



Meeting Notice

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

Commission Chair

Vice Mayor Rebecca Kaplan,
City of Oakland

Commission Vice Chair

Mayor Bill Harrison, City of Fremont

AC Transit

Director Elsa Ortiz

Alameda County

Supervisor Scott Haggerty, District 1
Supervisor Richard Valle, District 2
Supervisor Wilma Chan, District 3
Supervisor Nate Miley, District 4
Supervisor Keith Carson, District 5

BART

Director Rebecca Saltzman

City of Alameda

Mayor Trish Herrera Spencer

City of Albany

Mayor Peter Maass

City of Berkeley

Councilmember Laurie Capitelli

City of Dublin

Mayor David Haubert

City of Emeryville

Councilmember Ruth Atkin

City of Fremont

Mayor Bill Harrison

City of Hayward

Mayor Barbara Halliday

City of Livermore

Mayor John Marchand

City of Newark

Councilmember Luis Freitas

City of Oakland

Councilmember Dan Kalb

City of Piedmont

Mayor Margaret Fujioka

City of Pleasanton

Mayor Jerry Thorne

City of San Leandro

Mayor Pauline Cutter

City of Union City

Mayor Carol Dutra-Vernaci

Executive Director

Arthur L. Dao

Paratransit Advisory and Planning Committee

Monday, May 23, 2016, 1:00 p.m.

1111 Broadway, Suite 800

Oakland, CA 94607

Please note that the Monday, May 23, 2016 PAPCO meeting will take place from 1:00 to 3:00 p.m. The meeting will end 30 minutes earlier than usual. Please plan your transportation accordingly.

Mission Statement

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

Public Comments

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

Reminder

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

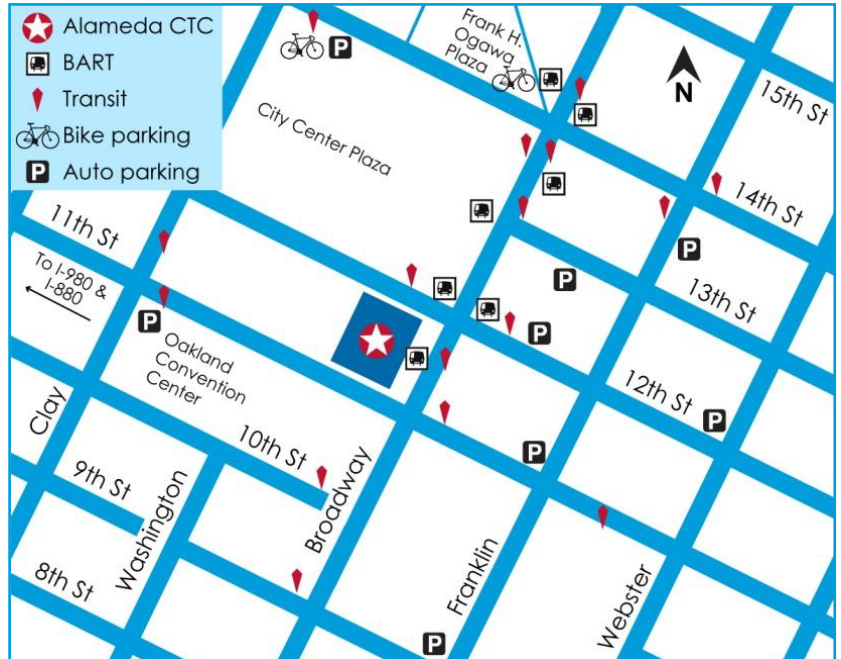
Recording of Public Meetings

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

Location Map

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

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



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

Accessibility

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

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



Meeting Schedule

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

Paperless Policy

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

Glossary of Terms

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

Connect with Alameda CTC

www.AlamedaCTC.org



facebook.com/AlamedaCTC



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



youtube.com/user/AlamedaCTC

This page is intentionally left blank.



Paratransit Advisory Planning Committee
Meeting Agenda
Monday, May 23, 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 – 1:25 p.m. **3. Administration**
Chair

Page A/I

3.1. March 28, 2016 PAPCO Meeting
Minutes

1 A

Recommendation: Approve the
March 28, 2016 PAPCO meeting
minutes.

3.2. April 25, 2016 Joint PAPCO and
ParaTAC Meeting Minutes

7 A

Recommendation: Approve the
April 25, 2016 Joint PAPCO and
ParaTAC meeting minutes.

3.3. FY 2015-16 PAPCO Meeting
Calendar

13 I

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

3.4. FY 2015-16 PAPCO Work Plan

15 I

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

3.5. PAPCO Appointments

19 I

The Committee will receive the current PAPCO appointments.

1:25 – 1:40 p.m.
PAPCO

4. Quarterly Paratransit Strategic Planning Workshop Feedback (Verbal)

I

The Committee will have an opportunity to provide feedback on the quarterly paratransit strategic planning workshop on Alameda CTC's Taxi Card Feasibility Study and taxi program incentives discussion that took place at the Joint PAPCO and ParaTAC meeting on April 25, 2016.

1:40 – 2:05 p.m.
Staff

5. FY 2016-17 Paratransit Direct Local Distribution (DLD) Program Plans Recommendation

21 A

On May 12th and 13th, the PAPCO Program Plan Review Subcommittees reviewed the FY 2016-17 plans for DLD-funded paratransit programs.

Recommendation: Approve the PAPCO Program Plan Review Subcommittees recommendations for FY 2016-17 paratransit DLD program plans.

2:05 – 2:30 p.m.
Staff

6. FY 2016-17 Gap Grant Cycle 5 Extension Recommendation

27 A

The Committee will review the funding recommendation for the FY 2016-17 Gap Grant Cycle 5 extension.

Recommendation: Approve Gap Grant Cycle 5 extension funding for FY 2016-17.

2:30 – 2:40 p.m. PAPCO	7. PAPCO Member Reports and Outreach Update		
Krystle Pasco	7.1. Paratransit Outreach Calendar	35	I
2:40 – 2:50 p.m.	8. Committee and Transit Reports		
Herb Hastings	8.1. Independent Watchdog Committee (IWC)		I
Esther Waltz	8.2. East Bay Paratransit Service Review Advisory Committee (SRAC)	37	I
Committee Member	8.3. Other ADA and Transit Advisory Committees	43	I
2:50 – 2:55 p.m.	9. Information Items		
Staff	9.1. Mobility Management – Attention Paid to Equity in the Shared-Use Transportation World	59	I
Staff	9.2. Other Staff Updates		I
2:55 – 3:00 p.m. Chair	10. Draft Agenda Items for June 27, 2016 PAPCO Meeting		I
	10.1. FY 2016-17 PAPCO Officer Elections		
	10.2. FY 2016-17 PAPCO Meeting Calendar Approval		
	10.3. FY 2016-17 PAPCO Work Plan Approval		

3:00 p.m.

11. Adjournment

Next PAPCO Meeting: June 27, 2016

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



Paratransit Advisory and Planning Committee Meeting Minutes Monday, March 28, 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

A Will Scott,
Vice-Chair

P Kevin Barranti

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
A 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 Terra Curtis, Paratransit Coordination Team

P Gladys Parmelee, Administration Team

Guests:

Arnold Brillinger, Public Member; Catherine Callahan, Center for Independent Living (CIL); Ron Halog, Community Resources for Independent Living (CRIL); Rashida Kamara Transdev; Rebeca Servin, Center for Independent Living (CIL); Laura Timothy, BART

MEETING MINUTES

1. Welcome and Introductions

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

2. Public Comment

There were no comments from the public.

3. Administration

3.1. January 25, 2016 PAPCO Meeting Minutes

Member Markowitz moved to approve the January 25, 2016 PAPCO Meeting minutes as written. Member Waltz seconded the motion. The motion passed with the following votes (8-0-1):

Yes: *Barranti, Hastings, Jacobson, Johnson-Simon,
Markowitz, Stadmire, Tamura, Waltz*

No: *None*

Abstain: *Costello*

Absent: *Bunn, Orr, Proee, Rivera-Hendrickson, Rousey,
Saunders, Scott, Zukas*

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

Member Markowitz moved to approve the February 22, 2016 Joint PAPCO and ParaTAC Meeting minutes as written. Member Waltz seconded the motion. The motion passed with the following votes (8-0-1):

Yes: *Barranti, Hastings, Jacobson, Johnson-Simon,
Markowitz, Stadmire, Tamura, Waltz*

No: *None*

Abstain: *Costello*

Absent: *Bunn, Orr, Proee, Rivera-Hendrickson, Rousey,
Saunders, Scott, Zukas*

3.3. Convene Program Plan Review Subcommittees

Committee members had the opportunity to volunteer for appointment to the Program Plan Review subcommittees.

3.4. FY 2015-16 PAPCO Meeting Calendar

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

3.5. FY 2015-16 PAPCO Work Plan

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

3.6. PAPCO Appointments

Committee members received the current PAPCO appointments.

4. Quarterly Paratransit Strategic Planning Workshop Feedback (Verbal)

Terra Curtis gave an overview of the Paratransit Strategic Planning Workshop that took place on February 22, 2016. The workshop focused on Alameda CTC's Countywide Transit Plan and needs assessment efforts. PAPCO members had the opportunity to provide feedback on the workshop.

