**Alameda CTC’s Special Transportation for Seniors and**

**People with Disabilities**

**Paratransit Program Plan Review Fiscal Year 2011-12 Meeting Notes**

**Date: Friday, April 29, 2011**

**PAPCO Members Present**

* Larry Bunn
* Shawn Costello
* Jane Lewis
* Betty Mulholland
* Rev. Carolyn Orr
* Sharon Powers
* Vanessa Proee
* Carmen Rivera-Hendrickson
* Michelle Rousey
* Clara Sample
* Harriette Saunders
* Will Scott
* Sylvia Stadmire

**Staff Members Present**

* Naomi Armenta
* Krystle Pasco

**Presentation: City of Alameda by Gail Payne**

**Finance Subcommittee Questions:**

1. What is the basis for the large increase in Premium Taxi ridership in 11/12, compared to previous years?
   1. The City of Alameda has budgeted a contingency amount to ensure that we have enough money for usage increases.
2. What marketing activities are underway for the Premium Taxi program?
   1. The marketing includes the web site, brochure, television station graphic, cross street banner and presentations made throughout the City to social service agencies, City Commissions and Boards, etc.
3. Do you anticipate that AC Transit service cuts will affect shuttle ridership?
   1. The majority of riders do not use AC Transit to access the shuttle stops. They primarily drive or walk. The AC Transit service cuts may motivate more individuals to use the shuttle service.
4. What is the status of apparently $64k unallocated in reserves?
   1. The City of Alameda plans to use the remaining reserves for the Fiscal Year 2012/2013. The City currently spends about $210k each year yet only receives $145k each year.
5. Why is $4,500 for shuttle stop benches and signage not included in capital reserve?
   1. It should have been included in the capital reserve according to the Alameda CTC.

**Additional PAPCO Questions:**

1. I see that you have improved since the last submission and there are future plans for programs. Do you get many seniors riding those shuttles or do they just pick up people?
   1. The shuttles are only for seniors and people with disabilities and you have to have an ID in order to get onto the shuttle.
2. How does the scholarship program work and is it still working?
   1. We have a budget but you have to meet the low income eligibility, a federal eligibility to receive the scholarship.
3. I’m curious about the 5 trips that you’ve allocated (limitations) are they round trips?
   1. We are talking about one way rides. MRTIP is only for medical trips to a person’s home because you don’t know when your appointment will end. It is hard to coordinate with East Bay Paratransit on a certain time when your appointment will end so MRTIP helps with those trips.
4. How are the cuts to AC Transit affecting availability?
   1. This program gives individuals another option. The AC Transit cuts would not increase the shuttle usage but there is more space on the shuttle to use it.
5. Why doesn’t the City of Alameda have a PAPCO appointee?
   1. We have been promoting the position at their transportation commission meeting and have been asking for interest but we have not received any interest at this time.
6. When you say Alameda, are you talking about the whole city of Alameda or do you just mean downtown Alameda?
   1. This is just for the city of Alameda.
7. I live in Hayward, but one day I might want to use the Alameda shuttle, how do I do it?
   1. Right now, the shuttle is just for Alameda residents but we are looking into usage by other Measure B funded city program users.
8. On the shuttle you don’t use the lifts that much, are people in wheelchairs using the shuttle?
   1. The shuttle lifts are being used on a regular basis. There are people in wheelchairs that are using the shuttle and the taxi programs. However, some people prefer the sedans.
9. Are you going to extend the free shuttle to the BART? How would users go to BART?
   1. There are no current plans to make the connection to the BART station. Users would have to use AC Transit. There are several lines that go to BART from Alameda.
10. How was the survey received? Was it taken well? What was the feedback?
    1. There were 120 responses and a good response rate. There were high remarks on satisfaction and consumers gave suggestions on where the shuttle should go. The city of Alameda modified the shuttle route to respond to that.
11. Are you going to take another survey for satisfaction of the new changes?
    1. Yes, we want to give it some time so that people can ride it and use the service first. We are also giving surveys to the entire program. We are working on making that process better.
12. I’m looking at several numbers on the spreadsheet, why are these figures different?
    1. That $14,000 is for the part time person. The copies, outreach, advertisements and etc. go toward the $34,000.
13. In referring to 20 and 29a, the bus stop signs took you over your capital expenses, please clarify.
    1. $500 was for addressing the signs if there was something wrong. That amount should’ve said $4000.
14. There is a growing population of blind residents in Alameda and there is no marketing activities that are appropriate for this population. What are you doing to spread the word to the blind population?
    1. There is a brochure and an audio cd for the information.
15. How do you get the info out to the community?
    1. We conduct presentations to organizations to help spread the word. Let’s talk more offline for a medium that works for specific communities.
16. You mentioned an income level, what is that income level?
    1. This income level is based on the HUD definition of very low income.

**PAPCO Comments:**

* Continue doing a good job.
* Doing better and looking at the whole community.
* Still concerned about reserves.
* Quarterly updates are still requested.
* Program improving.

*Betty Mulholland made a motion for full funding; Shawn Costello seconded the motion; the motion did not carry (4 yes/7 no). Sylvia Stadmire made a motion for full funding with a condition of quarterly reporting; Michelle Rousey seconded the motion; the motion passed (9 yes/2 abstain).*

**Presentation: City of San Leandro by Joann Oliver**

**Finance Subcommittee Questions:**

1. Why is management % so high in first half of 10/11? What do you predict it to be by year end?
   1. There is no change to what is being charged to Management.  The percentage is higher than past years because the operating expenses are less.  The operating expenses are less because we revamped our program in order to operate within the grant.  As a result, the same amount of management results in a higher percentage of the operational costs.  We anticipate the management percentage to be 20% at year end. (Note:  Last year the program was funded with the Measure B grant and the program deficit was covered with Street and Road funds.)

