ALAMEDA County Transportation Commission

ACCMA ▪ 1333 Broadway, Suite 220 ▪ Oakland, CA 94612 ▪ PH: (510) 836-2560
ACTIA ▪ 1333 Broadway, Suite 300 ▪ Oakland, CA 94612 ▪ PH: (510) 893-3347

www.AlamedaCTC.org

Paratransit Technical Advisory Committee
Meeting Agenda
Tuesday November 9, 2010, 9:30 to 11:30 a.m.

Meeting Outcomes:
- Review new compliance forms
- Discuss issues of over-sized mobility devices and securement
- Discuss technical exchange

9:30 – 9:35 a.m. Naomi Armenta	**1. Welcome and Introductions**	
9:35 – 9:40 a.m. Public	**2. Public Comment**	I
9:40 – 9:45 a.m. Staff	**3. Review of September 14, 2010 Minutes** *03_TAC_Meeting_Minutes_091410.pdf* – **Page 1**	I
9:45 – 10:15 Naomi Armenta	**4. Review new Compliance Forms** *04_Program_Compliance_Report_Forms_FY09-10.pdf* – **Page 5**	
10:15 – 10:45 a.m. Staff	**5. Discussion of Over-sized Mobility Devices and Securement** *05_Memo_WC_Resources.pdf* – **Page 25** *05A_RideSafe_Brochure.pdf* – **Page 29** *05B_Mobility_Device_Securement_Paper.pdf* – **Page 35**	I

10:45 – 11:00 a.m.
TAC
	6. Technical Exchange
	  A. Mobility Management
	  B. Preparedness
	     06B_Memo_Preparedness_Resources.pdf – **Page 43**
	  C. Ask a TAC Member
	  D. Other Technical Exchange Items
		I

11:00 – 11:25 a.m.
Staff
PAPCO Chair
TAC
Staff
 	
Keonnis Taylor
Staff
	7. Information Items
	  A. SRAC Update
	  B. PAPCO Update
	  C. TAC Committee Member Announcements
	  D. Alameda CTC Staff Report
	     07D_PAPCO_Vacancies.pdf – **Page 45**
	  E. Outreach
	  F. Other Staff Updates
		I

11:25 – 11:30 a.m.	**8.**	**Draft Agenda Items for Next Meeting**	I
Staff		A. Update on Compliance Reports	
		B. Technical Exchange	

| 11:30 a.m. | **9.** | **Adjournment** | I |

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

Next Meeting:

Date: January 11, 2011
Time: 9:30 to 11:30 a.m.
Location: 1333 Broadway, Suite 300, Oakland, CA 94612

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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Alameda CTC Paratransit Technical Advisory Committee Meeting Minutes
Tuesday, September 14, 2010, 9:30 a.m., 1333 Broadway, Suite 300, Oakland

Attendance Key (A = Absent, P = Present)

Members:

__A__ Beverly Bolden, City of Berkeley	__P__ Kim Huffman, AC Transit	__A__ Mallory Nestor, AC Transit
__A__ Melinda Chinn, City of Emeryville	__P__ Drew King, City of Berkeley	__P__ Joann Oliver, City of San Leandro
__P__ Anne Culver, City of Hayward	__A__ Jackie Krause, City of Alameda	__P__ Gail Payne City of Alameda
__P__ Pam Deaton, City of Pleasanton	__P__ Kadri Kulm, LAVTA	__A__ Mary Rowlands, EBP
__A__ Louie Despeaux, City of San Leandro	__P__ Kevin Laven, City of Emeryville	__A__ Mia Thibeaux, City of Oakland
__A__ Jeff Flynn, LAVTA	__A__ Isabelle Leduc, City of Albany	__P__ Laura Timothy, BART
__A__ Shawn Fong, City of Fremont	__A__ Wilson Lee, City of Union City	__A__ Rani Visweswaran, City of Emeryville
__A__ Brendalynn Goodall, City of Oakland	__P__ Hakeim McGee, City of Oakland	__A__ Victoria Williams City of Hayward
__A__ Karen Hemphill, City of Emeryville	__A__ Cindy Montero City of Emeryville	__P__ David Zehnder, City of Newark

Staff:

__A__ Tess Lengyel, Programs and Public Affairs Manager	__P__ Rachel Ede, Nelson/Nygaard
__P__ Naomi Armenta, Paratransit Coordinator	__P__ Cathleen Sullivan, Nelson/Nygaard
__A__ Keonnis Taylor, Programs Coordinator	__P__ Angie Ayers, Acumen Building Enterprise, Inc.

1. **Welcome and Introductions**
    Naomi Armenta, Paratransit Coordinator, called the meeting to order at 9:35 a.m. The meeting began with introductions and a review of the meeting outcomes.

    Guest Present: Sharon Powers, PAPCO; Carmen Rivera-Hendrickson, PAPCO; and Sylvia Stadmire, PAPCO, attended the meeting.

2. **Public Comments**
    A consumer mentioned she has no paratransit, because her chair weighs 760 pounds, and the oxygen tanks are 50 pounds each (she carries four to eight tanks per trip). Staff acknowledged her concerns and noted that TAC would discuss oversized wheelchairs and related issues at the November meeting.

3. **Approval of July 20, 2010 Minutes**

    TAC members reviewed the meeting minutes from July 20, 2010 and approved them as written. The representative from the City of Alameda requested the removal of Barry Bergman from the attendance list.

4. **Mobility Workshop Outcomes Report**

    Rachel Ede commented on the success of the 2010 Mobility Workshop held on July 30 at the MTC Auditorium and thanked everyone for their participation. She also gave results from the workshop survey, which was distributed via email this year. Of the presentations, both the State of the System Planning for Progress and What Does Planning for Progress Mean ranked higher than the others. The location and length of the workshop received high ratings of acceptability.

    Attendees noted that the workshop setup did not lend itself to easy maneuvering for wheelchairs. Rachel noted that the charts transcribed for the interactive portion of the workshop were included in the meeting packet.

5. **Technical Exchange**
    A. **Mobility Management**

        Gail Payne of the City of Alameda mentioned that Victoria Williams has been very good at encouraging communication between the shuttle programs in all applicable jurisdictions. Gail said that Victoria and Pam Deaton have been especially helpful in providing useful information for the City of Alameda shuttle program.

    B. **Preparedness**

        Drew King of the City of Berkeley informed the members that Berkeley will do preparedness work across the board during the next year, and he will reach out to the other jurisdictions for support. Drew will also look at the work that the City of Oakland has done with the index program.

        Gail informed the members of an issue regarding CPR training among the elderly in Alameda. She stated that the elder generations do not perform CPR on their loved ones. Many of the elders do not receive CPR training, especially for people with defibrillators.

        Laura Timothy of BART informed the members that BART is looking at revamping their emergency plans to meet Americans with Disabilities Act (ADA) guidelines. BART is gathering information from all jurisdictions. Rachel suggested BART look at the recently updated ADA emergency plans done by Los Angeles for suggestions.

    C. **Ask a TAC Member**

        There were no comments.

    D. **Other Technical Exchange Items**

        Joann Oliver of the City of San Leandro announced to the members that San Leandro implemented a $20 annual registration fee for paratransit services. The registration fee

has been well received by the consumers. The people that pay the fee are the active riders, a total of about 300 people, which matches the reported number of unduplicated riders. Joann explained that the active riders sign up for paratransit services and use them; the inactive riders sign up for services and may never use them. She stated that the inactive riders skew her analysis to accurately determine ridership. The $20 registration fee virtually eliminated the inactive riders from her rolls.

6. **Information Items**
   A. **SRAC Update**
   Laura attended the last SRAC meeting and gave the members an update on the items discussed in the meeting. She stated that SRAC discussed the fare increase that was passed by both BART and AC Transit Boards. The fee increase will start in January 2011, because BART requested a delay. SRAC elected a new chair person, Don Queen. Laura and Kim Huffman of AC Transit discussed the items that will appear on the September 22, 2010 meeting agenda. A few of these items are:
      - AC Transit service agenda
      - AC Transit eliminating it's section that is an East Bay Paratransit provider
      - Accommodation on the preference of a sedan

   Kim answered the question: If AC Transit cut weekend services, will it impact paratransit? The answer is yes. She stated that services will continue for major lines. Kim also mentioned that three different proposals are on the table for AC Transit, and AC Transit has committed to not cutting anymore lines. However, the frequency in which the buses run may change. If a proposal passes, it will be effective the third Sunday of December.

   B. **PAPCO Update**
   Sylvia Stadmire stated that PAPCO hasn't met since June. However, PAPCO hosted the 2010 Mobility Workshop in July, which was very successful. She informed the members that the next PAPCO meeting is scheduled for September 20 at 1 p.m.

   C. **TAC Committee Member Announcements**
   There were no announcements.

   D. **Alameda CTC Staff Report**
   Naomi announced that Art Dao was appointed the Executive Director of the Alameda CTC and his position became effective on September 1, 2010. She said that Art is leading the integration of the merger between Alameda County Congestion Management Agency (ACCMA) and Alameda County Transportation Improvement Authority (ACTIA). Naomi told TAC that the Alameda CTC has three standing committees that meet the second Monday of every month. The first meeting for each committee was held on September 9, 2010. The committees are: Planning, Policy and Legislation Committee (PPLC); Programs and Projects Committee (PPC); Finance and Administration Committee (FAC). Naomi also mentioned that the Alameda CTC Commission meeting is the fourth Thursday of the month at 2:30 p.m.

TAC members informed staff that they want to invite Art Dao to the next Joint PAPCO/TAC meeting on October 25, 2010.

Naomi announced that the next TAC orientation is schedule on October 4, 2010, and she will send an e-mail informing the TAC members.

E. Outreach
Naomi informed the members that a great deal of outreach occurred during the summer, such as the Senior Resource Fair in San Leandro; the Solano Stroll; and Faith Day in the Park at Mosswood Park.

