



# Meeting Notice

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

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#### **Commission Vice Chair**

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#### **Executive Director**

Arthur L. Dao

## Paratransit Advisory and Planning Committee

**Monday, May 19, 2014, 1:00 p.m.**

**1111 Broadway, Suite 800**

**Oakland, CA 94607**

***Please note that the Monday, May 19, 2014 PAPCO meeting is the 3<sup>rd</sup> Monday of May due to Memorial Day. The meeting will end earlier than usual and will be from 1 to 3 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.

### **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.

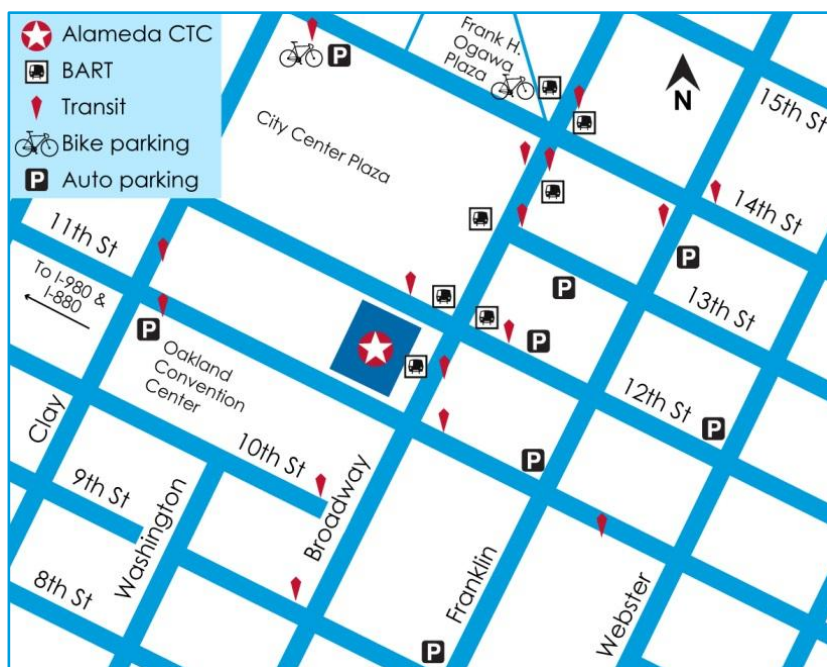
## Recording of Public Meetings

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](http://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](http://www.511.org).

### 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](http://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](http://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](http://www.AlamedaCTC.org/app_pages/view/8081).

## **Connect with Alameda CTC**

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Paratransit Advisory Planning Committee  
 Meeting Agenda  
 Monday, May 19, 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** April 28, 2014 PAPCO Meeting Minutes 1 A

**3.2** April 28, 2014 Joint PAPCO and ParaTAC Meeting Minutes 7 A

Recommendation: Approve the April 28, 2014 PAPCO and Joint PAPCO and ParaTAC meeting minutes.

1:20 – 1:50 p.m.  
 Staff

**4. PAPCO Bylaws Review**

**4.1** PAPCO Bylaws Review Information 11 I

**4.2** PAPCO Bylaws 13 I

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

1:50 – 2:20 p.m. Guest Speaker	<b>5. Gap Grant Cycle 5 Program Report: Pleasanton Downtown Route</b>		
	The Committee will receive a Gap Grant Cycle 5 program report from the Pleasanton Downtown Route.		
2:20 – 2:35 p.m. PAPCO	<b>6. Member Reports on PAPCO Mission, Roles, and Responsibilities Implementation</b>		
	<b>6.1</b> PAPCO Calendar of Events	27	
	<b>6.2</b> PAPCO Work Plan	29	
	<b>6.3</b> PAPCO Appointments	33	
2:35 – 2:45 p.m.	<b>7. Committee Reports (Verbal)</b>		
Sharon Powers	<b>7.1</b> East Bay Paratransit Service Review Advisory Committee (SRAC)		
Harriette Saunders	<b>7.2</b> Citizens Watchdog Committee (CWC)		
	<b>8. ADA Mandated Program and Policy Reports</b>		
	<b>8.1</b> May 6, 2014 East Bay Paratransit Service Review Advisory Committee Meeting Minutes	35	
2:45 – 3:00 p.m.	<b>9. Information Items</b>		
Naomi Armenta	<b>9.1</b> Mobility Management – Aging and Disability Resource Centers	41	
Krystle Pasco	<b>9.2</b> Outreach Update		
Staff	<b>9.3</b> Transportation Expenditure Plan Update		

- |           |  |   |
|-----------|--|---|
| Staff     | <b>9.4</b> 2014 Annual Mobility Workshop Update                      | I |
| Staff     | <b>9.5</b> Other Staff Updates                                       | I |
|           | <b>10. Draft Agenda Items for June 23, 2014<br/>PAPCO Meeting</b>    | I |
|           | <b>10.1</b> PAPCO Bylaws Approval                                    |   |
|           | <b>10.2</b> FY14-15 Officer (Chair, Vice Chair, SRAC, CWC) Elections |   |
|           | <b>10.3</b> Gap Grant Cycle 5 Program Report: Emeryville 8-to-Go     |   |
|           | <b>10.4</b> 2014 Annual Mobility Workshop Update                     |   |
| 3:00 p.m. | <b>11. Adjournment</b>   |   |

