



# Meeting Notice

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

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

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## **Executive Director**

Arthur L. Dao

## **Paratransit Advisory and Planning Committee**

**Monday, June 27, 2016, 1:00 p.m.**

**1111 Broadway, Suite 800**

**Oakland, CA 94607**

***Please note that the Monday, June 27, 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**

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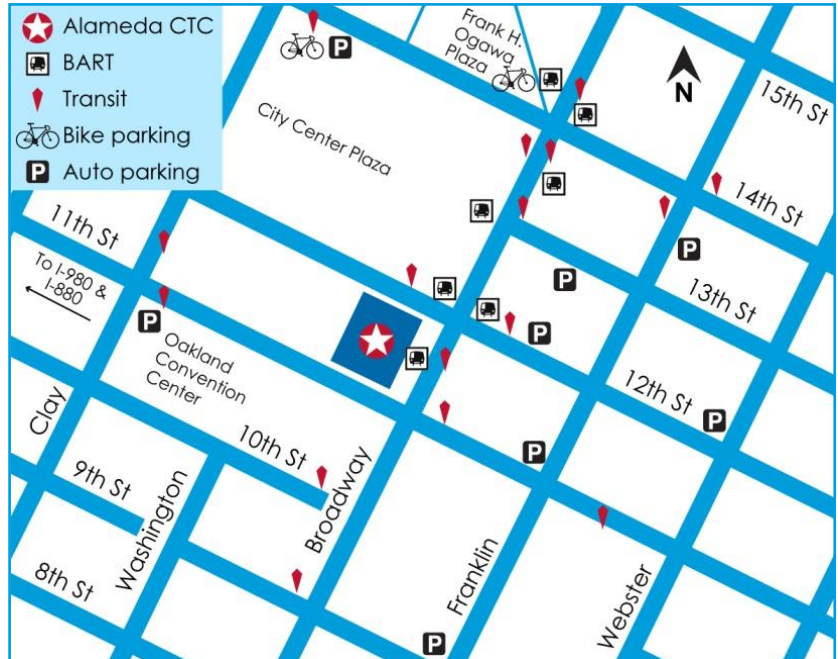
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## Location Map

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

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



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

## Accessibility

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



## Meeting Schedule

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

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

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Paratransit Advisory Planning Committee  
Meeting Agenda  
Monday, June 27, 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,  
Cathleen Sullivan, Jacki Taylor

**Public Meeting Coordinator:**  
Krystle Pasco

1:00 – 1:10 p.m. **1. Roll Call**  
Chair

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

**Page A/I**

1:15 – 1:55 p.m. **3. Administration**  
Chair

**3.1.** May 23, 2016 PAPCO Meeting Minutes 1 A

Recommendation: Approve the  
May 23, 2016 PAPCO meeting  
minutes.

**3.2.** May 12 and 13, 2016 Paratransit  
Program Plan Review 9 I  
Subcommittee Meeting Minutes

The Committee will receive the  
Paratransit Program Plan Review  
Subcommittee Meeting minutes  
from May 12 and 13, 2016.

**3.3.** FY 2016-17 PAPCO Elections 27 A

Annually, PAPCO elects officers in  
June. PAPCO will nominate and  
elect the chair, vice chair,

Independent Watchdog  
Committee representative, and  
East Bay Paratransit SRAC  
representative.

Recommendation: Approve the  
PAPCO Officers and IWC and SRAC  
Representatives for FY 2016-17.

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|-------------|--|----|---|
| <b>3.4.</b> | Final FY 2015-16 PAPCO Meeting<br>Calendar | 31 | I |
|-------------|--|----|---|

The Committee will review the final  
FY 2015-16 PAPCO Meeting  
Calendar.

- |             |                                  |    |   |
|-------------|----------------------------------|----|---|
| <b>3.5.</b> | Final FY 2015-16 PAPCO Work Plan | 33 | I |
|-------------|----------------------------------|----|---|

The Committee will review the final  
FY 2015-16 PAPCO Work Plan.

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|-------------|--------------------|----|---|
| <b>3.6.</b> | PAPCO Appointments | 37 | I |
|-------------|--------------------|----|---|

The Committee will receive the  
current PAPCO appointments.

- |                           |  |   |
|---------------------------|--|---|
| 1:55 – 2:15 p.m.<br>Staff | <b>4. Hospital Discharge Transportation<br/>Service and Wheelchair Scooter<br/>Breakdown Transportation Service<br/>Programs Update (Verbal)</b> | I |
|---------------------------|--|---|

The Committee will receive a program  
update on the Hospital Discharge  
Transportation Service and Wheelchair  
Scooter Breakdown Transportation  
Service programs.

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|---------------------------|--|
| 2:15 – 2:25 p.m.<br>PAPCO | <b>5. PAPCO Member Reports and Outreach<br/>Update</b> |
|---------------------------|--|

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|---------------|---|----|---|
| Krystle Pasco | <b>5.1. Paratransit Outreach Calendar</b> | 39 | I |
|---------------|---|----|---|

2:25 – 2:40 p.m.    **6. Committee and Transit Reports**

Herb Hastings	<b>6.1.</b> Independent Watchdog Committee (IWC)		
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Esther Waltz	<b>6.2.</b> East Bay Paratransit Service Review Advisory Committee (SRAC)		
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Committee Member	<b>6.3.</b> Other ADA and Transit Advisory Committees	41	
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2:40 – 2:55 p.m.    **7. Information Items**

Staff	<b>7.1.</b> Mobility Management – National Aging and Disability Transportation Center Brochure	57	
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Staff	<b>7.2.</b> Other Staff Updates		
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2:55 – 3:00 p.m.    **8. Draft Agenda Items for September 26, 2016 PAPCO Meeting**

**8.1.** FY 2016-17 PAPCO Meeting Calendar

**8.2.** FY 2016-17 PAPCO Work Plan

**8.3.** Gap Grant Cycle 5 Extension Progress Reports (Verbal)

**8.4.** Paratransit Outreach Information (Verbal)

3:00 p.m.            **9. Adjournment**

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

**Next PAPCO Meeting:** September 26, 2016

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

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# Paratransit Advisory and Planning Committee Meeting Minutes Monday, May 23, 2016, 1:00 p.m.

3.1

1111 Broadway, Suite 800, Oakland, CA 94607

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## MEETING ATTENDEES

Attendance Key (A = Absent, P = Present)

### Members:

P Sylvia Stadmire,  
Chair

P 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

A Carmen Rivera-  
Hendrickson

A Michelle Rousey

P Harriette

Saunders

P Linda Smith

P Cimperly Tamura

A Esther Waltz

P Hale Zukas

### Staff:

P Jacki Taylor, Program Analyst

P Naomi Armenta, Paratransit Coordinator

P Krystle Pasco, Paratransit Coordination Team

P Christina Ramos, Project Controls Team

### Guests:

Arnold Brillinger, Alameda Commission on Disability Issues; Ken Bukowski, Public Member; Jennifer Cullen, Senior Support Program of the Tri-Valley; Pam Deaton, City of Pleasanton Paratransit Program; Shawn Fong, City of Fremont Paratransit Program; Hakeim McGee, City of Oakland Paratransit Program; Julie Parkinson, City of Pleasanton Paratransit Program; Kim Ridgeway, AC Transit; Rebeca Servin, Center for Independent Living (CIL); Victoria Williams, Mobility Matters

## 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. March 28, 2016 PAPCO Meeting Minutes**

Member Zukas requested to change the committee for which Sylvia Stadmire reported that she is the Chair during the PAPCO Member Reports and Outreach Update item on the agenda. The correct committee name should read "Equipment Program Advisory Committee (EPAC)."