F. Other Staff Updates
TAC members requested a list of members for both the Community Advisory Working Group and the Technical Advisory Working Group. Members also requested that Naomi provide them with the meeting calendar for this fiscal year.

7. Adjournment
The meeting adjourned at 11 a.m.

Print Form

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End-of-Year Program Compliance Reporting

Reporting Period July 1, 2009 through June 30, 2010

Note: In July 2010, the Alameda County Transportation Improvement Authority (ACTIA) merged with the Alameda County Congestion Management Agency to become the Alameda County Transportation Commission (Alameda CTC). Agencies and jurisidictions that have pass-through fund and grant agreements with ACTIA must continue to submit end-of-year program compliance reports. See page ii for submittal instructions.

Required end-of-year compliance submittals:

- **Audit:** Submit email and hard copies by December 27, 2010.

- **Compliance Report:** Submit email and hardcopies by December 31, 2010.

- **Signage:** In the compliance report you submit, include a description of signage and the number of signs posted. Contact us for more information on the signage requirement.

- **Website:** On your website, provide a link to the Alameda CTC website (www.alamedactc.org), to inform the public about how your jurisdiction is using Measure B funds for transportation projects/programs.

- **Publications:** At a minimum, publish annually in your newsletter or ACTIA's e-newsletter (which will soon be the Alameda CTC e-newsletter) an article for each fund type you receive. Submit articles for e-newsletter publication to Carol Crossley (ccrossley@actia2022.com).

This document includes the PDF report form and instructions for submittal. Hard copy submissions must have original signatures and include all attachments. Email submissions must include the signatory names. Additional attachments beyond Table 1 are not required via email.

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End-of-Year Program Compliance Requirements and Instructions

Reporting Period July 1, 2009 through June 30, 2010

Measure B fund recipients are required to submit to the Alameda County Transportation Commission (Alameda CTC), one electronic and one hard copy version of two reports for end-of-year compliance.

End-of-Year Program Compliance Report Due December 31, 2010

The End-of-Year (EOY) Program Compliance Report includes a PDF and Table 1 Attachment for each program available for download at http://www.actia2022.com/app_pages/view/37:
1. EOY Program Compliance Report (PDF)
2. Table 1 Attachment

Electronic submission: Complete the PDF form online. If you want to start work on the PDF and finish it later, save it to your hard drive. Also complete the Table 1 workbook. Submit one copy of both the PDF and Table 1 Attachment by email. Send it to grants@actia2022.com. *In the email, only include the PDF and Table 1, do not include additional attachments.*

Hard-copy submission: Page 1 of the EOY Program Compliance Report must have City Manager and City Finance Manager, or the appropriate equivalent, original signatures. Include other attachments, such as photos, articles, newsletters, signage, etc., with the hard copy only. Clearly label additional attachments, by letter and description, as labeled on page 1. Ensure the attachments are easily readable when reproduced in black and white, and insert them at the back of the report. Postmark one hard copy of the EOY Program Compliance Report and the Table 1 workbook attachment with wet signatures and attachments by December 31, 2010.

Compliance Audit Report Due December 27, 2010

Electronic submission: Submit one copy of the Compliance Audit Report electronically. Use your jurisdiction's standard audit report format. Submit the report by attaching the file to an email and send it to grants@actia2022.com.

Hard-copy submission: Postmark one hard copy of the Compliance Audit Report, signed by an independent auditor, by December 27, 2010.

Mail hard-copy reports to:	Alameda CTC Attn: End-of-Year Program Compliance 1333 Broadway, Suite 300 Oakland, CA 94612
E-mail reports to:	grants@actia2022.com

The Alameda CTC must receive all electronic files by their respective due dates. If you submit a draft copy in error or encounter a problem submitting the report, notify the grants administrator by e-mail grants@actia2022.com or phone (510) 267-6113.

End-of-Year Program Compliance Report

Reports due December 31, 2010

Agency Name:

Date Submitted:

Provide signatures below from authorized representatives.

Authorized representatives of the reporting agency, for example the city manager and the city finance manager or appropriate equivalent, must sign below, affirming that the statements in the report package are true and complete to the best of their knowledge. The hard copy submittal must have the original signatures; on the electronic version, include the name and title of the signatories.

Signature:

Name and Title of Agency Manager:

Date:

Signature:

Name and Title of Agency Finance Manager:

Date:

Choose the type(s) of report you are submitting *(check all that apply; you must submit the Table 1 Excel workbook attachment)*.

- [ ] Annual Program Compliance Report – Bicycle and Pedestrian Safety Funds
- [ ] Annual Program Compliance Report – Local Streets and Roads Funds
- [ ] Annual Program Compliance Report – Mass Transit Funds
- [ ] Annual Program Compliance Report – Paratransit Funds
- [ ] Table 1: Program Summary of Expenditures/Accomplishments (Excel workbook) – **REQUIRED**

List any additional attachments in the hard copy report submittal *(check all that apply)*.

- [ ] Attachment A: Bicycle and Pedestrian Attachments
- [ ] Attachment B: Local Streets and Roads Attachments
- [ ] Attachment C: Mass Transit Attachments
- [ ] Attachment D: Paratransit Attachments
- [ ] Other Attachments *(clearly label additional attachments as needed)*

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Bicycle and Pedestrian Program Report Summary

1. **Did your agency receive Measure B Bicycle and Pedestrian Safety Funds in the reporting period of July 1, 2009 through June 30, 2010?**

   ☐ Yes *(Complete this section and continue on.)*
   ☐ No *(Do not complete this section and continue on.)*

   Bike/Ped Program Agency Contact Name:

   Phone Number:

   Fax:

   E-mail:

2. **During fiscal year 2009–2010 (FY 09/10), what amount of Measure B (MB) Bicycle and Pedestrian Safety Funds did your agency receive and expend (on an accrual basis)?**
   Fill in the boxes below. These numbers should be the same as those your agency reports in its compliance audit.

08/09 Unspent MB Balance	09/10 MB Revenues	Interest/Other Income	MB Expended in 09/10	Ending MB Balance

3. **If your agency's ending MB balance was greater than zero, why do you have this reserve and how do you plan to spend these dollars?** Why did revenues exceed expenditures? For instance, if you are saving a percentage of funding for certain purposes, what percentage are you saving and what types of projects or programs will those dollars fund? In the future, how do you plan to use reserve Measure B funds? *(max. 500 characters)*

4. **If applicable, why were the reported expenditures in FY 09/10 more than the amount of Measure B funds the agency received in FY 09/10?** For instance, if your agency faced a funding shortage, how did you use reserve Measure B funds from a previous fiscal year(s)? *(max. 500 characters)*

5. **Did your agency publish articles that highlight Bike/Ped projects and programs funded by Measure B in an agency or ACTIA newsletter?**

   ☐ Yes
   ☐ No

   If yes, include a copy of the newsletter(s) in Attachment A and list the publication(s) and date(s) below.

   Publication(s) and Date(s): [_____]

6. **Did your agency include a description of the Bike/Ped projects and programs funded by Measure B on its website?**

   ☐ Yes
   ☐ No

   If yes, include a printout of the website in Attachment A and provide the URL below that contains updated and accurate project information.

   Website Address: [_____]

7. **Did your agency use signage that indicates use of Measure B funds for its Bike/Ped projects and programs?**

   ☐ Yes
   ☐ No

   If yes, include photos of the signage in Attachment A and describe the signage below.

   Signage Description *(max. 255 characters)*:

   [_____]

8. **What type of Bike/Ped projects and programs did Measure B fund?**
   To answer this question, complete the Table 1 **Bike-Ped Safety** tab in the Excel workbook. Describe the projects and/or programs implemented with Measure B Bicycle and Pedestrian Safety Funds in FY 09/10. Include any photographs in Attachment A.

   Alameda CTC uses the data from Table 1 to monitor compliance with the Master Program Fund Agreement requirement for bicycle/pedestrian safety funds: "Once approved by the City Council or Board of Supervisors, a list of high priority bike and pedestrian projects shall be submitted to Alameda CTC prior to construction." If your agency expended funds on any projects (indicated in Table 1) not approved by your governing board in advance, please explain how your agency prioritized the projects with public input. *(max. 500 characters)*

   [_____]

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9. **What future Bike/Ped projects and programs does your agency plan to use Measure B funds to implement?** Provide a list of planned future projects and/or programs approved by your governing board that your agency plans to implement with Measure B Bicycle and Pedestrian Safety Funds.

   As per the Master Program Fund Agreement, all projects and programs that use Measure B Bicycle and Pedestrian Safety Funds must receive governing board approval, and your agency must submit the project list to Alameda CTC prior to implementation. A complete response to the questions below will fulfill this requirement. You may also add projects and programs at other times during the year, via written communication with Alameda CTC.

9A. **List future planned Bike/Ped projects and/or programs:** Describe the planned projects and/or programs to be funded by Measure B Bicycle and Pedestrian Safety Funds and the projected schedule. *(max. 1,300 characters)*

9B. **Describe the governing board approval for future planned projects and/or programs.** List the date of approval of any resolutions. For document type, as applicable, describe the types of documents adopted by the resolution(s). Examples include a bicycle and/or pedestrian plan, capital improvement plan, prioritized project list, etc. For the time period, as applicable, describe the time period(s) covered by the document(s) adopted by the resolution(s).

Resolution date(s):

Document(s) type(s):

Time period(s):

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Local Streets and Roads (LSR) Program Report Summary

1. **Did your agency receive Measure B Local Streets and Roads Funds in the reporting period of July 1, 2009 through June 30, 2010?**

   ☐ Yes *(Complete this section and continue on.)*
   ☐ No *(Do not complete this section and continue on.)*

   LSR Agency Contact Name:

   Phone Number:

   Fax:

   E-mail:

2. **During fiscal year 2009–2010 (FY 09/10), what amount of Measure B (MB) Local Streets and Roads Funds did your agency receive and expend (on an accrual basis)?**
   Fill in the boxes below. These numbers should be the same as those your agency reports in its compliance audit.

