



## Transit Paratransit Coordinating Committee MEETING AGENDA

**January 17, 2012: 2:00 p.m. to 3:30 p.m.**  
SCTA/RCPA Conference Room

### ITEM

1. Self Introductions
2. Invitation for Public Comments on Items *Not* on the Agenda
3. Approval of Minutes of November 15, 2011 – DISCUSSION / ACTION\*
4. Approval of the Agenda – DISCUSSION / ACTION\*
5. TPCC Officer Elections (Chair & Vice Chair) --- DISCUSSION/ ACTION\*
6. Review of Revised Draft Membership List --- DISCUSSION/ACTION
7. Roundtable Reports:
  - 7.1 Transit/Paratransit Operators
  - 7.2 Other Entities
8. Paratransit Scheduling Windows --- DISCUSSION lead by Chair Battenberg
9. Wheelchair Securement in Paratransit Vehicles --- DISCUSSION lead by Chair Battenberg
10. Status of New-Freedom-Funded One Call/One Click Transportation Resource Center --- INFORMATION --- Michael Ivory
11. Status of National Center on Senior Transportation (NCST) Grant Request --- INFORMATION --- Ginny Doyle
12. SCTA Reports:
  - 12.1 Status of Lifeline Transportation Program --- INFORMATION
  - 12.2 Other Funding Programs --- INFORMATION



### 13. Articles of Possible Interest:

13.1 Tour Operator's Settlement Agreement re Lack of Wheelchair Accommodations (posted 12/28/2011) LBA Express, Inc. The company operated a demand responsive system of over-the-road-buses, but had no accessible vehicles; no provisions for alternative vehicles; and no compliant training program.

### 14. Other Business / Comments / Announcements

14.1 Up-coming ACTION: Approval of Sonoma County's Coordinated Claim is anticipated at the March 20<sup>th</sup> TPCC, so please plan to attend. Board approval will follow in April.

#### 14.2 [TSA Launches New Toll Free Number for Air Travelers with Disabilities](#)

The Transportation Security Administration (TSA) has launched a new helpline number for air travelers with disabilities and medical conditions. You can call [TSA Cares](#) toll free at **1-855-787-2227** before you travel for answers to questions about screening policies, procedures and what to expect at the security checkpoint. TSA recommends that passengers call about 72 hours before traveling so that when needed, TSA Cares can coordinate checkpoint support with a TSA Customer Service Manager at the airport.

### 15. Adjourn

\*Materials attached

The next **SCTA/RCPA** meeting will be held on **February 6, 2012**  
The next **TPCC** meeting will be held on **March 20, 2012**

Copies of the full Agenda Packet are available at [www.sctainfo.org](http://www.sctainfo.org).

\*\* DISABLED ACCOMMODATION: If you have a disability that requires the agenda materials to be in an alternate format or that requires an interpreter or other person to assist you while attending this meeting, please contact SCTA/RCPA at least 72 hours prior to the meeting to ensure arrangements for accommodation.

SB 343 DOCUMENTS RELATED TO OPEN SESSION AGENDAS: Materials related to an item on this agenda submitted to the **TPCC** after distribution of the agenda packet are available for public inspection in the Sonoma County Transportation Authority/Regional Climate Protection Authority office at 490 Mendocino Ave., Suite 206, during normal business hours. Pagers, cellular telephones and all other communication devices should be turned off during the committee meeting to avoid electrical interference with the sound recording system.

**We appreciate your attendance & participation**

## SCTA TRANSIT- PARATRANSIT COORDINATING COMMITTEE

### Meeting Minutes of November 15, 2011

#### ITEM

##### 1. Self Introductions

Meeting called to order at 2:09 p.m. by Lynne March.

