



Paratransit Advisory and Planning Committee Meeting Agenda Monday, September 23, 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. Approve the June 24, 2019 PAPCO Meeting Minutes | 1 | A |
| 4.2. Receive the FY 2019-20 PAPCO Meeting Calendar | 9 | I |
| 4.3. Receive the PAPCO Roster | 11 | I |
| 4.4. Receive the Paratransit Outreach Calendar | 13 | I |

5. Paratransit Programs and Projects

- | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|---|
| 5.1. Receive the Final 2018 Comprehensive Investment Plan (CIP) Paratransit Discretionary Grant Program Progress Report | 15 | I |
| 5.2. AC Transit RealTime Presentation (Verbal) | | I |
| 5.3. Mobility Management – Innovations in Volunteer Transportation: Examples of Technology Enhancing the Performance of a Volunteer Driver Program | 19 | I |

6. Committee and Transit Reports

- | | |
|-----------------------------------------------------------------------------|--|
| 6.1. Independent Watchdog Committee (IWC) (Verbal) | |
| 6.2. East Bay Paratransit Service Review Advisory Committee (SRAC) (Verbal) | |
| 6.3. Other ADA and Transit Advisory Committees (Verbal) | |

7. Member Reports

8. Staff Reports

8. Adjournment

Next PAPCO Meeting: November 25, 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.



Alameda CTC Schedule of Upcoming Meetings for September 2019 through December 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
2:00 p.m.	Alameda CTC Commission Meeting	September 26, 2019 October 24, 2019 December 5, 2019
9:00 a.m.	Finance and Administration Committee (FAC)	October 14, 2019 November 18, 2019
9:30 a.m.	I-680 Sunol Smart Carpool Lane Joint Powers Authority (I-680 JPA)	
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)	

Advisory Committee Meetings

1:30 p.m.	Alameda County Technical Advisory Committee (ACTAC)	October 10, 2019 November 7, 2019
5:30 p.m.	Independent Watchdog Committee (IWC)	November 18, 2019
5:30 p.m.	Bicycle and Pedestrian Advisory Committee (BPAC)	November 21, 2019
1:30 p.m.	Paratransit Advisory and Planning Committee (PAPCO)	November 25, 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 conducted and all members were present with the exception of Larry Bunn, Bob Coomber, Will Scott, Linda Smith, and Cimberly Tamura.

3. Public Comment

A public comment was heard from Shawn Costello. He noted that the BART elevators are not properly cleaned and requested someone to look into it.

4. Approval of Consent Calendar

- 4.1. Approve the March 25, 2019 PAPCO Meeting Minutes
- 4.2. Approve the May 20, 2019 Joint PAPCO and ParaTAC Meeting Minutes
- 4.3. Receive the FY 2018-19 PAPCO Meeting Calendar
- 4.4. Approve the FY 2019-20 PAPCO Meeting Calendar
- 4.5. Receive the PAPCO Roster
- 4.6. Receive the Paratransit Outreach Calendar

Herb Hastings moved to approve this item. Esther Waltz seconded the motion. The motion passed with the following votes:

Yes: Barranti, Behrens, Costello, Hastings, Johnson, Lewis, Orr, Patterson, Rivera-Hendrickson, Ross, Rousey, Stadmire, Waltz, Zukas

No: None

Abstain: None

Absent: Bunn, Coomber, Scott, Smith, Tamura

5. Election of Officers

5.1. Approve the Election of PAPCO Chair and Vice Chair for FY 2019-20

Krystle Pasco facilitated this item and reviewed the PAPCO officers' roles and responsibilities and referenced the memo in the agenda packet. Krystle commenced the nomination process.

PAPCO members nominated Sylvia Stadmire for Chair, and she accepted the nomination. Ms. Stadmire was re-elected as Chair with the following votes:

Yes: Barranti, Behrens, Costello, Hastings, Johnson, Lewis, Orr, Patterson, Rivera-Hendrickson, Ross, Rousey, Stadmire, Waltz, Zukas

No: None

Abstain: None

Absent: Bunn, Coomber, Scott, Smith, Tamura

PAPCO members nominated Shawn Costello for Vice Chair, and he accepted the nomination. The nomination did not pass with the following votes:

Yes: Costello, Zukas

No: Barranti, Behrens, Hastings, Johnson, Lewis, Orr, Patterson, Ross, Stadmire, Waltz