Questions and feedback from PAPCO members:

- A Committee member thought the workshop went really well. The presentation was very clear and she also enjoyed the planning area break outs and discussion.
- Another Committee member found the workshop presentation and small group discussion very helpful.
- A Committee member liked the overall discussion in her small group as it brought to light more of the details surrounding senior and disabled transportation.
- A Committee member brought up a concern regarding two different services that are offered in the East County. She liked the level of detail that was brought up in the smaller group discussions.
- A Committee member thought the time for small group discussions was not long enough but he liked the overall format of the workshop.

5. Gap Grant Cycle 5 Extension and Progress Reports (Verbal)

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 appreciated the data and how it was organized. They applauded staff on doing a great job of making the information more clear and consistent over the years.

6. East Bay Paratransit Report (Verbal)

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

Questions and feedback from PAPCO members:

- A Committee member noted that he appreciates the calls that he receives the night before his scheduled trip. However, he cautioned that the program making the calls does not always leave the detailed ride information when leaving a voicemail. East Bay Paratransit staff will follow up on this issue.
- Committee members volunteered to provide information about wheelchair users during East Bay Paratransit's driver sensitivity trainings.

7. PAPCO Member Reports and Outreach Update

Jonah Markowitz shared information on the Berkeley Mental Health Commission's next meeting and the Lions Center for the Blind's upcoming baseball fundraiser.

Herb Hastings shared information on the Developmental Disabilities Council's annual fundraiser.

Michelle Rousey shared information on the Disability Capitol Action Day. She noted that it has been cancelled this year due to landscaping at the Capitol.

Shawn Costello shared that he is now the Vice Chair for the Regional Center advisory committee.

Sylvia Stadmire shared that she is the Chair for the Public Utilities Committee for Disabilities. They are currently looking to outreach to veterans and others who are unaware of their services and might need a computer, cell phone or other devices. Staff will send out more information on these services.

Esther Waltz shared that this is her last year working with the Alameda County Fair. Krystle Pasco noted that Alameda CTC will have a table at the County Fair on June 30, 2016 from 12:00 to 5:00 p.m.

7.1. Paratransit Outreach Calendar

Krystle Pasco gave an update on the following outreach events:

- 3/1/16 – Mobility and Transit Workshop and Fair, San Leandro Senior Community Center from 10:00 a.m. to 1:00 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.
- 4/21/16 – Senior Resource Expo, Albany Senior Center from 10:00 a.m. to 1:00 p.m.
- 4/21/16 – Senior Health Fair, North Berkeley Senior Center from 10:00 a.m. to 2:00 p.m.
- 4/29/16 – USOAC Annual Convention, St. Mary's Center from 9:00 a.m. to 2:30 p.m.
- 5/4/16 – Oakland Older Americans Month Event: "Blaze a Trail", Frank Ogawa Plaza, Oakland City Hall from 10:00 a.m. to 2:00 p.m.
- 5/5/16 – Senior Health and Wellness Resource Fair, Kenneth Aitken Senior Center from 9:00 a.m. to 1:00 p.m.
- 5/20/16 – Senior Resource Fair, San Leandro Senior Community Center from 10:00 a.m. to 1:00 p.m.

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, March 14th. They discussed and signed up for projects for the annual review. They also discussed the Annual Report.

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

Esther Waltz gave an update on the SRAC and noted that the last meeting took place on Tuesday, March 1st. They discussed emergency preparedness and received the broker's report.

8.3. Other ADA and Transit Advisory Committees

Committee members received meeting minutes from other ADA and transit advisory committees.

9. Information Items

9.1. Mobility Management – The Complete Trip: Helping Customers Make a Seamless Journey

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

9.2. Other Staff Updates

There were no other staff updates.

10. Draft Agenda Items for May 23, 2016 PAPCO Meeting

10.1. Quarterly Paratransit Strategic Planning Workshop Feedback

10.2. FY 2016-17 Paratransit Direct Local Distribution (DLD) Program Plans Recommendation

10.3. FY 2016-17 Gap Grant Cycle 5 Extension Recommendation

11. Adjournment

The meeting adjourned at 2:35 p.m. The next PAPCO meeting is scheduled for May 23, 2016 at the Alameda CTC's offices located at 1111 Broadway, Suite 800, in Oakland.



Joint Paratransit Advisory and Planning Committee
and Paratransit Technical Advisory Committee
Meeting Minutes
Monday, April 25, 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
A Will Scott,
Vice-Chair
P Kevin Barranti
P Larry Bunn
P Shawn Costello
P Herb Hastings

A Joyce
Jacobson
P Sandra
Johnson-Simon
P Jonah Markowitz
A Rev. Carolyn Orr
A Vanessa Proee

P Carmen Rivera-
Hendrickson
P Michelle Rousey
A Harriette
Saunders
P Cimberly Tamura
P Esther Waltz
P Hale Zukas

ParaTAC Members:

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

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

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

Staff:

P Jacki Taylor, Program Analyst
P Naomi Armenta, Paratransit Coordinator
P Terra Curtis, Paratransit Coordination Team
P Krystle Pasco, Paratransit Coordination Team
P Richard Weiner, Paratransit Coordination Team
P David Koffman, Paratransit Coordination Team
P Dora Royster, Project Controls Team

Guests:

Ken Bukowski, Public Member; Monica Davis, City of Hayward; Sara Escalante, Public Member; Jon Gaffney, Marin Transit; Kevin Ito, Friendly Transportation; John Sanderson, SamTrans; Rebeca Servin, Center for Independent Living (CIL); Victoria Williams, Mobility Matters; Greg Jurin, City of Piedmont

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

There were no comments from the public.

3. Taxi Card Feasibility Study Update and Discussion

Terra Curtis and David Koffman gave a presentation on the taxi card feasibility study. PAPCO, ParaTAC and members of the public had the opportunity to discuss the feasibility study and provide input.

Dana Bailey, Shawn Fong, and Hakeim McGee provided additional information regarding their programs and next steps. The Paratransit Coordination Team provided an update for Berkeley.

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

- A Committee member recommended using the Clipper Card system to pay for paratransit related taxi trips. Staff noted that they researched that option and using the Clipper Card is not feasible at the moment, as that system is still working on other technological issues including identifying what Clipper 2.0 may look like. Also since paratransit vehicles have lower capacities than buses it may be difficult to justify the higher costs for installing the equipment necessary to use the Clipper Card than another card system altogether.

- A Committee member noted that the debit card system is better for those with dexterity issues than paying with vouchers and scrips. Staff agreed with this comment.
- A Committee member and study participant noted that the group that came together to explore this payment option intended for this effort to start out as a pilot project that would then expand to other areas in the County.
- A member of the public asked if any of the debit card systems that were a part of the study reflected any of the same problems that Clipper users sometimes experience. Staff responded that there were certainly similar complaints with other debit card systems that were a part of the study and beyond.
- A member of the public asked a question regarding the impact on cost estimates and decision making given that technology that is rapidly changing. Staff responded that mobile applications and technology in general is certainly changing rapidly. A new pilot program has the potential to be cost-effective if the card and taxi companies continue to be in business for the long term (at least five years), even as technology evolves.
- A Committee member asked who will be covering the surcharge that is usually included in these types of payments. Staff responded that usually the drivers are the ones that take on this surcharge.
- A Committee member noted that senior and disabled consumers are not all using smartphones, which the planning committee is taking into consideration.
- A Committee member recommended that a phone line be created for consumers who don't have smartphones and who would rather call in for a ride request.
- A Committee member recommended that the new cards contain the smart chip technology to avoid fraud.
- A Committee member noted that there is a bill currently in Sacramento to implement a single transportation card for use in the state of California.

4. Taxi Program Incentives Discussion

Naomi Armenta and Terra Curtis gave a presentation on taxi program incentives. PAPCO, ParaTAC and members of the public had the opportunity to discuss these potential taxi program incentives.

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

- A Committee member expressed his concern about the potential incentives and their effects on fares. Staff noted that any incentives should be paid for by the local jurisdictions and not through fares to consumers.
- A member of the public shared information regarding these taxi program incentives and how much they cost in their respective County. They shared their experiences surrounding the severe lack of accessible taxis and the overall effects on consumers' abilities to access same day taxi services. Staff noted that the issue of accessible taxis is a national issue that has yet to be resolved.
- A Committee member recommended using the same company/provider for ADA and taxi trips so that consumers can travel on a regional level with less transfers.
- A Committee member shared that their local taxi ordinance requires local taxi companies to have accessible vehicles when they reach a certain number of vehicles. Unfortunately, no local taxi companies have enough vehicles to reach that requirement. The City of Fremont is hoping that the local taxi companies continue to grow and provide one another competition for better overall customer service and availability of accessible vehicles. They are also looking for ways to incentivize short distance trips so that consumers are not stranded.
- A member of the public shared his recommendation for pairing high level incentives with service delivery incentives for taxi programs. He noted that the more immediate you can make the incentives for the drivers the better the response that is received. Longer term incentives are not as appealing or successful. Also, auditing or verifying your incentives when they are cash based or cash equivalent can be a larger issue as time goes on. Self-reporting versus customer based reporting can generate different reporting compliance. He also questioned whether the

agency purchasing vehicles directly changed anything from a risk management perspective if an incident were to occur in the field. Does the agency get exposed to the liability? Staff expressed similar concerns regarding liability and will provide more information on this issue as it becomes available. Staff also noted that in order to implement a robust incentives program, more information regarding day-to-day operations would need to be provided. A card system, as discussed in the previous agenda item, can provide that.

5. Information Items

5.1. Member Announcements

Member announcements were heard from Jonah Markowitz, Sylvia Stadmire, Herb Hastings and Shawn Fong.

