



Meeting Notice

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

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Alameda County

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Paratransit Advisory and Planning Committee

Monday, April 28, 2014, 1:00 p.m.

1111 Broadway, Suite 800

Oakland, CA 94607

Please note that the Monday, April 28, 2014 PAPCO meeting will be from 1:00 to 2:10 p.m. and the Joint PAPCO and ParaTAC meeting will be from 2:15 to 4:00 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

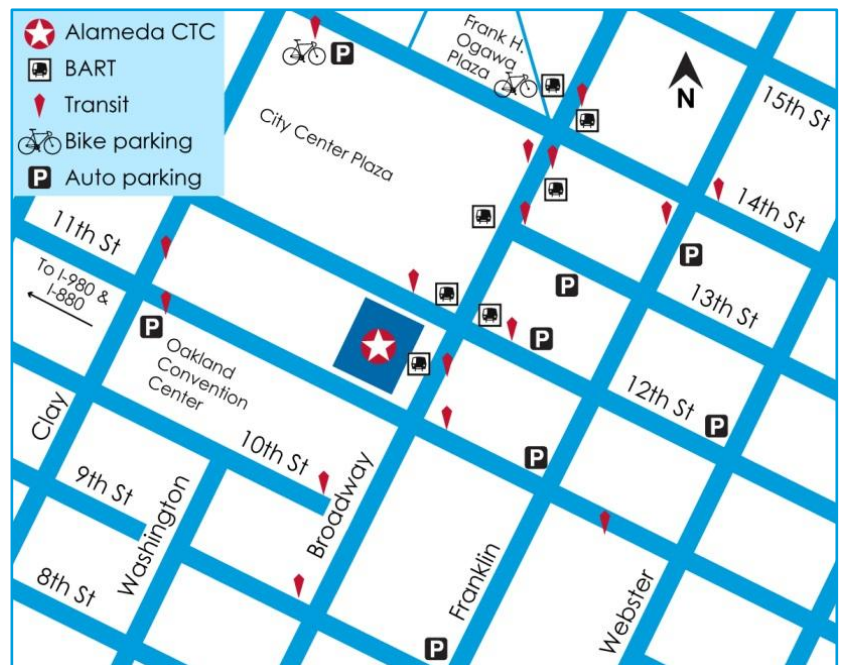
The executive director or designee may designate one or more locations from which members of the public may broadcast, photograph, video record, or tape record open and public meetings without causing a distraction. If the Commission or any committee reasonably finds that noise, illumination, or obstruction 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, April 28, 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 Liaisons: Jacki Taylor,
Matt Todd

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 March 24, 2014 PAPCO Meeting Minutes

1 A

Recommendation: Approve the
March 24, 2014 PAPCO meeting
minutes.

1:20 – 1:45 p.m.
Staff

4. FY 2014-15 Program Funding Recommendation

4.1 Measure B Paratransit FY 2014-15 Program Plans and Funding Memo

11 A

On April 3rd and 4th, the PAPCO Program
Plan Review Subcommittees reviewed
the FY 2014-15 program plans and made
funding recommendations for all
programs.

Recommendation: Approve the PAPCO
Program Plan Review Subcommittees

recommendations for program funding.

1:45 – 1:55 p.m.
PAPCO

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

5.1	PAPCO Calendar of Events	17	I
5.2	PAPCO Work Plan	19	I
5.3	PAPCO Appointments	23	I

1:55 – 2:05 p.m.

6. Committee Reports (Verbal)

Sharon Powers	6.1	East Bay Paratransit Service Review Advisory Committee (SRAC)	I
Harriette Saunders	6.2	Citizens Watchdog Committee (CWC)	I

7. ADA Mandated Program and Policy Reports

7.1	March 5, 2014 WHEELS Accessibility Advisory Committee Meeting Minutes	25	I
7.2	April 8, 2014 Transit Access Report	29	I

2:05 – 2:10 p.m.

8. Information Items

Naomi Armenta	8.1	Mobility Management – APTA Mobility Management Brochure	31	I
Krystle Pasco	8.2	Outreach Update		I
Staff	8.3	Transportation Expenditure Plan Update		I
Staff	8.4	Other Staff Updates		I

**9. Draft Agenda Items for May 19, 2014
PAPCO Meeting**

I

9.1 Review Bylaws

9.2 Gap Grant Cycle 5 Program Report:
Pleasanton Downtown Route

9.3 2014 Annual Mobility Workshop
Update

2:10 p.m.

10. Adjournment

Next Meeting: May 19, 2014 (3rd Monday due to Memorial Day)

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

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Paratransit Advisory and Planning Committee Meeting Minutes Monday, March 24, 2014, 1:00 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
P Larry Bunn
P Shawn Costello
P Herb Hastings
P Joyce
Jacobson

P Sandra
Johnson-Simon
A Jane Lewis
P Jonah Markowitz
A Rev. Carolyn Orr
P Suzanne Ortt
P Sharon Powers
P Vanessa Proee

P Carmen Rivera-
Hendrickson
A Michelle Rousey
P Harriette
Saunders
P Margaret Walker
P Esther Waltz
P Hale Zukas

Staff:

P Matt Todd, Principal 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:

Heather Barber, Alameda CTC; Micheal Pope, Alzheimer's Services of the East Bay

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

Jonah Markowitz moved to approve the February 24, 2014 PAPCO and Joint PAPCO/ParaTAC Meetings' minutes as written. Sandra Johnson-Simon seconded the motion. The motion passed (13-0-1; Member Bunn abstained).

