

Attention!!!

Please note that October has a PAPCO meeting followed by a PAPCO/TAC Joint meeting. We will meet from 1 to 4 p.m. Please plan your transportation accordingly. The agenda packet is enclosed.

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

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Paratransit Advisory and Planning Committee Meeting Agenda

Monday, October 22, 2012, 1 to 2:50 p.m.

Meeting Outcomes:

- Summary Report of Gap Grants
- Paratransit Coordination Team Evaluation

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 September 24, 2012 Minutes**

Sylvia Stadmire [03 PAPCO Meeting Minutes 092412.pdf](#) – Page 1

1:20 – 1:30 p.m. **4. Recommendation on Bylaws**

Staff

PAPCO will receive an update on the Bylaws and make a recommendation to the Board on approval.

[04 Memo Committee Bylaws Update.pdf](#) – Page 7

[04A PAPCO Bylaws.pdf](#) – Page 9

1:30 – 1:50 p.m. **5. Paratransit Coordination Team Evaluation**

Alameda CTC

Staff

PAPCO will evaluate the performance of the Nelson\Nygaard Paratransit Coordination Team for Fiscal Year 2011-2012.

[05 Paratransit Coordination Team Activity Report FY11-12.pdf](#) – Page 21

[05A Paratransit Coordination Team Eval Form.pdf](#) – Page 25

1:50 – 2:10 p.m. **6. Quarterly report from Livermore Amador Valley Transit Authority (LAVTA)**

LAVTA Staff

2:10 – 2:30 p.m. **7. Report from East Bay Paratransit (EBP)**

EBP Staff

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- 2:30 – 2:35 p.m. **8. Member Reports on PAPCO Mission, Roles, and Responsibilities Implementation** |
 PAPCO
[08 PAPCO Calendar of Events.pdf](#) – Page 27
[08A PAPCO Workplan.pdf](#) – Page 29
[08B PAPCO Appointments.pdf](#) – Page 33
- 2:35 – 2:40 p.m. **9. Committee Reports** |
 Rev. Carolyn Orr A. East Bay Paratransit Service Review Advisory
 and Harriette Committee (SRAC)
 Saunders B. Citizens Watchdog Committee (CWC)
- 10. Mandated Program and Policy Reports**
[10 Hayward Monthly Report Aug12.pdf](#) – Page 35
[10A WAAC Minutes 071112.pdf](#) – Page 37
[10B Transit Access Report 091112/100912.pdf](#) – Page 41
- 2:40 -2:50 p.m. **11. Information Items** |
 Staff A. Mobility Management
[11A ESPA Update.pdf](#) – Page 43
 B. Summary Report of Gap Grants
[11B Summary Report.pdf](#) – Page 55
 C. Outreach Update
 D. Other Staff Updates
- 12. Draft Agenda Items for November 26, 2012 PAPCO Meeting** |
 A. Discuss TEP election outcome
 B. Discuss amendments to Implementation Guidelines
 C. Discuss Funding Formula for potential new funding
 D. Discuss Gap Guidelines
- 2:50 p.m. **13. Adjournment**

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

Next PAPCO Meeting:

Date: November 26, 2012

Time: 1 to 3:30 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, September 24, 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>A</u> Sandra Johnson-Simon	<u>P</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>A</u> Harriette Saunders
<u>A</u> Larry Bunn	<u>P</u> Jonah Markowitz	<u>P</u> Esther Waltz
<u>A</u> Herb Clayton	<u>P</u> Rev. Carolyn Orr	<u>P</u> Hale Zukas
<u>P</u> Shawn Costello	<u>P</u> Sharon Powers	
<u>P</u> Herb Hastings	<u>P</u> Vanessa Proee	

Staff:

<u>P</u> Matt Todd, Manager of Programming	<u>P</u> John Hemiup, Senior Transportation Engineer
<u>A</u> Cathleen Sullivan, Nelson/Nygaard	<u>P</u> John Nguyen, Acumen Building Enterprise, Inc.
<u>P</u> Richard Weiner, Nelson/Nygaard	<u>P</u> Krystle Pasco, Paratransit Coordination Team
<u>P</u> Naomi Armenta, Paratransit Coordinator	<u>P</u> Claudia Leyva, PAPCO Secretary

1. Welcome and Introductions

Sylvia Stadmire called the meeting to order at 1:05 p.m. The meeting began with introductions and a review of the meeting outcomes.

Guests Present: Kim Huffman, AC Transit; Mallory Nestor-Brush, AC Transit; Dana Bailey, City of Hayward; Chris Mullin; Leslie Simon, Center for Independent Living; Ben McMullan, Center for Independent Living.

2. Public Comments

There were no public comments.

3. Approval of June 25, 2012 Minutes

A member suggested correcting the minutes as follows:

- On page 3, Rochelle Wheeler gave a presentation on the Countywide Bicycle and Pedestrian Plans, and was not listed as present as a guest. Staff responded she will be added to the attendance list.

A member noted that on page 4, it mentions that data about collisions that take place between individuals and mobility devices was not reported. The member wanted to know why. Naomi Armenta responded that she will forward the question to Rochelle Wheeler for more information regarding the issue and report on it at a later date.

Michelle Rousey moved that PAPCO approve the minutes with the above corrections. Esther Waltz seconded the motion. The motion carried unanimously (16-0).

4. Recommendation on Extension of AC Transit Grant

Naomi provided an overview of the AC Transit Grant Extension Request for PAPCO's approval and recommendation to the Commission. Jonah Markowitz moved that PAPCO approve the recommendation on the AC Transit Grant Extension Request; Esther Waltz seconded the motion. The motion carried unanimously (16-0).

5. Information and Input on One Bay Area Grant Program

Matt Todd presented information regarding the One Bay Area Grant Program.

Questions/Feedback from the members:

- Will there be housing with no steps, and low income housing? Matt responded that there may be housing that is ADA accessible within a Priority Development Area (PDA). Matt suggested contacting local city staff pertaining to specific housing developments.
- Are the PDAs in Dublin included in the program? Matt stated Alameda CTC performed a PDA inventory with each jurisdiction, and Dublin submitted a range of project priorities.
- The Uptown Project in Oakland covered the full spectrum for all housing.

- Is Fremont building homes along BART towards San Jose? Matt stated he does not know Fremont's specific housing plans in that area. He recommended contacting Fremont staff for additional information.
- How can we address vacant housing issues? Matt responded that investments in PDAs will bring greater transportation access to homes and work, and potentially draw new residents to live in these vacant homes.
- Will vacant houses be replaced with new homes? Matt stated there is a possibility that vacant and empty lots will be redeveloped. Matt suggested contacting local city staff pertaining to specific local development.
- If there are empty houses, the homeless will start living in them, and will create problems for the neighborhood.
- Who should we contact within our cities to determine our city's PDAs and project details? Matt recommended contacting local Planning and Public Works staff.
- Are there requirements for citizen input on the project? Matt responded citizens will have opportunities to comment on projects and suggested contacting city staff regarding local projects.

6. Workshop Outcomes Report

Naomi Armenta gave a brief review of the Alameda CTC Annual Mobility Workshop. She provided highlights on the workshop activities including respondent profiles, interactive lunch session, the resource fair, and key presentations. Naomi reported the workshop received largely positive responses, and is accepting suggestions for topics and resources for the next workshop.

Questions/Feedback from the members:

- The presentations were good and the Bingo game was interactive.
- There wasn't enough time to eat lunch and attend the vehicle show and tell during the lunch period.
- Non-corporate sponsors may be great additions to the resource fair and to the bingo game.
- The accessible vehicles at the workshop would be great if they were applied to the paratransit system more expeditiously.

- Karen Hoesch's presentation was outstanding. Karen's city (Pittsburg) seems like an ideal paratransit-friendly city to model.

7. Develop and Approve PAPCO work plan for FY 12-13

Naomi Armenta reviewed the FY 11-12 work plan and proposed the FY 12-13 work plan.

Questions/feedback from the members:

- Are there any wheelchair accessible taxi cabs in the new Central County program? Naomi answered the taxi-provider does have some wheelchair accessible vans in their fleet.

Jonah Markowitz moved to accept the FY 12-13 work plan as stated. Shawn Costello seconded the motion. The motion passed unanimously (16-0).

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

Implementation

Shawn Costello reported he was in an accident on BART a month ago where a bicyclist collided with him and injured his leg. He stated he is protesting against bicycles being allowed on the train.

Jonah Markowitz attended the Solano Stroll and felt it was a successful outreach with several people interested in their brochures.

Carmen Rivera-Hendrickson stated Nate Miley created a Pleasanton Committee Workshop to discuss transportation and housing issues, and she will be serving on that committee. She also reported there will be the Pleasanton Mayor's Dinner on September 28th for the rewarding of certificates.

Vanessa Proee reported that there is a lunch-in for the Catholic Charities tomorrow at noon.

Michelle Rousey reported that she attended the Health Fair at Eastmont Mall, and also attended the California Homestake Committee on the 29th of August.

Joyce Jacobson reported that Sylvia Stadmire attended the Commission for Aging in Emeryville recently and gave a very nice presentation. She stated

Senior Helpline Services also presented their operational goals for the Emeryville/Oakland area, and she has posted flyers from the meeting in the complex she lives. She also advised them on how to improve their flyer.

Sylvia Stadmire reported she chairs the candidates' forum for AC Transit and BART. There are three candidates from AC Transit and five from BART who are waiting for the outcome.

Sylvia also reported attending the Car Convention in Burlingame about the propositions on the ballot, the Aging in Emeryville, and the Mobility Fair. She asked for the CWC dates so that she can be sure to attend.

Will Scott reported that he will be celebrating his birthday on Wednesday.

9. Committee Reports

- A. East Bay Paratransit Service Review Advisory Committee (SRAC) – Rev. Orr reported that the Advisory Committee under the Alameda County Public Health Department is conducting an assessment study. The study assesses the impact of cuts in AC Transit and the effect of the Community Health. One goal of the study is to improve funding and offers citizens with an opportunity provide input.

10. Mandated Program and Policy Reports

- A. Hayward Monthly Report – Richard Weiner provided an overview of the Monthly Report from the City of Hayward. This report includes number of registrants to their program, group trips, and information on their Taxi program.

11. Information Items

- A. Mobility Management
Naomi Armenta directed the committee to the MAP-21 Fact Sheet on page 45 of the packet. She encouraged the committee to review the information.
- B. Transportation Expenditure Plan Update
No updates this month.
- C. Outreach Update
Krystle Pasco gave an update on past and future outreach events:
 - 09/09/12 – Solano Avenue Stroll in Berkeley

- 09/12/12 – Developmental Disabilities Planning and Advisory Council Meeting Presentation in Oakland
- 09/14/12 – San Leandro Senior Fair in San Leandro
- 09/15/12 – 9th Annual Ethiopian New Year Celebration in Oakland
- 09/15/12 – Health and Wellness Fair at Eastmont Mall in Oakland
- 09/22/12 – St. Paul Senior Informational Workshop in Oakland
- 10/06/12 – Dublin Senior Info Fair in Dublin
- 10/14/12 – Berkeley Sunday Streets Event in Berkeley
- 10/20/12 - Wheels for Meals Ride
- 10/23/12 – Newark Senior Health Fair at the Newark Senior Center
- 10/23/12 – Older Adult transportation Resource Fair in Oakland
- 10/28/12 – Dia de los Muertos in Oakland

D. Other Staff Updates

Naomi Armenta provided a status update on the PAPCO Bylaws and noted one recommended change in reference to removing the language for when a “member passes away”. The bylaws will be brought back next month for approval.

12. Draft Agenda Items for October 22, 2012 PAPCO

- 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

13. Adjournment

The meeting adjourned at 3:05 p.m.

MEMORANDUM

To: Tess Lengyel, Deputy Director of Policy, Public Affairs and Legislation

From: Angie Ayers, Public Meeting Coordinator

Date: October 8, 2012

Subject: Updated Community Advisory Committee Bylaws

Summary

Alameda CTC's four community advisory committees reviewed their bylaws at their organizational meetings in June 2012. After this review, the program coordinators reviewed the bylaws and updated them to reflect the changes the specific committees had requested and changes to standardize the bylaws for the committees.

