



# 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, September 22, 2014, 1:00 p.m.**

**1111 Broadway, Suite 800**

**Oakland, CA 94607**

***Please note that the Monday, September 22, 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.

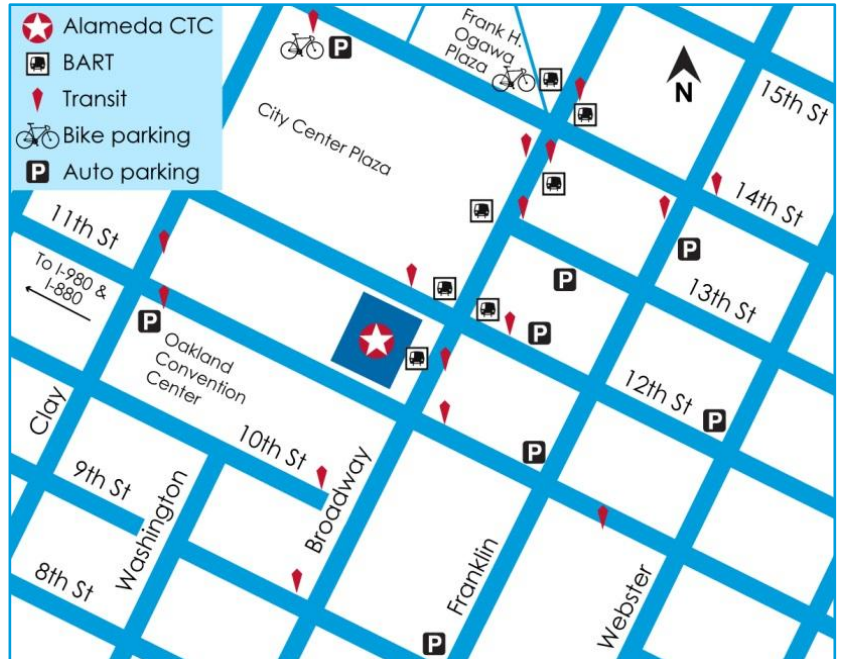
## Recording of Public Meetings

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, September 22, 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

**Page A/I**

1:15 – 1:55 p.m. **3. Administration**  
Chair

**3.1.** July 28, 2014 PAPCO Meeting Minutes 1 A

Recommendation: Approve the  
July 28, 2014 PAPCO meeting  
minutes.

**3.2.** Meeting Process Changes I

The Committee will review minor  
meeting process changes  
recommended by Alameda CTC  
administration.

**3.3.** FY14-15 PAPCO Work Plan 9 A

The Committee will have the  
opportunity to discuss and finalize  
the FY14-15 PAPCO Work Plan.

Recommendation: Approve the FY  
14-15 PAPCO Work Plan.

1:55 – 2:25 p.m. Guest Speaker	<b>4. Gap Grant Cycle 5 Program Report: Volunteer Assisted Senior Transportation Program</b>		I
	The Committee will receive a Gap Grant Cycle 5 program report from the Volunteer Assisted Senior Transportation Program.		
2:25 – 2:45 p.m. PAPCO	<b>5. Member Reports on PAPCO Mission, Roles, and Responsibilities Implementation</b>		
	<b>5.1.</b> PAPCO Calendar of Events	19	I
	<b>5.2.</b> PAPCO Appointments	21	I
2:45 – 3:00 p.m.	<b>6. Committee Reports (Verbal)</b>		
Sharon Powers	<b>6.1.</b> East Bay Paratransit Service Review Advisory Committee (SRAC)		I
Herb Hastings	<b>6.2.</b> Citizens Watchdog Committee (CWC)		I
	<b>7. ADA Mandated Program and Policy Reports</b>		
	<b>7.1.</b> July 1, 2014 East Bay Paratransit Service Review Advisory Committee Meeting Minutes	23	I
3:00 – 3:30 p.m.	<b>8. Information Items</b>		
Staff	<b>8.1.</b> Mobility Management – ESPA Taxicab Info Brief	29	I
Krystle Pasco	<b>8.2.</b> Outreach Update		I
Staff	<b>8.3.</b> Transportation Expenditure Plan Update		I
Staff	<b>8.4.</b> 2014 Annual Mobility Workshop		I

Update

Staff

**8.5.** Other Staff Updates

I

**9. Draft Agenda Items for October 27, 2014  
PAPCO Meeting**

I

**9.1.** Gap Grant Cycle 5 Progress Report

**9.2.** Convene 5310 Review  
Subcommittee

3:30 p.m.

**10. Adjournment**

**Next PAPCO Meeting:** October 27, 2014

**Next Joint PAPCO/ParaTAC Meeting:** October 27, 2014

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

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# Paratransit Advisory and Planning Committee Meeting Minutes Monday, July 28, 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

A 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

P Suzanne Ortt

P Thomas Perez

P Sharon Powers

A Vanessa Proee

P Carmen Rivera-  
Hendrickson

P Michelle Rousey

P Harriette

Saunders

A 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:

Dana Bailey, City of Hayward Paratransit Program; Lee Conway, Public Advocate; Jennifer Cullen, Senior Support Program of the Tri-Valley; Elena Nicklasson, On Lok Lifeways

## MEETING MINUTES

### 1. Welcome and Introductions

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

### 2. Public Comment

Lee Conway noted that he is a resident of the Montclair neighborhood of Oakland and was introduced to Alameda CTC's work at the Montclair Farmers' Market. He is interested in getting more information about paratransit and getting involved with PAPCO to share with his neighbors. He is also interested in a bicycle path in the Oakland hills area. Lastly, he noted that he received his PhD from UC Berkeley in the area of mobility and would like to use his expertise in PAPCO as much as possible.

### **3. Administration**

#### **3.1. June 23, 2014 PAPCO Meeting Minutes**

*Harriette Saunders moved to approve the June 23, 2014 PAPCO Meeting minutes as written. Sandra Johnson-Simon seconded the motion. The motion passed (12-0-1; Member Carmen Rivera-Hendrickson abstained). Members Shawn Costello, Herb Hastings, Joyce Jacobson, Sandra Johnson-Simon, Suzanne Ortt, Thomas Perez, Sharon Powers, Carmen Rivera-Hendrickson, Harriette Saunders, Will Scott, Sylvia Stadmire, Esther Waltz and Hale Zukas were present.*

#### **3.2. PAPCO Bylaws**

Naomi Armenta reviewed the PAPCO Bylaws and members discussed and proposed amendments.

Questions and feedback from PAPCO members:

- Section 1.1.3 – Include “incorporated” to now read “One representative from each of the other 13 incorporated cities in Alameda County.”
- Section 1.7 – Remove “Citizens Advisory Committee (CAC)” section.
- Section 1.7 (formerly Section 1.8) – Include “personally” and remove “in any way” to now read “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 from the sales tax.”
- Section 1.15 – Include “The” to now read “The transportation or transportation-related program specified in the

Expenditure Plan for funding on a percentage-of-revenues basis or grant allocation.

