

Attention!!!

Please note that November has a PAPCO meeting followed by a PAPCO/TAC Joint meeting in order to address important planning issues. 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, November 26, 2012, 1 to 1:55 p.m.

Meeting Outcomes:

- Address recurring items

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 October 22, 2012 Minutes**

Sylvia Stadmire

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1:20 – 1:35 p.m. **4. Member Reports on PAPCO Mission, Roles, and**

PAPCO

Responsibilities Implementation

[04 PAPCO Calendar of Events.pdf](#) – Page 11

[04A PAPCO Workplan.pdf](#) – Page 13

[04B PAPCO Appointments.pdf](#) – Page 17

1:35 – 1:45 p.m. **5. Committee Reports**

Rev. Carolyn Orr
and Harriette

Saunders

A. East Bay Paratransit Service Review Advisory
Committee (SRAC)

B. Citizens Watchdog Committee (CWC)

6. Mandated Program and Policy Reports

[06 Hayward Monthly Report Sep12.pdf](#) – Page 19

[06A SRAC Minutes 090412.pdf](#) – Page 21

[06B Transit Access Report 110412.pdf](#) – Page 29

- 1:45 -1:55 p.m. **7. Information Items** |
- Staff
 - A. Mobility Management
[07A Building Relationships MM & CILs.pdf](#) – Page 31
 - B. Outreach Update
 - C. Other Staff Updates
- 8. Draft Agenda Items for January 28 , 2013 PAPCO Meeting** |
- A. Gap Cycle 5 update
 - B. Recommendation on Funding Formula for potential new funding (if necessary)
 - C. Quarterly report from LAVTA
 - D. Report from EBP

1:55 p.m. **9. Adjournment**

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

Next PAPCO Meeting:

Date: January 28, 2013

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, October 22, 2012, at 1:00 p.m., 1333 Broadway, Suite 300, Oakland

Attendance Key (A = Absent, P = Present)

Members:

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

Staff:

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

1. Welcome and Introductions

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

Guests Present: Steven Beard, Chairperson for City of Oakland Mayor Commission of People with Disabilities; Jennifer Cullen, Senior Support Program of the Tri-Valley; Laura Timothy, BART; Mark Weinstein, Veolia Transportation; John Hayes, American Logistics Company; Kim Huffman, AC Transit; Kadri Klm, LAVTA; Sylvia Cox, LAVTA; Andrew Balmat, Alzheimers Services of the East Bay.

2. Public Comments

There were no public comments.

3. Approval of September 24, 2012 Minutes

Jonah Markowitz moved that PAPCO approved the minutes as written. Michelle Rousey seconded the motion. The motion passed (13-0-1).

4. Recommendation on PAPCO Bylaws

Naomi Armenta read the recommended changes made to the PAPCO Bylaws and requested PAPCO's approval and recommendation to the Commission.

Jonah Markowitz moved that PAPCO approve the recommendation on the PAPCO Bylaws. Sandra Johnson-Simon seconded the motion. The motion carried unanimously (14-0).

Staff recommended moving to Agenda Item 9, Committee Reports. The Committee agreed.

5. Report from East Bay Paratransit (EBP)

East Bay Paratransit Service Review Advisory Committee (SRAC) – Mark Weinstein provided PAPCO with an update on the East Bay Paratransit report and went through the statistics collected during fiscal year 2011-12.

Questions/feedback from Members

- Even though I was the first person on the bus, why do bus drivers pick other people up and drop them off earlier than me? Mark Weinstein answered that the system will automatically give priority to people with appointment before yours or people without appointment times.
- A member commented she feels it is unfair to passengers to wait for passengers who are not ready at the pick-up time because it delays everyone on the bus. Mark Weinstein answered there are several reasons why passengers may be delayed, and it is up to the driver to decide how long the bus should wait.
- In what timeframe will the automated (IVR) system call a passenger for notification of arrival or trip delays? Mark Weinstein answered that there is no exact time, but it should be

practical so there is enough time for the person to get out to the pick-up location and into the vehicle.

- How long is the resolution process for complaints? Mark Weinstein answered there are several ways to receive complaints including calling customer service, leaving a message on the comment line, and through e-mail. Complaints classified as “urgent” receive a response within 48 hours, while “non-urgent” receive a response within a week.
- Are there any benefits from the new technology improvements such as Mobile Data Terminals (MDTs) on vehicles? Mark Weinstein answered they are definitely seeing benefits, especially with on-time performance and productivity.
- Has the navigational system improved on-time performance for pickups and drops off? Mark Weinstein responded on-time performance has significantly increased.
- Has it helped drivers find locations in unfamiliar areas? Mark Weinstein reported the navigational systems better assist the drivers in locating their destinations.

6. Paratransit Coordination Team Evaluation

John Hemiup requested that PAPCO evaluate the performance of the Nelson\Nygaard Paratransit Coordination Team for Fiscal Year 2011-2012 using the form included in the packet.

The entire committee scored each question from a scale of 1-5; 1 being poor and 5 being outstanding. Overall, the committee gave the Paratransit Coordination Team high scores and is pleased with the work performance. There was no scoring of poor (1) for any category.

