



Meeting Notice

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

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Commission Vice Chair

Councilmember Rebecca Kaplan,
City of Oakland

AC Transit

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Alameda County

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Executive Director

Arthur L. Dao

Paratransit Advisory and Planning Committee

Monday, March 23, 2015, 1:00 p.m.

1111 Broadway, Suite 800

Oakland, CA 94607

Please note that the Monday, March 23, 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.

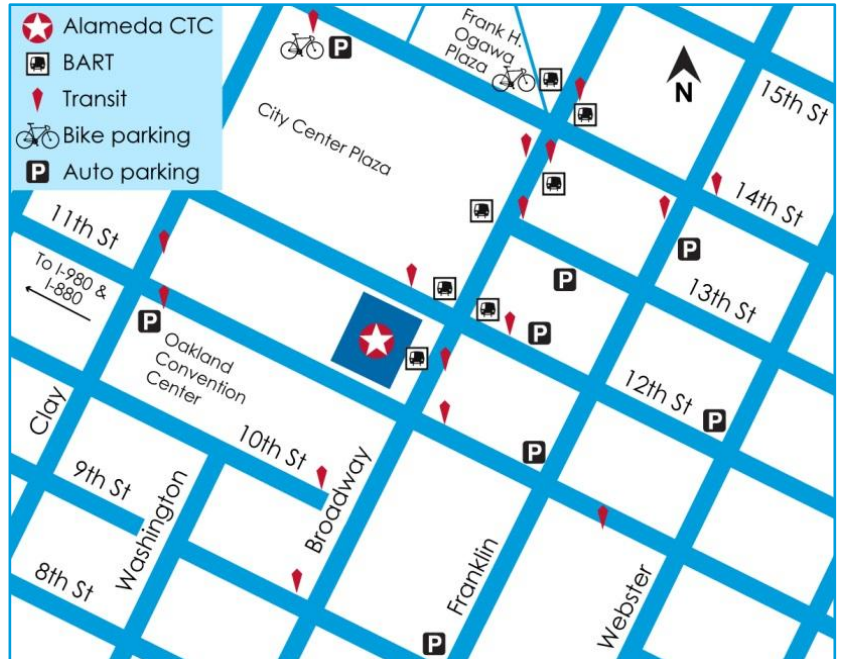
Recording of Public Meetings

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, March 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. **1. Welcome and**
Chair **Introductions**

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

1:15 – 1:40 p.m. **3. Administration**
Chair

Page A/I

3.1. February 23, 2015 PAPCO Meeting Minutes 1 A

3.2. February 23, 2015 Joint PAPCO and ParaTAC Meeting Minutes 7 A

Recommendation: Approve the February 23, 2015 PAPCO and Joint PAPCO and ParaTAC meeting minutes.

3.3. Convene Finance, Program Plan Review and Gap Subcommittees 13 I

The Committee will have the opportunity to volunteer for appointment to the Finance and Program Plan Review subcommittees. Committee members can also volunteer to be appointed to a potential Gap subcommittee.

1:40 – 2:10 p.m. Staff	4. Gap Grant Cycle 5 Progress Reports (Verbal)		
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The Committee will receive an update on the Gap Grant Cycle 5 progress reports.

2:10 – 2:35 p.m. Guest Speakers	5. East Bay Paratransit Report (Verbal)		
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The Committee will receive a report from East Bay Paratransit.

2:35 – 3:00 p.m. Guest Speakers	6. Gap Grant Cycle 5 Program Report: AC Transit New Freedom Match for Marketing Mobility Management Through 2-1-1 (Verbal)		
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The Committee will receive a Gap Grant Cycle 5 program report for the AC Transit New Freedom Match for Marketing Mobility Management Through 2-1-1.

