



Meeting Notice

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

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Paratransit Advisory and Planning Committee

Monday, January 26, 2015, 1:00 p.m.

1111 Broadway, Suite 800

Oakland, CA 94607

Please note that the Monday, January 26, 2015 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.

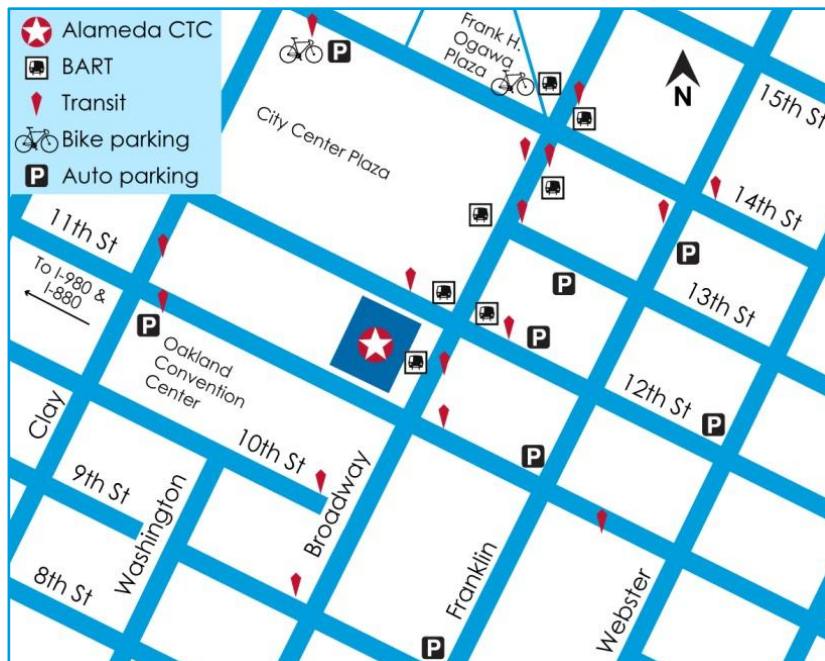
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Location Map

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

Alameda CTC is accessible by multiple transportation modes. The office is conveniently located near the 12th Street/City Center BART station and many AC Transit bus lines. Bicycle parking is available on the street and in the BART station as well as in electronic lockers at 14th Street and Broadway near Frank Ogawa Plaza (requires purchase of key card from bikelink.org).



Garage parking is located beneath City Center, accessible via entrances on 14th Street between 1300 Clay Street and 505 14th Street buildings, or via 11th Street just past Clay Street. To plan your trip to Alameda CTC visit www.511.org.

Accessibility

Public meetings at Alameda CTC are wheelchair accessible under the Americans with Disabilities Act. Guide and assistance dogs are welcome. Call 510-893-3347 (Voice) or 510-834-6754 (TTD) five days in advance to request a sign-language interpreter.



Meeting Schedule

The Alameda CTC meeting calendar lists all public meetings and is available at www.AlamedaCTC.org/events/upcoming/now.

Paperless Policy

On March 28, 2013, the Alameda CTC Commission approved the implementation of paperless meeting packet distribution. Hard copies are available by request only. Agendas and all accompanying staff reports are available electronically on the Alameda CTC website at www.AlamedaCTC.org/events/month/now. Any other notice required or permitted to be given under these bylaws will follow the same policy. PAPCO members receive an exception to the paperless policy and will continue to receive notices via U.S. Postal Service in addition to electronic versions. Members can request to opt-out of paper notices.

Glossary of Terms

A glossary of terms that includes frequently used industry terms and acronyms is available on the Alameda CTC website at www.AlamedaCTC.org/app_pages/view/8081.

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Paratransit Advisory Planning Committee
 Meeting Agenda
 Monday, January 26, 2015, 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

1. Welcome and Introductions

1:12 – 1:15 p.m.
 Public

2. Public Comment

Page A/I

1:15 – 1:20 p.m.
 Chair

3. Administration

3.1. November 24, 2014 PAPCO Meeting Minutes

1 A

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

1:20 – 1:50 p.m.
 Staff

4. Draft Implementation Guidelines Review and Discussion

9 I

The Committee will review and discuss potential revisions to the Implementation Guidelines for FY 2015/16.

1:50 – 2:10 p.m.
 Guest Speakers

5. Livermore Amador Valley Transit Authority (LAVTA) Quarterly Report

I

The Committee will receive a quarterly report from Livermore Amador Valley Transit Authority (LAVTA).

2:10 – 2:30 p.m. Guest Speakers	6. Gap Grant Cycle 5 Program Report: Tri-City Volunteer Driver Programs		
	The Committee will receive a Gap Grant Cycle 5 program report from the Tri-City Volunteer Driver Programs.		
2:30 – 2:50 p.m. Guest Speakers	7. Gap Grant Cycle 5 Program Report: Rides for Seniors		
	The Committee will receive a Gap Grant Cycle 5 program report from Rides for Seniors.		
2:50 – 3:00 p.m. PAPCO	8. Member Reports on PAPCO Mission, Roles, and Responsibilities Implementation		
	8.1. PAPCO Calendar of Events	29	
	8.2. PAPCO Work Plan	31	
	8.3. PAPCO Appointments	35	
3:00 – 3:10 p.m.	9. Committee Reports (Verbal)		
Sharon Powers	9.1. East Bay Paratransit Service Review Advisory Committee (SRAC)		
Herb Hastings	9.2. Citizens Watchdog Committee (CWC)		
	10. ADA Mandated Program and Policy Reports		
	10.1. November 4, 2014 East Bay Paratransit Service Review Advisory Committee Meeting Minutes	37	
3:10 – 3:30 p.m.	11. Information Items		

Staff	11.1. Mobility Management – Planning for Transportation after Medical Services: A Guide for Service Members, Veterans & Their Family Caregivers	43	I
Krystle Pasco	11.2. Outreach Update – 2014 Paratransit Outreach Summary Report	45	I
Staff	11.3. Gap Grant Cycle 5 Update		I
Staff	11.4. Section 5310 Funding Update	57	I
Staff	11.5. Preparedness Follow-up	59	I
Staff	11.6. Other Staff Updates		I

12. Draft Agenda Items for February 23, 2015 PAPCO and Joint PAPCO/ParaTAC Meetings

- 12.1.** Gap Grant Cycle 5 Update
- 12.2.** Gap Grant Cycle 5 Program Report: Taxi-Up & Go Project
- 12.3.** Final Implementation Guidelines Review and Discussion
- 12.4.** Joint Discussion - CTP

3:30 p.m. **13. Adjournment**

Next PAPCO Meeting: February 23, 2015

Next Joint PAPCO/ParaTAC Meeting: February 23, 2015

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

3.1

1111 Broadway, Suite 800, Oakland, CA 94607

510.208.7400

www.AlamedaCTC.org

MEETING ATTENDEES

Attendance Key (A = Absent, P = Present)

Members:

P Sylvia Stadmire,
Chair

A Will Scott,
Vice-Chair

A Larry Bunn

P Shawn Costello

P Herb Hastings

A Joyce
Jacobson

P Sandra
Johnson-Simon

P Jonah Markowitz

P Rev. Carolyn Orr

P Suzanne Ort

A Thomas Perez

P Sharon Powers

P Vanessa Proee

A 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 Cathleen Sullivan, Paratransit Coordination Team

P Terra Curtis, Paratransit Coordination Team

Guests:

Ken Bukowski, Public Member; Jennifer Cullen, Senior Support Program of the Tri-Valley; Sarah Dawn-Smith, Bay Area Outreach and Recreation Program (BORP); Rashida Kamara, East Bay Paratransit; Kim Ridgeway, AC Transit; Laura Timothy, BART; Elena Vanloo, BART

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

Ken Bukowski, a member of the public, noted that he recently posted the video of the Goods Movement Roundtable that happened on Saturday, November 15th onto his website: www.regional-video.com.

3. Administration

3.1. October 27, 2014 PAPCO Meeting Minutes

Herb Hastings moved to approve the October 27, 2014 PAPCO Meeting minutes as written. Esther Waltz seconded the motion. The motion passed (10-0-0). Members Herb Hastings, Sandra Johnson-Simon, Carolyn Orr, Suzanne Ortt, Sharon Powers, Vanessa Proee, Harriette Saunders, Sylvia Stadmire, Esther Waltz, and Hale Zukas were present.

3.2. October 27, 2014 Joint PAPCO and ParaTAC Meeting Minutes

Sandra Johnson-Simon moved to approve the October 27, 2014 Joint PAPCO and ParaTAC Meeting minutes as written. Esther Waltz seconded the motion. The motion passed (10-0-0). Members Herb Hastings, Sandra Johnson-Simon, Carolyn Orr, Suzanne Ortt, Sharon Powers, Vanessa Proee, Harriette Saunders, Sylvia Stadmire, Esther Waltz, and Hale Zukas were present.

4. Transportation Expenditure Plan (TEP) Election Outcome Discussion

Naomi Armenta gave an overview of the TEP Election outcome, including its relation to Gap Grant Cycle 6 and the Implementation Guidelines. She noted that Measure BB passed and Alameda CTC staff will be working with the Direct Local Program Distribution recipients on updating the Master Program Funding Agreements and the Implementation Guidelines. She also noted that a Gap Grant Cycle 6 call for projects will not be released next year. Therefore, the current Gap Grant Cycle 5 recipients will be able to request an extension for another year of funding.

Questions and feedback from PAPCO members:

- It appears that the non-mandated programs, Union City and LAVTA are receiving less percentage of the Measure BB funding. Does this mean they are receiving fewer funds? No. Although the percentage of the overall funding for non-mandated programs,

Union City and LAVTA appears less, the amount of funding available is actually increasing because the sales tax measure is doubling the amount of funds generated.

- Will there be more Gap Grant funds available to fund more programs? Yes, due to the increase in funding from the new sales tax measure, more funding may be available for Gap Grants. Staff will be discussing this in the coming months.
- Is the money allocated to BART divided between maintenance and expansion? BART receives funding from several sources in the new sales tax measure. They are funded for specific capital projects identified in the 2014 TEP and receive funding for East Bay Paratransit.

5. FY 2015/16 Proposed Funding Formula

Cathleen Sullivan gave an update on the FY 15-16 proposed funding formula. She gave a presentation on the background of the Measure B funds for specialized transportation for seniors and people with disabilities and its current distribution. She then facilitated a discussion regarding potential changes to the current funding formula and presented staff recommendations and potential next steps.

Questions and feedback from PAPCO members:

- Members expressed interest in adding American Community Survey (ACS) data to the funding formula.
- Members would like to see the relevant questions that are asked through the ACS and what the demographic of the survey respondents was. Staff noted that the ACS questions related to disability are in the memo on page 14 of the meeting packet. Additional information is also available on the ACS handout.
- What is the sample size for the ACS data? The sample size is based on cities with populations of 60,000 or more people.
- Members expressed support for the continuation of the weighting of the population over 80 in the formula.
- A member asked if since we are now adding disability data to the funding formula and we have been using the 80+ demographic as a proxy for disability, we are potentially over counting a certain population of people?

