



Meeting Notice

1111 Broadway, Suite 800, Oakland, CA 94607

• PH: (510) 208-7400

• www.AlamedaCTC.org

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Executive Director

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Paratransit Advisory and Planning Committee

Monday, January 27, 2014, 1:00 p.m.

1111 Broadway, Suite 800

Oakland, CA 94607

Please note that the Monday, January 27, 2014 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

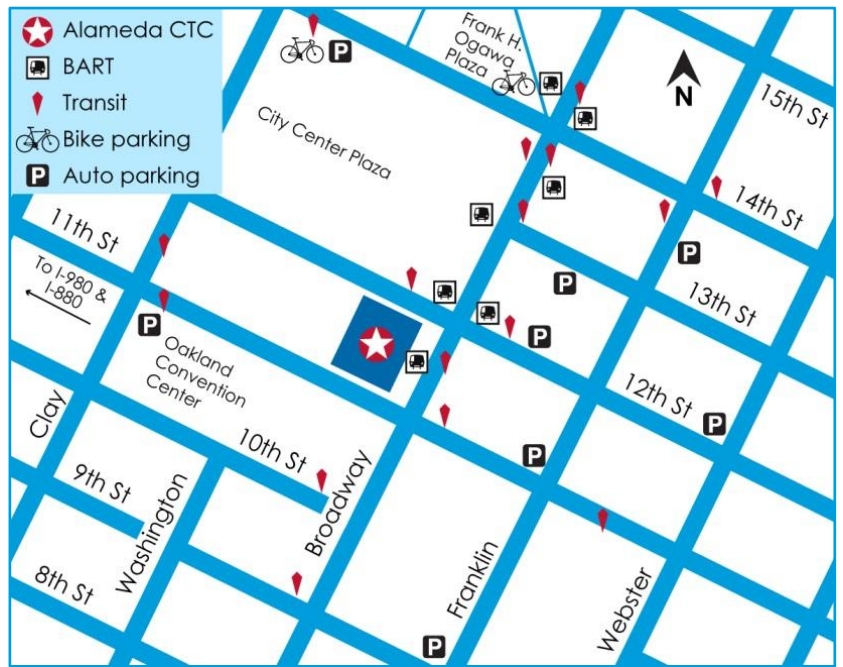
Public comments are limited to 3 minutes. Items not on the agenda are covered during the Public Comment section of the meeting, and items specific to an agenda item are covered during that agenda item discussion. If you wish to make a comment, fill out a speaker card, hand it to the clerk of the Commission, 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, January 27, 2014, 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. November 25, 2013 PAPCO Meeting Minutes

1 A

Recommendation: Approve the November 25, 2013 PAPCO meeting minutes.

1:20 – 1:35 p.m.
Staff

4. Recommendation on Capital and Matching Gap Grant Applications

4.1. Staff Recommendation on Capital and Matching Gap Grant Applications Memo 13 A

Recommendation: Approve the requests for Capital and Matching Gap Grant funds.

1:35 – 1:50 p.m. Staff	5. Alameda CTC Communications Focus Group		I
	The Committee will discuss Alameda CTC communications regarding the TEP.		
1:50 – 2:05 p.m. Krystle Pasco	6. 2013 Paratransit Outreach Summary Report		
	6.1. 2013 Paratransit Outreach Summary Report	17	I
	The Committee will receive a summary report on the 2013 paratransit outreach efforts.		
2:05 – 2:30 p.m. EBP Staff	7. East Bay Paratransit Report		I
	The Committee will receive a report from East Bay Paratransit.		
2:30 – 3:00 p.m. Guest Speakers	8. Gap Grant Cycle 5 Program Report – City of Fremont Tri-City Mobility Management and Travel Training Program		I
	The Committee will receive a Gap Grant Cycle 5 program report from the City of Fremont Mobility Management and Travel Training program.		
3:00 – 3:10 p.m. PAPCO	9. Member Reports on PAPCO Mission, Roles, and Responsibilities Implementation		
	9.1. PAPCO Calendar of Events	29	I
	9.2. PAPCO Work Plan	31	I

	9.3. PAPCO Appointments	35	I
3:10 – 3:20 p.m.	10. Committee Reports (Verbal)		
Sharon Powers	10.1. East Bay Paratransit Service Review Advisory Committee (SRAC)		I
Harriette Saunders	10.2. Citizens Watchdog Committee (CWC)		I
	11. ADA Mandated Program and Policy Reports		
	11.1. September 4, 2013 WHEELS Accessibility Advisory Committee Meeting Minutes	37	I
	11.2. December 10, 2013 Transit Access Report	41	I
	11.3. January 7, 2014 East Bay Paratransit SRAC Meeting Minutes	43	I
	11.4. January 14, 2014 Transit Access Report	49	I
3:20 – 3:30 p.m.	12. Information Items		
Naomi Armenta	12.1. Mobility Management – Travel Skills Webinar	51	I
Krystle Pasco	12.2. Outreach Update		I
Staff	12.3. Other Staff Updates		I
	13. Draft Agenda Items for February 24, 2014 Joint PAPCO/ParaTAC Meeting		I
	13.1. Convene Finance and Program Plan Review Subcommittees		
	13.2. Gap Grant Cycle 5 Status Update		
	13.3. Joint PAPCO/ParaTAC Topic		

Discussion

13.4. 2014 Annual Mobility Workshop
Brainstorm

3:30 p.m. **14. Adjournment**

Next Meeting: February 24, 2014

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



Paratransit Advisory and Planning
Committee Meeting Minutes
Monday, November 25, 2013, 1 p.m.

3.1

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

MEETING ATTENDEES

Attendance Key (A = Absent, P = Present)

Members:

P Sylvia Stadmire,
Chair

P Will Scott,
Vice-Chair

P Aydan Aysoy

A Larry Bunn

P Shawn Costello

P Herb Hastings

P Joyce
Jacobson

P Sandra
Johnson-Simon

P Gaye Lenahan

A Jane Lewis

P Jonah Markowitz

P Rev. Carolyn Orr

P Suzanne Ortt

A Sharon Powers

P Vanessa Proee

A Dianne Richards-
Reiss

P Carmen Rivera-
Hendrickson

P Michelle Rousey

P Harriette

Saunders

P Margaret Walker

P Esther Waltz

P 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 Projects/Programs Team

Guests:

Jennifer Cullen, Senior Support Program of the Tri-Valley; Sarah Dawn Smith, BORP; Shawn Fong, City of Fremont Paratransit; Katherine Fortner, On Lok Lifeways; Kim Ridgeway, AC Transit; Laura Timothy, BART; Mark Weinstein, East Bay Paratransit

MEETING MINUTES

1. Welcome and Introductions

Sylvia Stadmire, PAPCO 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 October 28, 2013 Meeting Minutes

Esther Waltz moved to approve the October 28, 2013 PAPCO Meeting minutes. Jonah Markowitz seconded the motion. The motion passed (14-0-1).

Herb Hastings moved to approve the October 28, 2013 Joint PAPCO and ParaTAC Meeting minutes. Esther Waltz seconded the motion. The motion passed (13-0-2).

4. Implementation Guidelines Review

Naomi Armenta reviewed the Implementation Guidelines and noted that the Implementation Guidelines are attached to the master program funding agreements, which are affiliated with the programs' direct local program distributions. These guidelines dictate how funds, including the direct local program distributions (or pass through funds) and grant funds, are spent on paratransit services. These guidelines are reviewed every year and are updated as necessary or appropriate.

The current proposed updates will help the guidelines better reflect the programs as they actually are. Staff is currently proposing two updates including renaming the "wheelchair van program" category, which is utilized in Berkeley and Oakland, to "specialized van program." Under the same category, staff is retaining the policy that states that specialized van program trips have to be equal or lower cost than ADA paratransit provider trips. Secondly, staff is proposing a change in the scholarship/subsidized fare program guideline to indicate that programs may use non-Measure B funds to purchase East Bay Paratransit tickets in excess of the 3% direct local program distribution policy.

Questions and feedback from PAPCO members:

- Why are there no accessible taxi vehicles in Hayward? There are some issues with availability of accessible taxi vehicles for the Central County taxi program in San Leandro and Hayward. Dana

Bailey with the City of Hayward paratransit is currently working on that issue.

- Could the City of Berkeley use more than 3% of non-Measure B funds to subsidize East Bay Paratransit tickets? Yes, if the program wanted to use City funds (e.g. general funds) to subsidize East Bay Paratransit tickets, however, they can only use 3% of allocated Measure B funds for this purpose.

Jonah Markowitz moved to approve the updated Implementation Guidelines. Esther Waltz seconded the motion. The motion passed (17-0-0).

5. East Bay Paratransit Report

Laura Timothy and Mark Weinstein gave a report on East Bay Paratransit (EBP) and noted that EBP is a consortium created by AC Transit and BART to provide paratransit. She stated that EBP provides service within $\frac{3}{4}$ of a mile of AC Transit and BART. Staff representatives from AC Transit and BART meet frequently with Mark Weinstein of Veolia Transportation to discuss any issues, and are also advised by a public committee called the Service Review Advisory Committee (SRAC).