**Next Meeting:** June 23, 2014

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

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## MEETING ATTENDEES

Attendance Key (A = Absent, P = Present)

### Members:

<u>A</u> Sylvia Stadmire, Chair	<u>A</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> Rev. Carolyn Orr	<u>P</u> Margaret Walker
<u>P</u> Shawn Costello	<u>A</u> Suzanne Ortt	<u>P</u> Esther Waltz
<u>P</u> Herb Hastings	<u>A</u> Thomas Perez	<u>P</u> Hale Zukas
<u>P</u> Joyce Jacobson	<u>P</u> Sharon Powers	
	<u>P</u> Vanessa Proee	

### Staff:

P Matt Todd, Principal Transportation Engineer  
P Jacki Taylor, Program Analyst  
P Naomi Armenta, Paratransit Coordinator  
P Krystle Pasco, Paratransit Coordination Team  
P Christina Ramos, Alameda CTC Projects/Programs Team

### Guests:

Jennifer Cullen, Senior Support Program of the Tri-Valley; Sarah Dawn-Smith, Bay Area Outreach and Recreation Program

## MEETING MINUTES

### 1. Welcome and Introductions

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

## **2. Public Comment**

There were no public comments.

## **3. Review Prior Meeting Minutes**

*Jonah Markowitz moved to approve the March 24, 2014 PAPCO Meeting minutes as written. Michelle Rousey seconded the motion. The motion passed (11-0-0). Members Aydan Aysoy, Herb Hastings, Joyce Jacobson, Jonah Markowitz, Sharon Powers, Vanessa Proee, Michelle Rousey, Harriette Saunders, Will Scott, Esther Waltz and Hale Zukas were present.*

## **4. FY 2014-15 Program Funding Recommendation**

Naomi Armenta reviewed the Measure B Paratransit FY 2014-15 Program Plans and Funding memo, the Summary of PAPCO Subcommittee Recommendations as well as the Paratransit Program Plan Review meeting notes. Staff recommended that PAPCO review and approve the Program Plan Review Subcommittees' recommendations for FY 2014-15 paratransit program plans and their annual Measure B direct local program distribution funding. Staff will present PAPCO's recommendation to the Commission in June. Naomi also noted that all programs submitted the requested additional information regarding certain contracts funded by Measure B Paratransit funds. A summary report will be prepared from the information received and will be presented to PAPCO in June 2014.

Questions and feedback from PAPCO members:

- When do the programs have to submit their requested additional information? Staff has received a majority of the programs' responses but staff will be following up with programs regarding specific information that was not received. Also, all programs were recommended for conditional funding by the subcommittees until their information was received. A summary of this information will be presented to PAPCO in June.
- Were there particular aspects of the report that everyone failed to submit enough information? Staff color coded the information that was received versus the information that was not received on an Excel spreadsheet and found that the missing information was pretty scattered. There were no real trends to report,

however, some questions may be better defined to prevent confusion moving forward.

- Why did LAVTA receive a recommendation to be required to present quarterly reports again? The change in transportation provider prompted the request for quarterly reports.
- I have concerns regarding the parameters that we use for administration costs which in our guideline is up to 18% of their program funding. Some programs are very large and some are entirely funded by Measure B direct local program funds or Gap Grant funds or both. Other programs are funded by both Measure B and City general funds. How can we put the 18% administrative cap on programs that are so vastly different? In the future, I would like to know what the administrative costs actually are and what they produce in specific programs. Staff noted that they have worked with the programs over the last several years to provide more information regarding their administration in relation to their overall programs' funding. The 18% is not necessarily a guideline but more so a benchmark from the beginning of Measure B. It gives staff and the subcommittee a point of reference to compare programs in the Finance Subcommittee. We can discard the 18% and discuss administrative costs more in depth and in context with next year's subcommittee.

*Jonah Markowitz moved to approve the PAPCO Program Plan Review Subcommittees' recommendations, removing the condition for supplemental information, for FY 2014-15 program funding. Esther Waltz seconded the motion. The motion passed (12-0-0). Members Aydan Aysoy, Shawn Costello, Herb Hastings, Joyce Jacobson, Jonah Markowitz, Sharon Powers, Vanessa Proee, Michelle Rousey, Harriette Saunders, Will Scott, Esther Waltz and Hale Zukas were present.*

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

Vanessa Proee will be attending the new BART car viewing on April 29<sup>th</sup> at the North Berkeley Station.

Joyce Jacobson reported that Emeryville has been working on funding solutions for the Emery-Go-Round shuttle. The short term funding issue has been resolved and individuals are now working on securing long term funding. Business groups are now very concerned that the reauthorization of Measure B takes place in the November election.

Jonah Markowitz is concerned about the cleanliness of the 12<sup>th</sup> Street BART station elevator. Staff and members noted that individuals can report any issues to the nearby station agent or the BART Accessibility Task Force. Also, the Oakland Mayor's Commission on Persons with Disabilities is currently working on this issue.

Harriette Saunders is planning to attend the Cinco de Mayo event at the REACH Ashland Youth Center on Saturday, May 3<sup>rd</sup>.

