



## **Paratransit Advisory and Planning Committee Meeting Agenda Monday, March 26, 2018, 1:30 p.m.**

Chair: Sylvia Stadmire      Staff Liaison: [Cathleen Sullivan](#),  
[Krystle Pasco](#)

Vice Chair: Sandra Johnson      Public Meeting  
Coordinator: [Angie Ayers](#)

### **1. Call to Order**

### **2. Roll Call**

### **3. Public Comment**

### **4. Consent Calendar** **Page/Action**

- |   |    |   |
|---|----|---|
| 4.1. Approve the November 20, 2017 PAPCO Meeting Minutes                      | 1  | A |
| 4.2. Approve the February 26, 2018 Joint PAPCO and<br>ParaTAC Meeting Minutes | 11 | A |
| 4.3. Receive the FY 2017-18 PAPCO Meeting Calendar                            | 19 | I |
| 4.4. Receive the PAPCO Roster   | 21 | I |
| 4.5. Receive the Paratransit Outreach Calendar                                | 23 | I |

### **5. Paratransit Programs and Projects**

- |   |    |   |
|---|----|---|
| 5.1. Receive the FY 2018-19 Paratransit Program Plan Review<br>Overview and Complete Request for Subcommittee<br>Volunteers | 25 | I |
| 5.2. Receive the 2018 Comprehensive Investment Plan<br>(2018 CIP) Paratransit Program Progress Report                       | 33 | I |
| 5.3. Discuss the 2020 CIP Paratransit Program Guidelines<br>and Priorities  | 37 | I |
| 5.4. Review the Access Alameda Update   | 51 | I |
| 5.5. Receive the City of Hayward Paratransit Program Report   |    | I |

5.6. Receive the City of Newark Paratransit Program Report		I
5.7. Mobility Management – Coordination: Community Models, Outcomes, and Lessons Learned	53	I

## 6. Committee and Transit Reports

6.1. Independent Watchdog Committee (IWC)		I
6.2. East Bay Paratransit Service Review Advisory Committee (SRAC)		I
6.3. Other ADA and Transit Advisory Committees	57	I

## 7. Member Reports

## 8. Staff Reports

## 9. Adjournment

Next Program Plan Review Subcommittee Meetings: Monday, April 23, 2018 and Tuesday, April 24, 2018

Next PAPCO Meeting: May 21, 2018

### Notes:

- All items on the agenda are subject to action and/or change by the Committee.
- To comment on an item not on the agenda (3-minute limit), submit a speaker card to the clerk.
- Call 510.208.7450 (Voice) or 1.800.855.7100 (TTY) five days in advance to request a sign-language interpreter.
- If information is needed in another language, contact 510.208.7400. Hard copies available only by request.
- Call 510.208.7400 48 hours in advance to request accommodation or assistance at this meeting.
- Meeting agendas and staff reports are available on the [website calendar](#).

- Alameda CTC is located near 12th St. Oakland City Center BART station and AC Transit bus lines.

[Directions and parking information](#) are available online.

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## Alameda CTC Schedule of Upcoming Meetings:

### Commission Chair

Supervisor Richard Valle, District 2

### Commission Vice Chair

Mayor Pauline Cutter,  
City of San Leandro

### AC Transit

Board President Elsa Ortiz

### Alameda County

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

### BART

Director Rebecca Saltzman

### City of Alameda

Mayor Trish Spencer

### City of Albany

Councilmember Peter Maass

### City of Berkeley

Councilmember Kriss Worthington

### City of Dublin

Mayor David Haubert

### City of Emeryville

Mayor John Bauters

### City of Fremont

Mayor Lily Mei

### City of Hayward

Mayor Barbara Halliday

### City of Livermore

Mayor John Marchand

### City of Newark

Councilmember Luis Freitas

### City of Oakland

Councilmember At-Large  
Rebecca Kaplan  
Councilmember Dan Kalb

### City of Piedmont

Vice Mayor Teddy Gray King

### City of Pleasanton

Mayor Jerry Thorne

### City of Union City

Mayor Carol Dutra-Vernaci

### Executive Director

Arthur L. Dao

Description	Date	Time
Alameda County Technical Advisory Committee (ACTAC)	May 10, 2018	1:30 p.m.
Finance and Administration Committee (FAC)	April 9, 2018	8:30 a.m.
I-680 Sunol Smart Carpool Lane Joint Powers Authority (I-680 JPA)		9:30 a.m.
I-580 Express Lane Policy Committee (I-580 PC)		10:00 a.m.
Planning, Policy and Legislation Committee (PPLC)		10:30 a.m.
Programs and Projects Committee (PPC)		12:00 p.m.
Transit Planning Committee (TPC)		1:30 p.m.
Independent Watchdog Committee (IWC)	July 9, 2018	5:30 p.m.
Paratransit Technical Advisory Committee (ParaTAC)	September 11, 2018	9:30 a.m.
Alameda CTC Commission Meeting	April 26, 2018	2:00 p.m.
Paratransit Advisory and Planning Committee (PAPCO)	May 21, 2018	1:30 p.m.
Bicycle and Pedestrian Community Advisory Committee (BPAC)	June 28, 2018	5:30 p.m.

All meetings are held at Alameda CTC offices located at 1111 Broadway, Suite 800, Oakland, CA 94607. Meeting materials, directions and parking information are all available on the [Alameda CTC website](http://www.AlamedaCTC.org).

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## 1. Call to Order and Roll Call

Sylvia Stadmire, PAPCO Chair, called the meeting to order at 1:30 p.m. A roll call was conducted and she confirmed that a quorum was achieved. All members were present with the exception of Larry Bunn, Bob Coomber, Carmen Rivera-Hendrickson, Harriette Saunders, Will Scott, Linda Smith and Cimberly Tamura.

## 2. Public Comment

There were no public comments.

## 3. Approval of Consent Calendar

- 3.1. Approve the September 25, 2017 PAPCO Meeting Minutes
- 3.2. Approve the October 23, 2017 Joint PAPCO and ParaTAC Meeting Minutes
- 3.3. Review the FY 2017-18 PAPCO Meeting Calendar
- 3.4. PAPCO Roster
- 3.5. Paratransit Outreach Calendar

*Esther Waltz moved to approve this item. Jonah Markowitz seconded the motion. The motion passed with the following votes:*

Yes: Barranti, Costello, Hastings, Jacobson, Johnson, Markowitz, Orr, Ross, Rousey, Stadmire, Waltz, Zukas

No: None

Abstain: None

Absent: Bunn, Coomber, Rivera-Hendrickson, Saunders, Scott, Smith, Tamura

#### **4. Paratransit Programs and Projects**

##### **4.1. Approve the FY 2018-19 Implementation Guidelines and Performance Measures for the Special Transportation for Seniors and People with Disabilities (Paratransit) Program**

Naomi Armenta stated that the Implementation Guidelines for the Special Transportation for Seniors and People with Disabilities Program and performance measures are periodically reviewed and updated. She noted that the performance measures were last updated in FY 2016-17. Ms. Armenta requested that PAPCO approve the revised guidelines including input that was provided by the Paratransit Technical Advisory Committee (ParaTAC).

A suggestion was made to rename Taxi Subsidy to Taxi Subsidy/Same Day Transportation.

Joyce Jacobson asked when this item will go to the cities in its final form. Naomi Armenta said it will be ready at the beginning of FY 2018-19.

Joyce Jacobson asked when the next call for projects will occur. Ms. Armenta stated that the next Comprehensive Investment Plan call for projects is scheduled to take place in the fall of 2018.

*Michelle Rousey moved to approve this item with modifications. Esther Waltz seconded the motion. The motion passed with the following votes:*

Yes: Barranti, Costello, Hastings, Jacobson, Johnson, Markowitz, Orr, Ross, Rousey, Stadmire, Waltz, Zukas

No: None

Abstain: None

Absent: Bunn, Coomber, Rivera-Hendrickson, Saunders, Scott, Smith, Tamura

##### **4.2. Access Alameda Booklet and Website Update**

Naomi Armenta stated that Alameda CTC staff will work with PAPCO, ParaTAC, and stakeholders to update the Access Alameda booklet and website. She asked the committee to provide input for broad changes to the format, general content,



and design. Ms. Armenta noted that PAPCO will have an opportunity to review a mock-up of an updated booklet and provide comments and corrections in March.

Esther Waltz stated that the current overall layout is very clear and nicely laid out. She suggested to make it easier to enlarge the fonts on the website and in particular the phone numbers. Krystle Pasco stated that there is a pdf version of the booklet that may be enlarged using a smartphone or tablet.

Jonah Markowitz suggested doing a survey to determine the need/interest of enlarged fonts, Braille, and different languages. Naomi Armenta said that we'll make it clear for people to know that they may request alternative formats if needed.

Joyce Jacobson stated that the telephone numbers are buried in the index. She suggested that in addition, list the phone numbers within the index.

Joyce Jacobson asked how the 211 service is associated with the Access Alameda booklet. Ms. Armenta responded that 211 is listed as a resource in the booklet as well as on the website. Ms. Jacobson stated that the booklet and website should say that an individual will reach a "live" person if 211 is called.

Herb Hastings asked why isn't the Americans with Disabilities Act (ADA) Paratransit service applications included in the booklet along with the City-based Paratransit services application. Ms. Armenta stated that the City-based programs are under the purview of Alameda CTC and the ADA services are not. She also noted that including four applications in the booklet would be difficult.

Kevin Barranti stated that having phone numbers on the website or the booklet is a better idea than including four applications.

### **4.3. San Leandro Paratransit Program Report**

Ely Hwang and Sandra Rodgers presented a brief overview of the City of San Leandro FY 2017-18 Paratransit program, which includes the Flex Shuttle Service and the Taxi Voucher Program.

Herb Hastings asked if the shuttle stops at the Bay Fair BART station. Ms. Rodgers said the shuttle stops at the Bay Fair Mall. Ms. Rodgers noted that the riders have requested a stop at the Bay Fair BART and it's on San Leandro's list of potential changes.

Shawn Costello asked if the shuttle goes down Bancroft Avenue by San Leandro High School. Ms. Rodgers said the shuttle stops one block away from the high school.