5.2. Staff Updates

There were no staff updates.

6. Draft Agenda Items for May 23, 2016 PAPCO Meeting

6.1. Quarterly Paratransit Strategic Planning Workshop Feedback

6.2. Paratransit Direct Local Distribution (DLD) FY 2016-17 Program Plans Recommendation

6.3. Cycle 5 Gap Grant FY 2016-17 Extension Recommendation

7. Adjournment

The meeting adjourned at 3:00 p.m. The next PAPCO meeting is scheduled for May 23, 2016. The next ParaTAC meeting is scheduled for June 14, 2016. Both meetings will take place at Alameda CTC's offices located at 1111 Broadway, Suite 800, in Oakland.

This page is intentionally left blank.



FY 2015-16 Paratransit Advisory and Planning Committee Meeting Calendar

3.3

1111 Broadway, Suite 800, Oakland, CA 94607

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 for up-to-date information.

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

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



FY 2015-16 PAPCO Work Plan

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

The PAPCO Work Plan reflects PAPCO goals, including responsibilities assigned by the 2000 Measure B and 2014 Measure BB Transportation Expenditure Plans (TEPs), the Commission, and PAPCO Bylaws. Alameda CTC staff updates progress on the Work Plan monthly and the PAPCO Chair or Vice Chair reports to the Alameda CTC Commission monthly on PAPCO activities.

Topic: PAPCO Development and Outreach		
Goal: Continue PAPCO's development as an informed and effective community advisory committee; accomplish outreach in a variety of ways in all areas of the County		
Actions	Completed	In-Progress
All members to participate in at least one outreach activity (attend an event, speak at another meeting, visit a senior center, or write an article)		x
Assist in publicizing the Alameda CTC's paratransit program, particularly the Access Alameda booklet, AccessAlameda.org website, HDTS and WSBTS programs		x
Assist in publicizing One Call/One Click information resources (e.g. Eden I&R 2-1-1 and AccessAlameda.org website)		x
Monitor PAPCO appointments and vacancies		x
Ask staff for assistance in drafting talking points or articles, or obtaining outreach materials		x

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

Topic: Planning and Policy		
Goal: Provide planning and policy input for Direct Local Distribution (DLD) and discretionary grant programs		
Actions	Completed	In-Progress
Assist in planning and participate in Paratransit Strategic Planning Workshops for 2015-16 (joint PAPCO and ParaTAC meetings):		
• July	x	
• October	x	
• February	x	
• April	x	
Participate in discussions on amending Implementing Guidelines	x	
Review plans for DLD-funded programs and services for FY 2016-17		x
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	

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

Topic: Coordination with Local and Regional Partners			
Goal: Communicate with local and regional partners on planning efforts and policy discussions			
Actions	Completed	In-Progress	
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	

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

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



PAPCO Appointments and Vacancies

3.5

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

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
- Linda Smith
- Shawn Costello
- Joyce Jacobson
- Kevin Barranti
- Vanessa Proee
- Vacant
- Vacant
- Rev. Carolyn M. Orr
- Vacant
- Carmen Rivera-Hendrickson
- Cimberly Tamura
- Pending
- Hale Zukas
- Michelle Rousey
- Esther Waltz
- Larry Bunn

This page is intentionally left blank.



Memorandum

5

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

DATE: May 16, 2016

SUBJECT: FY 2016-17 Paratransit Direct Local Distribution (DLD) Program Plans

RECOMMENDATION: Approve the PAPCO Program Plan Review Subcommittees recommendations for FY 2016-17 Paratransit DLD program Plans

Summary

Each year, agencies that receive Measure B and Measure BB Direct Local Distribution (DLD) funds for paratransit are provided with an estimate of annual sales tax revenue the forthcoming fiscal year and are required to submit a paratransit program plan and budget for the estimated revenue. The Alameda CTC's Paratransit Advisory and Planning Committee (PAPCO) Program Plan Review Subcommittees review and provide feedback to these agencies for the purpose of encouraging the best overall service in Alameda County by encouraging coordination, cost-effectiveness, and consumer involvement. The PAPCO Program Plan Review Subcommittees are scheduled to review and evaluate the Fiscal Year (FY) 2016-17 applications on May 12th and 13th.

Program Plan Review Subcommittees' recommendations may include conditional approval, requiring follow-up from programs (e.g. presentations to PAPCO or budget corrections). These recommendations will be presented to PAPCO at the May 23rd meeting. A summary of FY 2016-17 paratransit programs will be provided to the Commission.

Background

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

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

Five Program Plan Review Subcommittees (one for each planning area and one for East Bay Paratransit) will meet over May 12th and 13th, 2016 to review the applications. A summary of the FY 2016-17 paratransit programs will be provided to the Commission.

Attachments

A. Summary of FY 2016-17 Paratransit Program Plans

Staff Contacts

[Naomi Armenta](#), Paratransit Coordinator

[Jacki Taylor](#), Program Analyst

Summary of FY 2016-17 Paratransit Program Plans

Program	FY 2016-17 MB/BB DLD Paratransit Funding	Other Funding*	Total Program Cost	Trips	Program Components (includes grant programs)
Alameda	\$574,664	\$9,400	\$584,064	10,900	Taxi, Accessible Fixed-Route Shuttle, Group Trips, Scholarship, Volunteer Driver, Capital
Albany	\$69,668	\$0	\$69,668	6,650	Taxi, Group Trips (Recreation & Hiking Day Trips, Pick Up & Go! Shopping & Senior Center Trips)
Berkeley	\$1,014,890	\$117,000	\$1,131,890	20,525	Taxi Program (regular, High Need Medical, Supplemental), City-based Specialized Van, Accessible Fixed-Route Shuttle, Travel Training, Scholarship, Capital
Emeryville	\$59,956	\$0	\$59,956	11,150	Taxi, Group Trips, Scholarship, City-based Door-to-Door (8-To-Go), Meal Delivery
Fremont	\$1,817,820	\$490,000	\$2,307,820	39,000	City-based Door-to-Door, Tri-City Taxi and Volunteer Driver program, Group Trips, Mobility Mgmt/Travel Training, Meal Delivery

Program	FY 2016-17 MB/BB DLD Paratransit Funding	Other Funding*	Total Program Cost	Trips	Program Components (includes grant programs)
Hayward	\$1,995,183	\$41,300	\$2,036,483	17,520	Taxi, City-based Specialized Van(ASEB), Group Trips, Travel Training(CRIL), Volunteer Driver(LIFE Eldercare), Scholarship/Subsidized Fare, Meal Delivery, Capital
Newark	\$465,440	\$0	\$465,440	4,350	City-based Door-to-Door, Meal Delivery, Tri-City Taxi and Volunteer Driver program, Mobility Mgmt/Travel Training
Oakland	\$3,273,507	\$212,330	\$3,485,837	32,500	Taxi (regular, TUGO), City-based Door-to-Door (BACS), City-based Specialized Van, Group Trips
Pleasanton	\$384,991	\$483,674	\$868,665	11,500	City-based Door-to-Door, ADA-mandated paratransit for Pleasanton and Sunol residents (coordinates with LA VTA), Scholarship, Shuttle (grant-funded), ADA-certified registrants would be eligible for LA VTA's Para-Taxi

Program	FY 2016-17 MB/BB DLD Paratransit Funding	Other Funding*	Total Program Cost	Trips	Program Components (includes grant programs)
San Leandro	\$663,005	\$0	\$663,005	21,000	Accessible Fixed-Route Shuttle, participates in Central County Taxi with Hayward
LAVTA	\$448,081	\$1,948,683	\$2,396,764	58,848	ADA-mandated paratransit (coordinates with Pleasanton for Pleasanton and Sunol residents), Para-Taxi (not funded by Alameda CTC)
Union City	\$505,538	\$444,978	\$950,516	22,000	ADA-mandated paratransit, Tri-City Taxi and Volunteer Driver program, Mobility Mgmt/Travel Training
EBP-AC Transit	\$11,252,881	\$12,514,355	\$23,767,236	738,807	ADA-mandated paratransit
EBP-BART	\$3,873,468	\$8,228,704	\$12,102,172		
TOTAL	\$41,525,443	\$45,233,483	\$86,758,926	994,750	

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

This page is intentionally left blank.



Memorandum

6

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

DATE: May 16, 2016

SUBJECT: FY 2016-17 Gap Grant Cycle 5 Extension

RECOMMENDATION: Recommend Commission approval of the FY 2016-17 Gap Grant Cycle 5 Extension Requests

Summary

In February 2016, the Commission approved a second one-year extension to the Measure B Cycle 5 Gap Grant program. Through this extension, Cycle 5 Gap Grant recipients were allowed to request one additional year of funding for FY 2016-17. The staff-proposed funding recommendation is summarized in Attachment A. The Paratransit Advisory and Planning Committee (PAPCO) is requested to provide a recommendation to the Commission on the proposed extensions for FY 2016-17. The Commission is scheduled to receive the recommendation in June 2016.

Background

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

The Cycle 5 Gap Program was approved by the Commission in May 2013. It included a total of \$2.1 million of Measure B Gap funds for 12 projects for a two-year funding period, July 1 2013 – June 30, 2015. An extension was approved by the Commission in June 2015. It included a total of \$1.1 million of Measure B Gap funds for 11 projects for a one-year funding period, July 1 2015 – June 30, 2016. Additional Cycle 5 Gap funding was available for mid-cycle funding requests for implementation guidelines assistance, capital purchases and grant matching.

