



Paratransit Advisory and Planning Committee (PAPCO) Meeting Agenda

Monday, March 24, 2025, 1:30 PM

Alameda CTC's Advisory Committees and the Independent Watchdog Committee will meet in Alameda CTC's offices at 1111 Broadway, Suite 800, Oakland, CA 94607. The live stream of this Alameda CTC Committee meeting is available for public viewing at www.alamedactc.org/all-meetings by clicking on **View Event** next to the meeting in the list of Upcoming Events.

Members of the public may submit public comments that are addressed to the Commission or Committee members on topics germane to the jurisdiction of the Alameda CTC in person by attending the meeting in Alameda CTC's offices. Alameda CTC conducts orderly meetings to fulfill its mandate. Discriminatory statements or conduct that would potentially violate the federal Civil Rights Act of 1964 and/or the California Fair Employment and Housing Act, California Penal Code sections 403 or 415 is per se disruptive to a meeting and will not be tolerated. Please see [Alameda CTC's Meeting Code of Conduct](#) for more information.

Additionally, comments may be submitted by email sent to the Clerk of the Commission at clerk@alamedactc.org, including the words "Public Comment" and the meeting to which it pertains in the email's subject line. Public comments received by 5:00 p.m. the day before the scheduled meeting will be distributed to Commissioners or Committee members before the meeting and posted on the Alameda CTC website; comments submitted after that time will be distributed to Commissioners or Committee members and posted as soon as possible. Comments submitted will be read aloud or summarized, as specified by the Chair, to the Commission or Committee and those listening telephonically or electronically.

As a convenience, members of the public may also make comments remotely during the meeting by accessing the Zoom link listed below, using the "Raise Hand" feature on their phone, tablet or other device during the relevant agenda item, and waiting to be recognized by the Chair. If calling into the meeting from a telephone, you can press the star key (*) and then the number 9 (*9) to raise/lower your hand. Comments made in person or via Zoom will generally be limited to three minutes in length, or as specified by the Chair. Alameda CTC

cannot guarantee that the public's access to Zoom via phone or other device will be uninterrupted, and technical difficulties may occur from time to time. Unless required by the Brown Act, the meeting will continue despite technical difficulties for participants using the Zoom option.

Chair:	Sylvia Stadmire	Staff Liaison:	Krystle Pasco
Vice Chair:	Sandra Johnson	Clerk:	Elizabeth (Liz) Lake

Location Information:

Alameda County Transportation Commission
1111 Broadway, Suite 800
Oakland, CA 94607

Zoom Link:

[https://us06web.zoom.us/j/81806852431?
pwd=pYagZ9Tivj6cZbAwGxx3LvtNsMOEtA.NJzb1zUXNnA9wEID](https://us06web.zoom.us/j/81806852431?pwd=pYagZ9Tivj6cZbAwGxx3LvtNsMOEtA.NJzb1zUXNnA9wEID)

Dial-in Information: 1 (669) 900 6833
Webinar ID: 818 0685 2431
Passcode: 931197

Meeting Agenda

1. Call to Order

2. Roll Call

3. Public Comment

4. Consent Calendar

- 4.1 Approve January 27, 2025, PAPCO Meeting Minutes

Approve

[4.1_PAPCO_Meeting_Minutes_20250127.pdf](#)

- 4.2 Fiscal Year (FY) 2024-25 PAPCO Meeting Calendar

Information

[4.2_PAPCO_FY24-25_Meeting_Calendar_20250324.pdf](#)

- 4.3 PAPCO Roster Update

Information

[4.3_PAPCO_Roster_20250324.pdf](#)

5. Regular Matters

- 5.1 Alameda County Mobility Needs Assessment for Older Adults and People with Disabilities Update

Information

[5.1_PAPCO_Paratransit_Needs_Assessment_20250324.pdf](#)

[5.1_PAPCO_Paratransit_Needs_Assessment_Presentation_20250324.pdf](#)

