



# Meeting Notice

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

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

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City of Oakland

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## **Executive Director**

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## **Paratransit Advisory and Planning Committee**

**Monday, March 28, 2016, 1:00 p.m.**

**1111 Broadway, Suite 800**

**Oakland, CA 94607**

***Please note that the Monday, March 28, 2016 PAPCO meeting will take place from 1:00 to 3:30 p.m. Please plan your transportation accordingly.***

### **Mission Statement**

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

### **Public Comments**

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

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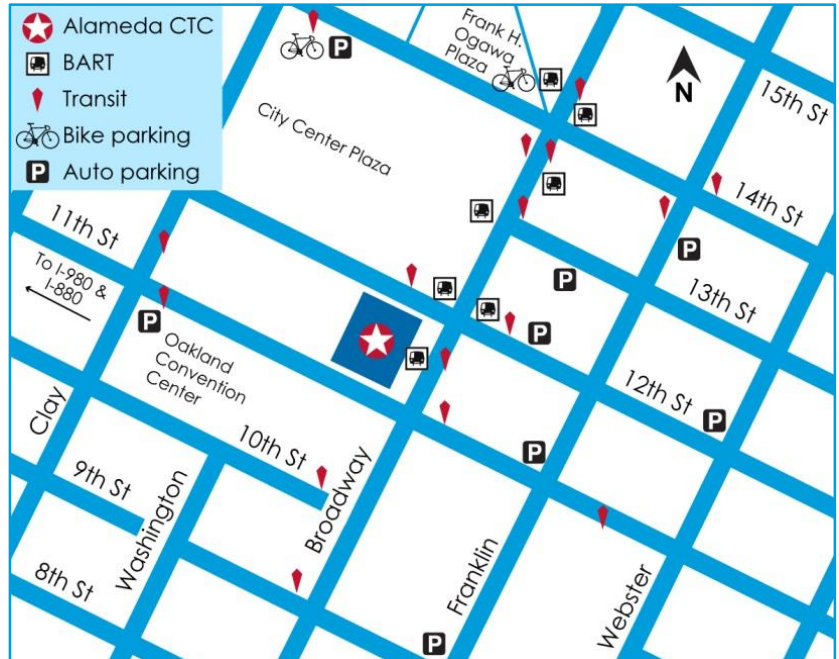
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★ Alameda CTC  
1111 Broadway, Suite 800  
Oakland, CA 94607

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

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



## Meeting Schedule

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

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Paratransit Advisory Planning Committee  
Meeting Agenda  
Monday, March 28, 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

1:00 – 1:10 p.m. **1. Welcome and  
Chair Introductions**

1:10 – 1:15 p.m. **2. Public Comment**  
Public

1:15 – 1:35 p.m. **3. Administration**  
Chair

**Page A/I**

**3.1.** January 25, 2016 PAPCO Meeting  
Minutes

1

A

Recommendation: Approve the  
January 25, 2016 PAPCO meeting  
minutes.

**3.2.** February 22, 2016 Joint PAPCO and  
ParaTAC Meeting Minutes

9

A

Recommendation: Approve the  
February 22, 2016 Joint PAPCO and  
ParaTAC meeting minutes.

**3.3.** Convene Program Plan Review  
Subcommittees

17

I

The Committee will have the  
opportunity to volunteer for  
appointment to the Program Plan  
Review subcommittees.

	<b>3.4. FY 2015-16 PAPCO Meeting Calendar</b>	23	I
	The Committee will receive the updated FY 2015-16 PAPCO meeting calendar.		
	<b>3.5. FY 2015-16 PAPCO Work Plan</b>	25	I
	The Committee will receive the updated FY 2015-16 PAPCO work plan.		
	<b>3.6. PAPCO Appointments</b>	29	I
	The Committee will receive the current PAPCO appointments.		
1:35 – 1:50 p.m. PAPCO	<b>4. Quarterly Paratransit Strategic Planning Workshop Feedback (Verbal)</b>		I
	The Committee will have an opportunity to provide feedback on the quarterly paratransit strategic planning workshop on Alameda CTC's Countywide Transit Plan and needs assessment efforts that took place at the Joint PAPCO and ParaTAC meeting on February 22, 2016.		
1:50 – 2:25 p.m. Staff	<b>5. Gap Grant Cycle 5 Extension and Progress Reports (Verbal)</b>		I
	The Committee will receive a Gap Grant Cycle 5 extension and progress reports update.		
2:25 – 2:50 p.m. Guest Speakers	<b>6. East Bay Paratransit Report (Verbal)</b>		I
	The Committee will receive a report from East Bay Paratransit.		

2:50 – 3:00 p.m. PAPCO	<b>7. PAPCO Member Reports and Outreach Update</b>		
Krystle Pasco	<b>7.1. Paratransit Outreach Calendar</b>	31	I
3:00 – 3:15 p.m.	<b>8. Committee and Transit Reports</b>		
Herb Hastings	<b>8.1. Independent Watchdog Committee (IWC)</b>		I
Esther Waltz	<b>8.2. East Bay Paratransit Service Review Advisory Committee (SRAC)</b>	33	I
Committee Member	<b>8.3. Other ADA and Transit Advisory Committees</b>	41	I
3:15 – 3:25 p.m.	<b>9. Information Items</b>		
Staff	<b>9.1. Mobility Management – The Complete Trip: Helping Customers Make a Seamless Journey</b>	63	I
Staff	<b>9.2. Other Staff Updates</b>		I
3:25 – 3:30 p.m. Chair	<b>10. Draft Agenda Items for May 23, 2016 PAPCO Meeting</b>		I
	<b>10.1. Quarterly Paratransit Strategic Planning Workshop Feedback</b>		
	<b>10.2. FY 2016-17 Paratransit Direct Local Distribution (DLD) Program Plans Recommendation</b>		
	<b>10.3. FY 2016-17 Gap Grant Cycle 5 Extension Recommendation</b>		
3:30 p.m.	<b>11. Adjournment</b>		

**Next Paratransit Strategic Planning Workshop (Joint PAPCO and ParaTAC Meeting):** April 25, 2016

**Next PAPCO Meeting:** May 23, 2016

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





Paratransit Advisory and Planning Committee  
Meeting Minutes  
Monday, January 25, 2016, 1:00 p.m.

3.1

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

## MEETING ATTENDEES

Attendance Key (A = Absent, P = Present)

### Members:

P Sylvia Stadmire,  
Chair

P Will Scott,  
Vice-Chair

P Larry Bunn

P Shawn Costello

P Herb Hastings

P Joyce  
Jacobson

P Sandra  
Johnson-Simon

P Jonah Markowitz

A Rev. Carolyn Orr

A Vanessa Proee

A Carmen Rivera-  
Hendrickson

P Michelle Rousey

P Harriette

Saunders

P Cimberly Tamura

P Esther Waltz

P Hale Zukas

### Staff:

P Jacki Taylor, Program Analyst

P Naomi Armenta, Paratransit Coordinator

P Krystle Pasco, Paratransit Coordination Team

P Richard Weiner, Paratransit Coordination Team

P Christina Ramos, Project Controls Team

### Guests:

Kevin Barranti, Public Member; Catherine Callahan, Center for Independent Living; Jennifer Cullen, Senior Support Services of the Tri-Valley; Shawn Fong, City of Fremont Paratransit Program

## MEETING MINUTES

### 1. Welcome and Introductions

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

### 2. Public Comment

There were no comments from the public.

### **3. Administration**

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

*Member Rousey moved to approve the November 23, 2015 PAPCO Meeting minutes as written. Member Hastings seconded the motion. The motion passed with the following votes (11-0-1):*

Yes: Costello, Hastings, Jacobson, Johnson-Simon,  
Markowitz, Rousey, Saunders, Scott, Stadmire, Tamura,  
Waltz  
No: None  
Abstain: Bunn  
Absent: Orr, Powers, Proee, Rivera-Hendrickson, Zukas

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

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

#### **3.3. FY 2015-16 PAPCO Work Plan**

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

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

Committee members received the current PAPCO appointments.

### **4. Final Implementation Guidelines and Performance Measures**

Naomi Armenta reviewed the final draft Implementation Guidelines and performance measures.

Questions and feedback from PAPCO members:

- A Committee member asked if these Implementation Guidelines and performance measures apply to the grant funded projects. Staff responded that the Implementation Guidelines and performance measures do apply to the grant funded projects, however, staff will be monitoring the grant programs' progress for their performance goals through the same twice yearly reporting methods.

Member Markowitz moved to approve the final draft Implementation Guidelines and performance measures. Member Rousey seconded the motion. The motion passed with the following votes (13-0-0):

Yes: Bunn, Costello, Hastings, Jacobson, Johnson-Simon, Markowitz, Rousey, Saunders, Scott, Stadmire, Tamura, Waltz, Zukas

No: None

Abstain: None

Absent: Orr, Powers, Proee, Rivera-Hendrickson

## **5. Gap Grant Cycle 5 Extension and Progress Reports**

Naomi Armenta gave an update on the Gap Grant Cycle 5 extension and status of the progress reports.

Questions and feedback from PAPCO members:

- A Committee member asked when more information will be provided regarding the Comprehensive Investment Plan (CIP). Staff noted that the CIP will be used by the agency to program funding, including Gap Grants, moving forward. It will standardize the way that money flows through the agency and it will help coordinate funding various programs. It will not come to the Committee for review or approval.

The extension review and recommendation will come back to the Committee in March and May.

