

Attention!!!

Please note that the September 24, 2012 PAPCO meeting will be from 1 to 3:30 p.m. at 1333 Broadway, Suite 300. Please plan your transportation accordingly. The agenda packet is enclosed.

If you have any additional questions, please contact Naomi at (510) 208-7469.

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Paratransit Advisory and Planning Committee Meeting Agenda

Monday, September 24, 2012, 1 to 3:30 p.m.

Meeting Outcomes:

- Make recommendation on AC Transit Grant extension
- Receive information and provide input on One Bay Area Grant program
- Receive Workshop outcomes report
- Develop and approve PAPCO work plan for FY 12-13

1:00 – 1:12 p.m. **1. Welcome and Introductions**

Sylvia Stadmire

1:12 – 1:15 p.m. **2. Public Comment**

Public

1:15 – 1:20 p.m. **3. Approval of June 25, 2012 Minutes**

Sylvia Stadmire [03 PAPCO Meeting Minutes 062512.pdf](#) – Page 1

1:20 – 1:35 p.m. **4. Recommendation on Extension of AC Transit Grant**

Staff *PAPCO will receive information on AC Transit's New Freedom Grant and make a recommendation to the Board on extension of the match funding.*

[04 Request for Administrative Change.pdf](#) – Page 9

1:35 – 1:50 p.m. **5. Information and Input on One Bay Area Grant Program**

Matt Todd *PAPCO will receive information on the regional One Bay Area Grant program.*

1:50 – 2:05 p.m. **6. Workshop Outcomes Report**

Staff *PAPCO will receive information on how the Mobility Workshop was received and will provide feedback.*

[06 Alameda CTC Mobility Workshop 2012 Participant Survey Memo.pdf](#) – Page 15

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- 2:05 – 2:30 p.m. **7. Develop and Approve PAPCO work plan for FY 12-13** A
Staff and *PAPCO will consider the previous year's work plan and the*
PAPCO *Mobility Workshop Outcomes and discuss a work plan for*
FY 12-13.
07 PAPCO Workplan FY 11-12.pdf – Page 20
07A PAPCO Work Plan FY12-13.pdf – Page 25
- 2:30 – 2:50 p.m. **8. Member Reports on PAPCO Mission, Roles, and** I
PAPCO **Responsibilities Implementation**
08 PAPCO Calendar of Events.pdf – Page 29
08A PAPCO Appointments.pdf – Page 31
- 2:50 – 3:05 p.m. **9. Committee Reports** I
Rev. Carolyn A. East Bay Paratransit Service Review Advisory
Orr and Committee (SRAC)
Harriette B. Citizens Watchdog Committee (CWC)
Saunders
- 10. Mandated Program and Policy Reports** I
10 Hayward Monthly Report Jul12.pdf – Page 33
10A WAAC Minutes 050912.pdf – Page 35
10B SRAC Minutes 060512.pdf – Page 39
10C Transit Access Report 071012.pdf – Page 43
- 3:05 – 3:30 p.m. **11. Information Items** I
Staff A. Mobility Management
11A MAP-21 Fact Sheet.pdf – Page 45
B. Transportation Expenditure Plan Update
C. Outreach Update
D. Other Staff Updates
- 12. Draft Agenda Items for October 25, 2012 PAPCO** I
A. Summary Report of Gap Grants
B. Paratransit Coordination Team Evaluation
C. Quarterly report from LAVTA
D. Report from EBP
E. TAC report
F. Discuss Funding Formula
G. Quarterly Education and Training

3:30 p.m.

13. Adjournment

I

Key: A – Action Item; I – Information/Discussion Item; full packet available at www.alamedactc.org

Next Meeting:

Date: October 22, 2012

Time: 1 to 4 p.m.

Location: Alameda CTC Offices, 1333 Broadway, Suite 300, Oakland, CA 94612

Staff Liaisons:

John Hemiup, Senior Transportation
Engineer
(510) 208-7414
jhemiup@alamedactc.org

Naomi Armenta, Paratransit Coordinator
(510) 208-7469
narmenta@alamedactc.org

Location Information: Alameda CTC is located in Downtown Oakland at the intersection of 14th Street and Broadway. The office is just a few steps away from the City Center/12th Street BART station. Bicycle parking is available inside the building, and in electronic lockers at 14th and Broadway near Frank Ogawa Plaza (requires purchase of key card from bikelink.org). There is garage parking for autos and bicycles in the City Center Garage (enter on 14th Street between Broadway and Clay). Visit the Alameda CTC website for more information on how to get to the Alameda CTC: <http://www.alamedactc.com/directions.html>.

Public Comment: Members of the public may address the committee regarding any item, including an item not on the agenda. All items on the agenda are subject to action and/or change by the committee. The chair may change the order of items.

Accommodations/Accessibility: Meetings are wheelchair accessible. Please do not wear scented products so that individuals with environmental sensitivities may attend. Call (510) 893-3347 (voice) or (510) 834-6754 (TTD) five days in advance to request a sign-language interpreter.

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Paratransit Advisory and Planning Committee Meeting Minutes Monday, June 25, 2012, at 1:00 p.m., 1333 Broadway, Suite 300, Oakland

Attendance Key (A = Absent, P = Present)

Members:

<u>P</u> Sylvia Stadmire, Chair	<u>P</u> Joyce Jacobson <u>P</u> Sandra Johnson-Simon	<u>P</u> Vanessa Proee <u>A</u> Carmen Rivera-Hendrickson
<u>P</u> Will Scott, Vice-Chair	<u>P</u> Gaye Lenahan	<u>P</u> Michelle Rousey
<u>P</u> Aydan Aysoy	<u>P</u> Jane Lewis	<u>P</u> Harriette Saunders
<u>P</u> Larry Bunn	<u>A</u> Jonah Markowitz	
<u>A</u> Herb Clayton	<u>P</u> Betty Mulholland	<u>P</u> Esther Waltz
<u>P</u> Shawn Costello	<u>P</u> Rev. Carolyn Orr	<u>A</u> Hale Zukas
<u>P</u> Herb Hastings	<u>A</u> Sharon Powers	

Staff:

<u>A</u> Matt Todd, Manager of Programming	<u>P</u> Krystle Pasco, Paratransit Coordination Team
<u>A</u> Cathleen Sullivan, Nelson/Nygaard	<u>P</u> Vida LePol, Acumen Building Enterprise, Inc.
<u>P</u> Naomi Armenta, Paratransit Coordinator	

1. Welcome and Introductions

Sylvia Stadmire called the meeting to order at 1 p.m. The meeting began with introductions and a review of the meeting outcomes.

Guests Present: Andrew Balmat, Alzheimer's Services of the East Bay; Anne Culver, City of Hayward Paratransit; Kim Huffman, AC Transit; James Li; Chris Mullin; Leslie Simon, Center for Independent Living; Julie Yates

2. Public Comments

James Li made a public comment regarding a paratransit trip his neighbor took on Tuesday, May 22, 2012. He reported that after paratransit dropped her off at her residence, two armed individuals followed her into her home and

proceeded to rob her and her son who was home at the time. James proposed changes to the procedures regarding dropping off passengers at their homes. He suggested drivers should honor a passenger's request to be walked to his or her home, or at the very least, make sure that the individual makes it into the home. He mentioned we should recognize there are people who are willing to take advantage of vulnerable paratransit passengers.

