



Paratransit Advisory and Planning Committee Meeting Agenda Monday, June 28, 2021, 1:30 p.m.

Due to the statewide stay at home order and the Alameda County Shelter in Place Order, and pursuant to the Executive Order issued by Governor Gavin Newsom (Executive Order N-08-21), the Paratransit Advisory and Planning Committee will not be convening at its Committee Room but will instead move to a remote meeting.

Members of the public wishing to submit a public comment may do so by emailing Angie Ayers at aayers@alamedactc.org by 5:00 p.m. the day before the scheduled meeting. Submitted comments will be read aloud to the Committee and those listening telephonically or electronically; if the comments are more than three minutes in length the comments will be summarized. Members of the public may also make comments during the meeting by using Zoom's "Raise Hand" feature on their phone, tablet or other device during the relevant agenda item, and waiting to be recognized by the facilitator. If calling into the meeting from a telephone, you can use "Star (*) 9" to raise/ lower your hand. Comments will generally be limited to three minutes in length, or as specified by the Chair.

Chair: Sylvia Stadmire
Vice Chair: Sandra Johnson

Staff Liaisons: [Krystle Pasco](#)
Clerk: [Angie Ayers](#)

Location Information:

Virtual Meeting Information: <https://zoom.us/j/95963847104?pwd=NU94a1c2bTJLTfhNZDJ3YkImM1VUZz09>
Webinar ID: 959 6384 7104
Password: 213751

For Public Access (669) 900-6833
Webinar ID: 959 6384 7104
Dial-in Password: 213751

Information:

To request accommodation or assistance to participate in this meeting, please contact Angie Ayers, at least 48 hours prior to the meeting date at:

aayers@alamedactc.org

Meeting Agenda

1. Call to Order

2. Roll Call

3. Public Comment

4. Consent Calendar

Page/Action

- | | | |
|---|----|---|
| 4.1. Approve the February 22, 2021, PAPCO Meeting Minutes | 1 | A |
| 4.2. Approve the March 29, 2021 Joint PAPCO and ParaTAC Meeting Minutes | 9 | A |
| 4.3. Receive the FY 2020-21 PAPCO Meeting Calendar | 13 | I |
| 4.4. Approve the FY 2021-22 PAPCO Meeting Calendar | 15 | A |
| 4.5. Receive the PAPCO Roster | 17 | I |

5. Election of Officers

- | | | |
|--|----|---|
| 5.1. Approve the Election of PAPCO Chair and Vice Chair for FY 2021-22 | 19 | A |
| 5.2. Approve the Appointment of a PAPCO Representative to the Independent Watchdog Committee (IWC) for FY 2021-22 | | A |
| 5.3. Approve the Appointment of a PAPCO Representative to the East Bay Paratransit Service Review Advisory Committee (SRAC) for FY 2021-22 | | A |

6. Paratransit Programs and Projects

- | | | |
|--|----|---|
| 6.1. Approve the FY 2021-22 Paratransit Direct Local Distribution (DLD) Program Plans Recommendation | 23 | A |
| 6.2. Mobility Management Update – AB 1351 Assessment – Transit Operators: Paratransit and Dial-A-Ride Services | 53 | 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: Monday, October 25, 2021

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 July 2021

Commission Chair

Mayor Pauline Russo Cutter
City of San Leandro

Commission Vice Chair

Councilmember John Bauters
City of Emeryville

AC Transit

Board President Elsa Ortiz

Alameda County

Supervisor David Haubert, District 1
Supervisor Richard Valle, District 2
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

Councilmember Rochelle Nason

City of Berkeley

Councilmember Lori Droste

City of Dublin

Mayor Melissa Hernandez

City of Fremont

Mayor Lily Mei

City of Hayward

Mayor Barbara Halliday

City of Livermore

Mayor Bob Woerner

City of Newark

Councilmember Luis Freitas

City of Oakland

Councilmember At-Large
Rebecca Kaplan
Councilmember Sheng Thao

City of Piedmont

Councilmember Jen Cavanaugh

City of Pleasanton

Mayor Karla Brown

City of Union City

Mayor Carol Dutra-Vernaci

Executive Director

Tess Lengyel

Commission and Committee Meetings

Time	Description	Date
9:00 a.m.	Multi-Modal Committee (MMC)	July 12, 2021
10:00 a.m.	Programs and Projects Committee (PPC)	
11:30 a.m.	Planning, Policy and Legislation Committee (PPLC)	
2:00 p.m.	Alameda CTC Commission Meeting	July 22, 2021

Advisory Committee Meetings

1:30 p.m.	Alameda County Technical Advisory Committee (ACTAC)	July 8, 2021
5:30 p.m.	Independent Watchdog Committee (IWC)	July 12, 2021
5:30 p.m.	Bicycle and Pedestrian Advisory Committee (BPAC)	July 15, 2021

Due to the statewide stay at home order and the Alameda County Shelter in Place Order, and pursuant to the Executive Order issued by Governor Gavin Newsom (Executive Order N-29-20), the Commission will not be convening at its Commission Room but will instead move to a remote meeting.

Meeting materials, directions and parking information are all available on the [Alameda CTC website](http://www.AlamedaCTC.org). Meetings subject to change.



1. Call to Order

Sylvia Stadmire, PAPCO Chair, requested Krystle Pasco, Alameda CTC staff, to facilitate the meeting via Zoom. Ms. Pasco called the meeting to order at 1:30 p.m.

Ms. Pasco provided instructions to the Committee regarding the Zoom technology procedures, including instructions on administering public comments during the meeting.

2. Roll Call

A roll call was conducted and all members were present with the exception of Kevin Barranti, Bob Coomber, Will Scott, Linda Smith, and Cimberly Tamura

Subsequent to the roll call:

Carmen Rivera-Hendrickson arrived during item 5.1.

3. Public Comment

There were no public comments.

4. Approval of Consent Calendar

4.1. Approve the June 29, 2020 PAPCO Meeting Minutes

4.2. Approve the October 26, 2020 PAPCO Meeting Minutes

4.3. Receive the FY 2020-21 PAPCO Meeting Calendar

4.3. Receive the PAPCO Roster

Tony Lewis asked if the PAPCO October 2020 meeting is still considered an official meeting. Ms. Pasco stated that it was an official meeting, but a vote could not be taken with items that required action due to the lack of achieving PAPCO quorum.

Mr. Lewis asked if the committee needs to vote on the October minutes. Ms. Pasco stated that the October minutes are included in this month's agenda packet and there are four items on the Consent Calendar.

Sylvia Stadmire moved to approve the consent calendar. Herb Hastings seconded the motion. The motion passed with the following votes:

Yes: Costello, Hastings, Johnson, Lewis, Orr, Ross, Rousey, Stadmire, Waltz, Zukas

No: None

Abstain: Bunn

Absent: Barranti, Coomber, Rivera-Hendrickson, Scott, Smith, Tamura

5. Paratransit Programs and Projects

5.1. Approve the revised Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities (Paratransit) Program for FY 2021-22

Krystle Pasco recommended that the Committee approve the revised Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities (Paratransit) Program for FY 2021-22. Ms. Pasco introduced Naomi Armenta to provide an update on this item. Ms. Armenta stated that the Implementation Guidelines for the Special Transportation for Seniors and People with Disabilities (Paratransit) Program identify the types of services that are eligible to be funded with Alameda County 2000 Measure B, 2014 Measure BB and Vehicle Registration Fee, and Direct Local Distribution revenues. She noted that the Paratransit Technical Advisory Committee reviewed the Implementation Guidelines and Performance Measures proposed changes at their October 2020 meeting. PAPCO reviewed these at their October meeting; however, a quorum was not present for a vote. Ms. Armenta gave a summary of all the proposed edits, including changes that occurred since October, and asked for feedback from PAPCO members.

Shawn Costello asked if the Program Plan Review already happened. Ms. Pasco stated that the Program Plan Review is scheduled for April and it will be covered under item 5.3.

Tony Lewis asked if priority is being given to people going to vaccination sites. Ms. Armenta stated that this is being discussed at some of the regional meetings and noted that ADA-mandated paratransit is not allowed to prioritize by trip purposes; however, it will require coordination in determining the right timing as paratransit vehicles may not be appropriate as they may have to drive people to the sites, drop them off and then continue their schedule. The individual's return ride may be on a different vehicle.

Carmen Rivera-Hendrickson asked if the changes for Union City will be for all people with disabilities and seniors or limited to people that are 70 and above. Ms. Armenta stated that the policy changes being proposed are for everyone except Union City at this time. Staff will follow up with Union City to get clarification on their age requirements.

A public comment was made by Chonita Chew, Travel Trainer with United Seniors of Oakland and Alameda County, who asked if the discussion had taken place for seniors between age 50 and 55. Ms. Armenta stated that the programs being discussed were for people with disabilities and seniors between the ages of 70 and 79.