Joyce Jacobson asked if the Flex Shuttle eligibility of age 60 years or older comply with the Alameda CTC's Implementation Guidelines. Ms. Armenta responded that shuttles are not required to set age restrictions. Naomi said the 70 years age guideline is for door-to-door and taxi services.

Joyce Jacobson asked why the ridership is increasing for both programs. Ms. Rodgers responded that their drivers are a real asset to the team, because they've been consistent in providing high quality customer service for the last 10 years. She also said that the location of the stops are conveniently placed in front of major facilities and popular destinations.

#### **4.4. Mobility Management – What We're Reading: Safer Streets**

Naomi Armenta gave an update on this item. She noted that What We're Reading: Safer Streets is a blog from the National Center for Mobility Management website. Ms. Armenta noted that the blog covers a range of topics such as Vision Zero, which is a program to eliminate traffic fatalities and serious injuries. Both San Francisco and Oakland have Vision Zero projects. Another topic of interest in this blog is victim-blaming pedestrians, which is an attitude of people that are driving and can affect other's safety.

Ms. Armenta also gave an update on the Countywide Mobility Management meeting that was held on November 16, 2017 at East Bay Paratransit. The meeting focused on getting an update from the mobility management providers in Alameda County. The committee also discussed performance measures that would be appropriate for mobility management programs. Ms.

Armenta reminded PAPCO members of the Mobility Management Workshop on February 26, 2018 at the Joint PAPCO and ParaTAC meeting.

## **5. Committee and Transit Reports**

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

Herb Hastings mentioned that the IWC met on November 13, 2017. The committee reviewed the bylaws and discussed the outreach performed for the *15<sup>th</sup> IWC Annual Report to the Public*.

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

Naomi Armenta provided an update on the SRAC meeting. She stated that an introduction of Stephanie Castillo, who is the new Customer Service Manager at East Bay Paratransit and the new SRAC Coordinator, took place. The committee received a presentation on the 2017 Consumer Survey.

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

Esther Waltz stated that the Wheels Accessibility Advisory Committee (WAAC) met the first Wednesday in November. The committee discussed issues around the fixed route service.

## **6. Member Reports**

Esther Waltz asked about the TBD outreach dates for 2018 on the outreach calendar. Krystle Pasco responded that she will let PAPCO know as outreach events are scheduled.

Shawn Costello says he's on the CAC for the Regional Center and their elections will be done in January.

## **7. Staff Reports**

Naomi Armenta followed up on questions from the September 2017 PAPCO meeting regarding BOP data on adult and youth with disabilities. She confirmed that for this fiscal year BOP's target for youth was 90 and the actual was 89 served. For adults with disabilities the target was 300 and the actual served was 330.

Ms. Armenta stated that she followed up with the Alzheimer Services of the East Bay to get data on the number of trips and the number of registrants and she hasn't received a response.

Ms. Armenta provided an update on the travel training survey data. She noted that Alameda CTC requests two types of data from the travel training grant funding recipients: one-month post training survey and trainees that are also ADA-certified. The list received included 16 people registered with East Bay Paratransit and trained by Tri-City, The CIL, USOAC, and CRIL; 2 people were registered with LAVTA and were trained by Pleasanton; one Union City registrant was trained by Tri-City. Currently, only Union City has provided information so far, even though all recipients acknowledged receipt.

Joyce Jacobson said she was surprised that these organizations have been funded by PAPCO for many years and have received the largest grants but struggle to provide staff with data. Naomi said a majority of these programs focus on providing high quality service so the surveys become less of a priority. Ms. Jacobson said that it doesn't matter because they are receiving grants.

Carolyn Clevenger provided an update on the WSBTS program. Staff is looking at options to get this program up and running. Ms. Clevenger noted that to move forward is to do a new Request for Proposal (RFP) and call for projects. Alameda CTC is reaching out to our partners to see what opportunities exist. We will look at a call for projects or solicitation next year and staff will provide an update at the March meeting.

Krystle Pasco informed the Committee that PAPCO is not meeting in January and the next Joint PAPCO and ParaTAC meeting is scheduled for February 26, 2018.

## **8. Adjournment**

The meeting adjourned at 3:30 p.m. The next Joint PAPCO and ParaTAC meeting is scheduled for February 26, 2018 at 1:30 p.m. at the Alameda CTC offices located at 1111 Broadway, Suite 800 in Oakland. The next PAPCO Meeting is scheduled for March 26, 2018.

**PARATRANSIT ADVISORY AND PLANNING COMMITTEE**  
**November 20, 2017**  
**ROSTER OF MEETING ATTENDANCE**

<b>Present</b>	<b>PAPCO Member</b>	<b>Appointed By</b>
P	Stadmire, Sylvia <b>Chair</b>	Alameda County, District 3 Supervisor Wilma Chan
P	Johnson-Simon, Sandra, <b>Vice Chair</b>	Alameda County, District 4 Supervisor Nate Miley
P	Barranti, Kevin	City of Fremont Mayor Lily Mei
A	Bunn, Larry	Union City Transit Wilson Lee, Transit Manager
A	Coomber, Bob	City of Livermore Mayor John Marchand
P	Costello, Shawn	City of Dublin Mayor David Haubert
P	Hastings, Herb	Alameda County, District 1 Supervisor Scott Haggerty
P	Jacobson, Joyce	City of Emeryville Councilmember John Bauters
P	Markowitz, Jonah	City of Albany Mayor Peter Maass
P	Orr, Carolyn M.	City of Oakland Vice Mayor Rebecca Kaplan
A	Rivera-Hendrickson, Carmen	City of Pleasanton Mayor Jerry Thorne
P	Ross, Christine	Alameda County, District 2 Supervisor Richard Valle
P	Rousey, Michelle	BART Director Rebecca Saltzman
A	Saunders, Harriette	City of Alameda Mayor Trish Spencer

A	Scott, Will	Alameda County, District 5 Supervisor Keith Carson
A	Smith, Linda	City of Berkeley Councilmember Kriss Worthington
A	Tamura, Cimberly	City of San Leandro Mayor Pauline Cutter
P	Waltz, Esther Ann	LAVTA Executive Director Michael Tree
P	Zukas, Hale	A. C. Transit Director Elsa Ortiz

STAFF		
Present	Staff/Consultants	Title
	Cathleen Sullivan	Principal Transportation Planner
	Krystle Pasco	Assistant Program Analyst
	Naomi Armenta	Paratransit Coordination Team
	Richard Wiener	Paratransit Coordination Team
	Angie Ayers	Public Meeting Coordinator, Consultant

NAME	JURISDICTION/ ORGANIZATION	E-MAIL
1. ELY HWANG	CITY OF SAN LEANDRO	ELHWANG@SANLEANDRO.ORG
2. Sandy Rogers	City of San Leandro	srogers@sanleandro.org
3. Julie Parkinson	City of Pleasanton	jparkinson@cityofpleasanton.ca.gov
4. Kim Bridgeway	AC Transit	kbridgeway@actransit.org
5. Arnold Brillinger	SRAC	AeneBrill@sdol.com
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## 1. Roll Call and Introductions

Krystle Pasco called the meeting to order at 1:30 p.m. A roll call was conducted and all PAPCO members were present with the exception of Larry Bunn, Bob Coomber, Herb Hastings, Carolyn Orr, Carmen Rivera-Hendrickson, Harriette Saunders, Linda Smith, and Sylvia Stadmire.

All ParaTAC members were present with the exception of Richard Castrillon, Shawn Fong, Brad Helfenberger, Ely Hwang, Travis Huang, Jay Jeter, Paul Keener, and Laura Timothy.

## 2. Public Comment

A public comment was made by Jonah Markowitz. He stated the need for the Wheelchair Scooter Breakdown and Hospital Discharge Transportation Services.

A public comment was made by Shawn Costello. He stated that BART windows need cleaning.

A public comment was made by Will Scott. He stated that East Bay Paratransit (EBP) dispatchers should include footnotes in their manifest for drivers.

A public comment was made by Christine Ross. She stated that EBP needs to prioritize trips for medical needs, especially dialysis, then doctor/dentist appointments, then other discretionary trips.

## 3. Mobility Management and One-Call/One-Click Overview

Naomi Armenta provided an overview of mobility management and One-Cal/One-Click (OC/OC) services. Ms. Armenta stated that Alameda CTC provides funding for a variety of mobility management programs and the February Joint meeting is intended to focus on

OC/OC type services. According to the National Center for Mobility Management, "A one-call or one-click service strengthens a community's coordination of transportation services on many levels:

- It provides a one-stop source of transportation information for customers on services for which they are eligible;
- The development of a OC/OC service requires multiple community partners to come together around a shared vision of providing one-stop information and;
- It helps communities identify gaps in service that need to be filled.

#### **4. Facilitating Access to Coordinated Transportation (FACT) Presentation**

Naomi Armenta introduced Arun Prem, Executive Director of San Diego FACT. She stated that FACT was one of six programs highlighted in a document published by the National Center for Mobility Management in 2014, titled "Promising Practices in Mobility Management: One-Call/One-Click Transportation Information Services." Mr. Prem provided an overview presentation of FACT.

#### **5. Panel and Discussion**

Naomi Armenta introduced the panelists which included program managers providing locally funded mobility management services in Alameda County. Participants included:

- Center for Independent Living (CIL), Rebeca Servin
- Eden I&R 2-1-1, Sharan Aminy and Rick Otto
- Naomi Armenta provided an overview of the Tri-City Mobility Management Program, Shawn Fong was not able to attend due to a family emergency.

Members and guests had an opportunity to ask the panelists questions about their programs.

#### **6. Member Reports**

There were no member reports.

#### **7. Staff Reports**

There were no staff reports.

## **8. ParaTAC Member Presentation**

Sid Schoenfeld with the City of Albany presented Jonah Markowitz, an outgoing PAPCO member, with an appreciation plaque and gift bag.

## **9. Adjournment**

The meeting adjourned at 3:30 p.m. The next ParaTAC meeting is scheduled for March 13, 2018 at 9:30 a.m. The next PAPCO meeting is scheduled for March 26, 2018 at 1:30 p.m. at the Alameda CTC offices located at 1111 Broadway, Suite 800 in Oakland.

