



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, February 23, 2015, 1:00 p.m.

1111 Broadway, Suite 800

Oakland, CA 94607

Please note that the Monday, February 23, 2015 PAPCO meeting will be from 1:00 to 2:10 p.m. and the Joint PAPCO and ParaTAC meeting will be from 2:10 to 3:30 p.m. Please plan your transportation accordingly.

Mission Statement

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

Public Comments

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

Reminder

Please turn off your cell phones during the meeting. Please do not wear scented products so individuals with environmental sensitivities may attend the meeting.

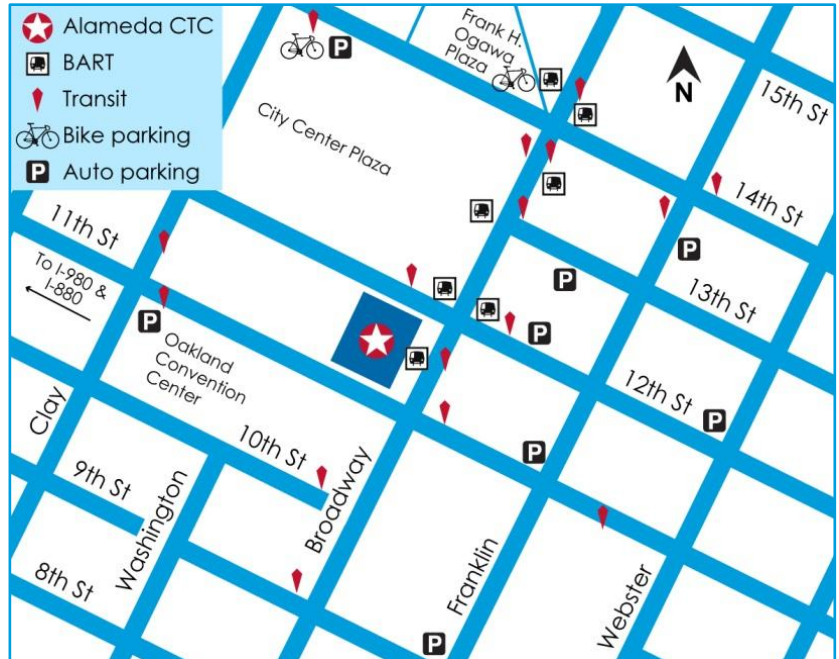
Recording of Public Meetings

The executive director or designee may designate one or more locations from which members of the public may broadcast, photograph, video record, or tape record open and public meetings without causing a distraction. If the Commission or any committee reasonably finds that noise, illumination, or obstruction of view related to these activities would persistently disrupt the proceedings, these activities must be discontinued or restricted as determined by the Commission or such committee (CA Government Code Sections 54953.5-54953.6).

Location Map

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

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



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, February 23, 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. January 26, 2015 PAPCO Meeting
Minutes**

1 A

Recommendation: Approve the
January 26, 2015 PAPCO meeting
minutes.

1:20 – 1:45 p.m.
Guest Speakers

**4. Gap Grant Cycle 5 Program Report:
Taxi-Up & Go Project**

I

The Committee will receive a Gap Grant
Cycle 5 program report from the Taxi-Up
& Go Project.

1:45 – 1:55 p.m.
PAPCO

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

5.1. PAPCO Calendar of Events

11 I

5.2. PAPCO Work Plan

13 I

5.3. PAPCO Appointments

17 I

1:55 – 2:00 p.m.

6. Committee Reports (Verbal)

Sharon Powers

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

Herb Hastings

6.2. Citizens Watchdog Committee (CWC)

7. ADA Mandated Program and Policy Reports

7.1.	October 1, 2014 WHEELS Accessible Advisory Committee Meeting Minutes	19	I
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2:00 – 2:10 p.m.

8. Information Items

Staff

8.1. Mobility Management – Integrating Services Across Transportation Modes (Introduction) 23

Krystle Pasco

8.2. Outreach Update

Staff

8.3. Other Staff Updates

9. Draft Agenda Items for March 23, 2015 PAPCO Meeting

9.1. Convene Finance and Program Plan Review Subcommittees

9.2. Gap Grant Cycle 5 Progress Reports Status

9.3. East Bay Paratransit Report

9.4. Gap Grant Cycle 5 Program Report: AC Transit New Freedom Match

2:10 p.m.

