



# Meeting Notice

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• [www.AlamedaCTC.org](http://www.AlamedaCTC.org)

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#### **Executive Director**

Arthur L. Dao

## Paratransit Advisory and Planning Committee

**Monday, July 28, 2014, 1:00 p.m.**

**1111 Broadway, Suite 800**

**Oakland, CA 94607**

***Please note that the Monday, July 28, 2014 PAPCO meeting will be from 1:00 to 3:30 p.m. Please plan your transportation accordingly.***

### **Mission Statement**

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

### **Public Comments**

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

### **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.

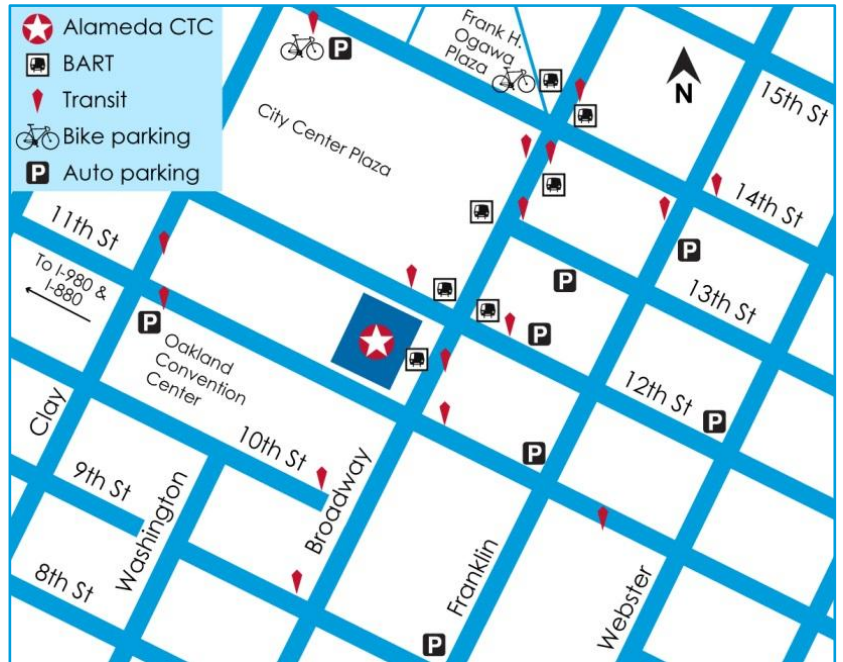
## Recording of Public Meetings

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).

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Paratransit Advisory Planning Committee  
Meeting Agenda  
Monday, July 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:** Naomi Armenta,  
Jacki Taylor

**Public Meeting Coordinator:**  
Krystle Pasco

1:00 – 1:12 p.m. **1. Welcome and  
Chair Introductions**

1:12 – 1:15 p.m. **2. Public Comment**  
Public

1:15 – 2:00 p.m. **3. Administration**  
Chair

**Page A/I**

**3.1** June 23, 2014 PAPCO Meeting Minutes 1 A

Recommendation: Approve the  
June 23, 2014 PAPCO meeting  
minutes.

**3.2** PAPCO Bylaws 9 A

In lieu of a separate subcommittee,  
the entire Committee will have the  
opportunity to review the PAPCO  
Bylaws and discuss any proposed  
amendments. The Committee did  
an initial review of the Bylaws at the  
May 19, 2014 meeting.

Recommendation: Approve the  
PAPCO Bylaws for FY 2014-15.

**3.3** FY 2014-15 PAPCO Elections 25 A

Annually, PAPCO elects officers in June. Due to an update in the election process, the Committee will redo its Officer elections. PAPCO will nominate and elect the chair, vice chair, Citizens Watchdog Committee representative, and East Bay Paratransit SRAC representative.

Recommendation: Approve the PAPCO Officers and CWC and SRAC Representatives for FY14-15.

2:00 – 2:30 p.m. Staff	<b>4. Capital Gap Grant Application</b>	29	A
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The Committee will review and make a recommendation on the Capital Gap Grant application submitted by The Ala Costa Centers.

Recommendation: Approve the request for Capital Gap Grant funds from The Ala Costa Centers.

2:30 – 2:55 p.m. Cathleen Sullivan	<b>5. 2-1-1 Demonstration</b>	35	I
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The Committee will receive a demonstration of the updated transportation section of Alameda County's 2-1-1 online service.

2:55 – 3:05 p.m. PAPCO	<b>6. Member Reports on PAPCO Mission, Roles, and Responsibilities Implementation</b>		
	<b>6.1</b> PAPCO Calendar of Events	33	I
	<b>6.2</b> PAPCO Work Plan	35	I

	<b>6.3</b>	PAPCO Appointments	39	I
3:05 – 3:15 p.m.	<b>7.</b>	<b>Committee Reports (Verbal)</b>		
Sharon Powers	<b>7.1</b>	East Bay Paratransit Service Review Advisory Committee (SRAC)		I
Harriette Saunders	<b>7.2</b>	Citizens Watchdog Committee (CWC)		I
	<b>8.</b>	<b>ADA Mandated Program and Policy Reports</b>		
	<b>8.1</b>	May 6, 2014 East Bay Paratransit Service Review Advisory Committee Meeting Minutes	41	I
	<b>8.2</b>	May 7, 2014 WHEELS Accessible Advisory Committee Meeting Minutes	47	I
	<b>8.3</b>	June 4, 2014 WHEELS Accessible Advisory Committee Meeting Minutes	49	I
3:15 – 3:30 p.m.	<b>9.</b>	<b>Information Items</b>		
Staff	<b>9.1</b>	Mobility Management – Can Travel Training Services Save Public Transportation Agencies Money?	51	I
Krystle Pasco	<b>9.2</b>	Outreach Update		I
Staff	<b>9.3</b>	Transportation Expenditure Plan Update		I
Staff	<b>9.4</b>	2014 Annual Mobility Workshop Update		I
Staff	<b>9.5</b>	Other Staff Updates		I
	<b>10.</b>	<b>Draft Agenda Items for September 22, 2014 PAPCO Meeting</b>		I

- 10.1** Develop and Approve PAPCO  
Work Plan for FY 2014-15
- 10.2** Discuss Update to Funding  
Formula
- 10.3** Gap Grant Cycle 5 Program  
Report: Volunteer Assisted Senior  
Transportation Program
- 10.4** 2014 Annual Mobility Workshop  
Update

3:30 p.m.      **11. Adjournment**

**Next Meeting:** September 22, 2014

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





# Paratransit Advisory and Planning Committee Meeting Minutes Monday, June 23, 2014, 1:00 p.m.

3.1

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## MEETING ATTENDEES

Attendance Key (A = Absent, P = Present)

