



Meeting Notice

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

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City of Oakland

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Paratransit Advisory and Planning Committee

Monday, April 27, 2015, 1:00 p.m.

1111 Broadway, Suite 800

Oakland, CA 94607

Please note that the Monday, April 27, 2015 PAPCO meeting will be from 1:00 to 3:00 p.m. and the Joint PAPCO and ParaTAC meeting will be from 3:00 to 4:00 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.

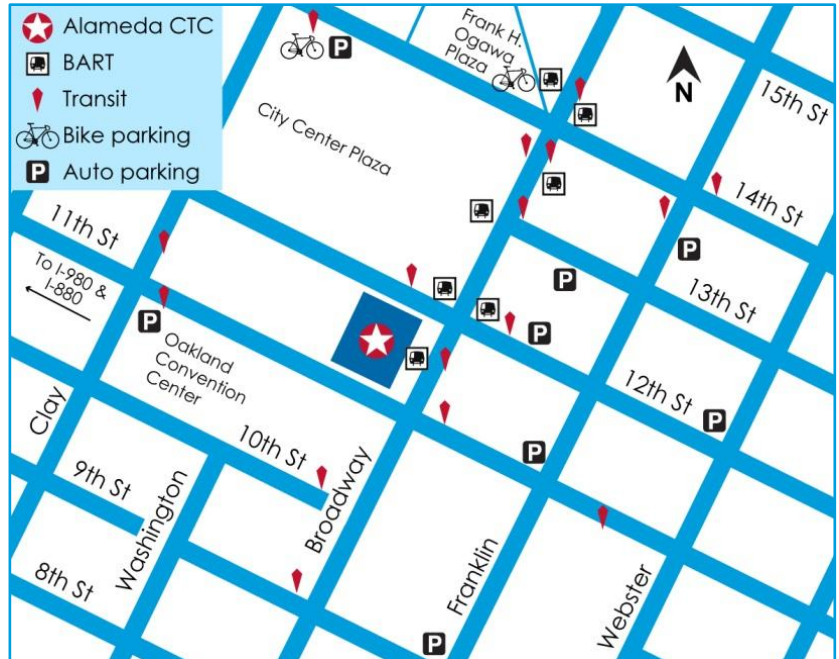
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Location Map

★ 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, April 27, 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

Page A/I

1:15 – 1:20 p.m. **3. Administration**
Chair

3.1. March 23, 2015 PAPCO Meeting
Minutes

1 A

Recommendation: Approve the
March 23, 2015 PAPCO meeting
minutes.

1:20 – 1:45 p.m. **4. Gap Grant Cycle 5 Extension
Staff Recommendation**

9 A

The Committee will review the FY 2015-
16 funding recommendation for the
Gap Grant Cycle 5 extension.

Recommendation: Approve Gap Grant
Cycle 5 extension funding for FY 2015-16.

1:45 – 1:55 p.m. **5. Fiduciary and Finance Subcommittee
PAPCO Meeting Report (Verbal)**

I

The Fiduciary and Finance
Subcommittee met on April 16, 2015. The

Committee will receive a report from the Subcommittee.

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|------------------------------------|---|--|---|
| 1:55 – 2:15 p.m.
Guest Speakers | 6. Livermore Amador Valley Transit Authority (LAVTA) Quarterly Report (Verbal) | | I |
|------------------------------------|---|--|---|

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

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|---------------------------|--|--|---|
| 2:15 – 2:35 p.m.
Staff | 7. Hospital Discharge Transportation Service and Wheelchair Scooter Breakdown Transportation Service Program Update (Handout) | | I |
|---------------------------|--|--|---|

The Committee will receive an update on the Hospital Discharge Transportation Service and Wheelchair Scooter Breakdown Transportation Service programs.

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|---------------------------|---|--|--|
| 2:35 – 2:40 p.m.
PAPCO | 8. Member Reports on PAPCO Mission, Roles, and Responsibilities Implementation | | |
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8.1.	PAPCO Calendar of Events	17	I
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8.2.	PAPCO Work Plan	19	I
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8.3.	PAPCO Appointments	23	I
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| 2:40 – 2:45 p.m. | 9. Committee Reports (Verbal) | | |
|------------------|--------------------------------------|--|--|

Sharon Powers	9.1. East Bay Paratransit Service Review Advisory Committee (SRAC)		I
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Herb Hastings	9.2. Citizens Watchdog Committee (CWC)		I
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10. ADA Mandated Program and Policy

Reports

10.1. January 6, 2015 East Bay Paratransit Service Review Advisory Committee Meeting Minutes	25	I
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2:45 – 3:00 p.m. 11. Information Items

Staff	11.1. Mobility Management – SFist News Article	31	I
Krystle Pasco	11.2. Outreach Update		I
Staff	11.3. Other Staff Updates		I

12. Draft Agenda Items for May 18, 2015 PAPCO Meeting

12.1. Base Program Recommendation

12.2. Gap Grant Cycle 5 Program
Report: AlaCosta and Bay Area
Outreach and Recreation
Program (BORP) Capital Projects

3:00 p.m. 13. Adjournment

Next PAPCO Meeting: May 18, 2015 (3rd Monday due to Memorial Day)

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

3.1

1111 Broadway, Suite 800, Oakland, CA 94607

510.208.7400

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MEETING ATTENDEES

Attendance Key (A = Absent, P = Present)

Members:

A 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

A Thomas Perez

P 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:

Ken Bukowski, Public Member; Alison Dejung, Eden I&R; Rashida Kamara, Transdev; Rick Otto, Eden I&R; Kim Ridgeway, AC Transit; Laura Timothy, BART

MEETING MINUTES

1. Welcome and Introductions

Herb Hastings, PAPCO member, called the meeting to order in the temporary absence of the Chair and Vice Chair 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. February 23, 2015 PAPCO Meeting Minutes

Jonah Markowitz moved to approve the February 23, 2015 PAPCO Meeting minutes as written. Esther Waltz seconded the motion. The motion passed (10-0-1; Member Harriette Saunders abstained). Members Shawn Costello, Herb Hastings, Joyce Jacobson, Sandra Johnson-Simon, Jonah Markowitz, Carolyn Orr, Sharon Powers, Michelle Rousey, Harriette Saunders, Esther Waltz, and Hale Zukas were present.