Naomi Armenta suggested James send a letter to the PAPCO chair, Sylvia Stadmire, and to contact Naomi to receive contact information for the East Bay Paratransit Service Review Advisory Committee (SRAC) so he can send the committee a letter as well.

3. Approval of May 21, 2012 Minutes

Harriette Saunders moved that PAPCO approve the May 21, 2012 minutes as written. Michelle Rousey seconded the motion. The motion carried unanimously (16-0).

4. Bylaws Subcommittee Update

Sylvia Stadmire gave an update on the June 8, 2012 Bylaws Subcommittee meeting. She reported the subcommittee discussed the update process and agreed to coordinate with the other community advisory committees, staff, and the legal department. She noted the only update the subcommittee recommends is to Article 3, Section 6.3. Staff will coordinate with the other community advisory committees and legal counsel, and present the proposal to PAPCO in September.

5. Election of Officers for Fiscal Year 2012-2013

Naomi Armenta encouraged members to review the attachment in the packet for the PAPCO evaluation, membership, outreach, attendance, and roles and responsibilities of PAPCO officers.

PAPCO members nominated the following members:

- *Sylvia Stadmire or Will Scott as Chair*
- *Will Scott or Rev. Carolyn Orr as Vice Chair*
- *Herb Hastings, Harriette Saunders, or Esther Waltz as the Citizens Watchdog Committee (CWC) representative*
- *Rev Carolyn Orr, Esther Waltz, or Shawn Costello as the East Bay Paratransit Service Review Advisory Committee (SRAC) representative*

The committee used the ballot approach to elect the following officers and committee representatives:

- *Sylvia Stadmire, PAPCO Chair*
- *Will Scott, PAPCO Vice Chair*
- *Harriette Saunders, CWC Representative*
- *Rev. Carolyn Orr, SRAC Representative*

6. Countywide Bicycle and Pedestrian Plans Update and Input on the Programs Approach

Rochelle Wheeler gave a general overview of the Countywide Bicycle and Pedestrian Plans, including the timeline for adopting these plans. She mentioned that Alameda CTC will soon release to the public the draft Countywide Bicycle and Pedestrian Plans via the Alameda CTC website, and will accept comments through July 27.

Rochelle focused on the pedestrian portion of the plan and stated that 13 percent of all trips countywide are taken on foot or by bike. Of those trips, 11 percent are taken on foot or by a mobility device. Rochelle also discussed the roles of the various advisory committees involved with giving input on the bicycle and pedestrian plans. These committees include the Countywide Bicycle and Pedestrian Advisory Committee, Bicycle and Pedestrian Plans Working Group, Alameda County Transportation Advisory Committee, and the Paratransit Advisory and Planning Committee.

Rochelle introduced the existing conditions chapter, the evaluation of plans, policies, and practices (including the complete streets concept), and the plan's vision and goals. She highlighted the countywide capital project priorities, including access to communities of concern and major trails. She discussed the countywide program priorities such as Safe Routes to Schools and Safe Routes for Seniors programs. She also addressed the costs and maintenance of projects and programs as found in the plan's implementation chapter.

Questions/feedback from the members:

- The pedestrian category should be separated to differentiate between pedestrians walking and those in mobility devices. This can provide a more accurate account of these users.
- The budget should include staffing costs.

- Are there plans to include charging stations for mobility devices on trails? Rochelle answered that it is not a priority at this time.
- Are there plans to accommodate both bicyclists and individuals in mobility devices on trails and sidewalks in these plans? Rochelle stated sidewalks and trails need to be big enough to accommodate both pedestrians and individuals in mobility devices at the same time. She said there is a need for a promotional program to educate bicyclists on sharing trails with pedestrians.
- There have been issues with individuals not being able to cross larger streets before the signal changes. Rochelle recommended contacting the specific cities to follow up on these issues.
- A PAPCO member stated that staff did not mention the collisions that take place between individuals in mobility devices, and bicyclists and pedestrians. Rochelle stated bicyclists using Iron Horse Trail may not be aware of other people using the trail. These incidents may be due to the lack of trail maintenance.
- There is a need to report on collisions between bicyclists and pedestrians.
- We should work with the other committees to improve recreational use of these trails.
- Will there be any efforts to increase the safety of those crossing major intersections? Rochelle stated more education on this issue needs to happen because some individuals need more time to cross larger streets.
- PAPCO members stated it is important to educate motorists and bicyclists regarding rules of the road.

7. City of Hayward Quarterly Report

Anne Culver gave a quarterly report on the City of Hayward's paratransit program. She reported since the beginning of fiscal year 2011-2012 (FY 11-12), 198 riders have enrolled in the program, and a total of 575 unduplicated riders are currently using Hayward's paratransit services. She noted enrollment has been fairly stable. She reported the program provided 2,484 individual door-to-door trips and 2,227 one-way group trips in this FY. Group trips for individuals are \$11.38 per passenger trip, and go to destinations like the Hayward Area Senior Center and the African American Museum in Oakland. She also reported Alzheimer's Services of the East Bay has provided 3,645 one-

way trips for 24 riders at \$10.28 per trip. Lastly, Anne said S.O.S. Meals on Wheels has delivered 27,179 healthy meals to 132 clients in this FY.

Questions/feedback from the members:

- Is there a time frame for your group trips? Anne stated the program has extended service hours for group trips, especially for individuals who would like to attend late-night civic meetings and other similar activities.

8. Member Reports and PAPCO Mission, Roles, and Responsibilities Implementation

Herb Hastings gave an update on the bus route to and from the Dublin/Pleasanton BART station to the Alameda County fairgrounds. The next phase of the project will extend the ACE train access to and from the fairgrounds.

Michelle Rousey, along with Carmen Rivera-Hendrickson, attended an outreach and lobbying effort with TransForm in Sacramento.

Esther Waltz stopped by the Alameda CTC table at the Alameda County fair.

Sandra Johnson Simon attended the Capital Disability Day in Sacramento, and the Oakland AIDS Walk.

Sylvia Stadmire reported to the Public Utilities Commission on the Countywide Transportation Plan. She also attended a meeting with Wilma Chan for the Board of Equalization on the nonprofit hospitals that Sutter is interested in acquiring.

9. Committee Reports

- A. East Bay Paratransit Service Review Advisory Committee (SRAC) – Since Rev. Orr had to leave, Naomi Armenta reported that SRAC discussed the new Interactive Voice Response (IVR) system and parameters. Some examples include no calls to subscription riders who use the service for regular appointments. However, the IVR will notify all other riders the night before their appointment, and when their ride is ten minutes away. Naomi states no current policies are changing, but it will serve as a reminder to help riders manage their time better, and to have the system run smoother.

There will be more updates later, and the next meeting is the first Tuesday in September.

- B. Citizens Watchdog Committee (CWC) – Harriette Saunders reported on the last CWC meeting. The committee will hold a public hearing in July to receive public input on the *10th Annual Report to the Public*, which Alameda CTC will release in August. Staff is still working on the layout of the report and will release an updated report soon.

10. Mandated Program and Policy Reports

Sylvia asked members to review the attachments in their packets for more information.