3:00 – 3:10 p.m. PAPCO	7. Member Reports on PAPCO Mission, Roles, and Responsibilities Implementation		
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7.1.	PAPCO Calendar of Events	19	
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7.2.	PAPCO Work Plan	21	
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7.3.	PAPCO Appointments	25	
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3:10 – 3:15 p.m.	8. Committee Reports (Verbal)		
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Sharon Powers	8.1. East Bay Paratransit Service Review Advisory Committee (SRAC)		
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Herb Hastings	8.2. Citizens Watchdog Committee (CWC)		
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9. ADA Mandated Program and Policy

Reports

- 9.1. January 14, 2015 WHEELS Accessible Advisory Committee Meeting Minutes 27 I

3:15 – 3:30 p.m. **10. Information Items**

- Staff 10.1. Mobility Management – Taxi, Limousine, and Paratransit Association Information 31 I

- Krystle Pasco 10.2. Outreach Update I

- Staff 10.3. Other Staff Updates I

**11. Draft Agenda Items for April 27, 2015
PAPCO and Joint PAPCO and ParaTAC
Meetings** I

- 11.1. Gap Grant Cycle 5 Program Extension Recommendation

- 11.2. Livermore Amador Valley Transit Authority (LAVTA) Quarterly Report

- 11.3. Finance Subcommittee Status Report

- 11.4. Hospital Discharge Transportation Service and Wheelchair Scooter Breakdown Transportation Service Programs Update

- 11.5. BART Fleet of the Future Presentation

- 11.6. Joint PAPCO and ParaTAC Discussion

3:30 p.m. **12. Adjournment**

Next PAPCO Meeting: April 27, 2015

Next Joint PAPCO and ParaTAC Meeting: April 27, 2015

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



Paratransit Advisory and Planning Committee Meeting Minutes Monday, February 23, 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

P Larry Bunn

P Shawn Costello

P Herb Hastings

P Joyce
Jacobson

P Sandra
Johnson-Simon

P Jonah Markowitz

P Rev. Carolyn Orr

A Suzanne Ortt

P Thomas Perez

P Sharon Powers

P Vanessa Proee

A Carmen Rivera-
Hendrickson

P Michelle Rousey

A 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 Cathleen Sullivan, Paratransit Coordination Team

P Christina Ramos, Project Controls Team

Guests:

Nathaniel Arnold, ATU Local 192/Genesis; Elizabeth Brun, Taxi-Up & Go; Ken Bukowski, Public Member; Catherine Callahan, Center for Independent Living; Cliff Chambers, Mobility Planners; Shawn Fong, City of Fremont Paratransit Program; April Haley, Taxi-Up & Go; Mary McNamora, Senior Support Program of the Tri-Valley; Andreã Turner, City of Oakland Paratransit Program; Tyrone Gibbs, Taxi-Up & Go; Leah Talley, City of Berkeley Paratransit Program; Yvonne Williams, ATU Local 192; Quiana Jackson, ATU Local 192; Sandra Lee, ATU Local 192

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. January 26, 2015 PAPCO Meeting Minutes

Jonah Markowitz moved to approve the January 26, 2015 PAPCO Meeting minutes as written. Sandra Johnson-Simon seconded the motion. The motion passed (13-0-1; Member Larry Bunn abstained). Members Larry Bunn, Shawn Costello, Herb Hastings, Joyce Jacobson, Sandra Johnson-Simon, Jonah Markowitz, Carolyn Orr, Thomas Perez, Vanessa Proee, Michelle Rousey, Will Scott, Sylvia Stadmire, Esther Waltz, and Hale Zukas were present.

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

Andreã Turner and April Haley gave a Gap Grant Cycle 5 program report on the Taxi-Up & Go project. They gave an overview of the programs' service parameters, goals, ridership, and challenges. She also noted that volunteers and clients from their program are also in attendance at today's meeting. This shows the range of people that the program is currently working with.

Questions and feedback from PAPCO members:

- Do you have a breakdown of how many non-English speakers and languages you serve? I don't have the exact breakdown but we serve Spanish, Tagalog, Vietnamese and Mandarin/Cantonese speaking communities.
- Do you also train the volunteers and caregivers? Yes, we trained our volunteers and caregivers. Volunteers and caregivers have to comply with the federal guidelines to be a senior companion. The additional training that they received included service and resource information.
- What is the age range? The age range is generally 45 and above.

- What are some of the reasons why some of your clients do not like to use taxis without help? Some clients are not comfortable accessing the service in their own language, are unfamiliar with where to go, having enough available funds for payment and possibly having physical disabilities that may make it difficult to board the taxi. Due to these barriers, the program will match up the client with a companion that can assist with these issues.
- How do you know that these taxi drivers are going to be trained and responsible and how do you report an incident? The senior companions are trained to handle emergency situations while on the ride. The federal government also requires that all volunteers be fully insured. There are also set procedures for filing an incident and following up.
- In the future, when you provide information on ridership can you include information on your target goal so that we can see your progress? Yes, we can provide that information in our next report.
- Are any of your taxis wheelchair accessible? No, our taxis are not currently accessible.
- What is monolingual? Monolingual individuals speak only one language, which is usually a language other than English. We have simple language cards for individuals who may need to communicate with drivers but are not able to do so.

