Paratransit Advisory and Planning Committee

Monday, January 25, 2016, 1:00 p.m.
1111 Broadway, Suite 800
Oakland, CA 94607

Please note that the Monday, January 25, 2016 PAPCO meeting will take place from 1:00 to 3:15 p.m. The meeting will end 15 minutes earlier than usual. Please plan your transportation accordingly.

Mission Statement

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

Public Comments

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

Reminder

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

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Location Map

Alameda CTC
1111 Broadway, Suite 800
Oakland, CA 94607

Alameda CTC is accessible by multiple transportation modes. The office is conveniently located near the 12th Street/City Center BART station and many AC Transit bus lines. Bicycle parking is available on the street and in the BART station as well as in electronic lockers at 14th Street and Broadway near Frank Ogawa Plaza (requires purchase of key card from bikelink.org).
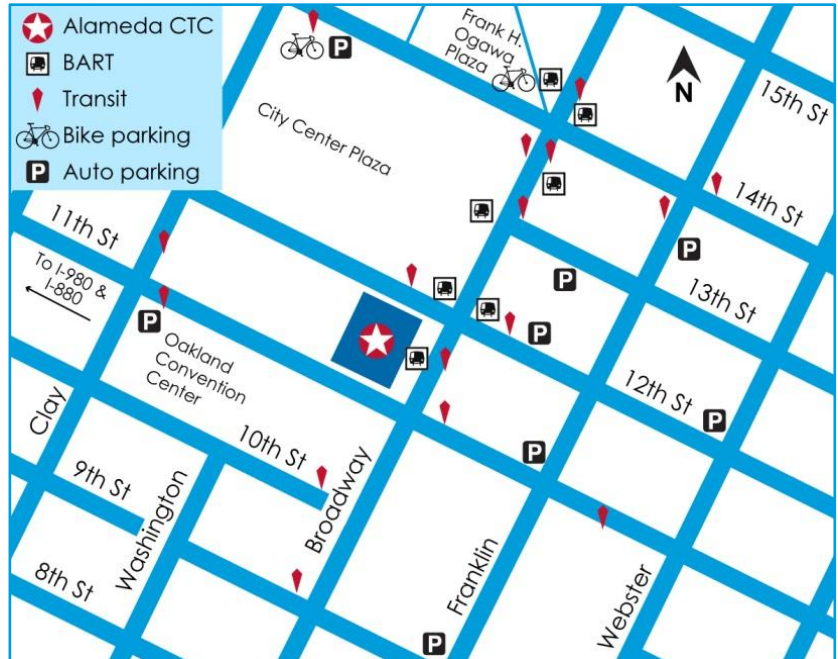
Garage parking is located beneath City Center, accessible via entrances on 14th Street between 1300 Clay Street and 505 14th Street buildings, or via 11th Street just past Clay Street. To plan your trip to Alameda CTC visit www.511.org.

Accessibility

Public meetings at Alameda CTC are wheelchair accessible under the Americans with Disabilities Act. Guide and assistance dogs are welcome.
Call 510-893-3347 (Voice) or 510-834-6754 (TTD) five days in advance to request a sign-language interpreter.

Meeting Schedule

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

Paperless Policy

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

Glossary of Terms

A glossary of terms that includes frequently used industry terms and acronyms is available on the Alameda CTC website at www.AlamedaCTC.org/app_pages/view/8081.

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Paratransit Advisory Planning Committee
Meeting Agenda
Monday, January 25, 2016, 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

		Page	A/I

1:00 – 1:10 p.m.
Chair

1. Welcome and Introductions

1:10 – 1:15 p.m.
Public

2. Public Comment

1:15 – 1:20 p.m.
Chair

3. Administration

		Page	A/I
3.1.	November 23, 2015 PAPCO Meeting Minutes Recommendation: Approve the November 23, 2015 PAPCO meeting minutes.	1	A
3.2.	FY 2015-16 PAPCO Meeting Calendar The Committee will receive the updated FY 2015-16 PAPCO meeting calendar.	9	I
3.3.	FY 2015-16 PAPCO Work Plan The Committee will receive the updated FY 2015-16 PAPCO work plan.	11	I
3.4.	PAPCO Appointments The Committee will receive the	15	I

current PAPCO appointments.

1:20 – 1:35 p.m. Staff	**4. Final Implementation Guidelines and Performance Measures** The Committee will review the final Implementation Guidelines and performance measures for FY 2016-17. Recommendation: Approve the final Implementation Guidelines and performance measures for FY 2016-17.	17	A
1:35 – 2:00 p.m. Staff	**5. Gap Grant Cycle 5 Extension and Progress Reports** The Committee will receive a Gap Grant Cycle 5 extension and progress reports update.	39	I
2:00 – 2:30 p.m. Staff	**6. Hospital Discharge Transportation Service and Wheelchair Scooter Breakdown Transportation Service Program Update and Discussion (Verbal)** The Committee will receive a program update on the HDTS and WSBTS programs and discuss potential changes to these programs.		I
2:30 – 2:50 p.m. PAPCO	**7. PAPCO Member Reports and Outreach Update**		
Krystle Pasco	**7.1.** Paratransit Outreach Calendar	43	I
Krystle Pasco	**7.2.** 2015 Paratransit Outreach Summary Report	45	I
2:50 – 3:00 p.m.	**8. Committee and Transit Reports**		

(A = Action Item; I = Information Item)

Herb Hastings	**8.1.** Independent Watchdog Committee (IWC)		I
Esther Waltz	**8.2.** East Bay Paratransit Service Review Advisory Committee (SRAC)		I
Committee Member	**8.3.** Other ADA and Transit Advisory Committees	55	I
3:00 – 3:10 p.m.	**9. Information Items**		
Staff	**9.1.** Mobility Management – Self-Driving Cars: Mapping Access to a Technology Revolution	69	I
Staff	**9.2.** Other Staff Updates		I
3:10 – 3:15 p.m. Chair	**10. Draft Agenda Items for March 28, 2016 PAPCO Meeting**		I

10.1. Convene Finance and Program Plan Review Subcommittees

10.2. Quarterly Paratransit Strategic Planning Workshop Feedback

10.3. Gap Grant Cycle 5 Extension Progress Reports Update

10.4. East Bay Paratransit Report

| 3:15 p.m. | **11. Adjournment** |

Next Paratransit Strategic Planning Workshop (Joint PAPCO/ParaTAC Meeting): February 22, 2016

Next PAPCO Meeting: March 28, 2016

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

(A = Action Item; I = Information Item)

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

MEETING ATTENDEES

Attendance Key (A = Absent, P = Present)

Members:

_P_ Sylvia Stadmire, Chair

_A_ Will Scott, Vice-Chair

_A_ Larry Bunn

_P_ Shawn Costello

_P_ Herb Hastings

_A_ Joyce Jacobson

_P_ Sandra Johnson-Simon

_P_ 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

Staff:

_P_ Jacki Taylor, Program Analyst

_P_ Naomi Armenta, Paratransit Coordinator

_P_ Krystle Pasco, Paratransit Coordination Team

_P_ Cathleen Sullivan, Paratransit Coordination Team

_P_ Gladys Parmelee, Administration Team

Guests:

Dana Bailey, City of Hayward Paratransit Program; Ken Bukowski, Public Member; Catherine Callahan, Center for Independent Living; Jennifer Cullen, Senior Support Services of the Tri-Valley; Shawn Fong, City of Fremont Paratransit Program; Rashida Kamara, Transdev; Penny Powers, Public Member; Kim Ridgeway, AC Transit; Laura Timothy, BART

MEETING MINUTES

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

2. Public Comment

Public comment was heard from Ken Bukowski.

3. Administration

3.1. September 28, 2015 PAPCO Meeting Minutes
Jonah Markowitz moved to approve the September 28, 2015 PAPCO Meeting minutes as written. Michelle Rousey seconded the motion. The motion passed (9-0-1; Member Shawn Costello abstained). Members Shawn Costello, Herb Hastings, Sandra Johnson-Simon, Jonah Markowitz, Sharon Powers, Michelle Rousey, Harriette Saunders, Sylvia Stadmire, Esther Waltz and Hale Zukas were present.

3.2. October 26, 2015 Joint PAPCO and ParaTAC Meeting Minutes
Herb Hastings moved to approve the October 26, 2015 Joint PAPCO and ParaTAC Meeting minutes as written. Esther Waltz seconded the motion. The motion passed (9-0-1; Member Sylvia Stadmire abstained). Members Shawn Costello, Herb Hastings, Sandra Johnson-Simon, Jonah Markowitz, Sharon Powers, Michelle Rousey, Harriette Saunders, Sylvia Stadmire, Esther Waltz and Hale Zukas were present.