**Additional PAPCO Questions:**

1. You mentioned what eligibility for seniors is, can you gave us a statistic of the average age?
   1. 60% of our riders are 70 or older.
2. Do you have a percent for disabled users?
   1. Not off the top of my head. I will get back to you.
3. For question 25a, the undesignated funds will be utilized by?
   1. These funds cannot go in the red for this program and we would not commit a couple months worth of funds. I would not commit to that $4200.
4. Question 25a should be worded differently. How?
   1. I would change the year and possibly change the language to read “if you have extra sufficient funding to provide a year’s worth…”
5. How is your customer service expenditures?
   1. Question 28 is in the form because it’s not always clear in the spreadsheet. The CTC asks directly what you are spending on trip provisions.
6. What is the progress on the emergency plan?
   1. Our provider has an emergency plan to take care of the riders in an emergency. CARD made a presentation to our group.
7. I tried to take your bus myself from the BART station, what particular streets do you guys go down? Is there a fixed route?
   1. There is a fixed route and I can give you one of our shuttle maps so you can see where the route goes.
8. Are you going to go back to the door to door?
   1. If we can afford it. Currently we have it going for just our medical trips through our MSL grant.
9. Is it possible to go below the 75 age limit for medical trips? Could you find a way to raise the cost so they can be included?
   1. We can consider that. At the time that was consistent with the age limits for door-to-door service standard programs.
10. Have there been complaints about the curb-to-curb?
    1. It has been surprisingly smooth. We didn’t get a lot of feedback as people understand that you can do what you can afford in this economy. Maybe it’s also because the medical trips are still there from the MSL grants and that is where the greatest need is.
11. When you got the $20 registration fee in action, what was the ridership like?
    1. The unduplicated rider count was 250 and the number of registered riders was 400-450 riders.
12. Can a person out of the city, pay the $20 and be able to use the service?
    1. We are very interested in coordinating with other cities. We currently coordinate with the Hayward shuttle when it’s operating. We would love to participate regionally but we are not set up to do that.
13. On the medical services, if they are under 75 they can’t use it?
    1. No, disabled and 18+ can use the service.
14. When you pay the annual fee, is the service free?
    1. The shuttle is free but the medical service trips are $4 for every 10 miles.
15. If they are under 18 and disabled but with a parent, can they use the service?
    1. No, they would usually get their ride through the Regional Center.
16. The Hayward shuttle starts in June. If you don’t live in San Leandro, can you use the service but not pay the fee?
    1. When the shuttle starts up the connecting agreements will change. The agreement is to pay for the fees used by the respective cities’ residents.
17. If someone can’t afford the $20 they can’t use the service?
    1. No one has complained about the registration fee.

**PAPCO Comments:**

* Good job.
* Please coordinate with Hayward shuttle.
* Please coordinate dropping the medical trips age eligibility from 75 to 65.
* Would like to see more door-to-door.
* Would like to see eligibility from outside cities.
* Would like to see taxi voucher program implemented, including accessible taxis.
* Liked financial portion of presentation.
* Flag down would be difficult for low vision riders.

*Carmen Rivera-Hendrickson made a motion for full funding; Larry Bunn seconded the motion; the motion passed unanimously.*

**Presentation: City of Oakland by Hakeim McGee**

**Finance Subcommittee Questions:**

1. Why is management % so high?
   1. Our management percentage is fairly consistent from year to year. We tend to have the same staffing level of a program manager, program assistant and an accountant performing administrative tasks necessary to conduct daily business.  Our percentage has increased slightly over the past few years, which is directly associated with the decrease in our Measure B allocation.
2. Staff follow-up: Why is fare revenue listed in management line for 09/10, 10/11 midyear, and 11/12?
   1. It is basically revenue to line item expenditure assignment. Our Measure B funds are primarily designated to service provision and customer service with a lesser potion towards management which is also supplemented by farebox revenue.

**Additional PAPCO Questions:**

1. What is the difference between you and East Bay Paratransit? Are you under the same company? How do I get a hold of you?
   1. Currently the only programs that are accepting riders from other cities is Hayward. As it stands, we provide services to just Oakland and Piedmont. We extend services to other folks from other programs, like referrals, and we allow them to use the services but temporarily.
2. Have you done surveys with your riders and what’s the feedback?
   1. Yes, we’ve done surveys (a 4 page survey) so we get a lot of feedback. Our survey report is over 60 pages so we have a lot of information to share. We get a lot of positive responses especially around our accessibility, our response times and our drivers.
3. Your staffing on the budget, please explain.
   1. We are staffed appropriately for the size of our service.
4. Can I see the survey?
   1. Yes, you can.
5. On page 7, item 21, I’m looking at the revenue, can you please explain the differences in numbers?
   1. That is the Measure B projection, the number that the Alameda CTC gives the programs.

**PAPCO Comments:**

* Wonderful job.
* Would like to see survey and possible program expansion.
* Would like to see eligibility from outside cities.
* Keep up the good work.
* Do a good job with what they have, shows wisdom.
* Impressed with new manager in the last few years.
* Any expansion should be in Oakland.
* There is a need to increase the number of ramped taxis.
* Admirable job in working with economy.

*Sylvia Stadmire made a motion for full funding; Larry Bunn seconded the motion; the motion passed unanimously.*

**MSL Discussion**

Naomi gave a brief overview of the MSL grant and the $100,000 that was set aside and approved by PAPCO. The two programs applying are San Leandro who is requesting $75,000 and Oakland who is requesting $25,000. These requests do not exceed the amount that is being offered which gives PAPCO the opportunity to approve both requests. Both programs are not receiving any net revenue at the end of the fiscal year and they both do not have any reserves available.

*Harriette Saunders made a motion to approve both requests for MSL grant funding; Shawn Costello seconded the motion; the motion passed unanimously.*

**Presentation: City of Emeryville by Kevin Laven**

**Finance Subcommittee Questions:**

1. Why is management % so high in 11/12?
   1. We haven’t reported any of the in-kind management, coordination, marketing, or administration costs of the program in the past few years since I’ve been in Emeryville. Thus, this number represents a full-time program coordinator and a portion of multiple staff’s salaries/benefits (ie: Administrative Analyst, Adult Services Manager, Recreation Assistant, and Youth/Adult Services Manager) that assist in the implementation of Emeryville’s Paratransit programs. Note that the management is all paid for by City of Emeryville and none of the Measure B money goes towards management or coordinating costs, as it is all spent on direct services to seniors and people with disabilities.
2. Do any of your group trips go to casinos? If so, do the casinos reimburse you for bringing buses to them?
   1. Yes, once a month the Senior Center hosts a group trip to a casino. No, the casinos do not reimburse the Senior Center’s group trips program. Often times the casinos give each person on the trip $5.00 to $20.00 worth of free play credits in lieu of any reimbursement to the Senior Center’s group trips program.

