



# Meeting Notice

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

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#### **Executive Director**

Arthur L. Dao

## Paratransit Advisory and Planning Committee

**Monday, November 24, 2014, 1:00 p.m.**

**1111 Broadway, Suite 800**

**Oakland, CA 94607**

***Please note that the Monday, November 24, 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.

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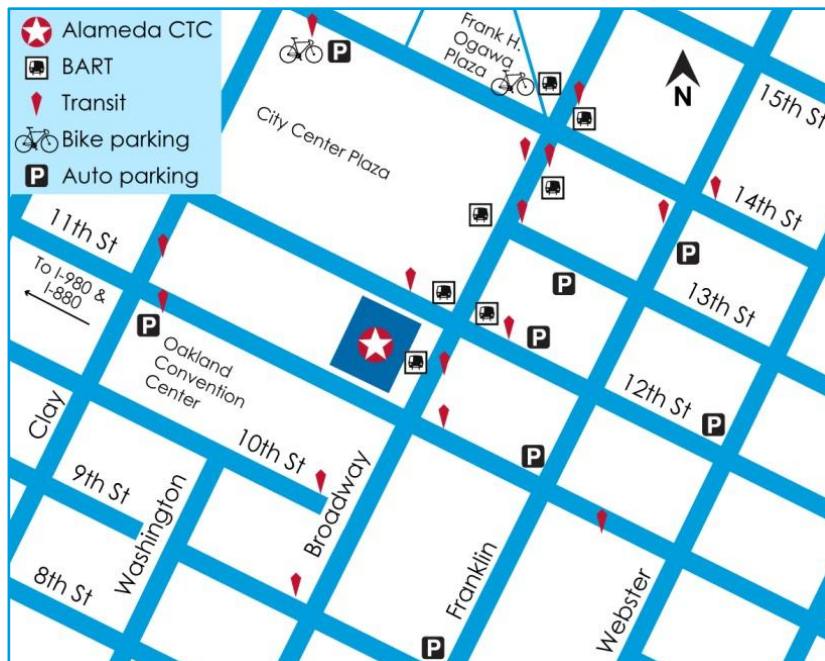
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- Alameda CTC  
1111 Broadway, Suite 800  
Oakland, CA 94607

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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

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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).

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## **Glossary of Terms**

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Paratransit Advisory Planning Committee  
 Meeting Agenda  
 Monday, November 24, 2014, 1:00 p.m.

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

**Chair:** Sylvia Stadmire  
**Vice Chair:** Will Scott  
**Staff Liaisons:** Naomi Armenta, Jacki Taylor  
**Public Meeting Coordinator:** Krystle Pasco

1:00 – 1:12 p.m. Chair	<b>1. Welcome and Introductions</b>		
1:12 – 1:15 p.m. Public	<b>2. Public Comment</b>		<b>Page A/I</b>
1:15 – 1:20 p.m. Chair	<b>3. Administration</b>		
	<b>3.1.</b> October 27, 2014 PAPCO Meeting Minutes	1	A
	<b>3.2.</b> October 27, 2014 Joint PAPCO and ParaTAC Meeting Minutes	7	A
	Recommendation: Approve the October 27, 2014 PAPCO and Joint PAPCO and ParaTAC meeting minutes.		
1:20 – 1:40 p.m. Staff	<b>4. Transportation Expenditure Plan (TEP) Election Outcome Discussion</b>		I
	The Committee will receive an update on the TEP election outcome, including its relation to Gap Grant Cycle 6 and the Implementation Guidelines.		
1:40 – 2:10 p.m. Staff	<b>5. FY 2015/16 Proposed Funding Formula</b>	11	A

The Committee is requested to recommend the Commission approve the proposed funding formula for FY 2015/16.

2:10 – 2:35 p.m. **6. East Bay Paratransit Report** |  
 Guest Speakers

The Committee will receive a report from East Bay Paratransit.

2:35 – 2:45 p.m. **7. Member Reports on PAPCO Mission, Roles, and Responsibilities Implementation**  
 PAPCO

**7.1.** PAPCO Calendar of Events 19 |

**7.2.** PAPCO Work Plan 21 |

**7.3.** PAPCO Appointments 25 |

2:45 – 2:55 p.m. **8. Committee Reports (Verbal)**

Sharon Powers **8.1.** East Bay Paratransit Service Review Advisory Committee (SRAC) |

Herb Hastings **8.2.** Citizens Watchdog Committee (CWC) |

**9. ADA Mandated Program and Policy Reports**

**9.1.** September 2, 2014 East Bay Paratransit Service Review Advisory Committee Meeting Minutes 27 |

2:55 – 3:30 p.m. **10. Information Items**

Staff **10.1.** Mobility Management – Assistive Technology Resources 33 |

Krystle Pasco **10.2.** Outreach Update |

Staff **10.3.** 2014 Annual Mobility Workshop 49 |



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## MEETING ATTENDEES

Attendance Key (A = Absent, P = Present)

### Members:

P Sylvia Stadmire,  
Chair

P Will Scott,  
Vice-Chair

A Larry Bunn

P Shawn Costello

P Herb Hastings

P Joyce  
Jacobson

P Sandra  
Johnson-Simon

P Jonah Markowitz

P Rev. Carolyn Orr

P Suzanne Ort

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 Cathleen Sullivan, Paratransit Coordination Team

P Christina Ramos, Alameda CTC Projects/Programs Team

### Guests:

Jennifer Cullen, Senior Support Program of the Tri-Valley; Pam Deaton, City of Pleasanton Paratransit Program; Xenia Morris, City of Hayward Paratransit Program; Kim Ridgeway, AC Transit

## MEETING MINUTES

### 1. Welcome and Introductions

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

### 2. Public Comment

There were no public comments.

### **3. Administration**

#### **3.1. September 22, 2014 PAPCO Meeting Minutes**

*Herb Hastings moved to approve the September 22, 2014 PAPCO Meeting minutes as written. Sandra Johnson-Simon seconded the motion. The motion passed (15-0-0). Members Shawn Costello, Herb Hastings, Joyce Jacobson, Sandra Johnson-Simon, Jonah Markowitz, Carolyn Orr, Suzanne Ortt, Thomas Perez, Sharon Powers, Vanessa Proee, Harriette Saunders, Will Scott, Sylvia Stadmire, Margaret Walker and Esther Waltz were present.*

#### **4. Convene 5310 Review Subcommittee**

Naomi Armenta gave an overview of the 5310 Review Subcommittee. She noted the subcommittees' background and purpose as well as the selection, process and the overall responsibilities of the subcommittee members. The PAPCO members that participate in this subcommittee will receive a per diem as stated in the Bylaws. The 5310 Review Subcommittee meeting will take place on Thursday, November 13<sup>th</sup> at 1:00 p.m. This meeting will review applications for the Large Urbanized Area. Staff may be required to schedule a second meeting on December 5<sup>th</sup> at 1:00 p.m. to score traditional capital applications from the Small Urbanized Area.

The following PAPCO members volunteered for the 5310 Review Subcommittee:

- Shawn Costello
- Herb Hastings
- Joyce Jacobson
- Sandra Johnson-Simon
- Jonah Markowitz
- Carolyn Orr
- Tom Perez
- Harriette Saunders
- Will Scott
- Sylvia Stadmire
- Margaret Walker
- Esther Waltz

Additionally, staff recommended that PAPCO members consider empowering staff with finalizing the 5310 application scores for any traditional capital applications from the Small Urbanized Area, due to the strict timeline for submitting scores to MTC.

