# Meeting Notice

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# Paratransit Advisory and Planning Committee

## Monday, May 18, 2015, 1:00 p.m.
## 1111 Broadway, Suite 800
## Oakland, CA 94607

***Please note that the Monday, May 18, 2015 PAPCO meeting is the 3rd Monday of May due to Memorial Day. The meeting will be from 1:00 to 3:30 p.m. Please plan your transportation accordingly.***

### Mission Statement

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

### Public Comments

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

### Reminder

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

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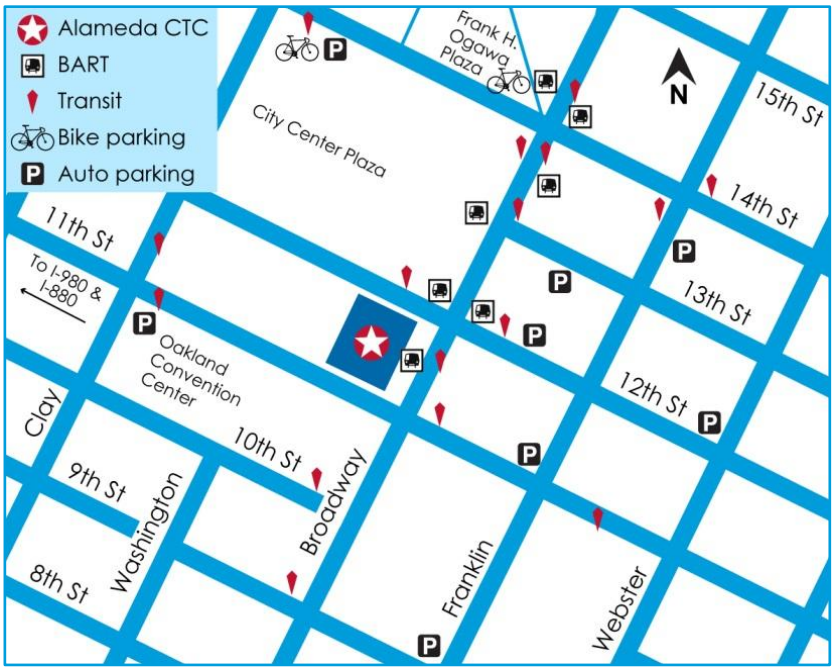
**Location Map**

Alameda CTC
1111 Broadway, Suite 800
Oakland, CA 94607

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




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

**Accessibility**

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Call 510-893-3347 (Voice) or 510-834-6754 (TTD) five days in advance to request a sign-language interpreter.

**Meeting Schedule**

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

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**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, May 18, 2015, 1:00 p.m.

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

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|---|---|---|---|
| 1:00 – 1:12 p.m. Chair | **1. Welcome and Introductions** | | |
| 1:12 – 1:15 p.m. Public | **2. Public Comment** | | |
| 1:15 – 1:20 p.m. Chair | **3. Administration** | | |
| | **3.1.** March 23, 2015 PAPCO Meeting Minutes | 1 | A |
| | **3.2.** April 27, 2015 PAPCO Meeting Minutes | 9 | A |
| | **3.3.** April 27, 2015 Joint PAPCO and ParaTAC Meeting Minutes<br><br>Recommendation: Approve the March 23, 2015 PAPCO and the April 27, 2015 PAPCO and Joint PAPCO and ParaTAC meeting minutes. | 17 | A |
| 1:20 – 1:45 p.m. Staff | **4. FY 2015-16 Gap Grant Cycle 5 Extension Recommendation**<br><br>The Committee will review the funding recommendation for the FY 2015-16 Gap Grant Cycle 5 extension. | 23 | A |

| | | | |
|---|---|---|---|
| | Recommendation: Approve Gap Grant Cycle 5 extension funding for FY 2015-16. | | |
| 1:45 – 2:05 p.m.<br>Staff | **5. FY 2015-16 Paratransit Direct Local Distribution (DLD) Program Plans Recommendation**<br><br>On April 29th and 30th, the PAPCO Program Plan Review Subcommittees reviewed the FY 2015-16 plans for DLD-funded paratransit programs.<br><br>Recommendation: Approve the PAPCO Program Plan Review Subcommittees recommendations for FY 2015-16 paratransit DLD program plans. | 35 | A |
| 2:05 – 2:25 p.m.<br>Guest Speakers | **6. Gap Grant Cycle 5 Program Report: Ala Costa Capital Funding (Verbal)**<br><br>The Committee will receive a Gap Grant Cycle 5 program report from Ala Costa on their capital funding match. | | I |
| 2:25 – 2:45 p.m.<br>Guest Speakers | **7. Gap Grant Cycle 5 Program Report: BORP Capital Funding (Verbal)**<br><br>The Committee will receive a Gap Grant Cycle 5 program report from BORP on their capital funding match. | | I |
| 2:45 – 3:05 p.m.<br>Staff | **8. Mobility Workshop Strategy FY 2015-16 (Verbal)**<br><br>The Committee will discuss the workshop strategy for FY 2015-16. | | I |
| 3:05 – 3:15 p.m.<br>PAPCO | **9. Member Reports on PAPCO Mission, Roles, and Responsibilities** | | |

| | | | |
|---|---|---|---|
| | **Implementation** | | |
| | **9.1.** PAPCO Calendar of Events | 41 | I |
| | **9.2.** PAPCO Work Plan | 43 | I |
| | **9.3.** PAPCO Appointments | 47 | I |
| 3:15 – 3:20 p.m. | **10. Committee Reports (Verbal)** | | |
| Sharon Powers | **10.1.** East Bay Paratransit Service Review Advisory Committee (SRAC) | | I |
| Herb Hastings | **10.2.** Citizens Watchdog Committee (CWC) | | I |
| | **11. ADA Mandated Program and Policy Reports** | | |
| | **11.1.** March 26, 2015 East Bay Paratransit Service Review Advisory Committee Meeting Minutes | 49 | I |
| 3:20 – 3:30 p.m. | **12. Information Items** | | |
| Staff | **12.1.** Mobility Management – There's an App for That: Apps Help Mobility Management Professionals Empower Their Customers | 55 | I |
| Krystle Pasco | **12.2.** Outreach Update | | I |
| Staff | **12.3.** Other Staff Updates | | I |
| | **13. Draft Agenda Items for June 22, 2015 PAPCO Meeting** | | I |
| | **13.1.** PAPCO Committee Skills Training | | |

**13.2.** FY 2015-16 Officer (Chair, Vice Chair, SRAC, CWC) Elections

**13.3.** FY 2015-16 PAPCO Meeting Day, Time, and Location Approval

**13.4.** FY 2015-16 PAPCO Work Plan Development and Approval

3:30 p.m. **14. Adjournment**

**Next PAPCO Meeting:** June 22, 2015

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

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## MEETING ATTENDEES

Attendance Key (A = Absent, P = Present)

Members:

| | | |
|---|---|---|
| _A_ Sylvia Stadmire, Chair | _P_ Sandra Johnson-Simon | _A_ Carmen Rivera-Hendrickson |
| _P_ Will Scott, Vice-Chair | _P_ Jonah Markowitz | _P_ Michelle Rousey |
| _P_ Larry Bunn | _P_ Rev. Carolyn Orr | _P_ Harriette Saunders |
| _P_ Shawn Costello | _A_ Suzanne Ortt | _P_ Esther Waltz |
| _P_ Herb Hastings | _A_ Thomas Perez | _P_ Hale Zukas |
| _P_ Joyce Jacobson | _P_ Sharon Powers | |
| | _P_ Vanessa Proee | |

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 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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## MEETING ATTENDEES

Attendance Key (A = Absent, P = Present)

Members:

| | | |
|---|---|---|
| _A_ Sylvia Stadmire, Chair | _A_ Sandra Johnson-Simon | _A_ Carmen Rivera-Hendrickson |
| _P_ Will Scott, Vice-Chair | _P_ Jonah Markowitz | _A_ Michelle Rousey |
| _P_ Larry Bunn | _A_ Rev. Carolyn Orr | _P_ Harriette Saunders |
| _A_ Shawn Costello | _P_ Suzanne Ortt | _P_ Esther Waltz |
| _A_ Herb Hastings | _A_ Thomas Perez | _P_ Hale Zukas |
| _P_ Joyce Jacobson | _A_ Sharon Powers | |
| | _P_ Vanessa Proee | |

Staff:

_P_ Jacki Taylor, Program Analyst
_P_ Naomi Armenta, Paratransit Coordinator
_P_ Terra Curtis, Paratransit Coordination Team
_P_ Krystle Pasco, Paratransit Coordination Team
_P_ Richard Weiner, Paratransit Coordination Team
_P_ Gladys Parmelee, Administration Team

Guests:

Dana Bailey, City of Hayward Paratransit Program; Ken Bukowski, Public Member; Catherine Callahan, Center for Independent Living; Jessica Cutter, City of San Leandro Paratransit Program; Shawn Fong, City of Fremont Paratransit Program; Bob Franklin, BART; Sherry Higgs, Drivers for Survivors; Sandra Lee, ATU Local 192; Sandra Rogers, City of San Leandro Paratransit Program; Victoria Williams, Senior Helpline Services

## MEETING MINUTES

1. **Welcome and Introductions**
   Will Scott, PAPCO Vice Chair, called the meeting to order at 1:05 p.m. and notified members that a quorum had not yet been established.

The meeting began with introductions and a review of the meeting outcomes.

**2. Public Comment**

There were no public comments.