*Member Zukas moved to approve the March 28, 2016 PAPCO Meeting minutes with the noted correction. Member Barranti seconded the motion. The motion passed with the following votes (12-0-1):*

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

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

*Member Johnson-Simon moved to approve the April 25, 2016 Joint PAPCO and ParaTAC Meeting minutes as written. Member Hastings seconded the motion. The motion passed with the following votes (11-0-2):*

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

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

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

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

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

### **3.5. PAPCO Appointments**

Committee members received the current PAPCO appointments.

## **4. Quarterly Paratransit Strategic Planning Workshop Feedback (Verbal)**

Naomi Armenta gave an overview of the Paratransit Strategic Planning Workshop that took place on April 25, 2016. The workshop focused on Alameda CTC's Taxi Card Feasibility Study and taxi program incentives discussion. PAPCO members had the opportunity to provide feedback on the workshop.

Questions and feedback from PAPCO members:

- A Committee member thought the information was good and she liked the way the panel and discussion was set up.
- A Committee member noted that she also enjoyed the setup of the workshop and discussion.
- A Committee member noted that he also liked the more informal setup as well as the engaging discussion that took place. He felt that PAPCO was more unified as a group at the workshop.
- A Committee member appreciated the information about the feasibility of the taxi debit card program including the pros and cons of the two software companies potentially providing their services.

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

Naomi Armenta reviewed the FY 2016-17 Paratransit Direct Local Distribution (DLD) program plans recommendation. She discussed the background and reviewed a summary of the recommendations. The subcommittee recommended approval of all plans with conditional approval for the City of Newark. The condition would be for a mid-year report to PAPCO on the status of reserves and outreach.

Questions and feedback from PAPCO members:

- A Committee member asked for clarification on the City of Newark's working relationship with the City of Fremont's paratransit program. Staff clarified that most of the city-based paratransit programs have contracted out for the delivery of their specific programs. The working relationship between the City of Newark and Fremont is not unheard of.
- A Committee member noted that she appreciated the new bound format for the program plan packets for the subcommittees. They were much easier to handle.
- A Committee member noted that he felt that the program plan review process was less tedious this year.

*Member Saunders moved to approve the PAPCO Program Plan Review Subcommittees' recommendations for FY 2016-17 Paratransit DLD program plans. Member Costello seconded the motion. The motion passed with the following votes (13-0-0):*

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

No: None

Abstain: None

Absent: Orr, Proee, Rivera-Hendrickson, Rousey, Waltz

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

Naomi Armenta reviewed the FY 2016-17 Gap Grant Cycle 5 extension recommendation. She discussed the background, the extension requests, funds for capital purchases and grant matching, and next steps.

Questions and feedback from PAPCO members:

- A Committee member asked a question regarding the funding process and how subcontracting programs are able to get their funds reimbursed. Staff responded that the primary organization's project managers have to submit requests for

reimbursements for Measure B funds they use towards their programs, and then reimburse their subcontractors.

- A Committee member asked a question regarding the amount of last year's extension allocation for all programs. Staff noted that the information regarding the last extension allocation is not explicitly on the attachment provided with the memo but that the information can be determined by looking at the percentage increase in the notes section.
- A Committee member asked a question regarding a program with indicated high reserves. She asked why they are allowed to apply for Gap Grant funding if they have an abundance of reserve funding and that Gap funding might be better allocated to a different program. Staff responded that each program is evaluated individually and although reserves are taken into consideration, each program has various needs and funding restrictions on other funding they are receiving. Staff also noted that for Gap Grant Cycle 6 funding, reserves will be taken into more of a consideration for prioritizing programs.
- A Committee member expressed concern regarding CIL's past performance. She asked whether their performance has improved since the last funding extension. Staff responded that CIL has improved their performance and will be hitting their targets for this funding extension. Staff also noted that CIL has presented a variety of new initiatives for this coming year to support their planned increase in performance.
- A Committee member asked a question regarding the City of Oakland's Taxi Up and Go (TUGO) funding request and why only a portion of that funding is being recommended. Staff noted that TUGO requested more funding than last year's allocation even though they are proposing to provide less service. Also their performance is about 50% below target. As a result staff recommended they receive partial funding.
- A Committee member expressed concern for Mobility Matters (formerly Senior Helpline Services) and their inability to meet their targets. He is proposing that their program receive further deductions to their requested funding. Staff generally agreed with the sentiments but recommended to only reduce their funding request by 20% consistent with the other

recommendations. Staff also noted that PAPCO members can further reduce any funding recommendations if they choose to do so.

*Member Bunn moved to approve the Gap Grant Cycle 5 extension funding recommendation for FY 2016-17. Member Hastings seconded the motion. The motion passed with the following votes (13-0-0):*

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

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

Member Johnson-Simon shared that she attended the Senior Resource Fair at the San Leandro Senior Community Center last Friday. It was well attended. She also attended the City of Oakland Older Americans Month event at Frank Ogawa Plaza

Member Stadmire shared that she also attended the Senior Resource Fair at the San Leandro Senior Community Center as well as a mobility management fundraising luncheon. She really enjoyed the event. She also noted that she attended the City of Oakland Older Americans Month event at Frank Ogawa Plaza and will be attending the Senior Injury Prevention Program (SIPP) conference on May 25<sup>th</sup> at the Hilton Garden Inn in Emeryville.

Member Costello shared that he is currently the Vice Chair for the Regional Center Consumer Advisory Committee and they meet every month.

Member Saunders shared that she went to Sacramento last week with United Seniors of Oakland and Alameda County (USOAC).

Member Tamura shared that she also attended the Senior Resource Fair at the San Leandro Senior Community Center last Friday.

### **7.1. Paratransit Outreach Calendar**

Krystle Pasco gave an update on the following outreach events:

- 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.
- 6/3/16 – Four Seasons of Health Expo, Fremont Senior Center from 9:00 a.m. to 1:00 p.m.
- 6/30/16 – Senior Day at the Alameda County Fair, Alameda County Fairgrounds from 12:00 p.m. to 5:00 p.m.

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

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

Member Hastings noted that the next meeting will take place on July 11<sup>th</sup>.

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

Member Saunders shared that at the last SRAC meeting they discussed utilizing credit and debit cards for purchasing tickets, updates on the Interactive Voice Response (IVR) system and the emergency preparedness draft plan.

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

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

Member Hastings and Costello shared that at the last Wheels Accessible Advisory Committee (WAAC) meeting they discussed the Board's approval of the updated Wheels routes. WAAC members are very concerned with the impacts these changes will have on seniors and people with disabilities.

Member Bunn shared that he is a member of the Union City Paratransit Advisory Committee and they meet jointly with the City of Newark and Fremont every quarter. He noted that there were some changes in the Tri-City Taxi Voucher program which affected ridership. Committee members will continue to monitor these changes and the affects they have on ridership.

## **9. Information Items**

### **9.1. Mobility Management – Attention Paid to Equity in the Shared-Use Transportation World**

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 June 27, 2016 PAPCO Meeting**

**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

## **11. Adjournment**

The meeting adjourned at 2:35 p.m. The next PAPCO meeting is scheduled for June 27, 2016 at the Alameda CTC's offices located at 1111 Broadway, Suite 800, in Oakland.





# FY 2016-17 Paratransit Program Plan Review 3.2

## Subcommittee Meeting Minutes

Thursday, May 12 & Friday, May 13, 2016, 9:30 a.m.

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

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

**Date: Thursday, May 12, 2016**

**Subcommittee: East Bay Paratransit**

### **Public Comments:**

There were no comments from the public.