Abstain: Rivera-Hendrickson, Rousey

Absent: Bunn, Coomber, Scott, Smith, Tamura

PAPCO members nominated Sandra Johnson as Vice Chair, and she accepted the nomination. Ms. Johnson was re-elected as Vice Chair with the following votes:

Yes: Barranti, Behrens, Hastings, Johnson, Lewis, Orr, Patterson, Ross, Stadmire, Waltz

No: Costello, Zukas

Abstain: Rivera-Hendrickson, Rousey

Absent: Bunn, Coomber, Scott, Smith, Tamura

5.2. Approve the Appointment of a PAPCO Representative to IWC for FY 2019-20

PAPCO members nominated Shawn Costello for the PAPCO representative to the Independent Watchdog Committee (IWC), and he accepted the nomination. The nomination did not pass with the votes:

- Yes: Behrens, Costello, Waltz
- No: Barranti, Hastings, Johnson, Lewis, Patterson, Rivera-Hendrickson, Ross, Rousey, Stadmire, Zukas
- Abstain: Orr
- Absent: Bunn, Coomber, Scott, Smith, Tamura

PAPCO members nominated Herb Hastings for the PAPCO representative to the IWC, and he accepted the nomination. The vote was tied with Carmen Rivera-Hendrickson:

- Yes: Barranti, Hastings, Johnson, Lewis, Stadmire
- No: Behrens, Costello, Patterson, Rivera-Hendrickson, Ross, Rousey, Waltz, Zukas
- Abstain: Orr
- Absent: Bunn, Coomber, Scott, Smith, Tamura

PAPCO members nominated Carmen Rivera-Hendrickson for the PAPCO representative to the IWC, and she accepted the nomination. The vote was tied with Herb Hastings:

- Yes: Patterson, Rivera-Hendrickson, Ross, Rousey, Zukas
- No: Barranti, Behrens, Costello, Hastings, Johnson, Lewis, Stadmire, Waltz
- Abstain: Orr
- Absent: Bunn, Coomber, Scott, Smith, Tamura

Run-Off between Herb Hastings and Carmen Rivera-Hendrickson for the PAPCO Representative to IWC for FY 2019-20

PAPCO members nominated Herb Hastings for the PAPCO representative to the IWC, and he accepted the nomination. The nomination did not pass with the following votes:

Yes: Barranti, Costello, Hastings, Johnson, Stadmire
No: Behrens, Lewis, Patterson, Rivera-Hendrickson, Ross, Rousey, Waltz, Zukas
Abstain: Orr
Absent: Bunn, Coomber, Scott, Smith, Tamura

PAPCO members nominated Carmen Rivera-Hendrickson for the PAPCO representative to the IWC, and she accepted the nomination. The nomination passed with the following votes:

Yes: Behrens, Lewis, Patterson, Rivera-Hendrickson, Ross, Rousey, Waltz, Zukas
No: Barranti, Costello, Hastings, Johnson, Stadmire
Abstain: Orr
Absent: Bunn, Coomber, Scott, Smith, Tamura

5.3. Approve the Appointment of a PAPCO Representative to the East Bay Paratransit Service Review Advisory Committee for FY 2019-20

PAPCO members nominated Yvonne Behrens for the representative to the East Bay Paratransit (EBP) Service Review Advisory Committee (SRAC), and she accepted the nomination. The nomination did not pass with the following votes:

Yes: Orr
No: Barranti, Behrens, Costello, Hastings, Johnson, Lewis, Patterson, Rivera-Hendrickson, Ross, Rousey, Stadmire, Waltz, Zukas
Abstain: None
Absent: Bunn, Coomber, Scott, Smith, Tamura

PAPCO members nominated Herb Hastings for the representative to the SRAC, and he accepted the nomination. The nomination did not pass with the following votes:

Yes: Hastings, Johnson, Stadmire

No: Barranti, Behrens, Costello, Lewis, Orr, Patterson, Rivera-Hendrickson, Ross, Rousey, Waltz, Zukas

Abstain: None

Absent: Bunn, Coomber, Scott, Smith, Tamura

PAPCO members nominated Michelle Rousey for the representative to the SRAC, and she accepted the nomination. The nomination passed with the following votes:

Yes: Barranti, Behrens, Lewis, Rivera-Hendrickson, Ross, Rousey, Waltz, Zukas

No: Costello, Hastings, Johnson, Orr, Patterson, Stadmire

Abstain: None

Absent: Bunn, Coomber, Scott, Smith, Tamura

PAPCO members nominated Esther Ann Waltz for the representative to the SRAC, and she accepted the nomination. The nomination did not pass with the following votes:

Yes: Costello, Patterson

No: Barranti, Behrens, Hastings, Johnson, Lewis, Orr, Rivera-Hendrickson, Ross, Rousey, Stadmire, Waltz, Zukas

Abstain: None

Absent: Bunn, Coomber, Scott, Smith, Tamura

6. Paratransit Programs and Projects

6.1. Approve the FY 2019-20 Paratransit Direct Local Distribution (DLD) Program Plans Recommendation

Krystle Pasco provided an update on this item.

Michelle Rousey moved to approve this item. Shawn Costello seconded the motion. The motion passed with the following votes:

Yes: Behrens, Costello, Hastings, Johnson, Lewis, Orr,
Patterson, Rivera-Hendrickson, Ross, Rousey, Stadmire,
Waltz, Zukas

No: None

Abstain: Barranti

Absent: Bunn, Coomber, Scott, Smith, Tamura

6.2. Mobility Management – SFMTA’s Transportation Network Companies (TNCs) and Disabled Access Report Executive Summary

Kate Lefkowitz provided an update for this item.

Yvonne Behrens asked for confirmation that accessible taxis are declining and TNCs are not accessible. Ms. Lefkowitz stated that SFMTA has noticed this trend.

Tony Lewis asked if there will be a restriction on where TNCs can pick up people with disabilities. Ms. Lefkowitz said that hopefully those policies will be worked out once the legislation passes.

Michelle Rousey commented that it would be great to have more accessible taxis in the Bay Area. She noted that Los Angeles has a number of accessible taxis available and suggested staff find out what Los Angeles is doing to accommodate this.

Carmen Rivera-Hendrickson requested the link for the full SFMTA report. Ms. Pasco stated that staff will email the link to the full report and the executive summary.

Hale Zukas commented that the New York Times had a program on a cable channel and it noted that between 2017 and 2018 cab drivers committed suicide because of TNCs.

Committee members reported problems with paratransit drivers due to late pickups and the lack of communication between clients and EBP/drivers. PAPCO Members noted that if EBP/drivers notify clients of delays, clients can arrange for an alternative ride.

Carmen Rivera-Hendrickson asked if TNCs can have at least two accessible vehicles. Ms. Lefkowitz stated that the CPUC is working on that.

Kevin Barranti asked which taxi companies are available at the Fremont BART station at night. Ms. Pasco stated that staff will look into this and provide him with the information.

7. Committee and Transit Reports

7.1. Independent Watchdog Committee (IWC)

Herb Hastings stated that the last IWC meeting was held on March 11th and the Committee held a public hearing for the 17th IWC Annual Report to the Public. The next meeting will take place on July 8, 2019.

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

Esther Waltz said that the last SRAC meeting was an ethics training, which covered situations that might pose a conflict of interest for members as well as the consequences associated with those conflicts.

7.3. Other ADA and Transit Advisory Committees

Herb Hastings said that the next Tri-Valley Accessibility Advisory Committee meeting will take place on July 3, 2019. He also noted that the 52 Wheels bus is now running to the Alameda County Fair in Pleasanton.

8. Member Reports

Tony Lewis stated that the current AC Transit App does not correctly show when the next bus will arrive and in general the App is difficult to use. He noted that the Next Bus App was better and it no longer shows AC Transit information. Kim Ridgeway, with AC Transit, informed the Committee that the new AC Transit App is called "RealTime." She offered to have an AC Transit representative come to a future PAPCO meeting to show members how to use the RealTime App. Ms. Pasco stated that staff will place this item on a future agenda.

Shawn Costello stated that he attended the California Department of Developmental Services meeting in Sacramento on June 18 and 19th. He noted that the online CalABLE system is up and running. Mr. Costello provided a brief explanation of CalABLE.

9. Staff Reports

Kate Lefkowitz gave a summary on the May 20, 2019 Joint PAPCO and ParaTAC meeting. She noted that the topic of focus was emerging mobility and approximately 50 people attended the meeting.