**3. Administration**

**3.1. March 23, 2015 PAPCO Meeting Minutes**

*Due to the lack of a meeting quorum, PAPCO members were not able to take action on this agenda item. This agenda item will be considered at the next PAPCO meeting on Monday, May 18th.*

**4. Gap Grant Cycle 5 Extension Recommendation**

Naomi Armenta gave an update on the Gap Grant Cycle 5 extension recommendation. She reviewed the background, FY 15-16 extension requests, funds for capital purchases and grant matching, and next steps.

Questions and feedback from PAPCO members:

- What if CIL does not receive full funding, can the Commission consider granting full funding later? In general when a program is granted partial funding, staff requests that the program manager resubmit a plan with the proposed partial funding. However, PAPCO and the Commission can amend staff's recommendation for funding allocations.
- Is the number of trips reported for Rides for Seniors one way or round trips? These are one way trips.
- It seems like the amount requested by CIL and Rides for Seniors is unrealistic given their previously reported ridership, have they reduced their projected ridership for next fiscal year? Yes, they have decreased their projected ridership for next fiscal year to more realistic numbers. They are aware of PAPCO's concerns regarding their progress reports.
- According to attachment 4B, CIL's calculated unit cost from original Cycle 5 total program was $2,171, however, staff's calculated unit cost was $736. How did staff arrive at this number when they plan to train less people? There is information like

outreach, publicity, and other costs that are not being portrayed in the calculations. Also unit costs are accounting for various types of travel trainings including seniors, adults with disabilities, youth with disabilities, etc. The average cost per travel training is about $1,000 to $1,500 in general.

- A member shared that CIL's performance has been horrible. They would like to see additional funding cut from their allocation. Staff will consider this suggestion.
- Regarding Rides for Seniors, their performance for the first 18 months is significantly below their target, however, the new target is substantially higher (double their actual performance for 18 months). How is that so? The target is actually higher than their performance but it is actually lower than their overall performance. Staff's impression is that they are on an upward trend. Also note that the FY 15-16 target is just for one year.

*Due to the lack of a meeting quorum, PAPCO members were not able to take action on this agenda item. This agenda item will be considered at the next PAPCO meeting on Monday, May 18th.*

5. **Fiduciary and Finance Subcommittee Meeting Report (Verbal)**
   Harriette Saunders gave a report on the Fiduciary and Finance Subcommittee Meeting.

6. **Livermore Amador Valley Transit Authority (LAVTA) Quarterly Report (Verbal)**
   Kadri Külm gave a quarterly presentation on LAVTA's new service provider, quarterly ridership, complaints and customer satisfaction.

   Questions and feedback from PAPCO members:
   - Thank you for providing data and graphs in your presentation this time.
   - What is the difference in the model of your current service provider and your previous provider? The major difference between Medical Transportation Management (MTM) and American Logistics Company (ALC) is that MTM has a larger, local team that includes a project manager, operations

manager, road supervisors and three dispatchers and schedulers. However, the reservations team is off site.

7. **Hospital Discharge Transportation Service and Wheelchair Scooter Breakdown Transportation Service Program Update (Handout)**
   Krystle Pasco gave an update on the Hospital Discharge Transportation Service (HDTS) and the Wheelchair Scooter Breakdown Transportation Service (WSBTS) programs. She stated that the Alameda CTC administers two specialized mobility programs that are available to seniors and persons with disabilities in Alameda County. The HDTS program provides same day, door-to-door transportation for individuals who have a health or disability condition that prevents their use of public transit, and who have no other resources for transportation upon discharge from the hospital. These accessible rides take individuals home or to a skilled nursing facility upon discharge from a participating hospital and is free to riders within Alameda County. Likewise, the WSBTS program provides rides home or to a repair facility for stranded individuals who are experiencing a wheelchair or scooter breakdown and is also free to riders.

   Krystle reviewed the list of participating hospitals and the FY14-15 priorities for the program. These include Alta Bates Summit Medical Center in Berkeley and Oakland, a new MOU for Eden Medical Center – Castro Valley Hospital which is now separate from San Leandro Hospital, and John George Psychiatric Hospital in San Lorenzo. Staff is also in the process of updating program guidelines to address recent challenges.

   Krystle reported on the programs' ridership highlights and noted that in July through December 131 rides were provided for the HDTS program. Currently, the HDTS program has provided 22 rides on average per month for FY14-15. This is a slight decrease from last fiscal year's average monthly ridership. Krystle then reported on HDTS ridership by facility and noted the hospitals that have used the program consistently since enrollment. These facilities include San Leandro Hospital, Kaiser Fremont, Kaiser San Leandro, and St. Rose Hospital. Krystle then reported that in July through December 44 rides were provided for the WSBTS program. Currently, the WSBTS program has

provided 7 rides on average per month for FY14-15. This is also a slight decrease from last fiscal year's average monthly ridership.

Krystle reviewed the paratransit coordination team's outreach efforts for these programs and noted the WSBTS program stickers are now available upon request.

Questions and feedback from PAPCO members:

- Is the Eden Medical Center – Castro Valley Hospital currently participating in the HDTS program? Castro Valley Hospital's MOU needs to be updated as a separate contract from San Leandro Hospital (formerly of Eden Medical Center) and their staff needs to be trained on the program guidelines.
- What is the cost of both of the programs? There is one contract for both programs and the contract amount is $70,000 annually and on an as needed basis. Currently, these programs are only using about $35,000 annually.
- What is the update on getting the Alta Bates and Summit Hospitals on board with the HDTS program? Staff has been using various approaches every year to get these hospitals on board. Staff will be working on sending a letter to these hospitals' staff this fall. Staff is also open to suggestions for introducing our programs to these hospitals.
- Are these programs linked in to the MrTrip program or are they separate? These programs are separate from the City of Berkeley's MrTrip program.
- It seems that ridership for both programs have declined in the last two years. What are some of the reasons for this? There has been some staff turnover with the transportation provider, MV Transportation, which has left some unresponsive issues. Staff recently had a meeting with their new general and operations managers and they are working on improving their communication and customer service.
- Why does San Leandro Hospital have the highest usage of all the other hospitals participating in the program? San Leandro Hospital staff regularly orders approximately 100 vouchers every quarter. The more vouchers they have available the more they use the program. It is also suspected that their staff is not using

any other mode of transportation for discharging patients with this need. They are solely relying on our program.

- A member noted that there is a big shift in the number of overnight hospitalization that happens. There are more individuals being admitted in the morning and being discharged at night and hospital staff insists that you have already made arrangements for transportation upon being discharged.

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

Jonah Markowitz shared that there will be an 8-hour training on mental health and first aid on Saturday, May 9th at the South Berkeley Senior Center. There will also be a mental health awareness month event this Saturday, May 2nd also at the South Berkeley Senior Center from 1:00 to 4:00 p.m. There will also be a raffle.

Esther Waltz shared that the City of Livermore will be having a Wine Country Festival on Saturday, May 2nd and Sunday, May 3rd.

**9. Committee Reports (Verbal)**

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

Harriette Saunders noted that the ethics training will be on the agenda for the next SRAC meeting on Tuesday, May 5th from 12:00 to 2:30 p.m. She also noted that the Interactive Voice Response (IVR) system is now being tested as she has received some calls.

**9.2. Citizens Watchdog Committee (CWC)**

Harriette Saunders noted that the CWC will be drafting and reviewing the annual report in May. She also noted that the committee will now be called the Independent Watchdog Committee and will convene its first meeting in July.

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

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

**11. Information Items**

**11.1. Mobility Management – SFist News Article**

Naomi Armenta reviewed the mobility management attachment in the meeting agenda packet. She noted that this attachment is regarding the accessibility of the new Leap bus in San Francisco. There was a formal ADA complaint made against Leap's accessibility and more information is available in the SF Chronicle.

**11.2. Outreach Update**

Krystle Pasco gave an update on the following outreach events:

- 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.
- 5/6/15 – Oakland Older Americans Month Event, Frank Ogawa Plaza from 11:00 a.m. to 2:00 p.m.
- 5/7/15 – Senior Health and Wellness Resource Fair, Kenneth Aitken Senior and Community Center from 9:00 a.m. to 1:00 p.m.
- 5/28/15 – California Senior Injury Prevention Education Forum, Hilton Garden Inn from 8:00 a.m. to 4:00 p.m.

**11.3. Other Staff Updates**

Naomi Armenta gave an update on the 5310 Small Urbanized Area (SUA) funding. She noted that Alameda County had one applicant, LAVTA, and they successfully received funding for their Para-Taxi program. Their application scored fairly well in the review process.

**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

**13. Adjournment**

The meeting adjourned at 2:40 p.m. The next PAPCO meeting is scheduled for May 18, 2015 (3rd Monday due to the Memorial Day holiday) at Alameda CTC's offices located at 1111 Broadway, Suite 800, in Oakland.

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

## MEETING ATTENDEES

Attendance Key (A = Absent, P = Present)

Members:

| | | |
|---|---|---|
| A Sylvia Stadmire, Chair | A Sandra Johnson-Simon | A Carmen Rivera-Hendrickson |
| P Will Scott, Vice-Chair | A Jonah Markowitz | A Michelle Rousey |
| P Larry Bunn | A Rev. Carolyn Orr | P Harriette Saunders |
| P Shawn Costello | A Suzanne Ortt | P Esther Waltz |
| A Herb Hastings | A Thomas Perez | P Hale Zukas |
| P Joyce Jacobson | A Sharon Powers | |
| | P Vanessa Proee | |

ParaTAC Members:

| | | |
|---|---|---|
| A Rhianna Babka | A Karen Hemphill | A Gail Payne |
| P Dana Bailey | A Drew King | A Kim Ridgeway |
| A Beverly Bolden | A Jackie Krause | P Sandra Rogers |
| A Melinda Chinn | P Kadri Külm | A Mary Rowlands |
| P Jessica Cutter | A Isabelle Leduc | A Leah Talley |
| A Pam Deaton | A Wilson Lee | A Laura Timothy |
| P Shawn Fong | P Hakeim McGee | A Jonathan Torres |
| A Brad Helfenberger | A Cindy Montero | A David Zehnder |
| | A Mallory Brush | |

Staff:

P Jacki Taylor, Program Analyst
P Naomi Armenta, Paratransit Coordinator
P Terra Curtis, Paratransit Coordination Team
P Krystle Pasco, Paratransit Coordination Team
P Richard Weiner, Paratransit Coordination Team

Guests:

Ken Bukowski, Public Member; Bob Franklin, BART; Sherry Higgs, Drivers for Survivors; Victoria Williams, Senior Helpline Services

## MEETING MINUTES

1. **Welcome and Introductions**
   Naomi Armenta, Paratransit Coordinator, called the meeting to order at 3:00 p.m. and notified members that a quorum had not yet been established. The meeting began with introductions and a review of the meeting outcomes.