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

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

No: None

Abstain: None

Absent: Barranti, Coomber, Scott, Smith, Tamura

5.2. Paratransit Discretionary Grant Program Progress Reports for FY 2020-21

Naomi Armenta presented information on Alameda CTC's Paratransit Discretionary Grant Program for FY 2020-21. The Commission approved funding for the 2020 Paratransit Discretionary Grant Program on June 17, 2019. She noted that PAPCO receives a summary of progress reports and a similar report was given in October 2020. Ms. Armenta reviewed the grant allocations for the sponsors and described how their grants were affected by COVID-19.

Carmen Rivera-Hendrickson asked how many of the programs closed due to the pandemic. Ms. Pasco stated that many of the programs suspended their services temporarily and have since altered their operations to be responsive to local officials' health and safety guidelines. She also noted that Drivers for Survivors that provided a service for cancer patients closed permanently.

5.3. Receive the FY 2021-22 Paratransit Program Plan Review Overview and Complete Request for Subcommittee Volunteers

Krystle Pasco presented this item. She noted that Program Plan Review is a primary PAPCO responsibility that is assigned by the Commission. Ms. Pasco described PAPCO's program plan responsibilities as stated in Article 2.3.1 in the Bylaws. This year, PAPCO will review both Measure B and Measure BB Direct Local Distribution (DLD) funded paratransit programs totaling over \$26.2 million. 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 virtually via Zoom over two days, and members may be appointed to one or more of these subcommittees. The subcommittees are planning area focused and include a separate subcommittee for East Bay Paratransit. Ms. Pasco noted that the subcommittees are scheduled to take place on Monday, April 26, 2021, and Tuesday, April 27, 2021, from 1:00 to 4:45 p.m. Members who were interested were given a volunteer

form to complete and were told they would be notified of their appointment via email or phone.

5.4. Mobility Management Update – National Center for Mobility Management: Mobility for All and One-Call/One-Click Systems

Naomi Armenta presented this item and noted that more detailed information can be found in the agenda packet.

6. Committee and Transit Reports

6.1. Independent Watchdog Committee (IWC)

Esther Waltz stated that the IWC met on November 9, 2020, and Alameda CTC's independent auditor, Maze & Associates, presented the Alameda CTC Draft Audited Comprehensive Annual Financial Report for the year ended June 30, 2020. IWC also met on January 11, 2021, and they received a presentation on Measure B and Measure BB Compliance and Audited Financial Reports.

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

Michelle Rousey was not able to report on SRAC meetings due to audio problems.

6.3. Other ADA and Transit Advisory Committees

Herb Hastings reported that the GoDublin pilot program has expanded to the entire Tri-Valley. It allows riders to travel between the three cities.

Mr. Hastings stated that Livermore activated their autonomous van which starts from the West Dublin BART Station. Currently, the van drives approximately two blocks and it turns around.

Shawn Costello noted that the autonomous van is not wheelchair accessible.

Shawn Fong announced that Fremont's Ride-on Tri-City! Program is helping seniors to schedule their vaccine appointments and provide rides to those appointments.

7. Member Reports

Herb Hastings stated that East Bay Paratransit and AC Transit are providing rides free of charge to the Coliseum for vaccine appointments.

Mr. Hastings stated that County Connection along with neighboring transit providers are piloting a Paratransit One-Seat Regional Ride Program. He noted that transit agencies currently participating in this program are County Connection, Tri-Delta, WestCat, and LAVTA.

Mr. Hastings noted that the BART Accessibility Task Force is continuing to meet the third Thursday of each month virtually via Zoom.

Ms. Pasco stated that Alameda CTC has information on their website and social media regarding AC Transit and BART's efforts to get individuals to the Coliseum vaccination site.

Shawn Costello stated that since the October meeting, he's had his 16th election for office. He noted that he missed it by eight votes. He noted that he is on the City of Dublin Human Services Committee and they are distributing grant funds.

Tony Lewis requested Ms. Pasco to send a list of vaccine sites and Ms. Armenta stated that calling 2-1-1 is a great source for vaccine information.

Ms. Fong said that for certain zip codes in Oakland, 2-1-1 will help people schedule vaccine appointments at the Coliseum site.

8. Staff Reports

Naomi Armenta informed the Committee that the Joint PAPCO and ParaTAC meeting is scheduled for March and staff is working on providing panelists related to updates on COVID-19.

Ms. Armenta provided an update to ParaTAC on UberWAV services. She noted that Lyft's accessible pilot program is operating only in San

Francisco. The programs that are offering Uber/Lyft rides pre-COVID are still doing so; however, the rides are not shared rides.

9. Adjournment

The meeting adjourned at 3:00 p.m. The next Joint PAPCO and ParaTAC meeting is scheduled for March 22, 2021, at 1:30 p.m. The next PAPCO meeting is scheduled for June 28, 2021, at 1:30 p.m.

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1. Call to Order

Krystle Pasco called the meeting to order at 1:30 p.m.

Ms. Pasco provided instructions to the Committee regarding the Zoom technology procedures, including instructions on administering public comments during the meeting.

2. Roll Call

Introductions were conducted. All PAPCO members were present with the exception of Kevin Barranti, Bob Coomber, Carmen Rivera-Hendrickson, Christine Ross, Will Scott, Linda Smith, and Cimberly Tamura.

All ParaTAC members were present with the exception of Shawn Fong, Pedro Jimenez, Carol Lee, and David Zehnder.

3. Public Comment

There were no public comments.

4. Navigating COVID-19 Recovery Overview

Krystle Pasco introduced Naomi Armenta and stated that she is a Principal Planner at Nelson\Nygaard Consulting Associates with 15 years of experience working on accessible transportation issues. In addition to extensive work with the Alameda County Transportation Commission (Alameda CTC), Naomi has also worked on projects in Contra Costa and Santa Clara Counties, with BART, and the Metropolitan Transportation Commission. Ms. Armenta's presentation covered an overview of the topic of navigating COVID-19 recovery and key highlights of how Alameda CTC supported its paratransit programs and public meetings during the pandemic. She covered how the ADA-mandated paratransit agencies partnered with other programs to serve the community and provided alternative services

like meal delivery. She provided an update on the City-based programs and how they created and/or changed their programs to ensure county residents had meaningful services such as meal deliveries and free trips to vaccine sites.

5. Panel and Discussion

- 5.1. Naomi Armenta introduced Aneeka Chaudhry, Health Care Services Agency Assistant Director, and Dr. Tri Do, Vaccine Clinical Consultant, and Benjamin Chen, Disabilities Coordinator for Alameda County Public Health Department. Their presentation covered how the Alameda County Public Health Department and the Health Care Services Agency are approaching coordinating vaccines in Alameda County. Dr. Do specifically discussed their strategy for seniors and people with disabilities and Mr. Chen discussed how the agencies are planning to implement those strategies.
- 5.2. Naomi introduced Richard Weiner with Nelson\Nygaard. Richard introduced Rashida Kamara and stated that she is Manager of Accessible Services for the Central Contra Costa Transportation Authority, also known as, County Connection. She has over 24 years in the transportation field specializing in paratransit services. Ms. Kamara stated that navigating transit during COVID-19 has opened up a unique opportunity, and that is to address certain service gaps that transit agencies like County Connection were unable to address under normal non-COVID-19 circumstances. As a result, County Connection collaborated with neighboring transit providers to pilot a Paratransit One-Seat Regional Ride Program to make traveling across multiple public transit service areas easier and safer for paratransit riders. She noted that a one-seat ride means that once your reservation has been booked, the rider will be provided a one-seat ride with no need to transfer. Ms. Kamara noted that as all of us continue to navigate through COVID-19 and all the things that COVID-19 has given us, it has afforded some very beautiful opportunities and one of the goals that we have is to use these opportunities to

continue to make sure that we offer transit solutions for all, even through pilot programs.

- 5.3. Richard Weiner introduced Arun Prem and stated that he is the Executive Director for Facilitating Access to Coordinated Transportation (FACT) in San Diego County. Mr. Prem noted that RideFACT transportation is available in all cities in San Diego County. His presentation covered RideFACT services, demand, and budget during the pandemic. Mr. Prem shared the San Diego experience with the post-COVID-19 transportation mobility challenges. He noted how RideFACT ridership plummeted at the onset of COVID-19 and he shared how the ridership is catching up and going above pre-COVID-19 numbers. Typically, RideFACT served seniors 60+ and people with disabilities, but they re-purposed their services to provide transit for essential workers, essential needs for students, people for sensitive travel, meal deliveries, etc. He reviewed the factors affecting the RideFACT budget such as low fare revenue, and vendor costs increasing. On a positive note, Mr. Prem discussed the opportunities as a result of the pandemic such as partnering with other agencies to increase their service, and expand service options, such as shopping and meal deliveries.
- 5.4. Richard Weiner introduced Kathy Pereira and stated that she is the Director of Access Transit Service Delivery for Coast Mountain Bus Company, Translink in Vancouver, British Columbia, which has a larger paratransit system than the Bay Area. Mr. Weiner noted that Ms. Pereira has been working in paratransit for two and a half years; however, before that, she led teams in the fields of disability human rights management, operator training, and safety. Ms. Pereira shared how they reached out to approximately 3,900 people over eight weeks to find out how they were doing and how their transit services provided food services to the residents as well. Ms. Pereira stated that they focused on client care and safety and security of the system, as well as the emotional impact to their employees and customers and recovery planning.