Questions/feedback from Members

- A member commented the Paratransit Coordination Team is very knowledgeable and informative.
- A member stated the team is very responsive and attentive to PAPCO needs.
- A member commented the staff is tasked with various management responsibilities such as the Hospital Discharge Transportation Service, Wheelchair Scooter Breakdown Service, and the Same-day Taxi programs, and questioned if this is the best

use of staff time to administer these programs. She suggested examining the possibility of transferring these programs over to community organizations and local jurisdictions.

- A member said in regards to the taxi-voucher program in South County, there is little involvement from PAPCO members in that part of the county and it has made it difficult to gain information from a user perspective.
- Members expressed thanks and gratitude to the Paratransit Coordination Team for their services.

7. Quarterly report from Livermore Amador Valley Transit Authority (LAVTA)

Kadri Klm, Paratransit Planning Coordinator of the Livermore Amador Valley Transit Authority (LAVTA), gave a presentation on American Logistics Company (ALC) who provides Dial-A-Ride service for their agency.

Kadri reported on performance issues and stated the main areas of concern are booking problems and on-time performance. She stated that to address those issues, ALC has assigned a dedicated team for LAVTA calls and tried out few different call-center organizational strategies, before settling on a hybrid model. ALC also hired John Hayes, as LAVTA's local account manager who trains and hires drivers, serves as a flex driver, and provides customer relation support.

Kadri reported LAVTA added a monetary incentive and penalty system for ALC based on the number of valid customer complaints. LAVTA has updated their Dial-A-Ride greeting to encourage riders to report any issues to customer service by phone, in addition to providing consumers with access to customer surveys and a comment card pilot program.

Questions/feedback from the members:

- When you added the local manager, did it increase the cost to LAVTA? Kadri answered no, the costs remained the same.
- How many people were surveyed? Kadri stated the phone survey random selected approximately 100 individuals. A smaller amount participated via written comments due to time constraints of the comment card pilot program.
- What tools do you use to identify the "care" gene in potential drivers? John Hayes answered he subjectively evaluates

applicants to determine their motivations and desires to help the community.

- What is total annual cost for LAVTA? Kadri stated actual total cost are hard to determine until more time has passed, but the cost is billed per trip, and is approximately \$25.50 per trip.

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

Vanessa Proee reported that Hayward mailed the vouchers for the Taxi program and the program started today.

Michelle Rousey stated there is a Halloween Party on October 29 at the Ed Roberts Campus.

Steven Beard reported Contra Costa is having their annual Transition Fair on Friday October 26 at 9 a.m. at the Willow Pass Center.

Herb Hastings reported there will be a Ribbon Cutting Ceremony at the Pleasanton ACE Train Station on October 29, 2012 at 11 a.m.

Joyce Jacobson expressed her thanks to LAVTA for their report and their commitment to improving and dealing with the problems they had in their program.

9. Committee Reports

- A. East Bay Paratransit Service Review Advisory Committee (SRAC) – No update this month.
- B. Citizens Watchdog Committee (CWC) - Harriette Saunders stated the CWC is in an audit review process and will provide an update at the next meeting in November.

10. Mandated Program and Policy Reports

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

11. Informational Items

A. Mobility Management

Naomi informed members that Easter Seals Project Action (ESPA) released its newsletter and it is available for review in the packet.

B. Summary Report of Gap Grants

Naomi stated the Summary Report of Gap Grants is provided for informational purposes in the packet.

C. Outreach Update

Krystle Pasco gave an update on past and future outreach events:

- 10/20/12 – Wheels for Meals, Pleasanton Shadow Cliffs Park
- 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 , Fruitvale, Oakland

D. Other Staff Updates

Krystle Pasco provided members with a CWC Annual Report.

Krystle also informed PAPCO that today is the last day to register to vote in the State of California.

Naomi informed PAPCO the Access Alameda Guide was recently updated to contain more accurate program and contact information.

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

13. Adjournment

The meeting was adjourned in Memory of Betty Mulholland. The meeting adjourned at 3:00 p.m.



**Alameda CTC Joint Paratransit Advisory and Planning
Committee and Paratransit Technical Advisory Committee
Meeting Minutes
Monday, October 22, 2012 at 3:00 p.m., 1333 Broadway, Suite 300,
Oakland**

Attendance Key (A = Absent, P = Present)

TAC Members:

<u> A </u> Beverly Bolden	<u> A </u> Drew King	<u> A </u> Joann Oliver
<u> A </u> Dana Bailey	<u> A </u> Jackie Krause	<u> A </u> Gail Payne
<u> P </u> Pam Deaton	<u> P </u> Kadri Klm	<u> A </u> Mary Rowlands
<u> A </u> Louie Despeaux	<u> P </u> Kevin Laven	<u> A </u> Tammy Siu
<u> A </u> Shawn Fong	<u> A </u> Isabelle Leduc	<u> A </u> Mia Thibeaux
<u> A </u> Brad Helfenberger	<u> A </u> Wilson Lee	<u> P </u> Laura Timothy
<u> A </u> Karen Hemphill	<u> P </u> Hakeim McGee	<u> A </u> Leah Talley
<u> P </u> Kim Huffman	<u> A </u> Cindy Montero	<u> A </u> Mark Weinstein
	<u> A </u> Mallory Nestor	<u> P </u> David Zehnder