Krystle Pasco reminded the Committee to provide her with their completed outreach efforts for the fiscal year.

Ms. Pasco reminded members to provide Angie Ayers with any updated contact information.

Ms. Pasco informed the committee that PAPCO is not meeting in July or August and the next meeting is scheduled for Monday, September 23, 2019.

10. Adjournment

The meeting adjourned at 3:00 p.m. The next PAPCO meeting is scheduled for September 23, 2019 at 1:30 p.m. at the Alameda CTC offices located at 1111 Broadway, Suite 800 in Oakland.



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

4.2

1111 Broadway, Suite 800, Oakland, CA 94607 • 510.208.7400 • www.AlamedaCTC.org

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 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 22, 2020 PAPCO
Planning and Policy		<ul style="list-style-type: none"> Implementation Guidelines and Performance Measures Update 	<ul style="list-style-type: none"> Topic: TBD 		<ul style="list-style-type: none"> Paratransit Program Plan Review Subcommittees 	<ul style="list-style-type: none"> Approve FY 2020-21 Paratransit DLD Program Plans Recommendation
Programs and Grants Review	<ul style="list-style-type: none"> Receive Final 2018 CIP Paratransit Program Progress Reports 	<ul style="list-style-type: none"> Receive East Bay Paratransit Report Receive LAVTA Report 		<ul style="list-style-type: none"> Receive 2020 CIP Paratransit Program Progress Reports 		<ul style="list-style-type: none"> 2020 CIP Paratransit Program Presentations
Committee Development	<ul style="list-style-type: none"> AC Transit RealTime Presentation 			<ul style="list-style-type: none"> Request Volunteers for Program Plan Review Subcommittees 		<ul style="list-style-type: none"> Elect FY 2020-21 PAPCO Officers Approve FY 2020-21 PAPCO Meeting Calendar

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**Alameda County Transportation Commission
Paratransit Advisory and Planning Committee
Roster - Fiscal Year 2019-2020**

4.3

	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	Jul-19	Jul-21
2	Ms.	Johnson, Vice Chair	Sandra	San Leandro	Alameda County Supervisor Nate Miley, D-4	Sep-10	Jul-19	Jul-21
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 Ezy 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

	Title	Last	First	City	Appointed By	Term Began	Re apptmt.	Term Expires
13	Ms.	Ross	Christine	Hayward	Alameda County Supervisor Richard Valle, D-2	Oct-17		Oct-19
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		Vacancy			City of Hayward Mayor Barbara Halliday			
21		Vacancy			City of Newark Councilmember Luis Freitas			
22		Vacancy			City of Piedmont Mayor Robert McBain			
23		Vacancy			City of Union City Mayor Carol Dutra-Vernaci			



Upcoming Events

Date	Event Name	Location	Time
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 2020	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 Faire**	Kenneth C. Aitken Senior and Community Center, 17800 Redwood Road, Castro Valley, CA 94546	9:00 a.m. – 1:00 p.m.
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.

Date	Event Name	Location	Time
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.

Past 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.

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: September 16, 2019

TO: Paratransit Advisory and Planning Committee

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

SUBJECT: 2018 Comprehensive Investment Plan (2018 CIP)
Paratransit Discretionary Grant Program Progress
Reports for FY 2017-18 and FY 2018-19

Recommendation

PAPCO members will receive a 2018 Comprehensive Investment Plan (2018 CIP) Paratransit Discretionary Grant Program progress report for FY 2017-18 and FY 2018-19. This item is for informational purposes only.

Summary

In September 2019, PAPCO members will receive a final report on FY 2017-18 and FY 2018-19 funding for the 2018 CIP Paratransit projects. The Commission approved funding for 2018 CIP Paratransit Discretionary Grant Program in April 2017. The approved funding allocation is summarized in Attachment 5.1A. PAPCO members are requested to review the progress report and provide feedback where necessary.

Background

The 2000 Measure B Transportation Expenditure Plan (2000 TEP) allocates 10.45 percent (10.45%) of net revenues to the Paratransit program. The 2014 Measure BB Transportation Expenditure Plan (2014 TEP) allocates 10 percent (10%) of net revenues. These revenues fund

operations for Americans with Disabilities Act (ADA)-mandated services and City-based paratransit programs through Direct Local Distributions (DLD). Measures B and BB allocate 1.45% and 1.00% of net revenues to the discretionary grant program, respectively. PAPCO provides recommendations to the Commission for items related to paratransit funding, including the discretionary grant program.

