

## **Attention!!!**

Please note that the May 20, 2013 PAPCO meeting will be from 1 to 3:30 p.m. at 1333 Broadway, Suite 300. **This meeting will be the third Monday of the month, rather than the fourth, due to Memorial Day.** 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, May 20, 2013, 1 to 3:30 p.m.

### Meeting outcomes:

- Review and approve PAPCO Bylaws
- Receive Coordinated Funding/One Bay Area Grant Program update
- Receive 2013 Annual Mobility Workshop update

### 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 April 22, 2013 Minutes

Sylvia Stadmire

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03A Joint PAPCO/TAC Meeting Minutes 042213.pdf –  
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### 1:20 – 2:10 p.m. 4. Review and Approval of PAPCO Bylaws

Staff

*In lieu of a separate subcommittee, the entire Committee will have the opportunity to review the PAPCO Bylaws and approve any proposed amendments.*

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### 2:10 – 2:30 p.m. 5. Coordinated Funding/One Bay Area Grant Program Update

Staff

*The Committee will receive an update on the One Bay Area Grant Program.*

### 2:30 – 2:50 p.m. 6. Annual Mobility Workshop Update

Staff

*The Committee will receive an update on the Annual Mobility Workshop planned for July 1, 2013.*

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- 2:50 – 3:05 p.m. **7. Member Reports on PAPCO Mission, Roles, and Responsibilities Implementation** |  
PAPCO  
*07 PAPCO Calendar of Events.pdf* – Page 25  
*07A PAPCO Workplan.pdf* – Page 27  
*07B PAPCO Appointments.pdf* – Page 31
- 3:05 – 3:15 p.m. **8. Committee Reports** |  
Rev. Carolyn Orr A. East Bay Paratransit Service Review Advisory  
and Harriette Committee (SRAC)  
Saunders B. Citizens Watchdog Committee (CWC)
- 9. Mandated Program and Policy Reports**  
*09 Hayward Monthly Report Date TBD.pdf* – Handout  
*09A SRAC Minutes 030513.pdf* – Page 33
- 3:15 – 3:30 p.m. **10. Information Items** |  
Staff A. Mobility Management  
*10A Coordinated Plan Executive Summary.pdf* – Page 37  
B. Outreach Update  
C. Other Staff Updates
- 11. Draft Agenda Items for June 24, 2013 PAPCO Meeting** |  
A. Elect Officers for FY 13/14 (Chair, Vice Chair, SRAC, CWC)  
B. 2013 Annual Mobility Workshop Update
- 3:30 p.m. **12. Adjournment**

Key: A – Action Item; I – Information/Discussion Item; full packet available at [www.alamedactc.org](http://www.alamedactc.org)

**Next PAPCO Meeting:**

Date: June 24, 2013

Time: 1 to 3:30 p.m.

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

**Staff Liaisons:**

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

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

**Location Information:** Alameda CTC is located in Downtown Oakland at the intersection of 14<sup>th</sup> Street and Broadway. The office is just a few steps away from the City Center/12<sup>th</sup> Street BART station. Bicycle parking is available inside the building, and in electronic lockers at 14<sup>th</sup> and Broadway near Frank Ogawa Plaza (requires purchase of key card from [bikelink.org](http://bikelink.org)). There is garage parking for autos and bicycles in the City Center Garage (enter on 14<sup>th</sup> 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, April 22, 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>A</u> Rev. Carolyn Orr	<u>P</u> Esther Waltz
<u>P</u> Shawn Costello	<u>P</u> Suzanne Ort	<u>P</u> Hale Zukas
<u>A</u> Herb Hastings	<u>P</u> Sharon Powers	
<u>P</u> Joyce Jacobson	<u>P</u> Vanessa Proee	

### Staff:

<u>P</u> Matt Todd, Principal Transportation Engineer	<u>P</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>A</u> Margaret Strubel, Acumen Building Enterprise, Inc.
<u>P</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, Bay Area Outreach and Recreational Program; Michelle Silva, City of San Leandro; Kadri Klm, Livermore Amador Valley Transit Authority; Shawn Fong, City of Fremont; Marisa Hackett, City of Fremont; Margaret Walker, Paratransit consumer; Macheryl Franklin, Paratransit consumer

## **2. Public Comments**

There were no public comments.

## **3. Approval of March 25, 2013 Meeting Minutes**

*Jonah Markowitz moved to approve the March 25, 2013 PAPCO meeting minutes. Shawn Costello seconded the motion. The motion carried unanimously (18-0).*

## **4. Base Program Recommendation**

Naomi Armenta gave an overview of the base program recommendations. She noted that all programs were recommended for funding, and conditional funding was recommended for the City of San Leandro based on a clarification on the taxi program. The City of San Leandro's staff explained in a follow-up their taxi program permits the pickup of individuals outside of the city limits. However, San Leandro encourages all program users to check in with the taxi company directly to ensure that there are taxi drivers available for pickup at the requested time.

Naomi noted as part of the Gap Grant Cycle 5 program, Alameda CTC programmed about \$50,000 separately for FY 13-14 and FY 14-15 to assist eligible city-based programs deliver critical paratransit services to meet the implementation guidelines. The only applicant was the City of San Leandro's paratransit program. Staff recommended that PAPCO approve the implementation guidelines assistance funding for the City of San Leandro for \$50,000 for FY 13-14. If not given the funding, San Leandro's medical door-to-door transportation service would be discontinued.

Questions and feedback from PAPCO members:

- What will happen to the current users if the medical door-to-door service is discontinued? Naomi responded users will have the option of using the taxi voucher program or the FLEX Shuttle. This will impact about 1,200 rides that San Leandro projected for the next fiscal year, and the program's 300 riders.

*Michelle Rousey moved to approve San Leandro's request for implementation guidelines assistance funding. Jonah Markowitz seconded the motion. The motion carried unanimously (16-0).*



*Jonah Markowitz moved to approve the base program funding recommendation. Shawn Costello seconded the motion. The motion carried unanimously (16-0).*

## **5. Paratransit Gap Grant Cycle 5 Program Recommendation**

Sylvia Stadmire gave a report on the Gap Grant Review Subcommittee. Sylvia noted the subcommittee received 17 applications for review requesting over \$3.5 million in funding. First the subcommittee developed questions for the grant applicants to clarify the proposed programs' scopes and whether an applicant could implement their programs with only partial funding. All applicants submitted responses and the subcommittee reviewed the information at the second meeting. Through the second and third meetings, the subcommittee finalized their scores and examined geographic data to determine the recommendation.

The Gap Grant Program Cycle 5 recommended recipients are as follows:

- Alzheimer's Services of the East Bay, Special Transportation Services for Individuals with Dementia
- Center for Independent Living, Inc., Mobility Matters Project
- Bay Area Outreach & Recreation Program, Accessible Group Trip Transportation for Youth and Adults with Disabilities
- City of Fremont/Human Services Department, Tri-City Mobility Management and Travel Training Program
- Senior Support Program of the Tri Valley, Volunteer Assisted Senior Transportation Program
- City of Pleasanton, Downtown Route Shuttle (DTR)
- City of Fremont/Human Services Department, Tri-City Volunteer Driver Programs
- City of Fremont/Human Services Department, Tri-City Taxi Voucher Program
- City of Emeryville, 8-To-Go: A Demand Response, Door to Door Shuttle
- Senior Helpline Services, Rides for Seniors
- Central County Taxi Program/City of Hayward, Central County Taxi Program
- City of Oakland/Department of Human Services, Taxi-Up & Go Project

Questions and feedback from PAPCO members:

- Why did some applications not receive funding? The total funding requested through the 17 applications was twice as much as what was

- available. Funding is limited and this grant cycle was fairly competitive. Projects/programs recommended for funding best suited the focus of the Cycle 5 program guideline's criteria of meeting mobility management needs, and serving individuals in multiple planning areas.
- What could applicants have done to improve their application? Staff is open to discussing how applicants can improve their applications for future grant cycles after this current process is finalized.
  - Kadri Klm, LAVTA's Paratransit Coordinator noted their WHEELS Para-taxi service will not be able to operate at its current level of service without Gap Grant funding. LAVTA will be limiting their service at the end of the fiscal year if no other alternative funding source is found.
  - The Tri-City received a lot of funding during this grant cycle.
  - Staff and the review subcommittee members put a lot of time and effort into scoring these applications. The proposed funding recommendations reflect projects and programs that best met the program's criteria, and are distributed fittingly to meet geographic equity in the County.

