



Meeting Notice

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Paratransit Advisory and Planning Committee

Monday, November 25, 2013, 1:00 p.m.

**1111 Broadway, Suite 800
Oakland, CA 94607**

Please note that the Monday, November 25, 2013 PAPCO meeting will be from 1 to 3:30 p.m. Please plan your transportation accordingly.

Mission Statement

The mission of the Alameda County Transportation Commission (Alameda CTC) is to plan, fund and deliver transportation programs and projects that expand access and improve mobility to foster a vibrant and livable Alameda County.

Public Comments

Public comments are limited to 3 minutes. Items not on the agenda are covered during the Public Comment section of the meeting, and items specific to an agenda item are covered during that agenda item discussion. If you wish to make a comment, fill out a speaker card, hand it to the clerk of the Commission, and wait until the chair calls your name. When you are summoned, come to the microphone and give your name and comment.

Location Map

★ Alameda CTC

1111 Broadway, Suite 800
Oakland, CA 94607

Alameda CTC is accessible by multiple transportation modes. The office is conveniently located near the 12th Street/City Center BART station and many AC Transit bus lines. Bicycle parking is available on the street and in



the BART station as well as in electronic lockers at 14th Street and Broadway near Frank Ogawa Plaza (requires purchase of key card from bikelink.org).

Garage parking is located beneath City Center, accessible via entrances on 14th Street between 1300 Clay Street and 505 14th Street buildings, or via 11th Street just past Clay Street. To plan your trip to Alameda CTC visit www.511.org.

Reminder

Please turn off your cell phones during the meeting. Please do not wear scented products so individuals with environmental sensitivities may attend the meeting.

Accessibility

Public meetings at Alameda CTC are wheelchair accessible under the Americans with Disabilities Act. Guide and assistance dogs are welcome. Call 510-893-3347 (Voice) or 510-834-6754 (TTD) five days in advance to request a sign-language interpreter.



Meeting Schedule

The Alameda CTC meeting calendar lists all public meetings and is available at www.AlamedaCTC.org/events/upcoming/now.

Paperless Policy

On March 28, 2013, the Alameda CTC Commission approved the implementation of paperless meeting packet distribution. Hard copies are available by request only. Agendas and all accompanying staff reports are available electronically on the Alameda CTC website at www.AlamedaCTC.org/events/month/now. Any other notice required or permitted to be given under these bylaws will follow the same policy. PAPCO members receive an exception to the paperless policy and will continue to receive notices via U.S. Postal Service in addition to electronic versions. Members can request to opt-out of paper notices.

Glossary of Terms

A glossary of terms that includes frequently used industry terms and acronyms is available on the Alameda CTC website at www.AlamedaCTC.org/app_pages/view/8081.

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Paratransit Advisory Planning Committee
 Meeting Agenda
 Monday, November 25, 2013, 1:00 p.m.

1111 Broadway, Suite 800, Oakland, CA 94607 • PH: (510) 208-7400 • www.AlamedaCTC.org

Chair: Sylvia Stadmire
Vice Chair: Will Scott
Staff Liaison: Matt Todd, Principal Transportation Engineer; John Hemiup, Senior Transportation Engineer
Public Meeting Coordinator: Krystle Pasco

1:00 – 1:12 p.m.
 Sylvia Stadmire

1. Welcome and Introductions

1:12 – 1:15 p.m.
 Public

2. Public Comment

Page A/I

1:15 – 1:20 p.m.
 Sylvia Stadmire

3. October 28, 2013 Meeting Minutes

3.1. PAPCO Meeting Minutes

1 A

3.2. Joint PAPCO and ParaTAC Meeting Minutes

9 A

Recommendation: Approve the October 28, 2013 PAPCO and Joint PAPCO and ParaTAC meeting minutes.

1:20 – 1:35 p.m.
 Staff

4. Implementation Guidelines Review

4.1. Draft Paratransit Implementation Guidelines

15 A

The Committee will review the Implementation Guidelines and take action.

1:35 – 2:00 p.m. **5. East Bay Paratransit Report** |
EBP Staff

The Committee will receive a report from East Bay Paratransit.

2:00 – 2:25 p.m. **6. Gap Grant Cycle 5 Program Report – Bay Area Outreach and Recreation Program (BORP)** |
Guest Speakers

The Committee will receive a Gap Grant Cycle 5 program report from Bay Area Outreach and Recreation Program (BORP).

2:25 – 2:50 p.m. **7. Revision to Access Alameda Guide/Website Discussion** |
Staff

The Committee will discuss the revision of the Access Alameda Guide and website in relation to Mobility Management goals.

2:50 – 2:55 p.m. **8. Convene Joint Access Alameda Revision Subcommittee** |
Staff

8.1. Joint Access Alameda Revision Subcommittee Information 25 |

The Committee will have the opportunity to volunteer for a Joint Subcommittee.

2:55 – 3:05 p.m. **9. Member Reports on PAPCO Mission, Roles, and Responsibilities Implementation** |
PAPCO

9.1. PAPCO Calendar of Events 27 |

9.2. PAPCO Work Plan 29 |

	9.3. PAPCO Appointments	33	
3:05 – 3:15 p.m.	10. Committee Reports (Verbal)		
Sharon Powers	10.1. East Bay Paratransit Service Review Advisory Committee (SRAC)		
Harriette Saunders	10.2. Citizens Watchdog Committee (CWC)		
	11. Mandated Program and Policy Reports		
	11.1. November 5, 2013 East Bay Paratransit SRAC Meeting Minutes	35	
	11.2. November 12, 2013 Transit Access Report	43	
3:15 – 3:30 p.m. Staff	12. Information Items		
	12.1. Mobility Management – “The MUNI Mash”		
	12.2. Outreach Update		
	12.3. Other Staff Updates		
	13. Draft Agenda Items for January 27, 2013 PAPCO Meeting		
	13.1. 2013 Outreach Summary Report		
	13.2. East Bay Paratransit Report		
	13.3. Gap Grant Cycle 5 Program Report – City of Fremont Mobility Management and Travel Training		
3:30 p.m.	14. Adjournment		

Next Meeting: January 27, 2013

All items on the agenda are subject to action and/or change by the Commission.



MEETING ATTENDEES

Attendance Key (A = Absent, P = Present)

Members:

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

Staff:

P Matt Todd, Principal Transportation Engineer
P John Hemiup, Senior Transportation Engineer
P Naomi Armenta, Paratransit Coordinator
P Krystle Pasco, Paratransit Coordination Team
P Christina Ramos, Alameda CTC Project/Program Team

Guests:

Dana Bailey, City of Hayward Paratransit; Billy Chan, On Lok Lifeways;
Sarah Dawn-Smith, Bay Area Outreach and Recreation Program; Pam
Deaton, City of Pleasanton Paratransit; Shawn Fong, City of Fremont
Paratransit

MEETING MINUTES

1. Welcome and Introductions

Will Scott, PAPCO Vice Chair, called the meeting to order at 1:10 p.m.
The meeting began with introductions and a review of the meeting
outcomes.

2. Public Comment

There were no public comments.

3. Approval of September 23, 2013 Meeting Minutes

Herb Hastings moved to approve the September 23, 2013 PAPCO Meeting minutes. Michelle Rousey seconded the motion. The motion passed (15-0-0).

