



# Meeting Notice

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

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## Paratransit Advisory and Planning Committee

**Monday, November 23, 2015, 1:00 p.m.**

**1111 Broadway, Suite 800**

**Oakland, CA 94607**

***Please note that the Monday, November 23, 2015 PAPCO meeting will take place 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.

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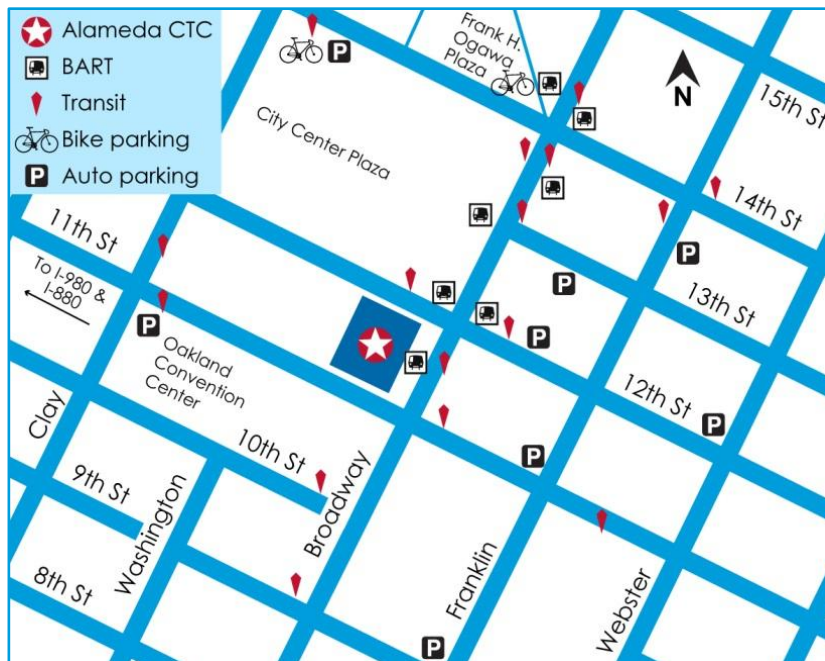
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## Location Map

- 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](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

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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](http://www.AlamedaCTC.org/events/upcoming/now).

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Paratransit Advisory Planning Committee  
 Meeting Agenda  
 Monday, November 23, 2015, 1:00 p.m.

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

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

1:00 – 1:12 p.m.  
 Chair

**1. Welcome and Introductions**

1:12 – 1:15 p.m.  
 Public

**2. Public Comment**

**Page A/I**

1:15 – 1:25 p.m.  
 Chair

**3. Administration**

**3.1.** September 28, 2015 PAPCO Meeting Minutes 1 A

Recommendation: Approve the September 28, 2015 PAPCO meeting minutes.

**3.2.** October 26, 2015 Joint PAPCO and ParaTAC Meeting Minutes 7 A

Recommendation: Approve the October 26, 2015 Joint PAPCO and ParaTAC meeting minutes.

**3.3.** FY 2015-16 PAPCO Meeting Calendar 23 I

The Committee will receive the updated FY 2015-16 PAPCO meeting calendar.

**3.4.** FY 2015-16 PAPCO Work Plan 25 I

The Committee will receive the updated FY 2015-16 PAPCO work plan.

**3.5. PAPCO Appointments** 29 |

The Committee will receive the current PAPCO appointments.

1:25 – 1:40 p.m. PAPCO **4. Quarterly Paratransit Strategic Planning Workshop Feedback (Verbal)** |

The Committee will have an opportunity to provide feedback on the quarterly paratransit strategic planning workshop that took place at the Joint PAPCO and ParaTAC meeting on October 26, 2015.

1:40 – 1:55 p.m. Staff **5. Draft Implementation Guidelines and Performance Measures Review and Discussion** 31 |

The Committee will review and discuss the draft Implementation Guidelines and performance measures for FY 2016-17.

1:55 – 2:15 p.m. Guest Speakers **6. Gap Grant Cycle 5 Program Report: Central County Taxi Program (Verbal)** |

The Committee will receive a Gap Grant Cycle 5 program report from the Central County Taxi program.

2:15 – 2:35 p.m. Guest Speakers **7. Gap Grant Cycle 5 Program Report: Tri-City Taxi Voucher Program (Verbal)** |

The Committee will receive a Gap Grant Cycle 5 program report from the Tri-City

Taxi Voucher program.

2:35 – 3:00 p.m. **8. East Bay Paratransit Report (Verbal)** |  
Guest Speakers

The Committee will receive a report from East Bay Paratransit.

3:00 – 3:10 p.m. **9. PAPCO Member Reports and Outreach Update**  
PAPCO

Krystle Pasco **9.1. Paratransit Outreach Calendar** 55 |

3:10 – 3:20 p.m. **10. Committee and Transit Reports**

Herb Hastings **10.1. Independent Watchdog Committee (IWC)** |

Esther Waltz **10.2. East Bay Paratransit Service Review Advisory Committee (SRAC)** 57 |

Committee Member **10.3. Other ADA and Transit Advisory Committees** 63 |

3:20 – 3:30 p.m. **11. Information Items**

Staff **11.1. Mobility Management – Promising Practices in Mobility Management: Integrating Services Across Transportation Modes** 71 |

Staff **11.2. Other Staff Updates** |

**12. Draft Agenda Items for January 25, 2016 PAPCO Meeting** |

**12.1. Final Implementation Guidelines and Performance Measures Review and Discussion**

**12.2.** Countywide Transit Plan  
Presentation

**12.3.** 2015 Paratransit Outreach  
Summary Report

3:30 p.m.      **13. Adjournment**

**Next PAPCO Meeting:** January 25, 2016

**Next Paratransit Strategic Planning Workshop:** February 22, 2016

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





## MEETING ATTENDEES

Attendance Key (A = Absent, P = Present)

Members:

P Sylvia Stadmire,  
Chair

P Will Scott,  
Vice-Chair

A Larry Bunn

P Shawn Costello

P Herb Hastings

A Joyce  
Jacobson

P Sandra  
Johnson-Simon

A Jonah Markowitz

A Rev. Carolyn Orr

P Sharon Powers

A Vanessa Proee

P Carmen Rivera-  
Hendrickson

P Michelle Rousey

A Harriette

Saunders

P Esther Waltz

P Hale Zukas

Staff:

P Jacki Taylor, Program Analyst

P Krystle Pasco, Paratransit Coordination Team

P Cathleen Sullivan, Paratransit Coordination Team

P Christina Ramos, Project Controls Team

Guests:

Ken Bukowski, Public Member; Mollie Cohen-Rosenthal, Alameda CTC;  
Jennifer Cullen, Senior Support Services of the Tri-Valley; Sarah Dawn  
Smith, Bay Area Outreach and Recreation Program; Jonathan Torres,  
City of Berkeley Paratransit Program

## MEETING MINUTES

### 1. Welcome and Introductions

Will Scott, PAPCO Vice 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. July 27, 2015 PAPCO Meeting Minutes**

*Herb Hastings moved to approve the July 27, 2015 PAPCO Meeting minutes as written. Esther Waltz seconded the motion. The motion passed (8-0-1; Member Sharon Powers abstained). Members Shawn Costello, Herb Hastings, Sandra Johnson-Simon, Sharon Powers, Carmen Rivera-Hendrickson, Michelle Rousey, Will Scott, Sylvia Stadmire, Esther Waltz and Hale Zukas were present.*

#### **3.2. PAPCO Bylaws Update**

Jacki Taylor gave an update on the PAPCO Bylaws. She noted that on September 24, 2015 the Commission approved the bylaws as they were reviewed by the Committee at the July 27, 2015 PAPCO meeting. There were no additional changes to that draft of the bylaws.

#### **3.3. FY 2015-16 PAPCO Meeting Calendar**

Committee members received the updated FY 15-16 PAPCO meeting calendar.

#### **3.4. PAPCO Appointments**

Committee members received the current PAPCO appointments.

### **4. Quarterly Paratransit Strategic Planning Workshop Feedback**

Cathleen Sullivan gave an overview of the Paratransit Strategic Planning Workshop that took place on July 27, 2015. The workshop focused on trends, challenges, and opportunities related to dialysis transportation. PAPCO members had the opportunity to provide feedback on the workshop.

Questions and feedback from PAPCO members:

- A member found the workshop very informative. She believes that the in-home dialysis treatment that was discussed may help with the ongoing capacity issues with paratransit services.
- A member found that it was helpful to open up all of the conference rooms for the set up of the workshop. This made it very accessible and easy to get around the workshop space.

- A member found that he was amazed to learn the actual amount of dialysis treatments that are needed in a week to sustain a patient. He also noted that some patients may need treatment every day. Local agencies, paratransit and other interested parties should be working on addressing this issue. He would like to see more in depth studies done on how we can address the need for improved dialysis transportation.
- A member noted that she was interested in Tom Roberts' comments. She noted that as tax payers, we are paying for this type of service while the larger corporation is making a healthy profit. She is also concerned for dialysis patients who are susceptible to diseases and illnesses from other riders while they are on paratransit or other services. Riders can get more ill this way. Overall, she thought it was a very good workshop.
- A member wanted to see some follow up regarding the main talking points of the workshop. She would like to see the Committee follow what is going on with this issue and receive ongoing updates from staff.
- A member noted that Richard Weiner did a great job of keeping the workshop's program on track. We received excellent talking points from the panelists.
- A member found the workshop to be boring and dull. He would have liked to see more interesting interaction. He also would have liked to say more at the workshop but he didn't get an opportunity to speak up.

Cathleen noted that the next quarterly paratransit strategic planning workshop is scheduled for Monday, October 26, 2015 and will be a Joint PAPCO and ParaTAC meeting focused on same day accessible transportation. If members have any feedback or suggestions for this upcoming workshop, please forward any comments to Naomi Armenta.

## **5. Gap Grant Cycle 5 Progress Reports (Verbal)**

Jacki Taylor gave an update on the Gap Grant Cycle 5 progress reports.

Questions and feedback from PAPCO members:

- How do we deal with programs that are below target on their performance measures? Staff noted that during the extension process, staff met with all the program sponsors that were performing under target to identify whether the program itself was underperforming or if the targets were overly optimistic. Most of the programs agreed that their targets may have been overly optimistic. Although staff does not currently have any punitive measures to address these issues, staff will continue to monitor these programs as it will affect their ability to apply for future Gap Grant funding. Staff will also provide additional information regarding sponsors' responses on these progress reports at the November 23, 2015 PAPCO meeting.
- Which grant program was not extended in the last extension? The Central County Taxi Program was not a part of the funding extension as they rolled the program into their base program. It is no longer grant funded.
- A member noted that he has real concerns with Senior Helpline Services and their volunteer driver program. Staff noted that Senior Helpline Services is definitely on the list of programs that are underperforming. Staff will continue to work with the program sponsor to improve their performance.

## **6. PAPCO Member Reports and Outreach Update**

Will Scott reported that he participated in East Bay Paratransit's ADA Anniversary Celebration and Open House at their new offices on September 16, 2015. He also noted that there was another ADA Anniversary Celebration at UC Hastings Law Center in San Francisco but he was unable to attend.