### Members:

P Sylvia Stadmire,  
Chair  
P Will Scott,  
Vice-Chair  
P Aydan Aysoy  
A Larry Bunn  
P Shawn Costello  
P Herb Hastings  
P Joyce  
Jacobson

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

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

### Staff:

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:

Kevin Laven, City of Emeryville Paratransit Program; Kim Ridgeway, AC Transit

## 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 on items not on the agenda.

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

*Herb Hastings moved to approve the May 19, 2014 PAPCO Meeting minutes as written. Michelle Rousey seconded the motion. The motion passed (12-0-0). Members Aydan Aysoy, Shawn Costello, Herb Hastings, Sandra Johnson-Simon, Jonah Markowitz, Thomas Perez, Sharon Powers, Vanessa Proee, Michelle Rousey, Will Scott, Esther Waltz and Hale Zukas were present.*

### **4. Recommendation on Capital Gap Grant Application**

Naomi Armenta reviewed the Capital Gap Grant application submitted by the Ala Costa Centers. She noted that the application is for a request for \$15,500 in Gap Grant funds to facilitate the purchase of a new accessible van.

Questions and feedback from PAPCO members:

- What will the funds be used for? The funds will be used to purchase an accessible van to transport their program participants to and from the program site, travel training as well as group trips.
- How many people does the organization serve and what steps are they going to take to ensure that the new vehicle is not vandalized again? They transportation approximately 50 people per day for four days per week and some weekends. The application did not indicate any information on preventing theft in the future but staff will follow up.
- How many other applications are being considered? This is a rolling application process so applications will be considered as they are received. To date, two other applications have been submitted and both received funding upon approval of the Commission.
- What does this organization do and are they a standalone organization or are they affiliated with another group? The Ala Costa Centers is a nonprofit organization that provides services and group activities for individuals with developmental disabilities. This organization is also affiliated with the Regional Center. They have several centers throughout the Bay Area but this request is for their Oakland based center that serves more youth rather than adults.

- Most applications that we consider have more factual information about the organization than what we have been given in this memo today. In addition, we did not receive this information ahead of time. It feels like we are rushing this decision. It sounds like the services that they provide are worthwhile but I would like to see more factual information and to hear a representative give a presentation.
- If we provide the funding for the van, then we are providing an opportunity for their program participants to be a part of the community. This is a good organization to fund.
- Does the organization have insurance for the vehicle? Yes, the organization does have insurance but the insurance company deemed the vehicle inoperable for their programs' needs.

The committee received public comment. Ken Bukowski, a member of the public, stated that it seemed like the Ala Costa Centers' application for Gap Grant funding was very urgent. It seems more like an emergency situation that should command more of PAPCO's attention. Also, there is a ballot measure that is being considered for the agency. This would be a great opportunity to help an organization in need that would ultimately help with the campaign.

*Hale Zukas moved to table this agenda item and action until the next PAPCO meeting on July 28, 2014. Esther Waltz seconded the motion. The motion passed (13-1-1; Member Harriette Saunders opposed and Member Herb Hastings abstained). Members Aydan Aysoy, Shawn Costello, Herb Hastings, Joyce Jacobson, Sandra Johnson-Simon, Jonah Markowitz, Thomas Perez, Sharon Powers, Vanessa Proee, Michelle Rousey, Harriette Saunders, Will Scott, Sylvia Stadmire, Esther Waltz and Hale Zukas were present.*

## **5. FY14-15 PAPCO Meeting Day, Time, and Location Approval**

Naomi Armenta reviewed the meeting calendar and location for the Committee's meetings for FY14-15.

Questions and feedback from PAPCO members:

- Did staff cross check this calendar with the major holidays for the year? Yes, staff checked the meeting calendar against the

major holidays for the year. If there are any conflicts, please let staff know.

- When is the Annual Mobility Workshop? The Annual Mobility Workshop is on Friday, October 17<sup>th</sup>. The location is TBD.

*Jonah Markowitz moved to approve the FY14-15 PAPCO meeting day, time and location as outlined in the memo. Esther Waltz seconded the motion. The motion passed (16-0-0). Members Aydan Aysoy, Shawn Costello, Herb Hastings, Joyce Jacobson, Sandra Johnson-Simon, Jonah Markowitz, Thomas Perez, Sharon Powers, Vanessa Proee, Michelle Rousey, Harriette Saunders, Will Scott, Sylvia Stadmire, Margaret Walker, Esther Waltz and Hale Zukas were present.*

## **6. FY14-15 PAPCO Elections**

Naomi Armenta reviewed the PAPCO Officer roles and responsibilities and noted that the memo is located in the agenda packet. She also reviewed the outreach, meeting per diem and membership policies.

Naomi then reviewed the PAPCO Evaluation for FY13-14 and commenced the nomination process.

PAPCO members nominated the following members:

- Sylvia Stadmire and Will Scott as Chair
- Will Scott and Shawn Costello as Vice Chair
- Jonah Markowitz, Shawn Costello, and Sharon Powers as the East Bay Paratransit Service Review Advisory Committee (SRAC) representative
- Harriette Saunders, Herb Hastings, and Esther Waltz as the Citizens Watchdog Committee (CWC) representative

*The committee used the ballot approach to elect the following officers and committee representatives:*

- Sylvia Stadmire, PAPCO Chair
- Will Scott, PAPCO Vice Chair
- Sharon Powers, SRAC Representative
- Harriette Saunders, CWC Representative

## **7. Gap Grant Cycle 5 Program Report: Emeryville 8-to-Go**

Kevin Laven with the City of Emeryville Paratransit program gave a Gap Grant Cycle 5 program report on the Emeryville 8-to-Go. He gave an overview of their program and services.

Questions and feedback from PAPCO members:

- In your presentation you mention that you are paying \$5,600 per month to EGR. What does EGR stand for? EGR stands for Emery-Go-Round, the shuttle service in Emeryville that connects to the MacArthur BART station.
- How many people can you carry on the shuttle? We can carry one individual in a wheelchair and another person in the front seat or four people with no wheelchair.
- Is there only one van? Yes, we are operating only one van.
- Sojourner Truth Manor is a housing complex in the 94608 area that might be interested in using your services.
- What is the budget for the fixed-route shuttle? The Emery-Go-Round costs about \$2.9 million per year while the Emeryville 8-to-Go costs about \$60,000 per year.
- In the event of a breakdown, what would your staff do for your riders? Due to the partnership with the Transportation Management Association, in the event of a breakdown, we have access to an extra sprinter vehicle that has a wheelchair lift and can transport about 12 people.
- How do you do outreach for your services? Do you outreach at the library? Yes, the Golden Gate Library is in our service area and we promote our services at their facility. We are also looking into promoting our services with BART and AC Transit. We are also hoping to promote with our partner, Emery-Go-Round, to have flyers on their shuttles.