Michelle Rousey attended the Transform conference last Tuesday and Wednesday with Sylvia Stadmire. Cap and Trade as well as other transportation issues and legislation were discussed during the conference. She encouraged others to attend next year's conference. Scholarships are available.

Carmen Rivera-Hendrickson noted that LAVTA starts working with their new service provider on Thursday, May 1<sup>st</sup>. She also noted that she is very proud of MTM for hiring within their existing community. These positions include the General Manager, the road supervisors and the drivers.

## **6. Committee Reports (Verbal)**

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

Sharon Powers noted that the next SRAC meeting is on Tuesday, May 6<sup>th</sup>.

### **6.2 Citizens Watchdog Committee (CWC)**

Harriette Saunders noted that the CWC had a subcommittee focused on the Committee's overall outreach efforts. The next

meeting is on Monday, June 9<sup>th</sup> from 5:30 to 8:30 p.m. and the Committee will be discussing the audit.

## **7. ADA Mandated Program and Policy Reports**

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

## **8. Information Items**

### **8.1 Mobility Management – APTA Mobility Management Brochure**

Naomi Armenta reviewed the mobility management attachment in the packet and noted that the American Public Transportation Association's website is a great resource for mobility management.

Naomi also reported that staff is still working on the 211 and Eden I&R website and process. Staff is currently crosschecking the data before the website goes live. Also, the National Center for Mobility Management is offering a one call, one click service training and AC Transit, Eden I&R, BART, East Bay Paratransit and Alameda CTC have put together a team and have been notified that their team was selected to participate in the training. The training will take place in May and June and more information will be provided soon.

### **8.2 Outreach Update**

Krystle Pasco gave an update on the following outreach events:

- 4/22/14 – Earth Day, Oakland City Center from 12:00 p.m. to 2:00 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.
- 5/1/14 – Health Fair, Kenneth Aitken Senior Center from 9:00 a.m. to 1:00 p.m.
- 5/3/14 – Cinco de Mayo con Orgullo Celebration, REACH Ashland Youth Center from 11:00 a.m. to 3:00 p.m.

Krystle will also be working with Committee members on completing their annual outreach per diems before the end of the fiscal year.

### **8.3 Transportation Expenditure Plan Update**

Heather Barber gave an update on the Transportation Expenditure Plan (TEP) and noted that eleven cities within Alameda County have already unanimously supported Alameda CTC's TEP. Staff is working on finalizing the TEP publicity materials and will be working with the printers very soon. The materials will be ready for further distribution on Friday, May 2<sup>nd</sup>. Please contact Heather Barber and Laurel Poeton for large quantities.

### **8.4 Other Staff Updates**

Jacki Taylor thanked PAPCO members for their commitment to the Program Plan Review process. She also encouraged the members to take a look at the handout provided of the compiled meeting notes from the five FY14-15 Paratransit Program Plan Review Subcommittees as it is very informative.

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

**9.1** Review Bylaws

**9.2** Gap Grant Cycle 5 Program Report: Pleasanton Downtown Route

**9.3** 2014 Annual Mobility Workshop Update

## **10. Adjournment**

The meeting adjourned at 2:05 p.m. The next PAPCO meeting is scheduled for May 19, 2014 at Alameda CTC's offices located at 1111 Broadway, Suite 800, in Oakland.



### MEETING ATTENDEES

Attendance Key (A = Absent, P = Present)

#### PAPCO Members:

<u>A</u> Sylvia Stadmire, Chair	<u>P</u> Joyce Jacobson <u>A</u> Sandra Johnson-Simon	<u>P</u> Vanessa Proee <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> Rev. Carolyn Orr	<u>P</u> Margaret Walker
<u>P</u> Shawn Costello	<u>A</u> Suzanne Ortt	<u>P</u> Esther Waltz
<u>P</u> Herb Hastings	<u>A</u> Thomas Perez <u>P</u> Sharon Powers	<u>P</u> Hale Zukas

#### ParaTAC Members:

<u>P</u> Rhianna Babka	<u>A</u> Karen Hemphill	<u>A</u> Gail Payne
<u>P</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>A</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>P</u> Laura Timothy
<u>A</u> Marisa Hackett	<u>P</u> Wilson Lee	<u>A</u> Jonathan Torres
<u>P</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> Mallory Nestor	<u>A</u> Jeff Weiss <u>A</u> David Zehnder

#### Staff:

P Matt Todd, Principal Transportation Engineer  
P Jacki Taylor, Program Analyst  
P Naomi Armenta, Paratransit Coordinator  
P Cathleen Sullivan, Paratransit Coordination Team  
P Terra Curtis, Paratransit Coordination Team  
P Krystle Pasco, Paratransit Coordination Team  
P Christina Ramos, Alameda CTC Project/Program Team

Guests:

Jennifer Cullen, Senior Support Program of the Tri-Valley; Sarah Dawn-Smith, Bay Area Outreach and Recreation Program

## **MEETING MINUTES**

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

Paratransit Coordinator Naomi Armenta called the meeting to order at 2:15 p.m. The meeting began with introductions and a review of the meeting outcomes.

### **2. Public Comment**

Jennifer Cullen with Senior Support Program of the Tri-Valley made an announcement regarding Measure AA, a countywide half cent sales tax measure for health services for seniors and children. Senior Support Program of the Tri-Valley receives some funding through Measure AA for medication management and in home counseling. Please consider voting for this measure on the June 3<sup>rd</sup> ballot as it is a health safety net for individuals who are underinsured.