Herb Hastings reported that he also attended East Bay Paratransit's ADA Anniversary Celebration and Open House on September 16, 2015.

Sandra Johnson-Simon reported that she attended USOAC's Healthy Living Festival on September 17, 2015 at the Oakland Zoo.

Esther Waltz reported that she attended the Alameda County Fair's Senior Days in early July.

Michelle Rousey reported that she also attended USOAC's Healthy Living Festival on September 17, 2015 at the Oakland Zoo. She also attended the ADA Anniversary Celebration and conference at UC Hastings Law Center in San Francisco.

Sylvia Stadmire reported that she also attended USOAC's Healthy Living Festival on September 17, 2015 at the Oakland Zoo. She also noted that James Paxson is no longer Chair of the Independent Watchdog Committee. Lastly, she noted that Joyce Jacobson is still recovering from surgery earlier in the year.

Shawn Costello reported that he attended the Alameda County Fair's Senior Days in early July with Herb Hastings. He also attended council meetings in Dublin regarding traffic safety and wheelchairs.

### **6.1. Paratransit Outreach Calendar**

Krystle Pasco gave an update on the following outreach events:

- 9/17/15 – USOAC Healthy Living Festival, Oakland Zoo from 8:00 a.m. to 2:00 p.m.
- 10/3/15 – Senior Info Fair, Dublin Senior Center from 10:00 a.m. to 2:00 p.m.
- 10/6/15 – Newark Senior Center Senior Health Fair, Silliman Activity Center from 9:00 a.m. to 12:00 p.m.

## **7. Committee and Transit Reports**

### **7.1. Independent Watchdog Committee (IWC)**

Herb Hastings noted that the Committee is now officially called the Independent Watchdog Committee as of July 1, 2015. They also released their Annual Report which is available on the Alameda CTC website or in hard copy. He also noted that James Paxson is no longer the Chair of the Committee as he recently resigned. Lastly, Committee members reviewed their bylaws and any potential changes due to the change in the Committee's name.

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

Esther Waltz noted that at the July 7, 2015 SRAC meeting recommendations to the nominating committee were made, elections for Chair and Vice Chair were held, the broker's report was given as well as various member reports. The next SRAC meeting will be on Tuesday, November 3, 2015.

### **7.3. Other ADA and Transit Advisory Committees**

Committee members received other ADA and transit advisory committee meeting minutes.

## **8. Information Items**

### **8.1. Mobility Management – Expanding Specialized Transportation: New Opportunities under the Affordable Care Act**

Cathleen Sullivan reviewed the mobility management attachment regarding specialized transportation and the Affordable Care Act.

### **8.2. Other Staff Updates**

Jacki Taylor gave a staff update regarding the July PAPCO meeting per diems. She noted that a new financial system has been introduced into the agency and has caused some delays with payments. She apologized for the delay and notified members that their checks are now in the mail.

## **9. Draft Agenda Items for November 23, 2015 PAPCO Meeting**

**9.1.** Quarterly Paratransit Strategic Planning Workshop Feedback

**9.2.** Draft Implementation Guidelines and Performance Measures Review

**9.3.** Gap Grant Cycle 5 Program Report: Tri-City Taxi Program

**9.4.** Gap Grant Cycle 5 Program Report: Central County Taxi Program

**9.5.** East Bay Paratransit Report

## **10. Adjournment**

The meeting adjourned at 2:20 p.m. The next PAPCO meeting is scheduled for November 23, 2015 at Alameda CTC's offices located at 1111 Broadway, Suite 800, in Oakland.



### MEETING ATTENDEES

Attendance Key (A = Absent, P = Present)

#### PAPCO Members:

A Sylvia Stadmire,  
Chair  
P Will Scott,  
Vice-Chair  
P Larry Bunn  
P Shawn Costello  
P Herb Hastings

A Joyce  
Jacobson  
P Sandra  
Johnson-Simon  
A Jonah Markowitz  
A Rev. Carolyn Orr  
P Sharon Powers

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

#### ParaTAC Members:

P Diane Atienza  
P Dana Bailey  
P Jessica Cutter  
P Pam Deaton  
P Shawn Fong  
A Brad  
Helfenberger  
A Rashida Kamara  
A Jackie Krause

A Kadri Klm  
A Isabelle Leduc  
P Wilson Lee  
P Hakeim McGee  
A Scott Means  
A Mallory Nestor  
P Julie Parkinson  
A Gail Payne  
P Kim Ridgeway

A Sandra Rogers  
A Sid Schoenfeld  
A Leah Talley  
A Laura Timothy  
A Jonathan Torres  
A Rochelle  
Wheeler  
A David Zehnder

#### 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 Laurel Poeton, Alameda CTC Staff  
P Christina Ramos, Project Controls Team

#### Guests:

Susan Bonnett, Care Neighborhood; Sharon Coleman, Care Neighborhood/Paratransit Rider; Monica Davis, City of Hayward; Dr. Aki Eejima, San Mateo County PCC; Cynthia Fong, Alameda County APS; Jon Gaffney, Marin Transit; Alice Kennedy, Care Neighborhood; Sundeeep Kumar, A-Paratransit; Mary Lawrence, Disabled Rider; Mike Levinson, San Mateo County PCC Chair; Erin McAuliff, Marin Transit; Angela O'Brien, Care Neighborhood; Penny Powers, Public Member; John Sanderson, SamTrans; Rebeca Servin, Center for Independent Living; Jennifer Shelton, ACCA/Allen Temple B.C.; Marc Soto, Transdev/SF Paratransit; Victoria Williams, Mobility Matters

## **MEETING MINUTES**

### **1. Welcome and Introductions**

Naomi Armenta, Paratransit Coordinator, called the meeting to order at 1:00 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. Same Day Accessible Trips Presentation**

Terra Curtis, with Nelson\Nygaard Consulting Associates, gave a presentation on same day accessible trips in Alameda County. She reviewed the existing same day accessible programs currently available in Alameda County as well as national programs that also provide same day accessible transportation.

### **3. Same Day Accessible Trips Discussion**

Richard Weiner gave a presentation on strategies and opportunities to address the issue of same day accessible transportation in Alameda County. He then facilitated a discussion regarding these strategies and opportunities with the meeting attendees.

Questions and feedback from PAPCO, ParaTAC and members of the public:

- General Comments
  - A Committee member noted that Medi-Cal and Medicare trips are only available for specific trips outside of the



patient's city of residence. She also noted that the reason why the Hospital Discharge Transportation Service is not seeing more ridership is due to the lack of awareness of people who might need the program. Hospital staff members are not sharing information regarding this service. She also noted that in order for companies like Uber to utilize Measure B or BB funding she thinks they would need to be based in Alameda County.

- A guest asked where we can find the contact information for the programs discussed. There is a table next to the sign in table that includes information for Alameda CTC's mobility programs.
- Marin Transit staff gave an update on their Catch-A-Ride program and their accessible vehicles. They noted that as of last week there are no longer any accessible taxis operating in the County. Initially there were four vehicles that were purchased by the program and one operating through the local cab company. However, the largest cab company closed their business with little notice and one driver decided to continue the business and provide rides. Initially the new provider continued providing accessible rides. Unfortunately, due to the low demand and the cost of operating an accessible vehicle, the driver decided to stop providing rides, leaving Marin County with no accessible taxicab options. And although the vehicles are rather old, they are still operational. The program is still able to provide many trips to those that are able to transfer.
- A Committee member noted that when the Tri-City Taxi program was being administered by the Alameda CTC, there were reportedly a lot of wheelchair accessible trips being provided. However, consumers would be calling the taxi service provider and would book trips a day ahead of time so ultimately when consumers couldn't book a return trip on paratransit they would call the taxi service. This is not necessarily a same day accessible trip. Additionally, that taxi provider did not necessarily have wheelchair accessible trips, they owned another company that was a for profit business that happened to provide wheelchair

accessible vans for transportation. This is not necessarily the way we want to provide accessible service to our consumers. It is important to know that when we talk about this issue that we understand there is a variety of accessible services for users in mobility devices. Also we should talk about the access and equitably of our non-same-day accessible transportation options.

- Staff from San Francisco's paratransit program shared that there is a \$10.00 financial incentive given to taxi drivers who transport paratransit riders in wheelchairs using a ramped taxi. On average approximately \$8,000-9,000 a month is paid out for these financial incentives. The taxi companies are also rewarded through a formula for the average number of wheelchairs that are transported per medallion. Their staff believes that their participation in promoting the taxi program is also critical to the program's success. All of this data is generated through computer tracking of the paratransit rides. There is also another incentive to bypass the line at the airport if drivers go outside of the central area of the city to pick up a person in a wheelchair. The program does not have a way to provide incentives for non-paratransit riders, although when this program started taxi drivers were only receiving \$5.00 incentive per trip but the staff offered them \$10.00 per trip to incentivize the drivers to offer rides to non-paratransit wheelchair riders like tourists that are visiting the city and want to get around. Regarding the Transportation Network Companies (TNCs), their services were created with only the ambulatory population in mind. Addressing the ways in which this service can benefit wheelchair users was an afterthought. There is currently no data that supports any of the supposed efforts that the TNCs are making to provide accessible service. Lastly, the ramp medallions for San Francisco are not being sold. They are currently free to qualified drivers who are willing to operate them, however the cost of the vehicles poses a challenge. One of the potential initiatives is a partnership with a credit union that will help finance the regular taxi medallion as well as the vehicles perhaps at a

reduced interest rate for those who are willing to operate the ramp medallions to serve the disabled community. Another initiative, when there is another taxi fare increase, could put \$0.05 or \$0.10 towards funding the ramped taxi program or capital for vehicles. An initiative like CIL's partnership with Lyft could also be expanded.

- Countywide Needs Assessment
  - A Committee member noted that in the 1990s there was a DART bus that provided same day service from bus stop to bus stop from 10:00 a.m. to 2:00 p.m. and it was very beneficial. Unfortunately, that service lost funding and was discontinued.
  - A Committee member noted there needs to be a study to identify the actual need for same day accessible service.
  - A Committee member noted that the Tri-City Taxi program was intended to provide a same day service for both ambulatory and accessible consumers in the Tri-City area, however, what staff members realized is that the program was actually preferred by consumers due to its convenience. We need to look at the necessity for same day need versus choice for travelling same day. Also due to the historical limitations of same day service, consumers may have gotten accustomed to planning their trips ahead of time.
  - A Committee member noted that if a Countywide Needs Assessment will be done it is important to point out that seniors may have different needs than younger, working individuals. There would need to be categories identified for different needs. Also working with CRIL and CIL would be very beneficial in getting more in depth information.
  - A guest reminded the attendees of how the disabled movement and the efforts around the Americans with Disabilities came to be and what events took place at the capitol (when people with disabilities crawled up the Capitol steps in 1990). She urged the committee members to take actions based on what the disabled community actually wants.