4. East Bay Paratransit Report

This report was postponed.

5. Gap Grant Cycle 4 Summary Report

John Hemiup and Naomi Armenta gave a summary report on Gap Grant Cycle 4. John noted that this presentation is part of a larger update on direct local program distributions as well as grant program funding in the last cycle. John reviewed the Measure B distributions and noted that Programs receives 60% and Capital Projects receives 40% of overall Measure B sales tax revenue. The 60% of annual Measure B revenues supports five types of programs including local streets and roads (22.34%), mass transit (21.92%), paratransit (10.45%), bicycle and pedestrian safety (5%) and transit center development (0.19%). The funding that is allocated to special transportation for seniors and people with disabilities is the highest amount given to paratransit in the Bay Area.

In FY12-13, Alameda CTC distributed \$64.8 million in direct local program distributions. Similarly, since 2004, Alameda CTC has awarded approximately 140 grant funded projects in the amount of \$38 million. The grant program funds four types of programs including bicycle and pedestrian safety, paratransit, express bus and transit center development. Since April 2002, Alameda CTC has allocated \$677.5 million to direct local programs distributions as well as grant funds. Paratransit has received approximately \$14.4 million in grant funding.

The projects funded through the Coordinated Funding Program and Paratransit Gap Grant Cycle 5 program are currently underway and are funded through FY14-15. These Measure B grant projects undergo

a competitive process similar to VRF. These projects help improve transportation access for the diverse population in Alameda County and provide improvements that encourage Alameda County residents to walk, bike, take public transportation and live in transit oriented developments.

As previously mentioned, the funding allocated to paratransit is the largest allocation of any Bay Area sales tax measure. This funding supports approximately one million rides annually including those of the Wheelchair Scooter Breakdown Transportation Service, the Hospital Discharge Transportation Service, the ADA paratransit programs, and the city based programs.

Naomi reviewed the paratransit Gap Grant Cycle 4 projects that were originally funded in 2008. The types of projects that were funded included grants for capital, mobility management, travel training, volunteer driver programs, specialized service provision, and other miscellaneous projects.

Questions and feedback from PAPCO members:

- Although 10.45% may be the highest amount of funding given to paratransit in the Bay Area, it is important to think about the denominator i.e. the actual need for services in the respective areas. Staff noted that need is pretty steady in the Bay Area as funding is allocated with respect to population and age.
- What are the 20 jurisdictions that are mentioned on slide 4? These jurisdictions include the city agencies, LAVTA, BART, AC Transit, WETA, and Alameda County.
- How much funding was given to the Center for Independent Living for travel training as it is noted on slide 10? Also, the current Mobility Matters! grant funding has not been allocated. Is there an update on that? Staff will follow up with the amount that was allocated to CIL for travel training for Cycle 4. Staff also noted that if there are any issues that CIL would like to address regarding their Gap Grant Cycle 5 funding (reimbursements, reporting process, etc.), they should contact staff directly.
- Why does Express Bus receive \$9.6 million, as stated on slide 6, when the AC Transit buses do not run on schedule? Staff replied

that this discretionary funding is dictated by the 2000 TEP and is to improve regional connectivity.

- Staff noted that the funding formulas that determine how much funding each type of program receives were established in the 2000 Transportation Expenditure Plan. These formulas are fixed until they are amended.
- With regards to the Hospital Discharge Transportation Service and the Affordable Care Act now in full effect, what is Alameda CTC's role in decreasing the recidivism of patients reentering a medical facility? Staff noted that the funding that Alameda CTC allocates is primarily focused on transportation projects and programs. This issue is more relevant to social services and public health but Alameda CTC will continue to improve our HDTS program and transportation services overall. Staff also noted that information regarding the Avoid Readmissions through Collaboration (ARC) will be distributed at the next PAPCO meeting for individuals who would like to get more involved with this issue.
- The presentation was well organized.
- The Wheelchair Scooter Breakdown Transportation Service works really well. I experienced a breakdown recently and the service was very responsive to my needs.

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

Harriette Saunders attended a festival with Oakland Mayor Jean Quan as an ambassador. She also attended the Black Cowboys parade.

Sandra Johnson-Simon attended the CARA conference in Sacramento and was elected as one of their Vice Presidents.

Margaret Walker participated in the Easter Seals' Partnerships with Transit online course.

Michelle Rousey was asked to speak at a conference in Sacramento on Nov. 12th regarding the Coordinated Care Initiative. The California Olmstead meeting is also on Nov. 12th and she will also be discussing

the Coordinated Care Initiative at that meeting as well. Also on Oct. 13th, Michelle was interviewed by Channel 7 news regarding the pending BART strike.

Carmen Rivera-Hendrickson is now a part of the Railroad Accessibility Taskforce as an ADA consumer. She also notified the committee of accidents that have taken place on WHEELS buses as well as a platform that was put in place to improve a bus stop by the city within a week of a complaint.

Shawn Costello has been working with the City of Dublin to improve the potholes on local streets and roads and he has also done work around the Iron Horse Trail. Shawn also noted that a police officer on a motorcycle almost got into an accident with him and did not check to see if he was okay after the incident. Shawn also noted that if anyone is going to be transported without their wheelchair or mobility device for repairs, make sure to place it in a visible location so the transportation service can easily locate the mobility device.

Will Scott attended the Berkeley Sunday Streets event on Oct. 13th but was not able to connect with Krystle and the Alameda CTC table. Will also reported that he was able to assist Sharon Moret as an advocate for her paratransit hearing with East Bay Paratransit. The issue was resolved and Sharon was satisfied with the outcome.

Jonah Markowitz helped distribute emergency contact cards at the North Berkeley Senior Center. He also noted that the Berkeley/Albany Mental Health Commission is starting to discuss alternatives to Laura's law which forces individuals who need mental help rather than physical help to be admitted into an institution in order to prevent a 5150. If anyone is interested in more information, Carol Patterson is a good resource.

Sharon Powers attended the Newark Senior Center Health Faire at the Newark Community Center. She noted there were a lot of great vendors and health screenings available at the faire. She also noted that the space was very inaccessible for people in mobility devices and that the event will be taking place at another location as a result.

7. Committee Reports

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

Sharon Powers reported that at the last SRAC Meeting, officer elections took place. East Bay Paratransit also notified the public that the sedan vehicles will no longer be in service. Many people noted that they do not want to see the sedans go away as the larger cutaway vehicles are uncomfortable. Members suggested sitting closer to the driver when riding in a cutaway vehicle as the vibration is much less intense (although riders do not always get to determine where they sit in the vehicle). The next SRAC meeting will take place on Tuesday, Nov. 5th.

7.2. Citizens Watchdog Committee (CWC)

Harriette Saunders reported that the next meeting is on Monday, Nov. 4th at 6:30 p.m. at the new Alameda CTC offices. Also, the CWC Annual Report is now out and it looks really nice. The report is also available in Spanish and Chinese. Lastly, the CWC is now meeting with the auditors to learn how the process will work for this fiscal year.

