



## Paratransit Advisory and Planning Committee Meeting Agenda Monday, June 24, 2019, 1:30 p.m.

Chair: Sylvia Stadmire      Staff Liaison: [Krystle Pasco](#),  
[Kate Lefkowitz](#)  
Vice Chair: Sandra Johnson      Public Meeting  
Coordinator: [Angie Ayers](#)

### 1. Call to Order

### 2. Roll Call

### 3. Public Comment

### 4. Consent Calendar

### Page/Action

- |   |    |   |
|---|----|---|
| 4.1. <a href="#">Approve the March 25, 2019 PAPCO Meeting Minutes</a>                 | 1  | A |
| 4.2. <a href="#">Approve the May 20, 2019 Joint PAPCO and ParaTAC Meeting Minutes</a> | 9  | A |
| 4.3. <a href="#">Receive the FY 2018-19 PAPCO Meeting Calendar</a>                    | 13 | I |
| 4.4. <a href="#">Approve the FY 2019-20 PAPCO Meeting Calendar</a>                    | 15 | A |
| 4.5. <a href="#">Receive the PAPCO Roster</a>   | 17 | I |
| 4.6. <a href="#">Receive the Paratransit Outreach Calendar</a>                        | 19 | I |

### 5. Election of Officers

- |   |    |   |
|---|----|---|
| 5.1. <a href="#">Approve the Election of PAPCO Chair and Vice Chair, for FY 2019-20</a>   | 21 | A |
| 5.2. Approve the Appointment of a PAPCO Representative to the Independent Watchdog Committee for FY 2019-20                         |    | A |
| 5.3. Approve the Appointment of a PAPCO Representative to the East Bay Paratransit Service Review Advisory Committee for FY 2019-20 |    | A |

## 6. Paratransit Programs and Projects

- |   |    |   |
|---|----|---|
| 6.1. <a href="#">Approve the FY 2019-20 Paratransit Direct Local Distribution (DLD) Program Plans Recommendation</a>                    | 25 | A |
| 6.2. <a href="#">Mobility Management – SFMTA's Transportation Network Companies (TNCs) and Disabled Access Report Executive Summary</a> | 49 | I |

## 7. Committee and Transit Reports

- |   |  |   |
|---|--|---|
| 7.1. Independent Watchdog Committee (IWC) (Verbal)                          |  | I |
| 7.2. East Bay Paratransit Service Review Advisory Committee (SRAC) (Verbal) |  | I |
| 7.3. Other ADA and Transit Advisory Committees (Verbal)                     |  | I |

## 8. Member Reports

## 9. Staff Reports

## 10. Adjournment

Next PAPCO Meeting: September 23, 2019

### Notes:

- All items on the agenda are subject to action and/or change by the Committee.
- To comment on an item not on the agenda (3-minute limit), submit a speaker card to the clerk.
- Call 510.208.7450 (Voice) or 1.800.855.7100 (TTY) five days in advance to request a sign-language interpreter.
- If information is needed in another language, contact 510.208.7400. Hard copies available only by request.
- Call 510.208.7400 48 hours in advance to request accommodation or assistance at this meeting.

- Meeting agendas and staff reports are available on the [website calendar](#).
- Alameda CTC is located near 12th St. Oakland City Center BART station and AC Transit bus lines. [Directions and parking information](#) are available online.

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## Alameda CTC Schedule of Upcoming Meetings for July 2019 through October 2019

**Commission Chair**

Supervisor Richard Valle, District 2

**Commission Vice Chair**

Mayor Pauline Cutter,  
City of San Leandro

**AC Transit**

Board Vice President Elsa Ortiz

**Alameda County**

Supervisor Scott Haggerty, District 1  
Supervisor Wilma Chan, District 3  
Supervisor Nate Miley, District 4  
Supervisor Keith Carson, District 5

**BART**

Vice President Rebecca Saltzman

**City of Alameda**

Mayor Marilyn Ezzy Ashcraft

**City of Albany**

Mayor Rochelle Nason

**City of Berkeley**

Mayor Jesse Arreguin

**City of Dublin**

Mayor David Haubert

**City of Emeryville**

Councilmember John Bauters

**City of Fremont**

Mayor Lily Mei

**City of Hayward**

Mayor Barbara Halliday

**City of Livermore**

Mayor John Marchand

**City of Newark**

Councilmember Luis Freitas

**City of Oakland**

Councilmember At-Large  
Rebecca Kaplan  
Councilmember Sheng Thao

**City of Piedmont**

Mayor Robert McBain

**City of Pleasanton**

Mayor Jerry Thorne

**City of Union City**

Mayor Carol Dutra-Vernaci

**Executive Director**

Arthur L. Dao

### Commission and Committee Meetings

Time	Description	Date
9:00 a.m.	Finance and Administration Committee (FAC)	July 8, 2019 September 9, 2019
9:30 a.m.	I-680 Sunol Smart Carpool Lane Joint Powers Authority (I-680 JPA)	October 14, 2019
10:00 a.m.	I-580 Express Lane Policy Committee (I-580 PC)	
10:30 a.m.	Planning, Policy and Legislation Committee (PPLC)	
12:00 p.m.	Programs and Projects Committee (PPC)	
2:00 p.m.	Alameda CTC Commission Meeting	July 25, 2019 September 26, 2019 October 24, 2019

### Advisory Committee Meetings

5:30 p.m.	Independent Watchdog Committee (IWC)	July 8, 2019
1:30 p.m.	Alameda County Technical Advisory Committee (ACTAC)	September 5, 2019 October 10, 2019
5:30 p.m.	Bicycle and Pedestrian Advisory Committee (BPAC)	September 5, 2019
9:30 a.m.	Paratransit Technical Advisory Committee (ParaTAC)	September 10, 2019
1:30 p.m.	Paratransit Advisory and Planning Committee (PAPCO)	September 23, 2019

All meetings are held at Alameda CTC offices located at 1111 Broadway, Suite 800, Oakland, CA 94607. Meeting materials, directions and parking information are all available on the [Alameda CTC website](http://www.AlamedaCTC.org).

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**1. Call to Order**

Sylvia Stadmire, PAPCO Chair, called the meeting to order at 1:30 p.m.

**2. Roll Call**

A roll call was performed and all were present with the exception of Bob Coomber, Shawn Costello, Herb Hastings, Peggy Patterson, Christine Ross, Will Scott, Linda Smith and Cimberly Tamura.

**Subsequent to the roll call:**

Shawn Costello and Cimberly Tamura arrived during item 3.

**3. Public Comment**

Diane Shaw stated that she is the newest Board Director of AC Transit and she represents Fremont, Newark, and a small portion of Hayward. Ms. Shaw noted that she's familiar with Alameda CTC and wanted to understand more of what the paratransit committees do.

**4. Consent Calendar**

**4.1. Approve the February 25, 2019 PAPCO Meeting Minutes**

**4.2. Receive the FY 2018-19 PAPCO Meeting Calendar**

**4.3. Receive the PAPCO Roster**

**4.4. Receive the Paratransit Outreach Calendar**

*Esther Waltz moved to approve the consent calendar. Michelle Rousey seconded the motion. The motion passed with the following votes:*

Yes: Barranti, Behrens, Bunn, Costello, Johnson, Lewis, Orr, Rivera-Hendrickson, Rousey, Stadmire, Tamura, Waltz, Zukas

No: None

Abstain: None

Absent: Coomber, Hastings, Patterson, Ross, Scott, Smith

## **5. Paratransit Programs and Projects**

### **5.1. 2018 Comprehensive Investment Plan (2018 CIP) Paratransit Program Progress Reports Presentation**

Richard Weiner presented this item.

Yvonne Behrens asked why the CIP funds discussed in the meeting today reflect different programs than the ones discussed at the February 2019 meeting. Ms. Pasco noted that the report received in this meeting is for the last funding cycle and every six months staff updates PAPCO on the progress of those discretionary grant programs. What was presented to PAPCO in February is for the next 5-year funding cycle.

Yvonne Behrens asked why the City of Emeryville 8-To-Go program is not in the 2020 CIP. Ms. Pasco stated that the City of Emeryville requested funding for a new vehicle instead.

Yvonne Behrens asked why the Center for Independent Living's, Inc. (CIL) performance measure on youth, adults and/or seniors with visual impairments travel trained was not met. Ms. Pasco noted that six months are remaining for these grants programs to reach their goals. In six months staff will present the final report to see if CIL has met their goal.

Yvonne Behrens asked why Eden I&R Mobility Management through 211 Alameda County calls from seniors and people with disabilities program did not meet their targets. Ms. Pasco said that staff does not have an answer at this time; however, she noted that people generally travel less during the winter season due to inclement weather issues. Ms. Pasco will follow up with Eden I&R and provide a response.