PAPCO Members:

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

Staff:

<u> P </u> Matt Todd, Manager of Programming	<u> P </u> Krystle Pasco, Acumen Building Enterprise, Inc.
<u> P </u> John Hemiup, Senior Transportation Engineer	<u> P </u> John Nguyen, Acumen Building Enterprise, Inc.
<u> P </u> Naomi Armenta, Paratransit Coordinator	<u> P </u> Claudia Leyva, Administrative Assistant
<u> P </u> Cathleen Sullivan, Nelson/Nygaard	

1. Welcome and Introductions

Paratransit Coordinator Naomi Armenta called the meeting to order at 3:05 p.m. The meeting began with introductions, memories of Betty Mulholland, and a review of the meeting outcomes.

Also during the break attendees were invited to get cake to celebrate PAPCO's 10th Anniversary.

Guests Present: Saulo Villatoro, City of Berkeley; Jennifer Cullen, Senior Support Program of the Tri-Valley

2. Public Comment

There were no public comments.

3. TAC Report

Kim Huffman provided a summary update of the past two TAC meetings since the last Joint meeting.

At the September 11, 2012 meeting:

- TAC received information on the Alameda CTC County Forum scheduled for Tuesday, October 25, 2012.
- Krystle Pasco gave an update on Hospital Discharge Transportation Service; Wheelchair Scooter Breakdown Transportation Service; Same Day Taxi Program and the Paratransit Waiting Areas which focus on high volume facilities like hospitals and dialysis centers.
- Cathleen Sullivan gave a report on Measure B funding which included timeline and reiterated that the formula factors are effective until June 30, 2017.
- Louie Despeaux from the City of San Leandro reported that she will be retiring at the end of this year.

At the October 9, 2012 meeting, TAC discussed:

- Potential uses of existing and new funding.
- Gap Grant criteria and the funding formula for new funds.

4. Discuss Policies for Current and Potential New Funding

Cathleen Sullivan presented Measure B funding background, Gap Criteria, and Funding Formula information. The interactive discussion consisted of

reviewing PAPCO's responsibilities for funding allocations, Gap Grant Cycle 5 criteria and schedule, funding formula allocations, changes to the Program Plan Review process, and the possibility of new funds.

Questions/Feedback from the members:

- A member stated that having a one year pilot is not enough time to run a program and could be a waste of money. Naomi responded that the emphasis will be on the two-year programs in the next call for projects.
- A member stated that a base program should be able to absorb a pilot program once grant funding is expended. Smaller cities may have a more difficult time compared to big communities with larger base program funding. Cathleen noted the concern for consideration. Naomi stated there will be an evaluation of geographic equity when analyzing projects in the Program Plan Review and Call for Projects.
- Can we get the Hayward Shuttle back into operation? Naomi stated the City of Hayward can look at funding a shuttle through their base program or through a grant. Alameda CTC is currently conversing with the City of Hayward regarding potential transportation options.
- A member stated concern over the potential for grant applicants to over embellish in their applications to meet the criteria, and as a result may receive an undeserving high score. Naomi answered grant evaluators will receive guidelines and instructions to reduce this tendency.
- A member stated that the criteria for Sustainability and Leveraging Outside Funding are more important and should be ranked higher in the criteria.
- A member suggested the Sustainability criteria should be incorporated into the Cost Effective criteria.
- Can an agency score higher in their application if they provide a higher financial outside commitment or local match? Naomi answered projects that commit other sources of funding could score additional points.
- A member suggested a 20 percent match instead of five percent for everyone. An attendee commented that it might be difficult for non-profits to qualify if the minimum was raised to 20 percent. A member suggested 15 percent may be more reasonable. Another member suggested using an incentive point system to reward grant applicants with more application points if they apply more than the minimum match requirement.

5. Draft Agenda Items for the November 13, 2012 TAC Meeting

- A. Discuss TEP election outcome
- B. Discuss amendments to Implementation Guidelines
- C. Discuss Funding Formula for potential new funding
- D. Discuss Gap Guidelines
- E. Update on HDTS/WSBTS
- F. Technical Exchange

6. Adjournment

The meeting adjourned at 4:20 p.m.

PAPCO Calendar of Events for November 2012 through February 2013

Full Committee Meetings

- **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
- **Regular TAC monthly meeting:**
Tuesday, December 11, 2012, 9:30 to 11:30 a.m., Alameda CTC
- **Regular TAC monthly meeting:**
Tuesday, January 8, 2013, 9:30 to 11:30 a.m., Alameda CTC
- **Regular PAPCO monthly meeting:**
Monday, January 28, 2013, 1 to 3:30 p.m., Alameda CTC

Outreach

Meeting Date	Event Name	Meeting Location	Time
2/5/13	4th Annual Transition Information Night	Fremont Teen Center, 39770 Paseo Padre Parkway, Fremont, CA 94538	6:00 – 8:00 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.