In 2016, Alameda CTC issued a Call for Projects for discretionary funding through the agency's CIP process. Nine applicants submitted paratransit applications, requesting a total of \$2,308,302. Applications were evaluated on the following criteria:

- Planned effectiveness at meeting defined priorities
- Implementation readiness and organizations' experience
- Cost effectiveness and sustainability

Applications were evaluated by Alameda CTC staff and PAPCO. PAPCO recommended approval of all nine grants, including one with partial funding in March 2017. The 2018 CIP Paratransit Discretionary Grant Program recommendation was approved by the Commission in April 2017. It included a total of \$2,228,302 of Measures B and BB funds for nine paratransit projects for a two-year funding period, July 1, 2017 – June 30, 2019, and is summarized in Attachment 5.1A.

Fiscal Impact

There is no net fiscal impact.

Attachments

- A. Summary of Approved 2018 CIP Paratransit Program Funding Allocations

Summary of 2018 CIP Paratransit Program Approved Funding Allocations

Project Type	Project Sponsor	Project Name	Description	Planning Area	Funding Recommendation
Mobility Management & Travel Training	Center for Independent Living, Inc. (CIL)	Community Connections: A Mobility Management Partnership (CoCo)	CoCo is a partnership of agencies that (a) provides seniors and people with disabilities with peer-based travel training that helps them master the use of fixed route transit throughout Alameda County (including mastery of mobility devices) and (b) operates as a countywide mobility management hub.	Countywide	\$500,000
Mobility Management & Travel Training	City of Fremont	Tri-City Mobility Management and Travel Training Program	This program provides individualized transportation planning assistance to help seniors and people with disabilities understand and access an array of transportation services. This program also provides transit orientation and group and individual travel training to help seniors and people with disabilities learn how to use public transit.	South	\$297,460
Mobility Management	Eden I&R	Mobility Management Through 211 Alameda County	Coordinated mobility management will continue to be provided by 211, including detailed and targeted transportation recommendations for seniors and those living with disabilities, as well as via the online transportation resource finder. Targeted outreach will raise awareness of the program.	Countywide	\$295,761
Volunteer Driver Program	LIFE ElderCare	VIP Rides	LIFE ElderCare's VIP Rides Program provides free rides to and from medical appointments, shopping and other errands and offers necessary destination assistance (i.e. pushing a wheelchair, assisting with shopping, carrying packages, etc.) for disabled and older adults.	Central, South	\$275,081
Volunteer Driver Program	Drivers for Survivors, Inc. (DFS)	Drivers for Survivors Volunteer Driver Program	Drivers for Survivors provides a volunteer driver program that addresses a door-through-door service gap that cannot be filled by ADA or city-based paratransit services. DFS serves ambulatory clients diagnosed, or have suspicious findings, with cancer. Proposed project will serve South and Central Alameda County.	Central, South	\$220,000

Project Type	Project Sponsor	Project Name	Description	Planning Area	Funding Recommendation
Volunteer Driver Program	Senior Support Program of the Tri-Valley (SSPTV)	Volunteer Assisted Senior Transportation Program (VAST)	VAST supplements existing public and paratransit programs by providing free, door-through-door service for seniors to their medical appointments. Volunteer drivers and staff transport at-risk seniors, enabling them to travel safely in and out of the county to critical medical care.	East	\$212,000
Group Trips	Bay Area Outreach and Recreation Program (BORP)	Accessible Group Trip Transportation for Youth and Adults with Disabilities	BORP provides accessible group trip transportation for children, youth and adults with disabilities participating in sports and recreation activities. This program fills an important gap in Alameda County as there are no other wheelchair-accessible group trip options for people with disabilities.	Countywide	\$318,000
Taxi Subsidy Program	Livermore Amador Valley Transit Authority (LAVTA)	Para-Taxi Program	LAVTA's Para-Taxi Program reimburses participants for eighty-five percent (85%) of the total taxi fare, up to a maximum of twenty (\$20) dollars reimbursement per ride, up to \$200 reimbursed per month. The program is designed to complement the existing ADA Paratransit service.	East	\$40,000
Door-to-Door Service	City of Emeryville	8-To-Go: A City Based Door to Door Paratransit Service	A Demand Response Shuttle Service for seniors and people with disabilities living in the 94608 area of Oakland/Emeryville with service to Berkeley and nearby important destinations beyond 94608 area.	North	\$70,000
					\$2,228,302