Gap Grant Cycle 5 FY 2016-17 Extensions

Due to the recent passage of Measure BB and the countywide needs assessment planned for FY 2016-17, staff recommended and the Commission approved extending the Measure B Cycle 5 Gap program for an additional year, through June 30, 2017. In March 2016, Cycle 5 project sponsors were given an opportunity to apply for one-year extensions. Requests were due March 25, 2016 and 11 recipients applied, requesting a total of \$1,239,573. Five sponsors requested increases from their FY 2015-16 Cycle 5 funding ranging from 9%-42%. The remaining six sponsors requested the same funding amount they received for the first extension of Cycle 5.

Staff has developed a recommendation based on the following considerations:

- Demonstrated funding need
- Past performance
- Projected growth and/or changes, and outside factors
- Cycle 5 guidelines and prior PAPCO input

The staff recommendation totals \$1,299,000 and is summarized in Attachment A. Staff recommends fully funding nine projects and partially funding the following two projects at 20% below the amount requested:

- City of Oakland – Taxi-Up & Go Project (requested 14% funding increase)
- Mobility Matters/Senior Helpline Services – Rides for Seniors (requested 42% funding increase)

Several factors were considered in recommending partial funding. The first was if a program was significantly below on key performance measures (i.e., trips, people served) staff recommended a 10% deduction. Second, if an increase in funding was requested, did the sponsor also plan to expand service and have a record of meeting past performance measures? If the answer was no, staff recommended a 10% deduction of the requested amount. Mitigating factors were considered, such as circumstances outside a sponsor's control (for example, Alzheimer's Services of the East Bay's Hayward facility was closed for four months) or if there are changes proposed to a project that are intended to improve service (for example, CIL is planning several new initiatives including work with Oakland Unified School District). The two sponsors recommended for partial funding, City of Oakland – Taxi-Up & Go Project and Mobility Matters (formerly Senior Helpline Services) – Rides for Seniors, have been informed of the staff recommendation and have indicated their agreement to fund the 20% difference from other sources.

Looking forward to Gap Grant Cycle 6, FYs 2017-18 and 2018-19, applications will be coordinated with the 2018 Comprehensive Investment Plan process. During FY 2016-17, Alameda CTC will identify funding priorities for Cycle 6 reflecting input from PAPCO, information gathered through the planned needs assessment effort and the increased availability of Direct Local Distributions (DLD) funding.

Gap funds for Capital Purchases and Grant Matching

Staff recommends that an additional \$100,000 of Cycle 5 Gap funding remain available through the FY 2016-17 extension for funding mid-cycle requests for grant matching and capital purchases.

Next Steps

A PAPCO-recommended program of projects for the Cycle 5 Gap Grant FY 2016-17 extension is scheduled for consideration by the Commission in June 2016 through the 2016 update to the Comprehensive Investment Plan.

Attachments

- A. Summary of Cycle 5 Gap Grant FY 2016-17 Extension Requests and Funding Recommendations

Staff Contacts

[Naomi Armenta](#), Paratransit Coordinator

[Jacki Taylor](#), Program Analyst

Sponsor	Project Name	Description	FY 2016-17 Total Program Cost	FY 2016-17 Gap Funding Request	FY 2016-17 Matching Funds	Notes	Funding Recommendation	Partial/Full Funding
ASEB	Special Transportation Services for Individuals with Dementia	ASEB (Alzheimer's Services of the East Bay) transports individuals with cognitive impairment and memory loss to and from their homes and a safe Adult Day Health Care center. Operations includes wheelchair accessible buses and specially trained drivers. Services are available Monday through Friday from 8AM to 6PM.	\$434,919	\$100,000	334.9%	Increase: 0% Perf measure: Below in trips and At in people served Perf measure change: 20% higher Hayward site closed due to outside circumstances Feb-May 2015.	\$100,000	Full
BORP	Accessible Group Trip Transportation for Youth and Adults with Disabilities	This project provides accessible group trip transportation in Alameda County for children, youth and adults with disabilities participating in sports and recreation programs. The project is providing accessible group trips for individuals with disabilities, meeting service targets, conducting effective public outreach and maintaining high customer satisfaction.	\$185,000	\$148,000	25.0%	Increase: 0% Perf measure: At in trips and Below in people served Perf measure change: 10% higher New bus put into operation Oct 2015.	\$148,000	Full
CIL	Mobility Matters! Collaborative	Mobility Matters! Collaborative is a partnership of Alameda County of senior and disability services agencies that provide travel training and mobility management services so that seniors and people with disabilities can become more engaged in their communities through the use of assistive technology and fixed route transit.	\$291,960	\$189,561	54.0%	Increase: 35% Perf measure: At (average) Perf measure change: 50% higher New partnership with Lighthouse for the Blind. Will be satellite for EBP interviews, partnering with Oakland Unified School District (OUSD) to directly receive referrals to serve transition-aged OUSD students with disabilities in need of travel training, and will be building a nearly life-sized model of the interior of an AC Transit bus for travel training (grant from DOR).	\$189,000	Full
City of Emeryville	8-To-Go: A Demand Response, Door to Door Shuttle	A Demand Response Shuttle Service for seniors and people with disabilities living in the 94608 area of Oakland/Emeryville with service to Berkeley and nearby important destinations beyond 94608.	\$106,500	\$34,000	213.2%	Increase: 0% Perf measure: Below in trips and Exceed in people served Perf measure change: 0% in trips	\$34,000	Full

Sponsor	Project Name	Description	FY 2016-17 Total Program Cost	FY 2016-17 Gap Funding Request	FY 2016-17 Matching Funds	Notes	Funding Recommendation	Partial/Full Funding
City of Fremont	Tri-City Mobility Management and Travel Training Program	This program provides individualized transportation planning assistance and intensive community outreach to help seniors and people with disabilities navigate and access the transportation services network to find the most appropriate and cost effective mode of travel for their specific needs. Group and individual travel training will also be provided to help consumers learn how to use public transit.	\$125,000	\$125,000	0.0%	Increase: 0% Perf measure: Exceed in MM and At (average) in TT Perf measure change: 33% in MM and 139% in TT	\$125,000	Full
City of Fremont	Tri-City Volunteer Driver Programs	Both the VIP Rides and Drivers for Survivors provide door-through-door assisted transportation that is designed to address a service gap that cannot be filled by ADA or city-based paratransit services, which are either curb-to-curb or door-to-door services. VIP Rides serves older adults and people with disabilities, including those using wheelchairs and other mobility devices. Drivers for Survivors serves ambulatory adults who are diagnosed with cancer.	\$290,184	\$150,000	93.5%	Increase: 0% Perf measure: At in trips and At in people served Perf measure Change: 0% in trips Started providing door-through-door transportation for program participants going to medical appointments in Hayward and Palo Alto in Mar 2014	\$150,000	Full
City of Fremont	Tri-City Taxi Voucher Program	This program provides affordable, same-day taxi transportation for seniors and people with disabilities residing in Fremont, Newark or Union City.	\$181,200	\$150,000	20.8%	Increase: 0% Perf measure: Below in trips Perf measure change: 0% in trips Unable to provide wheelchair accessible service, not included for 16/17. Adjusting demand and service by limiting riders to one voucher per trip, but increasing maximum number of vouchers that can be purchased. Trip data provided at 10 months shows project is now only 12% below measure and trip numbers are trending upwards.	\$150,000	Full

Sponsor	Project Name	Description	FY 2016-17 Total Program Cost	FY 2016-17 Gap Funding Request	FY 2016-17 Matching Funds	Notes	Funding Recommendation	Partial/Full Funding
City of Oakland	Taxi-Up & Go Project	Taxi-Up & Go Project as an elderly paratransit volunteer escort and case management service has made an impact in the use of subsidized taxi-scrip to provide peer transport and culturally sensitive supportive interventions for isolated and monolingual seniors assisted by trained Senior Companion volunteer escorts, caregivers and community service providers.	\$155,680	\$105,680	47.3%	<p>Increase: 14% Perf measure: Below in trips and At in people served Perf measure change: 58% lower in trips</p> <p>Matching funding from Oakland Paratransit program. Trying to improve efficient use and access of taxi-scrip for the elderly and disabled clients assisted by SC volunteers. Partnership with twenty or more community based programs (e.g. public/private) throughout Oakland. Propose 20% reduction of request, due to 14% increase in request not matched by increase in planned performance, and due to trips being 52% below target at 6 mo.</p>	\$84,000	Partial
City of Pleasanton	Downtown Route Shuttle (DTR)	The Downtown Route (DTR) Shuttle has provided affordable, same-day rides to over 655 seniors and ADA eligible Pleasanton/Sunol residents since 2008. As transportation needs evolve in Pleasanton, an innovative pilot program to redesign the shuttle's service offerings will be implemented in an effort to provide a more effective and relevant experience for same-day ride service.	\$56,415	\$45,623	23.7%	<p>Increase: 9% Perf measure: Below in trips and Exceed in TT Perf measure change: 50% lower in trips</p> <p>New approach: Use Senior Center as transportation hub, run shuttle twice a week serving seven senior housing complexes, institute annual fee, etc. New information indicates other sources of funding not available.</p>	\$45,000	Partial