Updates to standardize the bylaws for the four committees:

- **Article 1.1 Alameda County Transportation Commission (Alameda CTC)** was revised to reflect the Administrative Code changes to how Alameda CTC identifies its governing board.
- **Article 3.6.3** was revised to remove the phrase "passes away."
- **Article 3.6.4** was revised to include the appointing party in the termination process.

Updates that apply to specific committees:

1. Bicycle and Pedestrian Advisory Committee (BPAC)
 - **Article 1.18 Programmatic Funding** was changed to clarify the actual percentage of Measure B revenues used to fund bicycle and pedestrian projects.
 - **Article 2.2.4** was added to expand on the committee roles and responsibilities.

2. Citizens Advisory Committee (CAC)

- **Article 2.2.3** was revised and a portion of it was moved into Article 2.2.4 to clarify the committee roles and responsibilities.
- **Article 2.2.4** was renumbered due to the revision of Article 2.2.3.

3. Citizens Watchdog Committee (CWC)

- **Article 5.6 Agenda** was revised to include the agenda planning process.
- **Article 7.1 Minutes** was revised to provide detail about the process.

4. Paratransit Advisory and Planning Committee (PAPCO)

No updates applied specifically to PAPCO.

Attachments

BPAC Bylaws
CAC Bylaws
CWC Bylaws
PAPCO Bylaws



Paratransit Advisory and Planning Committee Bylaws

Article 1: Definitions

1.1 Alameda County Transportation Commission (Alameda CTC). ~~The “Alameda CTC” or “Commission”~~ is a joint powers authority resulting from the merger of the Alameda County Congestion Management Agency (“ACCMA”) and the Alameda County Transportation Improvement Authority (“ACTIA”). The 22-member Alameda CTC Commission (“Commission”) is comprised of the following representatives:

1.1.1 All five Alameda County Supervisors.

1.1.2 Two City of Oakland representatives.

1.1.3 One representative from each of the other 13 cities in Alameda County.

1.1.4 A representative from Alameda-Contra Costa Transit District (“AC Transit”).

1.1.5 A representative from San Francisco Bay Area Rapid Transit District (“BART”).

1.2 Alameda County Transportation Improvement Authority (ACTIA). The governmental agency previously responsible for the implementation of the Measure B half-cent transportation sales tax in Alameda County, as approved by voters in 2000 and implemented in 2002. Alameda CTC has now assumed responsibility for the sales tax.

1.3 ADA Eligible Person. A person with disabilities who is eligible for Americans with Disabilities Act (ADA) paratransit services within the legal requirements of the ADA. The general definition of an ADA-eligible individual is a person who is unable, due to disability, to utilize regular fixed-route transit services.

1.4 Appointing Party. A person or group designated to appoint committee members.

1.5 Bicycle and Pedestrian Advisory Committee (BPAC). The Alameda CTC Committee that reviews all competitive applications submitted to Alameda CTC for the Bicycle and Pedestrian Safety funds, along with the development and updating of the Alameda Countywide Pedestrian and Bicycle Plans. Serving as the countywide BPAC, the Committee also provides input on countywide educational and promotional programs, and other projects of countywide significance.

1.6 Brown Act. California's open meeting law, the Ralph M. Brown Act, California Government Code, Sections 54950 *et seq.*

1.7 Citizens Advisory Committee (CAC). The Alameda CTC Committee that serves as a liaison group between the Alameda CTC and the members' respective communities. Appointed by the ACTIA Board or the Commission, the CAC keeps the Commission informed of the progress of Measure B programs and projects, and discusses and brings local community transportation concerns to the Commission, as well as provides feedback to members' respective communities.

1.8 Citizens Watchdog Committee (CWC). The Alameda CTC Committee of individuals created by the ACTIA Board, as required by Measure B, with the assistance of the League of Women Voters and other citizens groups, and continued by the Commission. The Committee reports directly to the public and is charged with reviewing all expenditures of the agency. Citizens Watchdog Committee members are private citizens who are not elected officials at any level of government, nor individuals in a position to benefit in any way from the sales tax.

1.9 Consumer. Any individual who uses any public transportation services available in Alameda County for seniors and people with disabilities. Consumers may or may not be eligible for services mandated under the Americans with Disabilities Act.

1.10 Coordination/Gaps in Service Funds (Tier 1). Funds available under Measure B on a Countywide basis for gaps in the special transportation service network and/or for coordination among systems. These funds would be allocated by PAPCO to reduce differences in service that might occur based on the geographic residence of any individual needing special transportation services for seniors and people with disabilities, subject to approval by the Commission.

1.11 Expenditure Plan. The plan for expending Transportation sales tax (Measure B) funds, presented to the voters in 2000, and implemented in 2002.

1.12 Fiscal Year. July 1 through June 30.

1.13 Mandated Services. Paratransit services mandated by the Americans with Disabilities Act (ADA), also known as “ADA Paratransit.” These services are provided by regular route transit operators, including AC Transit and BART, acting together as the East Bay Paratransit Consortium, as well as Union City Transit and LAVTA.

1.14 Measure B. The measure approved by the voters authorizing the half-cent sales tax for transportation services now collected and administered by the Alameda CTC and governed by the Expenditure Plan. The sales tax authorized by Measure B will be in effect for 20 years, beginning on April 1, 2002 and extending through March 31, 2022.

1.15 Organizational Meeting. The annual regular meeting of the PAPCO in preparation for the next fiscal year’s activities.

1.16 Measure B Program. Transportation or transportation-related program specified in the Expenditure Plan for funding on a percentage-of-revenues basis or grant allocation.

1.17 Measure B Project. Transportation and transportation-related construction projects specified in the Expenditure Plan for funding in the amounts allocated in the Expenditure Plan.

1.18 Non-mandated Services. Special transportation services, including paratransit, that are not subject to the requirements of the Americans with Disabilities Act. In Alameda County, the non-mandated services that receive Measure B funds are provided by the cities and the County of Alameda. Examples of non-mandated services include, but are not limited to, shuttle service, taxi programs and special group trips.

1.19 Paratransit Advisory and Planning Committee (PAPCO or “Committee”). The Alameda CTC Committee that meets to address funding, planning, and coordination issues regarding paratransit services in Alameda County. Members must be an Alameda County resident and an eligible user of any transportation service available to seniors

and people with disabilities in Alameda County. PAPCO is supported by a Technical Advisory Committee comprised of Measure B-funded paratransit providers in Alameda County.

1.20 Planning Area. Geographic groupings of cities and of Alameda County for planning and funding purposes. North County: Alameda, Albany, Berkeley, Emeryville, Oakland, Piedmont; Central County: Hayward, San Leandro, unincorporated county (near Hayward); South County: Fremont, Newark, Union City; East County: Dublin, Livermore, Pleasanton, the unincorporated area of Sunol.

1.21 Programmatic Funding. Measure B funds distributed on a monthly basis based on a distribution formula. Approximately 10.45 percent of net Measure B revenues are distributed to mandated and non-mandated specialized transportation services based on a formula developed by PAPCO and approved by the Commission.

1.22 Residents with Disabilities. Alameda County residents who have physical or mental impairments that substantially limit one or more of the major life functions—caring for oneself, performing manual tasks, walking, seeing, hearing, breathing, learning, working—of an individual. Residents with disabilities are ADA eligible if their disabilities prohibit them from using regular fixed route transit.

1.23 Special Transportation. Transportation services for seniors and people with disabilities, aimed at improving the mobility of seniors and people with disabilities by supplementing conventional fixed-route transit service. Examples of special transportation services may include, but are not limited to, paratransit, local senior shuttles, transportation to meal sites, and meal delivery.

1.24 Technical Advisory Committee (TAC). A committee of Measure B service providers, including both the providers of mandated services and the providers of non-mandated services. The Technical Advisory Committee will meet in joint session with PAPCO at least three times per year, and may meet independently at other times to discuss issues of relevance to service providers.

1.25 Tier 2 Funds. Additional funds that may be available for capital expenditures over the life of the sales tax measure. These funds are not guaranteed; however, should they become available, up to \$7.5 million dollars would be allocated to coordination of service gaps and special transportation for seniors and persons with disabilities. These funds would be allocated by PAPCO to reduce differences in service that might occur

based on the geographic residence of any individual needing specialized transportation services for seniors and people with disabilities, subject to approval by the Commission.

Article 2: Purpose and Responsibilities

2.1 Committee Purpose. The Committee purpose is to fulfill the functions mandated for the Committee in the Expenditure Plan and to advise the Alameda CTC on all special transportation matters.

2.2 Committee Roles and Responsibilities from Expenditure Plan. As defined by the Measure B Expenditure Plan, the roles and responsibilities of the Committee are to:

2.2.1 Determine the formula to be used to distribute funds for non-mandated services to the cities in Alameda County and the County of Alameda.

2.2.2 Allocate funds identified for coordination/gaps in service in Tier 1 of the Expenditure Plan, subject to approval of the Alameda CTC.

2.2.3 Allocate funds identified for capital expenditures for coordination/gaps in service in Tier 2 of the Expenditure Plan, assuming funds are available for allocation, subject to approval of the Alameda CTC.

2.3 Additional Responsibilities. Additional PAPCO member responsibilities are to:

2.3.1 Review mandated and non-mandated services for cost effectiveness and adequacy of service levels and to make recommendations to the Alameda CTC regarding the approval of requests for funding. In this capacity, the Committee may identify alternative approaches that will improve special transportation service in Alameda County.

2.3.2 Review performance data submitted by mandated and non-mandated special transportation service providers, with the objective of creating a more productive and effective service network, through better communication and collaboration of service providers.

2.3.3 Report annually to the Alameda CTC and all providers on the status of special transportation services. This report will include at a minimum service availability, quality, and improvements made as compared to the previous year.

2.3.4 Provide a forum for consumers to discuss common interests and goals in making recommendations affecting all special transportation services funded in whole or in part by Measure B funds in Alameda County.

2.3.5 Encourage coordination of special transportation and public transit services as they relate to seniors and individuals with disabilities in Alameda County.

2.3.6 Solicit information from consumers and the larger community on special transportation service needs and disseminate findings to consumers, the Alameda CTC, and other concerned individuals and agencies.

2.3.7 Participate in surveys and planning activities undertaken by various public agencies as they relate to seniors and individuals with disabilities in Alameda County.

2.3.8 Fulfill all responsibilities as the County Paratransit Coordinating Council (PCC), as assigned by the Metropolitan Transportation Commission, the County, the state or the federal government.

2.3.9 Perform outreach regarding PAPCO activities and Measure B funds at least once each fiscal year. Examples of outreach may include attending a transit fair or Transportation Forum, accompanying staff to Alameda CTC outreach presentations, or publishing an article in a local publication.

Article 3: Members

3.1 Number of Members. The PAPCO will consist of 23 members.

3.2 Appointment. The Commission will make appointments in the following manner:

3.2.1 One member per County Supervisor (five total).

3.2.2 One member per City (14 total).

3.2.3 One member per Transit Agency—AC Transit, BART, LAVTA, and Union City.

3.3 Membership Qualification. Each member must be an Alameda County resident and a special transportation consumer.

3.4 Membership Term. Appointments shall be for two-year terms. There is no maximum number of terms a member may serve. Members shall serve until the Commission appoints their successors.

3.5 Attendance. Members are expected to actively support committee activities and regularly attend meetings. Accordingly, more than two absences in any fiscal-year period may be cause for removal from the Committee. However, a member removed from the Committee may be reappointed by a Commissioner.

3.6 Termination. A member's term shall terminate on the occurrence of any of the following:

3.6.1 The member voluntarily resigns by written notice to the chair or Alameda CTC staff.

3.6.2 The member fails to continue to meet the qualifications for membership, including attendance requirements.

3.6.3 The member ~~passes away or otherwise~~ becomes incapable of continuing to serve.

3.6.4 ~~The appointing party or the Commission removes the~~A member may be removed by the appointing party or The member appointment is terminated by the Commission from the Committee.

3.7 Vacancies. An appointing party shall have the right to appoint (subject to approval by the Commission) a person to fill the vacant member position. Alameda CTC shall be responsible for notifying an appointing party of such vacancy and for urging expeditious appointment of a new member, as appropriate.