- A guest agreed with the previous speaker regarding the voice of the disabled community. She noted that the senior and disabled community could do something to make sure that committee members are aware of what they face on a day-to-day basis. There was also not enough information provided on what would be discussed at today's meeting regarding same day accessible transportation but our community does want to have the availability and flexibility to be able to use transportation for reasons that are not just medical. A solution may be identifying paratransit vehicles and drivers that are available on the weekends and providing them additional financial incentives to drive during these times.
- A guest noted that in the presentation Nelson/Nygaard pointed out that the programs that worked the best were programs where the County or City government ran the regulation as well as the transit system. That is an astute observation. When working with East Bay Paratransit years ago, I had wished that Alameda County would take over the oversight of all of the taxis in Alameda County. This would've been a more efficient and effective way to have control of the entire industry without having to go to thirteen different cities and jurisdictions. I urge members of the Committee to consider the viability of this change and consider it a first step to making the taxi industry more robust in Alameda County.
- A Committee member noted that it seems like there is some confusion around the necessity versus convenience of same day service. What are the actual different needs of the community and who would benefit the most from this service?
- A Committee member suggested that perhaps a survey be done with existing taxi drivers to ask whether they would be willing to operate a wheelchair accessible vehicle with a possible incentive. Therefore the driver incentive or loan purchase programs might be able to thrive.
- Feasibility of TNCs

- A Committee member wanted more information about the impact of TNCs on the local taxi industry in Alameda County.
- A guest that works with the local Yellow Cab and Veterans Cab companies noted that they have a broad perspective when it comes to transportation as they also contract with East Bay Paratransit and other local agencies. He noted that the impact of the TNCs on their taxi company is pretty strong. It's causing a lot of the existing drivers to look elsewhere. Furthermore, TNCs are not as well regulated as taxi companies so they are free to do what they please. The insurance requirements are also different as are the fees involved in operating a taxi vehicle. The TNCs have obviously found a loophole to operate in cities where they don't have permits. Unless the local governments can help the taxi industry in a way that will allow them to continue competing with the TNCs, these companies will continue to thrive. Although TNCs are a great way to provide service, they are definitely impacting the taxi industry. The other difference is that taxi companies including paratransit contractors have to undergo extensive training (i.e. first aid, CPR) whereas TNC drivers do not. Safety and reliability are not well accounted for with TNCs.
- A Committee member asked if general taxi drivers (i.e. those not working with paratransit riders) have to receive training on first aid and CPR? The same guest answered that general taxi drivers are not required to receive these types of trainings but some of them are certified.
- A Committee member asked if there is data on TNCs drivers that are providing wheelchair accessible rides? Staff replied that there is currently one individual that has come forth about providing wheelchair accessible trips for both Lyft and Uber. This information was shared on the Berkeley Disabled email list serve. Naomi and Terra will be testing out this opportunity in the near future. The Committee member wondered if there is a way to market to folks that have those vehicles and might choose to drive for the same reasons that other folks may choose to drive for TNCs. Is

there enough market share? The Committee member continued that if we talk about safe streets and improving pedestrian safety, then we should be talking about everyone including those in wheelchairs. We should acknowledge this as a baseline for transportation service especially same day service. Staff noted that at last year's Workshop there were representatives from Lyft and Lift Hero. Lift Hero is a smaller company that serves senior trip needs. Both representatives discussed the strategy of getting individuals who own their wheelchair accessible vehicles to drive on their platforms. They both concluded that there is not enough supply in the community to sustain that type of service. The next step that was discussed was identifying where there is an underused supply of unused accessible vehicles that could be recruited onto the platform.

- A Committee member noted that the taxis in San Francisco are really hurting from the TNCs.
- A Committee member noted that she doesn't really understand why there is such a problem with the availability of same day service such as taxi services. There are still many larger questions about the issue in general.
- A Committee member noted that a lot of these programs are mobile application based and for seniors that is more difficult to navigate and can be considered a barrier for seniors. A staff member added that some mobile application companies and nonprofits are starting to offer training sessions on how to use various mobile applications.
- Feasibility of grant/loan program
  - Have staff members looked into Montgomery County's (in Maryland) experience with accessible taxis? Staff will look into this.
  - A Committee member noted that when their program looked at putting money towards purchasing accessible vehicles for taxi companies, there was some concern from the City attorney's office regarding risk management and liability. There might be more flexibility and political will on a county level to get things implemented on a local level. If a local jurisdiction is funneling clients to a private, for-profit

service there is a higher duty of care. The legal department that we spoke with wanted to see a higher level of insurance. These are just some barriers that we encountered.

- A Committee member noted that it seems easy to just get a group of individuals to start a co-op and run this service for the benefit of people in wheelchairs. However, is there funding available for this type of service? Staff noted that in Alameda County there is currently no funding available for this type of business effort.
- Staff asked what is the current cost of an accessible vehicle? A guest that works with SF Paratransit replied that there are different factors that are considered when estimating a cost for an accessible vehicle including whether the vehicle is side or rear loading and a new or used vehicle. They can range from \$39,000 to \$42,000 on the high end and as low as \$29,000. Also as a comparison, a used crown Victoria for a taxi driver costs only about \$7,000. Other costs to consider, including the capital costs, are the operational costs for an accessible vehicle. Unfortunately, accessible vehicles are not currently available as hybrids so from a fuel perspective they are harder to operate. Although the insurance may be about the same the maintenance will also be higher.
- Feasibility of driver incentive program
  - A Committee member noted that would be a positive idea to get more drivers to provide accessible service.
  - A Committee member noted that when talking with car manufacturers, they mentioned having particular incentives for purchasing accessible vehicles that are a part of their fleets.
  - A Committee member noted that LAVTA still has their Dial-A-Ride vans even though they do not currently have the funding to operate them. They should be available for this type of use. If vehicles are not operating full time, they could be used for other purposes. Another grant could make this possible.
- Feasibility to contract same-day provider

- A Committee member noted that working with Bell Transit in San Leandro for same day accessible service has been a bit of a challenge as they are not able to accommodate requests on a timely basis.
- A Committee member noted that it would be great to have a conversation with the various providers. She also noted that the competition of the private wheelchair companies takes away the ability to foster and nurture accessible taxis. She is currently not sure how to approach the situation given the market share as it exists today.
- Support travel training and promote accessible transit
  - A Committee member noted that in Livermore there needs to be more promotion of using fixed route transit. The travel training program needs more outreach in the community. There is also a lack of funding for this type of work.
  - A Committee member noted that having a travel ambassador program can also be very beneficial for one-on-one and group trainings.
  - A Committee member noted that we should continue our efforts for travel training users in wheelchairs and scooters. In southern Alameda County, she noted that individuals in mobility devices are more likely to be successfully trained to use public transit in a suburban community since the bus stops are not close together. However, it is not so successful for individuals in manual wheelchairs. The accessibility of bus stops in different geographic locations should be evaluated in order to make travel training programs in the County generally more useful.
  - A Committee member noted that the City of Pleasanton has a beta travel training program that helps people get onto the Downtown Route Shuttle or the door-to-door services. The program is a little broader and does not just focus on fixed route transit.
  - A Committee member noted that having to call for transportation a day in advance is like wearing a straight jacket and with proper travel training those who can use fixed route transit will learn these services can provide more freedom.



- Feasibility of using accessible shuttles and vans for same-day trips along common paths
  - A Committee member noted that in the City of Pleasanton there exists an accessible shuttle. The group that started using the shuttle in the very beginning is still using the shuttle even though they are less mobile and many use mobility devices. The residents from the local senior housing facilities are using the accessible shuttle the most.
  - A Committee member noted that in the City of San Leandro there exists a fixed route shuttle that is accessible but it doesn't eliminate the need for same day trips as those individuals still need the door-to-door program as they are not able to get to the bus stops. Individuals who are able to get to the shuttle route benefit from the service the most as the buses are not allowed to deviate from the route. Another consideration is the amount of time it will take the shuttle to make a complete route. The shuttle in San Leandro takes about an hour and any additional stops forces riders to wait on the bus that much longer.
  - A Committee member noted that although this is a great idea, the successes of the Cities of Pleasanton and San Leandro are focused in a concentrated area. When the City of Fremont tried to do something similar ten years ago there was no success as the area was too large and the senior housing complexes were too spread out. Even with a designated shuttle service on a specific route it was too complicated to make happen. The rider base was also not there. Shuttles work best with small, concentrated cities or areas.
  - A Committee member noted that the City of Pleasanton shuttle does not work with residents of the general area that includes City of Dublin residents. Even though the BART is located at the border of Dublin and Pleasanton, the accessible shuttle still doesn't make a stop at the BART station.
- Refine HDTS program
  - A Committee member noted that staff should look back at the statistics and recognize that a majority of the rides

come from Central County, where the transportation provider is located. It is fairly impossible for someone to get service in the Tri-Valley in a reasonable amount of time. Perhaps the resources used for this program to serve that part of the County could be transferred over to the Para-Taxi service to provide more local and timely service to Tri-Valley residents.

- A Committee member noted the hospital staff may need to have additional training as they are not fully familiar with the program qualifications. The City of San Leandro is seeing a number of folks at the Senior and Community Center, after having recently been discharged that are looking for a ride home.
- A Committee member noted that there should be an agreement with the local hospitals in the Tri-Valley area and with the local paratransit program to better assist with these hospital discharges. Staff noted that it is often difficult to schedule a return paratransit ride in advance when an individual is not always aware of their discharge time.
- A Committee member noted that consumers do not know about the HDTS program and that's why ridership is so low. More outreach needs to be done for this program. Also would these efforts take away some of our existing programs like the Wheelchair Scooter Breakdown Transportation Service program? Staff noted that these efforts are not meant to take away service. These efforts are looking at ways to go above and beyond the basic programs we provide today.
- A Committee member noted that from the Tri-Valley area most people go to Kaiser Walnut Creek for medical care. Unfortunately, this hospital is not in Alameda County. Most of the time, riders are able to get a ride to Kaiser Walnut Creek but not a return trip. Also individuals are not often told about their transportation reimbursements through Medi-Cal until after they've already made arrangements for transportation.
- Potential accessible option for the Guaranteed Ride Home (GRH) program

- A Committee member noted that she was not aware of this program in Alameda County.
- Consider Alameda County taxi regulation
  - A Committee member asked if this effort is about looking into overall taxi regulation by the County or are we looking at some other level where we would be able to implement within the current ordinances to have an accessible vehicle requirement for their fleets. Staff is willing to look into both options.
  - What would occur on a county level that is more effective than a local jurisdiction? Staff replied that more incentives would be offered to taxi companies and there would be more vehicles in the market in general and more specifically there could be requirements to provide more accessible vehicles in the respective fleets. This is ultimately different from the TNCs.
  - A Committee member noted that in the City of Berkeley this type of ownership and governance is already the case. It would be interesting to see what their roadblocks are and how this structure is working for them.
  - A Committee member noted that one of the biggest challenges for larger cities that are doing both regulations of taxi companies as well as drivers is that they are receiving all of the revenue. How might changing this structure to a countywide level affect jurisdictions like the City of Berkeley and other processes that are currently in place?
  - A Committee member noted that the proposed changes might be unfavorable with the taxi drivers given the current situation and their loss of productivity.
  - A Committee member noted that in the City of Oakland the taxi regulations are done through the City Administrator's office through their special permits division. He noted that the City of Oakland revised their taxi ordinance a couple years back to ensure that a ratio of 1:20 accessible ramped taxis be available in any given fleet.