- 5.2 Equity Initiatives Update

Information

- 5.3 Mobility Management Update

Information

6. Committee and Transit Reports

- 6.1 Alameda CTC Independent Watchdog Committee (IWC) Update

Information

- 6.2 East Bay Paratransit Access Committee (EBPAC), formerly East Bay Paratransit Service Review Advisory Committee (SRAC) Update

Information

6.3 Other ADA and Transit Advisory Committee Updates Information

7. Committee Member Reports

8. Staff Reports

9. Adjournment

Next Meetings:

Paratransit Program Plan Review Subcommittees: April 28-29, 2025

Next PAPCO Meeting: June 23, 2025

Notes:

- All items on the agenda are subject to action and/or change by the Commission/Committee.
- To comment on an item not on the agenda, submit a speaker card to the Clerk or follow remote instructions listed in the agenda preamble.
- 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.
- For language assistance, please call (510) 208-7475. We request at least five working days' notice to accommodate your request.
 - Para obtener asistencia de idioma, comuníquese al (510) 208-7475. Para hacer lugar a su pedido, solicitamos que nos avise con una anticipación mínima de cinco días hábiles.
 - 如需语言协助, 请致电 (510) 208-7475. 请至少提前五个个工作日通知, 以便满足您的要求。
 - Para sa tulong sa wika, tumawag sa (510) 208-7475. Mag-abiso nang limang araw na may pasok o mas maaga para mapagbigyan ang inyong kahilingan.
 - Để được hỗ trợ ngôn ngữ, vui lòng gọi (510) 208-7475. Chúng tôi yêu cầu quý vị thông báo ít nhất năm ngày làm việc để có thể đáp ứng được yêu cầu của quý vị.
- Call (510) 208-7450 (Voice) or 1(800) 855-7100 (TTY) five days in advance of the meeting to request a sign-language interpreter.
- Call (510) 208-7400 48 hours in advance to request other accommodations or assistance at this meeting.



Paratransit Advisory and Planning Committee Meeting Minutes Monday, January 27, 2025, 1:30 p.m.

4.1

1111 Broadway, Suite 800, Oakland, CA 94607

510.208.7400

www.AlamedaCTC.org

1. Call to Order

PAPCO Vice Chair Sandra Johnson called the meeting to order.

2. Roll Call

A roll call was conducted, and all members were present with the exception of Anthony Lewis, Arun Mital, Sylvia Stadmire, and Helen Van Slyke.

3. Public Comment

Jonah Markowitz made a public comment about concerns regarding East Bay Paratransit policies.

4. Consent Calendar

4.1 Approve the October 28, 2024, PAPCO Meeting Minutes

4.2 Fiscal Year (FY) 2024-25 PAPCO Meeting Calendar

4.3 PAPCO Roster Update

Herb Hastings moved to approve the Consent Calendar. Michelle Rousey seconded the motion. The motion passed with the following vote:

Yes: Costello, Hastings, Johnson, Marshall, Rivera-Hendrickson, Rousey, Suter, Waltz

No: None

Abstain: None

Absent: Lewis, Mital, Stadmire, Van Slyke

5. Regular Matters

5.1 Approve the Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities (Paratransit) Program for FY 2025-26

Naomi Armenta recommended that PAPCO provide input and approve the Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities (Paratransit) Program for FY 2025-26.

Shawn Fong made a public comment about income data being very unreliable, and as the Program Manager, they decided to stop collecting it.

Michelle Rousey moved to approve the item. Esther Waltz seconded the motion. The motion passed with the following vote:

Yes: Costello, Hastings, Johnson, Marshall, Rivera-Hendrickson, Rousey, Suter, Waltz

No: None

Abstain: None

Absent: Lewis, Mital, Stadmire, Van Slyke

5.2 FY 2025-26 Paratransit Program Plan Review Overview and Initiate Request for Subcommittee Volunteers

Krystle Pasco gave an update to PAPCO members on the FY 2025-26 Paratransit Program Plan Review process and asked for volunteers for appointments to the Program Plan Review subcommittees that are scheduled to take place on Monday, April 28 and Tuesday, April 29, 2025.

This item was for information only.