2. **Public Comment**
   Ken Bukowski shared some of the meetings that he recently recorded. He noted that all of the videos can be accessed at www.regional-video.com.

3. **BART Fleet of the Future Presentation (Verbal)**
   Bob Franklin gave a presentation on the BART Fleet of the Future. He reviewed recent changes to the new fleet and provided highlights of the original design.

   Questions and feedback from PAPCO and ParaTAC members:
   - What does the yellow color signify in the design? The yellow seating area signifies a priority seating area for seniors and people with disabilities. These areas are colored differently than the other seats.
   - Will there be any rules regarding how bicycles are supposed to be placed i.e. not upside down? There is no information regarding how bicycles are supposed to be placed. This is a personal consideration of bicyclists. There will, however, be a designated area for bicycles on the new fleet that is considerably away and in a different area than the priority seating area for seniors and people with disabilities.
   - Are there plans to increase bicycle parking at various stations? Yes, there are plans to increase bicycle parking at many stations as BART staff is seeing an increase in the bicycle locker and parking usage.
   - Are there any plans to increase the length of the overhead holding straps especially for shorter individuals? No, unfortunately, there is no plan to increase or decrease the length

of those overhead straps as we do not want individuals to hit their heads with the straps as they board or off board a BART train. Staff had hoped that the standing poles would have addressed that issue but there is other controversy around those poles. However, there will be more poles coming from the seats for people to hold on to.

- Is the bike parking at the MacArthur BART station considered secure bike parking? There is a plan to build a bike station in the station's plaza which will provide additional bike parking in the future. There will be an attendant to ensure that the bikes are secure.
- A member noted that the new fleet design has half the number of wheelchair accessible spaces.
- A member noted that bikes are actually more stable upside down than standing on their wheels.
- Where will wheelchairs board on the new BART cars? They will have priority boarding through the center door on the new BART cars. They can board through the other two doors but there will be a center holding pole and possibly more congestion.
- How can individuals identify which car they are in when communicating with the car operator? There is an identification number above the door of each car which also identifies which end of the car they are located in.
- How long does an individual have to off board the new cars? It will take about 20 seconds as the distance between the doors is decreased in the new design.
- Will the station bathrooms be made available to the public? Due to Homeland Security policies all bathrooms cannot be self locking and in an enclosed area. BART is working on designing bathrooms according to this policy and they will be made available to the public.
- Will the new bathrooms be wheelchair accessible? BART staff is looking into this.
- A member noted that BART has online surveys for various stations. Bob will follow up with more information on these online surveys.

Bob ended his presentation with opportunities for participation and public input. He also noted that additional high technology solutions

will be incorporated into the new design and a technology conference will be convened. For more information, contact Bob or Alameda CTC staff.

**4. Joint PAPCO and ParaTAC Discussion – Dialysis Transportation Challenges**

Richard Weiner gave an overview of the various dialysis transportation challenges for both patients and providers including the increase in the demand of individuals needing dialysis treatments, the dependability and flexibility of their transportation, the need for direct transportation, affordability, service suspension, dialysis clinic choice, impacts on productivity and transportation expenses for drivers and providers as well as cost sharing.

Richard also shared some information regarding a transportation provider in Napa County that decided to no longer allow subscription trips through their service including those intended for dialysis appointments. This greatly affected the local dialysis clinic and forced the clinic to seek transportation resources for their clients in the private sector.

Questions and feedback from PAPCO and ParaTAC members:

- Can volunteer driver programs be used to solve some of these issues? Yes, staff continues to look into this option.
- Can Medicare be used for this type of transportation? Medicare does not cover non-emergency medical transportation. They will only provide ambulance transportation. Staff will do more research on this option as well.
- Does DaVita Dialysis have control over which clinic their patients go to? Unfortunately, it is the physician that determines which clinic patients are assigned to.
- A member noted that there are times when a dialysis patient is not ready upon pick up. As a result, drivers and other passengers are forced to wait.
- Is there any information or data on trends to move dialysis treatments to the home instead of the clinic? Generally, patients are asked if they would like to receive their dialysis treatments at

home but that usually requires a caregiver or nurse to oversee or monitor the treatments.

- Who is paying for the NEMTs that are usually seen outside dialysis clinics? Staff will find more information.
- Can we receive more information from the Alameda County Area Agency on Aging to see where they refer people who need dialysis treatment and what other resources they have? Yes, staff will follow up.

## 5. Information Items

### 5.1. Member Announcements

There were no member announcements.

### 5.2. Staff Updates

There were no staff updates.

## 6. Draft Agenda Items for October 26, 2015 Joint PAPCO/ParaTAC Meeting

**6.1.** Mobility Workshop Outcomes Report
**6.2.** Joint PAPCO and ParaTAC Discussion

## 7. Adjournment

The meeting adjourned at 4:00 p.m. The next Joint PAPCO/ParaTAC meeting is scheduled for October 26, 2015 at Alameda CTC's offices located at 1111 Broadway, Suite 800, in Oakland.

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| | |
|---|---|
| **DATE:** | May 11, 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 one-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 staff-proposed funding recommendation is summarized in Attachment A and performance measures are summarized in Attachment B. The Paratransit Advisory and Planning Committee (PAPCO) is requested to provide a recommendation to the Commission on the proposed extensions for FY 2015-16. The Commission is scheduled to receive the recommendation in June 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. Additional Cycle 5 Gap funding was available for mid-cycle funding requests for implementation guidelines assistance, capital purchases and grant matching.

### *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. Five sponsors requested increases from their annual Cycle 5 funding ranging from 5-100% and two sponsors' requests decreased 2-36%. The remaining four sponsors requested the same annual funding amount they received for Cycle 5. The requests and funding recommendations are summarized in Attachment A. Past performance and proposed performance measures are summarized in Attachment B.

Staff has developed a recommendation based on the following considerations:

- Demonstrated funding need
- Past performance
- Projected growth
- Cycle 5 guidelines and prior PAPCO input

The staff recommendation totals $1,216,394 and is summarized in Attachment A. Staff recommends fully funding eight projects and partially funding the following three projects:

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

Both the CIL Mobility Matters and the SHS 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 35% below the original Cycle 5 annual targets. SHS has requested the same level of funding for FY 2015-16, but the planned targets for FY 2015-16 are approximately 22% lower. Staff recommends partially funding both programs at 20% less than prior annual funding.

Several other factors beyond basic performance have been taken into account in this recommendation. First, both programs are providing important service, so even though they are lowering their trip targets, for these programs to have measures that are realistic and more closely aligned with actual performance is seen as a positive step. Also, it is important to note that performance only reflects three quarters of Cycle 5 and that the last six months could show upward trends. Lastly, 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 Program has requested a 40% increase over the annual amount received through Cycle 5. However, the performance for trips has been 20% below target and the number of trips planned for FY 2015-16 is decreasing slightly. VIP Rides did start

providing rides for medical trips to Palo Alto and Hayward in March 2014 which is planned to continue for FY 2015-16, so staff is recommending funding $150,000 of the $175,000 requested, which is a $25,000 increase in the annual award amount for Cycle 5. No other recipients performing below target are being recommended for an increase in annual funding. The Tri-City Volunteer Driver Program has also been selected for an FTA 5310 grant which may be available in early 2016.

All grant recipients offered partial funding will have the opportunity to resubmit their budget and planned performance measures to reflect the revised funding.

Of the eight programs that staff is recommending for full funding, three have performed significantly below their Cycle 5 targets. The programs are:

- City of Emeryville – 8-To-Go Demand Response, Door to Door Shuttle
- City of Oakland – Taxi-Up & Go
- City of Pleasanton – Downtown Route Shuttle

Emeryville and Pleasanton are both requesting less funding for 2015-16. For Pleasanton's program, although the performed trips were below target, it did exceed its travel training and outreach targets. For Oakland's Taxi-Up & Go although the trips were below target, it has served the targeted number of clients and starting in FY 2016-17, Oakland plans to transition away from Gap grant funding and fund the Taxi-Up & Go through its base paratransit program.

### *Gap funds for Capital Purchases and Grant Matching*

Staff recommends that an additional $100,000 of Gap funding remain available through the FY 2015-16 extension for funding mid-cycle requests for grant matching and capital purchases. Staff recommends a maximum grant request of $50,000.