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**JOINT PARATRANSIT ADVISORY AND PLANNING COMMITTEE  
AND PARATRANSIT TECHNICAL ADVISORY COMMITTEE  
February 26, 2018  
ROSTER OF MEETING ATTENDANCE**

Present	ParaTAC Member	Local Agency/Jurisdiction
P	Bailey, Dana	City of Hayward
A	Castrillon, Richard	City of Berkeley
P	Figueroa, Raymond	City of Pleasanton
A	Fong, Shawn	City of Fremont
A	Helfenberger, Brad	City of Emeryville
A	Hwang, Ely	City of San Leandro
A	Huang, Travis	City of Union City
A	Jeter, Jay	East Bay Paratransit
A	Keener, Paul	Alameda County Public Works
PP	Külm, Kadri	LAVTA
PP	<i>Jendayi Santana</i> McGee, Hakeim	<i>city of Oakland</i> City of Oakland
P	Parkinson, Julie	City of Pleasanton
<i>PP</i>	Ridgeway, Kim	AC Transit
A	Rogers, Sandra	City of San Leandro
P	Schoenfeld, Sid	City of Albany
A	Timothy, Laura	BART
P	Williams, Victoria	City of Alameda

<i>A</i>	Zehnder, David	City of Newark
<b>Present</b>	<b>PAPCO Member</b>	<b>Appointed By</b>
<i>P</i>	Barranti, Kevin	City of Fremont Mayor William Harrison
<i>A</i>	Bunn, Larry	Union City Transit Travis Huang, Interim Transit Manager
<i>A</i>	Bob Coomber	City of Livermore Mayor John Marchand
<i>P</i>	Costello, Shawn	City of Dublin Mayor David Haubert
<i>A</i>	Hastings, Herb	Alameda County, District 1 Supervisor Scott Haggerty
<i>P</i>	Johnson, Sandra, <b>Vice Chair</b>	Alameda County, District 4 Supervisor Nate Miley
<i>A</i>	Orr, Carolyn M. (Rev)	City of Oakland Councilmember At-Large Rebecca Kaplan
<i>P</i>	Patterson, Margaret (Rev)	City of Albany Councilmember Peter Maass
<i>A</i>	Rivera-Hendrickson, Carmen	City of Pleasanton Mayor Jerry Thorne
<i>P</i>	Ross, Christine	Alameda County, District 2 Supervisor Richard Valle
<i>P</i>	Rousey, Michelle	BART President Rebecca Saltzman
<i>A</i>	Saunders, Harriette	City of Alameda Mayor Trish Herrera Spencer
<i>P</i>	Scott, Will	Alameda County, District 5 Supervisor Keith Carson
<i>A</i>	Smith, Linda	City of Berkeley Councilmember Kriss Worthington
<i>A</i>	Stadmire, Sylvia <b>Chair</b>	Alameda County, District 3 Supervisor Wilma Chan
<i>P</i>	Tamura, Cimberly	City of San Leandro Mayor Pauline Cutter
<i>P</i>	Waltz, Esther Ann	LAVTA Executive Director Michael Tree
<i>P</i>	Zukas, Hale	A. C. Transit Board President Elsa Ortiz

**STAFF**

<b>Present</b>	<b>Staff/Consultants</b>	<b>Title</b>
P	Cathleen Sullivan	Principal Transportation Planner
P	Krystle Pasco	Assistant Program Analyst
P	Naomi Armenta	Paratransit Coordination Team
	Richard Wiener	Paratransit Coordination Team
P	Angie Ayers	Public Meeting Coordinator, Consultant



NAME	JURISDICTION/ ORGANIZATION	PHONE #	E-MAIL
1. Chonita Chew	United Seniors of Oakland & Alameda County	(510) 739-0851	Chonita@USOAC.org
2. MRS Christine ROSS	Committee member	510-827-7038	rosscrs5626
3. Sid Schoenfeld	City of Albany	510-559-7275	sschoenfeld@albanycal.gov
4. The Rev'd Peggy Patterson	Albany Rep PAPCO	(505) 231-7690	verpeggy@gmail.com
5. Justina Victoriano	Community Resources for Independent Living	(510) 881-5743	justina.victoriano@crilhayward.org
6. Mary Triston	City of Berkeley Paratransit Services	(510) 981-5135	mtriston@ci.berkeley.ca.us
7. Joanna Huitt	Whistlestop	415.456.4062 x72	jhuitt@whistlestop.org
8. Joanna Palko	WCCAC	510-210-5934	
9. John Cunningham	CL County	925-674-7833	john.cunningham@clcl.com
10. Drennen Shulton	MTC	415 778 5309	dshulton@bayareametro.gov
11. John Sanderson	SanTrans	650 508 6475	sandersonj@santrans.com
12. PETER ENGEL	CCTA	925-256-4741	pengel@ccta.net
13. Marc Soti	Transdev NA/SF ParaTransit	415.351.7010	marc.soti@transdev.com
14. TIGHE BOYLE	" "	415 351-7018	tighe.boyle@transdev.com
15. Debbie McQuilkin	Solano Transportation Authority	707 399-3231	dmcquilkin@sta.ca.gov
16. Dana Bailey	City of Hayward	510.583.4252	Dana.Bailey@hayward-ca.gov
17. Victoria Williams	City of Alameda	510/747/7513	vwilliams@alameda.ca.gov
18. Rashida Kamara	CCCTA	925 680 2098	Kamara@CCCTA.org
19. Michelle Rousey	PAPCO	510 290-1565	mbyn13@hotmail.com
20. Raymond Figueroa	City of Pleasanton		Rfigueroa@cityofpleasanton.ca.gov
21. Julie Parkinson	City of Pleasanton		jparkinson@cityofpleasanton.ca.gov
22. Sandy Rogers	City of San Leandro	510.571.7185	SRogers@sanleandro.org
23. Kimberly Tamura	City of San Leandro	(510) 357-5839	
24. Sandra J. Johnson	PAPCO	510 928 9089	sjje@aol.com
25. YVONNE BEHRENS	Commission on Aging City of Emeryville	(540) 467-0387	yvonne@PBPI.COM
26. Terlayi Santana	City of Oakland Paratransit	(510) 238-3905	





# FY 2017-18 Paratransit Advisory and Planning Committee (PAPCO) Meeting Calendar

4.3

1111 Broadway, Suite 800, Oakland, CA 94607 • 510.208.7400 • 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	September 25, 2017 PAPCO	October 23, 2017 Joint	November 20, 2017 PAPCO	February 26, 2018 Joint	March 26, 2018 PAPCO	April 23-24, 2018 Subcommittees	May 21, 2018 PAPCO	June 25, 2018 PAPCO
<b>Planning and Policy</b>	<ul style="list-style-type: none"> <li>HDTS/WSBTS Programs and Same Day Accessible Transportation Options Update</li> </ul>	<ul style="list-style-type: none"> <li>Volunteer Driver Programs Overview and Best Practices Presentation</li> <li>Panel and Discussion</li> </ul>	<p><b>One week earlier due to holiday.</b></p> <ul style="list-style-type: none"> <li>Implementation Guidelines and Performance Measures Review and Approval</li> <li>Access Alameda Review and Discussion</li> </ul>	<ul style="list-style-type: none"> <li>Mobility Management and One-Call/One-Click Overview</li> <li>Guest Speaker: Arun Prem, San Diego FACT Presentation</li> <li>Panel and Discussion</li> </ul>	<ul style="list-style-type: none"> <li>Discuss 2020 CIP Priorities and Guidelines</li> <li>Access Alameda Review</li> </ul>	<ul style="list-style-type: none"> <li>Paratransit Program Plan Review Subcommittees</li> </ul>	<p><b>One week earlier due to holiday.</b></p> <ul style="list-style-type: none"> <li>FY 2018-19 Paratransit DLD Program Plans Recommendation</li> </ul>	<ul style="list-style-type: none"> <li>Fiscal Year Wrap Up</li> </ul>
<b>Programs and Grants Review</b>	<ul style="list-style-type: none"> <li>Gap Grant Cycle 5 Extension Progress Reports</li> <li>East Bay Paratransit Report</li> <li>Hayward Paratransit Report</li> <li>Newark Paratransit Report</li> </ul>		<ul style="list-style-type: none"> <li>San Leandro Paratransit Program Report</li> </ul>		<ul style="list-style-type: none"> <li>2018 CIP Paratransit Progress Reports</li> <li>Hayward Paratransit Report</li> <li>Newark Paratransit Report</li> </ul>		<ul style="list-style-type: none"> <li>2018 CIP Paratransit Program Presentations</li> <li>East Bay Paratransit Report</li> </ul>	<ul style="list-style-type: none"> <li>2018 CIP Paratransit Program Presentations</li> </ul>
<b>Committee Development</b>					<ul style="list-style-type: none"> <li>Program Plan Review Subcommittee Request for Volunteers</li> </ul>			<ul style="list-style-type: none"> <li>FY 2018-19 PAPCO Officer Elections</li> <li>FY 2018-19 PAPCO Meeting Calendar Approval</li> </ul>

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**Alameda County Transportation Commission  
Paratransit Advisory and Planning Committee  
Roster - Fiscal Year 2017-2018**

4.4

	<b>Title</b>	<b>Last</b>	<b>First</b>	<b>City</b>	<b>Appointed By</b>	<b>Term Began</b>	<b>Re apptmt.</b>	<b>Term Expires</b>
<b>1</b>	<b>Ms.</b>	<b>Stadmire, Chair</b>	<b>Sylvia J.</b>	<b>Oakland</b>	<b>Alameda County Supervisor Wilma Chan, D-3</b>	<b>Sep-07</b>	<b>Oct-16</b>	<b>Oct-18</b>
<b>2</b>	<b>Ms.</b>	<b>Johnson, Vice Chair</b>	<b>Sandra</b>	<b>San Leandro</b>	<b>Alameda County Supervisor Nate Miley, D-4</b>	<b>Sep-10</b>	<b>Mar-17</b>	<b>Mar-19</b>
3	Mr.	Barranti	Kevin	Fremont	City of Fremont Mayor Lily Mei	Feb-16		<b>Feb-18</b>
4	Ms.	Behrens	Yvonne	Emeryville	Pending Commission Approval City of Emeryville Mayor John Bauters	Mar-18		<b>Mar-20</b>
4	Mr.	Bunn	Larry	Union City	Union City Transit Travis Huang, Interim Transit Manager	Jun-06	Jan-16	<b>Jan-18</b>
5	Mr.	Coomber	Robert	Livermore	City of Livermore Mayor John Marchand	May-17		<b>May-19</b>
6	Mr.	Costello	Shawn	Dublin	City of Dublin Mayor David Haubert	Sep-08	Jun-16	<b>Jun-18</b>
7	Mr.	Hastings	Herb	Dublin	Alameda County Supervisor Scott Haggerty, D-1	Mar-07	Jan-16	<b>Jan-18</b>
8	Rev.	Orr	Carolyn M.	Oakland	City of Oakland, Councilmember At-Large Rebecca Kaplan	Oct-05	Jan-14	<b>Jan-16</b>
9	Rev.	Patterson	Margaret	Albany	City of Albany Councilmember Peter Maass	Feb-18		<b>Feb-20</b>
10	Ms.	Rivera-Hendrickson	Carmen	Pleasanton	City of Pleasanton Mayor Jerry Thorne	Sep-09	Jun-16	<b>Jun-18</b>
11	Ms.	Ross	Christine	Hayward	Alameda County Supervisor Richard Valle, D-2	Oct-17		<b>Oct-19</b>
12	Ms.	Rousey	Michelle	Oakland	BART President Rebecca Saltzman	May-10	Jan-16	<b>Jan-18</b>