5.3 Transportation Network Company Update

PAPCO members received a Transportation Network Company (TNC) presentation from Uber regarding Uber's Wheelchair Accessible Vehicle (WAV) services in Alameda County.

This item is for information only.

5.4 Equity Initiatives Update

Krystle Pasco and Naomi Armenta provided an update on Alameda CTC's and federal equity initiatives.

This item was for information only.

5.5 Mobility Management Update

Naomi Armenta provided a mobility management update.

This item was for information only.

6. Committee Member Reports

6.1 Alameda CTC Independent Watchdog Committee (IWC) Update

Esther Waltz provided an update from the January 16, 2025 IWC meeting.

6.2 East Bay Paratransit Access Committee (EBPAC) formerly East Bay Paratransit's Service Review Advisory Committee (SRAC) Meeting Agenda Update

Michelle Rousey noted that the EBPAC will meet on the second Tuesday of March from 12:30 to 2:30 p.m.

6.3 Other ADA and Transit Advisory Committee Updates

Herb Hastings informed PAPCO members that the Wheels Tri-Valley Accessible Advisory Committee discussed potential changes to the 10 bus line.

Herb Hastings reported on the BART Accessibility Task Force meeting that took place on January 23, 2025 and noted that the next meeting is scheduled for February 27, 2025.

7. Staff Reports

Naomi Armenta discussed the Joint PAPCO/ParaTAC meeting and requested that members provide discussion/presentation topics they are interested in.

Krystle Pasco announced that Alameda CTC is initiating an update to the Needs Assessment for Alameda County's older adults and people with disabilities. More information will be shared with PAPCO at the March 24, 2025 meeting.

8. Adjournment

The next ParaTAC meeting is scheduled for Tuesday, March 11, 2025, at 9:30 a.m. in the Alameda CTC offices at 1111 Broadway, Suite 800, Oakland, CA 94607.

The next PAPCO meeting is scheduled for March 24, 2025, at 1:30 p.m. in the Alameda CTC offices at 1111 Broadway, Suite 800, Oakland, CA 94607.



FY 2024-25 Paratransit Advisory and Planning Committee (PAPCO) Meeting Calendar

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

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

Categories	October 28, 2024 PAPCO	January 27, 2025 PAPCO	March 24, 2025 PAPCO	April 28-29, 2025 Subcommittees	June 23, 2025 PAPCO	July 28, 2025 Joint PAPCO and ParaTAC
Planning and Policy	<ul style="list-style-type: none"> Implementation Guidelines and Performance Measures Update 	<ul style="list-style-type: none"> Implementation Guidelines and Performance Measures Update Transportation Network Company (TNC) Wheelchair Accessible Vehicle (WAV) Presentation: Uber 	<ul style="list-style-type: none"> Alameda County Mobility Needs Assessment for Older Adults and People with Disabilities (Paratransit Needs Assessment) Update 		<ul style="list-style-type: none"> Approve FY 2025-26 PAPCO Meeting Calendar 	<ul style="list-style-type: none"> Topic: TBD
Programs and Grants Review	<ul style="list-style-type: none"> Longitudinal Reserves Report 	<ul style="list-style-type: none"> FY 2025-26 Program Plan Review Overview 		<ul style="list-style-type: none"> Paratransit Program Plan Review Subcommittees 	<ul style="list-style-type: none"> Approve FY 2025-26 Paratransit DLD Program Plans Recommendation Paratransit Discretionary Grant Program Update 	
Committee Development	<ul style="list-style-type: none"> Equity Initiatives Update Mobility Management Update 	<ul style="list-style-type: none"> Equity Initiatives Update Mobility Management Update 	<ul style="list-style-type: none"> Equity Initiatives Update Mobility Management Update 		<ul style="list-style-type: none"> Elect FY 2025-26 PAPCO Officers Equity Initiatives Update Mobility Management Update 	

**Alameda County Transportation Commission
Paratransit Advisory and Planning Committee
Member Roster - Fiscal Year 2024-2025**