### **3. Access Alameda Guide and Website Revisions Discussion**

Cathleen Sullivan reviewed the updated Access Alameda Guide and website. She reviewed the revisions process and noted that the joint subcommittee met four separate times to discuss both the guide and the website.

Questions and feedback from PAPCO and ParaTAC members:

- The green color on the website looks black. An individual who is color blind may not be able to see that color. Staff will run the Access Alameda website on another website that will allow us to see how our website looks like to an individual who is color blind.
- Will there be an audio version of the Access Alameda Guide? Staff will be considering all of the translations that will be made available for the Access Alameda Guide. More information will be provided once translations are finalized but staff will reach out to Lighthouse for a quote on audio translation of the guide.



- Will the guide be downloadable? Yes, the guide is available for download in several places on the website.
- Will the website be tested for overall accessibility? Yes, staff will be testing the accessibility of the website and will be reaching out to both PAPCO and ParaTAC members for testing on various mobile and tablet devices.
- Will there be a large text version of the Access Alameda Guide? Yes, staff will make available large text as well as Braille versions of the guide.

#### **4. Joint PAPCO and ParaTAC Discussion – Notification of Service Changes**

There was no Joint PAPCO and ParaTAC discussion due to time constraints.

#### **5. 2014 Annual Mobility Workshop Update**

The 2014 Annual Mobility Workshop is scheduled for Friday, October 17. There was no further Workshop update due to time constraints.

#### **6. Draft Agenda Items for October 27, 2014 Joint PAPCO/ParaTAC Meeting**

6.1 2014 Annual Mobility Workshop Outcomes Discussion

6.2 Joint PAPCO/ParaTAC Discussion

#### **7. Adjournment**

The meeting adjourned at 4:00 p.m. The next ParaTAC meeting is scheduled for Tuesday, May 13<sup>th</sup> and the next PAPCO meeting is scheduled for May 19<sup>th</sup> at Alameda CTC's offices located at 1111 Broadway, Suite 800, in Oakland.

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At the PAPCO meeting on May 19, 2014, in lieu of a separate Bylaws Review Subcommittee, the entire Committee will have the opportunity to review the PAPCO Bylaws and discuss any proposed amendments. Below is background information to assist you in preparing for the review.

### **Background**

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

### **Review Process**

PAPCO will review the Bylaws at the May meeting. Alameda CTC staff will coordinate suggested revisions from all the Alameda CTC Community Advisory Committees. Any revisions proposed for action will be presented to PAPCO at a later meeting.

### **Responsibilities**

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

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## **Paratransit Advisory and Planning Committee Bylaws**

### **Article 1: Definitions**

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

**1.1.1** All five Alameda County Supervisors.

**1.1.2** Two City of Oakland representatives.

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

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

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

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

**1.3 ADA Eligible Person.** A person with disabilities who is eligible for Americans with Disabilities Act (ADA) paratransit services within the legal requirements of the ADA. The general definition of an ADA-eligible individual is a

person who is unable, due to disability, to utilize regular fixed-route transit services.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**1.18 Non-mandated Services.** Special transportation services, including paratransit, that are not subject to the requirements of the Americans with

Disabilities Act. In Alameda County, the non-mandated services that receive Measure B funds are provided by the cities and the County of Alameda. Examples of non-mandated services include, but are not limited to, shuttle service, taxi programs and special group trips.

**1.19 Paratransit Advisory and Planning Committee (PAPCO or “Committee”).** The Alameda CTC Committee that meets to address funding, planning, and coordination issues regarding paratransit services in Alameda County. Members must be an Alameda County resident and an eligible user of any transportation service available to seniors and people with disabilities in Alameda County. PAPCO is supported by a Technical Advisory Committee comprised of Measure B-funded paratransit providers in Alameda County.

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

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

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

**1.23 Special Transportation.** Transportation services for seniors and people with disabilities, aimed at improving the mobility of seniors and people with disabilities by supplementing conventional fixed-route transit service. Examples of



special transportation services may include, but are not limited to, paratransit, local senior shuttles, transportation to meal sites, and meal delivery.

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

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

**1.26 Vehicle Registration Fee (VRF).** The \$10 fee imposed on each annual motor vehicle registration or renewal of registration in Alameda County. The fee, approved by voters as Measure F in 2010, is collected and administered by the Alameda CTC and governed by the Alameda County Transportation Improvement Measure Expenditure Plan.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**2.3.9** Perform outreach regarding Alameda CTC activities related to transportation for seniors and people with disabilities at least once each fiscal year. Examples of outreach may include attending a transit or senior fair, accompanying staff to Alameda CTC outreach presentations, or publishing an article in a local publication.

### **Article 3: Members**

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

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

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

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

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

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

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

**3.5 Attendance.** Members are expected to actively support committee activities and regularly attend meetings. Accordingly, more than two absences in

any fiscal-year period may be cause for removal from the Committee. However, a member removed from the Committee may be reappointed by a Commissioner.

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

- 3.6.1** The member voluntarily resigns by written notice to the chair or Alameda CTC staff.
- 3.6.2** The member fails to continue to meet the qualifications for membership, including attendance requirements.
- 3.6.3** The member becomes incapable of continuing to serve.
- 3.6.4** The appointing party or the Commission removes the member from the Committee.