*Michelle Rousey moved to approve the Gap Grant Cycle 5 funding recommendation. Sandra Johnson Simon seconded the motion. The motion carried unanimously (16-0).*

## **6. Livermore Amador Valley Transit Authority Quarterly Report**

Kadri Klm, Paratransit Coordinator of the Livermore Amador Valley Transit Authority (LAVTA), gave the quarterly report for their agency. She reported that total ridership is approximately 4,000 per month, and on time performance is around 95%.

Kadri reported that the agency has updated their operating policy which included defining late cancellations, updating the timeline for the appeals process as well as updating their sanction policy. LAVTA also created a "Do Not Leave Alone" policy to accommodate individuals who are not able to be dropped off without a receiving individual.

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

Jonah Markowitz requested information on East Bay Paratransit regarding the amount of trips they receive where the passenger is not present.

Sylvia Stadmire did a presentation on transportation with the UC Berkeley Department of Wellness in Millbrae, CA. She is also very pleased with the new

AC Transit buses. She noted they have clear ADA signage, are very clean and are made in California. The fare box is also in a more convenient and efficient location on the bus.

Sandra Johnson-Simon attended the Alzheimer's conference last Saturday at the North Oakland Senior Center. It was well attended.

Shawn Costello had a bad experience on the new AC Transit bus. His foot got caught on the door and his wheelchair did not have traction on the lift. He does not like the design of the new buses.

Michelle Rousey reported that Transform is having a conference in Sacramento in the next couple of days. It is focused on walkable communities.

Will Scott reported that he is on the AC Transit committee and echoed what Shawn mentioned regarding AC Transit's bus design.

Hale Zukas stated that most of the seats on the AC Transit buses are still inaccessible and require you to take two steps to get to them.

## **8. Committee Reports**

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

No report.

### **B. Citizens Watchdog Committee (CWC)**

Harriette Saunders reported that at the last CWC Meeting they discussed the One Bay Area Grant program. The next meeting is on June 10, 2013 at 6:30 p.m.

## **9. Mandated Program and Policy Reports**

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

## **10. Information Items**

### **A. Mobility Management**

Naomi referred to the Easter Seals Project Action (ESPA) attachment in the agenda packet titled, *Mobility Management: Connecting People to Transportation Services*. She noted that United We Ride defines mobility management as a strategic approach to service coordination and customer service which enhances the ease of use and accessibility of transportation networks. ESPA recently conducted surveys and found that 60% of human

service organizations are interested in becoming more involved in national mobility management activities but lack the information and resources.

#### B. 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 – Transit Fair, Pleasanton Senior Center from 10 a.m. to 1 p.m.
- 5/2/13 – 7<sup>th</sup> Annual Senior Health and Wellness Resource Fair, Kenneth C. Aitken Senior and Community Center from 9 a.m. to 1 p.m.
- 5/4/13 – Cinco de Mayo Celebration, Ashland Community Center from 10 a.m. to 1 p.m.
- 5/19/13 – Asian American Heritage Festival/Older American Month Celebration, Hayward City Hall Plaza from 10 a.m. to 5 p.m.
- 6/7/13 – Four Seasons of Health Expo, Fremont Multi-Service Senior Center and Central Park from 9:30 a.m. to 1:30 p.m.
- 6/20/13 – Senior Day at the Alameda County Fair, Alameda County Fairgrounds from 12:00 p.m. to 5:00 p.m.
- 6/27/13 – Senior Day at the Alameda County Fair, Alameda County Fairgrounds from 12:00 p.m. to 5:00 p.m.

#### C. Other Staff Updates

No 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

### **12.Adjournment**

The meeting adjourned at 2:20 p.m.



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

**Monday, April 22, 2013 at 2:30 p.m., 1333 Broadway, Suite 300, Oakland**

Attendance Key (A = Absent, P = Present)

TAC Members:

<u>  A  </u> Beverly Bolden	<u>  A  </u> Drew King	<u>  A  </u> Gail Payne
<u>  P  </u> Dana Bailey	<u>  A  </u> Jackie Krause	<u>  A  </u> Mary Rowlands
<u>  A  </u> Pam Deaton	<u>  P  </u> Kadri Külm	<u>  P  </u> Michelle Silva
<u>  A  </u> Shawn Fong	<u>  P  </u> Kevin Laven	<u>  A  </u> Tammy Siu
<u>  P  </u> Marisa Hackett	<u>  A  </u> Isabelle Leduc	<u>  A  </u> Mia Thibeaux
<u>  A  </u> Brad Helfenberger	<u>  A  </u> Wilson Lee	<u>  A  </u> Laura Timothy
<u>  A  </u> Karen Hemphill	<u>  P  </u> Hakeim McGee	<u>  A  </u> Leah Talley
<u>  P  </u> Kim Huffman	<u>  A  </u> Cindy Montero	<u>  A  </u> Mark Weinstein
	<u>  A  </u> Mallory Nestor	<u>  A  </u> David Zehnder

PAPCO Members:

<u>  P  </u> Sylvia 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>  A  </u> Rev. Carolyn Orr	<u>  P  </u> Hale Zukas
<u>  A  </u> Herb Hastings	<u>  P  </u> Suzanne Ortt	
<u>  P  </u> Joyce Jacobson	<u>  P  </u> Sharon Powers	
	<u>  A  </u> Vanessa Proee	

Staff:

<u>  P  </u> Matt Todd, Principal Transportation Engineer	<u>  P  </u> Cathleen Sullivan, Nelson/Nygaard
<u>  P  </u> John Hemiup, Senior Transportation Engineer	<u>  P  </u> Krystle Pasco, Acumen Building Enterprise, Inc.
<u>  P  </u> Naomi Armenta, Paratransit Coordinator	<u>  A  </u> Margaret Strubel, Acumen Building Enterprise, Inc.

P   John Nguyen, Hatch Mott  
MacDonald

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### **1. Welcome and Introductions**

Paratransit Coordinator Naomi Armenta called the meeting to order at 2:30 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, Bay Area Outreach and Recreational Program ; Margaret Walker, Paratransit consumer; Macheryl Franklin, Paratransit consumer

### **2. Public Comment**

There were no public comments.

### **3. Joint Discussion**

Naomi introduced the topic for the Joint Discussion. She noted that at the last TAC meeting, members discussed coordination and communication with PAPCO and our efforts around mobility management. The TAC members wanted to use the Joint meetings as an opportunity to have a “working” session on a different topic each meeting. This meeting they wanted to talk about how to better improve information about the Hospital Discharge Transportation Service and its ridership.

Krystle Pasco went over the basics of the Hospital Discharge Transportation Service including an overview of the program, participating hospitals and user eligibility. She also went over challenges with enrolling new hospitals and encouraging hospital staff to utilize the service more.

Feedback from PAPCO and TAC members:

- A member suggested the creation of an in-service training video or other formats to share information.
- A member recommended increasing education and outreach efforts so more people know about the program.
- A member suggested the hospital staff should be encouraged to share program information at intake.
- A member suggested inviting more facilities to participate such as the

- Children's Hospital of Oakland
- Alameda County Medical Center and its associated hospitals (including John George Medical Center)
- VA Medical Center in Livermore
- A member suggested inviting local Paratransit program managers to participate in annual in service trainings to share information with hospital discharge staff.

#### **4. Discuss Alameda CTC's New Paperless Meeting Packets**

Naomi noted that the Commission discussed a new paperless meeting packet policy at their last meeting. The Commission and the agency as a whole are making an effort to go paperless for our public meetings moving forward; however, the process for the PAPCO meeting packets will stay the same unless otherwise indicated by PAPCO members. Krystle will be checking in with all members on their packet preferences in the following weeks. Wireless internet is also available for members who would like to use it for their electronic devices during the meetings.

#### **5. One Bay Area Grant Program Update**

Matt Todd gave an update on the One Bay Area Grant Program and noted that these funds, approximately \$65 million, are federal funds that are available for Alameda County projects. The Coordinated Funding Program combines these federal funds along with Measure B and VRF funds to be used towards bicycle and pedestrian improvements, and local streets and roads enhancements. Staff received 69 total applications requesting over \$121 million. Staff will provide a more in depth update including a draft list of programs at the next PAPCO meeting. The Commission will review the final list of programs in June and the recommendation will then be forward to MTC.

Questions and feedback from PAPCO and TAC members:

- How much revenue are we generating from the Vehicle Registration Fee? Matt stated in November 2010, Alameda County voters approved a Vehicle Registration Fee of \$10.00 per vehicle. Alameda CTC is currently receiving about \$11 million per year from this fee.
- When is this list of programs due to MTC? The final list of programs is due to MTC by June 30, 2013.

- Will PAPCO have any input on the proposed list of programs? Yes, PAPCO will have an opportunity to provide their comments on this list of programs once it is made public.

