



# Meeting Notice

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

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

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**City of Union City**  
Mayor Carol Dutra-Vernaci

**Executive Director**  
Arthur L. Dao

## Paratransit Advisory and Planning Committee

**Monday, September 26, 2016, 1:30 p.m.**

**1111 Broadway, Suite 800  
Oakland, CA 94607**

***Note that the Monday, September 26, 2016 PAPCO meeting is from 1:30 to 3:30 p.m. The meeting will now start 30 minutes later 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).

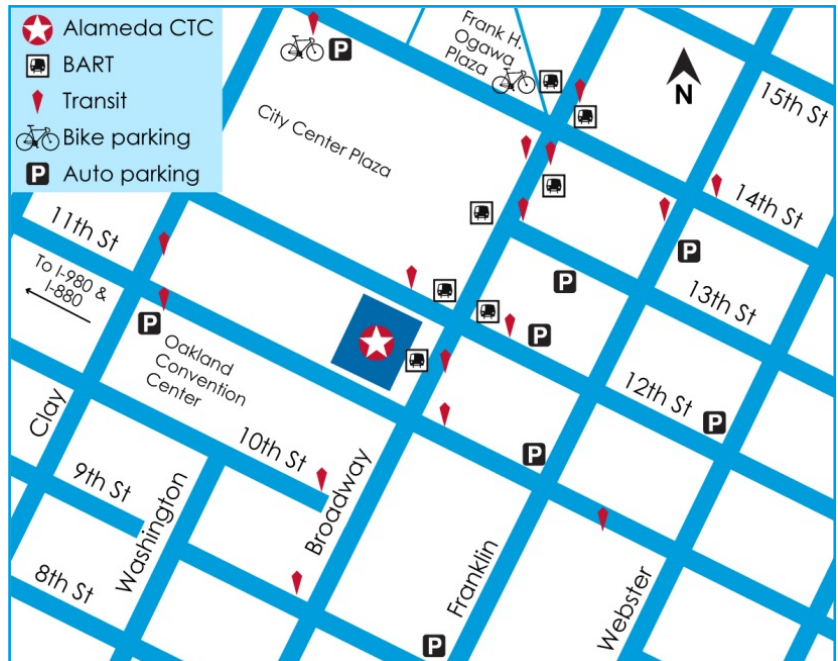
## Location Map



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](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

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](http://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](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 must opt-in to continue to receive paper packets.

## 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](http://www.AlamedaCTC.org/app_pages/view/8081).

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Paratransit Advisory Planning Committee  
Meeting Agenda  
Monday, September 26, 2016, 1:30 p.m.

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

**Chair:** Sylvia Stadmire

**Vice Chair:** Sandra  
Johnson-Simon

**Staff Liaisons:** Cathleen Sullivan,  
Krystle Pasco

**Public Meeting Coordinator:**  
Margaret Strubel

1:30 – 1:40 p.m. **1. Roll Call**  
Chair

1:40 – 1:45 p.m. **2. Public Comment**  
Public

**Page A/I**

1:45 – 2:00 p.m. **3. Administration**  
Chair

**3.1.** June 27, 2016 PAPCO Meeting Minutes 1 A

Recommendation: Approve the  
June 27, 2016 PAPCO meeting  
minutes.

**3.2.** July 25, 2016 Joint PAPCO and  
ParaTAC Meeting Minutes 7 A

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

**3.3.** FY 2016-17 PAPCO Meeting  
Calendar 11 A

Recommendation: Approve the FY  
2016-17 PAPCO Meeting Calendar.

	<b>3.4. FY 2016-17 PAPCO Work Plan</b>	13	I
	The Committee will receive the updated FY 2016-17 PAPCO Work Plan.		
	<b>3.5. PAPCO Appointments</b>	15	I
	The Committee will receive the current PAPCO appointments.		
2:00 – 2:30 p.m. Staff	<b>4. Gap Grant Cycle 5 Extension Progress Reports</b>		I
	The Committee will receive a Gap Grant Cycle 5 Extension progress report.		
2:30 – 2:40 p.m. Staff	<b>5. 2018 Comprehensive Investment Plan (2018 CIP) Paratransit Program Update</b>		I
	The Committee will receive a 2018 CIP Paratransit Program update.		
2:40 – 2:55 p.m. PAPCO	<b>6. PAPCO Member Reports and Outreach Update</b>		
Krystle Pasco	<b>6.1. Paratransit Outreach Calendar and Update</b>	17	I
2:55 – 3:10 p.m.	<b>7. Committee and Transit Reports</b>		
Herb Hastings	<b>7.1. Independent Watchdog Committee (IWC)</b>		I
Cimberly Tamura	<b>7.2. East Bay Paratransit Service Review Advisory Committee (SRAC)</b>	19	I
Committee Member	<b>7.3. Other ADA and Transit Advisory Committees</b>	23	I
3:10 – 3:25 p.m.	<b>8. Information Items</b>		

Staff	8.1. Mobility Management – Wayfinding Accessible Technology for People with Disabilities	43	I
Staff	8.2. Other Staff Updates		I
3:25 – 3:30 p.m. Chair	9. <b>Draft Agenda Items for January 23, 2017 PAPCO Meeting</b>		I
	9.1. 2018 CIP Recommendation		
	9.2. Implementation Guidelines and Performance Measures Review and Discussion		
	9.3. City of Newark Paratransit Program Mid-Year Report		
3:30 p.m.	10. <b>Adjournment</b>		

**Next Joint PAPCO and ParaTAC Meeting (Paratransit Strategic Planning Workshop):** October 24, 2016

**Next ParaTAC Meeting:** January 10, 2017

**Next PAPCO Meeting:** January 23, 2017

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

3.1

1111 Broadway, Suite 800, Oakland, CA 94607

510.208.7400

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## 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 Elizarah  
Escalante

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 Linda Smith  
P Cimberly Tamura  
P Esther Waltz  
P Hale Zukas

### Staff:

P Tess Lengyel, Deputy Executive Director of Planning and Policy  
P Cathleen Sullivan, Principal Transportation Planner  
P Jacki Taylor, Associate Program Analyst  
P Krystle Pasco, Assistant Program Analyst  
P Naomi Armenta, Paratransit Coordination Team  
P Terra Curtis, Paratransit Coordination Team  
P Margaret Strubel, Paratransit Coordination Team

### Guests:

Shawn Fong, City of Fremont Paratransit Program; Kim Ridgeway, AC Transit

## MEETING MINUTES

### 1. Roll Call

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. Tess Lengyel, Deputy Executive Director of Planning and Policy, made an

announcement regarding staffing changes and other agency updates.

## **2. Public Comment**

There were no comments from the public.

## **3. Administration**

### **3.1. May 23, 2016 PAPCO Meeting Minutes**

*Member Hastings moved to approve the May 23, 2016 PAPCO Meeting minutes as written. Member Waltz seconded the motion. The motion passed with the following votes (12-0-0):*

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

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

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

### **3.3. FY 2016-17 PAPCO Elections**

Naomi Armenta reviewed the PAPCO officer roles and responsibilities and referenced the memo in the agenda packet.

Naomi then referenced the Brown Act with regards to public advisory committees and their leadership elections process. Naomi then commenced the nomination process.

