



Meeting Notice

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

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City of Union City

Mayor Carol Dutra-Vernaci

Executive Director

Arthur L. Dao

Paratransit Advisory and Planning Committee

Monday, March 24, 2014, 1:00 p.m.

1111 Broadway, Suite 800

Oakland, CA 94607

Please note that the Monday, March 24, 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.

Recording of Public Meetings

The executive director or designee may designate one or more locations from which members of the public may broadcast, photograph, video record, or tape record open and public meetings without causing a distraction. If the Commission or any committee reasonably finds that noise, illumination, or obstruction of view related to these activities would persistently disrupt the proceedings, these activities must be discontinued or restricted as determined by the Commission or such committee (CA Government Code Sections 54953.5-54953.6).

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, March 24, 2014, 1:00 p.m.

1111 Broadway, Suite 800, Oakland, CA 94607 • 510.208.7400 • www.AlamedaCTC.org

Chair: Sylvia Stadmire
Vice Chair: Will Scott
Staff Liaison: Matt Todd, Principal Transportation Engineer; Jacki Taylor, Program Analyst
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. Review Prior Meeting Minutes

3.1. February 24, 2014 PAPCO Meeting Minutes

1 A

3.2. February 24, 2014 Joint PAPCO/ParaTAC Meeting Minutes

7 A

Recommendation: Approve the February 24, 2014 PAPCO and Joint PAPCO/ParaTAC meeting minutes.

1:20 – 1:45 p.m.
 Staff

4. Hospital Discharge Transportation Service and Wheelchair Scooter Breakdown Transportation Service Update

I

The Committee will receive an update on the Hospital Discharge Transportation Service and the Wheelchair Scooter Breakdown Transportation Service programs.

1:45 – 2:15 p.m. Guest Speaker	5. BART Cars Presentation		
		The Committee will receive a presentation on the new BART cars.	
2:15 – 2:45 p.m. Guest Speaker	6. Gap Grant Cycle 5 Program Report – Alzheimer’s Services of the East Bay		
		The Committee will receive a Gap Grant Cycle 5 program report from the Alzheimer’s Services of the East Bay.	
2:45 – 2:55 p.m. Sylvia Stadmire	7. Fiduciary and Finance Subcommittee Meeting Report		
		The Fiduciary and Finance Subcommittee met on March 18, 2014. The Committee will receive a report from the Subcommittee.	
2:55 – 3:05 p.m. PAPCO	8. Member Reports on PAPCO Mission, Roles, and Responsibilities Implementation		
	8.1. PAPCO Calendar of Events	11	
	8.2. PAPCO Work Plan	13	
	8.3. PAPCO Appointments	17	
3:05 – 3:15 p.m.	9. Committee Reports (Verbal)		
Sharon Powers	9.1. East Bay Paratransit Service Review Advisory Committee (SRAC)		
Harriette Saunders	9.2. Citizens Watchdog Committee (CWC)		

10. ADA Mandated Program and Policy Reports

- | | | | |
|-------|--------------------------------------------------------------------------------------------|----|---|
| 10.1. | February 5, 2014 WHEELS
Accessibility Advisory Committee
Meeting Minutes | 19 | I |
| 10.2. | March 4, 2014 East Bay Paratransit
Service Review Advisory
Committee Meeting Minutes | 21 | I |

3:15 – 3:30 p.m. 11. Information Items

- | | | | |
|----------------------|-------------------------------------------------------------|----|---|
| Naomi
Armenta | 11.1. Mobility Management – One Call-
One Click Glossary | 27 | I |
| Krystle Pasco | 11.2. Outreach Update | | I |
| Laurel Poeton | 11.3. Transportation Expenditure Plan
Update | | I |
| Cathleen
Sullivan | 11.4. 2014 Annual Mobility Workshop
Update | | I |
| Staff | 11.5. Other Staff Updates | | I |