Article 4: Officers

4.1 Officers. The PAPCO shall annually elect a chair and vice chair. Each officer must be a duly appointed member of the PAPCO.

4.1.1 Duties. The chair shall preside at all meetings and will represent the PAPCO before the Commission to report on PAPCO activities. The chair shall serve as an ex-officio member of all committees except a nominating subcommittee (when the PAPCO discusses the chair position). In addition, if MTC convenes Paratransit Coordinating Council (PCC) meetings, the PAPCO chair or his/her designee will attend and report back to PAPCO on these meetings. The vice chair shall assume all duties of the chair in the absence of, or on the request of the chair. In the absence of the chair and vice chair at a meeting, the members shall, by consensus, appoint one member to preside over that meeting.

4.2 Office Elections. Officers shall be elected by the members annually at the Organizational Meeting or as necessary to fill a vacancy. An individual receiving a majority of votes by a quorum shall be deemed to have been elected and will assume office at the meeting following the election. In the event of multiple nominations, the vote shall be by ballot. Officers shall be eligible for re-election indefinitely.

4.3 Elected Representatives. PAPCO shall annually elect a representative to serve on AC Transit and BART's East Bay Paratransit Service Review Advisory Committee (SRAC). This representative will attend SRAC meetings, report on PAPCO activities to the SRAC, and report to the full membership of PAPCO on SRAC activities. PAPCO shall annually elect a representative to serve on Alameda CTC's Citizen's Watchdog Committee (CWC). This representative will attend CWC meetings, report on PAPCO activities to the CWC, and report to the full membership of PAPCO on CWC activities.

Article 5: Meetings

5.1 Open and Public Meetings. All PAPCO meetings shall be open and public and governed by the Brown Act. Public comment shall be allowed at all PAPCO meetings. Comments by a member of the public in the general public comment period or on any agenda item shall be limited to five minutes per item. In the discretion of the chair, the time limit may be increased or reduced, but not to less than two minutes.

5.2 Regular Meetings. The PAPCO will hold up to 10 meetings per year. Annually, at the Organizational Meeting, PAPCO shall establish the schedule of regular meetings for the ensuing year. Meeting dates and times may be changed during the year by

action of PAPCO. On a quarterly basis, PAPCO is expected to meet jointly with the Technical Advisory Committee (TAC) of paratransit providers. TAC members will not have voting privileges at these joint meetings, but will engage in all discussions and will present their point of view prior to any decision-making at those meetings.

5.3 Quorum. For purposes of decision making, a quorum shall consist of at least half (50 percent) plus one of the total number of members appointed at the time a decision is made. No actions will be taken at meetings with less than 50 percent plus one member present. Items may be discussed and information may be distributed on any item even if a quorum is not present.

5.4 Special Meetings. Special meetings may be called by the chair or by a majority of the members on an as-needed basis. Attendance at special meetings is not counted as part of members' attendance requirement. Agenda item(s) for special meeting(s) shall be stated when the meeting is called, but shall not be of a general business nature. Specialized meetings shall be concerned with studies, emergencies, or items of a time-urgent nature. Agenda item(s) of a regular meeting may be tabled for further discussion and action at a special meeting, the time and location to be announced in the tabling motion. Notice of such meetings shall be given to all members at least 72 hours prior to such meetings and shall be published on the Alameda CTC's website and at the Alameda CTC office, all in accordance with the Brown Act.

5.5 Agenda. All meetings shall have a published agenda. Action may be taken only on items indicated on the agenda as action items. Items for a regular meeting agenda may be submitted by any member to the chair and committee staff. The Commission and/or Committee staff may also submit items for the agenda. Every agenda shall include provision for members of the public to address the Committee. The chair and the vice chair shall review the agenda in advance of distribution. Copies of the agenda, with supporting material and the past meeting minutes, shall be mailed to members and any other interested parties who request it. The agenda shall be posted on the Alameda CTC website and office and provided at the meeting, all in accordance with the Brown Act.

5.6 Roberts Rules of Order. The rules contained in the latest edition of "Roberts Rules of Order Newly Revised" shall govern the proceedings of the PAPCO and any subcommittees thereof to the extent that the person presiding over the proceeding determines that such formality is required to maintain order and make process, and to the extent that these actions are consistent with these bylaws.

5.7 Place of Meetings. PAPCO meetings shall be held at the Alameda CTC offices, unless otherwise designated by the Committee. Meeting locations shall be within Alameda County, accessible in compliance with the Americans with Disabilities Act of 1990 (41 U.S.C., Section 12132) or regulations promulgated there under, shall be accessible by public transportation, and shall not be in any facility that prohibits the admittance of any person, or persons, on the base of race, religious creed, color, national origin, ancestry, or sex, or where members of the public may not be present without making a payment or purchase.

Article 6: Subcommittees

6.1 Establishment. The PAPCO may establish subcommittees when and as necessary or advisable to make nominations for office of PAPCO, to develop and propose policy on a particular issue, to conduct an investigation, to draft a report or other document, or for any other purpose within the authority of PAPCO. The standing subcommittees are Bylaws, Fiduciary and Finance, Program Plan Review, and Section 5310.

6.2 Membership. PAPCO members will be appointed to subcommittees by PAPCO, on a voluntary basis, or by the chair. No subcommittee shall have fewer than three members, nor will a subcommittee have greater than the number of members needed to constitute a quorum of PAPCO.

Article 7: Records and Notices

7.1 Minutes. Minutes of all meetings, including actions and the time and place of holding each meeting, shall be kept on file at the Alameda CTC office.

7.2 Attendance Roster. A member roster and a record of member attendance shall be kept on file at the Alameda CTC office.

7.3 Brown Act. All PAPCO meetings will comply with the requirements of the Brown Act. Notice of meetings and agendas will be given to all members and any member of the public requesting such notice in writing and shall be posted at the Alameda CTC office at least 72 hours prior to each meeting. Members of the public may address PAPCO on any matter not on the agenda and on each matter listed on the agenda, pursuant to procedures set by the chair and/or committee.

7.4 Meeting Notices. Meeting notices shall be in writing and shall be issued via U.S. Postal Service, personal delivery, and/or email. Any other notice required or permitted to be given under these bylaws may be given by any of these means.

Article 8: General Matters

8.1 Per Diems. Committee members shall be entitled to a per diem stipend for meetings attended in amounts and in accordance with policies established by the Alameda CTC.

8.2 Conflicts of Interest. A conflict of interest exists when any Committee member has, or represents, a financial interest in the matter before the Committee. Such direct interest must be significant or personal. In the event of a conflict of interest, the Committee member shall declare the conflict, recuse him or herself from the discussion, and shall not vote on that item. Failure to comply with these provisions shall be grounds for removal from the Committee.

8.3 Amendments to Bylaws. These bylaws will be reviewed annually, and may be amended, repealed or altered, in whole or in part, by a vote taken at a duly-constituted Committee meeting at which a quorum is present.

8.4 Public Statements. No member of the Committee may make public statements on behalf of the Committee without authorization by affirmative vote of the Committee, except the chair, or in his or her place the vice chair, when making a regular report of the Committee activities and concerns to the Alameda CTC.

8.5 Conflict with Governing Documents. In the event these bylaws conflict with the 2000 Alameda County Transportation Expenditure Plan, California state law, or any action lawfully taken by ACTIA or the Alameda CTC, the conflicting provision in the Expenditure Plan, state law, or the lawful action of ACTIA or the Alameda CTC shall prevail.

8.6 Staffing. Alameda CTC will provide all staffing to the Committee including preparation and distribution of meeting agendas, packets, and minutes; preparation of reports to the Alameda CTC Committees and Commission; tracking of attendance; and per diem administration.

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Paratransit Coordination Team Activity Report for Fiscal Year 2010/11

Since October 2002, Nelson\Nygaard has provided Measure B paratransit coordination services. This fiscal year was our tenth year of providing services. This document summarizes the major activities of the Measure B Paratransit Coordination Team for Fiscal Year 2011/12.

The Nelson\Nygaard team consists of a number of consultants with extensive expertise in the field of paratransit, accessible transportation, and senior mobility. Members who comprise the core Measure B Paratransit Coordination Team include:

- Bonnie Nelson (Principal, Nelson\Nygaard), Principal-in-Charge
- Cathleen Sullivan (Associate Project Planner, Nelson\Nygaard), Project Manager and technical support
- Naomi Armenta (Nelson\Nygaard), Alameda County Paratransit Coordinator
- Krystle Pasco (Acumen Building Enterprise, Inc.), outreach, administrative support, and management of ACTIA mobility programs (EWS, HDTS, South County Taxi Program)
- Nelson\Nygaard Technical Team:
 - Richard Weiner, accessible transportation expert
 - David Koffman, accessible transportation expert
 - Other associates as necessary

Our goal has been and will continue to be to provide high quality service to Alameda CTC, PAPCO, TAC, paratransit consumers, and the CTC's partners throughout the county and region. The coordination team is committed to ensuring that:

- PAPCO meets their mandate as defined in the Expenditure Plan
- Key information flows between PAPCO and TAC
- PAPCO and TAC have a big picture perspective through periodic technical sharing, discussion and an annual mobility workshop
- Consumers are aware of the services being provided through Measure B
- Appropriate accountability for the expenditure of these funds is accomplished through careful analysis of reporting
- Innovative and effective programs are put in place to meet the spectrum of mobility needs among seniors and people with disabilities in the county.

Our completed major activities for last fiscal year (July 1, 2011 – June 30, 2012) are organized below based on the service deliverables outlined in the Nelson/Nygaard contract scope approved by the Board last fiscal year.

Tasks and Deliverables

- **Facilitate PAPCO, TAC, and PAPCO/TAC Joint Meetings, and Subcommittees**
 - Planning, support, packet preparation and staff research for 26 Measure B Paratransit meetings, including PAPCO meetings, TAC meetings, Joint meetings of PAPCO and TAC, and Subcommittee Meetings.
 - Continually worked to make the PAPCO and TAC meetings engaging and highly interactive by incorporating feedback from committee members on an ongoing basis.
- **Implement Annual Workshop**
 - The 2011 Workshop “Moving into a New Era, Building on a Decade of Experience” was attended by around 75 people from all over the Bay Area.
 - Scheduled speakers for Workshop as well as facilitated event.
 - Planning, support, materials preparation, arrangement of outside speakers, staff research and facilitation.
 - Publicized workshop regionally to over 300 individuals and organizations.
 - Invited vendors for Resource Fair and arranged all logistics.
 - Development and distribution of a post-Workshop newsletter to all participants and paratransit stakeholders in the County.
- **Program Management and Review**
 - Assisted stakeholders with Compliance Reports.
 - Revised final Mid Year Reports to reflect qualitative information.
 - Analysis of reports, and preparation and presentation of summary reports including highlights of key issues, descriptive tables, comparison of expenditures, balance fund reserve amounts and service and expenditure trends.
 - Staff analysis, coordination and facilitation of program review meetings and 13 program applications for Measure B funding for fiscal year 2012/13.

- **Facilitate Paratransit Coordinating Council Role in 5310 Funding Process**
 - Worked with MTC to stay aware of 5310 status.
- **Grant Support Services**
 - Collected and compiled data on Gap Grant recipient performance and costs for continuation.
 - Provided analytical support for recommendation related to Gap funding for FY 2011-12.
 - Worked with PAPCO and TAC on a draft Gap Grant funding policy.
 - Submitted a successful New Freedom application for Mobility Management.
- **Outreach and Information Program**
 - Conducted or attended 37 outreach activities, including tabling/presentations at health fairs, churches, disability coalitions, senior centers, etc.
 - Continued distribution of Access Alameda Brochures at community events and as mail-outs and timely responses to ongoing requests for information from the general public.
 - Timely response to information and referral telephone inquiries, linked individuals to appropriate service providers and providing information materials as needed.
 - Attended a variety of meetings with “partner” agencies including – East Bay Paratransit Service Review Advisory Committee, the Alameda County Developmental Disabilities Council, the Alameda County Roundtable for Social Service Providers, the MTC Policy Advisory Council, the BART Accessibility Task Force, the AC Transit Accessibility Advisory Committee, and Regional Mobility Management Meetings.
 - Hosted quarterly Countywide Travel Training Working Group meetings.
 - Prepared a fact sheet for the Workshop detailing senior and disabled transportation in new TEP.
 - Updated accessalameda.org website.
- **General Technical Assistance**
 - Scheduled guest speakers and prepared numerous presentations including: MDT/AVL Presentation, CWTP and TEP, Funding formula, Gap policy, EBP Customer Survey Report and IVR Grant, Transit accessible seat signage, Gap Grant Shuttles, Conflict of Interest and Ethics, Travel Training, and LAVTA report on AmLogCo.