11. Information Items

A. Mobility Management

Naomi Armenta encouraged the committee to review the item from *Metro Magazine*, “Enhancing Independence Through Travel Training” on page 47 in the packet.

B. 2012 Annual Mobility Workshop Update

Krystle Pasco distributed the workshop flyer, and Naomi updated the committee on the final workshop agenda. Krystle highlighted the keynote speaker, Karen Hoesch, the new bingo activity during the resource fair, and the vehicle show and tell.

C. Countywide Transportation Plan and Transportation Expenditure Plan Update

Naomi Armenta noted that the TEP was progressing.

D. Updated Volunteer Driver CMMP Memo

Naomi Armenta noted that an updated memo was available in the packet for information.

E. Outreach Update

Krystle Pasco gave an update on the following outreach events:

- 6/28/12 – Senior Day at the Alameda County Fair at the Alameda County Fairgrounds in Pleasanton
- 7/5/12 – Senior Day at the Alameda County Fair at the Alameda County Fairgrounds in Pleasanton
- 7/19/12 – Healthy Living Festival at the Oakland Zoo
- 7/26/12 – South County Transportation Forum at Union City City Hall
- 8/8/12 – Healthy Aging Fair at Chabot College in Hayward

- 8/29/12 – Four Seasons of Health Expo at the Fremont Senior Multi-Service Center

F. Other Staff Updates

Naomi Armenta mentioned that Cory LaVigne, a former AC Transit and LAVTA staff member and TAC member, recently passed away.

12. Draft Agenda Items for September 24, 2012 PAPCO

- A. Report from East Bay Paratransit
- B. Development and Approval of PAPCO Work Plan for FY 12-13

13. Adjournment

The meeting adjourned at 3:10 p.m.

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Alameda-Contra Costa Transit District

August 24, 2012

Mr. Matthew Todd, P.E.
Alameda CTC Manager of Programming
1333 Broadway, Suite 300
Oakland, CA 94612

Subject: Request No. 4 for Administrative Change to
Grant Agreement No. A08-0026 for
New Freedom Fund Grant Match Project

Dear Mr. Todd:

We are hereby requesting an administrative change to the grant agreement in the subject line as per Section IV Part 8 of said agreement. We have attached the appropriate exhibits to reflect our requested change(s) as follows:

Attached (Yes or No)	Documentation for Change Request	
Yes	Exhibit A	Written Explanation for Change Request (<i>Required</i>)
Yes	Exhibit B	Revised Attachment A: Project Description and Task Breakdown
Yes	Exhibit C	Revised Attachment B: Task Deliverables and Deliverable Due Dates, including Project Milestone Schedule
No	Exhibit D	Revised Attachment C: Task Budgets and Other Funding
No	Exhibit E	Revised Attachment F-1: Project Performance Measures

We have signed each of the exhibits showing the requested changes and understand that Alameda CTC will review our requested changes and, if agreeable, will also sign the exhibits and return copies of the approved exhibits. The approved exhibits signed by both parties will become the current agreement information on file at Alameda CTC.

If you have any questions or need additional information please contact *Chris Andrichak* at telephone number *510-891-4855*.

Sincerely,



John Haenftling

Director of Project Controls & Systems Analysis

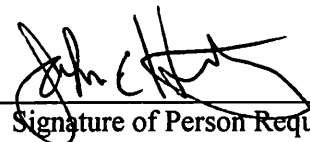
WRITTEN EXPLANATION FOR CHANGE REQUEST

Project Sponsor: AC Transit

Project Title: New Freedom Fund Grant Match Project

Agreement Number: A08-0026

Reason for Change: This project has encountered several delays. Though the Grant was awarded in June 2008, the Metropolitan Transportation Commission (MTC) did not give authorization to proceed until 2009. The Contra Costa County Transit Authority (CCCTA) Staff person assigned to this project retired in July 2010. In September 2010, CCCTA asked to be removed from the project. An extension was granted by the MTC in July 2012. This administrative amendment will bring the milestones of both funding sources into alignment.



Signature of Person Requesting Change

8/24/2012

Date

Alameda CTC Approval

Date

REVISED ATTACHMENT A

PROJECT DESCRIPTION AND TASK BREAKDOWN

Project Sponsor: AC Transit

Project Title: New Freedom Fund Grant Match Project

Agreement Number: A08-0026

Grant Initiation Date: July 1, 2007

Initial ACTIA Grant Funds Awarded to Project: \$36,000

Additional Measure B Grant Funds Awarded to Project (if applicable): \$0

Total Measure B Grant Funds Awarded to Project: \$36,000

Total Project Sponsor Matching Funds: \$144,000

<u>Amount</u>	<u>Source</u>
\$144000	FTA New Freedom

Total Project Cost: \$180,000

Percentage - Total Measure B Grant Funds Awarded to Project/Total Project Cost: 20%

Project Description: This grant/project provides the matching funds for a New Freedom grant awarded to AC Transit to provide a detailed inventory of all available transportation resources, creation of a database, and identification of options to create a coordinated transportation system for seniors and disabled people in Alameda and West Contra Costa Counties (Mobility Management Structure).



Signature of Person Requesting Change

8/24/2012

Date

Alameda CTC Approval

Date

REVISED ATTACHMENT B
TASK DELIVERABLES AND PROJECT MILESTONE SCHEDULE

Project Sponsor: AC Transit
Project Title: New Freedom Fund Grant Match Project
Agreement Number: A08-0026

Project Task Deliverables and Due Dates: The following Revised Table B-1 is intended to replace the current, approved Table B-1 in its entirety.

Table B-1: Task Deliverables and Due Dates			
Task No. (from Table A-1)	Deliverable	Previously Approved Deliverable Due Date	Revised Deliverable Due Date to Alameda CTC
1	Copy of executed agreement with AC Transit and the Metropolitan Transportation Commission	September 30, 2010	September 30, 2010
1	Documentation of Award of Contract (including a signed contract and a copy of the RFP) for consultant	December 31, 2011	November 30, 2012
2	Copy of detailed inventory and database	September 30, 2012	June 30, 2013
3	Copy of Summary of Coordination of Options Report	August 31, 2012	June 30, 2013
4	Presentation to the Alameda CTC Paratransit Advisory and Planning Committee (PAPCO)	September 30, 2012	July 31, 2013
4	Final Report/Final Invoice	September 30, 2012	September 30, 2013
<i>[Strike Tab key while in last cell to expand table.]</i>			
<p>Note: Project Sponsor shall provide Alameda CTC with not less than 10 days advance notice of any public meetings or events related to implementation of this grant.</p>			



Signature of Person Requesting Change

8/24/2012

Date

Alameda CTC Approval

Date

Project Milestone Schedule: The following Revised Table B-2 is intended to replace the current, approved Table B-2 in its entirety.