**Additional PAPCO Questions:**

1. You mentioned that you don’t receive discounts from the locations that you take your seniors to and that the consumers receive the discounts. What are the discounts that you receive that goes to the consumers?
   1. We receive discounts on winery tours and tastings and sometimes they will give the consumer a credit for wine tasting or a cheese platter. We also receive items from theatres which sometimes gives discounts for senior groups.
2. On your trips to casinos, is that restricted to just Emeryville residents, or can anyone join the fun?
   1. Anyone can join the fun. In fact, roughly only 20% of the people who attend these trips are actually from Emeryville. Everyone else is from Oakland, Berkeley, Livermore, San Francisco, etc. This program is very popular throughout the area.
3. How can a person sign up to be on your mailing list?
   1. You can go to emeryville.org/seniorcenter or contact the senior center and we can mail out a membership form. 50 years or older or a person with disabilities under 50 can participate.
4. What is the fare of the tickets for the bus trips?
   1. This varies depending on the program. We take all of the costs from the bus trip and take the Measure B funding to pay off the costs. It varies between $30-50 if going outside of the area and $5-30 for more local trips.
5. How do you mail out your schedule since you have a lot of activities?
   1. We mail to every member of the senior center a monthly newsletter. They include upcoming trips and an activity guide.
6. On general program information, on question 9 and 10, the funds allocated to the Meals on Wheels program is $200. Is that overall? What about the $500?
   1. The meal program is a reimbursement to driver costs, a federal block grant pays for the Meals on Wheels. The $200 is just for reimbursing the drivers. However, they are CEO’s and other business leaders who don’t generally ask for the reimbursement. They just do the service. The $2000 total for the tickets can mean 500 worth of $4 tickets, etc.
7. On page 2, it mentions that you reimburse seniors of over 60 years for just medical trips. Why only 60+ but not people with disabilities?
   1. People with disabilities are eligible also, it was written incorrectly.
8. You mentioned that you don’t do a mail out survey but you send out a newsletter to the membership. Would it be simple to send out a mail out survey?
   1. We will consider that option and we will get that feedback. 90% of our users use taxis or EBP. We will put a survey in our future mailings that will include a business reply envelope and survey to fill out.

**PAPCO Comments:**

* Improving every year.
* Still have requests to meet: survey, rider number.
* Has come a long way, nice to see city involvement.
* Commends program.
* Doing a good job, keep improving.
* Program on right track.
* Would like to see assistance to agencies in other jurisdictions, we like that group trips are open to other cities.
* Would like to see a consumer survey.
* Look into reimbursement costs from more partners.
* Wish more cities had open eligibility.
* Might try group trips.
* For survey-consider accessibility for blind or low vision.

*Vanessa Proee made a motion for full funding; Clara Sample seconded the motion; the motion passed unanimously.*

**Presentation: City of Pleasanton by Pam Deaton**

**Finance Subcommittee Questions:**

There were no questions.

**Additional PAPCO Questions:**

1. If you are from another city, can anyone ride your shuttle?
   1. Not at this time, Pleasanton and Sunol residents and unincorporated residents in Pleasanton can only use the shuttle.
2. You mentioned that the fare was $3 out of town and $1 in town, what does that mean?
   1. It costs $3 to go to a destination that is out of town but it only costs $1 to go to a destination that is within the cities that were previously mentioned.

**PAPCO Comments:**

* All sounds good.
* Keep up the good work.
* Encourage to work with disabled between 18 and 65.
* Would like to see more cooperation with other tri-valley providers.
* Good job.

*Sylvia Stadmire made a motion for full funding; Sharon Powers seconded the motion; the motion passed unanimously.*

**Presentation: LAVTA by Kadri Külm and Jeff Flynn**

**Finance Subcommittee Questions:**

1. How are shopping shuttles doing?
   1. The shuttles serve four different senior housing developments in Livermore. Nob Hill Shuttle operates one day per week and the weekly ridership is 30. These are free rides paid for by Nob Hill. The Walmart/Target shuttle operates two days per week and the weekly ridership is 24. It is a $1.00 roundtrip fare. The Route 55 shuttle carried an average of 7 passengers per day
2. Why have you had a large drop in ridership? Does this relate to service cuts?
   1. No service cuts to Dial-A-Ride; Fixed-Route service cut 25% in 2009; Dial-A-Ride fare was increased $0.50 to $3.50 in 200; Besides fare increase, staff is unsure why ridership has declined on Dial-A-Ride; Other possible reasons for decrease in Dial-A-Ride ridership: More fixed-route usage as a cheaper option, Para-taxi program usage, Tri-Valley volunteer driver program use as alternative.

**Additional PAPCO Questions:**

1. How many people do you serve for your area?
   1. We see about 46,000 rides a year and we have about 1600 people in our database.
2. Why is there an inconsistency on page 6?
   1. WAAC meets every two months and their next meeting is in May. It is hard to get the committee all the information on a timely manner.
3. On the paratransit, I have tried 3-4 times for the Para-taxi to get me but their one van with a lift is not available?
   1. We cannot control the availability for that one van. It is supposed to service the entire tri-valley and other areas in the county.
4. How does the taxi program work? What is your relationship to the cab companies?
   1. It works on a reimbursement process and we have no relationship to the cab companies whatsoever.
5. In regards to the person who is going to take over (American Logistics [AmLogCo]), why didn’t you have a special meeting to discuss that new contract with the committees?
   1. There was a one month lag between the point where everyone found out, including the committees. Everyone got the information at the same time. The next time (in three years), we will let the committees know further in advance.
6. On page 4, the timeframe between the failure to show and the grace period for late cancellations is so different. Please explain.
   1. We have one of the most lenient sanction policies that consists of 6 levels of sanctions. If you have too many no shows/mistakes/failed to cancel, we will call you, send you a letter, issue a 15 day suspension, issue a 30 day suspension, issue a 60 day suspension and finally issue a 90 day suspension.
7. You have 21 days for applying, why not in writing?
   1. If someone needs the application process immediately, they can process it faster. We will make that more clear.
8. Was there a public hearing for the new contract? And do you have consumers outside of the committees who are giving input?
   1. There was a public hearing at the monthly board meeting. There are also 3 regular meetings a month that are open to the public to give feedback.

**PAPCO Comments:**

* Record of public hearings.
* Clearer explanation of no shows and late cancellation policy.
* Next time with Program Plan Review application, include outreach efforts associated with major changes.
* Would like to see all committees work together more on major decisions.
* Would like to see anything related to D.A.R. or ADA brought to WAAC in timely manner (even if a special meeting needs to be scheduled).
* Waiting to see how AmLogCo change goes.
* Major decisions need to have early dialogue with all parties asap.
* Really enjoyed hearing about program.
* Would like to hear back about changes.

*Will Scott made a motion for full funding; Harriette Saunders seconded the motion; the motion passed with one abstention.*

**Date: Monday, May 2, 2011**

**PAPCO Members Present**

* Aydan Aysoy
* Larry Bunn
* Shawn Costello
* Herb Hastings
* Betty Mulholland
* Rev. Carolyn Orr
* Vanessa Proee
* Carmen Rivera-Hendrickson
* Michelle Rousey
* Clara Sample
* Harriette Saunders
* Will Scott
* Sylvia Stadmire
* Maryanne Tracy-Baker
* Esther Waltz
* Hale Zukas

**Staff Members Present**

* Naomi Armenta
* Krystle Pasco

**Presentation: East Bay Paratransit by Laura Timothy with guest Mark Weinstein**

**Finance Subcommittee Questions:**

There were no questions.