Yvonne Behrens asked about Life ElderCare active volunteer drivers versus the trips provided by staff. Ms. Behrens noted that there are a high number of staff providing trips even though it appears that LIFE ElderCare exceeded the target for the number of drivers. She then asked if this program is working and if it is effective.



Hale Zukas asked if CIL's target for non-senior with disabilities travel trained is too high. The CIL representative clarified that non-seniors is ages 24 to 54 and it's difficult to reach out to that age group. Ms. Pasco stated that she'll follow up with CIL and provide further clarification.

Carmen Rivera-Hendrickson asked why Livermore Amador Valley Transit Authority Taxi Subsidy Program did not reach their target. Ms. Pasco will follow up and provide the committee with a response.

*This item is for information only.*

## **5.2. Receive the FY 2019-20 Paratransit Program Plan Review Overview and Complete Request for Subcommittee Volunteers**

Krystle Pasco presented this item. She noted that the Program Plan Review is a primary PAPCO responsibility that is assigned by the Commission. Ms. Pasco stated that the subcommittee will review both Measure B and Measure BB Direct Local Distribution (DLD) funded paratransit programs totaling over \$26.2 million dollars. This review process will incorporate a review of any unspent fund balances and notable trends in revenues and expenditures. Program Plan Review will consist of five subcommittees held over one day, and members may be appointed to one or more of these subcommittees. The subcommittees are planning area focused and includes a separate subcommittee for East Bay Paratransit. The Program Plan Review meetings will take place on Monday, April 22, 2019, from 9:30 a.m. to 4:45 p.m. Members who were interested were given a volunteer form to complete, and were told they would be notified of appointment via mail, email, or phone.

*This item is for information only.*

## **5.3. East 14<sup>th</sup> Street/Mission and Fremont Boulevard Multimodal Corridor Project Presentation and Discussion**

Saravana Suthanthira and Aleida Andrino-Chavez presented this item. They noted that the East 14th St./ Mission Blvd. and Fremont Blvd. serves as a north-south corridor that connects the

communities in central and southern Alameda County to regional transportation networks and employment and activity centers in Alameda and Santa Clara Counties. This corridor provides access to economic, educational, social, and recreational opportunities, and to regional transportation systems including freeways, BART and Amtrak. Ms. Suthanthira asked the committee to provide responses to the following questions:

- What improvements would you like staff to consider for this corridor?
- Do you consider any locations important for how you use the corridor?

Hale Zukas asked what the gaps in Union City are. He mentioned that Berkeley has a good design for crosswalks. Ms. Suthanthira said that there's a map online that shows the gaps for sidewalks. Ms. Pasco will share the map with the committee via email.

Shawn Costello asked if the project will help the City of Dublin with their sidewalks and bike lanes. Ms. Pasco stated this project is specific to the East 14th St/ Mission Blvd. and Fremont Blvd. corridor. Ms. Suthanthira stated that the cities involved are Fremont, Hayward, San Leandro, and Unincorporated Alameda County.

Michelle Rousey stated that she doesn't want the East 14th St./ Mission Blvd. and Fremont Blvd. project to reduce the number of lanes like the changes to the Telegraph Corridor. Ms. Suthanthira stated that this project is looking to make the corridor safer for pedestrians too and when specific improvements are determined staff will bring the recommendation back to PAPCO. Ms. Suthanthira also stated that the number of lanes will not be reduced along the corridor.

Tony Lewis asked if there will be audible traffic signals and if so, which type. Ms. Andrino-Chavez stated staff is open to any suggestions the committee may have on types of traffic signals. Mr. Lewis suggested staff speak with Lighthouse for the Blind and

Smith-Kettlewell who helped to invent signals to assist people with disabilities.

Mr. Lewis then asked if the “pedestrian recall” system is used how it will address a person that requires more time to cross the street. Ms. Andrino-Chavez said that the standard time for pedestrian crossings is three feet per second.

Mr. Lewis asked how people with disabilities will cross a bike lane. Ms. Andrino-Chavez stated that there will be no parking within 50 feet of the crosswalk. She noted that the designs are conceptual and when they are finalized staff will share them with PAPCO.

Mr. Lewis stated that AC Transit has screens at bus shelters and asked will there be an audio button with this design. Ms. Andrino-Chavez said that the project design will include accessibility considerations.

Mr. Lewis recommended a divider when intersections are too large to allow people with disabilities a place to stop for safety reasons.

Carmen Rivera-Hendrickson suggested that intersections near senior complexes and adult daycare centers need to allow more time for people to cross. She also concurred that audible sound is needed for people with low vision and no-vision.

A public comment was heard from Diane Shaw with AC Transit and she suggested staff discuss this project with cities that have bicycle and pedestrian plans. Ms. Shaw asked will staff have a list of initiatives for each city.

Ms. Pasco encouraged the committee to submit additional questions and suggestions to her and she'll pass them on to the project team.

*This item is for information only.*

#### **5.4. City of Hayward Paratransit Program Report**

Dana Bailey provided an update for the City of Hayward Paratransit Program. Ms. Bailey stated that the City of Hayward is operating eight paratransit programs. Their existing programs are: Travel Training with Community Resources for Independent Living (CRIL); SOS Meals on Wheels and; Life ElderCare for the VIP Rides Programs; Hayward's new program components include hiring a contractor to revise their client services database; partnering with Hayward's recreational department to bring aboard a Mobility Specialist; CRIL's Van Share Program and; their partnership with LIFE ElderCare to provide Lyft and Uber rides for their clients.

*This item is for information only.*

#### **5.5. Mobility Management – Considerations for TNC Partnerships: Seniors and Individuals with Disabilities**

Richard Weiner provided highlights from the Considerations for TNC Partnerships Seniors and Individuals with Disabilities brochure.

*This item is for information only.*

### **6. Committee and Transit Reports**

#### **6.1. Independent Watchdog Committee (IWC)**

There was no IWC report.

#### **6.2. East Bay Paratransit Service Review Advisory Committee (SRAC)**

Esther Waltz provided an update on SRAC and noted they last met on March 5, 2019. On May 7th SRAC has a training scheduled from 12:30 to 3:30 p.m. at the Kaiser Center in Oakland.

#### **6.3. Other ADA and Transit Advisory Committees**

Carmen Rivera-Hendrickson said that the Transit Fair in Pleasanton on March 15, 2019 was very robust.

## **7. Member Reports**

Shawn Costello reported that he's now the Vice Chair of the Human Services Commission and he will Chair his first meeting on the next 4th Thursday.

Sylvia Stadmire reported that May 1, 2019 is Oakland's Older American Month.

Sandra Johnson reported that the United Seniors of Oakland and Alameda County will have their annual crab feed fundraiser on April 13, 2019 at the Redeemer Lutheran Church Parish Hall in Oakland, CA.

## **8. Staff Reports**

There were no other staff reports.

## **9. Adjournment**

The meeting adjourned at 3:10 p.m. The next PAPCO meeting is scheduled for June 24, 2019 at 1:30 p.m. at the Alameda CTC offices located at 1111 Broadway, Suite 800 in Oakland.

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### **1. Call to Order**

Cathleen Sullivan called the meeting to order at 1:30 p.m.

### **2. Welcome and Introductions**

Introductions were conducted. All PAPCO members were present with the exception of Kevin Barranti, Larry Bunn, Bob Coomber, Carolyn Orr, Peggy Paterson, Will Scott, Linda Smith, Cimberly Tamura, and Hale Zukas.

All ParaTAC members were present with the exception of Brad Helfenberger, Ely Hwang, Robin Mariona, Rachel Prater, and David Zehnder.

### **3. Public Comment**

A public comment was heard from Jonah Markowitz. He stated his concerns regarding passengers with Alzheimer's on East Bay Paratransit (EBP).

A public comment was heard from Shawn Costello. He stated that the BART Police were out in force at the Bay Fair BART Station and he expressed that it would be good if BART Police were present on the trains more frequently.

### **4. Emerging Mobility Overview**

Kate Lefkowitz provided an overview of the topic of emerging mobility services and reviewed the panel logistics. Ms. Lefkowitz's overview included a working definition of emerging mobility and why Alameda CTC decided to focus on this topic for the Joint PAPCO and ParaTAC meeting. She noted that the panelists will cover Transportation Network Companies (TNCs) case studies and transit agencies partnerships, legislation that focuses on helping TNCs to be more accessible, and a local pilot that is using technology/software in a

way that includes transportation for older adults and people with disabilities.