12. Draft Agenda Items for April 28, 2014 PAPCO and Joint PAPCO/ParaTAC Meetings

- | | | | |
|-------|-----------------------------------------------------|--|---|
| 12.1. | Base Program Recommendation | | I |
| 12.2. | Joint PAPCO/ParaTAC Discussion | | |
| 12.3. | Access Alameda Guide/Website
Revision Discussion | | |
| 12.4. | 2014 Annual Mobility Workshop
Update | | |

3:30 p.m. 13. Adjournment

Next Meeting: April 28, 2014

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

Staff:

- P John Hemiup, Senior Transportation Engineer
- P Jacki Taylor, Program Analyst
- P Naomi Armenta, Paratransit Coordinator
- P Krystle Pasco, Paratransit Coordination Team
- P Cathleen Sullivan, Paratransit Coordination Team
- P Christina Ramos, Alameda CTC Projects/Programs Team

Guests:

Ken Bukowski, EPOA; Jennifer Cullen, Senior Support Program of the Tri-Valley; Shawn Fong, City of Fremont Paratransit; Kadri Klm, LAVTA; Hakeim McGee, City of Oakland Paratransit; Kim Ridgeway, AC Transit; Sarah Dawn Smith, BORP; Jonathan Torres, City of Berkeley 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. Review Prior Meeting Minutes

Herb Hastings moved to approve the January 27, 2014 PAPCO Meeting minutes as written. Jonah Markowitz seconded the motion. The motion passed (15-0-0).

4. Convene Finance and Program Plan Review Subcommittees

Naomi Armenta gave an overview of the Fiduciary and Finance Subcommittee as well as the Program Plan Review Subcommittee. She noted the subcommittees' background and purpose as well as the selection, process and the overall responsibilities of the subcommittee members. The PAPCO members that participate in these committees will receive a per diem as stated in the Bylaws. The Fiduciary Training and Finance Subcommittee will take place on Tuesday, March 18th at 1:30 p.m. The Program Plan Review Subcommittees will take place on Thursday, April 3rd and Friday, April 4th at 9:00 a.m.

The following PAPCO members volunteered for the Fiduciary Training and Finance Subcommittee:

- Aydan Aysoy
- Shawn Costello
- Herb Hastings
- Joyce Jacobson
- Sandra Johnson-Simon
- Carmen Rivera-Hendrickson
- Michelle Rousey
- Harriette Saunders
- Will Scott
- Sylvia Stadmire
- Hale Zukas

Staff will review the Program Plan Review appointment applications that were submitted and notify Committee members who will be appointed to both Subcommittees.

5. Gap Grant Cycle 5 Status Update

Naomi Armenta gave a status update on the Gap Grant Cycle 5 programs. She noted that this grant cycle encouraged mobility management types of activities which would improve consumers' ability to access services and/or improve coordination between programs. This cycle also encouraged multi-jurisdictional approaches and non-traditional transportation options, such as volunteer driver and taxi programs. Approximately \$2 million of Measure B paratransit discretionary funds were allocated to fund successful grant applications selected from a competitive call-for-projects. She also noted that 17 applications were received in March 2013 and the top 12 scored applications were recommended for full or partial funding.

There were several types of grants funded, including unique transportation gaps, mobility management and travel training, volunteer driver programs, taxi-related programs and shuttles/fixed route. Naomi then reviewed each programs' performance measure targets and their progress/activity to date.

Questions and feedback from PAPCO members:

- Add a column for performance measures' timeframe for completion (i.e. one year versus two years).
- Center for Independent Living, Inc. – Mobility Matters Project: Why was USOAC's numbers for October through December 2013 not included in the progress report?
- Center for Independent Living, Inc. – Mobility Matters Project: Why was the number of Alameda County adults with disabilities to receive travel training so low?
- Senior Helpline Services – Rides for Seniors: Why was the number of average rides to clients per month so low?
- City of Fremont/Human Services Department – Tri-City Taxi Voucher Program: Why was there no progress report submitted for July through December 2013?
- Central County Taxi Program/City of Hayward – Central County Taxi Program: Why was there no progress report submitted for July through December 2013?

- City of Oakland/Department of Human Services – Taxi-Up & Go Project: Why was the number of one-way taxi-escorted trips so low?