- A Committee member noted that the ratio in the City of Fremont for accessible taxis in a given fleet is 1:8.

Committee members expressed interest in refining the strategies and opportunities at another meeting.

#### **4. Public Comment**

Penny Powers, Sharon Power's daughter, expressed the difficulty of making arrangements for transportation for Sharon's medical appointments. As a result, an ambulance was used. Unfortunately, the HDTS program does not have an agreement with Washington Hospital in Fremont. Staff is looking into refining the program to change these types of barriers. A member noted that some individuals are also forced to use gurney transportation or ambulance services if the medical provider deems it medically necessary to do so and it is covered by insurance. If the providers are not doing that then it is coming out of the pocket of the consumers.

Marc Soto, as an Alameda County resident, expressed gratitude for Naomi and the Alameda CTC's work to address these very important issues in the County. He also noted that there is still a lot to consider with the TNC and taxi industries with regards to how the California PUC will respond to this larger issue. Lastly, with regards to the benefits of having County oversight of the taxi industry, the uniform regulations across the thirteen jurisdictions in Alameda County would make things easier as well as standardized enforcement coming from one entity. The community really needs to open up to the concept and identify a champion. There is a lot of potential for people that could champion this issue including Nate Miley and Scott Haggerty.

Jon Gaffney, with Marin Transit, would be interested in the areas that are requiring a certain number of accessible taxi vehicles. Does anyone have any information on operating statistics on whether or not they are actually on the road 24 hours a day? Marin Transit purchased 4 vehicles and most of them sat in the taxi company's parking lot as they were not being rented. Also are there any regulations that require taxi companies to actually generate productivity with their accessible vehicles? In the City of Fremont, there are no taxi

companies that have gone over the required threshold for accessible vehicles so there is not necessarily enough business for that to happen. If there was more funding going into this purpose, there might be more market share including if driver permits were paid for by the local jurisdiction and other financial incentives were in place.

A guest noted that opening up same day service to everyone could open up additional funds to the overall program. Members of the public are willing to pay for the service just as long as the County staff members are willing to listen to the consumers. This is potentially a revenue generating program.

## **5. Information Items**

### **5.1. Member Announcements**

Jessica Cutter, with the City of San Leandro, announced that Diane Atienza will be doing more work with paratransit moving forward.

### **5.2. Staff Updates**

There were no staff updates.

## **6. Draft Agenda Items for November 23, 2015 PAPCO Meeting**

**6.1.** Quarterly Paratransit Strategic Planning Workshop Feedback

**6.2.** Draft Implementation Guidelines and Performance Measures Review

**6.3.** Gap Grant Cycle 5 Program Report: Tri-City Taxi Program

**6.4.** Gap Grant Cycle 5 Program Report: Central County Taxi Program

**6.5.** East Bay Paratransit Report

## **7. Adjournment**

The meeting adjourned at 3:30 p.m. The next ParaTAC meeting is scheduled for November 10, 2015. The next PAPCO meeting is scheduled for November 23, 2015. Both meetings will take place at Alameda CTC's offices located at 1111 Broadway, Suite 800, in Oakland.

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

Date	Meetings
July 27, 2015	<ul style="list-style-type: none"> <li>• <b>PAPCO Meeting</b> <ul style="list-style-type: none"> <li>◦ Bylaws update</li> </ul> </li> <li>• <b>Quarterly Strategic Planning Workshop</b> <ul style="list-style-type: none"> <li>◦ Dialysis transportation challenges</li> </ul> </li> </ul>
August 2015	<ul style="list-style-type: none"> <li>• <b>NO MEETINGS</b></li> </ul>
September 28, 2015	<ul style="list-style-type: none"> <li>• <b>PAPCO Meeting</b> <ul style="list-style-type: none"> <li>◦ Feedback on Quarterly Strategic Planning Workshop</li> <li>◦ Gap Grant Cycle 5 Progress Reports status</li> <li>◦ Bylaws update</li> </ul> </li> </ul>
October 26, 2015	<ul style="list-style-type: none"> <li>• <b>Joint Meeting/Quarterly Strategic Planning Workshop</b> <ul style="list-style-type: none"> <li>◦ Same-day on-demand accessible trips</li> </ul> </li> </ul>
November 23, 2015	<ul style="list-style-type: none"> <li>• <b>PAPCO Meeting</b> <ul style="list-style-type: none"> <li>◦ Feedback on Quarterly Strategic Planning Workshop</li> <li>◦ Draft Implementation Guidelines and Performance Measures</li> <li>◦ Gap Grant report – Tri-City Taxi Voucher Program and Central County Taxi Program</li> <li>◦ Report from EBP</li> </ul> </li> </ul>
December 2015	<ul style="list-style-type: none"> <li>• <b>NO MEETINGS</b></li> </ul>
January 25, 2016	<ul style="list-style-type: none"> <li>• <b>PAPCO Meeting</b> <ul style="list-style-type: none"> <li>◦ Final Implementation Guidelines and Performance Measures</li> <li>◦ Presentation on Transit Plan</li> <li>◦ Outreach Summary report for 2015</li> </ul> </li> </ul>
February 22, 2016	<ul style="list-style-type: none"> <li>• <b>Quarterly Strategic Planning Workshop</b></li> </ul>

	<ul style="list-style-type: none"> <li>o TBD</li> </ul>
March 28, 2016	<ul style="list-style-type: none"> <li>• <b>PAPCO Meeting</b> <ul style="list-style-type: none"> <li>o Convene Subcommittees</li> <li>o Feedback on Quarterly Strategic Planning Workshop</li> <li>o Gap Grant Cycle 5 Extension Progress Reports status</li> <li>o Report from EBP</li> </ul> </li> </ul>
April 25, 2016	<ul style="list-style-type: none"> <li>• <b>Joint Meeting/Quarterly Strategic Planning Workshop</b> <ul style="list-style-type: none"> <li>o Needs Assessments in Alameda County</li> </ul> </li> </ul>
May 2016 TBD	<ul style="list-style-type: none"> <li>• <b>Subcommittee Meeting</b> <ul style="list-style-type: none"> <li>o Program Plan Review</li> </ul> </li> </ul>
May 23, 2016	<ul style="list-style-type: none"> <li>• <b>PAPCO Meeting</b> <ul style="list-style-type: none"> <li>o Feedback on Quarterly Strategic Planning Workshop</li> <li>o Finance Subcommittee status report</li> <li>o Update on HDTS/WSBTS</li> <li>o Base Program Recommendation</li> <li>o Gap Grant Cycle 5 Extension Recommendation</li> <li>o Review Bylaws</li> </ul> </li> </ul>
June 27, 2016	<ul style="list-style-type: none"> <li>• <b>PAPCO Meeting</b> <ul style="list-style-type: none"> <li>o Elect Officers for FY 16/17 (Chair, Vice Chair, SRAC, IWC)</li> <li>o Approve meeting calendar</li> <li>o Develop and approve PAPCO work plan for FY 16-17</li> </ul> </li> </ul>





FY 2015-16 PAPCO Work Plan

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)		x
Assist in publicizing the Alameda CTC’s paratransit program, particularly the Access Alameda booklet, AccessAlameda.org website, HDTs and WSBTS programs		x
Assist in publicizing One Call/One Click information resources (e.g. Eden I&R 2-1-1 and AccessAlameda.org website)		x
Monitor PAPCO appointments and vacancies		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 Mobility Management information provided in meeting packets		x

**Topic: Planning and Policy**

**Goal: Provide planning and policy input for Direct Local Distribution (DLD) and discretionary grant programs**

Actions	Completed	In-Progress
Assist in planning and participate in Paratransit Strategic Planning Workshops for 2015-16 (joint PAPCO and ParaTAC meetings):		
• July	x	
• October	x	
• February		
• April		
Participate in discussions on amending Implementing Guidelines		x
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		

**Topic: Funding**

**Goal: Review of Direct Local Distribution (DLD) funding and provide Gap Grant funding recommendations**

Actions	Completed	In-Progress
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>	x	
Receive presentations from Gap Cycle 5 sponsors		x
Participate in 5310 call for projects outreach and review, if necessary		
Review planned DLD expenditures for FY 2016-17		

**Topic: Coordination with Local and Regional Partners**

**Goal: Communicate with local and regional partners on planning efforts and policy discussions**

Actions	Completed	In-Progress
Receive regular summaries of ADA-mandated paratransit advisory committees' minutes and Transit Access Reports		x
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

<b>Topic: Coordination with Local and Regional Partners</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.		



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

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**DATE:** November 23, 2015

**SUBJECT:** Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities (Paratransit) Program

**RECOMMENDATION:** Provide input on draft revisions of the Implementation Guidelines and draft Performance Measures for FY 2016-17

## Summary

The Implementation Guidelines for the Special Transportation for Seniors and People with Disabilities (Paratransit) Program are periodically reviewed and updated. For FY 2016-17 the Alameda CTC is adding performance measures to the Implementation Guidelines. The Paratransit Advisory and Planning Committee (PAPCO) is requested to review and provide input to the proposed documents for FY 2016-17. The proposed revisions and draft language are included in Attachments A and B and include input from the Paratransit Technical Advisory Committee (ParaTAC) and staff. ParaTAC will meet on December 8, 2015 and January 12, 2016 to finalize their input. PAPCO will meet on January 25, 2016 to finalize a recommendation for the Commission. The Commission will receive the recommendation in early 2016.

## Background

The Implementation Guidelines for the Special Transportation for Seniors and People with Disabilities (Paratransit) Program identify the types of services that are eligible to be funded with Alameda County Measure B (2000) and Vehicle Registration Fee (VRF, 2010) revenues.

The Implementation Guidelines were originally adopted by the Commission on December 16, 2011 and incorporated into the Master Program Funding Agreements (MPFA) for Measure B and VRF Direct Local Distribution (DLD) revenues. Minor revisions to the Guidelines were adopted on January 24, 2013, January 23, 2014, and February 26, 2015. The 2015 action also incorporated the Implementation Guidelines into the new MPFA for Measure BB DLD revenue. In early 2016 the Commission will approve a new MPFA for all Measure B, Measure BB and VRF DLD revenues. The revised Implementation Guidelines and new performance measures will be incorporated into the new MPFA starting FY 2016-17 and will also apply to all discretionary paratransit funding (e.g., Gap Grants).

The eligible service types identified in the Implementation Guidelines include:

- ADA Paratransit
- Door-to-Door Service
- Taxi Subsidy
- Specialized Accessible Van
- Accessible Shuttles
- Group Trips
- Volunteer Drivers
- Mobility Management and/or Travel Training
- Scholarship/Subsidized Fare Programs
- Meal Delivery Programs
- Capital Expenditures
- Hospital Discharge Transportation Service (HDTTS)/Wheelchair Scooter Breakdown Transportation Service (WSBTS)

The draft performance measures are organized into similar categories and are included as a separate document for easier review.