8. Mandated Program and Policy Reports

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

9. Information Items

9.1. Mobility Management – Mobility Options for the Community

Naomi reviewed the Easter Seals Project Action mobility management handout in the agenda packet. She noted that the Mobility Options for the Community handout is a tool that will help individuals think about the various transportation options that might be available in their community. It includes a chart that individuals can document information about transportation services. Naomi noted that this information can be included in the mobility management inventory that AC Transit and Nelson\Nygaard is currently conducting.

Naomi also gave an update on the mobility management grant and reminded the Committee that the inventory is currently underway. She noted that staff is currently looking for a place in which the information will be stored. The Committee will also be discussing the updates to the Access Alameda booklet and website at the next PAPCO meeting.

9.2. Outreach Update

Krystle Pasco gave an update on the following outreach events:

- 10/4/13 – Healthy Lifestyle and Fitness Faire, Newark Community Center from 9:00 a.m. to 12:00 p.m.
- 10/5/13 – Senior Info Fair, Dublin Senior Center from 10:00 a.m. to 2:00 p.m.
- 10/7/13 – Alameda CTC Annual Mobility Workshop, Ed Roberts Campus from 9:30 a.m. to 3:30 p.m.
- 10/10/13 – Annual Senior Health Fair, St. Regis Retirement Center from 11:00 a.m. to 2:00 p.m.
- 10/13/13 – Berkeley Sunday Streets, Downtown Berkeley from 11:00 a.m. to 4:00 p.m.
- 10/17/13 – Family Bridges Health Fair, Hotel Oakland from 10:30 a.m. to 1:00 p.m.
- 10/19/13 – Wheels for Meals Ride, Shadow Cliffs Regional Park from 10:30 a.m. to 4:00 p.m.

9.3. Other Staff Updates

CWC Annual reports are now available in Spanish and Chinese. If you would like additional copies for distribution, please notify staff.

10. Draft Agenda Items for November 25, 2013 PAPCO Meeting

- 10.1. Review Implementation Guidelines
- 10.2. Initial Revision to Access Alameda Guide/Website Discussion
- 10.3. Convene Joint Access Alameda Revision Subcommittee
- 10.4. Gap Grant Cycle 5 Program Report – Bay Area Outreach and Recreation Program

11. Adjournment

The meeting adjourned at 2:35 p.m. The next meeting is scheduled for November 25, 2013 at Alameda CTC's new offices located at 1111 Broadway, Suite 800, in Oakland.



MEETING ATTENDEES

Attendance Key (A = Absent, P = Present)

PAPCO Members:

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

ParaTAC Members:

- | | | |
|-------------------------------|-------------------------|-------------------------|
| <u>P</u> Dana Bailey | <u>A</u> Drew King | <u>A</u> Kim Ridgeway |
| <u>A</u> Beverly Bolden | <u>A</u> Jackie Krause | <u>A</u> Mary Rowlands |
| <u>A</u> Melinda Chinn | <u>P</u> Kadri Klm | <u>A</u> Michelle Silva |
| <u>P</u> Pam Deaton | <u>A</u> Kevin Laven | <u>A</u> Leah Talley |
| <u>P</u> Shawn Fong | <u>A</u> Isabelle Leduc | <u>A</u> Laura Timothy |
| <u>A</u> Marisa Hackett | <u>A</u> Wilson Lee | <u>A</u> Mark Weinstein |
| <u>A</u> Heather Hafer | <u>P</u> Hakeim McGee | <u>A</u> Jeff Weiss |
| <u>A</u> Brad
Helfenberger | <u>A</u> Cindy Montero | <u>A</u> David Zehnder |
| <u>A</u> Karen Hemphill | <u>A</u> Mallory Nestor | |
| | <u>A</u> Gail Payne | |

Staff:

- P Matt Todd, Principal Transportation Engineer
- P John Hemiup, Senior Transportation Engineer
- P Naomi Armenta, Paratransit Coordinator
- P Cathleen Sullivan, Paratransit Coordination Team
- P Krystle Pasco, Paratransit Coordination Team
- P Christina Ramos, Alameda CTC Project/Program Team

Guests:

Billy Chan, On Lok Lifeways; Dawn Jaeger, City of Hayward Paratransit

MEETING MINUTES

1. Welcome and Introductions

Paratransit Coordinator Naomi Armenta called the meeting to order at 2:45 p.m. The meeting began with introductions and a review of the meeting outcomes.

2. Public Comment

There were no public comments.

3. Updated Funding Formula Data Discussion

Naomi Armenta gave a presentation on the funding formula update and reminded the Committees that 10.45% of the Measure B overall revenue goes to specialized transportation for seniors and people with disabilities. Of that funding, 5.63% goes to mandated paratransit services, 3.39% goes to non-mandated paratransit services, and 1.43% goes to the Gap Grant Program. The 3.39% that is allocated to non-mandated paratransit services is further allocated to each planning area. 1.24% goes to North County, 0.88% goes to Central County, 1.06% goes to South County, and 0.21% goes to East County.

The funds from each planning area may not be transferred into another area. Furthermore, the formula created by PAPCO allocates funding only within each planning area. The current formula that was adopted in 2011 is based on seniors age 70-79 (Census 2010), seniors age 80+ (weighted times 1.5), low income households earning equal to or less than 30% of the area median income (ACS), and age (as a proxy for disability). This formula is effective until June 30, 2017 and disability data will be incorporated once it becomes available.

Although the American Community Survey (ACS) data is updated annually, there is no disability information available for Albany, Cherryland, Emeryville, Fairview, Piedmont, and Sunol. These communities are pertinent in determining the funding that is allocated

to the respective planning areas. As a result, staff does not recommend attempting to incorporate a disability factor at this time.

Lastly, Naomi reviewed the updated income data, the resulting funding formula for FY14-15 and some sample projections that incorporate the new information.

Questions and feedback from PAPCO and ParaTAC members:

- Where is Cherryland? Cherryland is an unincorporated area in Hayward.
- Are these the numbers that ParaTAC members should use for FY 13-14? The numbers in the presentation are from the Alameda CTC website and are just projections. Staff is working on gathering information on the actual numbers that ParaTAC members can use for FY13-14 and FY14-15. These numbers should not be used.
- The City of Berkeley has the largest increase and the City of Oakland has the largest decrease in funding according to the updated funding formula projections.
- The changes do not seem to generate that big of a difference in funding.
- When does the funding formula expire? The current funding formula expires in 2017. However, if the disability data becomes available and the Committees would like to update the funding formula before 2017, the Committees have the option of amending the formula.

4. Mobility Workshop Outcomes Report

Cathleen Sullivan gave an outcomes report from the Alameda CTC Annual Mobility Workshop. She provided highlights from the online survey that was sent to attendees immediately after the Workshop. Of the 85 participants at the Workshop, 77 were sent the post-workshop survey, and 35 responded. She noted that the largest number of attendees represented Northern Alameda County. Cathleen provided other highlights regarding the morning session, lunchtime self-guided tour, resource fair, and the afternoon session.

Overall a great majority of respondents, approximately 93.8%, felt that the length of both the workshop and the lunch break were “just right.” Respondents also found the interaction with other participants, speakers, and presentations were most helpful. Generally, the Workshop was well received by attendees and it appears that the Workshop continues to serve an important role in sharing information, providing networking opportunities, and inspiring coordination and better service provision.