#### **6. 2013 Annual Mobility Workshop Update**

Cathleen Sullivan gave an update on the Annual Mobility Workshop that will take place on July 1, 2013. Currently, the workshop will be featuring a paratransit hot topic presentation on accessible parking policies in the City of San Francisco. The workshop will also provide a presentation on dynamic ride sharing and the use of technologies in enhancing mobility for seniors and people with disabilities, and a mobility management panel. Staff is also incorporating a self guided tour of the Ed Roberts Campus facility that will be integrated into the interactive bingo activity during the resource fair.

#### **7. Draft Agenda Items for June 11, 2013 TAC Meeting**

- A. PAPCO Base Program and Gap Grant funding update
- B. Update on HDTS/WSBTS
- C. Community Based Transportation Provider
- D. Technical Exchange - Recurring Items

#### **8. Adjournment**

The meeting adjourned at 3:40 p.m.



## **Bylaws Review Information**

At the PAPCO meeting on May 20, 2013, in lieu of a separate Bylaws Review Subcommittee, the entire Committee will have the opportunity to review the PAPCO Bylaws and approve any proposed amendments. Below is background information to assist you in preparing for the review.

### **Background**

According to Article 8.3 of the current PAPCO Bylaws *“These bylaws will be reviewed annually, and may be amended, repealed or altered, in whole or in part, by a vote taken at a duly-constituted Committee meeting at which a quorum is present.”* Due to the ACTIA/ACCMA merger, all of the community advisory committee Bylaws underwent an extensive review and revision in 2011, and no extensive changes are anticipated.

### **Review Process**

PAPCO will go over the Bylaws at their May meeting. If revisions are suggested, they will be forwarded to staff for the other Alameda CTC Community Advisory Committees. Any further revisions will be presented to PAPCO for action at a later meeting.

### **Responsibilities**

All PAPCO members that are interested in participating in this discussion are asked to review the bylaws in the meeting packet and note any suggested changes.

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# Paratransit Advisory and Planning Committee Bylaws

## Article 1: Definitions

**1.1 Alameda County Transportation Commission (Alameda CTC).** Alameda CTC is a joint powers authority resulting from the merger of the Alameda County Congestion Management Agency ("ACCMA") and the Alameda County Transportation Improvement Authority ("ACTIA"). The 22-member Alameda CTC Commission ("Commission") is comprised of the following representatives:

**1.1.1** All five Alameda County Supervisors.

**1.1.2** Two City of Oakland representatives.

**1.1.3** One representative from each of the other 13 cities in Alameda County.

**1.1.4** A representative from Alameda-Contra Costa Transit District ("AC Transit").

**1.1.5** A representative from San Francisco Bay Area Rapid Transit District ("BART").

**1.2 Alameda County Transportation Improvement Authority (ACTIA).** The governmental agency previously responsible for the implementation of the Measure B half-cent transportation sales tax in Alameda County, as approved by voters in 2000 and implemented in 2002. Alameda CTC has now assumed responsibility for the sales tax.

**1.3 ADA Eligible Person.** A person with disabilities who is eligible for Americans with Disabilities Act (ADA) paratransit services within the legal requirements of the ADA. The general definition of an ADA-eligible individual is a person who is unable, due to disability, to utilize regular fixed-route transit services.

**1.4 Appointing Party.** A person or group designated to appoint committee members.

**1.5 Bicycle and Pedestrian Advisory Committee (BPAC).** The Alameda CTC Committee that reviews all competitive applications submitted to Alameda CTC for the Bicycle and Pedestrian Safety funds, along with the development and updating of the Alameda Countywide Pedestrian and Bicycle Plans. Serving as the countywide BPAC, the Committee also provides input on countywide educational and promotional programs, and other projects of countywide significance.

**1.6 Brown Act.** California's open meeting law, the Ralph M. Brown Act, California Government Code, Sections 54950 *et seq.*

**1.7 Citizens Advisory Committee (CAC).** The Alameda CTC Committee that serves as a liaison group between the Alameda CTC and the members' respective communities. Appointed by the ACTIA Board or the Commission, the CAC keeps the Commission informed of the progress of Measure B programs and projects, and discusses and brings local community transportation concerns to the Commission, as well as provides feedback to members' respective communities.

**1.8 Citizens Watchdog Committee (CWC).** The Alameda CTC Committee of individuals created by the ACTIA Board, as required by Measure B, with the assistance of the League of Women Voters and other citizens groups, and continued by the Commission. The Committee reports directly to the public and is charged with reviewing all expenditures of the agency. Citizens Watchdog Committee members are private citizens who are not elected officials at any level of government, nor individuals in a position to benefit in any way from the sales tax.

**1.9 Consumer.** Any individual who uses any public transportation services available in Alameda County for seniors and people with disabilities. Consumers may or may not be eligible for services mandated under the Americans with Disabilities Act.

**1.10 Coordination/Gaps in Service Funds (Tier 1).** Funds available under Measure B on a Countywide basis for gaps in the special transportation service network and/or for coordination among systems. These funds would be allocated by PAPCO to reduce differences in service that might occur based on the geographic residence of any individual needing special transportation services for seniors and people with disabilities, subject to approval by the Commission.

**1.11 Expenditure Plan.** The plan for expending Transportation sales tax (Measure B) funds, presented to the voters in 2000, and implemented in 2002.

**1.12 Fiscal Year.** July 1 through June 30.

**1.13 Mandated Services.** Paratransit services mandated by the Americans with Disabilities Act (ADA), also known as “ADA Paratransit.” These services are provided by regular route transit operators, including AC Transit and BART, acting together as the East Bay Paratransit Consortium, as well as Union City Transit and LAVTA.

**1.14 Measure B.** The measure approved by the voters authorizing the half-cent sales tax for transportation services now collected and administered by the Alameda CTC and governed by the Expenditure Plan. The sales tax authorized by Measure B will be in effect for 20 years, beginning on April 1, 2002 and extending through March 31, 2022.

**1.15 Organizational Meeting.** The annual regular meeting of the PAPCO in preparation for the next fiscal year’s activities.

**1.16 Measure B Program.** Transportation or transportation-related program specified in the Expenditure Plan for funding on a percentage-of-revenues basis or grant allocation.

**1.17 Measure B Project.** Transportation and transportation-related construction projects specified in the Expenditure Plan for funding in the amounts allocated in the Expenditure Plan.

**1.18 Non-mandated Services.** Special transportation services, including paratransit, that are not subject to the requirements of the Americans with Disabilities Act. In Alameda County, the non-mandated services that receive Measure B funds are provided by the cities and the County of Alameda. Examples of non-mandated services include, but are not limited to, shuttle service, taxi programs and special group trips.

**1.19 Paratransit Advisory and Planning Committee (PAPCO or “Committee”).** The Alameda CTC Committee that meets to address funding, planning, and coordination issues regarding paratransit services in Alameda County. Members must be an Alameda County resident and an eligible user of any transportation service available to seniors

and people with disabilities in Alameda County. PAPCO is supported by a Technical Advisory Committee comprised of Measure B-funded paratransit providers in Alameda County.

**1.20 Planning Area.** Geographic groupings of cities and of Alameda County for planning and funding purposes. North County: Alameda, Albany, Berkeley, Emeryville, Oakland, Piedmont; Central County: Hayward, San Leandro, unincorporated county (near Hayward); South County: Fremont, Newark, Union City; East County: Dublin, Livermore, Pleasanton, the unincorporated area of Sunol.

**1.21 Programmatic Funding.** Measure B funds distributed on a monthly basis based on a distribution formula. Approximately 10.45 percent of net Measure B revenues are distributed to mandated and non-mandated specialized transportation services based on a formula developed by PAPCO and approved by the Commission.

**1.22 Residents with Disabilities.** Alameda County residents who have physical or mental impairments that substantially limit one or more of the major life functions—caring for oneself, performing manual tasks, walking, seeing, hearing, breathing, learning, working—of an individual. Residents with disabilities are ADA eligible if their disabilities prohibit them from using regular fixed route transit.

**1.23 Special Transportation.** Transportation services for seniors and people with disabilities, aimed at improving the mobility of seniors and people with disabilities by supplementing conventional fixed-route transit service. Examples of special transportation services may include, but are not limited to, paratransit, local senior shuttles, transportation to meal sites, and meal delivery.

**1.24 Technical Advisory Committee (TAC).** A committee of Measure B service providers, including both the providers of mandated services and the providers of non-mandated services. The Technical Advisory Committee will meet in joint session with PAPCO at least three times per year, and may meet independently at other times to discuss issues of relevance to service providers.

**1.25 Tier 2 Funds.** Additional funds that may be available for capital expenditures over the life of the sales tax measure. These funds are not guaranteed; however, should they become available, up to \$7.5 million dollars would be allocated to coordination of service gaps and special transportation for seniors and persons with disabilities. These funds would be allocated by PAPCO to reduce differences in service that might occur

based on the geographic residence of any individual needing specialized transportation services for seniors and people with disabilities, subject to approval by the Commission.

