

CONTRA COSTA PARATRANSIT COORDINATING COUNCIL

DATE: Monday, July 24, 2006
TIME: 2:00 p.m.
PLACE: Conference Room
Contra Costa Transportation Authority
3478 Buskirk Avenue, Suite 100
Pleasant Hill, CA 94523

AGENDA

1. Pledge of Allegiance
2. Introductions
3. Public comment on issues not on the agenda
4. Minutes of the May 22, 2006 PCC meeting (Attachment)
5. Expiration of member terms (Attachment)
6. Nominations and election of Chair and Vice-Chair (Attachment)
7. Follow-up regarding Measure C paratransit claims review (Attachment)
8. Report from Mobility Management Subcommittee (Attachment)
9. Report from County Aging and Adult Services
10. SRAC Report
11. Future agenda items
12. News to share and adjournment

NOTE: If you need some assistance in arranging a ride to the meeting, please contact Danice Rosenbohm by phone at (925) 256-4722 or by email at danice@ccta.net

**CONTRA COSTA
PARATRANSIT COORDINATING COUNCIL**

**MEMBERSHIP ROSTER
as of June 30, 2006**

Membership Category	Member	Term expires 6/30
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A. Seniors and Persons with Disabilities (9)

<i>West County:</i>	Janet Abelson	2007
	Colleen Adams	2006
	Marvin Dyson	2007
<i>Central County:</i>	Gerhard Demut	2007
	Vacant	2006
	Sarah Vitale	2007
<i>East County:</i>	Joyce Molinari	2006
	David Lopez	2006
	Steve Lancaster	2007

B. Paratransit Operators (9)

<i>County Connection:</i>	Cindy Dahlgren	N/A
<i>WestCAT:</i>	Charlie Anderson	N/A
<i>Tri Delta Transit:</i>	Jeanne Krieg (Chair)	N/A
<i>AC Transit:</i>	Francis Masson (Vice Chair)	N/A
<i>BART:</i>	Susie Gallagher	N/A
<i>Richmond:</i>	Tina Harrison	N/A
<i>El Cerrito:</i>	Ellen Paasche	N/A
<i>San Pablo:</i>	Lupe Monterossa	N/A
<i>Antioch:</i>	Dave Sanderson	N/A

C. Agencies Providing Services to Seniors, Persons with Disabilities (6)

<i>Advisory Council on Aging:</i>	Gerry Witucki	2006
<i>PH Commission on Aging:</i>	Shirley Huyck	2007
<i>Develp Disabilities Council:</i>	Penny Musante	2006
<i>Independent Living Resource:</i>	Vacant	2007
<i>Aging and Adult Services:</i>	Paul Branson	2007
<i>Mt. Diablo Center:</i>	Debbie Toth	2006

CONTRA COSTA COUNTY
PARATRANSIT COORDINATING COUNCIL
DRAFT MEETING MINUTES

May 22, 2006

Members Present: *Abelson, P. Branson, Dahlgren, Dyson, Huyck, Lancaster, Monterrosa, Musante, Paasch, Ponte, Toth, Vitale*

Members Absent: *Anderson, Gallagher, Masson, Harrison, Molinari*

Members Excused: *Adams, Perry*

CCTA Staff: *David Murray*

1. Pledge of Allegiance

Vice Chair Abelson led the PCC in the Pledge of Allegiance.

2. Introductions

Janet Abelson, Vice Chair, called the meeting to order at 2:00 p.m. with a Quorum present. All present made self-introductions.

3. Public Comments

Penny Musante reported her agency had spoken with Alice Armes and other staff members at County Connection regarding the recent driver issues on paratransit. Consumer and agency staff attended the recent Accessibility Committee of County Connection to discuss the issue and hear from staff on resolution tactics. Penny will report further at the July meeting.

4. Minutes of March 27, 2006 PCC Meeting

On motion by Marvin Dyson, seconded by Debbie Toth, the minutes of March 27, 2006, were approved with Steve Ponte abstaining.