MA Mobility Management Center Practice Brief Series

June 2019

Innovations in Volunteer Transportation: Examples of Technology Enhancing the Performance of a Volunteer Driver Program

Mobility is necessary to engage with one's community and reach critical destinations, but the lack of available, affordable, and accessible transportation is a barrier for many. Age, physical and cognitive ability, income, and geography are all factors that can impede access to reliable transportation. Volunteer driver programs are one way that communities are addressing these gaps. As the demographics of the United States continue to shift (the US Census Bureau predicts that persons 65+ will outnumber children under age 18 by 2035¹), volunteer driver programs expect to experience an increase in travel demand. In response, some volunteer transportation providers are reworking their traditional models and incorporating technology to expand capacity.

TRADITIONAL OPERATING MODELS AND THE POTENTIAL OF TECHNOLOGY

Volunteer driver programs provide an alternative to driving or public transit for many individuals unable to access such options. They operate out of human service agencies, non-profit organizations, faith-based entities, and transit authorities. In addition to their organizational foundation, programs vary a great deal in the type of trip destination covered, method for scheduling and dispatch, and degree of passenger support provided, as well as a myriad of other ways. At their most rudimentary, volunteer transportation programs connect an individual seeking a ride with an available driver using a telephone, notepad, and writing instrument, with little to no computer involvement. While user-friendly, this method can be time consuming. Utilizing various technologies can increase output while decreasing staff time spent on managing the program.

In *Introduction to Senior Transportation: Enhancing Community Mobility and Transportation Services*,² authors Kerschner and Silverstein establish five areas in which technology can support a volunteer driver program:

- 1) Daily operations – increase scheduling capacity and the availability to monitor rides
- 2) Passenger support – track rider preferences to provide a higher level of consumer assistance
- 3) Data management – analyze ridership trends to understand a community's or service population's transportation needs
- 4) Collaboration – facilitate communication and relationships across programs
- 5) Fundraising – assist in grants management

¹ https://www.census.gov/content/dam/Census/library/publications/2018/demo/P25_1144.pdf

² Helen K. Kerschner and Nina M. Silverstein, *Introduction to Senior Transportation: Enhancing Community Mobility and Transportation Services* (New York: Routledge, 2018), 103



These five categories provide a framework for examining the ways in which technology can enhance the functionality of volunteer driver programs. This paper highlights examples of volunteer driver programs using technology to improve daily operations and passenger support, assist with data management, and facilitate collaboration through a peer network.

EXAMPLES OF PROGRAMS LEVERAGING TECHNOLOGY TO IMPROVE CAPACITY

Needham Community Council (Massachusetts)

Daily Operations and Data Management

In Needham, Massachusetts (a suburb of Boston), the non-profit Needham Community Council (the Council), operates a “Transportation of Last Resort” program. Initially, the program used volunteer drivers to provide Needham residents who lacked their own transportation with rides to medical appointments. Riders would contact the Council to request transportation through an administrative volunteer who would then schedule the trip with an available volunteer driver. Despite having a pool of drivers to pull from, the Council was not able to fulfill all ride requests. Executive Director Sandra Robinson thought that supplementing her existing volunteer driver program with the services of a transportation network company (TNC),³ like Uber or Lyft, would increase her ability to meet trip demand.

Robinson partnered with Lyft, using money from her transportation budget to cover the cost of the TNC rides. The Council first tries to match the rider with a volunteer driver. If no volunteer is available and the rider is open to a TNC ride, then the administrative volunteer requests a trip using Lyft’s Concierge service, which allows staff to book and pay for consumers’ rides through an online portal. Because the Council no longer solely relies on volunteers to fill trip demand, it has been able to meet a larger number of transportation requests. This in turn allowed the Council to increase its transportation offerings and open up the service to ride requests beyond medical appointments. The program now provides rides to parent-teacher conferences, for emergency needs, to the food pantry, and for other requests approved by the Council. And because Lyft Concierge allows real-time trip tracking through the online portal, staff is able to monitor each ride and assist should any challenge or confusion arise. For example, the Council found that riders and TNC drivers were having difficulty connecting at large medical centers due to multiple possible areas for pick-up. Because the Council can track each trip in real-time, staff can communicate the location of the driver to the rider, alleviating pick-up location complications.