## **6. Hospital Discharge Transportation Service and Wheelchair Scooter Breakdown Transportation Service Program Update and Discussion (Verbal)**

Krystle Pasco gave an update on the Hospital Discharge Transportation Service (HDTS) and Wheelchair Scooter Breakdown Transportation Service (WSBTS) programs. She reviewed the programs' purpose, fiscal year priorities, and ridership highlights. Naomi Armenta then gave an overview of the programs' challenges and led a discussion regarding the future of the programs and potential changes.

Questions and feedback from PAPCO members:

- A Committee member asked if consumers are using the WSBTS program for rides even if their mobility devices are not broken. Staff noted that this type of misuse happens very infrequently. The transportation providers notify staff if they see consumers repeatedly using the service and suspect misuse.
- A Committee member recommended keeping the Memorandum of Understanding (MOUs) in place with the hospitals so they understand the value of the program. She also noted that the programs need to be publicized more and that staff should look into getting the Children's Hospital on board.
- A Committee member asked why San Leandro Hospital has invoiced more rides for the HDTS program than any other hospital. Staff believes that San Leandro Hospital is using the HDTS program as their primary mode for individuals who have no other form of transportation upon being discharged. Although these rides meet the parameters of the program, staff is concerned about the overall ridership from San Leandro Hospital.
- A Committee member asked what Alameda CTC is doing to address the same day transportation issue for people with mobility devices. Staff noted that a workshop was held in October to address same day transportation issues in Alameda County and ongoing discussions are taking place during PAPCO and ParaTAC meetings.
- A Committee member asked how long has it been since Valley Care Medical Center was participating in the HDTS program. Staff responded that due to hospital staff turnover it has been a few years. Recently Valley Care Medical Center was bought by Stanford Health Care (SHC).
- A Committee member asked if hospital staff members can use other services like taxis along with the HDTS program. Staff responded that hospital staff members are welcome to use other services outside of the HDTS program to get their patients home. However, since staff has no say on what transportation program the hospital staff decide to use it is hard to redirect trips onto other services like taxis, although they may be more appropriate.
- A Committee member asked why the Alta Bates hospitals, Alta Bates and Summit, are not participating in the HDTS program.

Staff responded that over the last few years it has been difficult to meet with anyone in the Alta Bates system to introduce the HDTs program. Multiple attempts have been made by staff and no interest has been shown on the hospitals' end.

- A public member noted that hospital staff may be hesitant in using the HDTs program because they are concerned for patients that just underwent sedation.

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

Esther Waltz attended the Alameda CTC's transportation forum on January 10<sup>th</sup> in Dublin. She received lots of good information on transporting people and goods.

Jonah Markowitz shared that Easy Does It (EDI) will be in its new location in Berkeley in early February.

Shawn Costello shared that he attended a City of Dublin city council meeting and spoke about safety issues that individuals in mobility devices face.

### **7.1. 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.
- 3/12/16 – Transition Information Faire, College of Alameda from 9:30 a.m. to 3:00 p.m.
- 3/17/16 – Transit Fair, Pleasanton Senior Center from 10:00 a.m. to 1:00 p.m.

### **7.2. 2015 Paratransit Outreach Summary Report**

Krystle Pasco gave a summary report on the 2015 paratransit outreach activities conducted by the paratransit coordination team. The report included information regarding events attended throughout Alameda County, interagency outreach (including participating in the Regional Mobility Management working group), and materials that were distributed to partner agencies and organizations.

## **8. Committee and Transit Reports**

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

Herb Hastings gave an update on the IWC and noted that the last meeting took place on Monday, January 11<sup>th</sup>. They discussed Measure B and BB funding.

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

Esther Waltz noted that the last SRAC meeting was cancelled. The next meeting is scheduled for Tuesday, March 1<sup>st</sup>.

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

Shawn Costello reported that he was elected as the Vice Chair for the Regional Center's Consumer Advisory Committee (CAC).

## **9. Information Items**

### **9.1. Mobility Management – Self-Driving Cars: Mapping Access to a Technology Revolution**

Naomi Armenta reviewed the mobility management attachment in the meeting agenda packet.

Questions and feedback from PAPCO members:

- A Committee member expressed concern regarding the accessibility of the self-driving cars and other issues surrounding obtaining a driver's license for disabled individuals.

### **9.2. Other Staff Updates**

Naomi Armenta noted that the American Public Transportation Association's (APTA) ADA anniversary publication was included with the meeting's agenda packet. She also reviewed the other handouts provided for the meeting.

## **10. Draft Agenda Items for March 28, 2016 PAPCO Meeting**

**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

## **11. Adjournment**

The meeting adjourned at 2:45 p.m. The next Joint PAPCO and ParaTAC meeting is scheduled for February 22, 2016. The next PAPCO meeting is scheduled for March 28, 2016 at Alameda CTC's offices located at 1111 Broadway, Suite 800, in Oakland.

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Joint Paratransit Advisory and Planning Committee  
and Paratransit Technical Advisory Committee  
Meeting Minutes

Monday, February 22, 2016, 1:00 p.m.

3.2

1111 Broadway, Suite 800, Oakland, CA 94607

510.208.7400

www.AlamedaCTC.org

### MEETING ATTENDEES

Attendance Key (A = Absent, P = Present)

#### PAPCO Members:

P Sylvia Stadmire,  
Chair

P Will Scott,  
Vice-Chair

P Larry Bunn

P Shawn Costello

P Herb Hastings

P Joyce  
Jacobson

P Sandra  
Johnson-Simon

P Jonah Markowitz

A Rev. Carolyn Orr

A Vanessa Proee

P Carmen Rivera-  
Hendrickson

P Michelle Rousey

P Harriette

Saunders

A Kimberly Tamura

P Esther Waltz

P Hale Zukas

#### ParaTAC Members:

A Diane Atienza

A Dana Bailey

P Pam Deaton

P Shawn Fong

A Brad  
Helfenberger

A Rashida Kamara

A Jackie Krause

P Kadri Klm

A Isabelle Leduc

P Wilson Lee

P Hakeim McGee

A Scott Means

A Mallory Nestor

P Julie Parkinson

A Gail Payne

A Kim Ridgeway

A Sandra Rogers

A Sid Schoenfeld

A Leah Talley

P Laura Timothy

A Jonathan Torres

A Rochelle  
Wheeler

A David Zehnder

#### Staff:

P Jacki Taylor, Program Analyst

P Naomi Armenta, Paratransit Coordinator

P Terra Curtis, Paratransit Coordination Team

P Krystle Pasco, Paratransit Coordination Team

P Cathleen Sullivan, Paratransit Coordination Team

P Richard Weiner, Paratransit Coordination Team

P Christina Ramos, Project Controls Team

#### Guests:

Kevin Barranti, Public Member; Arnold Brillinger, Alameda Commission on Disability Issues; Ken Bukowski, Public Member; Catherine Callahan,

Center for Independent Living (CIL); Cliff Chambers, Mobility Planners; Jennifer Cullen, Senior Support Program of the Tri-Valley; Jessica Cutter, Public Member; Ronny Kraft, Ronny Kraft Consulting; Jennifer Shelton, Alameda County Care Alliance (ACCA); Victoria Williams, Mobility Matters

## **MEETING MINUTES**

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

Naomi Armenta, Paratransit Coordinator, called the meeting to order at 1:05 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. Countywide Transit Plan Presentation and Discussion**

Cliff Chambers gave a presentation on Alameda CTC's Countywide Transit Plan (CTP). He provided an overview of the plan's vision and goals, timeline, recommendations, cost and service delivery impacts. He also discussed key findings and methodology as well as opportunities and strategies to effectively meet ADA paratransit requirements.

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

- A Committee member expressed concern for AC Transit bus routes that were discontinued in the City of Alameda. She would like to see those routes reinstated. She also expressed concern for the lack of space on public transit for individuals with mobility devices during rush hour.
- A Committee member expressed concern regarding bus drivers not being patient with individuals in mobility devices.
- A Committee member noted that the examples of new accessible bus shelters and islands look great, however, if they are not connected to an accessible network of streets and curbs there is no point because consumers would not be able to

access them. Therefore, focusing on just improving major transit corridors may not necessarily be a good idea.

- A Committee member expressed support for regional lines that connect with paratransit as they help transport individuals to medical facilities in other counties. Regional paratransit trips continue to be a challenge for consumers. As a result, locations of major medical facilities should be taken into consideration when planning for transit improvements.
- A Committee member asked for more information regarding transit connections to trails. He was particularly interested in installing charging stations for mobility devices alongside trails. The guest speaker noted that there is a separate planning process for bicycle and pedestrian improvements within the larger Countywide Transportation Plan.
- A Committee member expressed interest in seeing the BART to Livermore project move towards groundbreaking. She believes this will help better connect the City of Livermore to the rest of the County and region as local bus lines would also be accessed through this BART station. This should be considered a multiple tier system.
- A Committee member asked about the justification for making Bus Rapid Transit (BRT) a 24 hour service. Is this cost effective? The guest speaker responded that the planners for BRT conducted various origin-to-destination research and market analysis. The findings highlighted the emergence of a 24/7 economy where people are working seven days a week and for longer hours, creating more travel. The consultants working on this project concluded that there was a need for greater 24 hour service.
- A Committee member expressed concern for the lack of accessible taxi vehicles available in the East County. He is also very interested in seeing driverless cars for individuals in mobility devices.
- A Committee member requested access to the report regarding the need for greater 24 hour services in Alameda County. The guest speaker will forward the technical memo to Alameda CTC staff for distribution to PAPCO and ParaTAC members.
- A Committee member discussed the need to incentivize taxi companies to operate and maintain their accessible taxis and

drivers. She noted that creating a better intercity and regional accessible taxi system can be helpful in providing better overall service to consumers.