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

Krystle Pasco gave an update on the Hospital Discharge Transportation Service (HDTs) and the Wheelchair Scooter Breakdown Transportation Service (WSBTS) programs. She stated that the Alameda CTC administers two specialized mobility programs that are available to seniors and persons with disabilities in Alameda County. The HDTs program provides same day, door-to-door transportation for individuals who have a health or disability condition that prevents their use of public transit, and who have no other resources for transportation upon discharge from the hospital. These accessible rides take individuals home or to a skilled nursing facility upon discharge from a participating hospital and is free to riders within Alameda County. Likewise, the WSBTS program provides rides home or to a repair facility for stranded individuals who are experiencing a wheelchair or scooter breakdown and is also free to riders.

Krystle reviewed more of the programs' details regarding service information, rider eligibility and program highlights. She also reviewed the list of participating hospitals for the HDTs program and a "wishlist" for hospitals to add. These include Alta Bates Summit Medical Center in Berkeley and Oakland, a new MOU for Eden Medical Center – Castro Valley Hospital which is now separate from San Leandro Hospital, Kaiser Permanente San Leandro, and John George Psychiatric Hospital in San Lorenzo.

Krystle reported on the programs' ridership highlights and noted that in January there were 29 rides for the HDTs program and in February there were 37 rides. Currently, the HDTs program has provided 203

rides (25 rides on average per month) for FY13-14. This is a slight decrease from last fiscal year's average monthly ridership. Krystle then reported on HDTs ridership by facility and noted the hospitals that have used the program consistently since enrollment. These facilities include Eden Medical Center – San Leandro Hospital, Kaiser Fremont, Kaiser Hayward, and St. Rose Hospital. Krystle then reported that in January there were 5 rides for the WSBTS program and in February there were 8 rides. Currently, the WSBTS program has provided 76 rides (10 rides on average per month) for FY13-14. This is also a slight decrease from last fiscal year's average monthly ridership.

Krystle reviewed the paratransit coordination team's outreach efforts to promote these specialized mobility programs within Alameda County. This includes mail outs of program materials to local senior centers and senior housing complexes and distribution at various senior, disabled and health resource fairs throughout the year. She also mentioned the paratransit hotline and the AccessAlameda.org website as other resources for this program.

Lastly, Krystle noted that the contract that provides these services is currently going through a RFP. Alameda CTC staff has received the proposals and are currently evaluating them. ParaTAC members are also involved in the evaluation process. She also noted that staff will continue to follow up with our contacts at Alta Bates and Summit Medical Centers to discuss future HDTs service.

Questions and feedback from PAPCO members:

- What is the status on enrolling Alta Bates and Summit Medical Center into the HDTs program? Alameda CTC staff has contacted staff from Alta Bates and Summit Medical Center regarding the HDTs program and unfortunately they have not been responsive. Staff will follow up with our contacts again.
- Write to the Oakland Tribune regarding the unresponsiveness of the Alta Bates and Summit Medical Center staff to get the process going for enrollment into the HDTs program. This might help to get their attention.
- Why are some hospitals using the program more heavily than others? The hospitals that have been using the program more

have also used the program much longer. They rely heavily on the program because they understand the program's intent and they see the benefits they receive from it.

- The hospitals don't really advertise the program to their patients so not everyone knows that the program exists.
- Thank you for your work on getting all of these hospitals enrolled in the program. I know that it takes a lot of work to get them on board.
- The WSBTS program works really well. I used it a couple of months ago and it worked perfectly.
- Are Kaiser rehabilitation facilities included in the HDTs program? No, our program is not established at rehabilitation facilities or specialty clinics. We are currently only working with major facilities that have admissions.
- Once a facility has used up their vouchers at the end of the year, can they get more vouchers? Yes and the vouchers do not have an expiration date on them so hospital staff members can request more at any given time.
- Does a similar program exist in Contra Costa County? Unfortunately, no. However, Alameda CTC staff has given a presentation on these programs at their PCC meeting. Since then, we have not seen a similar program implemented in Contra Costa County.

5. BART Cars Presentation

Aaron Weinstein, Chief Marketing Officer at BART, gave a presentation on the new BART train cars. He noted that there will be opportunities to view the new train cars at the North Berkeley, West Oakland, Fruitvale, Fremont and Dublin BART stations in Alameda County. The full calendar will be made available as soon as possible.

Questions and feedback from PAPCO members:

- Why is there a bar near the floor right next to the door? That bar is for BART employee use while conducting maintenance. It is used to hoist themselves onto the train car in yards that do not have platforms.
- Why can't the tripod pole be moved closer to the green seats to provide a clearer path for individuals in mobility devices? We've

heard that concern and we've decided to move the bicycle area a bit and move the tripod pole further away from the wheelchair zone. The best way to test it out is to attend a viewing event. We are also launching a "Clear the Path" campaign to bring more awareness to this issue.