- Answered technical/policy questions from TAC and PAPCO as they arose.

- **Alameda CTC Planning Initiatives**

- CMMP Pilot scoping and implementation – provided technical support to North County taxi programs, worked on Central County taxi expansion, initiated North County volunteer driver program
- Supported New Agreements, Minimum Service Levels, and Funding Formula
- Supported CWTP/TEP process and related technical needs

- **Management of Alameda CTC Mobility Programs**

- Hospital Discharge Transportation Service
 - Tracked use of service.
 - Completed in-service training with all participating hospitals.
- Wheelchair Scooter Breakdown Transportation Service
 - Ongoing management of program, compilation of report on service usage, and incorporation of wheelchair breakdown service information and materials into outreach activities.
 - Met with contractors and troubleshoot issues.
- Tri-City Taxi Pilot Program
 - Tracked use of service.
 - Met with contractor and troubleshoot issues.
 - Goal of 10-20 calls to program participants to ascertain feedback regarding taxi trips.
 - Reports completed each month and forwarded to project managers and taxi contractor.

- **Project Management**

- Timely response to all email and phone inquiries from PAPCO and TAC members.
- Created Master Calendar and Implementation schedule covering all tasks in scope of services.
- Planning and facilitation of weekly paratransit coordination meetings and attendance at other staff meetings.

Paratransit Coordination Team Evaluation Form

Each year, PAPCO reviews and provides feedback to the coordination team. Please think about the following questions so that you will be ready to participate in the evaluation at the meeting. You can refer to the Activity Report for Fiscal Year 2011/12 in this packet when considering these questions. The first section asks you to rate on a five-point scale how the team is doing in specific areas. The second section has a few broad and open-ended questions. Feel free to make notes on these pages – you will then discuss these questions as a group at the meeting.

1. How would you rate the paratransit coordination team in setting up and facilitating PAPCO, Joint, Subcommittee meetings, and the Annual Workshop? (circle one)

5-Outstanding	4-Good	3-Fair	2-Needs Improvement	1-Poor
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2. How would you rate the coordination team's preparation of materials for meetings, such as packets, handouts, charts, PowerPoints, etc? (circle one)

5-Outstanding	4-Good	3-Fair	2-Needs Improvement	1-Poor
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3. How would you rate the helpfulness of reports and technical information delivered to PAPCO and TAC by the coordination team, including financial and program plan information? (circle one)

5-Outstanding	4-Good	3-Fair	2-Needs Improvement	1-Poor
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4. How would you rate the coordination team's guidance and facilitation related to Gap, funding formula, 5310, and other programs? (circle one)

5-Outstanding	4-Good	3-Fair	2-Needs Improvement	1-Poor
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5. How would you rate the coordination team's efforts to provide information on new directions (e.g. Mobility Management) and invite appropriate speakers to improve PAPCO and TAC's technical information? (circle one)

5-Outstanding	4-Good	3-Fair	2-Needs Improvement	1-Poor
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6. How would you rate the coordination team in providing outreach to consumer groups, facilitating PAPCO outreach, and enhancing visibility for paratransit issues? (circle one)

5-Outstanding	4-Good	3-Fair	2-Needs Improvement	1-Poor
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7. How would you rate the paratransit coordination team overall? (circle one)

5-Outstanding	4-Good	3-Fair	2-Needs Improvement	1-Poor
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8. What are the current strengths of the paratransit coordination team?

9. What would you like to see the paratransit coordination team do differently going forward?

10. Do you have any additional comments for the paratransit coordination team?

PAPCO Calendar of Events for October 2012 through November 2012

Full Committee Meetings

- **Regular TAC monthly meeting:**
Tuesday, October 9, 2012, 9:30 to 11:30 a.m., Alameda CTC
- **Regular PAPCO monthly and Joint meeting:**
Monday, October 22, 2012, 1 to 4 p.m., Alameda CTC
- **Regular TAC monthly meeting:**
Tuesday, November 13, 2012, 9:30 to 11:30 a.m., Alameda CTC
- **Regular PAPCO monthly and Special Joint meeting:**
Monday, November 26, 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.

PAPCO Work Plan FY 2012-13

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		x
Assist in publicizing AccessAlameda.org website (magnets, etc)		
Monitor PAPCO appointments and vacancies		x
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		x

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		x	
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		x	
Receive reports on MTC and Regional issues/events			
Staff will continue to forward opportunities for comments and participation via email		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 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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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
- 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)
- Suzanne Ortt
- Larry Bunn

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

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Hayward Monthly Report Form - AUGUST

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	Aug	TOTAL	July	Aug	TOTAL	July	Aug	TOTAL
Registrants	Newly enrolled, individual Hayward Paratransit riders.	Registrants	Number of registrants: Goal - 22	16	14	30			-			-
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	289	781	15,240	15,266	30,506	15,240	15,266	30,506
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	326	796	5,022	4,678	9,700	5,022	4,678	9,700
Group Trips	Accessible vans provided by Alzheimer's Services of the East Bay for day program clients.	Alzheimer's Services of the East Bay (ASEB)	Trips: Goal - 508	640	718	1,358			-	6,250	6,250	12,500
Taxi Program	Subsidized, same day, accessible transportation service operated throughout Central County.	Hayward Paratransit Taxi Program	Trips: Goal 333	n/a	n/a	-	n/a		-			-
TRIP PROGRAM TOTALS				1,618	1,347	2,965	20,262	19,944	40,206	26,512	26,194	52,706
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	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	3,072	6,096			-	3,106	3,161	6,267
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				2,935			40,206			58,973		

Hayward Monthly Report

Service/Program Type	Notes
Drop-down Menu (See comment for descriptions)	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 63% of the target goal of 22 per month. Staff turnover at local SNF's and medical facilities resulted in fewer referrals while new staff was made aware of the program. This challenge created an opportunity to promote the Taxi, Travel Training and Speaker's Bureau program implementation expected in October.
City-based Door-to-Door	A total of 289 round trips were provided to individual riders (69% of goal). Ridership saw a decrease in August as summer programs at various community centers ended, and fewer subscription trip riders accessed the program this month. Subscription riders to receive mailer early September promoting Taxi and confirming their transition to service.
Group Trips	16 service providers offered 25 group trips to 326 riders in August (65% of goal). Group trips were down from July's totals due to reduced summer month scheduling by some regular providers with calendared orders. For example, a regularly scheduled twice monthly group trip with an average of 43 rides was on hiatus in August due to Ramadan.
Group Trips	Ridership in August was 141% of goal in August. ASEB continues to market and promote its programs to families in need of their services in FY 12-13.
Taxi Program	Marketing materials promoting the upcoming Taxi program are in development, as well as a preliminary plan to manage the transition from MV to St. Mini Cab for individual trips. Systems to track and distribute client vouchers are being refined.
TRIP PROGRAM TOTALS	
Mobility Mngmt/Travel Training	The Hayward PAC has recommended CRIL be awarded the Travel Training program, citing the organizations success with people with disabilities as well as with seniors in the community. Staff concurs, and contract negotiations are underway.
Meal Delivery (no new programs)	Meals are 145% of goal for the month of August. Meals on Wheels continues to experience high demand for services as the economy recovers and as they absorb delivery by recently closed, similar services.
Management/Overhead	N/A
Customer Service and Outreach	The Hayward Paratransit Committee (PAC) has recommended CRIL be requested to assist in the implementation of the Speaker's Bureau as a complement to the Travel Training program. Volunteers for the Speakers Bureau would receive training and accompany CRIL to workshops as needed. Recommendation included with FY 12-13 contract negotiations.

Totals

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

WHEELS Accessible Advisory Committee

Meeting

DATE: Wednesday, July 11, 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
Sue Tuite	City of Dublin
Connie Mack	City of Dublin
Shawn Costello	City of Dublin - Alternate
Roberta Ishmael	City of Livermore
Russ Riley	City of Livermore
Mary Evelyn Hummel	City of Livermore - Alternate
Carmen Rivera-Hendrickson	City of Pleasanton
Claire Iglesias	City of Pleasanton -Alternate
Pam Deaton	Social Services
Jennifer Cullen	Social Services
Esther Waltz	PAPCO

Staff Present:

Paul Matsuoka	LAVTA
Sylvia Cox	LAVTA
Ron Caldwell	ALC
John Hayes	ALC

Members of the Audience:
Jane Lewis

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 May 9, 2012 Meeting of the Committee**
Amended Minutes Approved. (Hastings/Riley)
4. **Welcome to New Members**
Chair Rivera-Hendrickson welcomed Connie Mack as the new representative for the City of Dublin and Claire Iglesias as the new alternate for the City of Pleasanton. Chair Rivera-Hendrickson shared the Committee's commitment to making the services provided to be beneficial to the community. Shawn Costello, Russ Riley, Herb Hastings, Joan Helen Hall, Pam Deaton, and Jennifer Cullen had also been also re-appointed to their respective positions for another two year term. Former Committee member Jane Lewis was recognized for her seven years on the Committee and presented with a certificate for her services by Chair Rivera-Hendrickson. New Planning and Communications Director, Sylvia Cox, was also introduced.
5. **Election of Chair and Vice Chair for FY2013**
Staff announced the procedures for the election and handed out the ballots. Nominations for Chair were taken from the floor. Carmen Rivera-Hendrickson was nominated by Hastings/Mack. Herb Hastings was nominated by Rivera-Hendrickson/Tuite. Each nominee spoke briefing on their candidacy and the election was held. Chair Rivera-Hendrickson was re-elected by a vote of 7 to 2. Nominations for Vice Chair were taken from the floor. Herb Hastings was nominated by Rivera-Hendrickson/Riley. Herb ran unopposed and was re-elected.
6. **Establish Meeting Dates and Times for FY2013**
After discussion, a motion that meetings would be held the first Wednesday of every other month from 3:30 – 5:00 pm, with advance notice to be provided for rescheduled dates, was made. (Hastings/Tuite) The motion passed unanimously.
7. **Driver Comment Card**
To rate the customer experience on Dial-A-Ride services, a draft comment card was presented to the Committee for content review and comment. A final draft with comments incorporated will be emailed to the Committee for review and approval. A pilot period will be started with customers rating their experience

and mailing the cards to staff to compile the data. Results from the pilot period will be presented at the next Committee meeting.

8. Dial-A-Ride Statistic and Status Report

Staff presented historical statistics on annual ridership, number of customer complaints, and a status log on issues brought up by the Committee at the May meeting. Pam Deaton shared that Pleasanton Paratransit services had experienced similar trends in annual ridership and that Wheels is not alone. Paul Matsuoka shared that the trends are impacted by the economy, not by the change in service provider. Paul also announced changes that were being implemented to improve the service. Additional drivers had been added to address on time performance issues. A new area manager for ALC, John Hayes, was introduced and will be supervising the services locally to improve driver training and performance. In addition, a monetary incentive-penalty program tied to the number of valid customer complaints will be implemented. Chair Rivera-Hendrickson submitted comments for staff to add to the status log.

9. Alameda County Board of Supervisor Honoring Carmen Rivera-Hendrickson and Herb Hastings Dial-A-Ride

Chair Rivera-Hendrickson and Vice Chair Hastings had been recognized by Supervisor Scott Haggerty for their volunteer efforts as part of an event sponsored by the County Supervisors honoring all citizen volunteers in the county that serve on numerous committees.

10. Alameda County Fair Report

The ridership for the fair will be reported at the next Committee meeting. Members shared their experiences going to the fair and recommended longer hours of operation on Route 8, more buses, more signage at the BART station, and the lack of available wheelchair spaces on the buses.