Sponsor	Project Name	Description	FY 2016-17 Total Program Cost	FY 2016-17 Gap Funding Request	FY 2016-17 Matching Funds	Notes	Funding Recommendation	Partial/Full Funding
Mobility Matters (formerly Senior Helpline Services)	Rides for Seniors	Mobility Matters Rides for Seniors Program is a free, escorted, door-through-door, 1:1 volunteer driver program that provides transportation via volunteer owned and insured cars to otherwise homebound, ambulatory seniors age 60+ who cannot access other forms of transportation for medical care, dental care, and basic necessities.	\$96,300	\$85,000	13.3%	<p>Increase: 42% Perf measure: Below in trips and Below in people served Perf measure change: 37% lower in trips</p> <p>Serving San Leandro in addition to North County; Program Manager is now stationed in Alameda County full time; biggest challenge continues to be finding volunteers; added on call/backup driver.</p> <p>Propose 20% reduction of request, due to 42% increase in request not matched by increase in planned performance, and due to trips being 50% below target at 6 mo.</p>	\$68,000	Partial
SSPTV	Volunteer Assisted Senior Transportation and Escorts Project	Volunteers Assisting Same Day Transportation and Escorts Project (VAST) supplements existing public and paratransit programs by providing free, door-through-door service for seniors to their medical appointments. Volunteer drivers and staff transport at-risk seniors, enabling them to travel safely in and out of the county to critical medical care.	\$114,909	\$106,709	7.7%	<p>Increase: 42% Perf measure: At in trips and Exceed in people served Perf measure change: 20% increase in trips</p>	\$106,000	Full
Gap funds for Capital Purchases and Grant Matching			\$100,000	\$100,000			\$100,000	Full
TOTAL			\$2,138,067	\$1,339,573			\$1,299,000	



Paratransit Outreach Calendar for May through June 2016

7.1

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

Date	Event Name	Location	Time
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.
6/3/16	Four Seasons of Health Expo	Fremont Senior Center, 40086 Paseo Padre Parkway, Fremont, CA 94538	9:00 a.m. – 1:00 p.m.
6/30/16	Senior Day at the Alameda County Fair	Alameda County Fairgrounds, 4501 Pleasanton Avenue, Pleasanton, CA 94566	12:00 p.m. – 5:00 p.m.

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

This page is intentionally left blank.

**Service Review Advisory Committee (SRAC)
Meeting Minutes from March 1, 2016**

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
Letitia Tumaneng

Janet Abelson, Vice Chair
Robert L. Kearney, Jr
Mary L. Seib
Yvonne Dunbar
Janet Bilbas

Staff Present:

Mallory Nestor-Brush, Accessible Services Manager, AC Transit
Laura Timothy, BART
Janice Carter, Broker Customer Service Manager
Rosa Noya, Certification Manager
Bob Sahm, Interim Broker Operations Manager
Angel Smith, Broker Customer Service Supervisor & SRAC Coordinator
Myisha Grant, Special Projects & SRAC Coordinator
Dora Ramirez, Broker Contract Compliance Supervisor
Rick Pineda, Broker Road Supervisor
Robert Raburn, BART Board Directors

Guests:

Gary Brown
Daniel Gardiner
Gary Gray
Mary Lawrence
Elena VanLoo
David Goldstrom
Naomi Armenta
Jon Canapary

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

Mallory Brush gave a quick announcement about Rashida's absence and also noted that Francisco Antunez is no longer the Director of Operations. She introduced Bob Sahm, Interim Operations Manager, explaining he will be at the Broker's office for four weeks. The purpose of Bob's visit is to review the office organization, systems, and operations.

Bob has an extensive knowledge and background in transportation. East Bay Paratransit staff is excited to have Bob's input, expertise, and insight on paratransit operations.

Rosa Noya 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 3rd, 2015 meeting

MOTION: Seib/Saunders to approve the November 3rd, 2015 minutes. The vote was unanimous.

4. Public Comments

Gary Brown spoke about problems he experienced when he tried to contact the Program Coordinator's office.

Gary Gray said his night before calls are inconsistent and he would like to know why he does not always receive reminder calls. He asked that his comment regarding BART signage be changed to state the Ashby BART station- signage is ideal and other stations should look the same.

Daniel Gardiner said there are still some buses that do not have armrests. He also asked if the IVR night before calls were available in different languages because his calls are always in one language.

5. Presentation of key May 2015 Customer Satisfaction Survey geographic results. Jon Canapary of Corey, Canapary, & Galanis presenting.

Jon Canapary said explained the primary purpose of the report was to determine if there was one service area that had received different treatment compared to other service areas based on the responder's home zip code. Jon Canapary gave a brief overview of his firms work with East Bay Paratransit over the last 15 years. During the presentation of the 2015 East Bay Paratransit report at the September SRAC meeting, committee members expressed interest in exploring satisfaction and on-time performance ratings based on the respondent's geographic location. The Geographic report analyzes rating questions based on customer's home zip codes. Mr. Canapary explained that the geographic report results were still based on the May 2015 Customer Satisfaction survey data that included 568 respondents.

In order to prepare the Geographic report, the East Bay Paratransit service area was divided into six zones based on home zip codes. There were 45 -160 interviews examined in the Geographic report analysis.

Questions that were not included in the original survey were not analyzed and cannot be included in this Geographic report. The lowest sample size used for this report was forty.

Geographic Summarization of Results Discussion Points

Overall satisfaction results were generally consistent amongst five of the six zones analyzed. The one zone which rates lower is Zone 6 (Pinole, Hayward, Newark and Union City).

The quality of the surveyed trip is rated consistently across all six geographic zones. Interior zones (2, 3, 4, 5) rate slightly higher than the exterior zones (1 and 6) but the differences are not statistically significant.

There were no major differences when comparing the surveyed trip attributes (e.g. driver courtesy, the condition of the vehicle, driver skill, the comfort of the rider, etc.) across zones. This indicates that vehicle conditions and driver treatment of riders appear to be consistent throughout the East Bay Paratransit region.

There were slight differences in pickup reliability. Interior zones (2, 3, 4, and 5) show 10% or less of customers indicating that they were picked up late. In the exterior zones (1 and 6) this increased slightly to 14% and 13% respectively.

As with pickup reliability, few customers (no more than 13%) in interior zones (2, 3, 4, 5) indicated they were dropped off late compared to 18% of respondents in exterior zones (1 and 6).

Overall Satisfaction with East Bay Paratransit

Most zones had similar levels of satisfaction with East Bay Paratransit's service over the past year, ranging from 76%-81% of respondents satisfied.

Respondents in Zone 6 (Pinole, Richmond, San Pablo) were the least satisfied with 69% of respondents satisfied and a mean score of 3.78.

Satisfaction with Surveyed Trip

The quality of the surveyed trip was similar across the zones.

The interior zones (2, 3, 4, and 5) were all above 90%. The exterior zones (1 and 6) were at 86%.

Satisfaction with Surveyed Trip-Attributes

There were no major differences when comparing the surveyed trip attributes across zones. This indicates that vehicle conditions and driver treatment of riders appear to be consistent throughout the East Bay Paratransit region.

Pickup Reliability

There were slight differences in pickup reliability. Interior zones (2, 3, 4, and 5) showed 10% or less of respondents indicating they were picked up late. In the exterior zones (1 and 6) this increases to 14% and 13% respectively.

Drop Off Reliability

As with pickup reliability, fewer respondents in interior zones (2, 3, 4, 5) indicated they were dropped off late compared to respondents in exterior zones (1 and 6).

6. Emergency Preparedness Brochure

Laura Timothy gave a brief overview and update of East Bay Paratransit's emergency preparedness efforts that began in October 2013. A portion of the planning effort includes enhancing communication through public outreach. Management staff is currently working on developing a letter that will go out to riders, social service agencies, and dialysis centers with information on what to expect in the event of an emergency. EBPC recently hired David Goldstone, a graphic artist from Illustration& Design, to work with staff on creating an Emergency Preparedness brochure on personal preparedness. Laura asked for SRAC volunteers to be on a subcommittee that meets March 10 for 1 1/2 hours to give their opinions and edits. David will bring the final version to the May 3rd meeting.

SRAC Subcommittee Volunteers:

Esther Ann Waltz
 Letitia Tumaneng
 Harriette Saunders
 Yvonne Dunbar
 Mary Seib
 Arnold Brillinger
 Micheal Pope

7. Presentation by Rosa Noya from Transdev, the Paratransit Broker, on FY 14/15 vs. FY 15/16 performance data and office activities

Rosa Noya, Broker Certification Manager, provided an overview of the Performance Report and Broker Office activities.

Operations:

There has been an increase in the total passengers for the first half of this fiscal year compared to this time last year. Passengers transported per weekday during the first-half averaged 2,516 and per weekend and holiday were 841.

On-time performance in December was 89.9%, an improvement over the prior three months which were below 89%.

Total complaints dropped by 500 this year; due mainly to a decrease in timeliness and driver issues. Commendations are continually increasing this fiscal year.

There are 17, 400 active riders in the database. Determinations have increased by 300. This is significant given that certification was down one analyst leaving only five people to process applications.

IVR Update Overview

Rosa gave an update pm the IVR night before reminder call pilot program. There are a few kinks to work out, but generally it is going well.

Imminent Arrival notification module has been activated for testing. A test group comprised of 200 frequent riders was contacted to participate in the new pilot program. Trip volume for the past twelve months for test participants total 450 – 965 rides.

The notification parameters were expanded to one mile. UDI and StrataGen are working together to resolve all glitches and issues.

IVR Procedures are under development with a focus on processing no-shows' instructions. Participants have been advised to continue to follow East Bay Paratransit's current policies.

Participants were also asked to report all anomalies to customer service to quickly explore resolutions. IVR complaints will be tracked and monitored separately in an ADEPT module.