Table B-2: Project Milestone Schedule		
Project Milestone	Previously Approved Date	Revised Date
Award ACTIA Grant (Cycle 4)	July 1, 2007	N/A
Initiate Grant/Notice to Proceed Date	July 1, 2007	N/A
Execute Agreement with AC Transit and the Metropolitan Transportation Commission	September 30, 2010	September 30, 2010
Award Consultant Contract	December 31, 2011	November 30, 2012
Develop Detailed Inventory and Database	September 30, 2012	June 30, 2013
Develop Summary of Coordination Options Report	June 30, 2012	June 30, 2013
Close Out Project – Complete Final Report, Presentation to BPAC, Final Invoice	September 30, 2012, or Ninety (90) days after Project Completion, whichever is earlier	September 30, 2013
Complete Grant Funding Period	<i>June 30, 2012</i>	September 30, 2013
Grant Funding Agreement Expires	<i>December 31, 2012</i>	December 31, 2013


Signature of Person Requesting Change

8/24/2012
Date

Alameda CTC Approval

Date

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M E M O R A N D U M

To: John Hemiup and Matt Todd

From: Cathleen Sullivan

Date: August 10, 2012

Subject: Alameda CTC Mobility Workshop 2012 Participant Survey

Of the 80 participants at the Alameda CTC Mobility Workshop on July 16, 2012, 34 responded to the post-workshop survey. The survey is designed to allow participants to evaluate the effectiveness and utility of the program and inform the planning of future workshops.

Respondent Profile

Respondents to the survey were largely affiliated with PAPCO and the Alameda CTC. When asked how they heard about the workshop, 44.1% of respondents said they were PAPCO/TAC members and 44.1% received an e-mail from Alameda CTC. (There is some but not complete overlap between the two categories). Nine respondents heard of the workshop from word of mouth.

Attendance was highest at the morning program and resource fair (88.2% of respondents attended). Many of these attendees stayed for lunch (73.5%). Forty-four percent of respondents attended the informal lunchtime technical exchange roundtable with Karen, and 58.8% attended the afternoon program.

Morning Session

A plurality of respondents found each of the morning sessions “highly informative.” Karen Hoesch's session on “Premium Paratransit Service” had the highest average score of 4.66, while other morning sessions on the “Transit Sustainability Project Final Recommendations” and “Hot Topics in Accessible Transportation” also scored highly (4.29 and 4.54, respectively).

Overall, the morning session was a great success. One person dubbed it, “the best and most informative workshop. . . I am exploring ways to implement information received.” People appreciated “time to talk with her (Karen) on a one-on-one basis about my specific program issue.” To improve the morning session, one person suggested allowing more time for Q&A, and one thought Christina's presentation “a little too technical for this group.”

Interactive Lunchtime Program

The majority (58.1%) of respondents found the vehicle show-and-tell “very useful.” Sixteen percent found it somewhat useful, and 16.1% did not attend it. As a new feature of the workshop this year, it is important to note that the lunchtime program was well received: 75.9% would like us to offer a vehicle show and tell or similar long interactive lunch session at future workshops. One person noted that this program was “great networking.” Looking ahead, respondents suggested the following improvements:

- “Open mike public hearing”
- Panel discussion with surrounding county transit programs about how they interact with Alameda County to provide seamless service
- “Incorporate local vehicles from actual providers in the area as well.”

Resource Fair

By and large, people found it very helpful (56%) and loved the location (96%), but would like us to get ERC tenants involved, especially the exercise group for arthritic persons. Also, people would like legal aid, health care, disability laws, legislators, dialysis providers, and CHP inspection information. The bingo game incentivizing participants to visit multiple booths at the fair was very well received, based on responses. However, it was suggested multiple times that the interactive show-and-tell component should be incorporated into the game.

Afternoon Session

The afternoon session, though with lower attendance, did not seem to disappoint respondents. A plurality of respondents also found the afternoon sessions “highly informative,” (“Selecting Accessible Vehicles,” 32% and “Overview of the new Transportation Expenditure Plan”, 40%). The average rating for the former was 3.95; while the average rating for the TEP presentation was 4.41. One person said s/he “came away feeling hopeful that improvements can occur over time regardless of our perceived impatience.”

Some suggestions for improving the afternoon program include:

- “More information on alternatives to ADA paratransit, such as premium paratransit, volunteer programs, etc., and related funding opportunities.”
- “It would be good to have a choice of sessions that run at the same time- especially when you are offering sessions on topics that many of the members (PAPCO & CTC) are highly familiar with - such as the expenditure plan or the MTC Sustainability project. If at the same time you could have a more in-depth topic that would be nice.”
- More on the transportation expenditure plan
- “More clarifying information regarding relationship of MTC, ABAG, cities, counties, and other transportation group influence.”
- “The afternoon program was informative but my views are that more subject matters such as new projects, contracts should be included.”
- “Didn't stay for all of Dan's info... seemed too much like a sales pitch, but maybe that was just his intro? Either way I think this could be rolled into the transportation/vehicle fair portion of the day. Anyway, since it seemed was a repeat of the info I just learned in the parking lot, I left early to head back to the office.”

Overall

All in all, the workshop was the right length. People generally liked the long lunch period with multiple activity options, but there were

multiple suggestions to make the lunch period shorter. When asked what the most useful part of the workshop was, respondents noted:

Most useful part of the workshop:

- “The round table part”
- The outside vehicles
- Always Q&A
- Being able to get information from the different tables. Seeing what's new for the future and getting a copy of the 2012 Transportation Expenditure Plan.
- The presentations by Ms. Hoesch and Mr. Weiner.
- I am new to Alameda County. This was GREAT to get information and network.
- It is interesting to hear about “hot topics” in paratransit
- Hearing about innovation and partnerships
- “Morning session”

In addition, respondents to the on-line survey said that the workshop left room for improvement in the following areas:

- “The PowerPoint presentations (should be) provided in larger format. They were so small difficult to read.”
- Larger space
- Better sound just outside the room, so the resource tables could hear
- Too long lunch hour
- Reps from Lion's Club, Christian Church Homes, church org. or similar organization (should participate) for a wider discussion view point.
- Seating for the disabled could have been handled better
- Make the whole day shorter--perhaps out by 2 pm--busy people with more on their plates make it difficult to stay a whole day!
- “How information systems can benefit transportation to communicate seniors and the disable needs. However, I believe

you are working on this already. It is the amount of information that may need queuing.”

It would have been interesting to ask if respondents would attend the workshop next year. Given the largely positive responses and suggestions for additional topics and resources, it appears that the the Mobility Workshop serves an important role in sharing information, providing networking opportunities, and inspiring coordination and better service provision.

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PAPCO activities throughout the year will be guided by PAPCO Goals and Bylaws. The PAPCO Chair or Vice Chair will report to the Alameda CTC Board every month.