**Additional PAPCO Questions:**

1. With the fare increase have you seen an increase or decrease in ridership?
   1. We haven’t seen a great decrease or change in general with regards to ridership.
2. Have you heard any responses from customers?
   1. No, our outreach was good and we did a good job about getting the information out there. There were no complaints, very minor if any.
3. You do in-person certification, what is that experience like? I’ve never experienced it.
   1. Generally, we pick people up and bring them to the office. They are brought in and we have a trained interviewer go through the application with you. We just want to make that our service is suitable for the individual.
4. I have a question regarding the ¾ mile distance.
   1. That is the ADA law. You have to service ¾ mile distance around all BART stations.
5. What is the maximum time that a rider can be on a vehicle? Can a range be done?
   1. Generally you shouldn’t be on the bus for the same amount of time as an able bodied person doing the same trip using public transit.
6. Is there any movement to go from sedans to vans? Are they going to be overhauled to make them more ride able similar to Wheels with LAVTA? Will there be anything done for the current vans on the road?
   1. We have some coming into our contractual limits of 350,000 miles so we will start to take those off the roads. We probably won’t be doing a van procurement until the current contract is done. All of our vans are inspected and are all roadworthy.
7. Do you expect any impacts due to the cuts from AC Transit?
   1. There are no near term impacts on riders from AC Transit and there are no changes to East Bay Paratransit riders.
8. There seems to be a lack of communication from regional trips, so how can we fix that? For example from San Francisco county to Alameda County?
   1. From San Francisco County to Alameda County, they regional trips work pretty well and they go all the way into SF. We are the only agency that has a regional trip planner on staff. And on our side it is more organized than their leg of the trips.

**PAPCO Comments:**

* Still not seeing comment cards in vehicles.
* Would like to see better communication on regional trips through East Bay Paratransit.
* Dispatchers are very good with the volume of rides.
* Please fix vans (suspension).
* Would like to see clearer policy on ride time.
* Would like clarification on ¾ mile area around BART (especially Dublin).
* Is it possible to guarantee ride time of less than one hour?
* Glad that we have East Bay Paratransit as a resource and glad that we have door-to-door service
* Appreciates service and thinks paying fare is reasonable.
* Grateful for service and service area.
* Keep up the great work.
* Please take into consideration longer preparation time for wheelchair users.
* Would like to see regional trips make better use of R.E.D.
* Please find solution to 600 lb limit.
* Please share eligibility info with other areas when requested more timely.
* Support strong use of R.E.D. and reciprocal rides/trips.
* Customer worthy vehicles.
* Love this service, comes through for me.
* Concerned with dispatchers and manifests.
* Include secondary contact info.
* You’ve come a long way.
* Please bring back secret rider program.

*Will Scott made a motion for full funding; Michelle Rousey seconded the motion; the motion passed unanimously.*

**Presentation: City of Berkeley by Drew King with guest Beverly Bolden**

**Finance Subcommittee Questions:**

1. Your plan for MRTRIP rides in 11/12 has already been exceeded in the first half of 10/11, does it need to be adjusted? Is there a reason for the increase?
   1. We aren’t sure, yet.  We’ve increased our efforts to make people aware of the MRTRIP program as we’ve done outreach around the Paratransit and Emergency Services (Measure E) Program.  We’ve also recently identified a trend where we are seeing larger and larger amounts of scrip being redeemed by a relatively small number of users.  The way that we’ve been administering the program has created an opportunity for a user to accumulate scrip beyond levels that we would normally issue in a period.  We’re dusting off old policy regarding the maximum redemption that a participant can receive and updating it and notifying our participants of the limit.
2. Why is the cost per trip for wheelchair van vouchers so high ($60/trip) in 09/10?
   1. In reviewing our annual compliance report data with Nelson/Nygaard, we were able to isolate one error in our tracking and reporting of expenses that had us not capturing the costs associated with the van voucher program incurred through MRTRIP in MRTRIP, but counting them under the Van Voucher program while counting the rides in the MRTRIP. Since then, we have identified $7,260 that was attributed to the van ride program, but actually incurred in the delivery of cab rides.  The vendor bills us under the same contract for both cab rides and van rides.  In compiling the report information, all of the expenses associated with the vendor were attributed to the van ride program.  With the recent adjustment the costs per ride for 09/10 are as follows: $17.62 per taxi ride and $48.86 per van ride. We still believe that the cost per ride in the van ride program may be calculating at a higher level than our actual, but believe that could be the result of rides being attributed in a different program year than the one in which they were paid.  We report our rides based on the actual date of the ride, but report our costs based on when the bills are actually paid.
3. In 11/12 why are MRTRIP wheelchair van trips so much more costly than would appear based on overall program cost per trip?
   1. The planned cost per trip for the Wheelchair Van program for the coming year is $35/trip.  However, showing a $60 cost/trip in FY 09-10. Please see introductory comments above and previous responses.  Our basic van voucher costs us $28/trip for 10 miles or less.  If the trip is demand response, it adds $10.  Most of the rides provided in the Wheelchair Van Program are trips of less than 10 miles and pre-scheduled.  We believe we are experiencing increased service provision in the current year by Easy Does It. Historically, they’ve done only demand response trips.  A recent new vehicle acquisition offers an opportunity for them to move toward providing scheduled trips. This is an area where we may see some fluctuation from historic trends. Similar issue applies to MRTRIP program.  FY 11-12 plan shows $10 cost/trip, but FY 09-10 cost/trip appears to be $59 for wheelchair van component and $20 for taxi component. We’ve revised our Table 1 Attachment to align with our compliance report corrections and to align costs more with how we’ve modeled them in the non-MRTRIP taxi and van programs.

**Additional PAPCO Questions:**

1. With the status of the economy do you think your city will continue to subsidize the program?
   1. I put it into the budget for the next two years for the same level so I have no reason to believe that the program will change.
2. Why do you have $35,000 in the bank? What is the purpose of the $35,000?
   1. What happened this year is that we did some cost containing measures and we came out at the end of the year a little bit ahead. We don’t have any expenses to use that money for yet but sometimes we get extra vouchers etc but this year we budgeted very fearfully.
3. Is the city able to track the vouchers and the usage of the program?
   1. We are able to track when the vouchers get sold and for the MRTRIP program but we don’t do an extensive tracking. We do simple tracking but can do more research on individual riders.
4. Is there an expiration date?
   1. Yes, but riders can purchase more every 4 months.
5. Why does the consumer has to verify a medical appointment for a reimbursement?
   1. In order for us to have a medical trip type program we have to make sure that riders are using it for that purpose. So we have someone on the other end who verifies that for us. We also use that information for other purposes as well.

**PAPCO Comments:**

* Please explore reciprocal communication and eligibility.
* Please make sure financial information is submitted correctly.
* Appreciate your efforts.
* Like program; supports outreach to minorities.
* Like to see more information on 95% on-time performance.
* Encourage consideration for issues of wheelchair riders.
* Like thoroughness of driver training.
* Commends commitment to keeping program going in trying times.
* Surprised you have reserves.
* Excellent program.
* Hope city doesn’t stop programs at West Berkeley senior center.
* Berkeley looks after citizens well, especially disabled.
* Good programs, appreciates work for seniors and disabled in maintaining independence.