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

Jonah Markowitz moved to approve the February 23, 2015 PAPCO Meeting minutes as written. Esther Waltz seconded the motion. The motion passed (10-0-1; Member Harriette Saunders abstained). Members Shawn Costello, Herb Hastings, Joyce Jacobson, Sandra Johnson-Simon, Jonah Markowitz, Carolyn Orr, Sharon Powers, Michelle Rousey, Harriette Saunders, Esther Waltz, and Hale Zukas were present.

At this point, PAPCO Vice Chair Will Scott arrived and chaired the meeting moving forward.

3.3. Convene Finance, Program Plan Review and Gap Subcommittees

Naomi Armenta gave an overview of the Fiduciary and Finance Subcommittee as well as the Program Plan Review Subcommittee. She also noted that staff is recommending that a potential Gap Grant Cycle 5 Subcommittee be convened in May if necessary.

Naomi noted the subcommittees' background and purpose as well as the selection, process and the overall responsibilities of the subcommittee members. The PAPCO members that participate in these committees will receive a per diem as stated in the Bylaws. The Fiduciary and Finance Subcommittee will take place on Thursday, April 16th at 10:00 a.m. The Program Plan Review

Subcommittees will take place on Wednesday, April 29th and Thursday, April 40th at 9:00 a.m.

Staff will review the Finance and Program Plan Review Subcommittee appointment applications that were submitted and notify Committee members who will be appointed to both subcommittees.

4. Gap Grant Cycle 5 Progress Reports (Verbal)

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

Questions and feedback from PAPCO members:

- Can we receive cost per trip information in the next progress report update? Yes, staff will provide that information from actual costs from the previous year and projections for the following year. Staff also noted that these figures will be staff estimates as this information is difficult to capture accurately.
- Does staff anticipate a date when they will receive the City of Emeryville's progress report? Alameda CTC staff is following up with the City of Emeryville's staff on submitting their progress report and will forward PAPCO's request that it be submitted by Monday, March 30th.

5. East Bay Paratransit Report (Verbal)

Rashida Kamara and Laura Timothy gave a status report on East Bay Paratransit's ridership, customer service and recent broker office activities.

Questions and feedback from PAPCO members:

- A member complimented Rashida Kamara on her thorough report.
- A member noted that hospital staff sometimes needs extra time to get a patient ready for their EBP pick up time. They often feel rushed. EBP staff noted that some situations are just unavoidable and that is okay but it would be preferable if the hospital staff can help move the process along in any way.

- Some riders really rely on the courtesy call to let them know that the driver is on their way. Somehow I am no longer receiving those calls, why is that? There are only so many call center dispatchers that can give out courtesy calls. We have several hundred rides each day so not everyone is able to receive a call. If you really need the courtesy call, please let us know so that we can make a note of it on your client profile.
- A member noted that as riders we have to take some initiative ourselves to be ready for our drivers to pick us up. That may mean being outside, waiting for the driver to pull up. Staff noted that until the Interactive Voice Response (IVR) system is fully rolled out, staff is not able to make all courtesy calls as needed.
- A member noted that sometimes he is strapped in too tight across the chest and shoulders and as the driver makes repeated stops and/or has to stop immediately, the shoulder strap ends up hurting his chest. He noted that First Transit drivers are mainly the drivers that strap him in too tight. He suggested that maybe there be additional driver training on passenger safety and comfort. Staff will follow up on how they can improve the riders' experience with regards to the shoulder strap.

6. Gap Grant Cycle 5 Program Report: AC Transit New Freedom Match for Marketing Mobility Management Through 2-1-1 (Verbal)

Rick Otto and Kim Ridgeway gave a Gap Grant Cycle 5 program report on the AC Transit New Freedom Match for Marketing Mobility Management Through 2-1-1 project. Kim gave an overview of the project's parameters, goals, and various tasks.

Questions and feedback from PAPCO members:

- Will you be buying the equipment before you hire new employees? Yes, staff is planning on buying the equipment by June 1st and the new hires will come on by June 15th and training will happen soon thereafter.
- A member suggested that the computer systems that are purchased be compatible with assistive technology just in case any of the new hires have limited vision and/or hearing capabilities.

- How long will it take to train the new hires and the current staff members that will be working with this project? Eden I&R staff will be training all staff members working on this project on Eden I&R processes and it will take about a week to complete the training.

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

Esther Waltz attended the USOAC Convention and she had a great time learning new information and meeting new people.

Harriette Saunders attended the Alameda CTC Public Workshop for the Modal Plans at the Fruitvale-San Antonio Senior Center on Tuesday, February 24th. She also attended the Developmental Disabilities Council's Transition Information Faire at the College of Alameda on Saturday, March 14th.

Sandra Johnson-Simon also attended the USOAC Convention and it was well attended. She also announced that the Healthy Living Festival this year will be on Thursday, September 17th from 8:00 to 2:00 p.m. at the Oakland Zoo.