- The tripod pole would appear more problematic if slide 8 depicted a car with 80 passengers rather than a car with no passengers.
- Will you be implementing a textured indicator near the green seats for people who are both deaf and blind? Our staff is still working on the best way to implement such an indicator.
- Are there fewer seats on the new train cars? Yes, there are fewer seats on the new train cars due to the wider safety bumper zones in case of a crash and the addition of the middle door for bicyclists. However, BART will be purchasing more cars overall so the system will be increasing its number of seats in general.
- Will you be making any improvements to the accessibility features of the current BART fleet? Unfortunately, no. We are focused on making the new fleet much more accessible than the current system.
- How many wheelchairs will you be able to fit in the new train cars? There will be two spaces for mobility devices in the new fleet. This is the same as the current fleet.
- A PAPCO member suggested that a tripod pole be installed in a current train car and observed for its effectiveness.
- What is the proposed propulsion system in the new train cars? One of the improvements in the new train cars is regenerative braking which is a process that stores energy as a train car slows down and speeds back up. A lot of electricity will be saved due to this improvement.
- How will the weight of the train cars change with the new fleet? Although the new train cars appear longer, the weight will remain the same.
- Who is funding the purchase of the 1,000 new cars? Staff is looking at a variety of funding options for purchasing the new cars. The first 775 cars that were purchased were funded by federal funding sources through MTC and customer fares that were generated as a result of the fare increases. For the 225

remaining cars, BART will be receiving some funds from Valley Transportation Authority as BART will be extended through Santa Clara County.

6. Gap Grant Cycle 5 Program Report – Alzheimer's Services of the East Bay

Micheal Pope of Alzheimer's Services of the East Bay (ASEB) provided an overview of their program and services.

Questions and feedback from PAPCO members:

- Why did the State Lands Commission not approve the move to Embarcadero Cove? Staff found that the property is owned by the Port of Oakland, the City of Oakland, and the State Lands Commission and it appears they did not want our community members on their property.
- Do you need volunteers to help staff the outings and activities? Yes, we are always looking for volunteers to help with our outings.

7. Fiduciary and Finance Subcommittee Meeting Report

Sylvia Stadmire gave a report on the Fiduciary and Finance Subcommittee meeting that met on March 18th. The committee got off to an exciting start by inadvertently participating in the 1111 Broadway emergency drills!

After we got re-settled, the committee began by discussing the fiduciary responsibilities in the expenditure plan and the bylaws. We then noted reports collected and the reserve guidelines from the agreements. The committee then reviewed summary information on all the programs from the FY12-13 Compliance Reports and FY14-15 Plans. Then we reviewed notes of interest on each specific program.

We were pleased to note that all programs planned to finish next fiscal year within the allowed reserve guidelines. The committee was also pleased to note that programs were providing consistent ridership numbers. Throughout the meeting, members identified questions for the programs. The questions will be forwarded to ParaTAC and are available as a handout. Staff will do follow-up on a couple of items

and ParaTAC members will answer the other questions during Program Plan Review.

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

Carmen Rivera Hendrickson reported that she attended the Pleasanton Senior Center Transit Fair on March 17th.

Esther Waltz also attended the Pleasanton Senior Center Transit Fair on March 17th.

Herb Hastings and Carmen Rivera Hendrickson attended the Alameda County Fair planning meetings.

Sandra Johnson Simon attended the USOAC Annual Convention.

Sylvia Stadmire attended several meetings regarding Alameda CTC's Transportation Expenditure Plan as well as the Oakland Running Festival Expo. She is also going to participate in Transform's Sacramento visit month. Lastly, she is also involved with East Bay Paratransit's emergency plan.

9. Committee Reports (Verbal)

9.1 East Bay Paratransit Service Review Advisory Committee (SRAC)

Sharon Powers attended the SRAC meeting on March 4th. She noted that they discussed the new vehicles and tested the boarding and off boarding process.

9.2 Citizens Watchdog Committee (CWC)

Harriette Saunders noted that the CWC is working on their outreach efforts for the work that they do and the publications that they develop annually.

10. ADA Mandated Program and Policy Reports

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

11. Information Items

11.1 Mobility Management – ONE CALL–ONE CLICK Glossary

Naomi Armenta reviewed the mobility management attachment in the packet and noted that it is a great resource for establishing a One Call – One Click service/center.

Naomi also reported that staff is still working on updating the Access Alameda guide and website. More information will be provided during the Joint PAPCO/ParaTAC meeting in April.

11.2 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.
- 4/23/14 – Senior Health Fair, North Berkeley Senior Center from 10:00 a.m. to 2:00 p.m.
- 4/24/14 – Senior Resource Fair, Albany Senior Center from 10:00 a.m. to 1:00 p.m.

11.3 Transportation Expenditure Plan Update

Heather Barber gave an update on the Transportation Expenditure Plan (TEP) and noted that seven cities within Alameda County have already supported Alameda CTC's TEP. Staff will be continuing to work on getting all of the cities approvals in order to make the threshold for putting the measure on the ballot for November 2014. She also noted that staff is still in the process of developing the final TEP publicity materials and will be notifying members once they are ready for further distribution. Lastly, Heather mentioned the other

outreach events that Alameda CTC as an agency will be attending outside of the paratransit outreach events. If anyone is interested, please contact Naomi.