PAPCO members nominated the following members:

- Sylvia Stadmire as Chair
- Shawn Costello, Herb Hastings, Sandra Johnson-Simon and Will Scott as Vice Chair

- Shawn Costello and Herb Hastings as the Independent Watchdog Committee (IWC) representative
- Jonah Markowitz, Cimberly Tamura and Esther Waltz as the Service Review Advisory Committee (SRAC) representative

*The committee elected the following officers and committee representatives:*

- Sylvia Stadmire, PAPCO Chair
- Sandra Johnson-Simon, PAPCO Vice Chair
- Herb Hastings, IWC Representative
- Cimberly Tamura, SRAC Representative

Present: *Barranti, Bunn, Costello, Escalante, Hastings, Jacobson, Johnson-Simon, Markowitz, Rivera-Hendrickson, Rousey, Smith, Stadmire, Tamura, Waltz, Zukas*

Absent: *Orr, Proee, Saunders, Scott*

#### **3.4. Final FY 2015-16 PAPCO Meeting Calendar**

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

#### **3.5. Final FY 2015-16 PAPCO Work Plan**

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

#### **3.6. PAPCO Appointments**

Committee members received the current PAPCO appointments.

### **4. Hospital Discharge Transportation Service and Wheelchair Scooter Breakdown Transportation Service Programs Update (Verbal)**

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

Questions and feedback from PAPCO members:

- A Committee member asked what the issue was with getting the Alta Bates and Summit Hospitals to participate in the program. Staff responded that one issue was not having the correct contact person at the hospitals to help move the MOU process along.
- A Committee member asked when they should expect to have ValleyCare Hospital back on board with the program. Staff responded that vouchers can be distributed by hospital staff after an in service training is conducted. Staff is planning to schedule these in the summer.
- A Committee member noted that ValleyCare Hospital has a new shuttle that takes people to their facility and back home. Staff will look into this new transportation option.
- A Committee member asked why the ridership at Highland Hospital is so low. Staff responded that Highland Hospital staff has several options, including taxis, to choose from when discharging patients.
- A Committee member asked if transportation through the HDTS program is being arranged after a patient is already discharged. Staff responded that often times discharge planners are not planning ahead for an individual's transportation. It is known that discharge planners and other hospital staff are very busy and may be focusing on other aspects of the discharging process.
- A Committee member recommended that paratransit users in these situations access other transportation options through their City-based programs, including MRTIP and subsidized taxi services.
- A Committee member recommended that a universal same day program be put in place in Alameda County. Staff noted that they are already looking into this option.
- A Committee member expressed frustration with being sent outside of the County for medical care when most transportation services are specific to Alameda County. She oftentimes is not able to get a ride back home from Kaiser Walnut Creek.
- A member of the audience expressed interest in addressing the paratransit program follow up with individuals using these

programs that might need more long term transportation access through ADA mandated or City-based services.

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

Member reports and outreach updates were heard from Members Tamura, Waltz, Smith, Stadmire and Rousey.

### **5.1. Paratransit Outreach Calendar**

Krystle Pasco gave an update on the following outreach events:

- 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.

## **6. Committee and Transit Reports**

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

Member Hastings reported that the next IWC meeting is on July 11<sup>th</sup>.

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

Member Waltz reported on the last SRAC meeting. They discussed the emergency preparedness plan as well as the Interactive Voice Response (IVR) system.

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

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

Member Rivera-Hendrickson reported that the service changes for the LAVTA/Wheels service area, affecting Dublin, Pleasanton and Livermore, will take effective on August 13<sup>th</sup>. She noted that transit riders in the service area are not very happy with the new changes.

Member Rousey reported that the service changes for AC Transit took effect earlier this month. Other members noted that the changes were not well received.

## **7. Information Items**

### **7.1. Mobility Management – National Aging and Disability Transportation Center Brochure**

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

### **7.2. Other Staff Updates**

Cathleen Sullivan and Krystle Pasco expressed excitement for their new roles with PAPCO and Alameda CTC's paratransit program. Krystle also introduced Margaret Strubel who will be clerking the PAPCO and ParaTAC meetings moving forward.

## **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)

## **9. Adjournment**

The meeting adjourned at 2:50 p.m. The next PAPCO meeting is scheduled for September 26, 2016, 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, July 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  
P Sandra Johnson-  
Simon,  
Vice-Chair  
P Kevin Barranti  
P Larry Bunn  
P Shawn Costello  
A Elizarah  
Escalante

P Herb Hastings  
P Joyce  
Jacobson  
P Jonah Markowitz  
A Rev. Carolyn Orr  
A Vanessa Proee  
A Carmen Rivera-  
Hendrickson  
A Michelle Rousey

P Harriette  
Saunders  
A Will Scott  
P Linda Smith  
P Cimperly Tamura  
P Esther Waltz  
P Hale Zukas

#### ParaTAC Members:

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

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

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

#### Staff:

P Cathleen Sullivan, Principal Transportation Planner  
P Krystle Pasco, Assistant Program Analyst  
P Naomi Armenta, Paratransit Coordination Team  
P Richard Weiner, Paratransit Coordination Team  
P Elisa Minaya, Alameda CTC Consultant  
P Margaret Strubel, Alameda CTC Consultant

Guests:

Jennifer Cullen, Senior Support Program of the Tri-Valley; Vanessa Lee, Alameda CTC; Christine Maley-Grubl, MTC; Drennen Shelton, MTC; Divyaa Venkatachalam, MTC Intern

## **MEETING MINUTES**

### **1. Roll Call**

Naomi Armenta called the meeting to order at 1:05 p.m. and confirmed a PAPCO quorum. The meeting began with introductions and a review of the meeting outcomes.

### **2. Public Comment**

There were no comments from the public.

### **3. MTC Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan) Update and Discussion**

Drennen Shelton, with MTC, gave an overview of the Coordinated Plan. She provided some background information as well as an update on the plan's progress. She then facilitated a discussion to gather more information on additional gaps and potential solutions for transportation for seniors and people with disabilities in Alameda County.

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

- Extend public transit service hours
- The required minimum matching requirement for federal funding is too high (11.47%) for non-profits who provide services like volunteer driver programs, which is identified as a solution to transportation gaps.
- More paratransit service in the Berkeley hills, i.e. expand public transit to these areas
- More training opportunities for people with disabilities to educate and inform drivers
- Sensitivity training for drivers
- Additional funding to decrease cuts to fixed route service



- Better transit and paratransit connections for the Tri-Valley and the East Bay
- Need more travel training services to direct people to public transit as opposed to paratransit, when possible
- Better communication from transportation providers, including ADA paratransit, on arrival times so passengers can be prepared
- Better standby process for ADA paratransit users
- Improve BART station elevators; need regular maintenance and cleaning
- Universal senior and disabled fares and payment mediums across fixed route transit
- More coordination and planning around transportation, housing and other land use issues
- Better access to public transit fare mediums for seniors and people disabilities visiting the area

#### **4. Gap Priorities and Integration with Comprehensive Investment Plan (CIP) Discussion**

Cathleen Sullivan gave a presentation on Gap priorities and the integration with Alameda CTC's CIP process. She provided background information on the CIP, guiding principles, eligibility and funding requirements. She then led a discussion on priorities for the funding opportunity.

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

- A Committee member expressed concern regarding Direct Local Distribution (DLD) fund recipients who are also Gap Grant recipients and who have large reserves. Staff responded that reserves will be taken into consideration when evaluating applications.
- A Committee member asked a question regarding funding for purchasing vehicles or replacing vehicle parts. Staff responded that those types of purchases are more appropriate for Section 5310 funding. If there is a case for enhancing mobility management services then these purchases may be eligible.

- A Committee member asked where the number for the match requirement comes from. Staff responded that the 11.47% required match comes from federal funding requirements.
- A PAPCO member and a member of the public expressed concern regarding the 11.47% required match specifically for non-profits who traditionally provide a more cost effective service. Staff responded that they will reconsider the matching requirements internally.

## **5. Information Items**

### **5.1. Member Announcements**

Member announcements were heard from Members Hastings and Waltz.