In addition to the partnership’s benefits for consumers, the organization also experienced a number of advantages. Staff members decreased the amount of time spent managing rides and re-directed their efforts to the Council’s other programs. By monitoring ridership numbers and trends, the Council determined that more transportation options would be advantageous for its

³ For more information about partnering with TNCs, read MassMobility’s “Partnering with Transportation Network Companies to Improve Mobility for Older Adults, People with Disabilities, and Low-income Individuals in Massachusetts” (April 2019). The report is available at the following link: www.mass.gov/service-details/partner-with-a-transportation-network-company-to-improve-community-mobility

consumers. In response, the organization entered into a van-sharing agreement with a local YMCA to utilize their vehicle for a portion of the day on Mondays, Wednesdays, and Fridays, further increasing the Council's transportation offerings.⁴

Volunteer Transportation Center (New York)
Daily Operations and Data Management

Because Needham is located in Greater Boston, TNC drivers are readily available to complement the Council's volunteer transportation. Not all volunteer driver programs, however, are located in areas well-served by TNCs. In rural upstate New York, where TNCs are scarce, the Volunteer Transportation Center (VTC), a non-profit based in Watertown, NY, provides rides to the counties of Jefferson, Lewis, and St. Lawrence. VTC largely offers transportation to medical appointments and destinations that address social determinants of health. They provide transportation for New York State Medicaid and Department of Social Services, as well as for school systems.

When VTC was looking for software to assist with managing their volunteer program, they found that many pre-existing systems were unable to accommodate their unique needs. So, they created their own software. It tracks vehicle location and trip details, and facilitates communication between the volunteers and the main office. It also has trip optimization to show the best possible routes available. This feature allows VTC to group riders together to maximize shared rides, as well as track deadhead miles (distance driven without a passenger in the vehicle). These features allow VTC to stretch its funding, because drivers are reimbursed by mileage and not by the number of individuals driven or trips taken. In addition, the software shows where ridership is lacking, allowing VTC to target their marketing efforts to those communities.

VTC replicates their services for communities wanting to implement a volunteer driver program through their "VTC in a box" program. VTC handles all aspects of the program (software, marketing and recruitment, training and managing volunteers, billing, etc.) until a local non-profit is able to assume operations. VTC varies the amount of support they provide based on the host community's needs and preferences. This service is provided at no fee to the host organization, with money from VTC contracts and fundraisers covering any associated costs. VTC recently brought its services to the New York counties of Genesee and Erie.

New Star (Illinois and Indiana)
Passenger Support

New Star, a Midwestern nonprofit that serves individuals with developmental disabilities in Illinois and Indiana, also developed its own software application for scheduling and dispatching rides. The organization recognized transportation as a major barrier for the people it serves in accessing employment opportunities, social engagements, and other destinations. Many do not drive their own vehicle and have difficulty accessing public transit or ride-hailing services. In

⁴ Needham organizations share van. *MassMobility Newsletter*. October 2018. Issue 73. Available at: <http://myemail.constantcontact.com/MassMobility---Issue-73--October-2018.html?soid=1110714961086&aid=up2lduQjNos#LETTER.BLOCK38>
(As of the publication of this report, the vanshare program is temporarily on hold.)

response, New Star developed Stronger Community Opportunities through Organized Transportation (SCOOT), a mobile app that provides both on-demand and scheduled transportation for consumers.

The software application functions like a TNC, but unlike other ride-hailing services, all SCOOT drivers are direct service professionals, and all fees are based on a low- or no-cost mileage reimbursement rate. SCOOT riders are able to select their drivers based on profiles available through the application. Information such as certifications, years of experience as a direct service professional, and other qualifications are included. This allows riders to select drivers who are best able to serve their unique needs. Similarly, drivers are able to see riders' profiles, which include information about accommodations or assistance the passengers may need. This allows for increased passenger assistance and support.