5. FY 2006-07 Measure C Paratransit Allocation and Claims Review

David Murray reported a clarification to scheduling paratransit rides with Tri Delta Transit. Consumers can make a reservation 7 days a week. Consumers may make a reservation one day in advance, but when possible, more advance notice is desirable. Regarding County Connection, some information provided was for 2004-05. Current information is requested. County Connection was also requested to reconcile the driver logs with the reservation logs.

David noted a there was a question from the subcommittee for all operators to provide their best estimate of average trip time per rider based on the existing data starting at the time a rider needs to be ready at the beginning of the pickup window of time and ending at the time of their destination. The subcommittee requested the

number of trips that were more than 120 minutes, 90 minutes and 60 minutes long. The operators were also asked to provide the most recent FTA compliance letter.

The subcommittee also felt that with the hiring of the new Program Manager, there may be an opportunity to meet with him to establish goals for the upcoming year. Possible goals could include one for ADA, one for non-ADA and one for city-based services and the Richmond hybrid service, as well an information card for ADA riders and possibly the tracking of trip times.

Debbie Toth thanked the PCC for allowing her to participate in the subcommittee. She felt her experience was a very valuable learning tool and taught her more about the funding sources and allocations. She also felt it was a great experience to see the relationship between the smaller communities and the large providers of service.

Vice Chair Abelson noted that some of the paratransit trips may be longer due to distance traveled (eg. Fremont to Hilltop Mall) and be careful not to penalize a provider incorrectly.

David reported the next steps for the PCC include a recommendation to the Authority's Planning Committee regarding the allocations with the understanding that the information on the open items will be received within 6-8 weeks.

On motion by Debbie Toth, seconded by Marvin Dyson and carried unanimously, the PCC approved the allocations for the operators.

6. FTA Section 5310 Program Update

7. Report on the FTA New Freedoms Program

Cindy Dahlgren reported the guidelines used in the past to review 5310 applications will change next year. Caltrans has also been instructed to change their process for awarding the funds. The new process will include a human service agency and public transit in a plan that shows greater coordination of transit. Cindy reported the exact process has not yet been developed, but is currently being finalized. Cindy anticipates the final guidelines to be available in August and apply as of October 1, 2006.

8. Report on County Aging and Adult Services

Paul Branson reported the Non-Emergency Transportation Brokerage of the Future is on hold. Hopefully a bill will pass at the end of summer and provide immediate funding for the program. The County and Every Generation are co-sponsors in making the county more aging friendly. Every Generation will be making a presentation to government agencies on the need for transportation for disabled and seniors.

The Lamorinda agency that received a vehicle from County Connection will begin service. The new service is called the "Lamorinda Spirit" and will begin June 1, 2006.

The Senior Help Line Service has a countywide driver program for homebound seniors and have provided 1,100 rides to date. This service is always looking for volunteers.

For more information please contact Paul Branson.

9. SRAC Report

No report; next meeting June 2006.

10. Notice of Proposed Rulemaking: Copy of Letter Sent

David Murray reported the PCC had requested staff draft a letter to be forwarded to the Authority to forward to the DOT with comments from the PCC. This letter was included in the packet.

11. Future Agenda Items

- Report from Mobility Management Subcommittee
- Minutes of May 22, 2006
- Report on Long Term Care Pilot
- Section 5310 Subcommittee Report
- County Aging & Adult Services
- Introduction of New Program Manager, Peter Engel
- Election of Chair and Vice Chair
- Discussion of Alternative Fuel Vehicles, Caltrans Representative

12. News to Share and Adjournment

Cindy reported the Concord Pavilion is now the Sleep Train Pavilion. Shuttle service for the summer concert schedule will be available from BART to the Pavilion.

John Rudolph, WWCTAC, stated County staff is hosting a "Fitness For Seniors" on June 13th from 10:00 am to 1:00 pm at Maple Hall, San Pablo, CA. Lunch will be provided. For more information contact John at 510-215-3042.

The meeting adjourned to the regular meeting of the PCC, Monday, July 24, 2006, at 2:00 p.m.