Joyce Jacobson noted that the funding for the Emery-Go-Round will be voted on again really soon. She also noted that she saw Matt Todd, former Programs Manager for the Alameda CTC, and shared that the meetings about the Emery-Go-Round have become more pleasant and cooperative since he has been involved. A new bus stop was even added without asking. She really appreciates Matt Todd's presence at those meetings.

Michelle Rousey attended the Developmental Disabilities Council's Transition Information Faire at the College of Alameda on Saturday, March 14th.

8. Committee Reports (Verbal)

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

The next SRAC meeting is on Thursday, March 26th at 11:30 a.m.

8.2. Citizens Watchdog Committee (CWC)

The last CWC meeting took place on Monday, March 9th. Due to the passage of the TEP, the Committee will now be called the Independent Watchdog Committee moving forward. Members also discussed the Committee's mission and responsibilities and members had the opportunity to sign up for various project subcommittees.

9. ADA Mandated Program and Policy Reports

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

10. Information Items

10.1. Mobility Management – Taxi, Limousine, and Paratransit Association Information

Naomi Armenta reviewed the mobility management attachment in the meeting agenda packet. She noted that this attachment is relevant to the conversation regarding private operators like the Transportation Network Companies (TNCs) i.e. Uber, Lyft and Sidecar.

10.2. Outreach Update

Krystle Pasco gave an update on the following outreach events:

- 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.
- 4/1/15 – BART Train and Track Tour, 19th Street BART Station, Upper Platform from 10:00 a.m. to 12:00 p.m.
- 4/23/15 – Senior Health Fair, North Berkeley Senior Center from 10:00 a.m. to 2:00 p.m.

10.3. Other Staff Updates

Naomi Armenta noted that the meeting's handouts include information on the BART and CIL Train and Track Tour for seniors and people with disabilities, information on an assistive device presentation, and the DIS/PLAY Exhibition at the SOMArts Cultural Center.

11. Draft Agenda Items for April 27, 2015 PAPCO and Joint PAPCO and ParaTAC Meeting

- 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

12. Adjournment

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

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Memorandum

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1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

DATE: April 20, 2015

SUBJECT: Gap Grant Cycle 5 Extension Recommendation

RECOMMENDATION: Make a recommendation on the Gap Grant Cycle 5 Extension Requests for FY 2015-16

Summary

In February 2015, the Commission approved a 1-year extension to the Measure B Cycle 5 Gap Grant program. Through this extension, Cycle 5 Gap Grant recipients were allowed to request one additional year of funding for FY 2015-16. The proposed funding recommendation based on the requests is summarized in Attachment A and performance measures are summarized in Attachment B. The Paratransit Advisory and Planning Committee (PAPCO) is requested to review and provide a recommendation to the Commission on the proposed extensions for FY 2015-16. The Commission is scheduled to receive the recommendation in May 2015.

Background

The 2000 Transportation Expenditure Plan (TEP) allocates 10.45 percent of net Measure B revenues to the Paratransit program. These revenues fund operations for Americans with Disabilities Act (ADA)-mandated services and city-based paratransit programs. The revenues also fund the discretionary Gap Grant program which funds projects intended to reduce the difference in special transportation services available to individuals in different geographic areas of Alameda County. PAPCO, an all-consumer community advisory committee, provides

recommendations to the Commission for items related to Paratransit funding, including the Gap Grant program.

The Cycle 5 Gap Program was approved by the Commission in May 2013. It included a total of \$2.1 million of Measure B Gap funds for 12 projects for a two-year funding period, July 1 2013 – June 30, 2015.

Gap Grant Cycle 5 FY 2015-16 Extensions

Due to the recent passage of Measure BB and the development of the Alameda CTC's Comprehensive Investment Plan, staff recommended and the Commission approved extending the Measure B Cycle 5 Gap program for one year, through June 30, 2016. In March 2015, Cycle 5 project sponsors were given an opportunity to apply for one-year extensions. Requests were due April 3, 2015 and 11 recipients applied, requesting a total of \$1,225,139. The requests and funding recommendations are summarized in Attachment A. Performance measures are summarized in Attachment B.

Staff has developed a recommendation based on demonstrated funding need, past performance, projected growth and prior PAPCO input. The recommendation totals \$1,131,394 and is summarized in Attachment A. Staff recommends fully funding eight projects and partially funding the following three projects - at 80% of the amount requested:

- Center for Independent Living (CIL) – Mobility Matters
- Senior Helpline Services (SHS) – Rides for Seniors
- City of Fremont– Tri-City Volunteer Driver Programs

Both the Mobility Matters and the Rides for Seniors programs have performed approximately 60-70% below their original Cycle 5 performance targets. For 2015-16, CIL has requested a slight increase in funding over the initial Cycle 5 program, but the planned targets for FY 2015-16 are approximately 57% below the original Cycle 5 annual targets. The SHS has requested the same level of funding for FY 2015-16, but the planned trip target for FY 2015-16 is approximately 48% lower.

Both CIL and SHS have other potential sources of funding. The City of Alameda has proposed providing funds to SHS through their FY 2015-16 Measure B Direct Local Distribution funding, and CIL has been selected for an FTA 5310 grant which may be available in early 2016.

Fremont's Tri-City Volunteer Driver Programs requested a 75% increase over the original Cycle 5 annual award. However performance has been slightly below target, and the planned trips for FY 15/16 are slightly below original Cycle 5 annual targets. Although staff is recommending partial funding, the recommended amount is still a \$40,000 increase over the annual amount the project received through the original Cycle 5 program.

Next Steps

A PAPCO-recommended program of projects for the Cycle 5 FY 2015-16 extension is scheduled to be considered by the Commission in May 2015.