### *Next Steps*

A PAPCO-recommended program of projects for the FY 2015-16 Gap Grant Cycle 5 extension is scheduled for consideration by the Commission in June 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 | FY 2015-16 Matching Funds | % Change from FY 2014-15 Funding | Notes | **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 | 76% | 0% | Match-76%<br>Increase-0%<br>Perf meas-At or Exceed<br>Perf meas change-20% higher | $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 | 20% | 9% | Match-20%<br>Increase-9%<br>Perf meas-8% Exceed in trips<br>Perf meas change-21% higher | $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 | 44% | 5% | Match-44%<br>Increase-5%<br>Perf meas-68% Below in majority<br>Perf meas change-35% lower<br><br>Proposing reduction from prior funding (20%) | $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 | 63% | -36% | Match-64%<br>Decrease-36%<br>Perf meas-42% Below in trips<br>Perf meas change-38% lower | $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 | 0% | 25% | Match-0%<br>Increase-25%<br>Perf meas-73% Exceed<br>Perf meas change-63% higher | $125,000 | Full |

| Sponsor | Project Name | Description | FY 2015-16 Total Program Cost | FY 2015-16 Gap Funding Request | FY 2015-16 Matching Funds | % Change from FY 2014-15 Funding | Notes | **FY 2015-16 Funding Recom-mendation** | Partial/Full Funding |
|---|---|---|---|---|---|---|---|---|---|
| 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 | 37% | 40% | Match-37%<br>Increase-40%<br>Perf meas-21% Below in trips<br>Perf meas change-2% lower<br><br>Proposing half of requested increase (20%) because program is effective and longer trips may cost more | $150,000 | Partial |
| 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 | $150,000 | 17% | 100% | Match-17%<br>Increase-100%<br>Perf meas-At in less than half a year<br>Perf meas change-184% higher | $150,000 | 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% | Match-0%<br>Increase-0%<br>Perf meas-52% Below in trips<br>Perf meas change-58% lower<br><br>Proposing full funding because program serves planned number of clients and will be absorbed by Oakland in FY 16/17 | $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 | 19% | -2% | Match-19%<br>Decrease-2%<br>Perf meas-27% Below in trips<br>Perf meas change-7% lower<br><br>Proposing full funding because program exceeds planned travel training/outreach and has decreased funding request | $41,894 | Full |

| Sponsor | Project Name | Description | FY 2015-16 Total Program Cost | FY 2015-16 Gap Funding Request | FY 2015-16 Matching Funds | % Change from FY 2014-15 Funding | Notes | **FY 2015-16 Funding Recom-mendation** | Partial/Full Funding |
|---|---|---|---|---|---|---|---|---|---|
| Senior Helpline | 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 | 6% | 0% | Match-6%<br>Increase-0%<br>Perf meas-71% Below in trips<br>Perf meas change-22% lower<br><br>Proposing reduction from prior funding (20%) | $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 | 9% | 0% | Match-9%<br>Increase-0%<br>Perf meas-At or Exceed<br>Perf meas change-0% in trips | $75,000 | Full |
| Gap funds for Capital Purchases and Grant Matching | | | | | | | | $100,000 | Full |
| | | **TOTAL** | **$1,919,685** | **$1,200,139** | | | | **$1,216,394** | |

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**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% | At | $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 | | | | |
| | | | | | 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 | | | | |
| | | | | | | | | | | | Ala. County adults with vision impairments to receive one-on-one travel training | 17 | | | | | | |
| | | | | | 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 | | | | |
| **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 | | | | -100% | | | | | |
| | | | | | 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 participants in Transit Adventure outings | 300 | | | | | | |
| | | | | | 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 | 40% | Number of new clients enrolled VIP | 112.5 | 224 | 99% | Exceed | | Number of new clients enrolled VIP | 120 | 60% | Higher | | | $150,000 | 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 | | | |

| 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 Fremont** | **Tri-City Taxi Voucher Program** | $181,200 | $150,000 | 100% | One-way same day trips | 4125 | 4000 | -3% | Below | $43 | One-way same day trips | 7800 | 184% | Higher | $19 | $23 | $150,000 | Full |
| | | | | | One-way accessible trips | 37.5 | 0 | -100% | Below | | | | -100% | | | | | |
| **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 | | | | -100% | | | | | |
| | | | | | Number of clients transported | 750 | 748 | 0% | Below | | | | -100% | | | | | |
| | | | | | Number of case managed clients | 150 | 154 | 3% | Exceed | | | | -100% | | | | | |
| **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 | | | | | | |
| **Senior Helpline** | **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% | At | $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** | **$1,200,139** | | | | | | | | | | | | | | **$1,116,394** | |

| | |
|---|---|
| **DATE:** | May 12, 2015 |
| **SUBJECT:** | FY 2015-16 Paratransit Direct Local Distribution (DLD) Program Plans |
| **RECOMMENDATION:** | Approve the PAPCO Program Plan Review Subcommittees recommendations for FY 2015-16 Paratransit DLD program Plans |

## Summary

Each year, agencies that receive Measure B and Measure BB Direct Local Distribution (DLD) funds for paratransit are provided with an estimate of annual sales tax revenue the forthcoming fiscal year and are required to submit a paratransit program plan and budget for the estimated revenue. The Alameda CTC's Paratransit Advisory and Planning Committee (PAPCO) Program Plan Review Subcommittees review and provide feedback to these agencies for the purpose of encouraging the best overall service in Alameda County by encouraging coordination, cost-effectiveness, and consumer involvement. The PAPCO Program Plan Review Subcommittees reviewed and evaluated the Fiscal Year (FY) 2015-16 applications in late April.

The Program Plan Review Subcommittees' recommendations included conditional approval for two programs (Hayward and Newark) pending budget corrections. Revised budgets have since been received for these two programs and the conditions resolved. Therefore, it is recommended that PAPCO approve all of the FY 2015-16 paratransit program plans. A summary of paratransit programs will be provided to the Commission in June 2015.

## Background

The 2000 Measure B Transportation Expenditure Plan (TEP) allocates 10.45% of net revenues and the 2014 Measure BB TEP allocates 10% of net revenues for special transportation for seniors and people with disabilities. Approximately 9% of net revenues from each TEP is distributed to agencies on a monthly basis as Direct Local Distribution (DLD) funding for ADA-mandated services and city-based paratransit programs. The remaining funding is distributed on a discretionary basis.

PAPCO is responsible for providing recommendations to the Commission related to funding for special transportation for seniors and people with disabilities. PAPCO does not dictate individual paratransit programs, but rather encourages the best overall service in the County through coordination, a focus on cost effectiveness, ensuring consumer involvement, and offering their own experiences for making programs more responsive to consumer needs.

Five Program Plan Review Subcommittees (one for each planning area and one for East Bay Paratransit) met over April 29th and 30th, 2015 to review the applications. During those meetings, the subcommittees and Alameda CTC staff identified two programs (Hayward and Newark) for conditional approval pending budget corrections. Revised budgets have since been received for these two programs and the conditions resolved. A summary of the FY 2015-16 paratransit programs will be provided to the Commission in June 2015.

## Attachments

A. Summary of FY 2015-16 Paratransit Program Plans

## Staff Contacts

Naomi Armenta, Paratransit Coordinator

Jacki Taylor, Program Analyst

| Summary of FY 2015-16 Paratransit Program Plans and PAPCO Subcommittee Recommendations | | | | | | |
|---|---|---|---|---|---|---|
| **Program** | **FY 2015-16 MB/BB DLD Paratransit Funding** | **Other Funding*** | **Total Program Cost** | **Trips** | **Program Components** *(includes grant programs operated by other agencies)* | **PAPCO Subcommittee Recommendation** |
| Alameda | $353,928 | $24,333 | $378,261 | 10,300 | Taxi, Shuttle, Group Trips, Volunteer Driver, MM/Travel Training, Scholarship | Recommend approval |
| Albany | $64,710 | $0 | $64,710 | 6,300 | Taxi, Group Trips, Volunteer Driver, MM/Travel Training | Recommend approval |
| Berkeley | $542,609 | $325,244 | $867,853 | 22,230 | Door-to-Door, Taxi, Specialized Van, Group Trips, Volunteer Driver, MM/Travel Training, Scholarship, Capital | Recommend approval |

| Summary of FY 2015-16 Paratransit Program Plans and PAPCO Subcommittee Recommendations | | | | | | |
|---|---|---|---|---|---|---|
| **Program** | **FY 2015-16 MB/BB DLD Paratransit Funding** | **Other Funding*** | **Total Program Cost** | **Trips** | **Program Components** *(includes grant programs operated by other agencies)* | **PAPCO Subcommittee Recommendation** |
| Emeryville | $58,801 | $349,900 | $408,701 | 10,650 | Door-to-Door, Taxi, Group Trips, Volunteer Driver, MM/Travel Training, Scholarship, Meal Delivery Funding | Recommend approval |
| Fremont | $1,364,348 | $548,700 | $1,913,048 | 45,500 | Door-to-Door, Taxi, Group Trips, Volunteer Driver, MM/Travel Training, Meal Delivery Funding | Recommend approval |
| Hayward | $1,559,777 | $25,000 | $1,584,777 | 28,100 | Taxi, Specialized Van, Group Trips, Volunteer Driver, MM/Travel Training, Meal Delivery Funding, Capital | Recommend conditional approval – updated budget *(Status: condition met)* |

| Summary of FY 2015-16 Paratransit Program Plans and PAPCO Subcommittee Recommendations | | | | | | |
|---|---|---|---|---|---|---|
| **Program** | **FY 2015-16 MB/BB DLD Paratransit Funding** | **Other Funding*** | **Total Program Cost** | **Trips** | **Program Components** *(includes grant programs operated by other agencies)* | **PAPCO Subcommittee Recommendation** |
| Newark | $293,657 | $8,000 | $301,657 | 4,200 | See Fremont | Recommend conditional approval – updated budget *(Status: condition met)* |
| Oakland | $2,160,146 | $147,868 | $2,308,014 | 68,006 | Door-to-Door, Taxi, Specialized Van, Group Trips, Volunteer Driver, MM/Travel Training | Recommend approval |
| Pleasanton | $268,787 | $555,430 | $824,217 | 12,300 | Door-to-Door, Taxi, Shuttle, Group Trips, Volunteer Driver, MM/Travel Training, Scholarship, ADA Paratransit | Recommend approval |