Laura reviewed the 2013 Customer Satisfaction Survey. She noted that this survey has been done annually since 1997 and contains detailed data. The survey and analysis is conducted by an independent contractor to provide unbiased and statistically relevant information. The telephone survey was conducted between June 17 and June 27. They gather a random sample of 489 riders which is chosen to give statistically valid results. Respondents are pulled at random from computerized lists of trips made on a particular day. Riders are called within two days of making the trip. If the rider is developmentally disabled an attendant or family member is asked to answer the questions that they know the answers to.

Key observations include: 77% of surveyed riders say they are very satisfied or satisfied with their past year's experience, 87% rated their surveyed trip as excellent or good, and 96% rated the courtesy of the drivers as excellent or good. Overall, the service has seen high

satisfaction for the past 11 years. On-time performance for pick up time is at 88% which is the same as last year. Other information includes courtesy of reservationist which is at 86% excellent or good, and the skill of reservationist is at 73% excellent or good. Customer service is rated at 86% excellent or good; however, complaints as a percentage of customer service calls have increased since 2012.

The demographics of the survey respondents were 41% male and 59% female. 59% of the respondents were under 65, 23% were 65-80 and 18% were over 80. 49% of respondents had a mobility disability, 30% had a developmental or cognitive disability, 11% had a frailty or energy disability and 10% were blind or had low vision. With regards to race and ethnicity, 41% were African American or black, 32% were white, 14% were Asian, 12% were Latino, and 2% were Native American. Lastly, the primary languages spoken at home were 93% English, 8% Spanish and 4% Tagalog.

6. Gap Grant Cycle 5 Program Report – Bay Area Outreach and Recreation Program (BORP)

Sarah Dawn Smith gave a Gap Grant Cycle 5 program report on the Bay Area Outreach and Recreation Program (BORP). She noted that BORP is a 501(c)3 non-profit organization working to improve the health, independence and social integration of people with physical disabilities through sports, fitness and recreation programs. BORP believes that sports and recreation provide a path to greater achievement to which all people should have access, and they continually strive to make this a reality.

BORP has provided over 2,000 trips serving people with disabilities in Alameda County over the last year. They have also taken accessible group trips with Jr. Blind of America, Center for Independent Living, Apple West HMS, Lifelong Medical Center, and East Bay Innovations. They are also conducting ongoing travel training to increase the mobility of people with disabilities. Other programs include adventures and outings, cycling, adult and youth sports.

Next year, BORP anticipates the number of rides and persons benefitting from the grant funded vehicles will continue to increase.

BORP staff also plans to implement a fee for service awareness and expansion, conduct additional outreach to Oakland youth and establish partnerships in the community.

Questions and feedback from PAPCO members:

- Do you have bowling activities? Currently we do not have any bowling activities but we may be able to set that up for our adventures and outings program during the winter and spring months.
- Can you clarify the 100% satisfaction rate? 100% of BORP's group trip riders rated the transportation as satisfied or very satisfied. 70% of those riders were very satisfied.
- How about a fishing program? Our adventures and outings program has not done a fishing trip yet but staff will consider it. We do, however, go on adaptive sea kayaking and sailing trips.
- Have you talked to the San Francisco 49ers and the Oakland A's regarding sponsorships? Staff has not reached out to these teams as of yet since the sports program is not set to accommodate for football or baseball as an activity. The sponsorship with the Golden State Warriors was set up because BORP has offered an adaptive basketball program in the past. Staff will look into these opportunities.
- Thank you for the nice presentation.
- Were the 2,000 trips that you reported one way or round trip? The 2,000 trips that we provided were counted per person per one way trip.
- Can you provide more information about the amount of people that you provided service to through your transportation related activities and for what period of time? What are your goals and are you meeting them? Staff does not have this information in the presentation as it stands but general information includes providing accessible group trip transportation to 90 unduplicated children or youth. In the last six months, BORP has provided accessible group trip transportation to 60 unduplicated children or youth. Another goal is to provide accessible transportation to 500 unduplicated adults with disabilities and in the last six months BORP has provided accessible transportation to 80 unduplicated adults with disabilities. As a requirement, BORP will be submitting

a mid-year report for Gap Grant Cycle 5 funding in January. BORP staff will be able to share more information regarding ridership at that point.

- What are your numbers for travel training? BORP staff will follow up on this information and forward it along to Alameda CTC staff to share with PAPCO members.
- Given your current ridership, what do your outreach efforts look like? Staff attends various events, meetings and trainings in the community. BORP also recently hired an outreach coordinator that will be focusing on reaching out to community members and other service providers about the programs that are available to them including hospitals, rehabilitation centers and school districts.
- When you provide transportation to these events do you also help coordinate and participate in the events? With regards to our adventures and outings program, staff will plan the event, provide transportation to and from the event and will also provide volunteers to help with the event. However, staff does not provide volunteers for free-for-service events. For example, Life Long Medical Center will be using BORP's vehicles to transport participants to a workshop for the next three months.
- Is there a fee to participate in your programs? The adventures and outings program cost \$10.00 per outing to participate.
- How far can you transport an individual for these programs? For adults, BORP does not provide door-to-door transportation but participants will generally BART to the Ed Roberts Campus and the vehicle will depart from there.
- Staff will send the BORP videos out via email following the meeting.

7. Revision to Access Alameda Guide/Website Discussion

Cathleen Sullivan began the discussion with an overview of mobility management. She noted that mobility management is an innovative approach for managing and delivering coordinated transportation services to customers, including older adults, and people with disabilities. Mobility management is designed as a complement to ADA paratransit, focuses on meeting individual customer needs, and coordinates services and providers for greater efficiency. The mobility

management approach differs from traditional services in that it disaggregates service planning and markets to better customize services, and it focuses on a family of transportation services to reach a wide range of customers. It also uses multiple providers for efficiency and emphasizes service advocacy i.e. improvement of public transportation.

The benefits of mobility management include increased awareness of transportation options, improved service delivery and customer satisfaction, increased cost-effectiveness of existing services, maximized opportunities for ride sharing, and potential leverage to secure additional funding. Currently, the Alameda CTC distributes an Access Alameda guide, shares information through a website and paratransit hotline and provides technical assistance when needed. The Alameda CTC also coordinates and evaluates needs and gaps in the County and administers mobility programs such as the Hospital Discharge Transportation Service and the Wheelchair Scooter Breakdown Transportation Service.

Cathleen also mentioned some new potential projects that staff is considering implementing such as creating an online, universal Alameda County city-based eligibility application. This will provide a “one-stop-shop” application for all city-based transportation services in the County (this is also currently in the Access Alameda guide in paper form). Lastly, other projects include a comprehensive update to the Access Alameda Guide and AccessAlameda.org website for easier handling, smartphone capabilities and multiple language capacity. Staff is currently looking into potential partnerships with key stakeholders and funding opportunities.

Questions and feedback from PAPCO members:

- When you are taken to a hospital via ambulance and you are at a hospital that is not enrolled in Alameda CTC’s Hospital Discharge Transportation Service, how do you get home without your chair? The Wheelchair Scooter Breakdown Transportation Service can be used to transport your chair to the hospital. If you are not able to use the program for this purpose, please notify staff.

- I'm glad that staff is considering how to make these paratransit resources accessible via smartphone.
- Are you currently also distributing East Bay Paratransit applications with the City-based Paratransit application? What about the LAVTA/WHEELS paratransit application? Perhaps, information on how to access these applications should be made more visible in the Access Alameda guide. East Bay Paratransit and LAVTA/WHEELS have their own paratransit applications but staff is only distributing the City-based Paratransit application as it is found in the Access Alameda guide. Staff will look into this suggestion.
- Will all of the information regarding Alameda County paratransit services be in one place? Will staff be working with agencies like AC Transit and 211? That is the idea for the Access Alameda guide as well as the AccessAlameda.org website. Also, 211 publishes the Big Blue Book that is distributed throughout the County. Staff will be considering this information for the updated resources.

8. Convene Joint Access Alameda Revision Subcommittee

Naomi asked for volunteers for the Joint Access Alameda Revision Subcommittee. This committee will be comprised of both PAPCO and ParaTAC members and will have their first subcommittee meeting on Monday, December 16, 2013 at 11:00 a.m. More information on this subcommittee is located in the packet starting on page 25.

The following PAPCO members volunteered for the subcommittee:

- Shawn Costello
- Herb Hastings
- Carolyn Orr
- Vanessa Proee
- Carmen Rivera-Hendrickson
- Michelle Rousey
- Harriette Saunders
- Will Scott
- Sylvia Stadmire
- Margaret Walker
- Esther Waltz

- Hale Zukas

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

Sylvia Stadmire noted that she was not at the last PAPCO meeting because she was attending a conference for the California Senior Legislature in Sacramento. She has also been attending meetings for the Alameda County Health Care Reform. She also attended the East Bay Greenway ribbon cutting at the Oakland Coliseum BART station, the San Leandro deaf community event, the LGBT conference in San Francisco, the Catholic Campaign of Human Development meetings, ParaTAC meetings, and the Easter Seals' Partnership with Transit course.