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 28, 2021 at 1:30 p.m. The next ParaTAC meeting is scheduled for September 14, 2021.



FY 2020-21 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; however, during the pandemic, meetings are conducted virtually via Zoom. Note that meetings and items on this calendar are subject to change; refer to www.AlamedaCTC.org for up-to-date information.

Categories	September 28, 2020 PAPCO	October 26, 2020 PAPCO	February 22, 2021 PAPCO	March 22, 2021 Joint PAPCO and ParaTAC	April 26-27, 2021 Subcommittees	June 28, 2021 PAPCO
Planning and Policy	Cancelled	<ul style="list-style-type: none"> Paratransit Program Implementation Guidelines and Performance Measures Update 	<ul style="list-style-type: none"> Paratransit Program Implementation Guidelines and Performance Measures Update FY 2021-22 Program Plan Review Process Update (Request Volunteers for Subcommittees) 	<ul style="list-style-type: none"> Topic: Navigating COVID-19 Recovery 	<ul style="list-style-type: none"> Paratransit Program Plan Review Subcommittees 	<ul style="list-style-type: none"> Approve FY 2021-22 Paratransit DLD Program Plans Recommendation
Programs and Grants Review		<ul style="list-style-type: none"> Paratransit Discretionary Grant Program Progress Report 	<ul style="list-style-type: none"> Paratransit Discretionary Grant Program Progress Report 			
Committee Development		<ul style="list-style-type: none"> Mobility Management Update 	<ul style="list-style-type: none"> Mobility Management Update 			<ul style="list-style-type: none"> Elect FY 2021-22 PAPCO Officers Approve FY 2021-22 PAPCO Meeting Calendar Mobility Management Update

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FY 2021-22 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; however, during the pandemic, meetings are conducted virtually via Zoom. Note that meetings and items on this calendar are subject to change; refer to www.AlamedaCTC.org for up-to-date information.

Categories	October 25, 2021 PAPCO	February 28, 2022 PAPCO	March 28, 2022 Joint PAPCO and ParaTAC	April 25-26, 2022 Subcommittees	June 27, 2022 PAPCO
Planning and Policy	<ul style="list-style-type: none"> Paratransit Program Implementation Guidelines and Performance Measures Update 		<ul style="list-style-type: none"> Topic: TBD 		<ul style="list-style-type: none"> Approve FY 2022-23 PAPCO Meeting Calendar
Programs and Grants Review	<ul style="list-style-type: none"> Paratransit Discretionary Grant Program Progress Report 	<ul style="list-style-type: none"> FY 2022-23 Program Plan Review Process Update (Request Volunteers for Subcommittees) Paratransit Discretionary Grant Program Progress Report 		<ul style="list-style-type: none"> Paratransit Program Plan Review Subcommittees 	<ul style="list-style-type: none"> Approve FY 2022-23 Paratransit DLD Program Plans Recommendation
Committee Development	<ul style="list-style-type: none"> Mobility Management Update 	<ul style="list-style-type: none"> Mobility Management Update 			<ul style="list-style-type: none"> Elect FY 2022-23 PAPCO Officers Mobility Management Update

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**Alameda County Transportation Commission
Paratransit Advisory and Planning Committee
Roster - Fiscal Year 2020-2021**

	Title	Last	First	City	Appointed By	Term Began	Re apptmt.	Term Expires
1	Ms.	Stadmire, Chair	Sylvia J.	Oakland	Alameda County Board of Supervisors, District 3	Sep-07	Jul-19	Jul-21
2	Ms.	Johnson, Vice Chair	Sandra	San Leandro	Alameda County Board of Supervisors, District 4	Sep-10	Jul-19	Jul-21
3	Mr.	Barranti	Kevin	Fremont	City of Fremont	Feb-16		Feb-18
4	Mr.	Bunn	Larry	Union City	Union City Transit	Jun-06	Feb-19	Feb-21
5	Mr.	Coomber	Robert	Livermore	City of Livermore	May-17	May-19	May-21
6	Mr.	Costello	Shawn	Dublin	City of Dublin	Sep-08	Jun-16	Jun-18
7	Mr.	Hastings	Herb	Dublin	Alameda County Board of Supervisors, District 1	Mar-07	Oct-18	Oct-20
8	Mr.	Lewis	Anthony	Alameda	City of Alameda	Jul-18		Jul-20
9	Rev.	Orr	Carolyn M.	Oakland	City of Oakland	Oct-05	Jan-14	Jan-16
10	Ms.	Rivera-Hendrickson	Carmen	Pleasanton	City of Pleasanton	Sep-09	Apr-19	Apr-21
11	Ms.	Ross	Christine	Hayward	Alameda County Board of Supervisors, District 2	Oct-17	Dec-19	Dec-21

	Title	Last	First	City	Appointed By	Term Began	Re apptmt.	Term Expires
12	Ms.	Rousey	Michelle	Oakland	BART	May-10	Jan-16	Jan-18
13	Mr.	Scott	Will	Berkeley	Alameda County Board of Supervisors, District 5	Mar-10	Jun-16	Jun-18
14	Ms.	Smith	Linda	Berkeley	City of Berkeley	Apr-16		Apr-18
15	Mr.	Suter	John	Emeryville	City of Emeryville	May-21		May-23
16	Ms.	Tamura	Cimberly	San Leandro	City of San Leandro	Dec-15	Mar-19	Mar-21
17	Ms.	Waltz	Esther Ann	Livermore	LAVTA	Feb-11	Jun-16	Jun-18
18	Mr.	Zukas	Hale	Berkeley	A. C. Transit	Aug-02	Feb-16	Feb-18



Memorandum

5.1

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• 510.208.7400

• www.AlamedaCTC.org

DATE: June 21, 2021

TO: Paratransit Advisory and Planning Committee

FROM: Krystle Pasco, Associate Program Analyst

SUBJECT: PAPCO Election and Officer Roles and Responsibilities

Recommendation

Select PAPCO Officers for FY 2021-22 and representatives for Alameda CTC's Independent Watchdog Committee (IWC) and East Bay Paratransit's Service Review Advisory Committee (SRAC) for FY 2021-22.

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 28, 2021.

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: 4 – 5 hours per quarter (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: 3 – 5 hours per quarter (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 in February, April, June, August, October, and December, from 12:30 – 2:30 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: 2 – 3 hours every other month
- 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. If/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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Memorandum

6.1

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

DATE: June 21, 2021

TO: Paratransit Advisory and Planning Committee

FROM: Krystle Pasco, Associate Program Analyst

SUBJECT: FY 2021-22 Paratransit Direct Local Distribution (DLD) Program Plans

Recommendation

Approve staff recommendation for approval of FY 2021-22 Measure B and BB Paratransit program plans.

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.

Due to the COVID-19 crisis, public advisory committees and boards are not meeting in-person and certain Brown Act requirements have been temporarily altered. The Paratransit Team developed a virtual process for Program Plan Review in 2021 in order to ensure the safety of Committee members and program managers.

The Paratransit Advisory and Planning Committee (PAPCO) members review and provide 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 2021-22 met on April 26th and April 27th. With one exception, all plans were fully approved. The Livermore Amador Valley Transit Authority (LAVTA) plan was recommended for conditional approval requiring a mid-year report to PAPCO.

At the June 28th 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 over two days, 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 virtually on April 27th and April 27th, 2021 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 2021-22 paratransit program plans (Attachment 6.1B).

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

Attachments:

- A. April 26-27, 2021 PAPCO Program Plan Review Subcommittee Recommendations and Meeting Notes
- B. Summary of FY 2021-22 Paratransit Program Plans

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1. Call to Order

Krystle Pasco called the meeting to order at 1:00 p.m.

Ms. Pasco provided instructions to the Committee regarding the Zoom technology procedures, including instructions on administering public comments during the meeting.

2. Welcome and Introductions

The meeting began with introductions.

3. East County Subcommittee

3.1. Program Plan Review Overview

Krystle Pasco provided an overview of the program plan review process. Ms. Pasco stated that Program Plan Review is a primary PAPCO responsibility that is assigned by the Commission. Article 2.3.1 of the Bylaws describes PAPCO's program plan responsibilities as the following: *"Review performance data of mandated and non-mandated services, including cost-effectiveness and adequacy of service levels, to create a more cost-efficient, productive and effective service network through better communication and collaboration of service providers. In this capacity, the Committee may identify and recommend to the Alameda CTC alternative approaches that will improve special transportation services for seniors and people with disabilities in Alameda County."*

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

In addition, each subcommittee (East County and North County) had its associated booklet which contains materials for each program:

- Program Plan Staff Summary
- Program Plan application – Word document
- Program Plan tables – Excel spreadsheets

Ms. Pasco reviewed the options for the motions that will take place:

- The first option is to recommend full approval of all components of the plan.
- The second option is to recommend conditional approval with required actions, such as working with Alameda CTC staff to correct the plan or budget, or providing a mid-year or bi-annual report to PAPCO.
- The third option is to not recommend approval of some or all components of the plan.