3.3. FY 2015-16 PAPCO Meeting Calendar
Committee members received the updated FY 2015-16 PAPCO meeting calendar.

3.4. FY 2015-16 PAPCO Work Plan
Committee members received the updated FY 2015-16 PAPCO work plan.

3.5. PAPCO Appointments
Committee members received the current PAPCO appointments.

4. Quarterly Paratransit Strategic Planning Workshop Feedback (Verbal)
Cathleen Sullivan gave an overview of the Paratransit Strategic Planning Workshop that took place on October 26, 2015. The workshop focused on same-day accessible trips. PAPCO members had the opportunity to provide feedback on the workshop.

Questions and feedback from PAPCO members:
- A Committee member noted that she learned some new things. She also noted that there was not a lot of information provided regarding Para-Taxi, which is the accessible service in the Tri-Valley area. Another Committee member noted there are currently no reliable same day accessible services in the Tri-Valley.
- A Committee member noted that he supports the Hospital Discharge Transportation Service but he would like to see the Alta Bates system enrolled in the program. He also noted that City of Berkeley residents are fortunate enough to have Easy-Does-It but it would be great to have other options. There should be more promotion of these programs at the hospitals, especially with the social workers.
- A Committee member noted that most hospitals still use taxi voucher programs when discharging patients as it has been most convenient for them. However, the taxis are usually not accessible vehicles.

5. **Draft Implementation Guidelines and Performance Measures Review and Discussion**
   Naomi Armenta reviewed the draft Implementation Guidelines and performance measures.

   Questions and feedback from PAPCO members:
   - A Committee member asked if there will be any changes to the fares for city-based specialized accessible van service. Staff responded that any changes to fares are at the discretion of the program sponsor with local consumer input.

6. **Gap Grant Cycle 5 Program Report: Central County Taxi Program (Verbal)**
   Dana Bailey with the City of Hayward Paratransit program gave a Gap Grant Cycle 5 program report on the Central County Taxi Program. Dana gave an overview of the programs' services, ridership, program challenges and other activities.

Questions and feedback from PAPCO members:
- A Committee member asked for clarification on the taxi debit card. The guest speaker responded that Hayward paratransit staff members are still doing research on what the taxi debit card would look like and what its specific functions would entail. More information will be provided once it becomes available.
- A Committee member asked what the service area is for San Leandro residents. The guest speaker responded that the service area includes the cities of San Leandro, Hayward and surrounding unincorporated areas such as Castro Valley and to the Hayward/Union City border.
- A Committee member asked if the taxi program is accessible and if so, how many vehicles are currently available. The program offers an accessible option through St. Mini Cab's, the primary taxi provider, subsidiary service, Bell Transit. There are currently at least three accessible vehicles available at all times.
- A Committee member asked if there are any efforts to recruit more accessible taxi drivers. The guest speaker responded that Hayward paratransit staff members are currently discussing this issue with St. Mini Cab, including discussing driver incentives.

7. **Gap Grant Cycle 5 Program Report: Tri-City Taxi Voucher Program (Verbal)**
Shawn Fong with the City of Fremont Paratransit program gave a Gap Grant Cycle 5 program report on the Tri-City Taxi Voucher Program. Shawn gave an overview of the programs' services, ridership, program challenges and other activities.

Questions and feedback from PAPCO members:
- A Committee member had concerns regarding encouraging taxi program participants to automatically tip their taxi drivers. She recommended tipping drivers based on their overall service and customer satisfaction.
- A Committee member asked how many taxi companies are currently providing service to this program and how many are providing accessible service. The guest speaker responded that the program is technically working with two taxi companies that have the same owner. When the Request for Qualifications (RFQ)

was released they required eligible taxi companies to have a minimum of four taxi cabs available for this program. Also there are currently no accessible taxis in the Tri-City area.

- A Committee member asked for clarification on the reduced voucher allotment. The guest speaker noted that the changes were made between FY14-15 and FY15-16 and reduced the voucher allotment from 96 per year to 20 per quarter to better control the demand for the voucher program.
- A Committee member asked if there has been any consideration to remove the voucher expiration dates. The guest speaker responded that the vouchers need to have expiration dates because the funding is limited to a given period of time.
- A staff member asked if there has been any conversation regarding reciprocity amongst other city programs. The guest speaker responded that given the number of trips, travel patterns and general service parameters, staff has not actively looked into reciprocity as it may pose some larger complications.

8. East Bay Paratransit Report (Verbal)

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

Questions and feedback from PAPCO members:
- A Committee member expressed interest in seeing the Interactive Voice Response (IVR) system have a complete and successful implementation process.
- A Committee member recommended the IVR calls include standing order trips for individuals who may have multiple trips scheduled in one day. The guest speaker responded that the calls are intended for the demand trips as they are where they are most needed and there is a limit to how many calls the system can make.
- A Committee member asked if ridership is stable. The guest speaker responded that although overall ridership has seen a slight decrease, they have seen a large increase in individuals who are certified to use the service.

- A Committee member noted that the number of newly certified individuals does not match the total number of certification determinations that were made. The guest speaker responded that these individuals may have been certified through other agencies.
- A Committee member asked if there are any current issues with retaining drivers. The guest speaker responded that First Transit, one of the providers, is working on various strategies to recruit and maintain drivers including incentives, retention programs, and sign-on bonuses for new and existing drivers.

Committee member Herb Hastings is now chairing the meeting.

9. PAPCO Member Reports and Outreach Update

Harriette Saunders shared that she recently participated in USOAC's annual walking club luncheon and it was well attended. She also participated in the Senior Injury Prevention Program's talk regarding how to avoid falling.

Esther Waltz shared that she will be working one last year at the Alameda County Fair and is looking forward to spending some of her time doing outreach for PAPCO and Alameda CTC.

9.1. Paratransit Outreach Calendar

Krystle Pasco gave an update on the following outreach events:
- 2/3/16 – Transition Information Night, Fremont Teen Center from 6:00 p.m. to 8:00 p.m.

10. Committee and Transit Reports

10.1. Independent Watchdog Committee (IWC)

Herb Hastings gave an update on the IWC and noted that the last meeting took place on Monday, November 9th. They held their annual elections for officers and discussed their committee bylaws and the comprehensive annual report.

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

Esther Waltz gave an update on the SRAC and noted that the last meeting took place on Tuesday, November 3rd. They discussed the feasibility for using credit cards to purchase paratransit tickets and they viewed the ADA anniversary celebration video. They also received a presentation on emergency planning and preparedness as well as an update on the IVR system. The next SRAC meeting is on Tuesday, January 5th.

10.3. Other ADA and Transit Advisory Committees
Committee members received other ADA and transit advisory committee meeting minutes.

11. Information Items

11.1. Mobility Management – Promising Practices in Mobility Management: Integrating Services Across Transportation Modes
Naomi Armenta reviewed the mobility management attachment in the meeting agenda packet.

11.2. Other Staff Updates
Naomi Armenta gave an update on the Gap Grant Cycle 5 progress reports. She noted that staff will be providing follow up information to members' questions at the January 25th PAPCO meeting.

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

13. Adjournment
The meeting adjourned at 3:30 p.m. The next PAPCO meeting is scheduled for January 25, 2016 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 for up-to-date information.

Date	Meetings

July 27, 2015	• **PAPCO Meeting**
	  ○ Bylaws update
	• **Quarterly Strategic Planning Workshop**
	  ○ Dialysis transportation challenges

August 2015	• **NO MEETINGS**

September 28, 2015	• **PAPCO Meeting**
	  ○ Feedback on Quarterly Strategic Planning Workshop
	  ○ Gap Grant Cycle 5 Progress Reports status
	  ○ Bylaws update

October 26, 2015	• **Joint Meeting/Quarterly Strategic Planning Workshop** ○ Same-day on-demand accessible trips

November 23, 2015	• **PAPCO Meeting**
	  ○ Feedback on Quarterly Strategic Planning Workshop
	  ○ Draft Implementation Guidelines and Performance Measures
	  ○ Gap Grant report – Tri-City Taxi Voucher Program and Central County Taxi Program
	  ○ Report from EBP

December 2015	• **NO MEETINGS**

January 25, 2016	• **PAPCO Meeting**
	  ○ Final Implementation Guidelines and Performance Measures
	  ○ Gap Grant Cycle 5 Extension
	  ○ Update on HDTS/WSBTS and discussion on potential changes

	o Outreach Summary report for 2015
February 22, 2016	• **Quarterly Strategic Planning Workshop** o Presentation on Countywide Transit Plan o Needs Assessment
March 28, 2016	• **PAPCO Meeting** o Convene Subcommittees o Feedback on Quarterly Strategic Planning Workshop o Gap Grant Cycle 5 Extension Progress Reports status o Report from EBP
April 25, 2016	• **Joint Meeting/Quarterly Strategic Planning Workshop** o Taxi Card Implementation Plan o Taxi incentives
May 2016 *TBD*	• **Subcommittee Meeting** o Program Plan Review
May 23, 2016	• **PAPCO Meeting** o Feedback on Quarterly Strategic Planning Workshop o Finance Subcommittee status report o Update on HDTS/WSBTS o Base Program Recommendation o Gap Grant Cycle 5 Extension Recommendation o Review Bylaws
June 27, 2016	• **PAPCO Meeting** o Elect Officers for FY 16/17 (Chair, Vice Chair, SRAC, IWC) o Approve meeting calendar o Develop and approve PAPCO work plan for FY 16-17