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

Harriette Saunders attended the Alameda County Fair and had issues obtaining correct information from AC Transit on getting to the fairgrounds via public transit. Herb Hastings clarified the exact route to take via BART and Wheels to get to the Alameda County fairgrounds.

Tom Perez attended the Four Seasons of Health Expo at the Fremont Multi-Service Senior Center on June 6<sup>th</sup>. He was able to hand out information on the TEP.

Shawn Costello attended the Alameda County Fair Senior Day on June 19<sup>th</sup>. He handed out information on Alameda CTC's Wheelchair and Scooter Breakdown Transportation Service.

Esther Waltz also attended the Alameda County Fair Senior Day on June 19<sup>th</sup>.

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

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

Sharon Powers noted that the last SRAC meeting was on May 6<sup>th</sup> and the next meeting is on July 1<sup>st</sup>.

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

Harriette Saunders reported that at the last CWC Meeting on June 9<sup>th</sup>, members voted for their Officers. She also noted that the Committee decided to put a term limit of two years for the Vice Chair position. Also, the Audit Subcommittee met with the auditors for the first time this year and they discussed the process.

## **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 – ESPA ADA Fixed Route Transit Guide**

Naomi Armenta reviewed the mobility management attachment in the packet and noted that Easter Seals Project Action released their updated ADA Fixed Route Transit Guide. These materials are available online and if anyone wants copies of these materials to distribute, staff can provide copies.

Alameda CTC also released the new Access Alameda website. It is now live and available for viewing. The Access Alameda guide will be available in print by August.

Lastly, staff plans to provide a demonstration on the 211 website at next month's PAPCO meeting.

## **11.2 Outreach Update**

Krystle Pasco gave an update on the following outreach events:

- 6/6/14 – Four Seasons of Health Expo, Fremont Multi-Service Senior Center from 9:30 a.m. to 1:30 p.m.
- 6/11/14 – Caregivers' Resource Fair, Eden Medical Center – Castro Valley Hospital from 6:00 p.m. to 7:00 p.m.
- 6/13/14 – Health Fair, St. Paul's Towers from 9:30 a.m. to 11:30 a.m.
- 6/19/14 – Alameda County Fair Senior Days, Alameda County Fairgrounds from 1:00 p.m. to 5:00 p.m.
- 6/21/14 – Tropics Senior Resource Fair, Tropics Mobilehome Park from 11:00 a.m. to 1:30 p.m.
- 6/26/14 – Alameda County Fair Senior Days, Alameda County Fairgrounds from 1:00 p.m. to 5:00 p.m.
- 7/3/14 – Alameda County Fair Senior Days, Alameda County Fairgrounds from 1:00 p.m. to 5:00 p.m.
- 7/17/14 – USOAC Healthy Living Festival, Oakland Zoo from 8:00 a.m. to 2:00 p.m.

## **11.3 Transportation Expenditure Plan Update**

Laurel Poeton gave an update on the Transportation Expenditure Plan (TEP). She noted that staff has received unanimous approval from 13 of the 14 cities in Alameda County. Staff is currently on schedule to bring the TEP to the Board of Supervisors in early July. At that time, they will vote to put the TEP on the November ballot. She then thanked all of the members for their ongoing outreach efforts to get the word out on the TEP and she also noted that she had a great time at the St. Paul's Towers Health Fair on June 13<sup>th</sup>. Lastly, she noted that all of the TEP postcards have been translated into both Spanish

and Chinese and are now available for distribution. If you would like the Alameda CTC to be at any of the meetings or events that your affiliated organizations are hosting, please contact staff with more information.

#### **11.4 2014 Annual Mobility Workshop Update**

Naomi Armenta gave a brief update on the 2014 Annual Mobility Workshop and reminded members that the Workshop is scheduled for October 17, 2014. The location is still TBD. Staff is now working on the agenda and potential speakers for the event.

#### **11.5 Other Staff Updates**

Naomi Armenta reviewed the MTC Policy Advisory Council's Staff Liaison Report. She noted the Clipper Milestone information including rollout dates for more transit systems, and the Electric Vehicle Campaign as topics of interest to PAPCO members.

### **12. Draft Agenda Items for July 28, 2014 PAPCO Meeting**

**12.1** PAPCO Bylaws Approval

**12.2** 2014 Annual Mobility Workshop Update

**12.3** FY14-15 PAPCO Work Plan Approval

### **13. Adjournment**

The meeting adjourned at 3:30 p.m. The next PAPCO meeting is scheduled for July 28, 2014 at Alameda CTC's offices located at 1111 Broadway, Suite 800, in Oakland.





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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 incorporated 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 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 personally benefit in any way from the sales tax.

**Deleted: 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.¶

**Deleted: 8**

**1.8 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.

**Deleted: 9**

**1.9 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.

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

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

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**1.12 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.

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**1.13 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.

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

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**Comment [n1]:** CWC has added “will be scheduled to be in June”

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

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

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**1.17 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.

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**1.18 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.

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**1.19 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.

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**1.20 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.

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**1.21 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.

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**1.22 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.

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**1.23 Paratransit Technical Advisory Committee (ParaTAC).** A committee of Measure B service providers, including both the providers of mandated services and the providers of non-mandated services. The Paratransit 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.

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**1.24 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.

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**1.25 Vehicle Registration Fee (VRF).** The \$10 fee imposed on each annual motor vehicle registration or renewal of registration in Alameda

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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.

**Deleted:** PAPCO activities and Measure B funds

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### 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.

**Comment [n2]:** CWC has changed to “three consecutive absences”.



**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.

**Comment [n3]:** CWC has changed to bi-annually.

**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 role call. Officers shall be eligible for re-election indefinitely.

**Comment [n4]:** CWC has changed to bi-annually.

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**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.

**Comment [n5]:** PAPCO felt that five minutes was long for a default, maybe three? They understand that the way the item is written is flexible, so it's not urgent.

**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 Paratransit Technical Advisory Committee (ParaTAC) of paratransit providers. ParaTAC 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

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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.

**5.8 Meeting Conduct.** PAPCO members shall conduct themselves during meetings in a manner that provides a welcoming and safe environment for all attendees characterized by an atmosphere of mutual trust and respect. Members shall work with each other and staff to respectfully, fairly, and courteously deal with any conflict between attendees.

## **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

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**Deleted:** Meeting notices shall be in writing and shall be issued via U.S. Postal Service, personal delivery, and/or email.