- A member suggested lowering the weighting of the population over 80 in the formula to 0.5 or 0.75 instead of 1.5.
- Members expressed interest in replacing the 2010 Census population data with estimates from ACS.
- A member expressed concern that the discussion is happening in a vacuum and members are not able to see the actual effects of these changes. Staff referred members back to the memo in the agenda packet for more information on the percentage difference and potential impacts of these changes.

Hale Zukas moved to add the ACS disability data to the funding formula. Jonah Markowitz seconded the motion. The motion passed (12-0-1; Member Michelle Rousey abstained).

Harriette Saunders moved to keep the weighting of the population over 80. Herb Hastings seconded the motion. The motion passed (9-3-1; Members Shawn Costello, Vanessa Proee and Hale Zukas opposed; Member Michelle Rousey abstained).

Herb Hastings moved to use the estimates from ACS instead of the 2010 Census population data. Harriette Saunders seconded the motion. The motion passed (12-0-1; Member Michelle Rousey abstained).

Herb Hastings moved to approve the formula for the same length of time as the Master Program Funding Agreements, with annual updates of ACS data. Vanessa Proee seconded the motion. The motion passed (12-0-1; Member Michelle Rousey abstained).

Herb Hastings moved to use the same formula from Measure B to distribute Measure BB funding. Sandra Johnson-Simon seconded the motion. The motion passed (12-0-1; Member Michelle Rousey abstained).

Jonah Markowitz moved to use the same population data source to distribute money to the four different planning areas for Measure BB funding. Harriette Saunders seconded the motion. The motion passed (12-0-1; Member Michelle Rousey abstained).

Members Shawn Costello, Herb Hastings, Sandra Johnson-Simon, Jonah Markowitz, Carolyn Orr, Suzanne Ortt, Sharon Powers, Vanessa Proee, Michelle Rousey, Harriette Saunders, Sylvia Stadmire, Esther Waltz, and Hale Zukas were present.

6. East Bay Paratransit Report

Rashida Kamara, East Bay Paratransit (EBP) General Manager, gave a status report on EBP's ridership and recent broker office activities.

Questions and feedback from PAPCO members:

- With medical facilities that close after 5 p.m., what can EBP do to better accommodate trips that happen later in the evening? Customer Response clerks in the office talk to consumers who book later rides and discuss with them methods to make sure they successfully connect with the drivers. EBP conducts various outreach efforts to address issues like this.

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

Michelle Rousey is taking a course at Laney College and her final project is displayed in the district offices on campus. More information is available on the flyer.

Sylvia Stadmire encouraged members to ride the Oakland Airport Connector.

Jonah Markowitz reported back on the Easy Does It (EDI) fundraiser and noted that even if people did not attend they can still contribute to EDI financially.

8. Committee Reports (Verbal)

8.1. East Bay Paratransit Service Review Advisory Committee (SRAC)

Sharon Powers noted that emergency preparedness was discussed at the last meeting and she passed around the emergency preparedness kit that she received from East Bay

Paratransit. The next SRAC meeting will take place on Tuesday, January 6th.

8.2. Citizens Watchdog Committee (CWC)

Herb Hastings reported that the annual audit and the compliance reporting process were discussed at the last meeting. Members also discussed the audit report outreach efforts. The next CWC meeting will take place on Monday, January 12th.

9. ADA Mandated Program and Policy Reports

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

10. Information Items

10.1. Mobility Management – Assistive Technology Resources

Naomi Armenta reviewed the mobility management attachment in the packet as well as the handouts.

10.2. Outreach Update

Krystle Pasco gave an update on the following outreach events:

- 2/4/15 – Transition Information Night, Fremont Teen Senior from 6:00 p.m. to 8:00 p.m.

10.3. 2014 Annual Mobility Workshop Update

Terra Curtis gave an update on the Mobility Workshop newsletter. She noted that the newsletter will be available for distribution very shortly. She also discussed some of the results from the survey and noted that attendees expressed interest in more opportunities for discussion at future Mobility Workshops.

Shawn Costello expressed interest in being a panelist or presenter at next year's Mobility Workshop.

10.4. Gap Grant Cycle 5 Progress Reports Update

Naomi Armenta noted that there is an attachment in the meeting agenda packet with answers to the follow up questions from the Gap Grant Cycle 5 progress reports that

were requested by several PAPCO members at the last meeting.

10.5. Other Staff Updates

Naomi Armenta reviewed the additional handouts.

Jacki Taylor announced that Matt Todd is no longer with the Alameda CTC. His last day was November 15th but he wanted to share that he enjoyed working with PAPCO.

There will also be an Alameda CTC Open House on Thursday, December 4th at 3:00 p.m. Everyone is invited to attend.

11. Draft Agenda Items for January 26, 2015 PAPCO Meeting

11.1. Implementation Guidelines Discussion

11.2. 2014 Paratransit Outreach Summary Report

11.3. Gap Grant Extension Update

11.4. Livermore Amador Valley Transit Authority (LAVTA) Quarterly Report

11.5. Gap Grant Cycle 5 Program Report: Tri-City Volunteer Driver Programs

11.6. Gap Grant Cycle 5 Program Report: Rides for Seniors

12. Adjournment

The meeting adjourned at 3:30 p.m. The next PAPCO meeting is scheduled for January 26, 2015 at Alameda CTC's offices located at 1111 Broadway, Suite 800, in Oakland.

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DATE: January 20, 2015

SUBJECT: Implementation Guidelines – Special Transportation for Seniors and People with Disabilities Program

RECOMMENDATION: Provide input on draft revisions of the Implementation Guidelines for FY15-16

Summary

The Implementation Guidelines for the Special Transportation for Seniors and People with Disabilities (Paratransit) Program are periodically reviewed and updated. The Paratransit Advisory and Planning Committee (PAPCO) is requested to review and provide input to the proposed revisions for FY 2015-16. The proposed revisions are summarized in Attachment B and are based on Paratransit Technical Advisory Committee (ParaTAC) and staff input. The PAPCO and ParaTAC will meet jointly on February 23, 2015 to finalize a recommendation for the Commission. The Commission will receive the recommendation on February 26, 2015.

Background

The Implementation Guidelines for the Special Transportation for Seniors and People with Disabilities (Paratransit) Program identify the types of services that are eligible to be funded with Alameda County Measure B (2000) and Vehicle Registration Fee (VRF, 2010) revenues. The Implementation Guidelines were originally adopted by the Commission on December 16, 2011 and incorporated into the Master Program Funding Agreements (MPFA) for Measure B and VRF revenues. Minor revisions to the Guidelines were adopted on January 24, 2013 and January 23, 2014. After approval by the Commission in February,

the revised Implementation Guidelines will replace the referenced Implementation Guidelines in the current MPFAs starting FY 2015-16. A separate one-year MPFA for Measure BB is under development and will apply the Implementation Guidelines to Measure BB revenues.

The eligible service types identified in the Implementation Guidelines include:

- ADA Paratransit
- Door-to-Door Service
- Taxi Subsidy
- Specialized Accessible Van
- Accessible Shuttles
- Group Trips
- Volunteer Drivers
- Mobility Management and/or Travel Training
- Scholarship/Subsidized Fare Programs
- Capital Expenditures

A summary of the distribution of these services within the County in FY 2014-15 is included as Attachment A.

Proposed Revisions

The Paratransit Technical Advisory Committee (ParaTAC) reviewed and discussed the Implementation Guidelines at the December 9, 2014 and January 13, 2015 meetings. The proposed revisions are to take effect starting in FY 2015/16 and are generally intended as helpful clarifications. They are summarized below:

- Explicitly state that “importance” of destinations should be determined by the consumer
- Add a line and short description for Capital Expenditures
- Explicitly state that city programs can choose to serve people with disabilities under the age of 18

- Specify how cities can determine eligibility due to disability, and give cities discretion in establishing temporary eligibility
- Note that cities can serve any five days of the week for door-to-door and don't have to accept reservations on holidays
- Remove language saying that cities cannot impose limitations based on trip purpose
- Remove language describing taxi service as a premium versus regular service
- State that where possible, taxi services should try to fulfill requests for same-day accessible trips
- Clarify description of City-based Specialized Accessible Van Service and notes that when possible, a priority for this service should be fulfilling requests for same-day accessible trips
- State that volunteer driver programs can have an escort component to accompany a consumer on any service eligible for paratransit funding
- Specify that volunteer mileage reimbursement should not exceed Federal General Services Administration (Privately Owned Vehicle) Mileage Reimbursement Rates
- Add fixed-route transit fares to eligibility for scholarship services
- Broaden low income requirements and place more at the discretion of program sponsors
- State that Program sponsors can propose other services or purposes for scholarship to be considered by PAPCO and the Alameda CTC
- Clarify description of Meal Delivery funding

These revisions and other edits are included in the redline document included as Attachment B. Staff requests that members review the proposed revisions and be prepared to discuss on January 26th.

Fiscal Impact

There is no fiscal impact.

Attachments

- A. FY 2014-15 Distribution of Services within County
- B. Draft Implementation Guidelines

Staff Contact

[Naomi Armenta](#), Paratransit Coordinator

[Jacki Taylor](#), Program Analyst

Summary of Services Provided FY 2014-15

Jurisdiction	Planning Area	City-based Door-to-Door	Taxi Program	Specialized Van	MRTIP	Accessible Fixed-Route Shuttle	Group Trips Program	Volunteer Driver Program	Mobility Mgmt/Travel Training	Scholarship/Subsidized Fare	Meal Delivery	ADA Paratransit
CITY												
Alameda	North											
Albany	North											
Berkeley	North											
Dublin	East											
Emeryville	North											
Fremont	South											
Hayward	Central											
Livermore	East											
Newark	South											
Oakland/Piedmont	North											
Pleasanton	East											
San Leandro	Central											
TRANSIT AGENCY												
LAVTA	East											
Union City	South											
EBP (AC/BART)	North, Central, South											

Direct local program distributions
 Grant-funded
 Other funding

* Some programs have mixed funding sources, the box shading reflects majority

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Implementation Guidelines – Special Transportation for Seniors and People with Disabilities Program

These guidelines lay out the service types that are eligible to be funded with Alameda County Measure B (2000) and Vehicle Registration Fee (VRF, 2010) revenues under the Special Transportation for Seniors and People with Disabilities Program (Paratransit). All programs funded partially or in their entirety through ~~Measure B or the VRF~~ these sources, including ADA-mandated paratransit services, city-based non-mandated programs, and discretionary grant funded projects, must abide by the following requirements for each type of paratransit service. ~~Programs must be in full compliance with these guidelines by the end of fiscal year 2012-2013.~~

Fund recipients are able to select which of these service types are most appropriate for their community to meet the needs of seniors and people with disabilities. Overall, all programs should be designed to enhance quality of life for seniors and people with disabilities by offering accessible, affordable, and convenient transportation options to reach major medical facilities, grocery stores and other important travel destinations to meet life needs. Ultimately, whether a destination is “important” should be determined by the consumer.