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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		x	
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		x	
Participate in discussion on funding formula and potential TEP funding		x	
Participate in discussion on Gap Policies		x	
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	x		
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	x		
Participate in other committees (e.g. SRAC, WAAC, AAC, City Commissions, etc.) and inform Chair and Paratransit Coordinator		x	
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 - SEPTEMBER

Service/Program Type and Name				Quantity Completed FY 12-13				Fare Revenue			
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	2012			FY12-13 Total	2012			FY12-13 Total
				July	Aug	Sept	TOTAL	July	Aug	Sept	TOTAL
Registrants	Newly enrolled, individual Hayward Paratransit riders.	Registrants	Number of registrants: Goal - 22	16	14	21	51				-
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	246	289	257	792	960	1,070	835	2,865
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	480	1,276	-	-	-	-
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	954	2,312				-
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	-	n/a			-
TRIP PROGRAM TOTALS				1,372	1,347	1712	4,431	960	1,070	835	2,865
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	2,968	9,064				-
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

4,380

2,865

Hayward Monthly Report F

Service	Total Cost (do not deduct fare revenue income)					Notes
	2012		2013		FY12-13 Total	
Service/Program Type <i>Drop-down Menu (See comment for descriptions)</i>	July	Aug	Sept	June	TOTAL	
Registrants					-	Enrollment is 95% of the target goal of 22 per month. Applications increased as PAC members conducted targeted outreach to their affiliates and others about access to Taxi.
City-based Door-to-Door	15,237	15,266	11,340		41,843	A total of 257 round trips were provided to individual riders (62% of goal). The number of no shows/cancellations decreased in September as clients were contacted regarding Taxi and reminded of penalties for violating policy.
Group Trips	5,022	4,678	5,436		15,136	2 individuals and 19 service providers offered 24 group trips to 480 riders in September (96% of goal). Group trips increased in the month of September as providers on hiatus during the summer returned. Providers also scheduled multiple trips during the month.
Group Trips	6,250	6,250	6,250		18,750	Ridership in August was 187% of goal in September. ASEB continues to market and promote its programs to families in need of their services in FY 12-13.
Taxi Program					-	All 326 registered Hayward paratransit riders received a mailer announcing the launch of Taxi on Oct. 22. The Hayward PAC and CRIL's Travel Trainer also provided targeted outreach to mobile home parks, senior centers and programs for adults with developmental disabilities.
TRIP PROGRAM TOTALS	26,509	26,194	23,026	-	75,729	
Mobility Mngmt/Travel Training					-	The CRIL Travel Trainer conducted outreach to five agencies in October to explain the Travel Training program and schedule presentations at their sites.
Meal Delivery (no new programs)	3,106	3,161	2,897		9,164	Meals are 142% of goal for the month of September. Meals on Wheels continues to add seniors to the program, however saw a reduction in the number of meals delivered in September.
Management/Overhead					-	N/A
Customer Service and Outreach					-	The Hayward Paratransit Committee (PAC) volunteered to make Taxi presentations to housing developments serving seniors and to various locations they identified with senior and disabled populations.
Totals					84,892	
						Funds Available start of FY 12-13 \$1,239,422

**EAST BAY PARATRANSIT (EBPC)
SERVICE REVIEW ADVISORY COMMITTEE MEETING
SEPTEMBER 4, 2012 MINUTES**

1) SRAC ROLL CALL AND INTRODUCTION OF INDIVIDUALS PRESENT

SRAC members present: Janet Abelson, Peter Crockwell, Robert L. Kearney Jr., Sharon Powers, Patricia Affonso, Carolyn Orr.

Staff present: Laura Timothy, BART; Kim Huffman, AC Transit; Myisha Grant, Program Coordinator's Office; Mark Weinstein Veolia/Paratransit Broker.

Members of the public present: Gary Brown, Myralyn Grant, Earl Perkins, Naomi Armenta, BART Director Robert Raburn, Lee Conway, Vanessa Proee, Leonard Huffman, and Donna Sui.

Although up for re-appointment, prior fiscal year Chair, Don Queen, agreed to staff the meeting until the new FY 12/13 Chair was decided by members.

2) RECOMMENDATION FROM THE NOMINATING COMMITTEE:

Action to approve and seat one incumbent member plus three new members as recommended by the Nominating Committee

The three new, prospective members introduced themselves and gave some information about their background. After some discussion about which members present were voting members, a **MOTION** was made by Abelson and seconded by Kearny to approve the recommendations from the Nominating Committee. The SRAC welcomed new and returning members:

- New member Alicia Williams from Northern Alameda County;
- New members Mary Louise Seib and Sandra Abeyta-Dycus from Central Alameda County;
- and returning member, Don Queen from Western Contra Costa County.

3) ELECTION OF FY 12/13 CHAIR AND VICE-CHAIR

Janet Abelson was nominated for the position of Chair. She agreed to accept the nomination.

MOTION: Powers / Affonso to close nominations for Chair and to approve Janet Abelson for the position in FY 12/13. Vote was unanimous.