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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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# Memorandum

3.3

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

**DATE:** July 28, 2014

**SUBJECT:** PAPCO Election and Officer Roles and Responsibilities

**RECOMMENDATION:** Approve the PAPCO Officers and CWC and SRAC Representatives for FY14-15

## Summary

At the end of each fiscal year, PAPCO elects two new officers, Chair and Vice Chair, to serve a one year term from July through June. PAPCO also annually elects two representatives, one to serve on the Alameda CTC Citizen's Watchdog Committee (CWC) and one to serve on the East Bay Paratransit Consortium Service Review Advisory Committee (SRAC). PAPCO held elections on June 23, 2014.

Shortly after the June 23rd election, staff received feedback that PAPCO's existing election process with ballots that are not read aloud is inconsistent with the Brown Act. Alameda CTC's administrative code states that its public meetings are to be conducted in accordance with the Brown Act and PAPCO's election process and draft bylaws for FY 2014-15 have been revised. Although the election was not invalid, our legal counsel recommended that the FY 2014-15 elections be held again in July. The members that were elected in June were promptly notified of the decision.

## Background

PAPCO officers and representatives receive a great deal of support from Alameda CTC staff and no one should feel too inexperienced to run. Staff can assist with writing notes for any presentation the PAPCO officers or CWC and SRAC representatives make at PAPCO or other meetings.

For PAPCO meetings, every month staff draws up agendas with the input of the Chair and Vice Chair and meets to go over them at an “agenda planning session.” The agenda planning session is also a chance to discuss and plan how the meeting will be run. The roles and responsibilities of each elected seat are outlined below:

### ***PAPCO Chair***

- Provides overall leadership to PAPCO
- Facilitates the monthly PAPCO meetings to ensure full and fair participation from all members
- Weighs in on all decisions of PAPCO and provides opinion
- Participates in a monthly planning session with staff to plan PAPCO's agenda
- Participates with staff to plan the annual mobility workshop
- When possible, attends ParaTAC meetings to represent PAPCO view and update ParaTAC on key PAPCO actions
- Participates in most subcommittees
- Provides monthly reports to the Alameda CTC Commission
- Eligible for up to four per diems per month for PAPCO, TAC, and Commission meetings
- Eligible for additional per diems for eligible subcommittees

### ***PAPCO Vice Chair***

- Provides overall leadership to PAPCO
- Assists the PAPCO Chair to ensure full and fair participation from all Committee members
- Participates in a monthly planning session with staff to plan PAPCO's agenda
- Participates with staff to plan the annual mobility workshop
- Participates in some subcommittees
- Eligible for up to two per diems per month for PAPCO and Commission meetings, or four if filling in for Chair
- Eligible for additional per diems for eligible subcommittees

- Actively participates in outreach efforts

Estimated Time Commitment per month: 8 – 10 hours per month (can vary depending on how many “extra” meetings are attended)

### ***Citizen’s Watchdog Committee Appointee***

- Participates in CWC meetings, usually held quarterly on the second Monday of the month from 6:30 – 8:30pm
- Responsible for scrutinizing all Alameda CTC expenditures and reporting directly to the public on how Measure B funds are spent, including paratransit funding
- Responsible for updating PAPCO on CWC actions and activities
- Eligible for per diem for CWC meeting

Estimated Time Commitment per Quarter: 4 – 8 hours

### ***East Bay Paratransit Service Review Advisory Committee Appointee***

- Participates in SRAC meeting on the first Tuesday of the month, approximately every other month, from 12:30 – 3:00pm
- Responsible for representing PAPCO position on decisions
- Responsible for updating PAPCO on SRAC actions and activities

Note: If the PAPCO member who is elected as the SRAC representative is already a member of the SRAC, but not the PAPCO representative, they will give up their original SRAC seat to become the PAPCO representative to SRAC. When their term as PAPCO representative to SRAC ends, they will need to reapply to be a member of SRAC.

Estimated Time Commitment per quarter: 3 – 5 hours

**Fiscal Impact:** There is no fiscal impact.

### **Staff Contacts:**

[Jacki Taylor](#), Program Analyst

[Naomi Armenta](#), Paratransit Coordinator

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# Memorandum

4

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**DATE:** July 28, 2014

**SUBJECT:** Measure B Special Transportation for Seniors and People with Disabilities (Paratransit) Gap Grant Cycle 5 Funding

**RECOMMENDATION:** Approve the request for Gap Grant funding.

## Summary

The 2000 Measure B Transportation Expenditure Plan (TEP) provides funds for special transportation for seniors and people with disabilities (Paratransit). A total of 10.45% of net revenues is allocated for Americans with Disabilities Act (ADA) mandated and non-mandated services to improve transportation for individuals with special transportation needs. Within this amount, 1.43% of net Measure B revenues are designated as discretionary (competitive) grant (Gap Grant) funds to reduce differences that might occur based on the geographic residence of individuals needing paratransit services.

The Alameda CTC Commission approved the Paratransit Gap Grant Cycle 5 Program Guidelines at its January 24, 2013 meeting. The Guidelines allocated \$50,000 annually, for fiscal years 2013-14 and 2014-15, for capital purchases. The Ala Costa Centers is requesting \$15,500 in Gap Grant funds to facilitate purchasing a medium-sized non-accessible van that would carry 12 ambulatory passengers. The van will be used for continued community-based and functional life skills programs for children and young adults with developmental disabilities. Staff recommends the Paratransit Advisory and Planning Committee (PAPCO) recommend the Alameda CTC Commission approve \$15,500 of Measure B Paratransit Gap Grant funds.

## Background

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

At its January 24, 2013 meeting, the Alameda CTC Commission approved the Paratransit Gap Grant Cycle 5 Program Guidelines, covering a period from July 1, 2013 to June 30, 2015. The Cycle 5 Gap Grant Program encouraged local agencies and non-profits to submit proposals/applications that support multi-jurisdictional approaches and non-traditional transportation options, such as volunteer driver and taxi programs as well as mobility management types of activities which improve consumers' ability to access services and/or improve coordination between programs.

Through the Cycle 5 program, approximately \$2 million was allocated to projects through a competitive call-for-projects. The Cycle 5 Guidelines allocated a total of \$150,000 annually, for FYs 2013-14 and 2014-15, to the following three (3) categories, as follows:

- \$50,000 for matching funds to assist applicants in acquiring non-Alameda CTC grants;
- \$50,000 for capital purchasing funds to assist applicant in making a capital purchase; and
- \$50,000 for Paratransit Implementation Guidelines assistance.

In Fiscal Year (FY) 2013-14, the Alameda CTC received and approved one grant application for \$19,373 for the Bay Area Outreach & Recreation Program (BORP) for capital purchasing funds and one application from AC Transit for \$50,000 of grant matching funds. For FY

2013-2014, the grant matching funds were fully utilized, the remaining balance for capital purchasing funds was \$30,627, and there were no requests for Paratransit Implementation Guidelines assistance. This is the first request in FY 2014-15 for capital purchase funds.