	Title	Last	First	City	Appointed By	Term Began	Re apptmt.	Term Expires
1	Ms.	Stadmire, Chair	Sylvia	Oakland	Alameda County Board of Supervisors, District 3	Sep-07	Jul-19	Jul-21
2	Ms.	Johnson, Vice Chair	Sandra J.	San Leandro	Alameda County Board of Supervisors, District 4	Sep-10	Sep-23	Sep-25
3	Mr.	Costello	Shawn	Dublin	City of Dublin	Sep-08	Jun-16	Jun-18
4	Mr.	Hastings	Herb	Dublin	Alameda County Board of Supervisors, District 1	Mar-07	Oct-18	Oct-20
5	Mr.	Lewis	Anthony	Alameda	City of Alameda	Jul-18		Jul-20
6	Mr.	Marshall	Roger	Fremont	City of Fremont	Jan-24		Jan-26
7	Mr.	Mital	Arun	Fremont	AC Transit	Jan-24		Jan-26
8	Ms.	Rivera-Hendrickson	Carmen	Pleasanton	City of Pleasanton	Sep-09	Apr-19	Apr-21
9	Ms.	Rousey	Michelle	Oakland	BART	May-10	Jan-16	Jan-18
10	Mr.	Suter	John	Emeryville	City of Emeryville	May-21	Sep-23	Sep-25
11	Ms.	Van Slyke	Helen	Hayward	Alameda County Board of Supervisors, District 2	Apr-24		Apr-26
12	Ms.	Waltz	Esther Ann	Livermore	LAVTA	Feb-11	Sep-23	Sep-25
13		Vacancy			Alameda County Board of Supervisors, District 5			

	Title	Last	First	City	Appointed By	Term Began	Re apptmt.	Term Expires
14		Vacancy			City of Albany			
15		Vacancy			City of Berkeley			
16		Vacancy			City of Hayward			
17		Vacancy			City of Livermore			
18		Vacancy			City of Newark			
19		Vacancy			City of Oakland			
20		Vacancy			City of Piedmont			
21		Vacancy			City of San Leandro			
22		Vacancy			City of Union City			
23		Vacancy			Union City Transit			



Memorandum

5.1

1111 Broadway, Suite 800, Oakland, CA 94607

• PH: (510) 208-7400

• www.AlamedaCTC.org

DATE: March 17, 2025

TO: Paratransit Advisory and Planning Committee

FROM: Krystle Pasco, Senior Program Analyst

SUBJECT: Alameda County Mobility Needs Assessment for Older Adults and People with Disabilities Update

Recommendation

The Paratransit Advisory and Planning Committee (PAPCO) members will receive an update on the Alameda County Mobility Needs Assessment for Older Adults and People with Disabilities. PAPCO members will have an opportunity to provide input and engage in a discussion at the meeting.

Summary

Alameda CTC is initiating an Alameda County Mobility Needs Assessment for Older Adults and People with Disabilities (Paratransit Needs Assessment) to identify the current and future needs of older adults and people with disabilities in Alameda County and create actionable plans to meet those needs. This is a key opportunity to evaluate changing needs and connect with Alameda County stakeholders to use their experiences to identify opportunities to build better and more accessible transportation networks.

The Paratransit Technical Advisory Committee (ParaTAC) members received an update and provided input at their meeting on March 11.

Background

The Paratransit Needs Assessment will serve as an update to the 2017 Assessment of Mobility Needs of People with Disabilities and Seniors in Alameda County. Since 2017, the transportation landscape has changed drastically, with new travel patterns, innovative and dynamic services, and funding and operational constraints for providers.

Alameda CTC and regional transportation entities have also strengthened their commitment to equity, emphasizing transportation solutions for low-income residents and communities of color. An updated Paratransit Needs Assessment will provide an up-to-date understanding of the needs of older adults and people with disabilities that, in turn, will shape the future of Alameda CTC's countywide Paratransit program.

Furthermore, the Paratransit Needs Assessment aligns with the development of the 2026 Countywide Transportation Plan (CTP) update. By coordinating with the CTP efforts, the Paratransit Needs Assessment can inform the overall CTP recommendations, ensuring the needs of older adults and people with disabilities are highlighted and also identify needs and recommendations that fit within broader, countywide planning efforts.