08/09 Unspent MB Balance	09/10 MB Revenues	Interest/Other Income	MB Expended in 09/10	Ending MB Balance

3. **If your agency's ending MB balance was greater than zero, why do you have this reserve and how do you plan to spend these dollars?** Why did revenues exceed expenditures? For instance, if you are saving a percentage of funding for certain purposes, what percentage are you saving and what types of projects or programs will those dollars fund? In the future, how do you plan to use reserve Measure B funds? *(max. 500 characters)*

4. **If applicable, why were the reported expenditures in FY 09/10 more than the amount of Measure B funds the agency received in FY 09/10?** For instance, if your agency faced a funding shortage, how did you use reserve Measure B funds from a previous fiscal year(s)? *(max. 500 characters)*

5. **Did your agency publish articles that highlight LSR projects and programs funded by Measure B in an agency or ACTIA newsletter?**

☐ Yes
☐ No

If yes, include a copy of the newsletter(s) in Attachment B and list the publication(s) and date(s) below.

Publication(s) and Date(s): [   ]

6. **Did your agency include a description of the LSR projects and programs funded by Measure B on its website?**

☐ Yes
☐ No

If yes, include a printout of the website in Attachment B and provide the URL below that contains updated and accurate project information.

Website Address: [   ]

7. **Did your agency use signage that indicates use of Measure B funds for its Local Streets and Roads projects and programs?**

☐ Yes
☐ No

If yes, include photos of the signage in Attachment B and describe the signage below.

Signage Description *(max. 255 characters)***:**

[   ]

8. **What is the certified number of road-miles within the city's jurisdiction?** This figure must be consistent with the number of miles reported to state and federal agencies: [   ]

9. **What is your jurisdiction's current population?** This figure should reflect the population as of January 1, 2010: [   ]

10. **What type of LSR projects and programs did Measure B fund?**
To answer this question, complete the Table 1 **Local Streets and Roads** tab in the Excel workbook. Describe the projects and/or programs implemented with Measure B LSR Funds in FY 09/10. Include any photographs in Attachment B.

11. **What future LSR projects and programs does your agency plan to use Measure B funds to implement?**
    Describe the planned projects and/or programs using Measure B LSR Funds and the projected schedule *(max. 1,300 characters)*.

Mass Transit Program Report Summary

1. **Did your agency receive Measure B Mass Transit Funds in the reporting period of July 1, 2009 through June 30, 2010?**

   ☐ Yes *(Complete this section and continue on.)*
   ☐ No *(Do not complete this section and continue on.)*

   Mass Transit Agency Contact Name: _____

   Phone Number: _____

   Fax: _____

   E-mail: _____

2. **During fiscal year 2009–2010 (FY 09/10), what amount of Measure B (MB) Mass Transit Funds did your agency receive and expend (on an accrual basis)?** Fill in the boxes below. These numbers should be the same as those your agency reports in its compliance audit.

08/09 Unspent MB Balance	09/10 MB Revenues	Interest/Other Income	MB Expended in 09/10	Ending MB Balance

3. **If your agency's ending MB balance was greater than zero, why do you have this reserve and how do you plan to spend these dollars?** Why did revenues exceed expenditures? For instance, if you are saving a percentage of funding for certain purposes, what percentage are you saving and what types of projects or programs will those dollars fund? In the future, how do you plan to use reserve Measure B funds? *(max. 500 characters)*

4. **If applicable, why were the reported expenditures in FY 09/10 more than the amount of Measure B funds the agency received in FY 09/10?** For instance, if your agency faced a funding shortage, how did you use reserve Measure B funds from a previous fiscal year(s)? *(max. 500 characters)*

5. **Did your agency publish articles that highlight Mass Transit projects and programs funded by Measure B in an agency or ACTIA newsletter?**

☐ Yes
☐ No

If yes, include a copy of the newsletter(s) in Attachment C and list the publication(s) and date(s) below.

Publication(s) and Date(s):

6. **Did your agency include a description of the Mass Transit projects and programs funded by Measure B on its website?**

☐ Yes
☐ No

If yes, include a printout of the website in Attachment C and provide the URL below that contains updated and accurate project information.

Website Address:

7. **Did your agency use signage that indicates use of Measure B funds for its Mass Transit projects and programs?**

☐ Yes
☐ No

If yes, include photos of the signage in Attachment C and describe the signage below.

Signage Description *(max. 255 characters)***:**

8. **What type of Mass Transit projects and programs did Measure B fund?**
To answer this question, complete the Table 1 **Mass Transit** tab in the Excel workbook. Describe the projects and/or programs implemented with Measure B Mass Transit Funds in FY 09/10. Include any photographs in Attachment C.

9. **What future Mass Transit projects and programs does your agency plan to use Measure B funds to implement?**
Describe the planned projects and/or programs using Measure B Mass Transit Funds and the projected schedule *(max. 550 characters)*.

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Paratransit Program Report Summary

1. **Did your agency receive Measure B Paratransit Funds in the reporting period of July 1, 2009 through June 30, 2010?**

   ☐ Yes *(Complete this section and continue on.)*
   ☐ No *(Do not complete this section and continue on.)*

   Paratransit Agency Contact Name:

   Phone Number:

   Fax:

   E-mail:

2. **During fiscal year 2009–2010 (FY 09/10), what amount of Measure B (MB) Paratransit Funds did your agency receive and expend (on an accrual basis)?** Fill in the boxes below. These numbers should be the same as those your agency reports in its compliance audit.

08/09 Unspent MB Balance	09/10 MB Revenues	Interest/Other Income	MB Expended in 09/10	Ending MB Balance*

3. **What additional Measure B revenues did your agency receive to support your base paratransit program in FY 09/10?** Fill in the boxes below if you received these funds.

Minimum Service Level Funds	Stabilization Funds

4. **If your agency's ending MB balance was greater than zero, explain why you have this reserve and how you plan to spend these dollars. In the future, how do you plan to use undesignated reserve Measure B funds?** Fill in the boxes below with any operating or capital Measure B reserves.

Operating Reserve *(eligible for up to three months of service funds)*	Capital Reserve *(may be held for up to three years)*	Date of Capital Reserve Initiation	Undesignated Funds *(End MB – (operations + capital) = Undesignated)*

4A. **Describe the use of the undesignated funds below.** *(max. 255 characters)*

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5. **If applicable, why were the reported expenditures in FY 09/10 more than the amount of Measure B funds the agency received in FY 09/10?** For instance, if your agency faced a funding shortage, how did you use reserve Measure B funds from a previous fiscal year(s)? *(max. 500 characters)*

6. **What were your operating expenses in FY 09/10 by category?** Fill in the boxes below. Provide additional information if you had contract or miscellaneous expenditures.

Labor, Fringe *(for recipient staff)*	Admin. Costs *(for printing, postage, supplies, etc.)*	Contracts *(see 6A below)*	Transportation *(expenses recipients paid, not included in contracts)*
Taxi Reimbursement	Meal Delivery	EBP Ticket Purchase	Miscellaneous *(see 6B)*
Total Operating Expenses *(sum of all eight categories)*			

6A. **List the contracted firms below, and if more than one, list the amount your agency paid to each**. *(max. 255 characters)*

6B. **Describe any miscellaneous expenditures below; include the amounts for each item.** *(max. 255 characters)*

7. **Of these total expenditures, what amount was allocated for the following?** Fill in the boxes below.

Management *(oversight, planning, budgeting, etc.)*	Customer Service and Outreach Activities	Trip Provision *(direct or contracted taxis, vans, shuttles, etc.)*

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8. **What were your Measure B capital expenditures in FY 09/10?** Fill in the box below.

Total Capital Expenditures

8A. **Describe capital expenditures, such as purchase of vehicles or durable equipment, below.**
    (max. 255 characters)

9. **What were your net revenues?** The box below autopopulates based on previous entries.

Net Revenues
$0.00

10. **Does your agency have service quality data available about reservations and trips?** If so, enter the data, which may be from consumer surveys or vendors, in the applicable boxes.

Cancelled Trip Reservations *(percent)*	Passenger No-shows *(percent)*	On-time Pickups *(percent)*	Late Pickups *(percent)*	Missed Trips, Provider No-shows* *(percent)*	Average Ride Time *(minutes)*

Includes very late pickups

11. **Does your agency have service quality data available about ridership?**
    If so, enter the data in the applicable boxes below.

Number of Registered Riders	Number of Riders Added to Program in FY 09/10	Number of Riders on Wait List	Number of Accidents and Incidents*

Report incidents resulting in any of the following: a fatality other than a suicide, injuries requiring immediate medical attention away from the scene for two or more persons, property damage equal to or exceeding $7,500, an evacuation due to life safety reasons, or a collision at a grade crossing.

11A. **If any aspect of your responses to questions 10 or 11 needs clarifying, please explain below.** *(max. 550 characters)*

[ ]

12. **Did your agency publish articles that highlight Paratransit projects and programs funded by Measure B in an agency or ACTIA newsletter?**

[ ]   Yes
[ ]   No

If yes, include a copy of the newsletter(s) in Attachment D and list the publication(s) and date(s) below.

Publication(s) and Date(s): [ ]

13. **Did your agency include a description of the Paratransit projects and programs funded by Measure B on its website?**

[ ]   Yes
[ ]   No

If yes, include a printout of the website in Attachment D and provide on the next page the URL that contains updated and accurate project information.

Website Address: [ ]

14. **Did your agency use signage that indicates use of Measure B funds for its Paratransit projects and programs?**

[ ]   Yes
[ ]   No

If yes, include photos of the signage in Attachment D and describe the signage below.

