



# Meeting Notice

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• [www.AlamedaCTC.org](http://www.AlamedaCTC.org)

## **Commission Chair**

Supervisor Scott Haggerty, District 1

## **Commission Vice Chair**

Vice Mayor Rebecca Kaplan,  
City of Oakland

## **AC Transit**

Director Elsa Ortiz

## **Alameda County**

Supervisor Richard Valle, District 2  
Supervisor Wilma Chan, District 3  
Supervisor Nate Miley, District 4  
Supervisor Keith Carson, District 5

## **BART**

Director Thomas Blalock

## **City of Alameda**

Mayor Trish Herrera Spencer

## **City of Albany**

Mayor Peter Maass

## **City of Berkeley**

Councilmember Laurie Capitelli

## **City of Dublin**

Mayor David Haubert

## **City of Emeryville**

Mayor Ruth Atkin

## **City of Fremont**

Mayor Bill Harrison

## **City of Hayward**

Mayor Barbara Halliday

## **City of Livermore**

Mayor John Marchand

## **City of Newark**

Councilmember Luis Freitas

## **City of Oakland**

Vice Mayor Larry Reid

## **City of Piedmont**

Mayor Margaret Fujioka

## **City of Pleasanton**

Mayor Jerry Thorne

## **City of San Leandro**

Mayor Pauline Russo Cutter

## **City of Union City**

Mayor Carol Dutra-Vernaci

## **Executive Director**

Arthur L. Dao

## **Paratransit Advisory and Planning Committee**

**Monday, June 22, 2015, 1:00 p.m.**

**1111 Broadway, Suite 800**

**Oakland, CA 94607**

***Please note that the Monday, June 22, 2015 PAPCO meeting will be from 1:00 to 3:30 p.m. Please plan your transportation accordingly.***

### **Mission Statement**

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

### **Public Comments**

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

### **Reminder**

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

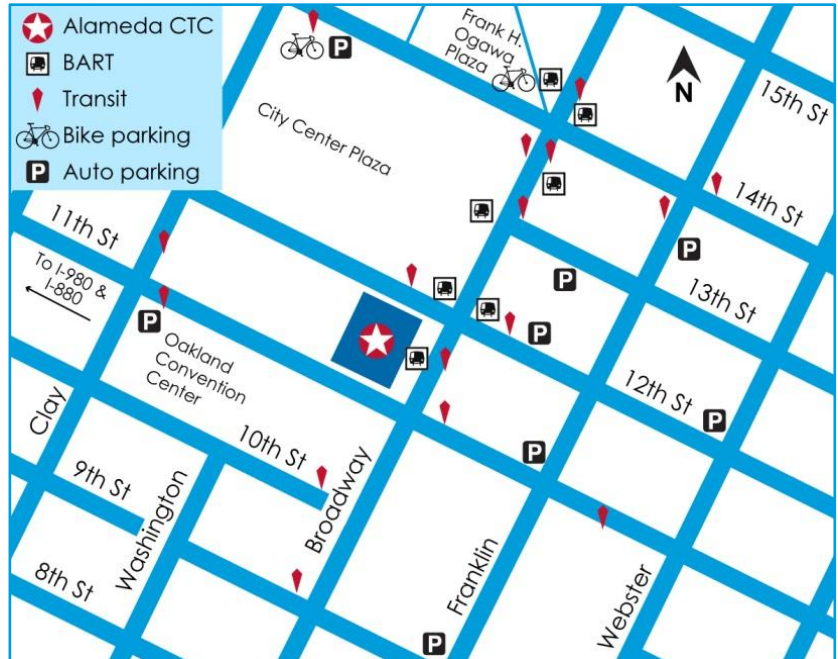
## Recording of Public Meetings

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

## Location Map

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

Alameda CTC is accessible by multiple transportation modes. The office is conveniently located near the 12th Street/City Center BART station and many AC Transit bus lines. Bicycle parking is available on the street and in the BART station as well as in electronic lockers at 14th Street and Broadway near Frank Ogawa Plaza (requires purchase of key card from [bikelink.org](http://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](http://www.511.org).

## Accessibility

Public meetings at Alameda CTC are wheelchair accessible under the Americans with Disabilities Act. Guide and assistance dogs are welcome.

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



## Meeting Schedule

The Alameda CTC meeting calendar lists all public meetings and is available at [www.AlamedaCTC.org/events/upcoming/now](http://www.AlamedaCTC.org/events/upcoming/now).

## **Paperless Policy**

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

## **Glossary of Terms**

A glossary of terms that includes frequently used industry terms and acronyms is available on the Alameda CTC website at [www.AlamedaCTC.org/app\\_pages/view/8081](http://www.AlamedaCTC.org/app_pages/view/8081).

## **Connect with Alameda CTC**

[www.AlamedaCTC.org](http://www.AlamedaCTC.org)



[facebook.com/AlamedaCTC](https://facebook.com/AlamedaCTC)



[@AlamedaCTC](https://twitter.com/AlamedaCTC)



[youtube.com/user/AlamedaCTC](https://youtube.com/user/AlamedaCTC)

This page is intentionally left blank.



# Paratransit Advisory Planning Committee Meeting Agenda Monday, June 22, 2015, 1:00 p.m.

1111 Broadway, Suite 800, Oakland, CA 94607

510.208.7400

www.AlamedaCTC.org

**Chair:** Sylvia Stadmire

**Vice Chair:** Will Scott

**Staff Liaisons:** Naomi Armenta,  
Jacki Taylor

**Public Meeting Coordinator:**  
Krystle Pasco

1:00 – 1:12 p.m.  
Chair

## **1. Welcome and Introductions**

1:12 – 1:15 p.m.  
Public

## **2. Public Comment**

**Page A/I**

1:15 – 2:15 p.m.  
Guest Speaker

## **3. PAPCO Committee Effectiveness Training**

I

The Committee will receive committee effectiveness training.

2:15 – 2:55 p.m.  
Chair

## **4. Administration**

### **4.1. May 18, 2015 PAPCO Meeting Minutes**

1

A

Recommendation: Approve the  
May 18, 2015 PAPCO meeting  
minutes.

### **4.2. FY15-16 PAPCO Elections**

11

A

Annually, PAPCO elects officers in  
June. PAPCO will nominate and  
elect the chair, vice chair,  
Independent Watchdog  
Committee representative, and  
East Bay Paratransit SRAC

representative.

Recommendation: Approve the  
PAPCO Officers and IWC and  
SRAC Representatives for FY15-16.