## **5. Panel and Discussion**

### **5.1. Terra Curtis, Emerging Mobility Co-Lead for Nelson\Nygaard Consulting Associates**

Kate Lefkowitz introduced Terra Curtis and stated that she co-leads Nelson\Nygaard's Emerging Mobility practice, which tracks the evolution of the transportation technology space, identifies trends, and most importantly works to ensure the transportation system upholds the firm's ideals of mobility, accessibility, and sustainability. Ms. Curtis's presentation covered an overview of emerging mobility services, key highlights of the Transit Cooperative Research Program (TCRP) paper "Partnerships Between Transit Agencies and TNCs," and case studies.

### **5.2. Cody Naylor, Transportation Licensing and Analysis Supervisor for the California Public Utilities Commission**

Kate Lefkowitz introduced Cody Naylor and stated that he supervises the California Public Utilities Commission's Transportation Analysis Section which provides advisory support to the Commission on the passenger transportation sector under its regulation. Mr. Naylor's presentation covered an overview of SB 1376, legislation which focuses on making Transportation Network Companies more accessible, , SB 1376 statewide outreach efforts, and statewide implementation. He concluded with the next steps.

### **5.3. Cody Lowe, Planning Analyst for Marin Transit**

Kate Lefkowitz introduced Cody Lowe and stated that he is with Marin Transit's planning team, where he oversees Marin Connect, the agency's on-demand microtransit service. His presentation covered an overview of Marin Connect, contracting with VIA an app based technology company, pilot evaluation results, and lessons learned around partnering with a TNC.



## **6. Questions and Answers**

Members and guests had an opportunity to ask the panelists questions about their programs.

## **7. Adjournment**

The meeting adjourned at 4:30 p.m. The next PAPCO meeting is scheduled for June 24, 2019 at 1:30 p.m. The next ParaTAC meeting is scheduled for September 10, 2019 at the Alameda CTC offices located at 1111 Broadway, Suite 800 in Oakland.

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# FY 2018-19 Paratransit Advisory and Planning Committee (PAPCO) Meeting Calendar

## 4.3

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PAPCO meetings occur on the fourth Monday of the month from 1:30-3:30 p.m. Joint PAPCO and ParaTAC meetings also occur on the fourth Monday of the month from 1:30-3:30 p.m. Meetings are held at the Alameda CTC offices in downtown Oakland. Note that meetings and items on this calendar are subject to change; refer to [www.AlamedaCTC.org](http://www.AlamedaCTC.org) for up-to-date information.

Categories	September 24, 2018 PAPCO	December 3, 2018 PAPCO	January 28, 2019 PAPCO	February 25, 2019 PAPCO	March 25, 2019 PAPCO	April 22, 2019 Subcommittees	May 20, 2019 Joint PAPCO and ParaTAC	June 24, 2019 PAPCO
<b>Planning and Policy</b>	<ul style="list-style-type: none"> <li>Receive 2020 Paratransit Discretionary Grant Program Update</li> </ul>	<p><b>One week later due to holiday.</b></p> <ul style="list-style-type: none"> <li>Approve Implementation Guidelines and Performance Measures Revisions</li> <li>Receive 2020 Paratransit Discretionary Grant Program Update</li> </ul>	<p><b>Meeting canceled.</b></p>	<ul style="list-style-type: none"> <li>Approve 2020 Paratransit Discretionary Grant Program Recommendation</li> </ul>	<ul style="list-style-type: none"> <li>East 14<sup>th</sup> Street/Mission and Fremont Boulevard Multimodal Corridor Project Presentation and Discussion</li> </ul>	<ul style="list-style-type: none"> <li>Paratransit Program Plan Review Subcommittees</li> </ul>	<p><b>One week earlier due to holiday.</b></p> <ul style="list-style-type: none"> <li>Topic: Emerging Mobility</li> </ul>	<ul style="list-style-type: none"> <li>Approve FY 2019-20 Paratransit DLD Program Plans Recommendation</li> </ul>
<b>Programs and Grants Review</b>	<ul style="list-style-type: none"> <li>Receive 2018 CIP Paratransit Program Progress Reports</li> <li>Receive Hayward Paratransit Report</li> </ul>	<ul style="list-style-type: none"> <li>Receive San Leandro Paratransit Report</li> <li>Receive East Bay Paratransit Report</li> </ul>			<ul style="list-style-type: none"> <li>Receive 2018 CIP Paratransit Program Progress Reports</li> <li>Receive Hayward Paratransit Report</li> </ul>			
<b>Committee Development</b>					<ul style="list-style-type: none"> <li>Request Volunteers for Program Plan Review Subcommittees</li> </ul>			<ul style="list-style-type: none"> <li>Elect FY 2019-20 PAPCO Officers</li> <li>Approve FY 2019-20 PAPCO Meeting Calendar</li> </ul>

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FY 2019-20 Paratransit Advisory and Planning Committee (PAPCO) Meeting Calendar

4.4

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PAPCO meetings occur on the fourth Monday of the month from 1:30-3:30 p.m. Joint PAPCO and ParaTAC meetings also occur on the fourth Monday of the month from 1:30-3:30 p.m. Meetings are held at the Alameda CTC offices in downtown Oakland. Note that meetings and items on this calendar are subject to change; refer to [www.AlamedaCTC.org](http://www.AlamedaCTC.org) for up-to-date information.

Categories	September 23, 2019 PAPCO	November 25, 2019 PAPCO	February 24, 2020 Joint PAPCO and ParaTAC	March 23, 2020 PAPCO	April 27-28, 2020 Subcommittees	June 29, 2019 PAPCO
<b>Planning and Policy</b>		<ul style="list-style-type: none"> <li>Implementation Guidelines and Performance Measures Update</li> </ul>	<ul style="list-style-type: none"> <li>Topic: TBD</li> </ul>		<ul style="list-style-type: none"> <li>Paratransit Program Plan Review Subcommittees</li> </ul>	<ul style="list-style-type: none"> <li>Approve FY 2020-21 Paratransit DLD Program Plans Recommendation</li> </ul>
<b>Programs and Grants Review</b>	<ul style="list-style-type: none"> <li>Receive 2018 CIP Paratransit Program Progress Reports</li> </ul>	<ul style="list-style-type: none"> <li>Receive East Bay Paratransit Report</li> <li>Receive LAVTA Report</li> </ul>		<ul style="list-style-type: none"> <li>Receive 2020 CIP Paratransit Program Progress Reports</li> <li>2020 CIP Paratransit Program Presentations</li> </ul>		<ul style="list-style-type: none"> <li>2020 CIP Paratransit Program Presentations</li> </ul>
<b>Committee Development</b>				<ul style="list-style-type: none"> <li>Request Volunteers for Program Plan Review Subcommittees</li> </ul>		<ul style="list-style-type: none"> <li>Elect FY 2020-21 PAPCO Officers</li> <li>Approve FY 2020-21 PAPCO Meeting Calendar</li> </ul>

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**Alameda County Transportation Commission  
Paratransit Advisory and Planning Committee  
Roster - Fiscal Year 2018-2019**

4.5

	Title	Last	First	City	Appointed By	Term Began	Re apptmt.	Term Expires
1	Ms.	Stadmire, Chair	Sylvia J.	Oakland	Alameda County Supervisor Wilma Chan, D-3	Sep-07	Oct-16	Oct-18
2	Ms.	Johnson, Vice Chair	Sandra	San Leandro	Alameda County Supervisor Nate Miley, D-4	Sep-10	Mar-17	Mar-19
3	Mr.	Barranti	Kevin	Fremont	City of Fremont Mayor Lily Mei	Feb-16		Feb-18
4	Ms.	Behrens	Yvonne	Emeryville	City of Emeryville Councilmember John Bauters	Mar-18	Jan-19	Jan-21
5	Mr.	Bunn	Larry	Union City	Union City Transit Steve Adams, Transit Manager	Jun-06	Feb-19	Feb-21
6	Mr.	Coomber	Robert	Livermore	City of Livermore Mayor John Marchand	May-17	May-19	May-21
7	Mr.	Costello	Shawn	Dublin	City of Dublin Mayor David Haubert	Sep-08	Jun-16	Jun-18
8	Mr.	Hastings	Herb	Dublin	Alameda County Supervisor Scott Haggerty, D-1	Mar-07	Oct-18	Oct-20
9	Mr.	Lewis	Anthony	Alameda	City of Alameda Mayor Marilyn Ezzy Ashcraft	Jul-18		Jul-20
10	Rev.	Orr	Carolyn M.	Oakland	City of Oakland, Councilmember At-Large Rebecca Kaplan	Oct-05	Jan-14	Jan-16
11	Rev.	Patterson	Margaret	Albany	City of Albany Mayor Rochelle Nason	Feb-18		Feb-20
12	Ms.	Rivera-Hendrickson	Carmen	Pleasanton	City of Pleasanton Mayor Jerry Thorne	Sep-09	Apr-19	Apr-21
13	Ms.	Ross	Christine	Hayward	Alameda County Supervisor Richard Valle, D-2	Oct-17		Oct-19