| Summary of FY 2015-16 Paratransit Program Plans and PAPCO Subcommittee Recommendations | | | | | | |
|---|---|---|---|---|---|---|
| **Program** | **FY 2015-16 MB/BB DLD Paratransit Funding** | **Other Funding*** | **Total Program Cost** | **Trips** | **Program Components** *(includes grant programs operated by other agencies)* | **PAPCO Subcommittee Recommendation** |
| San Leandro | $527,618 | $6,500 | $534,118 | 21,000 | Taxi, Shuttle, Group Trips, Volunteer Driver, MM/Travel Training | Recommend approval |
| LAVTA | $442,073 | $1,373,933 | $1,816,006 | 48,000 | ADA Paratransit, Taxi, MM/Travel Training, Volunteer Driver | Recommend approval |
| Union City | $497,525 | $371,833 | $869,358 | 22,000 | ADA Paratransit, Taxi, MM/Travel Training, Volunteer Driver | Recommend approval |
| EBP-AC Transit | $10,929,300 | $14,536,441 | $25,465,741 | 733,000 | ADA Paratransit | Recommend approval |
| EBP-BART | $3,778,536 | $7,925,081 | $11,703,617 | | | |
| **TOTAL** | **$22,841,815** | **$26,198,263** | **$49,040,078** | **1,031,586** | | |

* Other funding includes Measure B Gap Grants, Fares, Reserves, General Fund, etc.

## Full Committee Meetings

- **Regular PAPCO monthly meeting:**
  Monday, May 18, 2015, 1 to 3:30 p.m., Alameda CTC
- **Regular PAPCO monthly meeting:**
  Monday, June 22, 2015, 1 to 3:30 p.m., Alameda CTC

## Outreach

| Date | Event Name | Location | Time |
|---|---|---|---|
| 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, CA 94546 | 9:00 a.m. – 1:00 p.m. |
| 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. |
| 6/5/15 | Four Seasons of Health Expo | Fremont Senior Center, 40086 Paseo Padre Parkway, Fremont, CA 94538 | 10:00 a.m. – 2:00 p.m. |
| 6/11/15 | Senior Resource Expo | Albany Senior Center, 846 Masonic Avenue, Albany, CA 94706 | 10:00 a.m. – 1:00 p.m. |
| 6/18/15 | Senior Day at the Alameda County Fair | Alameda County Fairgrounds, 4501 Pleasanton Avenue, Pleasanton, CA 94566 | 12:00 p.m. – 5:00 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<br>October<br>March | <br>**x**<br>**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 *(edited – Gap 5 extension)* | | **x** |
| Receive an annual update on the HDTS and WSBTS programs | **x** | |

| *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<br>October<br>February<br>April | <br>**x**<br>**x**<br>**x** | |
| Receive regular summaries of ADA-mandated paratransit advisory committees' minutes and Transit Access Reports | | **x** |

| *Topic: Coordination with Local and Regional Partners* | | |
|---|---|---|
| Participate in other committees (e.g. SRAC, WAAC, AAC, City Commissions, etc.) and inform Chair and report to Committee as requested | | **x** |
| Receive reports on MTC and Regional issues/events | | **x** |
| Respond to staff communications on other opportunities for comments and participation | | **x** |

*Topic: Customer Service*

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

| **Actions** | **Completed** | **In-Progress** |
|---|---|---|
| Continue to be available to assist in Driver Training and related items for ADA providers, City providers, taxi providers, etc. | | **x** |

| Appointer | Member |
|---|---|
| • Alameda County<br>Supervisor Scott Haggerty, D-1<br>Supervisor Richard Valle, D-2<br>Supervisor Wilma Chan, D-3<br>Supervisor Nate Miley, D-4<br>Supervisor Keith Carson, D-5 | • Herb Hastings |
| • City of Alameda | • Tom Perez |
| • City of Albany | • Sylvia Stadmire |
| • City of Berkeley | • Sandra Johnson Simon |
| • City of Dublin | • Will Scott |
| • City of Emeryville | • Harriette Saunders |
| • City of Fremont | • Jonah Markowitz |
| • City of Hayward | • Vacant |
| • City of Livermore | • Shawn Costello |
| • City of Newark | • Joyce Jacobson |
| • City of Oakland | • Sharon Powers |
| • City of Piedmont | • Vanessa Proee |
| • City of Pleasanton | • Vacant |
| • City of San Leandro | • Vacant |
| • City of Union City | • Rev. Carolyn M. Orr |
| • AC Transit | • Vacant |
| • BART | • Carmen Rivera-Hendrickson |
| • LAVTA | • Vacant |
| • Union City Transit | • Suzanne Ortt |
| | • Hale Zukas |
| | • Michelle Rousey |
| | • Esther Waltz |
| | • Larry Bunn |

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# EAST BAY PARATRANSIT (EBPC)
# SERVICE REVIEW ADVISORY COMMITTEE
# and
# SERVICE REVIEW COMMITTEE MEETINGS
# March 26, 2015 MINUTES

1) **The Chair, Janet Abelson called the combined SRAC/SRC meeting to order.**

**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., Micheal Pope, Janet Gilbas, Mary Seib, and Yvonne Dunbar.

Staff present: Mallory Nestor-Brush, AC Transit; Laura Timothy, BART; Mary Rowlands and Myisha Grant, Program Coordinator's Office; Rashida Kamara and Francisco Antunez, Transdev, the Paratransit Broker. Mallory Nestor-Brush and Laura Timothy mentioned they were designated by their respective executive staff to function as the SRC.

Members of the public present: Naomi Armenta, Gary Grey, BART Director Robert Raburn, Mary Lawrence, Vonncille Harris from First Transit, and April Smith and Dora Rodriguez from Transdev.

2) **Review and SRAC action to endorse the Paratransit Plan and Funding Claim to be submitted to the Alameda County Transportation Commission as part of the application for FY15/16 Measure B Funding**

Mallory Nestor-Brush provided an overview of the FY15/16 application explaining this item is about the annual application for Measure B and now the new Measure BB, both which are Alameda County transportation sales taxes. The Alameda County Transportation Commission is the agency which oversees the distribution of both B and BB and they require all organizations submit an annual application for their share of funding. Mallory noted:

- The application this year is different since voters approved Measure BB in November.
- 10% of the generated Measure BB funds are dedicated to transportation for seniors and individuals with disabilities, divided as follows:
  - ✓ EBPC
  - ✓ local city paratransit programs

- ✓ Grant funding of coordination projects.

- FY15/16 is the first full year that EBPC will receive BB funds in addition to B funds. This has effectively doubled the funds both agencies will receive in total from B/BB, or $14M. Total expected costs in FY 15/16 are about $37.2M for the ADA program. In addition to the B/BB funding the two agencies combined will contribute about $19M out of their general funds. Budgeted passengers in FY 15/16 are 733,000.

- Moving forward into FY15/16, EBPC's primary objective is still the provision of ADA mandated service in compliance with Federal law. In the near term EBPC will finalize the move of the paratransit broker's office to a new location with more accessible features for its riders and will roll out the Interactive Voice Response (IVR) system. In the future, other longer term projects that may be considered are Mobility Management including 211 Marketing, with the possibility of a Regional call center.

Mallory acknowledged the two agency's appreciation to the voters of Alameda County for supporting Measure BB. She asked the SRAC to support the plan and move it forward to the SRC for their approval.

**MOTION**: Saunders / Kearney to support the FY15/16 Measure B/BB Paratransit Plan and Funding Claim and move it forward to the SRC. Unanimous.

### 3) SRAC Adjournment

The SRC-only meeting was called to order by Chair Mallory Nestor-Brush.

### 4) SRC Action to accept the recommendation of the SRAC on the Paratransit Plan and Funding Claim to be submitted to the Alameda County Transportation Commission for FY 15/16 Measure B/BB Funding

**MOTION:** Nestor-Brush to accept the support of the SRAC for the FY 15/16 Measure B/BB Paratransit Plan and Funding Claim and to acknowledge SRC support also. Unanimous.

### 5) SRC Adjournment

Following the SRC–only meeting, the SRAC Chair recalled the SRAC meeting to order.

## 6) Approval of SRAC Minutes from January 6th, 2015 meeting

**MOTION**: Kearney/Seib to approve the January 6th, 2015 minutes. Unanimous.

## 7) Public Comments

Gary Gray asked for clarification of the paratransit pick-up locations for several BART stations, including 19th Street, 12th Street and Embarcadero. Laura Timothy said a Road Supervisor will be working on it and inform Mr. Gray. He also mentioned a driver told him he did not know what to do in the event of a fire in the Caldecott tunnel.

Mary Lawrence thanked staff for the lunch and said there was a nice atmosphere at the meeting.

## 8) Presentation by the Paratransit Broker's Operations Manager, Francisco Antunez, on departmental activities and efforts

Francisco Antunez. Introduced himself as the new Operations Manager for Transdev for the past six months, and made the following points:

- He has 19 years of experience in the transportation industry; the last position was the Regional Operations Manager with World Courier Ground.
- The Operations team is composed of seven Schedulers reporting directly to him and 17 Dispatchers who report to the Dispatch Supervisor, April Lewis, who reports to him.
- Special Projects the Operations team is working on include:
  - ✓ Planning for Department Operations Center (DOC) during an emergency
  - ✓ Testing of the Interactive Voice Response (IVR)
  - ✓ New software called Manage My Trips (MMT) for Regional trip scheduling
  - ✓ Continued improvement with Centralizing Dispatch

Centralizing dispatch was implemented to establish accountability, efficiency and increase communication. It was challenging in the beginning understanding the roles and procedures and adapting to the change.