**4.3.** FY15-16 PAPCO Meeting Day, Time, 15 A  
and Location Approval

PAPCO members will review and  
approve the meeting day, time,  
and location for FY15-16.

Recommendation: Approve the  
PAPCO meeting day, time, and  
location for FY15-16.

**4.4.** FY15-16 PAPCO Work Plan 17 A

The Committee will have the  
opportunity to discuss and finalize  
the FY15-16 PAPCO Work Plan.

Recommendation: Approve the FY  
15-16 PAPCO Work Plan.

2:55 – 3:05 p.m.  
PAPCO

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

**5.1.** PAPCO Calendar of Events 27 I

**5.2.** PAPCO Appointments 29 I

3:05 – 3:15 p.m.

**6. Committee Reports (Verbal)**

Sharon Powers

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

Herb Hastings

**6.2.** Citizens Watchdog Committee I  
(CWC)

## **7. ADA Mandated Program and Policy Reports**

- |             |  |    |   |
|-------------|--|----|---|
| <b>7.1.</b> | March 4, 2015 WHEELS Accessible Advisory Committee Meeting Minutes | 31 | I |
|-------------|--|----|---|

3:15 – 3:30 p.m.    **8. Information Items**

- |       |             |   |    |   |
|-------|-------------|---|----|---|
| Staff | <b>8.1.</b> | Mobility Management – AARP Weaving It Together: A Tapestry of Transportation Funding for Older Adults | 35 | I |
|-------|-------------|---|----|---|

- |               |             |                 |  |   |
|---------------|-------------|-----------------|--|---|
| Krystle Pasco | <b>8.2.</b> | Outreach Update |  | I |
|---------------|-------------|-----------------|--|---|

- |       |             |                     |  |   |
|-------|-------------|---------------------|--|---|
| Staff | <b>8.3.</b> | Other Staff Updates |  | I |
|-------|-------------|---------------------|--|---|

## **9. Draft Agenda Items for September 28, 2015 PAPCO Meeting**

- |             |                                    |  |  |
|-------------|------------------------------------|--|--|
| <b>9.1.</b> | Gap Grant Cycle 5 Progress Reports |  |  |
|-------------|------------------------------------|--|--|

- |             |                     |  |  |
|-------------|---------------------|--|--|
| <b>9.2.</b> | PAPCO Bylaws Update |  |  |
|-------------|---------------------|--|--|

3:30 p.m.    **10. Adjournment**

**Next Paratransit Strategic Planning Workshop (Joint PAPCO and ParaTAC Meeting):** July 27, 2015

**Next PAPCO Meeting:** September 28, 2015

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

This page is intentionally left blank.





Paratransit Advisory and Planning Committee  
Meeting Minutes  
Monday, May 18, 2015, 1:00 p.m.

4.1

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

## MEETING ATTENDEES

Attendance Key (A = Absent, P = Present)

### Members:

<u>P</u> Sylvia Stadmire, Chair	<u>P</u> Sandra Johnson-Simon	<u>A</u> Carmen Rivera- Hendrickson
<u>P</u> Will Scott, Vice-Chair	<u>P</u> Jonah Markowitz	<u>P</u> Michelle Rousey
<u>P</u> Larry Bunn	<u>A</u> Rev. Carolyn Orr	<u>A</u> Harriette Saunders
<u>P</u> Shawn Costello	<u>P</u> Thomas Perez	<u>P</u> Esther Waltz
<u>P</u> Herb Hastings	<u>P</u> Sharon Powers	<u>P</u> Hale Zukas
<u>P</u> Joyce Jacobson	<u>P</u> 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  
P Richard Weiner, Paratransit Coordination Team

### Guests:

Dana Bailey, City of Hayward Paratransit Program; Jennifer Cullen, Senior Support Program of the Tri-Valley; Sarah Dawn-Smith; Bay Area Outreach and Recreation Program; Ron Halog, Ala Costa Center; Miguel Martinez, AC Transit; Hakeim McGee, City of Oakland Paratransit Program

## MEETING MINUTES

### 1. Welcome and Introductions

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

## **2. Public Comment**

There were no public comments.

## **3. Administration**

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

*Will Scott moved to approve the March 23, 2015 PAPCO Meeting minutes as written. Michelle Rousey seconded the motion. The motion passed (11-0-1; Member Herb Hastings abstained). Members Larry Bunn, Shawn Costello, Herb Hastings, Joyce Jacobson, Sandra Johnson-Simon, Jonah Markowitz, Sharon Powers, Michelle Rousey, Will Scott, Sylvia Stadmire, Esther Waltz, and Hale Zukas were present.*

### **3.2. April 27, 2015 PAPCO Meeting Minutes**

*Will Scott moved to approve the April 27, 2015 PAPCO Meeting minutes as written. Michelle Rousey seconded the motion. The motion passed (11-0-1; Member Herb Hastings abstained). Members Larry Bunn, Shawn Costello, Herb Hastings, Joyce Jacobson, Sandra Johnson-Simon, Jonah Markowitz, Sharon Powers, Michelle Rousey, Will Scott, Sylvia Stadmire, Esther Waltz, and Hale Zukas were present.*

### **3.3. April 27, 2015 Joint PAPCO and ParaTAC Meeting Minutes**

*Will Scott moved to approve the April 27, 2015 Joint PAPCO and ParaTAC Meeting minutes as written. Michelle Rousey seconded the motion. The motion passed (11-0-1; Member Herb Hastings abstained). Members Larry Bunn, Shawn Costello, Herb Hastings, Joyce Jacobson, Sandra Johnson-Simon, Jonah Markowitz, Sharon Powers, Michelle Rousey, Will Scott, Sylvia Stadmire, Esther Waltz, and Hale Zukas were present.*

## **4. FY 2015-16 Gap Grant Cycle 5 Extension Recommendation**

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

Questions and feedback from PAPCO members:

- Is the additional funding of \$100,000 for grant matching and capital purchases available to just the 13 programs that originally applied for Gap Grant Cycle 5? No, eligible applicants for this additional funding include current Measure B and BB recipients and nonprofit organizations that meet the requirements.
- Why didn't some of the programs receive the full amount of funding they requested? The details for the funding allocations are described in the memo in the meeting's agenda packet. Also staff wanted to have a balance between Committee members' concerns regarding the performance measures of some of the programs and still supporting important services in the County. All of the programs will also have the opportunity to resubmit their budgets and performance measures to determine whether the reduced funding is viable. At that point, staff will do another evaluation of the funding extension allocation.
- Did LAVTA receive their funding? LAVTA did not apply for the original Gap Grant Cycle 5 funding so they were not eligible to apply for an extension. However, LAVTA did receive 5310 funding for the Small Urbanized Area (Small UZA) grant funding. This funding is intended for their Para-Taxi program.