### **Program: East Bay Paratransit**

Presenters: Laura Timothy and Rashida Kamara

### **PAPCO Questions:**

- How many trainers do you have? Due to the City of Oakland's minimum wage increase, 50% of the broker's office staff were no longer employed by mid-year. This caused a new hiring and training process to take place including a wage increase for the trainer position. Also due to the large group of hires, agents are now communicating openly with passengers that they are in training and will continue to do so for approximately three months. There is also a strong emphasis from broker staff to encourage trainees to request feedback from passengers as they are very familiar with the system.
- Are there any efforts to make purchasing East Bay Paratransit (EBP) tickets easier for passengers? EBP tickets will now be available for purchase via phone, website, credit card (including recurring purchases), and in person.
- Will Clipper Card be an option for fare payment in the future? EBP staff has explored the option for integrating Clipper 2.0 into the system but as of right now, EBP staff is working on integrating other technological improvements.
- How do you know which drivers have really retained the information they receive during training? Transportation providers are required to thoroughly train their drivers including providing an additional bridge training from broker staff. Safety managers are

aware of any drivers that have received a complaint from a passenger and there is also an escalation process that takes place for drivers that receive several complaints. EBP requires a high level of customer satisfaction from its drivers. Additionally, if there is a new device, such as a Segway, broker staff is adamant about developing and providing specialized training to drivers for such devices.

### **PAPCO Comments:**

- I like the emergency preparedness plan and outreach materials. I think these will answer a lot of questions that passengers have in regards to what they should do in an emergency situation.
- I encourage your staff to integrate Clipper 2.0 into your fare payment system.
- There seems to be major locations and landmarks in the Bay Area that are not earmarked or geocoded in the system. If staff could identify and log those major locations it may help agents with scheduling trips in the future.
- I appreciate the level of quality of drivers today.
- I hope you address the cellphone usage and safety issue with the drivers.

*Member Rousey moved to approve the East Bay Paratransit program plan in full. Member Bunn seconded the motion. The motion passed with the following votes (6-0-0):*

Yes: Bunn, Johnson-Simon, Markowitz, Rousey, Saunders, Stadmire  
No: None  
Abstain: None

### **Subcommittee: South County Planning Area**

#### **Public Comments:**

A comment was heard from Michael Lee regarding On Lok Lifeways' programs and services.

#### **Program: City of Union City**

Presenter: Wilson Lee

#### PAPCO Questions:

- Are there any efforts to modernize your fare payment system? Unfortunately our service is not very technologically advanced, however, we do offer online purchasing of tickets.
- Are you currently seeking a taxi company that provides accessible vehicles? There are no taxi companies in the Tri-City area that own accessible vehicles. Based on the local ordinance, if a taxi company has more than eight vehicles they are required to have at least one accessible taxi. Unfortunately there are no taxi companies in the Tri-City area that own more than eight vehicles.
- Are there any plans to integrate Clipper Card into the fare payment system? We expect Clipper to be operational on the transit buses by February 2017. There are currently no plans to integrate paratransit onto the Clipper platform.

#### PAPCO Comments:

- I appreciate that the City of Union City staff listens to the feedback coming from the advisory committee.
- Anything you can do to improve your technology would be great. Uniformity amongst transit systems with regards to fare payment makes it easier for passengers.
- I really value your program. I am also advocating for a transportation bill that will work towards implementing a community fare card for all transit systems.
- I really appreciate being able to go to my local Safeway to purchase paratransit tickets. I hope this will also be available at Lucky's very soon.

*Member Stadmire moved to approve the City of Union City program plan in full. Member Saunders seconded the motion. The motion passed with the following votes (7-0-0):*

Yes: Bunn, Costello, Rivera-Hendrickson, Rousey, Saunders, Scott, Stadmire  
No: None  
Abstain: None

## **Program: City of Newark**

Presenter: David Zehnder

### PAPCO Questions:

- You indicated that you do not have direct staff to administer the intake process for paratransit eligibility, why is that? We have contracted out those administrative responsibilities to the City of Fremont as the City of Newark has limited capacity. This partnership is laid out in a Memorandum of Understanding (MOU) between the two cities.
- Do you have plans to spend down your reserves? We are in conversation with the City of Fremont to identify any additional resources needed to administer the City of Newark's application and eligibility process within the MOU.
- Are you aware of the anticipated increase in population in the City of Newark? Yes, we are aware of the anticipated housing boom that will potentially be in development over the next five to ten years. We believe this is a good thing that will increase the demand for service. We will be responsive to this significant growth.
- What are your plans to modernize your fare payment system? We have been discussing this issue with our local advisory group and we hope to make improvements to ensure that the system continues to be more efficient for our riders.
- Did the City of Newark and Fremont always have this working partnership? This partnership has been in existence for about three years now. Prior to the City of Fremont providing its administrative support, Satellite Affordable Housing Associates (SAHA) took on those responsibilities.

### PAPCO Comments:

- I'm looking forward to you becoming more independent in terms of the administration of your program. I'd like for you to look for a transportation coordinator to fulfill those responsibilities. I don't feel that the questions I have for you should be answered by other program managers.
- I would like to see your City staff be able to provide the whole package when it comes to your program at some point.
- I agree with the other comments and please use your reserves.

- I agree with the other sentiments. I would like to see more hands on and more effective, more confident leadership.
- Certain parts of your application were good because it was detailed, however, other parts were incomplete.
- I would like to see funding set aside to support individuals who cannot afford the Meals on Wheels program. I would like to help people in this area.

*Member Rousey moved to conditionally approve the City of Newark program plan in full with a mid-year report to PAPCO. Member Rivera-Hendrickson seconded the motion. The motion passed with the following votes (7-0-0):*

Yes: Bunn, Costello, Rivera-Hendrickson, Rousey, Saunders, Scott, Stadmire  
 No: None  
 Abstain: None

### **Program: City of Fremont**

Presenter: Shawn Fong

### **PAPCO Questions:**

- Are you prepared to respond to any increase in demand given that your program is also administering the City of Newark's paratransit program? Our staff intends to accommodate any anticipated increase in demand and to continue the partnership with the City of Newark through the MOU. This partnership helps streamline the process for all Tri-City residents.
- The City of Newark has a large amount of reserves. Is it possible for them to use that funding to hire someone to manage their own program? When the City of Newark and Fremont entered into an agreement wherein the City of Fremont would administer the City of Newark's paratransit program, staff was adamant about creating a partnership and a program that would be sustainable and would streamline the process for Tri-City residents. It made sense at the time to leverage the collective funding of the region to provide more efficient and integrated service to Tri-City residents.

- What were the results of the community needs assessment that you indicated took place? The needs assessment was an extensive process that assessed the entire Tri-City area and was funded by a foundation. Various needs were identified and ongoing updates continue to take place through the Tri-City Elder Coalition. All cities in the Tri-City area have since adopted this assessment.

### **PAPCO Comments:**

- I am concerned with the amount of reserves that the City of Newark has. I recommend they use that funding to create jobs to be able to support their own paratransit program. Also, keep up the good outreach work.
- Thank you for coming today. We appreciate all that you have done for the Tri-City area.
- The City of Fremont is a great city and I recognize that you are doing all that you can to address the needs of your community. Good job.
- I recommend that you modernize your fare payment system to include newer technology like Clipper.

*Member Scott moved to approve the City of Fremont program plan in full. Member Rousey seconded the motion. The motion passed with the following votes (7-0-0):*

Yes: Bunn, Costello, Rivera-Hendrickson, Rousey, Saunders, Scott, Stadmire  
 No: None  
 Abstain: None

### **Subcommittee: East County Planning Area**

#### **Public Comments:**

There were no comments from the public.

#### **Program: Livermore Amador Valley Transit Authority (LAVTA)**

Presenters: Kadri Klm and Christy Wegener

#### **PAPCO Questions:**

- How will the changes that you are proposing to the eligibility process make things more efficient? Due to the substantial increase in service demand, the agency has been looking for ways to better control the demand by reevaluating the eligibility review process. Agency staff has done several peer reviews of sister agencies in the Bay Area to identify a new process that will better match riders with their specific needs. This new process will include a paper application as well as an in person assessment and will allow the agency to consider conditional eligibility.
- Do you feel that this new eligibility process may deem some of your current riders as ineligible? According to anecdotal information, this may actually be the case for some of our current riders. The agency hopes that the new process will better match riders with the appropriate mode of transportation.
- What are you doing to modernize your fare payment system? We are looking at creative ways to pay for our services, such as Clipper, through our comprehensive assessment.