Signage Description *(max. 255 characters)***:**

[ ]

15. **What type of Paratransit projects and programs did Measure B fund?**
To answer this question, complete the Table 1 **Paratransit** tab in the Excel workbook. Describe the projects and/or programs implemented with Measure B Paratransit Funds in FY 09/10. Include any photographs in Attachment D.

16. **What future Paratransit projects and programs does your agency plan to use Measure B funds to implement?**

    Describe the planned projects and/or programs using Measure B Paratransit Pass-through Program Funds and the projected schedule. Do not include grant-funded projects, unless your agency uses both pass-through and grant funds for the project *(max. 1,300 characters)*.

Optional Compliance Reporting Survey

The Alameda CTC is very interested in your opinion on the current compliance process. We are considering consolidating the PDF and Table 1, and would like to know what type of improvements you would like to see as we move to an online, form-based reporting process.

Submit the following survey with your compliance report and attachments to the Alameda CTC by **December 31, 2010.** Put a check in the box to the right of the question that best represents your opinion on the topic. Add any comments and suggestions in the box below each question.

1. **How would you rate Alameda CTC's compliance report PDF form for collecting compliance reporting data?**

    ☐ 5. Outstanding

    ☐ 4. Good

    ☐ 3. Fair

    ☐ 2. Needs Improvement

    ☐ 1. Poor

    Comments/suggestions:

    ┌───┐
    │   │
    └───┘

2. **How would you rate the Table 1 attachment for collecting expenditures/accomplishments data?**

    ☐ 5. Outstanding

    ☐ 4. Good

    ☐ 3. Fair

    ☐ 2. Needs Improvement

    ☐ 1. Poor

    Comments/suggestions:

    ┌───┐
    │   │
    └───┘

3. **How would you rate the instructions within the PDF document and the Table 1 attachment?**

    ☐ 5. Outstanding

    ☐ 4. Good

    ☐ 3. Fair

    ☐ 2. Needs Improvement

    ☐ 1. Poor

    Comments/suggestions:

    ┌───┐
    │   │
    └───┘

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4.   **How would you rate the audit report requirements?**

☐ 5. Outstanding

☐ 4. Good

☐ 3. Fair

☐ 2. Needs Improvement

☐ 1. Poor

Comments/suggestions:

5.   **In your opinion, what works well about the compliance reporting process?**

6.   **In your opinion, what types of improvements to the compliance reporting process would you like to see (including any suggestions for online reporting)?**

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Note: Definitions for each drop-down menu appear as Comments (scroll over the column title or in the Review mode, choose "Show All Comments"). The document is set up to print Comments at the end.

	Project Description					Status		Deliverables				Expenditures and Fare Revenue				
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M	Column N	Column O	Column P	Column Q
Project Category *Drop-down Menu*	Project Phase *Drop-down Menu*	Project Type *Drop-down Menu*	Project Name	Project Description	Project Benefits (describe how the project improvements benefit the implementation area)	Project Status (at the end of FY 09/10) *Drop-down Menu*	Quantity Completed in FY 09/10 *(total number of one-way passenger trips, tickets purchased, etc.)*	Trip Type Description *(other details about trip service) Drop-down Menu*	Number of Trips Funded by Measure B in FY 09/10*	Description *(other details about trip or program)*	Measure B Paratransit Pass-through Expenditures in FY 09/10	Other Measure B Funds Expended on Project in FY 09/10 *(includes gap or MSL grants, stabilization)*	Other Non-Measure B Funds Expended on Project in FY 09/10 *(includes the general fund)*	Fares *(paid for travel including cash fares, scrip/voucher purchases, fares retained by vendors or paid by third-party sponsors)*	Total Project Cost in FY 09/10 *(columns L+M+N+O = P)*	Was Over $50K of This Project on an Individual Contract? *(if yes, list contract amount)*
															$0.00	
															$0.00	
															$0.00	
															$0.00	
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															$0.00	
															$0.00	
						TOTALS:	0		0		$0.00	$0.00	$0.00	$0.00	$0.00	

*Percentage of total dollars spent to Measure B funds is relative to percentage of trips provided.
(Total $/Measure B $) approx. = (Total trips provided/Measure B-funded trips provided).

Cell: A5

Comment: Project Category:

Disabled Services: Services primarily created for mobility for people with disabilities.

Meals on Wheels: Delivery of meals.

Senior & Disabled Services: Transportation services for seniors and people with disabilities.

Senior Services: Services primarily created for senior mobility.

Other: Use Other if none of the above apply, and define other by selecting Project Type (Column C) and providing Project Description (Column E).

Cell: B5

Comment: Project Phase:

Construction (includes PS&E): Construction of a new capital project, including development of the preliminary engineering and construction documents: the plans, specifications, and estimates.

Environmental: Preparation of environmental documents, such as those related to the California Environmental Quality Act (CEQA) or the National Environmental Policy Act (NEPA).

Maintenance: Maintenance, repairs, renovation, or upgrade of existing facility or infrastructure.

Operations: Operations such as transit, which may include routine maintenance and procurement, or lease of vehicles/equipment.

Project Completion/Closeout: Inspection/project acceptance, final invoicing, final reporting, and processes for closing out project.

Scoping, Feasibility, Planning: Early capital project phases, such as project scoping, feasibility studies, and planning.

Other: Use if none of the above apply, and define the project phase by selecting Project Type (Column C) and describe the phase under Project Description (Column E).

Cell: C5

Comment: Project Type:

Capital Purchase: Purchase of equipment, vehicles, or facilities.

Customer Service and Outreach: Staffing and benefits for customer service as well as costs associated with marketing, education, outreach, and promotional campaigns and programs.

EBP Ticket Purchase: Amounts paid to East Bay Paratransit for tickets plus associated costs, for example, distribution.

Group Trips: One-way passenger trips considered group trips. Includes vehicle operation and contracts. See Individual Demand-response Trips.

Individual Demand-response Trips: Taxi service, door-to-door trips, van trips, etc. Includes actual operation cost and contracts for vehicle operation, scheduling, dispatching, vehicle maintenance, supervision, and fare collection (including ticket or scrip printing and sales) for the purpose of carrying passengers.

Management: Staffing and benefits to manage programs, projects, and services.

Meal Delivery: Costs associated with vehicle operation, scheduling, dispatching, vehicle maintenance, and supervision for the purpose of delivering meals, whether provided in-house, through contracts, via taxicab, or by grantees.

Shuttle or Fixed-route Trips: Shuttle service or fixed-route bus service, for example. Includes vehicle operation and contracts. See Individual Demand-response Trips.

Other: Use if none of the above apply. Describe the Type under Project Description (Column E).

Cell: G5

Comment: Project Status:

Choose project status on June 30, 2010: Planning in FY 09/10, Initiated in FY 09/10, Continuing or Ongoing, or Closed Out in FY 09/10.

Cell: I5

Comment: Trip Type Description:

Lift/ramp Assisted: Trips that include lift or ramp assistance.

Taxi Trips: Any type of taxi trip.

Same-day Lift/ramp-assisted Trips: Trips that include lift or ramp assistance and are same-day service.

Same-day Trips: Same-day service.

Other: If Trip Type is not applicable to your program, choose Other and provide a description in Column K.

ACCMA ▪ 1333 Broadway, Suite 220 ▪ Oakland, CA 94612 ▪ PH: (510) 836-2560
ACTIA ▪ 1333 Broadway, Suite 300 ▪ Oakland, CA 94612 ▪ PH: (510) 893-3347

www.AlamedaCTC.org

MEMORANDUM

Date: October 29, 2010

To: Technical Advisory Committee

From: Paratransit Coordination Team

Subject: **Definitions and Resources Related to Mobility Device Securement and Size**

Summary

Several organizations and studies have addressed the issue of over-sized or unusual mobility devices. Dimension requirements were set by the ADA and are referenced below. No easy solutions are apparent, however there is an interest in improving consumer knowledge prior to purchase of a mobility device and improving securement practices.

Examples of Dimension References

Alameda County Wheelchair and Scooter Breakdown Transportation Service verbiage: "This service is for motorized or manual wheelchairs and scooters that do not exceed 30 inches in width and 48 inches in length measured two inches above the ground, or more than 600 pounds when occupied."

East Bay Paratransit Riders Guide: "East Bay Paratransit vans have passenger lifts that meet ADA requirements. These lifts can handle wheelchairs and other mobility devices up to 48 inches long by 30 inches wide, and that weigh up to 600 pounds including the rider. If your mobility device is larger or heavier, East Bay Paratransit may not carry you."

Resources

- RideSafe website for info. on vehicle safety for people using wheelchairs:
  http://www.travelsafer.org/
  - o PDF version of RideSafe brochure is attached and available online at
    http://www.travelsafer.org/RideSafe_Web.pdf; hard copies of the brochure can be ordered from:
    University of Michigan Transportation Research Institute
    Email: umtridocs@umich.edu
    Phone: 734-764-2171
    Fax: 734-936-1081

- Mobility Device Securement Paper by Doug Cross is attached and available online at
  http://www.douglasjcross.com/D_Cross_WC-stds-marking-tether-05-2010.pdf.

- Status Report on the Use of Wheelchairs and Other Mobility Devices on Public and Private Transportation is available online at http://projectaction.easterseals.com/site/DocServer/Wheelchair.pdf?docID=71783.

- Guidance related to selecting a mobility device is available in the Access Alameda Booklet and on http://www.accessalameda.org/.