	Title	Last	First	City	Appointed By	Term Began	Re apptmt.	Term Expires
14	Ms.	Rousey	Michelle	Oakland	BART President Rebecca Saltzman	May-10	Jan-16	Jan-18
15	Mr.	Scott	Will	Berkeley	Alameda County Supervisor Keith Carson, D-5	Mar-10	Jun-16	Jun-18
16	Ms.	Smith	Linda	Berkeley	City of Berkeley Mayor Jesse Arreguin	Apr-16		Apr-18
17	Ms.	Tamura	Cimberly	San Leandro	City of San Leandro Mayor Pauline Cutter	Dec-15	Mar-19	Mar-21
18	Ms.	Waltz	Esther Ann	Livermore	LAVTA Executive Director Michael Tree	Feb-11	Jun-16	Jun-18
19	Mr.	Zukas	Hale	Berkeley	A. C. Transit Board Vice President Elsa Ortiz	Aug-02	Feb-16	Feb-18
20		<b>Vacancy</b>			<b>City of Hayward Mayor Barbara Halliday</b>			
21		<b>Vacancy</b>			<b>City of Newark Councilmember Luis Freitas</b>			
22		<b>Vacancy</b>			<b>City of Piedmont Mayor Robert McBain</b>			
23		<b>Vacancy</b>			<b>City of Union City Mayor Carol Dutra-Vernaci</b>			





**Upcoming Events**

Date	Event Name	Location	Time
9/19/19	Healthy Living Festival**	Oakland Zoo, 9777 Golf Links Road, Oakland, CA 94605	8:00 a.m. – 2:00 p.m.
Oct 2019	Senior Health Faire	Silliman Activity Center, 6800 Mowry Avenue, Newark, CA 94560	9:00 a.m. – 12:00 p.m.
Oct 2019	Senior Info Fair	Dublin Senior Center, 7600 Amador Valley Boulevard, Dublin, CA 94568	10:00 a.m. – 2:00 p.m.
Mar 2020	Transit Fair**	Pleasanton Senior Center, 5353 Sunol Boulevard, Pleasanton, CA 94566	10:00 a.m. – 1:00 p.m.
Mar 2020	Transition Information Faire**	College of Alameda, 555 Ralph Appezzato Memorial Parkway, Alameda, CA 94501	9:30 a.m. – 3:00 p.m.
Apr 2020	Senior Wellness Fair	South Berkeley Senior Center, 2939 Ellis Street, Berkeley, CA 94703	10:00 a.m. – 1:00 p.m.
Apr 2020	Senior Resource Fair	Albany Senior Center, 846 Masonic Avenue, Albany, CA 94706	10:00 a.m. – 1:00 p.m.
April TBD	Senior Resource Fair	San Leandro Senior Community Center, 13909 East 14th Street, San Leandro, CA 94578	10:00 a.m. – 1:00 p.m.
May 2020	Senior Health and Wellness Resource Fair**	Kenneth C. Aitken Senior and Community Center, 17800 Redwood Road, Castro Valley, CA 94546	9:00 a.m. – 1:00 p.m.

Date	Event Name	Location	Time
May 2020	Older Americans Month Celebration**	Oakland City Hall and Frank Ogawa Plaza, 1 Frank H. Ogawa Plaza, Oakland, CA 94612	10:00 a.m. – 2:00 p.m.
May 2020	Age Friendly Health Expo**	Fremont Multi-Service Senior Center and Central Park, 40086 Paseo Padre Parkway, Fremont, CA 94538	9:00 a.m. – 1:00 p.m.
May 2020	USOAC Annual Convention	St. Columba Church, 6401 San Pablo Avenue, Oakland, CA 94608	10:00 a.m. – 3:00 p.m.
May 2020	Open House and Resource Fair	Mastick Senior Center, 1155 Santa Clara Avenue, Alameda, CA 94501	3:00 p.m. – 6:00 p.m.
Jun 2020	Transportation Workshop	Emeryville Senior Center, 4321 Salem Street, Emeryville, CA 94608	9:30 a.m. – 11:30 a.m.

\*\*Alameda CTC's Paratransit Coordination Team will be distributing materials at an information table at events marked with asterisks (\*\*).

For more information about outreach events or to sign up to attend, please call Krystle Pasco at (510) 208-7467.



**DATE:** June 17, 2019

**TO:** Paratransit Advisory and Planning Committee

**FROM:** Krystle Pasco, Assistant Program Analyst  
Kate Lefkowitz, Associate Transp. Planner

**SUBJECT:** PAPCO Election and Officer Roles and Responsibilities

### Recommendation

Select PAPCO Officers for FY 2019-20 and representatives for Alameda CTC’s Independent Watchdog Committee (IWC) and East Bay Paratransit’s Service Review Advisory Committee (SRAC) for FY 2019-20.

### Summary

At the end of each fiscal year, PAPCO elects a Chair and Vice Chair to serve a one year term from July through June of the following fiscal year. PAPCO also annually elects two representatives, one to serve on the Alameda CTC Independent Watchdog Committee (IWC) and one to serve on East Bay Paratransit’s Service Review Advisory Committee (SRAC). PAPCO members will have the opportunity to elect officers and representatives at the organizational meeting on June 24, 2019.

### Background

PAPCO officers and representatives play an important part on the Committee as they work closely with staff to help plan and guide the Committee’s work throughout the year. Officers and representatives receive a great deal of support from staff so no one should feel too inexperienced to run for these positions. Staff can assist with writing talking points for any presentation the officers or representatives make at PAPCO or other meetings.

The roles and responsibilities of each elected position are outlined below:

### ***PAPCO Chair***

- Provides overall leadership to PAPCO
- Facilitates the regular PAPCO meetings to ensure full and fair participation from all members
- Weighs in on all PAPCO decisions and provides opinion
- Participates in planning sessions with staff to provide input towards PAPCO meeting agendas
- When possible, attends ParaTAC meetings to represent PAPCO and update ParaTAC on key PAPCO actions
- Reports monthly to the Alameda CTC Commission on PAPCO activities
- Eligible for per diems for ParaTAC and Commission meetings in addition to PAPCO meetings
- Eligible for additional per diems for eligible subcommittees
- Actively participates in outreach efforts
- Estimated time commitment: 5 – 7 hours per month (can vary depending on how many “extra” meetings are attended)

### ***PAPCO Vice Chair***

- Provides overall leadership to PAPCO
- Assists the PAPCO Chair to ensure full and fair participation from all members
- Participates in planning sessions with staff to provide input towards PAPCO meeting agendas
- Eligible for per diems for Commission meetings in addition to PAPCO meetings, and for ParaTAC if filling in for Chair
- Eligible for additional per diems for eligible subcommittees
- Actively participates in outreach efforts
- Estimated time commitment: 4 – 5 hours per month (can vary depending on how many “extra” meetings are attended)

### ***Independent Watchdog Committee (IWC) Representative***

- Participates in IWC meetings, usually held quarterly on the second Monday of the month from 6:30 – 8:30 p.m.
- Responsible for reviewing all Measure B and BB expenditures and annually reporting directly to the public on how Measure B and BB funds are spent, including paratransit funding
- Responsible for reporting to PAPCO on IWC actions and activities
- Eligible for per diem for attending IWC meetings
- Estimated time commitment: 4 – 8 hours per quarter

### ***East Bay Paratransit Service Review Advisory Committee (SRAC) Representative***

- Participates in SRAC meetings, usually on the first Tuesday of the month, approximately every other month, from 12:30 – 3:00 p.m.
- Responsible for representing PAPCO position on decisions
- Responsible for updating PAPCO on SRAC actions and activities
- SRAC meetings are not eligible for Alameda CTC per diem, but representative will be eligible for any SRAC Committee reimbursement (i.e. ride tickets)
- Estimated time commitment: three to five hours per quarter
- Note: If the PAPCO member who is elected as the SRAC representative is already a member of the SRAC, but not the PAPCO representative, they will give up their original SRAC seat to become the PAPCO representative to SRAC. When their term as PAPCO representative to SRAC ends, they will need to reapply if they want to continue to be a member of SRAC.

**Fiscal Impact:** There is no fiscal impact associated with the requested action.

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**DATE:** June 17, 2019

**TO:** Paratransit Advisory and Planning Committee

**FROM:** Krystle Pasco, Assistant Program Analyst  
Kate Lefkowitz, Associate Transportation Planner

**SUBJECT:** FY 2019-20 Paratransit Direct Local Distribution (DLD)  
Program Plans

### Recommendation

Approve the Subcommittee's recommendations for FY 2019-20 Measure B and BB Paratransit DLD funding.