Questions and feedback from PAPCO and ParaTAC members:

- The Youtube video on the Google driverless car was interesting but I felt that it was not suitable for all people with disabilities. This technology is currently not available for sale and does not address all other issues of accessible transportation. It was meant as an example of new developments in accessible technology.
- I was able to bring two of our paratransit task force members to the Workshop and they had a really good time learning about other transportation issues.
- The self-guided tour was great but I do not think I would have done the activity if it were not for the presentation that took place before the allotted time for the tour. We are excited about next year and I think it is a great idea to bring different users to the table for next year.
- The Workshop was fun and I had a great time.
- According to the outcomes report, 40% of the respondents were coming from Northern Alameda County. Did anyone mention any barriers in getting to the Workshop location? The outcomes report is not necessarily representative of the entire population that attended the Workshop but there were no comments about any difficulties getting to Ed Roberts Campus.
- How would one know about the Workshop if they were not a member of PAPCO? Staff distributed the Workshop flyer to senior centers, other Paratransit coordinators in other counties as well as a wide email distribution to Alameda CTC partners, social service agencies and nonprofits.
- Perhaps the rescheduling of the Workshop affected the attendance. Staff noted that there were no issues with

attendance as the Workshop was well attended and that was evident through the RSVPs prior to the Workshop.

- The San Francisco accessible parking presentation was also well received at the Workshop. Survey respondents wanted to continue with the conversation after the Workshop.
- I would like to see a presentation or information on trails-to-transit or recreation at next year's Workshop.

5. ParaTAC and PAPCO Discussion

Naomi Armenta introduced the topic of the joint ParaTAC and PAPCO discussion and noted that the idea around these discussions was to share ideas and address issues regarding accessible transportation amongst the two committees. Since there was limited time for discussion, she instead asked committee members to brainstorm good discussion topics.

Suggested joint ParaTAC and PAPCO discussion topics:

- Standing order policy
- Testimonies on disability and sensitivity, overcoming obstacles and outreach efforts
- Notification of service changes to paratransit riders in accessible formats; standards for communication for that purpose

6. Draft Agenda Items for November 12, 2013 ParaTAC Meeting

6.1. Review Implementation Guidelines

6.2. Initial Revision to Access Alameda Guide/Website Discussion

6.3. Community Based Transportation Provider Presentation

6.4. Technical Exchange – Recurring Items

7. Adjournment

The meeting adjourned at 4:00 p.m. The next PAPCO meeting is scheduled for November 25, 2013 and the next ParaTAC meeting is scheduled for November 12, 2013. These meetings will take place at Alameda CTC's new offices located at 1111 Broadway, Suite 800, in Oakland.

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Implementing Guidelines – Special Transportation Program for Seniors and People with Disabilities

These guidelines lay out the service types that are eligible to be funded with Alameda County Measure B and Vehicle Registration Fee (VRF) revenues under the Special Transportation Program for Seniors and People with Disabilities. All programs funded partially or in their entirety through Measure B or the VRF, including ADA-mandated paratransit services, city-based non-mandated programs, and grant-funded projects, must abide by the following requirements for each type of paratransit service. Programs must be in full compliance with these guidelines by the end of fiscal year 2012-2013.

Fund recipients are able to select which of these service types is most appropriate in their community to meet the needs of seniors and people with disabilities. Overall, all programs should be designed to enhance quality of life for seniors and people with disabilities by offering accessible, affordable, and convenient transportation options to reach major medical facilities, grocery stores and other important travel destinations to meet life needs.

The chart below summarizes the eligible service types and their basic customer experience parameters; this is followed by more detailed descriptions of each.

Service	Timing	Accessibility	Origins/ Destinations	Eligible Population
ADA Paratransit	Pre-scheduled	Accessible	Origin-to-Destination	People with disabilities unable to ride fixed route transit
Door-to-Door Service	Pre-scheduled	Accessible	Origin-to-Destination	People with disabilities unable to ride fixed route transit and seniors
Taxi Subsidy	Same Day	Varies	Origin-to-Destination	Seniors and people with disabilities

Wheelchair Specialized Van	Pre-scheduled & Same Day	Accessible	Origin-to-Destination	People with disabilities using mobility devices that require lift- or ramp-equipped vehicles
Accessible Shuttles	Fixed Schedule	Accessible	Fixed or Flexed Route	Seniors and people with disabilities
Group Trips	Pre-scheduled	Varies	Round Trip Origin-to-Destination	Seniors and people with disabilities
Volunteer Drivers	Pre-scheduled	Generally Not Accessible	Origin-to-Destination	Vulnerable populations with special needs, e.g. requiring door-through-door service or escort
Mobility Management and/or Travel Training	N/A	N/A	N/A	Seniors and people with disabilities
Scholarship/Subsidized Fare Programs	N/A	N/A	N/A	Seniors and people with disabilities

Note on ADA Mandated Paratransit. Programs mandated by the American's with Disabilities Act are implemented and administered according to federal guidelines that may supersede these guidelines; however all ADA-mandated programs funded through Measure B or the VRF are subject to the terms of the Master Programs Funding Agreement.

Interim Service for Consumers Awaiting ADA Certification: At the request of a health care provider, or ADA provider, city-based programs must provide interim service through the programs listed below to consumers awaiting ADA certification. Service must be provided within three business days of receipt of application.

City-based Door-to-Door Service Guidelines	
Service Description	<p>City-based door-to-door services provide pre-scheduled, accessible, door-to-door trips. Some programs allow same day reservations on a space-available basis. They provide a similar level of service to mandated ADA services. These services are designed to fill gaps that are not met by ADA-mandated providers and/or relieve ADA-mandated providers of some trips.</p> <p>This service type does not include taxi subsidies which are discussed below.</p>
Eligible Population	<p>People 18 and above with disabilities who are unable to use fixed route services or Seniors 80 years or older without proof of a disability.</p> <p>Cities may provide services to consumers who are younger than age 80, but not younger than 70 years old.</p> <p><i>Cities may offer “grandfathered” eligibility to program registrants below 70 years old who have used the program regularly in the prior fiscal year as long as it does not impinge on the City’s ability to meet the Implementation Guidelines.</i></p> <p><i>Program sponsors may use ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit), as proof of disability.</i></p>
Time & Days of Service	<p>At a minimum, service must be available five days per week between the hours of 8 am and 5 pm (excluding holidays).</p> <p>At a minimum, programs should accept reservations between the hours of 8 am and 5 pm Monday – Friday.</p>
Fare (Cost to Customer)	<p>Fares for pre-scheduled service should not exceed local ADA paratransit fares, but can be lower, and can be equated to distance. Higher fares can be charged for “premium” same-day service.</p>
Other	<p>Door-to-Door programs must demonstrate that they are providing trips at an equal or lower cost than the ADA-mandated provider on a cost per trip and cost per hour basis.</p> <p>Programs cannot impose limitations based on trip purpose, but can impose per person trip limits to control program resources.</p>