Central dispatchers communicate directly to drivers with no provider communication step. This minimizes radio chatter and allows resolution of issues more rapidly.

Another improvement undertaken in operations is a staff position called Point of Contact (POC). The POC's role is to funnel calls from the service providers and assist drivers with issues when needed.

As a way of improving courtesy, the team is developing a system called the Dispatch Alert System, where team member(s) monitor trips that might be delayed. The team's responsibility will be to directly communicate possible delays to passengers. This will give the passengers the opportunity to wait inside and stay warm or cool, possibly use the restroom and most importantly, stay informed.

**9) Update by Rashida Kamara, Paratransit Broker General Manager**

Rashida made the following remarks concerning the performance report in the meeting materials, which compared the first seven months in FY13/14 and the current fiscal year 14/15.

- Riders increased from 408,881 to 421,602. That is a little over 13,000 more passengers this fiscal year. Average passenger trips during the week went from 2,364 to 2,479 or about 100 passengers a day.
- Productivity Inched up a bit from 1.74 to 1.76.
- Total costs increased from $19,449 million to $20,727.
- On-time performance was the same both fiscal years at about 90%.
- In this fiscal year there have been some issues with two service providers:
  - ✓ A-Paratransit Union Negotiations were underway for at least 5 months this fiscal year and they have been experiencing troubles hiring drivers.
  - ✓ At MV, there have been several management changes in the past 9 months; they currently lack a General Manager.
- Office Move:
  - ✓ This Project has taken up considerable time, including weekly meeting updates from the construction team working on the new building at 1750 Broadway.
  - ✓ Staff is currently obtaining furniture, cabling, security and audio-visual system quotes
  - ✓ The Broker is also working on a new design for the parking lot which will allow for multiple paratransit vans to enter the parking lot, and pull up side by side with enough room for the lift to deploy. The space on Broadway will still be available for occasional drop offs.
  - ✓ The community/converence room will double as the new Departmental Operations Center in emergencies. Furniture designs are for multi-functional pieces.

IVR testing:

- ✓ Is ongoing with a small group of volunteers. Night before calls are going well. The Mobile Data Computer vendor has been working on a glitch with the eminent arrival function of the IVR system.
- ✓ There was an upgrade to the system last week and the eminent arrival function was just activated. Members of the test group should start to receive calls from drivers through the MDC's alerting them of the driver's arrival.
- ✓ Night before calls include Standby information about pick-up time.
- ✓ Have had some problems due to the kinds of voice mail greetings on rider phones. This will be addressed over time through education with riders.

- Customer service annual re-training is starting

**10) Report from SRAC members**

Don Queen said he's been receiving the IVR night before calls and it's nice to have a reminder.

Harriette Saunders mentioned ACTC's Watchdog Committee has changed its name to the Independent Watchdog Committee.

Micheal Pope mentioned on an outing with her clients on BART, she noticed the speaker system was inaudible. She said she wanted to mention the new non-fabric seat covering is very nice.

Robert Kearney asked staff to clarify the lost and found procedures.

**11) SRAC Adjournment/Next Meeting.**

The meeting adjourned at 1:00 pm. The next meeting is May 5, 2015 and will primarily be dedicated to the required every-two-year ethics training, offered by BART lawyer Byron Toma.

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National Center for Mobility Management

*Information Brief*

# There's an App for That

## Apps Help Mobility Management Professionals Empower Their Customers

One of mobility managers' essential contributions to the lives of the customers they serve is their active role in connecting them to the transportation options that are most responsive to their needs. Whether their "customer" is an entire community, a specific agency customer, a particular target population, or individuals seeking assistance, mobility management practitioners excel at

- Staying informed about the range of existing community transportation services,
- Sharing that knowledge with customers, and
- Helping people connect the dots so they have mobility throughout their entire trip.

Although mobility managers will continue to provide value through delivering information, referral, and assistance services using paper-based and web-based products and services, the presence of and evolution of smartphone and computer applications ("apps"[1]) can transform the way in which they empower their customers.

The popularity of apps has grown apace with the burgeoning growth in smartphone ownership and geographic coverage. Overall, 56% of American adults now own smartphones, and by 2015, the number of mobile Internet users is expected to reach 788 million. Having limited income does not seem to deter individuals in purchasing smart phones: 77% of 18–29 year olds with annual incomes less than $33,000 own one, although this number drops to 22% among 50–64 year olds in the same income bracket.[2] Smartphone ownership is not limited to younger generations either: 18% of Americans age 65 or older own a smartphone and 34% own tablets;[3] 91% of people with a disability own or use a wireless device.[4]

[1] App: a self-contained program or piece of software designed to fulfill a particular purpose; an application, especially as downloaded by a user to a mobile device (Oxford Dictionary).

[2] Smith A. "Smartphone Ownership in 2013." http://www.pewinternet.org/2013/06/05/smartphone-ownership-2013/ (accessed 8/26/14).

[3] Ibid.

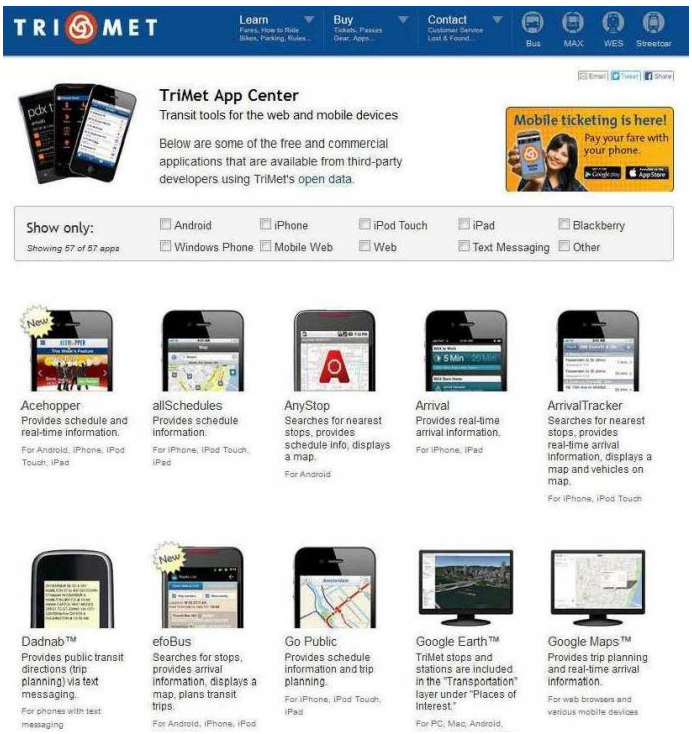
[4] Wireless Rehabilitation Engineering Research Center. "Use of Wireless Devices by Adults with Disabilities." Volume 2013, No. 3. http://www.wirelessrerc.org/sites/default/files/publications/SUNspot_2013-03_Wireless_Devices_and_Adults_with_Disabilities_2013-07-12%5B1%5D.pdf. (accessed 8/26/14)

This brief explores current smartphone transportation apps, with a particular focus on apps that support the travel of people with disabilities, older adults, and people with limited income. The brief concludes with a look at trending developments in future transportation apps.

## Early Apps for Urban Transit Agencies

Access to GPS data, open data from publicly funded transit agencies, and crowd-sourced data, along with a more refined understanding of how these data can be applied to transportation, has led to the rapid development of transportation applications. And most of these apps are being developed not with public transportation dollars, but with funds from nonprofit and for-profit companies. For example, it was recently noted that there are 55 apps using data from TriMet, the Portland, Oregon transit agency, none of which were created by the agency itself.[5]

Smartphone transportation apps were first developed for the traveling public in urban areas, giving transit customers access to bus schedules and real-time bus arrival information, and progressed from there into ridesharing, carsharing, bikesharing, and taxi apps. The big change that enabled the development of these apps was an initiative by Google to incorporate fixed-route transit data into its Google Maps program. Any transit agency wishing to post its data to Google Maps had to translate that data into General Transit Feed Specification (GTFS; originally known as Google Transit Feed Specification).[6] Once transit agencies had geo-coded their routes and schedules for Google Maps, taking the next step of using these data in real-time transit technologies for mobile devices, such as smartphones, was easy. Apps developed by using these technologies allowed the creation of data streams that revealed the exact location at any given time of the bus/train and the passenger as well as lines not operating or experiencing delays. Thus, an app could locate a user's current position, find the closest local fixed-route transit stop, and show the user in real-time when the




**Screen shot from http://trimet.org/apps/ showing multiple apps using TriMet data.**

[5] http://trimet.org/apps. Noted by Kevin Chambers in his presentation during the "Harnessing Technology for Expanded Communication with Customers, Caregivers, and Health Care and Employment Providers" panel, National Mobility Management Conference, June 9–10, 2014, St. Paul, Minnesota. http://nationalcenterformobilitymanagement.org/2014mmconference/ (accessed 9/10/14)

[6] The GTFS Data Exchange maintains a listing of transit agencies providing GTFS data. Agencies that do not currently have data in GTFS format can program it to create a data exchange and then develop an app in house or purchase a program to create to create one.

next bus or train would arrive at that stop. This type of data allowed for the creation of maps, routes, schedules, and interactive sites for trip planning, and, eventually, specific transit apps.