### ***Proposed Revisions to Implementation Guidelines***



The Paratransit Technical Advisory Committee (ParaTAC) reviewed and discussed the Implementation Guidelines at the November 11, 2015 meeting. The proposed revisions are to take effect starting in FY 2016-17 and are generally intended as helpful clarifications. They are summarized below:

- State that the guidelines apply to Measure BB funding
- Add meal delivery programs and HDTS/WSBTS to the summary table
- Note that if East Bay Paratransit or LAVTA offer a taxi service, they are not required to provide service to seniors 80 years or older without ADA eligibility
- Note that taxi programs may use funding to provide incentives to drivers and/or companies to ensure reliable service
- Add exception to City-based Specialized Accessible Van Service cost per trip cap for same-day accessible trips
- Note that volunteer driver programs may use staff to complete intake or fill gaps
- Clarified language around low income requirements and verification for scholarship/subsidized fare programs
- Added descriptive tables for capital expenditures and Hospital Discharge Transportation Service (HDTS)/Wheelchair Scooter Breakdown Transportation Service (WSBTS)

ParaTAC again addressed the question of whether the age requirements for city-based door-to-door and taxi should be lowered, but would prefer to analyze the first full year with Measure BB revenues before considering.

These revisions and other edits are included in the redline document included as Attachment A. Staff requests that members review the proposed revisions and be prepared to discuss on November 23<sup>rd</sup>.

### ***Proposed Performance Measures***

The Alameda CTC and PAPCO have historically requested a wide range of data from paratransit providers receiving Measure BB funding

through mid-year, year-end, compliance, and grant reports. These draft measures reflect data previously requested on those reports and ideas raised by PAPCO, ParaTAC, and the Paratransit Coordination Team. Most of the performance measures list data that will be collected and do not include required limits, caps, etc. There are a few exceptions, primarily in cost per trip. ParaTAC received the draft performance measures at the November 11, 2015 meeting but did not have sufficient time to discuss them in depth. As a result, ParaTAC will meet on December 8, 2015 and further details of their discussion will be provided to PAPCO at the January 25, 2016 meeting. Some of the initial issues/questions raised are summarized below:

- Should lift/ramp trips be tracked and is it possible?
- “Complaint” needs to be defined
- “Safety incident” needs to be defined
- Is on-time performance applicable to City-based Specialized Accessible Van Service?
- “Travel orientation” needs to be defined
- Staff is developing a survey to determine percentage of people travel trained who demonstrate independent transit travel skills
- What are appropriate performance measures/data points for capital expenditures

The proposed draft and questions are included in the redline document included as Attachment B. Staff requests that members review the draft document and be prepared to discuss on November 23<sup>rd</sup>.

### **Fiscal Impact**

There is no fiscal impact.

### **Attachments**

- A. Draft Implementation Guidelines
- B. Draft Performance Measures

## **Staff Contacts**

[Naomi Armenta](#), Paratransit Coordinator

[Jacki Taylor](#), Program Analyst

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**Implementation Guidelines and Performance Measures –  
Special Transportation for Seniors and People with  
Disabilities Program**

**Implementation Guidelines**

These guidelines lay out the service types that are eligible to be funded with Alameda County Measure B (2000), [Measure BB \(2014\)](#) and Vehicle Registration Fee (VRF, 2010) revenues under the Special Transportation for Seniors and People with Disabilities Program (Paratransit). All programs funded partially or in their entirety through these sources, including ADA-mandated paratransit services, city-based non-mandated programs, and discretionary grant funded projects, must abide by the following requirements for each type of paratransit service.

Fund recipients are able to select which of these service types are most appropriate for their community to meet the needs of seniors and people with disabilities. Overall, all programs should be designed to enhance quality of life for seniors and people with disabilities by offering accessible, affordable, and convenient transportation options to reach major medical facilities, grocery stores and other important travel destinations to meet life needs. Ultimately, whether a destination is important should be determined by the consumer.

The chart below summarizes the eligible service types and their basic customer experience parameters; this is followed by more detailed descriptions of each.

Service	Timing	Accessibility	Origins/ Destinations	Eligible Population
ADA Paratransit	Pre-scheduled	Accessible	Origin-to-Destination	People with disabilities unable to ride fixed route transit
Door-to-Door Service	Pre-scheduled	Accessible	Origin-to-Destination	People with disabilities unable to ride fixed route transit and seniors
Taxi Subsidy	Same Day	Varies	Origin-to-Destination	Seniors and people with disabilities

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Service	Timing	Accessibility	Origins/ Destinations	Eligible Population
<b>Specialized Accessible Van</b>	Pre-scheduled & Same Day	Accessible	Origin-to-Destination	People with disabilities using mobility devices that require lift- or ramp-equipped vehicles
<b>Accessible Shuttles</b>	Fixed Schedule	Accessible	Fixed or Flexed Route	Seniors and people with disabilities
<b>Group Trips</b>	Pre-scheduled	Varies	Round Trip Origin-to-Destination	Seniors and people with disabilities
<b>Volunteer Drivers</b>	Pre-scheduled	Generally Not Accessible	Origin-to-Destination	Vulnerable populations with special needs, e.g. requiring door-through-door service or escort
<b>Mobility Management and/or Travel Training</b>	N/A	N/A	N/A	Seniors and people with disabilities
<b>Scholarship/ Subsidized Fare Programs</b>	N/A	N/A	N/A	Seniors and people with disabilities
<a href="#"><u>Meal Delivery Programs</u></a>	<a href="#"><u>N/A</u></a>	<a href="#"><u>N/A</u></a>	<a href="#"><u>N/A</u></a>	<a href="#"><u>Meal delivery programs currently funded by Measure B may continue, but new programs may not be established.</u></a>
<b>Capital Expenditures</b>	N/A	Accessible	N/A	Seniors and people with disabilities

Service	Timing	Accessibility	Origins/ Destinations	Eligible Population
<a href="#"><u>Hospital Discharge Transportation Service (HDTS)/Wheelchair Scooter Breakdown Transportation Service (WSBTS)</u></a>	<a href="#"><u>Same Day</u></a>	<a href="#"><u>Accessible</u></a>	<a href="#"><u>Origin-to-Destination</u></a>	<a href="#"><u>People with disabilities using mobility devices that require lift- or ramp-equipped vehicles</u></a>

**Note on ADA Mandated Paratransit:** Programs mandated by the American’s with Disabilities Act are implemented and administered according to federal guidelines that may supersede these guidelines; however all ADA-mandated programs funded through Measure B [and BB](#) or the VRF are subject to the terms of the Master Programs Funding Agreement.

**Interim Service for Consumers Awaiting ADA Certification:** At the request of a health care provider, or ADA provider, city-based programs must provide interim service through the programs listed below to consumers awaiting ADA certification. Service must be provided within three business days of receipt of application.

**Note on Capital Expenditures:** Any capital expenditures within the eligible service categories must be consistent with the objectives of the Alameda CTC Special Transportation for Seniors and Peoples with Disabilities (Paratransit) Program described above and are subject to review by Alameda CTC staff [prior to implementation](#).

<b>City-based Door-to-Door Service Guidelines</b>	
Service Description	<p>City-based door-to-door services provide pre-scheduled, accessible, door-to-door trips. Some programs allow same day reservations on a space-available basis. They provide a similar level of service to mandated ADA services. These services are designed to fill gaps that are not met by ADA-mandated providers and/or relieve ADA-mandated providers of some trips.</p> <p>This service type does not include taxi subsidies which are discussed below.</p>
Eligible Population	<p>Eligible Populations include:</p> <ol style="list-style-type: none"> <li>1. People 18 and above with disabilities who are unable to use fixed route services. Cities may, at their discretion, also provide services to consumers with disabilities under the age of 18, and</li> <li>2. Seniors 80 years or older without proof of a disability. Cities may provide services to consumers who are younger than age 80, but not younger than 70 years old.</li> </ol> <p><i>Cities may continue to offer “grandfathered” eligibility to program registrants below 70 years old who have used the program regularly in FY 11/12, as long as it does not impinge on the City’s ability to meet the minimum requirements of the Implementation Guidelines. Program sponsors may use either ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit) or the Alameda County City-Based Paratransit Services Medical Statement Form, as proof of disability. Program sponsors may, at their discretion, also offer temporary eligibility due to disability.</i></p>
Time & Days of Service	<p>At a minimum, service must be available any five days per week between the hours of 8 am and 5 pm (excluding holidays).</p> <p>At a minimum, programs must accept reservations between the hours of 9 am and 5 pm Monday – Friday (excluding holidays).</p>
Fare (Cost to Customer)	<p>Fares for pre-scheduled service should not exceed local ADA paratransit fares, but can be lower, and can be equated to distance. Higher fares can be charged for “premium” same-day service.</p>

**Comment [n1]:** ParaTAC discussed lowering the age requirements but would like to defer to see how first year with BB funding goes.



<b>City-based Door-to-Door Service Guidelines</b>	
Other	<p>Door-to-Door programs must demonstrate that they are providing trips at an equal or lower cost than the ADA-mandated provider on a cost per trip and cost per hour basis.</p> <p>Programs may impose per person trip limits to due to budgetary constraints, but any proposed trip limitations that are based on trip purpose must be submitted to Alameda CTC staff for review prior to implementation.</p>

<b>Taxi Subsidy Program Guidelines</b>	
Service Description	<p>Taxis provide curb-to-curb service that can be scheduled on a same-day basis. They charge riders on a distance/time basis using a meter. Taxi subsidy programs allow eligible consumers to use taxis at a reduced fare by reimbursing consumers a percentage of the fare or by providing some fare medium, e.g. scrip or vouchers, which can be used to cover a portion of the fare. These programs are intended for situations when consumers cannot make their trip on a pre-scheduled basis.</p> <p>The availability of accessible taxi cabs varies by geographical area and taxi provider, but programs should expand availability of accessible taxi cabs where possible in order to fulfill requests for same-day accessible trips.</p>
Eligible Population	<p>Eligible Populations include:</p> <ol style="list-style-type: none"> <li>1. People 18 and above with disabilities who are unable to use fixed route services. Cities may, at their discretion, also provide services to consumers with disabilities under the age of 18, and</li> <li>2. Seniors 80 years or older without proof of a disability. Cities may provide services to consumers who are younger than age 80, but not younger than 70 years old.</li> </ol> <p><i>Cities may continue to offer “grandfathered” eligibility to program registrants below 70 years old who have used the program regularly in FY 11/12, as long as it does not impinge on the City’s ability to meet the minimum requirements of the Implementation Guidelines.</i></p> <p><i>Program sponsors may use either ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit) or the Alameda County City-Based Paratransit Services Medical Statement Form, as proof of disability. Program sponsors may, at their</i></p>

**Comment [n2]:** ParaTAC discussed lowering the age requirements but would like to defer to see how first year with BB funding goes.

<b>Taxi Subsidy Program Guidelines</b>	
	<p>discretion, also offer temporary eligibility due to disability.</p> <p><u>ADA-mandated providers that are not also city-based providers (East Bay Paratransit and LAVTA) are not required to provide service to seniors 80 years or older without ADA eligibility.</u></p>
Time & Days of Service	24 hours per day/7 days per week
Fare (Cost to Customer)	<p>Programs must subsidize at least 50% of the taxi fare.</p> <p>Programs can impose a cap on total subsidy per person. This can be accomplished through a maximum subsidy per trip, a limit on the number of vouchers/scrip (or other fare medium) per person, and/or a total monetary subsidy per person per year.</p>
<u>Other</u>	<u>Programs may also use funding to provide incentives to drivers and/or companies to ensure reliable service. Incentives are often utilized to promote accessible service.</u>

Comment [n3]: Requested by LAVTA.