#### **PAPCO Comments:**

- I really like your program and everything about it. Great job.
- Great job. You have really improved.
- Your program is a great program. Also identifying areas of improvement for your consumers is always a plus.
- Your commitment to your population is admirable. You have done a great job of continuing to improve your program.

*Member Rousey moved to approve the LAVTA program plan in full. Member Bunn seconded the motion. The motion passed with the following votes (6-0-1):*

Yes: Bunn, Costello, Rousey, Saunders, Scott, Stadmire  
 No: None  
 Abstain: Rivera-Hendrickson

#### **Program: City of Pleasanton**

Presenters: Pam Deaton and Julie Parkinson

#### **PAPCO Questions:**

- Are you receiving less of a response for your annual surveys? Yes, although we offer incentives, we saw a decrease in response for our surveys this year. We also send out several surveys a year so consumers may feel they are already providing sufficient feedback for our services.
- Measure BB was all about creating more jobs in the community. How do you advertise open positions? We post information about open positions on the City of Pleasanton website as well as the CPRS website and at the senior center.
- Are you making any efforts to integrate Clipper into your fare payment system for paratransit? The assessment that will be conducted will be looking at other viable ways to pay for paratransit services including Clipper.
- What are you doing to address the changing needs of your population given the development of new housing in your area? Wheels has plans to add an additional route that stops near a very large senior complex. This was a result of the seniors advocating for a bus stop closer to where they live. In terms of paratransit door-to-door service, staff has tried really hard to accommodate new businesses and areas where seniors are living and needing to travel for medical purposes.

#### **PAPCO Comments:**

- I recently spoke with a City Councilmember to advocate that new senior housing complexes provide accessible transportation options for their senior and disabled residents.
- I recommend that you be willing to work with the new senior housing complexes on driver, transportation and other policies that affect seniors and people with disabilities.
- Thank you for your report. I like that you are finding ways to be more visible in your community. I always appreciate the information you bring.
- I would like to see your staff hire a disabled person to assist with your assessments.

*Member Saunders moved to approve the City of Pleasanton program plan in full. Member Scott seconded the motion. The motion passed with the following votes (7-0-0):*



Yes: Bunn, Costello, Rivera-Hendrickson, Rousey, Saunders, Scott,  
Stadmire  
No: None  
Abstain: None

**Program Trends for Thursday, May 12, 2016:**

- Improvement of fare payment systems, especially utilizing technology
- Expansion of services and jobs with new funding
- Program Plan applications need to be completed thoroughly

**Date: Friday, May 13, 2016**

**Subcommittee: North County Planning Area**

**Public Comments:**

A comment was heard from Michelle Rousey regarding the Alameda County Public Authority for In-Home Supportive Services' (IHSS) advisory board openings.

**Program: City of Albany**

Presenter: Isabelle Leduc

**PAPCO Questions:**

- Are residents at the Orientation Center for the Blind eligible for your program? Yes, many of those residents do come in and use our services, especially the taxi program.
- With your reimbursement program, are you currently accepting Uber/Lyft ride receipts since those services are cheaper? No, we are not currently reimbursing for those types of trips. Staff also noted that the Implementation Guidelines do not currently support using Transportation Network Companies (TNCs). Staff will continue to look into this option.
- What are you doing to make the reimbursement process easier for your program participants and how long does it take? Riders pay for their taxi fares upfront and they submit their receipts to our office. We then log the reimbursement requests and issue checks

based on the rebate guidelines. This process takes about two weeks.

- How do riders pay for group trips? Interested riders pay for group trips ahead of time and they can pay with cash, check or credit.
- Why did you choose to do a reimbursement program over a voucher program? Since our program is rather small, we chose to implement a reimbursement program to save on some of the costs associated with a voucher program i.e. printing. We also do not have agreements with our local taxi companies.
- Are any of your taxis accessible and available on a same day basis? Yes, an accessible taxi can be requested through Yellow Cab for same day service.
- Are you tracking destination information for the taxi program? Yes, we are tracking that information through the reimbursement requests.

#### **PAPCO Comments:**

- I'm so happy as a taxpayer and as an advocate for Measure B/BB to see that you are addressing communities that are overlooked. I like that you are taking the initiative to take care of everyone in the community.
- I like your program and that you have ways for more consumers to use taxi services. Your program seems to be working and it is evident that it is improving through participants' feedback.
- I like the program information from your application. I appreciate that you are increasing the subsidy to help individuals with fixed incomes.
- I think that even though the turnaround time for reimbursement is two weeks there should be a way to shorten that time. That would be best for individuals on fixed incomes.

*Member Rousey moved to approve the City of Albany program plan in full. Member Saunders seconded the motion. The motion passed with the following votes (4-0-0):*

Yes: Bunn, Rousey, Saunders, Waltz  
No: None  
Abstain: None

## **Program: City of Oakland**

Presenters: Hakeim McGee and Scott Means

### **PAPCO Questions:**

- Will the senior shopping shuttle program be coming back? Our staff is looking at the feasibility of bringing back the shuttle program in the future. The last shuttle program that was sponsored by the City of Oakland and operated by Bay Area Community Services (BACS) existed approximately eight years ago.
- Has the taxi debit card program been implemented yet? Several ParaTAC members are currently discussing this option based on the information that was gathered. More information will be provided in the future.
- Are you accepting debit or credit cards to purchase tickets? Currently our program is only accepting cashier's checks, personal checks and money orders to purchase tickets. The costs to implement the system to accept debit and credit cards is not justified by the amount of anticipated transactions.
- You mentioned a private vendor, are you looking to use this vendor in the future? Yes, we are looking to work with this local, private vendor that can provide accessible trips in the near future.

### **PAPCO Comments:**

- Over the years I've been proud of what your program has accomplished. We've got one of the best players here. I wish you success.
- I appreciate you looking at new and innovative ways to improve your program and implementing feedback from your consumers.
- I really enjoyed your presentation and the information you provided. I can tell that you are passionate about the work.
- I was very impressed with your shuttle program in the past. I hope you bring that back. Keep doing what you are doing.
- I like what I saw in the information but I would like to see the most updated information. Keep up the good work.

*Member Bunn moved to approve the City of Oakland program plan in full. Member Markowitz seconded the motion. The motion passed with the following votes (6-0-0):*

Yes: Bunn, Markowitz, Rousey, Saunders, Scott, Waltz

No: None

Abstain: None

**Program: City of Berkeley**

Presenters: Leah Talley and Mary Triston

**PAPCO Questions:**

- How are the taxi programs performing? We have some really great taxi drivers but we also have had some issues in the past. We are doing more outreach with taxi drivers in this coming year so we're hoping to improve overall performance in the future.
- Why do you not count attendants in your ridership? Our programs are self-reported so the information we get is not as reliable. This is especially difficult for our taxi scrip program. Staff also noted that programs report their ridership data in different ways. Tracking attendant information is also not a requirement.
- How are you publicizing your high need medical scrip program? We are improving our publicity for the high need medical scrip program by increasing our outreach efforts to all program participants, expanding to medical providers and developing brochures.
- How are you modernizing your fare payment system? We are indeed a part of the discussions regarding moving forward with a taxi debit card program but we are currently dealing with city ordinances that are creating barriers for this project. We are continuing to look into this issue as we are very interested in implementing this electronic payment medium into our taxi program.
- How is your relationship with the Easy-Does-It (EDI) program? EDI is one of our partners and for the most part the ridership has stayed the same. We have heard from our participants that they are very happy with their service from EDI.

