	Lions Center for the Blind	Tech-to-Trek Travel Training for the Blind and Visually Impaired	\$180,474	\$190,474	\$0	Ranked in bottom third. Subcommittee did not recommend funding. Subcommittee hopes that there may be opportunities for coordination with funded programs/projects.
14	14	Livermore Amador Valley Transit Authority	Wheels Para-taxi	\$60,000	\$75,000	\$0	Ranked in bottom third. Subcommittee did not recommend funding. Subcommittee hopes that other external sources of funding will allow applicant to continue program on reduced scale.
15	11	Bay Area Community Services (BACS)	BACS Senior Shopping Shuttle and Group Trip Program	\$225,362	\$237,532	\$0	Ranked in bottom third. Subcommittee did not recommend funding.
16	1	Livermore Amador Valley Transit Authority	Paratransit Scholarship Program	\$25,000	\$26,250	\$0	Ranked in bottom third. Subcommittee did not recommend funding. Subcommittee hopes that other sources of funding will allow applicant to continue program on reduced scale.
17	7	Allen Temple Health & Social Services Ministries	I'll Take You There Rides	\$300,000	\$315,000	\$0	Ranked in bottom third. Subcommittee did not recommend funding. Subcommittee hopes that there may be opportunities for coordination with funded programs/projects.
TOTALS				\$3,472,744	\$4,720,655	\$2,150,644	
					CMMP	\$202,100	
					TOTAL without CMMP	\$1,948,544	

Table 2.

	Funding Recommended by Planning Area*		Funding Recommended by Planning Area (Countywide distributed**)		Planning Area Portion of Pass- Through Funding Formula
Countywide	\$622,000.00	28.9%			
North	\$553,000.00	25.7%	\$870,220.00	40.5%	51%
Central	\$104,100.00	4.8%	\$ 253,380.00	11.8%	24%
South	\$636,000.00	29.6%	\$ 735,520.00	34.2%	16%
East	\$235,544.00	11.0%	\$ 291,524.00	13.6%	9%
Totals	\$2,150,644.00	100.0%	\$2,150,644.00	100.0%	

* Includes appropriate portion of Alzheimer Services of the East Bay grant which covers three planning areas (North, Central, and South).

** Assumes Countywide program split into Planning Area components based on pass-through formula percentages.

Fiscal Impacts \$2,150,644 of Special Transportation for Seniors and People with Disabilities Measure B discretionary Gap Grant funds be allocated to the first through twelfth ranked Cycle 5 Gap Grant applicants