*Jonah Markowitz moved to approve the FY 2015-16 Gap Grant Cycle 5 extension funding recommendation. Esther Waltz seconded the motion. The motion passed (10-0-2; Members Larry Bunn and Hale Zukas abstained). Members Larry Bunn, Shawn Costello, Herb Hastings, Joyce Jacobson, Sandra Johnson-Simon, Jonah Markowitz, Sharon Powers, Michelle Rousey, Will Scott, Sylvia Stadmire, Esther Waltz, and Hale Zukas were present.*

## **5. FY 2015-16 Paratransit Direct Local Distribution (DLD) Program Plans Recommendation**

Naomi Armenta reviewed the FY 2015-16 Paratransit Direct Local Distribution (DLD) program plans recommendation. She discussed the summary, background and the PAPCO subcommittee recommendations. She also reviewed the ratio of reserves to expected reserves and the Paratransit Program Plan Review subcommittee meeting notes.

Questions and feedback from PAPCO members:

- A member suggested that a follow up be given regarding the City of Oakland's new dialysis trip provider or a report back on the provider's performance be given during a future scheduled discussion around dialysis transportation challenges.

*Herb Hastings moved to approve the PAPCO Program Plan Review Subcommittee's recommendations for FY 2015-16 paratransit Direct Local Distribution (DLD) program plans. Sandra Johnson-Simon seconded the motion. The motion passed (13-0-0). Members Larry Bunn, Shawn Costello, Herb Hastings, Joyce Jacobson, Sandra Johnson-Simon, Jonah Markowitz, Sharon Powers, Vanessa Proee, Michelle Rousey, Will Scott, Sylvia Stadmire, Esther Waltz, and Hale Zukas were present.*

## **6. Gap Grant Cycle 5 Program Report: Ala Costa Capital Funding (Verbal)**

Ron Halog gave a Gap Grant Cycle 5 program report on the use of Ala Costa's capital funding. Ron gave an overview of Ala Costa's programs and services, goals and recent activities.

Questions and feedback from PAPCO members:

- What are some examples of how the vehicle purchase helped your program participants become more independent? One of the popular programs at the Oakland site is the Costa Club, a place where participants can buy food but also learn about entrepreneurship (i.e. buying food, setting the menu, selling the food, bookkeeping, and accounting). This program allows them to learn these crucial job skills.
- Can you describe more broadly who your clients are and how many there are? For the afterschool programs at Berkeley, Oakland and Alameda we serve students with developmental disabilities ages 5-22. For the adult program, we decided to bring back a community based program that was no longer going to be providing their services. The program is called Adult Community Training (ACT) and we provide service to adults with developmental disabilities in the Berkeley, Oakland, Emeryville

and Alameda areas. The program provides job support and/or vocational training to the participants and runs primarily in the afternoon. There is also a collaborative program with the Berkeley Unified School District that works with school age participants aged 18-22 who transition into Ala Costa's Adult Transition (ACAT) program. There are about 150 participants in all of Ala Costa's programs.

- Would you be interested in travel training classes for your program participants? Yes, we would be interested in having someone lead a travel training workshop for our participants as some of them have already reached out to CRIL for their own travel needs.
- Members expressed interest in receiving Ala Costa informational materials.

## **7. Gap Grant Cycle 5 Program Report: BORP Capital Funding (Verbal)**

Sarah Dawn-Smith gave a Gap Grant Cycle 5 program report on the use of Bay Area Outreach and Recreation Program's (BORP) capital funding. Sarah gave an overview of BORP's programs, services, vehicle purchases, impact on clients, and plans for the capital funding.

Questions and feedback from PAPCO members:

- How many ambulatory and wheelchair bound individuals can you fit in your vehicle? We can fit six wheelchairs and no ambulatory individuals or four wheelchairs and four ambulatory individuals on bench seats. The configuration of the vehicles is fairly flexible in accommodating wheelchairs and ambulatory individuals. Our current vehicle can hold up to 20 ambulatory individuals and just one wheelchair.
- Between the two vehicles, how many ambulatory individuals can you take? We can transport up to 20 ambulatory individuals in one vehicle and up to six wheelchairs in the other vehicle.
- What is the expected vehicle life that you mentioned in your presentation? For the type III vehicle that we are waiting to receive, the useful life is expected to be five years or 150,000 miles. The type IV vehicle that we currently have is useful for seven years or 200,000 miles and we have had the vehicle for at

least five years. There are only 68,000 miles on that vehicle since we primarily transport locally.

- What vehicle are you purchasing? We are purchasing a Ford E450 vehicle which was recommended by Caltrans.
- Has BORP ever had a bowling team? There are no current plans for BORP to have a bowling team; however, BORP does have group trips that involve bowling.
- How often are your group trips? The Adventures and Outings program take place on most Sundays but with the new vehicle, BORP hopes to have more Saturday and weekday trips.
- What is the potential contract with the City of Alameda? BORP staff will follow up with more information on this question.
- Does BORP have any fishing activities available? BORP does not currently have any fishing activities available but staff will pass along that suggestion to the program coordinator. However, some activities include sea kayaking and oyster tasting in Point Reyes and Sausalito.

## **8. Mobility Workshop Strategy FY 2015-16 (Verbal)**

Richard Weiner gave an update on the Mobility Workshop strategy for FY 2015-16. He noted that staff is interested in taking a more effective and interactive approach by hosting four strategic planning workshops throughout the year versus one big workshop once a year. This approach will also better inform PAPCO's work plan for the fiscal year. The first workshop will take place on Monday, July 27<sup>th</sup> in place of the regularly scheduled PAPCO and Joint PAPCO and ParaTAC meetings. The first strategic planning workshop will be focused on dialysis transportation challenges as requested and the second workshop will likely focus on accessible taxi issues.

Questions and feedback from PAPCO members:

- Where will the strategic planning workshops be held? The workshops will be held at the Alameda CTC offices.
- Who would be invited to attend the strategic planning workshops? They will be open to the public as are all PAPCO and ParaTAC meetings and extra outreach will be put into publicizing the workshops to a broader audience.