10. Adjournment

Next PAPCO Meeting: March 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, January 26, 2015, 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

P Will Scott,
Vice-Chair

A Larry Bunn

A Shawn Costello

P Herb Hastings

P Joyce
Jacobson

P Sandra
Johnson-Simon

P Jonah Markowitz

A Rev. Carolyn Orr

P Suzanne Ort

P Thomas Perez

A Sharon Powers

P Vanessa Proee

A Carmen Rivera-
Hendrickson

P Michelle Rousey

P Harriette
Saunders

P Esther Waltz

P Hale Zukas

Staff:

P Jacki Taylor, Program Analyst

P Naomi Armenta, Paratransit Coordinator

P Krystle Pasco, Paratransit Coordination Team

P Terra Curtis, Paratransit Coordination Team

P Christina Ramos, Project Controls Team

Guests:

Tighe Boyle, Senior Helpline Services; Ken Bukowski, Public Member; Catherine Callahan, Center for Independent Living; Jennifer Cullen, Senior Support Program of the Tri-Valley; Shawn Fong, City of Fremont Paratransit Program; Doug Howerton, HOSC; Kadri Klm, LAVTA; Hakeim McGee, City of Oakland Paratransit Program; Kim Ridgeway, AC Transit; Andre Turner, City of Oakland Paratransit Program; April Wick, Easy Does It; Victoria Williams, Senior Helpline Services

MEETING MINUTES

1. Welcome and Introductions

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

2. Public Comment

There were no public comments.

3. Administration

3.1. November 24, 2014 PAPCO Meeting Minutes

Harriette Saunders moved to approve the November 24, 2014 PAPCO Meeting minutes as written. Michelle Rousey seconded the motion. The motion passed (13-0-0). Members Herb Hastings, Joyce Jacobson, Sandra Johnson-Simon, Jonah Markowitz, Suzanne Ortt, Thomas Perez, Vanessa Proee, Michelle Rousey, Harriette Saunders, Will Scott, Sylvia Stadmire, Esther Waltz, and Hale Zukas were present.

4. Draft Implementation Guidelines Review and Discussion

Terra Curtis gave an overview of the draft Implementation Guidelines including their purpose and the services provided. She reviewed the guidelines and discussed the potential changes regarding serving minors, temporary eligibility, taxi guidelines, volunteer driver program guidelines, and scholarship/subsidized fares. PAPCO members had the opportunity to discuss these potential changes.

Questions and feedback from PAPCO members:

- Since the guidelines will now explicitly state that the importance of destinations should be determined by the consumer and there will be no limitations regarding trip purpose, will there be limitations regarding the amount of trips taken in a given time period? Yes, the guidelines already offer the option of limiting the amount of trips taken in a given time period due to budgetary constraints.
- Why is there a restriction on meal delivery programs? The meal delivery programs are not providing a direct transportation service so they are not as appropriate for this funding source. They may be covered under other funding sources.

- Can organizations that have received funding for Meal Delivery programs in the past but discontinued their programs still apply for funding in the future since they provided a program at one point? No, if program managers take out that expense from their budgets they are not allowed to apply for funding again because they are not protected by the grandfathering clause that was established. They are advised of this rule if they propose that change.
- Why would a limit on trip purpose be allowed for city-based door-to-door programs? City based programs have more flexibility to provide trips with varying purposes than do the ADA programs. Although none of the city based programs are planning to limit trips due to their purpose, staff and ParaTAC members agree that it could be a useful tool for demand management. However, the importance of destinations should be determined by the consumers.
- One member proposed that limitations by trip purpose be subject to staff approval. There was consensus support for this suggestion and staff agreed to add it to city-based door-to-door programs.
- Is there still discussion regarding lowering the minimum age for paratransit service eligibility? Staff decided to hold off on making any changes to the minimum age criteria until there is more information on how the additional funding will impact the programs.
- Can the funding for the volunteer driver programs be used for reimbursement and administrative purposes? Yes, funding can be used for both.

Final comments and edits are due to Alameda CTC staff by Thursday, February 5th. The final Implementation Guidelines will be reviewed again at the Joint PAPCO and ParaTAC meeting on Monday, February 23rd.

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

Kadri Külüm gave a quarterly presentation on LAVTA's new service provider, quarterly ridership and customer satisfaction.