11. Operational Issues – Suggestions for Changes

Operational issues were discussed under other agenda items. All items will be duly noted on a matrix and responded to before and in the next meeting.

12. Agenda Items for September

Chair Rivera-Hendrickson asked the Committee for agenda items for the next meeting. No additional items were requested. Chair Rivera-Hendrickson announced that Rosemary Booth would be retiring from LAVTA. Connie Mack announced the City of Dublin's 30th Anniversary celebration on July 21, 2012.

13. Adjourn

The meeting was adjourned at 5:06 pm.

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SEPTEMBER 11, 201251

ATTACHMENT 8
Transit Correspondence

'Reasonable Modification' Rule Reported Close to Completion

The DOT is close to completing work on a "reasonable modification" rule, according to Robert C. Ashby, the DOT lawyer in charge of the project. Mr. Ashby has stated that it's a fundamental principle of disability law that the needs of a person with a disability must be given individualized consideration, and policies modified, if necessary, to avoid disability-based discrimination. But ADA paratransit operators worry that a "reasonable modification" rule could result in "costly chauffeurs" rather than providers of a mass transportation service. The proposed rule dictates that public entities providing public transportation services "shall make reasonable modifications in policies, practices, or procedures when the modifications are necessary to avoid discrimination on the basis of disability or to provide program accessibility to its services, unless the public entity can demonstrate that making the modifications would fundamentally alter the nature of the service, program, or activity, or would result in undue administrative or financial burdens." The proposed rule has been pending since Feb. 27, 2006.

OCTOBER 9, 201218

ATTACHMENT 6
Transit Correspondence**Access Board Reopens Study of Bus Ramps with 1:6 Slope**

The Access Board is taking another look at bus ramps, in light of field problems reported regarding the 1:6 slope ramps. Problems with the design include the slope beginning inside of the bus when the ramp is deployed. Two basic issues are 1) the slope uses up some of the level floor space at the top of the ramp, hindering a wheelchair user from paying the fare and turning into the aisle, and 2) the upper end of the ramp remains fixed at 1:6, even though the lower end of the ramp may be flatter when the bus kneels or the ramp is deployed to a curb. The initiation of the slope inside the bus, also has implications for exiting the bus. If the right turn to the door is made too tightly, a wheel of a mobility device may drop onto the ramp abruptly instead of rolling onto it smoothly. The Access Board said the ramp issues were brought to its attention by Lane Transit District of Eugene, OR, Santa Clara Valley Transportation Authority of San Jose, Ca (VTA), and Douglas J. Cross Transportation Consulting. The Access Board has reopened a comment period on transit vehicle guidelines to deal with the ramp issues.

Appeals Court in Atlanta Rules In Favor of Disney on Segways

A federal appeals court upheld a ban on Segways by members of the public, including persons with disabilities, at the Walt Disney World theme parks in Florida. Because of a nationwide class settlement, the decision also extends to the Disneyland resort in California. It's unclear how this will mesh with a recent ruling that embraced new assistive technology in principle, but left the safety of Segway use at Disneyland still to be resolved by a federal district court in California. The case pitted two groups of persons with disabilities against each other: the plaintiffs, who agreed to Disney's plan to provide specially designed, four-wheel electric stand-up vehicles (ESV's); and the objectors, who insist on bringing Segways into the parks as their mobility device.

Seattle Transit Agency Confirms It Allows Service Dogs on Seats

Although one of its bus drivers was unaware of the policy, King County Metro in Seattle confirms that service animals are allowed to occupy a seat on a space-available basis. The King County Metro policy states: "Service animals must remain on the floor without blocking the aisle or on their owner's lap. If this is not an option, the service animal may occupy a seat provided one is available." The FTA received a complaint, which said a bus driver "slammed up" the seats in the wheelchair securement area and yelled: "There - he can be on the floor there." King County Metro determined the driver did not have the current handbook with the recently revised policy. Metro reportedly issued a bulletin to all drivers on the current policy, instructed a supervisor to remind the driver of his customer service obligations, issued an apology to the rider, and tailored a procedure for the rider to deal with any future problems.

UPDATE

The Official Newsletter of Easter Seals Project ACTION



Accessible
Community
Transportation
In Our Nation

Summer 2012 • Volume 24 • Number 1 • www.projectaction.org

National Online Dialogue on Veterans' Transportation Yields Ideas for Enhancing Access and Supports

Approximately 22.7 million men and women have served to protect the United States as of September 30, 2010, according to the U.S. Department of Veterans Affairs, National Center for Veterans Analysis and Statistics. As these men and women return home and begin transitioning to civilian life, they face new challenges, such as securing employment, seeking education and receiving medical care—all of which require access to reliable, affordable and accessible transportation.

Communities across the country are working to improve transportation options for veterans. Over the past seven months, the Obama Administration has committed more than \$60 million to the U.S. Department of Transportation's Veterans Transportation and Community Living Initiative (<http://www.fta.dot.gov/veterans>). VTCLI has supported investments in innovation and partnerships to establish One Call-One Click transportation resource centers in 55 communities in 32 states and Guam. Through this initiative and other resourceful programs, communities have devised new methods, improved old ones and created new partnerships to better meet the transportation needs of veterans. They have much knowledge to share as well as more to learn.

To gain a better understanding about the transportation needs of veterans and consider new



approaches to making transportation options more available to them, the U.S. DOT convened a national online dialogue on veterans' transportation. Sponsored by the Federal Coordinating Council on Access and Mobility (CCAM) and the U.S. Department of Defense (DoD) and managed and operated by Easter Seals Project ACTION, the dialogue was titled *Strengthening Transportation Choices So We Can Serve Those Who Have Served Our Country*. This month-long event, which took place May 7–June 8, provided a unique

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Meeting the Transportation Needs of Those Who Have Served

By Mary Leary

This summer heralds the 22nd Anniversary of the Americans with Disabilities Act (ADA). Easter Seals Project ACTION is proud to be a part of a network of federally funded training and technical assistance centers dedicated to supporting the full implementation of the ADA within the transportation sector. Our cooperative-agreement funder and partner, the Federal Transit Administration (FTA), has continued to support the ADA principles of full inclusion for all by releasing new regulations and launching a new veterans' transportation program—the Veterans Transportation and Community Living Initiative (VTCLI). The history of the ADA documents how the importance of fulfilling our obligations to assist those who served our country helped to drive civil rights legislation for people with disabilities. Thus, it is fitting for us to highlight veterans' transportation and the new regulations in this biannual publication.

In our last edition, we discussed the enabling power of technology as a key element in the VTCLI and the promise that intelligent transportation systems hold both to improve customer service and reduce costs. Social media also holds promise as a tool to increase awareness and connect customers 24/7. The Transit Cooperative Research Program (TCRP) Synthesis Report 99 *Uses of Social Media in Public Transportation: A Synthesis of Transit Practice*, written by **Susan Bregman**, states, "Social media provide transit agencies with an unparalleled opportunity to connect with their customers."¹ This 2012 report notes that the ways transit agencies are adopting social media technologies fall into five major categories: timely updates, public information, citizen engagement, employee recognition, and entertainment. ESPA has been experimenting with social media technologies that facilitate open government through a United We Ride grant from the U.S. Department of Labor, Office of Disability Employment Policy. We found that one technology in particular—online dialogues—creates

an efficient and effective way to engage citizens and build awareness about a topic of interest. These online dialogues are structured around a specific issue or set of issues on which a federal agency is seeking input from a diverse and large stakeholder population.

We have built a series of best practices based on our experiences with the online dialogues. We began this work three years ago in partnership with the National Academy of Public Administration, which initiated this approach to citizen engagement. Key best practices in online events include:

- establishing a finite beginning and end;
- structuring it clearly around an important area of inquiry;
- issuing an invitation to participate from a well-known authority in the area of interest on which feedback is sought;
- making the participation process easy; and
- ensuring an intent for discrete action as a result of the feedback.

In the last several years since we began using these tools, we have reached thousands of people who generated hundreds of ideas, comments and votes. From May 8 - June 8, ESPA held our third major online dialogue. The web-based event, titled *Strengthening Transportation Choices So We Can Serve Those Who Have Served Their Country*, addressed veterans' and military families' needs related to transportation resources and access. Due to the FTA's \$60 million Veterans Transportation and Community Living Initiative, FTA wanted to maintain a strong oversight role on this dialogue, and this level of support drove awareness building activities to a high level. We are grateful for the significant outreach and support for the dialogue from FTA, the White House's Joining Forces



Mary Leary

¹ Bregman, Susan. 2012. "TCRP Synthesis 99, Uses of Social Media in Public Transportation A synthesis of Transit Practice." TRB: Washington, DC. p. 1.

(continued on page 3)

Meeting the Transportation Needs of Those Who Have Served

(continued from page 2)

blog, U.S. Transportation Secretary **Ray LaHood's** *Fastlane* blog, VetsFirst, and the American Public Transportation Association (APTA). **Heather Ansley** of VetsFirst led a major marketing effort to help us publicize the dialogue to veteran and military services providers. Over the four-week period—bookended by two major national transportation conferences (i.e., APTA's Bus and Paratransit Conference and the Community Transportation Association of America's EXPO)—we reached over 2,000 people who generated over 1,000 ideas, comments and votes. According to indicators we developed to measure the impact of online dialogues, this was our most engaged set of registered users of any dialogue to date.

In the past, the best ratio of actions per idea was 9.1, achieved in the 2010 United We Ride Coordination Dialogue. In the veterans' dialogue it was 12.7, a 40% increase in the number of votes and comments per each idea. The 459 participants provided an average of 2.3 actions each, which is a ratio similar to earlier dialogues. Voting behavior equates to the level of interest, a critical aspect in understanding which ideas are the most important and should be viewed as the highest priority for action. This dialogue also had the highest score on this measure: 9.7 votes for each idea, a 70% increase over the 5.5 and 5.7 results of earlier dialogues. Votes showed that the top seven ideas for how to improve transportation services access for veterans were:

- increase operational funding (51 votes);
- centralize transportation options via the use of smartphones (41 votes);
- create half-fares for veterans (35 votes);
- improve rural transportation for veterans (33 votes);
- add transit benefits to the VA SmartCard (27 votes);
- form partnerships to improve/enhance veterans transportation (25 votes); and
- encourage VA Hospitals to collaborate with transit (23 votes).

The information generated through this project demonstrates the utility of social media in addressing pressing needs, such as the transportation needs of those who have served our country. We appreciate the many veterans; veterans services organizations; public, private, and medical transportation providers; human

services providers; and advocates. **Attachment 11A** dialogue and provided compelling ideas for future action. As an example, a member of our ESPA National Steering Committee from the Paralyzed Veterans of America (PVA), **Maureen McClosky**, served as a member of our advisory committee for the project, ensured the project was posted on the PVA website and provided a number of ideas, comments and votes.

One of Easter Seal's goals is to help address the need for accessible, inclusive community-based services, such as transportation, among those who have served our country. Such services are integral to their ability to lead independent lives in communities of their choice. Thus, we dedicate this ESPA *Update* newsletter to veterans' transportation. We hope that you will find many ideas and resources of merit with which to support mobility for veterans, their families and all who need access to transportation choices. •

ABOUT THE NEWSLETTER

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Accessible Transportation Coalitions Initiative Update

Serving Those Who Served: Communities Come Together to Develop Transportation Options for Veterans

With the ranks of America's combat veterans swelling as a result of Operations Enduring Freedom and Iraqi Freedom, communities around the country are seeking ways to smooth the transition for military members returning to U.S. bases or their hometowns. Returning from service brings with it many challenges as veterans seek to regain their footing in the civilian world, including finding employment, a place to live and a community to call home.

For the many veterans who return from war with a service-related disability, achieving such goals may be difficult.

In response, many teams participating in ESPA's Accessible Transportation Coalitions Initiative (ATCI) are making it a priority to work with the veteran community to improve transportation for veterans and all of us. The number of representatives of veterans service organizations that have participated at ATCI events in recent years has increased. This expanded level of community involvement has lead both to a greater understanding among all coalition members of the challenges our veterans face as well as closer links between advocates for veterans and many community resources.