- A member expressed concerns regarding losing the resource fair component of the Mobility Workshops. Staff will look into the feasibility of incorporating a resource fair into the new strategic planning workshop structure.
- Is this change in structure based on the lack of participation in previous Mobility Workshops? No, this change does not reflect the drop in attendance in previous Mobility Workshops. However, staff does recognize that there has been a decrease in attendance towards the end of the Mobility Workshop program.
- How long will the strategic planning workshops run for? They will run as long as a regular PAPCO meeting.
- A member suggested that a representative from the DaVita Dialysis center be invited to speak at the next strategic planning workshop since the focus will be around dialysis transportation challenges.
- A member expressed interest in the new workshop structure. He liked the proposed allotment of time and the more focused approach.
- A member expressed interest in being a presenter or speaker at the next workshop.
- A member expressed interest in continuing to see Bonnie Nelson's opening speech on the state of the system at future strategic planning workshops. Staff noted that this type of speech or presentation can be incorporated within various PAPCO related meetings including these workshops, PAPCO and ParaTAC meetings.
- A member expressed interest in seeing the latest in mobility equipment i.e. walkers, canes, wheelchairs, scooters, etc. once again.
- A member expressed concern regarding the accessibility of the Alameda CTC offices as well as parking in the general downtown Oakland area.
- A member expressed interest in seeing the bingo activity and other fun activities continue to be incorporated into the new structure. He also noted that he would like to see speakers from other parts of the nation come and share their expertise. He is open to seeing how the new structure plays out in the next year.

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

Michelle Rousey shared that there will be a Capital Action Day on Wednesday, May 20<sup>th</sup> in Sacramento. Transportation information is available through CRIL or CIL.

Vanessa Proee noted that CRIL is working on street improvements for disabled people in the Hayward area.

Sylvia Stadmire noted that she attended the Oakland Older Americans Month event hosted by the Mayor's office and the Commission on Aging on Wednesday, May 6<sup>th</sup>. The turnout was great.

Will Scott noted that the Alameda County Behavioral Health Care Services is sponsoring a walk-a-thon and is looking for sponsorships. He will bring more information to the next meeting.

Shawn Costello noted that he is looking forward to going to the Senior Days at the Alameda County Fair.

Joyce Jacobson gave an update on the funding for the Emery-Go-Round shuttle service. The current proposal will be presented to the City of Emeryville City Council in June and voting will take place soon thereafter. Official results will be tallied at a public City Council meeting in August. Joyce noted that there are major changes to the proposal, including fees placed on City of Emeryville homeowners that will be discussed.

## **10. Committee Reports (Verbal)**

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

Naomi Armenta reported that the last SRAC meeting was on Tuesday, May 5<sup>th</sup>. A majority of the meeting was focused on the ethics training but the activities celebrating the ADA's 25<sup>th</sup> anniversary and the open house at the new brokerage office in mid June was also discussed. The next SRAC meeting is on Tuesday, July 7<sup>th</sup> at 12:30 p.m.



## **10.2. Citizens Watchdog Committee (CWC)**

Herb Hastings reported that the last CWC meeting took place on Monday, March 9<sup>th</sup> and the committee will be called the Independent Watchdog Committee (IWC) starting July 1<sup>st</sup>. The next CWC meeting is on Monday, June 8<sup>th</sup> at 6:30 p.m.

## **11. ADA Mandated Program and Policy Reports**

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

## **12. Information Items**

### **12.1. Mobility Management – There's an App for That: Apps Help Mobility Management Professionals Empower Their Customers**

Naomi Armenta reviewed the mobility management attachment in the meeting agenda packet. She noted that the attachment is a good summary of applications that Mobility Managers and Travel Trainers can help customers use.

Naomi also noted that the last Travel Training meeting on Friday, May 1<sup>st</sup> went really well. She also noted that the Alameda CTC hosted the last Regional Mobility Management Working Group meeting on Thursday, May 14<sup>th</sup>. Lastly, she reported that she is now serving as the Vice Chair for that working group.

### **12.2. Outreach Update**

Krystle Pasco gave an update on the following outreach events:

- 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.
- 6/5/15 – Four Seasons of Health Expo, Fremont Senior Center from 10:00 a.m. to 2:00 p.m.

- 6/11/15 – Senior Resource Expo, Albany Senior Center from 10:00 a.m. to 1:00 p.m.
- 6/18/15 – Senior Day at the Alameda County Fair, Alameda County Fairgrounds from 12:00 p.m. to 5:00 p.m.

### **12.3. Other Staff Updates**

Laurel Poeton requested information from all PAPCO members regarding Alameda CTC's Title VI reporting requirements.

## **13. Draft Agenda Items for June 22, 2015 PAPCO Meeting**

**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

## **14. Adjournment**

The meeting adjourned at 2:50 p.m. The next PAPCO meeting is scheduled for June 22, 2015 at Alameda CTC's offices located at 1111 Broadway, Suite 800, in Oakland.



# Memorandum

4.2

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

**DATE:** June 22, 2015

**SUBJECT:** PAPCO Election and Officer Roles and Responsibilities

**RECOMMENDATION:** Approve the PAPCO Officers and IWC and SRAC Representatives for FY15-16

## Summary

At the end of each fiscal year, PAPCO elects two new officers, Chair and Vice Chair, to serve a one year term from July through June. PAPCO also annually elects two representatives, one to serve on the Alameda CTC Independent Watchdog Committee (IWC), which was formerly known as the Citizens Watchdog Committee, or CWC, and one to serve on the East Bay Paratransit Consortium Service Review Advisory Committee (SRAC).

## Background

PAPCO officers and representatives receive a great deal of support from Alameda CTC staff and no one should feel too inexperienced to run. Staff can assist with writing notes for any presentation the PAPCO officers or IWC and SRAC representatives make at PAPCO or other meetings.

For PAPCO meetings, every month staff draws up agendas with the input of the Chair and Vice Chair and meets to go over them at an "agenda planning session." The agenda planning session is also a chance to discuss and plan how the meeting will be run. The roles and responsibilities of each elected seat are outlined below:

### **PAPCO Chair**

- Provides overall leadership to PAPCO

- Facilitates the regular PAPCO meetings and PAPCO subcommittee meetings to ensure full and fair participation from all members
- Weighs in on all decisions of PAPCO and provides opinion
- Participates in a planning sessions with staff to plan PAPCO agendas
- When possible, attends ParaTAC meetings to represent PAPCO view and update ParaTAC on key PAPCO actions
- Reports monthly to the Alameda CTC Commission on PAPCO activities
- Eligible for per diems for PAPCO, ParaTAC, and Commission meetings
- Eligible for additional per diems for eligible subcommittees
- Actively participates in outreach efforts

Estimated time commitment: 8 – 10 hours per month (can vary depending on how many “extra” meetings are attended)