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

#### **Article 4: Officers**

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

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

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

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

## **Article 5: Meetings**

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

**5.2 Regular Meetings.** The PAPCO will hold up to 10 meetings per year. Annually, at the Organizational Meeting, PAPCO shall establish the schedule of regular meetings for the ensuing year. Meeting dates and times may be changed during the year by action of PAPCO. On a quarterly basis, PAPCO is expected to meet jointly with the Technical Advisory Committee (TAC) of paratransit providers. TAC members will not have voting privileges at these joint meetings, but will engage in all discussions and will present their point of view prior to any decision-making at those meetings.

**5.3 Quorum.** For purposes of decision making, a quorum shall consist of at least half (50 percent) plus one of the total number of members appointed at the

time a decision is made. No actions will be taken at meetings with less than 50 percent plus one member present. Items may be discussed and information may be distributed on any item even if a quorum is not present.

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

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

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

**5.7 Place of Meetings.** PAPCO meetings shall be held at the Alameda CTC offices, unless otherwise designated by the Committee. Meeting locations shall be within Alameda County, accessible in compliance with the Americans with

Disabilities Act of 1990 (41 U.S.C., Section 12132) or regulations promulgated there under, shall be accessible by public transportation, and shall not be in any facility that prohibits the admittance of any person, or persons, on the base of race, religious creed, color, national origin, ancestry, or sex, or where members of the public may not be present without making a payment or purchase.

## **Article 6: Subcommittees**

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

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

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

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

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

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

**7.4 Meeting Notices.** 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](http://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.

## **Article 8: General Matters**

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

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

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

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

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



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

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**Full Committee Meetings**

- **Regular PAPCO monthly meeting:**  
Monday, May 19, 2014, 1 to 3 p.m., Alameda CTC  
(3<sup>rd</sup> Monday due to Memorial Day)
- **Regular PAPCO monthly meeting:**  
Monday, June 23, 2014, 1 to 3:30 p.m., Alameda CTC

**Outreach**

Date	Event Name	Location	Time
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 <sup>th</sup> Street, San Leandro, CA 94578	11:00 a.m. – 3:00 p.m.
5/10/14	Healthy Living Expo	Robert Livermore Community Center, 4444 East Avenue, Livermore, CA 94550	10:00 a.m. – 2:00 p.m.
6/6/14	Four Seasons of Health Expo	Fremont Multi-Service Senior Center, 40086 Paseo Padre Parkway, Fremont, CA 94538	9:30 a.m. – 1:30 p.m.
6/19/14	Alameda County Fair Senior Day	Alameda County Fairgrounds, 4501 Pleasanton Avenue, Pleasanton, CA 94566	1:00 p.m. – 5:00 p.m.
6/21/14	Tropics Senior Resource Fair	Tropics Mobilehome Park, 33000 Almaden Boulevard, Union City,	11:00 a.m. – 1:30 p.m.

Date	Event Name	Location	Time
		CA 94587	
6/26/14	Alameda County Fair Senior Day	Alameda County Fairgrounds, 4501 Pleasanton Avenue, Pleasanton, CA 94566	1:00 p.m. – 5:00 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

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**

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

**Topic: Program Policy Oversight**

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

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

**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	x	
October	x	
February	x	
April	N/A	
Receive regular summaries of ADA-mandated paratransit advisory committees' minutes and Transit Access Reports		x

<b>Topic: Coordination with Local and Regional Partners</b>		
Participate in other committees (e.g. SRAC, WAAC, AAC, City Commissions, etc.) and inform Chair and report to Committee as requested		<b>x</b>
Receive reports on MTC and Regional issues/events		<b>x</b>
Staff will continue to forward opportunities for comments and participation via email		<b>x</b>

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





## 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 Stadmirer
- 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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**EAST BAY PARATRANSIT (EBPC)  
SERVICE REVIEW ADVISORY COMMITTEE  
and  
SERVICE REVIEW COMMITTEE MEETING  
MARCH 4, 2014 MINUTES**

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

SRAC members present: Janet Abelson, Don Queen, Sharon Powers, Harriette Saunders, Alicia Williams, Peter Crockwell, Patricia Affonso, Mary Seib, Roberta Tracy, Yvonne Dunbar, Shawn Fong.

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

Members of the public present: Ann Johnson, Erlinda Simon, Greg Jurin, Grace Neufeld, Mary Lawrence, Arnold Brillinger, Naomi Armenta.

**2) Review of the Paratransit Plan and Funding Claim to be submitted to the Alameda County Transportation Commission as part of the application for FY 14/15 Measure B Funding**

Mallory Nestor-Brush said both AC Transit and BART submit an application for Measure B funding annually. She made the following points:

- In FY 14/15 AC Transit and BART will receive a combined total of about \$6.4M in Measure B which covers 17.6 % of the projected costs of \$36.5M. Fares contribute \$2.7M and EBPC will receive about \$195,000 from a Contra Costa County tax, called Measure J. The \$27M remaining will be funded through AC Transit's and BART's General Funds.
- Passengers are expected to dip in FY 14/15 with costs based on 710,000 total passengers. Passengers were budgeted at 720,000 this year.