The chart below summarizes the eligible service types and their basic customer experience parameters; this is followed by more detailed descriptions of each.

Service	Timing	Accessibility	Origins/ Destinations	Eligible Population
ADA Paratransit	Pre-scheduled	Accessible	Origin-to-Destination	People with disabilities unable to ride fixed route transit

Service	Timing	Accessibility	Origins/ Destinations	Eligible Population
Door-to-Door Service	Pre-scheduled	Accessible	Origin-to-Destination	People with disabilities unable to ride fixed route transit and seniors
Taxi Subsidy	Same Day	Varies	Origin-to-Destination	Seniors and people with disabilities
Specialized <u>Accessible</u> Van	Pre-scheduled & Same Day	Accessible	Origin-to-Destination	People with disabilities using mobility devices that require lift- or ramp-equipped vehicles
Accessible Shuttles	Fixed Schedule	Accessible	Fixed or Flexed Route	Seniors and people with disabilities
Group Trips	Pre-scheduled	Varies	Round Trip Origin-to-Destination	Seniors and people with disabilities
Volunteer Drivers	Pre-scheduled	Generally Not Accessible	Origin-to-Destination	Vulnerable populations with special needs, e.g. requiring door-through-door service or escort
Mobility Management and/or Travel Training	N/A	N/A	N/A	Seniors and people with disabilities
Scholarship/ Subsidized Fare Programs	N/A	N/A	N/A	Seniors and people with disabilities

Service	Timing	Accessibility	Origins/ Destinations	Eligible Population
<u>Capital Expenditures</u>	<u>N/A</u>	<u>Accessible</u>	<u>N/A</u>	<u>Seniors and people with disabilities</u>

Note on ADA Mandated Paratransit: Programs mandated by the American’s with Disabilities Act are implemented and administered according to federal guidelines that may supersede these guidelines; however all ADA-mandated programs funded through Measure B or the VRF are subject to the terms of the Master Programs Funding Agreement.

Interim Service for Consumers Awaiting ADA Certification: At the request of a health care provider, or ADA provider, city-based programs must provide interim service through the programs listed below to consumers awaiting ADA certification. Service must be provided within three business days of receipt of application.

Note on Capital Expenditures: Any capital expenditures within the eligible service categories must be consistent with the objectives of the Alameda CTC Special Transportation for Seniors and Peoples with Disabilities (Paratransit) Program described above and will be subject to review by Alameda CTC.

City-based Door-to-Door Service Guidelines

<p>Service Description</p>	<p>City-based door-to-door services provide pre-scheduled, accessible, door-to-door trips. Some programs allow same day reservations on a space-available basis. They provide a similar level of service to mandated ADA services. These services are designed to fill gaps that are not met by ADA-mandated providers and/or relieve ADA-mandated providers of some trips.</p> <p>This service type does not include taxi subsidies which are discussed below.</p>
<p>Eligible Population</p>	<p><u>Eligible Populations include:</u></p> <ol style="list-style-type: none"> 1. People 18 and above with disabilities who are unable to use fixed route services or. <u>Cities may, at their discretion, also provide services to consumers with disabilities under the age of 18, and</u> <p>Seniors 80 years or older without proof of a disability.</p> <ol style="list-style-type: none"> 2. Cities may provide services to consumers who are younger than age 80, but not younger than 70 years old. <p><i>Cities may <u>continue to</u> offer “grandfathered” eligibility to program registrants below 70 years old who have used the program regularly in the prior fiscal year <u>FY 11/12</u>, as long as it does not impinge on the City’s ability to meet <u>the minimum requirements of the Implementation Guidelines</u>.</i></p> <p><i>Program sponsors may use <u>either</u> ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit), <u>or the Alameda County City-Based Paratransit Services Medical Statement Form</u>, as proof of disability. <u>Program sponsors may, at their discretion, also offer temporary eligibility due to disability.</u></i></p>
<p>Time & Days of Service</p>	<p>At a minimum, service must be available <u>any</u> five days per week between the hours of 8 am and 5 pm (excluding holidays).</p> <p>At a minimum, programs should <u>must</u> accept reservations between the hours of <u>8</u> am and 5 pm Monday – Friday (<u>excluding holidays</u>).</p>

City-based Door-to-Door Service Guidelines	
Fare (Cost to Customer)	Fares for pre-scheduled service should not exceed local ADA paratransit fares, but can be lower, and can be equated to distance. Higher fares can be charged for "premium" same-day service.
Other	Door-to-Door programs must demonstrate that they are providing trips at an equal or lower cost than the ADA-mandated provider on a cost per trip and cost per hour basis. Programs cannot impose limitations based on trip purpose, but can <u>may</u> impose per person trip limits to control program resources <u>due to budgetary constraints</u> .

Taxi Subsidy <u>Service Program</u> Guidelines	
Service Description	<p>Taxis provide curb-to-curb service that can be scheduled on a same-day basis. They charge riders on a distance/time basis using a meter. Taxi subsidy programs allow eligible consumers to use taxis at a reduced fare by reimbursing consumers a percentage of the fare or by providing some fare medium, e.g. scrip or vouchers, which can be used to cover a portion of the fare. These programs are intended for situations when consumers cannot make their trip on a pre-scheduled basis. This is meant to be a "premium" safety net service, not a routine service to be used on a daily basis.</p> <p>The availability of accessible taxi cabs varies by geographical area <u>and taxi provider</u>, but programs should expand availability of accessible taxi cabs where possible <u>in order to fulfill requests for same-day accessible trips</u>.</p>

Taxi Subsidy ~~Service~~Program Guidelines

<p>Eligible Population</p>	<p><u>Eligible Populations include:</u></p> <p><u>1.</u> People 18 and above with disabilities who are unable to use fixed route services or. <u>Cities may, at their discretion, also provide services to consumers with disabilities under the age of 18, and</u></p> <p>Seniors 80 years or older without proof of a disability.</p> <p>1.2. <u>2.</u> Cities may provide services to consumers who are younger than age 80, but not younger than 70 years old.</p> <p><i>Cities may <u>continue to</u> offer "grandfathered" eligibility to program registrants below 70 years old who have used the program regularly in <u>FY 11/12</u>the prior fiscal year, as long as it does not impinge on the City's ability to meet the <u>minimum requirements of the</u> Implementation Guidelines.</i></p> <p><i>Program sponsors may use <u>either</u> ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit), <u>or the Alameda County City-Based Paratransit Services Medical Statement Form</u>, as proof of disability. <u>Program sponsors may, at their discretion, also offer temporary eligibility due to disability.</u></i></p>
<p>Time & Days of Service</p>	<p>24 hours per day/7 days per week</p>
<p>Fare (Cost to Customer)</p>	<p>At a minimum, programs<u>Programs</u> must subsidize <u>at least</u> 50% of the taxi fare.</p> <p>Programs can impose a cap on total subsidy per person. This can be accomplished through a maximum subsidy per trip, a limit on the number of vouchers/scrip (or other fare medium) per person, and/or a total <u>monetary</u> subsidy per person per year.</p>

City-based Specialized Accessible Van Service Guidelines

<p>Service Description</p>	<p>Specialized <u>Accessible</u> van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. These<u>This service category is not intended to be as comprehensive as primary services are generally implemented as (i.e. ADA-mandated, City-based Door-to-Door, or Taxi programs), but should be a complementary supplement to a program that does not meet</u><u>in communities where</u> critical needs for particular trips in accessible vehicles in certain communities<u>trips are not being adequately met by the existing primary services</u>. Examples of unmet needs might be a taxi program without accessible vehicles or, medical trips for riders too frail to<u>with dementia unable to safely take a shuttle</u><u>an ADA-mandated trip, or trips</u> outside of the ADA-mandated service area. <u>When possible, a priority for this service should be fulfilling requests for same-day accessible trips.</u> These programs<u>This service may</u> make use of fare mediums such as scrip and vouchers to allow consumers to pay for rides.</p>
<p>Eligible Population</p>	<p>At discretion of program sponsor with local consumer input.</p>
<p>Time & Days of Service</p>	<p>At discretion of program sponsor with local consumer input.</p>
<p>Fare (Cost to Customer)</p>	<p>At discretion of program sponsor with local consumer input.</p>
<p>Other</p>	<p>Specialized <u>Accessible</u> van programs should provide<u>must demonstrate that they are providing</u> trips at an equal or lower cost <u>to the provider</u> than the ADA-mandated provider on a cost per trip and cost per hour basis.</p>

City Accessible Shuttle Service Guidelines

Service Description	<p>Shuttles are accessible vehicles that operate on a fixed, deviated, or flex-fixed route and schedule. They serve common trip origins and destinations visited by eligible consumers. Common trip origins and destinations are: <u>e.g.</u> senior centers, medical facilities, grocery stores, BART <u>stations,</u><u>and</u> other transit stations, community centers, commercial districts, and post offices.</p> <p>Shuttles should be designed to supplement existing fixed route transit services. Routes should not necessarily be designed for fast travel, but to get as close as possible to destinations of interest, often<u>such as</u> going into parking lots or up to the front entrance of a senior living facility. Shuttles allow for more flexibility than pre-scheduled paratransit service, <u>and</u> are more likely<u>often designed</u> to serve active seniors who do not drive and<u>but</u> are not ADA paratransit registrants.</p>
Eligible Population	Shuttles should be designed to appeal to older people, but can be made open to the general public.
Time and Days of Service	At discretion of program sponsor with local consumer input.
Fare (Cost to Customer)	<p>Fares should not<u>At discretion of program sponsor, but cannot</u> exceed local ADA paratransit fares, but can. <u>Fares may be lower, and can be equated to</u> <u>scaled based on</u> distance.</p>
Cost of Service	<p>By end of FY12/13, <u>the second fiscal year of service, the City's</u> cost per one-way person trip must be<u>cannot exceed</u> \$20 or lower, including transportation and direct administrative costs.</p>

Other	<p>Shuttles are required to coordinate with the local fixed route transit provider.</p> <p>Shuttle routes and schedules should be designed with input from the senior and disabled communities and any new shuttle plan must be submitted to the Alameda CTC for review prior to requesting funding to ensure effective design.</p> <p>Deviations and flag stops are permitted at discretion of program sponsor.</p>
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Group Trips Service Guidelines	
Service Description	<p>Group trips are round-trip rides for pre-planned<u>scheduled</u> outings or to attend specific events or go to specific destinations for fixed amounts of time, e.g., including shopping trips, sporting events, or<u>and</u> community health fairs. Trips usually <u>These trips are specifically designed to serve the needs of seniors and people with disabilities and typically</u> originate from a senior center or housing facility and are generally provided in accessible vans and other vehicle types or combinations thereof. These trips are specifically designed to serve the needs of seniors and people with disabilities.</p>
Eligible Population	At discretion of program sponsor.
Time and Days of Service	Group trips must begin and end on the same day.
Fare (Cost to Customer)	At discretion of program sponsor.
Other	Programs can impose mileage limitations to control program costs.