- Section 4.2 – Remove “In the event of multiple nominations, the vote shall be by roll call.”

*Esther Waltz moved to approve the PAPCO Bylaws with the exception of Section 4.2 as written. Jonah Markowitz seconded the motion. The motion passed (10-2-3; Members Sandra Johnson-Simon and Harriette Saunders opposed; Members Herb Hastings, Suzanne Ortt and Carmen Rivera-Hendrickson abstained).*

*Esther Waltz moved to approve the amendments made to Section 4.2 of the PAPCO Bylaws. Jonah Markowitz seconded the motion. The motion passed (11-3-1; Members Shawn Costello, Joyce Jacobson and Suzanne Ortt opposed; Member Carmen Rivera-Hendrickson abstained). Members Shawn Costello, Herb Hastings, Joyce Jacobson, Sandra Johnson-Simon, Jonah Markowitz, Suzanne Ortt, Thomas Perez, Sharon Powers, Carmen Rivera-Hendrickson, Michelle Rousey, Harriette Saunders, Will Scott, Sylvia Stadmire, Esther Waltz and Hale Zukas were present.*

### **3.3. FY 2014-15 PAPCO Elections**

Naomi Armenta reviewed the PAPCO Officer roles and responsibilities. She also noted that the memo is located in the agenda packet.

Naomi then reviewed the Brown Act and noted that PAPCO will be updating their elections process moving forward and will no longer use secret ballots. Staff believes that PAPCO's previous officer elections were valid, but Alameda CTC's legal counsel has recommended redoing the election. Candidates were notified of the reelection. Naomi then commenced the nomination process.

PAPCO members nominated the following members:

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

- Shawn Costello, Herb Hastings, and Esther Waltz as the Citizens Watchdog Committee (CWC) representative

*The committee elected the following officers and committee representatives:*

- *Sylvia Stadmire, PAPCO Chair*
- *Will Scott, PAPCO Vice Chair*
- *Sharon Powers, SRAC Representative*
- *Herb Hastings, CWC Representative*

#### **4. 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 medium sized non-accessible van for ambulatory passengers.

Questions and feedback from PAPCO members:

- I am concerned that no staff member from the Ala Costa Centers has come to do a presentation with PAPCO for this funding. This was the second request for a presentation and they did not show up.
- Although this organization failed to make a presentation to PAPCO, if awarded the Gap Grant funding, will they be required to make a report at a later time? Yes, all Gap Grant recipients are required to report their progress to PAPCO.
- Are we paying for the difference between the vehicle cost and the funding that the organization already has? The organization already has \$15,500 allotted for this vehicle. They are asking PAPCO for an additional \$15,500. However, the vehicle is quoted at \$22,000, therefore, our agency is only paying for the difference of the actual cost for the vehicle up to \$15,500.
- Has Alameda CTC staff communicated with the Ala Costa Centers' staff? Yes, staff has been communicating with their Director.
- A PAPCO member suggested that Alameda CTC staff contact their Board of Directors to notify them that PAPCO members are hesitant and concerned with their lack of a representative.

- Their work is worthy of the funding they are requesting from PAPCO. However, I am abstaining from voting.

*Hale Zukas moved to table this agenda item and action until the next PAPCO Meeting on September 22, 2014. Joyce Jacobson seconded the motion. The motion failed (2-11-2); Members Shawn Costello, Sandra Johnson-Simon, Jonah Markowitz, Suzanne Ortt, Thomas Perez, Carmen Rivera-Hendrickson, Michelle Rousey, Harriette Saunders, Will Scott, Sylvia Stadmire and Esther Waltz opposed; Member Herb Hastings and Sharon Powers abstained).*

*Harriette Saunders moved to approve the Capital Gap Grant application from the Ala Costa Centers for the amount of \$15,500. Esther Waltz seconded the motion. The motion passed (13-1-1); Member Hale Zukas opposed; Member Herb Hastings abstained). Members Shawn Costello, Herb Hastings, Joyce Jacobson, Sandra Johnson-Simon, Jonah Markowitz, Suzanne Ortt, Thomas Perez, Sharon Powers, Carmen Rivera-Hendrickson, Michelle Rousey, Harriette Saunders, Will Scott, Sylvia Stadmire, Esther Waltz and Hale Zukas were present.*

## **5. 2-1-1 Demonstration**

Cathleen Sullivan gave an update and demonstration on the transportation section of the Eden I&R website.

Questions and feedback from PAPCO members:

- Where are the new Access Alameda guides? They are in the process of getting printed. They will be available by mid-August. Eden I&R also publishes their own resource guide, the Big Blue Book, that is available from their main website.
- How do we get to this website? Go to [www.transportation.211alamedacounty.org](http://www.transportation.211alamedacounty.org) for this website. Eventually it will be linked as the Resource Finder from [www.edenir.org](http://www.edenir.org).
- Why is the glossary not in alphabetical order? Staff organized the glossary according to usage.
- I like that you can access social service resources as well as transportation resources at the same time.

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

Sylvia Stadmire attended the Mayor's Commission on Aging meeting. They reviewed a presentation for the ADA curb ramp improvement plan. The City of Oakland is also convening their Bicycle and Pedestrian Advisory Committee. Lastly, Sylvia mentioned that she has been attending outreach events throughout the County and is also volunteer driving three days a week.

Herb Hastings and Esther Waltz attended the Alameda County Fair Senior Day.

Shawn Costello also attended the Alameda County Fair Senior Days. He attended the fair for the three days that the agency had a table with WHEELS and the City of Pleasanton Senior Center.

Sandra Johnson-Simon attended USOAC's annual Healthy Living Festival at the Oakland Zoo.

Joyce Jacobson is working with the staff at the Ed Roberts Campus on an issue that took place recently at an event there. She was concerned about an opera event that she had attended. The opera staff was not aware of the accessibility features of the Ed Roberts Campus and the BART station location.

Michelle Rousey also attended USOAC's annual Healthy Living Festival at the Oakland Zoo. She also noted that there is a California Olmstead Meeting in Sacramento on July 30<sup>th</sup>.

Carmen Rivera-Hendrickson noted that there is a paratransit emergency preparedness roundtable on July 31<sup>st</sup> at 1605 MLK Way.

Jonah Markowitz noted that the Oakland Center for the Blind is giving away tickets to the A's game if anyone is interested.

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

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

Harriette Saunders reported that Mark Weinstein has left East Bay Paratransit and Rashida Kamara will be taking his place.

### **7.2. Citizens Watchdog Committee (CWC)**

Harriette Saunders reported that CWC Members finalized their Annual Report and will be meeting on October 27, 2014.

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

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

## **9. Information Items**

### **9.1. Mobility Management – Can Travel Training Services Save Public Transportation Agencies Money?**

Naomi Armenta reviewed the mobility management attachment in the packet.