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

Jonah Markowitz announced that today is his 50th birthday. Committee members congratulated him. He also expressed concerns regarding East Bay Paratransit drivers using their cell phones while driving and the tightness of the seatbelt on one of his rides.

Herb Hastings noted that he attended Alameda CTC's public transportation forum in Dublin.

Esther Waltz also attended Alameda CTC's public transportation forum in Dublin. She learned a lot of information about other modes of transportation.

Shawn Costello noted that he was in the hospital last month for his procedure. While he was there he was doing some outreach about paratransit and PAPCO's work. He also invited the mayor of Dublin to a future PAPCO meeting.

Will Scott noted that a new AC Transit coach will be released very soon and members of the public will be asked for input.

Hale Zukas noted that AC Transit will have a double decker bus on display this Wednesday. More information will be shared with the committee soon.

6. Committee Reports (Verbal)

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

There was no East Bay Paratransit SRAC report.

6.2. Citizens Watchdog Committee (CWC)

There was no CWC report.

7. ADA Mandated Program and Policy Reports

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

8. Information Items

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

Naomi Armenta reviewed the Integrating Services Across Transportation Modes attachment in the agenda packet. She noted that the full report is free and is available online at www.nationalcenterformobilitymanagement.org. She also noted that staff is continuing their local mobility management efforts and the Alameda County Travel Training Working Group just met recently.

8.2. 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.
- 3/14/15 – Transition Information Faire, College of Alameda from 9:30 a.m. to 3:00 p.m.
- 3/17/15 – Transit Fair, Pleasanton Senior Center from 10:00 a.m. to 1:00 p.m.
- 3/20/15 – USOAC Annual Convention, Ashland Community Center from 10:00 a.m. to 2:00 p.m.

8.3. Other Staff Updates

Naomi Armenta noted that the meeting's handouts include information on preparing your taxes and other local and regional event information.

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

10. Adjournment

The meeting adjourned at 2:00 p.m. The next PAPCO meeting is scheduled for March 23, 2015 at Alameda CTC's offices located at 1111 Broadway, Suite 800, in Oakland.

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Joint Paratransit Advisory and Planning Committee
and Paratransit Technical Advisory Committee
Meeting Minutes

Monday, February 23, 2015, 2:10 p.m.

3.2

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
P Larry Bunn
P Shawn Costello
P Herb Hastings
P Joyce
Jacobson

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

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

ParaTAC Members:

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

A Karen Hemphill
A Drew King
A Jackie Krause
P Kadri Klm
A Isabelle Leduc
P Wilson Lee
P Hakeim McGee
A Cindy Montero

A Mallory Nestor
A Gail Payne
P Kim Ridgeway
A Mary Rowlands
P Leah Talley
P Laura Timothy
A Jonathan Torres
A David Zehnder

Staff:

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

Guests:

Nathaniel Arnold, ATU Local 192/Genesis; Elizabeth Brun, Taxi-Up & Go;
Ken Bukowski, Public Member; Catherine Callahan, Center for

Independent Living; Cliff Chambers, Mobility Planners; April Haley, Taxi-Up & Go; Mary McNamora, Senior Support Program of the Tri-Valley; Andrea Turner, City of Oakland Paratransit Program; Tyrone Gibbs, Taxi-Up & Go; Yvonne Williams, ATU Local 192; Quiana Jackson, ATU Local 192; Sandra Lee, ATU Local 192

MEETING MINUTES

1. Welcome and Introductions

Naomi Armenta, Paratransit Coordinator, called the meeting to order at 2:10 p.m. and confirmed a quorum. The meeting began with introductions and a review of the meeting outcomes.

2. Public Comment

Shawn Costello made a comment regarding the floor of the 19th Street BART station street elevator. He also made a comment regarding bicyclists attending to their bikes while riding BART.

3. Final Implementation Guidelines

Naomi Armenta reviewed the final Implementation Guidelines. She went over the summary and background of the Implementation Guidelines as well as the proposed revisions and next steps.