New Chair Abelson asked for nominations for the position of Vice-Chair. Both Don Queen and Carolyn Orr were nominated and agreed to accept the nomination.

Chair Abelson agreed to close nominations and to take a roll call vote for the position of Vice-Chair.

Those in favor of Queens: Abelson, Abeyta-Dycus, Kearney, Affonso, Queens, Seib. Those in favor of Orr: Powers, Williams, Crockwell, Orr.

The vote was 6 for Queens and 4 for Orr. Don Queen will be the Vice-Chair for FY 12/13.

4) APPROVAL OF SRAC MINUTES FROM JUNE 5, 2012

MOTION: Powers/Alfonso to approve the June 5th minutes. Vote was unanimous.

5) PUBLIC COMMENTS

Earl Perkins requested contact information to send a subpoena. He said he felt when EBPC service started it was all about seniors and the disabled and feels EBPC has lost track of that, particularly in scheduling trips.

He also recommended operators should not take a complaint when ten calls are waiting, and complaint supervisors are staffed in the office. He noted submitting four requests for complaint responses and receiving only one. He now has a no-show on his record, the first he ever received during 13 years of riding. Mr. Perkins announced he spends about \$231.00 per week riding paratransit and since it is the only mode of transportation he can use, he would like to work with staff on improvements.

Lee Conway claimed he was disturbed when he read the survey results. Given that he has background in the surveying industry he feels there should be focus panels included in order to get a good range about the complaints.

Naomi Armenta announced she is currently working with an advisory committee under the Alameda County Public Health Department, which is conducting a Health Impact Assessment study. The study will assess the impact of cuts in AC Transit and the impact on community health. One goal of the study is to influence funding, and they would like to include paratransit riders. She encouraged staff and riders to participate in the survey when it's released.

Myralyn Grant said she still has complaints about drivers who she feels still do not receive proper training on techniques to assist individuals with disabilities. She feels her safety is in danger. Her biggest concern is falling and also asking the driver for her cane. She said her perception is that driver training is getting out of hand and that the current process isn't working.

Leonard Huffman said he wanted to register his complaint about an EBPC vehicle not being clean. He stated he agreed with Myralyn Grant regarding driver training.

Vanessa Proee explained she has classes at Chabot College and in downtown Oakland and EBPC picks her up at 6:30 am for a 9:00 am class. Recently she said she was still late for her class, arriving at ten minutes after 9:00 am. She has never received a response to her submitted complaint. Abelson asked Weinstein to talk to Ms. Proee after the meeting.

6) ASSIGNMENT BY THE CHAIR TO PANELS AND THE NOMINATING COMMITTEE

Laura Timothy from BART gave a brief introduction regarding the role of a SRAC member assigned to the three different panels noting that attendance to the committee is extremely important.

Janet Abelson and Dom Queen also gave a synopsis about the Nominating and Eligibility appeals structure and panel duties. Chair Abelson explained membership on panels and committees is not open to the public, only SRAC members. Public participation at regular SRAC meetings is always encouraged and time is made for public input.

Chair Abelson made the following assignments:

Eligibility Appeals Panel: Robert L. Kearney, Jr. as primary, with Patricia Affonso and Sandra Abeyta-Dycus as back-ups.

Service Suspension Appeals Panel: Sharon Powers and Peter Crockwell as primary, and Sandra Abeyta-Dycus and Robert L. Kearney, Jr. as back-ups.

Nominating Committee: Janet Abelson as primary, with Alicia Williams as back-up.

Don Queen said he would be additional back-up for all

7) REPORT FROM THE EAST BAY PARATRANSIT BROKER

Mark Weinstein, from the paratransit Broker's office made the following comments:

- Performance data provided in the pre-meeting materials is a comparison of FY10/11 and FY11/12 results.
- Ridership was virtually flat across the two fiscal years. In both years about 750,000+ passengers were transported. The average weekday ridership inched above 2,600 passengers.
- One data point not discussed frequently is "go backs". The 9,832 Go backs reported in FY11/12 is a 15% decrease from the prior year. Go backs are performed when the rider is not ready at the scheduled pick-up time and a second vehicle has to be sent later to pick the rider up.
- Productivity is a key performance indicator and represents the average number of passengers transported per hour per vehicle. It is a big driver of costs. In FY 11/12 productivity decreased from an all time high of 1.83 to 1.82.
- On-time performance is another key indicator, although more closely tied to customer satisfaction than costs. In FY 11/12 overall on-time productivity decreased slightly from the prior year – from 93.6% to 93.3%, although again, FY 10/11 was a record.
- First Transit and MV Transportation changed their General Managers over the last several months. It's not unusual for General Managers to turn over, leaving for promotions or relocations.
- The Broker's staff has been extremely stable recently, due to the economy. Only two individuals have left in the past few years to take another job.

Comments:

- Concerns were expressed about diabetic riders who may need to eat while on a vehicle, although others were concerned about the impact of eating on the cleanliness of the vehicle.
- Personal use of cell phones, long trips and long routing were concerns raised to the paratransit broker.
- Other concerns included: driver speeding, texting while driving, and heavy use of cologne by drivers.