- What resistance are you getting from drivers in the taxi scrip program? Some program participants have indicated that some taxi drivers are not willing to accept taxi scrip as a form of payment. One of the challenges with this issue is that riders are not documenting incident information so staff is not able to follow up with specific drivers about the problem.

### **PAPCO Comments:**

- The shuttle programs do work, especially for frail seniors. I suggest that the City of Berkeley implement one. Thank you for your efforts.
- I like your program and I encourage you to continue getting feedback from your consumers to improve your service and continue implementing new technology. Thank you for your program.
- I also like your program and I like the idea of a fixed route shuttle. I like that you have good taxi drivers.
- I support all of your programs. I think it would be best to encourage taxi drivers to get involved with other programs as we need alternatives to services like East Bay Paratransit. I believe having options is better. Also, having contractual relationships with vendors seems to be working for the other taxi programs in Alameda County.

*Member Rousey moved to approve the City of Berkeley program plan in full. Member Waltz seconded the motion. The motion passed with the following votes (6-0-0):*

Yes: Bunn, Markowitz, Rousey, Saunders, Scott, Waltz  
 No: None  
 Abstain: None

### **Program: City of Alameda**

Presenter: Rochelle Wheeler

### **PAPCO Questions:**

- Which BART station are you planning to expand your shuttle program to? We are planning to expand our shuttle route to the Fruitvale BART station.

- Why did the cost per trip increase for your program? Cost per trip did increase for the shuttle program as we are proposing to expand the program and possibly hire an additional driver. We're hoping this increases overall ridership and eventually decreasing cost per trip.
- Are you going to connect Park Street to Alameda Center? I will take that feedback to staff and we'll put it into consideration. Also AC Transit is planning to add additional routes through the City of Alameda. This is also an option for getting to these popular local destinations.
- If you expand your service will you be looking at increasing fares? We are not looking at any fare increases at this time. However, we may be considering reducing consumer costs for the Medical Return Trip Improvement Program (MRTIP) service.

#### **PAPCO Comments:**

- I like that you are considering giving AC Transit passes to very low income and homeless individuals in Alameda. Kudos to everything else you are doing.
- I like your program overall. I like that you rely on consumer input to continue to improve the programs.
- I like that your agency is picking up the slack for when and where AC Transit services go away.
- I appreciate that you are beautifying the island. I like that you are addressing the older and frail population. I'm glad you are on board.
- I urge you to continue to look to consumer input. Also make sure that the shuttle drivers are trained to work with seniors and people with disabilities.

*Member Waltz moved to approve the City of Alameda program plan in full. Member Markowitz seconded the motion. The motion passed with the following votes (6-0-0):*

Yes: Bunn, Markowitz, Rousey, Saunders, Scott, Waltz  
 No: None  
 Abstain: None

**Program: City of Emeryville**

Presenters: Brad Helfenberger and Kim Burrowes

**PAPCO Questions:**

- How are you able to provide all of those group trips with just one bus? What about shopping trips? Group trips do include one shopping trip per month and interested participants are asked to meet at the Emeryville Senior Center so there is no wait involved. The 8-to-Go service functions on a reservation basis like East Bay Paratransit. We also partner with Mobility Matters, a volunteer driver program. We provide them office space in our center for free.
- Are you looking to expand your program? Yes, we are currently at capacity when it comes to our service. We will be looking at viable ways to expand in the near future.

**PAPCO Comments:**

- I like what you're doing and I think the surveys really do work.
- I get positive feedback about your group trip program all the time.
- I like your program and your surveys. It is clear that your consumers are using your program. However, I am concerned that you are currently maxed out with staffing.

*Member Rousey moved to approve the City of Emeryville program plan in full. Member Saunders seconded the motion. The motion passed with the following votes (5-0-0):*

Yes: Bunn, Rousey, Saunders, Scott, Waltz

No: None

Abstain: None

**Subcommittee: Central County Planning Area****Public Comments:**

There were no comments from the public.

**Program: City of Hayward**

Presenter: Dana Bailey

**PAPCO Questions:**

- What are you doing to modernize your fare payment system? We are currently working with other ParaTAC members to identify the viability of a taxi debit card system. We have conducted several meetings and will continue to explore this option.

**PAPCO Comments:**

- Your ideas and services seem to be well received in the community.
- I like your services, too. I'm glad to see that you are looking to use new technologies. Please continue to use consumer feedback.
- I think it's a really good program.
- I really like your program's logo and the overall way you have branded your program.

*Member Bunn moved to approve the City of Hayward program plan in full. Member Johnson-Simon seconded the motion. The motion passed with the following votes (6-0-0):*

Yes: Bunn, Johnson-Simon, Rousey, Saunders, Scott, Waltz

No: None

Abstain: None

**Program: City of San Leandro**

Presenters: Diane Atienza, Jessica Cutter and Sandra Rogers

**PAPCO Questions:**

- Will there be benches at all shuttle stops? We are planning to purchase benches for the stops that currently do not have one or replacing ones that are no longer useable.
- Why do you think you've lost some of your ridership and what are you doing to address it? One of our goals this year is to do more outreach including more presentations in other languages. We hope this will encourage new ridership. We are also working with our transportation provider, MV Transportation, to address some of the issues that riders have.
- Are there any scholarships available for the FLEX shuttle service? There are currently no scholarships available for the shuttle service



and we have not received any requests. We are happy to consider any requests for scholarships that do come in.

- How many focus groups took place this year? This year we hosted only one focus group but we hope to host more this coming year.

**PAPCO Comments:**

- When you get translations in other languages make sure to include Braille translation.
- I like your services and I like that you are planning to increase the FLEX shuttle program. I encourage you to continue using your consumers' feedback.
- It's a nice program and I really like your brochure.

*Member Saunders moved to approve the City of San Leandro program plan in full. Member Rousey seconded the motion. The motion passed with the following votes (6-0-0):*

Yes: Bunn, Johnson-Simon, Rousey, Saunders, Scott, Waltz

No: None

Abstain: None

**Program Trends for Friday, May 13, 2016:**

- Flexible and individual service
- Innovation and forward movement regarding technology and fare mediums
- Utilizing available funding for the programs that are wanted and needed

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# Memorandum

3.3

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

**DATE:** June 20, 2016

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

**RECOMMENDATION:** Approve the PAPCO Officers and IWC and SRAC Representatives for FY16-17

## Summary

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

## Background

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

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

### **PAPCO Chair**

- Provides overall leadership to PAPCO
- Facilitates the regular PAPCO meetings and PAPCO subcommittee

meetings to ensure full and fair participation from all members

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

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

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

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

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

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

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

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

Estimated time commitment: 4 – 8 hours per quarter

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

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

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

Estimated time commitment: 3 – 5 hours per quarter

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

### **Staff Contacts:**

[Jacki Taylor](#), Program Analyst

[Naomi Armenta](#), Paratransit Coordinator

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

3.4

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](http://www.AlamedaCTC.org) for up-to-date information.

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

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





## FY 2015-16 PAPCO Work Plan

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

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

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

<b>Topic: Planning and Policy</b>		
<b>Goal: Provide planning and policy input for Direct Local Distribution (DLD) and discretionary grant programs</b>		
<b>Actions</b>	<b>Completed</b>	<b>In-Progress</b>
Assist in planning and participate in Paratransit Strategic Planning Workshops for 2015-16 (joint PAPCO and ParaTAC meetings):		
• July	x	
• October	x	
• February	x	
• April	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	

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

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

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

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



## PAPCO Appointments and Vacancies

3.6

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
- Elizarah Escalante
- Hale Zukas
- Michelle Rousey
- Esther Waltz
- Larry Bunn

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## Paratransit Outreach Calendar for June through August 2016

5.1

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

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

Date	Event Name	Location	Time
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.