Naomi also noted that the Regional Mobility Management group will be discussing travel training programs on a regional level. Members are also discussing volunteer programs in the region.

### **9.2. Outreach Update**

Krystle Pasco gave an update on the following outreach events:

- 7/3/14 – Alameda County Fair Senior Days, Alameda County Fairgrounds from 1:00 p.m. to 5:00 p.m.
- 7/15/14 – Paratransit presentation, Allen Temple Arms from 11:00 a.m. to 12:00 p.m.
- 7/17/14 – USOAC Healthy Living Festival, Oakland Zoo from 8:00 a.m. to 2:00 p.m.
- 7/23/14 – Paratransit presentation, Downtown Oakland Senior Center from 9:30 a.m. to 10:30 a.m.
- 8/6/14 – Healthy Aging Fair, Chabot College from 10:00 a.m. to 2:30 p.m.
- 8/27/14 – Open House and Resource Fair, Mastick Senior Center from 4:00 p.m. to 6:00 p.m.
- 9/19/14 – Senior Resource Fair, San Leandro Senior Community Center from 10:00 a.m. to 1:00 p.m.

### **9.3. Transportation Expenditure Plan Update**

Laurel Poeton gave an update on the Transportation Expenditure Plan (TEP). She noted that staff has received unanimous approval from the Alameda County Board of Supervisors to place the measure on the November 2014 ballot. She noted that a recent study done by the Bay Area Council of Economic Institute stated that the measure will create 150,000 jobs in Alameda County. Copies of this report are available if members are interested. 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.

### **9.4. 2014 Annual Mobility Workshop Update**

Cathleen Sullivan gave a brief update on the 2014 Annual Mobility Workshop and reminded members that the Workshop is scheduled for October 17, 2014 at the Ed Roberts Campus. Staff is still finalizing the program and the speakers for the event. Currently, the program includes discussions around issues like the Transportation Network Companies (TNCs) and access to healthcare.

### **9.5. Other Staff Updates**

There were no other staff updates.

## **10. Draft Agenda Items for September 22, 2014 PAPCO Meeting**

**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

## **11. Adjournment**

The meeting adjourned at 3:30 p.m. The next PAPCO meeting is scheduled for September 22, 2014 at Alameda CTC's offices located at 1111 Broadway, Suite 800, in Oakland.





# Memorandum

3.3

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

**DATE:** September 22, 2014

**SUBJECT:** PAPCO Work Plan for Fiscal Year 2014-15

**RECOMMENDATION:** Approve the FY 2014-15 Work Plan.

## Summary

Every fiscal year Paratransit Advisory and Planning Committee (PAPCO) reviews and updates the goals and related actions identified in the draft Work Plan to reflect current trends and needs. Staff recommends PAPCO approve the draft FY 2014-15 Work Plan.

## Background

PAPCO developed its first Work Plan in 2006. The PAPCO Work Plan reflects responsibilities assigned by the 2000 Measure B Transportation Expenditure Plan (TEP), the Commission, and PAPCO Bylaws. Alameda CTC staff updates progress on the Work Plan monthly and the PAPCO Chair or Vice Chair reports to the Alameda CTC Commission monthly on PAPCO activities.

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

## Attachments:

A: FY 2013-14 Finalized Work Plan

B: FY 2014-15 Draft Work Plan

## Staff Contacts

[Naomi Armenta](#), Paratransit Coordinator

[Jacki Taylor](#), Program Analyst

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# **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			
October	x		
February	x		
April	x		
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>	



# PAPCO Work Plan for Fiscal Year 2014-15

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The PAPCO Work Plan reflects responsibilities assigned by the 2000 Measure B Transportation Expenditure Plan (TEP), the Commission, and PAPCO Bylaws. Alameda CTC staff updates progress on the Work Plan monthly and the PAPCO Chair or Vice Chair reports to the Alameda CTC Commission monthly on PAPCO activities.

## **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 a senior center, or attend an event)		
Assist in publicizing the Alameda CTC's special transportation program, particularly the new Access Alameda booklet and AccessAlameda.org website		
Assist in distributing TEP materials		
Monitor PAPCO appointments and vacancies		
Assist in planning and participate in Annual Workshop for 2014		
Ask staff for assistance in drafting talking points or articles, or obtaining outreach materials		

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

<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 Cycle 5 Progress Reports status October March		
Receive reports from Gap Cycle 5 recipients		
Participate in discussions on amending Implementing Guidelines		
Participate in discussions on funding formula and potential TEP funding		
Participate in Gap Grant Cycle 6 Call		
Receive an annual update on the HDTS and WSBTS programs		



Topic: Fiduciary Oversight			
<b>Goal: Continue fiduciary oversight over pass-through and grant funding</b>			
Actions	Completed	In-Progress	
Review and make recommendations on requests for Gap Capital or Matching funds			
Participate in 5310 Call outreach and review			
Participate in a fiduciary training and finance subcommittee meeting			
Continue to evaluate pass-through and grant programs and expenditures			

Topic: Coordination with Local and Regional Partners			
<b>Goal: Communicate with local and regional partners on planning efforts and policy discussions</b>			
Actions	Completed	In-Progress	
Participate in joint discussion with ParaTAC at Joint meetings October February April			
Receive regular summaries of ADA-mandated paratransit advisory committees' minutes and Transit Access Reports			

<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		
Receive reports on MTC and Regional issues/events		
Respond to staff communications on other opportunities for comments and participation		

<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 Driver Training and related items for ADA providers, City providers, taxi providers, etc.		



## Full Committee Meetings

- **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
- **Annual Mobility Workshop:**  
Friday, October 17, 2014, 10 a.m. to 3:30 p.m., Ed Roberts Campus
- **Regular PAPCO/Joint monthly meeting:**  
Monday, October 27, 2014, 1 to 4 p.m., Alameda CTC
- **Regular ParaTAC monthly meeting:**  
Tuesday, November 18, 2014, 9:30 to 11:30 a.m., Alameda CTC
- **Regular PAPCO monthly meeting:**  
Monday, November 24, 2014, 1 to 3:30 p.m., Alameda CTC

## Subcommittee Meetings

- **5310 Review Subcommittee meeting:**  
Thursday, November 13, 2014, afternoon, Alameda CTC

## Outreach

Date	Event Name	Location	Time
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.
10/4/14	Senior Info Fair	Dublin Senior Center, 7600 Amador Valley Boulevard, Dublin, CA 94568	10:00 a.m. – 2:00 p.m.