Volunteer Driver Service Guidelines

Service Description	<p>Volunteer driver services are pre-scheduled, door-through-door services that are generally<u>typically</u> not accessible. These programs rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. This service type meets a key mobility gap by serving door-through-door trips for more vulnerable populations. This is a complementary gap filling service, and should complement existing primary services (i.e. ADA-mandated, City-based Door-to-Door, or Taxi).</p> <p>Volunteer driver programs may also have an escort component where volunteers accompany consumers, who <u>on any service eligible for paratransit funding, when they</u> are unable to travel in a private vehicle, on ADA trips.</p>
Eligible Population	At discretion of program sponsor.
Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	At discretion of program sponsor.
Other	<p>Program sponsors can use Measure B funds to pay for volunteer mileage reimbursement purposes <u>(not to exceed Federal General Services Administration (Privately Owned Vehicle) Mileage Reimbursement Rates)</u> or an equivalent financial incentive for volunteers and/or.</p> <p><u>Program sponsors can also use funds for</u> administrative purposes.</p>

Mobility Management and/or Travel Training Service Guidelines	
Service Description	Mobility management and/or <u>services cover a wide range of activities, such as</u> travel training, <u>escorted companion services, coordinated services, trip planning, and brokerage.</u> <u>Mobility management activities often include education and outreach which</u> play an important role in ensuring that people use the “right” service for each trip, e.g. using EBP from Fremont to Berkeley for an event, using a taxi voucher for a same-day semi-emergency doctor visit, and requesting help from a volunteer driver or group trips service for grocery shopping. Mobility management covers a wide range of activities, such as travel training, escorted companion services, coordinated services, trip planning, and brokerage.
Eligible Population	At discretion of program sponsor.
Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	N/A
Other	Programs must specify a well-defined set of activities that will be undertaken in a <u>The planned</u> mobility management <u>and/or</u> travel training <u>program.</u> The mobility management plan or travel training program <u>programs</u> must be submitted to the Alameda CTC for review prior to requesting funding to ensure effective design. <u>and must specify a well-defined set of activities.</u>

Scholarship/Subsidized Fare Program Guidelines

Service Description	Scholarship or Subsidized Fare Programs can subsidize any service <u>eligible for paratransit funding and/or fixed-route transit</u> for customers who are low-income and can demonstrate financial need.
Eligible Population	<p>Subsidies can be offered to low-income consumers with demonstrated financial need; these consumers must also meet the eligibility <u>who are currently eligible for an Alameda County ADA-mandated or city-based paratransit program.</u></p> <p><u>Low income</u> requirements <u>are at discretion</u> of the service program sponsors, <u>but the requirement</u> for which the subsidy is being offered.</p> <p><u>Low household</u> income should be considered 30 <u>between 0-50%</u> AMI (area median income) or lower.</p>
Time and Days of Service	N/A
Fare (Cost to Customer)	N/A
Other	<p>Program sponsors must describe <u>their low-income requirements and</u> how financial means testing they will be undertaken <u>determine and verify eligibility.</u></p> <p>If program sponsors include subsidized East Bay Paratransit (EBP) tickets in this program, no more than 3% of their direct local <u>a program distribution funds, or discretionary funds, sponsor's Alameda CTC distributed funding</u> may be used for these tickets. Programs may use <u>the ticket subsidy.</u></p> <p><u>Program sponsors can propose other funds services or purposes for scholarship</u> to purchase these tickets in excess of the 3% direct local program distributions funds or discretionary funds <u>be considered by PAPCO and the Alameda CTC.</u></p>

Meal Delivery <u>Service</u> <u>Funding</u> Guidelines	
Service Description	Meal Delivery Programs <u>Funding programs provide funding to programs that</u> deliver meals to the homes of individuals who are <u>transportation disadvantaged</u> <u>generally too frail to travel outside to congregate meal sites</u> . Although this provides access to life sustaining needs for seniors and people with disabilities, it is not a direct transportation expense.
Eligible Population	For currently operating programs, at discretion of program sponsor.
Time and Days of Service	For currently operating programs, at discretion of program sponsor.
Fare (Cost to Customer)	For currently operating programs, at discretion of program sponsor.
Other	Currently operating <u>funding</u> programs can <u>may</u> continue to use Measure B funds for these service costs , but new meal delivery services cannot <u>funding programs may not</u> be established.

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Full Committee Meetings

- **Regular ParaTAC monthly meeting:**
Tuesday, January 13, 2015, 9:30 to 11:30 a.m., Alameda CTC
- **Regular PAPCO monthly meeting:**
Monday, January 26, 2015, 1 to 3:30 p.m., Alameda CTC
- **Regular PAPCO/Joint monthly meeting:**
Monday, February 23, 2015, 1 to 4 p.m., Alameda CTC

Outreach

Date	Event Name	Location	Time
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	x	
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		x
Participate in 5310 Call outreach and review	x	
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	x	
Receive regular summaries of ADA-mandated paratransit advisory committees' minutes and Transit Access Reports		x

Topic: Coordination with Local and Regional Partners

Participate in other committees (e.g. SRAC, WAAC, AAC, City Commissions, etc.) and inform Chair and report to Committee as requested		x
Receive reports on MTC and Regional issues/events		x
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
- Vacant
- Suzanne Ortt
- Hale Zukas
- Michelle Rousey
- Esther Waltz
- Larry Bunn

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**EAST BAY PARATRANSIT (EBPC)
SERVICE REVIEW ADVISORY COMMITTEE
NOVEMBER 4, 2014 MINUTES**

1) SRAC Roll Call and introduction of individuals present

SRAC members present: Janet Abelson, Don Queen, Sharon Powers, Letitia Tumaneng, Harriette Saunders, Peter Crockwell, Robert L. Kearney, Jr., Patricia Affonso, Janet Bilbas, and Roberta Tracy.

Staff present: Mallory Nestor-Brush, AC Transit; Mary Rowlands and Myisha Grant, Program Coordinator's Office; Rashida Kamara and Francisco Antunez, Transdev, the Paratransit Broker.

Members of the public present: Gary Brown, Gary Gray, Naomi Armenta, Roger Oberholzerr, Tina Montoya, Yvonne Williams, ATU at A-Paratransit, Todd Senigar and April Mendoza from MV Transportation, BART Director Robert Raburn.

2) Approval of SRAC Minutes from September 2, 2014 meeting

MOTION: Bilbas/Kearney to approve the September 2, 2014 minutes.
Unanimous.

3) Public Comments

Roger Olberholzerr explained he is experiencing some scheduling problems on his trips and asked to whom should he suggest solutions to? He mentioned that he receives pre-printed response cards to his complaints, but he cannot read them since he's blind. His reader has told him he has 14 days to call in and ask about the resolution and he has tried several times to do that only to be told neither of the two individuals who address complaints are available. He has left messages for these individuals and has not received a call back.

Gary Gray said service has declined in quality recently. He said he questions the way trips are scheduled noting he recently had a 5:00 am to 5:30 am pick-up but was not picked up until 6:15 am and had to be at his destination at 6:30 am. No one called him to say the pick-up was running late; instead when he called in three times for an estimated arrival time and was told 15 minutes each time. Gary said EBPC should call him the vehicle will be late.

Gary Brown noted he had a dentist appointment on October 10th which he barely made, even after asking for a pick-up one hour in advance of the appointment. He mentioned he has also experienced no follow-up on complaints he's called in. He called in about a trip on October 18th that was late on his return ride, but never heard back.

Gary said he wanted to say that not being able to call until 7:00 pm the night before service when placed on standby, to confirm the next day's pick-up time is really inconvenient. He said he thought EBPC promised to eliminate standby scheduling several years ago.

4) Presentation by Marla Bragg, BART's Emergency Planning Manager, on personal preparedness for emergencies

Laura Timothy introduced Marla Bragg. Marla said she planned to address BART preparedness and Personal preparedness.

BART Preparedness

She explained preparedness activities ensure BART employees are ready for a disaster and can respond to it effectively without loss of life or injury. BART has put in place three major preparedness strategies:

1. Updating Plans and Pre-Planning for Events, which defines a road map for response and recovery.
2. Conducting Training, Drills and Exercises, which tests protocols and procedures, helping to identify shortcomings.
3. Enhancing Communication, because communication is the number one breakdown in an emergency response.

Personal Preparedness:

1. Make a plan covering:
 - Communication: Identify a single person out of the area for all family to call or text. Put all important numbers in writing – not just in your cell phone.
 - Evacuation: know how to get out of your home, office or neighborhood
 - Shelter in Place Plan: if ordered to stay inside, close windows and shut off gas, if appropriate. Ensure you have sufficient food, water, a radio and if power is working, a TV to obtain updates.
2. Build an Emergency Kit

- Include a first aid kit, flashlight, radio, hard hat, safety goggles and leather work gloves, non-perishable food, water, medications, hygiene products, and pliers or a wrench to turn off gas and water, if there is a leak.
- Include important documents and cash in small denominations.
- Water should be estimated as one gallon per person per day; additional water to bathe or wash. Water is good for about 3 – 6 months.
- If you have pets, ensure you have a carrier, food and supplies for your pet.

3. Secure items that might fall

- Strap your water heater and secure heavy items.
- Add locks to cabinets in the kitchen so items do not fall out.

4. In an earthquake, when the ground shakes:

- If indoors – drop, cover and hold on. Get under a desk or table.
- If in bed – remain there, cover your head with a pillow and curl up.
- If outside – after you ensure you are not directly close to windows, power lines, light posts or anything that can fall down – drop to the ground and cover your head.
- In the car – pull over avoiding street lights and utility lines; stay in your car and wait for the shaking to stop.

5) Update from Naomi Armenta, Paratransit Coordinator, Alameda County Transportation Commission on:

- **Measure BB and its impact on paratransit**
- **Summarization of the October 17 Mobility Workshop sponsored by the Alameda County Transportation Commission**

Naomi introduced herself and explained Measure BB is on the ballot today and will provide funding to support the Transportation Plan in Alameda County. This plan provides and funds many services, such as BART, bus service, students, walking paths and safe biking, and repairs to streets and roads.

Measure BB also has dedicated funds to enhance transportation for seniors and individuals with disabilities; 10% of generated revenues will be used for these populations.

- 60% of the dedicated funds will go to AC Transit and BART for East Bay Paratransit.

- 30% of the dedicated funds will be shared by the cities in the county who operate local paratransit programs
- 10% will go toward grant funding of coordination projects.

Next, Naomi said she'd next like to comment on the October 17 Mobility Management Workshop that was sponsored by the Alameda County Transportation Commission.

She noted 110 individuals attended and there were 21 organizations at the resource fair. Topics included:

- Overview of the current state of accessible transportation in Alameda County and the Bay Area.
- Discussion of some of the urgent transportation needs faced by seniors and individuals with disabilities in accessing healthcare and social services.
- Discussion on the use of technology and whether it can remove some transportation needs.
- A presentation on the Alameda County 211 line which can provide information about transportation and social services.

Harriette Saunders, who attended the workshop said the new technology is very interesting, especially a new high-tech wheelchair on display and inflatable underwear that helps prevent bone fractures.

Leticia Tumaneng noted she had been asked to review the 211 website to ensure it is accessible.