11.4 2014 Annual Mobility Workshop Update

Cathleen Sullivan gave an update for the 2014 Annual Mobility Workshop and noted that staff is looking to move the date of the Workshop to the fall, possibly October. Staff is also considering hosting the Workshop at the Alameda CTC offices instead of the Ed Roberts Campus.

11.5 Other Staff Updates

There were no other staff updates.

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

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

13. Adjournment

The meeting adjourned at 3:30 p.m. The next PAPCO and Joint PAPCO/ParaTAC meetings are scheduled for April 28, 2014 at Alameda CTC's offices located at 1111 Broadway, Suite 800, in Oakland.

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Memorandum

1111 Broadway, Suite 800, Oakland, CA 94607

510.208.7400

www.AlamedaCTC.org

DATE: April 21, 2014

SUBJECT: Measure B Special Transportation for Seniors and People with Disabilities (Paratransit) Fiscal Year 2014-15 Funding and Program Plan Review

RECOMMENDATION: Approval of Fiscal Year 2014-15 Measure B Paratransit Funding and Program Plans

Summary

Each year, agencies that receive Measure B direct local program distribution (pass-through) funds for paratransit programs are provided with an estimate of annual Measure B revenue and are required to submit an application (program plan and budget) for the forthcoming fiscal year. The Alameda CTC's Paratransit Advisory and Planning Committee (PAPCO) provides a recommendation for all Measure B Paratransit Program funding and encourages the best overall service in Alameda County by encouraging coordination, cost-effectiveness, and consumer involvement. The PAPCO Program Plan Review Subcommittees reviewed and evaluated the FY 2014-15 applications in early April.

It is recommended that PAPCO review and approve the Program Plan Review Subcommittees' recommendations for the FY 2014-15 paratransit program plans and their annual Measure B direct local program distribution (pass-through) funding. Alameda CTC Staff will present PAPCO's recommendation to the Commission in June 2014.

Background

The 2000 Measure B Transportation Expenditure Plan (TEP) allocates 10.45% of net revenues for special transportation for seniors and people with disabilities. These revenues fund operations for ADA-mandated services

and city-based paratransit programs. The revenues also fund gap services or programs which reduce the difference in services based on the geographic residence of individuals needing special transportation services. PAPCO is responsible for providing recommendations to the Commission related to all funding for special transportation for seniors and people with disabilities. PAPCO does not dictate individual paratransit programs, but rather encourages the best overall service in the County through coordination, a focus on cost effectiveness, ensuring consumer involvement, and offering their own experiences for making programs more responsive to consumer needs.

Five Program Plan Review Subcommittees (one for each planning area and one for East Bay Paratransit) met over April 3rd and 4th, 2014 to review the applications. During those meetings, Alameda CTC Staff recommended that the Subcommittees request additional information on certain contracts funded by Measure B Paratransit funds. Accordingly, all applications were granted “conditional” approval, pending receipt of the information, as reflected in Attachment A. As of Friday, April 18, eight programs had submitted the requested information. An update on the status of responses received will be provided at the meeting. A summary report will be prepared from the information received and will be presented to PAPCO in June 2014. Alameda CTC Staff will present PAPCO's recommendation for the Fiscal Year 2014-15 Measure B Paratransit funding and program plans to the Commission in June 2014.

Fiscal Impact: The fiscal impact for approving this item is \$10,280,058, which was included in the budget adopted for FY 2014-15.

Attachments:

A: FY 2014-15 Summary of Paratransit Program Plans

Staff Contacts:

[Jacki Taylor](#), Program Analyst

[Naomi Armenta](#), Paratransit Coordinator

Summary of FY 2014-15 Paratransit Program Plans and PAPCO Subcommittee Recommendations						
Program	Measure B Paratransit Funding Allocation	Other Funding*	Total Program Cost	Trips	Program Components	Subcommittee Recommendation <i>(all were conditional pending requested information)</i>
Alameda	\$158,549	\$84,330	\$242,879	9,300	Taxi, Shuttle, Group Trips, Scholarship	Conditional Approval
Albany	\$31,710	\$21,800	\$53,510	4,500	Taxi, Group Trips	Conditional Approval <i>(Status: condition met)</i>
Berkeley	\$257,395	\$316,500	\$595,800	16,330	Taxi, Specialized Van, Group Trips, Door-to- Door, Scholarship	Conditional Approval
Emeryville	\$23,073	\$378,435	\$401,508	7,650	Taxi, Door-to- Door, Group Trips, Scholarship, Meal Delivery	Conditional Approval

Summary of FY 2014-15 Paratransit Program Plans and PAPCO Subcommittee Recommendations						
Program	Measure B Paratransit Funding Allocation	Other Funding*	Total Program Cost	Trips	Program Components	Subcommittee Recommendation (all were conditional/ pending requested information)
Fremont	\$780,003	\$532,128	\$1,312,131	22,000	Door-to-Door, Group Trips, Taxi, MM/Travel Training, Volunteer Driver, Meal Delivery	Conditional Approval
Hayward	\$722,046	\$135,000	\$907,500	27,200	Door-to-Door, Group Trips, Taxi, MM/Travel Training, Specialized Van, Meal Delivery	Conditional Approval
Newark	\$155,346	\$8,000	\$152,000	4,200	See Fremont	Conditional Approval (Status: condition met)