<b>Date</b>	<b>Event Name</b>	<b>Location</b>	<b>Time</b>
10/7/14	Newark Senior Center Senior Health Fair	Silliman Activity Center, 6800 Mowry Avenue, Newark, CA 94560	9:00 a.m. – 12:00 p.m.
10/17/14	Mobility Workshop	Ed Roberts Campus, 3075 Adeline Street, Berkeley, CA 94703	9:00 a.m. – 12:00 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 Appointments and Vacancies

5.2

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

### Appointer

- Alameda County
  - Supervisor Scott Haggerty, D-1
  - Supervisor Richard Valle, D-2
  - Supervisor Wilma Chan, D-3
  - Supervisor Nate Miley, D-4
  - Supervisor Keith Carson, D-5
- City of Alameda
- City of Albany
- City of Berkeley
- City of Dublin
- City of Emeryville
- City of Fremont
- City of Hayward
- City of Livermore
- City of Newark
- City of Oakland
- City of Piedmont
- City of Pleasanton
- City of San Leandro
- City of Union City
- AC Transit
- BART
- LAVTA
- Union City Transit

### Member

- Herb Hastings
- Tom Perez
- Sylvia Stadmire
- Sandra Johnson Simon
- Will Scott
- Harriette Saunders
- Jonah Markowitz
- Aydan Aysoy
- Shawn Costello
- Joyce Jacobson
- Sharon Powers
- Vanessa Proee
- 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  
JULY 1<sup>ST</sup>, 2014 MINUTES**

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

SRAC members present: Janet Abelson, Harriette Saunders, Peter Crockwell, Robert L. Kearney, Jr., Patricia Affonso, Roberta Tracy, and Yvonne Dunbar.

(Don Queen, Mary Seib, Arnold Brillinger, and Letitia Tumaneng were also present waiting appointment or re-appointment to the SRAC.)

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

Members of the public present: Mary Lawrence, Naomi Armenta, Gary Brown, and BART Director Robert Raburn.

Prior to continuing with the meeting, Mallory Nestor-Brush from AC Transit and Ryan Larson, Area Manager for Veolia asked to comment. They both announced Mark Weinstein, Veolia's General Manager for the Broker's office resigned as of June 30<sup>th</sup>, accepting an area manager's position with First Transit. For an interim period, Rashida Kamara will act as General Manager for the Broker's office. Members congratulated Rashida and wished her well. They also wished Mark well in his new position and said they hoped he'd return to a SRAC meeting.

**2) Recommendation from the Nominating Committee and Action to approve and seat/reseat four members**

Chair Abelson asked the four new or returning members to introduce themselves. After introductions, Chair Abelson asked for a motion.

**MOTION:** Dunbar/Kearney to accept the recommendation from the Nominating Committee and seat the four new or returning members, who included:

- ✓ Arnold Brillinger appointed from Northern Alameda County.
- ✓ Mary Seib re-appointed from Central Alameda County.
- ✓ Donald Queen re-appointed from Western Contra Costa County.
- ✓ Letitia Tumaneng appointed from Southern Alameda County.

The vote was unanimous.

### **3) Election of Chair & Vice-Chair for Fiscal Year 14/15**

#### Position of Chair:

Mary Rowlands from the Program Coordinator's Office asked for Nominations for the position of Chair for FY 14/15. Janet Abelson was nominated by Robert L. Kearney, Jr and seconded by Yvonne Dunbar. Ms. Abelson agreed to serve.

**MOTION:** Queens/Seib to approve Janet Abelson as Chair for FY 14/15. The vote was unanimous.

The newly elected Chair returned to running the meeting.

#### Position of Vice-Chair:

Don Queen was nominated by Mary Seib and seconded by Robert L. Kearney, Jr. Mr. Queen agreed to serve.

**MOTION:** Crockwell/Kearney to approve Don Queen as Vice-Chair for FY 14/15. The vote was unanimous.

### **4) Approval of SRAC Minutes from May 6<sup>th</sup>, 2014**

Mary Seib noted she had been present at the May 6<sup>th</sup> meeting.

**MOTION:** Kearney/Crockwell to approve the May 6<sup>th</sup> meeting minutes with the correction to attendance. All in favor but Queen, who abstained.

### **5) Public Comments: none**

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

Rashida Kamara provided the Broker's Report. She started by acknowledging the contribution made by Mark Weinstein and said everyone in the office will miss him. She noted she has been with East Bay Paratransit for 17 years and her current phone number, which many members know, will not change.

Other points:

- Preliminary results are available on the May Customer Satisfaction Survey. Overall satisfaction has increased since last year, along with other indicators.

Rashida commented the favorable Survey results are due to efforts this past year in the Broker's office to increase driver monitoring by road supervisors, in-depth complaint research and resolution, increased one-



on-one training for individual staff, centralized dispatching, increased road inspections, and more outreach to educate end users about the service.

- On-time performance took a jump to 94.5% in June from the average of the first 11 months of 91.1%. Complaints were lower this fiscal year compared to last, although commendations were also lower. Total productivity has remained constant, averaging 1.75 both this year and last.
- The Centralized Dispatch Department will celebrate their one-year anniversary in July. There will be a potluck hosted by the departments, and the management and supervisory teams will present dispatchers with certificates of appreciation.

Comments:

- Some concern was expressed about an increase in driver complaints with a reminder to ensure drivers are well trained and continue to receive training.

## **7) Assignment by the Chair to panels and the Nominating Committee**

ADA Eligibility Appeals Panel. Chair Abelson appointed Leticia Tumaneng as the SRAC representative with Harriette Saunders as the alternate.

Service Suspension Appeals Panel. Chair Abelson appointed Patricia Affonso as the SRAC representative with Robert L. Kearney and Yvonne Dunbar as alternates.

Nominating Committee. Chair Abelson appointed herself to the Nominating Committee.

## **8) Update from staff on the Inventory of Paratransit Resources Project and transportation information enhancements to the 211 call line**

Mallory Nestor-Brush reminded members that an inventory of paratransit resources in Alameda County was conducted recently. The project is moving into Phase 2 with additional funding of \$300K. The focus of this second effort is to add transportation information to the Eden I & R data base, so their call center agents can direct Social Workers or individuals to both fixed route and paratransit options for getting around. A Project Manager will be hired for this second phase and an action plan developed by January.

## **9) Update from staff on progress developing the Emergency Operating Plan for East Bay Paratransit**

Laura Timothy provided a staff report, noting:

- Last November one of the agenda items at the SRAC meeting was a presentation by a company called Nusura, which has been contracted by EBPC to develop an Emergency Plan for us.
- Nusura has visited several times to speak to EBPC staff, the Service Providers, community agencies and organizations, and a number of SRAC members. These individuals were invited to a workshop or interviewed in person or on the phone to obtain background information and suggestions and recommendations about the development of an Emergency plan.
- Nusura also visited all the Service Provider locations and the AC Transit yards, their training center, and their central maintenance center.
- With this background information, Nusura and EBPC are working on the following as a base. There are still other tasks to complete, such as:
  1. A training plan and exercises for over 300 drivers/ and 18 dispatchers and one for EBPC management.
  2. Driver instructions/check-lists.
  3. Investigation of alternative sites for an Operations Center if the Broker office is unusable. This includes equipping the Operations Center and identifying critical staff. If the Broker's office remains functional, it will be the Operations Center.
  4. Setting up locations in the main East Bay service area where drivers can shelter and bring riders in the event of a wide-spread disaster
  5. Discussions with MUNI about sheltering locations for EBPC vehicles if in SF during an emergency.
  6. Establishing updated call down lists of all employees.
  7. Emergency supplies and water.