	<b>Title</b>	<b>Last</b>	<b>First</b>	<b>City</b>	<b>Appointed By</b>	<b>Term Began</b>	<b>Re apptmt.</b>	<b>Term Expires</b>
13	Ms.	Saunders	Harriette	Alameda	City of Alameda Mayor Trish Spencer	Jun-08	Jun-16	<b>Jun-18</b>
14	Mr.	Scott	Will	Berkeley	Alameda County Supervisor Keith Carson, D-5	Mar-10	Jun-16	<b>Jun-18</b>
15	Ms.	Smith	Linda	Berkeley	City of Berkeley Councilmember Kriss Worthington	Apr-16		<b>Apr-18</b>
16	Ms.	Tamura	Cimberly	San Leandro	City of San Leandro Mayor Pauline Cutter	Dec-15		<b>Dec-17</b>
17	Ms.	Waltz	Esther Ann	Livermore	LAVTA Executive Director Michael Tree	Feb-11	Jun-16	<b>Jun-18</b>
18	Mr.	Zukas	Hale	Berkeley	A. C. Transit Board President Elsa Ortiz	Aug-02	Feb-16	<b>Feb-18</b>
20		<b>Vacancy</b>			<b>City of Hayward Mayor Barbara Halliday</b>			
21		<b>Vacancy</b>			<b>City of Newark Councilmember Luis Freitas</b>			
22		<b>Vacancy</b>			<b>City of Piedmont Vice Mayor Teddy King</b>			
23		<b>Vacancy</b>			<b>City of Union City Mayor Carol Dutra-Vernaci</b>			



## FY 2017-18 Paratransit Outreach Calendar

4.5

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### Upcoming Events

Date	Event Name	Location	Time
4/25/18	Senior Wellness Fair	South Berkeley Senior Center, 2939 Ellis Street, Berkeley, CA 94703	10:00 a.m. – 2:00 p.m.
4/26/18	Senior Resource Fair	Albany Senior Center, 846 Masonic Avenue, Albany, CA 94706	10:00 a.m. – 1:00 p.m.
April TBD	Senior Resource Fair	San Leandro Senior Community Center, 13909 East 14th Street, San Leandro, CA 94578	10:00 a.m. – 1:00 p.m.
May TBD	Older Americans Month Celebration	Oakland City Hall and Frank Ogawa Plaza, 1 Frank H. Ogawa Plaza, Oakland, CA 94612	10:00 a.m. – 2:00 p.m.
5/3/18	Senior Health and Wellness Resource Fair**	Kenneth C. Aitken Senior and Community Center, 17800 Redwood Road, Castro Valley, CA 94546	9:00 a.m. – 1:00 p.m.
5/12/18	Age Friendly Health Expo**	Fremont Multi-Service Senior Center and Central Park, 40086 Paseo Padre Parkway, Fremont, CA 94538	9:00 a.m. – 1:00 p.m.
5/25/18	USOAC Annual Convention**	St. Columba Church, 6401 San Pablo Avenue, Oakland, CA 94608	10:00 a.m. – 3:00 p.m.
May TBD	Open House and Resource Fair	Mastick Senior Center, 1155 Santa Clara Avenue, Alameda, CA 94501	3:00 p.m. – 6:00 p.m.

## Previous Events

Date	Event Name	Location	Time
9/21/17	Healthy Living Festival**	Oakland Zoo, 9777 Golf Links Road, Oakland, CA 94605	8:00 a.m. – 2:00 p.m.
10/3/17	Senior Health Faire	Silliman Activity Center, 6800 Mowry Avenue, Newark, CA 94560	9:00 a.m. – 12:00 p.m.
10/7/17	Senior Info Fair	Dublin Senior Center, 7600 Amador Valley Boulevard, Dublin, CA 94568	10:00 a.m. – 2:00 p.m.
3/16/18	Transit Fair**	Pleasanton Senior Center, 5353 Sunol Boulevard, Pleasanton, CA 94566	10:00 a.m. – 1:00 p.m.
3/24/18	Transition Information Faire**	College of Alameda, 555 Ralph Appezzato Memorial Parkway, Alameda, CA 94501	9:30 a.m. – 3:00 p.m.

\*\*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.



# Memorandum

5.1

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**DATE:** March 19, 2018

**TO:** Paratransit Advisory and Planning Committee

**FROM:** Cathleen Sullivan, Principal Planner  
Krystle Pasco, Assistant Program Analyst

**SUBJECT:** FY 2018-19 Paratransit Program Plan Review

## Recommendation

PAPCO members will be asked to volunteer for appointments to the Program Plan Review subcommittees.

## Summary

At the PAPCO meeting on March 26, 2018, members will be asked to volunteer for appointments to the Program Plan Review subcommittees. The subcommittees are scheduled to take place on Monday and Tuesday, April 23-24, 2018.

## Background

Program Plan Review is a primary PAPCO responsibility that is assigned by the Commission. Article 2.3.1 of the Bylaws describe PAPCO's program plan responsibilities as the following: *"Review performance data of mandated and non-mandated services, including cost-effectiveness and adequacy of service levels, with the objective of creating a more cost-efficient, productive and effective service network through better communication and collaboration of service providers. In this capacity, the Committee may identify and recommend to the Alameda CTC*

*alternative approaches that will improve special transportation service in Alameda County."*

This year, PAPCO will be responsible for reviewing Measure B and BB Direct Local Distribution (DLD) funded paratransit programs totaling over \$24.4 million dollars. The Program Plan Review process will also incorporate a review of unspent fund balances and notable trends in revenues and expenditures. Program Plan Review consists of five subcommittees held over two days, and members can be appointed to one or more of these subcommittees. The subcommittees are primarily planning area focused and includes a separate subcommittee for East Bay Paratransit.

### **Subcommittee Selection Process**

All subcommittees have a minimum membership of 3 members and a maximum of quorum (currently 10). The Chair will ask for volunteers and work with staff to appoint members, who will later be notified of their appointments via email, mail, or telephone. Any members not appointed may still attend the subcommittee meetings as audience members and participate in the discussion, but cannot vote or receive a per diem. Members are asked to complete the FY 2018-19 Program Plan Review Subcommittee Volunteer Form (Attachment A) to help the Chair and staff make appropriate appointments. The FY 2018-19 Program Plan Review schedule is also attached for reference (Attachment B).

### **Responsibilities**

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



## ***Per Diem***

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

**Fiscal Impact:** Upon approval by PAPCO in May, the programming of Measure B and BB paratransit DLD funds will be presented to the Commission in June 2018. The funds will also be included in the agency's FY 2018-19 budget.

## **Attachments**

- A. FY 2018-19 Program Plan Review Subcommittee Volunteer Form
- B. FY 2018-19 Program Plan Review Schedule

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## FY 2018-19 Program Plan Review Subcommittee Volunteer Form

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

**I would like to be appointed to at least one of the Program Plan Subcommittees on Monday, April 23<sup>rd</sup> and/or Tuesday, April 24<sup>th</sup>.**

☐ Yes      ☐ No

**Availability** (select one):

- ☐ I am available both days, all day.  
☐ I am available Monday, April 23<sup>rd</sup>, all day.  
☐ I am available Tuesday, April 24<sup>th</sup>, all day.  
☐ I am only available during the following days/times:

**Monday, April 23<sup>rd</sup>**

- ☐ 1:00 – 1:50 p.m.      East Bay Paratransit Subcommittee
- ☐ 1:50 – 2:25 p.m.      South County Subcommittee
- Cities of Fremont, Newark, and Union City
- ☐ 2:40 – 3:15 p.m.      East County Subcommittee
- LAVTA and City of Pleasanton

**Tuesday, April 24<sup>th</sup>**

- ☐ 1:00 – 1:40 p.m.      Central County Subcommittee
- Cities of Hayward and San Leandro
- ☐ 1:55 – 3:05 p.m.      North County Subcommittee
- Cities of Alameda, Albany, Berkeley, Emeryville, and Oakland

**Materials:**

- ☐ I would like my materials in a booklet.  
☐ I would like my materials electronically.