3.2. Public Comment

There were no comments from the public.

3.3 Staff Summary – LAVTA

Naomi Armenta presented the staff summary for the LAVTA program and stated that staff recommends the program plan for conditional approval with a mid-year report on the transportation provider change and the Regional One-Seat Ride Pilot Program.

3.4. LAVTA Presentation

Kadri Kulm and Toan Tran presented the LAVTA program.

Tony Lewis requested Ms. Kulm to define the acronyms used. He commented that since LAVTA is sharing resources, does that mean a rider no longer has to transfer from one vehicle to the next. Mr. Lewis noted that this is how it works for other counties. Ms. Kulm stated that for this trip people will use the One-Seat Pilot Program.

Clarifying Questions

Shawn Costello asked if it is a different price going from one district to another using the One-Seat Pilot Program. Ms. Kulm stated that since this is still a pilot program it is one price.

Sylvia Stadmire asked about the demand for use of services on page 12 of the report. The demographics listed are unknown and she asked how LAVTA plans to approach this. Ms. Kulm stated that their service application does not have any of those questions currently shown. She said in the future they will look at how LAVTA will be able to collect the requested demographic data.

Herb Hastings asked why did LAVTA not include the information on page 12 of the report. Ms. Kulm stated that they do not have the data at this time and LAVTA staff will look into collecting this data in the future. Ms. Pasco noted that requesting demographic data is new for the program plan process this year and next year hopefully more programs will have the information and will be able to report back to PAPCO.

Herb Hastings asked if the One-Seat Pilot Program extends beyond 2022. Toan Tran stated that the original timeline was for six months. Mr. Tran stated that County Connection recently requested their Board to provide an extension and it was approved through December 31, 2021. He noted that at the end of the pilot, the program will be re-evaluated to determine if it will be retained permanently.

Herb Hastings asked if the COVID-19 funding that LAVTA receives from the federal stimulus covers the differences in the decrease in ridership. Mr. Tran noted that for paratransit, you pay as you go and the funding did help to reduce cost when service was not operating.

Shawn Costello asked how far someone can travel using the One-Seat Pilot Program. Ms. Kulm stated that it covers all of Contra Costa County.

3.5 Staff Summary – City of Pleasanton

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

3.6. City of Pleasanton Presentation

Rachel Prater and Jay Ingram presented the City of Pleasanton program (Pleasanton Rides Door-to-Door services).

Clarifying Questions

Tony Lewis asked what does proof of additional assistance mean and can people apply online. Ms. Prater stated that an example of how people can prove their additional assistance is with a Calfresh letter, lifeline program, and/or medical eligibility. She noted that a list of what is needed for proof of additional assistance is on the City of Pleasanton website. Ms. Prater stated that people have asked why the application is not available online for this service. She noted that it is something they will look into for the future.

Shawn Costello asked if the program allows for same-day service. Ms. Prater said that same-day service is not offered.

Shawn Costello asked if the program is for Pleasanton or Livermore residents. Ms. Prater stated that the program is only for Pleasanton residents.

Chonita Chew, with United Seniors of Oakland and Alameda County, asked who can request the ride online. Ms. Prater stated that previously reservations were being handled by phone and now people that are registered via Pleasanton Rides can submit a request online.

Chonita Chew asked if a person can register the same day and get a ride. Ms. Prater stated that Pleasanton Rides does not do same-day service.

Chonita Chew asked who maintains the buses. Ms. Prater stated that their contractor, Black Tie Transportation, maintains the buses.

Shawn Costello asked what would happen if a person's wheelchair broke down and the person needs a ride, will Pleasanton Rides assist. Jay Ingram stated that the provider for a situation like that would be LAVTA. Toan Tran, with LAVTA, stated that typically if a driver is willing to take that trip LAVTA will dispatch a trip; however, they will not force a driver to take that trip due to potential liability issues.

3.7. Questions and Answers

There were no additional questions.

3.8. Motion

Sylvia Stadmire moved to approve LAVTA's program plan conditionally with a mid-year report to PAPCO. Herb Hastings seconded the motion. The motion passed with the following votes:

Yes: Bunn, Costello, Hastings, Johnson, Lewis, Orr, Rivera-Hendrickson, Rousey, Stadmire

No: None

Abstain: None

Absent: None

Michelle Rousey moved to approve the Pleasanton program plan in full. Carmen Rivera-Hendrickson seconded the motion. The motion passed with the following votes:

Yes: Bunn, Costello, Johnson, Hastings, Lewis, Orr, Rivera-Hendrickson, Rousey, Stadmire

No: None

Abstain: None

Absent: None

4. Transition

5. North County Subcommittee

5.1. Program Plan Review Overview

Krystle Pasco stated that the Program Plan Review overview is detailed in item 3.1 in the agenda packet. Ms. Pasco waived the clarifying questions due to the interest of time. She noted that all questions from PAPCO members will be addressed towards the end.

5.2. Public Comment

There were no comments from the public.

5.3 Staff Summary – City of Alameda

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

5.4. City of Alameda Presentation

Gail Payne presented the City of Alameda program.

5.5 Staff Summary – City of Albany

Richard Weiner presented the staff Summary for the City of Albany and stated that staff recommends the program plan for full approval.

5.6. City of Albany Presentation

Brennen Brown presented the City of Albany program.

5.7 Staff Summary – City of Berkeley

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

5.8. City of Berkeley Presentation

Mary Triston presented the City of Berkeley program.

5.9. Staff Summary – City of Emeryville

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

5.10. City of Emeryville Presentation

Kim Burrowes presented the City of Emeryville program.

5.11. Staff Summary – City of Oakland

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

5.12. City of Oakland Presentation

Hakim McGee presented the City of Oakland program.

5.13. Questions and Answers

Shawn Costello asked the **City of Alameda** to explain their free van service and does it cover convalescent hospitals. Ms. Payne stated that the city has an Alameda loop shuttle that operates three days a week via fixed route: Tuesdays the shuttle goes to the West End and the convalescent hospital; Wednesdays the shuttle goes to the East End; Thursdays the shuttle goes to Central Alameda and the convalescent hospital. She noted that on each of those days the shuttles go to Downtown Alameda where there's a Kaiser facility, Alameda Hospital, and key shopping centers.

Shawn Costello asked the **City of Alameda** if a person is on BART and AC Transit will they be able to connect with the Alameda loop shuttle and will it take them to the convalescent hospital. Ms. Payne said yes, a person can connect with the shuttle from AC Transit.

Carmen Rivera-Hendrickson asked a question for **all cities** regarding age eligibility. Ms. Rivera-Hendrickson asked for those that lowered their age eligibility to 70, why not lower the age to 65 instead. Ms. Pasco stated that this is now an Alameda CTC policy. During PAPCO's February 2021 meeting, PAPCO approved

an action to reduce the same-day transportation age eligibility down from 80 to 70. Additionally, the Commission voted in April 2021 to decrease the same-day transportation age eligibility down to 60 specifically for COVID-19 vaccine transportation, which is a temporary change through this next fiscal year to support the programs with COVID-19 vaccine transportation.

Carmen Rivera-Hendrickson asked the **City of Emeryville** if 10 to 15 trips a month is the norm. Ms. Burrowes stated that during pre-COVID yes, 10 to 15 adult day trips were the norm. She noted that Emeryville may not be going back to that many day trips again post-COVID.

Ms. Rivera-Hendrickson asked the **City of Emeryville** if the 10 to 15 trips are for one individual or a group trip. Ms. Burrowes stated that they are group trips pre-COVID. She noted that their same-day ride service averages from 6 to 14 trips, which were individual trips, and currently, only one person is allowed in the van at a time.

Herb Hastings asked the **City of Alameda** who is providing the funding for the free bus pass program. Ms. Payne stated that Alameda CTC's Measure B and Measure BB provide the funding.

Herb Hastings commented that the **City of Alameda** Transportation Network Companies (TNC) training sounds good because it is becoming the new normal.

Herb Hastings asked the **City of Emeryville** if assistants/personal care attendants were allowed on the 8-To-Go Door-to-Door Shuttle service. Ms. Burrowes said yes, for those riders that require an assistant, they ride for free.

Chonita Chew, with United Seniors of Oakland and Alameda County, asked if **Alameda CTC** will publish a new Access Alameda booklet because there are a lot of new programs. Ms. Pasco stated that Alameda CTC has a new paratransit contract and updating the Access Alameda booklet and website will be one of their key tasks in the next few fiscal years.

Chonita Chew asked the **City of Oakland** if they increased their age eligibility. Mr. McGee stated their age requirements are for seniors and people with disabilities that are 70 or older. Ms. Burrowes, **City of Emeryville**, stated that they are lowering their age eligibility to 60 for COVID-19 vaccination sites per the new, temporary Alameda CTC policy.

Ms. Pasco stated that lowering the age eligibility to 60 is temporary and will end on June 30, 2022. Ms. Armenta noted that this is optional for the programs to lower their age eligibility for vaccination.