In many ways, transit apps have swiftly moved through their own evolution to meet ever more demanding users and to take advantage of more sophisticated data streams and phones. Today, transportation apps can suggest alternative routes and modes based on real-time traffic and service information; they can pay system fares with a tap or swipe; they can calculate calories burned and or fitness levels achieved while traversing a transportation system; and, in some cases, they are the means by which a user summons a ride. San Francisco's Bay Area Rapid Transit even has an app that indicates how crowded its trains are, allowing users to avoid peak ridership periods.

All of these transportation apps are good news for travelers, giving them access to real-time travel data that can help them plan and use community transportation options more effectively. Knowledge of these new technologies can eliminate the barriers that previously prevented many human service customers from taking public transit or sharing rides and vehicles. They also provide mobility managers with a new set of resources as they improve customer awareness of and access to mobility options within their communities.

## Apps for Ridesharing

The use and capability of smartphones is also expanding ridesharing options for many people through apps developed by transportation network companies (TNCs) such as Uber, Lyft, and Sidecar; ridesharing companies such as Carma; and the taxicab industry.[7] The result for riders is increased access to a host of transportation options on demand, including a black sedan, taxi, or privately driven vehicle. Some TNCs are launching specialized services for people with disabilities. Uber has UberAssist, an app that assists riders in finding an UberX driver trained in accessibility and whose vehicle can accommodate folding wheelchairs. A follow-up app, UberAccess, lets passengers order a vehicle with a wheelchair-friendly ramp.[8] Driver training for some Uber drivers is delivered in partnership with the Open Doors Organization, whose mission is to improve the quality of life for people with disabilities.[9] Similarly, Lyft is expanding into the disability market with its LyftAccess service, which recruits drivers with wheelchair accessible vehicles.

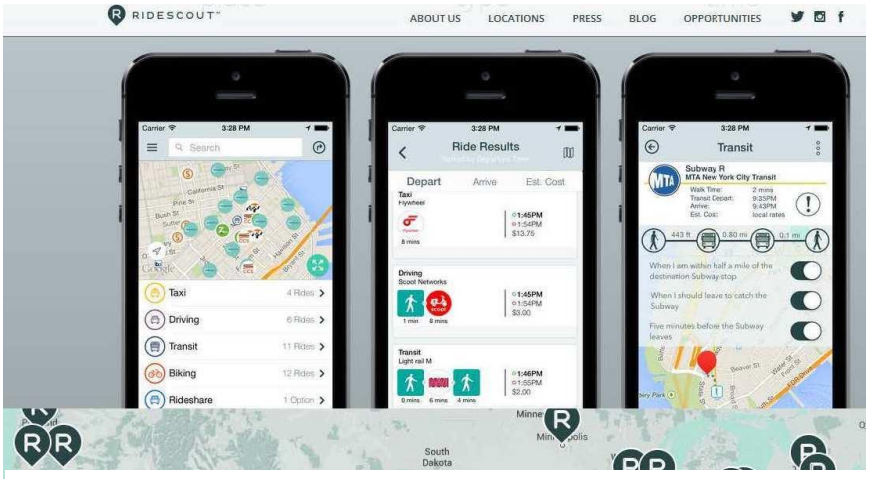
## Transportation Information Apps Help Low-Wage Workers

Knowing real-time arrival and travel time information for transit vehicles can help hourly-wage workers plan their trip more accurately and coordinating multiple stops (to child care or other locations) within their trip. Being able to more efficiently plan travel on public transit can help workers avoid being docked pay for late arrivals to their job and missed work. For example, a mother who missed her connecting bus after dropping her child off at child care can search a transportation app to determine if other nearby bus routes can also get her to work. Apps can also facilitate connections with other, low-cost modes of travel, including shared bicycles and pathways, hourly rental cars, community shuttles, carpools or shared rides,

[7] Learn more about existing app-based transportation services. Gilpin L. "10 ridesharing companies that can make your work trip more efficient." Nov. 18, 2014. http://tek.io/1wT2nC7 (accessed 11/18/14)
[8] Fingas J. "Uber's new services bring ridesharing to wheelchair users." http://www.engadget.com/2014/09/03/uberassist-and-uberaccess/ (accessed 9/9/14)
[9] Mallory. "UberACCESS: Expanding Transportation Options." http://blog.uber.com/UberACCESSHou (accessed 9/9/14)

and pedestrian walkways. For workers traveling to/from late-night work shifts or during extreme weather conditions, apps allow them to time their arrival at the bus stop to just before the bus arrives.

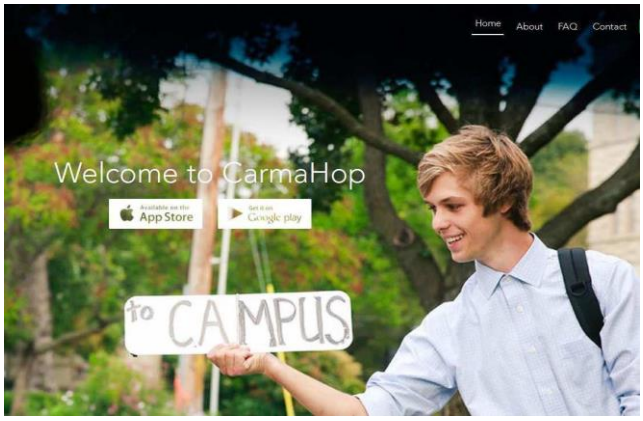
Some apps, like the one recently launched by Commuter Connections in the Washington, D.C. area, make it easier to directly download carpool information, which can be a cost-effective means of travel. Using the app, commuters can search for carpool partners by entering their home and work locations and work hours and receive contact information for commuters with similar schedules. Information on the location of park-and-ride lots where commuters can meet carpools or vanpools is also provided. The app even allows access to the guaranteed ride-home program as well as carpool rewards.




**Screen shot from http://www.ridescoutapp.com/ showing sample screens from the app**

RideScout's app aggregates multiple ground transportation ride options, allowing users to compare the travel time and costs in real time. The app integrates transit information, carsharing and bikesharing options, taxis, and peer-to-peer ridesharing, and allows users to search for and book rides. Travelers who prefer to walk can use HopStop, which, in addition to providing information about transit, cycling, or taxis, provides point-to-point walking directions. The app also links to restaurants, shopping, and other nearby destinations.

The use of apps is also increasing in rural communities. An individual transportation advocate in Lawrence, Kansas and the ridesharing company Carma developed the new CarmaHop app, a smartphone-based entrée into community hitchhiking. The app, currently operational only in Lawrence, allows pre-registered riders and drivers to connect along major routes in the community. Users are provided with a map of good locations to get a ride, the ability to log trips in real-time, and access to a driver/rider ratings system. There is no cost to ride using this app.




**Screen shot from https://carmacarpool.com/hop/ website introducing the CarmaHop app**

When designing apps that facilitate long-distance commuting, we can look to other countries for inspiration. Paris-based BlaBlaCar now operates in 12 countries throughout Europe and the

Mediterranean. The app suggests pricing to cover the cost of gas, tolls, and other expenses so passengers and drivers don't have to spend time haggling.[10] The average length of trips booked via BlaBlaCar is 200 miles, with drivers offering seats for the equivalent of $25 or less.

## Transportation Apps for People with Disabilities

In the past, front-line case managers assisting people with disabilities relied on published schedules to help them plan their trips. While these are still available resources that can provide general time-frame information about specific transit routes, real-time apps provide up-to-the minute information directly to the customer. Case managers can now introduce customers to relevant transportation apps that will help them plan trips more accurately and reduce wait times for buses, shuttles, and other public vehicles. In addition to these general purpose transportation apps, a multitude of apps designed to specifically assist people with disabilities in traveling throughout their communities has been developed. The impact of such apps on the lives of passengers with disabilities can be life-changing, giving them the confidence to visit new destinations and use once unfamiliar transportation modes.

Given the capacity of mobile technology and apps to enhance the lives of people with disabilities of all ages, it is clearly important that as new transportation apps are developed, they remain accessible to people with disabilities, as defined in Section 508 of the Americans with Disabilities Act (ADA). The Bridging Apps site, developed by the Houston, Texas, Easter Seals affiliate, reviews apps of all types for people with disabilities in terms of usability.

**Wayfinding apps** assist people with physical and intellectual disabilities in navigating streets and pathways between their homes and transit stops and other destinations. Such apps are designed to provide enough information to allow an individual with a disability to travel alone, giving them unprecedented freedom. One study demonstrated, for example, that when guided by a specially designed, cognitively accessible GPS-based WayFinder app, 73% of the individuals with an intellectual disability involved in the study could travel an unfamiliar bus line and exit at the correct stop.[11] Among other wayfinding apps are the following:

- An app developed for Temple University helps wheelchairs users identify accessible pathways across the campus and incorporates functions that assist individuals with visual or hearing impairments.[12]
- Trekker Breeze, a handheld, talking GPS-enabled device, verbally announces names of streets, intersections, and landmarks and can provide step-by-step travel instruction.
- In Germany, an individual using a wheelchair can access Wheelmap.org, an iPhone app and website to view a map of wheelchair-accessible places. The map identifies accessible cafes,

[10] Chaber K. "BlaBla is Building a Global Transportation Network out of Empty Car Seats." http://qz.com/239163/blablacar-is-building-a-global-transportation-network-out-of-empty-car-seats (accessed 8/27/14)
[11] Davies DK, Stock SE, Holloway S, Wehmeyer ML. "Evaluating a GPS-Based Transportation Device to Support Independent Bus Travel by People With Intellectual Disability." *American Journal on Intellectual and Developmental Disabilities*, Vol 48, No, 6, December 2010. http://www.aaiddjournals.org/doi/pdf/10.1352/1934-9556-48.6.454 (accessed 8/27/14)
[12] Temple University. "Interactive Wayfinding Case Study." http://amandalynnesmith.wordpress.com/tag/wayfinding/ (accessed 8/26/14)

libraries, swimming pools, and other public places with an icon and allows users to color-code locations that are totally accessible, partially accessible, or not accessible. Places that are not yet marked appear in gray and can easily be updated. Most of the locations are in Germany, but users can also search cities in the U.S. and elsewhere.