ALAMEDA
County Transportation
Commission

FY 2015-16 PAPCO Work Plan

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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 • October • February • April	 x x	
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	N/A	
Participate in Gap Grant Cycle 6 call for projects		x
Receive an annual update on the HDTS and WSBTS programs		x

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: • October • March	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

Page 13

Topic: Coordination with Local and Regional Partners

Respond to staff communications on other opportunities for comments and participation	x

Topic: Customer Service

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

Actions	Completed	In-Progress
Continue to be available to assist in driver training and related items for ADA providers, City providers, taxi providers, etc.		
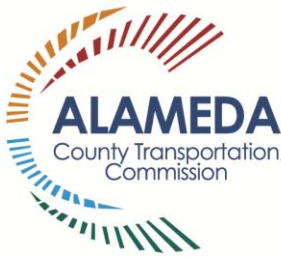
Appointer	Member
• Alameda County	
Supervisor Scott Haggerty, D-1	• Herb Hastings
Supervisor Richard Valle, D-2	• Vacant
Supervisor Wilma Chan, D-3	• Sylvia Stadmire
Supervisor Nate Miley, D-4	• Sandra Johnson Simon
Supervisor Keith Carson, D-5	• Will Scott
• City of Alameda	• Harriette Saunders
• City of Albany	• Jonah Markowitz
• City of Berkeley	• Vacant
• City of Dublin	• Shawn Costello
• City of Emeryville	• Joyce Jacobson
• City of Fremont	• Sharon Powers
• City of Hayward	• Vanessa Proee
• City of Livermore	• Vacant
• City of Newark	• Vacant
• City of Oakland	• Rev. Carolyn M. Orr
• City of Piedmont	• Vacant
• City of Pleasanton	• Carmen Rivera-Hendrickson
• City of San Leandro	• Cimberly Tamura
• City of Union City	• Vacant
• AC Transit	• Hale Zukas
• BART	• Michelle Rousey
• LAVTA	• Esther Waltz
• Union City Transit	• Larry Bunn

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DATE:	January 25, 2016
SUBJECT:	Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities (Paratransit) Program
RECOMMENDATION:	Approve updates to the Implementation Guidelines and review proposed Performance Measures

Summary

The Implementation Guidelines for the Special Transportation for Seniors and People with Disabilities (Paratransit) Program are periodically reviewed and updated. The Paratransit Advisory and Planning Committee (PAPCO) is requested to make a recommendation on the proposed Implementation Guidelines for FY 2016-17. Starting in FY 2016-17, the Alameda CTC is implementing the use of standardized performance measures for all Measure B and BB funding. PAPCO is requested to review the performance measures proposed for Paratransit funds. The updated Implementation Guidelines and proposed performance measures are included as Attachments A and B and both items reflect input from the Paratransit Technical Advisory Committee (ParaTAC). PAPCO provided initial input on November 23, 2015. The Commission will receive the recommendation in February or March 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), Measure BB (2014) and Vehicle Registration Fee

(VRF, 2010) Direct Local Distribution (DLD) revenues. The revised Implementation Guidelines and new performance measures will be incorporated into the new Master Program Funding Agreement (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 (HDTS)/Wheelchair Scooter Breakdown Transportation Service (WSBTS)

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

Revisions to Implementation Guidelines

The Paratransit Technical Advisory Committee (ParaTAC) reviewed and discussed the Implementation Guidelines at its November 10, 2015, December 8, 2015 and January 12, 2016 meetings. 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
- Add a consistent definition for cost per trip
- 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 transportation providers 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)

The question of whether the age requirements for city-based door-to-door and taxi should be lowered was raised again this year, but ParaTAC would prefer to defer further discussion until the first full year of program operations with Measure BB revenues has been completed.

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 January 25th.

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. The performance measures in Attachment B include data that will be collected through the compliance reports in the future. The data requested is primarily number of trips (or trainings, meals, etc) provided

and the Measure B/BB cost per unit. This information is meant to provide the Commission with a high-level summary of how Measure B and BB funds are being spent. The ParaTAC reviewed and discussed the performance measures at its November, December and January meetings. Their comments and proposed clarifications, including definitions for use with certain measures, are incorporated in Attachment B. Staff requests that PAPCO members review the document and be prepared to discuss on January 25th.

Other Measures

Staff, in coordination with PAPCO and ParaTAC, has identified a number of other measures that may be collected through program plan, grant reports, or other means. Examples include:

- Number of registrants
- On-time performance
- Number of lift trips provided
- Qualitative information on complaints
- Qualitative information on safety incidents
- Qualitative information on outreach
- Number of active volunteer drivers
- Number of individuals provided with mobility management support
- Number of individuals receiving travel training

These measures may be periodically updated. PAPCO members should expect to see them included in future grant and program plan processes.

Fiscal Impact: There is no fiscal impact.

Attachments

A. Implementation Guidelines
B. 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

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

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

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.

	City-based Door-to-Door Service Guidelines
Service Description	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. This service type does not include taxi subsidies which are discussed below.
Eligible Population	Eligible Populations include: 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 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. *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.*
Time & Days of Service	At a minimum, service must be available any five days per week between the hours of 8 am and 5 pm (excluding holidays). At a minimum, programs must accept reservations between the hours of 9 am and 5 pm Monday – Friday (excluding holidays).
Fare (Cost to Customer)	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.

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

City-based Door-to-Door Service Guidelines	
Other	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. Cost per trip is defined as total cost (all sources) during a reporting period divided by the number of one-way trips, including attendant and companion trips, provided during period.
	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.

Taxi Subsidy Program Guidelines	
Service Description	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.
	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.
Eligible Population	Eligible Populations include: 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 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. *Cities may continue to offer "grandfathered" eligibility to program registrants below 70 years old who were enrolled in the program in FY 11/12 and have continued to use it regularly, 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*

Taxi Subsidy Program Guidelines	
	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. *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.*
Time & Days of Service	24 hours per day/7 days per week
Fare (Cost to Customer)	Programs must subsidize at least 50% of the taxi fare. 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.
Other	Programs may also use funding to provide incentives to drivers and/or transportation providers to ensure reliable service. Incentives are often utilized to promote accessible service. Planned expenditures on incentives are subject to review by Alameda CTC staff prior to implementation.

Comment [n3]: Requested by LAVTA.

City-based Specialized Accessible Van Service Guidelines	
Service Description	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. This service may make use of fare mediums such as scrip and vouchers to allow consumers to pay for rides.
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, except if providing same-day accessible trips. Cost per trip is defined as total cost (all sources) during a reporting period divided by the number of one-way trips, including attendant and companion trips, provided during period.

Accessible Shuttle Service Guidelines	
Service Description	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. 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.
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.

Accessible Shuttle Service Guidelines	
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. Cost per trip is defined as total cost (all sources) during a reporting period divided by the number of one-way trips, including attendant and companion trips, provided during period.
Other	Shuttles are required to coordinate with the local fixed route transit provider.

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.

Deviations and flag stops are permitted at discretion of program sponsor. |

Group Trips Service Guidelines	
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.

Volunteer Driver Service Guidelines	
Service Description	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. Programs may use staff to complete intake or fill gaps. 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). 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.
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.
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.

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

Mobility Management and/or Travel Training Service Guidelines	
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.

Mobility Management and/or Travel Training Service Guidelines	
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.

Scholarship/Subsidized Fare Program Guidelines	
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 not exceed 50% AMI (area median income).
Time and Days of Service	N/A
Fare (Cost to Customer)	N/A
Other	Low-income requirements and the means to determine and verify eligibility must be submitted to Alameda CTC staff for review prior to implementation. 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. Other services or purposes proposed for scholarship and/or fare subsidy must be submitted to Alameda CTC staff for review prior to implementation.

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Meal Delivery Funding Guidelines	
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.

Capital Expenditures Guidelines	
Description	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 scheduling software, accessible vehicles and equipment and accessibility improvements at shuttle stops.
Eligible Population	N/A
Time and Days of Service	N/A
Fare (Cost to Customer)	N/A
Other	Capital expenditures are to support the eligible service types included in the Implementation Guidelines and must 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 prior to implementation.

Hospital Discharge Transportation Service (HDTS)/ Wheelchair Scooter Breakdown Transportation Service (WSBTS)	
Service Description	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.
Eligible Population	At discretion of Alameda CTC. Targeted towards seniors and people with disabilities without other transportation options who need trips on a same-day basis in case of hospital discharge or mobility device breakdown.
Time & Days of Service	At discretion of Alameda CTC.
Fare (Cost to Customer)	No cost to consumer.