Topic: PAPCO Development and Outreach		
Goal: Continue PAPCO's development as an informed and effective community advisory committee; accomplish outreach in a variety of ways in all areas of the County		
Actions	Completed	In-Progress
All members to participate in at least one Outreach activity – write an article, speak at another meeting, visit Senior Centers, and/or attend an event		x
Assist in distributing information materials – Access Alameda in different languages (Spanish, Chinese, Tagalog, Vietnamese, Farsi)		x
Assist in distributing information materials – Fact Sheets on Aging, etc		x
Assist in publicizing AccessAlameda.org website		
Monitor PAPCO appointments and vacancies		x
Staff will continue to be available to help draft talking points or articles for members		x

Topic: Mobility Management Planning Process			
Goal: Learn about and contribute to Alameda County's Mobility Management Process			
Actions	Completed	In-Progress	
Provide recommendation to Board on New Freedom Mobility Management Grant in September	x		
Provide recommendation to Board on Coordination and Mobility Management Planning Pilots in September	x		
Receive a report from TAC at Joint meetings on efforts October February April	x x n/a		
Review materials regarding Mobility Management provided in meeting packet	x		

Topic: Planning and Policy Efforts			
Goal: Stay informed on and contribute to Alameda County/Regional planning efforts and policy discussions			
Actions	Completed	In-Progress	
Receive updates and provide input on Countywide Transportation Plan and Transportation Expenditure Plan Development	x		
Participate in TEP Input in October	x		
Receive reports from MTC and Regional issues/events	x		
Receive regular summaries of Transit Access Reports	x		
Staff will continue to forward opportunities for comments and participation via email	x		

Topic: Fiduciary Oversight			
Goal: Continue fiduciary oversight over pass-through and grant funding			
Actions	Completed	In-Progress	
Receive update on revised pass-through Mid-Year reporting format at November Meeting	x		
Receive reports from extended Gap grants at Meetings September February March	x x x		
Receive report from LAVTA on American Logistics contract provision in April	x		
Hold a fiduciary training and finance subcommittee meeting in April	x		
Continue to evaluate pass-through and grant programs and expenditures	x		

Topic: Sustainability			
Goal: Identify ongoing funding needs for paratransit and future gap funding			
Actions	Completed	In-Progress	
Participate in discussion on Implementing Guidelines	x		
Participate in discussion on funding formula	x		
Participate in discussion on ongoing Gap Policies	x		

Topic: Customer Service			
Goal: Participate in driver training and serve as a resource to providers; and facilitate communication and resolution of consumer complaints			
Actions	Completed	In-Progress	
Continue to be available to assist in East Bay Paratransit Driver Training		x	
Continue to be available to assist in East Bay Paratransit Secret Rider Program and Complaints Board		x	
Continue to be available to assist in LAVTA with Driver Training and related items		x	
Ensure that taxi providers have access to resources such as pocket guides from Easter Seals Project ACTION		x	

Members' Other Committees/Activities	
PAPCO members appointed to SRAC	• To be completed after survey
PAPCO members appointed to WAAC	• To be completed after survey
Other Committees/Advisory Boards	• To be completed after survey

PAPCO activities throughout the year will be guided by PAPCO Goals and Bylaws. The PAPCO Chair or Vice Chair will report to the Alameda CTC Board every month.

Topic: PAPCO Development and Outreach		
Goal: Continue PAPCO's development as an informed and effective community advisory committee; accomplish outreach in a variety of ways in all areas of the County		
Actions	Completed	In-Progress
All members to participate in at least one Outreach activity – write an article, speak at another meeting, visit Senior Centers, and/or attend an event		x
Assist in distributing updated Access Alameda		
Assist in distributing TEP materials		
Assist in publicizing AccessAlameda.org website (magnets, etc)		
Monitor PAPCO appointments and vacancies		
Assist in planning Annual Workshop for 2013		
Staff will continue to be available to help draft talking points or articles for members		x

Topic: Mobility Management		
Goal: Learn about and contribute to Alameda County's Mobility Management project		
Actions	Completed	In-Progress
Provide input on Alameda County Mobility Management project		
Review materials regarding Mobility Management provided in meeting packet		

Topic: Planning and Sustainability			
Goal: Participate in discussions regarding policies for future funding of service.			
Actions	Completed	In-Progress	
Participate in discussion on amending Implementing Guidelines			
Participate in discussion on funding formula and potential TEP funding			
Participate in discussion on Gap Policies			
Participate in Gap Grant Cycle 5 Call			

Topic: Fiduciary Oversight			
Goal: Continue fiduciary oversight over pass-through and grant funding			
Actions	Completed	In-Progress	
Receive Gap grant summary report in October			
Receive regular reports from reports from conditionally funded programs - LAVTA and Hayward			
Hold a fiduciary training and finance subcommittee meeting in April			
Continue to evaluate pass-through and grant programs and expenditures			
Participate in 5310 Call and scoring, if necessary			

Topic: Planning and Policy Input			
Goal: Provide input on local and regional planning efforts and policy discussions			
Actions	Completed	In-Progress	
Receive a report from TAC at Joint meetings October February April			
Participate in other committees (e.g. SRAC, WAAC, AAC, City Commissions, etc.) and inform Chair and Paratransit Coordinator			
Receive regular summaries of ADA committees' minutes and Transit Access Reports			
Receive reports on MTC and Regional issues/events			
Staff will continue to forward opportunities for comments and participation via email			

Topic: Customer Service			
Goal: Participate in driver training and serve as a resource to providers; and facilitate communication and resolution of consumer complaints			
Actions	Completed	In-Progress	
Continue to be available to assist in East Bay Paratransit Driver Training and related items			
Continue to be available to assist LAVTA with Driver Training and related items			
Ensure that taxi providers have access to resources such as pocket guides from Easter Seals Project ACTION			

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PAPCO Calendar of Events for September 2012 through October 2012

Full Committee Meetings

- **Regular TAC monthly meeting:**
Tuesday, September 11, 2012, 9:30 to 11:30 a.m., Alameda CTC
- **Regular PAPCO monthly meeting:**
Monday, September 24, 2012, 1 to 3:30 p.m., Alameda CTC
- **Regular PAPCO monthly and Joint meeting:**
Monday, October 22, 2012, 1 to 4 p.m., Alameda CTC

Outreach

Meeting Date	Event Name	Meeting Location	Time
9/9/12	Solano Avenue Stroll	Solano Avenue, 1563 Solano Avenue, PMB #1, Berkeley, CA 94707	10:00 – 6:00 p.m.
9/12/12	Developmental Disabilities Planning and Advisory Council Meeting Presentation	Alameda County Public Health Department, 1000 Broadway, Suite 500, Oakland, CA 94607	9:30 – 11:00 a.m.
9/14/12	San Leandro Senior Fair	San Leandro Senior Community Center, 13909 E. 14th Street, San Leandro, CA 94578	10:00 – 1:00 p.m.
9/15/12	9th Annual Ethiopian New Year Celebration	Mosswood Park, 3612 Webster Street, Oakland, CA 94609	12:00 – 7:00 p.m.
9/15/12	5th Annual Health and Wellness Fair	Eastmont Town Center, 7200 Bancroft Avenue, Oakland, CA 94605	11:00 – 3:00 p.m.
9/22/12	St. Paul Senior Informational Workshop	1827 Martin Luther King Jr. Way, Oakland, CA 94612	11:00 – 2:00 p.m.

10/6/12	Dublin Senior Info Fair	Dublin Senior Center, 7600 Amador Valley Boulevard, Dublin, CA 94568	10:00 – 2:00 p.m.
10/25/12	North County Transportation Forum	Alameda CTC Offices, 1333 Broadway, Suite 220 & 300, Oakland, CA 94612	6:30 – 8:30 p.m.
10/20/12	Wheels for Meals Ride	Location TBD	10:30 – 4:00 p.m.
10/23/12	Older Adult Transportation Resource Fair	333 Hegenberger Road, 6th floor, Monterrey Room, Oakland, CA 94621	10:00 – 1:00 p.m.
10/28/12	Dia de los Muertos	Location TBD	10:00 – 6:00 p.m.

You will be notified of other events as they are scheduled. For more information about outreach events or to sign up to attend, please call Krystle Pasco at (510) 208-7467.