*Jonah Markowitz moved to empower Alameda CTC staff members with finalizing the 5310 application scoring process. Tom Perez seconded the motion. The motion passed (8-7-0; Members Shawn Costello, Herb Hastings, Joyce Jacobson, Sandra Johnson-Simon, Sharon Powers, Harriette Saunders and Margaret Walker voted no). Members Shawn Costello, Herb Hastings, Joyce Jacobson, Sandra Johnson-Simon, Jonah Markowitz, Carolyn Orr, Suzanne Ortt, Thomas Perez, Sharon Powers, Vanessa Proee, Harriette Saunders, Will Scott, Sylvia Stadmire, Margaret Walker and Esther Waltz were present.*

## **5. Gap Grant Cycle 5 Progress Reports**

Naomi Armenta gave an update on the Gap Grant Cycle 5 progress reports.

Questions and feedback from PAPCO members:

- Members requested more information from the Center for Independent Living, Inc. – Mobility Matters Project; Senior Helpline Services - Rides for Seniors; and City of Oakland - Taxi-Up & Go Project. Staff will follow up with the grant recipients and provide an update in an upcoming meeting packet.

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

Jonah Markowitz stated that Easy Does It will be hosting a fundraiser on November 6<sup>th</sup> from 6:00 to 9:00 p.m. He also announced that the Albany/Berkeley Mental Health Commission will be meeting on October 30<sup>th</sup> from 7:00 to 9:00 p.m.

Michelle Rousey stated that she is taking a class at Laney College and will be displaying her final class project. She will be sending more information via email.

Sylvia Stadmire attended MTC's Transportation Awards ceremony and saw Naomi receive an award. She is now focusing on doing more outreach around Measure BB as elections are happening very soon.

Tom Perez attended the Newark Senior Center Senior Health Fair. He noted that a lot of information was given out regarding Measure BB and the Senior Clipper Cards.

Harriette Saunders noted that USOAC just hosted their annual Walk Club Luncheon at the Oakland Zoo and it was very well attended.

Esther Waltz had a great time at the annual Mobility Workshop at the Ed Roberts Campus.

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

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

Sharon Powers noted that the next SRAC meeting will take place on Tuesday, November 4<sup>th</sup>. More information will be provided at the next PAPCO meeting.

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

Herb Hastings reported that the next CWC meeting will take place on Monday, October 27<sup>th</sup>. More information will be provided at the next PAPCO meeting.

## **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 – Checklist for Assessing the Accessibility of Transportation and Mobility**

Naomi Armenta reviewed the mobility management attachment in the packet.

### **9.2. Outreach Update**

Krystle Pasco gave an update on the following outreach events:

- 10/4/14 – Senior Info Fair, Dublin Senior Center from 10:00 a.m. to 2:00 p.m.
- 10/7/14 – Newark Senior Center Senior Health Fair, Silliman Activity Center from 9:00 a.m. to 12:00 p.m.
- 10/17/14 – Mobility Workshop, Ed Roberts Campus from 9:30 a.m. to 3:30 p.m.

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

Laurel Poeton gave an update on the Transportation Expenditure Plan (TEP). She noted that staff has continued to attend events and distribute postcards all throughout Alameda County. Lastly, if members would like the Alameda CTC to be at any of the meetings or events that their affiliated organizations are hosting, please contact staff with more information.

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

An update was provided in the Joint PAPCO and ParaTAC meeting.

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

Naomi Armenta reviewed the additional handouts regarding the two upcoming events in the community.

## **10. Draft Agenda Items for November 24, 2014 PAPCO Meeting**

**10.1.** Discuss Transportation Expenditure Plan Election Outcome

**10.2.** Discuss Gap Grant Guidelines

**10.3.** East Bay Paratransit Report

## **11. Adjournment**

The meeting adjourned at 2:30 p.m. The next PAPCO meeting is scheduled for November 24, 2014 at Alameda CTC's offices located at 1111 Broadway, Suite 800, in Oakland.

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**MEETING ATTENDEES**

Attendance Key (A = Absent, P = Present)

Members:

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

- P Sandra  
Johnson-Simon
- P Jonah Markowitz
- P Rev. Carolyn Orr
- P 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

ParaTAC Members:

- A Rhianna Babka
- P Dana Bailey
- A Beverly Bolden
- A Melinda Chinn
- P Pam Deaton
- A Shawn Fong
- A Brad  
Helfenberger
- A Karen Hemphill

- A Drew King
- A Jackie Krause
- P Kadri Klm
- A Kevin Laven
- A Isabelle Leduc
- A Wilson Lee
- P Hakeim McGee
- A Cindy Montero
- A Mallory Nestor

- A Gail Payne
- P Kim Ridgeway
- A Mary Rowlands
- A Michelle Silva
- A Leah Talley
- P Laura Timothy
- P Jonathan Torres
- A Jeff Weiss
- A David Zehnder

Staff:

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

Guests:

Jennifer Cullen, Senior Support Program of the Tri-Valley; Xenia Morris,  
City of Hayward Paratransit Program

## MEETING MINUTES

### 1. Welcome and Introductions

Naomi Armenta, Paratransit Coordinator, called the meeting to order at 2:30 p.m. and confirmed a quorum. The meeting began with introductions and a review of the meeting outcomes.

### 2. Public Comment

There were no public comments.

### 3. Mobility Workshop Outcomes Report

Cathleen Sullivan gave a report on the Mobility Workshop outcomes.

Questions and feedback from PAPCO and ParaTAC members:

- Members really liked the Mobility Workshop and that representatives from other Counties were able to attend.
- Members were really impressed with the resource fair and the Mobility Workshop in general.
- A member would like to reconsider moving the Mobility Workshop back to July.
- A member would like to see information and resources on wheelchair repair in future Mobility Workshops.
- A member noted that a majority of the afternoon presentations were centered on having a smartphone handy. She noted that many senior and disabled consumers can't afford a smartphone currently but this may change in the next five years.

Staff noted that they would provide an update on the Workshop outcomes, including results from the survey, in an upcoming meeting packet.

### 4. Livermore Amador Valley Transit Authority (LAVTA) Quarterly Report

Kadri Klm gave a quarterly report on the Livermore Amador Valley Transit Authority (LAVTA).

Questions and feedback from PAPCO and ParaTAC members:



- A member suggested providing more specific information regarding the survey results in the next quarterly report.
- A member liked the graphs in the presentation as it portrayed the service improvements very clearly.
- Was the transition seamless? No, there were some issues in the beginning of the contract with regards to the technology and its effects on on-time performance. However, the issue has since been addressed. Also, on a staff level, communication was really great.
- Are you allowing a grace period for these service improvements? Yes, we are giving the contractor 90 days to address and improve on these issues.

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

Naomi Armenta reviewed the handout on transportation project delivery and facilitated a discussion regarding service change notifications.

Questions and feedback from PAPCO and ParaTAC members:

- A member noted the construction taking place at the MacArthur BART Station and the relocation of the Emery-Go-Round shuttle stops. Since there was no proper notification, the member posted an update on local transportation blogs.
- A member noted that their active mailing list was really helpful as well as their update on the City's website.
- A member noted that with the recent change in AC Transit fare structure, their staff produced bus car cards, updated the website, sent emails, sent regular USPS mail, sent an E-news email blast, held public meetings, staffed outreach events, made presentations and supported a street team.
- A member noted that updates to their City's website, sending letters to consumers and outreach by their advisory committee members are methods that are very helpful.
- A member noted that partnership with locations where consumers buy scrips or vouchers (i.e. for taxi scrip or voucher programs) and providing information of any changes or updates at that point is very beneficial.

## **6. Information Items**

### **6.1. Member Announcements**

There were no member announcements.

### **6.2. Staff Updates**

There were no staff updates.

## **7. Draft Agenda Items for February 23, 2015 Joint PAPCO/ParaTAC Meeting**

**7.1.** Gap Grant Cycle 6 Update

**7.2.** Joint PAPCO/ParaTAC Discussion

## **8. Adjournment**

The meeting adjourned at 4:00 p.m. The next Joint PAPCO/ParaTAC meeting is scheduled for February 23, 2015 at Alameda CTC's offices located at 1111 Broadway, Suite 800, in Oakland.