Same day go-backs are expected for a brief period of time.

Imminent Arrival Call testing is scheduled to continue for at least 30 days before expanding the program is considered.

Questions and comments from SRAC members and public attendees in response to the IVR presentation included:

Letitia Tumaneng asked if notification would be given before full activation and if riders needed to have access to their own phone.

Rosa said outbound messages might be used. It would ultimately depend on the size of the test group.

Mary Seib asked if the new system and reduction of staff might adversely impact employee workload and riders.

Janice Carter said the design and one of the purposes of the IVR system were to reduce evening staffing and calls. Janice noted that passengers have continued to contact customer service at night even after receiving an automated reminder call. Lastly, Janice assured the group no staff changes will be made until riders are thoroughly educated on the system, and the call volume decreases.

Gary Brown said he believes there is a glitch in the system because the system has given him the wrong time prompting him to call and confirm trip details.

Update on use of credit cards

Transdev and agencies were asked to add credit card purchases as a form of payment for tickets. Management is still researching cost effective ways to absorb transaction fee costs. The start date has still not determined yet, but the goal is to have the option in place by July 1, 2016.

8. Report from SRAC Members

Janet Abelson said Contra Costa County is considering increase and extension of the existing County sales tax for the upcoming November ballot. The tax may provide more paratransit funding in the future. The Expenditure Plan Advisory Committee and various transportation advocacy groups are expected to attend the meetings. Information on upcoming meetings and locations can be found on the Contra Costa County Transportation Authority website.

9. Adjournment and Next SRAC Meeting Date

The next SRAC Meeting is Tuesday, May 3, 2016, at the Broker Office location, 1750 Broadway, Oakland, CA.

SAN FRANCISCO BAY AREA TRANSIT DISTRICT ACCESSIBILITY TASK FORCE

Minutes

January 28, 2016

1. Self-Introductions of Members, Staff and Guests

Members:

Janet Abelson
Randall Glock
Janice Armigo Brown
Peter Crockwell
Don Queen
Hale Zukas
Clarence Fischer
Gerry Newell
Herb Hastings
Alan Smith
Larry Bunn
Megan O'Brien – (ABSENT)
Brandon Young
Roland Wong
Esperanza Diaz-Alvarez

BART Staff present: Ike Nnaji, Bob Franklin

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

Elena Vanloo (BART),
Susan Poliwka (BART), Tian Feng (BART),
Carl Orman (BART), Hassen Veshir (BART),
Janice Dispo (Stenographer)

2. Public Comments

Randall Glock shared some comments that he received from a member of the public, who was concerned with the lack of updates regarding Super Bowl City and the impact it will have on BART.

Ike Nnaji stated that some of those concerns will be addressed during the Staff Announcements.

3. Approval of Minutes of October 22, November 12, and December 9, 2015 Meetings

Randall Glock asked why the October minutes were withheld from members for approval.

He moved to approve the November meeting minutes, with a second by Janet Abelson. He moved that the December minutes not be approved. Although it is shown on the agenda, the minutes were not yet prepared as of the time of the January meeting, with a second by Janet Abelson.

A brief discussion was held regarding the status of the minutes.

Randall Glock withdrew his prior motions from the table.

Herb Hastings moved to not approve the October minutes, second by Alan Smith. Motion passes with one abstention from Randall Glock.

Janet Abelson stated that Alan Smith, as chairperson, should not make or second any motions.

No opposition to Gerry Newell's motion to approve the minutes of the November 12, 2015 meeting, with a second by Janet Abelson. Motion passes unanimously.

No opposition to Herb Hasting's motion to defer the approval of the minutes of the December 9, 2015 meeting to be held during the February meeting, second by Clarence Fischer. Motion passes unanimously.

4. Montgomery/Embarcadero Project Update

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

Clarence Fischer asked that staff consider having multiple escalators going in opposite directions rather than two staircases and a one-way escalator.

Hale Zukas suggested removing the "down" button in the elevator so as to deter fare evasion from someone trying to enter BART from the MUNI level.

Herb Hastings asked if the notifications on the platform screens can be done system-wide.

More information on this topic can be found at <http://www.bart.gov/sfplatforms>

5. Union City Project Update

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

Janet Abelson said that taking the elevators out one at a time seems to double the inconvenience by prolonging the length of time for the closures.

Randall Glock requested that station agents be prepared with the current contact information for Paratransit.

6. Lafayette Intermodal Upgrade

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

Clarence Fischer requested that there be sufficient seats available at both the “Kiss and Ride” areas and at the bus stops.

7. Universal Design Concept

After the presentation given by Tian Feng and Carl Orman, members were allowed to ask questions and/or share any concerns they had.

Ike Nnaji stated that the user groups need to be expanded to include both “Hearing Impaired” and “Deaf.”

A brief discussion was held regarding editing and refining the categories.

Randall Glock suggested putting in signs at the center of every platform to direct users to elevators.

Tian Feng suggested coming back to give members quarterly reports, beginning with the April BATF meeting.

8. Capital Project Status Reports

Station Hearing Loop

Earlier in the meeting, Carl Orman stated that an update will come in several weeks.

Berryessa/Milpitas Stations

A construction tour is to be scheduled for a day during the summer; eligible for travel reimbursement per Ike Nnaji.

Alan Smith told members about newspaper articles being released, talking about funding for the San Jose Extension, and the impact of funding from low sales tax revenues.

No updates were given for the following projects:

El Cerrito Del Norte
Oakland Airport Connector
Union City Station Remodel
Fleet of the Future
eBART
Warm Springs Station
Civic Center Station Upgrade
Montgomery Station Upgrade
Concord Station Upgrade
Dublin/Pleasanton Project
Entrance Canopies
Berkeley Station Upgrade
Stair Tread Color Contrast
Richmond Intermodal Project
Powell Street Station Upgrade
Embarcadero Station Upgrade
West Dublin Path of Travel
Track Maintenance

9. Holiday Reception Debrief

At the December 17, 2015 Board of Directors meeting, Alan Smith was given an opportunity to talk about the Holiday Reception, wherein he thanked Bob Franklin for his efforts.

Members felt that the room did not accommodate wheelchair users well enough.

No opposition to Janet Abelson's motion to continue having a holiday reception each year, with a second by Gerry Newell.
Motion passes unanimously.

10. Proposed Dates for November/December Meetings

The proposed date for the November meeting is Wednesday, November 9, 2016.

The proposed date for the December meeting and Holiday Reception is Wednesday, December 14, 2016.

No opposition to Herb Hastings' motion to approve the proposed dates for the November and December meetings, with a second by Gerry.
Motion passes unanimously.

11. Chairperson Announcements

Alan Smith told members that the BATF was publicly acknowledged by outgoing Board President Tom Blalock at the last board meeting.

Tom Radulovich is the new Board president, and Gail Murray is the new vice president, effective this year.

Members are to meet with Aaron Weinstein before the next BATF meeting to continue Fleet of the Future conversations.

Alan Smith and Clarence Fischer presented an annual report to the Board on January 14th. Director McPartland expressed an interest in learning about the project regarding hearing loops.

The next Board retreat will be a one-day event to be held on February 25, 2016 at the Sheraton Palace Hotel in San Francisco.

All Braille signs are being wiped down during every shift.

12. Staff Announcements

Susan Poliwka gave a quick update regarding Super Bowl 50 and addressed members' concerns.

Elena Vanloo told members about a detectable pathway survey that is on BART's website that is available for anyone to take. The survey can be found by going to <http://www.bart.gov/guide/accessibility>.

Information on how to make reasonable modification requests can also be found by visiting BART's website at <http://www.bart.gov/guide/accessibility>.

13. Member Announcements

Randall Glock made a request for Alan Smith to slow down during the meetings. He stated that there often are numerous topics to cover in a short amount of time, and

having to rush through things in the meeting is not helpful for anyone using the aide of an interpreter or captioner. Because of all the different disabilities, members are having trouble keeping up with what's going on, especially when motions are being made for them to vote on.

He also requested that Alan Smith remove non-members from e-mail blasts, and to include the members that have been left out.

He expressed concern that the BATF did not have information on the report that was made to the Board. (The BATF annual report was distributed in December with the agenda.)

He expressed his frustration that important topics are being left out of the agenda, like Super Bowl City, for example.

Travel reimbursement was submitted to Clipper. Members are to e-mail Randall Glock to confirm receipt or non-receipt of funds.

Randall Glock made a request of Alan Smith that when he submits travel reimbursement for approval, he also includes a list of members who were in attendance.

Clarence Fischer told members to be aware of schedule changes on February 9th on the Pittsburg/Baypoint – SFO line, as well as the Fremont line.

Don Queen commented that the train is louder than any announcements being made.

14. Future Agenda Topics

- Priority use of elevator (suggested by Tian Feng)
- Incorrect “door open” announcements
- Disabled fare chart

15. Adjournment

The meeting adjourned to the next regularly scheduled meeting of **Thursday, February 25, 2016, at 2:00 p.m., at 1750 Broadway in Oakland, California.**

SAN FRANCISCO BAY AREA TRANSIT DISTRICT ACCESSIBILITY TASK FORCE

Minutes

February 25, 2016

1. Self-Introductions of Members, Staff and Guests

Members:

Janet Abelson
Randall Glock
Janice Armigo Brown
Peter Crockwell
Don Queen
Hale Zukas
Clarence Fischer
Gerry Newell
Herb Hastings
Alan Smith
Larry Bunn
Megan O'Brien – (ABSENT)
Brandon Young
Roland Wong
Esperanza Diaz-Alvarez – (ABSENT)

BART Staff present: Ike Nnaji, Bob Franklin

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

Elena Vanloo (BART), Mariana Parreiras (BART),
Meghan Weir and David Fields (Nelson Nygaard), Marianne
Haas, Arnold Bollinger. Janice Dispo (Stenographer)

2. Public Comments

[No public comment.]