### Comments on Driver Instructions and Emergency Planning:

- Arrange the staging locations on the back of the Driver Instructions from north to south.
- Use the phone system for emergency instructions.
- Add San Francisco staging areas on the back of the driver instructions.
- The City of Oakland Senior Center is a designated emergency center.

## **10) Report from SRAC Members**

Arnold Brillinger discussed a circuitous trip involving a number of pick-ups and drop-off. Rashida Kamara said she'd look into it. Arnold said he felt drivers don't seem to use common sense when looking at their manifests. Peter Crockwell said he knows many drivers are frustrated with add-on's.

Patricia Affonso suggested more review of the schedules before the manifests are sent out to drivers.

Leticia Tumenang said there is not a good plan for taking riders to the Coliseum. She cited an experience where the vehicle could not enter the parking grounds, but the dispatcher kept insisting the driver proceed, regardless.

## **11) SRAC Adjournment/Next Meeting.**

The meeting adjourned at 2:15 pm. The next meeting is September 2, 2014.

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

	<b>FY 12/13 July- June</b>	<b>FY 13/14 July- June</b>
<b>Ridership Statistics</b>		
Total Passengers	716,681	706,485
ADA Passengers	611,182	606,526
% Companions	1.3%	1.3%
% of Personal Care Assistants	13%	13%
Average Passengers/ Weekday	2,459	2,415
Average Pass/ Weekend & Holidays	858	838

**Scheduling Statistics**

% Rider Fault No Shows & Late Cancels	2.7%	3.0%
% of Cancellations	23.6%	22.9%
Go Backs/ Re-scheduled	8,872	9,655

**Effectiveness Indicators**

Revenue Hours	408,833	404,284
Passengers/Revenue Vehicle Hour	1.75	1.75
ADA Passengers per RVHr.	1.49	1.50
Average Trip Length (miles)	10.47	10.67
Average Ride Duration (minutes)	40.1	40.0
Total Cost	\$34,393,267	\$34,286,201
Revenue Miles	6,396,827	6,470,824
Total Cost per Passenger	\$47.99	\$48.53
Total Cost per ADA Passenger	\$56.27	\$56.53
Total Cost per Revenue Hour	\$84.13	\$84.81

**On Time Performance**

Percent on-time	92.5%	91.4%
Percent 1-20 minutes past window	6.1%	6.8%
% of trips 21-59 minutes past window	1.3%	1.7%
% of trips 60 minutes past window	0.11%	0.13%

**Customer Service**

Total Complaints	3,199	3,131
Timeliness	1,027	1,178
Driver Complaints	1,077	1,160
Equipment / Vehicle	152	72
Scheduling and Other Provider Complaints	332	252
Broker Complaints	611	469
Commendations	1,643	1,464

**Safety & Maintenance**

Total accidents per 100,000 miles	3.74	4.20
Roadcalls per 100,000 miles	5.75	4.90

**Eligibility Statistics**

Total ADA Riders on Data Base	17,245	17,253
Total Certification Determinations	4,880	5,055
Initial Denials	192	220
Denials Reversed	9	24



## Incentives for Accessible Taxicabs

### Introduction

*Imagine arriving at the airport after a long flight and going to the taxi stand to complete the last leg of your journey. Now imagine that the person assigning taxis tells you that there are no taxis available for you. He says that he will call one, and you can move aside and wait. You sit by the curb and watch other customers arrive and depart in taxis, all the while wondering when your ride will arrive. This scenario is a reality for people who use mobility aids and require an accessible taxi.*

Many people who cannot drive, regardless of whether or not they have a disability, depend on taxis for some of their trips, especially during hours that fixed-route transit is not available. Taxis provide an essential link to the community and other transit options. People who use mobility devices such as power wheelchairs, however, are excluded from using this service when accessible vehicles are not available. According to a 2002 study by the



*Ramp-equipped, ADA-compliant mini-vans are regularly used for accessible taxi service in the U.S.*

U.S. Bureau of Transportation Statistics, four times as many people with disabilities lack suitable transportation options to meet their daily needs as those without disabilities. (Committee, 2014) Public and government agencies can address the gap between accessible taxi services available and the needs of people who use mobility aids that require specialized vehicles by providing guidelines, regulations, and incentives to promote accessible taxi services.

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The National Council on Disabilities reported on their website that taxicabs are a significant form of transportation for people with disabilities. Some advantages of taxi travel for people with disabilities include the extended service hours, scheduling that is often more convenient than that for paratransit, and the resemblance to travel in a private vehicle. Many people with disabilities cannot drive or afford their own vehicle. Taxi service can be crucial when public transit services are not available, a personal or weather-related emergency happens, or another type of crisis takes place. (Committee, 2014)

Several factors limit the availability of accessible taxi services, especially in small urban and rural areas where paratransit has been the traditional accessible option. Accessible taxicabs cost more to purchase and operate. An accessible taxi can cost from \$23,000 to \$50,000. Vehicle insurance cost is also a factor. Annual liability insurance on an accessible taxicab can cost between \$2,000 and \$6,000 more than on a sedan taxi, depending on the state requirements and operating location. In addition to these factors, drivers who do not have experience serving customers with disabilities may be reluctant to start doing so. (Ray Mundy, 2010)

The MV1 is currently the only purpose-built, fuel efficient, accessible taxi option available. All the other accessible vehicles used for accessible taxi services are modified vans. The 2014 *D.C. Taxicab Commission Disability Advisory Committee Accessible Taxicab Service Comprehensive Report* (DC Taxi Committee) estimated the following costs for accessible taxi vehicles:

- Dodge Grand Caravan—rear entry, seats 1 wheelchair user, \$25,000 to \$35,000
- Dodge Caravan—rear entry, seats 1 wheelchair user, \$46,000 to \$49,000

- Ford Freestar—low mileage, seats 1 wheelchair user, \$27,000 to \$30,000
- MV1—low mileage, compressed natural gas option, seats 2 wheelchair-users, side entry, previously starting at \$40,000.
- Conversion package only—\$11,000 to \$12,000 (Committee, 2014)

In the 2014 report, the DC Taxi Committee estimates that increasing demand for additional purpose-built, fuel efficient, accessible vehicles could lead to additional options and lower prices for accessible taxis in the future.

Initiating and increasing accessible taxi service takes understanding of local policy, the taxicab industry, driver training, market potential, accessible-vehicle design, and perseverance. This document focuses on community incentives for implementing accessible taxi service—including both financial and regulatory incentives—and offering respectful customer service. Not all of the incentives discussed in this document will work in every community. Community leaders should research and select the incentives that best fit their situation and needs.