Taxi Subsidy Service Guidelines

<p>Service Description</p>	<p>Taxis provide curb-to-curb service that can be scheduled on a same-day basis. They charge riders on a distance/time basis using a meter. Taxi subsidy programs allow eligible consumers to use taxis at a reduced fare by reimbursing consumers a percentage of the fare or by providing some fare medium, e.g. scrip or vouchers, which can be used to cover a portion of the fare. These programs are intended for situations when consumers cannot make their trip on a pre-scheduled basis. This is meant to be a “premium” safety net service, not a routine service to be used on a daily basis.</p> <p>The availability of accessible taxi cabs varies by geographical area, but programs should expand availability of accessible taxi cabs where possible.</p>
<p>Eligible Population</p>	<p>People 18 and above with disabilities who are unable to use fixed route services or Seniors 80 years or older without proof of a disability.</p> <p>Cities may provide services to consumers who are younger than age 80, but not younger than 70 years old.</p> <p><i>Cities may offer “grandfathered” eligibility to program registrants below 70 years old who have used the program regularly in the prior fiscal year as long as it does not impinge on the City’s ability to meet the Implementation Guidelines.</i></p> <p><i>Program sponsors may use ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit), as proof of disability.</i></p>
<p>Time & Days of Service</p>	<p>24 hours per day/7 days per week</p>
<p>Fare (Cost to Customer)</p>	<p>At a minimum, programs must subsidize 50% of the taxi fare.</p> <p>Programs can impose a cap on total subsidy per person. This can be accomplished through a maximum subsidy per trip, a limit on the number of vouchers/scrip (or other fare medium) per person, and/or a total subsidy per person per year.</p>

City-based <u>Wheelchair Specialized</u> Van Service	
Service Description	<p><u>Wheelchair Specialized</u> van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. These services are generally implemented as a supplement to a <u>taxi</u>-program <u>that does not meet critical needs for particular trips in accessible vehicles in certain communities. Examples of unmet needs might be a taxi program without accessible vehicles or medical trips for riders too frail to take a shuttle, or outside of the ADA-mandated service area.</u> to ensure some availability of accessible vehicles in cities that do not have door-to-door programs or have limited door-to-door programs.</p> <p>These programs make use of fare mediums such as scrip and vouchers to allow consumers to pay for rides. These trips are sometimes provided through a cab company, but riders are generally not charged using a meter (usually cities have different payment structures arranged with the company operating the vans).</p>
Eligible Population	<p><u>At discretion of program sponsor with local consumer input. People 18 and above with disabilities who use mobility devices that require a lift or ramp-equipped vehicle.</u></p> <p>Program sponsors may use ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit), as proof of disability.</p>
Time & Days of Service	<p><u>At discretion of program sponsor with local consumer input. At a minimum, service must be available five days per week between the hours of 8 am and 5 pm (excluding holidays) like a door-to-door program.</u></p> <p>At a minimum, programs should accept reservations between the hours of 8 am and 5 pm Monday – Friday.</p>
Fare (Cost to Customer)	<p><u>At discretion of program sponsor with local consumer input. Fares for pre-scheduled or same-day service should not exceed local ADA paratransit fares, but can be lower, and can be equated to distance.</u></p> <p>Programs can impose a maximum subsidy per trip, a limit on the number of vouchers per person, and/or a total subsidy per person per year.</p>
Other	<p><u>Wheelchair Specialized</u> van programs should provide trips at an equal or lower cost than the ADA-mandated provider on a cost per trip and cost per hour basis.</p>

City Accessible Shuttle Service Guidelines

Service Description	<p>Shuttles are accessible vehicles that operate on a fixed, deviated, or flex-fixed route and schedule. They serve common trip origins and destinations visited by eligible consumers. Common trip origins and destinations are: senior centers, medical facilities, grocery stores, BART stations, other transit stations, community centers, commercial districts, and post offices.</p> <p>Shuttles should be designed to supplement existing fixed route transit services. Routes should not necessarily be designed for fast travel, but to get as close as possible to destinations of interest, often going into parking lots or up to the front entrance of a senior living facility. Shuttles allow for more flexibility than pre-scheduled paratransit service, and are more likely to serve active seniors who do not drive and are not ADA paratransit registrants.</p>
Eligible Population	Shuttles should be designed to appeal to older people, but can be made open to the general public.
Time and Days of Service	At discretion of program sponsor with local consumer input.
Fare (Cost to Customer)	Fares should not exceed local ADA paratransit fares, but can be lower, and can be equated to distance.
Cost of Service	By end of FY12/13, the cost per one-way person trip must be \$20 or lower, including transportation and direct administrative costs.
Other	<p>Shuttles are required to coordinate with the local fixed route transit provider.</p> <p>Shuttle routes and schedules should be designed with input from the senior and disabled communities and any new shuttle plan must be submitted to the Alameda CTC for review prior to requesting funding to ensure effective design.</p> <p>Deviations and flag stops are permitted at discretion of program sponsor.</p>

Group Trips Service Guidelines	
Service Description	Group trips are round-trip rides for pre-planned outings or to attend specific events or go to specific destinations for fixed amounts of time, e.g. shopping trips, sporting events, or community health fairs. Trips usually originate from a senior center or housing facility and are generally provided in accessible vans and other vehicle types or combinations thereof. These trips are specifically designed to serve the needs of seniors and people with disabilities.
Eligible Population	At discretion of program sponsor.
Time and Days of Service	Group trips must begin and end on the same day.
Fare (Cost to Customer)	At discretion of program sponsor.
Other	Programs can impose mileage limitations to control program costs.

Volunteer Driver Service Guidelines	
Service Description	Volunteer driver services are pre-scheduled, door-through-door services that are generally not accessible. These programs rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. This service type meets a key mobility gap by serving door-through-door trips for more vulnerable populations. This is a complementary gap-filling service. Volunteer driver programs may also have an escort component where volunteers accompany consumers, who are unable to travel in a private vehicle, on ADA trips.
Eligible Population	At discretion of program sponsor.
Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	At discretion of program sponsor.
Other	Program sponsors can use Measure B funds to pay for volunteer mileage reimbursement purposes or an equivalent financial incentive for volunteers and/or administrative purposes.

Mobility Management and/or Travel Training Service Guidelines

Service Description	Mobility management and/or travel training play an important role in ensuring that people use the “right” service for each trip, e.g. using EBP from Fremont to Berkeley for an event, using a taxi voucher for a same-day semi-emergency doctor visit, and requesting help from a volunteer driver or group trips service for grocery shopping. Mobility management covers a wide range of activities, such as travel training, escorted companion services, coordinated services, trip planning, and brokerage.
Eligible Population	At discretion of program sponsor.
Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	N/A
Other	Programs must specify a well-defined set of activities that will be undertaken in a mobility management or travel training program. The mobility management plan or travel training program must be submitted to the Alameda CTC for review prior to requesting funding to ensure effective design.