Notice of Proposed Rule-Making
Here is a link to the Access Board posting of the Notice of Proposed Rule-Making on accessibility guidelines for buses/vans (comment period open through 11/23), as well as a link to the PDF of the actual Federal Register notice. Below is a summary of what the new rule would cover, to help you determine if it's something you want to explore further. Doug Cross' paper also touches on this.
http://www.access-board.gov/transit/refresh/notice.htm
http://www.access-board.gov/transit/refresh/notice.pdf

Proposed Rule
The Access Board is issuing this proposed rule to revise and update its accessibility guidelines for buses, over-the-road buses, and vans (hereinafter referred to as the "1991 guidelines"). The guidelines for transportation vehicles operated in fixed guideway systems (e.g., rapid rail, light rail, commuter rail, and intercity rail) will be revised and updated at a future date.
The proposed rule addresses the following issues, which are further discussed later in the preamble:

- When the 1991 guidelines were issued, low floor ramped buses were relatively new and ramp slopes were based on what was feasible at the time. The 1991 guidelines permitted 1:4 maximum ramp slopes at bus stops without sidewalks. There are documented incidents of wheelchairs and their occupants tipping over backwards going up bus ramps with 1:4 slopes. Since the 1991 guidelines were issued, buses have been designed with lower floors and longer ramps that have less steep ramps. The proposed rule specifies 1:6 maximum slopes for ramps deployed to bus stops with sidewalks and to bus stops without sidewalks (referred to as the "roadway" in the proposed rule).

- The 1991 guidelines require buses, over-the-road buses, and vans to provide "sufficient clearances" for passengers who use wheelchairs to reach the wheelchair spaces in the vehicles. Individuals with disabilities, transit operators, and vehicle manufacturers have requested guidance on what are "sufficient clearances." The proposed rule specifies minimum dimensions for circulation paths connecting doorways that provide accessible boarding and wheelchair spaces, and for wheelchairs to maneuver into and out of wheelchair spaces.

- Additional research has been conducted on wheelchair transportation safety since the 1991 guidelines were issued. The proposed rule reduces the design force for wheelchair securement systems on large vehicles with a gross vehicle weight rating of 30,000 pounds or more, and adds a requirement for a forward excursion barrier at rear facing wheelchair securement systems based on the research. The proposed rule also requests comments on

other recommendations submitted by researchers and safety experts regarding wheelchair securement systems.

- Public transit agencies are increasingly deploying intelligent transportation system technologies on buses. These technologies enable automated stop and route announcements on buses. The proposed rule requires public transit agencies that operate 100 or more buses in annual maximum service in fixed route systems to provide automated stop and route announcements on newly acquired buses that are more than 22 feet in length and operate in fixed route systems.

- Bus rapid transit is a new type of service that did not exist when the 1991 guidelines were issued. Some bus rapid transit systems are designed with raised platforms to provide level boarding, and the vehicles which operate in these systems can have passenger doors on both sides of the vehicle. The proposed rule addresses how the requirements for accessible boarding, circulation paths, and doorways apply to vehicles which operate in bus rapid transit systems that provide level boarding.

The proposed rule also removes some requirements in the 1991 guidelines that are unnecessary, modifies other requirements, and adds a few new requirements. A side-by-side comparison of the 1991 guidelines and the proposed rule is available on the Access Board's website at http://www.access-board.gov/transit/. The side-by-side comparison shows what requirements are removed, modified, or new.

Attachments

    A. RideSafe Brochure
    B. Mobility Device Securement Paper

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Ride Safe

**Information to help you travel more safely
in motor vehicles while seated in your wheelchair.**

**Rehabilitation Engineering Research Center
on Wheelchair Transportation Safety**

**University of Michigan
Health System**

**University of Michigan
Transportation Research Institute**

**Initially funded through a grant from the FRIENDS
of the University of Michigan Hospitals**

2008

When traveling in a motor vehicle, it is generally safest for wheelchair users to transfer to a vehicle seat and use the vehicle seatbelt system or a child safety seat that complies with federal safety standards. The wheelchair should then be stored and secured in the vehicle.

If transferring is not feasible, it is very important to secure the wheelchair to the vehicle facing forward and to use crash-tested seatbelts for the wheelchair-seated rider.

1 START WITH THE RIGHT EQUIPMENT

The Wheelchair

◗ **It is best if you have a wheelchair that has been designed and tested for use as a seat in motor vehicles, often referred to as a WC19 wheelchair or a transit wheelchair.** These wheelchairs comply with ANSI/RESNA WC19, a voluntary standard developed by safety and rehabilitation experts. Wheelchairs that meet the design and performance requirements of this standard will be labeled to show that they comply with WC19.

◗ Most importantly, a WC19 wheelchair has four, crash-tested securement points where tiedown straps and hooks can be easily attached. These points are clearly marked with a hook symbol.

◗ If a WC19 wheelchair is not available, the next best choice is a wheelchair with an accessible metal frame where tiedown straps and hooks can be attached at frame junctions.
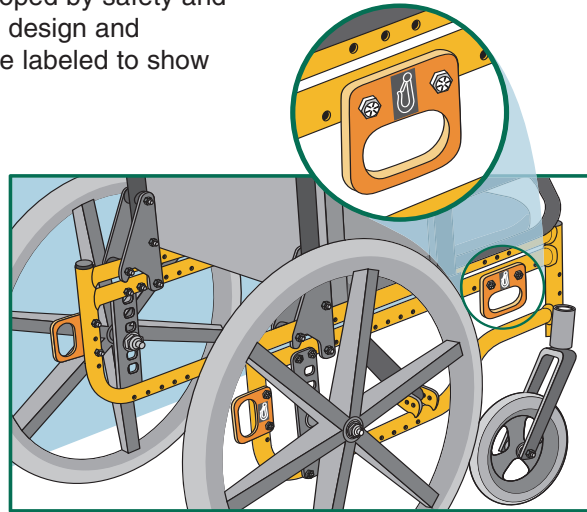
The Wheelchair Tiedown and Occupant Restraint System (WTORS)
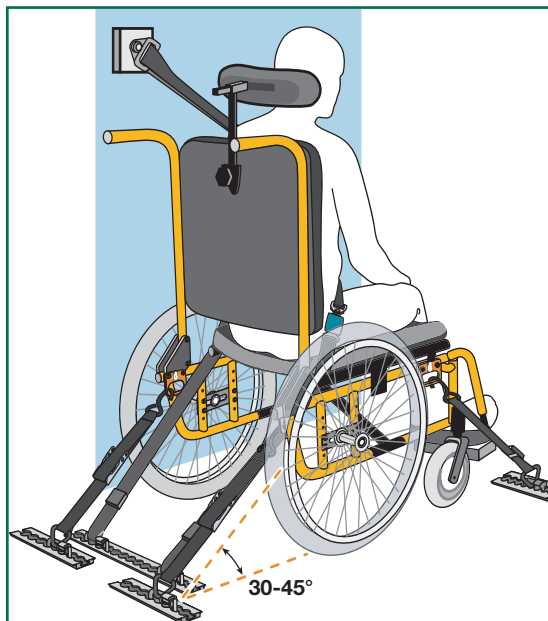
◗ It is important to use a complete WTORS to secure the wheelchair and provide the wheelchair occupant with a properly designed and tested seatbelt system.

◗ **Always use a WTORS that has been crash tested and labeled as complying with SAE J2249**, a voluntary standard developed by safety and rehabilitation experts. The most common type of wheelchair tiedown uses four straps to secure the wheelchair to the vehicle. Although it requires someone other than the wheelchair rider to secure and release the wheelchair, this tiedown can secure a wide range of WC19 and non-WC19 wheelchairs.

◗ To protect the rider during a crash or sudden braking, and to minimize the likelihood of injury caused by contact with the vehicle, a seatbelt system with both pelvic and upper torso belts must be used.

30-45°

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② SECURE THE WHEELCHAIR

Four-Point Tiedowns

◗ Always position the wheelchair and rider facing forward in the vehicle.

◗ When securing a WC19 wheelchair, attach the four tiedown straps to the securement points provided on the wheelchair. Tighten the straps to remove all slack.

◗ If you do not have a WC19 wheelchair, it is best to attach the tiedown straps to welded junctions of the wheelchair frame or to other structural areas where the frame is fastened together with hardened steel bolts indicated by six raised lines or bumps on the bolt head.
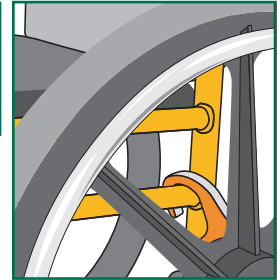
◗ **Do not attach tiedowns to adjustable, moving, or removable parts of the wheelchair such as armrests, footrests, and wheels.**
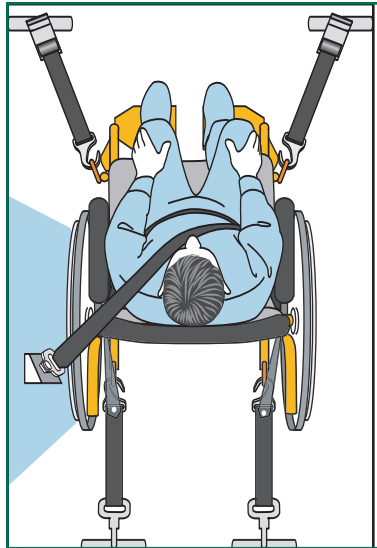
◗ When securing non-WC19 wheelchairs, choose structural securement points as close to the seat surface as possible to provide greater wheelchair stability during travel. It is best if the rear securement points are high enough to result in angles of the rear tiedown straps between 30 and 45 degrees to the horizontal.

◗ If you have a non-WC19 wheelchair with a tilt seat, make sure to attach both the front and rear straps to either the seat frame or to the base frame. Mixing wheelchair securement points between the seat and base can result in the tiedown straps becoming slack if the angle of the seat changes during a crash.

◗ It is best if floor anchor points for rear tiedown straps are located directly behind the rear securement points on the wheelchair. If possible, the front tiedown straps should anchor to the floor at points that are spaced wider than the wheelchair to increase lateral stability during travel.