The Paratransit Needs Assessment tasks are outlined in the table below.

Task	Description
Task 1: Project Management	Ongoing project management
Task 2: Existing Conditions	<p>Evaluation of existing conditions, including:</p> <ul style="list-style-type: none">• Description and demographics of Alameda County.• Description of existing transportation services and programs in Alameda County.• Funding landscape.• Infrastructure and pedestrian safety measures; capital investments.• Technology accessibility.• Overview of existing equity considerations.• Overview of existing local, regional, state, and federal partnerships.• Program data analysis.
Task 3: Peer Reviews of Relevant Programs	Review of three to four local programs and two national peers

Task	Description
Task 4: Community Engagement	Development of a community engagement plan; community engagement events; summary of engagement and outcomes; and collection of feedback on priority recommendations
Task 5: Identification of Needs and Recommendations	Summary of findings from previous tasks and identification of strategies and solutions to meet the identified needs
Task 6: Identify Initial Implementation Processes	Development of detailed implementation plans for priority recommendations
Task 7: Complete Alameda County Mobility Needs Assessment for Older Adults and People with Disabilities	Preparation of final report and presentations to ParaTAC, PAPCO, the Planning, Policy, and Legislation Committee (PPLC), and the Commission

ParaTAC members provided input at their meeting on March 11. Their comments are outlined in the table below.

Question	Responses
What does success look like? What outcomes do you want to see from this study?	<ul style="list-style-type: none"> The outcome should be dependent on the process. We should collaborate both with those who have expertise and those who have experience with the issues and are affected by the challenges. Data on specific transportation needs for different populations would help plan demand for curb-to-curb vs. door-

to-door and wheelchair accessible transportation.

- We need longer term trends to plan for demand in the future. What is the expectation for how demand will grow?
- Current gaps within the system and solutions for the gaps (both updates on gaps identified in 2017 and new gaps)
- What are the potential areas for interoperability? How can riders move between service areas? How can systems better communicate to provide better service?
- What did or did not happen as a result of the 2017 effort?
- The report should reflect the technological advances of the transportation industry and the impact of the digital divide that was made clear during and post-COVID.
- How can we foster transitions to make new and helpful technology work for different people?
- How are programs working together to complement and support each other? How are clients using different programs? How are cities positioning/marketing different programs?
- It would be helpful to see a more thorough analysis of ADA and city-operated paratransit and the patterns

	<p>seen across service systems and usage. How many ADA paratransit eligible clients are using city-operated programs and vice versa?</p> <ul style="list-style-type: none"> • Is there a minimum level of service that is the most efficient level of use for paratransit and other accessible programs?
<p>What are initial challenges that your agencies see or experience with accessible transportation?</p>	<ul style="list-style-type: none"> • There are barriers to reaching and communicating with limited English speakers even with culturally competent outreach efforts. • East Bay Paratransit cost of service is huge (approaching \$130/ride) and under threat from the regional budget shortfall. How can we provide good service with the dire budget crisis? • How can we ensure safety for seniors and families with children with disabilities? • Riders often don't know where to call across cities and counties to access services. A single point of initial interest and referral (like a mobility manager) seems necessary. • Paratransit has potential for improved technology adoption as well. • What other approaches to paratransit service models are there? There are more efficient ways to provide service that we could try to implement.

	<ul style="list-style-type: none"> • Application processes can be cumbersome (too long, no access for people without printers) • Applications over the phone are incredibly staff-intensive. However, they provide a better picture of the rider's needs, but are very labor intensive, cost intensive. • There are two volunteer driver programs in Southern Alameda County, which is great, but the amount of work for a quality program is intense (volunteer recruitment and maintenance, arranging door-through-door vs door-to-door service, management of paperwork, collecting data) • Projecting ridership for an on-demand WAV service is difficult. • Providing service to youth and minors with disabilities who need accessible transportation services but are not considered by some of the age-determined services remains a challenge
<p>What are the strengths, weaknesses, opportunities, and threats regarding accessible transportation in Alameda County?</p>	<p><i>Strengths</i></p> <ul style="list-style-type: none"> • ParaTAC meetings are a good exchange of ideas, solutions, and efforts across cities