## **Article 2: Purpose and Responsibilities**

**2.1 Committee Purpose.** The Committee purpose is to fulfill the functions mandated for the Committee in the Expenditure Plan and to advise the Alameda CTC on all special transportation matters.

**2.2 Committee Roles and Responsibilities from Expenditure Plan.** As defined by the Measure B Expenditure Plan, the roles and responsibilities of the Committee are to:

**2.2.1** Determine the formula to be used to distribute funds for non-mandated services to the cities in Alameda County and the County of Alameda.

**2.2.2** Allocate funds identified for coordination/gaps in service in Tier 1 of the Expenditure Plan, subject to approval of the Alameda CTC.

**2.2.3** Allocate funds identified for capital expenditures for coordination/gaps in service in Tier 2 of the Expenditure Plan, assuming funds are available for allocation, subject to approval of the Alameda CTC.

**2.3 Additional Responsibilities.** Additional PAPCO member responsibilities are to:

**2.3.1** Review mandated and non-mandated services for cost effectiveness and adequacy of service levels and to make recommendations to the Alameda CTC regarding the approval of requests for funding. In this capacity, the Committee may identify alternative approaches that will improve special transportation service in Alameda County.

**2.3.2** Review performance data submitted by mandated and non-mandated special transportation service providers, with the objective of creating a more productive and effective service network, through better communication and collaboration of service providers.

**2.3.3** Report annually to the Alameda CTC and all providers on the status of special transportation services. This report will include at a minimum service availability, quality, and improvements made as compared to the previous year.

**2.3.4** Provide a forum for consumers to discuss common interests and goals in making recommendations affecting all special transportation services funded in whole or in part by Measure B funds in Alameda County.

**2.3.5** Encourage coordination of special transportation and public transit services as they relate to seniors and individuals with disabilities in Alameda County.

**2.3.6** Solicit information from consumers and the larger community on special transportation service needs and disseminate findings to consumers, the Alameda CTC, and other concerned individuals and agencies.

**2.3.7** Participate in surveys and planning activities undertaken by various public agencies as they relate to seniors and individuals with disabilities in Alameda County.

**2.3.8** Fulfill all responsibilities as the County Paratransit Coordinating Council (PCC), as assigned by the Metropolitan Transportation Commission, the County, the state or the federal government.

**2.3.9** Perform outreach regarding PAPCO activities and Measure B funds at least once each fiscal year. Examples of outreach may include attending a transit fair or Transportation Forum, accompanying staff to Alameda CTC outreach presentations, or publishing an article in a local publication.

### **Article 3: Members**

**3.1 Number of Members.** The PAPCO will consist of 23 members.

**3.2 Appointment.** The Commission will make appointments in the following manner:

**3.2.1** One member per County Supervisor (five total).

**3.2.2** One member per City (14 total).



**3.2.3** One member per Transit Agency—AC Transit, BART, LAVTA, and Union City.

**3.3 Membership Qualification.** Each member must be an Alameda County resident and a special transportation consumer.

**3.4 Membership Term.** Appointments shall be for two-year terms. There is no maximum number of terms a member may serve. Members shall serve until the Commission appoints their successors.

**3.5 Attendance.** Members are expected to actively support committee activities and regularly attend meetings. Accordingly, more than two absences in any fiscal-year period may be cause for removal from the Committee. However, a member removed from the Committee may be reappointed by a Commissioner.

**3.6 Termination.** A member's term shall terminate on the occurrence of any of the following:

**3.6.1** The member voluntarily resigns by written notice to the chair or Alameda CTC staff.

**3.6.2** The member fails to continue to meet the qualifications for membership, including attendance requirements.

**3.6.3** The member becomes incapable of continuing to serve.

**3.6.4** The appointing party or the Commission removes the member from the Committee.

**3.7 Vacancies.** An appointing party shall have the right to appoint (subject to approval by the Commission) a person to fill the vacant member position. Alameda CTC shall be responsible for notifying an appointing party of such vacancy and for urging expeditious appointment of a new member, as appropriate.

## **Article 4: Officers**

**4.1 Officers.** The PAPCO shall annually elect a chair and vice chair. Each officer must be a duly appointed member of the PAPCO.

**4.1.1 Duties.** The chair shall preside at all meetings and will represent the PAPCO before the Commission to report on PAPCO activities. The chair shall serve as an ex-officio member of all committees except a nominating subcommittee (when the PAPCO discusses the chair position). In addition, if MTC convenes Paratransit Coordinating Council (PCC) meetings, the PAPCO chair or his/her designee will attend and report back to PAPCO on these meetings. The vice chair shall assume all duties of the chair in the absence of, or on the request of the chair. In the absence of the chair and vice chair at a meeting, the members shall, by consensus, appoint one member to preside over that meeting.

**4.2 Office Elections.** Officers shall be elected by the members annually at the Organizational Meeting or as necessary to fill a vacancy. An individual receiving a majority of votes by a quorum shall be deemed to have been elected and will assume office at the meeting following the election. In the event of multiple nominations, the vote shall be by ballot. Officers shall be eligible for re-election indefinitely.

**4.3 Elected Representatives.** PAPCO shall annually elect a representative to serve on AC Transit and BART's East Bay Paratransit Service Review Advisory Committee (SRAC). This representative will attend SRAC meetings, report on PAPCO activities to the SRAC, and report to the full membership of PAPCO on SRAC activities. PAPCO shall annually elect a representative to serve on Alameda CTC's Citizen's Watchdog Committee (CWC). This representative will attend CWC meetings, report on PAPCO activities to the CWC, and report to the full membership of PAPCO on CWC activities.

## **Article 5: Meetings**

**5.1 Open and Public Meetings.** All PAPCO meetings shall be open and public and governed by the Brown Act. Public comment shall be allowed at all PAPCO meetings. Comments by a member of the public in the general public comment period or on any agenda item shall be limited to five minutes per item. In the discretion of the chair, the time limit may be increased or reduced, but not to less than two minutes.

**5.2 Regular Meetings.** The PAPCO will hold up to 10 meetings per year. Annually, at the Organizational Meeting, PAPCO shall establish the schedule of regular meetings for the ensuing year. Meeting dates and times may be changed during the year by action of PAPCO. On a quarterly basis, PAPCO is expected to meet jointly with the Technical Advisory Committee (TAC) of paratransit providers. TAC members will not

have voting privileges at these joint meetings, but will engage in all discussions and will present their point of view prior to any decision-making at those meetings.

**5.3 Quorum.** For purposes of decision making, a quorum shall consist of at least half (50 percent) plus one of the total number of members appointed at the time a decision is made. No actions will be taken at meetings with less than 50 percent plus one member present. Items may be discussed and information may be distributed on any item even if a quorum is not present.

**5.4 Special Meetings.** Special meetings may be called by the chair or by a majority of the members on an as-needed basis. Attendance at special meetings is not counted as part of members' attendance requirement. Agenda item(s) for special meeting(s) shall be stated when the meeting is called, but shall not be of a general business nature. Specialized meetings shall be concerned with studies, emergencies, or items of a time-urgent nature. Agenda item(s) of a regular meeting may be tabled for further discussion and action at a special meeting, the time and location to be announced in the tabling motion. Notice of such meetings shall be given to all members at least 72 hours prior to such meetings and shall be published on the Alameda CTC's website and at the Alameda CTC office, all in accordance with the Brown Act.

**5.5 Agenda.** All meetings shall have a published agenda. Action may be taken only on items indicated on the agenda as action items. Items for a regular meeting agenda may be submitted by any member to the chair and committee staff. The Commission and/or Committee staff may also submit items for the agenda. Every agenda shall include provision for members of the public to address the Committee. The chair and the vice chair shall review the agenda in advance of distribution. Copies of the agenda, with supporting material and the past meeting minutes, shall be mailed to members and any other interested parties who request it. The agenda shall be posted on the Alameda CTC website and office and provided at the meeting, all in accordance with the Brown Act.

**5.6 Roberts Rules of Order.** The rules contained in the latest edition of "Roberts Rules of Order Newly Revised" shall govern the proceedings of the PAPCO and any subcommittees thereof to the extent that the person presiding over the proceeding determines that such formality is required to maintain order and make process, and to the extent that these actions are consistent with these bylaws.

**5.7 Place of Meetings.** PAPCO meetings shall be held at the Alameda CTC offices, unless otherwise designated by the Committee. Meeting locations shall be within Alameda County, accessible in compliance with the Americans with Disabilities Act of 1990 (41 U.S.C., Section 12132) or regulations promulgated there under, shall be accessible by public transportation, and shall not be in any facility that prohibits the admittance of any person, or persons, on the base of race, religious creed, color, national origin, ancestry, or sex, or where members of the public may not be present without making a payment or purchase.