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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 must at a minimum report annually through the Annual Compliance Report for Direct Local Distribution (DLD) funding on the performance measures identified within the Implementation Guidelines for each DLD program.

The performance measures for the Measure B and Measure BB Direct Local Distribution (DLD) funding distributed through the Special Transportation for Seniors and People with Disabilities (Paratransit) Program, which funds ADA-mandated paratransit services, city-based non-mandated paratransit programs and discretionary grant-funded projects, are identified below. Additional performance-related data may be required through separate discretionary grant guidelines or to report to the Alameda CTC's Commission or one of its community advisory committees.

ADA-mandated Paratransit
• Number of one-way trips provided
• Total Measure B/BB cost per one-way trip *(Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.)*

City-based Door-to-Door Service
• Number of one-way trips provided
• Total Measure B/BB cost per one-way trip *(Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.)*

Taxi Subsidy Program
• Number of one-way trips provided
• Total Measure B/BB cost per one-way trip *(Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.)*

City-based Specialized Accessible Van Service
• Number of one-way trips provided
• Total Measure B/BB cost per one-way trip *(Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.)*

Accessible Shuttle Service
• Total ridership *(One-way passenger boardings)*
• Total Measure B/BB cost per one-way passenger trip *(Total Measure B/BB program cost during period divided by the total ridership during period.)*

Group Trips Service
• Number of one-way passenger trips provided
• Total Measure B/BB cost per passenger trip *(Total Measure B/BB program cost during period divided by the number of passenger trips provided during period.)*

Volunteer Driver Service
• Number of one-way trips provided
• Total Measure B/BB cost per one-way trip *(Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.)*

Mobility Management Service
• Number of contacts provided with mobility management support
• Total Measure B/BB cost per individual provided with mobility management support *(Total Measure B/BB program cost during period divided by the number of individuals provided with support during period.)*

Travel Training Service
• Number of individuals trained • Total Measure B/BB cost per individual trained *(Total Measure B/BB program cost during period divided by the number of individuals trained during period)*

Scholarship/Subsidized Fare Program
• Number of unduplicated individuals who received scholarship/subsidized fares • Number of one-way fares/tickets subsidized • Total Measure B/BB cost per subsidy *(Total Measure B/BB program cost during period divided by the number of subsidized fares/tickets during period)*

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Meal Delivery Funding
• Number of meal delivery trips • Total Measure B/BB cost per meal delivery trip *(Total Measure B/BB program cost during period divided by the number of meal delivery trips during period)*

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DATE:	January 25, 2016
SUBJECT:	Gap Grant Cycle 5 Extension Recommendation
RECOMMENDATION:	Receive an update on the Gap Grant Cycle 5 Extension for FY 2016-17

Summary

In 2015, the Commission approved a one-year extension to the Measure B Cycle 5 Gap Grant program. Through this extension, Cycle 5 Gap Grant recipients were allowed to request one additional year of funding for FY 2015-16. In February 2016, staff will request that the Commission approve another one-year extension for funding for FY 2016-17. Cycle 5 Gap Grant recipients will be able to request the additional year of funding this Spring. The Paratransit Advisory and Planning Committee (PAPCO) will then provide a recommendation to the Commission on the proposed extensions.

Background

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

The Cycle 5 Gap Program was approved by the Commission in May 2013. It included a total of $2.1 million of Measure B Gap funds for 12 projects for a two-year funding period, July 1 2013 – June 30, 2015. Additional Cycle 5 Gap funding was available for mid-cycle funding requests for implementation guidelines assistance, capital purchases and grant matching.

Gap Grant Cycle 5 FY 2015-16 Extensions

Due to the recent passage of Measure BB and the development of the Alameda CTC's Comprehensive Investment Plan, staff recommended and the Commission approved extending the Measure B Cycle 5 Gap program for one year, through June 30, 2016. In March 2015, Cycle 5 project sponsors were given an opportunity to apply for one-year extensions. 11 recipients applied and were awarded $1,216,394.

Gap Grant Cycle 5 FY 2016-17 Extensions

If the Commission approves the extension, grant recipients will be able to apply during March 2016 for FY 2016-17 funding. Requests will be evaluated based on:

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

Evaluation criteria and appropriate performance measures will be listed in the revised Gap Grant Cycle 5 Program Guidelines Addendum for FY 2016-17 Cycle 5 Extension. Likely performance measures include:

- Number of registrants
- Qualitative information on outreach
- Number of active volunteer drivers
- Number of individuals provided with mobility management support
- Number of individuals receiving travel training

PAPCO will receive a summary and analysis of the requests in May and develop a recommendation for the Commission.

Gap funds for Capital Purchases and Grant Matching

Staff will recommend that an additional $100,000 of Gap funding remain available through the FY 2016-17 extension for funding mid-cycle requests for grant matching and capital purchases. Staff will recommend a maximum grant request of $50,000.

Fiscal Impact: The funding programmed for the FY 2016-17 Cycle 5 Gap Extensions will be incorporated into the Alameda CTC's FY 2016-17 budget.

Staff Contacts

Naomi Armenta, Paratransit Coordinator

Jacki Taylor, Program Analyst

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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.
3/12/16	Transition Information Faire	College of Alameda, 555 Ralph Appezzato Memorial Parkway, Alameda, CA 94501	9:30 a.m. – 3:00 p.m.
3/17/16	Transit Fair	Pleasanton Senior Center, 5353 Sunol Boulevard, Pleasanton, CA 94566	10:00 a.m. – 1:00 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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Memorandum

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

DATE:	January 25, 2016
SUBJECT:	2015 Paratransit Outreach Summary Report
RECOMMENDATION:	Receive an update on Outreach conducted by the Paratransit Coordination Team in 2015

2015 Outreach

Throughout the year, the Alameda CTC's Paratransit Coordination Team attends various outreach events to provide the general public with information on specialized transportation services for seniors and people with disabilities in Alameda County. Attachment A highlights the outreach accomplishments of 2015, including PAPCO member participation.

At most events, the Alameda CTC manages a table and provides a wide range of informational materials to attendees. At speaking engagements, staff may also distribute informational materials. PAPCO members are encouraged to attend Alameda CTC outreach events and help provide information and distribute outreach materials.

Although events attended by the Alameda CTC's Paratransit Coordination Team are focused towards seniors and people with disabilities, Paratransit information is also distributed at all general Alameda CTC outreach events.

Event Date	Event Name	Sponsoring Agency	Event Location	PAPCO Members in Attendance
4-Feb-15	Transition Information Night	City of Fremont, City of Newark, New Haven Unified School Districts	Fremont Teen Center, 39770 Paseo Padre Parkway, Fremont, CA 94538	None
4-Mar-15	Paratransit Presentation	LAVTA	Dublin Grove Senior Ranch Apartments, 3115 Finnian Way, Dublin, CA 94568	None
14-Mar-15	Transition Information Faire	Developmental Disabilities Planning and Advisory Council	College of Alameda, 555 Ralph Appezzato Memorial Parkway, Alameda, CA 94501	Harriette Saunders and Michelle Rousey
17-Mar-15	Transit Fair	Pleasanton Senior Center	Pleasanton Senior Center, 5353 Sunol Boulevard, Pleasanton, CA 94566	None
20-Mar-15	USOAC Annual Convention	USOAC	Ashland Community Center, 1530 167thAvenue San Leandro, CA 94578	Harriette Saunders, Sandra Johnson-Simon, Esther Waltz
1-Apr-15	BART Train and Track Tour	BART and Center for Independent Living (CIL)	19th Street BART Station, 1900 Broadway, Oakland, CA 94612	Herb Hastings and Vanessa Proee

Event Date	Event Name	Sponsoring Agency	Event Location	PAPCO Members in Attendance
23-Apr-15	Senior Health Fair	North Berkeley Senior Center	North Berkeley Senior Center, 1901 Hearst Avenue, Berkeley, CA 94709	Joyce Jacobson
6-May-15	Older Americans Month Celebration	City of Oakland	Oakland City Hall and Frank Ogawa Plaza, 1 Frank H. Ogawa Plaza, Oakland, CA 94612	Sylvia Stadmire, Sandra Johnson-Simon
7-May-15	Senior Health and Wellness Resource Fair	Hayward Area Recreation and Park District	Kenneth C. Aitken Senior and Community Center, 17800 Redwood Road, Castro Valley, CA 94546	None
28-May-15	California Senior Injury Prevention Education Forum	Alameda County Emergency Medical Services, Senior Injury Prevention Partnership	Hilton Garden Inn, 1800 Powell Street, Emeryville, CA 94608	None
5-Jun-15	Four Seasons of Health Expo	City of Fremont	Fremont Multi-Service Senior Center and Central Park, 40086 Paseo Padre Parkway, Fremont, CA 94538	None