#### **4. Needs Assessment Discussion**

Cathleen Sullivan and Terra Curtis gave a presentation on current needs assessment efforts in Alameda County. They provided a background of the needs assessment efforts and provided best practices and strategies for gathering information. PAPCO, ParaTAC and members of the public then had an opportunity to break into smaller groups (according to their respective planning areas) and discuss these strategies.

Planning area groups were asked to discuss the following questions:

- How was consumer input sought in development of the program plan and selection of the services offered? Examples include: consumer or public meetings, meetings with other agencies, presentations to boards, commissions, or committees.
- Describe any outreach, surveys and/or analysis conducted to develop the plan.
- Describe how results from these activities were used to guide the development of the plan.

#### **Central County**

- Consumer and public meetings, meetings with other agencies, and presentations to boards, commissions, or committees were all strategies used to gather input in the development of the program and selection of the services offered.
- Survey distribution and completion ideas included issuing paper surveys during rides taken and providing incentives like gift cards and raffle entries are options.
- Local city council and disabled or senior advisory committees were also contacted for input.
- Other ideas include distributing surveys at large community events such as USOAC's Healthy Living Festival or taking input electronically via an agency tablet.
- Alameda CTC could develop a generic survey that could be widely distributed.

- San Leandro staff distributed a mail survey between the holiday season and February that was also available at the Senior Community Center. Staff also conducted focus groups for individuals with developmental disabilities as well as the Chinese speaking community.
- San Leandro staff found that paratransit participants were concerned about extending hours and expanding destinations for their shuttle. Staff also conducted presentations to cross check with attendees that the results generated from the surveys was accurate. Some challenges included keeping track of all comments and prioritizing feedback.
- Sharing local “wish lists” and overview of services with other programs was recommended for information and resource sharing purposes.

#### East County

- The Pleasanton paratransit program recently held focus groups with members of several senior housing complexes about its Downtown Route (DTR) shuttle. Feedback received included a desire for shorter trips times and more direct trips.
- In response, proposed changes to the DTR include paying an annual fee versus a per trip fare), lowering the age eligibility from 70 years to 60 years and adding service for recreational trips.
- LAVTA and the Pleasanton paratransit program’s joint needs assessment effort will start next fiscal year. This effort will look at the entire Tri-Valley area and will use a variety of strategies to gather public input.
- There is an increased need for medical trips that are inter-jurisdictional and inter-regional. Service that connects with the Walnut Creek Kaiser shuttle and trips to San Ramon are needed.
- There is also a need for same-day service.

#### North County

- Size of wheelchair was identified as an issue.
- Services in the City of Alameda are underutilized but public transit has been cut.
- A shuttle to connect the City of Alameda to Fruitvale and a ferry line to connect to San Francisco would be helpful.

- There is also a need for improvements in communications and messaging regarding services, especially if they are free.
- Reaching consumers over 80 years is a challenge. Also doing outreach to 50 to 60 year olds with regards to travel training programs is a good idea.
- Funding accountability is of high importance.
- Emeryville's Emery-Go-Round shuttle should be improving their buses, lifts and overall quality of service with the new funding that was approved.
- There should be more coordination with Caltrans.
- The Area Agency on Aging should conduct a needs assessment that includes transportation.
- Partnerships and alliances for long term public transit include Caltrans, Oakland airport, Greyhound, Hayward airport, San Francisco airport and Amtrak.

#### South County

- Union City's needs are more temporal and address level of service. The public transit network is mostly built out and there are no new destinations.
- In Fremont there are service gaps that exist around regional trips. There needs to be more access to what is already existing.
- Newark and Fremont face additional challenges when Measure B expires. Paratransit programs need to work on more effectively providing service and Gap Grant funding should be explored.
- There is value to regional work.
- The countywide needs assessment effort should maybe identify gap grant funding needs on a sub-regional level.
- The Fremont and Tri-City area have no plans for conducting a needs assessment.
- The Robert Wood Johnson Foundation conducted in 2003-2004 was a massive effort for the Tri-City area and it identified the needs of older adults in the area. Although the focus was on seniors' needs, transportation was identified among the top 4 needs.
- Needs assessment efforts can be built into existing outreach efforts (i.e. Dialysis Kaiser social workers).

- The genesis of existing regional programs were also discussed as well as improving access to transit. The establishment of a basic framework was mentioned and understanding the utilization and funding opportunities that are ongoing can inform changes.
- The input so far includes more mobility management and education for specific needs.
- Union City conducted its last big needs assessment effort in 2002. Feedback included a new ADA service as a baseline although funding was still being identified. Staff relies on the quarterly advisory committee (Tri-City Paratransit Advisory Committee) meetings for guidance.
- The short range transit process covered ongoing changes that needed to be made. In this process, feedback from the paratransit advisory committee was incorporated into the larger transit considerations.
- It was also identified that consumers have a hard time commenting on non-proposals.

Staff will continue to gather information on needs assessment efforts in Alameda County.

## **5. Information Items**

### **5.1. Member Announcements**

Member announcements were heard from Jessica Cutter (speaking on behalf of the City of San Leandro), Wilson Lee, Sylvia Stadmire and Pam Deaton.

### **5.2. Staff Updates**

There were no staff updates.

## **6. Draft Agenda Items for March 28, 2016 PAPCO Meeting**

- 6.1.** Convene Finance and Program Plan Review Subcommittees
- 6.2.** Quarterly Paratransit Strategic Planning Workshop Feedback
- 6.3.** Gap Grant Cycle 5 Extension and Progress Reports
- 6.4.** East Bay Paratransit Report

## **7. Adjournment**

The meeting adjourned at 3:00 p.m. The next ParaTAC meeting is scheduled for March 8, 2016. The next PAPCO meeting is scheduled for March 28, 2016. Both meetings will take place at Alameda CTC's offices located at 1111 Broadway, Suite 800, in Oakland.





# Memorandum

3.3

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

**DATE:** March 21, 2016

**SUBJECT:** PAPCO Program Plan Review Subcommittees

**RECOMMENDATION:** Convene Program Plan Review Subcommittees.

## Summary

Staff is recommending the Program Plan Review subcommittees convene on May 12-13, 2016. At the PAPCO meeting on March 28, 2016, PAPCO members will be asked to volunteer for appointments to the Program Plan Review subcommittees. The subcommittees will be held on the following dates:

- Program Plan Review – Thursday, May 12, 2016, and Friday, May 13, 2016

(For Program Plan Review, a morning and afternoon meeting will be held each day, time TBD)

## Background

The PAPCO Bylaws state in Article 6.1 that PAPCO “may establish subcommittees when and as necessary or advisable ... to develop and propose policy on a particular issue, to conduct an investigation, to draft a report or other document, or for any other purpose within the authority of PAPCO. The standing subcommittees are Bylaws, Fiduciary and Finance Program Plan Review, and Section 5310.”

Program Plan Review is a primary PAPCO responsibility assigned by the Commission and stated in the Bylaws, Article 2.3.1 “Review mandated and non-mandated services for cost effectiveness and adequacy of service levels and to make recommendations to the Alameda CTC regarding the approval of requests for funding. In this capacity, the

*Committee may identify alternative approaches that will improve special transportation service in Alameda County."* This year, PAPCO will be responsible for reviewing Measure B and BB funded paratransit programs totaling over \$23.3 million dollars. This year, Program Plan Review will also incorporate review of unspent fund balances and notable trends in revenues and expenditures. Program Plan Review is actually five subcommittees held over two days, and members can be appointed to one or more. The five are North, Central, South, East, and East Bay Paratransit.

### **Subcommittee Selection Process**

All subcommittees have a minimum membership of 3 and a maximum of quorum (currently 9). The Chair will ask for volunteers and appoint members, who will be notified by staff via email, mail or telephone. Any members not appointed may still attend the meetings as audience members and participate in the discussion, but cannot vote or receive per diem. Members are asked to complete the 2016 PAPCO Subcommittee Volunteer Preference Form (Attachment A) to help the Chair make appropriate appointments.

### **Responsibilities**

All PAPCO members that are appointed to these subcommittees will be requested to review the materials sent ahead of the meeting(s), attend the meeting(s) and work cooperatively with other members to develop recommendations. Accessible materials can be arranged for any member upon request.

### **Per Diem**

The Program Plan Review subcommittees are identified in the PAPCO Bylaws as standing subcommittees, therefore appointed PAPCO members will receive a per diem.