Questions and feedback from PAPCO and ParaTAC members:

- With the capital expenditures, will those be separate line items or a total expense? Staff noted that capital expenditures have not been requested frequently in the past but that may change with the Measure BB funding. Any request will be at least one line item on the programs' budgets. If staff needs further breakdown of the items, then more information regarding the capital expenditures will be requested.
- The City-based Specialized Accessible Van Service Guidelines in the Implementation Guidelines is inconsistent with the City of Berkeley's program. The cost for some trips is actually higher than the ADA-mandated provider cost per trip because it functions more like a same day, emergency transportation option. Staff noted that since the average of all the trips is lower, Berkeley will

still be considered in compliance with the Guidelines. However, this may warrant a change to the Guidelines for next year.

- Members liked the language regarding the consumer deciding the importance of their trips. Can the schedulers still prioritize medical trips if they wanted to? Programs can propose prioritizing medical trips but they would need to check in with Alameda CTC staff beforehand just to verify that funding and capacity concerns are valid.
- Proposed capital expenditures can be included in Program Plans without the prior approval of Alameda CTC staff.

Esther Waltz moved to approve the final Implementation Guidelines as written. Herb Hastings seconded the motion. The motion passed (13-0-1; Member Vanessa Proee abstained). Members Larry Bunn, Shawn Costello, Herb Hastings, Joyce Jacobson, Sandra Johnson-Simon, Carolyn Orr, Thomas Perez, Sharon Powers, Vanessa Proee, Michelle Rousey, Will Scott, Sylvia Stadmire, Esther Waltz, and Hale Zukas were present.

4. Joint PAPCO and ParaTAC Discussion – Countywide Transit Plan

Kara Vuicich and Cliff Chambers gave a presentation on the Countywide Transit Plan. They reviewed the plan's relationship to other transportation plans, travel patterns, transit system characteristics, transit issues, needs, and opportunities for PAPCO input.

Short comments and feedback from PAPCO and ParaTAC members:

- Easier inter-county connections and transfers
- Better coordinated trips on paratransit
- One payment system for all transportation services including fixed route transit, ferries, shuttles, paratransit vehicles, etc.
- Improved fare integration for discounts and transfers
- Same day accessible transportation options
- Expanded fixed route and paratransit service area
- Improved elevator maintenance and BART station modernization
- Improved on-call paratransit van service during elevator breakdown or maintenance
- Increased transit service in suburban areas of the county i.e. Southern Alameda County

- More focus on non-commute trips that may speak to a demand that centers more around senior and disabled transportation; cost analysis of same
- Transportation network companies to consider accessible vehicles in their system
- Reach out to local medical centers for funding opportunities and partnership
- Real time public transportation information
- Use of technology for travel training
- General technological advances and access to transportation
- Video relay translators available at fixed route stations
- Improved ramp grading for wheelchair on- and off-boarding on buses
- Increased space for wheelchairs, strollers and shopping carts on buses
- Driver sensitivity, education and training (including dispatchers)
- Bus infrastructure improvements
- Improved signage and safety related to bicyclists on sidewalks
- Improved bicycle education
- Wheelchair access in bike lanes

5. Information Items

5.1. Member Announcements

Kim Ridgeway shared information on the viewing of the double decker AC Transit bus as well as route information for the demo rides.

5.2. Staff Updates

There were no staff updates.

6. Draft Agenda Items for April 27, 2015 Joint PAPCO/ParaTAC Meeting

6.1. Joint PAPCO and ParaTAC Discussion

6.2. BART Fleet of the Future Presentation

7. Adjournment

The meeting adjourned at 3:30 p.m. The next Joint PAPCO/ParaTAC meeting is scheduled for April 27, 2015 at Alameda CTC's offices located at 1111 Broadway, Suite 800, in Oakland.

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Memorandum

3.3

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

DATE: March 23, 2015

SUBJECT: PAPCO Finance, Program Plan Review and potential Gap Subcommittees

RECOMMENDATION: Convene the Finance, Program Plan Review and potential Gap Subcommittees.