*Maryanne Tracy-Baker made a motion for full funding; Larry Bunn seconded the motion; the motion passed unanimously.*

**Presentation: City of Albany by Isabelle Leduc**

**Finance Subcommittee Questions:**

1. Your operation reserve has exceeded its 3 month limit, should $3,612 should be listed as undesignated?
   1. Yes, the $3,612 should be listed as undesignated.

**Additional PAPCO Questions:**

1. How many people do you serve and what is your ridership?
   1. We serve about 300 riders between the taxis and the other group trips we provide and we expect about 4,700 trips.
2. On page 7, on number 21, what is the difference here?
   1. Those numbers are a year apart. One number is for what was remaining at the end of the year.
3. You don’t have any trips on Wednesdays?
   1. Our day trips are on Wednesdays.
4. Do you do your own survey on top of the countywide survey?
   1. Yes, we mail our own surveys to our program users.
5. How many wheelchair users do you currently have?
   1. We don’t really track our wheelchair users but we have about 6 using our day trip program.
6. Do any of your riders have issues with getting out of the house?
   1. We wait for our riders. We are a very caring program since we are a small program.
7. Do you have a driver sensitivity training? I didn’t see that in your packet.
   1. No, our driver was fully trained in the beginning when she was hired two years ago. She is already very sensitive.
8. Do you anticipate any difficulties getting any funding in the future?
   1. No, we should be okay for the next two years and hopefully the economy bounces back and we’ll have a small reserve to maintain our service.
9. What is your eligibility for your programs?
   1. For our day trips it is for people who are 50 and over and for our other trips it is for people who are 60 and over.

**PAPCO Comments:**

* Liked the support for shut in’s.
* Like program and city as a whole.
* Glad you are delivering meals and getting van to outer areas.
* Program moving along nicely.
* Glad van works 5 days a week.
* Impressed with meals program.
* Like that program addresses whole person.
* Like group trips.
* Like integration efforts and adaptability.
* Like personal help at door.

*Sylvia Stadmire made a motion for full funding; Herb Hastings seconded the motion; the motion passed unanimously.*