6. LAVTA Provider Change Update

Kadri Klm gave an update on LAVTA's provider change. She started by noting that American Logistics Corp. (ALC) gave LAVTA notice of termination dated April 9, 2013. The termination of service was to be effective in one year. As a result the procurement process commenced for a new contractor. Kadri then reviewed the procurement milestones and noted that service will commence on May 1, 2014. She then mentioned the proposers, which included A-Paratransit, DeSoto Taxi Cab, MTM, Inc., MV Transportation and Veolia Intelliride. Kadri then reviewed the evaluation criteria which included experience of the firm and key management personnel (35%), willingness to hire existing personnel (10%), cost (35%), innovative, creative ideas to address safety, customer service, cost control, etc. (20%). She then noted the initial rankings of the panel as well as the equalization factors that were used including vehicle (\$7.64/trip), fuel (\$3.83/trip) and office (\$0.26 for limited office and \$1.22 for full office).

The base year costs, escalators, total contract costs, personnel, and performance metrics were then reviewed and the final rankings were discussed. Staff recommendations included awarding the contract to MTM, Inc. to continue the brokerage model that will provide continuity to customers and subcontracted providers (existing drivers). Staff also recommended MTM, Inc. for being most amply resourced with dedicated staff and proposing a reasonable cost per trip. MTM, Inc. also demonstrated the highest commitment to performance metrics and service quality.

Questions and feedback from PAPCO members:

- Can you define a brokerage model? A brokerage model is a model wherein the contractor is using subcontractors to broaden the service.
- What are you looking for in a brokerage model? We are primarily looking for a certain number of dedicated personnel which is directly linked to service quality.

- One member complimented the abundance of specifics in the presentation.
- One member would have disqualified Veolia Intelliride for refusing to provide performance measures.

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

There were no member reports.

8. Committee Reports (Verbal)

8.1 East Bay Paratransit Service Review Advisory Committee (SRAC)

Naomi Armenta noted that the next SRAC meeting is on Tuesday, March 4th.

8.2 Citizens Watchdog Committee (CWC)

Harriette Saunders noted that the CWC is working on Alameda CTC's audits.

9. ADA Mandated Program and Policy Reports

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

10. Information Items

10.1 Mobility Management – The Business Case for Mobility Management

Naomi Armenta reviewed the mobility management attachment in the packet and noted that there is a new website for the National Center for Mobility Management. The American Public Transit Association also has information on mobility management.

Naomi also reported that staff is currently contributing to the Eden I&R website. After the AC Transit Board approves the website it will become available to the public. Also, the Joint Access Alameda Revision Subcommittee is working on updating the Access Alameda website and guide. More

information will be provided during the Joint PAPCO/ParaTAC meeting in April.

10.2 Outreach Update

Krystle Pasco gave an update on the following outreach events:

- 3/15/14 – Developmental Disabilities Council's Transition Information Faire, College of Alameda from 9:30 a.m. to 3:00 p.m.
- 3/17/14 – Transit Fair, Pleasanton Senior Center from 10:00 a.m. to 1:00 p.m.
- 3/20/14 – USOAC Annual Convention, St. Mary's Center from 10:00 a.m. to 2:00 p.m.
- 3/22/14 – Oakland Running Festival Expo, Oakland Marriott Hotel from 9:00 a.m. to 5:00 p.m.

10.3 Other Staff Updates

John Hemiup announced that he will be moving on from the Alameda CTC. He will be working with Caltrans as a Manager of Bay Area bridges. Jacki Taylor will now be the staff liaison to PAPCO and ParaTAC.

11. Draft Agenda Items for March 24, 2014 PAPCO Meeting

- 11.1. Hospital Discharge Transportation Service and Wheelchair Scooter Breakdown Transportation Service Program Update
- 11.2. BART Cars Presentation
- 11.3. Gap Grant Cycle 5 Program Report – Alzheimer's Services of the East Bay
- 11.4. 2014 Annual Mobility Workshop Update
- 11.5. Fiduciary Training and Finance Subcommittee Status Report

12. Adjournment

The meeting adjourned at 2:40 p.m. The next PAPCO meeting is scheduled for March 24, 2014 at Alameda CTC's offices located at 1111 Broadway, Suite 800, in Oakland.