### ***PAPCO Vice Chair***

- Provides overall leadership to PAPCO
- Assists the PAPCO Chair to ensure full and fair participation from all Committee members
- Participates in a planning sessions with staff to plan PAPCO agendas
- Participates in subcommittees
- Eligible for per diems for PAPCO and Commission meetings, and for ParaTAC if filling in for Chair
- Eligible for additional per diems for eligible subcommittees
- Actively participates in outreach efforts

Estimated time commitment: 6 – 8 hours per month (can vary depending on how many “extra” meetings are attended)

### ***Independent Watchdog Committee Appointee***

- Participates in IWC meetings, usually held quarterly on the second Monday of the month from 6:30 – 8:30pm
- Responsible for reviewing all MB and MBB expenditures and annually reporting directly to the public on how Measure B and BB funds are

spent, including paratransit funding

- Responsible for reporting to PAPCO on IWC actions and activities
- Eligible for per diem for attending IWC meetings

Estimated time commitment: 4 – 8 hours per quarter

### ***East Bay Paratransit Service Review Advisory Committee Appointee***

- Participates in SRAC meeting on the first Tuesday of the month, approximately every other month, from 12:30 – 3:00pm
- Responsible for representing PAPCO position on decisions
- Responsible for updating PAPCO on SRAC actions and activities
- SRAC meetings are not eligible for Alameda CTC per diem, but appointee will be eligible for any SRAC Committee reimbursement (i.e. ride tickets)

Note: If the PAPCO member who is elected as the SRAC representative is already a member of the SRAC, but not the PAPCO representative, they will give up their original SRAC seat to become the PAPCO representative to SRAC. When their term as PAPCO representative to SRAC ends, they will need to reapply to be a member of SRAC.

Estimated time commitment: 3 – 5 hours per quarter

**Fiscal Impact:** There is no fiscal impact.

### **Staff Contacts:**

[Jacki Taylor](#), Program Analyst

[Naomi Armenta](#), Paratransit Coordinator

This page is intentionally left blank.

**PAPCO Calendar**  
**Fiscal Year 2015-16**  
**Year 14 - Measure B Collections**  
**Year 1 – Measure BB Collections**

PAPCO generally meets on the fourth Monday of every month from 1:00 – 3:30 with and breaks in August and December. All meetings are held at the Alameda CTC Offices unless otherwise specified. Note that meetings on this calendar are subject to change; refer to [www.AlamedaCTC.org](http://www.AlamedaCTC.org) for up-to-date information.

### **Monthly Meetings**

<b>Date</b>	<b>Draft Topics</b>
<b>July 27, 2015</b>	<b>Quarterly Strategic Planning Workshop</b> <ul style="list-style-type: none"> <li>• Dialysis transportation challenges</li> </ul>
<b>August 2015</b>	<b>NO MEETING</b>
<b>September 28, 2015</b>	<ul style="list-style-type: none"> <li>• Gap Grant Cycle 5 Progress Reports status</li> <li>• Bylaws update</li> </ul>
<b>October 26, 2015</b>	<b>Quarterly Strategic Planning Workshop</b> <ul style="list-style-type: none"> <li>• Taxi/same-day issues</li> </ul>
<b>November 23, 2015</b>	<ul style="list-style-type: none"> <li>• Discuss Implementation Guidelines</li> <li>• Report from EBP</li> </ul>
<b>December 2015</b>	<b>NO MEETING</b>
<b>January 25, 2016</b>	<ul style="list-style-type: none"> <li>• Draft Implementation Guidelines</li> <li>• Outreach Summary report for 2015</li> </ul>
<b>February 22, 2016</b>	<b>Quarterly Strategic Planning Workshop</b> <ul style="list-style-type: none"> <li>• TBD</li> </ul>
<b>March 28, 2016</b>	<ul style="list-style-type: none"> <li>• Convene Finance, Program Plan Review, and Gap Subcommittees (as needed)</li> <li>• Final Implementation Guidelines</li> <li>• Gap Grant Cycle 5 Extension Progress Reports status</li> <li>• Report from EBP</li> </ul>
<b>April 25, 2016</b>	<b>Quarterly Strategic Planning Workshop</b> <ul style="list-style-type: none"> <li>• TBD</li> </ul>

<b>Date</b>	<b>Draft Topics</b>
<b>May 23, 2016</b>	<ul style="list-style-type: none"> <li>• Finance Subcommittee status report</li> <li>• Update on HDTS/WSBTS</li> <li>• Gap Recommendation</li> <li>• Base Program Recommendation</li> </ul>
<b>June 27, 2016</b>	<ul style="list-style-type: none"> <li>• Elect Officers for FY 16/17 (Chair, Vice Chair, SRAC, IWC)</li> <li>• Approve FY 2016-17 meeting calendar</li> <li>• Develop and approve PAPCO work plan for FY 2016/17</li> </ul>

### **Potential Subcommittee Meetings**

<b>Date</b>	<b>Events</b>
<b>April 2015</b>	<ul style="list-style-type: none"> <li>• Fiduciary Training and Finance Subcommittee</li> <li>• Gap Cycle 6 Program</li> </ul>
<b>May 2015</b>	<ul style="list-style-type: none"> <li>• FY 2016-17 Program Plan Review</li> </ul>



### **Membership**

Since June 2014, the following committee members have left PAPCO:

- Aydan Aysoy, City of Berkeley
- Suzanne Ortt, City of Union City
- Margaret Walker, City of San Leandro

In addition to the current vacancies for these cities, vacancies remained unfilled during FY 2014-15 for the cities of Livermore, Newark and Piedmont.

Recruitment efforts undertaken by PAPCO: PAPCO receives a list of appointments and vacancies in every packet. The PAPCO Chair reminds the Alameda CTC Commissioners of vacancies in the monthly report when appropriate.

### **Outreach**

According to the fiscal year (FY) 2014-15 PAPCO Bylaws, section 2.3.9, members have a responsibility to *"Perform outreach regarding PAPCO activities and Measure B funds at least once each fiscal year. Examples of outreach may include attending a transit fair or Transportation Forum, accompanying staff to Alameda CTC outreach presentations, or publishing an article in a local publication."*

To date, in FY 2014-15, 12 out of 17 current members have participated in outreach activities, including:

- Attending Senior and Health Fairs
- Providing information to Senior Centers
- Attending and speaking at other Advisory Committee meetings

### **Attendance**

FY 2014-15 PAPCO meeting participation:

- Average member attendance at PAPCO Meetings: **79.1%**
- Average attendance at appointed subcommittees: **77.2%**
- Number of members who missed 3 or more PAPCO meetings: **4**
- PAPCO attained quorum for every meeting except April 2015 in Fiscal Year 2014-15.