**DATE:** November 18, 2014

**SUBJECT:** Funding Formula for Measure B and BB Specialized Transportation for Seniors and People with Disabilities for FY15-16

**RECOMMENDATION:** Make a recommendation on the funding formula for Measure B and BB transportation for seniors and people with disabilities for FY15-16

## Summary

In June 2012, the Alameda CTC Commission adopted a PAPCO-recommended funding formula for the allocation of Measure B sales tax revenues to cities within each of four Alameda County planning areas for Specialized Transportation (Paratransit) Services. This formula is effective for five years, until June 30, 2017. PAPCO's recommendations included (1) updating the formula annually with the American Community Survey (ACS) income data and (2) incorporating disability data should it become available before 2017. PAPCO is requested to make a recommendation on the proposed updates to the Measure B funding formula for FY 2015-16, including population estimates, disability data, and a formula for the new 2014 Transportation Expenditure Plan. Staff recommends:

- For the allocation of Measure B funds within planning areas, that the population source data be derived from the American Community Survey (ACS) instead of from Census 2010; and that disability data from ACS be added;
- That the funding formula for the allocation of Measure B funds within planning areas also be applied to Measure BB funds; and

- That the same source for population data be used for (1) the funding formulas for the distribution of Measure B and Measure BB funds within planning areas, and (2) the allocation of Measure BB funds to the four planning areas (population of 70 and above).

## **Background**

### ***Measure B Funding Distribution***

Per the Alameda County Transportation Commission's 2000 Transportation Expenditure Plan, 10.45% of Measure B funds go to specialized transportation for seniors and people with disabilities. This 10.45% is distributed as follows:

- 5.63% allocated to ADA-mandated paratransit services
- 3.39% allocated to non-mandated paratransit services
- 1.43% allocated to the Gap Grant Program

Alameda County is divided into four planning areas. The 3.39% allocated to non-mandated paratransit services is distributed to the planning areas as follows:

- North County = 1.24%
- Central County = 0.88%
- South County = 1.06%
- East County = 0.21%

These allocations were determined as part of the negotiations to craft the 2000 Transportation Expenditure Plan for Measure B sales tax revenues. This distribution is set and cannot be changed; funds from a planning area may not be transferred to another area.

PAPCO develops a funding formula to allocate funding to the cities within each planning area that is adopted by the Alameda CTC Commission for use over a period of several years. Because the formula is updated annually with population and income data, the percentage of funding for the cities within each planning area can

change from year to year. Background and staff recommendations for this year's funding formula are described below.

*Funding formula for distribution within planning areas*

According to the 2000 Transportation Expenditure Plan, 3.39% of revenues are “for non-mandated services, aimed at improving mobility for seniors and people with disabilities. These funds are provided to the cities in the County and to Alameda County based on a formula developed by PAPCO.”

The initial funding formula was adopted in 2003. The current version was adopted by the Commission in 2012 to be effective for five years, until June 30, 2017 and includes the following factors:

<b>Factor</b>	<b>Description</b>	<b>Data Source</b>
<b>Age</b>	Population estimates of seniors age 70-79	2010 Census
<b>Disability</b>	Population estimates of seniors age 80+ multiplied by 1.5 to approximate the population of people with disabilities; as of the 2010 Census, accurate estimates of the population of people with disabilities were not available for all cities in the county	2010 Census
<b>Income</b>	Estimates of low-income households earning 30% of the Area Median Income, currently <\$20,000 per year	2010 ACS

For the current formula, PAPCO recommended that it be updated annually with ACS income data. PAPCO also recommended that disability data should be incorporated if it became available before 2017.

### *Disability data available in 2014*

Whereas the U.S. Census collects data from a very large sample of the population every 10 years to estimate broad demographic trends, the American Community Survey (ACS) collects data from a much smaller sample of the population every year on a broader range of population characteristics, including: income and benefits, health insurance, education, veteran status, disabilities, work location, and mode of travel to work. Each year the sample size grows and data from ACS becomes more reliable.

The ACS questions related to disability cover six disability types:

- **Hearing difficulty:** Deaf or having serious difficulty hearing.
- **Vision difficulty:** Blind or having serious difficulty seeing, even when wearing glasses.
- **Cognitive difficulty:** Because of a physical, mental, or emotional problem, having difficulty remembering, concentrating, or making decisions.
- **Ambulatory difficulty:** Having serious difficulty walking or climbing stairs.
- **Self-care difficulty:** Having difficulty bathing or dressing.
- **Independent living difficulty:** Because of a physical, mental, or emotional problem, having difficulty doing errands alone such as visiting a doctor's office or shopping.

Respondents who report anyone of these six disability types are considered to have a disability.

For the first time since PAPCO has been tracking it, this year the ACS sample size is large enough that data about disability is available for every city and unincorporated area in Alameda County.

### *Key decisions for Measure B funding formula*

Given the availability of new data, there are three key decisions to be made this year:

**1. Should we add ACS's disability data to the funding formula?**

Staff recommendation: Add disability data to the formula. Staff considers the ACS to be a reliable source of data for the population with a disability and ParaTAC members agreed that it should be added. PAPCO has previously recommended that this data should be incorporated into the funding formula if/when it becomes available.

**2. If disability data is added, should we remove the weighting of the population over 80?**

Staff recommendation: Keep the weighting of the population over 80 in the formula. ParaTAC members pointed out that many older seniors do not identify themselves as disabled, although they might meet the ACS definition and recommended the weighting for over 80 be retained.

**3. Should we replace 2010 Census population data with estimates from ACS?**

Staff recommendation: Use the ACS population data in the formula. The 2010 Census population estimate offers a larger sample size of data, but is only updated every 10 years; ACS offers a smaller sample of more recent data that's updated every year. Since several years have passed since the 2010 Census, the ACS population data is more recent. ParaTAC members were agreeable to the proposed change.

To illustrate the real financial impacts that these changes would have on allocations, staff reviewed several scenarios using actual revenues from FY 13-14 with ParaTAC members on November 18<sup>th</sup>. In the majority of cases revenues changed by less than 0.5%.

Following the review by ParaTAC members, the preferred changes of both the ParaTAC members and staff were to: (1) include ACS disability data, (2) retain the 80+ weighting, and (3) change the population data source to ACS. The following scenario (see Figure 1) summarizes the impact of incorporating these proposed changes into the funding formula.

**Figure 1. Proposed Funding Formula Scenario**

	<b>Difference (%)</b>
<b>NORTH COUNTY</b>	
<b>Alameda</b>	-0.41%
<b>Albany</b>	-0.10%
<b>Berkeley</b>	-1.08%
<b>Emeryville</b>	0.20%
<b>Oakland</b> (incl. Piedmont)	1.40%
<b>CENTRAL COUNTY</b>	
<b>Hayward</b> (incl. Ashland, Cherryland, Castro Valley, Fairview, San Lorenzo)	3.06%
<b>San Leandro</b>	-3.06%
<b>SOUTH COUNTY</b>	
<b>Fremont</b>	0.04%
<b>Newark</b>	0.12%
<b>Union City</b>	-0.15%
<b>EAST COUNTY</b>	
<b>Pleasanton</b> (incl. Sunol)	-1.30%
<b>LAVTA</b> (incl. Livermore and Dublin)	1.30%



Figure 2 summarizes the primary impacts of the scenario:

**Figure 2. Summary of Impacts on Programs**

Change	Primary Impacts
Use more recent ACS population data instead of 2010 Census and adds disability as a factor	<p>≥ 0.5% increase: Oakland, Hayward, LAVTA</p> <p>≥ 0.5% decrease: Berkeley, San Leandro, Pleasanton</p>

Staff recommends this Scenario for the formula because it:

- Uses the most recent data available for all factors
- Adds a direct measurement of disability
- Accounts for older seniors that might have undisclosed disabilities

Staff also recommends the formula be approved for the same length of time as the Master Program Funding Agreements, with annual updates of ACS data.