## **Article 6: Subcommittees**

**6.1 Establishment.** The PAPCO may establish subcommittees when and as necessary or advisable to make nominations for office of PAPCO, to develop and propose policy on a particular issue, to conduct an investigation, to draft a report or other document, or for any other purpose within the authority of PAPCO. The standing subcommittees are Bylaws, Fiduciary and Finance, Program Plan Review, and Section 5310.

**6.2 Membership.** PAPCO members will be appointed to subcommittees by PAPCO, on a voluntary basis, or by the chair. No subcommittee shall have fewer than three members, nor will a subcommittee have greater than the number of members needed to constitute a quorum of PAPCO.

## **Article 7: Records and Notices**

**7.1 Minutes.** Minutes of all meetings, including actions and the time and place of holding each meeting, shall be kept on file at the Alameda CTC office.

**7.2 Attendance Roster.** A member roster and a record of member attendance shall be kept on file at the Alameda CTC office.

**7.3 Brown Act.** All PAPCO meetings will comply with the requirements of the Brown Act. Notice of meetings and agendas will be given to all members and any member of the public requesting such notice in writing and shall be posted at the Alameda CTC office at least 72 hours prior to each meeting. Members of the public may address PAPCO on any matter not on the agenda and on each matter listed on the agenda, pursuant to procedures set by the chair and/or committee.

**7.4 Meeting Notices.** Meeting notices shall be in writing and shall be issued via U.S. Postal Service, personal delivery, and/or email. Any other notice required or permitted to be given under these bylaws may be given by any of these means.

## **Article 8: General Matters**

**8.1 Per Diems.** Committee members shall be entitled to a per diem stipend for meetings attended in amounts and in accordance with policies established by the Alameda CTC.

**8.2 Conflicts of Interest.** A conflict of interest exists when any Committee member has, or represents, a financial interest in the matter before the Committee. Such direct interest must be significant or personal. In the event of a conflict of interest, the Committee member shall declare the conflict, recuse him or herself from the discussion, and shall not vote on that item. Failure to comply with these provisions shall be grounds for removal from the Committee.

**8.3 Amendments to Bylaws.** These bylaws will be reviewed annually, and may be amended, repealed or altered, in whole or in part, by a vote taken at a duly-constituted Committee meeting at which a quorum is present.

**8.4 Public Statements.** No member of the Committee may make public statements on behalf of the Committee without authorization by affirmative vote of the Committee, except the chair, or in his or her place the vice chair, when making a regular report of the Committee activities and concerns to the Alameda CTC.

**8.5 Conflict with Governing Documents.** In the event these bylaws conflict with the 2000 Alameda County Transportation Expenditure Plan, California state law, or any action lawfully taken by ACTIA or the Alameda CTC, the conflicting provision in the Expenditure Plan, state law, or the lawful action of ACTIA or the Alameda CTC shall prevail.

**8.6 Staffing.** Alameda CTC will provide all staffing to the Committee including preparation and distribution of meeting agendas, packets, and minutes; preparation of reports to the Alameda CTC Committees and Commission; tracking of attendance; and per diem administration.

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## PAPCO Calendar of Events for May 2013 through July 2013

### Full Committee Meetings

- **Regular PAPCO monthly meeting:**  
Monday, May 20, 2013, 1 to 3:30 p.m., Alameda CTC  
(3<sup>rd</sup> Monday due to Memorial Day)
- **Regular TAC monthly meeting:**  
Tuesday, June 11, 2013, 9:30 to 11:30 a.m., Alameda CTC
- **Regular PAPCO monthly meeting:**  
Monday, June 24, 2013, 1 to 3:30 p.m., Alameda CTC
- **Mobility Workshop:**  
Monday, July 1, 2013, 10 a.m. to 3 p.m., Ed Roberts Campus

### Outreach

Meeting Date	Event Name	Meeting Location	Time
5/1/13	Transit Fair	Pleasanton Senior Center, 5353 Sunol Boulevard, Pleasanton, CA 94566	10:00 – 1:00 p.m.
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.
5/4/13	Cinco de Mayo Celebration	Ashland Community Center Park, 1530 167th Avenue, San Leandro, CA 94578	10:00 – 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.

<b>Meeting Date</b>	<b>Event Name</b>	<b>Meeting Location</b>	<b>Time</b>
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.
7/1/13	Annual Mobility Workshop	Ed Roberts Campus, 3075 Adeline Street, Berkeley, CA 94703	8:00 – 4:00 p.m.
7/18/13	Healthy Living Festival	Oakland Zoo, 9777 Golf Links Road, Oakland, CA 94605	8:00 – 2:00 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.

<b>Topic: PAPCO Development and Outreach</b>			
<b>Goal: Continue PAPCO's development as an informed and effective community advisory committee; accomplish outreach in a variety of ways in all areas of the County</b>			
<b>Actions</b>	<b>Completed</b>	<b>In-Progress</b>	
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)		x	
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	

<b>Topic: Mobility Management</b>			
<b>Goal: Learn about and contribute to Alameda County's Mobility Management project</b>			
<b>Actions</b>	<b>Completed</b>	<b>In-Progress</b>	
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.**

<b>Actions</b>	<b>Completed</b>	<b>In-Progress</b>
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**

<b>Actions</b>	<b>Completed</b>	<b>In-Progress</b>
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**

<b>Actions</b>	<b>Completed</b>	<b>In-Progress</b>
Receive a report from TAC at Joint meetings October February April	 x 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**

<b>Actions</b>	<b>Completed</b>	<b>In-Progress</b>
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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**EAST BAY PARATRANSIT (EBPC)  
SERVICE REVIEW ADVISORY COMMITTEE  
and  
SERVICE REVIEW COMMITTEE MEETING  
MARCH 5, 2013 MINUTES**

**1) SRAC Roll Call and introduction of individuals present**

SRAC members present: Janet Abelson, Don Queen, Robert Kearney Jr., Sharon Powers, Priscilla Mathews, Harriet Saunders, Carolyn Orr, Peter Crockwell, Janet Bilbas.

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

Members of the public present: Ann Johnson, Yvonne Dunbar, Arnold Brillinger, Zewtitu Tamrat, Mary Fowler, Jim Gonzalves, Allen Smith, April Lewis, BART Director Robert Raburn, Cyndia Garrett, Naomi Armenta, Monil Kumar from A-Paratransit, Miriam Lopez, Miki Coelho and Tim Mitchell from First Transit.

**2) APPROVAL OF SRAC MINUTES FROM JANUARY 11, 2013**

**MOTION:** Queen/Crockwell to approve the January 11th minutes. The vote was unanimous.

**3) PUBLIC COMMENTS**

Ann Johnson said she felt EBPC used to provide very good service, but it has been worse the past year. She said the addresses don't work and the GPS system doesn't work. She's experienced many late trips. Drivers aren't trained well and get lost.

Albert Brillinger said he's been using EBPC for 14 months and currently lives in a nursing home. He commented he finds the EBPC drivers courteous but has an issue with dispatch. On a recent outing to the USS Hornet, 14 riders in wheelchairs and their attendants participated. The going trip was fine, but seven individuals in one vehicle on the return trip were driven around for ninety minutes, after passing the nursing home. The vehicle picked up two individuals in East Oakland, dropped them off around Lake Merritt and then went back to the nursing home. He felt drivers have to be given the

opportunity to make common sense decisions, rather than strictly following the manifest.

Zewtito Tamrat said she goes to dialysis three times per week. If she is picked up early on the going trip or if a vehicle comes early on the return trip, she misses some of her treatment time. This causes her health issues. She has recently set up a standing order, but continues to have problems getting a full dialysis cycle in. She also commented that some drivers are not well trained, particularly on the GPS system.

### **Combined meeting of the SRAC/SRC, conducted by the SRAC Chair.**

#### **4) Introduction of SRC Members**

Mallory Nestor-Brush introduced herself saying she was representing AC Transit's General Manager, David Armijo. Bob Franklin, Manager of Planning and Access from BART said he was present on behalf of his General Manager, Grace Crunican.

#### **5) Review and SRAC action to endorse the Paratransit Plan to be submitted to the Alameda County Transportation Commission as part of the application for FY 13/14 Measure B Funding**

Mallory Nestor-Brush gave an overview of the FY 13-14 Measure B Paratransit Plan:

- In 13-14 AC and BART will receive a combined total of about \$6.4M in Measure B. This will cover about 17% of the projected costs next fiscal year of \$37M. Fares contribute \$3M and EBPC will receive about \$160,000 from a Contra Costa County tax, called Measure J. But the nearly \$27M remaining will be funded through AC Transit's and BART's General Funds.
- Passengers are expected to dip a little this fiscal year – down to 745,000 passengers from 752,000 last year. In 13-14 we are projecting about the same level as last fiscal year – around 753,000 passengers.