Hakeim McGee asked all of the panelists if there are vaccine transportation services in place. Ms. Pasco stated that yes, the **City of San Leandro** has a program in place for folks for 60 and above and they are presenting to the PAPCO Program Plan Review Subcommittee on April 27, 2021. She offered to share that information with Mr. McGee.

Ms. Armenta noted that **LAVTA** is also doing vaccine transportation trips and the rides are free.

Shawn Costello asked the **City of Oakland** if they have anything in place for free vaccination trips. Mr. McGee said no, they do not have anything in place. He stated that Oakland has not received any calls from residents having difficulty with this type of transportation. Mr. McGee stated that he will look into providing transportation trips to vaccine sites and inform the community when a plan is in place.

Herb Hastings noted that the **City of Oakland** is covered because AC Transit and BART provide services to vaccine sites that serve Oakland.

Tony Lewis asked the group about TNC's and how they get paid. Ms. Burrowes stated that **Emeryville** has a taxi reimbursement program where the rider can order a taxi or TNC and they are required to retain their receipts for reimbursement. She noted that

Emeryville pays 90% of total fees not-to-exceed \$80 every quarter. Ms. Burrowes stated that none of the riders have complained about lost receipts or about submitting their receipts for reimbursement.

Tony Lewis asked **Alameda** if they considered modifying their shuttle route to better serve the community on the West End. Ms. Payne stated that the Tuesday route cannot extend further west and the City added a free bus pass program for AC Transit Line 96 to serve that area while it is under construction. She noted that the City is working to increase the service on that line to run every 15 minutes during the peak period. Also, Alameda is looking into increasing the service on AC Transit Line 19 as well to serve the West-End better.

Tony Lewis asked the **City of Oakland** how their \$5 tip works. Mr. McGee stated that the tip is optional and is for the return trip from the grocery store. It was created as an incentive for the drivers to pick up the passengers. He noted that it is at the discretion of the rider to tip the driver.

Melanie Henry, with Senior Support Program of the Tri-Valley (SSPTV), commented that SSPTV is a volunteer driver program and they are providing rides for people 60 and above for COVID-19 vaccines.

5.14. Motion

Shawn Costello moved to approve the City of Alameda, City of Albany, City of Berkeley, City of Emeryville, and City of Oakland program plans in full. Sandra Johnson seconded the motion. The motion passed with the following votes:

Yes: Bunn, Costello, Johnson, Hastings, Lewis, Orr, Rivera-Hendrickson, Rousey, Stadmire

No: None

Abstain: None

Absent: None

6. Wrap Up

Krystle Pasco stated that the Nelson\Nygaard Team will share some trends that were heard from the group to wrap up the day's Program Plan Review Subcommittees.

Naomi Armenta noted that good input was received and the discussion around demographics, expanding services, and age eligibility provided great insight.

Richard Weiner stated that he is pleased to see how programs have been able to maintain some form of service through this challenging period. He commented that it is a testimony to what management and staff have done at each of these programs to keep them going.

Shawn Costello commented that the staff did a great job with this program plan and the presentations.

Sylvia Stadmire announced that Robert Washington, a former staff member affiliated with PAPCO passed away recently. She also informed the committee that Will Scott had a stroke and is recovering in Oakland. PAPCO members requested a phone number for Will so they can reach out to him.

Victoria Williams said thank you to everyone for their well-wishes as she announced her retirement. She noted that she'll keep up with the good work that everyone is doing.

7. Adjournment

The meeting adjourned at 4:20 p.m.

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1. Call to Order

Krystle Pasco called the meeting to order at 1:00 p.m.

2. Welcome and Introductions

The meeting began with introductions.

3. East Bay Paratransit Subcommittee

3.1. Program Plan Review Overview

Krystle Pasco provided an overview of the program plan review process. Ms. Pasco stated that Program Plan Review is a primary PAPCO responsibility that is assigned by the Commission. Article 2.3.1 of the Bylaws describes PAPCO's program plan responsibilities as the following: *"Review performance data of mandated and non-mandated services, including cost-effectiveness and adequacy of service levels, to create a more cost-efficient, productive and effective service network through better communication and collaboration of service providers. In this capacity, the Committee may identify and recommend to the Alameda CTC alternative approaches that will improve special transportation service for seniors and people with disabilities in Alameda County."*

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

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

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

- Program Plan Staff Summary
- Program Plan application – Word document
- Program Plan tables – Excel document

Ms. Pasco reviewed the options for the motions that will take place:

- The first option is to recommend full approval of all components of the plan.
- The second option is to recommend conditional approval with required actions, such as working with Alameda CTC staff to correct the plan or budget, or providing a mid-year or bi-annual report to PAPCO.
- The third option is to not recommend approval of some or all components of the plan.

3.2. Public Comments

There were no comments from the public.

3.3. Staff Summary – East Bay Paratransit

Richard Weiner presented the staff summary for the East Bay Paratransit (EBP) program and stated that staff recommends the program plan for full approval.

3.4. East Bay Paratransit Presentation

Mallory Nestor-Brush and Cynthia Lopez presented EBP's program plan.

3.5. Questions and Answers

Esther Waltz asked about the different size vehicles, how EBP will handle social distancing and will masks continue to be required when EBP goes back to shared rides. Ms. Nestor-Brush stated that EBP will follow the Centers for Disease Control (CDC) and the Alameda County Public Health Department guidelines. She noted that the FTA and TSA are requiring masks on every vehicle. EBP will continue to follow the guidelines to wear masks until they are told not to and they will also maintain up to six feet of distance on their vehicles.

Michelle Rousey asked when will EBP implement Clipper. Ms. Nestor-Brush stated that Clipper just launched a mobile app that can be placed on phones for payment purposes for regular transit. If a rider is an RTC cardholder and they switch to Clipper they will not be able to convert back. Ms. Nestor-Brush stated that Clipper 2.0 for paratransit will roll out in October 2023. Phase 1 will be a contactless system on EBP that will be implemented in June, and she noted that the payment guidelines have not been established.

Michelle Rousey asked if EBP will keep the public updated. Ms. Mallory-Brush stated that PAPCO and SRAC members will more than likely be asked to test the system.

Chonita Chew commented that seniors are having a tough time getting computers and the customer service centers are not available because all access and contact are handled online since COVID-19. She asked how does EBP plan on handling senior citizens who have limited access to technology. Ms. Nestor-Brush said that for 65+ individuals, EBP began converting those individuals to Senior Clipper (which does not need to be renewed) in 2012.

Chonita Chew asked how will the EBP customer service center handle the transition from riding the bus to EBP. Mallory said if a person 65+ has a Clipper account, their paratransit trip will be deducted from their Clipper account. It will not affect fixed route services. Ms. Chew offered her services to test the EBP changes.

Tony Lewis asked if re-certification can be handled electronically. Also, for people with disabilities that will not change can the re-certification be preemptive. Ms. Nestor-Brush said EBP will continue to require an in-person assessment to ensure eligibility. EBP wants folks to use fixed-route when they can and EBP when it is needed.

Tony Lewis asked if EBP clients are still submitting written paperwork and can it be done online. Ms. Nestor-Brush said EBP can consider this for renewal and they will look into this.

Shawn Costello asked EBP about interagency rides. Ms. Nestor-Brush noted that everyone that registers is on EBP's regional eligibility database. She stated that a person that lives outside of the area can schedule directly with EBP; however, per EBP's guidelines, they will not go outside of a three-quarter-mile area from a public transit stop or station.

Sandra Johnson asked what is the effective date for the price increase for EBP rides. Ms. Nestor-Brush said that EBP does not have a plan to increase fares and the last fare increase was in 2011.

Sandra Johnson asked when will EBP begin in-person interviews. Ms. Nestor-Brush said it will most likely re-open in the fall.

Carmen Rivera-Hendrickson asked how are the trips for vaccinations working. She noted that when she goes to get her vaccination, she must take her care provider. She also noted that her chair is too large for EBP's regular buses. Ms. Nestor-Brush said if you can get on BART you should be able to access the vaccination site at the Coliseum. Ms. Pasco stated that she will work with Carmen offline regarding her specific situation.

Larry Bunn commented that EBP will set up an account to take the money off the account. He asked if this will be similar to Santa Clara County's Valley Transportation Authority (VTA) Access program where there is no minimum to an account. Ms. Nestor-Brush said yes.

3.6. Motion

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

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

No: None

Abstain: None

Absent: Costello, Stadmire

4. Transition

5. Central County Subcommittee

5.1 Program Plan Review Overview

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

5.2 Public Comment

There were no comments from the public.

5.3 Staff Summary – City of Hayward

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

5.4 City of Hayward Presentation

Carol Lee presented the City of Hayward program.

5.5 Staff Summary – City of San Leandro

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

5.6 City of San Leandro Presentation

Susan Criswell and Liz Escobar presented the City of San Leandro program.

5.7 Questions and Answers

Carmen Rivera-Hendrickson asked the **City of Hayward** if the cost per trip, listed in the summary across special accessibility, is the City's cost for the trip or the cost that the rider pays. Ms. Lee stated that it is the cost that the City pays for each trip and not the cost that the rider pays.