**Measure BB Funding Distribution**

The 2014 Transportation Expenditure Plan (TEP), Measure BB, was passed by 70% of Alameda County voters on November 4, 2014. Per the 2014 TEP, 10% of Measure BB funds are allocated to affordable transit for seniors and people with disabilities, as follows:

- 6% allocated to East Bay Paratransit Consortium
- 3% allocated to cities and local transit operators
- 1% allocated for service gaps and coordination

Alameda County is divided into four planning areas. The 3% allocated to cities and local transit operators will be distributed based on the percentage of the population over age 70 in each of the planning areas:

- North County – including the cities of Albany, Alameda, Berkeley, Emeryville, Oakland and Piedmont.

- Central County – including the cities of Hayward and San Leandro or unincorporated areas.
- South County – including the cities of Fremont, Union City, and Newark, as well as Union City Transit.
- East County – including the cities of Livermore, Dublin, Pleasanton, unincorporated areas, and LAVTA.

Funds from a planning area may not be transferred to another area. Funds can be further allocated to individual cities within each planning area based of a formula refined by PAPCO.

#### *Staff recommendation for Measure BB funding distribution*

Staff recommends that the PAPCO developed funding formula for the annual allocation of Measure B funds to cities and transit operators within planning areas also be applied to the distribution of the annual allocation of this funding from Measure BB.

Staff also recommends that for Measure BB funding, that the same source of population data that is used in the funding formula for Measure B funds be used for the allocation of Measure BB funds to the four planning areas (population of 70 and above).

#### **Next Steps**

PAPCO's recommendation will be forwarded to the Commission for consideration in early 2015.

#### **Fiscal Impact**

There is no net fiscal impact.

#### **Staff Contact**

[Naomi Armenta](#), Paratransit Coordinator

[Jacki Taylor](#), Program Analyst



**Full Committee Meetings**

- **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
- **Regular ParaTAC monthly meeting:**  
Tuesday, December 9, 2014, 9:30 to 11:30 a.m., Alameda CTC

**Subcommittee Meetings**

- **5310 Review Subcommittee meeting:**  
Thursday, November 13, 2014, 1 to 3:30 p.m., Alameda CTC  
  
Friday, December 5, 2014, 1 to 3:00 p.m., Alameda CTC (tentative,  
TBD December 2)

**Outreach**

<b>Date</b>	<b>Event Name</b>	<b>Location</b>	<b>Time</b>
2/4/15	Transition Information Night	Fremont Teen Center, 39770 Paseo Padre Parkway, Fremont, CA 94538	6:00 p.m. – 8:00 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.

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

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

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

**Topic: Mobility Management**

**Goal: Learn about and contribute to Alameda County's ongoing Mobility Management efforts**

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

**Topic: Program Policy Oversight**

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

Actions	Completed	In-Progress
Receive Gap Grant Cycle 5 Progress Reports status October March	x	
Receive reports from Gap Cycle 5 recipients		x
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**

**Goal: Continue fiduciary oversight over pass-through and grant funding**

Actions	Completed	In-Progress
Review and make recommendations on requests for Gap Capital or Matching funds		<b>x</b>
Participate in 5310 Call outreach and review		<b>x</b>
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**

**Goal: Communicate with local and regional partners on planning efforts and policy discussions**

Actions	Completed	In-Progress
Participate in joint discussion with ParaTAC at Joint meetings October February April	<b>x</b>	
Receive regular summaries of ADA-mandated paratransit advisory committees' minutes and Transit Access Reports		<b>x</b>

**Topic: Coordination with Local and Regional Partners**

Participate in other committees (e.g. SRAC, WAAC, AAC, City Commissions, etc.) and inform Chair and report to Committee as requested		<b>x</b>
Receive reports on MTC and Regional issues/events		<b>x</b>
Respond to staff communications on other opportunities for comments and participation		

**Topic: Customer Service**

**Goal: Participate in driver training and serve as a resource to providers; and facilitate communication and resolution of consumer complaints**

**Actions**

Continue to be available to assist in Driver Training and related items for ADA providers, City providers, taxi providers, etc.

**Completed**

**In-Progress**





## **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
- Vacant
- 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  
SEPTEMBER 2, 2014 MINUTES**

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

SRAC members present: Janet Abelson, Sharon Powers, Mary Seib, Yvonne Dunbar, Letitia Tumaneng, Harriette Saunders, Peter Crockwell, Robert L. Kearney, Jr., Patricia Affonso, Arnold Brillinger, Shawn Fong, Janet Bilbas, and Micheal Pope.

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

Members of the public present: Ryan Larson, Gary Brown, Ann Johnson, Naomi Armenta, Sione Vioseko, BART Director Robert Raburn.

**2) Approval of SRAC Minutes from July 1, 2014 meeting**

**MOTION:** Brillinger/Kearney to approve the July 1, 2014 minutes. All in favor, except Bilbas who abstained.

**3) Public Comments – none.**

**4) Presentation by Jon Canapary, of Corey, Canapary & Galanis Research with details on the May 2014 EBPC Customer Satisfaction Survey**

Jon Canapary made the following comments:

- The Survey is performed annually and tracks questions to measure improvements and declines over time.
- The Survey is conducted by professional interviewers by telephone; This year's sample size was 486, which is a statistically accurate number.
- The survey is based on a random selection of riders who have taken a recent trip.
- Many efforts are made to make the survey inclusive:
  - ✓ Survey is conducted in multiple languages
  - ✓ Attendants can assist riders with the interview
  - ✓ If the rider is unable to participate, interested family members can respond on behalf of the rider.
- Data shows on average, riders use paratransit about 6 times per month.

- About 15% of respondents have used regular public transit in the last month.
- Over one-third (37%) have computer access.
- Over two-thirds (71%) own a cell phone.
- High share (27%) of riders do not pay for their fare themselves.
- Riders claiming to be very satisfied or satisfied overall were 82% of respondents, a 5% increase from the prior survey.
- 91% of the respondents said their recent trip was either excellent or good.
- Trips purpose included:

Medical	33%	Adult day	22%
Errands	9%	Worship	4%
Social	9%	Work	9%
Work	9%	misc	5%

**5) Presentation by Rashida Kamara from Veolia, the Paratransit Broker, on FY 13/14 vs. FY 12/13 performance Data**

EBPC transported about 10,000 less passengers in FY 13/14 than we did last fiscal year. We ended with an average on-time performance in FY 13/14 of 91.4%, a little lower than the FY 12/13 average of 92.5%. However, in June 2014 on-time performance was 94.5%.

Complaints were slightly lower this year; due mainly to a decrease in vehicle issues. In FY 12/13 vehicles were close to the end of their useful life and at the start of FY 13/14 many new vehicles came into the fleet. There was also a reduction in broker staff complaints this year. We started centralized dispatch was started in FY 13/14 and service issues are being resolved much faster.

Productivity, or the average number of passengers per hour per vehicle, was 1.75 in both years. Veolia is currently interviewing for a new Operations Manager. A new IT manager has recently been hired: Nicole Carlos-Valentino.

EBPC has recently spent time with Nusura, the company hired to help train us in emergency planning, in conducting driver and dispatcher training. EBPC put some of that training to use in the recent protest in Oakland about the Brown shooting and also during the Napa earthquake.

In response to a comment that there is no paratransit sign at either the Oakland or Emeryville Amtrak station, Rashida said she will send out a road supervisor to review the situation. BART has provided EBPC signs in the past. Based on the comment at the last SRAC meeting about paratransit entry and parking at the Coliseum in Oakland, Rashida said her staff is working on that situation.

A few members observed they seem to always be placed on standby. Others noted waiting until 7:00 pm the night before the requested ride, to find out the pick-up time on a standby trip is too late if the rider does not want the trip after discovering the pick-up time. Most medical offices are closed by then and it is too late to cancel the appointment.