Carmen Rivera-Hendrickson attended the Olmstead Committee meeting on October 25th and the new SCAN CCI medical training on November 12-13. She also attempted to be part of the Disability Treaty program but she was not able to secure funds to go to Washington D.C. Lastly, she updated the members on the status of the United Railroad Accessibility Committee.

Shawn Costello attended the Dublin City Council meeting and shared the problems that he had with a police officer on a motorcycle who tried to run him over. He frequently shares his concerns regarding safety with the Dublin City Council.

Michelle Rousey also attended the SCAN conference with Carmen and was a speaker on a panel that was focused on managed care as a consumer. She also attended the Olmstead Committee meeting. Lastly, on December 4th there will be a health forum at Oakland City Hall.

Margaret Walker reminded the members that AC Transit fares are proposed to increase. She is concerned about the impacts this will have on seniors and people with disabilities. Will Scott clarified the proposed fare increase and its impact on seniors and people with disabilities.

10. Committee Reports

10.1 East Bay Paratransit Service Review Advisory Committee (SRAC)

Naomi gave a quick update on the last SRAC meeting and noted that the Teamsters gave public comment during the meeting. Their comments were similar to the comments given at the ParaTAC meeting. Mallory Nestor gave a report on the AC Transit inventory project and discussed the next steps. Mark Weinstein also gave the broker's report for EBP and there was an update on the certification process in response to members' concerns.

10.2 Citizens Watchdog Committee (CWC)

Harriette reported that the CWC is considering its plans for the audit. Members are also waiting for the Compliance Reports to be submitted.

11. Mandated Program and Policy Reports

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

12. Information Items

12.1 Mobility Management – “The MUNI Mash”

Staff shared “The MUNI Mash” video via YouTube which addresses sharing priority seating on transit.

12.2 Outreach Update

Krystle Pasco gave an update on the following outreach events:

- 2/5/14 – Fremont Unified School District Transition Information Night, Fremont Teen Center from 6:00 p.m. to 8:00 p.m.

12.3 Other Staff Updates

Alameda CTC will be hosting an Open House on Thursday, December 5th after the Commission meeting. PAPCO members are invited and staff will be taking RSVPs.

Staff also provided a handout on the Avoiding Readmissions Collaborative that PAPCO members requested further information on.

Regarding the TEP, the Commission did approve an action to allow staff to move forward with getting the measure back on the ballot for the November 2014 election. More information will be available at the December 5th Commission meeting.

13. Draft Agenda Items for January 27, 2014 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

14. Adjournment

The meeting adjourned at 3:30 p.m. The next meeting is scheduled for January 27, 2014 at Alameda CTC's new offices located at 1111 Broadway, Suite 800, in Oakland.

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Memorandum

4.1

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

DATE: January 21, 2014

SUBJECT: Measure B Special Transportation for Seniors and People with Disabilities (Paratransit) Gap Grant Cycle 5 Capital and Matching Grant Applications

RECOMMENDATION: Approve the requests for Gap Grant Capital and Matching funding.

Summary

The 2000 Measure B Transportation Expenditure Plan (TEP) provides funds for services mandated by the Americans with Disabilities Act (ADA), non-mandated services to improve transportation for individuals with special transportation needs, and discretionary grant funds to reduce differences that might occur based on the geographic residence of individuals needing services.

The 2000 Measure B TEP allocates 10.45% of net revenues for special transportation for seniors and people with disabilities (Paratransit). 1.43% of net Measure B revenues are designated as discretionary funds to fill gaps in paratransit services i.e. competitive grants.

The Alameda CTC Commission approved the Paratransit Gap Grant Cycle 5 Program Guidelines at its January 24, 2013 meeting. Per the Gap Grant Cycle 5 Program Guidelines, approximately \$2 million of Measure B paratransit discretionary funds were allocated to fund successful grant applications selected from a competitive call-for-projects. The proposed grant period is from July 1, 2013 to June 30, 2015. The Paratransit Gap Grant Cycle 5 Program Guidelines also allocated \$150,000 annually to the following three (3) annually renewed programs:

- \$50,000 Grant Matching funds to assist applicants in acquiring non-Alameda CTC grants
- \$50,000 Capital Purchasing funds to assist applicant in making a capital purchase
- \$50,000 Implementation Guidelines Assistance.

The Alameda CTC has received one grant application for the Capital Purchasing funds and another application for the Grant Matching funds. On December 18, 2013 the Bay Area Outreach & Recreation Program (BORP) requested \$19,373 in Capital Purchasing funds to facilitate acquiring a large bus with accessibility modifications to accommodate up to 6 passengers in wheelchairs through the FTA 5310 program. On January 16, 2014 AC Transit

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requested \$50,000 in Grant Matching funds to support its New Freedom application for "Marketing Mobility Management Through 211." The Paratransit Advisory and Planning Committee (PAPCO) is asked to recommend to the Alameda CTC Commission to approve \$69,373 of Measure B paratransit gap grant funds to the two applicants for Fiscal Year (FY) 2013-2014.

Background

The 2000 Measure B TEP allocates 10.45% of net revenues for special transportation for seniors and people with disabilities. These revenues fund operations for ADA mandated services, city-based paratransit programs, and gap services or programs to reduce the difference in services based on the geographic residence of individuals needing special transportation services. From the 10.45% overall amount classified for special transportation services for seniors and people with disabilities, 1.43% of net Measure B revenues are designated as discretionary funds to fill gaps in paratransit services.

At its January 24, 2013 meeting, the Alameda CTC Commission approved the Paratransit Gap Grant Cycle 5 Program Guidelines. The Cycle 5 Gap Grant Program encouraged local agencies and non-profits to submit proposals/applications that support mobility management types of activities which improve consumers' ability to access services and/or improve coordination between programs. The Cycle 5 Gap Grant Program also encouraged multi-jurisdictional approaches and non-traditional transportation options, such as volunteer driver and taxi programs. Per the Gap Grant Cycle 5 Program Guidelines, approximately \$2 million of Measure B paratransit discretionary funds were allocated to fund successful grant applications selected from a competitive call-for-project. The proposed grant period is from July 1, 2013 to June 30, 2015.

The Paratransit Gap Grant Cycle 5 Program Guidelines also allocated \$150,000 annually to the following three (3) annually renewed programs:

- \$50,000 Grant Matching funds to assist applicants in acquiring non-Alameda CTC grants
- \$50,000 Capital Purchasing funds to assist applicant in making a capital purchase
- \$50,000 Implementation Guidelines Assistance.

On December 18, 2013 the Bay Area Outreach & Recreation Program (BORP) requested \$19,373 in Capital Purchasing funds to facilitate acquiring a large bus with accessibility modifications to accommodate up to 6 passengers in wheelchairs through the FTA 5310 program. The application notes that *"This new large accessible bus will be used for providing group trip transportation under BORP's current Paratransit Gap Cycle 4 funding agreement #A13-002 with Alameda County Transportation Commission. The Accessible Group Trip Transportation for Youth and Adults with Disabilities Project provides accessible group trip transportation in Alameda County for children, youth and adults with disabilities participating in sports and recreation programs. This project addresses the existing gap in accessible group-trip transportation for children, youth and adults with disabilities in Alameda County. Currently, other group trip options in Alameda County are limited to seniors. This project*

includes an outreach and education component that is increasing awareness of our accessible group trip transportation service and increasing ridership. This new large bus is will enable BORP to meet the increasing demand for group trip service and meet the higher service targets planned for the project in FY14-15."

On January 16, 2014 AC Transit requested \$50,000 in Grant Matching funds to support its New Freedom application for "Marketing Mobility Management Through 211." The application describes the project as *"Market and publicize the Alameda County 211 website and toll free service, which houses the most extensive and detailed database of paratransit information in Alameda County. Coordinated mobility management will be provided by 211 staff, including detailed and targeted transportation recommendations for seniors and the disabled."* This New Freedom application builds upon efforts that AC Transit has taken per a previous New Freedom grant that Alameda CTC provided matching funds, thus Alameda CTC can leverage Measure B again with Federal grant funds to provide transportation information that benefit seniors and peoples with disabilities in Alameda County.

Staff has reviewed both applications for eligibility and appropriateness for the funds requested, and recommends to PAPCO that they recommend approval to the Commission.

Fiscal Impact: The fiscal impact for approving these two grant requests is \$69,373 from Paratransit discretionary funds. There is budget in the Paratransit discretionary funds to meet this request.