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# Paratransit Program Plan Review Subcommittee Meeting Schedule Monday, April 23, 2018 & Tuesday, April 24, 2018

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## Monday, April 23<sup>rd</sup>

1:00 – 1:05 p.m.	Welcome and Introductions
1:05 – 1:10 p.m.	Program Plan Review Overview
1:10 – 1:15 p.m.	Public Comment – East Bay Paratransit Subcommittee
1:15 – 1:20 p.m.	Staff Summary
1:20 – 1:35 p.m.	East Bay Paratransit
1:35 – 1:50 p.m.	Q&A
1:50 – 1:55 p.m.	Public Comment – South County Subcommittee
1:55 – 2:00 p.m.	Staff Summary
2:00 – 2:05 p.m.	City of Fremont
2:05 – 2:10 p.m.	City of Newark
2:10 – 2:15 p.m.	City of Union City
2:15 – 2:25 p.m.	Q&A
2:25 – 2:40 p.m.	Break
2:40 – 2:45 p.m.	Public Comment – East County Subcommittee
2:45 – 2:50 p.m.	Staff Summary
2:50 – 2:55 p.m.	LAVTA
2:55 – 3:00 p.m.	City of Pleasanton
3:00 – 3:10 p.m.	Q&A
3:10 – 3:15 p.m.	Wrap Up
3:15 p.m.	Adjournment

## Tuesday, April 24<sup>th</sup>

1:00 – 1:05 p.m.	Welcome and Introductions
1:05 – 1:10 p.m.	Program Plan Review Overview
1:10 – 1:15 p.m.	Public Comment – Central County Subcommittee

1:15 – 1:20 p.m.	Staff Summary
1:20 – 1:25 p.m.	City of Hayward
1:25 – 1:30 p.m.	City of San Leandro
1:30 – 1:40 p.m.	Q&A
1:40 – 1:55 p.m.	Break
1:55 – 2:00 p.m.	Public Comment – North County Subcommittee
2:00 – 2:10 p.m.	Staff Summary
2:10 – 2:15 p.m.	City of Alameda
2:15 – 2:20 p.m.	City of Albany
2:20 – 2:25 p.m.	City of Berkeley
2:25 – 2:30 p.m.	City of Emeryville
2:30 – 2:35 p.m.	City of Oakland
2:35 – 3:00 p.m.	Q&A
3:00 – 3:05 p.m.	Wrap Up
3:05 p.m.	Adjournment



# Memorandum

5.2

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**DATE:** March 19, 2018

**TO:** Paratransit Advisory and Planning Committee

**FROM:** Cathleen Sullivan, Principal Planner  
Krystle Pasco, Assistant Program Analyst

**SUBJECT:** 2018 Comprehensive Investment Plan Paratransit  
Program Progress Reports for FY 2017-18

## Recommendation

PAPCO members will receive a 2018 Comprehensive Investment Plan (2018 CIP) Paratransit Program progress report for FY 2017-18. This item is for information purposes only.

## Summary

In March 2018, PAPCO members will receive a progress report on the first six months of FY 2017-18 funding for the 2018 CIP Paratransit projects. The Commission approved funding for the 2018 CIP in April 2017. The approved funding allocation is summarized in Attachment A. PAPCO members are requested to review the progress report and provide feedback where necessary.

## Background

The 2000 Measure B Transportation Expenditure Plan (2000 TEP) allocates 10.45 percent (10.45%) of net revenues to the Paratransit program. The 2014 Measure BB Transportation Expenditure Plan (2014 TEP) allocates 10 percent (10%) of net revenues. These revenues fund operations for Americans with Disabilities Act (ADA)-mandated services

and City-based paratransit programs through Direct Local Distributions (DLD). Measures B and BB also fund a discretionary grant program. PAPCO provides recommendations to the Commission for items related to Paratransit funding, including the discretionary grant program.

In 2016, the Alameda CTC issued a Call for Projects for discretionary funding through the CIP. Nine applicants submitted Paratransit applications, requesting a total of \$2,308,302. Applications were evaluated on the following criteria:

- Planned effectiveness at meeting defined priorities
- Implementation readiness and organizations' experience
- Cost effectiveness and sustainability

Applications were evaluated by staff and PAPCO. PAPCO recommended approval of all nine grants, including one with partial funding in March 2017. The 2018 CIP Paratransit Program recommendation was approved by the Commission in April 2017. It included a total of \$2,228,302 of Measure B and BB funds for nine Paratransit projects for a two-year funding period, July 1, 2017 – June 30, 2019, and is summarized in Attachment A.

**Fiscal Impact:** There is no fiscal impact associated with the requested action.

## **Attachment**

### A. 2018 CIP Paratransit Program Approved Funding Allocations



## Summary of 2018 CIP Paratransit Program Approved Funding Allocations

Project Type	Project Sponsor	Project Name	Description	Planning Area	Funding Request	Funding Recommendation
Mobility Management & Travel Training	Center for Independent Living, Inc. (CIL)	Community Connections: A Mobility Management Partnership (CoCo)	CoCo is a partnership of agencies that (a) provides seniors and people with disabilities with peer-based travel training that helps them master the use of fixed route transit throughout Alameda County (including mastery of mobility devices) and (b) operates as a countywide mobility management hub.	CW	\$500,000	\$500,000
Mobility Management & Travel Training	City of Fremont	Tri-City Mobility Management and Travel Training Program	This program provides individualized transportation planning assistance to help seniors and people with disabilities understand and access an array of transportation services. This program also provides transit orientation and group and individual travel training to help seniors and people with disabilities learn how to use public transit.	S	\$297,460	\$297,460
Mobility Management	Eden I&R	Mobility Management Through 211 Alameda County	Coordinated mobility management will continue to be provided by 211, including detailed and targeted transportation recommendations for seniors and those living with disabilities, as well as via the online transportation resource finder. Targeted outreach will raise awareness of the program.	CW	\$295,761	\$295,761
Volunteer Driver Program	LIFE ElderCare	VIP Rides	LIFE ElderCare's VIP Rides Program provides free rides to and from medical appointments, shopping and other errands and offers necessary destination assistance (i.e. pushing a wheelchair, assisting with shopping, carrying packages, etc.) for disabled and older adults.	C, S	\$275,081	\$275,081
Volunteer Driver Program	Drivers for Survivors, Inc. (DFS)	Drivers for Survivors Volunteer Driver Program	Drivers for Survivors provides a volunteer driver program that addresses a door-through-door service gap that cannot be filled by ADA or city-based paratransit services. DFS serves ambulatory clients diagnosed, or have suspicious findings, with cancer. Proposed project will serve South and Central Alameda County.	C, S	\$220,000	\$220,000

Project Type	Project Sponsor	Project Name	Description	Planning Area	Funding Request	Funding Recommendation
Volunteer Driver Program	Senior Support Program of the Tri-Valley (SSPTV)	Volunteer Assisted Senior Transportation Program (VAST)	VAST supplements existing public and paratransit programs by providing free, door-through-door service for seniors to their medical appointments. Volunteer drivers and staff transport at-risk seniors, enabling them to travel safely in and out of the county to critical medical care.	E	\$212,000	\$212,000
Group Trips	Bay Area Outreach and Recreation Program (BORP)	Accessible Group Trip Transportation for Youth and Adults with Disabilities	BORP provides accessible group trip transportation for children, youth and adults with disabilities participating in sports and recreation activities. This program fills an important gap in Alameda County as there are no other wheelchair-accessible group trip options for people with disabilities.	CW	\$318,000	\$318,000
Taxi Subsidy Program	Livermore Amador Valley Transit Authority (LAVTA)	Para-Taxi Program	LAVTA's Para-Taxi Program reimburses participants for eighty-five percent (85%) of the total taxi fare, up to a maximum of twenty (\$20) dollars reimbursement per ride, up to \$200 reimbursed per month. The program is designed to complement the existing ADA Paratransit service.	E	\$40,000	\$40,000
Door-to-Door Service	City of Emeryville	8-To-Go: A City Based Door to Door Paratransit Service	A Demand Response Shuttle Service for seniors and people with disabilities living in the 94608 area of Oakland/Emeryville with service to Berkeley and nearby important destinations beyond 94608 area.	N	\$150,000	\$70,000
					<b>\$2,308,302</b>	<b>\$2,228,302</b>



# Memorandum

5.3

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**DATE:** March 19, 2018

**TO:** Paratransit Advisory and Planning Committee

**FROM:** Cathleen Sullivan, Principal Planner  
Krystle Pasco, Assistant Program Analyst

**SUBJECT:** 2020 Comprehensive Investment Plan Paratransit Program Guidelines

## Recommendation

PAPCO members will review the 2020 Comprehensive Investment Plan paratransit program guidelines. Members are asked to provide input on the guidelines for the next programming cycle.

## Background

The Alameda CTC has synthesized all discretionary funding requests into one coordinated multidisciplinary call for projects that will be included in the agency's Comprehensive Investment Plan (CIP). The purpose of the CIP is to facilitate strategic programming and allocation of all fund sources under Alameda CTC's programming responsibilities. This includes funding from federal, state, regional, and local fund sources such as the Surface Transportation Program (STP) / Congestion Mitigation Air Quality Program (CMAQ), Transportation Fund for Clean Air Program (TFCA), local sales tax measures and vehicle registration fee programs. This coordinated programming effort allows staff to consider all funding allocations in a coordinated and comprehensive way to ensure maximum benefit to the users of the county's transportation system.

The CIP is updated every two years and covers a five-year programming window. The Alameda CTC will open a call for project nominations for its 2020 CIP in fall 2018. To align with the overall CIP, for the 2020 CIP Paratransit Program, Alameda CTC will also request applications for a five-year programming window, FY 2019-20 - FY 2023-24.

### Paratransit Discretionary Grant Program Overview

The Paratransit Discretionary Grant Program funds projects and programs through a competitive process to meet needs that are not being adequately met through ADA-mandated Paratransit or City-based programs.

These grants aim to improve availability, affordability, access to, and coordination of transit and paratransit services for seniors and people with disabilities by directing funding towards projects that will:

- Improve mobility by reducing the differences in the types of services available to seniors and people with disabilities that might occur based on the geographic residence of any individual needing services.
- Address critical gaps in the transportation system for seniors and people with disabilities that are not adequately met by existing ADA-mandated and City-based programs.
- Encourage seniors and people with disabilities who are able to use fixed-route public transit to do so.
- Improve the quality and affordability of transit and paratransit services for those who are dependent on them.
- Improve the efficiency and effectiveness of ADA-mandated and local, City-based services.

### Paratransit Discretionary Grant Program Focus

The discretionary funding program is designed to complement DLD funding which is dedicated to more traditional trip-provision services

(e.g. taxi subsidies, door-to-door services, etc.). Per PAPCO guidance, discretionary grant funding will be focused on mobility management types of activities that improve consumers' ability to access services and/or improve coordination between programs. Mobility management activities enhance people's travel options and access to services, promote awareness and education, effectively communicate/disseminate information to the public, improve coordination and partnerships to reduce duplication and fill gaps in service, and meet needs cost effectively and efficiently. Examples of mobility management programs include:

- Travel training
- Trip planning assistance to improve access
- One-Call One-Click type programs
- Volunteer driver programs
- Transportation programs that fill unique and/or critical needs and gaps that are not filled through traditional trip-provision models
- Coordination of service provision at the planning area level or countywide (separate from the cost of traditional trip provision, e.g. the administration costs for a planning area-wide program)

Capital improvements and equipment purchases are also eligible if directly related to the implementation of mobility management and meet other criteria, e.g. transit stop improvements that support improving access to public transit for seniors and/or people with disabilities.