Attachments

- A. Cycle 5 Gap Grant FY 2015-16 Extension Requests and Funding Recommendations
- B. Summary of Cycle 5 Gap Grant FY 2015-16 Performance Measures

Staff Contacts

[Naomi Armenta](#), Paratransit Coordinator

[Jacki Taylor](#), Program Analyst

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Attachment A: Cycle 5 Gap Grant FY 2015-16 Extension Requests and Funding Recommendation

Sponsor	Project Name	Description	FY 2015-16 Total Program Cost	FY 2015-16 Gap Funding Request	% Change from FY 2014- 15 Funding	FY 2015-16 Matching Funds	FY 2015-16 Funding Recom- mendation	Partial/Full Funding
ASEB	Special Transportation Services for Individuals with Dementia	ASEB (Alzheimer's Services of the East Bay) proposes to transport individuals with cognitive impairment and memory loss to and from their homes and a safe Adult Day Health Care center. Operations include wheelchair accessible buses and specially trained drivers. Services will be available Monday through Friday from 8AM to 6PM.	\$420,648	\$100,000	0%	76%	\$100,000	Full
BORP	Accessible Group Trip Transportation for Youth and Adults with Disabilities	This project provides accessible group trip transportation in Alameda County for children, youth and adults with disabilities participating in sports and recreation programs.	\$185,000	\$148,000	9%	20%	\$148,000	Full
CIL	Mobility Matters Project	Mobility Matters is a consortium of senior and disability service agencies that provide travel training and mobility management services so that seniors and people with disabilities can become more engaged in their communities through the use of fixed route transit.	\$330,608	\$183,745	5%	44%	\$140,000	Partial
City of Emeryville	8-To-Go: A Demand Response, Door to Door Shuttle	A Demand Response Shuttle Service for seniors and people with disabilities living in the 94608 area of Oakland/Emeryville with service to Berkeley and nearby important destinations beyond 94608 area.	\$93,100	\$34,000	-36%	63%	\$34,000	Full
City of Fremont	Tri-City Mobility Management and Travel Training Program	This program provides individualized transportation planning assistance and intensive community outreach to help seniors and people with disabilities navigate and access the transportation services network to find the most appropriate and cost effective mode of travel for their specific needs. Group and individual travel training will also be provided to help consumers learn how to use public transit.	\$125,000	\$125,000	25%	0%	\$125,000	Full
City of Fremont	Tri-City Volunteer Driver Programs	Both the VIP Rides and Drivers for Survivors provide door-through-door assisted transportation that is designed to address a service gap that cannot be filled by ADA or city-based paratransit services, which are either curb-to-curb or door-to-door services. VIP Rides serves older adults and people with disabilities, including those using wheelchairs and other mobility devices. Drivers for Survivors serves ambulatory adults who are diagnosed with cancer.	\$277,324	\$175,000	75%	37%	\$140,000	Partial

Attachment A: Cycle 5 Gap Grant FY 2015-16 Extension Requests and Funding Recommendation

Sponsor	Project Name	Description	FY 2015-16 Total Program Cost	FY 2015-16 Gap Funding Request	% Change from FY 2014- 15 Funding	FY 2015-16 Matching Funds	FY 2015-16 Funding Recom- mendation	Partial/Full Funding
City of Fremont	Tri-City Taxi Voucher Program	This program provides affordable, same-day taxi transportation for seniors and people with disabilities residing in Fremont, Newark or Union City.	\$181,200	\$175,000	75%	3%	\$175,000	Full
City of Oakland	Taxi-Up & Go Project	The TU&GO Project provides elderly paratransit volunteer escort and case management and through the use of subsidized taxi-scrip services. It provides peer related transport and culturally sensitive supportive interventions for isolated and mono-lingual seniors assisted by trained Senior Companion volunteer escorts, Caregivers and community service providers.	\$92,500	\$92,500	0%	0%	\$92,500	Full
City of Pleasanton	Downtown Route Shuttle (DTR)	The Downtown Route (DTR) shuttle provides affordable, same-day rides to seniors and ADA eligible Pleasanton/Sunol residents. Staff and volunteers also provide travel training; facilitate group trips, and complete outreach and transit education to the community as part of this grant.	\$51,805	\$41,894	-2%	19%	\$41,894	Full
Senior Helpline Services	Rides for Seniors	SHS Rides for Seniors is a free, escorted, door-through-door, 1:1 volunteer driver program, that provides transportation services via volunteer owned and insured cars to otherwise homebound, ambulatory seniors age 60+ who cannot access other forms of transportation for medical care, dental care, and basic necessities.	\$80,000	\$75,000	0%	6%	\$60,000	Partial
SSPTV	Volunteer Assisted Senior Transportation Program	Volunteers Assisting Seniors with Transportation (VAST) supplements existing public and paratransit programs by providing free, door-through-door service for seniors to their medical appointments. Volunteer drivers and staff transport at-risk seniors, enabling them to travel safely in and out of the county to critical medical care.	\$82,500	\$75,000	0%	9%	\$75,000	Full
TOTAL			\$1,919,685	\$1,225,139			\$1,131,394	