Staff Contact

[Stewart Ng](#), Deputy Director of Programming and Projects

[Matt Todd](#), Principal Transportation Engineer

[John Hemiup](#), Senior Transportation Engineer

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MEMORANDUM

To: Paratransit Advisory and Planning Committee (PAPCO)

From: Paratransit Coordination Team

Date: January 27, 2014

Subject: Outreach Summary Report for 2013

Accomplishments from 2013

Outreach Events

Throughout the year, Alameda CTC Paratransit Coordination Staff (or our designees) attend various events. The 2013 events are listed below. PAPCO members often attend and help during these events by providing the general public with information on specialized transportation in Alameda County. At most events, staff members manage a table and provide a wide range of materials to attendees. At speaking engagements, staff members also provide materials. Paratransit information is also included in all general Alameda CTC outreach.

Event Date	Event Name	Sponsoring Agency	Event Location	PAPCO Members in Attendance
11-Jan-13	Service Review Advisory Committee Meeting Presentation	East Bay Paratransit	Metropolitan Transportation Commission, 101 8th Street, Oakland, CA 94607	None
5-Feb-13	4th Annual Transition Information Night	City of Fremont, City of Newark, New Haven Unified School Districts	Fremont Teen Center, 39770 Paseo Padre Parkway, Fremont, CA 94538	None
16-Mar-13	Transition Information Faire	Developmental Disabilities Planning and Advisory Council	College of Alameda, 555 Ralph Appezato Memorial Parkway, Alameda, CA 94501	Michelle Rousey, Harriette Saunders, Herb Hastings

Event Date	Event Name	Sponsoring Agency	Event Location	PAPCO Members in Attendance
21-Mar-13	USOAC Annual Convention	USOAC	Oakland Zoo, 9777 Golf Links Road, Oakland, CA 94605	Sylvia Stadmire, Harriette Saunders, Sandra Johnson-Simon
23-Mar-13	Oakland Running Festival Expo	City of Oakland	Oakland Marriott, 1001 Broadway, Oakland, CA 94607	None
23-Apr-13	Senior Health Fair	North Berkeley Senior Center	North Berkeley Senior Center, 1901 Hearst Avenue, Berkeley, CA 94709	Sylvia Stadmire, Will Scott, Esther Waltz, Jonah Markowitz
25-Apr-13	Senior Resource Fair	Albany Senior Center	Albany Senior Center, 846 Masonic Avenue, Albany, CA 94706	Sylvia Stadmire, Gaye Lenahan
1-May-13	Transit Fair	Pleasanton Senior Center	Pleasanton Senior Center, 5353 Sunol Boulevard, Pleasanton, CA 94566	Jane Lewis, Carmen Rivera-Hendrickson
2-May-13	7th Annual Senior Health and Wellness Resource Fair	Hayward Area Recreation and Park District	Kenneth C. Aitken Senior and Community Center, 17800 Redwood Road, Castro Valley, CA 94546	Jane Lewis
4-May-13	Cinco de Mayo Celebration	Alameda County	Ashland Community Center Park, 1530 167th Avenue, San Leandro, CA 94578	None
19-May-13	Asian American Heritage Festival/Older American Month Celebration	City of Hayward	Hayward City Hall Plaza, Watkins and B Street, Hayward, CA 94541	None

Event Date	Event Name	Sponsoring Agency	Event Location	PAPCO Members in Attendance
23-May-13	Mayor's Commission on Aging Senior Town Hall	City of Oakland, Oakland Mayor's Commission on Aging	Downtown Oakland Senior Center, 200 Grand Avenue, Oakland, CA 94610	Sylvia Stadmire, Sandra Johnson-Simon
7-Jun-13	Four Seasons of Health Expo	City of Fremont	Fremont Multi-Service Senior Center and Central Park, 40086 Paseo Padre Parkway, Fremont, CA 94538	Suzanne Ortt, Sharon Powers
20-Jun-13	Senior Days at the Alameda County Fair	Alameda County	Alameda County Fairgrounds, 4501 Pleasanton Ave., Pleasanton, CA 94566	Esther Waltz, Sylvia Stadmire, Harriette Saunders
21-Jun-13	Celebrating Seniority	Downtown Oakland Senior Center	Downtown Oakland Senior Center, 200 Grand Avenue, Oakland, CA 94610	None
27-Jun-13	Senior Days at the Alameda County Fair	Alameda County	Alameda County Fairgrounds, 4501 Pleasanton Ave., Pleasanton, CA 94566	Esther Waltz, Shawn Costello
3-Jul-13	City Center Music Series	Oakland City Center	Oakland City Center, 1001 Broadway, Oakland, CA 94607	None
18-Jul-13	Healthy Living Festival	USOAC	Oakland Zoo, 9777 Golf Links Road, Oakland, CA 94605	Will Scott, Michelle Rousey, Jonah Markowitz
3-Aug-13	Fremont Festival of the Arts	Fremont Chamber of Commerce	Paseo Padre Parkway/Mowry Avenue (City of Fremont), 39488 Stevenson Place, Suite 100, Fremont, CA 94539	None

Event Date	Event Name	Sponsoring Agency	Event Location	PAPCO Members in Attendance
7-Aug-13	Healthy Aging Fair	Alameda County Area Agency on Aging	Chabot College, 25555 Hesperian Boulevard, Hayward, CA 94545	Sylvia Stadmire
24-Aug-13	Oakland Chinatown Street Fest	Oakland Chinatown Chamber of Commerce	Oakland Chinatown, 388 9th Street, Oakland, CA 94607	None
26-Aug-13	Caltopia	UC Berkeley	UC Berkeley, 115 Haas Pavilion, Berkeley, CA 94720	None
8-Sep-13	Solano Avenue Stroll	Solano Avenue Association	Solano Avenue, 1563 Solano Avenue, PMB #1, Berkeley, CA 94707	None
12-Sep-13	Health Screening and Resource Fair	E. E. Cleveland Manor	2611 Alvingroom Court, Oakland, CA 94605	None
13-Sep-13	Senior Resource Fair	City of San Leandro	San Leandro Senior Community Center, 13909 E. 14th Street, San Leandro, CA 94578	Sylvia Stadmire, Margaret Walker
15-Sep-13	Mastick Senior Center Open House and Resource Fair	Mastick Senior Center	Mastick Senior Center, 1155 Santa Clara Avenue, Alameda, CA 94501	None
27-Sep-13	UC Berkeley Disabled Students' Program Presentation	Disabled Students' Program	Disabled Students' Residence Program, 2650 Durant Avenue, Berkeley, CA 94720	Aydan Aysoy
28-Sep-13	Community Health Fair and Forum: Providing Care and Information on the Affordable Care Act	Assemblymember Rob Bonta, Ramsell Corporation, Laney College, Kaiser Permanente, ACPHD	Laney College, 900 Fallon Street, Oakland, CA 94607	None

Event Date	Event Name	Sponsoring Agency	Event Location	PAPCO Members in Attendance
29-Sep-13	Muscular Dystrophy Association Presentation	Muscular Dystrophy Association	Kaiser Permanente Oakland, 3801 Howe Street, Fabiola Building, Oakland, CA 94611	Joyce Jacobson
4-Oct-13	Healthy Lifestyle and Fitness Faire	Newark Senior Center	Newark Community Center, 35501 Cedar Boulevard, Newark, CA 94560	Sharon Powers
5-Oct-13	Senior Info Fair	Dublin Senior Center	Dublin Senior Center, 7600 Amador Valley Boulevard, Dublin, CA 94568	None
7-Oct-13	Mobility Workshop	Alameda CTC	Ed Roberts Campus, 3075 Adeline Street, Berkeley, CA 94703	Aydan Aysoy, Shawn Costello, Joyce Jacobson, Sandra Johnson-Simon, Gaye Lenahan, Jane Lewis, Jonah Markowitz, Sharon Powers, Carmen Rivera-Hendrickson, Michelle Rousey, Sylvia Stadmire, Esther Waltz, Hale Zukas
10-Oct-13	St. Regis Retirement Center Annual Senior Health Fair	St. Regis Retirement Center	St. Regis Retirement Center, 23950 Mission Boulevard, Hayward, CA 94544	None
13-Oct-13	Berkeley Sunday Streets	Livable Berkeley, East Bay Bicycle Coalition	Downtown Berkeley, Downtown to North Shattuck, Berkeley, CA	Hale Zukas

Event Date	Event Name	Sponsoring Agency	Event Location	PAPCO Members in Attendance
17-Oct-13	Family Bridges and Hotel Oakland Health Fair	Family Bridges and Hotel Oakland	Hotel Oakland, 270 13th Street, Oakland, CA 94612	None
19-Oct-13	Wheels for Meals Ride	Alameda County Meals on Wheels	Shadow Cliffs Regional Park, 2500 Stanley Boulevard Pleasanton, CA 94566	None

Interagency Outreach

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

Contact Date	Organization	Goal	Outcome
30-Jan-13	BART Police Department	Establish outreach potential to the BART Police Department and distribute WSBTS information and materials for further distribution.	Distributed Alameda CTC publications and materials for further distribution.
15-Mar-13	Alameda County Behavioral Health Care Services including partnering agencies: La Clinica de La Raza, Asian Community Mental Health Services, Hume Center, Afghan Coalition, Native American Health Center, Integrated Behavioral Health & Primary Care for Latino & Asian/Pacific Islander (API) Older	Establish outreach potential to the Alameda County Behavioral Health Care Services including partnering agencies and distribute Alameda CTC publications and materials for further distribution. For more information on the Alameda County Behavioral Health Care Services including partnering agencies,	Distributed Alameda CTC publications and materials for further distribution.