Joint Paratransit Advisory and Planning Committee
and Paratransit Technical Advisory Committee
Meeting Minutes
Monday, February 24, 2014, 2:45 p.m.

3.2

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MEETING ATTENDEES

Attendance Key (A = Absent, P = Present)

PAPCO Members:

<u>P</u> Sylvia Stadmire, Chair	<u>P</u> Joyce Jacobson	<u>A</u> Vanessa Proee
<u>P</u> Will Scott, Vice-Chair	<u>P</u> Sandra Johnson-Simon	<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>A</u> Suzanne Ortt	<u>P</u> Esther Waltz
	<u>A</u> Sharon Powers	<u>P</u> Hale Zukas

ParaTAC Members:

<u>A</u> Dana Bailey	<u>A</u> Drew King	<u>P</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>A</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>P</u> Jonathan Torres
<u>A</u> Heather Hafer	<u>P</u> Hakeim McGee	<u>A</u> Mark Weinstein
<u>A</u> Brad Helfenberger	<u>A</u> Cindy Montero	<u>A</u> Jeff Weiss
<u>A</u> Karen Hemphill	<u>A</u> Mallory Nestor	<u>A</u> David Zehnder
	<u>A</u> Gail Payne	

Staff:

P John Hemiup, Senior Transportation Engineer
P Jacki Taylor, Program Analyst
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:

Ken Bukowski, EPOA; Jennifer Cullen, Senior Support Program of the Tri-Valley; Sarah Dawn-Smith, BORP

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. Joint PAPCO and ParaTAC Discussion – Standing Order Policy

Naomi Armenta introduced the Joint PAPCO and ParaTAC discussion topic regarding standing order policies. Kim Ridgeway reviewed the standing order policy for East Bay Paratransit (EBP) and noted that a standing order is an ongoing reservation for a repeated trip that a rider takes from the same origin to the same destination at the same time on the same day or days of the week at least once a week for a period of at least once a month. Examples of standing order trips are to school, places of worship, dialysis and although standing orders are not required for EBP, EBP offers it as a convenience to the riders. If offered, the ADA requires that only 50% of trips be deemed as standing orders.

Questions and feedback from PAPCO and ParaTAC members:

- If there is a specific day or days that you know you will not be taking a regular standing order trip, you must call EBP at least one hour before the trip. You can also put a standing order on hold if you are going on vacation or will be away for an extended amount of time and the standing order will continue once you return.
- LAVTA has a similar standing order policy as EBP. Most of LAVTA's standing order trips are going to dialysis.
- If you miss your standing order with EBP it is considered a no show.

- From an operational perspective for a smaller program, like the City of Fremont paratransit, it is hard to accommodate standing orders due to the limited number of vehicles available for trips.
- Sometimes it seems like EBP gives priority to standing order trips over one time trips. This seems unfair to riders who do need and show up for their one time trips.
- About 60% of the overall wheelchair van trips for the City of Oakland paratransit program are standing orders. Most of these trips are for dialysis and adult day care.
- About 80% of the City of Berkeley's trips are standing orders through EBP and the majority of the users are using the taxi scrip program as a supplement.
- A member suggested that a uniform standing order policy be created for all ADA and non-ADA providers in Alameda County.
- Volunteer Driver programs also have an issue with standing orders. If a rider or volunteer cancels a ride at the last minute it is very difficult for staff to accommodate other trips. Most of the standing orders are for blood work or counseling appointments.
- PAPCO and ParaTAC members would like to see and add to the list of topics for the Joint PAPCO and ParaTAC discussions.

4. 2014 Annual Mobility Workshop Brainstorm

Cathleen Sullivan facilitated the 2014 Annual Mobility Workshop brainstorm. She noted that with regards to the general format and location, staff has discussed moving the workshop to the Alameda CTC offices as well as decreasing the Workshop agenda to a half day instead of a full day. She then requested input on these ideas and ideas for presentation topics.