Summary of FY 2014-15 Paratransit Program Plans and PAPCO Subcommittee Recommendations						
Program	Measure B Paratransit Funding Allocation	Other Funding*	Total Program Cost	Trips	Program Components	Subcommittee Recommendation (all were conditional pending requested information)
Oakland	\$942,497	\$161,647	\$1,104,144	29,500	Taxi, Specialized Van, Door-to- Door	Conditional Approval
Pleasanton	\$93,402	\$507,796	\$601,198	12,500	Door-to-Door, Shuttle	Conditional Approval (Status: condition met)
San Leandro	\$280,887	\$28,130	\$309,007	17,000	Shuttle, Taxi	Conditional Approval (Status: condition met)
LAVTA	\$145,934	\$1,419,573	\$1,565,507	45,800	ADA Paratransit, Taxi	Conditional Approval 1) Quarterly reports; 2) Requested info (Status: 2 nd condition met)
Union City	\$272,721	\$609,948	\$882,669	21,000	ADA Paratransit, Taxi, MM/Travel Training, Volunteer Driver	Conditional Approval (Status: condition met)

Summary of FY 2014-15 Paratransit Program Plans and PAPCO Subcommittee Recommendations						
Program	Measure B Paratransit Funding Allocation	Other Funding*	Total Program Cost	Trips	Program Components	Subcommittee Recommendation (all were conditional pending requested information)
EBP-AC Transit	\$4,718,346	\$20,328,607	\$25,046,953	710,000	ADA Paratransit	Conditional Approval (Status: condition met)
EBP-BART	\$1,698,149	\$9,763,025	\$11,461,174			
TOTAL	\$10,280,058	\$34,294,919	\$44,635,980	926,980		

* Other funding includes Measure B Gap Grants, Fares, Reserves, General Fund, etc.



PAPCO Calendar of Events for April through May 2014

5.1

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Full Committee Meetings

- **Regular PAPCO/Joint monthly meeting:**
Monday, April 28, 2014, 1 to 4 p.m., Alameda CTC
- **Regular PAPCO monthly meeting:**
Monday, May 19, 2014, 1 to 3:30 p.m., Alameda CTC
(3rd Monday due to Memorial Day)

Outreach

Date	Event Name	Location	Time
4/22/14	Earth Day	Oakland City Center, 1245 Broadway, Oakland, CA 94612	12:00 p.m. – 2:00 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.
5/1/14	Health Fair	Kenneth Aitken Senior Center, 17800 Redwood Road, Castro Valley, CA 94546	9:00 a.m. – 1:00 p.m.
5/3/14	Cinco de Mayo con Orgullo Celebration	Ashland Youth Center, 16335 East 14 th Street, San Leandro, CA 94578	11:00 a.m. – 3:00 p.m.

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

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PAPCO Work Plan FY 13-14

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

PAPCO activities throughout the year will be guided by PAPCO Goals and Bylaws. The PAPCO Chair or Vice Chair will report to the Alameda CTC Board every month.

Topic: PAPCO Development and Outreach

Goal: Continue PAPCO's development as an informed and effective community advisory committee; accomplish outreach in a variety of ways in all areas of the County

Actions	Completed	In-Progress
All members to participate in at least one Outreach activity – write an article, speak at another meeting, visit Senior Centers, and/or attend an event		x
Provide input on updating Access Alameda booklet and AccessAlameda.org website		x
Assist in publicizing Alameda CTC special transportation program		x
Monitor PAPCO appointments and vacancies		x
Participate in rescheduled Annual Workshop for 2013	x	
Assist in planning Annual Workshop for 2014		x
Staff will continue to be available to help draft talking points or articles for members		x

Topic: Mobility Management			
Goal: Learn about and contribute to Alameda County's Mobility Management project			
Actions	Completed	In-Progress	
Provide input on Alameda County Mobility Management project		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	x		

Topic: Fiduciary Oversight			
Goal: Continue fiduciary oversight over pass-through and grant funding			
Actions	Completed	In-Progress	
Review and make recommendations on requests for Gap Capital or Matching funds		x	
Participate in 5310 Call and scoring as necessary	N/A		
Hold a fiduciary training and finance subcommittee meeting in March	x		
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	x		
February	x		
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			x
Staff will continue to forward opportunities for comments and participation via email			x

Topic: Customer Service			
Goal: Participate in driver training and serve as a resource to providers; and facilitate communication and resolution of consumer complaints			
Actions	Completed	In-Progress	
Continue to be available to assist in East Bay Paratransit Driver Training and related items			
Continue to be available to assist LAVTA with Driver Training and related items			
Ensure that taxi providers have access to resources such as pocket guides from Easter Seals Project ACTION			



Current PAPCO Appointments and Vacancies

5.3

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

Appointer

- 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
- 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
- AC Transit
- BART
- LAVTA
- Union City Transit

Member

- Herb Hastings
- Tom Perez
- Sylvia Stadmire
- Sandra Johnson Simon
- Will Scott
- 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
- Hale Zukas
- Michelle Rousey
- Esther Waltz
- 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: 3:40 p.m.