<b>City-based Specialized Accessible Van Service Guidelines</b>	
Service Description	<p>Specialized Accessible van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. This service category is not intended to be as comprehensive as primary services (i.e. ADA-mandated, City-based Door-to-Door, or Taxi programs), but should be a complementary supplement in communities where critical needs for accessible trips are not being adequately met by the existing primary services. Examples of unmet needs might be a taxi program without accessible vehicles, medical trips for riders with dementia unable to safely take an ADA-mandated trip, or trips outside of the ADA-mandated service area. When possible, a priority for this service should be fulfilling requests for same-day accessible trips.</p> <p>This service may make use of fare mediums such as scrip and vouchers to allow consumers to pay for rides.</p>
Eligible Population	At discretion of program sponsor with local consumer input.
Time & Days of Service	At discretion of program sponsor with local consumer input.
Fare (Cost to Customer)	At discretion of program sponsor with local consumer input.

Other	Specialized Accessible van programs must demonstrate that they are providing trips at an equal or lower cost to the provider than the ADA-mandated provider on a cost per trip basis, <u>except if providing same-day accessible trips.</u>
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**Comment [n4]:** Added exception for same-day accessible trips, which could reasonably cost more.

<b>Accessible Shuttle Service Guidelines</b>	
Service Description	<p>Shuttles are accessible vehicles that operate on a fixed, deviated, or flex-fixed route and schedule. They serve common trip origins and destinations visited by eligible consumers, e.g. senior centers, medical facilities, grocery stores, BART and other transit stations, community centers, commercial districts, and post offices.</p> <p>Shuttles should be designed to supplement existing fixed route transit services. Routes should not necessarily be designed for fast travel, but to get as close as possible to destinations of interest, such as going into parking lots or up to the front entrance of a senior living facility. Shuttles are often designed to serve active seniors who do not drive but are not ADA paratransit registrants.</p>
Eligible Population	Shuttles should be designed to appeal to older people, but can be made open to the general public.
Time and Days of Service	At discretion of program sponsor with local consumer input.
Fare (Cost to Customer)	At discretion of program sponsor, but cannot exceed local ADA paratransit fares. Fares may be scaled based on distance.
Cost of Service	By end of the second fiscal year of service, the City's cost per one-way person trip cannot exceed \$20, including transportation and direct administrative costs.
Other	<p>Shuttles are required to coordinate with the local fixed route transit provider.</p> <p>Shuttle routes and schedules should be designed with input from the senior and disabled communities and to ensure effective design, and any new shuttle plan must be submitted to Alameda CTC staff for review prior to implementation.</p> <p>Deviations and flag stops are permitted at discretion of program sponsor.</p>

<b>Group Trips Service Guidelines</b>	
Service Description	Group trips are round-trip rides for pre-scheduled outings, including shopping trips, sporting events, and community health fairs. These trips are specifically designed to serve the needs of seniors and people with disabilities and typically originate from a senior center or housing facility and are generally provided in accessible vans and other vehicle types or combinations thereof.
Eligible Population	At discretion of program sponsor.
Time and Days of Service	Group trips must begin and end on the same day.
Fare (Cost to Customer)	At discretion of program sponsor.
Other	Programs can impose mileage limitations to control program costs.

<b>Volunteer Driver Service Guidelines</b>	
Service Description	<p>Volunteer driver services are pre-scheduled, door-through-door services that are typically not accessible. These programs rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. <b>Programs may use staff to complete intake or fill gaps.</b> This service meets a key mobility gap by serving more vulnerable populations and should complement existing primary services (i.e. ADA-mandated, City-based Door-to-Door, or Taxi).</p> <p>Volunteer driver programs may also have an escort component where volunteers accompany consumers on any service eligible for paratransit funding, when they are unable to travel in a private vehicle.</p>
Eligible Population	At discretion of program sponsor.
Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	At discretion of program sponsor.

**Comment [n5]:** Clarification made at request of volunteer driver programs.

Other	Program sponsors can use funds for administrative purposes and/or to pay for volunteer mileage reimbursement purposes (not to exceed Federal General Services Administration (Privately Owned Vehicle) Mileage Reimbursement Rates) or an equivalent financial incentive for volunteers.
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<b>Mobility Management and/or Travel Training Service Guidelines</b>	
Service Description	Mobility management services cover a wide range of activities, such as travel training, escorted companion services, coordinated services, trip planning, and brokerage. Mobility management activities often include education and outreach which play an important role in ensuring that people use the “right” service for each trip, e.g. using EBP from Fremont to Berkeley for an event, using a taxi voucher for a same-day semi-emergency doctor visit, and requesting help from a group trips service for grocery shopping.
Eligible Population	At discretion of program sponsor.
Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	N/A
Other	For new mobility management and/or travel training programs, to ensure effective program design, a plan with a well-defined set of activities must be submitted to Alameda CTC staff for review prior to implementation.

<b>Scholarship/Subsidized Fare Program Guidelines</b>	
Service Description	Scholarship or Subsidized Fare Programs can subsidize any service eligible for paratransit funding and/or fixed-route transit for customers who are low-income and can demonstrate financial need.
Eligible Population	Subsidies can be offered to low-income consumers with demonstrated financial need who are currently eligible for an Alameda County ADA-mandated or city-based paratransit program. Low income requirements are at discretion of program sponsors,

	but the requirement for household income should <u>not exceed</u> 50% AMI (area median income).
Time and Days of Service	N/A
Fare (Cost to Customer)	N/A
Other	<p><u>Low-income requirements and the means to determine and verify eligibility must be submitted to Alameda CTC staff for review prior to implementation.</u></p> <p>If program sponsors include subsidized East Bay Paratransit (EBP) tickets in this program, no more than 3% of a program sponsor's Alameda CTC distributed funding may be used for the ticket subsidy.</p> <p>Other services or purposes proposed for scholarship and/or fare subsidy must be submitted to Alameda CTC staff for review prior to implementation.</p>

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<b>Meal Delivery Funding Guidelines</b>	
Service Description	Meal Delivery Funding programs provide funding to programs that deliver meals to the homes of individuals who are generally too frail to travel outside to congregate meal sites. Although this provides access to life sustaining needs for seniors and people with disabilities, it is not a direct transportation expense.
Eligible Population	For currently operating programs, at discretion of program sponsor.
Time and Days of Service	For currently operating programs, at discretion of program sponsor.
Fare (Cost to Customer)	For currently operating programs, at discretion of program sponsor.
Other	Currently operating funding programs may continue, but new meal delivery funding programs may not be established.

<b><u>Capital Expenditures Guidelines</u></b>	
<u>Description</u>	Capital expenditures are eligible if directly related to the implementation of a program or project within an eligible service category, including but not limited to, purchase of <b>scheduling software</b> , accessible vehicles and equipment and accessibility improvements at <b>shuttle stops</b> .
<u>Eligible Population</u>	<u>N/A</u>
<u>Time and Days of Service</u>	<u>N/A</u>
<u>Fare (Cost to Customer)</u>	<u>N/A</u>
<u>Other</u>	Capital expenditures are to support the eligible service types included in the Implementation Guidelines and the be consistent with objectives of the Alameda CTC Special Transportation for Seniors and Peoples with Disabilities (Paratransit) Program. Planned expenditures are subject to review by Alameda CTC staff <b>prior to implementation</b> .

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<b><u>Hospital Discharge Transportation Service (HDTs)/ Wheelchair Scooter Breakdown Transportation Service (WSBTS)</u></b>	
<u>Service Description</u>	<u>These are specialized Countywide services providing accessible, door-to-door trips on a same-day basis in case of hospital discharge or mobility device breakdown. These services are overseen by the Alameda CTC.</u>
<u>Eligible Population</u>	<u>At discretion of Alameda CTC. Targeted to people with disabilities using mobility devices that require lift- or ramp-equipped vehicles, and without other transportation options.</u>
<u>Time &amp; Days of Service</u>	<u>At discretion of Alameda CTC.</u>
<u>Fare (Cost to Customer)</u>	<u>No cost to consumer.</u>

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## Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities Program

### Performance Measures

The Alameda CTC collects performance data from all programs funded with Alameda County Measure B (2000), Measure BB (2014) and Vehicle Registration Fee (VRF, 2010) revenues. All programs funded partially or in their entirety through these sources, including ADA-mandated paratransit services, city-based non-mandated paratransit programs, and discretionary grant-funded projects, must at a minimum report annually on the following performance measures.

#### ADA-mandated Paratransit and City-based Non-mandated Program DLD Recipients

- Number of registrants at beginning of reporting period *(For non-mandated note registrants by population type including seniors and people with disabilities)*
- Number of registrants at end of reporting period *(For non-mandated note registrants by population type including seniors and people with disabilities)*

#### ADA-mandated Paratransit

- Number of one-way trips provided
- Cost per one-way trip *(Total program cost during period divided by the number of one-way trips provided during period.)*
- Number of complaints
- On-time performance
- Safety incidents

**Comment [tc1]:** Suggest tracking trips using lift assist? Per ParaTAC lift trips are not specifically tracked, rather providers track riders that need lift.

**Comment [n2]:** How should this be defined and reported?

**Comment [JT3]:** How should this be defined and reported? ParaTAC has provided examples.

### City-based Door-to-Door Service

- Number of one-way trips provided
- Cost per one-way trip (*Total program cost during period divided by the number of one-way trips provided during period.*)
  - *Note: Door-to-Door programs must demonstrate that they are providing trips at an equal or lower cost than the ADA-mandated provider on a cost per trip basis, except if providing same-day accessible trips.*
- Number of complaints
- On-time performance
- Safety incidents

### Taxi Subsidy Program

- Number of one-way trips provided (*Note quantity of lift-assisted trips*)
- Cost per one-way trip (*Total program cost during period divided by the number of one-way trips provided during period.*)
- Number of complaints
- Safety incidents reported

### City-based Specialized Accessible Van Service

- Number of one-way trips provided (*Note quantity of same-day accessible trips if any*)
- Cost per one-way trip (*Total program cost during period divided by the number of one-way trips provided during period.*)
  - *Note: Specialized Accessible van programs must demonstrate that they are providing trips at an equal or lower cost to the provider than the ADA-mandated provider on a cost per trip and cost per hour basis, except if providing same-day accessible trips.*
- Number of complaints
- On-time performance
- Safety incidents

Comment [n4]: Is this applicable?