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

## **Attachments**

A. 2016 PAPCO Subcommittee Volunteer Preference Form

## **Staff Contacts**

[Naomi Armenta](#), Paratransit Coordinator

[Jacki Taylor](#), Program Analyst

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## 2016 PAPCO Subcommittee Volunteer Preference Form

**Member Name:** \_\_\_\_\_

**I would like to be appointed to at least one of the Program Plan Subcommittees on Thursday, May 12th and/or Friday, May 13th.**

**Yes** ☐ **No** ☐

I am available both days, all day. ☐

Select by day:

Day 1 meetings, Thursday, May 12th:

- I would like to be appointed to Day 1, all day. ☐
- I would like to be appointed to Day 1 morning. ☐
- I would like to be appointed to Day 1 afternoon. ☐

Day 2 meetings, Friday, May 13th:

- I would like to be appointed to Day 2, all day. ☐
- I would like to be appointed to Day 2 morning. ☐
- I would like to be appointed to Day 2 afternoon. ☐

Select by planning area:

- I would like to be appointed to North County reviews. ☐
- I would like to be appointed to Central County reviews. ☐
- I would like to be appointed to East County reviews. ☐
- I would like to be appointed to South County reviews. ☐

Select by program:

East Bay Paratransit ☐

City of Berkeley ☐

City of Newark ☐

LAVTA ☐

City of Emeryville ☐

City of Oakland ☐

Union City Transit ☐

City of Fremont ☐

City of Pleasanton ☐

City of Alameda ☐

City of Hayward ☐

City of San Leandro ☐

City of Albany ☐

Materials:

- I would like my materials in a binder. ☐
- I would like my materials in a pocket folder. ☐
- I would like my materials electronically only. ☐

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# FY 2015-16 Paratransit Advisory and Planning Committee Meeting Calendar

3.4

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510.208.7400

www.AlamedaCTC.org

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

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

	<ul style="list-style-type: none"> <li>◦ Gap Grant Cycle 5 Extension</li> <li>◦ Update on HDTs/WSBTs and discussion on potential changes</li> <li>◦ Outreach Summary report for 2015</li> </ul>
February 22, 2016	<ul style="list-style-type: none"> <li>• <b>Quarterly Strategic Planning Workshop</b> <ul style="list-style-type: none"> <li>◦ Presentation on Countywide Transit Plan</li> <li>◦ Needs Assessment</li> </ul> </li> </ul>
March 28, 2016	<ul style="list-style-type: none"> <li>• <b>PAPCO Meeting</b> <ul style="list-style-type: none"> <li>◦ Convene Program Plan Review Subcommittees</li> <li>◦ Feedback on Quarterly Strategic Planning Workshop</li> <li>◦ Gap Grant Cycle 5 Extension Progress Reports status</li> <li>◦ Report from EBP</li> </ul> </li> </ul>
April 25, 2016	<ul style="list-style-type: none"> <li>• <b>Joint Meeting/Quarterly Strategic Planning Workshop</b> <ul style="list-style-type: none"> <li>◦ Taxi Card Implementation Plan</li> <li>◦ Taxi incentives</li> </ul> </li> </ul>
May 12-13, 2016	<ul style="list-style-type: none"> <li>• <b>Subcommittee Meetings</b> <ul style="list-style-type: none"> <li>◦ Program Plan Review</li> </ul> </li> </ul>
May 23, 2016	<ul style="list-style-type: none"> <li>• <b>PAPCO Meeting</b> <ul style="list-style-type: none"> <li>◦ Feedback on Quarterly Strategic Planning Workshop</li> <li>◦ Base Program Recommendation</li> <li>◦ Gap Grant Cycle 5 Extension Recommendation</li> </ul> </li> </ul>
June 27, 2016	<ul style="list-style-type: none"> <li>• <b>PAPCO Meeting</b> <ul style="list-style-type: none"> <li>◦ Elect Officers for FY 16/17 (Chair, Vice Chair, SRAC, IWC)</li> <li>◦ Approve meeting calendar</li> <li>◦ Develop and approve PAPCO work plan for FY 16-17</li> </ul> </li> </ul>





## 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.

<b>Topic: PAPCO Development and Outreach</b>		
<b>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</b>		
<b>Actions</b>	<b>Completed</b>	<b>In-Progress</b>
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)		<b>x</b>
Assist in publicizing the Alameda CTC's paratransit program, particularly the Access Alameda booklet, AccessAlameda.org website, HDTs and WSBTS programs		<b>x</b>
Assist in publicizing One Call/One Click information resources (e.g. Eden I&R 2-1-1 and AccessAlameda.org website)		<b>x</b>
Monitor PAPCO appointments and vacancies		<b>x</b>
Ask staff for assistance in drafting talking points or articles, or obtaining outreach materials		<b>x</b>

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

<b>Topic: Planning and Policy</b>			
<b>Goal: Provide planning and policy input for Direct Local Distribution (DLD) and discretionary grant programs</b>			
<b>Actions</b>	<b>Completed</b>	<b>In-Progress</b>	
Assist in planning and participate in Paratransit Strategic Planning Workshops for 2015-16 (joint PAPCO and ParaTAC meetings):			
• July	x		
• October	x		
• February	x		
• April			
Participate in discussions on amending Implementing Guidelines	x		
Review plans for DLD-funded programs and services for FY 2016-17			
Participate in discussions on funding formula, if necessary	N/A		
Participate in Gap Grant Cycle 6 call for projects			N/A
Receive an annual update on the HDTs and WSBTS programs	x		

<b>Topic: Funding</b>			
<b>Goal: Review of Direct Local Distribution (DLD) funding and provide Gap Grant funding recommendations</b>			
<b>Actions</b>	<b>Completed</b>	<b>In-Progress</b>	
Review and make recommendations on requests for Gap Grant funding			
Receive Gap Grant Cycle 5 FY 2015-16 Progress Reports: <ul style="list-style-type: none"> <li>• October</li> <li>• March</li> </ul>	x		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			

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

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

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



## PAPCO Appointments and Vacancies

3.6

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### Appointer

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

### Member

- Herb Hastings
- Vacant
- Sylvia Stadmire
- Sandra Johnson Simon
- Will Scott
- Harriette Saunders
- Jonah Markowitz
- Vacant
- Shawn Costello
- Joyce Jacobson
- Kevin Barranti
- Vanessa Proee
- Vacant
- Vacant
- Rev. Carolyn M. Orr
- Vacant
- Carmen Rivera-Hendrickson
- Cimberly Tamura
- Vacant
- Hale Zukas
- Michelle Rousey
- Esther Waltz
- Larry Bunn

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# Paratransit Outreach Calendar for March through May 2016

7.1

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Date	Event Name	Location	Time
3/1/16	Mobility and Transit Workshop and Fair	San Leandro Senior Community Center, 13909 E 14th Street, San Leandro, CA 94578	10:00 a.m. – 1:00 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.
4/21/16	Senior Resource Expo	Albany Senior Center, 846 Masonic Avenue, Albany, CA 94706	10:00 a.m. – 1:00 p.m.
4/21/16	Senior Health Fair	North Berkeley Senior Center, 1901 Hearst Ave, Berkeley, CA 94709	10:00 a.m. – 2:00 p.m.
4/29/16	USOAC Annual Convention	St. Mary's Center, 925 Brockhurst Street, Oakland, CA 94608	9:00 a.m. – 2:30 p.m.
5/4/16	Oakland Older Americans Month Event: "Blaze a Trail"	Frank Ogawa Plaza, Oakland City Hall, 1 Frank H Ogawa Plaza, Oakland, CA 94612	10:00 a.m. – 2:00 p.m.
5/5/16	Senior Health and Wellness Resource Fair	Kenneth Aitken Senior Center, 17800 Redwood Road, Castro Valley, CA 94546	9:00 a.m. – 1:00 p.m.
5/20/16	Senior Resource Fair	San Leandro Senior Community Center, 13909 E 14th Street, San Leandro, CA 94578	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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**Service Review Advisory Committee (SRAC)  
Meeting Minutes from November 3, 2015**

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

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

**SRAC MEMBERS PRESENT:**

Don Queen, Chair  
Micheal Pope  
Esther Waltz  
Arnold Brillinger  
Peter Crockwell  
Harriette Saunders  
Letitia Tumaneng

Janet Abelson, Vice Chair  
Shawn Fong  
Mary L. Seib  
Yvonne Dunbar  
Patricia Affonso  
Robert L. Kearney, Jr

**Staff Present:**

Mallory Nestor-Brush, Accessible Services Manager, AC Transit  
Laura Timothy, BART  
Rashida Kamara, Broker General Manager  
Janice Carter, Broker Customer Service Manager  
Francisco Antunez, Broker Operations Manager  
Angel Smith, Broker Customer Service Supervisor & SRAC Coordinator  
Patrice Noble, Transdev Broker's Office  
Myisha Grant, Special Projects & SRAC Coordinator  
Kimberly Ridgeway, AC Transit  
Dora Ramirez, Broker Contract Compliance Supervisor  
Rick Pineda, Broker Road Supervisor  
Robert Rayburn, BART Board Director for Oakland and Alameda

**Guests:**

Ann C. Johnson  
Gary Brown  
Daniel Gardner  
Gary Gray  
Judy Washington  
Alicia Williams  
Rae Forst  
Jarnail Randhawa, A Paratransit  
Steve Everson, A Paratransit  
Naomi Armenta, ACTC  
Laura Corona, MV Transportation  
Nina Johnston, FTI

## **2. Orientation and Security considerations in the Community Room meeting space**

Rashida Kamara thanked everyone for attending the meeting and then gave a brief overview of the Broker office evacuation and security procedures.

## **3. Approval of SRAC Minutes from November 3<sup>rd</sup>, 2015 meeting**

MOTION: Queen/Fong to approve the November 3<sup>rd</sup>, 2015, SRAC meeting minutes. Unanimous.

## **4. Public Comments**

Ann C. Johnson expressed issues she encountered on a trip taken on September 27<sup>th</sup>. Ms. Johnson said the van was dirty, and there was something wrong with the seat belt located behind her driver. She noted this was not the first time she was picked up in a dirty vehicle.

Gary Brown described a recent trip where the driver arrived at least 40 minutes past the window. Mr. Brown said he believes the driver squeezed an add-on to the schedule before his pickup.