## **6) Final Review of Emergency Planning Driver Instructions for placement in the vehicles**

Rashida Kamara explained a short set of driver instructions were updated with some suggestions from the SRAC, provided at the last meeting. The instructions are being brought back to the SRAC for one final view. Instructions are on one side; sheltering locations are on the other. The page will be laminated and placed permanently in the vehicles. In addition to instructions, an Emergency Kit with water and food will be placed in each vehicle.

Arnold Brillinger suggested identifying a sheltering location in Pinole and Milpitas.

## **7) Discussion on complaints regarding circuitous trips and driver adherence to the manifest schedule**

Rashida Kamara explained there are checks built into the process of scheduling trips in an attempt to ensure runs operate smoothly. If problems are located, the runs are changed. These include:

- Manifests are reviewed by schedulers and closing dispatchers the night before; this involves about 10 individuals looking at 2,500 trips.
- Time is scheduled before drivers pull out so they can review their manifest before they start their day.

However, to riders, scheduling can sometimes look confusing:

- Trips can be requested either with a desired pick-up time or a desired appointment time. If an appointment based reservation is on the run, sometimes a driver has to pass another rider's drop-off in order to make the appointment time. This may seem illogical to the rider sitting in the vehicle watching as the vehicle passes his/her destination.
- Sometimes drivers get lost. Usually they don't confide to riders they are lost and instead may drive around trying to determine where they are. We discourage this, of course.

- Drivers report their GPS system tends to take them the long way around if certain streets are not registering on the map. However, veteran drivers will know the short cuts.
- Sometimes drivers are given add-on's in the event other drivers are running late, lost, having trouble.

Concerning driver adherence to the manifest schedule:

- New drivers are told to generally stick to the manifest.
- Veteran drivers understand we rely on their expertise and skill to make sensible decisions about the order of pick-ups and drop-offs in certain situations. In particular, veteran drivers understand and are looking out for appointment based trips.
- They also know and have experience with travel times and what it will mean for the length of time any passenger has to spend on the bus.
- However, if a driver checks in with the dispatcher to determine if a rider can be dropped off out of order, it is possible the dispatcher will insist the driver follow the manifest. The dispatcher may have information the driver does not and many types of confidential information cannot be relayed over the radio because of HIPPA laws.

Finally, Rashida remarked that dispatchers are trained, and continue to be trained, to make the best possible decision for the safety and timely delivery of all passengers. EBPC encourages passengers to give feedback so each individual incident can be researched to see if the dispatcher/driver made the right call or if additional training is required.

In response to a question about drivers seeing a mapped diagram of their route, Rashida responded there is a way for dispatchers to see a map of the route, but drivers cannot. This is part of the reason drivers are expected to review their route before pull out.

## **8) Report from SRAC members**

Arnold Brillinger spoke about a recent circuitous ride he took, noting the GPS directions were poor. But he said the driver, the other passenger and he took it with ease and actually enjoyed visiting with each other.

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

The meeting adjourned at 2:00 pm. The next meeting is November 4, 2014.

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

Attachment 3

	Q1 FY 13/14 July-September	Q1 FY 14/15 July-September
<b>Ridership Statistics</b>		
Total Passengers	178,302	186,113
ADA Passengers	152,458	159,579
% Companions	1.4%	1.4%
% of Personal Care Assistants	13%	13%
Average Passengers/ Weekday	2,418	2,535
Average Pass/ Weekend & Holidays	842	852
<b>Scheduling Statistics</b>		
% Rider Fault No Shows & Late Cancels	3.0%	3.0%
% of Cancellations	23.0%	21.7%
Go Backs/ Re-scheduled	2,283	2,769
<b>Effectiveness Indicators</b>		
Revenue Hours	102,029	104,964
Passengers/Revenue Vehicle Hour	1.75	1.77
ADA Passengers per RVHr.	1.50	1.52
Average Trip Length (miles)	10.8	10.6
Average Ride Duration (minutes)	40.0	39.5
Total Cost	\$8,363,835	\$9,226,379
Revenue Miles	1,654,960	1,688,596
Total Cost per Passenger	\$46.91	\$49.57
Total Cost per ADA Passenger	\$54.86	\$57.82
<b>On Time Performance</b>		
Percent on-time	90.5%	91.4%
Percent 1-20 minutes past window	7.3%	6.8%
% of trips 21-59 minutes past window	2.0%	1.7%
% of trips 60 minutes past window	0.14%	0.13%
<b>Customer Service</b>		
Total Complaints	820	955
Timeliness	295	375
Driver Complaints	287	329
Equipment / Vehicle	30	18
Scheduling and Other Provider Complaints	67	53
Broker Complaints	141	180
Commendations	366	351
<b>Safety &amp; Maintenance</b>		
Total accidents per 100,000 miles	4.71	4.68
Roadcalls per 100,000 miles	6.14	6.45
<b>Eligibility Statistics</b>		
Total ADA Riders on Data Base	17,238	16,987
Total Certification Determinations	1,307	1,282
Initial Denials	48	40
Denials Reversed	1	2

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# Deaf and Disabled Telecommunications Program

California Public Utilities Commission

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**Welcome to the Deaf and Disabled Telecommunications Program (DDTP). We provide telephone communications access for all deaf and disabled Californians.**

**Got Questions?**  
Live Operators with real expertise are available with answers. And, they speak your language.

Call us today  
**1-800-806-1191**

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# CENTER FOR INDEPENDENT LIVING

People with disabilities creating opportunity

## Search:

## Announcements

- [Authors Night Thank You](#)
- [Annual Report 2012-2013](#)
- [Nick Feldman Memorial Fund](#)

## Assistive Technology (AT) Services at CIL

### What is Assistive Technology?

Assistive technology, often referred to as "AT," includes just about anything – that is, any physical material or object – that makes it easier for a person with a disability to perform a task.

Assistive technology devices are aids which substitute for or enhance the function of some physical or mental ability. Assistive technology can be anything homemade, commercially available, or purchased off the shelf and then modified that is used to help an individual perform some task of daily living. Assistive technology encompasses a broad range of devices from "low tech" devices (e.g., pencil grips, splints, paper stabilizers) to "high tech" devices (e.g., computers, voice synthesizers, Braille readers).

Common examples of assistive technology include:

- Mobility aids such as walkers, canes, scooters, and wheelchairs,
- Visual aids such as screenreading software, magnifiers, and scanners,
- Listening aids such as TDDs, close caption TVs, and hearing aids,
- Household management aids such as environmental control switches and remote controls,
- Communication aids such as communication boards and AAC devices (which produce digitized speech), and

## Recent Tweets



Happy 25th anniversary to [@CARDcanhelp!](#) CARD is a nonprofit agency that provides emergency preparedness and disaster response resources.



Everyone at CIL is excited to welcome Stuart James as the new Executive Director. Come to Authors Night and meet him!

- Computing aids such as voice-input software, mouse alternatives, and ergonomic keyboards

CIL's AT Specialists can:

- provide you with information and referrals
- help you learn what sorts of assistive technology might be useful to you
- where such assistive technology can be found, often times at reduced or no cost to you
- you learn to use specific types of assistive technology
- speak at a meeting about about AT option.

CIL's AT Specialists can assist employers, governmental agencies, schools, senior centers, and other community-based organizations.

For more information about assistive technology resources available to you, please contact:

For additional resources please [Click Here](#)

<http://t.co/C07zyUdwa>



Only two days until our Author's Night! Visit <http://t.co/O0eA00ZUy>

for more information! We hope to see you there!



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**Attention: PAS providers:**

For a QuickMatch application, click [here](#).  
For a LiveScan fingerprinting form, click [here](#).

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## Making Technology Usable by Everyone

[Who We Work With](#)  
[Programs](#)  
[The AT Coalition](#)  
[The iPad Project](#)  
[Definitions](#)

### Welcome to the Center for Accessible Technology (CforAT)

CforAT's focus is on access to computers and technology for people with disabilities.