### ***Ala Costa Centers***

The mission of Ala Costa Centers is to empower children and young adults with developmental disabilities to find, use, and express their unique skills and talents while supporting their families. Ala Costa was started in 1972 as an alternative to institutionalizing children with special needs. Ala Costa works closely with each student's school, parent, therapist, and case worker in order to provide the highest level of effective support to address goals. Unlike other organizations of its kind, Ala Costa provides programs for both children and adults, providing a seamless transition of support from graduation into adulthood. Ala Costa's Centers are located in Oakland, Berkeley and Alameda, serving youth throughout Alameda and Contra Costa Counties.

In June 2014, the Ala Costa Centers requested \$15,500 in Gap Grant funds to facilitate purchasing a medium sized non-accessible van that will carry 12 ambulatory passengers to replace a similar van that was stolen. The proposed vehicle will not have a ramp or lift, but currently Ala Costa has just one student with a mobility device.

The vehicle is estimated to cost a minimum of \$22,000 (based on the price of a similar van from a local vendor) and to date \$5,000 in donations from members of the community have been received. Ala Costa also received an insurance payout of \$10,500 from their insurance provider towards the purchase of a replacement van. The requested Gap grant funding in the amount of \$15,500 would allow Ala Costa to purchase a van and any necessary additions (e.g. seat belts) for up to a maximum amount of \$31,000. The van is needed to transport students to its Oakland, Alameda and San Leandro locations and for activities such as travel training and group trips. The van would be in service 15 hours a week during the school year and 40 hours a week in the summer,

averaging 24 one-way trips per day. The vehicle mileage ranges from 15 miles a day during the school year up to 300 miles a day in the summer. The application notes that in March 2014, Ala Costa's van was stolen from its Oakland center. Although the police recovered the van, it was determined by the insurance company that the van was not repairable. To protect the replacement vehicle, it will be stored at a secure site in Berkeley (the Ed Roberts Campus). Ala Costa has a suite there and has access to the secured / locked underground parking garage.

Without a vehicle, the students at the Oakland site have not been able to go out in the community due to a lack of transportation. There is currently no public transportation in or around the area that would allow clients to access Ala Costa's Oakland site, which is located on a steep hill that lacks sidewalks in some areas. Many of the Ala Costa students, in addition to their developmental disabilities, also have physical, mental, and emotional difficulties that make it unsafe for them to navigate the walk.

Staff has reviewed the application for eligibility and appropriateness for Gap funding. Although capital funds have not previously been provided for a non-accessible vehicle, the Alameda CTC has approved operational funding for programs that are not always wheelchair accessible (e.g. taxi subsidies and volunteer driver programs) but that do serve seniors and people with disabilities. Staff recommends PAPCO recommend Commission approval for \$15,500 of Cycle 5 Gap Grant funding to Ala Costa towards the purchase of a vehicle.

**Fiscal Impact:** The fiscal impact for approving this item is \$15,500, which was included in the budget adopted for FY 2014-15.

### **Staff Contacts**

[Naomi Armenta](#), Paratransit Coordinator

[Jacki Taylor](#), Program Analyst





# PAPCO Calendar of Events for July through September 2014

6.1

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## Full Committee Meetings

- **Regular PAPCO monthly meeting:**  
Monday, July 28, 2014, 1 to 3:30 p.m., Alameda CTC
- **Regular ParaTAC monthly meeting:**  
Tuesday, September 9, 2014, 9:30 to 11:30 a.m., Alameda CTC
- **Regular PAPCO monthly meeting:**  
Monday, September 22, 2014, 1 to 3:30 p.m., Alameda CTC

## Outreach

Date	Event Name	Location	Time
7/3/14	Alameda County Fair Senior Day	Alameda County Fairgrounds, 4501 Pleasanton Avenue, Pleasanton, CA 94566	1:00 p.m. – 5:00 p.m.
7/15/14	Presentation	Allen Temple Arms, 8135 International Boulevard, Oakland, CA 94621	11:00 a.m. – 12:00 p.m.
7/17/14	USOAC Healthy Living Festival	Oakland Zoo, 9777 Golf Links Road, Oakland, CA 94605	8:00 a.m. – 2:00 p.m.
7/23/14	Presentation	Downtown Oakland Senior Center, 200 Grand Avenue, Oakland, CA 94610	9:30 a.m. – 10:30 a.m.
8/6/14	Healthy Aging Fair	Chabot College, 25555 Hesperian Boulevard, Hayward, CA 94545	10:00 a.m. – 2:30 p.m.

<b>Date</b>	<b>Event Name</b>	<b>Location</b>	<b>Time</b>
8/16/14	Health Fair	Allen Temple Baptist Church, 8501 International Boulevard, Oakland, CA 94621	10:00 a.m. – 3:00 p.m.
8/27/14	Open House and Resource Fair	Mastick Senior Center, 1155 Santa Clara Avenue, Alameda, CA 94501	4:00 p.m. – 6:00 p.m.
9/19/14	Senior Resource Fair	San Leandro Senior Community Center, 13909 East 14th Street, San Leandro, CA 94578	10:00 a.m. – 1:00 p.m.

PAPCO members 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 for Fiscal Year 2013-14**

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

## **Topic: PAPCO Development and Outreach**

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

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

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

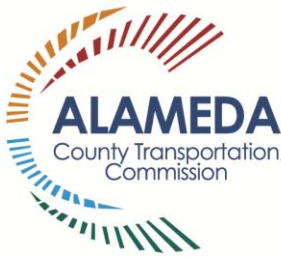
<b>Topic: Program Policy Oversight</b>			
<b>Goal: Continue policy oversight over pass-through and grant programs</b>			
<b>Actions</b>	<b>Completed</b>	<b>In-Progress</b>	
Receive Gap grant summary report in October	x		
Receive reports from Gap Cycle 5 recipients		x	
Participate in any discussions on amending Implementing Guidelines	x		
Participate in any discussions on funding formula	x		
Receive an annual update on the HDTs and WSBTS programs	x		

<b>Topic: Fiduciary Oversight</b>			
<b>Goal: Continue fiduciary oversight over pass-through and grant funding</b>			
<b>Actions</b>	<b>Completed</b>	<b>In-Progress</b>	
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		

<b>Topic: Coordination with Local and Regional Partners</b>			
<b>Goal: Communicate with local and regional partners on planning efforts and policy discussions</b>			
<b>Actions</b>	<b>Completed</b>	<b>In-Progress</b>	
Participate in joint discussion with ParaTAC at Joint meetings	x		
October	x		
February	N/A		
April			
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		<b>x</b>
Continue to be available to assist LAVTA with Driver Training and related items		<b>x</b>
Ensure that taxi providers have access to resources such as pocket guides from Easter Seals Project ACTION		<b>x</b>



### **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
- Vacant
- 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  
MAY 6<sup>TH</sup>, 2014 MINUTES**

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

SRAC members present: Janet Abelson, Sharon Powers, Harriette Saunders, Peter Crockwell, Robert L. Kearney, Jr., Patricia Affonso, Roberta Tracy, Shawn Fong, Janet Bilbas, Micheal Pope.