This page is intentionally left blank.



## PAPCO Work Plan for Fiscal Year 2014-15

1111 Broadway, Suite 800, Oakland, CA 94607 • 510.208.7400 • [www.AlamedaCTC.org](http://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 <a href="http://AccessAlameda.org">AccessAlameda.org</a> 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

<b>Topic: Mobility Management</b>		
<b>Goal: Learn about and contribute to Alameda County's ongoing Mobility Management efforts</b>		
<b>Actions</b>	<b>Completed</b>	<b>In-Progress</b>
Provide input on Alameda County's Mobility Management efforts		<b>x</b>
Review materials regarding Mobility Management provided in meeting packet		<b>x</b>

<b>Topic: Program Policy Oversight</b>		
<b>Goal: Continue policy oversight over pass-through and grant programs</b>		
<b>Actions</b>	<b>Completed</b>	<b>In-Progress</b>
Receive Gap Grant Cycle 5 Progress Reports status October	<b>x</b>	
March	<b>x</b>	
Receive reports from Gap Cycle 5 recipients		<b>x</b>
Participate in discussions on amending Implementing Guidelines	<b>x</b>	
Participate in discussions on funding formula and potential TEP funding	<b>x</b>	
Participate in Gap Grant Cycle 6 Call ( <i>edited</i> – Gap 5 extension)	<b>x</b>	
Receive an annual update on the HDTS and WSBTS programs	<b>x</b>	

<b>Topic: Fiduciary Oversight</b>			
<b>Goal: Continue fiduciary oversight over pass-through and grant funding</b>			
<b>Actions</b>	<b>Completed</b>	<b>In-Progress</b>	
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		

<b>Topic: Coordination with Local and Regional Partners</b>			
<b>Goal: Communicate with local and regional partners on planning efforts and policy discussions</b>			
<b>Actions</b>	<b>Completed</b>	<b>In-Progress</b>	
Participate in joint discussion with ParaTAC at Joint meetings	x		
October	x		
February	x		
April	x		
Receive regular summaries of ADA-mandated paratransit advisory committees' minutes and Transit Access Reports		x	

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

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



# PAPCO Work Plan for Fiscal Year 2015-16

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

The PAPCO Work Plan reflects PAPCO goals, including responsibilities assigned by the 2000 Measure B and 2014 Measure BB Transportation Expenditure Plans (TEPs), 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 (attend an event, speak at another meeting, visit a senior center, or write an article)		
Assist in publicizing the Alameda CTC's paratransit program, particularly the Access Alameda booklet, AccessAlameda.org website, HDTS and WSBTS programs		
Assist in publicizing One Call/One Click information resources (e.g. Eden I&R 2-1-1 and AccessAlameda.org website)		
Monitor PAPCO appointments and vacancies		
Ask staff for assistance in drafting talking points or articles, or obtaining outreach materials		

<b>Topic: Mobility Management</b>			
<b>Goal: Learn about and contribute to Alameda County's ongoing Mobility Management efforts</b>			
<b>Actions</b>	<b>Completed</b>	<b>In-Progress</b>	
Provide input on Alameda County's Mobility Management efforts			
Review Mobility Management information provided in meeting packets			

<b>Topic: Planning and Policy</b>			
<b>Goal: Provide planning and policy input for Direct Local Distribution (DLD) and discretionary grant programs</b>			
<b>Actions</b>	<b>Completed</b>	<b>In-Progress</b>	
Assist in planning and participate in Paratransit Strategic Planning Workshops for 2015-16 (joint PAPCO and ParaTAC meetings):			
<ul style="list-style-type: none"> <li>• July</li> <li>• October</li> <li>• February</li> <li>• April</li> </ul>			
Participate in discussions on amending Implementing Guidelines			
Review plans for DLD-funded programs and services for FY 2016-17			
Participate in discussions on funding formula, if necessary			
Participate in Gap Grant Cycle 6 call for projects			
Receive an annual update on the HDTS and WSBS programs			



<b>Topic: Funding</b>			
<b>Goal: Review of Direct Local Distribution (DLD) funding and provide Gap Grant funding recommendations</b>			
<b>Actions</b>	<b>Completed</b>	<b>In-Progress</b>	
Review and make recommendations on requests for Gap Grant funding			
Receive Gap Grant Cycle 5 FY 2015-16 Progress Reports: <ul style="list-style-type: none"> <li>• October</li> <li>• March</li> </ul>			
Receive presentations from Gap Cycle 5 sponsors			
Participate in 5310 call for projects outreach and review, if necessary			
Review planned DLD expenditures for FY 2016-17			

<b>Topic: Coordination with Local and Regional Partners</b>			
<b>Goal: Communicate with local and regional partners on planning efforts and policy discussions</b>			
<b>Actions</b>	<b>Completed</b>	<b>In-Progress</b>	
Receive regular summaries of ADA-mandated paratransit advisory committees' minutes and Transit Access Reports			
Participate in other committees (e.g. SRAC, WAAC, AAC, City Commissions, etc.) and inform Chair and report to Committee as requested			
Receive reports on MTC and Regional issues/events			

<b>Topic: Coordination with Local and Regional Partners</b>		
Respond to staff communications on other opportunities for comments and participation		

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



## PAPCO Calendar of Events for June through July 2015

5.1

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

### **Full Committee Meetings**

- **Regular PAPCO monthly meeting:**  
Monday, June 22, 2015, 1 to 3:30 p.m., Alameda CTC
- **Quarterly Joint PAPCO and ParaTAC Meeting  
(Paratransit Quarterly Strategic Planning Workshop):**  
Monday, July 27, 2015, 1 to 3:30 p.m., Alameda CTC

### **Outreach**

Date	Event Name	Location	Time
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.

This page is intentionally left blank.



### **Appointer**

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

### **Member**

- Herb Hastings
- Tom Perez
- Sylvia Stadmirer
- Sandra Johnson Simon
- Will Scott
- Harriette Saunders
- Jonah Markowitz
- Vacant
- Shawn Costello
- Joyce Jacobson
- Sharon Powers
- Vanessa Proee
- Vacant
- Vacant
- Rev. Carolyn M. Orr
- Vacant
- Carmen Rivera-Hendrickson
- Vacant
- Vacant
- Hale Zukas
- Michelle Rousey
- Esther Waltz
- Larry Bunn

This page is intentionally left blank.

**LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY**  
**1362 Rutan Court, Suite 100**  
**Livermore, CA 94551**

**WHEELS Accessible Advisory Committee**

**DATE:** Wednesday, March 4, 2015

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

**TIME:** 3:30 p.m.

**Draft MINUTES**

**1. Call to Order**

The Chair Pro-Tem Shawn Costello called the meeting to order at 3:30 pm.

**Members Present:**

Connie Mack	City of Dublin
Shawn Costello	City of Dublin
Esther Waltz	City of Livermore
Nancy Barr	City of Livermore – Alternate
Carmen Rivera-Hendrickson	City of Pleasanton – called in via telephone
Shirley Maltby	City of Pleasanton
Pam Deaton	Social Services Member
Amy Mauldin	Social Services Member

**Staff Present:**

Christy Wegener	LAVTA
Kadri Kulm	LAVTA
Bertha (Ally) Macias	MTM
Gregg Eisenberg	MV Transit

**Members of the Public:**

Mary McNamara	SSPTV
Mary Anna Ramos	Wheels rider
Richard Waltz	Wheels rider

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

Richard Waltz asked for the restoration of the morning and afternoon commute of the Route 18. He said he realizes that the middle and high school students need transportation going to and from school in the afternoon; however, this without the morning and afternoon commute makes it very difficult for the rest of the passengers that need to go to the Granada Shopping Center, for example, almost impossible.

**4. Minutes of the January 14, 2015 Meeting of the Committee**

Approved.

Waltz/Mack

Costello and Rivera-Hendrickson abstained.

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

Shawn Costello said that if there was a Rapid stop by the Jack London Square it would be easier to come to LAVTA meetings. Staff informed the committee of a big study of the entire Wheels bus system, which may recommend adding a bus stop.

**7. Dial-A-Ride Operations 2<sup>nd</sup> Quarter Update**

Staff gave a report on MTM's performance analysis for the FY 2015 second quarter that covers the months of October, November and December, 2014. The second quarter on-time performance in the current fiscal year was 97.9% compared to 95.5% for the same quarter during the previous fiscal year.

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

Shawn Costello reported that he called the Dial-A-Ride reservations line after 5pm the day prior and after being on hold for a long time he was told he cannot make a reservation after 5pm for the following day.

Nancy Barr complimented Dial-A-Ride reservationists Donna and Roxanne.

**9. PAPCO Report**

Esther Waltz reported on PAPCO/Para-TAC joint meeting on 2/23/15. The Committees approved the final version of the Implementation Guidelines and there was a discussion on Countywide Transit Plan.

**10. Dial-A-Ride Policy Modification**

Staff proposed adding more detail to the Dial A Ride Operational Policies on how the eligibility denials appeals process works. The proposed language states



that if the decision is not made by the 31<sup>st</sup> day after receiving an appeal, appellant may request use of paratransit services until a decision is made.

Approved.

Costello/Waltz

Rivera-Hendrickson abstained

**11. Dial-A-Ride Policy Brochure Update**

The committee members reviewed the updated brochure and offered their feedback and recommendations.

Approved with changes knowing that this is a fluid document.

Waltz/Mack

Rivera-Hendrickson abstained

**12. Para-Taxi Program Update**

Staff proposed two administrative changes to the Para-Taxi program: change the reimbursement period from ‘unlimited’ to receipts must be submitted within 60-days of the trip taken and modify the reimbursement program so that if LAVTA is not notified within 90-days that a reimbursement check is lost, the reimbursement check will not be re-issued. Lost checks will be reissued once. The committee recommended approval of the changes to the program, with a minor adjustment to item #1. Originally staff proposed a 60-day reimbursement window, and the WAAC recommended a 90-day window.

Approved with changes.

Deaton/Waltz

Rivera-Hendrickson abstained

**13. WAAC Recruitment**

Staff announced openings for the WAAC membership for FY16. The applications are due April 17, 2015.

**14. Clipper Implementation Oral Update**

The staff updated the committee that LAVTA is scheduled to become part of the Clipper system as of Fall, 2015.

**15. Adjourn**

The meeting was adjourned at 5:00 pm.

This page is intentionally left blank.

# Weaving It Together:

## A Tapestry of Transportation Funding for Older Adults

*Jana Lynott  
Wendy Fox-Grage  
Shannon Guzman  
AARP Public Policy Institute*

# Research Report



AARP's Public Policy Institute informs and stimulates public debate on the issues we face as we age. Through research, analysis and dialogue with the nation's leading experts, PPI promotes development of sound, creative policies to address our common need for economic security, health care, and quality of life.

The views expressed herein are for information, debate, and discussion, and do not necessarily represent official policies of AARP.

#2013-05

April 2013

©2013, AARP

Reprinting with permission only

AARP Public Policy Institute  
601 E Street, NW, Washington, DC 20049  
[www.aarp.org/ppi](http://www.aarp.org/ppi)

---

---

## EXECUTIVE SUMMARY

Transportation for older adults and adults with physical disabilities is in high demand. As the aging population grows, this demand is expected to increase. Specialized transportation services—typically by van, small bus, or taxi—provide essential transportation and independence for those who have difficulty using traditional fixed-route public transportation service because of disability, age-related conditions, or income constraints. Most specialized transportation providers recognize the limitations of relying on any one source of funding. Current fiscal constraints have increased the need to identify and piece together multiple sources of funding to sustain and grow their systems.

This paper highlights the major sources of federal funding that providers can tap to fund transportation for these populations. As there is no comprehensive data set that tracks state and local expenditures on specialized transportation, the authors have included seven case studies of local providers from around the country to illustrate how they combine federal, state, and local funding to put quality service on the street. The paper also provides examples of how local and state coordination efforts can expand the reach of services funded.

### Federal Funding for Specialized Transportation

The U.S. Centers for Medicare & Medicaid Services, the Federal Transit Administration (FTA), and the Administration for Community Living (ACL, which now oversees the Administration on Aging) are the major sources of federal transportation funding for older adults and adults with physical disabilities. Funding varies greatly state by state, as well as within each of these funding sources. The Department of Veterans Affairs (VA) funds transportation services for low-income veterans and/or veterans with disabilities, mostly through mileage reimbursement. The Patient Protection and Affordable Care Act (ACA) of 2010 offers indirect incentives for investment in transportation.

### State and Local Funding

Although the federal government spends more than \$2 billion annually on specialized transportation, state and local agencies contribute significant amounts, often going beyond the fulfillment of federal match requirements, which range from 5 to 50 percent of total program costs.