Mallory explained a number of efforts will be undertaken and/or completed in FY 14/15, and are documented in our application plan:

- Efforts to develop an Emergency Plan will be complete. This plan will include training and exercises for all personnel in East Bay Paratransit.

- The EBPC Broker's office move will be complete. While providing more space for operations, the move will directly assist riders coming in for in-person interviews as part of the certification process. The new space affords a more secure drop-off location in the back of the building, as opposed to the current location which is on Broadway, a busy street.
- The IVR System will be tested and fully activated in FY 14/15. The system was installed by December 2012, but has not been activated as it required installation of a new scheduling software upgrade.

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

### **3) SRAC action to recommend the SRC support the funding claim**

**MOTION:** Saunders/Crockwell to approve the plan and forward to SRC for approval. Unanimous.

### **4) SRAC Adjournment:**

Chair Abelson adjourned the SRAC in order for the SRC to come to order.

### **5) SRC Action to accept the recommendation of the SRAC on the Paratransit Plan and Funding Claim to be submitted to the Alameda County Transportation Commission for FY 14/15 Measure B Funding**

Laura Timothy introduced herself, explaining she had been appointed by SRC member Bob Franklin, BART's Manager of Planning and Access to represent him. Mallory Nestor-Brush said she had been authorized to represent AC Transit's SRC member Robert Rosario, Director of Service Development.

**MOTION:** Timothy/Nestor-Brush: to accept the SRAC's recommendation and to approve the Measure B FY14/15 Funding Application. Unanimous.

### **6) SRC Adjournment**

Laura Timothy thanked the SRAC and adjourned the SRC meeting.

### **7) SRAC Meeting Public Comments**

The SRAC Chair reconvened the SRAC meeting and asked for public comments.

Ann Johnson said she felt EBPC service from this past January has been good. She said she had described at the last SRAC meeting, a fall she experienced in September 2013 and is waiting for the results of that investigation. Mark Weinstein said he would speak with her.

Grace Neufeld introduced herself, noting she has an invisible disability. Because of it she lost her driver's license. She said she fully appreciates AC Transit and BART, which she uses to get around. She specializes in environmental education and announced she hopes to partner with AC Transit and BART to transport kids for environmental education in the hills.

Arnold Brillinger said he had three comments:

- He recently experienced a ride where EBPC did not transport spot to spot, but took him on a long circuitous route. He was picked up at Kaiser, then transported three blocks to load another passenger. But before he was taken home to Alameda, the second passenger was dropped off in San Pablo, which is 20 miles out and back.
- The new smaller buses only have room for one wheelchair. Also the wheelchair is placed behind the rear wheels of the van, so when the van hits a bump, the wheelchair rider really feels it.
- As President of his residence council, he's trying to set up group outings to help residents get out of the facility. The last three requests for Group Trips put in by the facility Recreational Director have been rejected. They have been told EBPC only allows one group trip per week. He requested the staff review group trip procedures.

#### **8) Approval of Minutes from January 7, 2014**

**MOTION:** Saunders/ Seib to approve January 7, 2014 minutes. Unanimous.

#### **9) SRAC members and members of the public exited the MTC Building with staff to see the newer lift vans in the East Bay Paratransit fleet**

#### **10) Return to the MTC Auditorium for comments on the newer lift vans**

Chair Abelson asked for comments on the newer lift vans. Comments included:

- Arm rests on both sides of the chairs are welcome.
- Extra step has been removed, which is good. The step now isn't too high when the van is next to the curb, making entry easy.

- The newer van seems quieter and the lift appears easier and quieter to use. The lift is better even for ambulatory passengers who want to board on the lift. The lift operates well.
- The ride is generally good, for a van.
- The new vans have many safety features for the drivers, and there is more visibility out the front window.
- The new vans were not a good purchase, because only one wheel chair could be secured and the ride for wheelchair users is not smooth.
- There is very little clearance in the back of the bus for oversized drivers to load passengers and maneuver.

#### Questions/ comments and responses:

- Because the roughness of the ride is noticeable, will accommodations be made for riders who can't take the bounciness? Mark Weinstein replied EBPC has moved to an all van fleet, which is common in the industry. Lift vans can be used by all riders.
- Can the smaller vans be used throughout the service area on all streets? Mallory Nestor-Brush responded the new vans have a smaller wheelbase and are more maneuverable on all streets. Before the new vans were brought into the fleet, EBPC identified about 20 locations that had been served by sedans because they were inaccessible to the larger lift vans. The vast majority of these 20 locations can be served by the smaller van.
- Chair Abelson said from the point of view of a wheelchair user, the new van is difficult, as two wheelchairs are not easily accommodated. In order to secure a second chair, the first wheelchair has to exit, and then be re-secured after both wheelchairs are maneuvered into place. Because wheelchairs are secured over the wheel well, the trip is bouncy and could cause car sickness. Alicia Williams agreed with both of the Chair's comments.

Mark Weinstein responded the new vans are coded so only one wheelchair rider is assigned at a time. The newer vans have improved suspension. He did say neither drivers nor riders have reported anyone getting sick in the vehicle and he hoped comments at the meeting do not cause undue concern about the new vans.

Mary Seib noted comments about the vehicles were an agenda item. Individuals making comments should be thanked without objections to the content of the comment. She also suggested riders who use a wheelchair are in the best position to evaluate how the vehicles work for wheelchairs.