Carmen Rivera-Hendrickson asked the **City of Hayward** why are 74% of Hayward's revenues in their account. Ms. Lee stated that 74% of their reserves have not been used or scheduled at this point. She noted that once their TNC program picks up and

becomes more popular the reserves will likely go down. Ms. Pasco noted that as part of Alameda CTC's response to COVID-19 and the pandemic, the agency extended the timely use of funds policy for an additional fiscal year. That means that the agencies that had reserves that needed to be spent this fiscal year will have an additional fiscal year to spend that funding down. Ms. Lee stated that the high reserve balance will be expended during the upcoming fiscal year.

Carmen Rivera-Hendrickson asked if **San Leandro** will get two new vehicles. Ms. Criswell confirmed and mentioned that that will bring their operating total up to 4 vehicles.

Esther Waltz stated that she was impressed with **EBP** and **Central County** presentations and they showed a lot of transparency in terms of dealing with COVID-19.

5.8 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, Johnson, Lewis, Rivera-Hendrickson, Rousey, Waltz

No: None

Abstain: None

Absent: Costello, Stadmire

6. Transition - Break

7. South County Subcommittee

7.1. Program Plan Review Overview

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

7.2. Public Comment

There were no comments from the public.

7.3 Staff Summary – Cities of Fremont and Newark

Naomi Armenta presented the staff summary for the Cities of Fremont and Newark programs and stated that staff recommends the program plans for full approval.

7.4. Cities of Fremont and Newark Presentation

Shawn Fong presented the programs for the Cities of Fremont and Newark.

7.5. 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.

7.6. City of Union City Presentation

Steve Adams presented the City of Union City program.

7.7. Questions and Answers

Larry Bunn asked the **City of Union City** about their Paratransit Plus Program. He noted that as Union City is considering bringing this program back, some areas are essential, such as medical facilities and shopping stores that are necessary during the pandemic. Mr. Adams said that they are encouraging folks to use EBP and the Ride-On Tri-City! Program. Ms. Fong stated that the Ride-On Tri-City! Program allows clients to take trips that are longer and further away or out of area medical trips. Larry Bunn requested additional information on the Ride-On Tri-City! Program.

Esther Waltz asked the **City of Fremont** if Uber is part of their TNC platform. Ms. Fong stated that Fremont uses GoGoGrandparent to provide TNC rides on both Uber and Lyft; however, when the City was looking at offering their program on the app, only Lyft was willing to work with them.

Esther Waltz commented that she is impressed with how **South County** cities are working together and handling COVID-19 impacts on their programs.

7.8. Motion

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

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

No: *None*

Abstain: *None*

Absent: *None*

8. Wrap Up

Krystle Pasco stated that the Nelson\Nygaard Team will share some trends that were heard from the group to wrap up the day's Program Plan Review Subcommittees.

Richard Weiner commented that besides making it through this intense period over the last year, EBP was very innovative during the pandemic. He listed some of the programs that they are starting as well as re-purposed programs. Mr. Weiner stated that EBP met two goals by providing meals to seniors and people with disabilities and providing work for their drivers.

Marvin Ranaldson commented that the trend he noticed from Central County is the successful move towards partnering with and/or utilizing TNCs. Mr. Ranaldson stated that both Hayward and San Leandro transitioned their original program to a new version of the program so that ridership and the travel options available continue to grow. He also noticed that Hayward and San Leandro have invested funding into their infrastructures to improve the safety and desirability of their services.

Naomi Armenta commented that from the last portion of the meeting with South County she heard similar evolution in how they are doing a tremendous amount of coordination across their services, not just sharing information but on a deep systemic level in designing and offering their services.

Carmen Rivera-Hendrickson commented that some of the reports were given too quickly. Ms. Pasco stated that the team will make sure that the presentations are more PAPCO-friendly in the future.

9. Adjournment

The meeting adjourned at 4:20 p.m.

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Summary of FY 2021-22 Measure B and BB Paratransit Direct Local Distribution (DLD) Program Plans 6.1B

Program	Paratransit Program Components (includes grant programs)	FY 2021-22 MB/BB DLD Funding	Other Funding*	Total Program Cost	Planned Number of Trips
Alameda	Accessible Fixed-Route Shuttle, Group Trips, Means-based fares, Same-Day Transportation (TNC), Meal Delivery, Capital	\$532,000	\$8,000	\$540,000	102,756
Albany	Same-Day Transportation (taxi, TNC), Group Trips	\$83,193	\$0	\$83,193	4,500
Berkeley	Same-Day Transportation (taxi, TNC), Specialized Accessible Van	\$910,600	\$0	\$910,600	20,950
Emeryville	Specialized Accessible Van (8-To-Go), Same-Day Transportation (taxi and TNC), Group Trips, Means-based fares, Meal Delivery, Capital	\$112,100	\$284,875	\$396,975	4,550
Fremont	Specialized Accessible Van, Same-Day Transportation (taxi, TNC), Group Trips, Tri-City Mobility Management/Travel Training, Meal Delivery	\$1,962,656	\$150,000	\$2,112,656	39,000

Program	Paratransit Program Components (includes grant programs)	FY 2021-22 MB/BB DLD Funding	Other Funding*	Total Program Cost	Planned Number of Trips
Hayward/ Unincorporated	Specialized Accessible Van (ASEB), Same-Day Transportation (TNC), Volunteer Driver programs, Group Trips, Means-based fares, Mobility Management/Travel Training, Meal Delivery, Capital	\$2,518,460	\$0	\$2,518,460	17,000
Newark	Specialized Accessible Van, Same-Day Transportation (taxi, TNC), Tri-City Mobility Management/Travel Training, Meal Delivery	\$297,630	\$0	\$297,630	8,450
Oakland/ Piedmont	Same-Day Transportation (taxi, TNC), Specialized Accessible Van (Programs I and II, BACS, Emeryville 8-To-Go partnership), Group Trips, Volunteer Driver programs	\$2,582,481	\$109,763	\$2,692,244	40,669
Pleasanton	Specialized Accessible Van, Means-based fares, Group Trips, Capital	\$392,309	\$111,248	\$503,557	5,150
San Leandro	Accessible Fixed-Route Shuttle, Same-Day Transportation (TNC), Mobility Management/Travel Training, Capital	\$842,278	\$0	\$842,278	21,640
LAVTA	ADA-mandated paratransit, Para-Taxi, (inc. TNCs)	\$589,410	\$1,747,618	\$2,337,028	40,233

Program	Paratransit Program Components (includes grant programs)	FY 2021-22 MB/BB DLD Funding	Other Funding*	Total Program Cost	Planned Number of Trips
Union City	ADA-mandated paratransit, Same-Day Transportation (taxi, TNC), Tri-City Mobility Management/Travel Training	\$540,494	\$556,821	\$1,097,315	17,000
EBP-AC Transit	ADA-mandated paratransit	\$12,700,255	\$12,980,068	\$25,680,323	415,690
EBP-BART		\$4,353,254	\$7,215,099	\$11,568,353	
Total		\$28,417,120	\$23,163,492	\$51,580,612	737,588

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

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AB 1351 - ASSESSMENT**TRANSIT OPERATORS: PARATRANSIT AND DIAL-A-RIDE SERVICES**

INTRODUCTION

Paratransit is a public transportation service that supplements larger public transit systems by providing individualized rides without fixed routes or timetables. Existing law requires transit operators to provide paratransit transportation for people with disabilities who are unable to use the regular fixed-route transit service that serves their region. Each transit operator develops its own process to determine if a rider is eligible to use the paratransit service. Existing law also requires these operators to honor any current valid identification card for the type of transportation service or discount requested that has been issued to an individual with disabilities by another operator outside their region.

Assembly Bill 1351, Chapter 627, Statutes of 2019, directs the California State Transportation Agency (Agency) to conduct, in consultation with public transit operators, an assessment of the procedures public transit operators use to provide dial-a-ride and paratransit services to individuals with disabilities who are visiting their service territories and are certified to use another in-state public transit operator's similar dial-a-ride and paratransit services. This assessment shall be published on its website on or before July 1, 2021.

BACKGROUND

The Americans with Disabilities Act of 1990 (ADA) requires public transit operators that provide fixed-route service to provide “complementary paratransit” service to people with disabilities who cannot use fixed-route bus or rail service because of a disability. The ADA regulations specifically define a population of customers who are entitled to this service as a civil right. The regulations also define minimum service characteristics that must be met for this service to be considered equivalent to the fixed-route service it is intended to complement. In general, a paratransit service must be provided within $\frac{3}{4}$ of a mile of a bus route or rail station, at the same hours and days, for no more than twice the regular fixed-route fare. Some systems around the state exceed this minimum requirement and provide service throughout their service area, even when at a distance greater than $\frac{3}{4}$ of a mile.