3. Approval of Minutes of October 22, 2015, December 9, 2015, and January 28, 2016 Meetings

No opposition to Herb Hastings' motion to approve the amended minutes of the October 22, 2015 meeting, with a second by Gerry Newell.
Motion passes unanimously.

No opposition to Gerry Newell's motion to approve the amended minutes of the December 9, 2015 meeting, with a second by Janet Abelson.

Motion passes with an abstention by Herb Hastings.

Janet Abelson moved to defer approval of minutes of the January 28, 2016 meeting, with a second by Herb Hastings.

Motion passes with one opposition by Gerry Newell, and one abstention by Randall Glock.

4. Elevator Priority Signage Update

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

5. Multi-Modal Access Guidelines

After the presentation given by Mariana Parreira, David Fields, members were allowed to ask questions and/or share any concerns they had.

Janet Abelson commented that information signs often block the path of travel of wheelchair users. She feels that some signs also need to be lowered for wheelchair users to be able to see them. She has experienced this at many stations, but specifically at El Cerrito Del Norte.

Gerry Newell asked if the surveys were available in electronic format. He added a few comments regarding the Pittsburg Station. Firstly, the Paratransit sign needs to be relocated. Secondly, there is a cement sign that has been put up that he did not detect with his cane, therefore, walking into it. Lastly, the station is in need of a bus shelter.

Clarence Fischer commented that Treasury trucks should be given their own space as blind persons often get confused, thinking their buses have arrived.

Alan Smith stated that the survey should ask about their return trip, as sometimes people come one way and go by another.

Staff hopes to return in August and November to give members an update on the project.

6. Super Bowl Debrief

A short discussion was held and members were able to share their thoughts.

Randall Glock shared that he heard multiple reports of riders not easily finding their way to and from BART. There was also a long wait for the elevators. It would have been

helpful to have had a stronger presence from BART staff in order to give assistance, especially to disabled riders.

He added that any large future events should have priority in getting on the BARTF agenda.

Roland Wong echoed that the wait time for the elevators was long. Elevator priority needed improvement.

Herb Hastings appreciated receiving text notifications.

Clarence Fischer stated that now that this event has passed, BART should have a better idea on planning and preparing for future events.

7. Capital Project Status Reports

eBART

Alan reported that the structure over westbound Highway 4 connecting to the Antioch station is quite visible. Staff reports that it is too early for a construction tour.

Fleet of the Future

Alan Smith provided an update. He is working on coordinating on getting members an early preview.

Fleet of the Future was discussed at this year's Board retreat.

Montgomery Station Upgrade and Embarcadero Station Upgrade

During the Board retreat, they discussed installing an emergency BART-only elevator. They also discussed platform edge doors, and the challenge with running a mixed fleet. Elevator is nearing 35 percent design completion.

No updates were given for the following projects:

El Cerrito Del Norte

Oakland Airport Connector

Union City Station Remodel

Warm Springs Station

Phase 2 – San Jose Downtown

Civic Center Station Upgrade

Concord Station Upgrade

Dublin/Pleasanton Project

Station Hearing Loop

Entrance Canopies

Berkeley Station Upgrade
Stair Tread Color Contrast
Richmond Intermodal Project
Berryessa/Milpitas Stations
Powell Street Station Upgrade
West Dublin Path of Travel
Track Maintenance

8. Chairperson Announcements

Alan Smith made a few chairperson announcements.

Aaron Weinstein will return to the April meeting to talk about finding the third door.

No decisions have been made regarding the potential BART bond issue. A decision is expected to be made by June.

9. Staff Announcements

[No staff announcements.]

10. Member Announcements

The Richmond shop tour has been scheduled for Wednesday, March 9th, 2016 at 1:00 p.m.

11. Future Agenda Topics

- Pittsburg intermodal project
- Trains passing through stations without stopping, with no audible announcements being made
- “Doors are closing” announcements being made, but doors are already closed
- Public information regarding discount Clipper cards
- Platform gap at Oakland Airport Connector. Wheelchair users getting stuck. Also, no room to maneuver wheelchair.
- Fleet of the Future (especially regarding mixed fleet)
- Elevator update for Montgomery/Embarcadero
- Accessibility Capital Project four-year outlook
- Elevator priority signage
- Building a Better BART

12. Adjournment

The meeting adjourned to the next regularly scheduled meeting of **Thursday, March 24, 2016, at 2:00 p.m., at 1750 Broadway in Oakland, California.**

This page is intentionally left blank.

**ATTACHMENT 1
DRAFT MINUTES
REGULAR MEETING OF THE AC TRANSIT
ACCESSIBILITY ADVISORY COMMITTEE (AAC)
MARCH 8, 2016**

The meeting came to order at 1:05 p.m.

1. Roll Call and Introduction of Guests

AAC members present:

Janet Abelson	Scott Blanks, Chair
Chonita Chew	Shirley Cressey
Jim Gonsalves (arrived 1:40)	Yuli Jacobson
Don Queen	James Robson
Will Scott	Barbara Williams (arrived 1:08)
Hale Zukas, Vice Chair (arrived 1:29)	

AAC members absent:

Pam Fadem (excused)	Steve Fort (excused)
Saleem Gilmore (excused)	

Staff: Mallory Nestor-Brush, Accessible Services Manager
Kim Ridgeway, Accessible Services Specialist
Tammy Kylo, Administrative Coordinator
Kathleen Eichmeier, Assistant District Secretary
Linda Nemeroff, District Secretary

Guests: Mary Fowler Bernita Thomas
H. E. Christian Peeples, Board President

1. Roll Call and Introduction of New Members and Guests

Each Committee member introduced him/herself offering a short bio, including newly appointment members Chonita Chew and Barbara Williams.

2. Order of Agenda

The order of agenda was approved.

3. Approval of Minutes

MOTION: Abelson/Robson approved the January 12, 2016 AAC meeting minutes. The motion carried by the following vote:

AYES – 6: Abelson, Blanks, Cressey, Queen, Robson, Zukas

ABSTENTIONS – 5: Chew, Gonsalves, Jacobson, Scott, Williams

ABSENT – 3: Fadem, Fort, Gilmore

4. Completion of Conflict of Interest Form 700

Linda Nemeroff, District Secretary and Kathleen Eichmeier, Assistant District Secretary, provided assistance to Committee members in completing the Conflict of Interest 700 Form. Members who arrived late to the meeting were asked to complete their forms at the conclusion of the meeting.

5. Review of AAC Member Etiquette

Kim Ridgeway, Accessible Services Specialist, reviewed the Member Etiquette attachment, which is provided annually for the Committee.

6. Review of Quarterly ADA Complaints

The Committee reviewed the Quarterly ADA Complaints which showed a comparison of all ADA related complaints for the periods of 2nd Quarter 14/15 and 2nd Quarter 15/16. The Committee noted the significant drop in complaints from 107 to 66.

Kim Ridgeway reminded the committee that the total number of complaints does not equal total number of tickets. A ticket could have more than one complaint code, and thus the number of complaints will always be higher than the number of tickets. Janet Abelson expressed that she felt the number is low because there have been many occasions where she has had complaints, such as pass ups, but did not report them. Chair Blanks encouraged everyone to register a complaint, and that an individual could register the complaint anonymously if they felt uneasy about leaving their names.

The Committee asked Staff to pull out the 18 “ADA-Pass Up” complaints and the 5 “ADA-Refused Access” complaints to review customer’s verbatim complaint. This information will be brought back to the Committee at a future meeting.

7. Chair’s Report

Chair Blanks encouraged all Committee members to continue to volunteer for the AAC/NBO classes. He expressed that the classes are very beneficial for the New Bus Operators and gives them an opportunity to have one-on-one encounters with and ask questions of individuals with disabilities.

8. Board Liaison Report

H. E. Christian Peeples, AC Transit Board President reported on the following:

- Contra Costa County’s Transportation Expenditure Plan (TEP) which would expand the ½ cent sales tax to 1 cent for a period of 20 years.
- The American Public Transportation Association meeting in Washington, D.C. the week of March 14th.
- The Service Expansion Plan (SEP) will go into effect June 2016 with additional service added quarterly until June 2017.
- Division 3 (Richmond), which is expected to open in December 2016.
- The Board will review and vote on approving a construction contract for the BRT project at the March 9, 2016 Board Meeting.

9. Review of Lift/Ramp Road Call Report

The report, for the period of January 3 – February 27, 2016, showed 8 lift/ramp road calls; all 8 were chargeable.

10. Service Review Advisory Committee (SRAC) Report

Janet Abelson gave an overview of the SRAC, an Advisory Committee that works with AC Transit, BART and Transdev staff on East Bay Paratransit (EBP) policies, procedures, budgets, and funding claims. The SRAC meets the first Tuesday of every other month in the EBP Community room located at 1750 Broadway, Oakland, CA.

At the March 1, 2016 SRAC meeting, the Committee received a report on efforts to provide a credit card payment option for purchasing paratransit tickets and a report on the Customer Satisfaction Survey by geographic zones.