6) Presentation by Rashida Kamara, General Manager of Transdev, the Paratransit Broker, on activities in the Broker's office

Veolia has been purchased and the new company name is Transdev.

A new Operations Manager, Francisco Antunez, has been hired and joined the staff three weeks ago.

There has been a considerable increase in demand since Quarter 1 of last fiscal year as compared to Q1 of this fiscal year: 178,302 riders vs. 186,113. On-time performance for the same period improved from 90.5% to 91.4%.

However, the first quarter of this fiscal year was challenging as demand rose so sharply and providers did not have sufficient drivers.

The Broker's office has been working to implement the IVR (Interactive Voice Response) System. A test using staff will start soon; then those SRAC members who volunteered to be part of a test will be contacted.

Emergency Training is concluding this week with Broker training and training for the last drivers.

7) Report from SRAC members

Harriette Saunders said she was sympathetic to riders who feel they do not get responses to their complaints or who are repeatedly told the vehicle will arrive in 15 minutes when their trip is late. She said the Broker, drivers and dispatchers should all be held accountable since riders are held accountable if they no-show a trip, are not where expected, or take longer than five minutes to board.

Sharon Powers said she cannot get every driver to use the shoulder strap. She likes this strap and feels it holds her in place. Rashida said all vans have shoulder straps. She will remind providers to use them with riders in wheelchairs.

Patricia Affonso mentioned a recent situation where the driver arrived over 20 minutes before the start of the pick-up window, saying she was an add-on and encouraged her to board. She did board but arrived one hour early for her appointment. EBPC staff reminded members they do not have to board early; not before the start of the pick-up window.

Patricia said witnessed a situation where her driver was given an add-on. But the vehicle was one of the smaller vans and the wheelchair position was already taken. So the rider had to wait for another vehicle. Patricia said the dispatcher should have caught this.

Don Queen said he experienced some trip scheduling recently that took him around in circles while he was only two blocks from his destination. He also asked if the performance report could show the percentage change in the data from one period to the next.

8) SRAC Adjournment/Next Meeting.

The meeting adjourned at 2:00 pm. The next meeting is January 6th, 2015.

EAST BAY PARATRANSIT

Performance Report for the SRAC Meeting, Jan 6, 2015

	FY 13/14 July- November	FY 14/15 July-November	% change - FY13/14 to FY 14/15
Ridership Statistics			
Total Passengers	296,184	306,263	3%
ADA Passengers	253,790	263,337	4%
% Companions	1.4%	1.3%	-7%
% of Personal Care Assistants	13%	13%	no change
Average Passengers/ Weekday	2,408	2,505	4%
Average Pass/ Weekend & Holidays	837	900	8%
Scheduling Statistics			
% Rider Fault No Shows & Late Cancels	3.0%	3.1%	3%
% of Cancellations	23.0%	22.0%	-4%
Go Backs/ Re-scheduled	3,813	4,714	24%
Effectiveness Indicators			
Revenue Hours	169,543	172,839	2%
Passengers/Revenue Vehicle Hour	1.75	1.77	1%
ADA Passengers per RVHr.	1.50	1.52	1%
Average Trip Length (miles)	10.8	10.5	-3%
Average Ride Duration (minutes)	40.1	39.4	-2%
Total Cost	\$14,078,934	\$15,160,926	8%
Revenue Miles	2,749,727	2,762,250	0.5%
Total Cost per Passenger	\$47.53	\$49.50	4%
Total Cost per ADA Passenger	\$55.47	\$57.57	4%
On Time Performance			
Percent on-time	90.2%	90.5%	0.3%
Percent 1-20 minutes past window	7.6%	7.3%	-4%
% of trips 21-59 minutes past window	2.1%	2.0%	-5%
% of trips 60 minutes past window	0.18%	0.16%	-11%
Customer Service			
Total Complaints	1,278	1,678	31%
Timeliness	488	734	50%
Driver Complaints	424	534	26%
Equipment / Vehicle	41	27	-34%
Scheduling and Other Provider Complaints	115	102	-11%
Broker Complaints	210	281	34%
Commendations	643	501	-22%
Ave. wait time in Queue for reservation (min)	1.3	1.1	-14%
Safety & Maintenance			
Total accidents per 100,000 miles	4.15	4.42	7%
Roadcalls per 100,000 miles	5.60	5.65	1%
Eligibility Statistics			
Total ADA Riders on Data Base	17,151	16,882	-2%
Total Certification Determinations	2,060	2,054	-0.3%
Initial Denials	92	90	-2%
Denials Reversed	6	3	-50%

Planning for Transportation after Medical Services

A Guide for Service Members, Veterans & Their Family Caregivers



Transportation plays an essential role in the maintenance of good health and participation in community life.

Use the information in this guide to help you and your caregivers talk with your VA healthcare team, such as your patient aligned care team social worker, VA physician, or Caregiver Support Coordinator about your transportation needs and options.

Why plan for transportation?

Appropriate, accessible transportation is key to living a quality life that meets your personal, family and social needs. Making smart transportation decisions helps you maintain control of your daily life, so you can take care of your health and remain active in your community.

- Transportation is necessary for daily living activities, such as:
 - Grocery shopping and running errands
 - Visiting family and friends
 - Going out, recreation, and entertainment
 - Attending worship services
 - Getting to medical appointments
- Planning for transportation fees in advance helps you stay within your budget and meet your basic needs.
- Planning ahead helps assure you have someone to travel with you, if necessary.
- Transportation alternatives give family and other caregivers a break, if needed.

What kind of transportation assistance do you need?

Answering the following questions may help you choose the best way to meet your transportation needs:

- What is your ability to climb stairs, use ramps, elevators, or escalators in buildings, stations, and at stops?

- Will it be safe for you to drive, walk, or bicycle to your destination by yourself?
- Do you feel comfortable asking family and friends to help you?
- If a relative or caregiver gives you a ride, can you get into the vehicle on your own or will you need assistance, will you need a stepstool or other assistive device, and/or will you need a grab handle near the vehicle door?
- Are you familiar with public or private transportation options (such as buses, rail or taxi services) in your area?
- How well do you tolerate crowds and loud noise? Riding public transportation may involve moving among crowds, motion of scenery passing by the windows of a vehicle, and flashing lights. Will any of these startle you or affect your ability to ride in a vehicle?
- Do you have health issues that might affect your use of public transportation? For example:
 - Are you able to ride sitting or standing next to others?
 - Can you ride for up to an hour? Will you need to take medication?
 - Are you able to travel alone? Do you have a caregiver that will be traveling with you?
 - Are you familiar with ride sharing or veteran driver programs as alternatives to public transportation?



MILITARY & VETERANS SERVICES

Easter Seals
Project ACTION
ACCESSIBLE COMMUNITY
TRANSPORTATION IN OUR NATION

1425 K Street N.W.
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projectaction.org



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Additional considerations when making transportation choices.

Consider your health.

- Will you need to use a cane, walker, crutches or wheelchair?
- Do loud noises or flashing lights significantly bother you? Do you startle easily?
- Will you need curb-to-curb, door-to-door or door-through-door service?
- Follow up with your VA physician or healthcare provider about whether the change in your health is temporary or permanent.

Consider public or private transportation options.

- Ask your VA patient aligned care team (PACT) social worker, Caregiver Support Coordinator (CSC) or other members of your VA treatment team if they can suggest transportation options.
- Contact your local County Veterans Service Agency or a Veterans Service Organization such as a Disabled American Veterans chapter to see if they can help arrange transportation to VA medical appointments.
- Explore whether your local VA has volunteers available that may be able to offer assistance with transportation.

Discuss your transportation needs.

After you review your transportation assistance needs, talk with your VA physician, social worker, Caregiver Support Coordinator or any member of your VA healthcare team about the type of transportation you would prefer and that is the best option(s) following your medical procedure or medical visit.

Talk with your family, friends, or Caregivers about how they may be able to help you with your transportation needs.

Keep a record of contacts you've made.

Collecting useful names, phone numbers, and email addresses of people or organizations as you come across them can save time later. Be persistent. It may take several calls or messages to find what you need and get your questions answered.



Credit: WMATA photo by Larry Levine

Contact Information

VA Caregiver Support Line

- call 855-260-3274
- online: www.caregiver.va.gov

Veterans Crisis Line

- 800-273-8255 (Press 1)

Easter Seals Community One Source

- call: 866-423-4981
- email: veterans@easterseals.com
- online: www.easterseals.com/our-programs/military-veterans/community-onesource.html

VA Social Worker/Caregiver Support Coordinator: _____

VA Patient Aligned Care Team: _____

Appointment Notes: _____



DATE: January 26, 2015

SUBJECT: 2014 Paratransit Outreach Summary Report

RECOMMENDATION: Receive an update on Outreach conducted by the Paratransit Coordination Team in 2014

2014 Outreach

Throughout the year, the Alameda CTC's Paratransit Coordination Team attends various outreach events to provide the general public with information on specialized transportation services for seniors and people with disabilities in Alameda County. Attachment A highlights the outreach accomplishments of 2014, including PAPCO member participation.

At most events, the Alameda CTC manages a table and provides a wide range of informational materials to attendees. At speaking engagements, staff may also distribute informational materials. PAPCO members are encouraged to attend Alameda CTC outreach events and help provide information and distribute outreach materials.

Although events attended by the Alameda CTC's Paratransit Coordination Team are focused towards seniors and people with disabilities, Paratransit information is also distributed at all general Alameda CTC outreach events.