Attachment B: Cycle 5 Gap Grant FY 2015-16 Performance Measures

Sponsor	Project Name	Total Program Cost 15/16	Extension Funding Request 15/16	% over/under Cycle 5 funding	Original Cycle 5 Highlighted Performance Measures	Target First 18 months	Performance First 18 months	% over/ under Target	Exceed, At, or Below Target	Calculated Unit Cost from Original Cycle 5 Total Program	FY15/16 Extension Highlighted Performance Measures	Target	% Change from Cycle 5 Measure	Higher, Lower, or Same Target	Planned 15/16 Unit Cost	Staff-calculated Unit Cost	Recom-mended Funding	Partial or Full Funding
ASEB	Special Transportation Services for Individuals with Dementia	\$420,648	\$100,000	0%	One-way trips provided	37500	37315	0%	Below	\$17	One-way trips provided	30000	20%	Higher	\$14	\$14	\$100,000	Full
BORP	Accessible Group Trip Transportation for Youth and Adults with Disabilities	\$185,000	\$148,000	9%	Children and youth with disabilities served	125	117	-6%	Below		Children and youth with disabilities served	90	8%	Higher			\$148,000	Full
					Adults with disabilities served	400	263	-34%	Below		Adults with disabilities served	300	13%	Higher				
					One-way group trips provided to children, youth, and adults	4200	4551	8%	Exceed	\$56	One-way group trips provided to children, youth, and adults	3400	21%	Higher	\$54	\$54		
CIL	Mobility Matters Project	\$330,608	\$183,745	5%	Ala. County seniors to receive travel training	252	77	-69%	Below	\$2,171	Ala. County seniors to receive travel training	125	-26%	Lower	\$658	\$736	\$140,000	Partial
					Ala. County adults with disabilities to receive travel training (Note: this target is in addition to the 240 seniors to receive travel training)	369	123	-67%	Below		Ala. County adults with disabilities to receive one-on-one travel training (Note: this target is in addition to the seniors to receive travel training)	100	-59%	Lower	\$658			
					Ala. County youths with disabilities to receive travel training	25.5	45	76%	Exceed		Ala. County youths with disabilities to receive travel training	50	194%	Higher	\$658			
											Ala. County adults with vision impairments to receive one-on-one travel training	17	NA	New	\$658			
					Ala. County adults with disabilities to receive training on how to use mobility device (e.g., cane, scooter, walker, wheelchair)	52.5	37	-30%	Below		Ala. County adults with disabilities to receive training on how to use mobility device	17	-51%	Lower	\$658			
City of Emeryville	8-To-Go: A Demand Response, Door to Door Shuttle	\$93,100	\$34,000	-36%	One-way trips provided	7300	4252	-42%	Below	\$33	One-way trips provided	3000	-38%	Lower	\$31	\$31	\$34,000	Full
City of Fremont	Tri-City Mobility Management and Travel Training Program	\$125,000	\$125,000	25%	Number of individualized transportation planning assistance contacts	450	491	9%	Exceed	\$57	Number of individualized transportation planning assistance contacts	300	0%	Same		\$57	\$125,000	Full
					Number of coordinated free one-way trips for applicants to get to and from appointments	262.5	826	215%	Exceed		Number of coordinated free one-way trips for applicants to get to and from appointments	350	100%	Higher				
					Number of Travel training workshops	22.5	23	2%	Exceed				NA	Removed				
					Number of individuals attended Travel training workshops	337.5	284	-16%	Below		Number of individuals attended Travel training workshops	200	-11%	Lower				
					Number of individualized travel training instruction sessions provided.	37.5	29	-23%	Below		Number of individualized travel training instruction sessions provided.	20	-20%	Lower				
					Number of Transit Adventure outings to teach participants how to travel on transit throughout the Bay Area	15	22	47%	Exceed		Number of Transit Adventure outings to teach participants how to travel on transit throughout the Bay Area	15	50%	Higher				
					Number of Senior Clipper Cards Distributed	900	1827	103%	Exceed		Number of Senior Clipper Cards Distributed	1000	67%	Higher				
					Number of informational sessions conducted with service providers	30	37	23%	Exceed		Number of informational sessions conducted with service providers	20	0%	Same				
					Number of transportation service presentations	9	16	78%	Exceed		Number of transportation service presentations	12	100%	Higher				
					Number of Clipper Card presentations	9	20	122%	Exceed		Number of Clipper Card presentations	8	33%	Higher				
City of Fremont	Tri-City Volunteer Driver Programs	\$277,324	\$175,000	75%	Number of new clients enrolled VIP	112.5	224	99%	Exceed		Number of new clients enrolled VIP	120	60%	Higher			\$140,000	Partial
					Number of new clients enrolled DFS	112.5	152	35%	Exceed		Number of new clients enrolled DFS	80	7%	Higher				
					Number of volunteers recruited VIP	75	40	-47%	Below		Number of volunteers recruited VIP	25	-50%	Lower				
					Number of volunteers recruited DFS	75	96	28%	Exceed		Number of volunteers recruited DFS	60	20%	Higher				
					Number of door-through-door assisted one-way trips VIP	8700	7734	-11%	Below	\$20	Number of door-through-door assisted one-way trips VIP	5400	-7%	Lower	\$20	\$31		
					Number of door-through-door assisted one-way trips DFS	5250	3213	-39%	Below		Number of door-through-door assisted one-way trips DFS	3600	3%	Higher	\$47			
City of Fremont	Tri-City Taxi Voucher Program	\$181,200	\$175,000	75%	One-way same day trips	4125	4000	-3%	Below	\$43	One-way same day trips	7800	184%	Higher	\$19	\$23	\$175,000	Full
					One-way accessible trips	37.5	0	-100%	Below				NA	Removed				