Agenda Item #5

Expiration of Member Terms

<p>Background</p>	<p>The Term of Office requirement of the PCC by-laws is applicable to members who represent the PCC as paratransit riders, social service/funding agency staff.</p> <p>Members are appointed for a two year term. Currently seven members' terms are expiring. Existing members whose terms are expiring can volunteer for an additional term and must be reconfirmed by the PCC.</p> <p>In addition to expired terms, the PCC currently has four vacant positions: One vacancy in the paratransit rider's category from the Central County; One vacancy from the agencies providing services to seniors and/or persons with disabilities category; and two vacancies in the funding agencies category.</p> <p>The PCC by-laws also allow for up to three alternates from each sub-region in the paratransit rider category. Currently no alternates have been appointed.</p> <p>The current mix of members who are seniors and persons with disabilities meets the requirements of the PCC by-laws.</p>
<p>Options</p>	<p>The PCC could choose not to renew terms of current members whose terms have expired. In this case a new recruitment would be held for the vacancies requiring applicants to be reviewed by a nominating sub-committee and approved by the PCC at a future meeting. According to the by-laws, meeting quorums are determined by non-vacant positions so decision making will not be an issue. From a practical stand point, however, it may take several months to fill paratransit rider categories meaning decisions will be made without the full range of member viewpoints.</p>
<p>Recommendation</p>	<ol style="list-style-type: none"> 1) That the PCC inquire as to the interest of existing members whose terms have expired to continue service on the PCC; 2) That the PCC reconfirm members interested in continuing to serve on the Council; and 3) That the PCC take action to recruit new members to fill the existing vacancies and any new vacancies created by members who wish to not renew their terms.

Paratransit Coordinating Council
 Agenda, July 24, 2006

The following members of the PCC have expired terms as of June 30, 2006:

Member Name	Representing
Colleen Adams	West County Rider (person with disability)
Joyce Molinari	East County Rider (person with disability)
David Lopez	East County Rider (person with disability and senior)
Gerry Witucki	Advisory Council on Aging (representing seniors)
Penny Musante	Developmental Disabilities Council (rep. persons with disabilities)
Debbie Toth	Mt. Diablo Center (rep. persons with disabilities and seniors)

Any of the above members wishing to continue to serve on the PCC can volunteer to do so. Their continued service would need to be confirmed by the PCC.

The following PCC membership categories have vacancies:

Representing
Central County Rider
Agency Providing Service (Independent Living Resource)
Funding Agencies (2 positions) – Non voting , ex-officio
Paratransit Rider Alternates (9 positions)

The PCC by-laws address member vacancies by stating that open notices will be posted and circulated when a Paratrasnit Rider or Service Agency vacancy occurs. The by-laws also state that it is the responsibility of the PCC to actively recruit new members.

Persons wishing to sit on the PCC representing sub-regional areas as riders must complete an application and be recommended by the PCC nominating subcommittee and approved by a vote of the PCC.

The members from the funding agency category are non-voting, ex-officio members of the PCC. It is likely that they would be from the Metropolitan Transportation Commission (MTC) and the Federal Transit Administration (FTA). Their presence at meetings would allow them to participate in issues and decisions that help drive funding needs in paratransit.

The by-laws also allow for alternates to be appointed in all categories. In the paratransit rider category, nine alternates can be appointed – three from each sub-region. The three within each sub-region would be ranked and asked to attend in rank order should a delegate member not attend.

In addition, each operator, service agency and funding agency can appoint an alternate staff person to attend in the event the delegate member will be absent.

Summary

Agenda Item #6

Election of Chair and Vice-Chair

<p>Background</p>	<p>In accordance with the PCC by-laws, a Chair and Vice-Chair will be elected by the membership every two years. Nomination of officers must be limited to members who have attended more than half of the meetings over the previous two years.</p> <p>The Chair shall preside over all meetings, appoint members to subcommittees, and assist in the preparation of the agenda.</p> <p>The Vice-Chair shall assume the duties of the Chair in the event of absence of the Chair.</p> <p>Currently the PCC Chair is Jeanne Krieg and the Vice-Chair is Francis Masson.</p>
<p>Options</p>	<p>None</p>
<p>Recommendation</p>	<ol style="list-style-type: none"> 1) That the PCC take nominations for the offices of Chair and Vice-Chair from the list of eligible members; 2) That the PCC elect a Chair and Vice-Chair from the members nominated.