## **11) Presentation by Sione Veikoso, East Bay Paratransit Road Supervisor, about road supervisor roles and responsibilities**

Sione Veikoso introduced himself and a second road supervisor, Dora Ramirez, explaining both have been in the transit industry for a combined total of 25 years. He explained both supervisors have received considerable training and possess many certifications that assist in job performance.

Road Supervisor responsibilities include:

- Daily Field Observation or vehicle meets.
- Investigation if pick-up/drop-off locations are safe.
- Monitoring Drug and Alcohol testing of drivers.
- Vehicle Inspections 3 times/year.
- Incident reports/Investigating accidents.
- New Driver orientations and training .
- Provider Site visits.
- EBPC driver file audits/vehicle file audits/classroom training for bus operator audits

## **12) SRAC member comments**

- Roberta Tracy asked if the first leg of a round trip is cancelled, how EBPC ensures the second leg is not cancelled. Mark Weinstein said the call center agent should ask about the return trip. Standard operating procedure is to confirm future trips. But riders cancelling trips should also tell the agent if they want to keep the return portion.
- Shawn Fong said Fremont is doing coordinated outreach with EBPC. She has noticed fewer accessible taxis appear to be running in the East Bay. A taxi voucher program is starting in Union City and Fremont. The contract is signed, but there are very few accessible taxis.
- Saunders said the city of Alameda has accessible taxis, and she believed Oakland may also have some. She reminded everyone when cancelling a trip, tell the call center agent if you need your other rides.

**13) SRAC Adjournment/Next Meeting:** The meeting adjourned at 2:15 pm. The next meeting will be May 6, 2014 at 12:30 pm in the MTC Auditorium.

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

	<b>FY 12/13 July-March</b>	<b>FY 13/14 July- March</b>
<b>Ridership Statistics</b>		
Total Passengers	534,948	522,735
ADA Passengers	455,764	448,444
% Companions	1.3%	1.3%
% of Personal Care Assistants	14%	13%
Average Passengers/ Weekday	2,454	2,384
Average Pass/ Weekend & Holidays	855	831

**Scheduling Statistics**

% Rider Fault No Shows & Late Cancels	2.6%	3.1%
% of Cancellations	23.6%	23.3%
Go Backs/ Re-scheduled	6,657	7,181

**Effectiveness Indicators**

Revenue Hours	305,813	300,020
Passengers/Revenue Vehicle Hour	1.75	1.74
ADA Passengers per RVHr.	1.49	1.49
Average Trip Length (miles)	10.36	10.74
Average Ride Duration (minutes)	40.3	40.1
Total Cost	\$25,436,027	\$25,010,777
Revenue Miles	4,720,444	4,818,212
Total Cost per Passenger	\$47.55	\$47.85
Total Cost per ADA Passenger	\$55.81	\$55.77
Total Cost per Revenue Hour	\$83.18	\$83.36

**On Time Performance**

Percent on-time	92.7%	90.8%
Percent 1-20 minutes past window	5.9%	7.2%
% of trips 21-59 minutes past window	1.3%	1.9%
% of trips 60 minutes past window	0.08%	0.14%

**Customer Service**

Total Complaints	2,404	2,317
Timeliness	768	889
Driver Complaints	802	837
Equipment / Vehicle	122	57
Scheduling and Other Provider Complaints	264	198
Broker Complaints	448	336
Commendations	1,252	1,099

**Safety & Maintenance**

Total accidents per 100,000 miles	4.05	4.13
Roadcalls per 100,000 miles	5.89	5.11

**Eligibility Statistics**

Total ADA Riders on Data Base	18,133	17,090
Total Certification Determinations	3,480	3,809
Initial Denials	132	151
Denials Reversed	8	14



# Aging and Disability Resource Center

## BACKGROUND

The Aging and Disability Resource Center (ADRC) initiative is a collaborative effort led by the Administration for Community Living (ACL) formerly the Administration on Aging (AoA) and Centers for Medicare & Medicaid Services (CMS). ACL is now comprised of the Department of Health and Human Services Office on Disability and the Administration for Intellectual and Developmental Disabilities. ACL actively partners with the Veterans Administration as well as the Department of Education. This initiative seeks to streamline access to long-term services and supports (LTSS) for older adults, all persons with disabilities, family caregivers, veterans and LTSS providers. Currently, 50 states and territories are operating or are in the process of implementing elements of a fully-functioning ADRC.

In many communities, long-term support services are administered by multiple agencies and have complex, fragmented and often duplicative intake, assessment and eligibility functions. Figuring out how to obtain services can be difficult. ADRCs build on the strength of existing agencies such as Area Agencies on Aging and Centers for Independent Living, but they provide a single, more coordinated system of information and access for all persons seeking long-term support minimizes confusion, enhancing individual choice, and supporting informed decision-making.

## PURPOSE

ADRCs are designed to address the frustrations many consumers and their families experience when they need to obtain information and access to supports and services. ADRC programs raise visibility about the full range of available options, provide objective information, advice, counseling and assistance, empower people to make informed decisions about their LTSS, and help people access public and private LTSS programs.