### **5.2. Staff Updates**

Cathleen Sullivan provided an update on the new start time for PAPCO and Joint PAPCO and ParaTAC meetings moving forward, which will be 1:30 p.m. Additionally, she noted that food provided at future meetings will also change. She recommended that members who want a more substantial lunch should make arrangements prior to the meeting.

## **6. Draft Agenda Items for September 26, 2016 PAPCO Meeting**

**6.1.** FY16-17 PAPCO Work Plan and Calendar

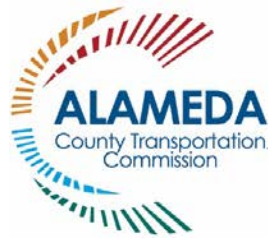
**6.2.** Gap Grant Cycle 5 Extension Progress Report

**6.3.** Comprehensive Investment Plan (CIP) [Paratransit Gap and Discretionary Funding] Update

**6.4.** Paratransit Outreach Information

## **7. Adjournment**

The meeting adjourned at 2:15 p.m. The next PAPCO meeting is scheduled for September 26, 2016. The next ParaTAC meeting is scheduled for September 13, 2016. Both meetings will take place at Alameda CTC's offices located at 1111 Broadway, Suite 800, in Oakland.



# FY 2016-17 Paratransit Advisory and Planning Committee (PAPCO) Meeting Calendar 3.3

1111 Broadway, Suite 800, Oakland, CA 94607 • 510.208.7400 • [www.AlamedaCTC.org](http://www.AlamedaCTC.org)

PAPCO meetings occur on the fourth Monday of the month from 1:30-3:30 p.m. Joint PAPCO and ParaTAC meetings also occur on the fourth Monday of the month from 1:30-3:30 p.m. Meetings are held at the Alameda CTC offices in downtown Oakland. 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.

Categories	July 25, 2016 Joint Meeting	September 26, 2016 PAPCO Meeting	October 24, 2016 Joint Meeting	January 23, 2017 PAPCO Meeting	February 27, 2017 Joint Meeting	April 24, 2017 PAPCO Meeting	May 22, 2017 PAPCO Meeting	June 26, 2017 Joint Meeting
<b>Planning and Policy</b>	<ul style="list-style-type: none"> <li>Gap Priorities and Integration with Comprehensive Investment Plan (CIP) Discussion</li> <li>MTC Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan) Update and Discussion</li> </ul>	<ul style="list-style-type: none"> <li>Gap Grant Cycle 5 Extension Progress Reports</li> <li>Comprehensive Investment Plan (CIP) Paratransit Program Update</li> </ul>	<ul style="list-style-type: none"> <li>Countywide Needs Assessment Discussion and Input</li> </ul>	<ul style="list-style-type: none"> <li>Comprehensive Investment Plan (CIP) Paratransit Program Recommendation</li> <li>Implementation Guidelines and Performance Measures Review and Discussion</li> </ul>	<ul style="list-style-type: none"> <li>Countywide Needs Assessment Report</li> </ul>	<ul style="list-style-type: none"> <li>Gap Grant Cycle 5 Extension Progress Reports</li> <li>HDTs/WSBTS Programs and Same Day Transportation Options Update</li> </ul>	<ul style="list-style-type: none"> <li>FY 17-18 Paratransit Direct Local Distribution (DLD) Program Plans Recommendation</li> </ul>	<ul style="list-style-type: none"> <li>Needs Assessment Implementation Discussion</li> <li>Fiscal Year Wrap Up</li> </ul>
<b>Committee Development</b>		<ul style="list-style-type: none"> <li>FY 16-17 PAPCO Meeting Calendar Approval</li> <li>FY 16-17 PAPCO Work Plan Review</li> </ul>				<ul style="list-style-type: none"> <li>Program Plan Review Subcommittee (late April)</li> </ul>	<ul style="list-style-type: none"> <li>FY 17-18 PAPCO Officer Elections (Chair, Vice Chair, SRAC Representative, IWC Representative)</li> </ul>	
<b>Outreach and Information</b>			<ul style="list-style-type: none"> <li>East Bay Paratransit Report</li> </ul>	<ul style="list-style-type: none"> <li>City of Newark Paratransit Program Mid-Year Report</li> </ul>		<ul style="list-style-type: none"> <li>East Bay Paratransit Report</li> </ul>		

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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 tracks progress on the Work Plan regularly and reports to PAPCO biannually. The PAPCO Chair or Vice Chair reports to the Alameda CTC Commission monthly on PAPCO activities. All tasks in the Work Plan are subject to action and/or change by the Committee.

<b>Goal: Outreach and Information:</b> <i>Complete outreach in a variety of ways throughout the County; Communicate with local and regional partners on planning efforts and policy discussions</i>	
<b>Task</b>	<b>Completed</b>
Participate in at least one outreach activity (attend an event, speak at another meeting, distribute materials, visit a senior center, write an article, etc.); ask staff for assistance with materials and/or talking points as necessary	
Assist in publicizing the Alameda CTC's paratransit program resources, particularly the Access Alameda guide and AccessAlameda.org website, and mobility programs (HDTS and WSBTS)	
Assist in publicizing other One Call/One Click information resources (e.g. Eden I&R 211 and 511)	
Provide input on Alameda County's Mobility Management and travel training efforts	
Participate in other advisory committees (e.g. SRAC, WAAC, AAC, BATF, City Commissions, etc.) and report to the Committee, as needed	
Respond to staff communications on other opportunities for comments and participation (e.g. assist in driver training and other related items for ADA providers, City providers, regional planning efforts, taxi providers, etc.), as needed	

<b>Goal: Planning and Policy:</b> <i>Provide planning and policy input for Direct Local Distribution (DLD) and discretionary grant programs</i>	
<b>Task</b>	<b>Completed</b>
Participate in FY 16-17 Paratransit Strategic Planning Workshops (Joint PAPCO and ParaTAC meetings)	
Participate in discussion on Implementation Guidelines and Performance Measures	
Participate in discussion on funding formula, as needed	
Review and make recommendations on requests for discretionary grant funding/CIP	
Review FY16-17 Gap Grant Cycle 5 Progress Reports	
Participate in Section 5310 call for projects outreach and review applications, as needed	
Participate in Countywide Mobility Needs Assessment	
Receive annual HDTS and WSBTS programs update and discuss potential same-day accessible transportation options	
Receive Taxi Debit Card project update	
Review expenditures and plans for DLD-funded programs and services	
Receive bi-annual reports from East Bay Paratransit	
Receive a mid-year report from Newark Paratransit	

<b>Goal: Committee Development:</b> <i>Continue PAPCO's development as an informed and effective community advisory committee</i>	
<b>Task</b>	<b>Completed</b>
Monitor PAPCO member appointments and vacancies	
Receive regular summaries of ADA-mandated paratransit and transit access advisory committees' meeting minutes and Transit Access Reports	
Review Mobility Management information provided in meeting packets	
Receive reports on MTC activities and other regional issues/events	



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

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## FY 2016-17 Paratransit Outreach Calendar

6.1

1111 Broadway, Suite 800, Oakland, CA 94607

510.208.7400

www.AlamedaCTC.org

Date	Event Name	Location	Time
9/15/16	Healthy Living Festival**	Oakland Zoo, 9777 Golf Links Road, Oakland, CA 94605	8:00 a.m. – 2:00 p.m.
10/4/16	Senior Health Faire	Silliman Activity Center, 6800 Mowry Avenue, Newark, CA 94560	9:00 a.m. – 12:00 p.m.
Date TBD	Open House and Resource Fair	Mastick Senior Center, 1155 Santa Clara Avenue, Alameda, CA 94501	Time TBD
Date TBD	Senior Info Fair	Dublin Senior Center, 7600 Amador Valley Boulevard, Dublin, CA 94568	Time TBD
Date TBD	Transition Information Night	Fremont Teen Center, 39770 Paseo Padre Parkway, Fremont, CA 94538	Time TBD
Date TBD	Mobility & Transit Workshop and Fair	San Leandro Senior Community Center, 13909 East 14th Street, San Leandro, CA 94578	Time TBD
Date TBD	Transition Information Faire	College of Alameda, 555 Ralph Appezzato Memorial Parkway, Alameda, CA 94501	Time TBD
Date TBD	Transit Fair**	Pleasanton Senior Center, 5353 Sunol Boulevard, Pleasanton, CA 94566	Time TBD
Date TBD	Senior Resource Fair	Albany Senior Center, 846 Masonic Avenue, Albany, CA 94706	Time TBD
Date TBD	Senior Health Fair	North Berkeley Senior Center, 1901 Hearst Avenue, Berkeley, CA 94709	Time TBD