Attachment B: Cycle 5 Gap Grant FY 2015-16 Performance Measures

Sponsor	Project Name	Total Program Cost 15/16	Extension Funding Request 15/16	% over/under Cycle 5 funding	Original Cycle 5 Highlighted Performance Measures	Target First 18 months	Performance First 18 months	% over/ under Target	Exceed, At, or Below Target	Calculated Unit Cost from Original Cycle 5 Total Program	FY15/16 Extension Highlighted Performance Measures	Target	% Change from Cycle 5 Measure	Higher, Lower, or Same Target	Planned 15/16 Unit Cost	Staff-calculated Unit Cost	Recom-mended Funding	Partial or Full Funding
City of Oakland	Taxi-Up & Go Project	\$92,500	\$92,500	0%	Number of one-way taxi-escorted trips	5400	2610	-52%	Below	\$71	Number of one-way taxi-escorted trips	1500	-58%	Lower	\$33	\$62	\$92,500	Full
					Number of Volunteers/Caregivers trained	150	168	12%	Exceed				NA	Removed				
					Number of clients transported	750	748	0%	Below				NA	Removed				
					Number of case managed clients	150	154	3%	Exceed				NA	Removed				
City of Pleasanton	Downtown Route Shuttle (DTR)	\$51,805	\$41,894	-2%	Provide DTR rides	4500	3271	-27%	Below	\$23	Provide DTR rides	2800	-7%	Lower	\$20	\$18	\$41,894	Full
					Serve unduplicated riders	150	104	-31%	Below		Serve unduplicated riders	100	0%	Same				
					Complete lift assist rides	750	1407	88%	Exceed		Complete lift assist rides	500	0%	Same				
					Complete volunteer travel training	37.5	92	145%	Exceed		Complete volunteer travel training	15	-40%	Lower				
					Complete outreach/ education meetings	30	106	253%	Exceed		Complete outreach/ education meetings	24	20%	Higher				
											Complete group recreational trips to seniors and adults with disabilities	15	NA	New				
Senior Helpline Services	Rides for Seniors	\$80,000	\$75,000	0%	Recruited, screened and trained volunteers	60	50	-17%	Below		Recruited, screened and trained new volunteers	50	25%	Higher			\$60,000	Partial
					Enrolled clients in Rides for Seniors Program	112.5	81	-28%	Below		Enrolled new clients in Rides for Seniors Program	80	7%	Higher				
					Average rides to clients (total 18 mo.)	3750	1092	-71%	Below	\$159	Rides to clients	1950	-22%	Lower	\$41	\$41		
SSPTV	Volunteer Assisted Senior Transportation Program	\$82,500	\$75,000	0%	Number of volunteer drivers for same day transportation and other crucial appointments.	30	51	70%	Exceed		Number of total volunteer drivers	30	50%	Same			\$75,000	Full
					Number of one-way Volunteer Assisted Same Day Transportation and Escorts trips scheduled.	3750	3726	-1%	Below	\$33	Number of one-way Volunteer Assisted Same Day Transportation and Escorts trips scheduled.	2500	0%	Same	\$30	\$33		
					Number of outreach events conducted.	30	44	47%	Exceed		Number of outreach events conducted.	30	50%	Higher				
					Number of unduplicated riders.	150	177	18%	Exceed		Number of clients enrolled	150	50%	Higher				
					Number of volunteer drivers trained.	15	14	-7%	Below		Number of volunteer drivers trained.	7	-30%	Lower				
		\$1,919,685	\$1,225,139														\$1,131,394	



PAPCO Calendar of Events for April through May 2015

8.1

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

Full Committee Meetings

- **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
- **Regular PAPCO monthly meeting:**
Monday, May 18, 2015, 1 to 3:30 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, 9:30 a.m. to 3:40 p.m., Alameda CTC
Thursday, April 30, 2015, 9:30 a.m. to 3:45 p.m., Alameda CTC

Outreach

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.
5/6/15	Oakland Older Americans Month Event	Frank Ogawa Plaza, 1 Frank H. Ogawa Plaza, Oakland, CA 94612	11:00 a.m. – 2:00 p.m.
5/7/15	Senior Health and Wellness Resource Fair	Kenneth Aitken Senior and Community Center, 17800 Redwood Road, Castro Valley,	9:00 a.m. – 1:00 p.m.

Date	Event Name	Location	Time
		CA 94546	
5/28/15	California Senior Injury Prevention Education Forum	Hilton Garden Inn, 1800 Powell Street, Emeryville, CA 94608	8:00 a.m. – 4:00 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

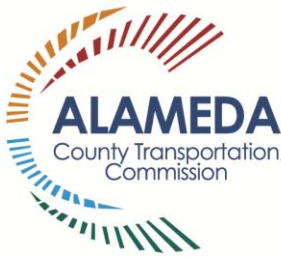
Topic: Program Policy Oversight		
Goal: Continue policy oversight over pass-through and grant programs		
Actions	Completed	In-Progress
Receive Gap Grant Cycle 5 Progress Reports status October	x	
March	x	
Receive reports from Gap Cycle 5 recipients		x
Participate in discussions on amending Implementing 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	x		
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.		x	



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
January 6th, 2015 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, Arnold Brillinger, Shawn Fong, Michael Pope and Roberta Tracy.

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

Members of the public present: Myra Grant, Naomi Armenta, and Sandy Rogers.

2) Approval of SRAC Minutes from November 4th, 2014 meeting

MOTION: Saunders/Kearney to approve the November 4th, 2014 minutes.
Unanimous.

3) Public Comments

Myra Grant said she lost her RTC card and asked for some help understanding the use of the RTC card versus the Clipper Card. Chair Abelson asked Mallory Nestor-Brush to respond to these questions after the meeting.

Myra also said her address changed about six months ago, but her SRAC packets still list her old address. She was asked to provide the new address to Mary Rowlands.

4) Update by Rashida Kamara, Paratransit Broker General Manager, on the Broker office move and timeline

Rashida explained the required conditional use permit for occupancy of the new office at 1750 Broadway was received in late November. A council member had objected to EBPC's application for this permit because she wanted to see the space used more for retail. This has caused some delays.