### Summary

Each year, agencies that receive Measure B and Measure BB Direct Local Distribution (DLD) funds for paratransit are provided with an estimate of annual sales tax revenue for the forthcoming fiscal year and are required to submit a paratransit program plan and budget of how they plan to spend the estimated revenue. The Alameda CTC's Paratransit Advisory and Planning Committee (PAPCO) Program Plan Review Subcommittees reviewed and provided feedback to these agencies on the plans for the purposes of developing the best overall service in Alameda County. The Subcommittees make recommendations that may include full or conditional approval (which may require follow up from programs, e.g. budget corrections or regular reports to PAPCO) of the plans. The PAPCO Program Plan Review Subcommittees for FY 2019-20 met on April 22<sup>nd</sup>, 2019. The Livermore Amador Valley Transit Authority's (LAVTA) plan was recommended for

conditional approval requiring a mid-year report to PAPCO. All other plans were fully approved.

At the June 24<sup>th</sup> meeting, PAPCO is asked to approve the Subcommittee's recommendations, see Attachment 6.1A. The PAPCO recommendation will be available to the Alameda CTC Commission in their next meeting packet.

## **Background**

The 2000 Measure B Transportation Expenditure Plan (TEP) allocates 10.45% of net revenues and the 2014 Measure BB TEP allocates 10% of net revenues to affordable transportation for seniors and people with disabilities. Approximately 9% of net revenues from each TEP is distributed to agencies on a monthly basis as DLD funding for ADA-mandated services and City paratransit programs. The remaining funding is distributed as two-year grants on a discretionary basis. PAPCO is responsible for providing recommendations to the Commission related to all funding for transportation for seniors and people with disabilities. This year, PAPCO is responsible for reviewing over \$26.2 million of Measure B and BB DLD funds that are passed through to paratransit programs.

The Program Plan Review Subcommittees reviewed and provided feedback on the plans to these agencies for the purposes of developing the best overall service in Alameda County by encouraging coordination, cost effectiveness, and consumer involvement. This process will also incorporate a review of any unspent fund balances and notable trends in revenues and expenditures.

Program Plan Review consists of five subcommittees held on one day, and members can be appointed to one or more of these subcommittees. There is one subcommittee for each of the four planning areas and a separate subcommittee for East Bay Paratransit. The subcommittees met on April 22<sup>nd</sup>, 2019 to review the plan applications. The subcommittee recommendations and meeting notes are attached



for reference, see Attachment 6.1A as well as a summary of the FY 2019-20 paratransit program plans (Attachment 6.1B).

**Fiscal Impact:** There is no net fiscal impact associated with the requested action.

**Attachments:**

- A. April 22, 2019 PAPCO Program Plan Review Subcommittee Recommendations and Meeting Notes
- B. Summary of FY 2019-20 Paratransit Program Plans

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## 1. Call to Order

Krystle Pasco called the meeting to order at 9:30 a.m.

## 2. Welcome and Introductions

The meeting began with introductions.

## 3. South County Subcommittee

### 3.1. Program Plan Review Overview

Krystle Pasco provided an overview of the program plan review purpose and process at the beginning of each subcommittee. She stated that this year, PAPCO will be responsible for reviewing Measure B and Measure BB Direct Local Distribution (DLD) funded paratransit programs totaling over \$26.2 million dollars. The Program Plan Review process will also incorporate a review of any unspent fund balances and notable trends in revenues and expenditures.

To prepare for participation in the Program Plan Review subcommittees, PAPCO members were provided with a booklet of reference material which contains the following:

- Program Plan Review Subcommittee Agendas
- PAPCO Instruction Memo
- General References and Background Information
- Comparative References

In addition, each subcommittee (South County, East Bay Paratransit, East County, North County, and Central County) had its own associated booklet which contains materials for each individual program:

- Program Plan Staff Summary
- Program Plan Application (narrative form and budget and vehicle spreadsheets)

PAPCO members were requested to review these documents thoroughly before the meeting and come prepared with questions.

### **3.2. Public Comment**

There were no comments from the public.

### **3.3 Staff Summary – City of Fremont**

Naomi Armenta presented the staff summary for the City of Fremont program and stated that staff recommends the program plan for full approval.

### **3.4. City of Fremont Presentation**

Shawn Fong presented the City of Fremont program.

### **3.5 Staff Summary – City of Newark**

Naomi Armenta presented the staff Summary for the City of Newark program and stated that staff recommends the program plan for full approval.

### **3.6. City of Newark Presentation**

David Zehnder presented the City of Newark program.

### **3.7 Staff Summary – City of Union City**

Naomi Armenta presented the staff summary for the City of Union City program and stated that staff recommends the program plan for full approval.

### **3.8. City of Union City Presentation**

Steve Adams presented the City of Union City program.

### **3.9. Questions and Answers**

Carmen Rivera-Hendrickson asked the City of Union City why the cost per trip is so high, which is \$68.58. Mr. Adams of the City of Union City stated that per the contract, the rate increases as stated. He also noted that the cost to retain drivers is very high and the City of Union City is required to have drivers available

even if they may not have anyone to transport. Mr. Adams stated that the administrative costs are included in the per trip costs.

Carmen Rivera-Hendrickson asked the City of Union City about their taxi program reimbursement incentives for taxi drivers. Shawn Fong stated that the City of Fremont took over the Ride-On Tri-City Taxi Program after Alameda CTC stopped providing that service on behalf of South County. Ms. Fong noted that the City of Fremont included an incentive for the drivers around wheel chair accessible vehicles. That incentive has been approved for the past several years; however there have not been wheel chair accessible vehicles in the Tri-Cities.

Carmen Rivera-Hendrickson asked the City of Newark why the number of current registrants (285) are less than the number of registrants at the beginning of FY 2017-18 (419). David Zehnder and Ms. Fong stated that the City of Fremont went through a vetting process and anyone that had moved away or the phone number was no longer in service was removed from the program and the numbers dropped. They anticipate the numbers will go up because a new senior housing complex with 75 units is being built in the City of Newark and it's not in the East Bay Paratransit (EBP) service area. All of the transportation needs will fall on the city-based paratransit.

Carmen Rivera-Hendrickson asked if the City of Newark has an in-home assessment program. Ms. Fong stated that in-home assessments may happen if there are extenuating circumstances. She noted that the city will perform outreach at the Newark Station, a new housing complex, and they will enroll people in the program during that event. The city also does a lot of enrollment over the phone.

Carmen Rivera-Hendrickson asked the City of Fremont for a riders guide for the Ride-On Tri-City Program. Ms. Fong said that they have separate riders guide for the Wheelchair Accessible Van Service and the Taxi Program and that both been provided since the programs' inceptions.

Carmen Rivera-Hendrickson asked the City of Fremont why trip-length is not tracked on the Ride-On Tri-City Program. Ms. Fong stated that it's not something that their contractor tracks.

Michelle Rousey asked the City of Newark if the Newark Station has any type of paratransit service currently. Ms. Fong stated that there is an AC Transit Flex Route Bus Station about a half-mile away from the complex. The outreach effort by the Tri-Cities will enroll as many as they can in the van service and taxi program.

Michelle Rousey stated concerns about the Tri-Cities not having enough vendors for same-day trips, especially if Alameda CTC is continuing to fund the programs. Ms. Fong said that the change of moving ambulatory clients from the van service to the taxi program has opened up space on the vans.

Esther Waltz commented on the Tri-City area not having enough accessible taxis. Ms. Fong noted that the City of Fremont has 10 to 13 taxi companies and only two vendors have two accessible taxis in their fleet.

Sylvia Stadmire commented that she wants to hear Steve Adams and David Zehnder respond directly to questions on their programs instead of relying on Shawn Fong to provide the responses. Ms. Fong noted that the City of Fremont handles the day-to-day operations for the taxi program and same-day service in the Tri-City area.

Michelle Rousey commented that she appreciates the three cities working together to provide services in that area of the county.

Shawn Fong commented that Kaiser is revamping their campus in the Tri-City area. She noted that the City of Fremont will install paratransit stops before the campus is completed.

**3.10. Motion**

*Larry Bunn moved to approve the City of Fremont, City of Newark, and City of Union City program plans in full. Michelle Rousey seconded the motion. The motion passed with the following votes:*

*Yes: Bunn, Rivera-Hendrickson, Rousey, Stadmire, Waltz*

*No: None*

*Abstain: None*

*Absent: Patterson, Scott*

**4. Transition**

**5. East Bay Paratransit Subcommittee**

**5.1. Program Plan Review Overview**

Krystle Pasco stated the Program Plan Review overview detailed in item 3.1.