*The ADA does not require sedan taxis to have wheelchair-accessible equipment; however, taxi operators are required to provide services that do not discriminate against people with disabilities.*



One must consider the taxi business environment when initiating accessible taxi services. If the community has a fractured taxi system with many individual companies and no real full-service taxi companies, implementation of an integrated accessible taxi system could be difficult and costly. Some progress might be possible with a **centralized dispatch system**, which requires all taxicabs to accept calls. The economic realities are, however, that independent taxicab drivers will likely have difficulty competing in the market when providing accessible services with an accessible taxi. These services are difficult for independent drivers to provide at reasonable and customary rates. In these environments, community leaders may have to directly contract with ADA providers that schedule and deliver these publicly provided services or sufficiently subsidize the provision of accessible taxi service as a public good. (Ray Mundy, 2010)

This information brief addresses incentives provided at the federal level, including guidelines in the Americans with Disabilities Act, and those used at the municipality and community level. If such incentives do not exist in a local community, those described may be helpful as examples that community groups can propose to their legislators and public service agencies.

## Federal Incentives

Federal legislation does not require taxi operators to purchase accessible vehicles as long as they only use sedan-type vehicles. The ADA requires taxi operators using vehicles larger than sedans, to provide equivalent service. In addition to the ADA, federal supports exist for the purchase of accessible taxi vehicles through tax incentives and capital funding under Section 5310 of the Moving

Ahead for Progress in the 21st Century (MAP-21) legislation. (U.S. Department of Transportation Federal Transit Administration, 2012)

The MAP-21 Section 5310/Enhanced Mobility grant program, administered by the U.S. Department of Transportation Federal Transit Administration (FTA), allows for the purchase of accessible taxis to assist private nonprofit groups in meeting the transportation needs of people with disabilities and older adults when existing transportation services are unable to meet these needs. This is a formula grant awarded to the states, which then select sub-recipients. (Committee, 2014)

The FTA website lists additional financing resources for purchasing accessible taxis. These include State Infrastructure Banks, Revenue Bonds, Debt Service Reserve Financing, and Capital Leasing. The FTA document titled *Options for Financing Public Transportation in the United States*, available on the FTA website, explains these types of transportation financing options. (U.S. Department of Transportation, Federal Transit Administration)

**The Architectural/Transportation Tax Deduction: IRS Code Section 190, and the Disabled Access Credit: section 44 of the Code are two federal tax incentives that can be used to support the purchase of accessible taxi vehicles. (Ray Mundy, 2010)**

The ADA requires taxi operators, as private companies primarily engaged in the business of transporting people, to provide services that do not discriminate against people with disabilities. If a person using a mobility device can transfer to the vehicle, then the driver must assist with the storage

of their mobility device and cannot refuse service. Storing the mobility device would be the same as storing luggage or other packages for a customer. Taxi drivers must also allow service animals to ride in their vehicles and must charge the same rates for people with and people without disabilities. (Ray Mundy, 2010) (Committee, 2014)

The ADA does not require sedan-type taxis to have equipment to board and carry a wheelchair. (U.S. Department of Transportation) If a taxi operator wants to purchase a vehicle larger than a sedan, then the vehicle does need to meet the ADA accessible vehicle standards outlined in Title 49 Part 38 or provide equivalent service. Operators can have a mixed fleet of accessible and non-accessible vehicles that are larger than sedans if they can provide equivalent service for people with and without disabilities. This includes response times, fares, geographic area served, hours and days of service, reservation capacity, and so forth. Before an inaccessible vehicle is acquired, a certificate attesting to the equivalency of the service must be filed with the FTA or appropriate state program office. (Easter Seals Project ACTION, 2012)

**If a taxi operator has five vans and three of them are accessible, as long as services are the same for both people with and without disabilities, they can have some non-accessible vehicles. If an operator has no vans and only operates sedans, then they do not need to meet the ADA-accessible vehicle requirements, however, they still must not discriminate against people with disabilities.**

An equivalent taxi service would arrive in the same amount of time, charge the same rate, and could be reserved in the same ways (over the phone, via an app, etc).



*Journey Transportation in Greenville, N.C. purchased its first accessible taxi in 2013—an example of taxi providers and the city working together.*

The ADA allows contracting with other companies to provide equivalent service. Publicly operated accessible buses and paratransit do not suffice as an equivalent service for taxis. If taxi operators purchase new vans that are not accessible to people with disabilities, they must provide equivalent service. (Committee, 2014)

The U.S. Department of Transportation's ADA regulations (49 CFR 38) establish minimum standards for vehicle and station/stop accessibility. In 2006, these standards were updated to match the U.S. Access Board's guidelines, which state that equipment and facilities must meet or exceed the following minimum standards to be considered accessible:

- All buses and vans must comply with the Access Board's *ADA Accessibility Guidelines for Transportation Vehicles, Subpart B-Buses, Vans, and Systems*.
- All buses and vans covered under this subpart must provide a level-change mechanism (ramp) or boarding device (lift) to permit a person using a mobility aid to board the vehicle and reach a securement location. (U.S. Access Board)



The ADA also requires that taxi companies provide accessible communication services through accessible formats and technology to enable everyone to obtain information and schedule services. If the company offers online reservations or the option to make reservations by phone app, it must provide dispatching that is accessible to callers who are deaf or hard of hearing and accessible to web users who are blind or have visual impairments. (Committee, 2014)

Appendix D to the ADA requires that all transportation providers train their personnel so that they know how to provide equitable and efficient services to people with disabilities. (*Code of Federal Regulations*, 2010) When it comes to providing service to people with disabilities, ignorance is no excuse for failure. This includes the knowledge of how to operate accessibility equipment, provide services, and interact appropriately. Training must be appropriate to the duties of each employee.

**Dispatchers must know how to use communication aids like text telephones and captioning equipment that customers might need for making reservations. Drivers must know how to operate lifts and securement devices properly. Moreover, all employees should participate in disability etiquette training.**

## State and Local Incentives

Many state and local jurisdictions recognize the need for accessible transportation for people with disabilities. Provision of accessible taxi services is one step toward improving transportation options for people with disabilities. This section provides examples of regulations, partnerships, financial incentives,

education, and dispatch options that municipalities are taking to increase accessible taxi services.

## Regulations

Municipalities impose the majority of the taxi operator regulations. Cities and towns regulate taxis within their borders. Some of the regulations used to control the taxi industry include the following:

- Limiting the number of medallions (i.e., a permit that gives the holder the right to operate a taxi) available in a municipality. (Fichtenbaum, 2012)
- Using a Certificate of Public Convenience and Necessity (i.e., the grant of operating authority that common carriers receive. A carrier must prove that a public need exists and that the carrier is fit, willing, and able to provide the needed service within a particular area) to regulate public service industries. (Jones, 1979)
- Setting pricing structures.
- Requiring cab owners/operators to carry a set level of liability insurance coverage.

Through the following types of regulations, local leaders can act to increase the availability of accessible taxi service for people with disabilities in their communities.