Questions and feedback from PAPCO members:

- Why did you change transportation providers? Our previous contractor made a corporate decision to end their existing paratransit contracts with public transit agencies including LAVTA.
- Do you feel the incentive that you offer your provider for their performance has helped them maintain a focus on providing excellent service? Yes, staff believes that the incentives that are built into the contract are improving customer service overall.
- Thank you for sharing the ridership information for the Para-Taxi program.
- Did you conduct a customer satisfaction survey and what is your process for receiving complaints from customers? Staff does conduct a customer satisfaction survey and information regarding ridership and on time performance is collected. There are also penalties built into the contract when the provider does not meet the minimum performance requirements and incentives if they do. Currently we have only recorded one complaint in the last 1,000 rides.
- What do you mean by unlinked boardings? Is this considered a round trip? Unlinked boardings are recorded as one way trips regardless if multiple people are travelling together.
- A member commended LAVTA and its transportation provider for always being on time for his early trips to work.
- A member noted that PAPCO members who are a part of WAAC also receive detailed quarterly ridership information from LAVTA.
- A member suggested that there be a template of information provided for future presentations made by partner agencies. Information should include data on customer satisfaction, ridership, cost per trip, etc. Staff will request more specific information from partner agencies for future presentations and reports. Staff also noted that the applications for extension for Gap Grant Cycle 5 funding will include more standardized performance measures like customer satisfaction, ridership and cost per trip.
- Can you provide more information on the Para-Taxi program? It seems as though there is a big difference between the average

and median cost per trip with regards to the fare and the rider. Staff noted that although riders are only allowed a reimbursement of up to \$20.00, some riders are still willing to take long distance trips. This explains the difference in the average and median costs per trip.

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

Shawn Fong gave a Gap Grant Cycle 5 program report on the Tri-City Volunteer Driver programs which include LIFE ElderCare's VIP Rides program and the Drivers for Survivors program. She gave an overview of the programs' eligibility, service parameters and a summary of recent activities.

Questions and feedback from PAPCO members:

- A member stated "Congratulations! Your programs are excellent. I appreciated the specific information in your report."
- A member noted that LIFE ElderCare does a great job with recruiting volunteers from the Lions Club meetings.
- How does the \$5.00 gas card work? Volunteers can receive mileage reimbursement from both of the agencies however volunteers are not necessarily requesting this reimbursement. So the agencies have purchased gas cards as a thank you back to the volunteers. Volunteers are also claiming their miles on their tax forms.
- A member stated "I appreciate the message that you are sending out into the community that independence and mobility is indeed an option when you get older and possibly frail. I also appreciate the work that PAPCO is doing in this regard."
- A member of the public noted that Shawn Fong is a great resource for information on volunteer driver programs and for programs that are just starting up. She provided their volunteer driver program with a lot of valuable information when they were just starting.

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

Tighe Boyle and Victoria Williams gave a Gap Grant Cycle 5 program report on the Rides for Seniors program. They gave an overview of the program and services.

Questions and feedback from PAPCO members:

- This is a great program. You only have 76 program participants for all of Alameda County, what are you doing to recruit more participants? Staff is focused more on recruiting volunteer drivers at the moment. The more volunteer drivers they have in our program the more program participants they can have.
- How do you address the liability issue with the volunteer drivers in your program? Staff requires all volunteer drivers to have the state minimum insurance. Although this is not enough insurance, the agency does carry a \$1,000,000 umbrella insurance policy to cover our volunteers and participants. This costs about \$2,400 a year.
- At what point do you help people when they fall down? Do you call 911? Staff and volunteers do not have the expertise to help program participants if they injure themselves during a ride. They are trained to call 911 immediately. Also if there is a client that is at risk of falling and is no longer safe to be transported by a volunteer then the program participant will no longer be able to use the program as a higher level of transportation assistance is needed.
- Have you reached out to the Center for Independent Living for volunteers? Staff is in the process of looking into that opportunity for volunteers.
- A member stated "I can see that there is a lot of growth in this program, however, when it comes time to evaluate your overall ridership and program costs, I will be looking closely at the costs per trip and deciding whether this program is essentially cost effective for a nonprofit agency to provide."
- What is your cost per trip? Currently the cost per trip is very high and is around \$100 per one way trip.

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

Vanessa Proee announced that IHSS is reinstating hours in July.

Sandra Johnson-Simon announced that USOAC is celebrating its 2015 Annual Convention on March 20th at the Ashland Community Center in San Leandro, CA.

Joyce Jacobson announced that the City of Emeryville Commission on Aging is addressing the BART management on the issue around the lack of benches at the MacArthur BART station for the Emery-Go-Round shuttles. She also wrote an article on this issue which will appear in a local online blog.

Jonah Markowitz announced that he will be celebrating his 50th birthday in February.