Daniel Gardner said drivers are consistently late, showing up past his pickup window causing him to be late to his doctors appointments.

Alicia Williams said paratransit no longer provides weekend service in the East Oakland hills where she resides. Ms. Williams said cutting service is not what the ADA had in mind when paratransit service was established.

Gary Gray said his name was misspelled on the September 1st SRAC minutes. Mr. Gray then described several service related issues he has encountered; specifically, drivers who are continuously arriving 45 minutes to an hour late for his pickups. Conversely, he said today the driver arrived early and became upset because he was not ready. Mr. Gray said the wait time is too long for his regional trip pickups. He usually has to wait 60 to 90 minutes for rides. He also noted he has had BART station access issues at the Coliseum in particular. Lastly, Mr. Gray said there is still a problem with signage at the Ashby BART station.

Daniel Gardner said the trip schedules were too tight causing the drivers to be late.

Rae Forst commended East Bay Paratransit for offering paratransit service. However, just recently she has experienced a dramatic increase in problems with getting to her chemotherapy and doctor's appointments on time. Ms. Forst said drivers are often late picking her up, and she is not receiving the full benefits of her doctor's appointments. Ms. Forst said she would like to help work on solutions to improve the service instead of just complaining.

## 5. Use of credit cards for purchase of East Bay Paratransit fare tickets

Rashida Kamara gave an update on her meeting with Bank of America for use of credit cards and commented on the following items:

- Equipment cost for the Broker office and senior centers
- In-person and over the phone transaction cost
- Broker hours for phone transactions
- Re-occurring payment option
- Email confirmations for phone transactions
- Setup requirements
- Refund system and process
- Transaction fees
- Shipping and handling fees

In response to Kamara's presentation, the following comments were made:

Vice-Chair Janet Abelson said, in her experience debit and credit card issuers do not charge transaction fees for purchases. She also asked the staff if the costs could be included in their budget.

Laura Timothy explained East Bay Paratransit was not making a profit on the sale of the tickets. The tickets are a calculated cost based on the cost approved by the boards. Ticket prices are calculated based on the fixed route cost. The credit card fees only include bank service charges.

Harriette Saunders asked if the recent Measure BB increase could offset some of the costs? She said offering an alternative option to purchase tickets using a credit card over the phone and at senior centers is a necessity, given there are not enough local places for people to buy the tickets. Ms. Saunders feels like riders are being penalized. She went on to ask the purpose for voting to increase Measure BB money if it is just going to cost the consumers more? Voter's could have kept that ½ cent in their pockets. Ms. Saunders said offering the service is a cost of doing business and should be picked up by the transit agencies.

Peter Crockwell stated whenever a person pays for their tickets, East Bay Paratransit has money coming in. He said East Bay Paratransit should use that money to cover any cost or fees associated with offering the credit card purchase option. There are not enough purchasing location options currently being offered to riders.

Shawn Fong said consumers can now purchase East Bay Paratransit tickets through BART or AC Transit without an additional processing fee. She said she felt it would be best to keep the current practice standard regarding not charging a processing fee for credit card transactions.

Ms. Fong said she did understand why there is a cost for shipping and handling for ticket orders.

Kamara said the consortium would research and explore more options and provide an update at the next SRAC meeting in January.

#### **6. ADA 25th year anniversary celebration at the new East Bay Paratransit Broker's office on September 16th, with a video of comments from paratransit riders**

Two short videos were played during the meeting:

- A video with comments from paratransit riders, SRAC, BATF and AAC members.
- The ADA 25th year anniversary celebration.

#### **7. Ongoing Emergency Planning efforts at East Bay Paratransit and video on personal preparedness**

Rashida recently met with Marla Braggs, BART's Emergency Manager, to discuss emergency preparedness planning for the broker's office. Marla is helping her work on outfitting the Community Room so that it doubles as the Department Operations Center (DOC). Kamara provided an update on the recent relocation of the broker's office noting there were a few things still outstanding, such as:

- Minor modifications to the ADA Ramp entrance in the front of the building
- Purchasing furniture for the front entrance to the Community Room
- Air Conditioning Systems
- Completion of the office sound system
- Adjustments to the parking lot gate

In preparation for El Nino East Bay, Paratransit is participating in a tabletop exercise that will include using paratransit vehicles as a transit resource. Paratransit vehicles can transport four to five wheelchairs at a time which may be vital in the event of an emergency.

Following the discussion, a short video was played on personal emergency preparedness.

Programs and mugs were available for individuals who did not attend the event.

Emergency Preparedness kits were distributed to the broker office staff, drivers, and SRAC members.

## 8. Broker's Report on FY 14/15 vs. FY 15/16 performance data

Rashida Kamara, Broker General Manager, briefly reviewed the most recent performance report distributed with the meeting materials. She said there was an increase in the total number of ADA riders in the database.

Key Performance Measures Highlights Included:

- The decrease in the number of trips reported this year compared to the same period last year
- The number of passengers transported each weekday decreased compared to the same period last year
- The percentage of rider no - show's & late cancels increased
- Productivity dropped from 1.77 to 1.74
- The number of Go-Backs/ Re-scheduled trips increased
- Complaints reported decreased significantly from 955 to 663
- Commendations went up by 63
- Total ADA riders in database went up from 16,987 to 17,400

Kamara provided an update on the Interactive Voice Response (IVR) system:

Kamara gave a brief overview of the Interactive Voice Response (IVR) System noting that East Bay has been testing the system for approximately nine months. The system has two call function features that include calls made to riders the night before a scheduled trip and calls made on the day of service. Rashida said the night before reminder feature has worked well, and she feels it will greatly benefit riders. East Bay has experienced some problems with the imminent arrival call feature that is triggered by drivers and scheduling system.

At this time, East Bay plans to move forward with fully activating the night before call reminder feature. Kamara said she believed it will reduce no-shows and help riders remember to cancel their reservations in a timely manner. The feature will also help free up the system for better on-time performance. The night before IVR calls feature will be implemented in phases for current riders in the system and new riders will be educated on how the system works. Kamara said her goal is to fully activate the night before call reminder feature before the start of the new year. This feature is only available for demand trips and will not be offered for standing order reservations. She said riders no longer have to call in to get standby reservation information.

Kamara provided the following information:

- Riders need to provide accurate and working phone numbers
- The system will attempt to contact each rider three times
- IVR system will not provide the entire pick up window
- The system will leave a voice mail message but does not work well with tricky or unclear voice mail recording messages

East Bay's IVR system will make approximately 1,600 phone calls on an average day. Unfortunately, all reminder calls cannot be made between 5:05 and 5:10. Kamara said it takes some time for the system to push out all the calls, and it can only start pushing out the calls when the scheduling is complete. The system only works after the schedules are completely shut down. Phone calls will be made between 6:30 pm and 9:30 pm and in no particular order.

There is currently no date set for testing completion and full activation of the imminent arrival feature.

Follow-up on geographic distribution of survey data:

Several questions were raised on whether the survey included geographic differences and if drivers, dispatchers, road supervisors and schedulers should be included in the survey. SRAC members requested a geographic breakdown of the most recent version of the Customer Satisfaction survey.

Kamara said a geographic report would be available in January. The new report will include data grouped by geographic location and based on the key questions asked during the SRAC meeting.

## **9. Report from SRAC Members**

Peter Crockwell distributed a document given to him by the BATF chair for SRAC members.

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

The SRAC meeting adjourned at 2:15 p.m. The next SRAC Meeting is Tuesday, January 5, 2015, at the Broker Office location, 1750 Broadway, Oakland, CA.



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

<b>Ridership Statistics</b>	<b>FY 14/15 July - December</b>	<b>FY 15/16 July - December</b>
Total Passengers	363,702	365,746
ADA Passengers	312,887	317,532
% Companions	1.3%	1.1%
% of Personal Care Assistants	13%	12%
Average Passengers/ Weekday	2,482	2,516
Average Pass/ Weekend & Holidays	879	841

**Scheduling Statistics**

% Rider Fault No Shows & Late Cancels	3.2%	3.4%
% of Cancellations	23.1%	22.5%
Go Backs/ Re-scheduled	5,819	6,492

**Effectiveness Indicators**

Revenue Hours	207,055	212,567
Passengers/Revenue Vehicle Hour	1.76	1.72
ADA Passengers per RVHr.	1.51	1.49
Average Trip Length (miles)	10.5	10.3
Average Ride Duration (minutes)	39.7	40.2
Total Cost	\$18,005,701	\$18,092,449
Total Cost per Passenger	\$49.51	\$49.47
Total Cost per ADA Passenger	\$57.55	\$56.98

**On Time Performance**

Percent on-time	90.2%	89.9%
Percent 1-20 minutes past window	7.5%	7.6%
% of trips 21-59 minutes past window	2.1%	2.3%
% of trips 60 minutes past window	0.18%	0.16%

**Customer Service**

Total Complaints	1,971	1,450
Timeliness	869	569
Driver Complaints	638	506
Equipment / Vehicle	30	26
Scheduling and Other Provider Complaints	117	93
Broker Complaints	317	256
Commendations	574	746

**Safety & Maintenance**

Total accidents per 100,000 miles	4.26	5.05
Roadcalls per 100,000 miles	5.54	5.57

**Eligibility Statistics**

Total ADA Riders on Data Base	17,071	17,421
Total Certification Determinations	2,548	2,846
Initial Denials	106	115
Denials Reversed	6	11

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# SAN FRANCISCO BAY AREA TRANSIT DISTRICT ACCESSIBILITY TASK FORCE

## Minutes

October 22, 2015

### 1. Self-Introductions of Members, Staff and Guests

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

**Absent:** Don Queen, Linda Drattell

**BART Staff present:** Ike Nnaji

### **Directors, Speaker(s), Guest Staff, and Guests of the Public:**

Director Robert Raburn, Elena Vanloo (BART), Aaron Weinstein (BART), Roderick McFarland (BART), Val Menotti (BART), Steve Beroldo (BART), Maureen Wetter (BART), Jerry Grace, Ric Owen (ASL Interpreter), Carol Day (ASL Interpreter), Janice Dispo (Stenographer)

### 2. Public Comments

[No public comments.]