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

Members of the public present: Verlinda Simon, Mary Lawrence, Arnold Brillinger, Naomi Armenta, Myralyn Grant, Gary Brown, Evelyn Provost, David Gardiner, BART Director Robert Raburn.

**2) Approval of SRAC Minutes from March 4<sup>th</sup>, 2014 meeting**

**MOTION:** Saunders/Kearney to approve the March 4, 2014 minutes. Unanimous.

**3) Public Comments**

Myralyn Grant asked how she can obtain change, if all she has to pay her fare is a \$10 bill. Mark Weinstein explained EBPC drivers do not make change, as noted in the Riders Guide. Riders must pay their fare with exact change or paratransit fare tickets.

Evelyn Provost commented she was not picked up three times in a row from her church services.

Verlinda Simon said she felt riders wanting to come to a SRAC meeting or traveling to the Broker's office to purchase fare tickets should not be charged a fare. She also objected to fares being charged when trip pick-ups are very late.

Daniel Gardiner noted the new smaller buses do not have arm rests, making it more difficult to hold on.

Arnold Brillinger said he generally has positive things to say about EBPC, but did want to comment on a situation he felt reflected poor scheduling. When he was picked up, two other riders were already on the van, having been picked up in East Oakland, and then came to Alameda for Arnold. After he boarded, the van returned to East Oakland. He felt the two riders should have been picked-up and dropped off in East Oakland, prior to coming for him.

#### **4) Presentation by Scott Witt of Unified Dispatch (UDI) on activation of the Interactive Voice Response (IVR) system at East Bay Paratransit**

- **Overview of IVR**
- **Selection of volunteers to participate in the testing**

Mallory Nestor-Brush introduced Scott Witt from United Dispatch (UDI) which is the company that will activate the Interactive Voice Response System (IVR) at EBPC. She noted the system was installed in December 2012 but was not activated pending acceptance of a scheduling software upgrade.

Scott said UDI is a transit based company. Their largest installation of IVR is New York City.

Two call functions will be activated at EBPC:

- Night before calls, which is what will be undertaken by EBPC now
- Imminent arrival calls which are triggered by the driver and scheduling system. These notify a waiting rider that the van is close.

Only demand trips will receive a night before reminder – not standing order trips, which have a special coding recognized by IVR. Part of the set-up will be ensuring phone numbers are in the right fields in the customer data base and contain ten digits.

Once preliminary set-up functions have been accomplished, testing will begin. This will include a pilot testing using staff members; then an expanded testing with a group of riders.

Scott mentioned a few considerations about the IVR system leaving messages:

- If a person picks up the phone, the message will be played and will be counted as a successful attempt. Riders will need to tell individuals living in the same house with them to give the rider any messages they pick up on their behalf.
- The system can detect an answering machine, but if there is a break after the initial “hello”, the system will start playing the message. This can result in the rider hearing only a partial message. Another problem occurs when an answering machine or cell phone tells the IVR system to respond in some fashion; i.e. “press 1”

Mallory said she wanted to clarify that EBPC policies/procedures will not change. Riders will still need to be ready at the start of their pick-up window, whether they received a night before call successfully or not. Staff will investigate riders who comment they are not receiving their messages, in an attempt to ensure the night before calls reach the maximum number of riders scheduled for the next day.

In response to questions, Scott or staff made the following comments:

- The IVR system is currently not set up to ask if the rider is the person who answered the phone.
- The system will be rolled out in English, with a plan to add Spanish and Asian languages after we see how it works in English. Riders are asked their language preference when certified.
- For imminent arrival calls, there are two methods: the call is triggered from the scheduling system and automated vehicle locator (AVL) system; or the driver can trigger the call when he thinks it's appropriate. Both have pros and cons.
- Riders waiting outside their house who do not or cannot use cell phones likely will miss imminent arrival calls.
- IVR cannot be used to call riders when their pick-up is late.

Volunteers for testing include: Harriette Saunders; Patricia Affonso; Peter Crockwell; Arnold Brillinger; Daniel Gardiner; and Evelyn Provost. Mary Rowlands mentioned Don Queen also volunteered.

Volunteers were asked to provide detailed descriptions on what happened.

#### **5) Presentation by the Paratransit Broker's Operations Manager, Rashida Kamara on departmental activities and efforts**

Rashida mentioned her departmental functions include:

- Centralized dispatch
- Scheduling
- Complaints Process, in conjunction with Call Center Manager Janice Carter
- Road Supervisors
- Vehicle maintenance monitoring

In response to questions, Rashida gave the following explanations:

One service provider is currently retrofitting the seats to include arm rests.

Steps should not be slanted downwards when a rider exits the vehicle. She will ask the road supervisors to test some the steps on some vehicles.

#### **6) Broker's Report**

Mark Weinstein reviewed performance data, noting:

- Demand is about 12,000 passengers less through Quarter 3 of this year compared to last.
- Productivity is about the same from last year to this year.
- Complaints are down, particularly about vehicles, reflecting the new vehicles entering the fleet.

He also commented that the Broker's office has been doing some team building and morale boosting activities.

Comments to the Broker:

- It would be good to do some analysis to discover why demand has dropped.
- If drivers don't use the shoulder strap on wheelchair riders, they may fall out of their chair.
- Riders who are classified as a no-show on the going trip, should not have all other trips that day cancelled.

## **7) Staff Updates:**

Laura Timothy said the annual customer survey is starting with calls beginning May 8<sup>th</sup>.

Mallory Nestor-Brush said EBPC has submitted their claim for FY 14/15 Measure J funding. This is a Contra Costa County tax measure. EBPC will receive about \$235,000.

Laura said she's been working with the University of California on behalf of a rider who wants to go to various buildings on campus. It's difficult with EBPC's scheduling system because it cannot geocode locations without addresses and the Cal campus buildings don't have addresses.

Rashida explained the steps taken and the outcome to evaluate locations that were coded for sedan only service because of their layout.

**8) SRAC member comments.** Carried over to next meeting.

**9) SRAC Adjournment/Next Meeting.**

The meeting adjourned at 2:30 pm. The next meeting is July 1, 2014.