Scholarship/Subsidized Fare Program Guidelines	
Service Description	Scholarship or Subsidized Fare Programs can subsidize any service for customers who are low-income and can demonstrate financial need.
Eligible Population	Subsidies can be offered to low-income consumers with demonstrated financial need; these consumers must also meet the eligibility requirements of the service for which the subsidy is being offered. Low income should be considered 30% AMI (area median income) or lower.
Time and Days of Service	N/A
Fare (Cost to Customer)	N/A
Other	<p>Program sponsors must describe how financial means testing will be undertaken.</p> <p>If program sponsors include subsidized East Bay Paratransit (EBP) tickets in this program, no more than 3% of their direct Measure B or VRF direct local program distribution funds pass-through funds may be used for these tickets. <u>Programs may use other funds to purchase these tickets in excess of the 3% of Measure or VRF direct local program distributions.</u></p>

Meal Delivery Service Guidelines	
Service Description	Meal Delivery Programs deliver meals to the homes of individuals who are transportation disadvantaged. Although this provides access to life sustaining needs for seniors and people with disabilities, it is not a direct transportation expense.
Eligible Population	For currently operating programs, at discretion of program sponsor.
Time and Days of Service	For currently operating programs, at discretion of program sponsor.
Fare (Cost to Customer)	For currently operating programs, at discretion of program sponsor.
Other	Currently operating programs can continue to use Measure B funds for these service costs, but new meal delivery services cannot be established.

DRAFT



Introduction

At the PAPCO meeting on November 25, 2013, PAPCO members will be asked to volunteer to be appointed to a Joint Access Alameda Revision Subcommittee. Below is background information to assist you in determining whether this is a subcommittee you are interested in volunteering for.

Background

The Access Alameda Guide is a core part of Alameda CTC and PAPCO outreach. It is enhanced by the www.accessalameda.org website. The guide has not had an in-depth revision since 2008. In addition to timely updates, there is also a desire to incorporate Mobility Management and One Call/One Click concepts. This will be a joint effort with ParaTAC. The Subcommittee will provide an opportunity to look in-depth at Access Alameda and options for going forward.

Subcommittee Selection and Process

All subcommittees have a minimum membership of 3 and a maximum of quorum (currently 12). The Chair will appoint members – who will be notified by staff. Any members not appointed can still attend the meeting as audience members. The subcommittee will meet at least twice.

Responsibilities

All PAPCO members that volunteer for this subcommittee will be responsible for reviewing any materials provided prior to the actual meetings. Volunteers for this subcommittee should be available to attend all meetings. Accessible materials can be arranged for any member by request.

PAPCO Meeting Dates

- Monday, December 16, 2013 from 11-1 at Alameda CTC. Lunch will be provided.
- At least one other date TBD, likely January.

Per Diem

Since this is not a standing committee or eligible ad hoc committee, members will **not** receive a per diem for meetings.

Conflict of Interest

Staff does not anticipate any conflicts of interest related to this work. If a member has any questions, they are urged to contact the Chair.



Full Committee Meetings

- **Regular TAC monthly meeting:**
Tuesday, November 12, 2013, 9:30 to 11:30 a.m., Alameda CTC
- **Regular PAPCO monthly meeting:**
Monday, November 25, 2013, 1 to 3:30 p.m., Alameda CTC
- **Regular TAC monthly meeting:**
Tuesday, January 14, 2014, 9:30 to 11:30 a.m., Alameda CTC
- **Regular PAPCO monthly meeting:**
Monday, January 27, 2014, 1 to 3:30 p.m., Alameda CTC

Outreach

Date	Event Name	Location	Time
2/5/14	Fremont Unified School District Transition Information Night	Fremont Teen Center, 39770 Paseo Padre Parkway, Fremont, CA 94538	6:00 p.m. – 8:00 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.

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PAPCO Work Plan FY 13-14

1111 Broadway, Suite 800, Oakland, CA 94607 • PH: (510) 208-7400 • www.AlamedaCTC.org

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
Provide input on updating Access Alameda booklet and AccessAlameda.org website		x
Assist in publicizing Alameda CTC special transportation program		x
Monitor PAPCO appointments and vacancies		x
Participate in rescheduled Annual Workshop for 2013	x	
Assist in planning Annual Workshop for 2014		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		
Review materials regarding Mobility Management provided in meeting packet		x

Topic: Program Policy Oversight

Goal: Continue policy oversight over pass-through and grant programs

Actions	Completed	In-Progress
Receive Gap grant summary report in October	x	
Receive reports from Gap Cycle 5 recipients		x
Participate in any discussions on amending Implementing Guidelines		x
Participate in any discussions on funding formula		
Receive an annual update on the HDTs and WSBTS programs	x	

Topic: Fiduciary Oversight

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

Actions	Completed	In-Progress
Review and make recommendations on requests for Gap Capital or Matching funds		
Participate in 5310 Call and scoring as necessary		
Hold a fiduciary training and finance subcommittee meeting in March		x
Continue to evaluate pass-through and grant programs and expenditures		

Topic: Coordination with Local and Regional Partners

Goal: Communicate with local and regional partners on planning efforts and policy discussions

Actions	Completed	In-Progress
Participate in joint discussion with ParaTAC at Joint meetings October February April	x	
Receive regular summaries of ADA-mandated paratransit advisory committees' minutes and Transit Access Reports		x

Topic: Coordination with Local and Regional Partners		
Participate in other committees (e.g. SRAC, WAAC, AAC, City Commissions, etc.) and inform Chair and report to Committee as requested		x
Receive reports on MTC and Regional issues/events		
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 LA VTA with Driver Training and related items		
Ensure that taxi providers have access to resources such as pocket guides from Easter Seals Project ACTION		



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
- Dianne Richards-Reiss
- Rev. Carolyn M. Orr
- Gaye Lenahan
- Carmen Rivera-Hendrickson
- Margaret Walker
- Suzanne Ortt
- Larry Bunn

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**EAST BAY PARATRANSIT (EBPC)
SERVICE REVIEW ADVISORY COMMITTEE
SEPTEMBER 3, 2013 MINUTES**

1) SRAC Roll Call and introduction of individuals present

SRAC members present: Janet Abelson, Don Queen, Sharon Powers, Mary Seib, Alicia Williams, Peter Crockwell, Shawn Fong, and Janet Bilbas.

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

Members of the public present: Mary Lawrence, BART Director Robert Raburn, Naomi Armenta, Gary Brown, Earl Perkins, Ann Johnson, Verlinda Thyman, Munil Kumar, Mary Steiner, Zweuditu Tamrat.

2) Recommendation from the Nominating Committee:

MOTION: Queen/Powers to accept the recommendation of the Nominating Committee to:

- Re-appoint Harriette Saunders; Patricia Affonso; and Robert L. Kearney
- Appoint new members Yvonne Dunbar; Micheal Pope and Roberta Tracy

The motion was unanimously approved.

3) Election of Chair and Vice-Chair for Fiscal Year 13/14

Janet Abelson was unanimously elected Chair for FY 13/14.

Don Queen and Sharon Powers were both nominated for the position of Vice-Chair. A roll call vote was called. There were four votes for Powers: Saunders, Williams, Fong, and Affonso. There were ten votes for Queen: Abelson; Seib; Pope; Bilbas, Tracy; Crockwell, Kearney, Dunbar, Queen, and Powers. Don Queen was elected as Vice-Chair for FY 13/14.

4) Approval of SRAC Minutes from May 7, 2013

MOTION: Saunders/Kearney to approve the May 7, 2013 minutes. Minutes approved. Ayes: Queen; Powers, Saunders, Williams, Crockwell, Affonso, Kearny, and Fong. Abstentions: Dunbar, Tracy, Pope, Abelson, Seib, and Bilbas.