A number of efforts will be undertaken in FY 13-14, or will be completed and are documented in the paratransit plan:



Service Design changes include:

- A complete transition to centralized dispatching will occur.
- EBPC will convert to an all van fleet.

Current efforts to be finalized:

- Interactive Voice Response (IVR) software, installed in December 2012, will be fully tested and operational by the end of Quarter 2 of the fiscal year.

Other efforts that will start in FY 13-14:

- A planned office move for the paratransit Broker offices is targeted.
- AC Transit and BART have the option in the next contract, to direct the paratransit Broker to develop an Emergency Plan for East Bay Paratransit. This option is expected to be executed in FY 13-14.

The SRAC is requested to endorse the plan and move it forward to the SRC for their approval.

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

**SRC-only meeting was called to order, chaired by Mallory Nestor-Brush.**

**6) SRC Action on the Paratransit Plan to be submitted to the Alameda County Transportation Commission for FY 13/14 Measure B Funding**

**MOTION:** Nestor-Brush / Franklin to support the SRAC recommendation and move the Meas B application to the Boards. The vote was Unanimous.

**7) SRAC/SRC ADJOURNMENT**

Both the SRAC and the SRC meetings adjourned at 1:30 pm.

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

	<b>First 3 Quarters FY 11/12 July-March</b>	<b>First 3 quarters FY 12/13 July-March</b>
<b>Ridership Statistics</b>		
Total Passengers	564,057	534,948
ADA Passengers	475,847	455,764
% Companions	1.4%	1.3%
% of Personal Care Assistants	14%	14%
Average Passengers/ Weekday	2,620	2,454
Average Pass/ Weekend & Holidays	863	855
<b>Scheduling Statistics</b>		
% Rider Fault No Shows & Late Cancels	2.4%	2.6%
% of Cancellations	23.4%	23.6%
Go Backs/ Re-scheduled	7,523	6,657
<b>Effectiveness Indicators</b>		
Revenue Hours	307,691	305,813
Passengers/Revenue Vehicle Hour	1.83	1.75
ADA Passengers per RVHr.	1.55	1.49
Average Trip Length (miles)	9.99	10.36
Average Ride Duration (minutes)	38.8	40.3
Total Cost	\$25,089,821	\$25,436,027
Revenue Miles	4,751,376	4,720,444
Total Cost per Passenger	\$44.48	\$47.55
Total Cost per ADA Passenger	\$52.73	\$55.81
Total Cost per Revenue Hour	\$81.54	\$83.18
<b>On Time Performance</b>		
Percent on-time	93.10%	92.70%
Percent 1-20 minutes past window	5.60%	5.90%
% of trips 21-59 minutes past window	1.20%	1.30%
% of trips 60 minutes or more past window	0.08%	0.08%
<b>Customer Service</b>		
Total Complaints	2,380	2,404
Timeliness	701	768
Driver Complaints	916	802
Equipment / Vehicle	41	122
Scheduling and Other Provider Complaints	305	264
Broker Complaints	417	448
Commendations	1,233	1,745
<b>Safety &amp; Maintenance</b>		
Total accidents per 100,000 miles	3.79	4.05
Roadcalls per 100,000 miles	4.85	5.89
<b>Eligibility Statistics</b>		
Total ADA Riders on Data Base	18,101	17,386
Total Certification Determinations	3,413	3,480
Initial Denials	122	132
Denials Reversed	11	8

# Coordinated Public Transit– Human Services Transportation Plan Update for the San Francisco Bay Area

March 2013



METROPOLITAN  
TRANSPORTATION  
COMMISSION

Joseph P. Bort MetroCenter  
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Oakland, CA 94607  
TEL: 510.817.5700  
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# Executive Summary

## Introduction/Background

This plan updates and amends the Coordinated Public Transit–Human Services Transportation Plan of the Metropolitan Transportation Commission (MTC). The Plan was first developed in 2006 and 2007 on behalf of MTC and its local stakeholders with an interest in human service transportation programs. MTC is both the Regional Transportation Planning Agency (RTPA) and the Metropolitan Planning Organization (MPO) for the nine-county San Francisco Bay Area, and in this capacity also serves as a designated recipient of federal transportation funding. This update combines into a single document what were previously separate elements of the Coordinated Plan focusing on transportation needs of low-income populations, older adults, and persons with disabilities.

This plan also fulfills a federal requirement first enacted in 2005 through the passage of the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), which stipulated that starting in Fiscal Year 2007, projects funded through three SAFETEA-LU programs — the Job Access and Reverse Commute Program (JARC, Section 5316), the New Freedom Program (Section 5317) and the Formula Program for Elderly Individuals and Individuals with Disabilities (Section 5310) — are required to be derived from a locally developed, coordinated public transit–human services transportation plan. SAFETEA-LU guidance issued by the Federal Transit Administration (FTA) described the plan as a **“unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of individuals with disabilities, older adults, and individuals with limited income, laying out strategies for meeting these needs, and prioritizing services.”**

In June 2012, Congress enacted a new two-year federal surface transportation authorization, Moving Ahead for Progress in the 21st Century (MAP-21), which retained many but not all of the coordinated planning provisions of SAFETEA-LU. Under MAP-21, JARC and New Freedom are eliminated as stand-alone programs, and the Section 5310 and New Freedom Programs are consolidated under Section 5310 into a single program, Formula Grants for the Enhanced Mobility of Seniors and Individuals with Disabilities, which provides for a mix of capital and operating funding for projects. This is the only funding program with coordinated planning requirements under MAP-21, beginning with Fiscal Year 2013 and currently authorized through FY 2014.

This Plan is intended to meet the federal planning requirements as well as to provide MTC and its regional partners with a “blueprint” for implementing a range of strategies intended to promote and advance local efforts to improve transportation for persons with disabilities, older adults, and persons with low incomes.



Stakeholders engaged in the planning process felt strongly that realization of a fully coordinated public transit-human services transportation for the Bay Area will require two key elements going forward: (1) sustainable funding dedicated to the operation of the region's transportation solutions that go beyond public fixed route transit and also for coordinating the region's finite transportation resources, and (2) the broadest and most inclusive possible range of partners involved. To best serve the region's growing needs for mobility services in the future, these partnerships will need to involve not just providers of public transit and human service transportation, but also private taxi providers, the Department of Motor Vehicles, advocacy groups representing seniors and people with disabilities, faith-based groups, medical and dialysis providers, veterans and veterans' service providers, and providers of support services to the working poor.

## Plan Update Methodology

The methodology used to develop the original plan and the plan update included the following steps:

**Conduct Literature Search and Review Best Practices:** A review was conducted of recent local studies, which have examined transportation needs in the Bay Area, particularly those of low-income populations, seniors and persons with disabilities. Secondly, new research was undertaken on Innovative Strategies and Best Practices that have emerged since MTC adopted the 2007 Plan. Findings are documented in Appendices B and C, respectively.

**Update Demographic Profile:** An updated demographic profile of the region was prepared using data from the Census Bureau and other relevant planning documents, to determine the local characteristics of the study area, with a focus on low-income populations, persons with disabilities, and older adults.

**Document Existing Transportation Services:** This step involved documenting the range of public transportation services that already exist in the Bay Area. These services include public fixed-route and paratransit services, and transportation services provided or sponsored by social service agencies, as well as past and current projects funded under the original Coordinated Plan. Information about public transit and paratransit was obtained from existing resources as specified in the report, and information about services provided by social service agencies was collected through an inventory completed for this project. Appendix D provides the complete inventory results.

**Conduct Outreach:** Development of the original Coordinated Plan included stakeholder involvement and public participation via a three-pronged approach: public outreach, stakeholder interviews, and convening a focus group to examine coordination issues in detail. In addition, the Low Income Component of the Plan relied on extensive outreach conducted through MTC's Community Based Transportation Planning Program. Through these efforts, transportation gaps were identified or confirmed. Stakeholders provided input on existing barriers to coordination as well as possibilities for improvement. Given the extensive outreach incorporated into the original Plan, MTC conducted a more



streamlined outreach approach for the Plan update, including outreach conducted via other local and regional planning efforts involving the target populations, and meetings with regional stakeholder groups to both review and re-validate findings and to try to reach new perspectives not previously engaged in the initial coordinated planning process. Stakeholder comments received during the original Plan development as well as the Plan update outreach process are provided in Appendix E.