#### *Paratransit Discretionary Grant Program Priorities*

Priority (in no particular order) will be given to projects as follows:

1. Identified in a Countywide Plan or Assessment: Identified as a countywide priority in the Alameda Countywide Transit Plan, Assessment of Mobility Needs of People with Disabilities and

Seniors in Alameda County (Alameda County Needs Assessment), or other relevant countywide plan or needs assessment.

2. Identified in Regional Plans or Assessments: Identified as regional and/or county priority in a relevant regional plan or needs assessment such as the Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan)
3. Multi-jurisdictional Projects: Identified projects that provide service across jurisdictional boundaries.
4. Provides critical, same day accessible transportation services throughout Alameda County
5. Other priorities as recommended by PAPCO: PAPCO may periodically recommend other program funding priorities.

#### Paratransit Discretionary Grant Program Evaluation Framework

PAPCO has historically supported projects and programs that:

- Demonstrate effectiveness at meeting mobility management goals
- Project sufficient demand for the program/service/project
- Are ready for implementation
- Provide service across jurisdictional boundaries
- Demonstrate coordination and collaboration
- Are effective, according to adopted performance measures and past performance (where applicable) or projected performance supported by substantive evidence of potential for success
- Are cost effective
- Leverage funds (including DLD reserves)
- Have been identified as a priority in relevant countywide or regional plans or needs assessments such as the Alameda Countywide Transit Plan, the Alameda County Needs Assessment, or the Coordinated Plan

- Support equitable distribution of resources throughout the County

During the March 26, 2018 PAPCO meeting, Committee members will be asked to provide input into the guidelines and priorities for this programming effort. The full guidelines and priorities can be viewed in Attachment 4.3A.

**Fiscal Impact:** There is no fiscal impact associated with the requested action.

### **Attachments**

- A. 2020 CIP Programming/Allocation Guidelines for the Paratransit Discretionary Grant Program

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**DRAFT Programming/Allocation Guidelines for  
2000 Measure B and 2014 Measure BB  
Paratransit Discretionary Grant Program**

**PROGRAM SUMMARY**

The Paratransit Discretionary Grant Program includes the discretionary funding from the 2000 Measure B and the 2014 Measure BB paratransit programs as a unified grant program. The 2000 Measure B and 2014 Measure BB funds shall be expended in accordance with the requirements of the guiding expenditure plans.

**FUND SOURCES**

**2000 Measure B**

Measure B, approved by Alameda County voters in 2000, is a half-cent sales tax that supports multiple projects and programs to improve the County's transportation system. Collections began on April 1, 2002 and will continue through March 30, 2022. The 2000 Measure B Transportation Expenditure Plan (2000 TEP) outlines projects and programs ("projects") that will be funded with the sales tax revenues. A total of 10.45 percent (10.45%) of net MB revenue is directed towards projects intended for seniors and people with disabilities (Paratransit). The 10.45 percent (10.45%) is further split, as follows:

- 9.02 percent (9.02%) of net revenues are Direct Local Distributions (DLDs) to Alameda County cities, County and Transit Operators as follows:
  - 5.63 percent (5.63%) are DLDs directed towards the East Bay Paratransit Consortium (AC Transit and BART) for Americans with Disabilities Act (ADA) mandated paratransit services; and
  - 3.39 percent (3.39 %) are DLDs directed towards Alameda County cities and County for paratransit

services based on a funding formula with population and other factors. The formula is recommended by the Alameda CTC's Paratransit Advisory and Planning Committee (PAPCO) and approved by the Commission.

- 1.43 percent (1.43%) of net revenues are distributed on a discretionary basis, based on a funding recommendation by PAPCO and approved by the Commission. Funds in this category includes use for countywide paratransit programs administered by the Alameda CTC.

### **2014 Measure BB**

Measure BB, approved by Alameda County voters in 2014, authorizes the collection of a half-cent transportation sales tax and augments the existing 2000 Measure B sales tax program. Collection of the sales tax began on April 1, 2015 and will continue through March 30, 2045. The 2014 Transportation Expenditure Plan (2014 TEP) outlines projects that will be funded with the sales tax revenues. Ten percent (10%) of net revenue collected is dedicated to paratransit projects targeted towards seniors and people with disabilities (Paratransit), as follows:

- Six percent (6%) of net revenue is directed towards the East Bay Paratransit Consortium (AC Transit and BART) for ADA-mandated services.
- Three percent (3%) of net revenue are DLDs directed towards Alameda County cities and County for paratransit services, as follows:
  - A funding formula based on the percentage of the population over age 70 in each of four planning areas; and
  - Funds can be further allocated within each planning area to the individual cities based on a formula recommended by PAPCO and approved by the Commission.

- One percent (1%) of net Measure BB revenues are administered by the Alameda CTC and directed towards coordinating services across jurisdictional lines or filling gaps in the system to meet the mobility needs of seniors and people with disabilities. Funds in this category includes use for countywide paratransit programs administered by the Alameda CTC.

## **PROGRAM GOALS**

Discretionary grant funding will be focused on mobility management types of activities that improve consumers' ability to access services, improve coordination between programs, and/or address gaps in the transportation system. The Program is designed to complement DLD funding which is dedicated to more traditional trip-provision services (e.g. taxi subsidies, door-to-door services, etc.). Mobility management activities aim to:

- Enhance people's travel options and access to services
- Promote awareness and education
- Effectively communicate/disseminate information to the public
- Improve coordination and partnerships
- Address critical gaps in the transportation system for seniors and people with disabilities
- Encourage seniors and people with disabilities who are able to use fixed-route public transit to do so
- Meet needs cost effectively and efficiently

Capital improvements and equipment purchases are also eligible if directly related to the implementation of mobility management and meet other criteria, e.g. transit stop improvements that support improving access to public transit for seniors and/or people with disabilities.

## **PROGRAMMING AND ALLOCATION PRIORITIES**

Priority (in no particular order) is given to projects as follows:

1. Identified in a Countywide or Regional Plan or Assessment:  
Identified as a countywide and/or regional priority in a relevant plan or needs assessment such as the Alameda Countywide Transit Plan, Assessment of Mobility Needs of People with Disabilities and Seniors in Alameda County (Alameda County Needs Assessment), MTC Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan) or other relevant countywide or regional plan or needs assessment.
2. Multi-jurisdictional Projects: Identified projects that provide service across jurisdictional boundaries.
3. Projects that provide critical, same-day accessible transportation service throughout Alameda County
4. Other priorities as recommended by PAPCO: PAPCO may periodically recommend other Program funding priorities.

## **ELIGIBLE APPLICANTS**

Eligible applicants (direct recipients) of funds programmed through the 2020 CIP are limited to the following:

1. Cities of Alameda, Albany, Berkeley, Dublin, Emeryville, Fremont, Hayward, Livermore, Newark, Oakland, Piedmont, Pleasanton, San Leandro, Union City
2. County of Alameda
3. Transit agencies Altamont Corridor Express (ACE), Alameda-Contra Costa Transit District (AC Transit), San Francisco Bay Area Rapid Transit District (BART), Livermore Valley Transportation Authority (LAVTA), Union City Transit, and San Francisco Water Emergency Transportation Authority (WETA)
4. East Bay Regional Parks District (EBRPD)
5. Alameda County Transportation Commission (Alameda CTC)

6. Non-profit organizations (if the non-profit provides letter(s) of support from local agency and/or transit provider to confirm service coordination and project support)

Entities that are not identified above as eligible direct recipients may be eligible to receive CIP funds as sub-recipients by partnering with an eligible direct recipient that is willing to pass through the funds to a sub-recipient. Exceptions allowing other entities to directly receive funds may be granted by Alameda CTC on a case-by-case basis.

## **ELIGIBLE PROJECTS**

- **Mobility Management Type Programs**
  - Travel training
  - Trip planning assistance to improve access
  - One-Call/One-Click type programs
  - Volunteer driver programs
  - Coordination of service provision at the planning area level or countywide (separate from the cost of traditional trip provision, e.g. the administration costs for a planning area-wide program)
  - Transportation programs that fill unique and/or critical needs and gaps that are not filled through traditional trip-provision models
- **Capital Projects/Procurement**
  - Capital improvements and equipment purchases are eligible if directly related to the implementation of a project within an eligible category, including but not limited to:
    - Transit stop improvements that support improving access to public transit for seniors and/or people with disabilities
    - Accessible vehicle and equipment purchase

- Capital projects to improve accessibility at shuttle stops.

This funding is not intended for ADA-mandated or City-based services that would traditionally be funded through DLD allocations. Sponsors are encouraged to submit programs that will benefit more than one city or otherwise illustrate advancement of coordination and mobility management goals.

Eligible projects must conform to the Commission-adopted *Implementation Guidelines for Paratransit Programs funded through Measure B and Measure BB*.

Refer to the *Implementation Guidelines for Paratransit Programs* for detailed eligibility requirements and service descriptions here:

[http://www.alamedactc.org/app\\_pages/view/19025](http://www.alamedactc.org/app_pages/view/19025).

## **INELIGIBLE PROJECTS**

- Projects that do not conform to the Commission-adopted *Implementation Guidelines for Paratransit Programs funded through Measure B and Measure BB*.
- Capital projects, programs, maintenance, or operations that do not directly improve paratransit services.
- Using Program funds to replace/supplant other secured funding.

## **EVALUATION FRAMEWORK**

PAPCO has historically supported projects and programs that:

- Demonstrate effectiveness at meeting mobility management goals
- Project sufficient demand for the program/service/project
- Are ready for implementation
- Provide service across jurisdictional boundaries
- Demonstrate coordination and collaboration with other service providers in their planning area

- Are effective, according to adopted performance measures and past performance (where applicable) or projected performance supported by substantive evidence of potential for success
- Are cost effective
- Leverage funds (including DLD reserves)
- Have been identified as a priority in relevant countywide or regional plans or needs assessments such as the Alameda Countywide Transit Plan, the Alameda County Needs Assessment, or the Coordinated Plan
- Support equitable distribution of resources throughout the County

## **PROGRAM REQUIREMENTS**

Applicants should review requirements in the full CIP guidelines.