Some of the advantages of the new space include the following:

- Riders coming to the office to buy fare tickets or for an in-person interview will debark at the back of the building, rather than on Broadway.
- Although the main entrance and reception area is at the back of the building, there are two entrances on Broadway. Both will have ADA doors.
- There will be an ADA ramp at the front of the building.

- A conference room big enough to hold public meetings is in the plans. It will be close to ADA restrooms and is about 200 sq. feet larger than Room 171 at MTC, by way of comparison.
- In an emergency, the conference room will become the center of operations for the EBPC response.
- The Broker will occupy two floors, with the Certification Department on the first floor, close to the back entrance.
- There will be a new security system, including cameras.
- There is improved space for the centralized dispatch function.
- There are elevators to the second floor. The call center and dispatch are on the second floor.

The plan is to move the office over a weekend to minimize disruption to riders. Extra staff, including managers, will be scheduled to help.

A concern brought up by the Chair was whether the doors on Broadway will be kept unlocked. Rashida said they would not be locked during business hours, and one set of doors is close to the conference room. Lastly Rashida said there is not a firm move-in date yet. Staff was told renovations would take about 90 days.

5) Presentation by Laura Timothy, BART Manager of Access and Accessibility, about the last 12-month effort on emergency planning and the next steps for the future

1. The planning effort began in October 2013. EBPC contracted with an Emergency Planning consulting firm called Nusura.
2. The first step was to create a stakeholder's list. This list included the AC Transit, BART, and East Bay Paratransit individuals who are involved in emergency planning, safety and public information and it also community stakeholders.
3. In January, a sample group of representatives from the Stakeholders list attended a Capabilities workshop with Nusura to discuss what was already in place, especially at the provider locations and at the AC Transit yards plus what Emergency planning other organizations had conducted and whether it complimented EBPC. From this workshop, Nusura released a Capabilities Report which highlighted gaps.
4. The next major effort was training of all EBPC staff and providers, including the management team, drivers, dispatchers, and the Broker office staff. A portion of all training was focused on personal preparedness. This was to encourage employees to take action to ensure their families are safe so they can feel confident about reporting to work.

- Multiple training sessions were conducted to minimize disruption to service. Each attendee received their own personal emergency kit to help them get started developing their personal preparedness plan.
 - Driver training emphasized the need for the driver to remain calm and reassure the passengers.
5. In conjunction with Management Training, a Departmental Operations Center (DOC) was created to manage emergencies, when activated. The DOC will function out of the Broker's office conference room. If the office is not usable due to the emergency, the DOC will move to a functioning provider location.
 6. Development of Emergency Operations Plan (EOP) and IT Recovery plan, which is a plan for how EBPC and its providers will operate during and immediately after a disaster/emergency. It is the guidance for managers, drivers, dispatchers and other staff. It does not provide instruction to the users of the service or the general public. The EOP is considered a secure document and will not be shared with the general public.
 7. Vehicle preparedness included:
 - Driver checklists for actions in various emergencies were put in the vehicles.
 - A laminated short form list of instructions with staging locations was put in the vehicles.
 - An emergency kit with extra water was also put in the vehicles.
 - Road Supervisors have begun verifying the above items are on the vehicles when they do vehicles inspections and random meets.

What are the next steps?

- Purchase needed supplies to fully outfit the DOC.
- Create outreach education literature about EBPC's Emergency Plan. This has to be clear about what we can do in an emergency.
- Develop a training/retraining schedule and implement it.
- Develop a schedule to double check phone call down lists.
- Have selected staff take online FEMA courses.
- Obtain back-up generator for Broker office.
- Consider purchase of satellite phones.

6) Presentation by Rasida Kamara, Paratransit Broker General Manager on:

Performance data through November 2014 and activities in the Broker's Office

Rashida referred members to Attachment 2, which compares five months of this fiscal year, FY 14/15, with results for the same five months in FY 13/14. Her comments included:

- During the current fiscal year, EBPC has transported about 9,000 more passengers than the prior year. This is an increase of 3%.

- Average passengers transported during weekdays increased from about 2,400 trips a year ago to 2,500 trips this year. An increase of 100 passengers per weekday.
- Productivity inched up a little from 1.75 to 1.77.
- Costs per ADA passenger increased from \$55.47 in FY 13/14 to \$57.57 this fiscal year.
- On-time performance remained practically the same at 90% both fiscal years. EBPC has been struggling with on-time performance the past six months. One provider has been in Union Negotiations and has had difficulty hiring new drivers. But a contract was signed the first of the year and we look to see improvements with this provider.
- The driver shortage resulted in increased complaints from 1278 to 1678.
- The Broker's office has been busy finalizing some of the emergency planning measures Laura described. We outfitted the vehicles with emergency kits and added extra water.

Rashida assured members we generate a printed copy of the driver manifests the night before and that we do have redundant systems with electronic back-up.

In response to comments that there are individuals riding along who clearly need an attendant, Rashida said drivers are trained, and continue to be trained, to report incidents that may affect the safety of the driver or other passengers on the vehicle. All driver-reported incidents are investigated and discussed with the rider. During the in-person interview, riders are informed about attendants and are requested to sign that they understand the minimal behaviors required of all riders.

Implementation of the IVR System – Interactive Voice Response

Rashida explained that internal testing has been completed on the IVR system. Starting this week, testing is being expanded to a small group of riders. The IVR system will call the riders for the night before reminders after the schedules are complete. It will not give the window, but rather the time at the start of the window.