Questions and feedback from PAPCO and ParaTAC members:

- The Alameda CTC offices can physically accommodate both the Workshop with regards to the presentations as well as the resource fair.
- The accessibility to the Alameda CTC offices and the surrounding parking facilities are not favorable.
- The accessibility of BART and AC Transit lines at both the Ed Roberts Campus as well as the Alameda CTC offices are great for the Workshop.

- The air quality in the Ed Roberts Campus is not great and it is hard for several members to breathe.
- Members liked the current format of the Workshop being a full day.
- Members noticed that attendees did leave early at last year's Workshop.
- Members requested more of a variety of transportation vendors for the resource fair.
- Members requested various presentation topics including a day in the life of a wheelchair user, unveiling of the new Access Alameda guide and website, volunteer driver programs, mobility management, unveiling of the new AC Transit/211 website, a hot topics in paratransit panel, ride sharing applications and technology, smart debit cards and protection against fraud, an update to the San Francisco accessible parking policy, inequity and poverty study, and Alameda CTC's Transportation Expenditure Plan (TEP).

5. Draft Agenda Items for April 28, 2014 Joint PAPCO and ParaTAC Meeting

- 5.1. Joint PAPCO/ParaTAC Topic Discussion
- 5.2. Access Alameda Guide/Website Revision Discussion
- 5.3. 2014 Annual Mobility Workshop Update

6. Adjournment

The meeting adjourned at 4:00 p.m. The next Joint PAPCO and ParaTAC meeting is scheduled for April 28, 2014 at Alameda CTC's new offices located at 1111 Broadway, Suite 800, in Oakland.



Full Committee Meetings

- **Regular PAPCO monthly meeting:**
Monday, March 24, 2014, 1 to 3:30 p.m., Alameda CTC
- **Regular PAPCO/Joint monthly meeting:**
Monday, April 28, 2014, 1 to 4 p.m., Alameda CTC

Subcommittee Meetings

- **Fiduciary Training and Finance Subcommittee meeting:**
Tuesday, March 18, 2014, 1:30 to 3:30 p.m., Alameda CTC
- **Access Alameda Review Joint Subcommittee meeting 4:**
Tuesday, March 25, 2014, 1:30 to 3:30 p.m., Alameda CTC
- **Program Plan Review Subcommittee meetings:**
Thursday, April 3, 2014, 9:30 a.m. to 4:30 p.m., Alameda CTC
Friday, April 4, 2014, 9:30 a.m. to 2:45 p.m., Alameda CTC

Outreach

Date	Event Name	Location	Time
3/15/14	Developmental Disabilities Council's Transition Information Faire	College of Alameda, 555 Ralph Appezzato Memorial Parkway, Alameda, CA 94501	9:30 a.m. – 3:00 p.m.

3/17/14	Transit Fair	Pleasanton Senior Center, 5353 Sunol Boulevard, Pleasanton, CA 94566	10:00 a.m. – 1:00 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.
3/22/14	Oakland Running Festival Expo	Oakland Marriott Hotel, 1001 Broadway, Oakland, CA 94607	9:00 a.m. – 5:00 p.m.
4/23/14	Senior Health Fair	North Berkeley Senior Center, 1901 Hearst Avenue, Berkeley, CA 94709	10:00 a.m. – 2:00 p.m.
4/24/14	Senior Resource Fair	Albany Senior Center, 846 Masonic Avenue, Albany, CA 94706	10:00 a.m. – 1:00 p.m.

You will be notified of other events as they are scheduled. For more information about outreach events or to sign up to attend, please call Krystle Pasco at (510) 208-7467.