**Transit apps** for people with disabilities have been adapted from data used in general public transit apps, and include apps such as the following:

- Tiramisu transit app, developed at Carnegie Mellon University, which helps individuals with disabilities get to and use public transit. In addition to providing real-time bus times, the app also helps wheelchair users identify buses, using aggregated crowd-sourced data, that have capacity for additional wheelchair users.

- New York State's Metropolitan Transit Authority is piloting a mobile app, known as Accessway, that helps blind and visually impaired subway riders navigate the system. By talking to a user's device, the app informs the passenger about surroundings (e.g., platform locations, nearest exits, navigating within stations).

- Also in New York City, wheelchair users can use Wheely to identify subway stations that have accessible elevators and find elevator status (working or not) in real time.

**Finding a wheelchair-accessible taxi or rideshare option** can sometimes be like locating the proverbial needle in a haystack. However, apps have been developed to help with that too:

- Using New York City's Accessible Dispatch program's app, Wheels on Wheels (WOW), can request wheelchair- and scooter-accessible cabs. The app provides real-time tracking and notification. People can book their trips for immediate dispatch or for travel within a 24-hour period. In its first 1.5 years of service, the program delivered more than 50,000 riders in the city's more than 600 accessible cabs. Riders can also secure rides through telephone, website, or text message.

During a recent national Online Dialogue on Transportation & Assistive Devices and Technologies, many suggestions for useful apps for people with disabilities were posted, including the following:

- Providing information about the accessibility of specific streets and segments of streets that could be directly entered into an app or obtained from other social medial, enabling a subscriber to receive all information regardless of source. Some of these types of technologies already are being developed for daily use, especially for people with visual disabilities.[13]

- Creating a crowd-sourced application on mobile devices that allows someone to relay their locations via GPS when walking to/from a bus stop. After completing the trip, providing a map that enables the user to note/rank the accessibility of the route.

[13] Learn more at http://www.mobileye.com

## Apps for Older Adult Transportation

As noted above, smartphone usage—and access to apps—among older adults is growing. AARP's website describes smartphone apps that aid seniors wanting to age in place; transportation apps that help them maintain their connectivity to the community support that goal.[14]

Although very few apps dedicated specifically to older adult transportation have been developed, older adults can benefit from many of the apps designed for people with disabilities as well as apps for the general public. Among the most helpful apps are those that provide real-time bus arrival and travel times; these can go a long way toward helping older adults feel they can use public transit safely. Knowing just when the bus will arrive allows them to plan their arrival at the bus stop to reduce waiting time. This is particularly helpful in bad weather or at night. Also, being able to track the bus en route gives them the confidence that the bus will be arriving as promised.

One app crowdsources older adults' experiences to identify "age-friendliness" of different services, including sidewalks and transit services. Users rate locations on things like general accessibility, availability of seating, lighting levels, staff attitudes, and background music levels.[15] The app uses GPS to pinpoint the user's location, and is available for iPhone, iPad, and Android devices. People can simply browse the database to see which locations and services in a neighborhood are considered "age-friendly" and why.

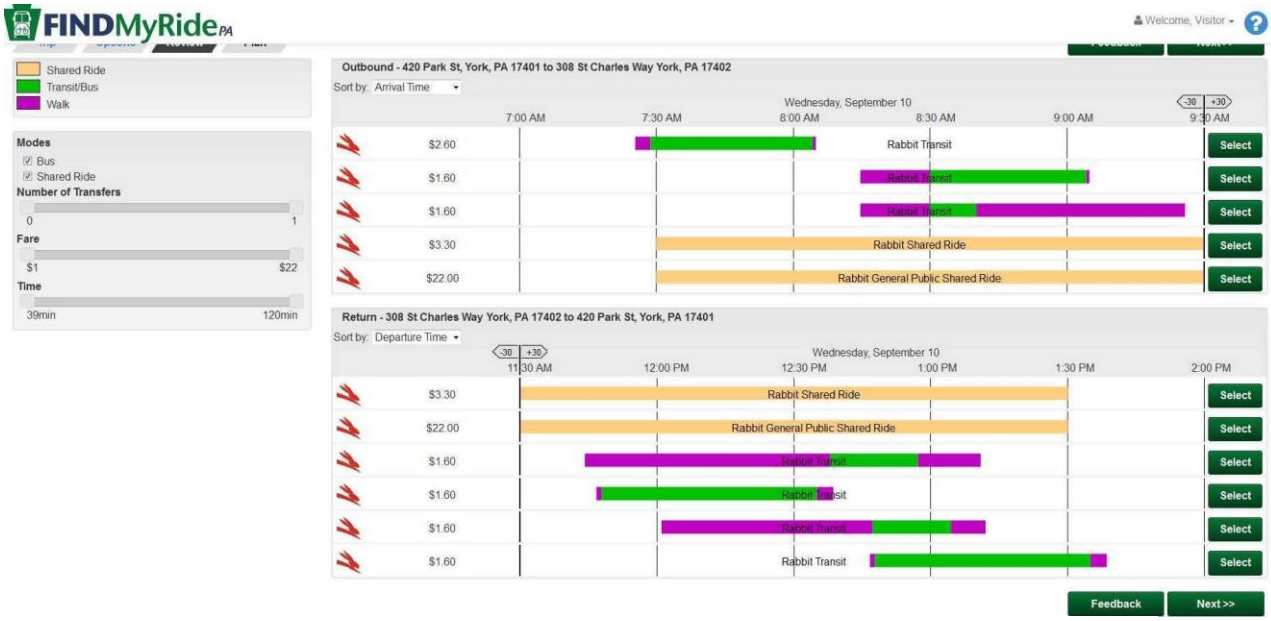
One user-proposed app, noted on the website CollabFinder (a site that facilities partnerships between individuals seeking to develop new projects), is LiftHero, an Uber-like app for seniors. It would allow seniors or their family members to book door-through-door transportation, provided by a cadre of reliable drivers.

## Implications of Apps for Transportation Services

The full implications of the increased digitization of transportation information are difficult to predict, but some trends can be noted. All of the apps noted in this brief and similar apps are good news for travelers, giving them access to real-time travel data that can help them plan and use community transportation options more effectively. Using these new technologies can eliminate the barriers that previously prevented many human service agency customers from taking public transit or sharing rides and vehicles. They also provide mobility managers with a new set of resources as they work to improve customer awareness of and access to mobility options within communities.

One rapidly developing trend in apps is API to API connections, where information is transferred directly between computers (and smartphones), substantially reducing the in-person role in the process. (An API is an "application programming interface" or a software intermediary that makes it possible for application programs to interact with each other and share data.) For example, LYNX, the transit agency in Orlando, Florida, is developing a system for scheduling demand-response trips in real-time. Once launched, the

[14] http://www.aarp.org/technology/innovations/info-06-2011/smartphone-apps-aging-in-place.html
[15] http://www.futurity.org/app-lets-seniors-rate-%E2%80%98age-friendly%E2%80%99-places/ (accessed 9/10/14)




**Screen shot from [http://www.findmyridepa.com/](http://www.findmyridepa.com/) showing results of sample transportation search**

system will allow customers with a computer or smartphone Internet connection to interact directly with LYNX's scheduling system for general public transportation provided on a demand-response basis. Riders will be able to query the system about the availability of a specific trip or simply ask to be given a seat on the next available trip, which, if the vehicle is already in that location, could mean a very quick response time.

Another trend is the aggregation of transportation information across modes on one app. For example, two companies, RideScout and TransitScreen, give customers data not only on transit options, but also on rideshare, carshare, bikeshare, taxi, parking, and pedestrian options. And although not yet available on a mobile platform, the FindMyRidePA website, developed through a federal Veterans Transportation & Community Living Initiative grant, not only lists available transportation options but also graphs the relevant travel times and lists comparison costs. These one-click (and rapidly becoming "one-tap") transportation information sites will eventually be able to put multimodal transportation information into the hands of every smartphone user, in their own communities and in places they are visiting.

A third trend is the use of open-platform data that multiple transit agencies can access to develop apps. One example is OneBusAway, a multi-region project and a collaborative effort that is enabling the rapid expansion of native mobile transit apps to new metropolitan areas. This system architecture, collaborative design, and development process will allow transit agencies in a multi-state region to provide real-time bus arrival and travel time information for their specific system using a single, regional OneBusAway platform. In this way, when a rider within a region accesses the OneBusAway app, it will automatically detect which transit system serves their current location and display that information. The fundamental

shift from proprietary to open-source software in the transit industry that has made this type of project possible is also examined.[16] A similar app, simply called Transit, is currently available on smartphones.

Changes in the way we learn about and access transportation services appear to be continuing at a rapid pace. Indeed, technology is revolutionizing the transportation world, whether as an app, an advanced scheduling system, a one-click transportation information system, or an autonomously driven vehicle. The National Center for Mobility Management will continue to follow these developments and keep mobility management practitioners informed.

*About this series*: This publication of the National Center for Mobility Management is intended to provide a snapshot of trending mobility management issues, along with examples of strategies in action and links to additional resources.

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[16] Center for Urban Transportation, University of South Florida. OneBusAway Multi-region – Rapidly Expanding Mobile Transit Apps to New Cities. Webinar held April 17, 2014. http://www.cutr.usf.edu/2014/04/cutr-webcast-recording-onebusaway-mobile-transit-apps/ (accessed 9/10/14). Also see http://onebusaway.org/.

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