**Presentation: City of Hayward by Anne Culver**

**Finance Subcommittee Questions:**

1. Why were door-to-door and shuttle cost per trip over $100 in 09/10? By comparison, EBP was $44.
2. Why is cost per trip for door-to-door so high in 10/11 ($57/trip)? By comparison, EBP was $42.
   1. Service cost per trip has been expensive due to several factors. One of the factors is simply mathematical:
      1. The actual charge for paratransit door-to-door and shuttle service was $44.21 per hour in 2009. The shuttle operated an ambitious five days per week, seven hours per day. Due to lower-than-projected ridership, the average cost per trip was driven up. We learned a lot from our experience operating the Round-About Shuttle. The plan for the City’s 11-12 shuttle service is to launch the service three days per week, six hours per day, in combination with aggressive marketing to a more diverse ridership, and an attractive cost. Expansion, if warranted, would take place incrementally.
   2. The other two reasons are more causal, and probably get more directly at your concern that the Hayward program seems too costly:
      1. *Why are Hayward’s costs so high?* Attached to this report please find Tab A, which are pages B-1 through B-4 of ACTC’s January 2010 Report, “Service Delivery Analysis of Senior and Disabled Transportation Services.” These pages provide important indicators that help explain Hayward’s service costs. As the charts reflect, Hayward consistently receives among the largest grants in the County, and yet its spending has been disproportionately low. That its ridership is low is commensurate with its spending. And finally, its rate of spending has been a barrier to achieving any economies of scale which consequently resulted in high cost per unit (i.e., per hour, per ride, etc.).
      2. *Why was spending so low in comparison with the size of the City’s Measure B paratransit grant?* Over the years Hayward’s paratransit program has been administered conservatively, as a stand-alone program, with few updates or revisions over the years – and this style has produced a solid, reliable, steady service. The program’s consistency and stability can be seen in the Tab A charts.
         1. However, this style has been slow to respond to changes in the environment (i.e., demographic trends) and to new opportunities forged in response to the fiscal crisis that started a couple of years ago and will continue into FY 11-12. Our City is more leanly staffed, and has re-organized, and there have been some consolidations of functions – for example, in paratransit accounting and in reporting – that are expected to produce improved data, and more active management of the City’s Measure B paratransit grant, including its finances.
         2. Specifically with regard to spending, as the grant began to be incrementally reduced at the end of FY 07-08, service was proportionately reduced, without factoring in undesignated funds from prior years, which could have been used to maintain service. In addition to more actively managing the City’s Measure B paratransit grant, the grant is being more tightly coordinated with other services that improve the quality of life for seniors and people who have disabilities. Additional, more specific information about service coordination and its impact on our ridership is provided in our responses to your questions 4, 5, and 6, below.
3. Why is the proposed cost per trip for door-to-door in 11/12 so high ($68/trip)? By comparison, EBP will be $45.
   1. The size and scope of EBP’s program allows for considerable economies of scale. But the question makes a good point about Hayward’s cost per trip, and reducing the cost per ride is only one area where Hayward’s service will show improvement in FY 11-12.
   2. The financial data in Hayward’s FY 11-12 Annual Plan was estimated using worst-case data available when the Annual Plan was due. We expect those costs to decline somewhat in the coming weeks. Specifically:
      1. We expect the MV service cost per hour to decrease for FY 11-12. Factors that will contribute to this reduction will be:
         1. We are increasing transportation funding which will produce economies of scale, i.e., lower cost per trip.
         2. We are requesting one, two, and three year pricing to assess the effect of amortizing vehicle costs over multi-year scenarios.
         3. We are structuring MV’s contract to provide for price differentials for the door-to-door/group trip and shuttle services, so that as the shuttle ridership increases we can incrementally increase vehicles, hours, and days of service using the appropriate (i.e., lower) rate.
         4. We’ve secured in-town secure parking so deadhead time is nearly eliminated, recovering 8% of funds allocated to service. In FY 11-12, this represents $32,120.
      2. We expect the average cost per ride to decrease as the shuttle ridership increases. The FY 11-12 marketing plan is attached as Tab B.
      3. We expect program administrative costs to decrease as the various bargaining units finalize their MOU’s with the City and the associated give-backs are more clearly defined. Unpaid furloughs totaling 5% have already been agreed-upon, and yet additional concessions are likely in the 5-10% range.
   3. It’s of utmost importance that resources are not wasted, and we are exploring other options, as our Annual Plan reflects, that could potentially produce further economies while improving service.
   4. Several of these opportunities are possible due to characteristics that are unique to Hayward. For example:
      1. Hayward will offer a taxi option for ambulatory riders who live outside EBP’s service area, in instances where to do so would decrease costs without compromising service quality. More information about this option is provided in our response to your question
      2. “Group Trips,” especially subscription group trips, will be actively marketed as a hybrid option, combining the tailored, individualized approach of a door-to-door service with the cost-effectiveness of a shuttle service. This option will be promoted in mobile home parks, senior housing complexes, senior centers, and skilled nursing facilities. Subscription group trips will support active, social lifestyles and offer opportunities to access local cultural and natural resources, while accommodating riders’ 2:1 preference for using the service for round-trips, as opposed to one-way trips. Examples include fishing trips to Lake Chabot, weekly trips to the downtown Farmers Market, and live theater performances at Cal State East Bay and Chabot College.
4. When will the contract with MV and pricing be settled? (b) In the presentation to PAPCO on April 25th, you presented that responses to Alameda CTC questions about your shuttle would be provided to PAPCO during the plan review process? Please provide this in writing.
   1. Contract negotiation is underway between the City of Hayward and MV Transportation. At issue is the amount of funding approved for door-to-door service, concurrence from ACTC regarding the North Hayward fixed route shuttle, and the number of years the City is willing to extend to MV under the forthcoming contract. This item is scheduled to go to our City Council in mid-June, so we hope to have all these items wrapped up before then.
   2. The shuttle’s program statement is provided as Tab C.
5. What is the basis for anticipated high ridership (7,000) in 11/12 for new shuttle, especially since these numbers were not achieved in the pilot and the service will be a new start up?
   1. Actually, if 135 unduplicated riders use the shuttle once per week, the shuttle will exceed that estimate. As the service is absolutely FREE to anyone who is enrolled in any paratransit program in any jurisdiction and *half the price of AC Transit for their friends, family, and anyone else who wants to use the service,* we anticipate strong response to the new service.
   2. The shuttle will be marketed by the paratransit program (see Tab B) of course, but as any member of the public is welcome to ride the shuttle for $1.00, it is also being regarded by the City’s economic development staff as an opportunity to create affordable access to our downtown restaurants and entertainment venues. The City’s development services staff view the shuttle as a strategy to ease traffic congestion and reduce environmental noise and air pollution. The shuttle program will be advertised by these departments via their newsletters, blogs, Commission and Chamber of Commerce meetings, marketing materials, etc. In summary, the marketing approach is very different from the approach used to solicit ridership for the Roundabout Shuttle.
6. How is the shuttle being marketed? Please clearly define how this will occur and how this is anticipated to support the ridership numbers noted in #5.
   1. The paratransit program’s FY 11-12 Marketing Plan is attached as Tab B.
7. Why such a high customer service and outreach cost in 11/12? What specifically is covered in these costs?
   1. As mentioned in our response to your question 3 above, customer service, outreach, and management costs were established using worst-case financial data, and we expect those numbers to come down in the coming weeks. Overall, we estimated customer service, outreach/marketing, and management to not exceed 25% of all funds to be expended on transportation service in FY 11-12, which is consistent with previous years.
8. Need more specifics on proposed taxi program; PAPCO may not fund without adequate information.
   1. Taxis are one of the City’s strategies to reduce costs while improving service.
   2. Approximately 20% of Hayward is located in the Hayward Hills, mostly comprised of areas EBP does not serve, yet that’s where approximately 15% of our active ridership resides, and where up to 30% of our potential ridership resides. For those riders who do not require a lift-equipped, wheelchair accessible vehicle, we intend to offer a taxi option.
   3. This would be a cleaner, greener alternative to sending an unnecessarily large vehicle, and depending on the program parameters (TBD), it’s likely to be a more affordable option for the City and the rider.
   4. It is also intended that a taxi option be offered to ambulatory individuals who request service outside our program’s normal hours of operation. In ACTC’s research - which was confirmed by our own local surveying - after safety, riders want to be able to get a ride when they need it. A taxi option provides the flexibility to meet this basic need.
   5. Taxis are proposed as a service gap-filler, and it’s expected that if/when the south-County taxi service extends north into mid-County, we will scale back or discontinue this option. Initially, we would confer with Oakland and Fremont paratransit staff about taxi contracts and adapt their recommendations as appropriate to meet the needs of Hayward residents.
   6. The funds budgeted in our FY 11-12 Annual Plan are not-to-exceed numbers; the $6,000 budgeted for taxi service would provide an estimated 230 one-way 10 mile trips, or approximately 10 round trips per month – a relatively modest objective.
9. Need more specifics on proposed travel training program; PAPCO may not fund without adequate information.
   1. For the past two years we have seen a need for travel training in Hayward’s service area. However, based on discussions with AC Transit in recent months, we have come to understand and appreciate AC Transit’s flexibility and responsiveness to the needs of elderly riders and riders who have disabilities. The South Hayward Senior Shopping Shuttle is an example of this (see Tab C), which operates two days per week and stops at a half-dozen mobile home parks in South Hayward, and loops all the way around to Southland Mall.
   2. However, conventional transportation is simply not safely accessible for people who live in some of our service area’s low-income neighborhoods. In fact many seniors, especially females – who make up as much as 75% of our ridership – are reluctant to venture out very often, and this detracts from their quality of life.
   3. The gap-funded *United Seniors of Oakland* (USOAC) and Fremont Paratransit currently offer travel training and it is Hayward’s intention to consult with USOAC to determine the best way to bring travel training to Hayward. We do *not* intend to create or design a new type of program, but rather would prefer to build on effective models, and perhaps provide funding to an existing Travel Training contractor to provide a Hayward-centric program.
   4. As the City promotes and markets its door-to-door and shuttle service, we intend to include AC Transit’s senior-serving routes in our marketing efforts, especially those that offer *safe* opportunities to travel and access resources in our service area. We also intend to work with AC Transit to improve service as opportunities to do so arise.
10. How do LED “silent radios” relate to transportation?
    1. Paratransit is more than transportation. Hayward’s paratransit program promotes *full accessibility* for all, including seniors and people who have disabilities, and *full accessibility* includes access to information, resources, and opportunities. Transportation takes a person from here to there, however the overwhelming majority of our riders live on low, fixed incomes, in low-income, high-crime neighborhoods, and full accessibility for these folks starts with access to information about community resources. Our paratransit vehicles provide safe transportation to those community resources, and equipped with “silent radios,” the vehicles can “double” as safe, effective outlets for dissemination of information.
    2. “Silent radios” on vehicles can be programmed to share information about opportunities and resources that are particularly relevant to a population that copes daily with complex issues associated with aging and healthcare, housing and food insecurity, and other problems associated with limited incomes and poverty. “Silent radios,” however, are only one method for sharing information, as newsletters, TV/radio public service announcements, posters, and (increasingly) electronic media must also be utilized to reach as broad an audience as possible.
11. How did you arrive at figure for operational reserve (should be $157,737)?
    1. Program operations are budgeted in our FY 11-12 Annual Plan at approximately $718,000. Three months of operations (i.e., 3/12ths of $720,000) equals $179,684.
    2. A reserve of $157,737 would not cover three months of operations for a program with planned expenditures of $718,000, so we adjusted the operating reserve accordingly.
12. Why is there a $100k capital reserve when planned capital expenditures in 11/12 are $10k? What is planned for the rest?
    1. Last year Hayward tentatively set aside $100,000 to augment funding received from another source to acquire routing and schedule software/hardware for a shuttle model that is unlikely – at this point – to be implemented.
    2. Since that time, a North Hayward fixed route program has been configured in coordination with AC Transit. Pending ACTC’s concurrence with this most recent model, $90,000 of the funds placed in capital reserve would be reallocated to the provision of service. $10,000 is intended to be used to acquire “silent radios.”
13. Recalculated undesignated reserve appears to be $187,108, or 29.7% of annual allocation.
    1. The undesignated reserve is an opportunity to expand service, however we need to be strategic about getting these funds into play, to minimize waste and be certain of projected outcomes.
    2. Our FY 11-12 Annual Plan incorporates several measured ways to achieve this, and we will seek opportunities to partner with adjacent jurisdictions to improve access to community events and resources to improve the quality of life for our ridership:
       1. The North Hayward fixed route shuttle will start three days per week, six hours per day, with two vehicles. We plan for aggressive marketing to reach a diverse ridership, and as ridership warrants, service will expand incrementally, by adding vehicles to the route, and hours and days of service. Tab C provides summary data pertaining to service cost and expansion.
       2. We look forward to providing greatly expanded numbers of group trips, especially *subscription* group trips, which have historically been an under-marketed and under-utilized option. A significant improvement to this option is that group trips to locations and events *outside our service area* will be eligible, and this is expected to generate excitement and enthusiasm for the service.
       3. Meanwhile, the door-to-door service will continue to provide safe, individualized, on-time rides six days per week. In addition, Hayward intends to offer a taxi option (as appropriate), incentives for riders to transition to EBP, and travel training.