PAPCO Work Plan FY 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		x
Staff will continue to be available to help draft talking points or articles for members		x

Topic: Mobility Management

Goal: Learn about and contribute to Alameda County's Mobility Management project

Actions	Completed	In-Progress
Provide input on Alameda County Mobility Management project		x
Review materials regarding Mobility Management provided in meeting packet		x

Topic: 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		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	x	
October	x	
February		
April		
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		x
Staff will continue to forward opportunities for comments and participation via email		x

Topic: Customer Service		
Goal: Participate in driver training and serve as a resource to providers; and facilitate communication and resolution of consumer complaints		
Actions	Completed	In-Progress
Continue to be available to assist in East Bay Paratransit Driver Training and related items		
Continue to be available to assist 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
- Tom Perez
- 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
- Vacant
- 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, February 5, 2014

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
Russ Riley	City of Livermore
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
Kadri Kulm	LAVTA
David Saunders	ALC via telephone

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 the January 8, 2014 and February 5, 2014 Meetings of the Committee**
Minutes Approved. (Hastings/Waltz)
4. **Status Report on ADA Paratransit Operations Contractor Procurement Process**
Staff briefed the committee on the paratransit operations contractor procurement process. LAVTA board awarded the contract to MTM, Inc. at their February 3rd meeting, and the new contractor will start providing Dial-A-Ride service as of May 1, 2014.
5. **Dial-A-Ride Fleet Statistics**
David Saunders from ALC provided statistics of the fleet that ALC is using for LAVTA contract. He reported that the maximum number of vehicles out at any given time is 16, while the average number of vehicles out on weekdays is 13, on Saturdays 7, and on Sundays 6.
6. **Update on Dublin and Pleasanton Bus Stop Improvements**
Staff briefed the committee on the Dublin and Pleasanton bus stop ADA accessibility improvements.
7. **Update on Livermore Bus Stop Improvements**
Staff briefed the committee on the Livermore bus stop ADA accessibility improvements.
8. **PAPCO Report**
Esther Waltz gave a report on the latest PAPCO meeting.
9. **Operational Issues – Suggestions for Changes**
Members discussed operational issues with staff.
10. **Adjourn**
The meeting was adjourned at 4:15 pm.

**East Bay Paratransit's (EBPC)
Service Review Advisory Committee (SRAC)
Minutes from January 7th, 2014**

1. SRAC Roll Call and Introduction of Individuals Present

Members present: Janet Abelson, Don Queen, Patricia Affonso, Harriet Saunders, Peter Crockwell, Shawn Fong, Roberta Tracy, Alicia Williams, Mary Seib, Michael Pope, Janet Bilbas

Members absent: Yvonne Dunbar, Robert L. Kearney, Sharon Powers

Staff present: Mallory Nestor-Brush and Kim Ridgeway, AC Transit; Laura Timothy, BART; Mark Weinstein and Janice Carter, Veolia

Members of the public present: Earl Perkins; Naomi Armenta, Alameda CTC; Robert Raburn, BART Director; Ann Johnson; Marina Vallena; Tom Ross; Mary Lawrence; Gary Brown; Daniel Gardner; Steve Everson, 1st Transit GM; Celistine Newman and Dora Ramirez, Veolia

2. Approval of minutes from November 5th, 2013 SRAC Meeting

MOTION: Queen/Saunders to approve the minutes. Unanimous.

3. Public Comments

Ann Johnson stated in September 2013 she fell as she approached a van. Ms. Johnson is visually impaired. She said the driver did an "over the top" job calling in the incident, but the dispatcher asked if the driver could continue with the route without inquiring if she was okay. Ms. Johnson complained the dispatcher was only concerned about keeping the van going, and did not call an ambulance. She intended to file a claim but no one at EBPC would confirm she fell. Ms. Johnson suggested EBPC hire a social worker to research these types of issues and EBPC should treat passengers like "precious cargo".

Daniel Gardner stated he uses a walker and needs assistance on the lift, but sometimes the drivers do not wait until he's ready before they start operation of the lift. Further, he said he frequently arrives early at his

destination before it opens. Lastly, he inquired when the ride notification calls to passengers go into effect.

Tom Ross questioned the qualifications of the Certification Analysts, particularly if they have no medical background. He said a friend with Fibromyalgia was misunderstood and found ineligible for EBPC. He felt the analyst did not know how painful Fibromyalgia is.

Marina Vallena noted she is grateful for EBPC. She traveled to Los Angeles three months ago and the paratransit system there did not work for her. She called to book a ride, but it never came, causing her to miss her ride from LA to Oakland. She thanked EBPC and expressed her gratitude.