In order to establish a list of nominees eligible to serve as Chair and Vice-Chair for the PCC, attendance records were reviewed for meetings held from July 2004 through May 2005. This provided two years, or twelve meetings worth of data to develop eligibility to hold an office.

In accordance with the PCC by-laws a member must have been in attendance more than half of the meetings over the previous two years. This means a member must have attended seven of the twelve meetings held during the previous two year period.

The above review provided the following list of members eligible to be nominated and elected as Chair and Vice Chair:

- | | | | |
|-------------------|---------------------|-------------------|-------------------|
| Janet Abelson (C) | Steve Lancaster (C) | Shirley Huyck (A) | Penny Musante (A) |
| Marvin Dyson (C) | Jeanne Krieg (O) | Paul Branson (A) | Debbie Toth (A) |
| Gerhard Demut (C) | Francis Masson (O) | Ellen Paasche (A) | |
- (C) = Consumer (O) = Operator (A) = Agency

At the July meeting nominations for the Chair and Vice Chair can be made by motion. Voting can then take place at the meeting following the close of nominations.

Summary

Agenda Item #7

Measure C Paratransit Claims Review Follow-up

Background	<p>At its May 22, 2006 meeting the PCC had discussions regarding the Measure C claims review process and items that arose during the sub-committee review of operator claims.</p> <p>Some of the items raised were:</p> <ul style="list-style-type: none">• Clarify reservation requirements (done)• Possible revision of claim review forms (under consideration)• Monitor trip time• FTA compliance review
Options	<p>N/A. The item is presented for information</p>
Recommendation	<p>None at this time.</p>

Now that the new Program Manager has started, he will be looking into the items raised by the PCC subcommittee.

Paratransit Trip Time

Initially it appears that none of the data systems used by the operators are able to provide accurate trip time breakdowns by 120+ minutes, 90 – 120 minutes, and 60-90 minutes. The trip times, as requested would need to consider a passengers “be ready” time prior to pick-up as well. From the operators perspective the times should also include distance traveled to determine if the trip times were reasonable.

Staff will work with the operators to gain a better understanding of the data systems and data collected.

Revision of Claim Forms

Prior to the next claim cycle, staff will review issues related to the existing claim form and recommend changes, if any, to the PCC. The quarterly reporting forms will also be reviewed.

Under consideration is the use of the data collected and requirements of the Measure C Ordinance. Also under consideration is ease of use of the forms and claim process.

FTA Compliance

Operators that receive federal funds are required to participate in a federal review every three years (Triennial Review). The review process covers the following review areas:

- Legal
- Financial
- Technical
- Satisfactory Continuing Control
- Maintenance
- Procurement
- Disadvantaged Business Enterprise
- Buy America
- Suspension/Debarment
- Lobbying
- Planning/Program of Projects
- Public Comment Process for Fare and Service Changes
- Title VI
- ITS Architecture
- Half Fare
- Americans with Disabilities Act
- Charter Bus
- School Bus
- National Transit Database
- Safety and Security
- Drug-Free Workplace
- Drug and Alcohol Program
- Equal Employment Opportunity

Within each review area the grantee must answer a series of questions and provide documentation demonstrating compliance with federal requirements.

Review areas that typically address or monitor issues related to seniors and persons with disabilities are:

- Maintenance – specifically related to mobility device lifts and securement
- Half Fare – Seniors, disabled and anybody holding a Medicare card
- Americans with Disabilities Act – both fixed route and paratransit requirements

In addition to the triennial review, operators can be selected to go through a much more in depth assessment in specific areas. A Civil Rights Review is one of the possible review areas and the FTA would look specifically at Title VI, Disadvantaged Business Enterprise (DBE), Equal Employment Opportunity (EEO), and Americans with Disabilities Act (ADA).