11. Alameda County Transportation Commission (ACTC) PAPCO Report

Mallory Nestor-Brush, on behalf of Hale Zukas, gave an overview of the Paratransit Advisory and Planning Committee (PAPCO), which advises Alameda County Transportation Commission (Alameda CTC) on the development and implementation of paratransit programs, including grant programs. PAPCO meets on the fourth Monday of each month at Alameda CTC, 1111 Broadway, Suite 800, Oakland, CA.

12. Public Comments

None.

13. Member Communications and Announcements

None.

14. Staff Communications and Announcements

Kimberly Ridgeway reported that the next AAC/NBO class is Wednesday, March 16th. There will be no April class. As Michael Flocchini, Training and Education Department Manager, builds more classes, Kim will inform the Committee and request volunteers for future dates.

15. Set Next Agenda & Meeting Date

The next AAC Meeting will be held Tuesday, April 12, 2016 at 1750 Broadway, Oakland, CA. Agenda items will be Report on the CAD/AVL system and Elections of the Chair and Vice-Chair.

16. Adjournment

The meeting adjourned at 2:30 p.m.

This page is intentionally left blank.

National Center for Mobility Management (<http://nationalcenterformobilitymanagement.org>)SEARCH: 

⇒ Navigate ▼

Attention Paid to Equity in the Shared-Use Transportation World

(<http://nationalcenterformobilitymanagement.org/attention-paid-to-equity-in-the-shared-use-transportation-world/>)

by Sheryl Gross-Glaser, National Center for Mobility Management

I was pleasantly surprised at the interest in equity that attendees expressed at the **National Shared Mobility Summit** (<http://sharedusemobilitycenter.org/2015-summit/>), held in Chicago at the end of September. Concerns were voiced repeatedly about transportation equity for people with low incomes, people with disabilities, and others whose mobility choices are restricted. Mobility managers from around the country, as well as transit professionals, planners, and representatives of all levels of government, asked about universal design and how to solve the problem of a two-tiered transportation system that effectively discriminates against those with poor transportation access.

Many people came over to me personally after my participation as a speaker in a session entitled It's Not All about Millennials: Shared Mobility and Diverse Riders to thank me for speaking about and to further discuss the importance of addressing people who are usually not part of the shared-use discussion, particularly people with disabilities, people who are frail, people with low incomes, older adults, and, frankly, anyone who lives outside of the universe of major American cities.

Mobility Management

I used the term mobility management, as did just a few others, and I touted our National Center for Mobility Management, but – and this is a big but – this is not a well-known term of art. A representative of a transportation association publicly requested that the term mobility management and work in this field include the transportation network as a whole, and not just transportation-challenged populations. I responded, first introducing myself as staff from the NCMM, on two fronts. First, yes, mobility management is an equal opportunity philosophy that seeks to improve mobility options in all kinds of communities and for all populations; but, second, it is important to make sure that those with special needs are actively included.

In my talk, I acknowledged that transportation-challenged populations – all of the individuals included in that term – currently live in a different mobility universe than the rest of us, a world of separate and not equal.

I also emphasized that while we should appreciate and learn from the mobility management approach taken in San Francisco and in many European communities, we should likewise appreciate and learn from rural communities that coordinate and create mobility options in ways that outpace their urban counterparts. We must also appreciate that in rural areas the challenges of distance and low-density populations, as well as, in many areas, depopulation and falling income bases, are especially acute.

Challenges: Universal Design and Affordability

There are two big glitches that mar the rosy picture of expanded mobility options. First, most of these options are not universally designed. Whether it is the technology that is unavailable because it is not designed for those with particular physical or cognitive impairments, or whether it is the vehicles themselves that do not accommodate equipment that people with disabilities depend upon, many – though not all – shared-use modes provide inequitable service, without alternatives for people with disabilities. Uber and Lyft are actually exceptions, though the data is not yet in on whether equal service is actually provided.

Perhaps experimentation and ease of entry into the mobility market is a good thing and we do not want to crush innovation with over-regulation, but I hope that we find a happy medium where innovation and equity can coexist.

Second, in the world of bikesharing and carsharing, while there are some bikeshare and carshare programs that look beyond the paying consumer who can support a self-sustaining network of bikes and stations, many do not. I think this is rapidly improving. There is interest in the shared-use world about making sure that people who live in poor communities are not left out, and that they have access to jobs, schools, culture, and events. Indeed there is recognition that this access is critical to those communities.

What's Possible in Your Neck of the Woods

Lots of new and expanding transportation choices were represented at the conference. I was impressed with a few that I believe offer opportunities beyond the ultra-urban locations in which they operate. I spoke with representatives of these organizations and start ups; all seemed interested in expanding or encouraging similar efforts in other regions.

Here are some that are particularly relevant to mobility management professionals.

Shared Rides in Cars and Small Buses

Please note that these services all provide shared rides that cost substantially less than Uber or taxi service. Also to be considered are UberPool and Lyft Line, shared-ride services. Uber pricing depends on whether the ride is shared and the Uber price can vary considerably from the estimate given when requesting the ride. Lyft Line offers a set price based on the likelihood of additional passengers popping up to share the ride.

Bandwagon – An app providing for shared taxi rides, currently operating at transportation hubs, such as airports, train stations, and bus terminals in New York City. Yes, actual taxis are used. Bandwagon operates under an agreement that its riders can jump to the head of any taxi line. Riders split the fare. Bandwagon representatives are frequently present at departure points to educate consumers about this option.

Bridj – A small bus-based commuter service operating in Boston and Washington, DC, Bridj concentrates on routes not particularly well served by transit. Rides are arranged via an app. A set price is charged. Pick up and drop off points are based upon aggregated demand rather than door-to-door service. Bridj provides the vehicles and employs drivers.

Chariot – A small bus, app-based, service that crowdsources commuter rides in San Francisco. Full-time and part-time drivers are directly employed. Routes are based on rider demand and some are self-funded. Chariot also provides wheelchair-accessible service with one-day notice. Prices vary by route.

Split – An app that arranges for a multiple-rider, shared taxi-like service with a driver. Currently operating in Washington, DC. Aggregated rides are arranged in real time, with pick ups and drop offs that can be a block or two from one's destination, though sometimes service is door to door. Price is pre-determined and based on distance.

Via – With a flat fee per single ride and a cheaper fare (\$5 per ride) for pre-purchased bundles of rides, no matter the distance, Via is a commuter-based service with a business model for primarily serving riders insufficiently served by transit. Operating currently only in Manhattan below 110th Street (forget that trip to Brooklyn, Queens, or even Harlem).

Biking

While there are many programs like the ones featured in the NCMM information brief, *The Versatility of Cycling*, which teach bike maintenance and allow participants to earn bikes through volunteering, these two projects foster a community of cyclists to encourage riding and to rebuild communities.

Slow Roll Chicago – A non-profit that facilitates group bicycle rides and encourages biking as a transportation mode in Chicago's low income and minority neighborhoods.

L.A. Bike Trains – A non-profit that both trains people to ride bikes in urban traffic and manages bike pools, called bike trains, of people who commute together. There are conductors who coordinate and lead the bike trains.

Low income initiatives featured at the Summit

Indego in Philadelphia – Philly's bikeshare has two-thirds of its bike stations in low income neighborhoods and allows for payments in cash. One can pay at 7-Eleven and at Family Dollar stores. The annual membership is only \$10, plus \$4 per ride. A three-month membership is \$15, with unlimited one-hour (or less) free rides. More information in a fast coexist article.

Los Angeles carshare – The vehicles, mostly electric, will be offered as a three-year pilot program of 100 cars, to be located in low-income neighborhoods. Charging stations will also be installed. The pilot has not started yet and is dealing with issues related to low-income populations and payment technology, credit cards, and smartphones.

NCMM Shared-Use Resources

NCMM has written products that address share-use modes and supporting app technology, as well as other resources. We are working on a new carsharing brief as well. We also have included webpages on our site with a plethora of resources about ridesharing, bikesharing and carsharing, taxis and other private providers, and technology, including apps, as well as a page with general shared-use mobility resources.

As always, feel free to contact any member of the NCMM staff with your questions, concerns, and comments about shared-use modes in general and how they can complement other transportation modes and mobility services and infrastructure.

Bio	Latest Posts
------------	---------------------



Amy Conrick

Categorised in: **[Uncategorized \(http://nationalcenterformobilitymanagement.org/category/uncategorized/\)](http://nationalcenterformobilitymanagement.org/category/uncategorized/)**

This post was written by **[Amy Conrick \(http://nationalcenterformobilitymanagement.org/author/aconrick/\)](http://nationalcenterformobilitymanagement.org/author/aconrick/)** on October 22, 2015 8:31 am

Comments are closed here.

Features

- [FTA Funding Opp: Rides to Wellness Demonstration Grants](#)
(<http://www.grants.gov/web/grants/view-opportunity.html?oppld=282628>)
- [Apr. 14 Webinar: Utilizing Technology in Coordinated Human Services Transportation Systems](#)
(https://www.pcb.its.dot.gov/t3/s160414_Mobility_Options.asp)
- [How Mobility Managers Can Help Youth Get to Summer Meal Sites. Archived webinar.](#)
(<http://nationalcenterformobilitymanagement.org/ncmm-webinars/>)
- [NEW! Transportation Strategies to Connect Youth with Summer Food Programs](#)
(<http://bit.ly/1RIjqls>)
- [Blog Post: Saving Babies' Lives and Building Self-Sufficiency Through Transportation Independence](#)
(<http://bit.ly/22pcnMC>)

This page is intentionally left blank.