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

	<b>FY 12/13 July-May</b>	<b>FY 13/14 July- May</b>
<b>Ridership Statistics</b>		
Total Passengers	659,116	646,684
ADA Passengers	562,241	555,362
% Companions	1.3%	1.3%
% of Personal Care Assistants	13%	13%
Average Passengers/ Weekday	2,460	2,409
Average Pass/ Weekend & Holidays	857	837

**Scheduling Statistics**

% Rider Fault No Shows & Late Cancels	2.7%	3.0%
% of Cancellations	23.6%	22.9%
Go Backs/ Re-scheduled	8,187	8,881

**Effectiveness Indicators**

Revenue Hours	376,006	370,574
Passengers/Revenue Vehicle Hour	1.75	1.75
ADA Passengers per RVHr.	1.50	1.49
Average Trip Length (miles)	10.43	10.69
Average Ride Duration (minutes)	40.1	40.0
Total Cost	\$31,507,406	\$31,228,825
Revenue Miles	5,864,466	5,934,281
Total Cost per Passenger	\$47.80	\$48.29
Total Cost per ADA Passenger	\$56.04	\$56.23
Total Cost per Revenue Hour	\$83.79	\$84.27

**On Time Performance**

Percent on-time	92.6%	91.1%
Percent 1-20 minutes past window	5.9%	7.0%
% of trips 21-59 minutes past window	1.3%	1.7%
% of trips 60 minutes past window	0.12%	0.13%

**Customer Service**

Total Complaints	2,970	2,908
Timeliness	946	1,109
Driver Complaints	1,007	1,070
Equipment / Vehicle	142	69
Scheduling and Other Provider Complaints	313	236
Broker Complaints	562	424
Commendations	1,539	1,366

**Safety & Maintenance**

Total accidents per 100,000 miles	3.79	4.13
Roadcalls per 100,000 miles	5.85	5.11

**Eligibility Statistics**

Total ADA Riders on Data Base	17,245	17,161
Total Certification Determinations	4,375	4,624
Initial Denials	174	195
Denials Reversed	9	21

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

**WHEELS Accessible Advisory Committee**

*Special Meeting*

**DATE:** Wednesday, May 7, 2014

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

**TIME:** 3:30 p.m.

**MINUTES**

**1. Call to Order**

The Chair Carmen Rivera-Hendrickson called the meeting to order at 3:36 pm.

Members Present:

Herb Hastings	Alameda County
Sue Tuite	Alameda County – Alternate
Connie Mack	City of Dublin
Shawn Costello	City of Dublin
Russ Riley	City of Livermore
Esther Waltz	City of Livermore
Nancy Barr	City of Livermore – Alternate
Carmen Rivera-Hendrickson	City of Pleasanton
Pam Deaton	Social Services

Staff Present:

Christy Wegener	LAVTA
Kadri Kulm	LAVTA
Pat McNiff	MTM
Jim Wood	MTM
Juana Lopez	MTM

**2. Citizens' Forum: An opportunity for members of the audience to comment on a subject not listed on the agenda (under state law, no action may be taken at this meeting)**

None

**4. Minutes of the May 7 Meetings of the Committee**

Minutes Approved. (Waltz/Costello)

**5. WAAC Recruitment**

WAAC members reviewed the received applications for FY 2015 WAAC membership positions, and offered their feedback. The board of directors will ratify the appointments at their June meeting.

**5. Status Report on ADA Paratransit Operations Contractor Transition**

MTM representatives gave an overview of the first seven days of providing the Wheels Dial-A-Ride service. The volume of phone calls to MTM's call center during the first few days of the service was considerably higher than expected. WAAC members requested to have a special meeting/webinar that will demonstrate to them how MTM's scheduling software works. Staff will set up the special meeting for early June.

**5. PAPCO Report**

Esther Waltz gave an overview of the latest PAPCO meeting. PAPCO approved the program funding recommendations.

**5. Bus Stop ADA Improvements**

Staff updated the committee that Dublin and Pleasanton bus stop ADA improvements are now 95% design, and the construction is expected to start in the summer. There are five stops in Pleasanton and five in Dublin. Committee members were interested in seeing pictures of the bus stops.

**6. Operations Issues – Suggestions for Changes**

Herb Hastings reported that his companion was asked to pay for a transfer on Wheels Fixed route bus.

**7. Adjourn**

The meeting was adjourned at 5 pm.



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

**WHEELS Accessible Advisory Committee**

*Special Meeting*

**DATE:** Wednesday, June 4, 2014

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

**TIME:** 3:30 p.m.

**MINUTES**

**1. Call to Order**

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

Members Present:

Herb Hastings	Alameda County
Sue Tuite	Alameda County – Alternate
Connie Mack	City of Dublin
Shawn Costello	City of Dublin
Russ Riley	City of Livermore
Esther Waltz	City of Livermore
Nancy Barr	City of Livermore – Alternate
Carmen Rivera-Hendrickson	City of Pleasanton
Claire Iglesias	City of Pleasanton – Alternate

Staff Present:

Christy Wegener	LAVTA
Kadri Kulm	LAVTA
Juan Raygaza	MTM
Jim Wood	MTM
Juana Lopez	MTM

**2. Citizens' Forum: An opportunity for members of the audience to comment on a subject not listed on the agenda (under state law, no action may be taken at this meeting)**

None

**4. Minutes of the May 7 Meetings of the Committee**

Item moved to July 2<sup>nd</sup> meeting

**5. MediRoutes Webinar**

MTMs staff demonstrated the MediRoutes scheduling and dispatching software to the WAAC members, and the WAAC members asked questions about it.

**6. Adjourn**

The meeting was adjourned at 5 pm.

# Can Travel Training Services Save Public Transportation Agencies Money?

KAREN WOLF-BRANIGIN, MICHAEL WOLF-BRANIGIN, J. D. CULVER, AND KEVIN WELCH

*K. Wolf-Branigin is Director of Training and Technical Assistance, Easter Seals Project ACTION, Washington, D.C. M. Wolf-Branigin is Associate Professor of Social Work, George Mason University, Fairfax, Virginia. Culver is Director of Mobility Options, and Welch is Assistant to the Director of Mobility Options, Paratransit, Inc., Sacramento, California.*

**T**ravel training services can offer public transportation agencies an alternative to providing increasingly costly paratransit service to customers with disabilities. Research to understand the outcomes and financial implications of travel training services, however, has been scant. To address this issue, a cost-benefit model was tested to measure the value that travel training services can provide to transportation agencies.

## Problem

Paratransit is a transportation service that is provided in response to the particular needs of individual travelers, not according to a fixed schedule or route. Public transportation agencies offer paratransit service to customers with disabilities, in compliance with the requirements of the Americans with Disabilities Act (ADA). The service may use a

minibus or taxi, for example, that is dispatched at the request of a customer.