**Assess Needs:** The needs assessment provides the basis for recognizing where—and how—service for low-income populations, seniors, and persons with disabilities needs to be improved. The results of the needs assessment are summarized in Chapter 6, and comprehensive lists of unmet needs identified in each county are included in Appendix E. In addition, for the first time this Plan update includes documentation of the needs of the Bay Area’s veterans, a growing population with underserved transportation needs. A summary and discussion of the transportation needs of veterans is provided in Appendix F.

**Identify and Prioritize Solutions:** Following the identification of service gaps the planning process identified corresponding potential service solutions. Preliminary criteria were applied to identify regional priorities, with the understanding that locally identified priorities could potentially differ depending on local context. The solutions are documented in Chapter 7 and in greater detail in Appendix H.

**Develop Coordination Strategies:** The final step was to consider how best to coordinate services so that existing resources can be used as efficiently as possible. These strategies outline a more comprehensive approach to service delivery with implications beyond the immediate funding of local projects. In updating the strategies to be included in the Plan update, MTC staff and stakeholders reviewed progress on implementation of the five strategies included in the 2007 Plan, as well as relevant planning and implementation activities that have taken place since 2007, to inform a revised and updated set of coordination strategies.

## Key Demographic Findings

Key findings emerging from the demographic study of the region for 2010 are identified below.

**Low-Income Population:** In 2010, nearly 26% of the Bay Area’s 7 million residents lived in low-income households below 200% of the federal poverty level, which is roughly equivalent to a household income of \$22,000 for a person living alone and \$45,000 for a family of four. Roughly 11% of the population lives below 100% of the federal poverty level.

**Older Adults:** Over 12% of the Bay Area’s population is aged 65 or older. Within the older-adult population, 35% report having a disability. A quarter (25%) live in low-income households (defined as



below 200% of the federal poverty level), and 75% live in non-low-income households. By the year 2040, the population 65 and older is expected to increase by 121% to nearly 2 million residents.

**Individuals with a Disability:** Persons reporting disabilities across six categories defined by the Census Bureau total 9% of the region's population. Of this population, 39% live in low-income households below 200% of the federal poverty level, which is about one and a half times the rate of the general population.

**Vehicle Availability:** While approximately 10% of the region's households overall report having no access to a car, this share is higher for all target populations studied: 18% for householders 65 or over, 18% for householders reporting a disability, and 16% for lower-income households.

Additional demographic information about the Bay Area's low-income, elderly, and disabled populations, is detailed in Chapter 3. Detailed data by county is provided in Appendix A.

## Human Service Transportation Inventory

The 2007 Coordinated Plan created an inventory of agencies that provide social service transportation and collected basic information about the agencies' services. This inventory was updated as part of the Plan update process. A survey was sent to public transit agencies providing ADA paratransit, as well as a range of public and private agencies that provide transportation for clients, program participants, specific populations (such as older adults), or the general public. Survey invitations were sent by email to 243 recipients, from whom 51 responses were received (a 21% response rate). This inventory is intended to serve as a tool to support coordination by identifying the existing transportation resources in the region as well as documenting current service parameters, geographic coverage and beneficiaries. Service duplication or gaps in service were also noted.

In addition, projects funded by FTA's JARC, New Freedom, and Section 5310 program under the region's original Coordinated Plan were summarized to illustrate what kinds of projects were being funded and how many individuals were being served by these projects. Since Fiscal Year 2006, a total of \$39 million has been programmed in the region by these programs, including \$11.2 million in JARC and \$10.7 million in New Freedom funds programmed to the region's large urbanized areas, and \$17.4 million in Section 5310 funds programmed to the region through statewide competitive processes, averaging about \$6.5 million per year. Across the three programs, the mix of projects funded is listed in Table ES-1.



Table ES-1: Average FTA Funding per Year by Project Type,  
FY 2006 through FY 2011: JARC, New Freedom, Section 5310

Project Type	Average Funding per Year (\$000s)	% of Total
Accessible Vehicles and Technology	\$3,131	48%
Transit/ADA Alternatives	\$1,058	16%
Fixed Route Transit	\$938	14%
Mobility Management	\$522	8%
Information and Travel Training	\$435	7%
Access Improvements	\$260	4%
Auto Loan Programs	\$195	3%
<b>Totals</b>	<b>\$6,540</b>	<b>100%</b>

Source: MTC analysis.

Note: Figures do not sum to total due to rounding. Some projects with multiple components were categorized in a single primary category.

## Needs Assessment

Several key themes emerged from the outreach efforts, stakeholder consultation, and previous planning projects. These include:

**Enhanced Fixed Route Services:** For persons who can and do use the fixed route system, there is a need for additional service in rural and suburban areas, and for more direct service to key activity centers that older adults and persons with disabilities need to access. Customers also would like increased frequency to avoid long waits, and service longer into the evening and on weekends.

**Enhanced Paratransit Services:** Paratransit users sometimes need a level of service above and beyond what is required by the ADA, such as service provided on the same day it is requested, where and when the fixed route service does not operate, or the ability to accommodate “uncommon” wheelchairs or other mobility devices.

**Connectivity:** The need for better connectivity between service providers was expressed, both for inter- and intra-county travel, whether using paratransit or fixed-route service. Customers also mentioned the need for better shelters and bus stops as well as other amenities at transfer sites. Some wheelchair users have difficulty making effective use of the fixed-route system due to accessibility barriers and referred to needs to enhance accessibility of vehicles and infrastructure such as shelters and stops.





**Transit Experience:** A number of issues were raised related to transit amenities, including bus shelters, bus stop seating if a bus stop cannot accommodate a shelter, and lighting to promote safety at bus stops and at rail stations, especially at night. Safety on transit vehicles was also raised as a concern.

**Transit Alternatives:** For those who need transportation where public transit (fixed-route or complementary ADA paratransit) is unavailable or unsuitable, alternatives are needed that enable people to live independently, such as ride-sharing or volunteer-driver programs, or mobile programs that bring support services to people's homes.

**Information and Other Assistance:** There is a need for education and information in a variety of formats so that older adults and persons with disabilities can learn how to use public transit and its accessible features. Likewise, there is a need to ensure drivers, dispatchers, and other transit personnel are sensitive to passenger needs, and know how to provide assistance on-board the vehicle.

**Transportation for Youth and Children:** Transportation gaps specifically related to youth and children were mentioned, including the cost of transportation for youth, and particularly for a family with multiple children; if no school bus service is available, working parents using transit who drop children off at school or daycare before work can have lengthy and costly trips. Transportation for youth and children was also cited as a challenge for parents with disabilities or seniors who are guardians.

**Affordability and Access to Autos:** Cost is the primary barrier to auto ownership for low-income individuals and families. Transit fares, especially distance-based fares, monthly passes requiring high up-front costs, and certain transfer policies, were cited as expensive, especially for families with children who rely mainly on transit.

**Pedestrian Access and Land Use Coordination:** The need to improve accessibility to and from bus stops and transfer centers (sidewalks, curb cuts, curb ramps, crosswalks) was widely voiced throughout the outreach meetings. Meeting attendees also mentioned the need to better coordinate land use development with the provision of transit service, especially in lower-density communities. The location of housing and facilities serving people with disabilities or seniors in areas that are inaccessible by transit was also cited as a concern.

**Bicycle and Pedestrian Issues:** Safe routes for walking or riding a bicycle are an issue in many low-income communities. Specific concerns include fast traffic speeds near pedestrians; lack of crosswalks and signals; lack of sidewalks, particularly in unincorporated or rural areas; sidewalks that are in poor condition; lack of proper lighting creating safety issues especially at night; lack of adequate signage and wayfinding information for pedestrians and cyclists; and lack of bike lanes or areas to secure bicycles at stops and on transit vehicles.



## Overlapping Transportation Needs

The transportation needs and gaps of older adults and persons with disabilities, as well as those of the region's low-income population (based primarily on completed Community Based Transportation Plans) were reviewed. There is significant overlap or similarity in the barriers and gaps expressed by all three populations of concern. A comprehensive list of the overlapping needs is found in Chapter 6.

## Potential Solutions

Potential solutions are identified to address the gaps that emerged from the outreach process and review of local plans. These suggested solutions are grouped into four categories:

- Mobility management, travel training, and transportation coordination activities;
- Additions or improvements to paratransit that exceed ADA requirements, and demand-responsive services other than ADA paratransit;
- Additions or improvements to public transit services and transit access; and
- Solutions to address affordability barriers.

These solutions represent categories of potential investments, which could be eligible for Federal Transit Administration funds subject to this plan, or other local sources of funding. Chapter 7 of the report describes the solutions individually, while Appendix H provides greater detail, including implementation steps.