**5.2. Public Comments**

A public comment was heard from Jonah Markowitz. He stated his concerns regarding passengers with Alzheimer's riding East Bay Paratransit (EBP). Mr. Markowitz noted that EBP drivers would require training to handle passengers with Alzheimer's.

**5.3. Staff Summary – East Bay Paratransit**

Marvin Randalson presented the staff summary for the East Bay Paratransit program and stated that staff recommends the program plan for full approval.

**5.4. East Bay Paratransit Presentation**

Laura Timothy and Cynthia Lopez presented EBP's program plan.

**5.5. Questions and Answers**

Shawn Costello asked if any of EBP's drivers walk off and leave people on the bus. Ms. Timothy said no. She noted that every evening the routes and the number of people are set. In the morning, EBP's three providers will let them know if they have

enough drivers to cover the routes. Ms. Timothy stated that EBP has many incentives for their providers.

Shawn Costello asked for suggestions of companies that are able to assist Regional Center of the East Bay (RCEB) clients. Ms. Timothy noted that RCEB has restrictions set by the State of California on how much they can pay their drivers and they have difficulty attracting providers. Cynthia Lopez stated that it's difficult for private contracting companies to make a profit supplying vehicles to RCEB as well as EBP.

Larry Bunn asked what formats the EBP Emergency Guide are available in for the vision impaired. Ms. Timothy said there is a text version and they have the guide translated in Braille if requested. Mr. Bunn then asked how the guide is disseminated. Ms. Timothy stated that the guide is provided to people that come in for an assessment. Mr. Bunn asked how EBP will provide the guide to people that are already in the system. Ms. Timothy said she'll look into disseminating the guide more broadly.

Larry Bunn stated his concerns regarding EBP call takers. He mentioned when he wants to book a ride to a certain location like Foster City the call center always tell him it's not a regional ride and are unable to assist him. Ms. Lopez said she will look into this and make sure the agents have the correct information.

Larry Bunn noted a problem going on since July 2017 where he was stranded and had to pay Uber to get home from Palo Alto. Ms. Lopez said she is aware of the issue and thought it was resolved. She will call Mr. Bunn with the resolution later.

Carmen Rivera- Hendrickson requested the number of regional trip connections listed under item 18 on the Application. Ms. Pasco responded that she'll get the information from EBP and email it to the committee. She noted that the number wasn't requested as part of the Application.

Yvonne Behrens asked why EBP is overwhelmed by the demands and yet the numbers are decreasing. Ms. Timothy stated that the



demand is less than EBP thought it would be. The service is not restricted regardless of the demand. EBP is struggling because there are strong peaks and for every driver that does not show up they need to find a place for that trip on another vehicle. Ms. Timothy said that AC Transit and BART hired a broker that handles the call center and there are three companies that handle the drivers and maintenance. Ms. Pasco noted that the slide that shows the trips decreasing is also an estimate because the fiscal year is not over.

Sylvia Stadmire stated that EBP trips are not timely, even though as a rider she provides more than enough time to get to her appointments. Ms. Stadmire stated that EBP should call people in advance to let them know that they will be late so other arrangements will be made.

#### **5.6. Motion**

*Michelle Rousey moved to approve East Bay Paratransit's program plan in full. Shawn Costello seconded the motion. The motion passed with the following votes:*

Yes: Bunn, Costello, Johnson, Rivera-Hendrickson, Rousey, Waltz

No: None

Abstain: Behrens, Stadmire

Absent: Patterson, Scott, Tamura

### **6. Transition and Lunch**

### **7. East County Subcommittee**

#### **7.1. Program Plan Review Overview**

Krystle Pasco stated the Program Plan Review overview detailed in item 3.1.

Shawn Costello asked if staff has found a service to replace the Wheelchair and Scooter Breakdown Transportation Service (WSBTS). Ms. Pasco noted that through the Discretionary Grant Program a non-profit is interested in providing this service. The

pilot will begin on July 1, 2019 in North County and Central County.

## **7.2. Public Comment**

There were no public comments.

## **7.3. Staff Summary – Livermore Amador Valley Transit Authority (LAVTA)**

Naomi Armenta presented the staff summary for LAVTA's program and stated that staff recommends the program plan for full approval.

## **7.4. LAVTA Presentation**

Kadra Klum and Jonathan Steketee presented LAVTA's program.

## **7.5. Staff Summary – City of Pleasanton**

Naomi Armenta presented the staff summary for the City of Pleasanton and stated that staff recommends the program plan for full approval.

## **7.6. City of Pleasanton Presentation**

Rachel Prater and Zack Silva presented the City of Pleasanton program.

## **7.7. Questions and Answers**

Yvonne Behrens asked LAVTA what were the customer responses from the survey and customer Jonathan Steketee stated that overall customers are satisfied with the service. He stated that they continue to look at making improvements.

Esther Waltz asked if it's a new requirement for contracted drivers to wear uniforms. Mr. Steketee stated that as of July 1, 2019, it will be a requirement.

Larry Bunn asked if the City of Pleasanton has a plan for individuals who are blind or visually impaired to participate in travel training. Rachel Prater stated that they do not have a specific plan; however, the City of Pleasanton offers inclusive

services and she would reach out to the inclusion coordinator to make sure that they can accommodate this service.

Shawn Costello asked LAVTA how are Transportation Network Companies (TNCs) different than Taxis in terms of being accessible. Jonathan Steketee stated that Uber started a program with wheelchair accessible vehicles called Uber WAV, which is an option on the Uber app that connects wheelchair users with accessible transport. Mr. Costello asked how to get access to this service without a smart phone. Mr. Steketee stated that this is part of LAVTA's concierge service to assist people that do not have access to the app.

Esther Waltz asked if the Uber WAV provides accessible vehicles in Livermore and Pleasanton or just Dublin. Mr. Steketee stated that LAVTA's relationship with Uber began through GoDublin and Uber WAV is implemented in Dublin, Livermore, and Pleasanton. The training of the accessible vehicle drivers is being done by MV Transportation.

Sylvia Stadmire asked if the debit card method was up and running for the Para-Taxi program. Mr. Steketee stated that the debit card method is not up and running as of yet.

Carmen Rivera-Hendrickson commented that LAVTA is approving programs without discussing it with the Tri-Valley Accessible Advisory Committee (TAAC) and the TAAC should have more information. She also stated that LAVTA's program plan should be conditional with the condition that they provide an annual report to PAPCO.

**7.8. Motion**

*Esther Waltz moved to approve the City of Pleasanton program plan in full. Yvonne Behrens seconded the motion. The motion passed with the following votes:*

*Yes: Behrens, Bunn, Costello, Rivera-Hendrickson, Rousey, Stadmire, Waltz, Zukas*

*No: None*

*Abstain: None*

*Absent: Patterson*

*Shawn Costello moved to conditionally approve LAVTA's Program Plan, and the condition is to provide a mid-year report to PAPCO. Sylvia Stadmire seconded the motion. The motion passed with the following votes:*

*Yes: Behrens, Bunn, Costello, Rivera-Hendrickson, Rousey, Stadmire, Waltz, Zukas*

*No: None*

*Abstain: None*

*Absent: Patterson*

**8. Transition**

**9. North County Subcommittee**

**9.1. Program Plan Review Overview**

Kate Lefkowitz stated the Program Plan Review overview detailed in item 3.1.

**9.2. Public Comment**

There were no comments from the public.

**9.3 Staff Summary – City of Alameda**

Marvin Ranaldson presented the staff summary for the City of Alameda program and stated that staff recommends the program plan for full approval.

**9.4. City of Alameda Presentation**

Victoria Williams and Gail Payne presented the City of Alameda program.

**9.5 Staff Summary – City of Albany**

Marvin Ranaldson presented the staff Summary for the City of Albany and stated that staff recommends the program plan for full approval

**9.6. City of Albany Presentation**

Robin Mariona and Keenan McCarron presented the City of Albany program.

Yvonne Behrens asked if the City of Albany considered a Clipper Card for the taxis or Ubers where you would put the amount on the card. Ms. Mariona stated that the participants provide their receipts and they are reimbursed.

**9.7 Staff Summary – City of Berkeley**

Marvin Ranaldson presented the staff summary for the City of Berkeley and stated that staff recommends the program plan for full approval.

**9.8. City of Berkeley Presentation**

Mary Triston and Tanya Bustamante presented the City of Berkeley program.

**9.9. Staff Summary – City of Emeryville**

Marvin Ranaldson presented the staff summary for the City of Emeryville and stated that staff recommends the program plan for full approval.

**9.10.City of Emeryville Presentation**

Brad Helfenberger presented the City of Emeryville program.

**9.11.Staff Summary – City of Oakland**

Marvin Ranaldson presented the staff summary for the City of Oakland and stated that staff recommends the program plan for full approval.