4. Report from Nusura, under contract to develop an Emergency Plan for EBPC.

Mica Ward and Gary Gleason from Nusura introduced themselves. They explained they were contracted with EBPC to update and strengthen Emergency Operating Procedures. They will work with the transportation providers, the SRAC, and various agencies whose clients use the service.

What is included in the effort:

- An emergency operations plan for EBPC addressing response and recovery from transit and community emergencies requiring transportation support resources.
- Standard operating procedures for drivers, dispatchers and managers.
- Critical facilities report identifying facilities necessary to continuity of operations.
- IT recovery report identifying back-up and recovery procedures for critical information resources.
- Capabilities Assessment.
- Training and Exercises

Community-based Planning:

- The plan has to reflect the community. The effort will involve not only AC Transit and BART and the service providers, but EBPC clients, agencies and facilities supporting ADA riders.

- The goal is to ensure all stakeholders have an opportunity to shape the process and have input into the final plan.
- Core Stakeholder Team: a Core Stakeholder Team will be created to become long-term project champions, represent clients' and the public's interests, and to share information with our team on unique local issues and resources.

Comments from SRAC members and members of the public:

Mary Lawrence said she felt the information was very broad and needed to be broken down into "bits and pieces" for better understanding. She stated she has considerable concerns.

Gary Brown noted he felt the project will help individuals and agencies understand what to expect and what not to expect from EBPC.

5. Report from the EBPC Customer Services Center Manager, Janice Carter, on departmental organization and activities.

Janice Carter explained she has managed call centers in several industries since 1996. She started with East Bay Paratransit in 2007, enjoys real time environments, and finds EBPC rewarding and challenging. Janice said she really likes her job particularly since it provides service to the community.

Janice claimed the current body of agents is very strong and supervisors have been promoted to their position, having started as agents. The three supervisors are: Celestine Newman who has been with EBPC since 1996; Estrella Cajoto, since 2005; and Ashli Edwards since 2008. Besides having experienced call center supervisors, 17 agents have been with EBPC for at least five years or more.

Staffing levels: Full capacity is 20 seats in the call center at one time. Agents are scheduled to meet peak times, which are around the 8am hour; between noon and 1:00 pm and between 4:00 pm to 5:00 pm.

Reservations average about 73-80 calls/hour during the week, and 40-50 calls/hour during the weekend. Customer service calls average 103 calls/hour during the week, and 57 calls/hour during the weekend.

Agents are monitored monthly and results provided in a quarterly evaluation, based on quality, productivity, and teamwork. A supervisor monitors a number of calls every month per agent. Calls are recorded for quality and training purposes; to look for trends; and to investigate customer complaints. Janice said the mission of the call center is to provide a positive experience to the rider. Lastly, Janice assured members that all complaints are investigated.

Comments from SRAC members and members of the public:

- In response to a question about observed trends, Janice responded apathy was one trend her supervisors monitor. Her department has incorporated videos, materials, exercises and questions to retrain apathetic behavior. They have a “going for green” campaign, which focuses on trying to say yes and being positive even if the agent is obligated to say no. Her goal is to empower agents to look at all options, and ensure the decision supports the rider.
- The group agreed it feels good when an agent says, “Let me see what I can do”, and when agents are positive.
- Janice was thanked for her presentation and told to keep up the good work.

6. Report from East Bay Paratransit Broker and performance data review

Mark Weinstein made the following remarks:

- Generally performance is stable except for on-time performance which is low and not where it should be. At 90.4%, EBPC received more complaints and those for timeliness increased by 100 in the four month period, or about 25 more per month.
- During the first four months of this fiscal year, EBPC transported about 6,000 fewer people than last fiscal year. About 2,400 of those 6,000 are due to fewer personal care attendants. The percentage of PCA's dropped from 14% to 13%.
- ADA passengers transported per hour increased to 1.5, meaning EBPC is doing 1.5 trips per hour per vehicle.
- The Broker has been working with the scheduling software vendor due to scheduling issues. An update was just installed which should address concerns about routing. Mark stressed the upgrade will not fix all manifest issues; however, improvement is expected.