## Strategies to Enhance Human Service Transportation Coordination

In addition to considering which projects or solutions could directly address transportation gaps, the planning effort also considered how best to coordinate services so that existing resources can be used as efficiently as possible. The following proposed strategies offer opportunities to improve coordination of service delivery, and were developed with input from key stakeholders already involved in the planning and implementation of human service transportation, as well as by reviewing relevant planning efforts completed since 2007.

1. Strengthen mobility management throughout the Bay Area, by:
  - Identifying and designating Consolidated Transportation Service Agencies (CTSAs) to facilitate subregional mobility management and transportation coordination efforts
  - Providing information and managing demand across a family of transportation services
  - Coordinate advocacy with human service agencies to identify resources to sustain coordinated transportation service delivery.
2. Promote walkable communities, complete streets, and integration of transportation and land use decisions.



Table ES-2. Implementation of Coordination Strategies

<b>1. Strengthen Mobility Management</b>		<b>Partners/Stakeholders</b>
<b>1.A. Identify and Designate Consolidated Transportation Service Agencies (CTSAs) to Facilitate Subregional Mobility Management and Transportation Coordination Efforts</b>		MTC, local agencies and service providers
Develop a mobility management implementation strategy in concert with local agencies with the goal of identifying subregional mobility managers and resource needs throughout the region; Broaden the range of organizations engaged in coordination; Provide technical assistance		MTC, county or subregional agencies and service providers
Test and implement technology that could track individual client activity on a vehicle supported with multiple fund sources		Local service providers, human service agencies
Convene a regional workshop to focus on providing technical assistance and information sharing for those interested in developing or advancing mobility management activities		MTC, transit agencies, CMAs, human service agencies, local service providers
Develop a mobility management and best practices discussion forum		MTC, transit agencies, local services providers
<b>1.B. Provide Information and Manage Demand Across a Family of Transportation Services</b>		<b>MTC, transit agencies, human service providers, designated mobility managers and travel training providers, grant recipients</b>
Build on and/or expand existing travel training programs in the region to complement the ADA certification process. Encourage implementation of travel training and ADA paratransit demand management strategies via MTC's Transit Sustainability Project.		Transit agencies, designated mobility managers
Ensure MTC-funded project sponsors of travel training and community-based travel alternatives coordinate with subregional mobility managers to share information about services, client eligibility and requirements, and capacity		MTC, designated mobility managers, MTC grant recipients
Develop marketing plans suitable to different target audiences, and facilitate coordination of training curricula and sharing of best practices between public transit and non-profit providers of travel training		Transit agencies, designated mobility managers, travel training providers
<b>1.C Promote Coordinated Advocacy and Improve Efforts to Coordinate Funding with Human Service Agencies to Identify Resources to Sustain Ongoing Coordination Activities</b>		<b>MTC, Bay Area Partnership, transit agencies, human service agencies, local and regional stakeholders and advisors</b>
Develop a comprehensive legislative platform to address improved human service transportation coordination		MTC, Bay Area Partnership, transit agencies and other local stakeholders
Re-initiate previous MTC legislative efforts to promote human service transportation in California		MTC, Policy Advisory Council, Bay Area Partnership, human service agencies, other local stakeholders
Identify key state legislator (s) willing to sponsor statewide and federal legislation intended to address the platform defined above		MTC, elected official(s)
Actively seek the support of partner organizations such as National Council of Independent Living (NCIL), The World Institute on Disability (WID), Area Agencies on Aging, and others and others to place greater emphasis on elderly and disabled transportation needs in their advocacy efforts		Local advocacy organizations, MTC Policy Advisory Council
<b>2. Promote Walkable Communities, Complete Streets, and Integration of Transportation and Land Use Decisions</b>		<b>Partners/Stakeholders</b>
Build upon previous MTC planning work specific to pedestrian safety, and disseminate the results to other partner organizations		Local jurisdictions
Provide information and support to local jurisdictions in implementing OneBayArea Grant–required Complete Streets elements and/or resolutions		MTC, CMAs, local jurisdictions
Promote findings and recommendations regarding transit accessibility for health and social services to all cities and counties throughout the region		MTC, CMAs, local jurisdictions, human service agencies, health care providers



Table ES-2 summarizes the proposed strategies and corresponding implementation steps. As recognized throughout this planning effort, successful implementation will require the joint cooperation and participation of multiple stakeholders, who may or may not have coordinated in the past. For some strategies, a clear leader has not been identified but rather suggestions of likely agencies are listed.

## Next Steps

The next steps in completing this planning process include the following:

### Adopt the Coordinated Plan Update

In November 2006, the Commission adopted MTC Resolution 3787, which documented the transportation needs and strategies specific to low-income persons. In December 2007, MTC amended MTC Resolution 3787 to include the results of the subsequent planning effort focusing on seniors and people with disabilities. Adopting this Plan update to reflect the region’s updated conditions, needs, priorities, and strategies, will comprise the Coordinated Public Transit–Human Services Transportation Plan update required under current federal coordinated-planning guidance, and combine what were previously separate elements focusing on different target populations into a single, comprehensive plan.

### Develop a Regionwide Mobility Management Implementation Plan in Consultation with Local Stakeholders

Following adoption of the Coordinated Plan Update, MTC should engage local stakeholders to develop an implementation plan to carry out the regional vision of promoting, expanding, and sustaining mobility management activities throughout the Bay Area. This implementation plan should identify local funding needs and opportunities from the federal to the local level, identify county or subregional agency/agencies that could serve as CTSAs where none are currently designated, identify local partnerships and coordination roles, define a mobility management implementation schedule, identify performance and accountability measures, and explore information sharing strategies that are mutually supportive on the regional and local levels. MTC may provide technical assistance for development and startup of mobility management activities, as well as help to broaden the range of organizations engaged in coordination of information and services to achieve greater mobility outcomes on a local level.

### Inform Future Funding Decisions Based on Coordinated Plan Update Strategies

There are several actions MTC can take in the coming months and years to ensure funding priorities reflect the findings and strategies outlined in this plan, particularly the regional strategies outlined in Chapter 8, including expanding the range and variety of local services available to seniors and people with disabilities through enhanced coordination efforts, and providing technical assistance for development and startup activities to institutions serving as mobility managers.



### **Complete Programming of SAFETEA-LU–Funded Programs Subject to Coordinated Planning Requirements**

As the designated recipient of JARC and New Freedom funds for the San Francisco Bay Area’s large urbanized areas under SAFETEA-LU, MTC has been required to select projects with these funds that are (1) derived from this plan, and (2) selected through a competitive process. The State Department of Transportation (Caltrans) administers and has been responsible for selecting projects for use of Section 5310 funds under SAFETEA, as well as JARC and New Freedom funds in the state’s rural and small-urbanized areas. While MTC has already completed programming all JARC funds subject to this plan, MTC anticipates programming its remaining New Freedom funds in 2013, and these funds should be prioritized for implementing projects and activities consistent with the mobility management strategies detailed in Chapter 8 of this plan. Caltrans also has outstanding programming for small-urbanized and rural-area JARC and New Freedom funding subject to this plan as well as additional Section 5310 funds authorized statewide under SAFETEA that are subject to this plan.

### **MAP-21 Funding and Program Management**

Following the release of updated FTA guidance for the new consolidated Section 5310 program authorized under MAP-21, MTC will revise its Program Management Plan as necessary. As a designated recipient for FTA funds, MTC is required to have an approved PMP on file with the FTA and to update it regularly to incorporate any changes in program management or new requirements. The PMP’s primary purposes are to serve as the basis for FTA to perform management reviews of the programs, and to provide public information on MTC’s administration of the programs for which it serves as designated recipient. It is also used by MTC, along with the program guidelines that are issued with each Call for Projects, as a program guide for local project applicants. As MAP-21 guidance becomes available, MTC can consider a broader mix of funding sources for future Calls for Projects under the Lifeline Transportation Program and Section 5310 program, to support operational projects, as well as to support mobility management activities.

### **Legislative Efforts**

MTC can identify key legislators willing to sponsor statewide and federal legislation to accomplish coordination objectives. MTC can lead efforts to enact legislative changes to remove barriers to coordination between public transit and human service transportation providers and to provide greater resources for services.

### **Plan Update**

Current federal guidelines indicate that at a minimum, the coordinated plan should follow the four-year update cycles for the long-range Regional Transportation Plan (RTP). Following adoption of Plan Bay Area anticipated in 2013, MTC would next update the region’s RTP in 2017, although this date is beyond the horizon of the current federal authorization. Because projects funded by programs subject to the coordinated planning requirement must be included in the plan, it may also be necessary to update or amend the list of prioritized projects to coincide with future Section 5310 funding cycles, or other funding cycles specific to fund sources subject to this plan.