9. Committee Reports (Verbal)

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

Harriette Saunders noted that the next SRAC meeting is on March 26th at 11:30 a.m. Staff will be reviewing their program plan application and giving another update on IVR system.

9.2. Citizens Watchdog Committee (CWC)

Herb Hastings reported that at the last meeting members received an updated report on the Oakland Airport Connector. Service providers' reports were also reviewed and discussed. The next meeting is on Monday, March 9th.

10. ADA Mandated Program and Policy Reports

PAPCO members were asked to review the information provided in their packets.

11. Information Items

11.1. Mobility Management – Planning for Transportation after Medical Services: A Guide for Service Members, Veterans & Their Family Caregivers

Naomi Armenta reviewed the Planning for Transportation after Medical Services: A Guide for Service Members, Veterans & Their Family Caregivers attachment in the agenda packet.

Naomi also noted that there is a lot of new resources and funding available for veterans' transportation services.

11.2. Outreach Update – 2014 Paratransit Outreach Summary Report

Krystle Pasco gave a summary report on PAPCO's 2014 Paratransit Outreach efforts. She provided information on outreach events attended, including types of events and locations in the county, interagency outreach efforts, and materials distribution to nonprofits, city-based paratransit programs and transit agencies. She also noted the PAPCO members that attended the various outreach events and, finally, she thanked members for their continued support.

Krystle then 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.

11.3. Gap Grant Cycle 5 Update

Jacki Taylor gave an update on the Gap Grant Cycle 5 funding process. She noted that in February the Commission will be asked to approve a one-year extension of the Gap Grant Cycle 5 program and applications for an extension will be released in March. The requests will be presented to PAPCO in May and a programming recommendation will go to the Commission in June.

Questions and feedback from PAPCO members:

- Why is staff pushing the release of Gap Grant Cycle 6 funding another year? Staff wants to hold off on issuing new calls for projects for this coming year until the Master Program Funding Agreements are finalized and the Implementation Guidelines are reviewed and updated.
- A member requested that the applications for extension contain all of the required information before going to PAPCO members for review. Some applications contained missing information in the past and it was difficult to make a fully informed decision.

- A member requested that a representative be present during the application review process for any questions that PAPCO members may have.

11.4. Section 5310 Funding Update

Naomi Armenta announced that the draft program of projects for the recent 5310 funding cycle for large urbanized areas has been finalized. More information is available in the memo in the agenda packet. Applications from Alameda County did very well and all applicants received funding. More information regarding the awards for small urbanized areas will be released soon.

11.5. Preparedness Follow-up

Naomi Armenta reviewed the Earthquake Preparedness Guide for People with Disabilities and Other Access or Functional Needs attachment in the agenda packet. She highlighted the disaster supplies list and encouraged members to keep these items in an accessible location at home.

11.6. Other Staff Updates

There were no other staff updates.

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 – Countywide Transit Plan

13. Adjournment

The meeting adjourned at 3:30 p.m. The next PAPCO and Joint PAPCO/ParaTAC meeting is scheduled for February 23, 2015 at Alameda CTC's offices located at 1111 Broadway, Suite 800, in Oakland.

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PAPCO Calendar of Events for February through March 2015

5.1

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

Full Committee Meetings

- **Regular PAPCO/Joint monthly meeting:**
Monday, February 23, 2015, 1 to 3:30 p.m., Alameda CTC
- **Regular ParaTAC monthly meeting:**
Tuesday, March 10, 2015, 9:30 to 11:30 a.m., Alameda CTC
- **Regular PAPCO monthly meeting:**
Monday, March 23, 2015, 1 to 3:30 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.
3/14/15	Transition Information Faire	College of Alameda, 555 Ralph Appezzato Memorial Parkway, Alameda, CA 94501	9:30 p.m. – 3:00 p.m.
3/17/15	Transit Fair	Pleasanton Senior Center, 5353 Sunol Boulevard, Pleasanton, CA 94566	10:00 a.m. – 1:00 p.m.
3/20/15	USOAC Annual Convention	Ashland Community Center, 1530 167th Avenue, San Leandro, CA 94578	10:00 a.m. – 2:00 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

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

Topic: PAPCO Development and Outreach

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

Actions	Completed	In-Progress
All members to participate in at least one Outreach activity (write an article, speak at another meeting, visit a senior center, or attend an event)		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		x
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 Grant funding		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	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			x

Topic: Customer Service			
Goal: Participate in driver training and serve as a resource to providers; and facilitate communication and resolution of consumer complaints			
Actions	Completed	In-Progress	
Continue to be available to assist in Driver Training and related items for ADA providers, City providers, taxi providers, etc.			