**Additional PAPCO Questions:**

1. How have you coordinated your shuttle service with AC Transit?
   1. We had several conference calls with Corey and they have been very helpful and sensitive in working with us.
2. I came across the statement that the shuttle offers cultural competency for our shuttle drivers. Can you explain that?
   1. The surveys indicated that the riders preferred drivers who were proactive and sensitive to their situation so we were trying to get the value of having that sensitivity with our drivers.
3. If you are in a wheelchair will you get a vehicle with a lift?
   1. Yes, you will get the appropriate vehicle. Earlier I was referring to just ambulatory riders.
4. Where do you get the figure of 75,000 rides?
   1. This was a CTC staff error because the meals that were transported were also included in that figure.
5. Is the shuttle going to pass near Chabot College at all?
   1. The city of Hayward’s shuttle will not go beyond the Southland Mall in that direction.
6. Are you purchasing new vehicles or do you have new vehicles? Will it be able to exceed the 600 pound weight limit?
   1. We are proposing to get pricing estimates for new vehicles as well as used vehicles just as long as it meets the energy efficiency standard. Let me double check on the weight limit.
7. Are you aware that CRIL no longer provides that service?
   1. No, we were not aware.
8. I’m still worried about these high numbers. Targeted communications would be beneficial in this city. How would you get these communications out to the community?
   1. We have a program that reaches out to low income communities, seniors and people with disabilities. So we are going to use our CBDG administration funds to address these communities. We’re looking at our language competency in Hayward and ways that we can improve it.
9. If in fact you run into snags with MV, is there a possibility to consider American Logistics?
   1. We may look specifically at American Logistics if we run into a situation where we want to pull the plug on one of our contracts but we would open it up to other contractors as well to have more vendors to choose from.
10. Who does your taxi program?
    1. We don’t know yet. We might expand an existing provider in the area but we are not sure at the moment.

**PAPCO Comments:**

* Very thorough presentation.
* Thank you for written responses for finance questions.
* Looking forward to new vision for Hayward.
* Glad you’re paying attention to safety and coordinating with nearby services.
* Appreciates free fares.
* Appreciates 55 age limit.
* Would like to see you work with the Hayward PAC more in the future.
* Sounds like a great program.
* Good format.
* Not sure of “cultural competency” terminology
* Monitor open ridership on shuttle.
* Like idea of silent radios.
* Still like to see emergency plan.
* Concerned about shuttle coverage.
* Found some answers unconvincing.
* Make sure whole community is served.

*Sylvia Stadmire made a motion for funding with a condition of quarterly reporting throughout the next fiscal year and that they work with staff to get approval on the new elements of their plan; Betty Mulholland seconded the motion; the motion passed unanimously.*

**Presentation: City of Union City by Wilson Lee**

**Finance Subcommittee Questions:**

1. Why is management % so high in 10/11 and 11/12?
   1. Our City administrative staff time is charged to two programs, Transit and Paratransit fairly evenly. Overall, our management % is below the 18% threshold. As an ADA program, we have more restrictive operating policies and tend to be more expensive than a non-ADA program.

**Additional PAPCO Questions:**

1. On the spreadsheet, I took the total operating expenses and I broke it down and I found that I’m still missing a portion of funds, where is it?
   1. Those numbers don’t need to add up because there are other factors (ie miscellaneous funds) to take into consideration.
2. Does your program run 7 days a week?
   1. Except Sundays.
3. If I’m not a resident of Union City, can I still use your service?
   1. Yes, if you are registered in another jurisdiction’s paratransit program, you can use the program.
4. How long do you service?
   1. Weekdays: 4:30 a.m. - 10:30 p.m.
5. With the price of gas do you ever think about going solar?
   1. No, the way we are set up is that we are already using alternative fuels for our contractor’s fleets. That is the fuel of choice for us.
6. Is the CNG that you are using less expensive than diesel fuel?
   1. It depends on what we are buying. We compress our fuel on site so it is generally cheaper than diesel fuel.
7. What is your incentive for using CNG?
   1. The city council really wants to reduce greenhouse gases and we also receive a financial incentive to use CNG. Also, it’s just better to be green.
8. On page 6, on surveys and tracking complaints, do you have a program that tells you about surveys and tracking complaints?
   1. We want people to complain to us directly and we have a set system for conducting surveys although we don’t want to use our operating funds for just surveys.
9. I’m curious about no service on holidays, why is that?
   1. We do have a contract with East Bay Paratransit to operate in Union City on holidays. So we do have service on holidays through EBP so people aren’t completely cut off.
10. Do you think your fixed route programs will be affected by AC Transit?
    1. No, there are 3 main routes in Union City, one being controlled by AC Transit, so there are no reductions in that corridor. Overall, we don’t expect any changes to our programs.