- Mandate that a percent of the taxi fleet be accessible.
- Provide additional or discounted medallions for accessible taxis.
- Reduce licensing fees and provide tax credits for accessible taxis.
- Extend the limit on vehicle life for accessible taxis.
- Add a fee for non-accessible taxi owners.
- Require disability etiquette, ADA law, and accessible transportation equipment training for licensing requirements.

For example, the District of Columbia Taxicab Commission Disability Advisory Committee recommends a long-term goal of a 100 percent accessible taxi fleet in the District. One of the recommendations made by the Committee in their 2014 Comprehensive Report to achieve this long-term goal is to require all taxis purchased to replace those removed from service to meet an accessible-taxi-design standard. (Committee, 2014)

Implementing regulations that encourage accessible taxi service takes thought and monitoring. Some taxi operators may benefit from incentives for accessible vehicles and then use the vehicle to transport people without disabilities, leaving people who need the accessible vehicle waiting at the curb. Using accessible vehicles for trips for people without disabilities is efficient and good business practice. These vehicles, however, should be available when a person using a mobility device needs them. Regulators who mandate operators to provide accessible taxi services should also complement this commitment with additional incentives and thoughtful enforcement. (Fichtenbaum, 2012)

The sections below describe effective incentives for accessible taxi service. A variety of private and public agencies can initiate and support these incentives.

## **Partnerships**

Partnerships often are essential to the transformation of systems and industries. Municipal departments with interests in human services, transportation, and taxi regulation all need to work together with taxi operators to improve mobility in the community. Community groups and human service providers can also play a role in increasing and improving accessible taxi services.

Many people and organizations benefit from accessible taxi service. People with disabilities, older adults using mobility devices, people traveling with luggage or oversized packages, as well as service agencies (e.g., human services, aging services, and public transportation), and businesses can all benefit from increasing accessible taxi services.

**The Cambridge Commission for Persons with Disabilities (CCPD) and the Council on Aging (COA) co-administer the Accessible Cambridge Taxicab Program. In addition, CCPD works closely with the Cambridge License Commission, which is the office that regulates all taxis for the city. CCPD staff attends the License Commission's monthly meetings with taxi industry representatives. CCPD and COA jointly present a ninety-minute training on customer service for seniors and people with disabilities as part of the License Commission's taxi school for new drivers. CCPD inspects all new accessible taxis to ensure they meet ADA standards. CCPD also works with the License Commission to investigate complaints about accessible taxi rides and takes disciplinary action, if appropriate. (Fichtenbaum, 2012)**

Collaborating with local department of transportation and planning agencies also helps put accessible taxi service on the radar of a wide variety of organizations and departments. Working with these organizations to identify the need for accessible taxi service and including this need in the coordinated transportation plan will open new funding streams and opportunities.

Regional transit authorities or councils of government can apply for additional federal funds to purchase and lease or sell accessible vehicles at a reduced rate to taxi operators for the purpose of increasing accessible taxi service for people with disabilities and older adults. Partnerships between public transit agencies and taxi operators to supplement paratransit services also can be used to support accessible taxi services.

For example, the Taxicab, Limousine & Paratransit Association (TLPA) considers Long Beach, California's taxi/transit partnership a best practice example. Long Beach's transit authority contracted with Yellow Cab to provide accessible service in the city. There are 15 accessible vehicles out of 175 cabs in operation. These 15 vehicles are owned by the transit authority, which is reimbursed for the cost of modifications and maintenance, based on "non-contract miles". Yellow Cab of Long Beach gives its drivers a guaranteed fare of \$10 per trip. (Committee, 2014)

Several examples exist of **partnerships** between transit and taxi operators improve accessible taxi services for people with disabilities while reducing transit costs and increasing profits for taxi operators. Encouraging partnerships between transit providers and taxi providers for the provision of paratransit service can benefit transit agencies, taxi operators, and customers with disabilities. (Committee, 2014)

**In 2012, the Rhode Island Public Transit Authority used federal New Freedom funds matched by private taxi operators to purchase 13 accessible vehicles. These vehicles are operated by the private taxi operators and serve 17 different communities in Rhode Island. (Rhode Island Public Transit Authority, 2013)**

Implementation of paratransit/taxi partnerships typically works better when a full service taxi operator leases vehicles to drivers. Full service taxi operators typically have more resources to purchase and maintain accessible taxis and provide more training resources. Driver-owner operations typically do not have the financial resources to own and operate accessible taxis or afford the higher maintenance costs. A full-service taxi operator that leases vehicles to drivers often has more consistent and higher quality service delivery. Several large cities, including San Francisco, have successful taxi transit partnerships.

**The San Francisco Municipal Transportation Agency uses private contracts with van and taxi operators to provide ADA paratransit rides in the city of San Francisco, California. Over 100 accessible taxicabs are operating in San Francisco. This partnership between the taxi operators and the transit agency benefits both partners and their customers. Taxi operators gain new customers, transit operators save money on paratransit trips, and customers gain more services and transit options. In 2008, Easter Seals Project ACTION reported in their *A Survey on the Use of Taxis in Paratransit Programs* that the fully allocated cost of a traditional paratransit trip was approximately \$40 compared to the same trip in a taxi estimated at \$15 to \$18.**

**Partnerships between transit and taxi operators remove the competition of paratransit for taxi operators and reduces ADA paratransit costs for transit providers.**

## Financial Incentives

Financial incentives are an effective means for increasing accessible taxi services. Municipalities across the country are choosing to create accessible taxi task forces, adding licensing fees, and applying for outside grants to fund incentives to increase assessable taxi services.

For example, the Council of the District of Columbia passed the D.C. Taxicab Service Improvement Amendment Act of 2012 to improve taxi service in the District. Section 20f of the Act requires the D.C. Taxicab Commission (DCTC) to establish a Disability Taxicab Advisory Committee to advise the commission on how to make taxicab service in the District more accessible for individuals with disabilities. In addition, the D.C. Council's 2014 budget set aside funding to increase accessible taxi service. For fiscal years 2014 and 2015, the first \$4.7 million deposited in the DCTC Fund (a fiduciary fund reliant on taxi operator and passenger fees) is directed to be allocated to DCTC operations. Of the remaining funds, \$750,000 is set aside to increase the number of accessible taxi vehicles in the District. In addition, the DC Taxi Act creates a Public Vehicles-for-Hire Consumer Service Fund to be used by DCTC to provide grants, loans, incentives, or other financial assistance to taxicab owners to offset the cost of acquiring, maintaining, and operating accessible taxis. (Committee, 2014)

In 2012, the City of Chicago rewrote its taxi regulations and added \$100 to the annual cost of a taxi license for operators not driving an accessible taxi to help fund the Wheelchair Accessible Vehicle Cost Reimbursement Plan. This Plan, also funded by a \$1.7 million New Freedom grant, will help offset the cost of purchasing or modifying accessible taxis. (Committee, 2014)