Date	Event Name	Location	Time
Date TBD	USOAC Annual Convention**	Location TBD	Time TBD
Date TBD	Older Americans Month Celebration	Oakland City Hall and Frank Ogawa Plaza, 1 Frank H. Ogawa Plaza, Oakland, CA 94612	Time TBD
Date TBD	Senior Health and Wellness Resource Fair**	Kenneth C. Aitken Senior and Community Center, 17800 Redwood Road, Castro Valley, CA 94546	Time TBD
Date TBD	Senior Resource Fair	San Leandro Senior Community Center, 13909 East 14th Street, San Leandro, CA 94578	Time TBD
Date TBD	Four Seasons of Health Expo**	Fremont Multi-Service Senior Center and Central Park, 40086 Paseo Padre Parkway, Fremont, CA 94538	Time TBD
Date TBD	Alameda County Fair Senior Day**	Alameda County Fairgrounds, 4501 Pleasanton Ave., Pleasanton, CA 94566	Time TBD

Alameda CTC's Paratransit Coordination Team will be distributing materials at an information table at events marked with asterisks (\*\*).

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

**Service Review Advisory Committee (SRAC)  
Meeting Minutes from May 3, 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  
Peter Crockwell

Janet Abelson, Vice Chair  
Robert L. Kearney, Jr  
Mary L. Seib  
Shawn Fong  
Janet Bilbas  
Harriette Saunders

**Staff Present:**

Mallory Nestor-Brush, Accessible Services Manager, AC Transit  
Laura Timothy, Manager of Access & Accessible Services, BART  
Janice Carter, Broker Customer Service Manager  
Rashida Kamara, Broker General Manager  
Myisha Grant, Special Projects & SRAC Coordinator  
Angel Smith, Broker Customer Service Supervisor  
Dora Ramirez, Broker Contract Compliance Supervisor  
Rick Pineda, Broker Road Supervisor  
Christian Renni, Broker Road Supervisor  
Carter P. Mau, BART Executive Manager of Planning and Budget  
Robert Raburn, BART Board Directors

**Guests:**

Alicia Williams, EBP Rider  
David Goldstone, Illustration & Design  
Elena VanLoo, BART Accessibility Contractor

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## **2. Orientation and Security considerations in the Community Room Meeting Space**

## **3. Review and SRAC action to endorse the Paratransit Plan and funding claim to ACTC**

Mallory Nestor - Brush reviewed East Bay Paratransit's FY 16/17 claim for Measure B/BB funding, noting the following:

AC Transit and BART will receive a combined total of approximately \$15M in funding. The total budgeted cost of the program is \$38,542,623. Fares contribute \$2.8M, and EBPC will receive about \$264,000 from the Contra Costa County Measure J sales tax. The remaining program costs will be funded through AC Transit and BART's General Funds.

Passengers are expected to increase in the upcoming fiscal year to 739,000 from last year's 728,000.

The application plan includes:

- Credit card purchase option for EBP tickets
- Replacement of AVL terminals in vehicles
- Purchase of StrataGen tablets
- Rollout of IVR program
- Emergency Preparedness Planning & Refresher training

MOTION: Queen/Kearney to support East Bay Paratransit's claim for FY 16/17 funding and move their recommendation forward to the SRC for approval. The vote was unanimous.

## **4. SRAC Adjournment**

Vice-Chair Abelson adjourned the SRAC in order for the SRC to convene at 1:00 pm.

## **5. SRC Action to accept the recommendation of the SRAC on the Paratransit Plan and Funding Claim to be submitted to the Alameda County Transportation Commission for FY 16/17 Measure B/BB funding**

The SRC, on a motion by Nestor-Brush, accepted the SRAC recommendation to approve the EBP FY 16-17 submission of the Measure B/BB claim to ACTC. Motion seconded by Timothy.

Timothy and Nestor-Brush thanked the SRAC for their consideration and adjourned the meeting. The SRAC was reconvened by Vice-Chair Abelson at 1:20 pm.

## **6. SRC Adjournment**

## **7. Approval of SRAC Minutes from March 1, 2016, Meeting**

MOTION: Kearney/Waltz to approve SRAC Minutes from March 1st, 2016 meeting. All members were in favor, except Crockwell and Fong, who abstained.

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## **8. Public Comments**

Alicia Williams explained a recent situation where she was unable to purchase EBP tickets using her passport as a form of identification.

## **9. Review and approval of the new East Bay Paratransit Emergency Action Guide - Laura Timothy, BART and David Goldstone, Illustration & Design**

Timothy introduced herself and gave a review of the history and development of the Emergency Preparedness Brochure. She thanked the SRAC subcommittee participants for their contribution to the development of the guide. She introduced David Goldstone and explained he would review the Guide with members.

MOTION: Kearney/Abelson to approve printing of the brochure with recommended revisions. The vote was unanimous.

## **10. Broker Report**

Rashida Kamara, Broker General Manager, presented her highlights of recent broker office activities including:

- Ridership over the past six weeks dropped due to extended Spring breaks.
- Laura Corona has been hired as Interim General Manager at MV Transportation.
- The Customer Service Department completed their annual customer service training, The ART of Being Polite. The entire office participated in the training.
- The Broker is working with the service providers to restructure routes to meet service needs better. The goal is to get the restructured routes modified in time for driver bids.
- EBP is partnering with Bank of America, for the new credit card purchasing option for coupons. Additional information about the new program will be announced at the July meeting.
- The Broker office contracted language translation services to expand their ability in assisting those with languages other than English.

## **11. Report from SRAC Members**

Janet Abelson said she had an opportunity to view the first BART next generation train, and there are several new features to look forward to when the new trains are put into service.

## **12. Adjournment and Announcement of Next SRAC Meeting Date**

The next SRAC Meeting is Tuesday, July 5, 2016, at the Broker Office location, 1750 Broadway, Oakland, CA.