### 3. Approval of Minutes of September 24, 2015 Meeting

The amended minutes will include the following amendments:

Under "Approval of Minutes," it should say:

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

Under "eBART," it should say:

- "There will be TTY telephones which will have a direct number to control central posted nearby. A toll-free number has been requested."

Randall Glock commented that the elections were conducted procedurally incorrect. Numerous interruptions during the elections caused confusion amongst members.

No opposition to Herb Hastings' motion to approve the amended September 24, 2015 meeting minutes, with a second by Gerry Newell.

Motion passes with abstentions from Larry Bunn and Randall Glock.

#### **4. Fleet of the Future Update**

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

Aaron Weinstein suggested that the BATF form a subcommittee.  
(Travel reimbursement approved, per Ike Nnaji.)

#### **5. Bikes on BART Update**

[No presentation at this time; staff not in attendance to present.]

#### **6. BART Access Policy**

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

Alan Smith suggested not stopping to pick up BART staff at Hayward and Concord yards as it can cause riders to miss bus connections.

Clarence Fischer agreed this issue impacts the Richmond-Fremont line as well.

#### **7. BART Website Station Map**

After a brief discussion, members brought forth a motion.

No opposition to Herb Hastings' motion to recommend that BART's website station maps include locations of elevators, stairs, escalators, the number of escalators, and escalator direction, (second by Gerry Newell).

Motion passes with an abstention from Roland Wong.

#### **8. By-Laws Update**

BART's Legal Department has asked that the language be changed in the recently recommended section for the Second Vice Chairperson, specifically with regard to the use of the word "inability."

No opposition to Gerry Newell's motion to remove the word "inability," (second by Janet Abelson).

Motion passes unanimously.

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 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."

## **9. Capital Project Status Reports**

Alan Smith shared a few thoughts regarding the Balboa Station tour that was recently held. He invited members who were in attendance for the tour to share their thoughts as well.

### Warm Springs Station

The Warm Springs Station will not open in December, as advertised. It will be opening sometime next year.

### **No updates were given for the following projects:**

El Cerrito Del Norte  
Oakland Airport Connector  
Union City Station Remodel  
Fleet of the Future  
eBART  
Phase 2 – San Jose Downtown  
Civic Center Station Upgrade  
Montgomery Station Upgrade  
San Bruno Path of Travel  
Track Maintenance  
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

## **10. Chairperson Announcements**

Alan Smith, together with David Favello, the BART Bicycle Task Force Chairperson, expect to attend the November 19<sup>th</sup> Board meeting to present the BATF/BBATF joint letter.

## **11. Staff Announcements**

Ike Nhaji announced that the meeting room location at 1750 Broadway is has a hearing loop system.

He then reminded members that they must notify BART of any updates to their Clipper cards.

## **12. Member Announcements**

Clarence Fischer stated that destination signs (especially at MacArthur Station) are either displaying erroneous information or lack information.

## **13. Future Agenda Topics**

- Intermodal seating for the disabled (e.g. Dublin)
- BART fee schedule

## **14. Adjournment**

The meeting adjourned to the next specially scheduled meeting of **Thursday, November 12, 2015, at 2:00 p.m., at 1750 Broadway in Oakland, California.** (Location yet to be confirmed at the time of this meeting.)

# **SAN FRANCISCO BAY AREA TRANSIT DISTRICT ACCESSIBILITY TASK FORCE**

## **Draft Minutes**

November 12, 2015

### **1. Self-Introductions of Members, Staff and Guests**

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

**Absent:** Brandon Young

**BART Staff present:** Ike Nnaji, Robert Franklin, Laura Timothy

#### **Directors, Speaker(s), Guest Staff, and Guests of the Public:**

Director Robert Raburn, Elena Vanloo (BART), Aaron Weinstein (BART), Carl Orman (BART), Scott Smith (BART), Steve Beroldo (BART), Maureen Wetter (BART), Ric Owen (ASL Interpreter), Carol Day (ASL Interpreter),

### **2. Public Comments**

[No public comments.]

### **3. Approval of Minutes of October 22, 2015 Meeting**

[No minutes available for approval]

### **4. BATF By-Law Update**

Ike Nnaji stated that the Legal Department has approved the change as to form. The next step is to forward it to the General Manager for approval.

## **5. Bikes on BART Update**

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

Alan Smith stated that the goal of bikes on BART is to reduce bike on trains. Steve responded that the goal is to have 60% of riders to park their bikes at station and 40% to ride on train.

Clarence Fischer stated that bikeshare would help reduce the number of bikes on trains. He said that BART used to have bike permits. There are safety issues like bikes on escalators and that the BART Police should enforce the bike rules. Steve stated that there are new signs that have been tested and will be installed in all escalators.

Larry Bunn asked do we have data on bikes on trains. Steve responded yes, we do have data and that is why we want people to leave their bikes at stations.

Janet Abelson stated that she likes the program to have bikes parked in stations. That she is concerned about the people taking bikes on trains and using the wheelchair spaces. Steve stated that we are training users on how to use bike spaces on trains, also that the Bike Rule states don't board if the train is crowded.

## **6. Berkeley Station Upgrade**

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

Clarence Fischer stated that bus shelter should provide space for wheelchair users and that a priority seats signs for seniors and people with disabilities should be posted.

Alan Smith asked what type of building material will be used for the bus shelter. Scott Smith said it will be sheet metal frame.

Janet Abelson stated that signage should address how to find the elevator location. What will happen to the outdoor market near the station? Scott Smith said that elevator needs to be upgraded. Also there is a way-finding sign component of the project. He noted that the Downtown Business Association is working on preventing/closing the outdoor market near the station.

Hale Zukas asked what will happen to the escalators and why is the rotunda style entrance been removed. Scott said that escalators will be replaced with stairs and that the city wanted a modernized entrance. Also, the District has concern about the entrance maintenance. Director Robert Raburn noted that the District wants detectability of the entrance.

## **7. 2016 Fare Chart Design**

After a brief member discussion, members brought forth a motion.

No opposition to Herb Hastings' motion to recommend that the lead staff attend the next meeting to receive BATF input, (second by Gerry Newell), motion passes.

## **8. Capital Project Status Reports**

Carl Orman provided a brief project updates for Dublin/Pleasanton, North Concord, Pittsburg/Bay Point and hearing loop project.

Alan Smith provided an update of the Richmond intermodal project.

Alan Smith stated as the elevator out-of-service hotline is been announced, Oakland Airport Connector elevator is not working but was not included.

Alan Smith stated that the elevator hot line as previously announced is now working. However when the OAC elevator on the airport end was not working, the hotline did not state the elevator was not working.

**No updates were given for the following projects:**

El Cerrito Del Norte  
Union City Station Remodel  
Fleet of the Future  
eBART  
Phase 2 – San Jose Downtown  
Civic Center Station Upgrade  
Montgomery Station Upgrade  
San Bruno Path of Travel  
Track Maintenance  
Station Hearing Loop  
Entrance Canopies  
Berkeley Station Upgrade  
Stair Tread Color Contrast  
Berryessa/Milpitas Stations  
Powell Street Station Upgrade  
Embarcadero Station Upgrade  
West Dublin Path of Travel  
Concord Station Upgrade

## **9. Chairperson Announcements**

Alan Smith, together with David Favello, the BART Bicycle Task Force Chairperson, expect to attend the November 19<sup>th</sup> Board meeting to present the BATF/BBATF joint letter.

Alan Smith stated there were no lights at the Montgomery Station and that staff commented that some of the lights are too high for BART maintenance workers to replace.

## **10. Staff Announcements**

None

## **11. Member Announcements**

None

## **12. Future Agenda Topics**

- Union City Project Update
- System wide station tour
- Communication Access – In Station and Train

## **13. Adjournment**

The meeting adjourned to the next specially scheduled meeting of **Wednesday, December 9, 2015 at 300 Lakeside Dr, 15th Floor, Oakland**



# SAN FRANCISCO BAY AREA TRANSIT DISTRICT ACCESSIBILITY TASK FORCE

## Minutes

December 9, 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, Alan Smith, Larry Bunn, Roland Wong, Esperanza Diaz-Alvarez

**Absent:** Hale Zukas, Gerry Newell, Herb Hastings, Megan O'Brien, Brandon Young

**BART Staff present:** Ike Nnaji, Bob Franklin

**Directors, Speaker(s), Guest Staff, and Guests of the Public:**

Director Robert Raburn, Elena Vanloo (BART),  
Russell Bloom (OIPA), Sarah Celso (OIPA),  
Cathrael Hackler (ASL Interpreter),  
Brooke Fulton (ASL Interpreter),  
Janice Dispo (Stenographer)

### 2. Public Comments

Russell Bloom from the Office of the Independent Police Auditor introduced Sarah Celso, Senior Administrative Analyst, the newest member of their staff.