On the day of service, IVR is enabled when the driver is ½ mile from the pick-up location. The driver will push a button which initiates a call to the rider. It's very important riders provide numbers which they can answer. For example, providing the general Kaiser number or a Safeway number makes it impossible for the IVR system to reach the rider. The call will say the vehicle will be there shortly. The driver has some discretion on when to push the button. If the vehicle is within ½ mile but is stopped in traffic, the driver can delay pushing the button until traffic starts to move again.

The Broker's customer service department will be making regular contact with riders in the test group, so we ask them to be patient. Letitia Tumaneng volunteered at the meeting.

Rashida emphasized the EBPC policy to be ready at the start of the window is still in effect. She confirmed trips on standby scheduled for the next day will not be included in the call the night before. The system will make several attempts to reach the rider, if there is no pick-up on the first attempt. Rashida said the system can get confused by long voice mail messages, so she wanted to encourage everyone to keep voice message greetings at a minimum. Rashida noted individuals who want to cancel a trip tomorrow after the remainder will have the option to call the Broker's cancellation line.

7) Report from SRAC members

Harriette wanted to ensure everyone knew Measure BB passed, and it will result in additional funds for senior and disability community transportation. She also noted she is a member of the Alameda County Transportation Commission's watchdog committee, which meets four times per year. She encouraged everyone to attend at least one meeting to understand the work of the committee.

Arnold Brillinger asked if EBPC intended to continue selling tickets at SRAC meetings.

8) SRAC Adjournment/Next Meeting.

The meeting adjourned at 2:15 pm. The next meeting is March 3, 2014.

EAST BAY PARATRANSIT
Performance Report for the SRAC
Systemwide

	FY 13/14	FY 14/15
Ridership Statistics	July - January	July - January
Total Passengers	408,881	421,602
ADA Passengers	350,392	362,865
% Companions	1.3%	1.3%
% of Personal Care Assistants	13%	13%
Average Passengers/ Weekday	2,364	2,479
Average Pass/ Weekend & Holidays	835	864

Scheduling Statistics

% Rider Fault No Shows & Late Cancels	3.0%	3.3%
% of Cancellations	23.4%	23.0%
Go Backs/ Re-scheduled	5,472	6,819

Effectiveness Indicators

Revenue Hours	234,970	240,105
Passengers/Revenue Vehicle Hour	1.74	1.76
ADA Passengers per RVHr.	1.49	1.51
Average Trip Length (miles)	10.8	10.5
Average Ride Duration (minutes)	40.2	39.7
Total Cost	\$19,449,914	\$20,727,599
Total Cost per Passenger	\$47.57	\$49.16
Total Cost per ADA Passenger	\$55.51	\$57.12

On Time Performance

Percent on-time	90.5%	90.5%
Percent 1-20 minutes past window	7.4%	7.5%
% of trips 21-59 minutes past window	2.0%	2.0%
% of trips 60 minutes past window	0.16%	0.15%

Customer Service

Total Complaints	1,849	2,204
Timeliness	728	965
Driver Complaints	639	729
Equipment / Vehicle	52	35
Scheduling and Other Provider Complaints	163	131
Broker Complaints	267	344
Commendations	849	629

Safety & Maintenance

Total accidents per 100,000 miles	4.12	4.55
Roadcalls per 100,000 miles	5.13	5.25

Eligibility Statistics

Total ADA Riders on Data Base	17,046	17,081
Total Certification Determinations	2,962	3,012
Initial Denials	118	134
Denials Reversed	8	6

http://sfist.com/2015/04/16/private_bus_service_leap_removed_wh.php

Leap Purposely Made Their Private Buses Inaccessible For Wheelchairs



Screenshot of a promotional video [via Leap](#)

It turns out that a private bus startup catering to Financial District workers might not care about everyone. [As the Chronicle reports](#), a complaint filed last month with the Department of Justice alleges that [Leap, which launched in earnest last month](#) and is not wheelchair accessible, violates the Americans with Disabilities Act.

Worse, it sounds like Leap actually replaced wheelchair accessibility on previously wheelchair-equipped buses in favor of bar seating and leather armchairs.

Leap purchased its four 2001 and 2002 North American Bus Industries

vehicles through an auction house from the Riverside Transit Agency, and a representative from that agency said any buses it used would have included wheelchair-accessibility. Further, the buses' manufacturer confirmed that the purchased and resold models originally came equipped with a wheelchair ramp and interior wheelchair space.

"This is a step backwards," Said 26-year-old Chris Pangilinan, the former transportation engineer for the San Francisco Municipal Transportation Agency who filed the complaint and has used a wheelchair for most of his life. "If they had put up a sign that said 'no whites' or something like that there would be national outrage," he said, calling it "the same kind of violation."

Andreessen Horowitz, Index Ventures, Slow Ventures, and Salesforce CEO Marc Benioff have together invested \$2.5 million in Leap, whose \$6-per-ride service provides Wi-Fi, USB ports, and sells cold-pressed juice and Blue Bottle Coffee.



Screenshot from a promotional Leap video [via Leap](#)

The ADA does not include specific requirements for used vehicles, but neither does it explicitly exempt used vehicles from requirements for accessibility. It also has different requirements for companies like hotels that run shuttles but aren't primarily transportation companies.

In a statement to The Chronicle, Leap said that its "understanding is that used vehicles do not have the same accessibility requirements as new vehicles." It declined to comment on whether or not it removed wheelchair accessibility. And finally, it maintains it "does not provide transportation services," and that it is "not a transportation carrier." Wha?! Is it a juice company?

Ironically, in pitching his business to TechCrunch, co-founder Kyle Kirchhoff said, "there's a sort of invisible boundary if part of a city is not accessible to transit."

Well, perhaps now we know what he meant.

[Caleb Pershan](#) in [News](#) on Apr 16, 2015 11:15 am

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