Summary

Staff is recommending the Fiduciary and Finance and Program Plan Review subcommittees convene in April. Staff is also recommending that a potential Gap subcommittee convene in early May, but at this time, it's not anticipated that a Gap subcommittee meeting will be necessary. At the PAPCO meeting on March 23, 2015, PAPCO members will be asked to volunteer for appointments to the Finance, Program Plan Review and potential Gap Subcommittees. The subcommittees will be held on the following dates:

- Fiduciary and Finance – Thursday, April 16, 2015, 10 a.m. to 12 p.m.
- Program Plan Review – Wednesday, April 29, 2015, and Thursday, April 30, 2015

(For Program Plan Review, a morning and afternoon meeting will be held each day, time TBD)

If necessary, a Gap subcommittee may be scheduled for early May.

Background

The PAPCO Bylaws state in Article 6.1 that PAPCO “*may establish subcommittees when and as necessary or advisable ... to develop and propose policy on a particular issue, to conduct an investigation, to draft a report or other document, or for any other purpose within the authority*

of PAPCO. The standing subcommittees are Bylaws, Fiduciary and Finance Program Plan Review, and Section 5310."

Fiduciary and Finance Subcommittee

The thirteen paratransit providers in Alameda County are required to submit two reports annually – their Base Program Plan for the upcoming fiscal year (early April) and a Compliance Report for the previous fiscal year (in December). The Fiduciary and Finance (Finance) Subcommittee reviews these submitted reports and addresses a number of issues including fiduciary responsibilities, unspent fund balances, and notable trends in revenues and expenditures. The primary focus of the subcommittee will be to review staff summary reports and identify issues for correction or clarification prior to Program Plan Review. The members appointed to Finance will be expected to also participate in Program Plan Review to some degree.

Program Plan Review Subcommittee

Program Plan Review is a primary PAPCO responsibility assigned by the Commission and stated in the Bylaws, Article 2.3.1 *"Review mandated and non-mandated services for cost effectiveness and adequacy of service levels and to make recommendations to the Alameda CTC regarding the approval of requests for funding. In this capacity, the Committee may identify alternative approaches that will improve special transportation service in Alameda County."* This year, PAPCO will be responsible for reviewing Measure B and BB funded paratransit programs totaling over \$22.5 million dollars. Program Plan Review is actually five subcommittees held over two days, and members can be appointed to one or more. The five are North, Central, South, East, and East Bay Paratransit.

Gap Review

Cycle 5 Gap recipients are eligible to apply for a one-year extension for FY 2015-16. Applications were released on March 4th and are due April 3rd. Previously with Gap extensions in Cycle 4, the full PAPCO reviewed the requests for extension at a regular meeting and forwarded a

recommendation to the Commission. Staff anticipates that PAPCO will be able to accomplish this at the regular PAPCO meeting on April 27, 2015. If a Gap subcommittee is deemed necessary, due to some unforeseen circumstance, members who have expressed interest may be appointed to that subcommittee, which would be scheduled for early May.

Subcommittee Selection Process

All subcommittees have a minimum membership of 3 and a maximum of quorum (currently 10). The Chair will ask for volunteers and appoint members, who will be notified by staff via email, mail or telephone. Any members not appointed may still attend the meetings as audience members and participate in the discussion, but cannot vote or receive per diem. Members are asked to complete the 2015 PAPCO Subcommittee Volunteer Preference Form (Attachment A) to help the Chair make appropriate appointments.

Responsibilities

All PAPCO members that are appointed to these subcommittees will be requested to review the materials sent ahead of the meeting(s), attend the meeting(s) and work cooperatively with other members to develop recommendations. Accessible materials can be arranged for any member upon request.

Per diem

The Fiduciary and Finance and Program Plan Review are identified in the PAPCO Bylaws as standing subcommittees, therefore appointed PAPCO members will receive a per diem.

Fiscal Impact: There is no fiscal impact.

Attachments

A. 2015 PAPCO Subcommittee Volunteer Preference Form

Staff Contacts

[Naomi Armenta](#), Paratransit Coordinator

[Jacki Taylor](#), Program Analyst

2015 PAPCO Subcommittee Volunteer Preference Form

Member Name: _____

1. I would like to be appointed to the Gap Subcommittee, should it be needed.

Yes ☐ **No** ☐ (date and time TBD)

2. I would like to be appointed to the Finance Subcommittee, Thursday, April 16th, 10 a.m. to 12 p.m.. **Yes** ☐ **No** ☐

3. I would like to be appointed to the Program Plan Subcommittees, Wednesday, April 29th and Thursday, April 30th. **Yes** ☐ **No** ☐

I am available both days, all day. ☐

Select by day:

Day 1 meetings, Wednesday, April 29th:

- I would like to be appointed to Day 1, all day. ☐
- I would like to be appointed to Day 1 morning. ☐
- I would like to be appointed to Day 1 afternoon. ☐

Day 2 meetings, Wednesday, April 30th:

- I would like to be appointed to Day 2, all day. ☐
- I would like to be appointed to Day 2 morning. ☐
- I would like to be appointed to Day 2 afternoon. ☐

Select by planning area:

- I would like to be appointed to North County reviews. ☐
- I would like to be appointed to Central County reviews. ☐
- I would like to be appointed to East County reviews. ☐
- I would like to be appointed to South County reviews. ☐

Select by program:

East Bay Paratransit ☐

City of Berkeley ☐

City of Newark ☐

LAVTA ☐

City of Emeryville ☐

City of Oakland ☐

Union City Transit ☐

City of Fremont ☐

City of Pleasanton ☐

City of Alameda ☐

City of Hayward ☐

City of San Leandro ☐

City of Albany ☐

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PAPCO Calendar of Events for March through April 2015

7.1

1111 Broadway, Suite 800, Oakland, CA 94607

510.208.7400

www.AlamedaCTC.org

Full Committee Meetings

- **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
- **Regular PAPCO/Joint monthly meeting:**
Monday, April 27, 2015, 1 to 4 p.m., Alameda CTC

Subcommittee Meetings

- **Finance Subcommittee meeting:**
Thursday, April 16, 2015, 10 a.m. to 12 p.m., Alameda CTC
- **Program Plan Review Subcommittee meetings:**
Wednesday, April 29, 2015, Time TBD, Alameda CTC
Thursday, April 30, 2015, Time TBD, Alameda CTC

Outreach

Date	Event Name	Location	Time
3/14/15	Transition Information Faire	College of Alameda, 555 Ralph Appezato 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.

Date	Event Name	Location	Time
4/1/15	BART Train and Track Tour	19 th Street BART Station, Upper Platform, Oakland, CA 94612	10:00 a.m. – 12:00 p.m.
4/23/15	Senior Health Fair	North Berkeley Senior Center, 1901 Hearst Avenue, Berkeley, CA 94709	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.



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	x	
Participate in discussions on funding formula and potential TEP funding	x	
Participate in Gap Grant Cycle 6 Call (<i>edited</i> – Gap 5 extension)		x
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		x	

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	x		
February	x		
April			
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, January 14, 2015

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

TIME: 3:30 p.m.

Draft MINUTES

1. Call to Order

The Vice-Chair Herb Hastings called the meeting to order at 3:30 pm.

Agenda approved as is.
 Waltz/Mack

Members Present:

Herb Hastings	Alameda County
Sue Tuite	Alameda County – Alternate
Connie Mack	City of Dublin
Russ Riley	City of Livermore
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:

Michael Tree	LAVTA
Christy Wegener	LAVTA
Kadri Kulm	LAVTA
Juana Lopez	MTM
Gregg Eisenberg	MV Transit

Members of the Public:

Mary Anna Ramos
Sophia Karkazis

Wheels rider
Cal State East Bay Communications Student

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 October 1, 2014 Meeting of the Committee**
Approved.
Tuite/Waltz
5. **Fixed Route Operational Issues – Suggestions for Changes**
Esther Waltz reported that some drivers question her WAAC card as a fare media when she tries to board Wheels fixed route buses; she suggested sensitivity training for drivers.
Connie Mack brought to staff's attention a bus shelter on Dublin Boulevard that has smashed windows. Staff said that there are other shelters with this issues as well and the plan is to have them repaired by April.
7. **MTM Update**
Staff gave a report on MTM's performance analysis for the FY 2015 first quarter that covers the months of July, August and September, 2014. LAVTA is experiencing an increased paratransit ridership. There has been an increase of about 10% percent from 2013 to 2014. The first quarter on-time performance in the current fiscal year is 95.3%, which meets the contractual requirement of 95%, but is one percent lower than the fiscal year prior for the same three months. The first quarter OTP is lower during the current fiscal year because of less than 95% OTP in the month of July. LAVTA's new paratransit contractor MTM's transition period difficulties included low OTP during the first three months of their service, but it has steadily increased with each month of service reaching well above 95% in August and September.
8. **Dial-A-Ride Operational Issues – Suggestions for Changes**
Sue Tuite complimented MTM on the nice vehicle that was sent for her.
Herb Hastings said that the driver who came to pick him up to take him to the WAAC meeting opened the car door on the street side. MTM will be following up.