MINUTES

1. Call to Order

The Chair Carmen Rivera-Hendrickson called the meeting to order at 3:40 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

Staff Present:

Paul Matsuoka	LAVTA
Kadri Kulm	LAVTA
Pat McNiff	MTM / Ride Right
David Saunders	ALC via telephone
Matt Knowles	ALC via telephone

Members of Public:

2. Wheels Fixed Route Service Changes

LAVTA staff updated the committee on the potential Fall 2014 fixed route service changes and shared a preliminary list of potential changes. Staff informed the committee on the three open-house style workshops – one each in Livermore, Dublin, and Pleasanton – between March 4 and 12 to vet the list of potential changes and to receive further suggestions from the public.

3. 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)

Dial-A-Ride rider Maryanna Ramos discussed her Dial-A-Ride problems with ALC staff.

4. Minutes of the February 5, 2014 Meetings of the Committee

Minutes Approved. (Hastings/Waltz)

5. WAAC Recruitment

Staff informed the committee on status of the recruitment for the new committee members starting their terms in FY 2015. Several current members have already submitted their re-appointment applications. The deadline for applications is April 18th 2014.

6. ACTC Annual Paratransit Program Plan

Staff updated the committee on the FY 2015 annual Paratransit Plan submittal to ACTC. The staff will present the plan to PAPCO sub-committee on April 4th, 2014.

7. Wheels Service to the Alameda County Fair and 4th of July Fireworks

Staff informed the committee that the Alameda County Fair is going to have the 4th of July fireworks at the fairgrounds while it is still not known whether the City of Livermore is going to have their own fireworks this year. WAAC members asked staff to develop cost estimates for running the service longer during the fair.

8. PAPCO Report

Esther Waltz gave a report on the latest PAPCO meeting where LAVTA staff gave a presentation on their operations provider change.

9. Operational Issues – Suggestions for Changes

Pat McNiff from MTM updated the committee on the transition process from ALC to MTM. MTM will start providing Dial-A-Ride service on May 1st. MTM's call center staff from Lake Saint Louis, MO will be in the Bay Area in early April for several days, and WAAC members requested a special meeting with them, which will be scheduled soon.

10. Ethics of the Committee

The Chair Carmen Rivera-Hendrickson addressed the committee on the ethics of the committee topic.

11. Adjourn

The meeting was adjourned at 5pm.

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ATTACHMENT 7
Transit Correspondence

Rider Complains of 'Mumbling' By Drivers on the Miami Trolley

In a South Florida federal court case, a rider with a vision impairment complained of "mumbling" by Miami Trolley bus drivers who are supposed to be making stop announcements. The ADA complaint filed in November 2013 states that the system does not have automated stop announcements and drivers have failed to make audible stop announcements. The complainant declares that he's heard drivers occasionally mumbling and they are not loud or clear enough to give riders notice of where the trolley is or what stop is next. The City of Miami replied stating that it has not discriminated against the rider under the ADA, and that The City does not operate the Trolley System, but has a contractor who operates the system and is required to be fully compliant with the ADA. The City has also stated that automated stop announcements are being reviewed for future implementation. The complainant is asking the court to order training and monitoring to ensure The City and the contractor provide stop announcements in compliance with the ADA.

DOJ Comes Out With Guidance On ADA Coverage for Segways

The Department of Justice (DOJ) issued a technical assistance document promoting the use of Segways as mobility devices for persons with disabilities. The document reflects rules published in 2010, calling for acceptance of Segways in public facilities under Title II of the ADA, and in places of public accommodation under Title III of the ADA. Though the DOJ materials do not deal with public transportation. The Department of Transportation (DOT) has issued its own guidance on Segways, dating to 2005, in which transit operators are told they must allow Segways on transit vehicles when used as a mobility device by a person with a disability unless they are found to pose a safety risk to other passengers. The DOJ document, entitled "Wheelchairs, Mobility Aids, and Other Power-Driven Mobility Devices", released January 2014, classifies a Segway as an "other power-driven mobility device." "People with disabilities have the right to choose whatever mobility device best suits their needs," the DOJ text says. "For example, someone may choose to use a manual wheelchair rather than a power wheelchair because it enables one to maintain his/her upper body strength. Similarly, someone who is able to stand may choose to use a Segway rather than a manual wheel chair because of the health benefits gained by standing."

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MOBILITY MANAGEMENT

Customer-Focused Public Transportation



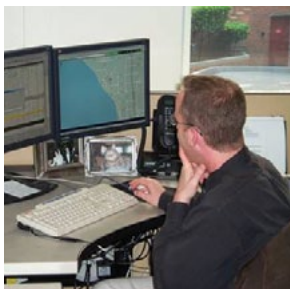
A Message from Michael P. Melaniphy

Several years ago, the membership of the American Public Transportation Association (APTA) began working to build a compelling, collaborative vision that would help inspire and shape a sustainable world and enhance our quality of life. Known as *Transit Vision 2050*, this report identifies an efficient, multimodal transportation system as the key for sustained economic vitality and global competitiveness. It also puts forth ideal scenarios of mobility and public transportation, including reference to a “network of fully integrated services.” Enabled by technology, the future of public transportation is moving toward this concept, commonly referred to as “mobility management.” This brochure aims to demystify the concept.