### Overview of Case Studies

To illustrate the tapestry of specialized transportation funding in the United States, the authors interviewed seven local providers. In choosing these examples, the authors wished to present diversity in geography and institutional structure. In most cases, the authors chose providers that had not been written about extensively in the past, in order to provide a fresh set of examples among the many excellent programs in operation across the country. The following providers were interviewed:

- River Cities Public Transit of Pierre, South Dakota;
- Pelivan Transit of Big Cabin, Oklahoma;
- Peoplerides of Marshalltown, Iowa;

- 
- The Marin Access Mobility Management Center of Marin County, California;
  - The Delta Area Rural Transit System of Clarksdale, Mississippi;
  - Medical Motor Service of Rochester, New York; and
  - Seniors' Resource Center of Denver, Colorado.

This case study research provides funding details for only seven of the hundreds of specialized transportation providers in the United States. The reader is cautioned against concluding that the funding sources presented are representative of all U.S. programs. However, the diversity of funding sources shown in these case studies is, most likely, customary among the most successful programs. This research also suggests that because local transportation providers cannot rely upon a single funding source for the range of services desired, they must piece together myriad sources.

Every provider documented at least 10 sources of funding; three providers reported more than 45. Peoplerides of Iowa reported that its services are used by 57 businesses, nonprofit organizations, and government agencies that purchase rides for their clients. All directors interviewed described bending over backwards to identify sources of funding that would allow them to not only sustain their existing levels of service, but also expand those services to new riders.

Four concepts perhaps best summarize the specialized transportation programs of the featured providers:

- Specialized transportation is delivered by diverse provider types who offer a wide range of transportation services.
- There is a broad tapestry of funding sources.
- Successful operators nurture numerous community partnerships.
- Transportation managers exhibit innovation, business acumen, and community service.

## **Recommendations**

Demand for specialized transportation services will continue to grow as the population ages. To address this growing need, the public, private, and not-for-profit sectors of the community will need to work together to identify more funding and coordinate service. Transparency in the reporting of expenditures and service delivery will enable policy makers and the public to evaluate the effectiveness of these needed investments.

### ***1. Increase Public Sector Support***

- Localities should offer taxpayers the opportunity to fund specialized transportation. Recent studies suggest there may be public support.
- States should remove any prohibition on using state gas taxes to fund public transportation and institutionalize annual funding for public transportation.
- States should adequately fund Medicaid nonemergency medical transportation (NEMT).

- 
- 
- Congress should raise the charitable standard mileage rate to equal that for business-related driving to encourage individuals to become volunteer drivers. In 2013, the discrepancy was 42.5 cents per mile.
  - Congress should renew the Qualified Transportation Fringe Benefit (also known as the Commuter Choice benefit) to encourage employers to partner with local transportation providers in the creation of employee vanpools.

## **2. Reach Beyond Traditional Funders of Transportation**

As the case studies show, successful specialized transportation providers have creatively lined up diverse funding sources. Many types of local businesses may be interested in supporting community transportation in exchange for some positive publicity. Transportation providers can use both cash and in-kind contributions to match federal transit dollars. Foundation support and other private donations may be another untapped resource.

The ACA provides a strong incentive for the medical community to support transportation. Under the ACA, certain hospitals will be penalized for high readmission rates. Hospitals may find it beneficial to sign contracts with transportation providers to ensure that patients have transportation home after being discharged and for follow-up appointments. The success of home- and community-based initiatives are, in part, dependent on community transportation. The health research and delivery communities should explore the role of transportation in health access as part of ACA implementation.

Medical providers and insurers may also be more interested in providing support after calculating their losses when patients do not show up for appointments. Furthermore, changes in the delivery of health services, in particular the increasing reliance on outpatient care and specialization, have likely contributed to the increased demand for transportation service. The number of annual per capita medical trips grew by 189 percent in the past three decades, far outpacing population growth.<sup>1</sup>

## **3. Enhance the Coordination of Specialized Transportation**

States should provide a solid framework for coordinating specialized transportation planning and service delivery across all agencies that fund transportation. States can mandate coordination, establish and fund committees composed of state agency representatives responsible for coordinated planning activities, and tie funding to local coordination. As of December 2011, 27 states had created formal, state-level coordinating councils: 14 in statute and 13 by executive order or other authority.<sup>2</sup> FTA's requirement of a "locally-developed, coordinated public transit-human services transportation plan," coupled with efforts by the federal Coordinating Council on Access and Mobility (CCAM), provides the necessary federal policy direction for the coordination of specialized transportation services. But coordination of services can only happen at the state and local level.

---

<sup>1</sup> N. McGuckin and J. Lynott, *Impact of Baby Boomers on U.S. Travel, 1969 to 2009*, AARP Public Policy Institute Insight on the Issues 70, October 2012.

<sup>2</sup> J. Rall and N. J. Farber, *Regional Human Service Transportation Coordinating Councils: Synthesis, Case Studies and Directory*, National Conference of State Legislatures, January 2012.

---

---

Even without state leadership, local stakeholders can expand their efforts beyond those required by the FTA by reaching out to all human services providers and relevant nonprofit and private sector entities as part of their coordinated planning activities. Through the coordinated planning process, transportation providers can connect with care coordinators to explore how consumers can better access existing transportation services in the community and identify gaps in service that still need to be addressed.

All federal and state agencies that provide funding for transportation should conduct a comprehensive review of their requirements and, to the greatest extent possible, streamline grant applications and reporting requirements. Managing multiple grants is complex and time-consuming, and can remove resources from the direct delivery of service. Investing in technology can help transportation providers save money while coordinating their routing, scheduling, and dispatching.

#### ***4. Collect and Make Publicly Available Better Data on the Nation's Investment in Specialized Transportation***

To increase the transparency and cost accountability of the Medicaid NEMT program, U.S. Centers for Medicare & Medicaid Services (CMS) should require states to itemize and report both their administrative and medical NEMT expenses. Data collection systems should be designed so that CMS can accurately report public expenditures on NEMT, emergency transportation, and transportation funded through waivers, with data presented for each state and the nation. These data should be readily available to Congress, researchers, and the general public. CMS should also provide the public a readily available database of state Medicaid NEMT programs, with information on how the service is delivered, including the use of brokers.

#### **Conclusion**

The purpose of this report is to provide insight into how specialized transportation services for older adults and people with disabilities is funded. With a growing population in need of transportation services and limited funds for these services, providers need to creatively leverage existing and untapped funding sources to fill the gaps in services. Coordination of these limited resources is also key and must be supported by providers and all levels of government.