➤ **ADRCs provide unbiased, reliable information and counseling to individuals with all levels of income.**

They assist a wide range of individuals, including family caregivers, in obtaining long term supports and services in the most desirable and appropriate setting. Because they do not limit their services to low-income individuals, ADRCs can help families with private resources use their resources more wisely, which may delay or prevent “spend-down” to Medicaid or unnecessary institutionalization.

ADRCs serve as single points of entry into the LTSS system for older adults, people with disabilities, caregivers, veterans and families. Sometimes referred to as “access points” or “no wrong door” systems.

## ROLE OF ADRCs IN PERSON CENTERED SYSTEMS

ADRCs are an integral component of health

and long-term care reform and essential in the development of effectively managed person-centered service systems at national and state level. The ADRC initiative focuses on improving access to LTSS so that an individual can receive the right services at the right time and in the right place. These services are person-centered and directed by the individual receiving the LTSS as occurs with the Veteran's Directed Home and Community Based Services program (VD-HCBS).

### ADRC GRANTEES

ADRCs play a critical role in supporting health and long-term care reform by improving the ability of state and local governments to effectively manage the system, monitoring program quality and measuring responsiveness of state and local systems of care. ADRCs currently operate in over 465 community sites across 50 States and Territories, representing over 70% of the US population.

ADRCs use two broad strategies to divert individuals from unnecessary long-term institutional care and ensure that short-term institutional stays do not become permanent: (1) intervening with options counseling in critical pathways; and (2) expediting eligibility determination processes for home and community-based services. For example, many ADRCs have collaborated to support individuals transitioning across LTSS settings such as hospitals and nursing homes. This collaboration has included ADRCs working to raise visibility about HCBS options within their communities, providing options counseling to potential participants and their families, conducting assessments, care plan

development, waiver enrollment, service initiation and follow-up. Many states have worked to make Medicaid, Older Americans Act and state revenue-funded programs more flexible and person-centered. ADRCs have worked to streamline the application process for Medicaid and other public programs like LIHEAP, SNAP, transportation, and housing.

### ADRC OPTIONS COUNSELING

19 states funded to strengthen Aging and Disability Resource Centers (ADRCs) Options Counseling and Assistance Programs for community-based health and long-term care services. Options counseling programs help people understand, evaluate, and manage the full range of services and supports available in their community.

- **ADRCs help individuals' access public benefits for long term services and supports, making the application process less onerous, less bureaucratic, less administratively burdensome for Medicaid agencies, and more seamless for consumers.**
  - **Over 90 percent of ADRCs assist consumers with completing Medicaid financial applications;**
  - **46 ADRC states make Medicaid applications available on the internet with eight of these (and another four in process) allowing consumers to complete the application online and submit it electronically**

### EVIDENCE BASED CARE TRANSITION

**Grants:** 16 states funded to coordinate and continue to encourage evidence-based care



transition models which help older persons or persons with disabilities remain in their own homes after a hospital, rehabilitation or skilled nursing facility stay. These grants will help break the cycle of readmission to the hospital that occurs when an individual is discharged into the community without the social services and supports they need.

### **ADRC NURSING HOME TRANSITION through *Money Follows the Person***

**Grants:** 39 states funded to strengthen the ADRCs role in the CMS Money Follows the Person program and support state Medicaid agencies as they transition individuals from nursing homes to community-based care.

➤ **By intervening in critical pathways** to long term services and supports, such as hospital discharge planners, physicians or other health professionals, or long term supports providers, through options counseling, ADRCs convey the range of alternative services and settings available so individuals can both plan ahead and make informed decisions about current needs.

- ADRCs in **30** states partner with **310** hospitals to offer **evidence-based care transition** programs. ADRCs in another 5 states are planning evidence-based care transitions interventions.
- ADRCs play a critical role in **nursing facility transitions** under the Money Follows the Person Demonstration (MFP) in **41** of the 44 MFP states. The ADRC serves as the Local Contact Agency (LCA) for MDS 3.0 Section Q in **42**

states; in **12** of those states, the ADRC is the only LCA.

### **TESTIMONIALS from ADRCs**

Testimonials from consumers, family members, and professionals reinforce the high satisfaction level:

- “I am using this agency for my Dad who is unable to take care of himself. My mother is 85 years old w/severe arthritis and cannot take care of Dad’s personal hygiene, etc, as well as she used to. Your agency has been wonderful and a God send. I would truly recommend this agency to all my friends that have older parents that need help and assistance to help “rid” the burden of doing it all by themselves.”
- “My brother has never been happier in his life! Thank you so much!”
- “Thanks for going the extra mile. I was at the end of my rope in terms of what I could do [for this client]. It’s great to have an agency like yours to turn to when we’re out of options.”
- “I never knew that this could be so easy and pleasant. I was expecting something far more bureaucratic and difficult!”

### **ADDITIONAL INFORMATION**

#### ***ADRC Technical Assistance Exchange***

**Website:** provides information about state ADRC initiatives, tools, and resources about



streamlining access to long term services and supports, single point of entry systems, long term care options counseling, outreach and marketing, and much more.

<http://www.adrc-tae.org>

***Criteria of a Fully Functioning Single Entry Point System/ADRC:*** [http://www.adrc-tae.org/tiki-download\\_file.php?fileId=31812](http://www.adrc-tae.org/tiki-download_file.php?fileId=31812)

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