### Accessible Shuttle Service

- Number of service days
- Number of one-way shuttle vehicle trips operated per day
- Total ridership (*One-way passenger boardings*)
- Average ridership per day (*Total ridership divided by number of service days*)
- Number of one way passenger trips that were lift-assisted
- Cost per one-way trip (*Total program cost during period divided by the total ridership during period.*)
  - *Note: By end of the second fiscal year of service, the City's cost per one-way person trip cannot exceed \$20, including transportation and direct administrative costs.*
- Number of community agencies/groups contacted via outreach
- Number of complaints
- On-time performance
- Safety incidents

### Group Trips Service

- Number of one-way group trips provided
- Average passengers per trip
- Number of individual one-way trips provided (*Total number of group trips during period multiplied by average passengers per trip.*)
- Number of the one-way passenger trips that were lift-assisted
- Cost per one-way trip (*Total program cost during period divided by the number of individual one-way trips provided during period.*)
- Number of community agencies/groups contacted via outreach
- Number of complaints
- Safety incidents

### Volunteer Driver Service

- Number of registrants at beginning of reporting period
- Number of registrants at end of reporting period
- Number of active volunteers at beginning of reporting period
- Number of active volunteers at end of reporting period
- Number of one-way trips provided (*Note quantity of trips provided by staff*)
- Cost per one-way trip (*Total program cost during period divided by the number of one-way trips provided during period.*)
- Percentage of service requests unfulfilled when requested within specified time
- Number of community agencies/groups contacted via outreach
- Number of complaints
- Safety incidents

### Mobility Management Service

- Number of client contacts who were successfully matched with appropriate transportation meeting their needs, or received other mobility management information and/or referral
- Total cost per client contact receiving mobility management support (*Total program cost during period divided by the number of individuals supported during period.*)
- Number of community agencies/groups contacted via outreach

**Comment [n5]:** Travel Training Service separated into new box.

### Travel Training Service

- Number of individuals trained in a group setting
  - Number of seniors trained
  - Number of people with disabilities trained
  - Number of youth trained
- Number of individuals trained in an individual setting
  - Number of seniors trained
  - Number of people with disabilities trained
  - Number of youth trained
- Number of individuals provided with travel orientation
  - Number of seniors trained

**Comment [n6]:** How should this be defined?

- Number of people with disabilities trained
- Number of youth trained
- Total individuals trained
- Total cost per individual trained (*Total program cost during period divided by the number of individuals trained during period; differentiate between group and individual training and travel orientation.*)
- Percentage of people travel trained who demonstrate independent transit travel skills per survey (*Format of survey to be provided by Alameda CTC. Differentiate between group training, individual training, and travel orientation.*)

**Comment [n7]:** Under development.

- | <b>Scholarship/Subsidized Fare Program</b>   |
|--|
| <ul style="list-style-type: none"> <li>● Number of unduplicated individuals who received scholarship/subsidized fares</li> <li>● Number of one-way trips subsidized</li> <li>● Percent of Alameda CTC distributed funding used for this program               <ul style="list-style-type: none"> <li>○ <i>Note: If program sponsors include subsidized East Bay Paratransit (EBP) tickets in this program, no more than 3% of a program sponsor's Alameda CTC distributed funding may be used for the ticket subsidy.</i></li> </ul> </li> </ul> |

- | <b>Meal Delivery Funding</b>   |
|--|
| <ul style="list-style-type: none"> <li>● Number of unduplicated individuals who received meal delivery</li> <li>● Number of meals delivered</li> </ul> |

- | <b>Capital Expenditures</b>   |
|---|
| <ul style="list-style-type: none"> <li>● Cost of capital expenditures</li> <li>● Date capital project completed or equipment was placed into service</li> <li>● Description of vehicle, improvement, etc</li> </ul> |

**Comment [tc8]:** Is this really a "performance measure"?

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## Paratransit Outreach Calendar for November through February 2016

9.1

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

Date	Event Name	Location	Time
2/3/16	Transition Information Night	Fremont Teen Center, 39770 Paseo Padre Parkway, Fremont, CA 94538	6:00 p.m. – 8:00 p.m.

For more information about outreach events or to sign up to attend, please call Krystle Pasco at (510) 208-7467.

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**Service Review Advisory Committee (SRAC)  
Meeting Minutes from September 1, 2015**

The meeting came to order at 12:30 P.M.

**1. Roll Call and Introduction of Guests**

**SRAC MEMBERS PRESENT:**

Janet Abelson, Vice Chair  
Letitia Tumaneng  
Arnold Brillinger  
Peter Crockwell  
Harriette Saunders  
Esther Waltz

Micheal Pope  
Mary L. Seib  
Yvonne Dunbar  
Patricia Affonso  
Robert L. Kearney, Jr

**Staff Present:**

Mallory Nestor-Brush, Accessible Services Manager, AC Transit  
Laura Timothy, BART  
Rashida Kamara, Broker General Manager  
Janice Carter, Broker Customer Service Manager  
Francisco Antunez, Broker Operations Manager  
Angel Smith, Broker Customer Service Supervisor & SRAC Coordinator  
Myisha Grant, Special Projects & SRAC Coordinator  
Dora Ramirez, Broker Contract Compliance Supervisor  
Rick Pineda, Broker Road Supervisor

**Guests:**

Jon Canapary, of Corey, Canapary & Galanis  
Jeanette Ross  
Naomi Armenta, ACTC  
Laura Corona, MV Transportation  
Nina Johnston  
June Gray  
Gary Grey

Mary Lawrence

**Order of Agenda**

The order of the agenda was approved.

## **2. Approval of SRAC Minutes from July 7th, 2015 meeting**

MOTION: Saunders/Kearney to approve the July 7, 2015, SRAC meeting minutes with a correction to the spelling of Harriette Saunder's name on page 4. Unanimous.

## **3. Public Comments**

Jeanette Ross expressed issues she has encountered with circuitous trips, scheduling, late trips, add-on's, and customer service. She feels her complaints have not been addressed. Lastly, Ms. Ross shared details on about a ride she recently took to work earlier that day. The driver picked Ms. Ross up from her home in East Oakland and took her to Alameda before arriving at her drop off location in downtown Oakland. Grant and Ms. Ross left the meeting to go over the rest of her complaints.

Gary Grey mentioned two concerns: He would like to see improvements in signage at BART stations, and there is a major problem with drivers showing up late for pick-ups.

## **4. Presentation by Jon Canapary, of Corey, Canapary & Galanis Research with details on the May 2015 EBPC Customer Satisfaction Survey**

Jon Canapary reviewed the results and made the following comments:

- The Survey is performed annually and tracks questions to measure improvements and declines over time.
- Professional interviewers conduct the Survey by telephone.
- This year's sample size was 568, a statistically accurate number.
- The survey is based on a random selection of riders who have taken a recent trip.
- Various efforts are made to ensure the survey is inclusive:
  - ✓ Survey is conducted in multiple languages
  - ✓ Attendants can assist riders with the interview
  - ✓ If the rider is unable to participate, interested family members can respond on behalf of the rider.
- There is a strong level of satisfaction overall with Paratransit service. 77% are very or somewhat satisfied overall.
- The satisfaction on the surveyed trip also remains high (90% excellent or good). This is an improvement compared to the 2014 and 2013 surveys.
- There was a high share of riders (24%) who stated that they did not pay the paratransit fare themselves.
- There were improvements in the customer service attributes and driver ratings.

**Trip purpose included:**

Medical Appointment: 37%  
 Adult Day Program: 23%  
 Errands: 12%  
 Visiting / Social: 7%  
 Place of Worship: 7%  
 School: 6%  
 Employment: 5%

At the conclusion of the presentation, questions were raised on whether the survey included geographic differences and if drivers, dispatchers, road supervisors and schedulers should be included in the survey. Staff agreed to look into both of these items.

Vice Chair Abelson thanked Mr. Canapary for attending the meeting and for his hard work over the last few years.

**5. Broker's Report on FY 14/15 vs. FY 13/14 performance data and activities in the Broker's office**

Rashida Kamara, Transdev General Manager made the presentation.

Concerning the comparison of FY 13/14 data versus FY 14/15, she had the following remarks:

- EBP trips increased by 21,000 this FY.
- Productivity increased this FY from 1.75 to 1.76.
- On-time performance dropped 90.9% FY 14/15, a little lower than the FY 13/14 average of 91.4%.
- A-Paratransit went through union negotiations
- MVT experienced a severe shortage of drivers and is now getting back on track. They are also training drivers on a weekly basis.
- There was a decrease in personal care attendants from 13% in 13/14 to 12% in 14/15. Once a year standing orders are reviewed, and riders are asked to verify if they are traveling with their PCA.
- Average ride time decreased from 40 to 39 minutes
- There were 5,347 certification determinations in FY 14/15 compared to 5,055 the prior year.

Kamara provided an update on the recent relocation of the broker's office noting there were a few things still outstanding, such as:

- The Parking lot
- Air conditioner system
- Completion of the Community room
- Landscaping
- ADA Ramp to the Broadway entrance

Kamara discussed the 25th Anniversary of the ADA Celebration & Broker Office Tour noting East Bay Paratransit planned to host a 25th Anniversary Celebration of the Americans with Disabilities Act (ADA) on September 16, 2015, from 1:00 pm – 3:00 pm. The event will be held at the new location, 1750 Broadway, Oakland, CA 94612. A Grand Opening tour of the Broker Office will also take place in conjunction with the Celebration.

Concerning the IVR Testing, Kamara noted the following:

- The night before reminder call testing has been successful.
- A small anomaly has been found in the imminent arrival call portion of IVR and is being worked on.
- An Outreach Plan is currently being developed for the On-Hold phone message system to help provide riders with more information about the IVR system
- The Customer Service department is working on drafting a script to include information on the IVR system.

#### **6. Discussion on research into use of credit cards for fare ticket purchases**

Kamara shared details discussed with Bank of America for use of credit cards, such as:

- Should there be more than one pay station, for example at a senior center?
- How would someone's identity be protected?
- Can the method of payment change from month-to-month?
- Insurance?
- Are there purchasing fees?
- Minimum purchase requirement?
- Start-up takes anywhere from 45 -60 days.

#### **7. Report from SRAC Members – Held over to next meeting.**

#### **8. Next SRAC Meeting Date and Adjournment**

Prior to the meeting concluding, Nestor-Brush explained the FTA was soliciting comments about blended fares, such as East Bay Paratransit's fare, and requested an opportunity to discuss the matter. She said comments were due September 21, 2015. Brush asked members to consider the possibility of sending a letter to the FTA. Some members expressed concerns about discussing a topic not included on the agenda. Since there would not be another SRAC meeting before the submission deadline, others were concerned about staff sending a letter to the FTA on the SRAC's behalf without sufficient time for SRAC members to review and discuss it. Following a conversation on several different strategies, Mallory told members the two agencies would determine if they wanted to send their own letters.

The next SRAC Meeting is scheduled for Tuesday, November 3, 2015, at the new Broker Office location, 1750 Broadway, Oakland, CA. The meeting adjourned at 2:30 p.m.