### 3. Approval of Minutes of October 22, 2015 Meeting

Alan Smith stated that at the November 19, 2015 BART Board meeting, then-Vice President Tom Radulovich asked about the BATF's comments regarding the BART Access Policy presentation.

Alan Smith promised that the BATF's comments would be included in the minutes. Since the comments were not included, he requested that they come back at a future meeting.

### 4. BATF By-Law Update

Ike Nnaji and Bob Franklin stated that it is BART's position that there is no need for a third officer position.

## **5. Proposed Station Tours**

Clarence Fischer suggested that the BATF schedule group station visits in order to give input on improvements.

Ike Nnaji stated that travel reimbursement is not approved for all tours as a whole, and that the group will need to seek approval for travel reimbursement before each tour.

Randall Glock stated that the priority should be getting staff on board with the idea first before actually touring any stations.

No opposition to Janet Abelson's motion to bring back a checklist before going out to tour stations, with a second by Esperanza Diaz-Alvarez.

Motion passes unanimously.

Bob Franklin said that once the checklist is developed, in order for it to be more useful, that members can perhaps test it out at 19th Street Station. BART staff can then come up with a list of relevant stations where those improvements are due.

## **6. BATF 2016 Goals**

No opposition to Janet Abelson's motion to approve the BATF 2016 Goals, with a second by Clarence Fischer.

Motion passes with an abstention by Randall Glock.

## **7. 2016 Fare Chart Design**

After the presentation given by Ike Nnaji and Bob Franklin, members were allowed to ask questions and/or share any concerns they had.

Bob Franklin stated that the department that handles the fare chart design has a new manager and suggested inviting the manager to give an update at a future meeting.

## **8. Capital Project Status Reports**

### Berkeley Station Upgrade

Several BATF members took a tour on November 22nd. Minutes were not ready at the time of the meeting.

### Union City Station Remodel

A bench has been put in near the glass wall.

The existing path of travel no longer runs into the phone booth (on the west side). The path stops six feet from the phone booth.

Larry Bunn stated that not having a detectable path of travel is unacceptable, (referring to the Universal Design Project.)

### **No updates were given for the following projects:**

El Cerrito Del Norte

Oakland Airport Connector

Fleet of the Future

eBART

Phase 2 – San Jose Downtown

Civic Center Station Upgrade

Montgomery Station Upgrade

San Bruno Path of Travel

Berryessa/Milpitas Stations

Richmond East Side Construction

Station Hearing Loop

Stair Tread Color Contrast

Warm Springs Station

Powell Street Station Upgrade

Embarcadero Station Upgrade

West Dublin Path of Travel

Concord Station Upgrade

Dublin/Pleasanton Project

## **9. Chairperson Announcements**

Alan Smith and Clarence Fischer attended a meeting having to do with the Universal Design Project. Staff will present an update at a future BATF meeting.

Improvements have been made at Lafayette Station construction path of travel.

Alan Smith reported that cyclone fencing is being used to close the station while the new security gates are being installed.

During the day, the fence is in the path of travel to the fare gates and is hard to see. He thus requested staff to make the fence visible with yellow construction tape, which was done.

He thanked Herb Hastings for bringing to management's attention the Lafayette Station path of travel issue.

Escalator status updates are now available on BART's website, <http://www.bart.gov/stations/escalators>.

#### **10. Staff Announcements**

Ike Nhaji reminded members that all travel reimbursement requests need to be made in writing.

The next BATF meeting will be held at the East Bay Paratransit Building at 1750 Broadway in Oakland.

#### **11. Member Announcements**

Clarence Fischer told members of a recent experience at the El Cerrito Del Norte Station wherein the entire passenger zone was blocked off, of which he received no advanced warning.

Linda Drattell announced that this will be her last meeting as she will be living in London with her husband for a few months.

#### **12. Future Agenda Topics**

**[No suggestions at this time.]**

#### **13. Adjournment**

The meeting adjourned to the next regularly scheduled meeting of Thursday, January 28, 2016, at 2:00 p.m., at 1750 Broadway Street in Oakland.

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

**WHEELS Accessible Advisory Committee**

**DATE:** Wednesday, January 6, 2016

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

**TIME:** 3:33 p.m.

**DRAFT MINUTES**

**1. Call to Order**

The Chair Carmen Rivera-Hendrickson called the meeting to order at 3:33 pm.

**Members Present:**

Herb Hasting	Alameda County
Sue Tuite	Alameda County – Alternate
Connie Mack	City of Dublin
Shawn Costello	City of Dublin
Carmen Rivera-Hendrickson	City of Pleasanton
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
Kadri Kulm	LAVTA
Juana Lopez	MTM
Ally Macias	MTM
Gregg Eisenberg	MV Transit

**Members of the Public:**

Cheryl S. Hyer	Carmen Rivera-Hendrickson's PCA
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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 October 28, 2015 Meeting of the Committee**

Approved.

Tuite/Waltz

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

The staff updated the committee that the preferred alternative COA scenario is currently being created by the Nelson\Nygaard consultant team and is scheduled to be introduced to the LAVTA's Board of Directors at the February 1<sup>st</sup> Board meeting. At that time, the Board will provide feedback on the proposed changes and will most likely be asked to open the official public comment period and set the public hearing date for March 7<sup>th</sup>. A presentation of the preferred alternative is also scheduled to be held at the March 8<sup>th</sup> WAAC meeting. According to the draft timeline the public comment period is scheduled to be closed on March 11<sup>th</sup> and the Board is scheduled to consider approval of route changes on April 4<sup>th</sup>, 2016. The changes would likely go into effect in January, 2017.

The member of the public and WAAC Chair's PCA Sheryl Hyek provided a comment saying that she has been a Pleasanton resident for 10 years and rides Route 10 all the time. She stated that going to Dublin has been difficult because of having to transfer from the Route 10 to the Rapid bus, which makes the trip 10-15 minutes longer. When she gets off the Route 10 she often sees Rapid pulling away. Because of this she makes trips to Dublin on the weekends when Rapid is not running. It has never worked for her. She would like to see a solution where she wouldn't have to transfer buses when traveling only 3 miles.

Shawn Costello added that he has problems with Rapid as well as he cannot maneuver his wheelchair well on Rapid buses and ramps.

5. **Dial-A-Ride Customer Satisfaction Survey**

The staff presented a summary of the latest annual Dial-A-Ride customer satisfaction phone survey that was conducted by a third party surveyor who interviewed 100 passengers. The overall satisfaction scores have increased when comparing them to the scores from prior years and the satisfaction was very high across all stages of the rider experience with average being from 4.37 to 4.61

points on a 5-point scale. The 2015 survey showed the four-year highest ratings in the areas of pick-up experience and overall rating.

In addition to the quantitative scores for different aspects of the Dial-A-Ride service the surveyors also encouraged responders to provide any verbal open-ended feedback/comments/suggestions about the service. The committee members were interested in seeing a more detailed analysis of the open-ended verbal comments/concerns. It was also recommended that if there is a concern the surveyor should ask for a phone number for the follow-up.

#### **6. FY 2016 Quarter 1 Dial-A-Ride Operational Analysis**

The staff presented the committee with the FY 2016 Quarter 1 operational analysis, which covers the months of July to September, 2015. The ridership has increased dramatically with the number of trips increasing close to 30% when comparing it to the same three months the year prior. Much of this increased ridership is contributed to the adult day care programs, nursing homes, and dialysis centers. The on-time performance was 97.1%, which is above the 95% contractual requirement.

Staff noted that it is working with the contractor to be more efficient when providing the service. For example, limiting the number of subscription trips, as per board policy, and negotiating with riders their trip times when necessary.

#### **7. Dial-A-Ride Comprehensive Riders Guide**

The staff informed the committee on the plan to create a comprehensive Dial-A-Ride riders' guide/booklet, which describes Dial-A-Ride policies in greater detail than the current brochure and does it in a user-friendly format. The committee members received a copy of the comprehensive Board-approved policies and the draft table of contents for the upcoming booklet. If the committee members have comments or suggestions about the booklet they are encouraged to forward these to LAVTA staff by February 3, 2016.

#### **8. PAPCO Report**

Esther Waltz gave a report on the November, 2015 PAPCO meeting. The committee discussed the quarterly paratransit strategic planning workshop that was held in October, reviewed the draft implementation guidelines, and received the reports on GAP grant recipients and East Bay Paratransit.

#### **9. Next WAAC Meeting Date/Time**

The next WAAC meeting date and time were moved to Tuesday, March 8, 2016 at 3pm. The date and time were moved due to the COA consultant's availability for the COA presentation to the WAAC.

Approved.  
Hastings/Waltz

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

Herb Hastings reported that the Dial-A-Ride reminder call doesn't mention the local reservations phone number. MTM staff replied that the automated calls are conducted by a different company and therefore the phone number cannot be rerouted. MTM is going to check if a message that lists the regular reservations number can be recorded.

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

Carmen Rivera-Hendrickson reported a new driver attitude and inappropriate language use issue toward wheelchair users and their personal care attendants. She also said that Easter Seals has a driver sensitivity training video that both fixed route and Dial-A-Ride could utilize for their driver training.

Shawn Costello reported that some drivers have maneuvered his chair for him. He also offered that he can help drivers at their sensitivity trainings.

Sue Tuite asked about the progress on the tree trimming project. Staff said that the trimmings have been completed.

Carmen Rivera-Hendrickson asked about the solar lighting. Staff said that the agency has received a grant for shelter lighting projects and intends to improve the lighting in bus stops in 2016.