Appointer

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

Member

- Herb Hastings
- Tom Perez
- Sylvia Stadmirer
- Sandra Johnson Simon
- Will Scott
- Harriette Saunders
- Jonah Markowitz
- 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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LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY
1362 Rutan Court, Suite 100
Livermore, CA 94551

WHEELS Accessible Advisory Committee

DATE: Wednesday, October 1, 2014

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

TIME: 3:02 p.m.

Draft MINUTES

1. Call to Order

The Vice-Chair Herb Hastings called the meeting to order at 3:02 pm.

Jen Cullen made a motion to add “Meeting Protocols” as the last item in the agenda.

Approved.

Deaton/Mack

Members Present:

Herb Hastings	Alameda County
Sue Tuite	Alameda County – Alternate
Connie Mack	City of Dublin
Shawn Costello	City of Dublin
Esther Waltz	City of Livermore
Nancy Barr	City of Livermore – Alternate
Shirley Maltby	City of Pleasanton
Pam Deaton	Social Services Member
Jen Cullen	Social Services Member
Amy Mauldin	Social Services Member

Staff Present:

Christy Wegener	LAVTA
Kadri Kulm	LAVTA
Juana Lopez	MTM
Vince Linebarger	MTM

Gregg Eisenberg

MV Transit

Members of the Public:

Richard Waltz

Wheels rider

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

None

4. **Minutes of the September 3, 2014 Meeting of the Committee**

Approved.

Waltz/Barr

5. **Fixed Route Operational Issues – Suggestions for Changes**

Sue Tuite brought to staff's attention the amount of people who had boarded the Rapid bus with strollers and suitcases at the Stoneridge Mall bus stop. Staff noted that LAVTA is currently working on agency's stroller policy. Sue Tuite also reported that a disabled lady was upset because the Rapid bus did not stop at the Civic Center. Staff told the committee that LAVTA is getting a new shelter at that location since the previous one had been demolished due to an accident, and also noted that the driver driving the Rapid was new. Sue Tuite also mentioned that the sign at the Mall is not working. Staff said LAVTA is working with the Mall staff to get the sign powered to their facility and while this is taking place staff is installing a transit tube to that location as an immediate remedy.

Shawn Costello was interested in having a Rapid Bus Stop at the Jack London Square. Staff promised to take this suggestion into consideration, but informed the committee that the bus stop locations will be a part of the major service study and that currently there are no plans to add more stops to the Rapid line. Shawn Costello also reported that a Route 12 driver he had on his way to the WAAC meeting had hit his feet couple of times while he was boarding the bus with his power chair. He said the incident happened on the Route 12 bus, which left the BART station at 1pm.

7. **MTM Update**

Staff gave a report on MTM's performance analysis in their first five months of the contract. The on-time-performance has improved dramatically as well as the very late pick-ups. The most recent weekly statistics show a positive trend with OTP reaching over 95%. Staff also provided an analysis of when within the 30-minute pick-up are the passengers actually been picked up. The analysis showed

that within the past for weeks over 80% of the times the passengers have been picked up within the first 15 minutes of the pick-up window.

8. Dial-A-Ride Operational Issues – Suggestions for Changes

Shawn Costello said that the reservationist had only put the street name to his trip request and not the complete address. The driver left because he was waiting at the wrong building. He scheduled this ride on 9/25.

Nancy Barr reported that a driver had asked her how to get to Pet Food Express.

Pam Deaton noted that a lady had walked up to her at the Pleasanton Senior Center and was very happy about the new buses.

Herb Hastings and Sue Tuite said that the driver who drove them to the WAAC meeting did not have a topper or a badge. Vince Linebarger of MTM will be following up.

Shawn Costello said that the drivers want him to turn around facing forward, which is difficult for him, and he has lost two of his flags this way. Juana Lopez said that this is a safety issue and required for proper securement. Juana Lopez will be practicing boarding and debarking with Shawn after the meeting.

9. PAPCO Report

Esther Waltz reported on PAPCO's July and September meetings. PAPCO had elections at their July meeting where everyone remained at their positions except for one, and Herb Hastings was elected as PAPCO's Citizens Watchdog Committee representative. At the September meeting the committee received a presentation from the Senior Support Services of the Tri-Valley Volunteer Driver Program.