Event Date	Event Name	Sponsoring Agency	Event Location	PAPCO Members in Attendance
11-Jun-15	Senior Resource Fair	Albany Senior Center	Albany Senior Center, 846 Masonic Avenue, Albany, CA 94706	Jonah Markowitz, Harriette Saunders, Sylvia Stadmire
18-Jun-15	Alameda County Fair Senior Day	Alameda County, Alameda CTC, City of Pleasanton Senior Center, Wheels	Alameda County Fairgrounds, 4501 Pleasanton Ave., Pleasanton, CA 94566	Sylvia Stadmire and Esther Waltz
26-Aug-15	Open House and Resource Fair	Mastick Senior Center	Mastick Senior Center, 1155 Santa Clara Avenue, Alameda, CA 94501	None
17-Sep-15	Healthy Living Festival	USOAC	Oakland Zoo, 9777 Golf Links Road, Oakland, CA 94605	Sylvia Stadmire, Sandra Johnson-Simon, Michelle Rousey
3-Oct-15	Senior Info Fair	Dublin Senior Center	Dublin Senior Center, 7600 Amador Valley Boulevard, Dublin, CA 94568	None

Event Date	Event Name	Sponsoring Agency	Event Location	PAPCO Members in Attendance
6-Oct-15	Senior Health Fair	Newark Senior Center	Silliman Activity Center, 6800 Mowry Avenue, Newark, CA 94560	None

Interagency Outreach

On a quarterly basis, staff identifies a "theme" (such as Ed Roberts Campus partners, faith communities, or veterans) and targets appropriate agencies, non-profit organizations and community centers that provide services to seniors and people with disabilities within Alameda County. Staff establishes outreach potential to these agencies by initiating contact and distributing Alameda CTC materials for further distribution to their respective communities.

In 2015, the Paratransit Coordination Team participated in various mobility management related activities including participating in the Regional Mobility Management Working Group, volunteer driver programs committee (VITAL) and the accessible taxi committee. Staff has provided support and established collaboration potential with the agencies and organizations serving Alameda County residents through these working groups. Staff has also distributed Alameda CTC materials for information sharing purposes.

Materials Distribution

Each quarter, staff focuses on one of the four planning areas (North, Central, South and East) within the County and distributes publications and materials to senior centers and senior housing facilities in that area. Staff also provides materials to Alameda CTC advisory committee members, providers and partner agencies on an as needed basis.

Dist. Date	Agency	Materials
8-Jan-15	DMV Senior Driver Ombudsman	50 Access Alameda Guides in English, Chinese, Farsi, Tagalog and Vietnamese
9-Jan-15	Bay Area Outreach and Recreation Program (BORP)	40 English Access Alameda Guides, 10 Spanish Access Alameda Guides
9-Jan-15	J.L. Richard Terrace/Irene Cooper Terrace	10 English and Chinese Access Alameda Guides
6-Feb-15	City of Fremont Paratransit Program	200 English Access Alameda Guides, 100 Farsi Access Alameda Guides, 25 Vietnamese and Tagalog Access Alameda Guides
6-Feb-15	USOAC	100 English Access Alameda Guides
20-Feb-15	Dublin Senior Center Livermore Senior Center Pleasanton Senior Center Gardens at Ironwood Heritage Estates Senior Apartments Heritage Park Ridge View Commons The Groves at Dublin	Access Alameda Guides (all available languages), HDTS & WSBTS Program Information, Aging in Alameda County Fact Sheets, AC Transit Wheelchair Securement Brochure, and "Step Into Life" Campaign Bookmarks
3-Mar-15	Office of Supervisor Keith Carson	150 Access Alameda Guides, 200 HDTS Flyers, 200 Aging Brochures, 200 Alameda CTC Wallets, Whistles and Pens
5-Mar-15	Office of Supervisor Nate Miley	10 Access Alameda Guides
18-Mar-15	City of Oakland Paratransit Program	200 WSBTS Brochures and Stickers
2-Apr-15	City of Fremont Paratransit Program	200 WSBTS Brochures and Stickers

19-May-15	USOAC	50 English Access Alameda Guides, 25 Chinese Access Alameda Guides, 100 Guaranteed Ride Home Program Flyers, 100 Step Into Life! Bookmarks, 100 Alameda CTC Pens & Whistles
22-May-15	Fremont Senior Center	Access Alameda Guides (all available languages), HDTS & WSBTS Program Information, Aging in Alameda County Fact Sheets and "Step Into Life" Campaign Bookmarks
	Newark Senior Center	
	Union City Senior Center	
	Newark Gardens I	
	Sequoia Manor	
	Victoria Gardens	
	Vintage Court Apartments	
3-Jun-15	City of Fremont Paratransit Program	200 English Access Alameda Guides
12-Jun-15	City of San Leandro Paratransit Program	50 WSBTS Brochures and Stickers
17-Jun-15	City of Hayward Paratransit Program	100 English Access Alameda Guides, 25 Spanish Access Alameda Guides, 10 Chinese, Tagalog, Vietnamese and Farsi Access Alameda Guides
1-Jul-15	City of Union City	5 English Access Alameda Guides, 2 Chinese, Farsi, Spanish, Tagalog and Vietnamese Access Alameda Guides
30-Jul-15	Center for Independent Living	75 WSBTS Brochures and Stickers
31-Jul-15	United Seniors of Oakland and Alameda County	100 Alameda CTC Grocery Bags, 100 Lanyards, 50 English Access Alameda Guides
21-Aug-15	Mastick Senior Center	Access Alameda Guides (all available languages), HDTS & WSBTS Program Information, Aging in Alameda County Fact Sheets and
	Albany Senior Center	
	East Bay Korean Senior Center	

	East Oakland Senior Center	"Step Into Life" Campaign Bookmarks
	Emeryville Senior Center	
	Fruitvale-San Antonio Senior Center	
	South Berkeley Senior Center	
	Downtown Oakland Senior Center	
	North Berkeley Senior Center	
	West Oakland Senior Center	
	Harriet Tubman Terrace	
	Housing Authority of the City of Alameda	
	Avalon Apartments	
	Miley Gardens at Eastmont	
	Posada de Colores	
	San Pablo Hotel	
4-Sep-15	USOAC	50 English Access Alameda Guides, 25 each Bookmarks, Lanyards, Pens, Wallets, Whistles
10-Sep-15	City of Fremont Paratransit Program	100 English Access Alameda Guides, 50 each Chinese and Spanish Access Alameda Guides, 120 each Bookmarks, Lanyards, Pens, Wallets, Whistles
14-Sep-15	USOAC	100 Alameda CTC Grocery Bags
5-Oct-15	LAVTA/Wheels	25 English Access Alameda Guides
13-Oct-15	USOAC	25 English, Chinese and Vietnamese Access Alameda Guides, 100 Bookmarks

14-Nov-14	Bancroft Senior Center	Access Alameda Guides (all available languages), HDTS & WSBTS Program Information, Aging in Alameda County Fact Sheets and "Step Into Life" Campaign Bookmarks
	Kenneth C. Aitken Senior Center	
	Hayward Area Senior Center	
	Hayward Senior Center	
	Marina Community Center	
	San Leandro Senior Community Center	
	Eden Issei Terrace	
	Eden Lodge	
	Hayward Village Senior Apartments	
	Josephine Lum Lodge	
	Kent Gardens	
	Strobridge Court	
	Wittenberg Manor I	
	Ed Roberts Campus	
18-Nov-15	Mobility Matters	10 WSBTS Brochures & Stickers
19-Nov-15	City of San Leandro Paratransit Program	300 HDTS Flyers
24-Nov-15	Eden I&R	25 English Access Alameda Guides, 10 Chinese & Spanish Access Alameda Guides, 25 WSBTS Brochures & Stickers, 25 HDTS Flyers
7-Dec-15	City of Fremont Paratransit Program	100 English Access Alameda Guides, 50 Chinese & Spanish Access Alameda Guides

Staff Contact
Naomi Armenta, Paratransit Coordinator
Krystle Pasco, Outreach Coordinator

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SAN FRANCISCO BAY AREA TRANSIT DISTRICT
ACCESSIBILITY TASK FORCE
Minutes
September 24, 2015

1.   Self-Introductions of Members, Staff and Guests

Members present: Janet Abelson, Randall Glock, Janice Armigo Brown, Peter Crockwell, Don Queen, Hale Zukas, Clarence Fischer, Gerry Newell, Herb Hastings, Alan Smith, Megan O'Brien, Brandon Young, Roland Wong, Linda Drattell, Esperanza Diaz-Alvarez

Absent: N/A

BART Staff present: Ike Nnaji, Bob Franklin

Directors, Speaker(s), Guest Staff, and Guests of the Public:
Director Robert Raburn, Elena Vanloo (BART),
Robert Allen (Former Director), Tim Chan (BART Staff),
Joe Lipkos (BART Staff), Jerry Grace,
Ric Owen (ASL Interpreter), Anne Smith (ASL Interpreter),
Janice Dispo (Stenographer)

2.   Public Comments

[No public comments.]