Contact Date	Organization	Goal	Outcome
	Adults, Integrated Behavioral Health & Primary Care for Older Adults in Emergency Rooms, Integrated Behavioral Health & Primary Care Integration for All Age Groups	visit: http://www.acbhcs.org/MHSA/pei/pei.htm	
24-May-13	Alameda CTC Gap Grant Cycle 5 recipients: Alzheimer's Services of the East Bay, Center for Independent Living, Inc., Bay Area Outreach and Recreation Program, City of Fremont/Human Services Department, Senior Support Program of the Tri-Valley, City of Pleasanton, City of Emeryville, Senior Helpline Services, City of Hayward, City of Oakland/Department of Human Services	Establish outreach potential to the Alameda CTC Gap Grant Cycle 5 recipients including partnering agencies and distribute Alameda CTC publications and materials for further distribution.	Distributed Alameda CTC publications and materials for further distribution.
31-Aug-13	Wheelchair Sales/Repair Vendors	Establish outreach potential to various wheelchair sales/repair vendors and distribute Alameda CTC publications and materials for further distribution in coordination with the Resource List update.	Distributed Alameda CTC publications and materials for further distribution.
8-Nov-13	Family Bridges/Hotel Oakland, Filipino	Establish outreach potential to ethnic and	Distributed Alameda CTC publications and

Contact Date	Organization	Goal	Outcome
	Advocates for Justice, Afghan Elderly Association, Vietnamese American Community Center, Spanish Speaking Unity Council	language specific community organizations including partnering agencies and distribute Alameda CTC publications and materials for further distribution.	materials for further distribution.

Materials Distribution

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

Dist. Date	Agency	Materials
8-Jan-13	City of Fremont Paratransit Program	250 English Access Alameda Guides
28-Jan-13	Sandra Johnson-Simon (PAPCO)	6 Grocery Bags
28-Jan-13	Harriette Saunders (PAPCO)	50 Grocery Bags
28-Jan-13	Larry Bunn (PAPCO)	12 Grocery Bags
31-Jan-13	City of Fremont Paratransit Program	200 Lanyards and Wallets
21-Feb-13	USOAC	50 English Access Alameda Guides, 20 Spanish Access Alameda Guides, 20 Chinese Access Alameda Guides, 50 Wallets, Whistles and Bookmarks
21-Feb-13	Kaiser Hayward	20 English Access Alameda Guides
28-Feb-13	CAC Member	50 Grocery Bags, Lanyards and Wallets
28-Feb-13	CAC Member	20 English Access Alameda Guides, 25 Chinese Access Alameda Guides
1-Mar-13	Alameda County Public Health Department	100 WSBS Brochures and Stickers, 5 English Access Alameda Guides
7-Mar-13	Allen Temple Arms	50 English Access Alameda Guides, 50 Spanish Access Alameda Guides
13-Mar-13	City of Oakland	50 English Access Alameda Guides, 20 Spanish Access Alameda Guides
25-Mar-13	Val Chinn (CAC)	20 English, Spanish and Chinese Access Alameda Guides, 20 HDS Flyers, 20 Alameda CTC Lanyards
25-Mar-13	Harriette Saunders (PAPCO)	10 AC Transit Bus Cards

Dist. Date	Agency	Materials
25-Mar-13	Larry Bunn (PAPCO)	10 Alameda CTC Grocery Bags
25-Mar-13	Vanessa Proee (PAPCO)	10 AC Transit Bus Cards
28-Mar-13	Dublin Senior Center	Access Alameda Guides (all available languages), HDTS & WSBTS Program Information, Aging in Alameda County Fact Sheets, AC Transit Wheelchair Securement Brochure, and "Step Into Life" Campaign Bookmarks
	Livermore Senior Center	
	Pleasanton Senior Center	
	Gardens at Ironwood	
	Heritage Estates Senior Apartments	
	Heritage Park	
	Ridge View Commons	
	The Groves at Dublin	
11-Apr-13	USOAC	40 Alameda CTC Grocery Bags and Pens
12-Apr-13	Sandra Johnson-Simon	30 Alameda CTC Grocery Bags
18-Apr-13	Val Chinn (CAC)	25 English Access Alameda Guides, 15 Spanish and Chinese Access Alameda Guides, 20 HDTS Flyers, and 25 Lanyards
22-Apr-13	Shawn Costello (PAPCO)	30 WSBTS Brochures and Stickers
22-Apr-13	Sandra Johnson-Simon (PAPCO)	10 Alameda CTC Grocery Bags, 30 Pens
22-Apr-13	Harriette Saunders (PAPCO)	20 Alameda CTC Grocery Bags
22-Apr-13	Michelle Rousey (PAPCO)	10 Alameda CTC Grocery Bags, 50 Mini Booklets
22-Apr-13	Carmen Rivera-Hendrickson (PAPCO)	25 Alameda CTC Grocery Bags, 25 Bookmarks, Pens, and Wallets
24-Apr-13	Bay Area Community Services	80 Access Alameda Guides, 10 Spanish and Chinese Access Alameda Guides
24-May-13	Fremont Senior Center	Access Alameda Guides (all available languages), HDTS & WSBTS Program Information, Aging in Alameda County Fact Sheets and "Step Into Life" Campaign Bookmarks
	Newark Senior Center	
	Union City Senior Center	
	Newark Gardens I	
	Sequoia Manor	
	Victoria Gardens	
	Vintage Court Apartments	
30-May-13	USOAC	25 Grocery Bags
12-Jun-13	City of San Leandro Paratransit Program	50 English Access Alameda Guides, 25 Spanish and 25 Chinese Access Alameda Guides
24-Jun-13	USOAC	1000 Alameda CTC Grocery Bags
3-Jul-13	East Bay Paratransit	80 English Access Alameda Guides, 10 Spanish and Chinese Access Alameda Guides

Dist. Date	Agency	Materials
9-Jul-13	Safeway ElderCare Support Group	25 English, Spanish and Chinese Access Alameda Guides, 25 HDTS Flyers, 25 Aging Brochures, 25 WSBTS Flyers and Stickers, 25 GRH Postcards
16-Jul-13	City of Oakland Paratransit	40 HDTS Flyers, 40 WSBTS Brochures and Stickers, 40 Paratransit Hotline Magnets
22-Jul-13	USOAC	40 Alameda CTC Grocery Bags
2-Aug-13	WHEELS/LAVTA	100 English Access Alameda Guides
23-Aug-13	Mastick Senior Center	Access Alameda Guides (all available languages), HDTS & WSBTS Program Information, Aging in Alameda County Fact Sheets and "Step Into Life" Campaign Bookmarks
	Albany Senior Center	
	East Bay Korean Senior Center	
	East Oakland Senior Center	
	Emeryville Senior Center	
	Fruitvale-San Antonio Senior Center	
	South Berkeley Senior Center	
	Downtown Oakland Senior Center	
	North Berkeley Senior Center	
	West Oakland Senior Center	
	Harriet Tubman Terrace	
	Housing Authority of the City of Alameda	
	Avalon Apartments	
	Miley Gardens at Eastmont	
	Posada de Colores	
	San Pablo Hotel	
20-Sep-13	City of Fremont Paratransit	100 Alameda CTC Bookmarks
11-Oct-13	Asian Branch Library	50 English Access Alameda Guides
11-Oct-13	Department of Motor Vehicles	50 English, 25 Chinese, 25 Spanish Access Alameda Guides
16-Oct-13	USOAC	50 English Access Alameda Guides, 50 Alameda CTC Whistles
31-Oct-13	City of Oakland Paratransit	50 English, 30 Chinese, 30 Spanish Access Alameda Guides
31-Oct-13	East Bay Paratransit	50 English Access Alameda Guides
31-Oct-13	Alameda County Public Health Department - Senior Injury Prevention Program - Drive Well Program	30 English, 20 Chinese, 20 Spanish Access Alameda Guides
31-Oct-13	LAVTA - WHEELS	50 English, 10 Chinese, 10 Spanish Access Alameda Guides

Dist. Date	Agency	Materials
31-Oct-13	CRIL	50 English Access Alameda Guides, 50 Alameda CTC Wallets and Bookmarks
15-Nov-13	Bancroft Senior Center	Access Alameda Guides (all available languages), HDTS & WSBTS Program Information, Aging in Alameda County Fact Sheets and "Step Into Life" Campaign Bookmarks
	Kenneth C. Aitken Senior Center	
	Hayward Area Senior Center	
	Hayward Senior Center	
	Marina Community Center	
	San Leandro Senior Community Center	
	Eden Issei Terrace	
	Eden Lodge	
	Hayward Village Senior Apartments	
	Josephine Lum Lodge	
	Kent Gardens	
	Strobridge Court	
	Wittenberg Manor I	
	Ed Roberts Campus	

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PAPCO Calendar of Events for January through February 2014

9.1

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

Full Committee Meetings

- **Regular ParaTAC 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
- **Regular ParaTAC monthly meeting:**
Tuesday, February 11, 2014, 9:30 to 11:30 a.m., Alameda CTC
- **Regular PAPCO/Joint monthly meeting:**
Monday, February 24, 2014, 1 to 4 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.
3/20/14	USOAC Annual Convention	St. Mary's Center, 925 Brockhurst Street, Oakland, CA 94608	10:00 a.m. – 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.