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

**WHEELS Accessible Advisory Committee**

**DATE:** Tuesday, March 8, 2016

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

**TIME:** 3:00 p.m.

**DRAFT MINUTES**

**1. Call to Order**

The Chair Carmen Rivera-Hendrickson called the meeting to order at 3:00 pm.

**Members Present:**

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

**Staff Present:**

Michael Tree	LAVTA
Christy Wegener	LAVTA
Kadri Kulm	LAVTA
Juana Lopez	MTM
Ally Macias	MTM
Peter Lawson	MV

**Members of the Public:**

Thomas Wittmann  
Jeffrey Smith

Nelson\Nygaard  
DAR rider

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

None.

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

Thomas Wittmann from Nelson\Nygaard presented COA's preferred alternative and the committee members offered their feedback on a route-by-route bases. The guiding principles for the preferred alternative include improving the overall ridership and the ridership and farebox recovery ratio of Rapid, improving access to BART and Las Positas College, and simplifying the service. The routes proposed be changed include:

- Rapid
- Route 1
- Route 3
- Route 8
- Route 10
- Route 11
- Route 14
- Route 15
- Route 54
- New Route 580X
- East Dublin school trips

The proposed routes for deletion include:

- Route 2
- Route 9
- Route 12
- Route 12X
- Route 20X
- Route 51
- Livermore school trippers
- Route 70XV

The Committee submitted the following comments:

Overall comment – Do not change the route numbers.

Route 1 – The future Water Park in Dublin would need service; also, Emerald Glen Park should have bus service.

Route 3 – There is a Community Center off Shannon Ave in Dublin that should be served by Route 3.

Route 8 – Needs to provide service to the Alameda County Fair.

Route 10 – Should continue to go to the Mall.

Route 14 – Should be named Route 12.

Route 12/14 – Should provide service along Rutan to the Wheels office.

Rapid – Should continue to go to the Mall.

The Chair noted that the remaining agenda items could not be discussed during the time allotted for the meeting. Therefore, a special WAAC meeting will be held on April 6<sup>th</sup>.

## **12. Adjourn**

The meeting was adjourned at 5:08 pm.

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

**WHEELS Accessible Advisory Committee**

**DATE:** Wednesday, April 6, 2016

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

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

**DRAFT MINUTES**

**1. Call to Order**

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

**Members Present:**

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

**Staff Present:**

Christy Wegener	LAVTA
Kadri Kulm	LAVTA
Nikki Diaz	LAVTA
Karen Huynh	LAVTA
Juana Lopez	MTM
Ally Macias	MTM
Gregg Eisenberg	MV Transit

Members of the Public:

Dawn Argula	LAVTA Board member, Supervisor Haggerty's Office
Cheryl S. Hyer	Carmen Rivera-Hendrickson's PCA
Richard Waltz	DAR rider
Jeffrey Smith	DAR rider
Rashida Kamara	East Bay Paratransit

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

None.

**3. Minutes of the January 6, 2016 Meeting of the Committee**

Approved.

Hastings/Waltz

Riley abstains

**Minutes of the March 8, 2016 Meeting of the Committee**

Approved.

Hastings/Mack

Costello abstains

**4. Dial-A-Ride Passenger Survey Follow-Up**

Staff presented an analysis of the open-ended verbal comments on the latest DAR customer satisfaction survey. Out of the 100 respondents 34 said that they didn't have any comments, 28 had had positive feedback and expressed appreciation for the service, 8 people said that there have been times when they had been picked up late and 4 complained about long travel times. There were 10 comments that LAVTA considers invalid because of the nature of the ADA paratransit service. These comments included not liking regional/inter-agency trips, wanting to change the drop-off location while onboard of a DAR vehicle, not liking the 30-minute pick-up window policy and wanting the same driver for the return ride. LAVTA is planning to add a question about whether the passenger would be willing to give his/her phone number for the staff follow-up in the next customer satisfaction survey for the cases where respondent expresses a concern or has a negative comment.

**5. Recognizing WAAC Member Sue Tuite**

Long time WAAC member Sue Tuite is resigning from the committee due to moving to Washington State. LAVTA Board member Dawn Argula presented Sue a Certificate of Appreciation on behalf of Supervisor Haggerty's office and

the Chair Rivera-Hendrickson presented a certificate on behalf of the WAAC. Sue has served on the WAAC for ten years.

**6. Subscription Trip Cancellations**

Because the number of paratransit trips has been increasing significantly in FY2016 and the percentage of subscription trips is over 60% LAVTA has sent a letter to 24 passengers with subscriptions informing them that their subscriptions are to be cancelled and they would have to make a reservation 1-7 days before they need their ride. LAVTA Board-approved policy states that the subscriptions should not be more than 50% of the total trips and the ADA law does not require transit agencies to provide subscription trips.

**7. Announcement of WAAC Recruitment for Positions for FY 2017**

Staff reported that the recruitment for the open WAAC positions for FY2017 has begun and that the applications are due on April 15, 2016.

**8. Annual Program Submittal for ACTC Measure B and BB Funding**

Staff presented to the committee the Annual Paratransit Program plan that was submitted to ACTC for Measure B and BB funding.

**9. PAPCO Report**

Esther Waltz reported on the latest PAPCO meeting.

**10. Chair's discussion with Committee**

The Chair brought to the committee members attention an incident where a driver had heard from a WAAC member that Dial-A-Ride fares are increasing. This turned out to be not true and the Chair reminded the committee not to spread false information. If there is a question about a policy, committee members are reminded to first talk to LAVTA staff.

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

Carmen Rivera-Hendrickson reported that on February 1 a driver didn't know how to secure her chair. She also said that the wheelchair hooks don't work on buses number 0328 and 0317. This complaint was already reported to LAVTA and has been researched and addressed. Christy Wegener reported that LAVTA will be replacing 40 buses in the next 2 years, and the new buses will come with improved wheelchair securement areas. The Chair requested that the new buses be brought to the WAAC for a demonstration.

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

Sue Tuite reported that her driver was talking on Bluetooth on non-business and he didn't have a badge. Carmen Rivera-Hendrickson said that her driver didn't

have a badge either. Shawn Costello added that his driver was great, but his van didn't have an AC. Mary-Anna Ramos said that there are two drivers that drive fast so that it is scary riding with them. Herb Hastings reported that the recording on his day before ride reminder call had poor quality. MTM staff will research the complaints and will follow-up, as appropriate.

## **12. Adjourn**

The meeting was adjourned at 5:03 pm.



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

The meeting came to order at 1:10 p.m.

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

**AAC members present:**

Scott Blanks	Chonita Chew (arrived 1:15)
Shirley Cressey	Pam Fadem
Steve Fort	Saleem Gilmore (arrived 1:20)
Yuli Jacobson, Vice Chair	Don Queen
James Robson, Chair	Hale Zukas

**AAC members absent:**

Janet Abelson (excused)	Jim Gonsalves (excused)
Will Scott	Barbara Williams (excused)

**Staff:** Mallory Nestor-Brush, Accessible Services Manager  
Kim Ridgeway, Accessible Services Specialist  
Tammy Kylo, Administrative Coordinator

**Guests:** H. E. Christian Peeples, Board President

**2. Order of Agenda**

The order of agenda was approved.

**3. Approval of Minutes**

MOTION: Queen/Robson approved the March 8, 2016 AAC meeting minutes. The motion carried by the following vote:

AYES – 7: Blanks, Chew, Cressey, Jacobson, Queen, Robson, Zukas

ABSTENTIONS – 3: Fadem, Fort, Gilmore

ABSENT – 4: Abelson, Gonsalves, Scott, Williams

**4. Election of Chair/Vice Chair**

Mallory Nestor-Brush, Accessible Services Manager, opened nominations for AAC Chair 2016-2017.