3.   Approval of Minutes of August 27, 2015 Meeting

No opposition to Randall Glock's motion to approve the August 27, 2015 meeting minutes, with a second by Gerry Newell.

Motion passes with abstentions from Don Queen and Larry Bunn.

4.   Nominations and Election

Alan Smith stated that he had made a mistake by holding nominations during the August BATF meeting as the by-laws require that it be held in September. Therefore, nominations were held once again, in compliance with the by-laws.

Ike Nnaji then ran this portion of the meeting.
Candidates for Chairperson:
Alan Smith – 7 votes
Randall Glock – 6 votes
Clarence Fischer – poll not taken

Candidates for Vice Chairperson:
Randall Glock – position declined
Herb Hastings – 4 votes
Clarence Fischer – 9 votes

The Chairperson for the next term will be Alan Smith, and the Vice Chairperson will be Clarence Fischer.

5. By-Laws Issues

A discussion was held regarding the addition of a third officer/liaison position to the BATF.

A vote was taken regarding whether or not members would like to have a third officer position. (10 votes for)

A vote was taken regarding the title of the third officer position.

Co-vice chairperson – 1 vote
Second vice chairperson – 9 votes
Alternate vice chairperson - 5 votes

Before the position of Second Vice Chairperson can be voted on, the by-laws must first be amended, and approved by the General Manager, on behalf of the Board.

Upon approval, the by-laws will be edited to add a section for the Second Vice Chairperson, and it will read:

"The BATF shall elect from its membership a Second Vice Chairperson, who, in the absence or inability of the Chairperson and Vice Chairperson to serve, shall have all the powers and perform the duties of the Chairperson and Vice Chairperson. The Second Vice Chairperson shall perform other duties from time to time, as may be requested."

6. Powell & Montgomery Stations Canopy

After the update given by Tim Chan, members were allowed to ask questions and/or share any concerns they had.

Tim Chan suggested coordinating a site visit for the Balboa Park as the modernization project is commencing.
(Travel reimbursement approved, per Ike Nnaji.)

7.   Wayfinding 16th & 24th/Mission Stations

After the presentation given by Joe Lipkos, members were allowed to ask questions and/or share any concerns they had.

Alan Smith suggested that a site visit be arranged for members in wheelchairs.
(Travel reimbursement approved, per Bob Franklin.)

8.   BATF/BBATF Letter

No opposition to Clarence Fischer's motion to adopt the letter as it is currently written, with a second by Gerry Newell.

Motion passes with abstentions from Larry Bunn and Randall Glock.

9.   Proposed New Meeting Location Update

The address of the proposed new meeting location is 1750 Broadway in Oakland, California.

10.   Capital Project Status Reports

eBART
BART is in the process of hiring a general superintendent, who will oversee the entire eBART system.
There will be TTY telephones which will have a direct number to control central posted nearby. A toll-free number has been requested.

Fleet of the Future
Update presentation to be held during October meeting.

No updates were given for the following projects:

- El Cerrito Del Norte
- Oakland Airport Connector
- Union City Station Remodel

- Warm Springs Station
- Phase 2 – San Jose Downtown
- Civic Center Station Upgrade
- Montgomery Station Upgrade
- San Bruno Path of Travel
- Track Maintenance
- Transbay Tube
- Station Hearing Loop
- Entrance Canopies
- Berkeley Station Upgrade
- Stair Tread Color Contrast
- Richmond Intermodal Project
- Berryessa/Milpitas Stations
- Powell Street Station Upgrade
- Embarcadero Station Upgrade
- West Dublin Path of Travel
- Concord Station Upgrade
- Dublin/Pleasanton Project

11. Chairperson Announcements

The specially scheduled November meeting will be held on **Thursday, November 12th** (due to Veterans Day and Thanksgiving Day holidays.)

BART Board meetings will no longer be held in the evenings on every fourth Thursday of the month. All future BART Board meetings are to be held at 9:00 a.m.

Marina Villena has missed four BATF meetings this year and has been removed as a member of the BATF.

12. Staff Announcements

[No staff announcements.]

13. Member Announcements

Linda Drattell will be forwarding a picture of an ad taken from the State of Arizona depicting a sign regarding calling their courtesy phone from a smartphone.
She then asked for an update regarding video relay service.
Alan Smith clarified that TTY phones reach the requirement and that the video relay service is not an option at this time.

Janet Abelson asked members to share their thoughts regarding fare evasion on BART, and asked for suggestions to try to stop or deter it from happening. She will then bring this information back to the Transit Security Advisory Committee at BART.

Some of the suggestions included:
- Installing higher fencing around the entrance/exit gates
- More police presence, especially at or around elevators
- Bringing all elevators inside the paid area
- More station agents
- Installing sensors or chimes
- Barrier needed at South Hayward Station, Fremont platform

Director Raburn suggested that members request for data from the police reflecting the extent of fare evasion citations in different parts of the system.

Randall Glock requested that it be put on the agenda so that members may make this request officially.

Gerry Newell said that the Lions Center for the Blind has moved to 1722 Broadway in Oakland, California, and asked what he can do to inform all station agents regarding their move.
Director Raburn advised him to put together one-page announcement from the Lions Center to give to him, and he will then forward it along to the District Secretary as well as the General Manager.

Randall Glock shared that Customer Service wants to work with groups on taking new people to learn how to use the BART system.

Linda Drattell reminded members that her organization, BEADHH (Bay Epicenter of Advocacy for the Deaf and Hard of Hearing), along with four other organizations, will be holding a conference called "Enough is Enough, Collaboration for Change" wherein these organizations will be advocating for captioning.

This will be held on Friday, October 23, 2015, at the Ed Roberts Campus (Ashby BART) in Berkeley, from 10:00 a.m. to 3:00 p.m.

She added that "VRI: Your Rights and Advocacy" will be held on Friday, November 6, 2015, at Deaf Community Center (San Leandro BART), from 10:00 a.m. to 3:00 p.m.

14.   Future Agenda Topics

➢ Request for fare evasion data from police
➢ Request for update regarding Dublin/Pleasanton intermodal project

- ➢ Discussion of bikes on escalators, especially when rider loses control and bike swings at other patrons
- ➢ Discussion of or presentation regarding fare increase and new fee schedule
- ➢ Selective advanced notification to disabled community of service modifications

15. Adjournment

The meeting adjourned to the next regularly scheduled meeting of **Thursday**, **October 22**, **2015, at 2:00 p.m., at 101 8th Street in Oakland, California.**

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

WHEELS Accessible Advisory Committee

DATE: Wednesday, October 28, 2015

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

TIME: 3:00 p.m.

MINUTES

1. **Call to Order**
    The Vice-Chair Herbert Hastings called the meeting to order at 3:01 pm.

    Members Present:

Herb Hasting	Alameda County
Sue Tuite	Alameda County – Alternate
Connie Mack	City of Dublin
Shawn Costello	City of Dublin
Shirley Maltby	City of Pleasanton
Glenn Hage	City of Pleasanton – Alternate
Russ Riley	City of Livermore
Nancy Barr	City of Livermore
Mary Anna Ramos	City of Livermore – Alternate
Pam Deaton	Social Services Member
Amy Mauldin	Social Services Member
Jennifer Cullen	Social Services Member
Esther Waltz	PAPCO Representative

    Staff Present:

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

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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.
    Costello/Maltby

4. **Comprehensive Operational Analysis (COA) Update**
    The Wheels COA developed three service alternative scenarios. The primary goal of the LAVTA COA is to improve transit service in the Tri-Valley area. Convenient and cost-effective transit service requires an appropriate balance of coverage, frequency, and service span.

    Each of the three scenarios that have been developed are designed to address existing mobility challenges, find the most productive markets, and address operational issues. The overall goal of the scenarios is to improve ridership and utilization of service.

    Thomas Wittmann is the Project Manager for the COA and presented the three service scenarios to the WAAC.

    The committee member gave their feedback on the presented scenarios.

5. **Paratransit Comprehensive Assessment**
    Staff discussed with the committee a plan to complete an overall assessment of LAVTA's Paratransit service delivery model and an evaluation of Paratransit services in the Tri-Valley. As the volume of Dial-A-Ride trips has increased dramatically over the years staff is looking at how to plan for future and, through discussions with the Pleasanton Paratransit Service, recommends completing a comprehensive assessment of paratransit services in the Tri-Valley.

6. **Para-Taxi Ridership Summary**
    Staff provided the committee with the Para-Taxi statistics, the ridership has increased over the years. The program is a cost-effective transportation alternative for both the rider and the agency.

7. **First and Neal Bus Stop Update**

The solar kit for the First and Neal stops has been ordered. Staff is waiting on official approval from the City of Pleasanton before installation can begin.