5) Public Comments

Ann Johnson has had concerns about late pick-ups, but feels timeliness has improved. She noted the Broker phone messages refer to a rider ID number and mentions riders will be given reminder calls the night before a trip. She does not know her ID number and she asked when the reminder calls will start.

Verline Thyman said she's experienced a number of late pick-ups. Even if a trip is late, the rider still has to pay the fare. In addition, she questions why riders have to pay for a trip to the Broker's office to purchase tickets.

Naomi Armenta from Alameda County Transportation Commission noted their offices have moved one block to 1111 Broadway.

Gary Brown said he regretted the July SRAC meeting was canceled due to the BART strike and hopes the possibility of another strike won't affect the November meeting.

Zweudito Tamrat mentioned 3 concerns:

- In the past two weeks she has had several drivers for her standing order who don't know the route and she's experienced long rides.
- Drivers complain about their manifest, particularly when riders are added-on.
- She feels it's a safety issue when one vehicle is transporting three wheelchairs. It is hard to exit around the other wheelchairs.

Mary Steiner said she is ADA eligible but she cannot ride in vans and does not use the service because EBPC could not guarantee a sedan. She uses the local taxi script program but it cannot be used to cross the Bay. When BART was on strike, there were no options for her to get across the Bay.

In response to several comments from the public, Mallory Nestor-Brush of AC Transit made two points:

1. Work to implement the Interactive Voice Response System, which will provide reminder messages for riders, will begin once the new scheduling system upgrade is signed off. Implementation should start later this fall.
2. Veolia was recently awarded a new contract. The same three service providers will continue with Veolia. Under this new contract, all sedans will be phased out. New vehicles, replacing the sedans, will be put into service around December.

Laura Timothy said everyone hopes to avoid another BART strike. During the last strike, EBPC did continue service, although riders were encouraged to delay trips over the Bay Bridge due to congestion. If there is another strike, EBPC will do the same and provide as much service as possible, considering Broker staff and drivers are also affected by a strike and some may have difficulty getting to work.

6) Assignment by the Chair to panels and the Nominating Committee

Chair Abelson made the following appointments:

Eligibility Appeals Panel: primary member is Sharon Powers; 1st back-up is Robert L. Kearney; 2nd back up is Mary Seib

Service Suspension Appeals Panel: primary member is Don Queen; 1st back-up is Alicia Williams; 2nd back up is Patricia Affonso.

Nominating Committee: Janet Abelson.

7) Report from the East Bay Paratransit Broker and performance data review

Mark Weinstein reported Veolia is very pleased to have been awarded a new contract. He also mentioned the Broker's office will be moving late fall to a location a few doors from the current one.

The performance data in the package shows ridership decreased from FY 11/12 to FY 12/13. As noted at prior meetings, a big reason are budget cuts in Sacramento causing certain Social Service programs to close; 37,000 less riders were transported in FY 12/13. Ridership decline led to a decrease in productivity; in 11/12 it was 1.82, but in 12/13 it was 1.75. On-time performance dipped a bit from 93.2% to 92.5%.

Comments on the Broker's Report:

- There was concern total riders in the data base, as presented in the performance report, decreased between FY 11/12 and FY 12/13. Questions were raised on whether: ridership loss needs to be addressed; certification agents are trained; and doctors' recommendations are considered when determining eligibility.
- Cognitively disabled riders can sometimes be denied because they appear healthy in other ways and their disabilities are not as obvious.
- Some trips take too long – up to two hours between Castro Valley and Oakland, for example.
- When a van arrived 15 minutes early, a driver refused to let the rider board until the start of the pick-up window.

Mallory Nestor-Brush offered a few explanations about eligibility certification:

- Eligibility is based on the applicant's ability to ride a fixed route bus.
- All Eligibility certification staff has been trained through the National Transit Institute and Orthopedic Hospital in Los Angeles.
- There is a medical professional on the Eligibility Appeals panel. The panel does not include anyone involved in making the original eligibility determination.
- In the two years presented in the performance report, over 9,500 determinations were made with only 360 denials.
- ADA paratransit is an alternative to the fixed route services of AC Transit and BART. EBPC's goal is to provide quality transportation to the majority of riders who are unable to use the fixed route service, but EBPC is not a means to an end for everyone. EBPC is one service in a continuum of services available to individuals with disabilities.

Mark Weinstein noted the standard used for trip time duration is the time it takes to make an identical trip on a bus, including transfers and wait times.

8) Report from Nelson/Nygaard on Alameda and Western Contra Costa County Paratransit Inventory survey results

Nelson/Nygaard recently conducted a survey of select agencies to discover what transportation resources are available in the EBPC service area, in addition to EBPC. Data will be compiled into a single data base. The intent if the database is to enhance EBPC's information and referral programs and to identify opportunities for coordination of services. Survey results are being finalized. Nelson/Nygaard will follow-up with several agencies on possible coordination opportunities. A final report should be ready in about 2 months.

Members suggested adding Summit Medical Center, Kaiser, and the paratransit programs in the cities of Richmond and San Pablo to the agencies being surveyed.

9) Summary Report from staff on June 2013 Customer Satisfaction Survey results

Laura Timothy provided a brief summary of the most recent Customer Satisfaction survey preliminary results. A total of 489 riders were surveyed June 17 to June 27. Results in 2013 were very similar to prior years' with a few, small decreases.

- 77% of surveyed riders say they are very satisfied or satisfied with EBPC overall. 87% ranked a recent specific trip as excellent or good.
- 88% of trips were reported on-time or early.
- Reservation courtesy was 86% excellent or good.
- Customer Service courtesy was also rated 86% excellent or good.

- Drivers continue to be ranked high: 96% said driver courtesy was excellent or good.

Print and tape copies of the final Management Report will be mailed, when finalized.

10) Report from staff on the Emergency Planning efforts in FY 13/14

The RFP for Broker/Provider Services included Emergency Planning as a task for the Broker. A consulting firm has been contracted to develop this plan working with the agencies, the providers, and the community. The company is Nusura, which specializes in Emergency Planning in only the transportation industry.

Although EBPC does have basic emergency procedures in place, this new planning effort will:

1. enhance what we have
2. address both small, local emergencies plus Bay Area Wide ones
3. document a complete plan that can be easily updated over time
4. include a schedule for training and re-training of staff at the Broker's offices and Provider staff
5. include a plan for identification of emergency supplies at the Broker's offices and in the vehicles
6. offer suggestions for IT emergencies and recovery
7. seek input from the community

At a future SRAC meeting, Nusura will attend and will present their draft community involvement plan for discussion.

11) Report from SRAC Members

Shawn Fong said the City of Fremont has been very active:

- Fremont has taken over paratransit services formally operated by Newark.
- EBPC and Fremont have collaborated since April 2012 to certify ADA applicants locally. Fremont pays for their transportation to the interview.
- Fremont is expanding outreach and education about travel training and promoting their program.
- Fremont has taken over administration of the Tri-City taxi services program
- Lastly, they have initiated a new volunteer driver program in South county, "Drivers for survivors", mainly focused on transportation to cancer treatments.