Mark Weinstein explained drivers who make personal phone calls or text can be terminated. Riders must call in these complaints so the driver can be identified. He also encouraged riders to call in speeding drivers.

Director Robert Raburn of BART asked Mr. Weinstein to comment on accidents and road calls. Mark Weinstein said an increase in road calls is a natural cause and effect of the fleet aging. At the start of the current contract, back in 2007, vehicles were still new with a low number of miles; whereas now vehicles are phasing out due to the end of their useful life. Accidents are reported as dictated by the FTA. The overwhelming number of accidents reported are typically an accident related to other vehicles striking EBP vehicles, or hit and runs or a passing truck that knock off a side view mirror.

8) REPORT FROM STAFF ON THE RESULTS FROM THE MAY/JUNE 2012 CUSTOMER SATISFACTION SURVEY

Laura Timothy from BART gave an overview of the recent satisfaction survey. She also introduced Jon Canapary, the owner of the firm performing the survey.

The 2012 survey was held May 31 through June 8 and conducted by professional researchers. It included a random, statistically valid sample of 486 riders. Respondents were pulled at random from computerized lists of trips made on a particular day. Riders were called within two days of making the trip. If the rider is developmentally disabled, an attendant or family member was asked to answer the questions they could.

Key observations:

- All aspects improved over last year. 80% of surveyed riders say they

are very satisfied or satisfied with their past year's experience. 89% rated their surveyed trip as excellent or good.

- Drivers received high marks: 95% rated the courtesy of the driver as excellent or good.
- Satisfaction with the ADA program has been good for 10 years.
- Reservationist's courtesy was ranked good or excellent in 91% of the responses. Skill was ranked good or excellent in 90% of the responses.
- Courtesy of customer service agents was rated good or excellent 85% of the time.
- Complaints as a percentage of total customer service calls taken dropped significantly from the prior year' survey: 22% of customer service calls in the 2011 survey were about complaints: 13% in 2012.
- Some demographic results from the survey are:
 - a. Males made up 36% of the respondents; females 64%.
 - b. 56% surveyed were under 65 years of age; 27% between 65 and 80: 16% over 80 years old.
 - c. 49% said their primary disability is mobility related; this is followed by 24% cognitive disabilities; 12% frailty; 12% vision issues.
 - d. 95% of the interviews were conducted in English; 3% in Cantonese; and 2% in Spanish.

Four or more callbacks are made to individuals who have been randomly selected to participate in the survey. Surveys were conducted over the phone and include responses from sight impaired riders.

Comments:

Concerns were expressed about questions on ethnicity; who resides in a person's household; and income. Some questions were considered intrusive.

Ms. Timothy explained Title VI requires operators to ask these questions so operators can ensure the survey reaches a broad spectrum of the population. Individuals being surveyed are informed responding to the questions is voluntary. Changes in demographics are tracked to ensure EBPC provides adequate outreach.

9) UPDATE FROM STAFF ON PROGRESS TO INSTALL IVR (INTERACTIVE VOICE RESPONSE) SOFTWARE – Tabled until next meeting

10) UPDATE FROM STAFF ON A CENTRALIZED DISPATCHING PILOT PROJECT - Tabled until next meeting

11) REPORT FROM SRAC MEMBERS

Robert L. Kearney, Jr. said he wanted to comment about problems he experienced with recertification and the lack of notice that his eligibility was expiring.

Both Mr. Kearney and Ms. Abeyta-Dycus commented on their dissatisfaction with long trips.

12) NEXT MEETING DATE AND ADJOURNMENT

The next meeting is November 6th. The Program Coordinator's office will work with the Chair to set the meeting agenda. The meeting adjourned at 2:30 pm.

**Performance Report for the SRAC
Systemwide Results**

Ridership Statistics	Q1 FY 11-12	Q1 FY 12-13
Total Passengers	189,554	182,386
ADA Passengers	160,299	154,280
% Companions	1.4%	1.3%
% of Personal Care Assistants	14%	14%
Average Passengers/ Weekday	2,595	2,442
Average Pass/ Weekend & Holidays	838	876

Scheduling Statistics

% Rider Fault No Shows & Late Cancels	2.4%	2.5%
% of Cancellations	23.1%	22.9%
Go Backs/ Re-scheduled	2,507	2,126

Effectiveness Indicators

Revenue Hours	102,152	104,229
Revenue Miles	1,590,312	1,595,215
Passengers/Revenue Vehicle Hour	1.86	1.75
ADA Passengers per RVHr.	1.57	1.48
Average Trip Length (miles)	9.9	10.3
Average Ride Duration (minutes)	38.2	40.5

Total Cost

Total Cost	\$8,391,964	\$8,744,928
Total Cost per Passenger	\$44.27	\$47.95
Total Cost per ADA Passenger	\$52.35	\$56.68
Total Cost per Revenue Hour	\$82.15	\$83.90

On Time Performance

Percent on-time	93.3%	94.2%
Percent 1-20 minutes past window	5.5%	4.7%
% of trips 21-59 minutes past window	1.1%	1.0%
% of trips 60 minutes past window	0.07%	0.07%

Customer Service

Total Complaints	821	723
Timeliness	228	217
Driver Complaints	327	278
Equipment / Vehicle	14	42
Scheduling and Other Provider Complaints	104	68
Broker Complaints	148	118
Commendations	435	447
Ave. wait time in Queue for reservation	0.9	1.0

Safety & Maintenance

Total accidents per 100,000 miles	3.27	4.20
Roadcalls per 100,000 miles	4.21	4.50

Eligibility Statistics

Total ADA Riders on Data Base	22,234	19,421
Total Certification Determinations	1,226	1,217
Initial Denials	49	45
Denials Reversed	1	1

OCTOBER 9, 201218

ATTACHMENT 7 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.