Attachments

- A. Summary of 2014 Outreach Accomplishments

Event Date	Event Name	Sponsoring Agency	Event Location	PAPCO Members in Attendance
5-Feb-14	Transition Information Night	City of Fremont, City of Newark, New Haven Unified School Districts	Fremont Teen Center, 39770 Paseo Padre Parkway, Fremont, CA 94538	None
15-Mar-14	Transition Information Faire	Developmental Disabilities Planning and Advisory Council	College of Alameda, 555 Ralph Appezzato Memorial Parkway, Alameda, CA 94501	Herb Hastings
17-Mar-14	Transit Fair	Pleasanton Senior Center	Pleasanton Senior Center, 5353 Sunol Boulevard, Pleasanton, CA 94566	Carmen Rivera-Hendrickson, Esther Waltz
20-Mar-14	USOAC Annual Convention	USOAC	St. Mary's Center, 925 Brockhurst Avenue, Oakland, CA 94608	Sylvia Stadmire, Sandra Johnson-Simon
22-Mar-14	Oakland Running Festival Expo	City of Oakland	Oakland Marriott, 1001 Broadway, Oakland, CA 94607	Will Scott, Sylvia Stadmire
22-Apr-14	Oakland City Center Earth Day	Oakland City Center	Oakland City Center Plaza, 1245 Broadway, Oakland, CA 94612	None

Event Date	Event Name	Sponsoring Agency	Event Location	PAPCO Members in Attendance
23-Apr-14	Senior Health Fair	North Berkeley Senior Center	North Berkeley Senior Center, 1901 Hearst Avenue, Berkeley, CA 94709	None
24-Apr-14	Senior Resource Fair	Albany Senior Center	Albany Senior Center, 846 Masonic Avenue, Albany, CA 94706	None
1-May-14	Senior Health and Wellness Resource Fair	Hayward Area Recreation and Park District	Kenneth C. Aitken Senior and Community Center, 17800 Redwood Road, Castro Valley, CA 94546	Vanessa Proee
3-May-14	Cinco de Mayo con Orgullo Celebration	Ashland Community Center, City of San Leandro	REACH Ashland Youth Center, 16335 East 14th Street, San Leandro, CA 94578	Harriette Saunders
10-May-14	Healthy Living Expo	Robert Livermore Community Center	Robert Livermore Community Center, 4444 East Avenue, Livermore, CA 94550	None
15-May-14	Transportation and Health Care Access Event	Health Outreach Partners	Health Outreach Partners, 405 14th Street, Suite 909, Oakland, CA 94612	None

Event Date	Event Name	Sponsoring Agency	Event Location	PAPCO Members in Attendance
6-Jun-14	Four Seasons of Health Expo	City of Fremont	Fremont Multi-Service Senior Center and Central Park, 40086 Paseo Padre Parkway, Fremont, CA 94538	Thomas Perez
11-Jun-14	Caregivers Resource Fair	Eden Medical Center - Castro Valley Hospital	Eden Medical Center Conference Center, 20101 Lake Chabot Road, 2nd Floor, Castro Valley, CA 94546	None
13-Jun-14	Health Fair	St. Paul's Towers	St. Paul's Towers, 100 Bay Place, Oakland, CA 94610	None
19-Jun-14	Alameda County Fair Senior Day	Alameda County, Alameda CTC, City of Pleasanton Senior Center, Wheels	Alameda County Fairgrounds, 4501 Pleasanton Ave., Pleasanton, CA 94566	Shawn Costello, Esther Ann Waltz
21-Jun-14	Tropics Senior Resource Fair	Millennium Housing, SPARC, Inc.	Tropics Mobile Home Park, 33000 Almaden Boulevard, Union City, CA 94587	None

Event Date	Event Name	Sponsoring Agency	Event Location	PAPCO Members in Attendance
26-Jun-14	Alameda County Fair Senior Day	Alameda County, Alameda CTC, City of Pleasanton Senior Center, Wheels	Alameda County Fairgrounds, 4501 Pleasanton Ave., Pleasanton, CA 94566	Shawn Costello, Esther Ann Waltz
3-Jul-14	Alameda County Fair Senior Day	Alameda County, Alameda CTC, City of Pleasanton Senior Center, Wheels	Alameda County Fairgrounds, 4501 Pleasanton Avenue, Pleasanton, CA 94566	Shawn Costello, Herb Hastings, Esther Ann Waltz
15-Jul-14	TEP/Paratransit Presentation	Allen Temple Arms	Allen Temple Arms, 8135 International Boulevard, Oakland, CA 94621	None
17-Jul-14	Healthy Living Festival	USOAC	Oakland Zoo, 9777 Golf Links Road, Oakland, CA 94605	Sylvia Stadmire, Will Scott, Sandra Johnson-Simon, Jonah Markowitz, Michelle Rousey
23-Jul-14	TEP/Paratransit Presentation	Downtown Oakland Senior Center	Downtown Oakland Senior Center, 200 Grand Avenue, Oakland, CA 94610	None

Event Date	Event Name	Sponsoring Agency	Event Location	PAPCO Members in Attendance
6-Aug-14	Healthy Aging Fair	Alameda County Area Agency on Aging	Chabot College, 25555 Hesperian Boulevard, Hayward, CA 94545	None
23-Aug-14	Oakland Chinatown Street Fest	Oakland Chinatown Chamber of Commerce	Oakland Chinatown, 388 9th Street, Oakland, CA 94607	None
27-Aug-14	Open House and Resource Fair	Mastick Senior Center	Mastick Senior Center, 1155 Santa Clara Avenue, Alameda, CA 94501	None
19-Sep-14	Senior Resource Fair	City of San Leandro	San Leandro Senior Community Center, 13909 East 14th Street, San Leandro, CA 94578	None
4-Oct-14	Senior Info Fair	Dublin Senior Center	Dublin Senior Center, 7600 Amador Valley Boulevard, Dublin, CA 94568	None
7-Oct-14	Senior Resource Faire	Newark Senior Center	Silliman Activity Center, 6800 Mowry Avenue, Newark, CA 94560	Suzanne Ortt, Tom Perez

Event Date	Event Name	Sponsoring Agency	Event Location	PAPCO Members in Attendance
17-Oct-14	Mobility Workshop	Alameda CTC	Ed Roberts Campus, 3075 Adeline Street, Berkeley, CA 94703	Sylvia Stadnir, Shawn Costello, Joyce Jacobson, Sandra Johnson-Simon, Jonah Markowitz, Carolyn Orr, Suzanne Ortt, Thomas Perez, Sharon Powers, Vanessa Proee, Harriette Saunders, Esther Waltz, Hale Zukas

Interagency Outreach

On a quarterly basis, staff identifies a “theme” (such as ERC partners, faith communities, or veterans) and targets appropriate agencies, non-profit organizations and community centers that provide services to seniors and people with disabilities within Alameda County. Staff establishes outreach potential to these agencies by initiating contact and distributing Alameda CTC materials for further distribution to their respective communities.

Contact Date	Organization	Goal	Outcome
21-Feb-14	Volunteer Driver Programs in Alameda County (Senior Helpline Services, Senior Support	Establish outreach potential to volunteer driver programs in Alameda County including	Distributed Alameda CTC publications and materials for further distribution.

Contact Date	Organization	Goal	Outcome
	Program of the Tri-Valley, Drivers for Survivors, VIP Rides-LIFE ElderCare)	partnering agencies such as Senior Helpline Services, Senior Support Program of the Tri-Valley, Drivers for Survivors, VIP Rides/LIFE ElderCare and distribute Alameda CTC publications and materials for further distribution.	
2-Jun-14	TBD	Alameda CTC's Paratransit Coordination Team will generate and send an online survey, based on Marin's example, to partner organizations to identify any unmet transportation needs for groups and communities in Alameda County.	TBD

Materials Distribution

Each quarter, staff focuses on one of the four planning areas (North, Central, South and East) within the County and distributes publications and materials to senior centers and senior housing facilities in that area. Staff also provides materials to Alameda CTC advisory committee members, providers and partner agencies on an as needed basis.

Dist. Date	Agency	Materials
22-Jan-14	City of Albany Paratransit	40 English Access Alameda Guides, HDTS & WSBTS Flyers and Stickers, Aging Fact Sheets, Step Into Life Bookmarks, E-Newsletters
22-Jan-14	Center for Independent Living	50 WSBTS Brochures and Stickers
21-Feb-14	Dublin Senior Center	Access Alameda Guides (all available languages), HDTS & WSBTS Program
	Livermore Senior Center	Information, Aging in Alameda County Fact Sheets, AC Transit Wheelchair Securement Brochure, and "Step Into Life" Campaign
	Pleasanton Senior Center	Bookmarks
	Gardens at Ironwood	
	Heritage Estates Senior Apartments	
	Heritage Park	
	Ridge View Commons The Groves at Dublin	
25-Feb-14	City of Alameda Paratransit	20 HDTS Flyers, 20 WSBTS Brochures and Stickers
25-Feb-14	City of San Leandro Paratransit	150 English Access Alameda Guides, 25 Spanish and Chinese Access Alameda Guides
25-Feb-14	City of Pleasanton Resident	30 English Access Alameda Guides
8-Apr-14	City of Fremont Paratransit	100 Alameda CTC Bookmarks, Wallets, Whistles, Pens and Lanyards
8-Apr-14	USOAC	50 Alameda CTC Wallets, Whistles and Pens
12-May-14	Center for Independent Living	100 WSBTS Brochures and Stickers
12-May-14	BHCS - GART Program/Crisis Response Program	60 English Access Alameda Guides, 20 Spanish and Chinese Access Alameda Guides, 20 HDTS Flyers, 20 WSBTS Brochures and Stickers
30-May-14	Fremont Senior Center	Access Alameda Guides (all available languages), HDTS & WSBTS Program
	Newark Senior Center	Information, Aging in Alameda County Fact
	Union City Senior Center	

Dist. Date	Agency	Materials
	Newark Gardens I	Sheets and "Step Into Life" Campaign Bookmarks
	Sequoia Manor	
	Victoria Gardens	
	Vintage Court Apartments	
18-Jun-14	USOAC	50 Alameda CTC Wallets
8-Jul-14	USOAC	60 Alameda CTC Wallets and Pens
10-Jul-14	Rebuilding Together Oakland	150 HDTS and WSBTS Brochures, Flyers and Stickers; 150 English Access Alameda Guides
10-Jul-14	City of Fremont Paratransit Program	50 Alameda CTC Wallets and Lanyards
19-Aug-14	USOAC	50 Alameda CTC Wallets
22-Aug-14	Mastick Senior Center	Access Alameda Guides (all available languages), HDTS & WSBTS Program Information, Aging in Alameda County Fact Sheets and "Step Into Life" Campaign Bookmarks
	Albany Senior Center	
	East Bay Korean Senior Center	
	East Oakland Senior Center	
	Emeryville Senior Center	
	Fruitvale-San Antonio Senior Center	
	South Berkeley Senior Center	
	Downtown Oakland Senior Center	
	North Berkeley Senior Center	
	West Oakland Senior Center	
	Harriet Tubman Terrace	
	Housing Authority of the City of Alameda	
	Avalon Apartments	

Dist. Date	Agency	Materials
	Miley Gardens at Eastmont	
	Posada de Colores	
	San Pablo Hotel	
28-Aug-14	USOAC	200 Alameda CTC Grocery Bags
9-Sep-14	City of Union City Paratransit	200 English Access Alameda Guides
9-Sep-14	City of Fremont Paratransit	200 English Access Alameda Guides
9-Sep-14	USOAC	100 English Access Alameda Guides
6-Oct-14	USOAC	100 Alameda CTC Grocery Bags
14-Nov-14	Bancroft Senior Center	Access Alameda Guides (all available languages), HDTS & WSBS Program Information, Aging in Alameda County Fact Sheets and "Step Into Life" Campaign Bookmarks
	Kenneth C. Aitken Senior Center	
	Hayward Area Senior Center	
	Hayward Senior Center	
	Marina Community Center	
	San Leandro Senior Community Center	
	Eden Issei Terrace	
	Eden Lodge	
	Hayward Village Senior Apartments	
	Josephine Lum Lodge	
	Kent Gardens	
	Strobridge Court	
	Wittenberg Manor I	
	Ed Roberts Campus	
25-Nov-14	City of Hayward Paratransit	200 English Access Alameda Guides
25-Nov-14	LAVTA/Wheels	100 English Access Alameda Guides

Staff Contact

[Naomi Armenta](#), Paratransit Coordinator

[Krystle Pasco](#), Outreach Coordinator



**METROPOLITAN
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Memorandum

TO: Regional Mobility Management Group

DATE: December 3, 2014

FR: Drennen Shelton

RE: FTA Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program for the Bay Area's Large Urbanized Areas Draft Program of Projects

Background

The Section 5310 Formula Grants for the Enhanced Mobility of Seniors and Individuals with Disabilities provides a mix of capital and operating grants to private nonprofit corporations and public agencies to provide safe, efficient, and coordinated transportation services for elderly individuals and individuals with disabilities for whom public transportation is otherwise unavailable, insufficient, or inappropriate. For the FY 2013 and FY 2014 cycle, Caltrans is the designated recipient for the Bay Area's large urbanized areas apportionments, but program development is delegated to MTC.