### **Maximum Grant Size**

The maximum grant size is \$500,000; there is no minimum grant size.

### **Minimum Matching Requirements**

Minimum Matching requirements for applicants are as follows:

- Programs: 12% local match for DLD recipients, and 5% for non-DLD recipients.
- Plans and Studies: 50% local match
- Shuttle and transit operations: 50% local match
- “In-kind” costs are not eligible.
- Matching funds must be expended concurrently and proportionally to the Alameda CTC's administered funds allocated to the phase for the project.
- DLD recipients must demonstrate a commitment to using their DLD reserves and new Measure BB DLD funds.

- Matching funds contributed to a project beyond the minimum required level may increase the competitiveness of the application.

### **Letter(s) of Support**

All applicants must work in coordination with other service providers in their planning area. To demonstrate this support:

- Applicants must describe how they are coordinating with local jurisdictions, transit agencies, and non-profit organizations to fill service gaps and complement existing services.
- Non-profit organizations are required to provide a letter(s) of support from a local agency and/or transit provider to confirm service coordination and project support.
- All applicants are encouraged to provide letters from partners to demonstrate community support and coordination.

To establish partnerships, contact information for Measure B and Measure BB recipients of paratransit Direct Local Distribution (DLD) funds can be accessed at <http://accessalameda.org/category/cities/>.

### **Monitoring and Performance Measures**

- Progress reports will be required every six (6) months illustrating program/project progress and funds spent.
- Applicants must identify program/project goals, deliverables, and performance measures that will be reported on in these progress reports.

## **RESOURCES**

Resources for the 2020 CIP call for project nominations, including a link to the online application can be accessed from the Alameda CTC's website at:

[http://www.alamedactc.org/app\\_pages/view/19025](http://www.alamedactc.org/app_pages/view/19025).





# Memorandum

5.4

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

**DATE:** March 19, 2018

**TO:** Paratransit Advisory and Planning Committee

**FROM:** Cathleen Sullivan, Principal Planner  
Krystle Pasco, Assistant Program Analyst

**SUBJECT:** Update to Access Alameda

## Recommendation

Provide input on update to Access Alameda booklet and website.

## Summary

During FY 2017-18, Alameda CTC staff is working with the Paratransit Advisory and Planning Committee (PAPCO), the Paratransit Technical Advisory Committee (ParaTAC), and stakeholders to update the Access Alameda booklet and website. At the March 26, 2018 PAPCO meeting, members will have an opportunity to review a mock-up of an updated booklet and provide comments and corrections. Final feedback and edits should be provided by March 30<sup>th</sup>.

## Planned Changes

- Change Overview section into How to Use Guide
  - At opening instead of contents
  - More visual, incorporate maps and "quick guides"
  - Include travel training and volunteer driver programs
- Increase prominence of 2-1-1 in guide
- Add references to Measure BB
- Edits to program and contact information as needed

- Change titles where appropriate, e.g. change "Volunteer Driver Programs" to "Door-through-Door/Volunteer Driver Programs"
- Move relevant items from Mobility Management to other sections

**Fiscal Impact:** There is no fiscal impact associated with the requested action.



## Coordination: Community Models, Outcomes & Lessons Learned



The National Center for  
Mobility Management

2017

## Introduction

In the transportation services industry, coordination has more than one meaning and encompasses a variety of actions. Coordination can be as rudimentary as two or more people from the same agency or different agencies discussing options for funding, plans for how to provide service, or ideas on how to address a staffing concern. At its more advanced level, coordination may integrate all facets of administration, financing, and operations—including shared vehicles, adoption of common policies, service consolidation, joint maintenance and operations facilities, and joint financing. Transportation professionals so often speak of coordination and engagement as a transportation-only concern, forgetting that coordination is common across all industries. Transportation providers are not alone in their efforts to streamline operations, form public-private partnerships or save costs. The outcomes that come from coordination are outcomes desired by companies, local governments, and small business owners, and so, it makes sense that transportation systems can learn from the experiences and models of related industries.

In this brief, the National Center for Mobility Management takes a look at four coordination models—including one transit model—that offer lessons for public and private transportation managers. Outcomes from the models include:

- Creation of new foundation or state funding sources and initiative programs
- Tangible community buy-in during the planning process and project implementation
- Economic revitalization (including reversing or stemming brain drain and greying of communities)
- Leadership and project innovation
- Cost savings to provide services
- Better customer and citizen experience
- Creation of partnerships that last beyond the initial issue, project or pilot period

The case studies in this brief examine partnerships and initiative programs created during the Hurricane Irene disaster recovery period that continue to this day; consolidation of county transit services in Minnesota; planning and outreach in Maine to garner public support for mill town revitalization; and food program and local transportation coordination to help children access summer meals.

## Summary

The diverse set of case studies in this brief illustrate that *what* coordination is varies according to the desired outcomes of a community or agency, but *how* and *why* coordination occurs is similar across industries. Outcomes from Vermont, Maine, Minnesota, and the Summer Meals programs include:

- Creation of state funding sources, pilot projects, and initiative programs
- Community buy-in that leads to greater volunteerism
- Community support for both the planning process and the outcomes of the process
- Economic revitalization (including reversing or stemming brain drain and graying of communities)
- Leadership and mentoring for other communities (if this community did it and had success, maybe our community needs to try it)
- Cost savings to provide services
- Improved customer and citizen experience
- Creating partnerships that last beyond the initial disaster, project, or pilot

This list of outcomes would appeal to transportation professionals, economic development directors, or health, education, and human services professionals. Ultimately, coordination is about efficient use of funds and capital assets, and improving the experience for clients and customers. When looking for innovative coordination models, do not shy away from examples beyond the transportation sphere because there are lessons to be shared and learned from across industries.

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

**WHEELS Accessible Advisory Committee**

**DATE:** Wednesday, January 3, 2018

**PLACE:** Dublin Library- Program Room  
 200 Civic Plaza, Dublin, CA 94568

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

---

**DRAFT MINUTES**

**1. Call to Order**

The WAAC Chair Herb Hastings called the meeting to order at 3:35 pm.

**Members Present:**

Russ Riley	City of Livermore
Connie Mack	City of Dublin
Shawn Costello	City of Dublin
Carmen Rivera-Hendrickson	City of Pleasanton
Regina Linse	City of Pleasanton
Sue Tuite	City of Pleasanton – Alternate
Herb Hastings	County of Alameda
Melanie Henry	Social Services Member
Amy Mauldin	Social Services Member

**Staff Present:**

Christy Wegener	LAVTA
Kadri Kulm	LAVTA
Jonathan Steketee	MTM
Lindsay Bookhammer	MTM
Drennen Shelton	MTC
Rachel Prater	City of Pleasanton

**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. MTC draft Coordinated Public Transit-Human Services Transportation Plan presentation (D. Shelton)**

Drennen Shelton from MTC provided an overview of the draft Coordinated Public Transit-Human Services Transportation Plan.

The committee members provided the following comments on the draft plan:

- 1) Same day accessible service is generally lacking in the Tri-Valley and across the region. This also include options for wheelchair breakdown services.
- 2) Expansion of low-income youth fare is highly desired, especially a continuation of the pilot-Alameda County Student Transit Pass Program, funded for three years through Measure BB.
- 3) From a consumer's perspective, there is a lack of standardization of administration of ADA-services throughout the MTC region. Development a standard paratransit ID card that can be used throughout all systems in the Bay Area and beyond is highly desired.
- 4) Improvement of transfers and coordination between providers for regional trips.
- 5) Expansion of LAVTA's Go Dublin pilot, which utilizes Transportation Network Companies, to other areas in the Tri-Valley. TNCs offer a more cost-effective way to provide paratransit trips for able individuals. Encouraging TNCs to include wheelchair accessible vehicles is ideal for equitable service. The convenience of on-demand paratransit rides is highly desired.
- 6) Incorporation of Mobility Management Programs is a great strategy; it could be beneficial to mirror a Mobility Management Program or software already in place in another region.

Other comments made were in respect to the current wheelchair tie-down system on the newest Wheels buses, which one WAAC member doesn't like. The Committee discussed the comment with MTC and it was determined that it was too specific to be included in the Coordinated Plan. LAVTA Staff will be following up with the WAAC member to continue to understand concerns.

There was a motion that WAAC send a letter to MTC with their comments on the draft plan.

Approved.

Mack/Costello

**4. Minutes of the November 1, 2017 meetings of the Committee**



There was one edit requested of the minutes: to add '17' to FY17/18 to the quarterly operations report

Approved.

Mack/Tuite

Costello abstained

## **5. Chair's Message**

The Chair Herb Hastings asked for committee members' feedback on whether to draft a letter on behalf of the WAAC to the LAVTA board supporting the Go Dublin program and its potential expansion to Livermore and Dublin. The committee members thought a letter to the board is a good idea. Staff reminded the WAAC that there is an ongoing study to evaluate the effectiveness of the Go Dublin pilot and to see how it might be expanded. Staff suggested the WAAC provide a letter of support to the Board when the study recommendations are finalized.

Herb also asked for committee members' feedback on wheatear to actively recruit for Livermore WAAC membership as there are unfilled seats available. Staff said the agency received one application from a Livermore resident who attended the Livermore Mobility Management workshop. There will be open recruitment for the WAAC membership in Spring 2018.

## **8. FY 2018 First Quarter Operations Report**

Staff provided Dial-A-Ride operations report for the first quarter of FY18, which covered the months of July, August and September of 2017.

## **9. PAPCO Report**

This item was postponed until committee's next meeting in March.

## **8. Dial-A-Ride Issues – Suggestions for Changes**

Sue Tuite said that the reservationists keep asking the spelling of her name. Shawn Costello said he went out at 2pm on the WAAC meeting day to catch his DAR ride, waited until 2:25pm, and then left. He later found out he was recorded as no-show.

Carmen Rivera-Hendrickson reported that she has heard many customer complaints and a lot of them have to do with very late pickups. Also, some riders have called several times and are being told that the times they want are not available

## **9. Fixed Route Issues – Suggestions for Changes**

Carmen Rivera-Hendrickson said that there are wheelchair securement issues on 1600 buses. Staff responded that the incident reported at the November meeting was a driver training issue. Staff will follow up with Carmen.