Mary Anna Ramos shared her struggles boarding and debording some of the Dial-A-Ride vehicles with her large wheelchair as she finds some vehicles to be too narrow for her to maneuver her chair. She said does not like backing out of the vehicle and is afraid of drivers getting hurt.

Herb Hastings reported that the automatic Dial-A-Ride ride reminder calls display Missouri caller id, which he is not likely to pick up as he does not associate the number with Dial-A-Ride. He suggested that there should be some indication to the call receiver to let them know that the call is from Dial-A-Ride. Committee members offered suggestions how this could be done.

Nancy Barr complemented MTM's phone representatives.

9. PAPCO Report

Esther Waltz reported on PAPCO and ParaTAC joint meeting in October and PAPCO meeting in November. She shared that PAPCO selected the grant 5310 review subcommittee amongst its members, received an update on the Gap Grant Cycle 5 progress reports, received a presentation from LAVTA with its FY 2015 1st quarter report, reviewed CTC's mobility workshop outcomes report, recommended FY 2015/16 proposed funding formula to the ACTC board, and received several sub-committee reports.

10. Dial-A-Ride Customer Satisfaction Follow-Up Survey

Staff reported on the outcomes of the follow-up Dial-A-Ride Passenger Satisfaction Survey, which was conducted in October, 2014. Staff interviewed the same respondents who were first interviewed in the Summer of 2014 and received a 63% turnout rate. LAVTA staff was happy to see that the October survey ratings had increased in all service aspect categories and the average scores had increased to above 4 on a 5-point scale.

11. Dial-A-Ride Policy Brochure Update

Staff shared with the committee the intent to update the DAR brochure in early 2015 as it had become clear that additional clarification was needed on the vehicle type and shared ride policy. The committee members reviewed the current brochure and offered their feedback and recommendations. This item will be brought back to the WAAC at their next meeting as an action item.

12. Dublin/Pleasanton Bus Stop Improvements – Before and After

The committee members reviewed the before and after pictures of the Dublin and Pleasanton bus stop ADA improvements.

13. Complaint Process

Staff reviewed the proper complaint reporting and follow-up process.

14. Adjourn

The meeting was adjourned at 5:00 pm.

Taxicab, Limousine & Paratransit Association (TLPA)

The Paratransit and Contracting Industry

Primarily the result of public-private partnerships in transportation, this category of transportation includes private sedan, van, and minibus fleets that provide transportation service under contract to public or non-profit agencies. Social service fleets, non-emergency medical fleets and accessible transportation for the disabled provided through public agencies under Medicaid or ADA are all examples of this type of transportation.

In the United States, there are approximately 2,100 contract service fleets that operate 26,000 vehicles. These companies employ 71,000 people and provide mobility for 150 million passengers annually.*

TLPA's Paratransit & Contracting Division

More than 200 transportation companies are currently members of TLPA's Paratransit & Contracting Division. These companies have access to information, educational seminars, legislative representation, industry experts, and a professional network of peers and suppliers that can't be found anywhere but TLPA.

The TLPA Paratransit & Contracting Division members will see the electronic publication of this year's Paratransit & Contracted Fact Book. Also, an array of educational and professional development forums at the Spring Conference & Expo and Annual Convention & Trade Show are planned.

These initiatives are at the direction of the Paratransit & Contracting Steering Committee, a corps of fleet operators who volunteer to take responsibility for the division's programs and services.

Private Transportation Operators at the Table: A Guide to Participating in the Transportation Planning Process

In October 2007, the Federal Transit Administration (FTA) entered into a cooperative agreement with the Taxicab, Limousine & Paratransit Association (TLPA) to assist private for-hire vehicle operators in understanding and becoming involved in their local Metropolitan Planning Organization (MPO) and statewide planning processes-and in identifying the opportunities for business that may follow. Harold Morgan, Executive Vice President, managed this program for TLPA. A key component of this technical assistance program is training seminars to help equip private operators with the knowledge, skills, and abilities to more fully participate in these planning processes, to understand the benefits of getting involved, and ultimately to identify opportunities to tap into additional revenue opportunities and expand services. TLPA contracted with the KFH Group, Inc. and J.M. Rubino Transit Consulting to conduct 11 one-day Planning Ahead: Enhanced Contracting Opportunities by Participating in the Transportation Planning Process seminars throughout the country between September, 2008 and October, 2009.