ADA paratransit costs are growing rapidly and represent a financial challenge for many public transportation agencies—ADA paratransit trips are more costly than fixed-route trips. Travel training for ADA paratransit customers is a means of reducing transportation agency costs by equipping and encouraging these customers to travel on the fixed-route system.

## Application

Travel training services started in the 1970s and have been delivered and funded by public transportation agencies, school districts, and human services organizations. No wide-scale studies have been conducted to understand the benefits that customers or transit agencies receive from the services. The New

The Washington Metropolitan Area Transportation Authority in Washington, D.C., provides travel training for people with disabilities—here, reviewing fares, maps, and accessibility onsite at a Metrorail station.



PHOTO: LARRY LEVIN/WMATA

Freedom Program, initiated under the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users, encouraged start-ups of travel training programs, presenting opportunities for rigorous research.

The research project described here applied the Easter Seals Project ACTION definition of travel training services, which comprise one or more of three distinct activities:

1. Instruction about how to travel from a specific origin to a specific destination—this involves designing a highly individualized path of travel and delivering route instructions on the street and on transit vehicles.
2. A general overview and orientation to a public transportation system—this covers such tasks as reading a schedule, identifying a stop location, purchasing the fare, and using the transit vehicle's features.
3. Instruction on how to use personal mobility devices on public transportation—this includes safely boarding, riding, and alighting vehicles.

The research started with the hypothesis that ADA paratransit customers who learn how to ride fixed-route vehicles for some or all of their trips will save public transportation agencies money. A cost-benefit model was developed to test the hypothesis.

## Solution

Two studies were conducted. The purpose of the first was to define a general cost-benefit model to assist key stakeholders in their decisions about beginning, sustaining, and expanding travel training services. The second study tested the model.

In the first study, researchers convened an expert panel to identify the costs and monetary benefits of providing travel training services (1). The costs and monetary benefits became components of the cost-benefit model. The expert panel comprised four groups: administrators from public transportation agencies or their subcontractors, travel trainers, recipients of travel training services, and other transportation professionals familiar with travel training services.

The panel participated in two teleconferences, each lasting one hour. The panel's work resulted in templates for calculating benefit-cost ratios from the perspectives of the customer, the public transportation agency or subcontractor, and the community. The panel reviewed the drafts, and the final set of templates and formulas incorporated their comments. From these findings, the researchers devel-



PHOTOS: PARATRANSIT, INC.

Travel training familiarizes people with disabilities with transit use, assisting in the transition from paratransit services.

oped algorithms for calculating the benefit-cost ratio from the stakeholders' perspectives.

The second study involved partnering with an experienced organization to provide contractual travel training services to three public transportation agencies in two Western states. The organization's experience in collecting, analyzing, and reporting data about travel training services ensured an appropriate environment for the study.

The components of the cost-benefit model for public transportation agencies included the following:

- ◆ Cost of vehicles and equipment to provide travel training services (represented in the calculation as the variable *a*)—for example, the personal or agency vehicle used by the travel trainer, the mileage, and the parking fees incurred during the travel training;
- ◆ Cost of the travel training personnel (variable *b*)—for example, the salaries and benefits of the travel trainers, the administrative personnel, continuing education, drug testing, and background checks;



**TABLE 1 Benefit–Cost Calculations for Three Transportation Agencies**

Agency	Annual Benefit (\$)	Annual Cost (\$)	Benefit–Cost Ratio	Net Benefit (\$)
1	389,561	187,739	2.07	201,822
2	1,101,817	760,517	1.45	341,300
3	589,000	148,082	3.98	440,918

◆ Cost of supplies, equipment, and occupancy (variable  $c$ ), such as office supplies, printing, information technology, and occupancy;

◆ Increased taxes paid by customers (variable  $y$ )—the portion of taxes paid by customers that is allocated to public transportation; for example, tax revenue will increase if travel training increases job opportunities or causes training recipients to spend a greater share of their income at local businesses; and

◆ Cost avoidance (variable  $z$ )—the cost of the paratransit trips not provided minus the cost of the fixed-route trips taken instead.

The benefit and cost calculations were as follows:

$$\text{Benefits} = y + z$$

$$\text{Costs} = a + b + c$$

$$\text{Benefit/cost ratio} = (y + z) / (a + b + c)$$

$$\text{Net benefit} = (y + z) - (a + b + c)$$

The calculations for the three transportation agencies are shown in the table above. The data indicate that for every \$1.00 used to purchase travel training services from the agency, Agency 1 saved or diverted \$2.07; Agency 2 saved or diverted \$1.45; and Agency 3 saved or received \$3.98. The savings in large part result from the travel trainers' abilities to teach customers how to use fixed-route transit

successfully—instead of relying on paratransit—for some or all of their trips.

Each of the agencies realized positive benefit–cost ratios. Reasons for the differences in the ratios included economies of scale, distances traveled, and the costs of the fixed-route and paratransit services.

## Advantages

Applying the cost–benefit model clarified the value of travel training services paid for by public transportation agencies. The model also provided information to a variety of stakeholders interested in the following:

◆ Measuring improvements in community livability for people with disabilities who are able to use a less restrictive mode of transportation;

◆ Assisting public transportation agencies in making decisions about funding a travel training program and to what extent;

◆ Saving the financial resources of public transportation agencies; and

◆ Contributing to the sustainability of local transportation systems.

In short, travel training services can save public transportation agencies money.

*For additional information, contact Karen Wolf-Branigin, Easter Seals Project ACTION, 1425 K Street, NW, Suite 200, Washington, DC 20005; 202-347-3066; [kwolfbranigin@easterseals.com](mailto:kwolfbranigin@easterseals.com).*

## Reference

1. Wolf-Branigin, K., and M. Wolf-Branigin. A Travel Training Cost–Benefit Model for People with Disabilities, Public Transportation Agencies, and Communities. In *International Conference on Mobility and Transport for Elderly and Disabled Persons Conference Proceedings*, 2010.

EDITOR'S NOTE: Appreciation is expressed to Joseph R. Morris, Transportation Research Board, for his efforts in developing this article.

Suggestions for "Research Pays Off" topics are welcome. Contact G. P. Jayaprakash, Transportation Research Board, Keck 488, 500 Fifth Street, NW, Washington, DC 20001 (202-334-2952; [gjayaprakash@nas.edu](mailto:gjayaprakash@nas.edu)).

Transit agencies and other stakeholders can use a cost–benefit model to measure the improvements in community livability for people with disabilities who have participated in a travel training program.



PHOTO: PARATRANSIT, INC.

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