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

	<b>FY 14/15 July - May</b>	<b>FY 15/16 July - May</b>
<b>Ridership Statistics</b>		
Total Passengers	665,313	669,544
ADA Passengers	574,199	581,938
% Companions	1.3%	1.1%
% of Personal Care Assistants	12%	12%
Average Passengers/ Weekday	2,511	2,526
Average Pass/ Weekend & Holidays	852	835
<b>Scheduling Statistics</b>		
% Rider Fault No Shows & Late Cancels	3.4%	3.5%
% of Cancellations	22.6%	22.0%
Go Backs/ Re-scheduled	10,592	11,872
<b>Effectiveness Indicators</b>		
Revenue Hours	378,096	391,661
Passengers/Revenue Vehicle Hour	1.76	1.71
ADA Passengers per RVHr.	1.52	1.49
Average Trip Length (miles)	10.4	10.3
Average Ride Duration (minutes)	39.5	40.4
Total Cost	\$32,746,813	\$33,599,434
Total Cost per Passenger	\$49.22	\$50.18
Total Cost per ADA Passenger	\$57.03	\$57.74
<b>On Time Performance</b>		
Percent on-time	90.8%	89.9%
Percent 1-20 minutes past window	7.2%	7.6%
% of trips 21-59 minutes past window	1.9%	2.4%
% of trips 60 minutes past window	0.14%	0.17%
<b>Customer Service</b>		
Total Complaints	3,353	2,713
Timeliness	1,410	953
Driver Complaints	1,129	1,060
Equipment / Vehicle	54	43
Scheduling and Other Provider Complaints	200	191
Broker Complaints	560	466
Commendations	1,045	1,266
<b>Safety &amp; Maintenance</b>		
Total accidents per 100,000 miles	4.45	5.44
Roadcalls per 100,000 miles	4.76	4.84
<b>Eligibility Statistics</b>		
Total ADA Riders on Data Base	17,525	17,273
Total Certification Determinations	4,937	5,222
Initial Denials	218	181
Denials Reversed	10	19

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

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

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

**AAC members present:**

Janet Abelson	Chonita Chew (arrived 1:24)
Shirley Cressey	Pam Fadem
Yuli Jacobson, Vice Chair	Don Queen
James Robson, Chair	Barbara Williams (arrived 1:14)
Hale Zukas	

**AAC members absent:**

Scott Blanks (excused)	Steve Fort (excused)
Saleem Shākir Gilmore	Jim Gonsalves (excused)
Will Scott (excused)	

**Staff:** Mallory Nestor-Brush, Accessible Services Manager  
Tammy Kylo, Administrative Coordinator  
Kim Ridgeway, Accessible Services Specialist  
Sal Llamas, Director of Maintenance  
John Urgo, Transportation Planner

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

**2. Order of Agenda**

The order of agenda was approved.

**3. Approval of Minutes**

MOTION: Cressey/Williams approved the June 14, 2016 AAC meeting minutes. The motion carried by the following vote:

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

ABSTENTIONS – 3: Chew, Fadem, Jacobson

ABSENT – 5: Blanks, Fort, Gilmore, Gonsalves, Scott

**4. Report on Preventative Maintenance of MCI Lifts/Ramps**

Sal Llamas, Director of Maintenance, provided an update on preventative maintenance of lifts/ramps. Llamas shared the following information:

- AC Transit has dedicated Lift/Ramp classifications mechanics

- 31 mechanics have been trained specifically on lift/ramp maintenance and are distributed throughout the divisions
- Every mechanic on staff has had a total of 268 hours of training
- Monthly task force includes road call analysis, which looks at trends and patterns

The Committee is concerned that the ramps are being road called when they can be manually deployed. The Committee would like a report on manually deployed ramps.

### **5. Follow-up Discussion to Joint Meeting with Board of Directors**

The Committee shared that it was a good meeting with the Board of Directors and recommended having a joint meeting once/twice a year. Pam Fadem stated it was a “breath of fresh air”, and it felt like a team with the GM and Board of Directors all getting on the bus. The committee would like the Priority Seating Policy to be agendized for a future AAC meeting.

### **6. Review of Quarterly ADA Complaints**

The Committee reviewed the Quarterly ADA Complaints which showed a comparison of all ADA related complaints for 4th Quarter 14/15 and 4th Quarter 15/16. The Committee noted the significant drop in total complaints from 77 to 49.

### **7. Chair’s Report**

None.

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

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

- June 22, 2016 Board Meeting
  - Location: Emeryville, City Council Chambers
  - Public Hearing calling for an election on a special tax measure to extend the term of an existing ballot measure for 20 years with no increase, requesting consolidation of the measure with the General Election on November 8, 2016.
  - Report on State Transit Assistance, how it affects the District, the prior State Controller’s Regulations and how recent changes affect AC Transit
- July 13, 2016 Board Meeting
  - Location: El Cerrito, City Council Chambers
  - Approval of Collective Bargaining Agreement with ATU
  - Presentation on MTC Core Capacity Transit Study

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

The report, for the period of June 5 – July 2, 2016, showed 6 lift/ramp road calls; 5 of which were chargeable.



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

The SRAC elected Don Queen and Janet Abelson as Chair and Vice Chair, respectively. Two new members were seated. Chair Queen appointed Committee members to the Eligibility Appeals Panel, the No-Show Appeals Panel and the SRAC Nominating Committee. The Committee then received an update on the Interactive Voice Response (IVR) which is now making imminent arrival calls on the day of service. Finally, the Committee was informed that General Manager Rashida Kamara resigned and was introduced to Interim General Manager Bob Sahm and Assistant General Manager Jay Jeter.

**11. Alameda County Transportation Commission (ACTC) PAPCO Report**

Hale Zukas reported that the Committee met on June 27, 2016 and received an update on the Hospital Discharge Transportation Service and Wheelchair and Scooter Breakdown Transportation programs.

**12. Flex-Service Marketing Materials**

John Urgo, Transportation Planner, gave an overview of the flex-service marketing materials and an update on the Flex project. AC Transit Flex pilot will start on Monday, July 18, 2016.

- Marketing materials
  - Car cards on busses
  - Website: [actransit.org/flex](http://actransit.org/flex)
  - Brochures for Castro Valley and Newark
  - Press Release
- Outreach
  - Town Hall Meeting – Thursday, August 4, 2016 in Castro Valley
  - Street teams
  - Logo at all the bus stops
  - Social Media

Jim Robson, Chair, shared that it was simple to sign-up and book a trip. A few of the members already have trips booked for the first day of service. John Urgo reminded the committee that all Flex vehicles are fully accessible and riders can indicate a mobility device when booking a trip.

**13. Public Comments**

None.

**14. Member Communications and Announcements**

- Pam Fadern reported that the City of Oakland Emergency Preparedness will be on September 8, 2016 and that volunteers are needed.

- Pam Fadem shared “Shout Their Names”, a town hall to take action against gender-based state violence in CA on Sunday July 31, 2016 at Eastside Arts Alliance, 2277 International Blvd. Oakland, from 3-5 pm.

**15. Staff Communications and Announcements**

Mallory Nestor Brush, Accessible Services Manager, announced that the Operations User Guide (OUG) review team will meet in October.

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

The next AAC Meeting will be held Tuesday, September 13, 2016 at 1750 Broadway, Oakland, CA. Agenda items include Review of the double-decker bus and MTC Coordinated Public Transit–Human Services Transportation Plan Update.

**17. Adjournment**

The meeting adjourned at 3:00 p.m.

**ATTACHMENT 2**  
**Joint Board AAC Minutes from June 22, 2016**

**Special Joint Meeting of the AC Transit Board of Directors and the  
Accessibility Advisory Committee**

East Bay Paratransit Office Community Room  
1750 Broadway  
Oakland, CA 94612

**Wednesday, June 22, 2016 at 1:00 p.m.**

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**MEMBERS OF THE BOARD OF DIRECTORS**

H. E. CHRISTIAN PEEPLES, PRESIDENT (AT-LARGE)  
ELSA ORTIZ, VICE PRESIDENT (WARD 3)  
JOE WALLACE (WARD 1)  
GREG HARPER (WARD 2)  
MARK WILLIAMS (WARD 4)  
JEFF DAVIS (WARD 5)  
JOEL YOUNG (AT-LARGE)

**MEMBERS OF THE ACCESSIBILITY ADVISORY COMMITTEE**

JAMES ROBSON, CHAIR  
YULI JACOBSON, VICE CHAIR

JANET ABELSON  
SCOTT BLANKS  
CHONITA CHEW  
SHIRLEY CRESSEY

PAMELA FADEM  
STEVE FORT  
SALEEM SHĀKIR GILMORE  
JIM GONSALVES

DON QUEEN  
WILL SCOTT  
BARBARA WILLIAMS  
HALE ZUKAS

**AC TRANSIT BOARD OFFICERS**

MICHAEL A. HURSH, GENERAL MANAGER  
DENISE C. STANDRIDGE, GENERAL COUNSEL  
LINDA A. NEMEROFF, DISTRICT SECRETARY

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**SPECIAL JOINT MEETING OF THE BOARD OF DIRECTORS AND THE  
ACCESSIBILITY ADVISORY COMMITTEE**

**President H. E. Christian Peebles and Chair James Robson Presiding  
Wednesday, June 22, 2016 at 1:00 p.m.**

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The Alameda-Contra Costa Transit District Board of Directors held a special joint meeting with the Accessibility Advisory Committee on Wednesday, June 22, 2016. President Peeples and Chair Robson convened the meeting at the Broadway entrance to the East Bay Paratransit Office at 1:00 p.m. for the Ramp Demonstration and Hybrid Electric Bus Tour.