CURRENT PAPCO APPOINTMENTS

Appointer

- AC Transit
- 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
- BART
- LAVTA
- City of Alameda (Pending)
- City of Albany (Pending)
- 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
- Union City Transit

Member

- Hale Zukas
- Herb Hastings
- Michelle Rousey
- Sylvia Stadmire
- (Vacancy)
- Will Scott
- Sandra Johnson Simon
- Esther Waltz
- Harriette Saunders
- Jonah Markowitz
- Aydan Aysoy
- Shawn Costello
- Joyce Jacobson
- Sharon Powers
- Vanessa Proee
- Jane Lewis
- (Vacancy)
- Rev. Carolyn M. Orr
- Gaye Lenahan
- Carmen Rivera-Hendrickson
- (Vacancy)
- (Vacancy)
- Larry Bunn

If you have any questions, please contact Naomi at (510) 208-7469.

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Hayward Monthly Report Form

Service/Program Type and Name				Quantity Completed FY 12-13		Fare Revenue		Total Cost (do not deduct fare revenue income)	
				2012	FY12-13 Total	2012	FY12-13 Total	2012	FY12-13 Total
Service/ Program Type <i>Drop-down Menu (See comment for descriptions)</i>	Service Description	Service/Program/ Project Name	Indicate what "quantity" in following columns is measuring	July	TOTAL	July	TOTAL	July	TOTAL
Registrants	Newly enrolled, individual Hayward Paratransit riders.	Registrants	Number of registrants: Goal - 22	16	16		-		-
City-based Door-to-Door	Pre-scheduled, accessible, door-to-door service provided by the City of Hayward through MV Transportation.	Hayward Paratransit Door-to-Door Program - TO BE DISCONTINUED BY DECEMBER 31, 2012.	Trips: Goal - 416	492	492	15,240	15,240	15,240	15,240
Group Trips	Round-trip, accessible van rides for pre-planned outings or to attend specific events. Trips usually originate from senior centers or care facilities.	Hayward Paratransit Group Trips Program	Trips: Goal - 500	470	470	5,022	5,022	5,022	5,022
Group Trips	Accessible vans provided by Alzheimer's Services of the East Bay for day program clients.	Alzheimers Services of the East Bay (ASEB)	Trips: Goal - 508	640	640		-	4,167	4,167
Taxi Program	Subsidized, same day, accessible transportation service operated throughout Central County.	Hayward Paratransit Taxi Program	Trips: Goal - 333	n/a	-	n/a	-		-
TRIP PROGRAM TOTALS				1,618	1,618	20,262	20,262	24,429	24,429
Mobility Mngmt/Travel Training	Para- and public transportation training to Hayward seniors and people with disabilities.	Hayward Paratransit Travel Training	Trainings or individuals trained: Goal - 508	n/a	-		-		-
Meal Delivery (no new programs)	Home delivered meal service operated by SOS Meals on Wheels to Hayward seniors who are unable to travel to congregate meal sites.	SOS Meals on Wheels	Meals Delivered: Goal - 2083	3,024	3,024		-	2,083	2,083
Management/Overhead	Program oversight, planning, budgeting, participation in regional/countywide meetings.	Hayward Paratransit	n/a						-
Customer Service and Outreach	Activities associated with educating consumers about services that are available to them through Paratransit.	Hayward Paratransit	n/a						-

Totals 1,602

40,523

50,941
\$1,239,422

Hayward Monthly Report Form

	Notes
Service/ Program Type <i>Drop-down Menu (See comment for descriptions)</i>	Please indicate any: 1. Customer Complaints 2. Issues/challenges encountered and how they have been addressed 3. Changes Planned or implemented 4. Other consumer input/feedback 5. Other relevant notes
Registrants	Enrollment is 72% of goal for the month of July. The program anticipates an increase in the number of newly enrolled riders with a campaign to encourage skilled nursing facilities and medical centers to enroll temporarily disabled riders. The recent approval of the Taxi Service contract, and the expected implementation of the Travel Training program and Speaker's Bureau are also expected to bolster ridership.
City-based Door-to-Door	A total of 492 round trips were provided to individual riders in July (118% of goal). Ridership saw an increase as riders accessed the service for trips beyond medical, and included more activities of daily living (shopping, accessing community centers, etc.). For example, one client has enrolled in a local community center class because access to reliable travel is now available to her.
Group Trips	14 service providers offered 23 group trips to 470 riders in July (94% of goal). Group trips were down from the FY 11-12 average per month of 29 due to reduced summer month scheduling by some regular providers with calendared orders. For example, a regularly scheduled monthly group trip with an average of 41 rides to a local elementary school program is on hiatus during the summer months. A number of providers did take advantage of the new "scenic trip" option - rides for nonambulatory clients who enjoy a group outing but prefer to tour a local destination without leaving the vehicle due to heat or difficulty maneuvering.
Group Trips	Ridership is 125% of goal for July. Ride requests have increased, as have operating costs for ASEB. ASEB has expressed continued appreciation for the funding to sustain access to its services for low-income clients. Program goals and outcomes are being finalized for FY 12-13 between the City and ASEB.
Taxi Program	A marketing and outreach plan for expanded taxi service to all of Central County is in development with the recent approval of a contract between ACTC and St. Mini Cab. Vouchers have been ordered for distribution, and the program has been discussed extensively by the Hayward Paratransit Committee (PAC), and the upcoming service promoted in the Library's Newsletter and other newsletters targeted to seniors and people with disabilities.
Mobility Mngmt/Travel Training	Proposals to provide travel training were solicited from USOAC and Community Resources for Independent Living (CRIL). The proposals are under review, and being evaluated for strengths, cost effectiveness, and range of services and experience with seniors and people with disabilities. Feedback and suggestions are also being solicited from the PAC, and the committee is considering options to assist in promotion of the program.
Meal Delivery (no new programs)	Meals are 145% of goal for July. SOS Meal on Wheels agreed to provide an additional 200 meals per month when Bay Area Community Services discontinued its meal delivery services. SOS continues to experience increasing requests for service as seniors on fixed incomes are negatively impacted by the poor economy. Program goals and outcomes are being finalized for FY 12-13 between the City and SOS.
Management/Overhead	N/A
Customer Service and Outreach	The Hayward Paratransit Committee (PAC) is working with City staff to identify and recruit volunteers to participate in a Speaker's Bureau. Speaker's Bureau volunteers will share their personal experiences with paratransit services at venues that serve seniors, people with disabilities and other stakeholders. Launch of the program is expected in October.

Totals

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

WHEELS Accessible Advisory Committee

Meeting

DATE: Wednesday, May 9, 2012

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

TIME: 3:30 p.m.

MINUTES

1. Call to Order

The Chair Carmen Rivera-Hendrickson called the meeting to order at 3:32 pm.