Mobility management involves creating partnerships with transportation providers in a community or region to enhance travel options, and then developing the means to effectively communicate those options to the public through both traditional and state-of-the-art channels. It requires moving beyond the usual patterns of doing business. Through innovation and multi-agency activity, resources can be coordinated efficiently, customers can make better decisions, and customer service and satisfaction is enhanced. Among its benefits, mobility management:

- Complements fixed-route public transit service, moving large numbers of people while meeting the unique needs of each community.
- Coordinates an array of multimodal options (such as bikeshare, car share, and paratransit), expanding the customer’s choice far beyond the limited information found on the traditional fixed-route schedule.
- Promotes a business strategy that addresses consumer needs by forming alliances among public and private organizations, including for-profit, not-for-profit, and community service providers. In contrast, current practices tend to focus exclusively on the management of owned transit assets.
- Provides an opportunity to improve the performance of public transportation in conjunction with the management of community-wide transportation resources, traffic management strategies, and coordination with infrastructure development and land use policies.

With increasing numbers of people relying on public transportation, consumers and public transit agencies recognize the need for highly coordinated and varied transit options. Mobility management also has the potential to enhance the quality of life for all Americans, and perhaps none more so than our veterans returning from overseas duties. As a user-driven, market-based approach to transportation services, mobility management promises greater efficiency in the use of resources, increased service effectiveness, and potential cost savings that can be used to reduce bottom-line costs or enhance services, or both—all critical goals for transportation in 21st century America.



Mobility Management seeks to create and coordinate a full range of well synchronized mobility services within a community—“a one-stop shop for mobility options,” according to one public transit agency general manager. It begins with the development of partnerships among transportation providers in a particular region, expanding the range of viable choices. When implemented, mobility management moves public transit agencies toward a more collaborative role in the overall transportation picture. Following are questions and answers about the opportunities and potential advantages for public transit agencies and non-traditional mobility providers in considering development and implementation of mobility management programs.

Q *What are the components of a good mobility management program?*

A Since the mobility management model is one of customized delivery of transportation service, no two programs are alike. Each program will be designed specifically for each unique community, with innovation as the driving force.

That being said, some common elements will include:

- Multi-agency partnerships that can reduce costs through efficient and effective coordination; potential partners might include social service agencies, senior programs, non-emergency medical providers, and taxi companies.
- A customer-driven, market-based approach to transportation delivery that offers a variety of individualized travel options.
- Greater use of information technology systems in real time, which includes the development and implementation of one-stop travel information and trip planning systems.
- Traffic management strategies and coordination of public transportation with infrastructure development and land use policies.

Q *How can public transit agencies move beyond establishing and operating traditional fixed-route transit systems and maximize efficient use of resources?*

A The role of the mobility manager will be to organize and foster a network of diverse transportation services and providers to offer a full range of travel options for individual customers. This may seem foreign to the public transit manager who is accustomed to moving masses on single-mode fixed routes. It will take a shift in perspective—an entrepreneurial spirit—to champion a planned and deliberate synergy of transit services with land use, infrastructure, and population. Managers will have to be trained to be advocates for flexible and creative transportation solutions based on need.

Q *Why would transit agencies that operate large buses and rail systems want to be mobility managers?*

A Public transit agencies need to maintain and expand their role in communities as the “go-to” source for transportation. Their job is not to move rolling stock, but to move people effectively and efficiently. It makes good business and financial sense to provide better service for less money. The business world is replete with examples of companies suffering mightily when they were late to recognize a paradigm shift: Kodak and Polaroid are just two examples. That’s the kind of challenge that faces our industry.

Q *What are some of the non-traditional transportation services that might be involved in a mobility management program?*

A There are many non-traditional forms of transportation services that can be, and are, included in mobility management programs, including carpooling/vanpooling, volunteer drivers, hourly rental cars, travel training, travel vouchers for riders, and real-time demand response services that include taxis and other providers.

Q *Within the public transit industry, what are some examples of successful, viable mobility management programs?*

A Some good examples of mobility management practices in the United States include San Francisco Municipal Transportation Agency, Tompkins County, NY, and Chatham County, GA, further described in the *Mobility Management Successes Around the Country* section. In each of these cases, the agencies have a central clearinghouse that provides timely information to the traveling public.

Q *How are customers better served as a result?*

A Customers can go to a single source to learn about their travel options and understand which work best for them. Through mobility management, customers will have a wider range of travel modes and trip prices. The overall result will be greater mobility for travelers, which in turn will stimulate increased economic activity and social interaction.

Q *How can public transit systems save money and operate more efficiently as a result?*

A For public transit agencies with mobility management programs, efficiencies of coordinated services result in operating budget savings. RTD in Denver reports that it saved nearly \$900,000 in its vanpool programs and \$1.4 million in taxi user-side subsidies. Portland's TriMet reports saving nearly \$2 million through the efficiencies of coordinated service with local community transportation providers and non-profits that can supplement the services they provide. In addition, improved customer service means additional riders and more satisfied customers.

Q *How can public transit systems use new technologies to facilitate the implementation of mobility management programs?*

A Fortunately, information technology systems have advanced to the point where communities are now able to plan and match requests with real-time, state-of-the-art call center systems to facilitate mobility management.

Q *What are the institutional barriers to implementing mobility management? How can they be overcome?*

A The biggest institutional barrier is the status quo attitude, "I've always done it this way and it works, so why change?" Those of us who see the need for change must encourage others to embrace it if we are going to evolve—to provide better service more efficiently.

Q *Are there any resources and/or programs that currently support mobility management efforts?*

A Mobility management activities are now an eligible expense in FTA formula grant programs. These activities include planning, management, and improved coordination of resources, as well as staffing mobility manager positions.