Other Methods of Wheelchair Securement

◗ In addition to securing wheelchairs using a four-point tiedown, wheelchairs can also be secured using a docking tiedown device. This method is primarily used in private vehicles since it requires the addition of adaptor hardware to the wheelchair frame that will engage with the docking tiedown device in the vehicle. Docking securement devices allow the wheelchair rider to secure and release the wheelchair without assistance.
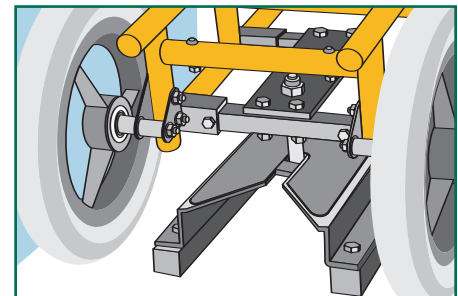
◗ If you plan to secure your wheelchair with a docking tiedown device, you should check with the WTORS or wheelchair manufacturer to ensure that your wheelchair model has been successfully crash tested with their system.

◗ Clamp-type securement devices are not recommended since they do not provide effective wheelchair securement in frontal crash testing.

3 PROTECT THE WHEELCHAIR RIDER

◗ In addition to securing the wheelchair, **it is very important to provide effective restraint for the wheelchair user with a crash-tested lap and shoulder belt or with a child restraint harness.** Postural support belts attached to the wheelchair are not strong enough to withstand crash forces and are usually not positioned correctly to restrain the occupant safely in a crash.

◗ The lap belt should be placed low across the front of the pelvis near the upper thighs, not high over the abdomen. When possible, the lap belt should be angled between 45 and 75 degrees to the horizontal when viewed from the side. Some wheelchair features, like armrests, can interfere with good belt fit. To avoid placing the lap belt over the armrest and to keep the lap belt low on the pelvis, it may be necessary to insert the belt between the armrest and the seatback, or through openings between the backrest and seat.
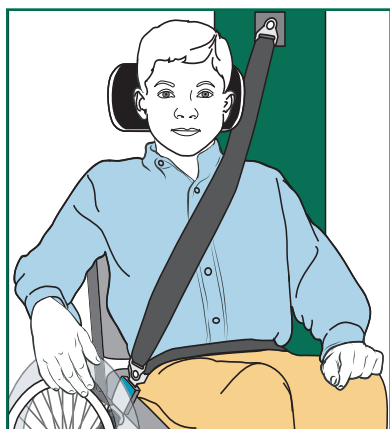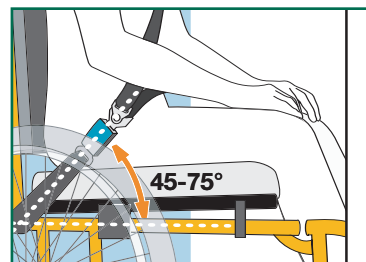
◗ A diagonal shoulder belt should cross the middle of the shoulder and the center of the chest, and should connect to the lap belt near the hip of the wheelchair rider. The upper shoulder-belt anchor point or D-ring guide should be anchored above and behind the top of the occupant's shoulder, so that the belt is in good contact with the shoulder and chest while traveling.

◗ Newer WC19 wheelchairs offer the option of a crash-tested lap belt that is anchored to the wheelchair frame. If the wheelchair has an onboard crash-tested lapbelt, complete the belt system by attaching the lower end of a shoulder belt to the lap belt. Crash-tested wheelchair-anchored lap belts will be labeled to indicate that they comply with ANSI/RESNA WC19.

Other Important Points

- Read and follow all manufacturers' instructions.
- It is best to ride with the wheelchair backrest positioned at an angle of 30 degrees or less to the vertical. If a greater recline angle is needed, the shoulder belt anchor point should be moved rearward along the vehicle sidewall so the belt maintains contact with the rider's shoulder and chest.
- Maximize the clear space around the rider to reduce the possibility of contact with vehicle components and other passengers in a crash. Cover vehicle components that are close to the rider with dense padding.
- Check WTORS equipment regularly and replace worn or broken components. Keep anchorage track free of dirt and debris.
- If a WTORS and wheelchair have been involved in a vehicle crash, check with the manufacturers to determine if the equipment needs to be repaired or replaced.
- If possible, remove hard trays and secure them elsewhere in the vehicle to reduce the chance of rider injury from contact with the tray. Consider the use of foam trays instead of rigid trays during transit. If it is not possible to remove a hard tray, place dense padding between the rider and the tray and make sure that the tray is securely attached to the wheelchair so it will not break loose and cause injury to other occupants in a crash.
- A properly positioned headrest can help protect the neck in a rear impact.
- If it is necessary to use a head and neck support during travel, choose a soft, light, neck collar because stiff collars or head straps are more likely to cause neck injury in a crash. The soft collar should not be attached to the seating system.
- Secure medical and other equipment to the wheelchair or vehicle to prevent it from breaking loose and causing injuries in a crash.

RESOURCES
Organizations

Rehabilitation Engineering and Research Center on Wheelchair Transportation Safety
www.rercwts.org

University of Michigan Transportation Research Institute
www.umtri.umich.edu

University of Pittsburgh
www.wheelchairnet.org

Society of Automotive Engineers
www.sae.org

RESNA Rehabilitation Engineering Society of North America
www.resna.org

Wheelchair and Seating Manufacturers
(Ask for Products that have been Successfully Tested to WC19)

Adaptive Engineering Lab
800-327-6080 (www.aelseating.com)

Adaptive Equipment Systems
800-237-2370 (www.aesys.com)

Bergeron Health Care
866-529-8407 (www.specialtomato.com)

Colours N Motion
800-892-8998 (www.colourswheelchairs.com)

Convaid
888-266-8243 (www.convaid.com)

Freedom Designs
800-331-8551 (www.freedomdesigns.com)

GOVAN + wheelchair and docking system
204-975-3004 (www.smd-abitech.com)

Gunnell
800-551-0055 (www.gunnell-inc.com)

Innovative Products
800-950-5185 (www.mobility4kids.com)

Invacare
800-333-6900 (www.invacare.com)

Kids Up
877-454-3787 (www.kidsupco.com)

Metalcraft Industries
888-399-3232 (www.metalcraft-industries.com)

Mulholland Postioning Systems
800-543-4769 (www.mulhollandinc.com)

Otto Bock
800-328-4058 (www.ottobock.com)

Performance Health Products
866-632-1755 (www.php-usa.com)

Pride Mobility
800-800-8586 (www.pridemobility.com)

Product Design Group
888-858-4422 (www.pdgmobility.com)

Sammons Preston
800-323-5547 (www.sammonspreston.com)

Snug Seat
800-336-7684 (www.snugseat.com)

Sunrise Medical
800-333-4000 (www.sunrisemedicalonline.com)

Tilite
800-545-2266 (www.tilite.com)

Wheelchair Tiedown and Occupant Restraint Manufacturers
(Ask for Products that Comply with SAE J2249)

Creative Controls
800-539-7237 (www.creativecontrolsinc.com)

EZ-Lock
225-214-4620 (www.ezlock.net)

Orthosafe
609-587-9444 (www.orthosafe.com)

Q'Straint
800-987-9987 (www.qstraint.com)

SureLok
866-787-3565 (www.sure-lok.com)

GLOSSARY OF TERMS

Anchor point: The location on a vehicle, wheelchair, or wheelchair tiedown where a belt-restraint or wheelchair-tiedown anchorage is attached.

ANSI-RESNA WC19 (officially, SECTION 19 ANSI/RESNA WC/VOL. 1 *Wheelchairs for use in Motor Vehicles*): A voluntary standard for wheelchairs designed for use when traveling facing forward in a motor vehicle. NOTE: ISO 7176/19 is an international transit wheelchair standard that specifies similar design and performance requirements as ANSI/RESNA WC19.

Belt: A length of energy-absorbing webbing material used in occupant restraint systems.

Docking tiedown: A method for securing wheelchairs where portions of the wheelchair frame, or add-on components fastened to the wheelchair frame, engage with a securement device anchored to the vehicle.

Four-point strap-type tiedown: A method for securing a wheelchair where four straps are attached to the wheelchair at four separate securement points and attached to the vehicle at four separate anchor points.

Occupant restraint: A system or device designed to restrain a motor vehicle occupant in a crash by keeping the occupant in the vehicle seat and minimizing contact with the vehicle interior, other occupants, or objects outside the vehicle.

Postural support: A padded component and/or belt used to help maintain a person in a desired position during normal wheelchair use. In general postural supports are **not** designed to provide effective occupant restraint in a motor vehicle crash.

SAE Recommended Practice J2249 (officially, SAE J2249 *Wheelchair Tiedowns and Occupant Restraints for Use in Motor Vehicles*): A Society of Automotive Engineers Recommended Practice that specifies design and performance requirements for wheelchair tiedown and occupant restraint systems. NOTE: ISO 10542 is an international WTORS standard that specifies comparable design and performance requirements as SAE J2249.

Securement points: Specific structural points on the wheelchair base or seat frame that are designed for attachment of wheelchair tiedowns.

Strap: A length of webbing material used in wheelchair tiedown systems.

WC19 wheelchair: A crash-tested wheelchair with four clearly identified securement points that meets the design and performance requirements of ANSI-RESNA WC19 Wheelchairs Used as Seats in Motor Vehicles, and is sometimes called a transit wheelchair.