**1. INTRODUCTIONS/ROLL CALL**

**AC Transit Board Members Present:** Joe Wallace, Greg Harper, Mark Williams, Joel Young (arrived at 1:57 p.m.) Elsa Ortiz, H. E. Christian Peeples.

**AC Transit Board Members Absent:** Jeff Davis

**Accessibility Advisory Committee Members Present:** Janet Abelson, Scott Blanks, Shirley Cressey, Steve Fort, James Robson, Pamela Fadem, Hale Zukas, Don Queen, Barbara Williams.

**Accessibility Advisory Committee Members Absent:** Will Scott, Saleem Shakir Gilmore, Chonita Chew, Jim Gonsalves, Yuli Jacobson.

**Also Present:** General Manager Michael Hursh, General Counsel Denise Standridge, District Secretary Linda Nemeroff, Chief Operating Officer James Pachan, Manager of Technical Services Stuart Hoffman, Accessible Services Manager Mallory Nestor-Brush, Media Affairs Manager Robert Lyles.

**2. RAMP DEMONSTRATION**

Members of the Board of Directors and the Accessibility Advisory Committee participated in a demonstration of the 1:6 wheelchair ramp and toured the hybrid electric bus.

*Following the demonstration and tour of the hybrid electric bus, the Board and Committee Members met in the East Bay Paratransit Community Room for the remainder of the meeting.*

**3. PUBLIC COMMENT**

- Pam Fadem thanked the Board for recognizing the 25<sup>th</sup> Anniversary of the Americans with Disabilities Act by marking the occasion with a ceremony celebrating the event.
- Clarence Fischer asked why there was not a monthly pass for Transbay for the disabled community available via Clipper.

**4. DISCUSSION ITEMS**

**4A. Discussion regarding the hybrid electric bus and the 1:6 ramp demonstration.**

**NO ACTION  
TAKEN**

Technical Services Manager Stuart Hoffman noted that the diesel hybrid electric bus was the District's first and he provided a recap of some of the positive comments he had received from AAC members regarding the ramp and slimmer flip up seats. He added that there were also some minor adjustments that could be made to further improve the bus and welcomed additional feedback from the group on the 1500 series Gillig buses.

On behalf of Member Gonsalves who was absent, Member Abelson shared that he would like to see second (rear) door boarding for wheelchairs because of the difficulties entering the bus through the first door.

On behalf of herself, Member Abelson added that she liked the distance between the front and the back of the wheelchair securement area—more room means it will be easier to ride the bus and will reduce dwell times. A bigger issue, however, was the fourth securement point because it takes time to get into the track. She also commented that she did not like the yellow stripe down the middle of the ramp because it was disorienting to her in determining where the edge is. Overall, she was very pleased with the bus.

Member Cressey liked that the ramp was skid proof which was better for people in wheelchairs and those who use a cane. The angle of the ramp is lower and easier to maneuver. She added that the steps in the rear were lower and wider and it was an improvement over the previous designs.

Member Fort appreciated the wider aisles and was able to maneuver the stairs if he couldn't sit in the first seat.

Member Queen was happy with the bus and felt the side-seats were a lot more comfortable.

Chair Robson noted that he used a manual wheelchair and was able to board the bus fairly easily, but the wheel got hung up on a metal protrusion in the corner and caused it the chair to skid. He added that he would like to see increased traction material between the ramp and the yellow line in the aisle. He was also impressed with the new side seating and thought it should be considered for other buses after it had proven its durability.

Member Fadem thanked Mr. Hoffman and everyone involved for making advancements to increase accessibility of the buses, which she felt had been greatly improved from the first Gillig buses that were purchased. The angle at the entry of the bus has greatly improved and made it easier to board the bus. The ramp appears safer as do the steps on the back which are coated with the same non-skid material. She also liked the yellow stripe on the ramp and felt the slimmer seats in the wheelchair securement area added more room and hoped they would be durable.

Mr. Hoffman thanked the members of the Committee for their constructive comments, noting that it was a team effort.

**No action was taken. The item was provided for review and comment only.**

**4B. Development of a process to ensure AAC comment/review of vehicle procurements well in advance of the prototype arriving on scene.**

**INFORMATION  
ONLY**

Chief Operating Officer Jim Pachan gave an overview of the District's process and plan to procure buses and solicited feedback from the group.

Member Abelson advocated for second (rear) door boarding for wheelchairs, noting that it would be quicker and more efficient and would greatly improve service. Mr. Pachan advised that most bus manufacturers only offer front door boarding for wheelchairs, but staff could revisit the pros and cons. Member Abelson felt it would be easier to board through the rear-door and less disruptive to other passengers who are in the front aisle facing seats and/or carry things onto the bus.

Member Fadem thanked staff for giving an overview of the process to develop specifications and purchase new buses. She added that the AAC was concerned that they were not involved in the process until a solicitation went out to procure the buses. She also supported second (rear) door boarding.

Member Zukas reminded everyone that staff explained at the last meeting why the BRT bus specification had to go out early due to pending axle weight restrictions. He added that he did not support rear door boarding and felt the issues raised with the front door loading had been exaggerated.

Mr. Hoffman noted that each bus presented a series of compromises between operators, maintenance, transportation staff and the AAC in order to get the most cost effective and reliable vehicles. He added that operators had expressed concern in the past about leaving the front of the bus to attend to the rear door as well as the difficulty in trying to get the bus close enough to the curb to deploy a ramp.

Director Harper commented that any repositioning of the bus that is necessary should be figured into the time differential.

Member Abelson noted that when rear door boarding began on the Van Hools, she had participated in a tour of the stops on Line 72 to align the second door ramp based on the location of the bus pole. She added that a lot of the poles had been moved and that operators tend to park the bus somewhere other than where she would normally board. She added that sometimes it is impossible for wheelchairs to get to and up the ramp to board the bus and that additional training for operators and alignment of the bus poles in right place may be necessary. Mr. Pachan advised that he would look into the matter.

Member Zukas reported that he always waits by the curb so that he can see the bus and so the operator can see him, and is always moving from that position in order to board.

**Public Comment:**

Clarence Fischer asked what would happen with the new BRT articulated buses in terms of middle door boarding. Mr. Pachan advised that the BRT buses would have a bridge plate for level boarding.

**No action was taken. The item was presented for discussion only.**

**4C. Development of a Priority Seating Policy (SB 413).**

Director of Transportation David Murphy gave an overview of AC Transit's existing practice to ask able-bodied passengers to vacate the priority seats for seniors and individuals with a disability. He added that San Diego has enacted an ordinance to enforce priority seating and staff was studying that experience to see how it could be applied at AC Transit to enhance service to seniors and individuals with a disability.