We do this so children with disabilities can succeed in school, adults with disabilities can find (and keep) jobs and all people with disabilities can use the internet, email and benefit from the digital revolution.

CforAT also provides business consulting services to corporations, libraries and government entities. We provide assistance on creating accessible websites and have a test bank of users with disabilities to test products and services.

CforAT supports use of technology to promote independent living for people with disabilities, providing information via an online resource, and engaging in advocacy work to support policies that expand access to technology for people with disabilities, including the many people with disabilities who are low-income.

CforAT is a 501(c)(3) non-profit organization.

#### Fall Keyboarding Class

**There is still time to sign up for our class starting October 13th.**

We are offering our "Introduction to Keyboarding" class for kids entering grades 4 to 12. To learn more about our upcoming classes, please [visit our Keyboarding page](#).

#### Learn More About Our Services

To learn more about the services offered by the Center for Accessible Technology, click on one of the links below:

- [Who We Work With](#).
- [Our Programs](#).
- [The AT Coalition](#) (a national project that provides AT information and trainings).
- [The iPad Project](#) (a lending library of iPads that can be used as speech generating devices).
- [The definition of Accessible Technology and Assistive Technology](#).
- [Computer Skills Trainings](#).

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Center for Accessible Technology | 3075 Adeline, Suite 220, Berkeley, CA 94703  
 v: (510) 841-3224 | fax: (510) 841-7956  
 email: [info@cforat.org](mailto:info@cforat.org) | website: [www.cforat.org](http://www.cforat.org)

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## CA LifeLine Cell Phone Service

Budget Mobile LifeLine offers government assisted wireless services to low income families and individuals in California. Qualified customers will receive a free cell phone plus Unlimited free minutes and Unlimited free texts every month. We offer LifeLine discounts to qualified CA customers who meet certain eligibly requirements such as government assistance or a household income that is at or below 150% of the federal poverty level. Budget Mobile LifeLine is limited to one per household and cannot be combined with any other LifeLine offering.

- [California Tariff](#)
- [California Terms and Conditions](#)
- [FAQ](#)

### All California Budget Mobile LifeLine Eligible Customers Receive:

- FREE mobile phone
- Unlimited FREE minutes every month automatically
- Unlimited FREE texts every month automatically

**FREE PHONE**  
**Unlimited\* FREE Minutes**  
**& Unlimited\* FREE Texts**  
**each month**  
 for eligible customers  
 from Budget Mobile.

Start by entering your zip code:

### California Budget Mobile LifeLine Plan Benefits:

- NO Contracts, No Cost
- Nationwide Coverage
- Caller ID
- Call Waiting
- Voicemail

If you are already a Budget Mobile LifeLine customer [Click Here To Login To Your Account](#)

## Budget Mobile Government Program

### Choose from the eligible programs in California

- Annual Income
- Bureau of Indian Affairs General Assistance
- Federal Housing Assistance (Section 8)
- Food Distribution Program on Indian Reservations
- Low Income Home Energy Assistance Program

### California Store Locations

**Bakersfield Store**  
 333 Union Avenue  
 Suite 107-B  
 Bakersfield, CA 93307  
 1-888-777-4007

**El Cajon Store**  
 1047 East Main Street  
 El Cajon, CA 92021  
 1-888-777-4007

**Fresno Store COMING SOON**  
 5247 East Kings Canyon Road  
 Suite 101  
 Fresno, CA 93727  
 1-888-777-4007  
*Opening Soon!*

**Los Angeles Kiosk - El Super - Arleta**  
 9710 Woodman Avenue  
 El Super  
 Arleta, CA 91334  
 747-201-1525

**Los Angeles Kiosk - El Super - Commerce**

- Medicaid/Medi-Cal
- National School Lunch (free program only)
- Supplemental Nutrition Assistance Program (SNAP)/Cal-Fresh
- Supplemental Security Income
- Temporary Assistance for Needy Families (TANF)/CAIworks/Stan Works/Welfare to Work/GAIN
- Tribally-Administered Head Start Program (income based only)
- Tribally-Administered Temporary Assistance for Needy Families
- Women, Infants and Children Program

5646 East Whittier Boulevard  
 El Super  
 Commerce, CA 90022  
 323-430-0344

**Los Angeles Kiosk - El Super - Covina**

960 West Arrow Highway  
 El Super  
 Covina, CA 91722  
 626-483-7387

**Los Angeles Kiosk - El Super - Downtown**

1100 West Slauson Avenue  
 El Super  
 Los Angeles, CA 90044  
 213-604-6269

**Los Angeles Kiosk - El Super - Huntington Park**

7000 South Alameda Street  
 El Super  
 Huntington Park, CA 90255  
 323-312-9369

**Los Angeles Kiosk - El Super - Inglewood**

3321 West Century Boulevard  
 El Super  
 Inglewood, CA 90303  
 (310) 431-1036

**Los Angeles Kiosk - El Super - Moreno Valley**

24899 Alessandro Boulevard  
 El Super  
 Moreno Valley, CA 92533  
 951-208-5494

**Los Angeles Kiosk - El Super - North Hollywood**

12727 Sherman Way  
 El Super  
 North Hollywood, CA 91605  
 818-299-2364

**Los Angeles Kiosk - El Super - Rialto**

515 South Riverside Avenue  
 El Super  
 Rialto, CA 92376  
 909-301-2139

**Los Angeles Kiosk - El Super - San Bernardino**

263 East 9th Street  
 El Super  
 San Bernardino, CA 92410  
 909-454-8961

**Los Angeles Kiosk - El Super - Santa Ana**

2445 South Bristol Street  
 El Super  
 Santa Ana, CA 92707  
 657-218-8826

**Oakland Kiosk**

3439 International Boulevard  
 Oakland, CA 94601  
 510-318-2645

**NOTE:** Due to FCC changes to the Lifeline Program, all new applicants will need to submit proof of government assistance in order to complete enrollment. There are several easy methods to submit proof eligibility; you will be able to select what method is best for you later in the signup process.

## Prepaid Plans

In addition to our Lifeline Plans, Budget Mobile also offers a variety of flexible prepaid plans to fit your needs. Whether you talk a little or talk a lot, we have a 30 day plan for everyone. You can change your plan every month to fit your lifestyle or you can [Add Minutes](#) anytime you need them.

Budget Mobile Plan	Talk	Text	Data (MB)
\$22.40	1000	UNLIMITED	-
\$40.00	UNLIMITED	UNLIMITED	-
\$50.00	UNLIMITED	UNLIMITED	3000



**Oakland Store**

10329 International Boulevard  
Oakland, CA 94603  
510-560-2132

**Sacramento Store - Northgate**

2407 Northgate Boulevard  
Sacramento, CA 95833  
1-916-993-8924

**Sacramento Store - Southgate**

4540-C Florin Road  
Sacramento, CA 95823  
916-399-5803

**Salinas Kiosk - El Super**

640 East Boronda Road  
El Super  
Salinas, CA 93906  
831-540-0219

**San Diego Kiosk - El Super - National City**

3007 Highland Avenue  
El Super  
National City, CA 91950  
619-433-2942

**San Diego Store - City Heights**

4153-B University Avenue  
San Diego, CA 92105  
(619) 578 - 2515

**Stockton Store COMING SOON**

Waterloo Center  
Stockton, CA 95205  
1-888-777-4007  
*Opening Soon!*

*For more information about our prepaid plans, please call or visit one of our Budget Mobile stores nearest you.*



<u>Company</u>	<u>Products &amp; Plans</u>	<u>Information</u>	<u>States</u>	
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			<a href="#">Kansas</a>	<a href="#">South Carolina</a>
			<a href="#">Kentucky</a>	<a href="#">South Dakota</a>
			<a href="#">Louisiana</a>	<a href="#">Texas</a>
			<a href="#">Maine</a>	<a href="#">Utah</a>
			<a href="#">Maryland</a>	<a href="#">Washington</a>
			<a href="#">Massachusetts</a>	<a href="#">West Virginia</a>
			<a href="#">Michigan</a>	<a href="#">Wisconsin</a>
				<a href="#">Wyoming</a>