Wheelchair tiedown and occupant-restraint system (WTORS): A complete system for use by wheelchair-seated occupants comprised of a system or device for securing the wheelchair and a belt-type restraint system for limiting occupant movement in a motor vehicle crash.
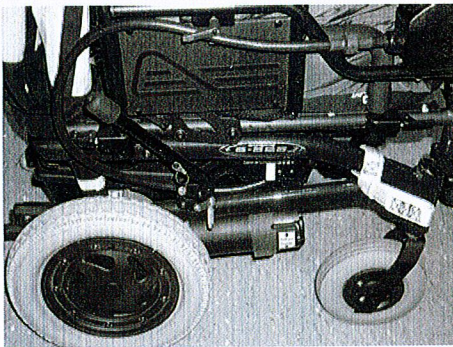
Mobility Device Securement:
Standards and Wheelchair Marking & Tether Strap Programs

Doug Cross
Douglas J. Cross Transportation Consulting, Oakland, California

A common problem for transit personnel is not being able to identify, or reach, where to attach tie-down straps on many wheelchairs and scooters. Newer wheelchair designs often do not have the type of frame joints that tie-down systems were originally designed for. Now there is a voluntary industry standard for specially designed attachment points, ANSI/RESNA "WC19", but wheelchairs complying with it are not yet in wide usage.

Some transit systems and disability organizations offer wheelchair marking and/or tether strap programs as a "best effort" approach to providing as much safety and comfort as possible. The objective is to make securement of mobility devices faster, easier, and safer to perform; to provide as stable and safe a tie-down as possible, and to make the process more consistent and convenient for transit customers who use mobility devices.

< Wheelchair with markings (rear) and tether straps (front)

Easter Seals Project ACTION published the *Status Report on the Current Use of Wheelchairs and other Mobility Devices on Public and Private Transportation* in 2008 (free as PDF, text file, or print copy at projectaction.easterseals.com > Store). The report investigated issues in several sectors:

- Transit vehicle and equipment design
- Transit operations and training
- Wheelchair design, purchasing, usage, and prescription
- Regulation and policy

Recommendations were made for improvements using best practices in the transit industry, based on a literature review and stakeholder interviews (in addition to recommendations for other sectors):

- Transit system policy statements and educational information (including information about the benefits of "transit-safe" mobility devices)
- Training program elements and service performance monitoring
- Auxiliary aids (such as marking/tether straps)
- Transit vehicle design and procurement; demonstration of new technologies

ADA REQUIREMENTS FOR MOBILITY DEVICE SECUREMENT

The Americans with Disabilities Act (ADA) requires vehicles to be accessible to mobility device users, and for service to ensure that passengers can take advantage of those features. The following are key provisions related to mobility device securement:

Vehicle Accessibility:

49 CFR PART 38: ADA Accessibility Specifications for Transportation Vehicles; Subpart B, Buses, Vans and Systems; Sec. 38.23 Mobility aid accessibility, (d) Securement devices.

NOTE: The US Access Board is the agency responsible for these guidelines, as codified at 36 CFR Part 1192. Meanwhile, implementing regulations of the US DOT are shown at 49 CFR Part 38, with the Access Board vehicle guidelines as an appendix. The two documents are identical, except for minor editorial differences and the number prefix, after which the numbering systems are parallel. For example, Section 1192.23 in the Access Board document corresponds to 38.23 in the DOT regulation.

The Access Board is currently revising the guidelines, a draft of which will be released for public comment sometime in 2010: http://www.access-board.gov/transit/. Some of the changes being proposed are:

- Ramp slope (maximum to ground level reduced to 1:6 from current 1:4)
- Lift/ramp capacity (increased to 660 lbs. from current 600 lbs.)
- Requirement for minimum aisle way width (now 34", currently not specified)
- Bus wheelchair spaces (now 3 different sizes, up to 60" long, depending on vehicle interior layout)
- Deletion of "common wheelchair" definition

Service Accessibility:

- 49 CFR Sec. 37.165: Lift and securement use; Sec. 37.173: Training requirements
- "Interpretive" Appendix D to Part 37 - Background as to purpose of the regulations
- FTA bulletin "Questions and Answers Concerning Common Wheelchairs and Public Transit" (www.FTA.gov/ Civil Rights & Accessibility →Americans with Disabilities Act →ADA Technical Assistance → FTA Bulletins)

Note: ADA does NOT require specific performance, such as a minimum number of tie-down points. Nor does it specify a particular level of safety for wheelchair users. Rather, the guidelines are intended to make wheelchairs comparable to regular vehicle seats, which are solidly attached to the floor. The principle is stated as a "securement system to ensure that the wheelchair remains within the securement area." However, beyond the civil rights perspective of ADA, there are many safety and liability issues to be concerned about.

INDUSTRY STANDARDS

Standards for Transportable Wheelchairs

Programs such as wheelchair markings and tether straps are increasingly used by transit agencies to deal with difficult-to-secure wheelchairs. Recent improvements in tie-down products have also helped. However,

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markings and tether straps are not nearly as good as having proper tie-down points built in or attached to wheelchairs. The use of tether straps should be considered a "stopgap" measure, until users are able to obtain wheelchairs and scooters with integral (or manufacturer-installed) tie-down points.

Standard No. WC19: "Wheelchairs Used as Seats in Motor Vehicles" was approved by the American National Standards Institute (ANSI) in 2000, as a voluntary U.S. national standard. It specifies strength and geometric requirements for at least 4 securement points and seat/shoulder belt anchorage points that can withstand crash forces, as well as accessible geometry that can receive a securement hook or buckle. A brochure describing the standard and securement principles, entitled "RideSafe", is available at www.travelsafer.org.

< Modern power chair with WC19 attachment points

Detail of WC-19 "Transit Option" loop and labeling >

So far, only a limited number of wheelchair models are available with the securement "loops" specified by WC19, dubbed the "Transit Option" by some wheelchair manufacturers. A listing of wheelchair models that have been designed and tested to meet WC-19 is available at *www.rercwts.org/WC19*.

< WC19 promotional logo

A slight majority of WC19-compliant models are lightweight or specialized manual chairs. A smaller proportion is high-end power "rehab" types that are quite expensive. Meanwhile, traditional "standard" manual wheelchairs, scooters, and "consumer" power models (with "van" type seats) are not being designed and equipped to meet WC19.

As of July 2009, a total of 148 wheelchair models were listed with WC19 available, usually as an extra-cost option of $150-$300 (retail). 113 models were either pediatric (manual & power) or lightweight "transport" manual models, the latter having four small wheels that require pushing by an attendant. WC19 was available on 24 adult self-propelled manual models, from 10 manufacturers. 16 adult power wheelchairs are offered with it, all from the three major US wheelchair manufacturers. This means there are several hundred, and

possibly over 1,000 non-WC19 wheelchair and scooter models being sold of the type most likely to be used on public transportation. Adding this to the number of older, non-Wc19 wheelchairs in already in use illustrates the reason for the small number of "transit safe" wheelchairs on the road.

Acceptance of WC19 in the marketplace has been slow, due to the voluntary nature of the standard, the cost of development and testing (crashworthiness is an important factor), and lack of awareness and therefore demand from consumers. Another issue is the lack of awareness and acceptance by health care prescribers and funders. An example is the Medicare funding limitation for wheelchairs as "primarily for in-home" use only. In general, the federal government has shied away from this issue, and meaningful regulation does not seem to be forthcoming anytime soon.

Standards for Vehicle Securement Equipment

In addition to the ADA vehicle specifications, since 1996 there has been a voluntary industry standard for vehicle-mounted securement systems: Society of Automotive Engineers (SAE) Recommended Practice J2249: Wheelchair Tie-down and Occupant Restraints (WTORS). It is planned for incorporation as Part 18 of ANSI/RESNA Volume 4: Wheelchairs and Transportation, which will locate it adjacent to WC19 (Part 19) and related wheelchair standards.

SAE J2249 covers WTORS sold as after-market equipment, since WTORS are not covered by OEM safety requirements of the Federal Motor Vehicle Safety Standards (FMVSS). A few sections of SAE J2249 apply to specific types of tie-downs, such as docking devices or four-point strap systems only, but most of it applies to systems that use all types of tie-down devices, as long as they are used with forward-facing wheelchairs. Note that it does NOT allow attachment to mobility device WHEELS -- therefore, compliant equipment tends to be strap- and docking-types, not the older wheel clamp styles, which are technically still allowable under the ADA.

WHEELCHAIR MARKING AND TETHER STRAPS

The first component is "markings" for appropriate attachment points on customers' chairs -- with color-coded tape, stickers, wire ties, or some other identifier. If there is no good place for attaching tie-down belts or hooks, a nylon or polyester webbing "tether strap" can be installed on the mobility device. The following steps can be useful in developing a comprehensive approach:

Program Components and Responsibilities

The first task is to define objectives and get buy-in from staff and customers, especially wheelchair users and disability advisory or advocacy groups. Having everyone understand the reasons for the program will help keep it on track. Local consumers can help pilot the program and evaluate choices that must be made.

A consideration is whether to offer the program free of charge, or to require a fee. Systems that offer it at no charge have found that customers are more eager to participate, and that the cost is minimal compared to the many benefits:

- Customer comfort
- Speedier boarding
- Operating personnel safety and convenience
- Minimization of accidents

Venues for installing markings and straps

A key decision is where, and by whom, markings and straps will be installed. The best choice is usually to offer markings and tether straps as a "permanent", one-time installation by trained staff in an unhurried environment. This approach can be called the "centralized" method, and allows time for evaluating the best tie-down attachment points. It also allows for determining whether markings, straps, or both, are needed on individual mobility devices. It is helped by "trying on" the actual tie-down equipment used in transit and paratransit fleets. In some cases, markings may be needed on one end of the wheelchair, and straps on the other end.

The centralized method also enhances working with customers to identify any problems with their mobility device being accommodated on vehicles. It also gives a chance to identify any issues that may need to be addressed by qualified mobility device technicians before markings or straps can be safely installed. Another benefit is the ability to record and document what is installed, and to interact with customers regarding their general riding experiences.