- Access Alameda is a strong one-stop shop for paratransit services
- There are collaborative working relationships for ADA paratransit and transit agencies
- The county is able to provide services at a low or no cost
- In South County, we are able to use joint power agreements to work with neighboring cities and harness economies of scale

Weaknesses

- The awareness of services and understanding of how to use them is lacking. The services are too complicated and hard to navigate for some riders.
- There are not enough staff and interested people to maintain the level of service.
- Funding streams and availability are inconsistent.
- Riders across different programs actually move a lot and change renewal and eligibility guidelines, making the current 5-year renewal timeline difficult.
- Access to reliable wheelchair accessible vehicles is difficult.

- It is also difficult to adapt services to specific needs for each rider.

Opportunities

- Innovative technology can support paratransit services, new wayfinding capabilities for low-vision riders
- Accessible amenities for fixed route service can decrease reliance on paratransit

Threats

- Federal funding landscape
- Regional transit funding shortfall
- Growing aging population in relation to the tax base and populations who can provide services (drivers, dispatchers, call center, etc.)
- Duplication or consolidation of service (can be either a threat or an opportunity based on agency size or service area)
- Threat from procurement as vendors shrink and face less competition (can overcharge for services without accountability for providing high quality service)
- Loss of trust in service as funding shortfalls worsen and service performance takes a hit

Is there anything else you'd like to share or add

- The transition from gas and diesel to electric vehicles provides logistical

<p>that you haven't had a chance to share?</p>	<p>challenges and opportunities for operating and managing those fleets.</p>
<p>Are there any upcoming engagement events that you'd like us to attend?</p>	<ul style="list-style-type: none"> • Access and Functional Needs Committee meetings • Annual San Leandro Resource Fair on June 24th • East Bay Paratransit Access Committee (EBPAC) • Age-Friendly Council • AC Transit's General Manager's Access Committee (GMAC)

Fiscal Impact: There is no net fiscal impact.



PAPCO Meeting | March 24, 2025

Alameda County Mobility Needs Assessment for Older Adults and People with Disabilities

ALAMEDA COUNTY TRANSPORTATION COMMISSION



Agenda

- Introductions
- Needs Assessment Overview
- Needs Assessment Tasks and Examples
- How You Can Help
- Next Steps



Nelson\Nygaard Introductions

- Introduce new faces!



3

Needs Assessment Overview

- Our goal is to identify the current and future needs of older adults and people with disabilities in Alameda County and create an actionable plan to meet their needs.
- This process will propose solutions and strategies to make it easier to travel in Alameda County.
- This assessment will update the 2017 Needs Assessment.



4

Needs Assessment Tasks

- Look at existing and future conditions in Alameda County for where needs currently exist and where needs may develop
- Review transportation infrastructure and facilities to determine existing gaps and accessibility barriers
- Understand the challenges and opportunities when getting around across Alameda County
- Develop recommendations for potential solutions that can address those needs



5

Needs Assessment Examples

- Examples of potential solutions include:
 - Improve the accessibility of the fixed-route public transit system
 - Expanding flexible transit options
 - Expanding volunteer driver programs to North, Central, and South County



6

How You Can Help

- We will be doing an activity with you to identify how this study can improve your accessible transportation experience in Alameda County
- We want to know what you think of the current conditions for accessible transportation and what outcomes you would like to come out of this study



7

Next Steps

- We'll be doing community engagement in the late spring and early summer.
- We have a comment box on the Access Alameda website (www.AccessAlameda.org/NeedsAssessment) – feel free to provide additional comments.
- We anticipate creating a survey to accompany the spring engagement. When that's complete, we'll plan to share it so you and anyone else who'd like to can complete the survey.



8



Thank You

For more information, visit

www.AlamedaCTC.org

or contact paratransit@alamedactc.org

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