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**Alameda County Travel Training Technology Resources**

Resource	Description	Computer	Smartphone	Cellphone without Internet Access	Notes
511	511 is your one-stop phone and web source for up-to-the-minute Bay Area traffic, transit, rideshare, and bicycling information. It's FREE and available whenever you need it – 24 hours a day, 7 days a week – from anywhere in the nine-county Bay Area.	511.org	Call or download 511 Transit App. Designed for iPhone 4 (and later), and Android, provides door-to-door transit trip planning on more than 30 transit agencies and finds scheduled departure times for transit stops throughout the region. With the interactive map you can locate your route and view stops along the way, as well as your current position from GPS while on the move. Walking directions to your stops and fares (with transfers) are also available.	Call 511	When calling for in-person assistance, riders are advised to navigate to the particular transit agency, rather than general 511 assistance. If riders have bus stop ID #s, they can obtain realtime arrival info.
AC Transit	Public Transportation Authority for western Alameda and Contra Costa Counties.	www.ACTransit.org	Specially formatted schedule for any individual bus line on your mobile device at <a href="http://mobile.actransit.org">http://mobile.actransit.org</a>	Dial 511 and say, "AC Transit," to speak with a person about route information including time points, destinations, or trip planning. Monday through Friday, 7:00am to 7:00pm; Saturday and Sunday, 9 am to 5pm.	Hours for travel information: Monday through Friday, 7:00am to 7:00pm; Saturday and Sunday, 9 am to 5pm. Closed holidays except Presidents Day, MLK and Veterans Day.

## Alameda County Travel Training Technology Resources

Resource	Description	Computer	Smartphone	Cellphone without Internet Access	Notes
BART	Bay Area Rapid Transit is a rapid transit system serving the San Francisco Bay Area. The heavy-rail public transit and subway system connects San Francisco with cities in the East Bay and suburbs in northern San Mateo County.	<a href="http://www.BART.gov">www.BART.gov</a>	Official BART information everywhere you go! We've got real time departures, delay advisories, trip plans, schedules, station information and more. Point your mobile browser to <a href="http://m.bart.gov">m.bart.gov</a> and you're good to go.	510 465-2278. Operators are available 8:00 a.m. to 9:00 p.m., seven days a week. Automated schedules, fares and real-time information is available 24/7.	
BARTMap	BART Map application	N/A	iOS	N/A	
Clipper Card	Clipper® is an all-in-one transit card that keeps track of any passes, discount tickets, ride books and cash value that you load onto it, while applying all applicable fares, discounts and transfer rules. Clipper can be used on Muni, BART, AC Transit, VTA, SamTrans, Caltrain and Golden Gate Transit and Ferry.	<a href="http://www.clippercard.com">www.clippercard.com</a>	<a href="https://m.clippercard.com">https://m.clippercard.com</a> to add value	877.878.8883	The Clipper card can hold multiple passes, ride books or tickets (which are specific to the transit system being used), as well as up to \$300 in cash value at one time. Cash value on your Clipper card can be used to ride any participating transit system. You can add value (in the form of both passes and cash value) to your card as you go, or for added convenience, you can set up your card to automatically reload whenever your pass expires or your cash balance falls below \$10.
Flashlight	Super-Bright LED Flashlight instantly turns your device into a bright flashlight. The ultimate lighting tool takes full advantage of the LED light. Strobe/Blinking Mode is also supported and it's FREE!	N/A	Super-Bright LED Flashlight app	N/A	General safety recommendation.
Google Maps	General mapping program that also offers driving, walking, bicycle, and transit directions.	<a href="https://maps.google.com">https://maps.google.com</a>	App	N/A	

## Alameda County Travel Training Technology Resources

Resource	Description	Computer	Smartphone	Cellphone without Internet Access	Notes
iBART (Embarq)	Per SFGate "The best BART app for both veteran riders and newbies."	N/A	iOS; Embarq iBART	N/A	Real time updates for service interruptions.
NextBus	Transit riders can get next bus information whenever, wherever, and however they want. NextBus arrival information is made available through the internet to mobile devices such as smartphones and tablets, computers, and wayside signs found at bus shelters and transit depots. You can also text to receive arrival information and subscribe to receive messages pertinent to your route.	www.nextbus.com	Go to www.nextbus.com on your internet browser. NextBus will automatically determine your location to find your nearest stop. Make sure to tap "OK" if you receive a message about using your current location." Or, you can tap "Menu" and "Select Specific Stop" to find your agency and route. For quick access to nextbus.com, bookmark the site directly to your home screen.  Text: If you know your agency and stop number, text to 41411, then enter your agency and stop. (i.e. actransit 52999)	Text: If you know your agency and stop number, then enter your agency and stop. (i.e. actransit 52999)	NextBus uses GPS technology and a proprietary algorithm that incorporates historical travel data to track vehicles and predict vehicle arrival time. By taking into account the actual position of the buses, their intended stops, and typical traffic patterns, NextBus can estimate vehicle arrivals with a high degree of accuracy. This estimate is refreshed constantly to provide riders with up-to-the-minute information.

**Alameda County Travel Training Technology Resources**

Resource	Description	Computer	Smartphone	Cellphone without Internet Access	Notes
Next Ride	Next Ride shows the schedule for the next train, trolley or ferry leaving the station. The nearest station and current schedule are automatically shown, you choose the desired route. You can try it out for free and can always use the current day's schedule for the closest station. Full features and schedules can be purchased within the app. Transit systems include: LA Metro, Metrolink, Caltrain, San Diego Coaster, Sprinter, Trolley, and others coming soon.	N/A	iOS	N/A	Available in various cities
QuickMUNI	SF Muni bus & train arrivals — quickly! See all the closest stops near you, and all the routes that serve them. Tap on a route to get a map with live vehicle locations in realtime, or set an alarm to let you know when your ride is five minutes away. And, keep your favorite stops at your fingertips!	N/A	Android	N/A	No ads, no user tracking, and completely free. Alarms! Tap on predictions to set up an alarm. - Maps! Tap on a route icon to see a map with live vehicle locations. - Search! Enter a Stop ID # to get arrivals at just one platform. QuickMuni sorts everything nearby and always shows the closest street corners and stations first. So, all at once you can see every route that serves a stop. You click less and get what you need faster.

**Alameda County Travel Training Technology Resources**

Resource	Description	Computer	Smartphone	Cellphone without Internet Access	Notes
WeatherBug	<p>Download WeatherBug to access the world's largest network of real-time weather and lightning sensors for the best forecasts, the fastest alerts and more. Get the most accurate pinpoint forecasts for your neighborhood and millions of cities around the world! Benefit from the fastest, most advanced early warning system!</p>	<p><a href="http://weather.weatherbug.com/">weather.weatherbug.com/</a></p>	<p>Android, iOS, Blackberry, Windows Mobile</p>	<p>N/A</p>	<p>General information.</p>

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## MEMORANDUM

To: PAPCO/ParaTAC  
From: Paratransit Coordination Team  
Date: November 17, 2014  
Subject: Alameda CTC Mobility Workshop: 2014 Outcomes Summary

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### OVERVIEW

The 11th Annual Mobility Workshop for Seniors and People with Disabilities was held on October 17<sup>th</sup>, 2014 at the Ed Roberts Campus in Berkeley, CA. Workshop sessions included:

- State of the System and Hot Topics in Accessible Transportation
- Transportation Access to Healthcare and Social Services
- On-Demand Transportation Services and Accessibility
- New 211 and Access Alameda Website Demonstration
- Update on Measure BB

Workshop participants heard about several thought-provoking new technologies that are helping seniors live independently and safely. Accessing healthcare services could become easier if the trend toward “healthcare in the home” and the decentralization of clinics continues. The session on new on-demand transportation services that use web- or mobile-based apps generated significant discussion and interest from audience members. While traditional taxi services are declining as these new services rise, the audience seemed hopeful that there are opportunities to work together and improve mobility options for all. The workshop newsletter will include a full summary of all the workshop sessions.