## **9.12.City of Oakland Presentation**

Hakim McGee presented the City of Oakland program.

## **9.13.Questions and Answers**

Anthony Lewis asked the City of Alameda if they will add additional routes on the free shuttle, such as to the Ferry or some of the new parts of Alameda. Victoria Williams said there is already a required bus service that goes to the Ferry and a cross-town bus route that is proposed in the transportation choices plan. The City of Alameda is not looking at changing the free shuttle route at this time.

Anthony Lewis asked if there is training for drivers around service animals. The City of Alameda said yes and it is in their contract.

Hale Zukas asked the City of Berkeley why the cost per trip for accessible vans is increasing so much. Mary Triston said that the amount is incorrect and the cost per trip is the same as last year.

Larry Bunn asked the City of Oakland which component is the Volunteer Drivers Program. Hakeim McGee stated that the way the Alameda CTC Implementation Guidelines are set up, the Taxi Up and Go Program falls under that category.

Yvonne Behrens asked the City of Berkeley if they are in the process of hiring a Transportation Coordinator in order to address their challenges. Mary Triston said that they are very close to completing the hiring process and the new person should be fully on board in early May.

Yvonne Behrens asked the City of Berkeley when their last outreach was. Ms. Triston said three months ago. The plan is to strengthen that component and do it quarterly.

Yvonne Behrens asked the City of Emeryville why the expected demand/use of services is the same at 1,800 from 2017 through 2020. Brad Helfenberger stated that that is the number of members at the Senior Center, which is steady amount.

Yvonne Behrens asked the City of Emeryville how individuals access the manual that describe the services and programs. Mr. Helfenberger stated that copies are available at the Senior Center and periodically copies are provided to senior housing.

Yvonne Behrens asked the City of Oakland about the section of Oakland where individuals have a problem getting taxis and what is the city doing to assist those individuals. Mr. McGee stated that the problem is return trips for individuals getting taxis out of East Oakland. He stated that his department is monitoring the situation at this time.

Anthony Lewis asked what the holdup is getting Uber and Lyft onboard to provide service for seniors and people with disabilities. Keenan McCarron stated that the City of Albany has a reimbursement program for taxi, Uber and Lyft rides. Ms. Williams noted that for the City of Alameda the holdup is how to process the payment because many individuals do not have a credit card or smart phones. She noted that Central County is further along and maybe their efforts may be duplicated. Mr. McGee says that everyone has it on their radar and they are gathering information and PAPCO is sponsoring a workshop around this topic.

The committee encouraged the jurisdictions to continue to implement a pilot with Uber and/or Lyft.

#### **9.14. Motion**

*Anthony Lewis moved to approve the City of Alameda, City of Albany, City of Berkeley, City of Emeryville, and City of Oakland program plans in full. Michelle Rousey seconded the motion. The motion passed with the following votes:*

Yes: Behrens, Bunn, Lewis, Orr, Rousey, Zukas

No: Stadmire

Abstain: None

Absent: Patterson, Scott, Tamura

## **10. Transition**

### **11. Central County Subcommittee**

#### **11.1 Program Plan Review Overview**

Kate Lefkowitz stated the Program Plan Review overview detailed in item 3.1 above.

#### **11.2 Public Comment**

There were no public comments.

#### **11.3 Staff Summary – City of Hayward**

Naomi Armenta presented the staff summary for the City of Hayward and stated that staff recommends the program plan for full approval.

#### **11.4 City of Hayward Presentation**

Dana Bailey presented the City of Hayward program.

#### **11.5 Staff Summary – City of San Leandro**

Naomi Armenta presented the staff summary for the City of San Leandro and stated that staff recommends the program plan for full approval.

#### **11.6 City of San Leandro Presentation**

Susan Criswell and Ely Hwang presented the City of San Leandro program.

#### **11.7 Questions and Answers**

Shawn Costello asked the City of San Leandro if a Dublin resident take the San Leandro shuttle. Susan Criswell said no and individuals riding the shuttle must be residents of San Leandro.

Esther Waltz asked the City of San Leandro if they have a navigation center for individuals that are homeless. Ely Hwang said that the City of San Leandro does not have a navigation center; however, the city does have a homeless compact and are in partnership with Building Futures to serve homeless women and children.



Michelle Rousey asked if the City of San Leandro has programs for people to learn how to take San Leandro's shuttle services. Ms. Criswell stated that currently they do not. In the past they've offered the travel training with the United Services of Oakland and Alameda County (USOAC).

### **11.8 Motion**

*Larry Bunn moved to approve the City of Hayward and City of San Leandro program plans in full. Esther Waltz seconded the motion. The motion passed with the following votes:*

*Yes: Bunn, Costello, Rivera-Hendrickson, Rousey, Stadmire, Waltz, Zukas*

*No: None*

*Abstain: None*

*Absent: Patterson, Tamura*

### **12. Wrap Up**

Kate Lefkowitz asked if any Committee members or staff noticed any overall trends for the program plans that were reviewed today. Staff and the members stated the following trends:

- Inclusion of TNCs in city based programs
- Comments that the homeless situation did not get addressed sufficiently
- Same day accessible trips

Sylvia Stadmire stated that the committee appreciated the cities' efforts in generating their reports.

### **13. Adjournment**

The meeting adjourned at 4:20 p.m.

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Summary of FY 2019-20 Measure B and BB Paratransit Direct Local Distribution (DLD) Program Plans 6.1B

Program	Paratransit Program Components (includes grant programs)	FY 2019-20 MB/BB DLD Funding	Other Funding*	Total Program Cost	Planned Number of Trips
Alameda	Same-Day Transportation (taxi), Accessible Fixed-Route Shuttle, Group Trips, Scholarship, Volunteer Driver programs	\$612,272	\$18,000	\$630,272	13,315
Albany	Same-Day Transportation (taxi), Group Trips (Recreation and Hiking Day Trips, Pick Up & Go! Shopping and Senior Center Trips)	\$78,961	\$11,000	\$89,961	5,800
Berkeley	Same-Day Transportation (taxi - regular and High Need Medical), Specialized Accessible Van, Mobility Management/Travel Training	\$979,070	\$222,000	\$1,201,070	16,000
Emeryville	Specialized Accessible Van (8-To-Go), Same-Day Transportation (taxi and TNC), Group Trips, Scholarship, Meal Delivery	\$103,494	\$218,375	\$321,869	7,800

<b>Program</b>	<b>Paratransit Program Components (includes grant programs)</b>	<b>FY 2019-20 MB/BB DLD Funding</b>	<b>Other Funding*</b>	<b>Total Program Cost</b>	<b>Planned Number of Trips</b>
Fremont	Specialized Accessible Van, Same-Day Transportation (taxi and TNC), Volunteer Driver programs, Group Trips, Tri-City Mobility Management/Travel Training, Meal Delivery	\$2,542,025	\$229,000	\$2,771,025	44,900
Hayward	Specialized Accessible Van (Van Share program/CRIL and ASEB), Same-Day Transportation (TNC), Volunteer Driver programs, Group Trips, Scholarship, Mobility Management/Travel Training (HARD Mobility Specialist and Hayward On the Go!), Meal Delivery	\$4,746,678	\$41,300	\$4,787,978	14,610
Newark	Specialized Accessible Van, Same-Day Transportation (taxi and TNC), Mobility Management/Travel Training, Volunteer Driver programs, Meal Delivery	\$412,077	\$0	\$412,077	8,800

<b>Program</b>	<b>Paratransit Program Components (includes grant programs)</b>	<b>FY 2019-20 MB/BB DLD Funding</b>	<b>Other Funding*</b>	<b>Total Program Cost</b>	<b>Planned Number of Trips</b>
Oakland	Same-Day Transportation (regular, Taxi Up & Go), Specialized Accessible Van (Van Voucher Program I and II, BACS Adult Day Care Program partnership, Emeryville 8-To-Go partnership), Group Trips	\$4,413,084	\$82,355	\$4,495,439	60,950
Pleasanton	Specialized Accessible Van, ADA-mandated paratransit for Pleasanton and Sunol residents (coordinates with LAVTA), Scholarship, Para-Taxi, Group Trips, Mobility Management/Travel Training, Volunteer Driver programs	\$542,386	\$355,956	\$898,342	9,504
San Leandro	Accessible Fixed-Route Shuttle, Same-Day Transportation (TNC), Volunteer Driver programs	\$1,238,057	\$7,059	\$1,245,116	20,000
LAVTA	ADA-mandated paratransit (coordinates with Pleasanton for Pleasanton and Sunol residents), Para-Taxi, Volunteer Driver programs	\$526,810	\$2,042,578	\$2,569,388	51,000

<b>Program</b>	<b>Paratransit Program Components (includes grant programs)</b>	<b>FY 2019-20 MB/BB DLD Funding</b>	<b>Other Funding*</b>	<b>Total Program Cost</b>	<b>Planned Number of Trips</b>
Union City	ADA-mandated paratransit, Same-Day Transportation (taxi and TNC), Mobility Management/Travel Training, Volunteer Driver programs	\$591,738	\$519,247	\$1,110,985	17,600
EBP-AC Transit	ADA-mandated paratransit	\$15,694,099	\$13,078,455	\$28,772,554	746,981
EBP-BART		\$4,360,113	\$9,627,733	\$13,987,846	
<b>Total</b>		<b>\$36,840,865</b>	<b>\$26,453,058</b>	<b>\$63,293,923</b>	<b>1,017,260</b>

\* Other funding includes Measure B/BB paratransit discretionary grant, fares, reserves, General Fund, etc.