**EAST BAY PARATRANSIT**  
**Performance Report for the SRAC**  
**Systemwide**

	<b>FY 14/15 July - Sept</b>	<b>FY 15/16 July - Sept</b>
<b>Ridership Statistics</b>		
Total Passengers	186,113	184,374
ADA Passengers	159,579	159,761
% Companions	1.4%	1.1%
% of Personal Care Assistants	12.9%	12%
Average Passengers/ Weekday	2,535	2,515
Average Pass/ Weekend & Holidays	852	835
<b>Scheduling Statistics</b>		
% Rider Fault No Shows & Late Cancels	3.0%	3.3%
% of Cancellations	21.7%	21.5%
Go Backs/ Re-scheduled	2,769	3,131
<b>Effectiveness Indicators</b>		
Revenue Hours	104,964	105,970
Passengers/Revenue Vehicle Hour	1.77	1.74
ADA Passengers per RVHr.	1.52	1.51
Average Trip Length (miles)	10.59	10.3
Average Ride Duration (minutes)	39.47	39.8
Total Cost	\$9,220,401	\$9,095,482
Total Cost per Passenger	\$49.54	\$49.33
Total Cost per ADA Passenger	\$57.78	\$56.93
<b>On-Time Performance</b>		
Percent on-time	91.4%	91.0%
Percent 1-20 minutes past window	6.8%	7.0%
% of trips 21-59 minutes past window	1.7%	1.9%
% of trips 60 minutes past window	0.13%	0.12%
<b>Customer Service</b>		
Total Complaints	955	663
Timeliness	375	208
Driver Complaints	329	278
Equipment / Vehicle	18	10
Scheduling and Other Provider Complaints	53	44
Broker Complaints	180	123
Commendations	351	414
<b>Safety &amp; Maintenance</b>		
Total accidents per 100,000 miles	4.68	4.83
Roadcalls per 100,000 miles	6.45	5.73
<b>Eligibility Statistics</b>		
Total ADA Riders on Data Base	16,987	17,400
Total Certification Determinations	1,282	1,478
Initial Denials	40	65
Denials Reversed	2	5

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

**WHEELS Accessible Advisory Committee**

**DATE:** Wednesday, September 2, 2015

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

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

**MINUTES**

**1. Call to Order**

The Chair Carmen Rivera-Hendrickson called the meeting to order at 3:30 pm.

Members Present:

Herb Hasting	Alameda County
Sue Tuite	Alameda County – Alternate
Connie Mack	City of Dublin
Shawn Costello	City of Dublin
Carmen Rivera-Hendrickson	City of Pleasanton
Glenn Hage	City of Pleasanton – Alternate
Russ Riley	City of Livermore
Nancy Barr	City of Livermore
Pam Deaton	Social Services Member
Amy Mauldin	Social Services Member
Jennifer Cullen	Social Services Member

Staff Present:

Michael Tree	LAVTA
Christy Wegener	LAVTA
Kadri Kulm	LAVTA
Juana Lopez	MTM
Angela Swanson	LAVTA
Nikki Diaz	LAVTA

Members of the Public:

A. Jennifer Cullen asked that the WAAC discuss expanding the LAVTA Dial-a-Ride service area to the San Ramon Kaiser at their next meeting.

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

None.

**3. Minutes of the July 1, 2015 Meeting of the Committee**

Approved.

Hastings/Waltz

Costello and Cullen abstain

**4. WAAC Bylaws Amendment to Add PAPCO Representative Position**

Staff updated the committee that the Projects and Services committee has recommended adding this position to the full board. LAVTA's representative to PAPCO is Esther Waltz who has submitted her application to serve on WAAC.

**5. Comprehensive Operational Analysis (COA) Update**

Staff updated the committee on the ongoing LAVTA's comprehensive fixed route operational analysis. The second round of public meetings to present service alternatives will take place on the week of October 26. Staff has asked the Seattle-based consultant team to meet with the WAAC during the same week to gather feedback. To accommodate the consultant team staff recommended and the committee agreed to move the next WAAC meeting from November 4<sup>th</sup> to Wednesday, October 28 from 3pm - 5pm.

**6. Clipper Card Update**

The current revenue-ready timeframe for the Clipper card is mid-October and it will be a soft launch. The more heavy promotion is scheduled to take place at the end of October, but all dates are subject to change. LAVTA will still continue using its paper fare media, such as the senior and disabled monthly passes.

**7. Dial-A-Ride Fourth Quarter Report**

During the fourth quarter of the FY2015 LAVTA's Dial-A-Ride ridership has continued to increase (more than 10% increase compared to the same three months the fiscal year prior). The on-time performance for the same time period was 97.6% and the number of complaints decreased from 42 to fiscal year prior to only 2 valid complaints. Pam Deaton suggested we discuss Parataxi ridership at the next meeting.



**8. PAPCO Report**

Esther Waltz reported on the latest PAPCO meeting.

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

Jennifer Cullen reported that a caregiver told her that a passenger had waited for three hours for a pickup from the Livermore Kaiser. She encouraged the caregiver of the passenger to file a complaint with LAVTA. Staff indicated that there was no complaint filed.

Nancy Barr complemented the Dial-A-Ride drivers who come and pick her up on Sundays.

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

Carmen Rivera-Hendrickson reported a bus stop behind the fairground next to the gate 12 that doesn't have a sidewalk.

Esther Waltz reported that west bound on Stoneridge and Santa Rita there is a tree that needs serious trimming.

Herb Hastings said that he is working with the staff as well as the board members on improvements for two bus stops – one of them being a Rapid stop at the Bankhead and the other one on First and Neal.

**11. Adjourn**

The meeting was adjourned at 4:15 pm.

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**ATTACHMENT 1  
DRAFT MINUTES  
REGULAR MEETING OF THE AC TRANSIT  
ACCESSIBILITY ADVISORY COMMITTEE (AAC)  
SEPTEMBER 8, 2015**

The meeting came to order at 1:08 p.m.

**1. Roll Call and Introduction of Guests**

**AAC members present:**

Janet Abelson	Scott Blanks, Chair
Shirley Cressey	Steve Fort
Saleem Gilmore	Yuli Jacobson
James Robson	Will Scott

**AAC members absent:**

Pam Fadem (excused)	Jim Gonsalves
Lisamaria Martinez	Don Queen (excused)
Marina Villena (excused)	Hale Zukas, Vice Chair

**Staff:** Mallory Nestor-Brush, Accessible Services Manager  
Kim Ridgeway, Accessible Services Specialist  
Claudia Burgos, Legislative Affairs & Community Relations  
Victoria Wake, Marketing & Community Relations Manager  
Kimberly McCarl, Marketing Administrator

**Guests:** H. E. Christian Peeples, Board President  
Laura Timothy  
Randall Glock

**2. Order of Agenda**

The order of the agenda was approved.

**3. Approval of Minutes**

MOTION: Abelson/Cressey approved the July 14, 2015 AAC meeting minutes. The motion carried by the following vote:

AYES – 6: Abelson, Blanks, Cressey, Fort, Gilmore, Robson

ABSTENTIONS – 2: Jacobson, Scott

ABSENT – 6: Fadem, Gonsalves, Martinez, Queen, Villena, Zukas

**4. Final Follow-up with 25th ADA Anniversary**

Kimberly McCarl, Marketing Administrator, began by thanking Janet Abelson, Don Queen, Jim Robson and Will Scott for participating in the 25<sup>th</sup> Anniversary of the ADA

Celebration video produced by the Marketing Department. This video will be used in conjunction with the marketing plan that includes car cards, ad cards, and social media and will run through the month of September. The Committee reviewed the video as well as the video comprised of testimonials of volunteers that included AAC, BATF, SRAC Committee members who spoke about what personal impact the ADA has made in their lives. A copy of the 2<sup>nd</sup> video was sent to APTA who pulled several quotes from the testimonials to use in the APTA 25th Anniversary of the ADA Special Publication. Kim McCarl also explained that marketing materials, as well as a loop of the first video, will be displayed in the lobby of AC Transit's General Office and at the 25th Anniversary of the ADA Celebration at the Paratransit Broker's office on Wednesday, September 16th.

Claudia Burgos, External Affairs Representative, reported that invitations have gone out to the AAC, BATF and SRAC as well as local, county and state officials. Claudia reminded the Committee to call or email to RSVP to the event. Claudia also explained that the event will take place in the EBP parking lot behind the building under a canopy and refreshments and giveaways will be available. Roberta Gonzalez, CBS 5, is the emcee and Jan Garret, Program Manager at Pacific ADA Center, is the keynote speaker. The event will also include a proclamation presented by the Mayor of Oakland as well as a ribbon cutting ceremony.

Scott Blanks thanked the Accessible Services, Marketing and External Affairs department for all of the time and effort into the campaign and celebration event.

H. E. Christian Peeples, Chair, AC Transit Board of Directors, then thanked the Committee for volunteer efforts and presented each with a commemorative backpack.

### **5. Chair's Report**

Scott Blanks, Chair, asked the Committee if there was anything specifically they felt the AAC should address in upcoming meetings. After a brief description the Committee compiled the following list of items:

- Modification of the 51A/51B transfer situation
- Update of progress on lighted bus stops, including driver and rider education
- Bus procurement and 2<sup>nd</sup> door ramp boarding
- BRT Update
- Update on the SEP/MCS

### **6. Board Liaison Report**

H. E. Christian Peeples, Chair, AC Transit Board of Directors, reported the following items:

- AC Transit has a new General Manager, Michel Hursh who officially starts on Monday, September 21<sup>st</sup>.

- The District is continuing to deal with the ramifications of the Pension Reform, including next steps for procuring BRT, double decker and replacement buses.
- \$27 Million in Federal funds for the BRT project has been approved by the Department of Labor.
- The Board of Directors had a hearing to restructure the late night service as well as cut Line 822 to Pittsburg/Bay Point.
  - BART may do a van run from 14<sup>th</sup> & Broadway to Orinda and Pittsburg/Bay Point stations.
  - Line 800 and 801 will increase to 20 minutes all night rather than 1 hour headways.
- The Committee should send a letter to the Board to readdress the 2<sup>nd</sup> door ramp issue during the next bus procurement.

### **7. Road calls with damaged ramp Pull Ring**

Mallory Nestor-Brush, Accessible Services Manager, reported that several ring pulls on ramps throughout the AC Transit fleet are being damaged by foot traffic and items rolling over the pull ring (i.e. strollers, wheelchairs). Mallory informed the Committee about the issue so that they are aware and to avoid stepping on or rolling over the pull ring when able.

### **8. Review of Lift/Ramp Road Call Report**

The Committee reviewed the report for the two month period of June 28 – August 22, 2015, which showed a total of 28 lift/ramp road calls. Of these 28 road calls, 9 were chargeable or mechanical.

### **9. Service Review Advisory Committee (SRAC) Report**

Janet Abelson reported that the SRAC met on September 1<sup>st</sup> and received a report on the Annual Customer Satisfaction Survey in which 77% of the people surveyed stated that they were Satisfied or Very Satisfied with East Bay Paratransit overall.

### **10. Alameda County Transportation Commission (ACTC) PAPCO Report**

None.

### **11. Public Comments**

None.

### **12. Member Communications and Announcements**

None.

### **13. Staff Communications and Announcements**

Kimberly Ridgeway, Accessible Services Specialist, reported that she will be finalizing the dates for the next AAC/NBO classes, and will e-mail the Committee to get volunteers.

**14. Set Next Agenda & Meeting Date**

The next AAC Meeting will be held Tuesday, October 13, 2015 at 1750 Broadway, Oakland, CA. Agenda items include follow up on the SEP/MCS efforts.

**15. Adjournment**

The meeting adjourned at 2:20 p.m.



## Integrating Services Across Transportation Modes

### Introduction

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

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

#### ***Six Dimensions of Fundamental Change***

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

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

## Promising Practices in Mobility Management: Integrating Services Across Transportation Modes

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

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

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