### ATTENDANCE

One hundred and ten people attended from throughout the Bay Area—one of our largest workshops yet. Attendees represented a wide range of groups, including public agencies, non-profits, advocates, committee members, and the general public.

## RESOURCE FAIR PARTICIPATION

We had the largest resource fair so far with over twenty participants:

1. AC Transit
2. Alameda County Area Agency on Aging
3. Alameda County Social Services
4. Alameda CTC/PAPCO
5. Alta Bates Medical Group
6. Bay Area Outreach and Recreation Program (BORP)
7. Bay Area Rapid Transit District (BART)
8. Center for Elders' Independence (CEI)
9. Center for Independent Living (CIL)
10. City Car Share
11. Clipper Card (BART)
12. Collaborating Agencies Responding to Disasters (CARD)
13. Comfort Keepers of the East Bay
14. Community Resources for Independent Living (CRIL)
15. East Bay Paratransit
16. Eden I&R
17. Family Caregiver Alliance
18. Legal Assistance For Seniors/HICAP
19. Social Security Administration
20. Through the Looking Glass (TLG)
21. United Seniors of Oakland and Alameda County (USOAC)

## SURVEY

Immediately after the workshop, attendees were sent an online survey to allow participants to evaluate the effectiveness and utility of the program. Responses were due by October 31, 2014.

The survey received 43 responses, meaning 39% of attendees answered the survey. This is the highest number of responses we have

received on the workshop survey in the last 3 years. And, over 82% of respondents rated the workshop “highly valuable.”

About 47% of respondents represented organizations from North Alameda County, which includes Oakland, Berkeley, Emeryville, Alameda, and Albany. Most respondents heard about the workshop through emails from the Alameda CTC (43%), but word of mouth from colleagues and PAPCO were also instrumental in spreading the word.

Over the course of the day, there was a slight decline in attendance according to responses, however almost every session received very high ratings from respondents. On a scale of one to three, with one meaning “not informative” and 3 meaning “highly informative,” the average ratings were each higher than 2.6. With our largest resource fair yet, there was little variation in how valuable respondents found each of the resource fair organizations.

Session	Average Rating
State of the System & Hot Topics	2.8
Access to Healthcare	2.8
Lunchtime Resource Fair	2.6
TNCs and Accessibility	2.8
New 211 and Access Alameda Website Launch	2.8
Measure BB	2.7

The comments received on each session reflected these high ratings. Many respondents especially appreciated the information about new technologies and the time for discussion around Transportation Network Companies (e.g. Lyft, Lift Hero) and accessibility. A few responses that stand out and offer value for next year’s workshop include:

Morning Session

- “The Aging 2.0 presentation was very fascinating and I hope to receive updates on it!”
- “I thought all the presenters did a great job, there was time for questions and a feedback.”

- “I would have liked to see information on walking and cycling projects, specifically the program that Santa Clara County's "Outreach" organization has implemented to help seniors to access three-wheeled "grocery getter" cycles.”
- “Wished that the Healthcare & Social Services Presentation got more at the nexus between ACA, Medi-cal reimbursement for NEMT, and transportation benefits in health care plans.”

### Afternoon Session

- “I thought the lively On-Demand Transportation Services and Accessibility was good to have after lunch. Sometimes conferences drag after a full meal - that certainly was not the case with this workshop. This was my first Mobility Workshop, I was very impressed with how well organized it was!”
- “I was especially delighted at the presence of Lift Hero and Lyft, great to see PAPCO keeping things like this on their radar. Ms. Toran's presentation was also inspiring.”
- “Would have liked to see more discussion/brainstorming of how new great resources (211 and Access Alameda) may be tied to larger efforts around mobility management in Alameda County.”
- “Information on the mobile device apps and systems, and comparison with traditional taxi was valuable. I would like to see a group discount plan for seniors and others with low income to assist with the high monthly fees for a mobile device data plan. Even if 60% of the special needs population uses/affords a data plan, that still leaves 40% who can't get the information they need: equity is important in this transition period.”

Respondents liked the overall length of the workshop and found the lunch hour to be plenty of time for eating and visiting tables. There was only one comment regarding a preference for the workshop not to be on a Friday. Perhaps due to the extended questions and answer periods after each panel discussion, many respondents requested more time for brainstorming, networking, one-on-one or small group discussions, and break-out sessions. There was a desire to collaborate and develop a direction forward, and several requests to broaden the invite to the general public.

## Gap Grant Cycle 5 Progress Reports Update

In October, PAPCO reviewed Gap Grant Cycle 5 Progress Reports and requested staff to follow-up and provide clarification for the following three projects:

- Center for Independent Living, Inc. – Mobility Matters Project
- Senior Helpline Services - Rides for Seniors
- City of Oakland - Taxi-Up & Go Project

### **Center for Independent Living, Inc. – Mobility Matters Project**

Staff update: The progress report has been revised to include USOAC numbers to the number of seniors to receive travel training in FY 13/14. See revised numbers for Performance Measure 1 in the below table:

No.	Performance Measure Target	Progress to date	Progress this period
1	Ala. County seniors to receive travel training in FY 13/14 Target: 168	35 <b>Correction: 53</b>	6 <b>Correction: 18</b>
2	Ala. County adults with disabilities to receive travel training (Note: this target is in addition to the 240 seniors to receive travel training) in FY 13/14. Target: 246	99	50
3	Ala. County youths with disabilities to receive travel training in FY 13/14 Target: 17	30	17

<b>No.</b>	<b>Performance Measure Target</b>	<b>Progress to date</b>	<b>Progress this period</b>
4	Ala. County adults with disabilities to receive training on how to use mobility device (e.g., cane, scooter, walker, wheelchair) in FY 13/14 Target: 35	34	21
5	Alameda County adults with disabilities to receive travel training on how to use a GPS device in FY 13/14 Target: 10	6	0
6	Trainees that reported being satisfied or very satisfied with the training that they received in FY 13/14 Target: 70%	70%	86.58%
7	Trainees that reported using fixed route transit successfully and independently since receiving travel training in FY 13/14 Target: 65%	Still assessing	Still assessing

### **Senior Helpline Services - Rides for Seniors**

Staff update: The progress report has been revised to reflect corrections to Performance Measure 3, the average number of rides to clients in FY 13/14.

<b>No.</b>	<b>Performance Measure Target</b>	<b>Progress to date</b>	<b>Progress this period</b>
1	Recruited, screened and trained volunteers in FY13/14 Target: 40	47	9

No.	Performance Measure Target	Progress to date	Progress this period
2	Enrolled clients in Rides for Seniors Program in FY 13/14 Target: 75	61	30
3	Average rides to clients in FY 13/14 Target: 150-200/mo	Monthly high of 82 <b>Average: 47</b>	Monthly high of 82 <b>Average: 57</b>

### City of Oakland - Taxi-Up & Go Project

Staff update: City of Oakland staff confirmed that the target numbers reported to PAPCO are accurate and that the project is performing at 50% of the target. In response, Oakland is going to try to increase monthly one-way trips to meet their target by attempting to shift some financial resources to address the fact that the per trip cost is approximately \$20 instead of the projected \$13.

No.	Performance Measure Target	Progress to date	Progress this period
1	Number of one-way taxi-escorted trips <b>Target: 3600</b>	1,884	900
2	Number of Volunteers/Caregivers trained <b>Target: 100</b>	128	60
3	Number of clients transported <b>Target: 500</b>	548	300
4	Number of case managed clients <b>Target: 100</b>	124	60

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