Staff will work with the operators to get the appropriate FTA compliance review documentation.

Summary

Agenda Item #8

Report from Mobility Management Subcommittee

Background	The Mobility Management Subcommittee last met on June 20, 2006. The meeting notes are attached for your review.
Options	N/A. The item is presented for information
Recommendation	None at this time.

PCC Mobility Management Committee
Meeting Notes 6/20/06

Present: Janet Abelson (Chair), Cindy Dahlgren, Francis Masson, Paul Branson, David Murray

Janet discussed AC Transit's group travel training pilot program. This would focus on a group that would maximize success under the following criteria:

- Destinations that people would want to go to.
- Common origin (i.e.: a senior housing complex).
- Excellent bus service between origin and destinations.

Cindy noted the following observations from her experience:

- Transit operators don't promote the travel training opportunities that they have available.
- The travel trainings provided by social service agencies are very client-centered.

Francis stated that he has access to a study showing the characteristics of those who need travel training in AC's service area, with the primary criteria being transit-dependent. He will forward a copy of this study to the committee.

Francis stated that AC currently has no formal travel training program, however he makes travel training presentations 8-9 times per year and Mary Rowlands of EBPC does as well.

In discussing a potential travel training marketing program, such as publishing a resource guide, it was agreed that before producing and distributing such a guide, it is important to make sure that the agencies listed have sufficient travel training resources to handle the demand that could result.

It was suggested that transit operators could take a "train the trainer" role in assisting volunteers and others to become travel trainers, such as in the Napa and County Connection Ambassador programs. Francis indicated that he has a written training program. It was also stated that this would need to be an ongoing process, particularly with volunteers.

Francis distributed a survey report documenting AC's efforts to contact agencies within their service area in order to learn about those agencies' travel training efforts and resources. Cindy offered to have Alice Armes use Francis' model to try to document travel training resources in County Connection's area. Janet will contact PCC members from WestCAT and Tri Delta Transit to see if they will do the same in their service areas. Paul and Tighe Boyle will also work on completing these resource surveys.

Cindy suggested tying travel training marketing to a publication like the "Way to Go, Contra Costa" transportation resource guide. The target of such marketing would be individuals and their families.

Paul suggested connecting with DMV in order to have them distribute travel training materials to those who will no longer be driving. Paul stated that there is a pilot program of this type in

operation in Sacramento County, and that he has a DMV contact at the state level who should be able to refer us to the right persons at the local DMV. Janet stated that she already has a DMV contact in El Cerrito that may be able to work with us on this issue. She will contact them to set up a possible meeting.

Janet stated that a travel training marketing program should include fare incentives as a promotion. Cindy noted that the County Connection offers free fares to seniors with the Regional Discount card from 10 AM until 2 PM.

Francis stated that agencies that use Safeway or other retail stores as a passenger sales outlet could distribute information about bus usage and travel training opportunities at their checkout stands. The group agreed that there was a need for better publicity for transit ticket sale sites at stores, and that they could make available to their customers information about travel training opportunities. Janet suggested that travel training could be marketed through brochures at hospitals and doctor's waiting rooms. Overall, it was agreed that there is a need for a promotional marketing campaign that would be eye-catching.

Janet noted that there is a TRB report titled "Attracting Paratransit Riders to Fixed-Route Transit". David will research this report and provide information on its location to the committee.

There was a discussion of the concept of mobility management, particularly as it relates to the Paratransit Improvement Report. Cindy stated that mobility management to her means expanding choices for people and that to do so we need to figure out how to bring all transit/travel information into one place so that people can find out what they need to know with one phone call. Paul stated that travel training is one aspect or "tool" of mobility management.

The committee agreed on the following next steps:

1. Determine a list or inventory of travel resources in Contra Costa (as per the AC Transit model above) in order to establish a baseline of resources and identify areas where gaps exist.
2. Develop gap filling strategies in order to expand resources accordingly.
3. Develop a marketing campaign to promote travel training.
4. If possible, try to show a link between travel training and reduction in paratransit rides. Use outside examples as well, such as a Seattle model mentioned by Francis.