Q *Where can we learn more about mobility management and implementing a mobility management plan?*

A APTA has developed an online technical assistance center that has a myriad of resources ranging from related reports and technical assistance materials to profiles of mobility management programs in different states, and links to discussion forums.

Interested persons can find our online technical assistance center by visiting: www.apta.com/resources/hottopics/mobility.

To be successful, mobility management requires three basic elements: collaboration among public transportation providers, coordination of services, and effective communication with customers.



Mobility Management Successes Around the Country

Tompkins Consolidated Area Transit (TCAT)

Tompkins County, NY, has long recognized that meeting residents' travel needs is a public responsibility requiring consensus-based, holistic solutions. Since the late 1970s, a variety of organizational partners have planned, developed, funded, operated and overseen an integrated series of bus services, paratransit services, volunteer driver, car sharing, ridesharing incentives, and related programs. Today, "mobility management" is a well-recognized function that is guided jointly by the county Department of Social Services and the Ithaca Tompkins County Transportation Council, the Metropolitan Planning Organization (MPO) responsible for bringing together a wide variety of service providers under an equally wide variety of institutional arrangements to fill mobility gaps. Basic fixed-route transit service and rural demand responsive services are operated by Tompkins Consolidated Area Transit, a merger of three local systems reorganized as a private nonprofit transportation corporation. Other partners include Ithaca College, Tompkins County Community College, the Department of Social Services, as well as private paratransit, taxi, and other service providers.

San Francisco Municipal Transportation Agency (SFMTA)

The San Francisco Bay Area has an extensive transportation network comprising 28 transit operating agencies, 101 municipalities, and nine counties serving as Congestion Management Agencies under state law. Within this complex network, the Metropolitan Transportation Commission is the designated MPO, effectively innovating and making decisions in cooperative regional transportation planning for this large region. Supported by a long-standing Transit-First Policy, SFMTA serves as San Francisco's mobility manager, responsible for the city's entire surface transportation network and its multimodal operation. No longer mode-specific, the SFMTA's mission is to foster a "sustainable mobility shift" that focuses on "moving people, not cars," and to optimize transportation assets and the quality of the travel experience regardless of which mode, or combination of modes, is being used. By advancing "seamless payment, information and connectivity," the agency mobility manager is pursuing "integration of car, car sharing, bicycle use, bicycle-sharing, walk, public and private transit, and paratransit" modes.

Chatham Area Transit Authority (CAT)

During the late 1990s, when the Chatham Area Transit Authority's Transit Development Plan concluded that traditional public transit services would likely not meet future city, county, and regional needs, a redefinition of the mission, scope, and organization of services was initiated. Envisioned was a "mobility enterprise" that would expand the scope of public transit planning and delivery beyond Chatham County, GA, to the four-county, two-state region surrounding the City of Savannah. Driven by the immediate need to provide effective connections between downtown Savannah and the new International Trade and Convention Center across the river, an independent, nonprofit Mobility Management Board (MMB) was formed to seek necessary enabling legislation from both the Georgia and South Carolina state houses. The success of the MMB and its city and public transit agency partners in Savannah, as well as somewhat parallel efforts in South Carolina, has revived interest in the original concept of integrated services across the two states and four adjoining counties.



To read more comprehensive profiles of these areas, please visit our online Mobility Management Technical Assistance Center at www.apta.com/resources/hottopics/mobility

Veterans Transportation and Community Living Initiative

Mobility management—the creation, coordination, and communication of multi-modal transportation options—has the potential to enhance the quality of life for all Americans, and perhaps none more so than our veterans returning from overseas duties. Through an innovative and federally coordinated partnership, the Veterans Transportation and Community Living Initiative streamlines access to public transportation options for veterans and military families, and others, making it easier to learn about and arrange for locally available transportation services that connect them with work, education, health care, and other important services.

Drawing on existing federal resources, and in consultation with advocates for veterans and people with disabilities, projects are being funded in urban, suburban, and rural communities to strengthen and promote “one-call” information centers and other tools to assist military families unfamiliar with locally available transportation services. As a result, these men and women and their families will have a trusted pool of specially trained professionals to help them access local transportation options and other support services.

For more information, visit www.fta.dot.gov/grants/12305_13540.html.

For your mobility management technical assistance needs, visit the American Public Transportation Association's online Mobility Management Technical Assistance Center at www.apta.com/resources/hottopics/mobility. Additional information can be found on the following websites:

United We Ride (Federal Transit Administration)
www.unitedweride.gov

National Transit Institute
www.ntionline.com

Easter Seals Project Action
www.projectaction.org

National Center on Senior Transportation
www.seniortransportation.easterseals.com

Community Transportation Association of America and the
National Resource Center for Human Service Transportation Coordination
www.ctaa.org

Center for Transportation Excellence
www.cfte.org

National Complete Streets Coalition
www.completestreets.org

The Partnership for Mobility Management
www.partnershipformobilitymanagement.org



Mobility management offers greater efficiency in the use of transportation resources with substantial cost savings and increased service effectiveness.



This brochure is designed to provide an introduction to the concept of mobility management. For more information, visit www.apta.com or call Nicole DuPuis at 202.496.4800.

March 2012



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