**12. Adjourn**

The meeting was adjourned at 5:20 pm.



**ATTACHMENT 1  
DRAFT MINUTES  
REGULAR MEETING OF THE AC TRANSIT  
ACCESSIBILITY ADVISORY COMMITTEE (AAC)  
JANUARY 12, 2016**

The meeting came to order at 1:04 p.m.

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

**AAC members present:**

Janet Abelson	Scott Blanks, Chair
Shirley Cressey	Pam Fadem
Steve Fort (arrived 1:08)	Saleem Gilmore
Lisamaria Martinez	Don Queen
James Robson	Marina Villena
Hale Zukas, Vice Chair (arrived 1:17)	

**AAC members absent:**

Jim Gonsalves (excused)	Yuli Jacobson (excused)
Will Scott (excused)	

**Staff:** Mallory Nestor-Brush, Accessible Services Manager  
Kim Ridgeway, Accessible Services Specialist  
Tammy Kylo, Administrative Coordinator  
Beverly Greene, Director of Legislative Affairs & Community Relations  
Michael Eshleman, Service Planning Manager  
John Urgo, Transportation Planner

**Guests:** Dollene C. Jones  
Shawn Fong, City of Fremont

**2. Order of Agenda**

The order of agenda was approved.

**3. Approval of Minutes**

MOTION: Fadem/Robson approved the December 8, 2015 AAC meeting minutes. The motion carried by the following vote:

AYES – 9: Abelson, Blanks, Fadem, Fort, Martinez, Queen, Robson, Villena, Zukas

ABSTENTIONS – 2: Cressey, Gilmore

ABSENT – 3: Gonsalves, Jacobson, Scott

#### **4. Follow-up on Draft 2016 Advocacy Programs**

Beverly Greene, Director of Legislative Affairs & Community Relations, reported on the update to the 2016 Advocacy Programs. Based on the Board's discussion on December 9, 2015, staff has revised the 2016 State legislative advocacy program. The 3 additional items for the 2016 State Advocacy Program are:

##### Policy Interests

- Support efforts to authorize AC Transit to enforce parking and moving violations in bus-only lanes and bus stops through forward-facing cameras and contracted county law enforcement departments.
- Seek to clarify treatment of independent transit agency retirement systems.
- Support legislation that reduces liability for common carriers.

Staff will take the revised 2016 Federal and State Legislative Advocacy Programs to the Board on January 12, 2016.

#### **5. Lines F and J: New Alternatives for Future Service**

Michael Eshleman, Service Planning Manager, presented the four new alternatives for Line F and Line J. The initial proposal changes to lines F and J, as well as significant improvements to local service, were part of the Service Expansion Plan (SEP). AC Transit received more than 700 comments regarding the initial proposals for Lines F and J. Comments were negative on the loss of all-day Transbay service along 40<sup>th</sup> street in Emeryville and Market Street in Oakland. To alleviate the loss of service along Market Street and 40<sup>th</sup> Street, AC Transit will be significantly improving local service; though this will require some customers to transfer in order to use Transbay service off-peak and during weekends. The four new alternatives are:

##### **Alternative 1: Modified Existing**

- Line F: Modified slightly to serve the area around 64<sup>th</sup> and Shellmound before getting on the freeway to cross the bridge. It will serve the same area in the reverse direction before continuing on its current path. There will be no loss of service along 40<sup>th</sup> or Market.
- Line J: No changes.

##### **Alternative 2: Current Proposal.**

- Line F: Will travel southwest from Berkeley along Adeline before turning west on Alcatraz and 65<sup>th</sup> then south on Shellmound to access the freeway. Market and 40<sup>th</sup> will retain peak-hour Transbay service and have enhanced local service to access BART and Line F.
- Line J: From Berkeley, will travel south along Sacramento and Market to access the freeway via Macarthur Blvd.

**Alternative 3: Stanford/Powell**

- Line F: The loop around UC Berkeley will be eliminated with the trip starting adjacent to campus near Center/Shattuck. From there, Line F will travel to Emeryville via Adeline and onto Stanford/Powell. Prior to entering the freeway, it will loop north along Christie Ave. to 64th then Shellmound. It will do the same upon exiting the freeway in the reverse direction. Market and 40th will retain peak-hour Transbay service and have enhanced local service to access BART and Line F.
- Line J: From Berkeley, will travel south along Sacramento and Market to access the freeway via Macarthur Blvd.

**Alternative 4: Split F**

- Line F: Split Line F into a Transbay route originating in Emeryville with direct access to the freeway. The remainder of the current Line F will become a local line that will provide timed connections with Line F. Areas currently served by Line F will continue to either have direct all-day Transbay access or will have all-day local service with a timed connection to all-day Transbay service.
- Line J: No changes.

Staff will work with Emeryville, Oakland, and UC Berkeley to adjust the initial proposal to better meet the needs of the areas being served.

The committee thanked Michael for the information, addressing the problem and discussing it with consumers.

**6. Line 275 and Line 48 Demand Responsive Flex Service Pilot**

John Uργο, Transportation Planner, gave an overview of the Demand Responsive Flex Service Pilot for lines 275 and 48. The pilot will test the viability of replacing a very low-frequency route with a demand responsive service. Switching from fixed route to demand responsive allows AC Transit to increase frequency at major transfer points (e.g. BART stations) serve demand where and when it occurs, enhance the passenger experience and efficiently use operational resources. As demand responsive services grow, the pilot will test how and whether this type of service can be integrated within AC Transit's service types and unionized environment.

**Assumptions/Constraints:**

- Anticipated mid-March launch for the public – 1 year pilot
- Project will start in the Lines 275 and 48 service area with the existing Lines 275 and 48 running concurrently for at least the first two months
- Service will be bus stop to bus stop, not door to door. People can board anywhere and be dropped off at any existing 275/48 bus stop, upon reservation.

- There will be two “schedule points” (Union City BART and Lido Faire Shopping Center) where passengers will be able to board at scheduled times without prior reservation – every 30 minutes.
- Degree of functionality (e.g. allowing unscheduled passenger boardings) will be limited by level of operator interaction with the technology platform
- System as a Service (SaaS) – DemandTrans will host platform and provide ongoing technical support and system modifications
- Flex service zones may expand to Castro Valley and Warm Springs during pilot period if pilot proves viable
- “Dial a ride” service requires system sign-up as per contract (likely June 2016)
- Buses have 16 seats, with two wheelchair securement areas and a bike rack.

The Committee expressed concern that that not enough public outreach is planned. Chair Scott Blanks would like to test the software to see if it works for those who are visually impaired.

#### **7. Chair’s Report**

None.

#### **8. Board Liaison Report**

None.

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

The Lift/Ramp road call report covered the period of November 28, 2015 – January 2, 2016. There were a total of 8 road calls; all were chargeable.

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

None.

#### **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 changes due to the Super bowl. AC Transit provides daily, peak and non-peak Transbay

service from the East Bay to San Francisco, arriving just blocks from Super Bowl City and the NFL Experience.

- While road closures will not affect Transbay routes, residual traffic from detours could cause delays.
- Pending availability, AC Transit will have buses on standby at the Transbay Temporary Terminal throughout the week leading up to the Super Bowl in order to provide additional service when needed.

### **15. Set Next Agenda & Meeting Date**

The next AAC Meeting will be held Tuesday, February 9, 2016 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 2:30 p.m.

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# ***THE COMPLETE TRIP: HELPING CUSTOMERS MAKE A SEAMLESS JOURNEY***



***MOBILITY MANAGEMENT IN PRACTICE SERIES***

*This info brief introduces the concept of the “complete trip”—from planning and booking the trip to paying for and embarking on the journey to negotiating the physical infrastructure (e.g., sidewalks, street crossings) associated with the trip. It encourages mobility managers to anticipate potential stumbling blocks that may be encountered by the people they serve along the journey and to be proactive in assisting people in achieving a seamless trip.*

**A**n individual’s journey in his or her community, whether using public transportation or a blend of public and private options, is now recognized as being much more complex than simply boarding and alighting from a vehicle. To have a successful journey, there are several actions that an individual must initiate before and after the trip. Mobility managers, with their customer-centric approach, can tap into many technological and communication tools to help individuals complete these activities. This brief explores the “complete trip” concept and tools and strategies to assist customers in getting to their destinations in the most efficient and least stressful way.



# DEFINING THE COMPLETE TRIP

The complete trip concept "synthesizes aspects of a person's trip from the time the individual begins to plan the trip, to when he or she leaves the originating location when starting a journey, to the doorstep of the final destination."<sup>1</sup> Each complete trip is the sum of its parts, yet each one is different. Every complete trip consists of

- Technology and other resources to plan and pay for the trip
- All travel modes used
- Physical assets that support those modes
- Agencies supporting infrastructure and providing services
- Multiple policies and processes governing agencies and modes<sup>2</sup>

<sup>1</sup>Adapted from American Public Transportation Association Proposed Problem Title: Transit and the Built Environment: A Handbook for the Complete Trip Approach to Transit Planning and Operations. Submitted to Transit Cooperative Research Program (TCRP) 6/14/2013.

<sup>2</sup>Adapted from Marlene Conner: The Complete Trip: A Transit Driven Movement towards a Seamless Total Travel Experience. National Rural ITS, Conference, September, 2012; [http://www.nritsconference.org/downloads/Presentations12/TransitWorkshop\\_Connor.pdf](http://www.nritsconference.org/downloads/Presentations12/TransitWorkshop_Connor.pdf)



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