**PAPCO Comments:**

* Program is still good.
* Like presentation.
* Excellent program.
* Please note holiday options.
* Hope you continue to work well with contractor.
* Like that you are using alternative fuels; you are an example.
* Grateful for program.
* Followed plan.
* Liked that you are participating in Tri-City Taxi program.
* Would like to see emergency same day service.
* Good.
* Awesome, especially “green” initiatives.
* Paratransit takes up 20% of total costs, it is hard to believe that it takes up half of staff time.
* Great presentation, kudos.
* Please look into expanding Para plus geographically.

*Larry Bunn made a motion for full funding; Sylvia Stadmire seconded the motion; the motion passed unanimously.*

**Presentation: City of Newark by David Zehnder**

**Finance Subcommittee Questions:**

1. What funds are being provided for management in 10/11 and 11/12?
   1. As is our current policy, we will not set aside any Measure B funds for City management of the Newark paratransit program for fiscal year 2011/2012. Measure B funds are paid to contract service provider Satellite Senior Housing which includes a small (3% of overall contract) administrative fee.
2. What is the plan for your capital reserve?
   1. Capital funds will be used to help with vehicle replacement costs on an as-needed basis. Both vehicles currently in use for Newark Paratransit services are older models with substantial accumulated mileage.

**Additional PAPCO Questions:**

1. I see that Satellite Senior Housing works with you. So you rely on them to adhere to your policies, have you run into any issues?
   1. This is an interesting relationship but they dispatch a lot of our needs of our seniors and since this is the only senior housing facility that we have, we really appreciate our partnership.
2. After hearing Union City’s efforts to use CNG for their vehicles, is there any movement to do the same in Newark?
   1. I know that our city has had conversations about transitioning over to using natural gas but I’m not sure how the 5310 grant was written by Satellite Senior Housing and how that contract will look once it is signed.
3. How have your passengers responded to your surveys and what about complaints?
   1. It’s definitely an area we can improve on. I work with Patricia at Satellite and the complaints go directly to her. We haven’t received a lot of complaints so based on that I would say we are doing okay but we need to come up with a more formalized process to get that survey information and to better track complaints.
4. Why don’t you have any wheelchair access on that main street? I have almost been hit multiple times trying to cross that street.
   1. In regards to your path of travel, I can talk to our city and other appropriate folks about that.
5. How long is the delay for the application process for someone applying? When will they hear back?
   1. In the application it says about a couple of days (2-3 days).
6. In regards to other languages, do you have any of your material available in other languages, especially in the tri-city area?
   1. We are looking into getting our material translated into other languages as soon as possible. Hopefully that can definitely happen especially with Farsi and/or Darsi in our area.
7. Do you do any other surveys? You just mentioned the one Satellite does.
   1. As mentioned earlier those are our primary surveys. But we can definitely do a better job of getting feedback from our consumers.
8. Are you looking into electric vehicles in the future?
   1. I have to look into that. I don’t know personally.
9. If you receive the 5310 vehicle that you applied for, how will this change your program?
   1. I feel that it will provide a more comfortable ride for our users and will be more functional for our program in terms of the number of users and accessibility for our wheelchair riders.
10. Describe how reopening the Senior Center will affect your program.
    1. We hope that it will affect our ridership in a positive way. The funding is finally kicking in now so hopefully we will see more positive results coming out of the program as well as the Senior Center. We hope that our ridership will increase, the feedback will come in, outreach will happen, and the day to day contact will increase.

**PAPCO Comments:**

* Good job, continue improvements.
* Continue to move forward in outreach.
* Would like to see more info about community involvement.
* Still need a PAPCO appointee.
* Doing great, increase language capability.
* Please work with AC Transit to find underserved riders and fix path of travel.
* Please set up new vehicle with lift that goes over 600 lbs.
* Keep up the good work and outreach.
* Appreciates low administrative costs.
* Happy that senior center is reopening.

*Michelle Rousey made a motion for full funding; Esther Waltz seconded the motion; the motion passed unanimously.*

**Presentation: City of Fremont by Shawn Fong**

**Finance Subcommittee Questions:**

There were no questions.

**Additional PAPCO Questions:**

1. What is the impact of the Tri-City Taxi Program on your base program?
   1. When the program started we saw a decrease in the program but we see now that it has leveled out. It is still unclear about why this is when both programs are at similar price levels.
2. What are the language issues that you have seen in your area?
   1. We have people on staff that are bi-lingual and bi-cultural and we have good working relationships with ethnic organizations. We have been doing a lot of outreach to these specific communities but it is still hard to plan trips with East Bay Paratransit, they do not have the same language accessibility as we do.
3. How do you reach out to other people with other language barriers outside of the ones that you mentioned?
   1. The outreach workers are based on the languages that they speak as well as the census data that we can access. We look at the top languages that are mentioned and go from there to reach out to other organizations that can help with this need.
4. Are you going to expand a little bit more since you don’t have a good bus system out there? Especially with regards to AC Transit?
   1. The combination of the network of services that we have with our city programs, AC Transit, VIP rides and other programs, we do a decent job of addressing everyone’s needs.
5. Hayward is hoping for a big cut in MV rate, are you aware of this?
   1. I haven’t been in much contact with Hayward but our rates are not connected. I was not aware of their negotiations with MV but I do know that our rates are substantially lower than Hayward’s current rates.
6. You mentioned a 99% service time frame, can you explain this more?
   1. For all of our trips, we have a 99% on time performance rate and we get positive feedback from our consumers regarding this statistic.
7. On your Meals on Wheels program, does the funding that you have for that all go to the cost of the program, or do you charge on top of the delivery for the meal?
   1. The users are asked for a donation for the meal. They are not charged for the meal. No one has been turned away for not being able to provide a donation.
8. How many meals do you provide per day?
   1. It can range from 2 meals a week to 7 meals a week. The user decides that. Additionally, there are differences in delivery time frames for cold plates and hot plates and there are different types of diets you can request.
9. Do you have a back-up plan for when your current service does not continue to work out?
   1. Yes, I have a back-up plan and I have been very responsive to operational challenges. So we’ve been able to look at the issues around rates and operations to come to win-win solutions. Hopefully we don’t have to look for another provider.
10. How many vehicles do you have?
    1. We have a total of 5 vehicles, 3 are city-owned, 1 is a sedan and 2 are our 5310 vehicles that we received a couple of years ago. And 2 vehicles are owned by MV.

**PAPCO Comments:**

* Numbers match.
* Plan is always perfect.
* Good job.
* Thorough presentation.
* Wished I lived in Fremont. ☺
* Well written plan.
* Great program.
* Impressed by statistics.
* Proud of Shawn Fong.
* Love the focus on outreach.
* Commends on fast certification and consumer assistance with languages.

*Larry Bunn made a motion for full funding; Sylvia Stadmire seconded the motion; the motion passed unanimously.*