*Partnerships between local governments, transit agencies, and taxi operators benefit customers by providing options beyond paratransit and fixed-route service.*

**New York State has a tax credit of up to \$10,000 per vehicle for taxi companies that upgrade to accessible taxis. (Committee, 2014)**

Another form of subsidizing accessible taxi services and encouraging operators to invest in accessible taxis is providing per trip subsidies. In the early 2000s the Metropolitan Transit Authority (METRO) in Houston, Texas started offering taxi operators a \$2 per trip surcharge for each trip they provided a person who used a wheelchair to establish a fleet of accessible taxis for the general public. Since then, the accessible taxi fleet in the Houston area has grown to 160 accessible vehicles. Yellow Cab, the participating taxi company, operates on an hourly basis and is dispatched by the transit authority. It was estimated that in 2008 Yellow Cab provided approximately 45 percent of the total ADA paratransit services in Houston. (ESPA. 2008)



**Taxi drivers in New York City receive an additional payment for completing a trip dispatched by the Accessible Taxi Dispatcher. The driver receives \$6 for trips under a half mile; \$10 for trips between a half mile and one mile; and \$15 for all trips over one mile. Additionally, payments are made to taxi drivers for wait time and no shows. This is funded by a fee paid annually by all medallion owners. (Committee, 2014)**

Many communities offer **voucher programs** that grant eligible passengers discounts on taxi services. Human service agencies, community-based organizations, councils on aging, disability service providers, public transit providers, and faith-based organizations sometimes collaborate with taxi agencies to facilitate accessible taxi services for their clients and members. Voucher programs incentivize taxi operators to improve their accessible taxi services by increasing the demand for the service. Voucher programs also foster collaboration between agencies serving people with disabilities and taxi operators.

**An example of a highly successful voucher program is the San Francisco Municipal Transportation Agency (SFMTA) paratransit service called, San Francisco Paratransit. In this program, paratransit-eligible riders pay \$5 for \$30 worth of taxi services, the total monthly allotment is determined on an individual basis. Approximately 50 percent of all SFMTA paratransit trips are taken by taxi, generating over half-a-million additional taxi trips a year. (San Francisco County Transportation Agency)**

## Education

Most taxi drivers are independent contractors and have control over their schedules and the clients or assignments they accept. Education on disability etiquette and training on how to install and use the specialized equipment and assist passengers using mobility devices can help encourage taxi drivers to accept ride requests from people who use such equipment.

A robust and effective training program is essential to delivering high-quality, accessible taxicab service. Not every taxicab company has the resources or the desire to make the necessary investments in this area. Many do not have enough business volume to support or sustain specialized transportation services. Public-private partnerships between human service agencies, transit agencies, and taxi operators can go a long way to help bridge that gap.

Following are topics that accessible taxi-driver training programs should include.

- ADA requirements as relates to the provision of on-demand transportation or equivalent service.
- Disability etiquette—including passenger assistance techniques, accessible vehicles operations, how to communicate with people with different types of disabilities.
- Customer service and conflict resolution.
- Safety and emergency procedures. (Committee, 2014)

**The San Francisco Municipal Transportation Agency oversees taxi regulation and requires Ramped Taxi Driver Training Certification. They report providing 26,000 ramped taxi trips annually through a paratransit and taxi partnership.**



*ESPA's Taxi Toolkit includes a training curriculum on ADA-accessible service requirements, as well as customer service and etiquette.*

Some taxi regulatory agencies develop training courses for taxi operators on providing accessible taxi services and disability etiquette and require completion of the course as a licensing requirement. Human service agencies can also develop and provide disability related training for taxi drivers. Easter Seals Project ACTION (ESPA) has informational materials to assist with developing curricula for taxi operators (i.e., *The Taxi Operators Tool Kit*). The *Taxicab Operator's Pocket Guide* is also available from ESPA for agencies to distribute to taxi operators. The Toolkit and the Pocket Guide are available at no-cost and provide ready-made options for informing taxi operators about serving people with disabilities.

## Dispatch

Reports abound that state that people who need an accessible taxi frequently have difficulty finding one available and have to wait longer than customers who do not require an accessible taxi. Increasing the number of accessible vehicles is a good first step to solving this problem. Some cities with multiple taxi companies and accessible vehicles have found that having a central dispatch for accessible taxis makes it easier for people needing accessible taxis to find them. (Fichtenbaum, 2012)

**Example of an effective incentive to complement regulations requiring taxi operators to purchase and operate accessible taxis: The City of Cambridge, Massachusetts, found that people needing accessible taxis could more easily find one if they only had to call one number. The city issued a Request for Proposal for joint dispatch and selected one taxi operator to receive all the calls for accessible vehicles. This operator communicates with the other accessible taxi operators to assign drivers as needed. (Fichtenbaum, 2012)**

## Conclusion

This document summarizes incentives used to increase the availability of accessible taxi services. There are roles for a variety of players in the provision of safe, reliable, transportation services for everyone in the community, including those of us who use mobility aids. Governments can employ regulations, enforce adherence to regulations, and offer training, incentives, and funding. Disability, health, faith-based, and transportation organizations and advocates can provide education,

incentives, and bring awareness to issues surrounding equitable transportation practices. Taxi operators should also be encouraged to participate as equal partners in the movement, communicating their needs and negotiating strategies helping to meet both industry and social needs equitably.

One individual's commitment to accessible transportation and willing community partners can truly make a difference. Bob Thompson, Advocacy Coordinator for Disability Advocates and Resource Center and chairman of the Pitt Area Transit System, attended the 2005 ESPA Mobility Planning Institute as part of a team of advocates and transportation providers to address mobility issues in Greenville, North Carolina. In 2009, he identified accessible taxi service as a way to meet the transportation needs of people with disabilities in Greenville when bus service was not available. With support from ESPA technical assistance staff, Thompson worked with the city attorney to pass a city ordinance for ADA compliance for taxis in 2010.

Building on this momentum, Greenville hosted a mandatory meeting in 2013 and required all transportation providers to attend or forfeit their licenses. ESPA staff conducted disability etiquette and accessible vehicle operations training and provided additional technical assistance for taxi operators. Thompson also reached out to a local taxi provider, Journey Transportation. As a result, the company purchased one accessible taxi. The city has applied for a grant to buy another accessible taxi to lease to a taxi operator. Although it was several years in the making, and required the participation and support of several community actors, people who use wheelchairs now have the ability to ride taxis in Greenville.



*Taxi service provides an opportunity for residents and visitors to enjoy destinations that may not be easily accessible or convenient to reach by transit.*

Greenville's story is an example of how the perseverance of one individual and partnerships between local government, private taxi companies, and social-service agencies can succeed in increasing accessible taxi services. The city's taxi program effectively increased the equity, availability, and quality of transportation in the community. The examples provided in this document and additional technical assistance from ESPA staff can support your community in moving towards successes like the one in Greenville.



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