In general, the cost to provide paratransit service is quite a bit higher for the transit provider than the cost to provide the fixed-route service. The average cost of providing a paratransit trip is an estimated three and a half times more expensive than the average cost to provide a fixed-route trip, but transit providers may not charge more than twice the fare for a comparable trip on the fixed-route system. Because of this, transit operators can restrict the use of paratransit services to

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only those that are deemed eligible. Eligibility for using paratransit services is determined by local transit operators, not through a national system. ADA regulations define three categories of paratransit eligibility. These include passengers who:

1. Are unable to navigate the public bus system
2. Are unable to get to a point from which they could access the public bus system
3. Have a temporary need for these services because of injury or some type of limited-duration disability

In general, non-ADA senior citizens 65 years and older who have no other means of travel are also eligible for paratransit. For the purpose of this assessment, we named the process of enrolling for these services as “eligibility verification” to match other transportation benefit programs (ie, commuter, senior discounts, etc.).

Existing federal and state laws require transit operators to provide complementary paratransit service to unenrolled visitors if:

1. The visitor can present documentation from his or her “home” jurisdiction's ADA complementary paratransit system that he or she is eligible. The local provider will give “full faith and credit” to the identification card or other documentation from the other entity.
2. The visitor can present, if the individual's disability is not apparent, proof of the disability (e.g., a letter from a doctor or rehabilitation professional) and, if required by the local provider, proof of visitor status (i.e., proof of residence somewhere else). Once the documentation is presented and is satisfactory, the local provider will make service available on the basis of the individual's statement that he or she is unable to use the fixed-route transit system, that is, the local provider cannot require functional testing.

While the law does not specify additional details such as customer service expectations with regard to the above requirements, this assessment includes an effort to understand whether service provided to a visitor could be a simple and quick process enabling individuals to contact the host agency to learn what is required and then being able to easily meet the requirements. Evidence of this includes that, upon receipt of any required documentation described above, entities quickly enter necessary information into any databases or systems to permit visitors to place trip requests and that they do so within a defined period of time. Many customers may expect such a process to be completed the same day or no more than one day later.

The entity is not required to provide more than 21 days of service to a visitor within a 365-day period. It may request that the visitor apply for eligibility to receive additional service beyond this number of days.

ASSESSMENT

Phase I

The text of [AB 1351](#) requires all [Mills-Alquist-Deddeh Act \(TDA\)](#)-funded paratransit agencies be included for this assessment, and this report represents Caltrans' best efforts to do so given a dynamic list of agencies to be analyzed. The assessment team looked at four datasets to create a list of all possible paratransit agencies in California to the best of our ability. The four data sources were as follows:

CA State Controller - Transit Operators - Raw Data FY17-19 (Identifies TDA recipients)

BlackCat (Internal Caltrans - Division of Rail and Mass Transit Grants Management System, Retrieved: 12/16/2020)

Trillium Official List of Transit Agencies, developed for the California Integrated Travel Project (Cal-ITP). (Retrieved: 12/18/2020)

California Association of Coordinated Transportation Consolidated Transportation Services Agency (CalACT CTSA) List of Agencies (provided 12/2/2020).

It was determined that there was a one-to-one mapping of agencies between BlackCat and the CA State Controller - Transit Operators - Raw Data FY17-19. To determine if a paratransit operator received TDA funding from the State of California, the team filtered the State Controller's list to show only agencies that reported paratransit weekday service hours.

To add additional agencies, the assessment team filtered the Trillium list via a column that shows who operates paratransit, along with obtaining the CALACT list via email.

This produced a de-duplication problem, as agencies were often on multiple lists. To remove the duplication, the team manually produced a [crosswalk file](#) that maps instances in which an agency in the Trillium or the CALACT list also existed inside the State Controller's list, allowing the team to join the datasets and mark which agencies are Mills-Alquist-Deddeh (TDA) Act-funded, resulting in the [final list](#) per AB 1351 requirements. The final list is minimal, as it is essentially a crosswalk or lookup table to the original data sources.

The team then conducted an online review of paratransit agencies, performing a quick examination of each agency's web presence and assessing several variables pertaining to eligibility verification.

The assessment team also developed a standardized assessment form to capture the following elements:

Does the provider accept digital applications for service eligibility enrollment?

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Options:

- A standard, web-based form
- A native mobile application, installed on an iOS or Android Smartphone
- A PDF form on a website
- No online application

Does the paratransit service provider advertise cross-eligibility of services with other California paratransit agencies on its website ?

Options:

- Yes
- No

What payment methods does the provider accept for rides?

Options:

- Cash
- Check
- Credit card (bulk purchase of fares)
- None (fare-free service)
 - Other

Does the provider offer a way for riders to update the following personal details?

- Contact information
 - Options
 - Yes
 - No
- Paratransit eligibility assessment
 - Options
 - Yes
 - No

If we were unable to determine this information online, the assessment team called agencies to ask. For auditing purposes, the team captured either a screenshot and timestamp of the website or attested to a record of a phone call if it was necessary.

Initial results

A [spreadsheet of results](#) is available that enables a quick analysis of the state of play of paratransit eligibility criteria in California.

Key metrics:

1. Fewer than 10% of agencies use a web-based enrollment process. This presents a distinct barrier to providing service during COVID-19, as service providers, care providers, and others must physically go somewhere to enroll in paratransit service. It also presents a barrier to visitors trying to access the service on a short-term basis.
2. Approximately 30% of agencies advertised cross-eligibility of services, meaning that many do not make it easy to use services across jurisdictions.

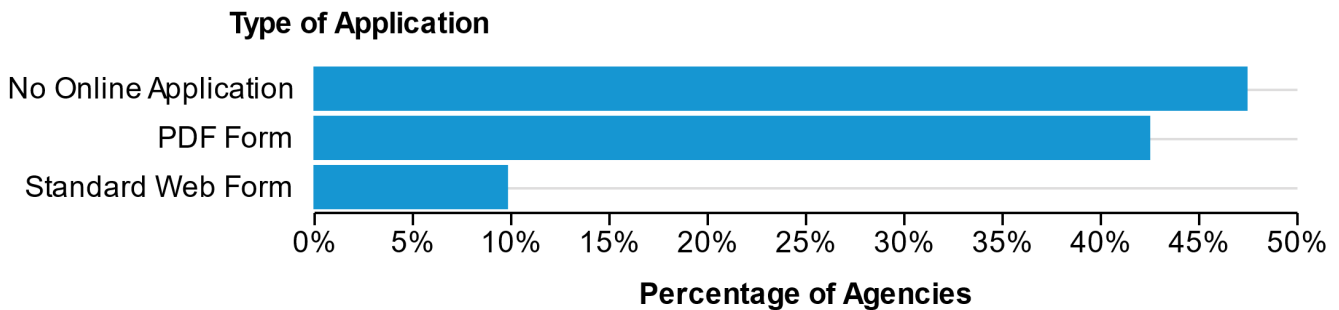
Findings

Key findings include the following:

1. Most agencies do not accept web-based applications. Many sites are neither user-friendly nor intuitive, relying on users to download PDFs and read through them for basic information. The majority require in-person applications to determine eligibility.
2. Cash is still king. Very few paratransit providers accept a payment method other than cash.
3. Many transit agency websites could be improved to help riders access and understand pertinent information about cross-eligibility of paratransit services. Overall, operators tend to do a poor job of advertising cross-eligibility with other services. When they do, they often bury information and do not use language that is not easily digestible. In addition, operators typically only target visitors for cross-eligibility information and not their own regular customers who may want to travel elsewhere and use paratransit service there.

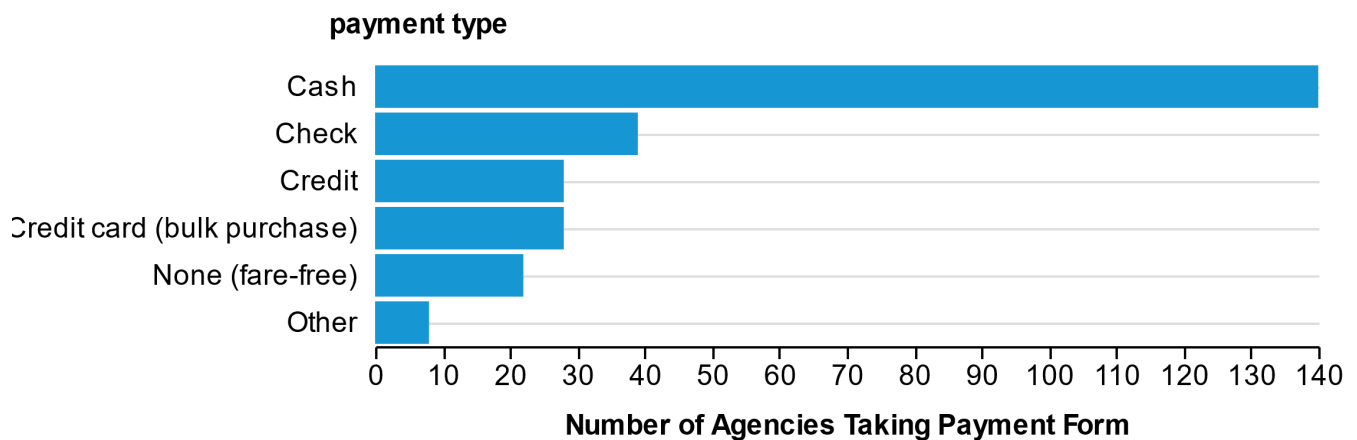
Finding 1: Most agencies either do not accept web-based applications.