- Mark noted the Interactive Voice Response (IVR) software has been installed but not activated because the scheduling software upgrade has not been formally accepted.
- New buses entering the fleet are a little smaller with bench seats for two people behind the driver and single seats on the opposite side.

Mark addressed issues discussed in Public Comments, saying Ann Johnson's complaint will be investigated. Driver training to inform the rider when the driver is ready to move the lift will be re-enforced, but riders may also tell the driver you will let the driver know when you are ready for the lift to start. Lastly, he explained all Certification Agents have National Transit Institute training and one has a medical degree. Anyone can appeal a certification decision and can bring an advocate to the appeals hearing as well as to the initial interview.

7. Report from SRAC Members

- Mary Seib asked a question about non-service animals on BART. Laura Timothy said she would speak to her after the meeting.
- Harriet requested to have the new vans at the next meeting. Mark responded he could do that.

8. Next SRAC Meeting Date and Agenda

The next SRAC meeting is March 4, 2014. Possible agenda items include:

- Measure B claim for next fiscal year
- Viewing of the newer lift vans

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ACRONYMS

- ADA – Americans with Disabilities Act
- ADRC – Aging and Disability Resource Center
- AIRS – Alliance of Information and Referral Services
- AVA – Automatic Vehicle Annunciation
- AVL – Automatic Vehicle Locator
- CAD – Computer Aided Dispatch
- I & R – Information and Referral
- ITS – Intelligent Transportation System
- IVR – Interactive Voice Response
- MDC / MDT– Mobile Data Computer / Mobile Data Terminal
- MSAA – Mobility Services for All Americans
- PDA – Personal Digital Assistant
- RITA – Research and Innovative Technology Administration
- TRMCC – Transportation Management Coordination Center

TERMS

- Technology terms are defined in Chapter VII. Other Definitions are below.
- Aging and Disability Resource Center** - Serves as a single point of entry into the long-term care system for older adults and people with disabilities. They are one-call services and use a “no wrong door” system, which means a caller can access the system regardless of the agency they contact first.
- Alliance of Information and Referral Services** - A professional association of community information and referral (I&R) providers. Americans with Disabilities Act – Federal Law passed in 1990 requiring public facilities, including transportation, to be fully accessible to people with disabilities.
- Brokerage** - A method of providing transportation where riders are matched with appropriate transportation providers through a central trip-request and administrative facility. The transportation broker may centralize vehicle dispatch, record keeping, vehicle maintenance and other functions under contractual arrangements with agencies, municipalities and other organizations. Actual trips are provided by a number of different vendors. Volunteer drivers are often coordinated by a broker. Brokers may also assist in forming carpools and vanpools.
- Coordination** - A process in which organizations work together to accomplish their transportation objectives.
- Information and Referral** – Services that provide information to

callers and refer callers to others for assistance. Your aging services program may use the term Information and Assistance (I & A).

Mobility Management - An approach to managing a coordinated community-wide transportation service network with a customer focus. Mobility management considers the operations and infrastructures of multiple trip providers in partnership with each other and can effectively address demand management issues. Mobility management is most effective when it is adaptive and flexible to meet the needs and conditions in a given community or region, or even a single person.

Mobility Services for All Americans - A 2008 initiative establishing a coalition of stakeholders to bridge the gap between the transportation/ITS and human services communities in order to identify solutions built upon the knowledge and expertise of both.

Systems Engineering - A systematic design process through which all needs are identified and systems are put in place to address each of the concerns.

United We Ride - A federal interagency initiative aimed at improving the availability, quality, and efficient delivery of transportation services for older adults, people with disabilities, and individuals with lower incomes.

The “One Call–One Click Transportation Services Toolkit” was created with United We Ride funding from the Office of Disability Employment Policy, U.S. Department of Labor, through a cooperative agreement between the Community Transportation Association of America and the Federal Transit Administration. The opinions and conclusions expressed herein are solely those of the authors and should not be construed as representing the opinions or policy of any agency of the federal government. Dec 2010.