Offering convenient locations for customers to visit for installations is important. Some customers can't or won't travel far to participate. Transit agencies may offer the program via appointments throughout the community, at either their offices or at transit centers, as well as at public facilities like community centers or disability service organizations. In some cases, a local disability-oriented organization may wish to actually perform installations, either as a public service, or as a contractor to the transit system. However, liability concerns can deter agencies or firms other than the transit system from wanting to be responsible.

Alternatives to the centralized model are: a) installation by customers themselves, or b) by vehicle operators. Some transit agencies distribute marking media and/or tether straps to customers for self-installation. Others provide straps as equipment for vehicle operators to carry. While these approaches may require less staff and facility commitment, they do not allow for as much control and documentation, and consumers are often not familiar enough with proper securement mechanics.

The "onboard" method typically uses only tether straps, on an as-needed basis. It precludes the "pre-marking" approach, which is often preferable to using tether straps, since direct attachment of tie-downs is always best. This is because adding to the effective securement length of wheelchairs and introducing more flexibility when it's not necessary can result in less-than-desirable tie-down mechanics, and excess movement. It also can be time-consuming and/or physically difficult to install straps properly, which defeats the purpose of making securement faster and easier for vehicle operators.

On-board deployment may be more feasible in smaller bus systems and on paratransit, where customers and their mobility devices are well known to vehicle operators. It is also sometimes used as a back-up, where a centralized program is the primary mode.

Oversight and coordination

Whichever approach is selected, it's important for legal and risk management staff to understand the program and give their blessing prior to implementation. Key to discuss is the overall liability the agency will have with the program, as compared to without it.

The purpose of such a program is to reduce the number of incidents and accidents that may occur with unsecured or under-secured mobility devices. Tip-overs and other hazardous movement by wheelchairs

(especially scooters, either 3- or 4-wheeled) during normal operations are the most common types of incidents. Tether straps can also reduce injuries to vehicle operators by minimizing the physical difficulty of attaching tie-downs.

The benefit of preventing catastrophic accidents almost always outweighs perceived liability created by the application of markings or tether straps (CAVEAT: as long as installation is done CORRECTLY, and vehicle variations are taken into account.) The fact that tie-down manufacturers offer tether straps as aids in using their products is one argument in favor of adopting a strong program. Another argument is very successful implementation in various locations throughout the country. Agencies contemplating their own program can easily learn from others that have already done it.

Taking the liability aspect to its logical conclusion, the implementing agency should maintain as much control and oversight as possible. Installation of markings and straps should be done by qualified staff who understand <u>both</u> wheelchairs <u>and</u> how tie-downs work (in "real world" vehicles, not just the classroom). Also key are establishing consistent training and procedures, documentation of what is installed, and communication of rules and responsibilities to customers (such as notifying the agency when markings/straps are damaged or lost), along with testing sample installations on actual vehicles.

Another important issue is coordination with adjacent agencies (or professionals) serving customers who receive markings or tether straps. Travel trainers, either in-house or at outside agencies, should be aware of and support the program. If a fixed-route transit system or department sponsors the program, it should coordinate with paratransit providers that may serve the same customers. Likewise, nearby transit systems should be aware of how to treat wheelchairs with the "home" system's markings and tethers. Nearby transit agencies should also be encouraged to coordinate features of markings and tether straps they may implement themselves (colors, marking materials, etc.)

Program Materials and Resources

Marking and tether strap choices

The first choices to be made are for the style, sizes, and colors of markings and straps to be used. Marking can be done with color-coded tape, stickers, plastic wire ties, or paint. Considerations include ease of installation and removal, acceptance by customers, and durability. Vinyl tape is available in various colors, is easy to apply, and does not damage the surface of the wheelchair.

Two colors of markings can be used, the first being for the basic marking that is coordinated with the color of tether straps. The second marking color can be used for placing underneath where "permanent" type tether straps are installed. This enables tethers to be re-installed properly when removed for cleaning or replacement, and so that locations marked thusly are not confused with the basic markings for "where to attach tie-downs".

Tether straps are marketed by most of the major vehicle securement equipment manufacturers. They are sold with names such as "Webbing Loop" (www.qstraint.com), "Secure Loop" (www.safehaven-usa.com), and "Quick Strap" (www.sure-lok.com). Another generic name is "safety strap", and the straps are also sometimes called "Stokes Straps", after Bill Stokes, a disability advocate and consultant who helped popularize the concept in the Phoenix area. Multiple lengths of tether straps are often needed, due to wide variations in wheelchair frame sizes and configurations. This is especially important when the straps will be left on wheelchairs "permanently".

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The protruding loop of the strap should be kept as short as needed to allow for attaching tie-downs. This is important for a number of reasons. First, excess length and flexibility can contribute to less secure tie-downs (for this same reason, markings should always be tried first, and tether straps used only when markings aren't feasible). Second, straps that are too long can get caught on other parts of the wheelchair or other objects, or can drag on the ground and become damaged.

For comparison, attachment points on WC19 compliant wheelchairs are about 2.5 inches long and 1 inch wide. This size allows for both hooks and the types of buckles used on older tie-down systems. Tether straps are usually best kept to a usable length of around 3 inches (except for sometimes on central seat pillars, which may require slightly longer ones to facilitate access).

Some styles of straps have features that help keep them in place when used on a "permanent" basis. Colors can be chosen to promote visibility, and lighter/brighter colors can make them easier to see and use. The straps sold by tie-down manufacturers are tested to appropriate standards, specifically SAE J2249. Using straps that are not certified could create additional liability.

< Variety of tether strap styles, lengths, and colors

Other tools and aids

In addition to a supply of marking materials and tether straps, installers should have examples of each of the major types of tie-downs used in local fleets (or at least the smallest, "most restrictive" example). These are used to determine if the mobility device can accept tie-downs. If they can, markings can be applied. This includes marking any WC19-style attachment loops that may be built into the wheelchair. The reason for this is so markings are consistent on all wheelchairs, and so they're easily visible (WC19-compliant labeling is often small, and not visible from various angles in actual on-board environments).

< Older power wheelchair with markings only (yellow tape)

If tie-downs cannot be properly attached to the mobility device, tether straps can be used. It's important to test the various types and models of tie-downs customers may encounter, because small variations in hook/buckle shapes or sizes can affect attachment capabilities.

< Wheelchair with tether straps installed

A digital camera can be used to take photos of the final installation for filing. Standardized forms should be developed for recording all pertinent information. Other useful items are scissors, cleaning supplies for preparing marking locations, a kneeling pad or cushion (*this is a physically demanding job - installation can require getting down on the floor!*), a tape measure for checking securement dimensions, flashlight, and small hand tools for working tethers into tight spaces.

Training and Education

Training is vitally important for any staff members who will perform installation of markings or tether straps. Staff selected should have familiarity with vehicle operations and accessibility, and should have good customer service skills. Staff should be assigned to this task on an ongoing basis, since the "experience base" of working with the variety of mobility devices will build CUMULATIVELY. It is best to have the job done by a small number of people who can confer with each other, for consistency and identifying issues.

Training can be done with the same wheelchairs used for securement training for vehicle operators (as long as at least three or four of the basic types are included). Even better is a visit to a local wheelchair dealer for practicing with the wide variety of wheelchair shapes and sizes available today. This approach also allows the dealer to explain wheelchair and scooter construction features, while at the same time themselves learning about the transit agency's program and overall accessibility.

Education can be done via brochures, flyers, posters, press releases, website information, and vehicle postings. Promotional and educational materials can be targeted to various audiences, such as customers, vehicle operators and supervisors, and community agencies.

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ACCMA ▪ 1333 Broadway, Suite 220 ▪ Oakland, CA 94612 ▪ PH: (510) 836-2560
ACTIA ▪ 1333 Broadway, Suite 300 ▪ Oakland, CA 94612 ▪ PH: (510) 893-3347

www.AlamedaCTC.org

MEMORANDUM

Date: October 29, 2010

To: Technical Advisory Committee

From: Paratransit Coordination Team

Subject: **Preparedness Resources**

PAPCO intends to address Preparedness with Collaborating Agencies Responding to Disasters (CARD) at their meeting on January 24, 2011.

Resources

Access Services Security and Emergency Preparedness Plan (September 2010): This is probably most relevant to large ADA paratransit systems such as EBP, but others might be interested in skimming through to see how Access Services (the L.A. County ADA paratransit system) has addressed the many aspects of preparing for emergency operations.
http://www.asila.org/uploads/files/ASI%20SEPP%20090110.pdf

Background information on Transit Cooperative Research Program Report A-37 (Paratransit Emergency Preparedness and Operations Handbook): This is the scope for a handbook currently being prepared through the TCRP. David Koffman submitted the scope for this project following Nelson/Nygaard's experiences working with paratransit providers here in the Bay Area, and it has been selected/funded and is moving forward! Nelson/Nygaard is not working on this project, but will keep TAC posted on the progress as we hear updates.
http://apps.trb.org/cmsfeed/TRBNetProjectDisplay.asp?ProjectID=2892

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CURRENT APPOINTMENTS

Appointer	Member
• A. C. Transit	• Hale Zukas
• BART	• Harriette Saunders
• Union City Transit	• Larry Bunn
• City of Berkeley	• Aydan Aysoy
• City of Emeryville	• Joyce Jacobson
• City of Dublin	• Shawn Costello
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• City of Oakland; Councilmember Rebecca Kaplan	• Rev. Carolyn M. Orr
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• City of Union City	• Clara Sample
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	• Michelle Rousey
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	• Will Scott
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	• Maryanne Tracy-Baker

VACANCIES

Appointer
- City of Alameda
- City of Albany
- City of Newark
- City of Piedmont
- City of San Leandro
- LAVTA

Please keep these vacancies in mind when you speak with community members. If you know of an interested candidate, please have them contact Naomi at (510) 267-6118 and we will put them in contact with the Appointer.