8. **LAVTA ADA Paratransit Eligible Rider Database**
   Staff reported that as October 21, 2015 there were 1,494 eligible riders in its Regional Eligibility Database (RED). During the current fiscal year staff has seen an usually high influx of applications from one of the Tri-Valley nursing homes.

9. **LAVTA's ADA Paratransit Service Area**
   Staff discussed a recent request to provide direct Dial-A-Ride service to newly opened Kaiser facility in San Ramon, which is outside of the current Dial-A-Ride boundaries. Staff said that the Wheels Dial-A-Ride service area will be looked at during the paratransit comprehensive assessment study.

10. **PAPCO Report**
    Esther Waltz gave a PAPCO report.

10. **Dial-A-Ride Operational Issues – Suggestions for Changes**
    Amy Mauldin talked about a regional trip from Hayward where the East Bay Paratransit's driver did not have the correct passenger information in his manifest and refused a ride.

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

    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 5 pm.

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

The meeting came to order at 1:01 p.m.

1.   Roll Call and Introduction of Guests
AAC members present:

Janet Abelson	Scott Blanks, Chair
Pam Fadem	Steve Fort
Yuli Jacobson (arrived 1:41)	Lisamaria Martinez
Don Queen	James Robson
Will Scott (arrived 1:15)	Marina Villena
Hale Zukas, Vice Chair (arrived 1:07)	

AAC members absent:

Shirley Cressey (excused)	Saleem Gilmore (excused)
Jim Gonsalves (excused)	

Staff: Mallory Nestor-Brush, Accessible Services Manager
             Kim Ridgeway, Accessible Services Specialist
             Tammy Kyllo, Administrative Coordinator
             Beverly Greene, Director of Legislative Affairs & Community Relations
             Estee Sepulveda, Legislative Affairs & Community Relations
             Mitra Moheb, BRT Senior Project Manager

Guests: H. E. Christian Peeples, Board President
             Catherine Callahan, Center for Independent Living (CIL)

2. Order of Agenda
The order of agenda was approved after the Committee agreed to exchange items 4 and 5, "Bus Rapid Transit Project" and "Report on Draft 2016 State/Federal Advocacy Program" respectively.

3. Approval of Minutes
MOTION: Fadem/Abelson approved the October 13, 2015 AAC meeting minutes. The motion carried by the following vote:

AYES – 6: Blanks, Fadem, Queen, Scott, Villena, Zukas
ABSTENTIONS – 5: Abelson, Fort, Jacobson, Martinez, Robson
ABSENT – 3: Cressey, Gonsalves, Gilmore

4. Bus Rapid Transit Project (BRT) Update

Mitra Moheb, BRT Senior Project Manager, reported on the BRT project with an emphasis on significant changes since the last presentation to the AAC. Items included and overview of curbside stations, median Stations, Accessible Pedestrian Crossings and intersections, Ticket Vending Machines (TVMs), and the Electronic Bus Arrival System.

Mitra explained that the final design was reviewed by the Department of State Architects who explained that there is no provision for truncated domes for BRT; however, if the project is treated like light rail, truncated domes are required. The BRT design will include truncated domes on each of the curbside and median stations. The original design was to have 24" of truncated domes and 36" of directional tiles, for a total of 5 feet. Because there was a concern of mobility devices having to travel and turn on these truncated domes, the truncated domes and directional tiles will be a combined total of 3 feet (2' of truncated domes; 1' of directional tiles).

The median stations are 12' wide. 36 of the 46 curbside stations will have access on both ends. The other 10 will only have access on one side due to various factors (i.e. private driveway). The Electronic Bus Arrival System, which visually announces bus arrival times, will be available on each platform. At this time the BRT team will not activate the voice announcements due to noise concerns.

Mitra completed the presentation by reporting that the Request for Proposal was posted on November 13, 2015 and the Pre-Bid Meeting was held on December 1, 2015. The bid opening is January 6, 2016 and the start of construction is planned for late February – early March 2016 after approval and award by the AC Transit Board of Directors.

The Committee voiced concerns about the decision to not activate the voice announcements on the Electronic Bus Arrival System, including exclusion of the feature from individuals who are blind or low vision. Some suggestions to prevent any noise concerns were:

*   Direct the speakers toward the street vs. toward homes/businesses
*   Set the volume to louder during commute/peak times and lower at night

The committee would also like to have the public audio announcements on the platform option available along with audio (speakers) on the ticket machines. Mitra stated that she will bring the Committee's concerns back to the BRT Team and will return to the AAC when there is more information to report.

5. Report on Draft 2016 State/Federal Advocacy Program

Estee Sepulveda, External Affairs Representative and Beverly Greene, Director of Legislative Affairs & Community Relations, presented the 2016 Advocacy programs to the Committee. The goal for 2015 was to secure a long term transportation bill. President

Obama signed the Fixing America's Surface Transportation Act (FAST Act) the first week of December, 2015; the focus is now reflected in the 2016 State and Federal Advocacy programs. Some of the key points the Legislative Affairs Department wanted to share with the AAC included:

- Support legislative or administrative action to remove State barriers so that Medicaid transportation funds can be used for public transit services, including ADA paratransit services.
- Support funding and coordination between Health and Human Service (HHS) agencies and other transportation agencies to provide services to HHS clients.
- Support efforts to provide funding for essential services including, but not limited to, services for access to work, school or medical facilities.
- Support FTA and Congressional efforts to make State of Good Repair for transit bus systems a strategic priority and include more funding.
- Advocate for American with Disabilities Act improvements.

Beverly concluded by stating that the Legislative Affairs Department appreciates the opportunity to present and receive feedback from the AAC on these advocacy programs.

6. Discussion of Upcoming AAC/New Bus Operators Classes
Kim Ridgeway, Accessible Services Specialist, reported that the AAC/NBO classes will resume in 2016 with the first meeting being Wednesday, January 13th. Kim said she would email the Committee members for two volunteers for this class.

7. Chair's Report
None.

8. Board Liaison Report
H. E. Christian Peeples, President, AC Transit Board of Directors, reported the following:
- The Service Expansion Plan (SEP) update will go to the Board December 9th. The Board plans to make a decision about implementing the SEP in January 2016.
- The District is applying for grants to procure 14 more Fuel Cell buses to bring the fleet to 26.
- The new CFO, Claudia Allen, was hired effective December 7, 2016.
- The Planning Department is continuing to work on the 51A/51B improvement project.

9. Review of Lift/Ramp Road Call Report
The Lift Ramp road call report covered the period of September 27 – November 28, 2015. There were a total of 14 road calls; 12 of which were chargeable.

10. Service Review Advisory Committee (SRAC) Report

Janet Abelson reported on the following items from the SRAC meeting held Tuesday, November 3, 2015:

- The SRAC received a report on a proposal to allow consumers to purchase paratransit tickets with a credit card. The proposal included a service charge that would be paid by the consumer. The SRAC instructed staff to research other options or companies to avoid a surcharge for the consumer.
- The Interactive Voice Response (IVR) system has been activated and began making night before reminder calls for all demand service paratransit rides in November 2015. No standing order trips will receive a night before reminder.
- The SRAC also received an over view of the new East Bay Paratransit Community Room, which is also the EBP Emergency Operations Center. The SRAC also received information about personal preparedness in an emergency.

11. Alameda County Transportation Commission (ACTC) PAPCO Report

None.

12. Public Comments

None.

13. Member Communications and Announcements

None.

14. Staff Communications and Announcements

Mallory Nestor-Brush, Accessible Services Manager, informed the Committee about the annual recruitment for the AAC and asked for a show of hands as to which member would like to continue for 2016. Each member in attendance answered affirmatively.

15. Set Next Agenda & Meeting Date

The next AAC Meeting will be held Tuesday, December 8, 2015 at 1750 Broadway, Oakland, CA. Agenda items will be discussed and reviewed with the AAC Chair in the next coming weeks.

16. Adjournment

The meeting adjourned at 3:36 p.m.

EXECUTIVE SUMMARY

Self-Driving Cars: Mapping Access to a Technology Revolution explores the emerging revolution in automobile technology and the promise it holds for people with disabilities, as well as the obstacles the disability community faces to realizing that promise. The report examines the current state of the technology, current approaches to regulation, and potential technological and policy barriers to full use by people with disabilities, and provides recommendations for preventing or eliminating those barriers, including model legislative language.

The potential benefits of autonomous vehicles (AVs) can hardly be more significant, and the buzz about this newsworthy topic in the media has created the impression that they are just around the corner. Although experts in the field across all sectors, whether government or industry, agree that self-driving cars will evolve through many stages, the fully autonomous vehicles needed by many people with disabilities are most likely to appear on our roads sometime between 2020 and 2035. Regardless of when AVs are available, it is essential that they be accessible to people with diverse disabilities from the outset.

Different levels of automation will pose unique challenges to people with disabilities, and each of these conditions needs to be explored. An in-depth exploration of different levels of automation and their impact on people with diverse disabilities (e.g., physical, sensory, intellectual/developmental, cognitive) as well as veterans with disabilities and the aging population should be conducted.