Percentage of Agencies taking Web Based Applications



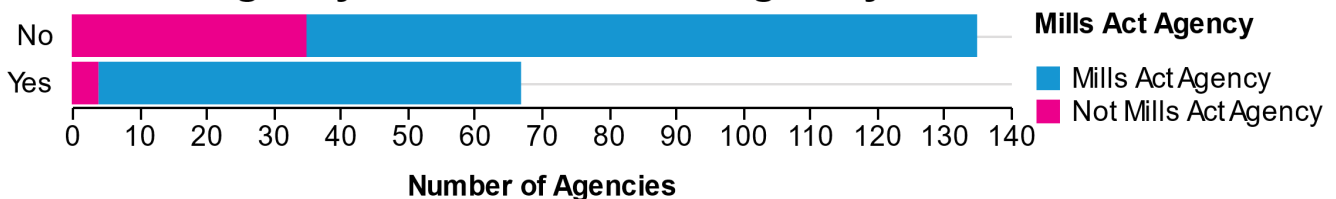
Finding 2: Cash is still king.

Agency Fare Payment Options



Finding 3: It is difficult to understand how cross-eligibility works for paratransit.

Does the Agency advertise cross eligibility?



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Learnings for future program development

This analysis revealed several key pieces of information to inform a future paratransit eligibility verification tool:

1. Of the 210 transit operators in our list, 169 (80.5%) of these agencies are Mills-Alquist-Deddeh (TDA)-funded.
2. Additional operators may be identified by reviewing County Coordinated Transportation plans, but these additional service providers are unlikely to substantially alter the total number found to date. Given the time and resources needed to review these plans, we have not done so at this time.
3. There is substantial variation in the intake process for providers, including clarity on cross-eligibility that will be measured in the assessment process.
4. Other jurisdictions are adopting new processes for assessing transit eligibility that improve customer experience.¹

Phase II

In the second phase of the assessment, we conducted phone interviews with transit operators who receive TDA funding but do not have a website that answered the questions listed below. We obtained the list of transit operators from a document that the State Controller's Office published called, "State Transit Assistance Estimate, Fiscal Year 2020-21." State Transit Assistance (STA) is one of the funding programs provided by TDA, and there are approximately 169 agencies that receive annual allocations. Of the 169 agencies, we interviewed 18.

The assessment team developed a list of four questions that would capture their compliance with accepting paratransit certification from outside of their service area. Those questions were as follows:

1. Does your agency provide paratransit service to riders determined eligible from another jurisdiction?
2. If yes, what certification do you require?
3. If no, why not?
4. Do you require your own certification process to determine eligibility?

¹ <https://sparelabs.com/en/webinars/automating-ada-paratransit-eligibility/>

Findings

- *Question: Does your agency provide paratransit service to riders determined eligible from another jurisdiction?*
- Answer: Approximately 85% answered yes, they provide this service
- *Question: If yes, what certification do you require?*
- Answer: Half of the responding agencies accept the certification from the originating jurisdiction. Many of the others do not require any documentation.
- *Question: If no, why not?*
- Answer: Two agencies do not offer paratransit service.
- *Question: Do you require your own certification process to determine eligibility?*
- Answer: Two agencies require that riders be certified in their jurisdiction. This process can take 7-21 days. Three agencies require either a physician's letter or a temporary certification from visiting riders.

RECOMMENDATIONS

Based on the findings from this assessment, we make the following recommendations:

1. Outreach and training could be provided to the transit operators that either do not provide paratransit services or use their own certification process for visitors with a seven- to 21- day period before eligibility is determined. Opportunities for outreach and training could be sought to promote compliance with current state and federal laws. This could proceed prior to and in conjunction with the release of the statewide guidelines.
2. Identify and maintain a current list of each operator's paratransit contact person. The assessment team had some challenges in reaching the appropriate ADA contact person within agencies that were telephoned. The information was not easily found on the website or was not available at all. The ADA contact person could be posted on each agency's website, accessible on a list at local social service agency offices, and reachable by a 311 customer service call center to facilitate communication for stakeholders and the public needing to use this service.
3. Each service provider could clearly post information about their paratransit services in an easy-to-find location on their website. If the assessment team could not locate information on how to use the service, many potential riders could also have a difficult time. Information

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could be provided to the public that describes the ADA complementary paratransit services and the process for providing service to visitors, including the required documentation and how to request a ride.

4. Establish a digital statewide eligibility verification service that is ADA-accessible (unlike operator websites) and easy to use.
5. Require transit operators that receive Mills-Alquist-Deddeh Act funding to honor eligibility from a centralized service alongside their existing processes.
6. Publish use of a verification system per agency.
7. Publish Mills Act agency compliance.
8. Develop eligibility verification guidelines for agency websites.

CONSIDERATIONS

Some considerations should be taken when implementing these recommendations.

Internet Access

When quantifying the digital divide, it is important to take both access and affordability into account. To that end, there are 1.3 million people in California without access to a wired connection capable of 25 mbps download speeds. Another 1.5 million have access to only one wired provider, leaving them no options to switch. And 889,000 residents don't have any [wired internet providers](#) available where they live at all.²

Though most demographic groups have seen significant increases in broadband subscriptions at home in recent years, racial/ethnic gaps persist. 79% of Latino households and 81% of African-American households had broadband subscriptions in 2019, compared to the statewide average of 84%. Broadband subscription rates are lower among adults 65 and older (82%), as well as among rural (73%), low-income (76%), and less-educated (80%) households.³ For some households, their only access to the internet is via mobile phone.

Computer Access

In 2019, more than one in 10 Californians did not have a home computer. Access was especially limited among low-income (22%), rural (19%), less-educated (19%), African American (20%), and

² Source: <https://broadbandnow.com/California>

³ Source: <https://www.ppic.org/publication/californias-digital-divide/>

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Latino (20%) households. Notably, nearly 200,000 households with school-age children (7%) did not have access to a computer at home.⁴

Bank Access

In 2017, 7.4% of California households were unbanked, while 17.6% were underbanked. The unbanked rate is higher than in most other states, which can be explained by the larger number of immigrants in California, whose access to bank accounts is hampered by irregular residency status, language barriers, or trust.

Of particular concern is the proportion of minority and low-income households that remain unbanked or underbanked. In California, 20.5% of black households and 14.5% of Hispanic households were unbanked, while 25.4% of black households and 26.6% of Hispanic households were underbanked. That is in stark contrast to the 77.2% of white households that are fully banked. Similarly, 46.3% of California households with a family income of less than \$30,000 were unbanked, while 36.5% were underbanked. The figures for the nation as a whole reflected these same trends.⁵

Further, transit operators typically do not accept credit or debit cards for fare payment. While the acceptance of cash is beneficial to unbanked riders, this adds burden and cost to a system already high in administrative burden.

Adopting digital, open-loop payments presents an opportunity to provide financial services to the un- and underbanked while also making it easier for operators to provide service.

Limited English proficiency individuals

Most California transit operators are recipients of one or more types of federal funds. Each agency receiving federal funds must prepare a limited English proficiency (LEP) plan. A recipient may determine that an effective LEP plan for its community includes the translation of vital documents into the language of each frequently encountered LEP group eligible to be served and/or likely to be affected by the recipient's programs and services. Vital written documents include, but are not limited to, consent and complaint forms; intake and application forms with the potential for important consequences; written notices of rights; notices of denials, losses, or decreases in benefits or services; and notices advising LEP individuals of free language assistance services. Examples of vital documents include an ADA complementary paratransit eligibility application (emphasis added by author), a [Title VI](#) complaint form, notice of a person's rights under Title VI, and other documents that provide access to essential services. Failure to translate these vital documents could result in a

⁴ Source: <https://www.pplic.org/publication/californias-digital-divide/>

⁵ Source: <https://cameonetwork.org/news/a-snapshot-of-unbanked-and-underbanked-households-in-america/>

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recipient denying an eligible LEP person access to services and discrimination on the basis of national origin.⁶

These statutes are further articulated in the [California Department of Transportation's Director's Policy 28-R1](#).

Public Participation

Public participation is the cornerstone of strong and equitable policies and procedures. The community is the best source of information for what is needed and how best to implement the proposed policy, plan, and program. **Input from disability communities will be critical when conducting business improvements and standardization processes.** This is further articulated in both federal and State regulations.

NEXT STEPS

Upon completion of the above assessment, AB 1351 requires the operators to adopt guidelines for the development of a statewide program to enable individuals with disabilities who a public transit operator has certified to use its dial-a-ride and paratransit services to use another in-state public operator's similar dial-a-ride and paratransit services. These statewide program guidelines will be completed by July 1, 2023. As part of the guidelines development, comprehensive public participation meetings should be held with stakeholders such as the ADA community, transit operators, the Federal Transit Administration, the California Transit Association, and other interested stakeholders to promote consensus and ensure compliance.

⁶ Source: [https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FTA Title VI FINAL.pdf](https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FTA_Title_VI_FINAL.pdf)

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