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PAPCO Work Plan FY 13-14

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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		
Staff will continue to be available to help draft talking points or articles for members		x

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

Topic: 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	x		
Receive an annual update on the HDTs and WSBTS programs			

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		x	
Participate in 5310 Call and scoring as necessary			
Hold a fiduciary training and finance subcommittee meeting in March			
Continue to evaluate pass-through and grant programs and expenditures		x	

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			



Current PAPCO Appointments and Vacancies

9.3

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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
- Vacant
- Sylvia Stadmirer
- Sandra Johnson Simon
- Will Scott
- Michelle Rousey
- 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
- Vacant
- Carmen Rivera-Hendrickson
- Margaret Walker
- Suzanne Ortt
- Larry Bunn

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

WHEELS Accessible Advisory Committee

Meeting

DATE: Wednesday, September 4, 2013

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

TIME: 3:33 p.m.

MINUTES

1. Call to Order

The Chair Carmen Rivera-Hendrickson called the meeting to order at 3:33 pm.

Members present:

Herb Hastings	Alameda County
Sue Tuite	Alameda County – Alternate
Connie Mack	City of Dublin
Shawn Costello	City of Dublin
Jane Lewis	City of Dublin – Alternate
Esther Waltz	City of Livermore
Nancy Barr	City of Livermore – Alternate
Carmen Rivera-Hendrickson	City of Pleasanton
Shirley Maltby	City of Pleasanton
Claire Iglesias	City of Pleasanton – Alternate
Pam Deaton	Social Services
Jennifer Cullen	Social Services

Staff Present:

Paul Matsuoka	LAVTA
Rohan Kuruppu	LAVTA
Kadri Kulm	LAVTA
Cyrus Sheik	LAVTA

Richard Waltz	Paratransit Rider
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2. **Citizens' Forum: An opportunity for members of the audience to comment on a subject not listed on the agenda (under state law, no action may be taken at this meeting)**
None
3. **Minutes of July 3rd, 2013 Meeting of the Committee**
Minutes Approved. (Rivera-Hendrickson/Mack)
Costello Obtains
4. **Livermore Bus Stop ADA Improvements Update**
Staff gave a progress report on Livermore bus stop ADA improvements. About 1.5 year ago WAAC members helped staff to prioritize the list of bus stops that were identified as good candidates for the ADA accessibility improvements. LAVTA has since hired a consultant who has completed all bus stop designs. LAVTA Board is scheduled to vote on approving the contract at its November meeting, and the hope is that the new bus stops (total of nine bus stops) will be improved over the months of November, December, and January. The improvements include bus turnouts, partial sidewalks, and concrete pads.
5. **Dublin/Pleasanton Bus Stop ADA Improvements**
Staff shared with the committee a list 12 bus stop locations that had been identified as feasible candidates for ADA upgrades, but since some these stops located in the same general area , the original list was shortlisted to six stops that would provide accessibility to the larger area even if the adjacent stops were unimproved. Since the grant funding would offer the possibility of upgrading more locations, stuff asked for WAAC's help in identifying the additional stops in Dublin and Pleasanton that could use accessibility improvements. The deadline for submitting the new bus stop location candidates needing improvement to staff is September 30, 2013.
6. **Transfer Free Program Between Wheels Fixed Route and Pleasanton Downtown Route**
The new program, which started on August 20th, allows passengers to transfer between the Pleasanton Downtown Route and Wheels Fixed Route buses free of charge.
7. **Dial-A-Ride Passenger Survey 2013**
LAVTA conducted a Dial-A-Ride passenger phone survey in 2013. Passengers were asked to rate their experience on a variety of topics such as the reservation process, pick-up experience, ride experience, drop-off experience and their overall satisfaction with the service. The median survey ratings were Excellent in four out of the five categories, and good in one category.

8. ALC's FY2013 Service Quality Standard Index Results

Staff reviewed the results of ALC's Service Quality Standard Index for FY13. The index is designed to give the contractor either a bonus or penalty based on the performance standard of Valid Customer Complaints per 1,000 rides. ALC experienced higher number of complaints during the first part of the fiscal year, and therefore collected monetary penalties for those months, but during the second part of the year the volume of complaints was so low that ALC earned bonuses for the latter months. At the end of the year the bonuses and penalties balanced each other out, and the end-result was therefore monetary net-zero.

9. Operations Contractor Procurement Update

Since the WAAC's previous meeting in July LAVTA's ADA Paratransit Operations Contractor RFP was issued, and there was also a pre-proposal meeting with the potential bidders. After the pre-proposal meeting the bidders were able to ask two rounds of questions for which LAVTA provided answers. LAVTA's Board is expected to make a decision on the new contractor at their January, 2014 meeting.

10. PAPCO Report

Carmen Rivera-Hendrickson announced that there is a Mobility Workshop organized by Alameda CTC at Ed Roberts Campus in Berkeley on October 7th.

11. Operational Issues – Suggestions for Changes

Carmen Rivera-Hendrickson praised LAVTA's fixed route bus driver who transported her to the meeting for the nice smooth drive.

Esther Waltz said that there a new fixed route drivers who are really good and provide great customer service.

Sue Tuite reported that some buses are hitting the trees and was wondering about the tree trimming.

Herb Hastings recommended that LAVTA could use color-coded flash cards that communicate passengers' needs to fixed route drivers.

12. Adjourn

The meeting was adjourned at 5:00 pm.

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ATTACHMENT 7
Transit Correspondence

Denver Lawsuit Seeks Access to Blocked Wheelchair Spaces

Disability rights advocates Colorado Cross-Disability Coalition (CCDC) are reporting a recurrence of problems gaining access to wheelchair securement spaces on Regional Transportation District (RTD) buses in Denver. CCDC, who won a consent decree that, was in effect from 2001 to 2006, thought the issue had been solved. However, CCDC is complaining that securement spaces are frequently blocked by passengers with grocery carts or strollers. RTD has policies that provide for operators to ask such passengers to move, but the advocates complain that policies are not being followed. In one incident, a passenger in a wheelchair encountered a driver who stated that the bus was full and offered to call dispatch, per RTD policy. Then a passenger with a stroller offered to move to the back of the bus so that the passenger in a wheelchair could board. The driver did not ask the person vacate the seat. Upon boarding, the passenger in a wheelchair noticed that one securement area was occupied by a wheelchair. The others were occupied by passengers using a walker and a stroller. CCDC charges that the RTD "allows nondisabled individuals with large objects like grocery carts and strollers to occupy the two required wheelchair seating locations" and "does little or nothing" to encourage them to move from the flip-up seats to make room for wheelchair users.

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**East Bay Paratransit's (EBPC)
Service Review Advisory Committee (SRAC)
Minutes from November 5th, 2013**

1. SRAC Roll Call and Introduction of Individuals Present

Members present: Janet Abelson, Don Queen, Robert L. Kearney, Patricia Affonso, Harriette Saunders, Peter Crockwell, Yvonne Dunbar, Sharon Powers, Shawn Fong, Roberta Tracy.

Staff present: Mallory Nestor-Brush and Kim Ridgeway, AC Transit; Laura Timothy, BART; Mark Weinstein and Rosa Noya, Veolia; Mary Rowlands, Myisha Grant, Program Coordinator's office.

Members of the public present: Earl Perkins, Naomi Arment, Velinda Simon, Nina Johns, BART Director Robert Raburn, and Joe Duncan, Doug Bloch, Aetha Brown, Adolph Felix from the Teamsters Union.

2. Approval of minutes from September 3rd, 2013 SRAC Meeting

Verlinda Simon mentioned her last name was misspelled. Patricia Affonso said she was not listed as a member present, but withdrew the comment when it was pointed out she was re-seated as a member in item number 2 of the September 3rd minutes. **MOTION: Crockwell/Kearny** to approve the minutes, with a correction to the spelling of Verlinda Simon's name.

3. Public Comments

Earl Perkins said he felt the service quality has declined. He witnessed what he felt was the unsafe de-boarding of another passenger in his vehicle. On a different trip, he said he waited over two hours for his pick-up. He claimed his niece was going to write a letter to the DOT and to Governor Brown.

Doug Bloch introduced himself as the Political Director, Joint Council 7, of the Teamsters Union. Both First Transit and MV Transportation, two of EBPC's three ADA paratransit providers are unionized by the teamsters and are in labor negotiations. He offered to speak to anyone after the meeting curious about the negotiations.