"I got involved with the Accessible Transportation Coalition because we, at the VA [U.S. Department of Veterans Affairs] saw a need to increase our involvement with our community organizations that offer transportation to veterans," **Anne Murphy** wrote to ESPA in Spring 2012. Murphy is a staff member at the Portland, Oregon VA hospital and a member of the ATCI coalition that began work in 2011 in the Southwest Washington region bordering Portland. "The Portland VA Medical Center and community organizations that support veterans can benefit by being involved with groups like ATCI that include a wide range of committed individuals and organizations that support and care for veterans. I am amazed to see how many organizations in the community offer various transportation options for our



veterans and their families. We, at the VA, recognize that working together to help our veterans with transportation needs is a win-win for all involved."

To help both veterans and the broader community, several ATCI teams have taken leading roles in developing coordinated information and referral systems to link residents with transportation. Several communities with ATCI teams, such as Corpus Christi,

Texas, have received funding through the Veterans Transportation and Community Living Initiative (VTCLI) to develop One Call-One Click centers that will help connect all residents with much needed transportation resources.

"Thanks to our well-rounded membership, especially the involvement of the veteran community, the Access TEAM was able to see the potential synergy between the VTCLI and our TEAM's vision for accessible mobility options for all. Access TEAM members learned more about the One Call-One Click program and strategized the best approach for an application that would bring the concept to this region. We were able to provide support to the Corpus Christi Regional Transportation Authority in their successful bid for funding," said **Judy Telge**, director of the mobility options project of the Coastal Bend Center for Independent Living and co-facilitator of the Access TEAM. "We anticipate the Access TEAM will continue to be involved with the CCRTA in the VTCLI One Call-One Click implementation."

Other communities that have participated in ATCI and also received VTCLI grants include El Paso, Texas; Los Angeles, California; Denver, Colorado; and Maui, Hawaii.

ESPA is proud to support such initiatives as ATCI and VTCLI and the community groups working together to see that returning veterans, regardless of disability, are able to go home to inclusive communities with viable transportation options that allow veterans to get where they want to go. •

Technical Assistance for Helping Veterans Find Rides

People returning from military combat service often find it difficult to identify and access community support resources for themselves and their families. The challenge is more acute if the service member has a disability. And even when a resource is located, finding transportation to the needed service provider can pose an additional challenge.

One such example is when a veteran needs transportation to therapy appointments at a rehabilitation center that is over a hundred miles from home. He cannot drive because of his disability and his family members find it difficult to take him because no one can take time off work to do so. A first step in this case is to contact the nearest Veterans Integrated Service Network (VISN). VISNs, which include medical, rehabilitation and domiciliary care centers as well as outpatient clinics across the country, are grouped into 21 geographic regions. Call 877-222-VETS (8387) for possible resources. Each VA medical center has a transportation coordinator that can be helpful in locating rides.

For some VA centers, transportation is provided and coordinated through the Disabled American Veteran (DAV) network of volunteers. Services vary in each community as does the availability of lift-equipped accessible vans. More information can be found at www.dav.org.

If you are unable to locate a transportation provider through the VA, local public transportation

providers may know of options. The American Public Transportation Association website, www.publictransportation.org, offers a listing of transportation providers sorted by state with phone numbers that you can call to discuss options.

Additionally, in most states, simply calling 2-1-1 can connect you with a referral specialist that could provide you with information on local and regional transportation resources. To find out whether 211 services are offered in your area and to obtain more information, visit www.211.org.

Although the resources listed above may be helpful for many veterans, countless communities still need more transportation resources and options. The recent national online dialogue on veterans' transportation provided a valuable method for gathering ideas from people across the country on ways to create and increase access to affordable, reliable transportation options to home, work and everywhere in between. National leaders in both the veterans' services and transportation arenas will be able to use the recommendations and comments offered in the dialogue as they strive to shape our nation's ability to deliver the right services, programs, guidance, and technical assistance to veterans and their families, local transportation providers and community leaders.

Ken Thompson is the coordinator of technical information services for ESPA. He is a veteran of the U.S. Navy and comes from a career military family. •

SOCIAL MEDIA IN PUBLIC TRANSPORTATION

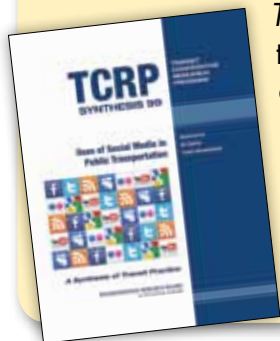
TCRP Synthesis 99: Uses of Social Media in Public Transportation

In May 2012, the Transportation Research Board's Transit Cooperative Research Program released Synthesis 99: *Uses of Social Media in Public*

Transportation. The report examines the emerging uses of social media among transit agencies, barriers to using social media and successful practices of social media. **Julia Kim**, ESPA online engagement manager, served on the topic

panel as a liaison. As stated in the introduction of the synthesis, transit agencies are using social media technologies to provide:

- Timely updates about service information
- Public information about services, fares and other projects
- Citizen engagement
- Employee recognition
- Entertainment •



ESPA Hosts Webinar on Connecting Centers for Independent Living and Mobility Managers

"The cooperative nature of this program makes it work. Everyone who is involved has a predisposition and a civic, moral or business concern to expanding regional transportation for all people."

—Quote from a coach

Since 2010, the Mobility Management Independent Living Coaches (MMILC) program, a joint demonstration program of ESPA, the Association of Programs for Rural Independent Living (APRIL) and the National Council on Independent Living (NCIL), has worked to bridge the gap between the independent living and transportation communities. Through this Federal Transit Administration-funded program, representatives from Centers for Independent Living (called IL coaches in this program) have linked with mobility managers to strengthen relationships between their groups and raise awareness of the issues people with disabilities face as they seek the transportation they need. The program has also helped the IL coaches build the capacity of their centers to identify and promote accessible transportation services for the individuals that the center supports.

On February 29, ESPA hosted a webinar on strategies that have helped establish and foster strong relationships between IL coaches in the MMILC program and mobility managers. Presenters also shared ways Centers for Independent Living across the country can replicate the MMILC program and ways mobility managers and transportation professionals can use it. MMILC program managers, **Judy Shanley**, Ph.D., director of student engagement and mobility management at ESPA, and **Kathy Hatch**, director of training and technical assistance at APRIL, provided an in-depth overview of the program. In addition, an IL coach, **Autumn Misko**, resources specialist at Independence First, as well as a mobility manager, **Darlene Hall**, at the Milwaukee County Transit System, shared their views from working together through the program.

In the Spring 2011 *Update*, ESPA published a list of IL coaches in each of the 10 FTA regions and encouraged mobility managers to contact the coach in their region. In addition, online forums and other organized communication lines within the program

allow IL coaches to communicate among themselves and IL coaches and mobility managers to communicate with each other. Each IL coach receives an orientation and ongoing support. Through working with one another, IL coaches and mobility managers act in many capacities, including as an information purveyor, a resource linker, a trainer and technical assistance provider, a presenter, and an advisor.

In feedback groups, the IL coaches reported that, although many of them were aware of transportation concerns previous to the MMILC program, they were now able to better understand transportation issues. IL coaches were eager to learn more and work together to make changes that would improve transportation access and availability in their communities, and they recognized the importance of mobility managers in that process. Notably, as Hatch reported, the coaches reported feeling a change in attitudes among transportation professionals regarding the transportation needs of people with disabilities. IL coaches also shared the following list of activities that help them build relationships with mobility managers.

- Assisting mobility managers and transit providers with identifying funding sources and writing grants
- Writing letters of support for grant applications so that the transit provider can obtain additional funding to support transit projects
- Setting up a focus group for mobility managers to collect information from riders with disabilities
- Working with transit providers to create training materials that reflect IL philosophy
- Helping design a media campaign around accessible transportation
- Attending meetings, joining advisory councils and becoming a member of coalitions relating to transportation
- Educating mobility managers regarding the rights of people with disabilities in regard to transportation

In her presentation during the webinar, Hall added that the MMILC program helps mobility managers extend positive relationships with the disability community and improve their understanding of how to support the accessible transportation needs of people

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Latest Research in Accessible Transportation

TCRP Report Includes Strategies to Improve Transportation for Veterans

Published April 2011 • Available at www.trb.org

The Transportation Research Board's Transit Cooperative Research Program (TCRP) *Research Results Digest 99: Improving Mobility for Veterans* details issues that veterans face, and it includes potential strategies for community transportation providers interested in enhancing mobility options for veterans. The report includes an overview of veterans' mobility concerns, national transportation policies and services for veterans, typical transportation options for veterans, and next steps for the field of accessible transportation for veterans.



As reported in TCRP's *Research Results Digest 99: Improving Mobility for Veterans*, 40 percent of veterans live in rural areas and they may need to travel long distances for medical care and other services. An *Examination of Transportation Services Available to Rural Military Veterans for Medical Services* reports that "rural veterans are more likely to seek in-patient healthcare compared with urban veterans...[which] may reflect the lack of close-by outpatient care."

One chapter in the study highlights innovative and exemplary practices currently in use across the country. For instance in Wisconsin, the Price County Veterans Service Office and Human Service Commission on Aging meet the medical needs of veterans in a county that is without any public transportation and can be several hours from major destinations. On the other side of the country in New Jersey, the Ocean County Department of Transportation's Ocean Ride program provides regularly scheduled trips to out-of-county VA clinics

free of charge—in addition to its public, fixed-route and nonemergency medical transportation services to older adults and people with disabilities.

The report also includes a helpful Needs Assessment Tool, a short questionnaire that helps agencies establish the mobility needs of the veterans in their community and identify next steps for meeting those needs. Questions include, "What additional requirements do you have to earn business with the veterans' community?" and "What types of new funding are you likely to get as a result of working with the veterans' community?" •

A Look at Medical Services Available to Veterans in Rural Pennsylvania

Published January 2012

Available at www.rural.palegislature.us

More than a million veterans live in Pennsylvania and, in 2008, they required more than 21,000 hospitalizations and 2.4 million outpatient medical service visits. Veterans living in rural areas may often be much farther from the health facilities they need to access, however, than their urban counterparts are.

Sponsored by the Center for Rural Pennsylvania, researchers from Pennsylvania State University and the Massachusetts Institute of Technology found a gap between the medically related transportation needs of veterans in rural Pennsylvania and the availability of accessible and affordable transportation. The goal of their study, *An Examination of Transportation Services Available to Rural Military Veterans for Medical Services*, was to identify the scope of these unmet needs and develop policy considerations to address them. Research for the study included data analysis, key informant interviews and county case studies.

The report includes multiple maps of Pennsylvania that depict the locations of VA medical facilities, VA community-based outpatient clinics and civilian hospitals. In addition, another map in the report illustrates the different county densities of the veteran population in 2006 while others depict the share of veterans ages 17–44, 45–54 and 65+ living in rural counties in 2009. •

U.S. Department of Transportation News

Contributed by Richard Devylder, Senior Advisor for Accessible Transportation

Since President **Barack Obama** appointed me in July 2010, I have had the privilege to serve under Secretary **Ray LaHood** as the first senior advisor for accessible transportation at the U.S. Department



Richard Devylder

of Transportation (DOT). I approach the position with one primary focus: for we, as a nation, to move from viewing the transportation and communications needs of people with disabilities through the lens of a medical model and, therefore, separate from those of people without disabilities to focusing instead on ensuring that all modes of

transportation and communication are accessible and able to meet the diverse functional needs of everyone in the country. This means that every person, including those with disabilities, should be able to:

- Board any bus or train car.
- Safely access any sidewalk and street, regardless of the mobility device the person may use.
- Use private limousine, shuttle and taxi services.
- Access an airplane and the restrooms in it with the guarantee that personal mobility equipment will be in the same working condition upon arrival at the destination as it was at the departure to the destination.
- Travel on cruise ships and experience the same benefits as other patrons.
- Get information from the communication systems in bus stations, train stations and airports as well as onboard a bus, train or aircraft.
- Rely on evacuation and transportation plans for disaster response and recovery that integrate disability and aging transportation providers and assets.