**DISCUSSION OF  
A PRIORITY  
SEATING  
POLICY TO  
OCCUR AT A  
FUTURE BOARD  
MEETING**



Member Fadem pointed out that Muni and BART have had signs for years above the seats that indicate that state and federal law requires people to vacate seats for seniors and people with disabilities. She asked why AC Transit did not have similar signage. Mr. Murphy advised that there was room for improvement in how operators ask people to vacate the seats, noting that asking politely usually yielded the best results. General Manager Michael Hursh, who started his career at MUNI, advised that there was no law and the signs were wrong, but they work. He agreed that operator education was key.

Director Wallace suggested that the District educate the public on what they need to do when people with a disability ride the bus or BART because they don't know.

Director Harper agreed and thought it was a good idea to post the law in an effort to try and change the culture, but he also felt that drivers needed the discretion to engage riders to move to another seat if necessary.

**Public Comment:**

Clarence Fischer commented that he has been riding public transit since the Key System and while the District has had a few good people over the years, he felt that the culture of AC Transit has to change. He cited issues the day before on route 239, at 3:01 p.m. on Coach 1309 where a line instructor boarded the bus and forced an individual with a disability to move out of the ADA priority seat so the line instructor could sit down and watch the driver he was training. The line instructor did not sit down in the seat for the duration of the trip, and Mr. Fischer had not yet received a response to his complaint.

If the District were to adopt an ordinance, Member Abelson asked if a fine would be involved and who would enforce it. Mr. Murphy advised there were different types of penalties, including fines, that could be enacted and any infractions would be enforced by the sheriff unless the District wanted to do it administratively. He also said that the sheriff could

be on the bus or at the bus stop and that, generally, the operator could call the Operations Control Center to request assistance.

Member Fadem commented that she would really like to see an ordinance enacted that has penalties but uses soft enforcement in order to change the culture.

Member Zukas suggested that there be an award for operators who politely request that people vacate the seats reserved for seniors and individuals with disabilities. President Peeples advised that "Operator of the Month" award already existed, but a commendation could be issued to the operator.

**No action was taken. The Board is to agendize a discussion of a priority seating ordinance at a future Board meeting.**

**4D. Discussion of a Passive Restraint Policy on Bus Rapid Transit (BRT).**

**INFORMATION  
ONLY**

Chief Operating Officer Jim Pachan gave an overview of plans for forward and rear-facing wheelchair securement locations on the new BRT buses. He requested feedback from the Committee on whether this was sufficient or whether the Committee would like staff to pursue with the bus manufacturer, New Flyer, the possibility of installing two rear facing surfboard restraint systems on the buses.

Member Abelson reported that she really liked rear facing surfboard securement area and would like to see more of them, but felt the operators didn't like them.

Member Fadem asked how a passive restraint system would work and what mechanism kept the restraint (arm) up when not in use. Mr. Pachan advised that the arm has a spring-loaded mechanism to pull it down and will stay up when pushed up. He added that some passengers may require the assistance of the operator to pull the arm down if the person is not able to do it themselves.

With regard to the rear facing surfboards, Accessible Services Manager Mallory Nestor-Brush reported that the original devices on the Van Hool buses had an arm which would be considered a passive restraint system because the key is to keep wheelchairs from rolling into the aisle. The arm was removed from the production vehicles. She added that the current BRT passive restraint systems have an arm that can be brought down by the passenger or by the operator if necessary.

Member Zukas felt that having two rear-facing surfboards would make it more difficult to maneuver into the forward facing securement area.

Chair Robson noted that anything that allows greater flexibility and options for people to get on and off the bus quicker is reasonable.

Director Harper commented on the number of carts and strollers on the 1R bus line, noting that there may be a need for more than two wheelchair securements on the BRT buses. He suggested having more standing room on the buses to allow more room for wheelchairs. He felt the AAC should be active in tracking technologies that improve accessibility. Mr. Pachan advised that the third row of doors would have areas where strollers and bicycles can board the bus making crowding less of a concern in the wheelchair securement area.

**No action was taken. The item was provided for information only.**

**4E. AAC Priorities and Board Expectations and Goals for the AAC.**

Chair Robson provided an overview of the AAC's goals and priorities.

Director Harper commented on senior disabilities, specifically those involving people that are taller with bad

**INFORMATION  
ONLY**

backs and suggested that the bus stop signage be placed at two different height levels for those that cannot bend down comfortably to read it. Chair Robson concurred as he experienced similar situations.

President Peoples felt the AAC has done a great service to the District and riders. They have figured out what they are the experts in and are active in advocating those issues.

## **5. BOARD/COMMITTEE/STAFF COMMENTS**

With regard to the Service Expansion Plan implementation, Chair Robson reported that Castro Valley would see two routes consolidated into one as well as the initiation of Flex Service. He asked if it were possible to have additional stops (locations inaudible) placed in Castro Valley and suggested locations that would be ideal for them because of their proximity to senior populations. General Manager Michael Hursh advised that staff could look it, noting that the area might be ideal for flex service.

Director Wallace thanked the AAC members for their valuable service.

Members of the AAC thanked the Board for meeting with them to address issues of mutual concern.

## **6. ADJOURNMENT**

There being no further business to come before the Board of Directors and the Accessibility Advisory Committee, the joint meeting adjourned at 2:48 p.m.

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

## **Minutes**

July 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  
Brandon Young – (ABSENT)  
Roland Wong  
Esperanza Diaz-Alvarez

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

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

Director Robert Raburn  
Paul Oversier  
Kevin Copley  
Herbert Diamant  
Chris Young  
Roy Aguilera  
Kerry Morgan  
Carl Orman  
Norie Corpuz  
Steve Beroldo  
Debby Leung  
Esther Waltz  
Charlie Cameron  
Jerry Grace  
Catherine Callahan  
Janice Dispo (Stenographer)

## **2. Public Comments**

Debby Leung brought up the issue of uneven sidewalks at the San Leandro Station, which are potential tripping hazards.

Charlie Cameron spoke about his issues with regard to the change in design for construction at Union City Station.

Esther Waltz does not feel that people should be penalized for placing bags on an empty seat.

## **3. Approval of Minutes of June 23, 2016 Meeting**

No opposition to Randall Glock's motion to approve the minutes of the June 23, 2016 meeting, with a second by Janet Abelson.

Motion passes unanimously.

## **4. Station and Train Announcements**

After the presentation given by Paul Oversier, Herbert Diamant, Kevin Copley, Chris Young, and Roy Aguilera, members were allowed to ask questions and/or share any concerns they had. A lengthy discussion was held.

If members do not hear announcements being made on the train, they are asked to report details (i.e., train number, location, line, and time) to Alan Smith.

Alan Smith asked whether announcements regarding out-of-service elevators can be made every 15 minutes instead of every 30 minutes.

Elena Vanloo suggested visual signage announcements above elevators, indicating elevator outage locations.

Randall Glock stated that if it would be very helpful there were announcements in the train, telling passengers which side the doors will be opening on when arriving at a station.

Paul Oversier said that BART needs to look at what can be done in order to improve the conveyance of real-time information in dynamic situations, especially with regards to out-of-service elevators.

Clarence Fischer said that at Fremont Station, train-boarding announcements are being made when the doors are closed.

Alan Smith added that proper announcements need to be made when trains are coming in on a non-standard platform.

Randall Glock suggested that members give staff some time to look at some of the issues and to get answers.

No opposition to Randall Glock's motion to start an operations ad hoc subcommittee, with a second by Herb Hastings.

Motion passes unanimously.

## **5. Concord Station Plaza Improvement**

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

## **6. Bikes on BART Update**

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

## **7. Internal Process for Implementation of New Pilots**

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

Members are concerned when they do not receive a response to questions and concerns voiced to staff. Members would really like to hear feedback.

Carl Orman suggested that members send a follow-up e-mail to Bob Franklin, formally requesting for a status update, and he can, in turn, forward it on to the appropriate staff.