FY 2013 and FY 2014 Cycle

In September 2014, MTC adopted Resolution No. 4156, which set forth guidelines for the competitive selection of the FY 2013 and FY 2014 cycle. MTC issued a call for projects in October with approximately \$8.2 million in funding available to projects in the region's large urbanized areas. Applications were due to MTC and County Paratransit Coordinating Councils (PCCs) by November 6, 2014. MTC received 20 applications with 103 projects totaling \$10.3 million in requests. Applications were evaluated for eligibility, and a scoring panel, with input from the PCCs, evaluated each project. The draft program of projects is attached.

Next Steps

Staff will present the draft program of projects to MTC's Programming and Allocations Committee on January 14 and to the Commission for adoption on January 28. After adoption, MTC will transmit the program of projects to Caltrans for programming. Caltrans expects to execute funding agreements with subrecipients in late fall of 2015, and projects are expected to begin in early 2016.

If you have any questions regarding the 5310 FY 13 and FY 14 Cycle, I can be reached at (510) 817-5909 or dshelton@mtc.ca.gov.

Attachment 1
Section 5310 – FY 2013 & FY 2014
Recommended Program of Projects for the Bay Area's Large Urbanized Areas

Rank	Sponsor	Project Name	County	Federal Amount Requested	Average Score	Recommended Grant Amount
1	Outreach	Mobility Management Center of Santa Clara County	Santa Clara	\$ 1,961,578	97	\$ 1,961,481
2	Outreach	Mobility Management Partnership for San Mateo County - Mobility Management Center / One Call & One Click Center	San Mateo	\$ 480,000	96	\$ 480,000
3	Sonoma County Human Services Department, Area Agency on Aging	Sonoma Access Coordinated Transportation services (SACTS) Expansion - Operations	Sonoma	\$ 391,975	93	\$ 391,975
4	On Lok Senior Health Services	Replacement vehicles	Alameda/San Francisco	\$ 240,000	92	\$ 240,000
5	SFMTA	SFMTA Mobility Management Project	San Francisco	\$ 782,340	91	\$ 782,340
5	Jewish Family and Children's Services	Replacement vehicles	San Francisco	\$ 755,000	91	\$ 755,000
7	Senior Helpline Services (SHS)	Way to Go...Contra Costa! - Mobility Management Center	Contra Costa	\$ 331,483	90	\$ 331,483
7	Center for Independent Living (CIL)	Mobility Matters	Alameda	\$ 499,662	90	\$ 499,662
7	Peninsula Jewish Community Center	Mobility Management Partnership for San Mateo County	San Mateo	\$ 220,000	90	\$ 220,000
7	Senior Helpline Services (SHS)	Way to Go...Contra Costa! - Rides for Seniors	Contra Costa	\$ 206,770	90	\$ 206,770
7	Rehabilitation Services of Northern California (RSNC)	Way to Go...Contra Costa! - Mt. Diablo Mobilizer	Contra Costa	\$ 94,340	90	\$ 94,340
7	City of Lafayette	Way to Go...Contra Costa! - Spirit Van	Contra Costa	\$ 123,039	90	\$ 123,039
7	Futures Explored	Way to Go...Contra Costa! - Program Operations	Contra Costa	\$ 36,250	90	\$ 36,250
14	SamTrans	Mobility Management Partnership for San Mateo County	San Mateo	\$ 250,000	87	\$ 250,000
14	Marin Senior Coordinating Council Inc., (Whistlestop)	Replacement and expansion vehicles	Marin	\$ 187,000	87	\$ 187,000
16	LIFE ElderCare	Expanding Door Through Door Volunteer Driver Transportation in Alameda County	Alameda	\$ 187,154	86	\$ 187,154
16	Futures Explored	Way to Go...Contra Costa! - Vehicle	Contra Costa	\$ 60,000	86	\$ 60,000
18	Golden Rain	Way to Go...Contra Costa! - Vehicles	Contra Costa	\$ 134,000	85	\$ 134,000
18	Contra Costa ARC	Way to Go...Contra Costa! - Vehicles	Contra Costa	\$ 152,000	85	\$ 152,000
18	City of Lafayette	Way to Go...Contra Costa! - Vehicle	Contra Costa	\$ 46,000	85	\$ 46,000
21	Sebastopol Area Senior Center	Sonoma Access Coordinated Transportation services (SACTS) Expansion - vehicle	Sonoma	\$ 60,000	82	\$ 60,000
22	Friends of Children with Special Needs	Expansion Minivans	Alameda	\$ 92,000	80	\$ 92,000
22	Peninsula Jewish Community Center	Mobility Management Partnership for San Mateo County - Vehicle	San Mateo	\$ 60,000	80	\$ 60,000
22	Life Steps Foundation, Inc.	Replacement vehicles	San Mateo	\$ 198,000	80	\$ 198,000
22	City of Pacifica	Service Expansion vehicle	San Mateo	\$ 60,000	80	\$ 60,000
26	Drivers for Survivors (DFS)	Expanding Door Through Door Volunteer Driver Transportation in Alameda County	Alameda	\$ 130,440	75	\$ 91,336
27	Marin Transit	Premium Paratransit and Travel Navigator	Marin	\$ 343,856	72	\$ 184,400
28	Center for Elders' Independence (CEI)	North-South Expansion Vehicles	Alameda	\$ 478,500	70	\$ 206,500
29	Casa Allegra Community Services (CACS)	Vehicles	Marin	\$ 138,000	63	\$ 46,000
30	Contra Costa ARC	Replacement and expansion vehicles	Contra Costa	\$ 198,000	60	\$ 46,000
31	City of Richmond	West County Travel Training	Contra Costa	\$ 800,000	56	\$ 105,000
32	City of Sausalito	Sausalito Point to Point Connections and Van-Away	Marin	\$ 62,734	47	\$ -

Think about What May Happen During and After an Earthquake or other Disaster:

Consider your daily activities. Think about how a disaster will impact your life. Take into consideration what you do independently and where you may need assistance. Keep in mind that your regular sources of assistance may not be available after a disaster. Plan now for how you will meet your needs.

- What if power, gas, and phone lines are not working?
- What if roads and sidewalks are impassible or your means of transportation is unavailable?
- How will you maintain supplies of water, food, medications, and other critical needs?
 - *Right now:* Make a list of equipment and medication you may need if you had to leave your home. Store extras, labeled with your name and contact information, in your disaster supplies kit. (See Step 3, below)

This guide follows the **Seven Steps to Earthquake Safety**, featured in the *Putting Down Roots in Earthquake Country* series of publications at www.earthquakecountry.org/roots and online at www.earthquakecountry.org/sevensteps. The content has been specially adapted for people with disabilities and other access and functional needs.

STEP 1 – Secure Your Space by identifying hazards and securing moveable items:

When you enter a room, look for safe places to Drop, Cover, and Hold On (see Step 5).

- Safe spaces are places where heavy or falling objects and breaking glass will not injure you, such as under tables or desks and along inside walls.
- The more limitations you have, the more important it is to create safe spaces for yourself - especially if you cannot Drop, Cover, and Hold On under a desk or table.
- Create safe spaces by bolting heavy furniture to wall studs, moving heavy items to low shelves, securing hanging art to walls with closed hooks, or taking other measures found at www.earthquakecountry.org/step1
- Secure essential equipment such as oxygen tanks or other life support devices, so they will not fall, sustain damage or cause injury.
- When you are in public places, be aware of your surroundings and identify your safe spaces.



STEP 2 – Plan to Be Safe by creating a disaster plan and deciding how you will communicate in an emergency.

Include your family and Personal Support Team (PST) when creating, reviewing, and practicing your plans:

- Develop your Personal Support Team (PST) at home, work, and every place where you spend a lot of time.
 - A PST is made up of at least three people who are within walking distance and can assist you immediately, such as family, neighbors and co-workers.
 - Team members will need to know how to enter your home to check on you in case you are injured or cannot answer the door.
 - Make sure your team knows your schedule, how best to assist you, how to operate any necessary equipment, and inform them when you go out of town.
- Label all your adaptive equipment with your current contact information.
- Identify an out of area contact. Preferably someone who lives out of state and is willing to be your main point of contact for family and friends on your status. Make sure your PST has your contact's information.
- Have an evacuation plan – identify a meeting place just outside your home where you can make sure everyone has gotten out safely. Identify a second meeting place outside of your neighborhood in case you cannot return home. Share this information with your PST and family members.
- If you are near a beach, large lake or in a tsunami evacuation zone, learn what to do at www.tsunamizone.org.
- Make a care plan for your pets as they most likely will not be allowed in shelters. Only service animals are allowed in shelters. Check with your local animal control or SPCA about pet sheltering in a disaster.
- More recommendations for how to Plan to be Safe are at www.earthquakecountry.org/step2.



STEP 3 – Organize Disaster Supplies in convenient locations

Create a kit specific to your needs. Include the following:

- Food (consider your specific dietary needs)
- Water
- Medications (both prescription and over-the-counter medications) and medical supplies
- Medical information and medication list
- Copy of prescriptions
- Emergency contact information
- Communication supplies
- Flashlight with extra batteries
- Supplies for your specific needs
 - Examples: Hearing aid batteries, eye glasses, walking stick, oxygen or nebulizer supplies, blood glucose tester, special equipment or hygiene and catheter supplies, feeding equipment, and VNS magnet
- Radio with extra batteries. Consider getting a NOAA weather radio too
- Cash
- Set of clothes, appropriate for the season
- Heavy gloves (suitable to clean debris and chemicals)
- Hygiene Supplies
- First Aid Kit
- Face mask to protect from dust and debris
- Copy of photo ID/driver's license and utility bill
 - For identification and proof of address (may be needed if you must go to a shelter, re-enter an evacuation area or apply for disaster assistance)
- Attach a Go Bag to your bedpost or bed frame with flashlight, batteries, sturdy close-toed shoes, heavy gloves, a whistle or noise maker, and an emergency information list.



Service animal/pet owners need to make a kit containing supplies for these animals. For more information about pet/service animal preparedness see <http://www.ccad.org/emergency-kits-for-household-pets.html>

Learn more about Organizing Disaster Supplies at www.earthquakecountry.org/step3.

STEP 4 – Minimize Financial Hardship by organizing important documents, strengthening your property, and considering insurance.

Learn how to Minimize Financial Hardship at www.earthquakecountry.org/step4.