## Executive Summary

Since 2013, ride-hail companies, also known as Transportation Network Companies or TNCs, have become an increasingly visible presence on San Francisco streets. However, for approximately 90,000 San Francisco residents with disabilities, as well as disabled commuters and visitors to our city, TNCs may not be an option some or all of the time. The experience of disabled riders depends on the commitment and ability of TNCs to provide services that meet a range of access and functional needs. Some individuals, including those who are blind or low vision, have reported increased mobility and independence with the advent of TNCs. Others, such as wheelchair users, have largely been unable to use the service and have experienced a corresponding decline in availability of on-demand accessible services they previously relied upon.

The San Francisco Municipal Transportation Agency (SFMTA) and the City of San Francisco believe in a

transportation system that serves everyone, and SFMTA has a longstanding commitment to providing accessible transportation options for older adults and people with disabilities. Since 1978, long before paratransit was required by the Americans with Disabilities Act in 1990, the SFMTA has operated a paratransit program for people unable to use Muni, the City’s public transportation system. SFMTA has also made long-term investments in the accessibility of the Muni fixed route system, the local taxi cab industry, and our local streets and sidewalks. Representatives from the disability community have guided the direction of these services for just as long, in well-established consumer councils, such as the San Francisco Paratransit Coordinating Council and the SFMTA Multimodal Accessibility Advisory Committee.

This report identifies the opportunities and barriers that TNCs present for people with disabilities in San Francisco, how their presence impacts equal access to

all modes of transportation in the City, and explores how peer transportation agencies in other cities are interacting with TNCs to try and improve access.

### **Impact of TNCs on the transportation network**

SFMTA is responsible for managing the surface transportation network of San Francisco, although it does not have direct regulatory authority over TNCs. Emerging mobility services are changing the way people with disabilities move around the City, both directly and indirectly. For example, TNC operations exhibit several roadway conflicts that pose considerable safety risks for older adults and persons with disabilities, who are at higher risk of death from traffic-related injuries. TNCs also contribute to an increase in vehicle miles travelled. Greater vehicle miles traveled on San Francisco streets increase the risk of collisions with older adults and people with disabilities, and also contribute to congestion that slows down modes that people with disabilities rely on for independent travel through the City, including public transit, taxi service, and paratransit. Finally, San Francisco is among a number of markets that experienced a decline in taxi service, particularly in wheelchair accessible ramp taxis, since TNCs began operations. Despite this reduction in availability and shift in the general population towards using TNCs, people with disabilities are still more reliant on taxicabs than the general public.

### **TNC service opportunities and barriers**

Transportation Network Companies have articulated visions and values that inherently include access for all. Uber's first core value is, "We do the right thing, period." and Lyft says they "see the future as community-driven – and it starts with you." In some ways, these two companies are living up to these ideals. For example, TNCs have provided an unprecedented level of access to on-demand transportation for people with visual disabilities; employment for deaf and hard of hearing individuals

as drivers; and more timely access to healthcare for some riders who do not require wheelchair accessible service.

On the other hand, many of the benefits that have attracted users to TNCs, such as quick response time, cheaper fares, and ease of payment, have not been afforded equally to all riders with disabilities. Pilots to introduce wheelchair accessible TNC service are sparse, and information on their progress is limited or unavailable; TNCs provide limited training and guidance to provide assistance to persons with a variety of disabilities; and healthcare transportation partnerships with TNCs do not appear to include any meaningful equivalent service for riders who require wheelchair accessible transportation.

Looking towards the future, efforts to adjust policy across the nation to address the changing landscape of transportation may provide models for how TNCs can successfully provide services that promote and provide disabled access. If successful, policy intervention would provide the opportunity for public-private partnerships, and provide clear accessibility standards to allow for collaboration in the public interest. Additionally, the imminent introduction of autonomous vehicles on TNC platforms, without a focus on physical accessibility and access to these vehicles, may mirror the largely inaccessible TNC reality of today.





**Regulation and enforcement** For TNCs to meet the SFMTA’s goals of equity, accessibility and affordability, they must be inclusive of all persons with disabilities. The SFMTA lacks direct regulatory oversight of TNCs, though, which has prevented the SFMTA from ensuring that those who require accessible vehicles, physical access points, services, and technologies receive the same or comparable level of access as persons without disabilities.

Since establishing oversight of TNCs in 2013, the California Public Utilities Commission (CPUC) has promulgated only a few regulations and minimal oversight to ensure equal access for passengers with disabilities. New legislation, effective January 1, 2019, known as Senate Bill 1376: The TNC Access for All Act (Hill), provides the CPUC with the mandate to improve access to TNC service for wheelchair users and others with disabilities, as well as the opportunity to work with stakeholders to build public trust and increase transparency.

**Peer agency efforts to regulate or work with TNCs to improve access for persons with disabilities** San Francisco is not the only large, urban city addressing accessibility of TNCs. A review of Boston, Chicago, and New York City found that peer cities are grappling with similar challenges and opportunities to improve access to TNCs for persons with disabilities.

- Accessible services have the best chance for success with a policy commitment to accessibility and a dedicated funding source. Many jurisdictions have required a surcharge to target funds for the provision of wheelchair accessible service.
- Riders with disabilities, like the general public, want to have choices. For example, bus service may work well for a disabled person’s trips to work and school, but they may want to use a taxi or TNC on an evening after a movie. Riders also





**Policy Options** The report finds that improving disabled access to TNCs requires action across sectors.

**Public Sector**

**Strengthen regulatory oversight of TNC accessibility.** The TNC Access for All Act, or Senate Bill 1376 (Hill), requires the California Public Utilities Commission to implement regulations that improve accessibility of TNCs. To achieve this, the CPUC should develop regulations that

1. Extend protections to people with disabilities equally in all areas of the state.
2. Require sufficient data and establish requirements that make transparent how TNCs use public funds to achieve established benchmarks for service standards and response time targets.
3. Establish protections that ensure all drivers are trained to proficiency on serving passengers with disabilities.
4. Provide consumers with a mechanism for providing input on TNC service performance.
5. Commit CPUC resources to staffing, programs, and enforcement focused on improving disabled access.

**Leverage the expertise of local agencies and consumers to develop and enforce strengthened regulations.** To administer the regulations developed under the TNC Access for All Act, the CPUC should rely on locally-convened bodies with demonstrated expertise in providing, overseeing, or directing accessible transportation services. These entities will be best prepared to assist in establishing service standards and evaluating proposals for new services.

want to choose whether to pay less by sharing a ride or to spend more to go directly to their destination.

- Training drivers of wheelchair accessible vehicles is crucial to smooth and safe operations. Drivers need to be comfortable with the securement systems and tie-downs, as well as different types of mobility devices. Drivers should also be well versed on the common needs of persons with different types of disabilities. Finally, drivers must know that riders with disabilities are the experts on their needs.
- Without publicly available data, it is difficult to assess the effectiveness of a partnership, incentive program, or regulation. Programs and regulators that have set benchmarks for accessible service have required TNCs to share data to confirm whether or not service standards and response time targets are being met.

### Private Sector

**Improve the TNC user experience for all persons with disabilities.** TNCs have clear opportunities to make changes to their business practices and service models. When making these changes, companies should prioritize riders who have traditionally not been served or have been underserved, particularly wheelchair users who require accessible vehicles. TNCs can achieve this by implementing changes to many aspects of their service, including the provision of accessible vehicles on their platforms, enhancing their consumer and driver-facing apps and scheduling/dispatching interfaces, and improving disabled representation in company decision-making processes.

### Cross-Sector

**Create opportunities for public, private, and non-profit entities to work together to improve access for riders with disabilities.** There are a number of opportunities for collaboration and partnership that provides innovative solutions to a range of transportation gaps or barriers. Collaboration across sectors could improve training of drivers, dispatching of wheelchair accessible rides, and availability of service.



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