MOTION: Fadem nominated Robson.

MOTION: Blanks/Fort moved to close nominations. The motion carried unanimously:

AYES: 10: Blanks, Chew, Cressey, Fadem, Fort, Gilmore, Jacobson, Queen, Robson, Zukas

ABSENT: 4: Abelson, Gonsalves, Scott, Williams

**MOTION: Elect James Robson as AAC Chair for 2016-2017. The motion carried unanimously:**

AYES: 10: Blanks, Chew, Cressey, Fadem, Fort, Gilmore, Jacobson, Queen, Robson, Zukas

ABSENT: 4: Abelson, Gonsalves, Scott, Williams

Chair Robson opened nominations for AAC Vice Chair for 2016-2017.

MOTION: Blanks nominated Fadem.

Fadem withdrew from nominations.

MOTION: Fadem nominated Jacobson.

MOTION: Blanks/Cressey moved to close nominations. The motion carried unanimously:

AYES: 10: Blanks, Chew, Cressey, Fadem, Fort, Gilmore, Jacobson, Queen, Robson, Zukas

ABSENT: 4: Abelson, Gonsalves, Scott, Williams

**MOTION: Elect Yuli Jacobson as AAC Vice Chair for 2016-2017. The motion carried unanimously:**

AYES: 10: Blanks, Chew, Cressey, Fadem, Fort, Gilmore, Jacobson, Queen, Robson, Zukas

ABSENT: 4: Abelson, Gonsalves, Scott, Williams

## **5. Review of AAC Priorities**

MOTION: Fort/Blanks moved to accept the change to wording on bullet number 4 to read “Support and engage in activities to increase ridership of seniors, people with disabilities and young people, on the fixed route transit system when appropriate. This includes general education to increase the public’s knowledge and understanding of the needs of seniors, people with disabilities and young people and a commitment of removing barriers throughout the transit system.” The motion carried unanimous:

AYES: 10: Blanks, Chew, Cressey, Fadem, Fort, Gilmore, Jacobson, Queen, Robson, Zukas

ABSENT: 4: Abelson, Gonsalves, Scott, Williams

MOTION: Jacobson/Blanks moved to accept all four top priorities for the AAC. The motion carried unanimous:

AYES: 10: Blanks, Chew, Cressey, Fadem, Fort, Gilmore, Jacobson, Queen, Robson, Zukas

ABSENT: 4: Abelson, Gonsalves, Scott, Williams

---

**6. Discuss Items for Joint Meeting with Board of Directors**

The Committee brainstormed the following list of items for the Joint Meeting with Board of Directors:

- Review of the Hybrid Fuel Cell bus, including the 1:6 ramp and the slim line flip seats.
- Receive a BRT update that includes equipment and outreach plan.
- Schedule of planned bus procurements.
- Discuss an internal process to ensure the AAC is solicited for comments and input on bus procurements.
- Discuss the Board's expectations of the AAC.

**7. Review of ADA Complaints Pass Up/Refused Access**

The committee was concerned about the number of ADA Pass-ups (18) and Refused Access (5). The committee received report showing verbatim of all comments for pass-up and refused access for the 2<sup>nd</sup> quarter (October 1 – December 31).

**8. Chair's Report**

None.

**9. Board Liaison Report**

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

- Negotiations have started on a new ATU Collective Bargaining Agreement (CBA)
- The District is awaiting the announcement of the Cap & Trade funds to purchase 10 New Flyer Fuel Cell Busses
- The District hired a new CFO, Construction Manager and HR Manager

**10. Review of Lift/Ramp Road Call Report**

The report, for the period of February 28 – March 26, 2016, showed 5 lift/ramp road calls; all 5 were chargeable.

**11. Service Review Advisory Committee (SRAC) Report**

Don Queen reported that the SRAC received an update on the Interactive Voice Response (IVR) system for paratransit users, as well as an update on options for credit card payment for paratransit tickets.

**12. 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 participated in Program Plan reviews for Measure B Gap Grant requests as well as approved the extension of some programs for the upcoming fiscal year.

**13. Public Comments**

None.

**14. Member Communications and Announcements**

- Blanks reported that the Lighthouse for the Blind is moving to 1155 Market Street, Floors 9, 10 & 11 in San Francisco in approximately three weeks.
- Fadem reported on the Berkeley Emergency Prep Fair at Civic Center Park in Berkeley on Saturday, April 30, 2016 from 10:00 am to 2:00 pm.
- Gilmore reported on Sights and Sounds of East Oakland. An afternoon celebrating the arts of East Oakland at Laney College, April 17, 2016 at 3:00 pm.

**15. Staff Communications and Announcements**

None.

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

The next AAC Meeting will be held Tuesday, May 10, 2016 at 1750 Broadway, Oakland, CA. Agenda items will be Report on the CAD/AVL System and BRT Update on Bus Procurement.

**17. Adjournment**

The meeting adjourned at 2:46 p.m.

**ATTACHMENT 1  
DRAFT MINUTES  
REGULAR MEETING OF THE AC TRANSIT  
ACCESSIBILITY ADVISORY COMMITTEE (AAC)  
May 10, 2016**

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

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

**AAC members present:**

Chonita Chew	Shirley Cressey
Pam Fadem	Steve Fort
Saleem Gilmore (arrived 1:10)	Don Queen
James Robson, Chair	Will Scott (arrived 1:20)
Hale Zukas	

**AAC members absent:**

Janet Abelson (excused)	Scott Blanks (excused)
Jim Gonsalves (excused)	Yuli Jacobson, Vice Chair (excused)
Barbara Williams	

**Staff:** Mallory Nestor-Brush, Accessible Services Manager  
Kim Ridgeway, Accessible Services Specialist  
Tammy Kyllo, Administrative Coordinator

**Guests:** H. E. Christian Peeples, Board President  
Robert del Rosario, Director of Service Development  
Michael Hursh, General Manager  
James Pachan, Chief Operating Officer  
Stuart Hoffman, Manager, Technical Services  
Richard Barbe, Maintenance Technical Supervisor

**2. Order of Agenda**

The order of agenda was approved after moving item #6 “General Manager Update” to the first item discussed.

**3. Approval of Minutes**

MOTION: Cressey/Fort approved the April 12, 2016 AAC meeting minutes. The motion carried by the following vote:

AYES – 8: Chew, Cressey, Fadem, Fort, Gilmore, Queen, Robson, Zukas

ABSTENTIONS – 1: Scott,

ABSENT – 5: Abelson, Blanks, Gonsalves, Jacobson, Williams

#### **4. Update BRT Procurement**

The AAC received an update on the BRT Bus Procurement from Stuart Hoffman, Technical Services Manager, who reviewed the following items:

- Two wheelchair securement areas, one forward facing
- Slim line flip-up seating in wheelchair securement area
- Stop request in wheelchair securement area chimes twice and displays on dashboard
- Total of 5 doors: 4 with bridge plates, 6:1 ramp at the front door
- Bus number in Braille at each door
- Floor mounted seats in priority seating areas and behind the wheel well
- Clipper Card readers outside the 2<sup>nd</sup> door; Ticket Value Machines (TMV) at every station
- Text messaging signs in four locations in the vehicle
- Rear step will be clearly marked; additional hand holds to be installed

The Committee was also presented with an option for changing the look of the International Symbol of Accessibility (ISA). The Committee decided to discuss further at a future meeting.

#### **5. Future Bus Procurement/Preplacement Schedule**

James Pachan, Chief Operating Office reviewed the following bus procurement/replacement schedule for FY 17 – FY21:

- FY 17: Retire 39 MCI Coaches. 29 – 60’ articulated buses and 10 double decker buses added to fleet.
- FY 18: Retire 51- 30’ Van Hools and 24 – 60’ Van Hools. 40’ and 60’ buses added to the fleet.
- FY 19: No eligible replacements.
- FY 20: Retire 27 – 40’ Van Hools. 40’ buses added to fleet.
- FY 21: Retire 39 – 30’ Van Hools. Buses added to the fleet to be determined based on service requirements.