## **10. Adjournment**

The meeting adjourned at 4:57pm. The next meeting is March 7<sup>th</sup>.

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

**Draft Minutes**  
January 25, 2018

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

**Members:**

- Janet Abelson
- Randall Glock
- Janice Armigo Brown
- Peter Crockwell
- Don Queen – (ABSENT)
- Hale Zukas
- Clarence Fischer
- Gerry Newell
- Herb Hastings – (ABSENT)
- Alan Smith
- Larry Bunn
- Roland Wong
- Esperanza Diaz-Alvarez
- Debby Leung – (ABSENT)
- Catherine Callahan
- Valerie Buell
- Chris Mullin

**BART Staff present:** Bob Franklin, Elena Van Loo

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

- Director Robert Raburn (BART Board of Directors)
- Carl Orman (BART Staff)
- Laura Timothy (BART Staff)
- Tim Chan (BART Staff)
- Naomi Armenta (Guest)
- Brandon Young (Guest)
- Mussie Gebre (Guest)
- Emily Wikins (Guest)
- Jacqueline Uranga (Guest)
- Wendy Yu (Guest)
- Jerry Grace (Guest)
- Audra Sysum (Antioch Alive - Guest)
- Nickole Bouslog (Antioch Alive - Guest)
- Jason Parks (Antioch Alive - Guest)
- Heidi Cash (CIL Berkeley - Guest)
- Lisa Washington (ASL Interpreter)

## **2. Public Comments**

Mussie Gebre shared his concerns regarding deaf/blind people getting help and/or support from station agents, and the difficulties they face.

## **3. Approval of October 26, 2017 and December 13, 2017 Meeting Minutes**

No opposition to Roland Wong's motion to approve the minutes of the October 26, 2017 meeting, with a second by Alan Smith.

Motion carries with one abstention from Larry Bunn, and noes from Peter Crockwell and Hale Zukas.

Hale Zukas stated that he voted against the minutes as he would prefer to see more details included within it.

No opposition to Alan Smith's motion to approve the minutes of the December 13, 2017 meeting, with a second by Janet Abelson.

Motion carries with abstentions from Larry Bunn and Brandon Young, and noes from Peter Crockwell and Hale Zukas.

## **4. BATF Holiday Reception - Debrief**

Esperanza Diaz-Alvarez introduced the item and started by thanking all who were involved in organizing the reception and ensuring its success. She then invited members to share any questions, comments or suggestions they had.

### Some of the comments shared:

- it was a well-attended event
- staff was very helpful with helping members get to the meeting room
- staff made sure some members were picked up by their Paratransit rides
- keep better track of guest list; make sure invites get sent to more staff
- performance or show for future receptions
- members appreciated the by-law review; hope it can be done yearly

No opposition to Alan Smith's motion to hold specially scheduled BATF meetings for November (Wednesday, November 14); and December (Wednesday, December 12) 2018, with a second by Esperanza Diaz-Alvarez.

Motion passes unanimously.

## **5. BART Homeless Effort Update**

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

## **6. Station Access Mitigation Plan – Elevator outages or when entrances are blocked**

After the presentation by Laura Timothy and Naomi Armenta, members were allowed to ask questions and/or share any concerns they had.

A discussion was held

## **7. BART Accessibility Improvements Program**

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

A discussion was held.

## **8. BART Elevator Lobby LED Lighting Improvement Updates**

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

## **9. Chairperson Announcements**

Randall Glock announced that a BART police representative will be coming to a future meeting to give an update on the General Disabilities Awareness booklet. He is working on getting some construction tours scheduled.

The BART Board retreat is scheduled for February 8<sup>th</sup> and 9<sup>th</sup>. Travel reimbursement has been approved for members who are interested in attending.

## **10. Staff Announcements**

Elena Van Loo gave a further update regarding the General Disabilities Awareness booklet. She relayed that Officer Hofstein stated that he is not personally aware of any issues or incidents in the field, and that officers tend to keep reference guides in their beat bag or locker for reference.

## **11. Member Announcements**

Alan Smith provided a few project updates.

According to the East Bay Times, the construction project at Richmond BART entrance is complete.

The opening of the Milpitas and Berryessa stations has been pushed back to later in the year instead of in June, as originally planned.

The San Jose twin bore tunnel issue is expected to be resolved by April.

## **12. Future Agenda Topics**

- Update on hearing loops on Warm Springs line

## **13. Adjournment**

The meeting adjourned to the next regularly scheduled meeting of **Thursday, February 22, 2018, at 2:00 p.m., at 1750 Broadway, Oakland, California.**

(The meeting adjourned at 4:21 p.m.)

**ATTACHMENT 1  
DRAFT MINUTES  
REGULAR MEETING OF THE AC TRANSIT  
ACCESSIBILITY ADVISORY COMMITTEE (AAC)  
FEBRUARY 13, 2018**

6.3C

The meeting was called to order at 1:08 p.m.

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

**AAC members present:**

Shirley Cressey	Pam Fadem
Jim Gonsalves (1:37)	Susan Gonzalez
Don Queen	James Robson, Chair
Will Scott	Tanya Washington (1:33)
Barbara Williams	Hale Zukas

**AAC members absent:**

Janet Abelson (excused)	Chonita Chew (excused)
Mary Clutts (excused)	Saleem Shākir Gilmore (excused)

**Staff:** Tammy Kylo, Administrative Coordinator  
Kim Ridgeway, Accessible Services Specialist  
Mallory Nestor-Brush, Accessible Services Manager  
John Urgo, Transportation Planner  
Linda Morris, Senior Transportation Planner  
Carissa Lee, Assistant Planner

**Guests:** H. E. Christian Peeples, Board President  
Chris Mullin  
Arnold Brillinger, Chair, Service Review Advisory Committee (SRAC)

**2. Order of Agenda**

The order of agenda was approved.

**3. Approval of Minutes**

MOTION: Fadem/Williams approved the December 12, 2017 AAC meeting minutes. The motion carried by the following vote:

AYES – 8: Cressey, Fadem, Gonzalez, Queen, Robson, Washington, Williams, Zukas

ABSTENTIONS – 2: Gonsalves, Scott

ABSENT – 4: Abelson, Chew, Clutts, Gilmore

#### **4. Update on Flex Service**

John Urgo, Transportation Planner, gave an overview of the Flex program which began as a pilot in July, 2016 with one route in Castro Valley and two routes in Newark. On December 13, 2017, the AC Transit Board of Directors approved the continuation of Flex service in Newark and Castro Valley beyond the pilot phase. Flex service allows customers to book fully accessible trips on-demand using any internet-enabled mobile or desktop device, or with the District's customer service call center, or in person at scheduled departure times at Union City and Castro Valley BART stations.

The service has proven to be a viable option for low-density, low-demand areas of the District, and a suitable mitigation for the elimination of Line 275, which at the time of suspension was the lowest performing route in the District (passenger/hour). The pilot served over 25,000 trips in its first year of operation - approximately 100 trips per day - and attracted over 700 individual users, over two-thirds of whom were return customers taking multiple trips.

The innovative Flex service pilot has generated significant attention and interest from the riding public, media, elected officials, and peer agencies, and its continuation will allow staff to finalize and implement a service plan leading to higher frequencies on major corridors in Fremont and Newark while improving coverage at all bus stops currently served by hourly or half-hourly routes in the South County service area.

Staff will release an RFP toward the end of 2018, which will be in place by March 2019, to have a provider run the service. The service will also expand to include more weekend and evening hours, and more bus stops.

#### **5. Update on Transbay Joint Powers Authority (TJPA)**

Linda Morris, Senior Transportation Planner, gave an update on the Transbay Joint Powers Authority:

- Construction of the Transbay Terminal has been delayed but is expected to open June 2018.
- Testing of the Bus Desk will take place next week, which will include ensuring all of the bus bays are accessible.
- The rooftop park is partially complete. However, there is further delay on the rooftop park and TJPA has pushed its completion date into May.
- Once the new Transbay Terminal is operational, the Temporary terminal will be turned over to developers.

#### **6. Establish Sub Committee for Priority Seating/Messaging**

Mallory Nestor-Brush, Accessible Services Manager asked for volunteers for a Subcommittee which will review priority seating and messaging. The Subcommittee volunteers are Pam Fadem, Will Scott, Hale Zukas, and Jim Gonsalves. Tammy will email



the subcommittee photos of priority seating signage used by other Bay Area agencies. The Subcommittee will chose a day to meet, likely an hour before a subsequent AAC meeting.

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

Jim Robson reported on the following:

- He has been donating low value BART tickets to a literacy program in Hayward. He encouraged anyone who has low value tickets, rather than throw them away, to bring them to an AAC meeting so that he can collect them and donate them.
- BART's priority seating has changed and you will now see yellow seats in those areas of the trains.

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

H. E. Christian Peeples, AC Transit Board of Directors, reported on the following items:

- The California Air Resources Board (CARB) is focusing on a proposal to require all buses to be zero emission by 2040.
- APTA, CTA, AC Transit and several other agencies are going back to Washington D.C., in late March to participate in the APTA legislative conference. One of the points of interest will be the President's Infrastructure proposal.

The Committee suggested drafting a letter from the AAC stating the concern of and support for the sustainability, expansion and continued transportation funding, including service to seniors and people with disabilities.

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

The Committee reviewed the report for the period of December 31 – February, 2018. Of the 4 lift/ramp road calls; 1 was chargeable.

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

The January 2<sup>nd</sup> SRAC meeting was cancelled due to lack of quorum. The next SRAC meeting will be held March 6, 2018 at 12:30 pm at East Bay Paratransit, 1750 Broadway, Oakland.

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

None.

### **12. Public Comments**

None.

### **13. Member Communications and Announcements**

None.

**14. Staff Communications and Announcements**

Mallory thanked Janet Abelson, Barbara Williams and Mary Clutts for volunteering to review and select BRT Wayfinding sidewalk samples.

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

The next AAC Meeting will be held Tuesday, March 13, 2018 at the East Bay Paratransit Office, 1750 Broadway, Oakland, in the Community Room. Agenda items will include an Update on March Sign-ups, and the RM3 Expenditure Plan.

**16. Adjournment**

The meeting adjourned at 2:24 p.m.