Members present:

Herb Hastings – Alameda County Representative
Jane Lewis – Dublin Representative
Sue Tuite – Dublin Representative
Shawn Costello – Dublin Alternate
Roberta Ishmael – Livermore Representative
Russ Riley – Livermore Representative
Mary Evelyn Hummel – Livermore Alternate
Carmen Rivera-Hendrickson – Pleasanton Representative
Pam Deaton – Social Services Representative
Jennifer Cullen – Social Services Representative
Esther Waltz – PAPCO Representative

Staff Present:

Paul Matsuoka, LAVTA
Kadri Kulm, LAVTA
Cyrus Sheik, LAVTA
Viona Hioe, LAVTA
Ron Caldwell, ALC
Andrea Cornn, ALC

Brad Muirbrook, ALC
Jamaal Simmons, ALC
Greg Cain, MV Transportation

Members of the Audience:

Connie Mack, WHEELS rider from Dublin

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

None

3. Minutes of March 7, 2012 Meeting of the Committee

Amended Minutes Approved: Hastings/Lewis

4. Fairgrounds Bus Stop

Staff gave an update on Pleasanton Fairgrounds bus stop. Herb Hastings asked if a 40 foot bus could be used for the Fair's senior days.

5. Pleasanton and Dublin Bus Stops

Staff reported to the committee that LAVTA has applied for a federal New Freedom grant for Dublin and Pleasanton bus stop improvements. Shawn Costello asked if the McDonalds/Dublin Blvd sign could be lowered if it cannot be angled.

6. Livermore Bus Stops Improvements Prioritization

Staff asked WAAC members to prioritize Livermore bus stops for ADA accessibility improvements. Staff's recommendations were categorized into three tiers, Tier 1 having the highest priority, and Tier 3 the lowest. Tier 1 improvements include Target and Walmart bus stops on Las Positas. WAAC's recommendation was to move Springtown/Oleander SB bus stop from Tier 3 to Tier 1.

7. WAAC Recruitment for Positions

Staff updated the committee on the recruitment for positions. LAVTA received eleven applications; LAVTA Board of Directors will review the applications, and select WAAC members.

8. Protocol for Comments/Complaints

Staff reminded the committee on the agency's protocol for comments and complaints.

9. PAPCO Report

Carmen Rivera-Hendrickson reported that Measure B funding for LAVTA's paratransit for FY 2013 was approved.

10. ALC Customer Service Survey

Staff provided overview of a recently conducted ALC customer service survey. ALC used a third party surveyor and the survey was similar to the one conducted late summer.

Jennifer Cullen said she has heard comments from seniors who are not happy with the Dial-A-Ride service because of issues such as late pickups, and she asked who is the designated ALC dispatch for Pleasanton Paratransit Service now when Isaac does not work there any longer. Shawn Costello reiterated driver attitude issue during his ride to and from LAVTA office on March 7th. Jennifer Cullen talked about one of the ALC driver's concerns. Sue Tuite reported she was on hold on and off for close to 30 minutes when trying to make a DAR reservation on May 7th. Carmen Rivera-Hendrickson asked if called ID for DAR reminder calls could be changed from 1-800 number that some people do not answer into something more recognizable, such as "Dial-A-Ride" or "ALC."

11. 2012/13 Fall and Winter Service Changes

Staff gave an overview of the proposed fixed route service changes for Fall 2012 and Winter 2013. Staff had held public workshops in Livermore, Dublin, and Pleasanton, and a public hearing on May 7th to receive community input. This item will be brought to LAVTA Board on June 4th for their approval.

Approved: Hastings/Tuite

12. Transportation Choices Summit 2012

Carmen Rivera-Hendrickson provided information and materials on the Transportation Choices Advocacy Day TRANSFORM.

13. Operational Issues – Suggestions for Changes

Operational issues were discussed under other agenda items.

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**EAST BAY PARATRANSIT (EBPC)
SERVICE REVIEW ADVISORY COMMITTEE MEETING
JUNE 5, 2012 MINUTES**

1) SRAC ROLL CALL AND INTRODUCTION OF INDIVIDUALS PRESENT

SRAC members present: Don Queen, Janet Abelson, Ellen Paasch, Peter Crockwell, Robert Kearney Jr., Sharon Powers, Patricia Affonso, Carolyn Orr, Ansar El Muhammad.

Ellen Paasch explained she is retiring and will be replaced in all her duties by Janet Gilbas, whom she introduced.

Staff present: Mallory Nestor-Brush; Kim Huffman, AC Transit; Myisha Grant, Program Coordinator's Office; Mark Weinstein Veolia/Paratransit Broker.

Members of the public present: Gary Brown, Myralyn Grant, Earl Perkins, Surendra Dalal, Naomi Armenta, Patrice Noble, Saada Tappi, Dora Ramirez, Sione Veikoso.

2) APPROVAL OF SRAC MINUTES FROM MARCH 9, 2012 MEETING

MOTION: Crockwell/Abelson to approve the March 9th minutes. Unanimous.

3) PUBLIC COMMENTS

Myralyn Grant said she would like to speak to someone regarding getting reimbursed for her Clipper Card as she claimed she experienced several issues using the card and has received considerable misinformation.

Earl Perkins wanted to know how many SRAC members were present.

Surendra Dalal said that he was concerned with the difference in cost for using East Bay Paratransit (\$4.00) and Fremont Paratransit (\$2.25), and requested EBPC consider reducing fares. He also said he would like to see a conveniently located office in the Fremont area to apply for EBPC services.

Sharon Powers said that she has visited the Fremont BART station and received good assistance to add funds to her Clipper card.

4) DISCUSSION WITH SRAC ABOUT IMPLEMENTATION OF AN INTERACTIVE VOICE RESPONSE SYSTEM (IVR)

Mallory Brush gave an overview of the background and functionality of the IVR system. Implementation will start before the end of the year. Weinstein reminded everyone this new process is basically a courtesy call and riders will still be expected to be ready at the start of the pick-up window.

SRAC members were asked to comment on a number of pre-implementation items, including:

- How soon before a pick-up should the call occur on day of service?
Somewhere between two to ten minutes is typical.

SRAC members agreed imminent arrival calls should be ten minutes before pick-up, although Paasch felt that fifteen minutes would be more appropriate.

- What should the calls say to the rider?

Night before script:

Abelson suggested shortening the script presented in the pre-meeting materials, feeling if a script too long it tends to lose the content of what's being said. She recommended the most pertinent information should be at the end of the script and the system should have an option to press a number to repeat the message.

Grant said she felt the script read well because it's important to have all details of one's trip repeated.

Staff said they would take member's suggestions in mind when finalizing the contents of the night before message.

Imminent arrival script

SRAC members had no real changes to the proposed script, although all agreed it had to be short.

General questions / comments from the SRAC:

- Why aren't calls to riders taking subscription trips included in the process?

Brush explained there was no real benefit to include subscription trips at this point. The project will start out small with the demand trip riders and see how

things work out. Subscription trips are generally anchored to the same run and vehicle every day.

- Have the system set up with an option to leave a message on an answering machine so the rider can play back the message verses returning a missed call.
- Caller ID can be useful. But how can East Bay Paratransit be identified if only a number pops up? Should the number be the regular EBPC number or a specially created number?

SRAC members were positive about the IVR concept but recommended staff consider ways to ensure the maximum number of riders benefit from the system.

Weinstein said call center staff had started confirming home and cell phone numbers with riders calling into the Broker's office.

5) BROKER'S REPORT

Mark Weinstein quickly reviewed the performance data included in the pre-meeting materials.

Weinstein concluded by stating that since May, the entire service area has converted to the in-person interview process. He thanked Shawn Fong for assisting EBPC in establishing an interview location at the City of Fremont office building. Fremont and Newark applicants are brought to that location now instead of traveling to downtown Oakland.