As a follow-up to Planning Ahead seminar series, the training team developed a guidebook that includes key components from the seminar presentation and the seminar manual. This guidebook will serve as a valuable tool for private transportation providers unable to attend one of the Planning Ahead seminars, as well as a useful follow-up resource for seminar participants. In addition, the guidebook is designed to assist transportation planners at the federal, metropolitan, statewide, and rural levels in their efforts to engage private transportation providers in the planning process. Private Transportation Operators at the Table: A Guide to Participating in the Transportation Planning Process will soon be available on this web site. The transportation planning process provides the foundation for a community to assess existing conditions, identify a planning process by providing their expertise and offering their ideas and suggestions to a community's vision for mobility. Unfortunately, in many communities private transportation

providers are not involved in the transportation planning process. This guidebook will offer important information on the transportation planning processes to provide private transportation operators with a working knowledge so they are aware of the potential benefits of being involved and can identify potential opportunities for their involvement.

** Profile compiled from Wells, 1975; Wells, 1977; Gilbert et al, 1982; Stanley and Burby, 1988; and Gilbert et al, 2002.*

Paratransit Driver Screening and Training Standards

Recommended by the
Taxicab, Limousine & Paratransit Association

(Adopted—January 25, 2008)

Introduction

The following standards are recommended for member companies to apply to the screening and training of employee or independent contractor paratransit vehicle drivers. The format of the recommended documents is at the discretion of the member company, as is the option of meeting or exceeding these standards in accordance with local policy, contract requirements, or regulation.

Driver Application

Prior to interview, all driver applicants should complete an application form that solicits specific identifying and other information sufficient to verify previous relevant work experience and background, and the authorization to conduct those verifications.

Minimum Driver Qualifications

TLPA recognizes that local, state, or contracting agreements may have varying requirements. However, minimum driver qualifications should include:

- Age 21
- Read and speak English.
- Valid commercial drivers license (CDL), if required by FMCSR or applicable state law or regulations.
- Physically capable of safely operating the type of motor vehicle to be driven and associated equipment.
- Knowledge of the geography and conditions of the required driving environment.

Background Check

The previous work experience and personal background of every applicant should be checked for the following:

- Verification of past work experience.
- Motor vehicle record (MVR) for the past five (5) years.
- Work-related driving verification for the past ten (10) years.
- Criminal background check for each city, county or state in which the applicant has resided, and a federal background check, if obtainable.

Driving Record Check

The motor vehicle record (MVR) of any applicant should be checked to ensure that it meets a grading requirement that is acceptable to the company's insurance carrier, contracting agency,

and/or licensing authority. (Minimum D.O.T. Driver Requirements—Federal Motor Carrier Safety Regulations (FMCSR), Part 391.1—can be used as a guide.)

Drug and Alcohol Testing

A written anti-drug and alcohol abuse policy, including pre-employment or pre-contract, periodic, random, and for-cause (also called reasonable suspicion—i.e., you smell alcohol on a driver's breath or his eyes are bloodshot) screening criteria, should be read and understood by all driver applicants. Prospective drivers should submit written authorization for inquiry about the results of prior drug and alcohol tests. A drug test should be conducted on and passed by each driver applicant before the driver may drive a paratransit vehicle.

Driver Training

Before beginning any regular driving assignment, each driver, if not already qualified, should successfully complete classroom and/or on-the-road training in the following subjects:

- Company orientation.
- Workplace and vehicle safety.
- Passenger sensitivity and public relations.
- Vehicle pre- and post-trip inspection.
- Safe and defensive driving techniques.
- Passenger loading/unloading and securement (if applicable).
- Service area familiarization, including map reading.
- Familiarization with applicable regulations and contract terms.
- First aid and CPR (where required by a contract or local ordinance).
- Accident and emergency procedures.
- Operation of a vehicle of the type to be driven.

Driver Files

Driver files, containing the following documents, should be kept on each driver:

- Driver application.
- Background investigations.
- Driving records, including annual driving record reviews (MVR check).
- Medical examiner's certificate (if applicable).
- Physical waiver (if applicable).
- Certificate of training.
- Drug and alcohol test results

This document was produced by:

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