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Building Relationships Between Mobility Managers & Centers for Independent Living:

Strategies from the Mobility Management Independent Living Coaches Program

Information Brief

April 2012

Introduction

Since 2010, the Mobility Management Independent Living Coaches (MMILC) program, a joint demonstration program of Easter Seals Project ACTION (ESPA), the Association of Programs for Rural Independent Living (APRIL) and the National Council on Independent Living (NCIL), has worked to better connect and increase the flow of information between the independent living and transportation communities. This information brief contains a compilation of the strategies and activities used in the program by representatives from Centers for Independent Living, or IL coaches, to inform mobility managers and other transportation professionals about disability issues.

CIL representatives can use these strategies and activities to connect with mobility managers and enhance the latter's knowledge of disability issues related to accessible transportation. In turn, mobility managers may also use information from the MMILC program to reach out to CIL representatives in tangible ways. Following are an overview of the MMILC program, descriptions of the

training and supports IL coaches received, and a summary of the role that the IL coaches assumed. With this information and much perseverance, CIL representatives and mobility managers can develop beneficial relationships with one another that help ensure that accessible transportation options are available to people with disabilities.

MMILC Program Background

ESPA's mission is to promote accessible transportation for people with disabilities, and ESPA supports person-directed mobility management as an innovative approach for furthering accessible transportation.

Mobility management helps coordinate and maximize the efficiency of transportation service delivery for people with disabilities, making communities more livable for all.

As a member of the

Partnership for Mobility Management (PFMM), Easter Seals leverages the work of ESPA with other national organizations that seek to improve transportation options for everyone. The MMILC program, funded by the Federal Transit Administration, is another way that ESPA supports mobility management on a national level.

In the development of the MMILC program, ESPA recognized the need for mobility managers to better understand transportation issues for people with disabilities and information regarding the Americans with Disabilities Act (ADA). CILs have this knowledge,

Mobility management can be described as a strategic approach to service coordination and customer service which enhances the ease of use and accessibility of transportation networks. - *United We Ride website*



and connecting CIL representatives with mobility managers creates a conduit for information that can help both mobility managers and transit agencies increase their understanding of disability issues. The connection also helps CILs to better support accessible transportation services for the people they serve. Overall, the goals of the MMILC program include:

- Create a national volunteer network of mobility management/IL coaches
- Develop a train-the-trainer program for mobility managers/IL coaches to teach others how to become a mobility manager/IL coach
- Foster education and awareness within the independent living community about mobility management and transportation issues
- Develop effective transportation strategies that embrace independent living philosophy for people with disabilities

IL Coach Training and Support

Each IL coach received an orientation that included an overview of accessible transportation issues and mobility management. The coaches also received useful resources (e.g., materials related to performance measurement generated through the program's participation in PFMM and announcements about ESPA events, online communities and products) and ongoing support.

The Partnership for Mobility Management is a joint effort of national organizations that work with national, local, state and regional leaders and organizations to realize the possibilities of improving transportation options for all Americans wherever they live and to assist those especially in need of alternative transportation options.

To facilitate communication, ESPA, APRIL and NCIL created forums through which the IL coaches can communicate among themselves, and IL coaches and mobility managers can communicate with each other. The forums include an online community, monthly teleconferences, email communications, and hardcopy

communications, as needed. This communication structure allowed ESPA, APRIL and NCIL to create feedback groups and gather much of the strategies and information in this information brief.

IL Coach Roles

Creating change is a process, and people seeking to transform or improve a system may accomplish this task through different methods. The Elementary and Middle Schools Technical Assistance Center (EMSTAC), a project of the American Institutes for Research and the U.S. Department of Education, Office of Special Education Programs from 1997 to 2001, developed a training program for people to become Linking Agents —“a vital human connection between the most up-to-date research and the thousands of educators who can translate this research into practice every day” (<http://www.emstac.org>). EMSTAC identified the following four key roles that Linking Agents can take on to facilitate change and noted that people can play more than one role:

- Catalysts – empower others to bring about change
- Solutionists – build awareness of the impact new ideas
- Facilitators – support the process and procedures that effect change
- Linkers – link to resources and help others receive the support, information and expertise they need for long-term, sustainable change

Similar to the connection that Linking Agents made between educators and research, IL coaches have helped inform mobility managers about disability issues that they could then apply to their work. In their effort to create change and improve the accessible transportation options available to individuals with disabilities, the IL coaches have reported that they have acted in many capacities as well:

- Information purveyor – communicates information to the other person
- Resource linker – connects others to information
- Trainer and technical assistance provider – addresses specific questions
- Presenter – gives information to an audience
- Advisor – offers recommendations and guidance

Strategies and Activities

After reviewing stories about IL coaches' work, ESPA and its partners compiled the following specific activities completed by the coaches and organized them under the roles identified by the coaches: 2

Information Purveyor

- Participated in content development that facilitated the passing of a transportation act
- Participated in an ongoing series of public forums and meetings with providers
- Helped write and carryout a grant to raise awareness of public transportation services
- Used knowledge to help the community receive a grant for rural areas
- Communicated information about non-profit transportation options in the community
- Held face-to-face meetings
- Hosted a consumer panel made up of two consumer self-advocates that shared their experience with accessing public transportation



Acting as an information purveyor, a CIL representative can set up focus groups for mobility managers to collect information from riders with disabilities.

Resource Linker

- Set up a focus group for a mobility manager to collect information from riders with disabilities
- Helped a mobility manager identify challenges and solutions regarding accessible transportation for individuals with disabilities that will be incorporated into a training video for the community's fixed-route bus drivers
- Provided posters or other resources on disability issues to agencies so that drivers understand the law

- Held a two-day workshop for mobility managers and transit providers regarding IL and disability topics
- Organized ongoing trainings with mobility managers from across the region
- Developed a PowerPoint Jeopardy game with a gift card that was donated to the center and given to the winner of the Jeopardy game

Trainer and Technical Assistance Provider

- Provided support to transit agencies and mobility managers and their launch of pilot programs for training new drivers
- Provided training to taxicab drivers regarding how to transport, treat and speak to people with any kind of disability
- Gave a training on disability etiquette for drivers and answered questions
- Helped mobility managers and transit providers identify funding sources
- Used the materials from the MMILC program to advocate for and provide training on mobility management issues

Advisor

- Helped the transit agency review training and communications materials to ensure the content was accurate and reflected IL philosophy
- Helped mobility managers and transit providers develop a media campaign around accessible transportation
- Helped facilitate development of a statewide transportation plan

Presenter

- Attended state-wide, regional and national mobility manager conferences for information sharing
- Participated on paratransit advisory councils and assumed leadership positions

Other

- Wrote letters of support for grant applications so that the transit provider could obtain additional funding to support transit projects
- Took time to get to know the transit company and learn about their operations
- Served as a catalyst and advocate for an elderly rider by helping facilitate the paperwork process related to transit services
- Attempted to reorganize the ILC's advisory council

Accessible Community Transportation In Our Nation

Next Steps

The IL coaches reported that mobility managers better understood the IL community because of the relationships they established with them. An IL coach reported after a presentation she gave that, "All participants expressed that they were glad to have had the opportunity for this training and expressed a need for IL philosophy training as a regular part of their transit curriculum and/or staff trainings." Another IL coach shared, "After presenting to [transit agency management], the drivers know they can call upon [the ILC] for clear information about the ADA law and disability etiquette." An additional IL coach shared how tangible the reaction of mobility managers was at one presentation he gave, stating, "The really bright spot for some at the training was a 'light bulb moment'; the realization that IL consumers—with support—do their own work. The mobility managers' "aha" at what IL means was visible if not audible."

Other mobility managers from across the nation can have their "aha" moments, too, with the help of CIL representatives. While the aforementioned strategies and activities were developed in the MMILC program, other professionals can use them and/or develop their own to better connect the independent living and transportation communities. Mobility managers, transportation professionals or representatives from CILs can use the strategies that work best in their specific situations and communities to lead all involved to a better understanding of the needs of each community and to improve the range of high-quality accessible transportation options for individuals with disabilities.

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ESPA Resources

For more information on the MMILC program, download the presentation and transcript from the February 2012 webinar *Connecting CILs and Mobility Managers for Accessible Transportation* free of charge from www.projectaction.org. Additional resources available online include:

- Noonan, P. (2012). *Scaling-Up Models that Connect Centers for Independent Living and Mobility Managers: Learning from the Mobility Management Independent Living Coaches Program*. Washington, DC: Easter Seals Project ACTION.
- Easter Seals Project ACTION. (2012). *Lessons Learned from the Mobility Management Independent Living Coaches Program*. Washington, DC: Author.

Other Organizations

Association of Programs for Rural Independent Living (APRIL) – A national network of rural centers for independent living and other organizations and individuals concerned with the unique aspects of rural independent living. www.april-rural.org/

ILRU – A program of TIRR Memorial Hermann, a medical rehabilitation facility for people with disabilities, that has an online directory of contact information for CILs and their satellites or branches for each state, U.S. Territory and Canada. www.ilru.org/html/publications/directory/index.html

National Council on Independent Living (NCIL) – A cross-disability, grassroots organization run by and for people with disabilities. www.ncil.org

United We Ride (UWR) – A federal interagency initiative that supports states and their localities in developing coordinated human service delivery systems. www.unitedweride.gov