6) REPORT FROM SRAC MEMBERS

Brush thanked Ellen Paasch for her all of her service and time attending the SRAC meetings and a variety of other groups. She went on to say that working with her was a pleasure and staff and the SRAC wish Ellen luck.

7) NEXT SRAC MEETING AND ADJOURNMENT

The meeting adjourned at 2:00 pm. The next regularly scheduled SRAC meeting is September 4th, 2012. The Program Coordinator's office will work with the Chair to set the meeting agenda.

EAST BAY PARATRANSIT
Performance Report for the SRAC
Systemwide

Ridership Statistics	FY 10/11	FY 11/12
Total Passengers	752,693	753,896
ADA Passengers	642,825	637,024
% Companions	1.4%	1.4%
% of Personal Care Assistants	13%	14%
Average Passengers/ Weekday	2,593	2,614
Average Pass/ Weekend & Holidays	878	836

Scheduling Statistics

% Rider Fault No Shows & Late Cancels	2.6%	2.4%
% of Cancellations	23.0%	23.3%
Go Backs/ Re-scheduled	11,526	9,832

Effectiveness Indicators

Revenue Hours	411,286	413,851
Passengers/Revenue Vehicle Hour	1.83	1.82
ADA Passengers per RVHr.	1.56	1.54
Average Trip Length (miles)	9.90	10.01
Average Ride Duration (minutes)	38.4	39.0
Total Cost	\$33,575,359	\$33,787,910
Revenue Miles	6,365,950	6,374,055
Total Cost per Passenger	\$44.61	\$44.82
Total Cost per ADA Passenger	\$52.23	\$53.04
Total Cost per Revenue Hour	\$81.64	\$81.64

On Time Performance

Percent on-time	93.6%	93.27%
Percent 1-20 minutes past window	5.1%	5.48%
% of trips 21-59 minutes past window	1.1%	1.17%
% of trips 60 minutes past window	0.08%	0.08%

Customer Service

Total Complaints	2,724	3,156
Timeliness	835	934
Driver Complaints	1,116	1,230
Equipment / Vehicle	70	72
Scheduling and Other Provider Complaints	277	367
Broker Complaints	426	553
Commendations	1,556	1,745

Safety & Maintenance

Total accidents per 100,000 miles	3.53	3.95
Roadcalls per 100,000 miles	5.36	5.41

Eligibility Statistics

Total ADA Riders on Data Base	21,435	18,586
Total Certification Determinations	5,101	4,640
Initial Denials	178	166
Denials Reversed	17	16

**Transit Correspondence
(Summary Courtesy of AC Transit)**

Social Media Research Report Notes Issues With Accessibility

Public transit agencies researched the obstacles people with visual disabilities face when using social media. The report, entitled, "Uses of Social Media in Public Transportation," states that internet accessibility has improved for people with disabilities thanks to Section 508 accessibility requirements, especially those who use assistive devices such as screen readers, and to enable users with hearing impairments to access video and audio components. However, social medial applications, which rely heavily on graphics, videos, and user-generated content, create specific accessibility challenges. One of the biggest challenges is the Completely Automated Public Turing Test to Tell Computers and Humans Apart (CAPTCHA), which is designed to ensure that those signing into a site are real people. Some websites provide audio versions of CAPTCHA; however, research found it difficult for individuals to use.

Bus Agency Urged to Ensure "Disability-Neutral" Approach

The FTA received a complaint from a wheel- chair user that a Golden Gate Transit bus driver redirected her to a different route. The FTA responded to the rider: The video shows you waiting to board the 71, the driver telling you that "the Route 70 will be right behind him," and then you immediately heading in the direction of the other platform. Notably, there are times when GGT operators help by suggesting different routes; regardless, the rider is entitled to select the preferred route. GGT took disciplinary action, though believes the operator suggested you take Route 70 only because he thought it was the better choice, but made clear that he should have boarded you onto the Route 71. The FTA went on to say it believes the rider's concerns were properly addressed.

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U.S. Department of Transportation
Federal Transit Administration



FACT SHEET:
ENHANCED MOBILITY OF SENIORS AND INDIVIDUALS WITH DISABILITIES
SECTION 5310

	FY 2013 (in millions)	FY 2014 (in millions)
Formula Grants for the Enhanced Mobility of Seniors and Individuals with Disabilities	\$254.8	\$258.3

Purpose

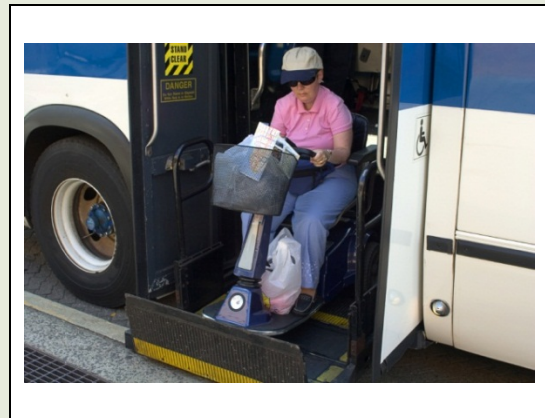
This program is intended to enhance mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services.

Statutory References

49 U.S.C. Section 5310 / MAP-21 Section 20009

Eligible Recipients

- States (for all areas under 200,000 in population) and designated recipients.
- Subrecipients: states or local government authorities, private non-profit organizations, or operators of public transportation that receive a grant indirectly through a recipient.



Eligible Activities

- At least 55% of program funds must be used on capital projects that are:
 - Public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable.
- The remaining 45% may be used for:
 - Public transportation projects that exceed the requirements of the ADA.
 - Public transportation projects that improve access to fixed-route service and decrease reliance by individuals with disabilities on complementary paratransit.
 - Alternatives to public transportation that assist seniors and individuals with disabilities.

What's New?

- Consolidates New Freedom Program and Elderly and Disabled Program.
- Operating assistance is now available under this program.

Funding

- Funds are apportioned for urbanized and rural areas based on the number of seniors and individuals with disabilities.
- Federal share for capital projects (including acquisition of public transportation services) is 80%.

(cont.)

Formula Grants for the Enhanced Mobility of Seniors and Individuals with Disabilities

Funding (cont.)

- Federal share for operating assistance is 50%.
- Adopts New Freedom funding allocations:
 - 60% to designated recipients in urbanized areas with a population over 200,000.
 - 20% to states for small urbanized areas.
 - 20% to states for rural areas.

Ongoing Provisions

- Local share may be derived from other federal (non-DOT) transportation sources or the Federal Lands Highways Program under 23 U.S.C. 204 (as in former Section 5310 program).
- Permits designated recipients and states to carry out competitive process to select subrecipients.
- Recipients must certify that projects selected are included in a locally developed, coordinated public transit-human services transportation plan. The plan must undergo a development and approval process that includes seniors and people with disabilities, transportation providers, among others, and is coordinated to the maximum extent possible with transportation services assisted by other federal departments and agencies.
- Permits acquisition of public transportation services as a capital expense.
- Up to 10% of program funds can be used to administer the program, to plan, and to provide technical assistance.

For additional information on FTA and MAP-21, visit www.fta.dot.gov/map21.