## **8. Transit Universal Design Guidelines**

A brief update was given by Carl Orman.

## **9. BART Delivery of Passenger Experience**

Members asked Clarence Fischer for clarification on this item.

He mentioned that BART sometimes implements things without advanced notice to the accessibility community. He cited the limited trains as an example. He recommends that when BART has plans to make changes in service operation, the BATF needs to hear about it beforehand.

Randall Glock stated that the BATF needs to be careful with requesting for feedback on too many things, especially if they are being requested to present at a BATF meeting.

## **10. Elevator Issues**

[This item will be discussed at the next BATF meeting.]

## **11. New Membership Application**

No opposition to Esperanza Diaz-Alvarez's motion to recommend approval of Debby Leung's application, with a second by Randall Glock.

Motion passes unanimously.

## **12. Capital Project Status Reports**

Alan Smith spoke briefly about the planned new elevator at Embarcadero Station. Project staff is working on coming to an agreement with its design.

He added that the Powell Street lighting contract has been awarded to another company and the project will be moving forward.

### Berryessa/Milpitas Stations

A construction tour is expected to be scheduled for mid to late fall.

### eBART

No buttons will have to be pushed; doors will open automatically.

### Fleet of the Future

A tour is expected to be scheduled for late September.



### Warm Springs Station

This station is about 99 percent complete and is expected to open in the fall.

Staff will be coming to a future meeting to give a presentation regarding the new developments at the station, especially with regards to path of travel

### Union City Station Remodel

Due to lack of funding, there will no longer be an elevated crossing built over the Union Pacific Railroad tracks.

The crossing will be at grade level.

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

El Cerrito Del Norte

Oakland Airport Connector

Phase 2 – San Jose Downtown

Track Maintenance

Elevator Priority Signage

Pittsburg/Bay Point

Station Hearing Loop

Entrance Canopies

Berkeley Station Upgrade

Stair Tread Color Contrast

Richmond

West Dublin Path of Travel

Dublin/Pleasanton Project

West Oakland

Station Upgrade Modernization

### **13. Chairperson Announcements**

[No chairperson announcements were made.]

### **14. Staff Announcements**

Bob Franklin told members that there is a protocol to be followed in the rare event that a person exits the last running train, not knowing the elevator is out of service, and is then

stuck on the platform. The protocol is for BART to call the police and/or the fire department in order to assist with the transfer of a person.

Lions Center for the Blind has announced that it will cease operations effective August 31, 2016, unless significant additional funding is received prior to that date.

## **15. Member Announcements**

Randall Glock would like an answer from staff on why the BATF has not been given the opportunity to tour eBART.  
He would also like to hear feedback from staff on the Glen Park to Daly City closures.

Larry Bunn talked about the two new elevators at the Union City Station. He said that each of the elevator button panels is different. Without uniformity, it is hard for him to find which button he needs to press.

## **16. Future Agenda Topics**

- Update from staff regarding Glen Park to Daly City Closures

## **17. Adjournment**

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

(The meeting adjourned at 4:31 p.m.)

## WAYFINDING AT FOR PEOPLE WHO ARE BLIND, DEAF, OR HAVE A COGNITIVE DISABILITY



Since the dawn of civilization, humans have pursued better and better methods for finding our way in our world. From using the sun and the stars, to maps, to Global Positioning System (GPS) – a worldwide radio-navigation system using satellites and ground stations. Today, we have made profound advances that have forever changed the way we navigate in our physical world– or

wayfinding as it is commonly known. These general technology advances have provided a resource for new assistive technology (AT) products for people who are blind, deaf, or have cognitive impairments to become more independent in their travels. Wayfinding technologies generally help people with disabilities access location information such as signs, landmarks, and travel routes, so that they know where they are and can move from place to place safely.

A tremendous number of wayfinding products are on the market. Before you purchase a wayfinding tool, first make sure the device is accessible to you. If you are blind, devices that provide you with information through vibration and auditory cues can be especially helpful. If you are deaf, you should consider a device with vibration and visual cues. Lastly, if you have a cognitive disability, a device with a combination of vibration, visual, and audible cues may serve you best (we want to avoid statement that can be perceived as paternalistic). Be sure to consider how well the device features match your specific needs, what tasks you want to accomplish, and how the information is conveyed to you. In this guide, we describe a sampling of accessible wayfinding products that are currently available on the market.

One wayfinding device is the aptly named WayFinder. WayFinder is free mobile GPS application that provides step-by-step directions to a destination. It also enables you to

create specific travel routes and activate them from your location. If you are blind, have low vision, or have a cognitive impairment, the customized audio instructions the device provides help guide you to where you need to go. If you are deaf or hard of hearing, the instructions are also provided visually to prompt you through route navigation.

Lechal shoes may be another helpful option if you are deaf, blind, or have a cognitive impairment. These shoes, paired with a Bluetooth linked smartphone, provide you with cues to nudge you to the intended direction. You enter a destination in Google Maps on your smartphone and the shoes provide you physical feedback in the form of vibrations as to which direction to go. Your right shoe vibrates when you are supposed to turn right and your left vibrates when you are supposed to turn left.

Another product is ViaOpta Nav. This app – whether you are blind, deaf, or have a cognitive disability – helps you locate the nearest store, café, or other desired location. ViaOpta Nav is the first turn-by-turn navigation app available for a wearable device such as the Apple Watch and Android Wear devices. It provides voice guidance and produces vibrations which alert you to upcoming intersections and landmarks.

### Blind Travelers Benefit from a New State-of-the-Art Public Transit Tool

Researchers at the NIDILRR-funded Rehabilitation Engineering Research Center (RERC) on Blindness and Low Vision at [Smith-Kettlewell](#) are collaborating with community agencies to provide innovative travel tools for travelers who are blind or have visual impairments. Subway maps are commonplace for sighted transit riders, but for people with visual disabilities, accessible transit maps are rare. In collaboration with the San Francisco LightHouse, a major California community service organization for the blind and visually impaired, and with additional funding contributed by the Department of Transportation (DOT), the RERC created a new kind of orientation and mobility tool—portable, inexpensive, talking, tactile maps for transit stations.

Many blind and visually-impaired pedestrians may forego public transit for more expensive travel alternatives because they find it highly stressful to travel through unfamiliar train stations. The new universally accessible maps of Bay Area Rapid Transit (BART) stations make it easy to plan routes through unfamiliar stations. The maps are embossed, include Braille labels and tactile symbols, and are printed with high-contrast graphics and large print. In addition, the maps work together with a special smartpen, which provides audio information about specific map elements.

*Source: National Institute on Disability, Independent Living and Rehabilitation Research: FY 2014 Organization Highlights*

Sendero GPS Standard Deluxe may be another option if you are blind or have a cognitive disability. Sendero GPS is a voice output electronic mobility device that tells you what street you are on as well as streets, intersections, businesses, and landmarks near you. It can also tell you how far they are from where you are located. Then you can choose where you would like to go and the software will help you navigate to your desired destination. The package includes software, a Bluetooth GPS receiver with Wide Area Augmentation System (WAAS), an audio tutorial, and a 16 GB Compact Flash card with pre-installed digital maps you purchase. Maps of several countries are available, including the U.S. and Canada.

The Ariadne GPS is an app that allows you to explore the world around you by moving your finger around a map on your mobile device. It can help you to know where you are and what is around you if you are deaf or have a cognitive disability. The app shows you and tells you via audio the street names and numbers that are around you when you touch them. It also has a "favorites" feature, and can be used to announce stops on the bus or train.

### For More Information

To learn more about the AT devices discussed in this guide and to find others, visit AbleData, at [www.abledata.com](http://www.abledata.com).

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