Yet the disability community knows better than any other how being involved in planning from day one is critical to a successfully accessible product, regardless of how many years in the future it lies. Due to the fast-paced development of this technology and the proprietary nature of its engineering, little information has been shared. While research reveals that the industry and government are explicitly considering disability access, insufficient information is publicly available to assess how close designers and manufacturers are to ensuring access to this very promising technology. We recommend increased transparency and involvement of the disability community as this technology continues development.

The Administration and Congress have an opportunity and the power to guarantee that self-driving cars provide a more inclusive, economically stable, and independent life for people with disabilities.

Current State of Technology of Autonomous Vehicles

The National Highway Traffic Safety Administration (NHTSA) of the U.S. Department of Transportation (DOT) established the

commonly accepted levels of automation that the path toward self-driving cars will take: Level 0 (no automation) through Level 4 (full self-driving automation). Level 4 automation will enable people with disabilities who are currently unable to obtain a driver's license to take advantage of AV technology.

This report reviews the types of technological AV systems under development, addresses their status, and charts the outlook for adoption in personal vehicles and public transit systems.

Current Federal and State Approaches to Regulation of Autonomous Vehicles

While there has been a call from AV researchers and manufacturers for federal attention, Congress' involvement has been limited to two exploratory hearings on AV technology in the House and Senate.[1] NHTSA's 2013 "Preliminary Statement of Policy,"[2] which has been widely adopted by researchers and states, provides a much-needed framework to bring a common understanding and language of the types of AV automation.

Some states have been reluctant to move forward with legislation or regulations on AVs. To date, four states and the District of Columbia have adopted legislation that defines AVs, allows for their testing under certain conditions, and limits the liability of the original manufacturer of cars that have been converted to operate in autonomous mode by a third party. Many states have pending legislation and some have considered, but not adopted, legislation related to AVs.[3]

In 2013, Thomas Bamonte, the General Counsel at the North Texas Tollway Authority, expressed concern that public agencies responsible for infrastructure have not engaged in planning for AVs, with the exception of the

Florida Department of Transportation, which is sponsoring testing on Florida roads as well as research to inform future legislation and policymaking.[4]

Moreover, it appears that some local and state transit officials and politicians are already reluctant to expand conventional public transit, stating that self-driving cars will more effectively fill the gap, without cognizance of the long wait involved and other possible barriers to realization of this hope.

Potential Technological Barriers to the Independent Use of Autonomous Vehicles by People with Disabilities

AVs present a tremendous opportunity to end exclusion and promote independence for anyone who presently cannot obtain a driver's license, but significant work remains to ensure that technological systems currently in development will enable independent use by people with disabilities. It is important that manufacturers and government agencies collaborate with stakeholders, such as the disability community, to ensure that these technologies are fully accessible and available to all.

Potential Policy and Societal Barriers to the Independent Use of Autonomous Vehicles by People with Disabilities

There are nine areas where policy decisions can affect the use of AVs by people with disabilities. While some of these barriers only affect people with disabilities, all potential users share most of them:

Driver's Licensing

Once Level 4 AVs (i.e., fully self-driving cars) are available, there is no reason for an occupant

to be licensed at all. In order for all people with disabilities, no matter where they reside, to benefit from the technology, licensing or operating requirements must be the same across all 50 states.

Currently, states set the rules for issuing driver's licenses, while NHTSA sets motor vehicle safety standards. Although NHTSA lacks legal authority to regulate state driver's licensing requirements for individuals, the agency works closely with states and the American Association of Motor Vehicle Administrators (AAMVA) on a broad range of behavioral issues, some of which relate directly to driver licensing. Examples include driver's licensing best practices and application of medical standards to drivers who are aging and individuals with disabilities. NHTSA also has been delegated responsibility to ensure that state driver's licensing policies and decisions comply with the Title II of the ADA and does so through compliance reviews and complaint investigations conducted by its Office of Civil Rights.

Because the current edifice anticipates a human driver, all standards and regulations must be revisited. Varying state licensing laws may prove to be problematic for AVs that cross state lines, and there has been consideration of national legislation that would preempt state law.[5] In 2014, through a grant from NHTSA, the Autonomous Vehicle Best Practices Working Group convened to develop a guide for best practices to assist states in regulating autonomous vehicles and the testing of drivers who will operate them.[6]

Cost and Income Disparity Barriers

While AVs will include technologies that are expensive today, trends suggest that manufacturers will want to produce and sell these vehicles in the future. This suggests that there will be high-end and low-end models with affordability to some degree. Where AVs circulate in a closed loop, or where they are shared and individually summoned by the user, the per-trip charge will be the only cost to the user—much like how we pay for taxis and many other car services today.

Attitudinal Barriers

Though general public polls show Americans as uncertain about the safety of AVs, industry and technology experts expect the vehicles to be far safer than cars because most auto accidents are related to driver error. As state regulators develop new licensing rules, they should consider the new capabilities of AVs and how people with disabilities can safely interact with and use these vehicles, rather than continuing restrictions based on the capabilities of old technology. As required by Title II of the ADA, restrictions on AVs must be based on evidence of actual risk, not unsupported generalizations about the capabilities of people with disabilities.

Liability

AVs present many insurance and liability issues that are not unique to people with disabilities, but some of the issues will need to be resolved to facilitate people with disabilities using self-driving cars. Fortunately, as safety and automation enhancements appear on vehicles, insurers are responding with new policies. They are also looking forward to the day when the driver disappears from behind the wheel.[7]

Privacy

AVs may involve a significant exchange of data, and privacy is a key question in developing and regulating this technology. Two such concerns

are the availability of data about disability and health status to insurers and of user habits to marketers.

Ethical Considerations

Ethical considerations abound in the frontier technology of AVs. For example, discussions are already underway about how AVs should be programmed to decide who should be injured if a crash is inevitable and no solution exists without harming someone.

Related to people with disabilities, it is unclear if the data exchanged by AVs will include information about the occupants. Such information could be used in ways influenced by prejudices in society today, including, but not limited to, prejudices about disability. NHTSA is aware of no data that could be collected or exchanged relating to a motor vehicle (AV or other) that would contain information about the potential disability of a vehicle's occupants. Nevertheless, the National Council on Disability (NCD) is concerned that the lives of people with disabilities or seniors may be devalued when these automated systems must, at lightning speed, calculate who should be injured. Accordingly, NCD recommends federal legislation that prohibits the collection or transmission of information about occupants in AVs.

Cybersecurity

Policymakers are well aware that data-intensive AVs could be hacked to cause life-threatening accidents, and cybersecurity research is underway. Cybersecurity concerns must be addressed before self-driving cars are allowed on the road. At least one policymaker, however, thinks that the security of digital systems to be used in AVs is inadequate.[8]

Infrastructure

Some experts believe that infrastructure changes— in roadways, signage, and so forth—will be necessary for reliable self-driving cars to evolve.

Vehicle-to-Vehicle Communications

Vehicle-to-vehicle (V2V) communications can further strengthen the quality of information available to AVs to make judgments about their surroundings by supplementing onboard vehicle sensors with basic safety information from surrounding vehicles. The Federal Communications Commission (FCC) has reserved a portion of a currently reserved 5.9 gigahertz bandwidth for V2V communications.

Recommendations

Adopting the recommendations in this report will ensure people with disabilities benefit from and realize the freedom of fully autonomous vehicles. The recommendations address AV accessibility; funding for research; uniformity of requirements across the 50 states that address nondiscrimination, privacy, and ethics; financing; and inclusion of disability access in future hearing testimony.

Key Recommendations include:

- All requests for proposals that provide federal funding for the research or development of AVs or their components should include a requirement that respondents demonstrate that any resulting products incorporate accessibility for people with diverse disabilities. All technology products should be required to comply with Section 508 of the Rehabilitation Act.

- The DOT should develop a framework and set of national guidelines for AV licensing at

the state level. To the extent possible, these guidelines should not impose limitations on people with disabilities. The guidelines should consider the new capabilities of AVs and how people with disabilities can safely interact with and use these vehicles.

- Congress should pass legislation requiring full accessibility for all types of common and public use AVs. Legislation should define a process that includes meetings with manufacturers, disability groups, and NHTSA. Relatedly, a disability advisory committee for automation should be created. The U.S. Access Board should be delegated the responsibility of developing standards. Existing rules, including Section 504 of the Rehabilitation Act and the Americans with Disabilities Act, should be interpreted to require accessible AVs, including additional regulation by the U.S. Department of Justice, if needed.

- Moreover, Congress should prohibit discrimination on the basis of disability by states or any other governmental authority in licensing for the use of AVs. The remedy should be the withholding of federal highway funds to states that refuse to bring their licensing rules into compliance with this federal requirement. Such a provision would parallel the approach historically taken by the Federal Government with respect to the legal drinking age.

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