In an effort to make this software application available to programs outside of the agencies with which New Star works, the non-profit is planning to sell licenses to other organizations for a fee, allowing the purchaser to operate the application independently. The host organization will be able to customize the settings to fit its volunteer driver program's unique needs. For example, hosts will be able to set or cap the mileage reimbursement rate and create their own pool of drivers.

Innovative technologies with the potential to improve program delivery can also attract the attention of funders. Part of the capital for SCOOT came from the 2018 "Arc Tank" competition. Hosted by the Northeast Arc and the John F. Kennedy Library and Museum, the Arc Tank encourages applicants to think outside the box and create unconventional services that improve the lives of people with disabilities. One of three winning proposals in 2018, New Star was awarded \$70,000 for further development of the application.

Statewide Volunteer Driver Program Network (Massachusetts) *Collaboration*

In Massachusetts, volunteer driver programs operate out of non-profit organizations, Councils on Aging (COA), and Regional Transit Authorities. To improve communication efforts and enhance connections between volunteer transportation providers, MassMobility, a statewide transportation initiative based out of the Massachusetts Executive Office of Health and Human Services, established the Massachusetts Volunteer Driver Program Network (VDPN) in 2014. VDPN uses technology to improve communication efforts and enhance connections between volunteer driver programs across the Commonwealth. This peer-to-peer network is open to anyone who operates a volunteer driver program and to those interested in starting one. Through an email listserv, volunteer driver program staff share information about upcoming VDPN meetings, highlight relevant conferences and webinars, pose questions to peers, and share resources with one another. For example, a COA that operates a volunteer driver program shared the indemnification form it has all drivers sign waiving their right to sue the town should any injury occur to their person during the course of volunteer driving for the organization.

While the listserv is valuable, program staff also enjoy and benefit from face-to-face connections. The VDPN holds periodic meetings in locations across Massachusetts and offers the opportunity for program to connect with one another in person. Meetings provide time for participants to share updates on their volunteer driver programs and pose questions to the group. They often feature a presentation on a relevant topic of interest, such as innovative recruitment techniques for volunteer transportation. These connections, fostered by email technology, allow volunteer driver programs to break out of their silos and work across organizational and geographic boundaries.

Seniors' Resource Center (Colorado)
Daily Operations and Passenger Support

As with the Massachusetts VDPN, programs do not need to utilize expensive software applications to effectively incorporate technology. In Denver, Colorado, the Seniors' Resource Center's (SRC) volunteer transportation program uses Google Doc⁵ to manage rides.

SRC uses Google Doc so that drivers can assign their own rides, reducing staff time spent matching requests to drivers. SRC's Google Doc features a chart that lists all upcoming ride requests with the time needed for departure, arrival, and pick up; any mobility needs; the estimated mileage/time of the trip in total; and a section for volunteers to mark if they are available to drive round trip or only one way, as well a column indicating whether or not the driver confirmed the trip with the rider. The Google Doc does not contain any personally identifiable information, such as exact address for pick-up or drop-off. Only after the volunteer signs up to drive do they receive an email with this information. Drivers do not need a password to access the Google Doc. Once they have joined SRC as a volunteer driver, the program administrator adds their name to an email list that is sent out daily. Drivers are able to view rides six days in advance and self-assign rides based on availability. Google Docs provides a free option for programs that do not have funds available for scheduling and dispatch software, but want to decrease the amount of staff time spent dedicated to coordinating rides.

CONCLUSION

Volunteer driver programs are a crucial part of the community transportation network because of their relatively low cost of operation and ability to offer personalized assistance to riders. Incorporating technology can increase the capacity of volunteer driver programs to better address unmet transportation needs. This technology can be as complex as custom-built software or as simple as using free services such as Google Docs. When thinking about how technology can best serve your volunteer driver program, it is important to consider which option or options will best suit the needs of your service population, volunteer drivers, and staff. No matter the type of technology implemented, proper training of the individuals utilizing it is critical to success.

⁵ A free, web-based application offered through Google Drive that allows users to create documents and edit with others simultaneously.

CONTACT INFORMATION

Please contact hstmobility@state.ma.us for additional information or technical assistance, or visit www.mass.gov/info-details/develop-a-volunteer-driver-program.

ACKNOWLEDGEMENTS

Thanks very much to the following individuals for their assistance compiling this report: Hank Braasksma, Sam Purington, Sandra Robinson, and Dan Strick.

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