4. Report from staff on the Alameda and Western Contra Costa County Paratransit Resources Inventory Data Base Development Project

Mallory Nestor-Brush explained the Resources Inventory Data Base project is sponsored by AC Transit and partially funded by New Freedom funds. The purpose of the project was to build a comprehensive inventory of all the transportation resources available to seniors, people with disabilities, and low-income individuals in Alameda and Western Contra Costa County, and to compile the information into a single unified data base. The intent of this data base is to enhance East Bay Paratransit's information and referral programs and to identify opportunities for enhanced coordination of services throughout the region. The survey was conducted by Nelson/Nygaard on behalf of AC Transit. Several members of the SRAC acted as a technical advisory committee to Nelson/Nygaard.

Mallory explained that the study did reveal several areas where agencies providing transportation might like to collaborate. These include: maintenance, driver training, and insurance. Agencies interested in these cooperative efforts will be contacted to start the process of developing contracts with them.

Since Eden Resources already has a data base of certain types of information, the decision was to tap into this data base to expand the information. However, Eden would need some upgrades to their system and staff is pursuing funding to assist Eden with these upgrades.

Mallory clarified that Richmond, El Cerrito and San Pablo were included in the survey, along with WestCat and Central Contra Costa Transit.

5. Report from staff on Securement of three wheelchairs in one van

Mark Weinstein said this item was requested at the last meeting by a member of the public, who said her wheelchair tipped as she rolled over a securement device on the floor. This led her to question the safety of having three wheelchair securements in one van.

Mark explained EBP has two types of vans: a large van that will accommodate up to 5 manual chairs or 4 electric or oversized chairs. This larger van is necessary for centers with many clients using wheelchairs, such as the Cerebral Palsy center. Currently this center has 40 participants riding on EBP. The smaller van has securements for two wheelchairs. Mark acknowledged that if

there are securement devices on the floor, it could cause a problem for a wheelchair. He said his goal is always safety first, but the Broker is also trying to package the trips effectively and productively.

Mark said he will reinforce safety issues around wheelchairs and securement devices at safety meetings with the providers.

6. Report from East Bay Paratransit Certification Manager on Departmental Performance and Activities

Rosa Noya, the Certification Manager introduced herself, explaining she would give an update on her department. Points mentioned included:

- Total of 8 people in the department. All analysts have had the National Transit Institute ADA certification training; most recently at a refresher course in April. The majority of analysts also have been trained Orthopedic Hospital in Los Angeles.
- In-person interviews begin in 2008; all parts of the Service Area were converted by April 2012.
- There are two remote sites: Fremont and San Pablo. Both are functioning very well. Fremont's City Paratransit program provides transportation to the interview to residents of Newark and Fremont.
- All new applicants must come in for an interview in order to be certified, although there is a process for individuals experiencing a sudden unexpected urgent medical need.
- Recertifying applicants generally only complete a short information form to re-certify. They do not need to interview again if their condition is not going to improve. Those who were granted temporary or conditional certification may be asked to return for another interview about their mobility status.
- During the first three months of this fiscal year (July 13 – Sept 13) about 1300 applicants were certified; about 430 per month.
- Of the determinations made, 55% are new applicants and 45% are recertifying applicants.
- Both last fiscal year and the first three months of this fiscal year, about 3.75% of the determinations were denials. In both periods, of the 3.75% denied, about ¼ of them requested an appeals hearing. The appeals hearing takes place in front of a committee consisting of an agency representative; a SRAC member; and a medical professional. The appeal allows the applicant to

provide additional information or explain in greater detail their mobility issues. After all information is received the panel makes a decision. In over $\frac{3}{4}$ of the appeals, the original determination remains in place.

- When the Broker's office moves to its new location, there is a path outside the back of the building that will make it very easy for applicants to board and un-board and walk right into the office. Currently applicants are dropped off in front of the office on Broadway at a spot marked for paratransit. This has worked fine, but it will work even better at the new offices.

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

Mark Weinstein, Broker General Manager, provided an overview of Quarter 1 performance. He said rider demand continues to be lower than two years ago, but appears to be stabilizing. Passengers transported each weekday in the first quarter was only down 24 riders compared to the same period last year. Other points:

- Productivity has inched up. Productivity is correlated to cost. The lower the productivity, the more it costs the agencies to run the program. Even small improvements in productivity can have an impact on total cost.
- Quarter 1 a year ago saw the highest on-time performance ever at 94.2%. This year's Quarter 1 results of 90.5% led to an increase in complaints, particularly about timeliness.
- Two big events happened last fiscal year: in mid-February a scheduling software upgrade was installed. The Broker has been working continuously with the vendor to resolve remaining issues. In fact, payment is being withheld until we are satisfied with the program. The other is the implementation of centralized dispatch. This means all dispatchers have been put under one roof at the Broker's offices. The transition has been more challenging than expected.
- In September, 5 new call center agents were hired. During August and part of September, call times were a little longer than usual.
- The Broker's office is still planning on moving after the new office at 1750 Broadway is ready. We expect this to be round February or March.

8. Update on East Bay Paratransit performance during the July and October BART strikes

Laura Timothy acknowledged the strike periods were stressful for everyone in the Bay Area, but especially for members of the disability community who rely on paratransit. East Bay Paratransit tried to be proactive both with employees and staff. Some efforts undertaken were:

- Veolia arranged for call center staff to carpool and 3 Broker vehicles were set up to shuttle employees to work.
- The EBP phone message was updated regularly as circumstance changes.
- The Website home page for EBP provided Rider alerts.
- Call center agents reminded riders calling for reservations that increased traffic would cause delays and riders could be longer than usual
- Riders were encouraged to bring along water, medications, and other things they need.
- Letters were sent to Social Service agencies.
- A special letter was sent to standing order riders in case the situation became extremely bad and service had to be limited.

EBP service did not have to be reduced and to a large degree, service continued normally.

9. Report from SRAC Members

Roberta Tracy mentioned a BACS rider with dementia who was dropped off alone at home.

10. Next SRAC Meeting Date and Agenda

The next SRAC meeting is January 7, 2013. Possible agenda items include:

- Report from Nusura on Emergency Planning
- Broker move

EAST BAY PARATRANSIT
Performance Report for the SRAC
Systemwide

	FY 12/13	FY 13/14
	July-October	July- October
Ridership Statistics		
Total Passengers	247,092	240,629
ADA Passengers	209,611	206,283
% Companions	1.3%	1.3%
% of Personal Care Assistants	14%	13%
Average Passengers/ Weekday	2,460	2,418
Average Pass/ Weekend & Holidays	874	841
Scheduling Statistics		
% Rider Fault No Shows & Late Cancels	2.5%	3.0%
% of Cancellations	22.9%	23.2%
Go Backs/ Re-scheduled	2,908	3,062
Effectiveness Indicators		
Revenue Hours	141,196	137,770
Passengers/Revenue Vehicle Hour	1.75	1.75
ADA Passengers per RVHr.	1.48	1.50
Average Trip Length (miles)	10.31	10.84
Average Ride Duration (minutes)	40.4	40.1
Total Cost	\$11,752,504	\$11,345,227
Revenue Miles	2,161,049	2,235,678
Total Cost per Passenger	\$47.56	\$47.15
Total Cost per ADA Passenger	\$56.07	\$55.00
Total Cost per Revenue Hour	\$83.24	\$82.35
On Time Performance		
Percent on-time	93.8%	90.4%
Percent 1-20 minutes past window	5.1%	7.4%
% of trips 21-59 minutes past window	1.1%	2.0%
% of trips 60 minutes past window	0.08%	0.19%
Customer Service		
Total Complaints	1,016	1,135
Timeliness	327	422
Driver Complaints	371	386
Equipment / Vehicle	59	36
Scheduling and Other Provider Complaints	98	99
Broker Complaints	161	192
Commendations	597	529
Safety & Maintenance		
Total accidents per 100,000 miles	4.12	4.20
Roadcalls per 100,000 miles	5.11	5.77
Eligibility Statistics		
Total ADA Riders on Data Base	17,865	17,587
Total Certification Determinations	439	547
Initial Denials	72	67
Denials Reversed	4	4

Attachment 2

ATTACHMENT 8
Transit Correspondence

Bus Stops in Tallahassee, FL Start Getting Braille Identifiers

StarMetro, the transit agency in Tallahassee, FL, began to install small plates on bus stop poles with information in braille written horizontally but mounted vertically. It was decided to generate the braille as if it were written the normal way, left to right, then rotated 90 degrees clockwise. The information on the plate is the unique 7-digit identifier for the bus stop. By texting the identifier to Tallahassee's "Next by Text" address, riders will receive a reply text of times to expect the next bus for each route the bus stop serves. A rider with a vision disability can listen to the reply on a speech-enabled smartphone. Lynda Jones, one of the community members involved in the project, said the braille in this format is "written correctly" and easier to read. Each plate has raised lettering, followed by braille. The raised letters are stacked vertically: one character beneath the other. The braille follows, turned on its side. Per Brian Waterman, the identifiers were ordered in blue acrylic with white letters, which was chosen by persons with low vision. Identifier plates have been installed at about 150 bus stops out of a total of approximately 920. Waterman stated that installations would be completed over the next several months.