STEP 5 – Drop, Cover, and Hold On when the ground shakes

Practice what to do:

- Participate in a *Great ShakeOut Earthquake Drill* in your region (www.shakeout.org) and encourage others, including your personal support team, to participate with you!
- Put your plan into action during your drills. Include family members, personal support team members, and caregivers.
- Challenges identified during your drill will provide the opportunity to revise your plan to better accommodate your needs.



What to do During an Earthquake:

Protect yourself in the safest place possible near where you are. The greater your limitations the more critical it is to create safe spaces for yourself.

Do NOT try to exit a building during an earthquake. You are more likely to be injured when you attempt to exit structures during the shaking.

Drop under a sturdy piece of furniture or against an inside wall. Take **Cover** under a desk or table if possible and protect your head and neck with one arm/hand. **Hold On** to a desk or furniture leg to keep it from shifting or uncovering you until the shaking completely stops. Learn more at www.earthquakecountry.org/step5.

If it is difficult to Drop, Cover, and Hold On:

- If you are in a wheelchair, recliner or bed, **stay put** and do not try to transfer during the shaking. Cover your head and neck with your arms or a pillow until the shaking stops.
- People who use wheelchairs: lock your wheels and cover your head and neck until the shaking stops. The force of the earthquake may knock you to the ground.
- The shaking motion may increase difficulties moving around for those with mobility or balance issues.
- If you have difficulty getting back up after dropping under a desk or table, get as low as possible and move away from windows or other items that can fall on you.
- If it helps, count out loud until the shaking stops. Hearing your voice can ground you, help reassure others you are okay and keep them calm and focused.



STEP 6 – Improve Safety after earthquakes by evacuating if necessary, helping the injured, and preventing further injuries or damage.

Once the shaking stops:

- Check yourself for injury, paying extra attention to areas where you have reduced sensations.
- A tsunami may be possible for coastal regions that experience shaking for more than 20 seconds. In those instances you should move inland to a nearby hill or to a higher floor of a large building. Do not wait for an official warning.
- Be prepared for aftershocks. Stay close to and aware of the safe spaces in your environment.
- Look around for hazards such as broken glass and objects in your way.
- Furniture may have shifted and sound cues may not be available to individuals with visual disabilities.
- Evacuate only if necessary, otherwise stay where you are.
- If the authorities advise an evacuation for your area, follow their directions immediately.
- Learn more about how to Improve Safety at www.earthquakecountry.org/step6.



STEP 7 – Reconnect and Restore: Restore daily life by reconnecting with others, repairing damage, and rebuilding community

- Follow your disaster plan.
- Notify your out of area contact of your status, then keep phone lines clear. Text messaging may be more reliable than phone calls.
- Expect aftershocks and remain aware of your surroundings. The aftershocks may change conditions or create new hazards; continue to be prepared to protect yourself.
- Repair or replace damaged items as needed.
- After any disaster, review and revise your disaster plan. Apply any lessons learned.
- Learn more about how to Reconnect and Restore at www.earthquakecountry.org/step7.

Considerations for refrigerated medications:

- When there is a loss of power, keep medications in the refrigerator until it becomes warm, at which point they can be moved it to the freezer. When the freezer becomes too warm, transfer medication to a small, insulated container and use chemical cold packs to keep cool.
- Ask your doctor or pharmacist how long your medications can be unrefrigerated.
- If you evacuate to a shelter, tell shelter staff that you have refrigerated medications.



Disability-Specific Tips:

People with Developmental/Cognitive/Intellectual Disabilities:

- Have a written or visual checklist with short, easy steps.
- Include communication tools in your kit that you know how to use. People who are nonverbal can include pictures, written phrases, or Kwik Points for easier communication.
- Store extra batteries for portable communication devices.
- Practice Drop, Cover, and Hold On and your plan. Regular practice will help you to remember what to do and to remain calmer when a disaster occurs.
- Practice telling care assistants and responders how to communicate with you, such as using simple, short, and clear language for instructions.



People who are Deaf or Hard of Hearing:

- Have more than one method to receive warnings and evacuation information.
- Store extra batteries in your disaster kits for hearing or communication devices.
- Keep pen and paper in your kits for receiving and communicating information.
- Prior to an earthquake, identify and test multiple ways to receive warnings and evacuation information. Ask a PST member to keep you up to date on emergency information as it is released.

People who are Blind or Visually Impaired:

- Earthquakes can cause items to fall and furniture to shift making navigating the room more difficult.
- Sound clues may not be available.
- While evacuating move slowly and check for obstacles in the way. Shuffling your feet when there is a lot of debris on the ground will reduce your likelihood of falling.
- Store extra canes, batteries and supplies for your communication devices.
- Label emergency supplies using large print, fluorescent tape, Braille, or other preferred methods.

For Service Animals:

- Keep license and ID tags on service animals at all times.
- Keep copies of any service animal certification or documentation including immunization records, medications, and veterinarian's contact information in your service animal's disaster kit.
- Store extra animal food, water, and feeding bowls.
- Keep an extra harness and/or leash with your disaster supplies.
- Your service animal may be frightened or injured and may not be able to work after the earthquake. There is increased risk of injury to their paws from broken glass or debris on the ground.
- Be prepared to use alternate equipment if your animal cannot provide its normal services.
- Arrange for your PST to check on you and your animal.
- Service animals are allowed in shelters, pets are not. Be prepared to explain what services your animal performs for you.



HIGHLIGHTS FROM THESE TIPS:

- ✓ Create safe spaces for yourself.
- ✓ Develop your Personal Support Team (PST) and include them in all phases of your planning.
- ✓ Help members of your PST develop their individual and family plans.
- ✓ Make disaster supply kits for your home, car, and office and for your service animal.
- ✓ Practice Drop, Cover, and Hold On and your disaster plan.
- ✓ Advocate for yourself! Make sure you are included in practice drills at home, work and in your community.
- ✓ Volunteer with your local Community Emergency Response Team (CERT) or other community-based emergency response organization.
- ✓ Update your plan, contacts, and supplies at least annually so they are current.

Additional Resources for People with Disabilities and Other Access & Functional Needs:

Federal Emergency Management Agency (FEMA)
www.ready.gov/individuals-access-functional-needs

Earthquake Country Alliance/ShakeOut
www.earthquakecountry.org/disability

Centers for Disease Control and Prevention (CDC)
www.cdc.gov/Features/EmergencyPreparedness

Preparing Together – Salvation Army
www.preparingtogether.org/mm5/merchant.mvc

EPI Global – inclusive emergency management practices and resources
www.epiglobal.org

Disaster resources for people with disabilities and others with access & functional needs
www.JIK.com/disaster.html

CA Emergency Management Agency, Office of Access & Functional Needs (OAFN)
www.calema.ca.gov/ChiefofStaff/Pages/Access-and-Functional-Needs.aspx

Preparedness for Pets and Service Animals
www.ccad.t.org/disaster-preparedness.html



STEP 3: ORGANIZE DISASTER SUPPLIES**Organize disaster supplies in convenient locations.**

Everyone should have personal disaster supplies kits. Keep them where you spend most of your time, so they can be reached even if your building is badly damaged. The kits will be useful for many emergencies.

Everyone should have disaster supplies kits stored in accessible locations at home, at work and in your vehicle. Having emergency supplies readily available can reduce the impact of an earthquake, a terrorist incident or other emergency on you and your family. Your disaster supplies kits should include food, water, flashlights, portable radios, batteries, a first aid kit, cash, extra medications, a whistle, fire extinguisher, etc.

Keep one kit in your home, another in your car, and a third kit at work. Backpacks or other small bags are best for your disaster supplies kits so you can take them with you if you evacuate. Include at least the following items:

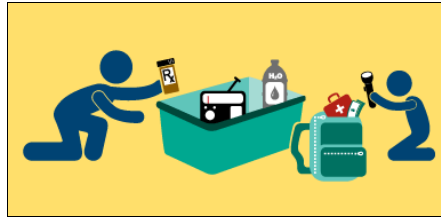
- Medications, prescription list, copies of medical cards, doctor's name and contact information
- Medical consent forms for dependents
- First aid kit and handbook
- Examination gloves (non-latex)
- Dust mask
- Spare eyeglasses or contact lenses and cleaning solution
- Bottled water
- Whistle (to alert rescuers to your location)
- Sturdy shoes
- Emergency cash
- Road maps
- List of emergency out-of-area contact phone numbers
- Snack foods, high in water and calories
- Working flashlight with extra batteries and light bulbs, or light sticks
- Personal hygiene supplies
- Comfort items such as games, crayons, writing materials, teddy bears
- Toiletries and special provisions you need for yourself and others in your family including elderly, disabled, small children, and animals.
- Copies of personal identification (drivers license, work ID card, etc.)

Household disaster supplies kit

Electrical, water, transportation, and other vital systems can be disrupted for several days or much longer in some places after a large earthquake. Emergency response agencies and hospitals could be overwhelmed and unable to provide you with immediate assistance. Providing first aid and having supplies will save lives, will make life more comfortable, and will help you cope after the next earthquake.

In addition to your personal disaster supplies kits, store a household disaster supplies kit in an easily accessible location (in a large watertight container that can be easily moved), with a supply of the following items to last at least 3 days and ideally for 2 weeks:

- Water (minimum one gallon a day for each person)
- Wrenches to turn off gas and water supplies
- Work gloves and protective goggles
- Heavy duty plastic bags for waste, and to serve as tarps, rain ponchos, and other uses
- Portable radio with extra batteries (or hand crank for charging)
- Additional flashlights or light sticks
- Canned and packaged foods
- Charcoal or gas grill for outdoor cooking and matches if needed
- Cooking utensils, including a manual can opener
- Pet food and pet restraints
- Comfortable, warm clothing including extra socks
- Blankets or sleeping bags, and perhaps even a tent
- Copies of vital documents such as insurance policies

**THE SEVEN STEPS****PREPARE**

1. [Secure Your Space](#)
2. [Plan to be Safe](#)
3. [Organize Disaster Supplies](#)
4. [Minimize Financial Hardship](#)

SURVIVE

5. [Drop, Cover, and Hold On](#)
6. [Improve Safety](#)

RECOVER

7. [Reconnect and Restore](#)

Use and replace perishable items like water, food, medications and batteries on a yearly basis.

A special note about children

If earthquakes scare us because we feel out of control, think how much more true this must be for children, who already must depend on adults for so much of their lives. It is important to spend time with children in your care before the next earthquake to explain why earthquakes occur. Involve them in developing your disaster plan, prepare disaster supplies kits, and practice "drop, cover, and hold on." Consider simulating post-earthquake conditions by going without electricity or tap water.

After the earthquake, remember that children will be under great stress. They may be frightened, their routine will probably be disrupted, and the aftershocks won't let them forget the experience. Adults tend to leave their children in order to deal with the many demands of the emergency, but this can be devastating to children. Extra contact and support from parents in the early days will pay off later. Whenever possible, include them in the recovery process.

[Home](#) | [PREPARE - Before](#) | [SURVIVE - During](#) | [RECOVER - After](#) | [Know Your Risk](#) | [Resources](#) | [News & Events](#) | [The Alliance](#)



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