Over the last two years, U.S. DOT has focused on and achieved the following:

- U.S. DOT Federal Railroad Administration, U.S. Access Board and Amtrak cooperatively developed guidance and made recommendations for Next Generation Rail Cars that were accepted by the

Section 305 Passenger Rail Infrastructure and Improvement Act Next Generation Equipment Committee. The changes increase the weight capacity of lifts, turning radius and wheelchair slot spacing and set the process for ensuring accessible communication of announcements.

- In 2010, U.S. DOT announced the first federal rule to specifically provide Americans with Disabilities Act (ADA) protections to people with disabilities who travel on boats and ships. The rule prohibits vessel operators from charging extra for accessibility-related services, requiring passengers to furnish their own attendants or denying access to passengers based on a disability.
- U.S. DOT Federal Highway Administration is working with the U.S. Access Board on guidelines for public rights-of-way including rules concerning the accessibility of street crossings, sidewalks and other elements (www.access-board.gov/prowac/).
- In September 2011, U.S. DOT amended ADA regulations to require that intercity, commuter and high-speed passenger railroads ensure that, at new and significantly renovated station platforms, passengers with disabilities are able to get on and off any accessible car of the train, with an emphasis on level-boarding. As a result, U.S. DOT negotiated policy with Amtrak regarding the boarding of trains with the goal of ensuring that people with disabilities can board and alight from a train car using the most integrated, non-mechanical- and non-personnel-dependent option possible.
- U.S. DOT Federal Motor Carrier and Security Administration Physical Qualifications Division has been working closely with the National Association of the Deaf to collect information for publishing a *Federal Register* notice requesting public comment on the applications for exemptions from the Administration's rule concerning hearing. We anticipate publishing the notice in the next few months, and we will be adding additional drivers to the *Federal Register* notice.
- The Aviation Enforcement Office reached settlements with a number of U.S. airline carriers, assessing them civil penalties ranging from \$125,000 to \$2 million the largest amount ever assessed against an airline for a non-safety related violation. The majority

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Updated You Can Ride Pictorial Guide

Throughout the year, ESPA releases various types of products—such as brochures, factsheets and training booklets—to teach people more about certain topics, provide them with a quick reference guide or help communities further accessible community transportation in other ways. This summer, ESPA will release an updated version of *You Can Ride*, a publication widely used by travel trainers across the country.

Similar to the first version published in 2001, the 2012 *You Can Ride* booklet is a pictorial guide for traveling on a bus designed for people who cannot read or do not use English. The guide depicts steps for traveling from planning the trip to arriving at the destination. An example page, the step “Signal to Stop,” is shown on the right.

The 2012 version differs from the original version, however, in that it uses photographs of people riding the bus rather than drawings and has slits for travel trainers or riders to insert their own photographs. The photographs clearly portray each step and the slits make the book flexible, allowing trainers and trainees to personalize the booklet to depict their own community and transit trip. The updated guide also covers traveling by subway train and includes such steps as “Buy Your Ticket or Fare Card” and “Leave the Train and Exit through the Fare Gate.”

Veterans who are learning how to use bus or subway systems may find this book to be a helpful resource as well. In addition, ESPA’s newly released handbook, *Effective Transportation Advisory Committees: Creating a Group that Reflects all Community Voices*, can help veterans and other people with disabilities learn how to get involved with transportation advisory committees



Pictured above is **Nancy Starnes**, who is currently serving as a presidential appointee to the U.S. Access Board. Among many years of work in the field of disability rights, Starnes has served as vice president and chief of staff at the National Organization on Disability (NOD); was the chief operating officer of the Paralysis Society of America; met with Senator **Bob Dole** and President **Bill Clinton** through work for the Paralyzed Veterans of America; was part of the first presidential delegation to the 2006 Paralympic Winter Games in Torino, Italy; and carried the torch to the 1996 Atlanta Summer Olympics on behalf of United Way. Her many contributions to the disability community have helped enhance independence for countless Americans, and ESPA was honored to have her assistance with the 2012 *You Can Ride* pictorial guide.

in their communities. Both of these resources are now available for free on the ESPA website at www.projectaction.org. •

ADA TRAINING PROGRAM

Updated ADA Training Program for Motorcoach Companies

ESPA is updating another popular resource, *ADA Training Program for Motorcoach Companies Self-Study Guide*, originally released in 2005. Developed in partnership with the American Bus Association, this free resource provides guidance to companies, drivers and others who serve passengers with disabilities on the ADA regulations for accessible motorcoach service. See page 10 for more information on ESPA’s partnership with ABA on this resource. •

U.S. Department of Transportation News

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of the civil penalties must go to improving the areas of the identified deficiencies.

The U.S. DOT understands that, although significant improvements have been achieved, much work remains to be done. It is the responsibility of all of us to ensure that policies, practices, plans, and project budgets reflect a commitment to accessibility. Improving transportation accessibility for people with disabilities improves universal access and ease of travel for the broader community. •

ESPA Partners with the American Bus Association on Updated ADA Training Program

ESPA often partners with other organizations on resources, trainings and presentations. This allows us to connect with experts in a variety of fields, learn the most up-to-date information and communicate news about accessible transportation to a large audience.

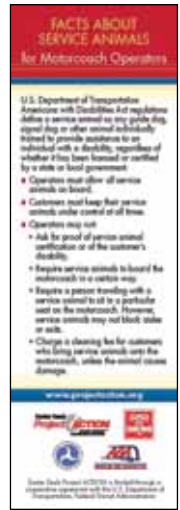
For over a decade, ESPA has worked with the American Bus Association to create and distribute information for motorcoach operators regarding the Americans with Disabilities Act (ADA). Originally founded in 1926, ABA works to advance North American motorcoach travel to fulfill the transportation and travel needs of the public. ABA members include motorcoach operators, tour operators, manufacturers and suppliers of bus products and services, and organizations and companies in the travel industry, of which people with disabilities are a large and growing market.

Starting with the *ADA Pocket Guide* in 2001 and then the *ADA Training Program for Motorcoach Companies* in 2005, the resources produced from this partnership have greatly benefited both the motorcoach industry and disability community. Former U.S. Secretary of Transportation **Norman Y. Mineta** applauded ESPA and ABA for "giving the motorcoach industry a hands-on tool it needs to comply not only with the letter of ADA, but with its spirit as well, through excellent customer service."

The *Motorcoach Operator's Bookmark*, one part of the updated ADA training program, is available for free on the ESPA website. The bookmark provides guidance to motorcoach companies, drivers and others who serve passengers with disabilities on U.S. DOT ADA regulations on service animals and tips on customer service for people with disabilities.

This year, ESPA and ABA are pleased to release an updated version of the training program. The updated program will include the *Motorcoach Operator's Bookmark*, the *Motorcoach Operator's ADA Pocket Guide* and an updated self-study guide. These free resources provide guidance to companies, drivers and others who serve passengers with disabilities on the ADA regulations for accessible motorcoach service. The self-study guide includes changes to ADA and U.S. DOT requirements since 2005 and an expanded section on service animals.

ADA Training Program for Motorcoach Companies Self-Study Guide will be available for order online in late 2012, free of charge, at www.projectaction.org. The bookmark and pocket guide are currently available for order on ESPA's website. For more information on ABA, visit www.buses.org. •



ESPA Hosts Webinar

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with disabilities. As a mobility manager who received support from Misko, an IL coach in FTA region 5, Hall noted that the Milwaukee County Transit System was able to get more people with disabilities involved in public transit. "Because of [Misko's] role as a field coach, she has been able to put us in contact with various people with different types of disabilities that were willing to come out and talk to us about their experiences on the bus."

As Hatch stated, "This is what it's all about: getting folks to start to discover ways they could work together. [MMILC program participants] found that people were eager to learn and work together to make changes that would improve transportation access and ability in their own communities." •

Veterans' Dialogue

(continued from page 1)

opportunity to connect veterans with transportation service providers where they could exchange and discuss ideas for improving access to transportation.

U.S. DOT Secretary **Ray LaHood** heralded the online event with a welcome video posted online. Federal Transit Administration (FTA) Deputy Administrator **Therese W. McMillan** announced the release of the dialogue in her keynote remarks at the American Public Transportation Association (APTA) Bus and Paratransit Conference in Long Beach, Calif. on May 7. Their statements emphasized the key goal of the dialogue: to help make better decisions about transportation options for veterans, active service members and their families. FTA Administrator

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Veterans' Dialogue

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Peter Rogoff echoed this goal and underscored its importance in his statement on Sec. LaHood's blog: "We are thrilled to support a national conversation that will, for the first time, enable veterans and service members to engage in a frank and creative exchange about their transportation needs with a wide range of organizations that can ultimately deliver solutions." At the Community Transportation Association of America (CTAA) EXPO in Baltimore, Maryland on May 23, Administrator Rogoff re-affirmed this message in his remarks and encouraged providers of transportation for veterans to participate in the dialogue to "bring their best ideas forward."

ESPA partnered with members of CCAM, U.S. DoD, CTAA, and VetsFirst, a program of the United Spinal Association, on an advisory committee to develop a strategy for the management and execution of the online dialogue. The strategy included connecting with organizations working with or supporting veterans and service members to help spread the word about the dialogue. To further promote the online event, the dialogue website included a social media component, which dialogue participants used to share what they were reading with their networks on Facebook and Twitter. Additionally, organizations and individuals used social media sites, such as Facebook, Twitter, YouTube, and blogs, as part of their outreach efforts, including:

- A welcome video from Sec. LaHood
- Blog articles from the White House's Joining Forces initiative, Sec. LaHood, and ESPA
- Postings on social media sites, including Facebook and Twitter, from the Office of the Deputy Assistant Secretary of Defense for Military Community and Family Policy
- A video message of support from U.S. Department of Housing and Urban Development General Deputy Assistant Secretary **Brian Greene**
- Articles in *The Washington Post*, *Metro Magazine* and other industry publications that were promoted through their respective social media sites
- Other postings on Facebook and Twitter by federal, state and local officials and agencies

During the dialogue, 459 participants shared 78 ideas, 239 comments and 756 votes. Participants shared their thoughts on concrete solutions for improving transportation options for veterans, including identifying gaps in transportation services; ways to

improve transportation coordination; and approaches for improving access to transportation. For example, one dialogue participant shared that on some military bases, local transit systems are not permitted to enter and pick up or drop off riders. Another participant shared that paratransit was banned from picking up riders on base. These comments describe situations which present opportunities for U.S. DOT and U.S. DoD to work together to find a feasible solution that allows members of the military to access public transportation on military bases.

To help guide the discussion, the online dialogue was organized into six campaign areas for participants to consider, with three areas for *Individuals* and three for *Providers*. The most popular strategy discussed in each area is listed below.

Individuals were asked to offer ideas for:

- **Overcoming barriers:** transportation challenges that veterans, service members and their families face, and solutions for improving the quality and availability of transportation in their communities. *Strategy: Finding transportation in rural areas so veterans can access support services.*
- **Communications:** ways veterans learn about and find available transportation services and options. *Strategy: Supporting a military transit benefit program.*

The national online dialogue on veterans' transportation was open to:

- Veterans, service members and their families and caregivers
- Military and veterans service organizations
- Transportation providers (both public and private)
- Human service providers
- Advocates from many areas, including the disability, veterans and transportation communities
- State, city and county officials that deliver services and conduct outreach to veterans and service members
- Colleges and universities
- Anyone with an interest and/or information in these topic areas

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Let ESPA know if you've changed addresses or receive more than one copy of the Update by emailing Whitney Gray at wgray@easterseals.com.

ESPA is funded through a cooperative agreement with the U.S. Department of Transportation, Federal Transit Administration, and is administered by Easter Seals, Inc.

Veterans' Dialogue

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- **Getting a ride:** transportation options that veterans use to access services in the community. *Strategy: Having operational funding to facilitate the provision of transportation for veterans.*

Providers were asked to share their ideas for:

- **Partnerships:** approaches to build effective partnerships with veterans/military service organizations, human service organizations, and transportation service providers to coordinate transportation. *Strategy: Partnering with organizations that utilize existing, well-coordinated systems instead of creating new systems that may be only for medical services.*
- **Communications:** media to reach veterans, service members and their families about transportation options. *Strategy: Leveraging smartphone technology to centralize transportation options for veterans.*
- **Policy:** procedures to streamline services at the local, state and federal level. *Strategy: Creating*

One dialogue participant stated that social media has a potential use as a communications tool for connecting veterans to services: "My 20-something brother is in the Army and has a huge network of friends using Facebook. Given the camaraderie and existing support within the military network, it seems that modern social networks would be a powerful tool for linking veterans to services, finding volunteers, etc."

policies that support reduced fares for veterans or attaching benefits to the military identification card for veterans with or without a disability.