10. Dial-A-Ride Customer Satisfaction Survey

Staff reported on the outcomes of the annual Dial-A-Ride Passenger Satisfaction Survey, which was conducted in July/August 2014. Staff interviewed 30 randomly selected active Dial-A-Ride passengers, which represents about 3% of the total ridership, in their level of satisfaction with different aspects of the service including the reservations process, pick-up experience, ride experience, and drop off experience. The decline in the customer satisfaction has been in the areas of the reservations/scheduling process and late pick-ups, while the respondents have consistently been happy with their drivers and the ride experience. Staff will be conducting a follow-up survey with the same respondents in October, 2014, to measure whether their opinion of the service has remained consistent, has improved or declined.

11. Alameda County Fair Update

Staff reported on the Wheels service to the Alameda County Fair this past Summer. Staff noted that it was a great year in terms of the ridership as Route 8 had about 1,500 additional riders and Route 10 showed 9% increase in the ridership during the fair period.

12. Meeting Protocols

At the previous meeting the following meeting protocols were discussed and agreed upon:

- Read the agenda
- Follow the agenda
- Everyone should be courteous
- No interruptions when people talk
- Stick to time limits
- Suggestion: 3 min limit on individual complaints
- Focus on community concerns instead of individual concerns
- Limit meetings to 90 minutes

The committee members reflected on how they felt about the WAAC meeting that had just occurred in terms of following the protocol. Jen Culling thought that the meeting went very well and the committee members should be proud of themselves. Other committee members agreed. Shawn Costello said that he is not happy with some of the protocols.

13. Adjourn

The meeting was adjourned at 5:00 pm.



Integrating Services Across Transportation Modes

Introduction

This brief, profiling the integration of transportation modes through a mobility management approach, is part of the “Promising Practices in Mobility Management” series. The series has been created for mobility management practitioners to help advance the adoption of transportation coordination and other strategies that lead to responsive, customer-centered transportation services. All briefs in the series—covering the topics of coordinated transportation planning, technology in coordination, one-call/one-click services, mobility management, and performance measurement— are available at <http://nationalcenterformobilitymanagement.org/>.

The collaboration, coordination, and integration of transportation services across modes are fundamental strategies of mobility management that make it easier for people to move around their community, leading to improved quality of life. Collaborative arrangements across transportation providers may evolve into a deeper integration of transportation services, assets, functions, skills, and business processes, thus further enhancing the available suite of customer-responsive transportation options delivered as efficiently as possible.

Six Dimensions of Fundamental Change

Prior research on mobility management done for the Transit Cooperative Research Program ([TCRP Report 97](#)) of the Transportation Research Board (TRB) suggested that fundamental, transformative change in business and service organizations commonly involves changes across the six key dimensions below, which together provide an operational definition of “mobility management.” These six dimensions formed the basis by which information of promising practices in integrated mobility were collected.

- Core mission shift from simply providing a form of capacity with assets you own to a broader responsibility for managing mobility, managing a wide range of assets
- Collaboration across modes, organizations, and jurisdictions has become a fundamental strategy
- Deployment of state-of-the-art information technologies like universal fare systems; real-time, on-street customer information; and unified scheduling and dispatching systems
- Integration of assets, services, and business functions is a common feature of emerging business models
- New business units, functions, skills, and business processes
- Measures of success and performance are increasingly focused on the quality of the customer experience

Promising Practices in Mobility Management: Integrating Services Across Transportation Modes

In developing this brief, information on mobility management practices were gathered through an online survey tool hosted on the NCMM website, emails to all members of the Mobility Management Committee of the American Public Transportation Association (APTA), and multiple mobility management discussions which took place at several professional conferences. These practices were reviewed by NCMM staff and a member of the APTA Mobility Management Committee who selected five communities/programs for this profile according to a protocol developed by the NCMM. Follow up interviews were then conducted to fill in any missing information gaps. The five programs profiled below were selected on the basis of satisfying the protocol's criteria, while also being representative of integrating a diversity of transportation modes and services into each community's approach to mobility management.

The programs profiled below are listed below (hyperlinked to their place in the document for quick reference):

- [The Société de Transport de Montréal \(STM\): Integrating Taxis into Public Transit Service](#)
- [Connection to Care Program: Making Health Care Trips More Affordable for Customers](#)
- [Valley Regional Transit: Integrating Bikes sharing into Transit Options](#)
- [King County Metro: Measuring Changes in Non-Motorized Connectivity and Impact on Transit Ridership](#)
- [San Francisco Municipal Transportation Agency: Coordinating Private Shuttle Use of Public Transportation Infrastructure](#)