The replacement schedule is subject to change based upon service levels and funds available. If the District expands service beyond current projections, the number of replacement buses may increase.

#### **6. Michael Hursh, General Manager, reported on the following:**

- The City of Oakland Public Works Committee approved the BRT project. The project also includes more curb cuts and the elimination of abandoned driveways.
- The District is on schedule and on budget to reopen D3 (Richmond) by end of 2016.
- AC Go (formally the Service Expansion Plan [SEP]) will begin rolling out June 26, 2016.

- The District is currently in contract negotiations with its largest Union (ATU).
- The District hired a new Capital Planning Director who will oversee several upcoming projects.

## **7. Chair's Report**

None.

## **8. Board Liaison Report**

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

- Staff has been meeting with Contra Costa Transit Authority (CCTA) regarding an extension/renewal of Measure J.
- The Board will hear a report on the City of Berkeley Transportation Plan; Title VI, Fuel Cell Buses vs. Battery Buses, and the re-authorization of the Broadway Shuttle.
- The Board Room at 1600 Franklin Street will be renovated and unavailable for use from June – August 2016. Board meetings will be held in other locations throughout the AC Transit service area during this time.

## **9. Development of Special Subcommittee to review Operations User Guide (OUG) and update annual Bus Operator ADA training**

Chair Robson asked for volunteers for a Subcommittee which would review the ADA section of the OUG and make recommendations on items that should be added or updated for the next printing of the manual. The Subcommittee will also develop a list of topics to be involved in the bus operator's required annual training. The Subcommittee, Will Scott, Steve Fort, Don Queen and Hale Zukas, will meet at 11:00 a.m. on June 14<sup>th</sup> and report back to the AAC in July or September.

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

The report, for the period of March 27 – April 24, 2016, showed 9 lift/ramp road calls; 7 of which were chargeable. Fadem asked staff to follow up with the maintenance department regarding the preventative maintenance schedule due to a concern for the number of mechanical issues.

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

Don Queen reported that the SRAC received a report on and approved the Measure B/BB funding claim for FY 16/17. The Committee also reviewed the East Bay Paratransit (EBP) Emergency Preparedness Guide, which gives an overview of what to expect from EBP in the event of an emergency and information about personal preparedness.

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

None.

**13. Public Comments**

None.

**14. Member Communications and Announcements**

Fadem shared that she would not be at the June 2016 meeting because she is going to New York for her nephew's high school graduation.

**15. Staff Communications and Announcements**

None.

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

The next AAC Meeting will be held Tuesday, June 14, 2016 at 1750 Broadway, Oakland, CA. Agenda items will be Report on the CAD/AVL System, a Discussion of the Joint Board of Directors/AAC meeting items scheduled for June 22, 2016.

**17. Adjournment**

The meeting adjourned at 3:29 p.m.





*Improving Access  
to Transportation  
for Older Adults  
and People with  
Disabilities*



NATIONAL AGING AND DISABILITY  
TRANSPORTATION CENTER



# Technical Assistance and Information & Referral



*To get in touch,* email us at [contact@nadtc.org](mailto:contact@nadtc.org) or call us at 866.983.3222.

We're available  
Monday-Friday,  
9 a.m. to 5 p.m.  
Eastern time.

## *The toll-free phone line offers all callers four options:*

- 1** Press 1 for older adults, people with disabilities, and caregivers: Speak to an Eldercare Locator Transportation Specialist to connect to local transportation options and resources.
- 2** Press 2 for professionals seeking information on senior transportation.
- 3** Press 3 for professionals seeking information on the ADA.
- 4** Press 4 for all other calls: Speak to an NADTC Technical Assistance Specialist who will help direct your call to the most appropriate place.

**Our Mission:** The National Aging and Disability Transportation Center (NADTC) promotes the availability and accessibility of transportation options that meet the needs of older adults, people with disabilities, and caregivers. The Center also includes a focus on the Section 5310 *Enhanced Mobility for Seniors and Individuals with Disabilities* formula grants and other transit investments.

**Who We Serve:** Professionals working in the fields of transportation, aging, disability, human services, and caregiving.



### **What We Do:**

- *Communicate:* Uses a variety of communications channels: website ([www.nadtc.org](http://www.nadtc.org)), Facebook, Twitter, and LinkedIn. Subscribe to receive monthly e-alerts, including information on the latest technology trends in transportation.
- *Coordinate and partner:* Utilizes stakeholder review committees to guide our work and to stay connected to the field.
- *Invest in community solutions:* Offers a community grant program designed to move innovations from research to practice.
- *Offer training:* Includes webinars, online courses, and in-person sessions at conferences. Registration is free for webinars and online courses.
- *Provide person-centered information and technical assistance* on topics such as accessible transportation, senior transportation, the ADA, Section 5310, and other funding sources.



# Information Clearinghouse – Resources & Publications

The NADTC information clearinghouse provides 24/7 website access to NADTC information briefs and articles on accessible transportation for older adults and people with disabilities, emerging technologies in transportation, community resources, the Section 5310 program, and more.

Publication topics include:

- ADA
- Assessment tools
- Coordination, planning, and public participation
- Driver safety and transition
- Emergency preparedness
- Funding
- Private transportation (motorcoach, taxi, dial-a-ride)
- Public transportation (bus, rail, ADA complementary)
- Rural transportation
- Volunteer transportation
- and many more!



# Community Grants

Local public transportation is a critical link to employment, healthcare, and community services. Recognizing the increasing demand for transportation services that must be met with limited resources, NADTC will offer grants to help communities build bridges between transit systems and human services transportation programs.

**NADTC community grants** are designed to support communities to assess their transportation needs and develop and implement innovations and new models for increasing the availability of accessible transportation services for older adults and people with disabilities, including making effective use of Section 5310 *Enhanced Mobility of Seniors and Individuals with Disabilities* funds. Grants will be awarded through a competitive application process.

To receive more information about grants and application deadlines, subscribe to the NADTC mailing list at [www.nadtc.org](http://www.nadtc.org).



**866.983.3222 • [contact@nadtc.org](mailto:contact@nadtc.org)**  
**[www.nadtc.org](http://www.nadtc.org)**

# Stay Connected

## National Aging and Disability Transportation Center Washington, D.C.

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at the NADTC website.**



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## Who We Are

Established in 2015, the NADTC is a federally funded technical assistance center administered by Easterseals and the National Association of Area Agencies on Aging based in Washington, D.C.

The **National Aging and Disability Transportation Center** is funded through a cooperative agreement of Easterseals, the National Association of Area Agencies on Aging, and the U.S Department of Transportation, Federal Transit Administration, with guidance from the U.S. Department of Health and Human Services, Administration for Community Living.

The **National Association of Area Agencies on Aging (n4a)** is a 501c(3) membership association representing America's national network of 622 Area Agencies on Aging (AAAs) and providing a voice in the nation's capital for the 256 Title VI Native American aging programs. The mission of n4a is to build the capacity of its members so they can better help older adults and people with disabilities live with dignity and choices in their homes and communities for as long as possible.  
[www.n4a.org](http://www.n4a.org)

**Easterseals** is the leading non-profit provider of services for individuals with autism, developmental disabilities, physical disabilities and other special needs. For nearly 100 years, we have been offering help, hope, and answers to children and adults living with disabilities, and to the families who love them. Through therapy, training, education and support services, Easterseals creates life-changing solutions so that people with disabilities can live, learn, work and play. [www.easterseals.com](http://www.easterseals.com)