Harriette Saunders reminded members about the re-scheduled Mobility Workshop, sponsored by the Alameda County Transportation Commission. She encouraged

everyone to come. The date is October 7, at the Ed Roberts campus in Berkeley, starting at 9:30 am.

12) Next SRAC meeting date/agenda and meeting adjournment

The next meeting is November 5th. Possible agenda items are:

- Nusura presentation on community involvement in development of the Emergency Plan.
- Final Report from Nelson/Nygaard on the mobility resources interview and next steps.
- Securement of three wheelchairs in one van.

EAST BAY PARATRANSIT
Performance Report for the SRAC
Systemwide

Ridership Statistics	Q1 FY 12/13	Q1 FY 13/14
Total Passengers	182,386	178,302
ADA Passengers	154,280	152,458
% Companions	1.3%	1.4%
% of Personal Care Assistants	14%	13%
Average Passengers/ Weekday	2,442	2,418
Average Pass/ Weekend & Holidays	876	842

Scheduling Statistics

% Rider Fault No Shows & Late Cancels	2.5%	3.0%
% of Cancellations	22.9%	23.0%
Go Backs/ Re-scheduled	2,126	2,283

Effectiveness Indicators

Revenue Hours	104,229	102,029
Passengers/Revenue Vehicle Hour	1.75	1.75
ADA Passengers per RVHr.	1.48	1.50
Average Trip Length (miles)	10.3	10.8
Average Ride Duration (minutes)	40.5	40.0
Total Cost	\$8,744,928	\$8,363,835
Revenue Miles	1,595,215	1,654,960
Total Cost per Passenger	\$47.95	\$46.91
Total Cost per ADA Passenger	\$56.68	\$54.86
Total Cost per Revenue Hour	\$83.90	\$81.98

On Time Performance

Percent on-time	94.2%	90.5%
Percent 1-20 minutes past window	4.7%	7.3%
% of trips 21-59 minutes past window	1.0%	2.0%
% of trips 60 minutes past window	0.07%	0.14%

Customer Service

Total Complaints	723	820
Timeliness	217	295
Driver Complaints	278	287
Equipment / Vehicle	42	30
Scheduling and Other Provider Complaints	68	67
Broker Complaints	118	141
Commendations	447	366

Safety & Maintenance

Total accidents per 100,000 miles	4.20	4.71
Roadcalls per 100,000 miles	4.50	6.14

Eligibility Statistics

Total ADA Riders on Data Base	19,421	17,238
Total Certification Determinations	1,217	1,307
Initial Denials	45	48
Denials Reversed	1	1

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NOVEMBER 12, 2013

ATTACHMENT 7
Transit Correspondence**Wrong Question About a Dog Leads to Discipline for a Driver**

Disciplinary action was given to a bus driver in Rochester, MN, who was confused over the "two questions" she was allowed to ask before letting a rider bring a dog onto the bus. The driver first asked, appropriately, whether the dog was a service animal. However instead of asking the permitted second question: "What work or task is the animal is trained to perform?" the driver asked for the service animal's identification, a question not permitted under ADA regulations. The driver then turned the passenger away. The passenger, who has limited vision, promptly notified officials of Rochester Public Transit and later filed an ADA complaint with the FTA. The driver was given a three-day suspension and sent for eight hours of ADA retraining before returning to service. The civil rights office concluded in a finding that the transit agency had taken "sufficient corrective action."

LA Metro Agrees to Tell Riders The Upshot of ADA Complaints

LA Metro promised in a court settlement to advise riders of the outcomes of their disability-related complaints. The previous settlement states that LA Metro will make use of data obtained from complaints, without requiring individual responses to the complainants. Under the new agreement, an ADA complainant will receive a response with a tracking number, "preferably via telephone," within three to five working days from receipt of the complaint and a written status update within 90 days from receipt of the complaint. If the investigation is still ongoing, the complainant will eventually receive confirmation of the "final resolution" of the investigation in which the complainant will be told "that the complaint was either founded or unfounded and, if necessary, that appropriate action was taken (without specifying such action)." In a 2011 court action, known as the "Gaddy" case, LA Metro agreed to an improved training program for drivers, institution of a Mystery Rider program for internal monitoring and reporting, and development and implementation of a "tether strap" program for mobility devices. The Gaddy settlement however, did not include a provision for responding to complaints individually.

L.A. Metro Tweaks Bus Layout To Reserve Wheelchair Spaces

LA Metro is taking steps to free up securement positions on buses for wheelchair users. The 40' low floor buses ordered by LA Metro, planning to go into service January 2014, will have the following new accessibility features:

- Signage designating wheelchair spaces as "reserved" for mobility devices.
- Designation of the first forward-facing row as the "priority seating" area for seniors and persons with disabilities who are ambulatory.
- Distinctive upholstery and signage for the priority seats.
- Dedicated spot for a walker.

- 3-Point Q'POD securement system
- Rear-facing option, without securement.
- 1:7 ramps.

LA Metro also changed its policy for wheelchairs from "board first and alight last" to "alight first and board first." The bus signage will state:

- Make it a safe trip for everyone.
- Let riders in wheelchairs board first and exit first.
- Please move from reserved and wheelchair seating areas if requested.
- Bus operators will assist with wheelchair securement; it only takes a moment. Thank you for your patience.

LA Metro considers securement of wheelchairs to be optional. Drivers are instructed to let the passenger know the driver will be securing the wheelchair. If the customer indicates that he/she does not desire assistance and/or does not wish to be secured, the operator must permit the customer to ride unsecured. If the operator is to proceed with securement, instructions continue with rules for lap belts and shoulder belts, both of which are optional. Operators are cautioned, though, that the lap and shoulder belt "must not be used if the wheelchair is not secured."

FTA Applies Its Current Rules On Big or Heavy Wheelchairs

The FTA has been advertising rules for accommodation of oversized or overweight wheelchairs, which states that bus operators must transport bigger or heavier wheelchairs "if the lift and vehicle can physically accommodate them." At a minimum, transit vehicles must have lifts that can accommodate an occupied wheelchair weighing 600 pounds and devices that are 30" x 48" as specified in 49 CFR Section 38.23. A transit agency has no obligation to transport an occupied device that is heavier than the vehicle lift design load. An operator may only deny transportation if carrying the wheelchair and its occupant would be inconsistent with legitimate safety requirements, such as a wheelchair is so large it would block an aisle or interfere with the safe evacuation of passengers in an emergency.

Problem Deploying Bus Ramp Dismissed as an Isolated Error

The FTA Office of Civil Rights dismissed a complaint in which a passenger deployed the ramp by himself, after the operator was unable to deploy the ramp manually, an "isolated operational error." The passenger filed an ADA complaint against Hillsborough Area Regional Transit (HART) in Tampa, FL stating that when the bus arrived the operator tried unsuccessfully to manually deploy the ramp and asked the passenger to wait for the next bus. The passenger then asked if he could try to lower the ramp himself, did so successfully, and was able to board the bus. The FTA decided not to take further action, responding to the passenger stating, "FTA's enforcement priority is on failures to comply with basic requirements and "pattern or practice" kinds of problems, rather than on isolated operational errors."