DOT Still Reported Weighing 'Modification' Rule for Transit

A "reasonable modification" provision is reported to remain under consideration for federal transportation regulations. The DOT has been mulling over such a provision for surface transportation since it was proposed in 2006. According to a published regulatory schedule, it was due to go to the Office of Management and Budget for review by October 16, 2013, which turned out to be the final day of a 16- day government shutdown. The submission has been delayed, but not dropped. Language that would apply to public transportation entities, as proposed on February 27, 2006, is as follows:

Public entities providing designated public transportation services shall make reasonable modifications in policies, practices, or procedures when the modifications are necessary to avoid discrimination on the basis of disability or to provide program accessibility to its services, unless the public entity can demonstrate that making the modifications would fundamentally alter the nature of the service, program, or activity, or would result in undue administrative or financial burdens.

The proposed DOT provision would parallel a DOJ rule that states:

A public entity shall make reasonable modifications in policies, practices, or procedures when the modifications are necessary to avoid discrimination on the basis of disability, unless the public entity can demonstrate that making the modifications would fundamentally alter the nature of the service, program, or activity.

Addition of a "reasonable modification" rule in the DOT's ADA regs is generally supported by disability rights advocates, however transit industry, beset by rising costs and declining subsidies, has generally expressed opposition to a "reasonable modification" exception to it "mass transportation".

Videos Taken on Denver Buses Show Strollers, Etc., in the Way

A series of videos posted on YouTube shows strollers, groceries, and luggage occupying wheelchair securement spaces on transit buses in Denver. The videos were shot and narrated by Douglas Howey, one of the participants in a federal lawsuit charging violations of the ADA. In *Colorado Cross-Disability Coalition (CCDC) v. Regional Transportation District (RTD)*, the complainant includes descriptions of encounters that Mr. Howey, a wheelchair user, reports he has had with strollers and other obstacles on RTD buses. The CCDC states that there are situations in which wheelchair users cannot board the bus because it is either full or both securement areas are occupied or that RTD "rarely if ever" provides alternative transportation. The RTD stroller policy states, "Strollers that are not being occupied by children must be collapsed and stowed. If a bus or train is full, all strollers must be collapsed and stowed." The CCDC v. RTD lawsuit states that RTD fails to enforce its own policies on the accommodation of large objects by nondisabled riders. The YouTube videos can be found by entering "Douglas Howey RTD-Denver needs to find its way back to ADA" into a search engine.

Something got in your way?

Developing travel skills to address unexpected challenges

November 14, 2012

Rik Opstelten, Easter Seals Project ACTION

Penny Everline, Travel Trainer, MTM

Life Happens

What We'll Learn

- Common situations that can befall a traveler on public transit
- How to respond to these as a traveler, or travel trainer
- What the ADA, other regulations, or agency policies may have to say about such situations
- Tales from the street: the perspective of a travel trainer who's had life happen

General Rules of thumb

1. Life happens- To you, to me, to everyone
2. Keep Calm and Carry On
3. Have a plan and learn to be adaptable
3. Know your route (intermediate stops, general path, alternative routes)
4. Know how to get information on the fly (phone, app, etc.)



The best laid plans

Can be upset by any number of inconveniences

Your Pathway is Blocked



What are the rules

- The ADA requires the maintenance of accessible pathways.
- Construction in the way (look at ADA, consider local ordinances)
- City ordinances can govern such things as snow removal
- Stopping away from the stop (review POTM answer)

What to do?

- Know an alternate route
 - Can you catch the bus at a different point?
- Try to learn about disruptions beforehand (does the transit agency send texts, for example?)

Tales from the Street: Blocked Pathway

Be Prepared

- Do a pre-trip inspection (Route & scout)
- Use Google street view
- Check beforehand for elevator outages
- Load helpful apps and phone numbers to your cell or smart phone (if you have one)
- Allow for extra time to reach your destination

Tales from the Street: Blocked Pathway

Be Safe

- The shortest path around a barrier is rarely the safest path
- Allow for extra time to reach your destination
- Use your cell/ smart phone, as needed

Tales from the Street: Blocked Pathway

Be Involved

- Report areas where sidewalk is blocked
- If your community does not have a snow removal ordinance, advocate for one. If they have one, report noncompliance
- Consider starting an adopt-a-bus stop program
- If your community has many instances of incomplete sidewalks, advocate for complete streets policies

Where's my Bus

- NextBus? (Smart phone, call, text message, etc.)
- Other buses- Ask the operator
- Call your boss (find café near route at which to wait)
- Keep a map at hand (to plan new routes on the spot)

Tales from the Street: Where's My Bus?

Be Prepared

- Be at your bus stop at least 5 minutes early
- If time-sensitive appointment, consider taking the earlier bus, and always have a back-up plan
- Know your bus stop number
- If real-time information is available, call or use your smart phone to look it up. If not, call transit agency
- Dress for the weather

Tales from the Street: Where's My Bus?

Be Safe

- Do not abandon your bus stop if you do not have a plan and a safe path of travel
- If you arrive when your bus is pulling away, do not chase the bus

Tales from the Street: Where's my Bus?

Be Involved

- Report late bus arrivals as well as early departures to the transit agency
- Be specific (route, date, time, bus number, etc.)

Web Tour! Complaint form

Can't get on

- Accessibility features (ramp or lift) not working
 - 30 minute rule
- Securement area full
 - Ask, firmly if needed, for a space
- Bus packed
 - Chill out with your fellow dejected passengers
 - Equal opportunity inconvenience
 - Invite your new friends to the nearest café/bar

Tales from the Street: Can't Get On

Be Prepared

- Practice asking for priority seating: What will you say?
- Allow for extra time to reach your destination
- Carry a cell/ smart phone, if possible

Tales from the Street: Can't Get On

Be Safe

- If you need to sit, ask for priority seating
- Don't stand in silence if it is unsafe for you to do so!

Tales from the Street: Can't Get On

Be Involved

- Report when you are turned away due to full securement locations or inoperable lift, especially when another bus does not come within 30 minutes
- Encourage your transit agency to have an education program on priority seating (i.e., announcements, posters, etc.)

Get on the wrong bus

- Keep Calm and Carry On!
- Got an extra hour? Go for a tour!
- Give a call ahead
- Know your plan (break out your map, call the call center, etc.)
- Speak to the driver



Tales from the Street: Wrong Bus

Be Prepared

- Know how to identify the correct bus
- Ask the driver to identify the bus route
- Bring extra fare just in case
- Bring a cell/ smart phone, if possible
- Dress for the weather

Tales from the Street: Wrong Bus

Be Safe

- Ask driver for a safe place to disembark and to catch the correct bus
- If you have to cross the street, cross where and when it is safest to do so

No Stop Announcements

- What are the rules
 - ADA requires stop announcements
- Verbally given, or automated
Major intersections, etc.

Tales from the Street: No Stop Announcements

Be Prepared

- Know the route to the best of your ability
- Pay attention to the cues around you
- If enunciator is off, ask bus driver to call out your stop
- Practice asking for assistance

Tales from the Street: No Stop Announcements

Be Involved

- If there are no stop announcements, report this to the transit agency
- Be specific (route, date, time, bus number, etc.)
- Advocate for a mystery rider program

What to do

- Ask for help
 - From the driver
 - From fellow passengers
- Stay attentive
 - Consider where you turn, number of stops, etc.

Securement Problems

- Can't get secured?
 - Understand local policy
 - Inability to secure a device does not mean you can't ride
- Helping with securement
 - Special cords, etc?

Tales from the Street: Securement Problems

Be Prepared

- Consider practicing boarding and deboarding on an out-of-service bus to increase confidence
- Use stickers to identify places on your mobility device where securement straps should be attached
- Be prepared to ask to be secured or to show the driver where/how to secure your device

Tales from the Street: Securement Problems

Be Safe

- Never attach securement straps to wheels
- Securements should be four-point
- Learn the safest way to secure your mobility device so you can show drivers, if needed

Tales from the Street: Securement Problems

Be Involved

- If a driver refuses to secure your device OR denies you service because he/she was unable to do so, report this to the transit agency
- Be specific (route, date, time, bus number, etc.)
- Advocate for a mystery rider program

Discourteous Drivers

- Understand your rights
 - Education goes a long way toward self-advocacy
- Provide feedback
 - Learn your system's process for customer feedback
- Speak to administration
- Advocate for yourself

Discourteous Passengers

- Negotiating the social minefield
- Conversational do's and don'ts

Where to now?

- Completing your journey
 - Know your destination (time of day, etc.)
 - Know the schedule to get home.

Cautionary Tale: Ken's Long Journey

In Closing

- Keep Calm and Carry On
- Be Prepared
- Be Adaptable
- Be Safe
- Be Involved

Questions and Answers

Use the Chat Box

Or

Dial *1 on your phone