These strategies are just a few of the ones identified. All ideas, comments and votes on the national online dialogue for veterans' transportation will serve as the basis for a final report, with an expected release at the end of summer 2012. Subscribe to ESPA's *Extra*, our monthly e-newsletter, to receive an announcement about this final report, or read more about the dialogue on ESPA's website, www.projectaction.org, or in ESPA's Viewpoints blog, <http://espaviewpoints.blogspot.com>. •

Paratransit Gap Grant Program

Paratransit Gap Grant Program Status Update on Active Projects

The active projects in this program appear below according to grant cycle. The Project Sponsor for each project is in parentheses.

Cycle 3 Paratransit Gap Grant Projects

1. Dimond-Fruitvale Senior Shuttle and East Oakland Senior Shuttle

Expansion (Bay Area Community Services (BACS)): This BACS project fills a service gap in the City of Oakland's shuttle network by expanding services of the existing Dimond-Fruitvale Senior Shuttle and East Oakland Senior Shuttle programs.

- The Project Sponsor has surpassed project performance measures.
- Beginning in July 2011, BACS added an extra day of service to East Oakland residents, serving an additional five senior residences.
- Alameda CTC awarded \$90,000 in additional Measure B funds, and extended the project end date to October 2013.

2. Tri-City Travel Training Pilot Program (City of Fremont): Tri-City Travel Training teaches seniors and people with disabilities in Fremont, Newark, and Union City how to use public transportation, including AC Transit buses and BART trains.

- The Project Sponsor is implementing travel training workshops at various locations throughout the community.
- Follow-up surveys are sent to workshop participants to enable continuous program improvement.
- During the last reporting period, the Project Sponsor provided eight 2-day travel training workshops and six Transit Adventure Program trips through this group follow-up program that teaches older adults and people with disabilities how to use public transit to get to various community destinations.
- Alameda CTC extended the project end date to December 2014 to coincide with the city's New Freedom Grant funding.

Paratransit Gap Grant Program

Cycle 4 Paratransit Gap Grant Projects

- 1. Interactive Voice Response (IVR)/ Web-based Scheduling Software (AC Transit):** The Project Sponsor secured federal funds to purchase and install IVR/Web-based scheduling software, enabling the IVR system to call passengers five minutes before the vehicle arrival time.

 - The Project Sponsor continues to work with a software vendor to upgrade the software and add IVR/Web Based Scheduling Software.
 - The project is expected to close-out by December 31, 2012.
- 2. New Freedom Fund Grant Match Program (AC Transit):** AC Transit is determining the feasibility of establishing a mobility management structure within its jurisdiction, by identifying and cataloging all transportation resources in the East Bay that will foster coordinated transportation services.

 - The Project Sponsor submitted an amendment request for a time extension which is currently under staff review.
- 3. Driving Growth through Transportation: Special Transportation Services for Individuals with Dementia (Alzheimer's Services of the East Bay (ASEB)):** ASEB continues to provide transportation to those with moderate to late stage Alzheimer's disease or dementia, consistently increasing the number of individuals served and the trips provided with each fiscal year.

 - ASEB is running a pilot weekend program due to the increase in ridership.
 - The Project Sponsor received two awards: the California Association of Adult Day Services (CAADS) – a *Leadership Award* for the Executive Director, and a *Team Award* for the transportation team.
 - In FY 11/12 ASEB provided transportation 13,218 one-way trips, 126 days of services, and served 144 individuals with dementia.
 - Alameda CTC awarded \$140,000 in additional Measure B funds, and extended the project end date to October 2013.
- 4. North County Youth/Adults with Disabilities Group Trip Project (Bay Area Outreach and Recreation Program (BORP):** BORP provides accessible group trip transportation in North County for children, youth, and adults with disabilities who participate in sports and recreational programs.

 - BORP conducted a total of 282 rounds trips and a total of 175 one-way trips during FY 11-12.

Paratransit Gap Grant Program

- Alameda CTC awarded \$130,000 in additional Measure B funds and extended the project to October 2013.
- 5. Mobility Matters! (Center for Independent Living):** The Center for Independent Living continues to expand the Outreach & Travel Training Project of Northern Alameda County, which conducts group and individualized travel training for seniors and people with disabilities in northern Alameda County.
- Alameda CTC awarded \$81,365 in additional Measure B funds and extended the project to October 2013.
- 6. Albany Senior Center Community Shuttle Bus (City of Albany):** This shuttle bus enriches the lives of seniors and those with disabilities by expanding transportation services; the popular program provides a door-to-door shopping program, transportation for a walking group that goes on scenic walks in the Bay Area, and takes seniors on recreational day trips that provide lifelong learning and socialization.
- The Project Sponsor consistently meets or exceeds project performance measures.
 - To date, the Project Sponsor has provided 4,134 shopping trips; 3,706 recreational day trips; 550 community-based organization field trips; and 3,634 walking club trips.
 - Alameda CTC awarded \$11,000 in additional Measure B funds and extended the project to October 2013.
- 7. 94608 Area Demand Response Shuttle Service for Seniors and/or People with Disabilities (City of Emeryville):** The shuttle service program provides free ridership anywhere within the 94608 zip code to seniors and those with disabilities.
- The *8-To-Go* service is featured in the City News/Activity Guide, which is delivered to every address in Emeryville and available for pick-up in many commercial areas.
 - Alameda CTC awarded \$65,000 in additional Measure B funds and extended the project to October 2013.
- 8. VIP Rides Program (City of Fremont):** The City of Fremont links seniors and those with disabilities with volunteers who accompany them on paratransit rides through the VIP Rides Program, which provides assistance where needed, provides cost-effective, streamlined service delivery, and alleviates demand on existing paratransit services.

Paratransit Gap Grant Program

- The Project Sponsor reports 1,176 service linkages (or a total of 2,352 one-way escorted trips) made during the second half of FY 11-12. Escorted trips for medical appointments accounts for 77% of the services.
- Alameda CTC awarded \$90,000 in additional Measure B funds and extended the project to October 2013.

9. GRIP – Grocery Return Improvement Project (City of Oakland): GRIP offers on-demand return trips for individuals for grocery needs, provides on-demand or scheduled service for areas not served by East Bay Paratransit, and transports people awaiting Americans with Disabilities Act (ADA) certification.

- All three components of the grant are active: 21-day Referral, Grocery Return, and Out of ADA programs.
- Alameda CTC awarded \$70,000 in additional Measure B funds and extended the project to October 2013.

10. Taxi – Up & Go Project! (City of Oakland – Department of Human Resources): A partnership between the City of Oakland Paratransit for the Elderly and Disabled Program (OPED) and the Senior Companion Program (SPC), Taxi – Up & Go enhances and expands the taxi scrip program, providing transportation access escorts and case management support for frail, mono-lingual, and socially isolated residents in the City of Oakland.

- The Project sponsor reports the program's client base continues to show a mark increase in the distribution of taxi scrip/vouchers and rides with 500 clients transported in the second half of FY 11-12.
- Alameda CTC awarded \$92,000 in additional Measure B funds and extended the project to October 2013.

11. Downtown Route (DTR) (City of Pleasanton): The DTR provides shared-ride paratransit services to Pleasanton and Sunol residents, connecting senior housing complexes with the Main Street business district via a shuttle bus on a circular route through downtown Pleasanton.

- The Project sponsor offering a three-day-a-week DRT schedule to meet the current ridership need.
- Alameda CTC awarded \$43,825 in additional Measure B funds and extended the project to October 2013.

12. Paratransit Vehicle Donation Program and Dial-A-Ride Scholarship Project (LAVTA): The keystone of this project is offering surplus

Paratransit Gap Grant Program

paratransit vehicles retired from the Wheels Dial-a-Ride fleet to community-based organizations, in addition to offering Dial-a-Ride scholarships.

- The Project sponsor reports 240 trips were provided to eligible clients during the second half of FY 11-12.
- Alameda CTC extended the project to October 2013 to allow the Project Sponsor to implement and expend the remaining funds for the project.

13. Volunteers Assisting Same Day Transportation and Escorts (Senior Support Program of the Tri Valley): The Volunteers Assisting Same Day Transportation program provides same-day, door-to-door transportation service in the Greater Bay Area for seniors, in addition to volunteer escorts for those who cannot use public transportation independently.

- Over 300 Tri-Valley seniors are signed up for the Volunteers Assisting Same Day Transportation and program since the program inception in 2008.
- Alameda CTC awarded \$72,500 in additional Measure B funds and extended the project to October 2013.

Mid-Cycle Paratransit Gap Grant Projects

1. Tri-City Mobility Management Program (City of Fremont): The City of Fremont provides mobility management services for seniors and persons with disabilities in the Tri-City area to assist individuals navigate the transportation system.

- The Project Sponsor assigned a program manager responsible for project development, implantation, and outreach of mobility management activities.

2. Emergency Wheelchair/Scooter and Hospital Discharge Services (MV Transportation and Alameda CTC): This project provides a service called the Wheelchair and Scooter Breakdown Transportation Service (WSBTS) for wheelchair and scooter users in Alameda County that are stranded due to a mechanical breakdown of their mobility device or a medical emergency that has separated them from their chair.

- This service is available 7 days a week, 24 hours a day, and is free to the wheelchair or scooter user.

3. South County Taxi Pilot Program (Alameda CTC and City of Fremont): The South County Taxi Pilot Program continues to provide

Paratransit Gap Grant Program

safety-net, same-day taxi service to city-based program registrants in the cities of Fremont, Union City, and Newark.

- Tri-City paratransit staff, Alameda CTC staff, the contractor, and the Paratransit Coordination staff hold regular meetings to review complaints and operational procedures, and to ensure all parties involved understand project expectations.
- Alameda CTC awarded \$125,000 in additional Measure B funds, and extended the project end date to June 2013 due to the program's success.

4. Central County Taxi Pilot Program (Alameda CTC): The Central County Taxi Pilot Program seeks to provide same-day taxi service to city-based program registrants in the cities of Hayward and San Leandro

- Paratransit staff, Alameda CTC staff, the contractor, and the Paratransit Coordination staff hold regular meetings to review complaints and operational procedures, and to ensure all parties involved understand project expectations.
- Alameda CTC awarded \$134,400 in Measure B funds and authorized a project end date to June 2014.

5. Volunteer Drivers Program (Senior Helpline Services): The Project sponsor will develop and provide coordination, outreach, management, oversight, and mileage reimbursement for a volunteer-based driver program to provide one-on-one, door-through-door, escorted transportation for ambulatory seniors who are unable to utilize other modes of transportation.

- Alameda CTC awarded \$100,000 in Measure B funds and authorized a project end date to October 2013.

6. Countywide Mobility Management Program Pilot (Alameda CTC): The Project sponsor will coordinate elements and resources already present in Alameda County related to travel training, and information and referral to move towards a more full-fledged mobility management approach in Alameda County.

- The Project Sponsor assigned mobility management tasks to the current County Paratransit Coordinator and to Education and Outreach Coordinator.

7. Minimum Level of Service (City of Oakland): Minimum Service Level (MSL) grants are designated to help City-based programs meet Minimum Service Levels. The City of Oakland is reimbursed for approved expenses after the end of the Fiscal Year.

Paratransit Gap Grant Program

- The City of Oakland receives up to \$25,000 to fulfill their MSL requirements.
- This fund will be unnecessary after FY 12/13 because MSLs have been replaced by Implementing Guidelines.

8. Minimum Level of Service (City of San Leandro): Minimum Service Level (MSL) grants are designated to help City-based programs meet Minimum Service Levels. The City of San Leandro is reimbursed for approved expenses after the end of the Fiscal Year.

- The City of San Leandro receives up to \$75,000 to fulfill their MSL requirements.
- This fund will be unnecessary after FY 12/13 because MSLs have been replaced by Implementing Guidelines.

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