*Attendees:* Gabriel Arevalo, VetConnect; Dennis Battenberg, Chair; Steve Birdleough, Friends of SMART; Bob Cuneo, Senior Representative; Stan Gow, Citizen; Ginny Doyle, Area Agency on Aging; Vaughn Held, Disability Services and Legal Center; Michael Ivory, City of Santa Rosa; Jessica Jones, Santa Rosa Junior College; Carin Lawrence, Becoming Independent; Mardell Morrison, City of Santa Rosa; Rabon Saip, Area Agency on Aging; Katherine Taylor, Area Agency on Aging; Jim Wagner, Sonoma County Transit.

*Staff:* Nina Donofrio, Lynne March

##### 2. Invitation for public comments on items not on the agenda

Rabon Saip announced the formation of a planning committee under the Area Agency on Agency as part of a transition support group for seniors and the disabled who are adjusting to stopping driving. This group would interface with various transit agencies and resources in the County. He invited interested attendees to get involved as committee members; the meeting schedule is yet to be determined as this committee is in the process of being formed.

Jessica Jones, President of the Santa Rosa Associated Students of the Santa Rosa Junior College announced that the bus pass program for students and faculty was cut last semester. Efforts are under way to work with the SCTA and other entities to re-establish this program. An alternative transportation survey is being conducted among students and faculty to determine the types of transportation currently being utilized, interest in transit, and potential ridership. Results are expected to be complete by spring 2011. Ms. March invited Ms. Jones to return and report with this information to the Committee.

Ms. Jones announced the adoption of a Declaration of Sustainability by Santa Rosa Junior College, with transportation as a component of this policy.

##### 3. Approval of Minutes September 13, 2011 – DISCUSSION / ACTION\* Approved as submitted.

##### 4. Approval of the agenda – DISCUSSION / ACTION\* Approved as submitted.

##### 5. Roundtable Reports:

###### 5.1. SMART Update

Steve Birdleough announced that the SMART Board would be meeting Wednesday, November 16. Technical issues regarding the bond issue and a contract that would upgrade crossing signals from Marin County to



Cloverdale will be considered. The track upgrade contract will cover the line from the Civic Center to the Santa Rosa depot, with the option to extend this to Guerneville Road. This contract is expected to be let at the December meeting. Presumably bonds would be issued some time between the November 16 and December meetings.

#### 5.2. Transit/Paratransit Operators

##### *City of Santa Rosa:*

Mike Ivory reported that ridership has been consistent over the past two months.

Since last December, the Transit Department has been understaffed, with the retirement of the Director, followed by the Deputy Director. The Transit Department has now merged with the Public Works Department to form the Transportation and Public Works Department.

Mr. Ivory next announced the hire of a new Deputy Director, Anita Winkler, who held this position ten years ago with the City of Santa Rosa. Two new planners have also been hired within the past three months, replacing two planning staff that had left. By year-end the Department will be fully staffed.

Progress is continuing to implement AVL for the fixed route system, which will provide real-time information on bus locations and travel and destination timing.

The City's application for the New Freedom grant for a proposed regional call center /website has been accepted (to be addressed later in the agenda).

##### *Sonoma County Transit:*

Jim Wagner reported that fixed route ridership is up by 1.21% through the end of September. There were 3,360 paratransit rides in September.

Mr. Wagner announced inspection of four new buses, which are expected to arrive in January. These will have NextBus technology installed; NextBus is scheduled to be implemented on all vehicles over the next six months to one year; this will provide real time bus location and arrival information. Staff will be ordering six more Orion 7 vehicles in April/May of 2012, which will replace all 2000 Orion 5 vehicles. Two new paratransit vehicles are awaiting delivery, and four new paratransit vehicles are scheduled for delivery in April.

Mr. Wagner reported on the new Sebastopol Transit Center; with a new Auerbach low-floor cutaway bus shuttle service. Three new shelters were installed; these are a new design, with solar power illumination at night. These shelters will eventually be installed throughout the County system. A ribbon cutting ceremony was held for the opening of the transit center. This is also planned for Windsor, along with a new Auerbach low-floor cutaway vehicle; to be followed by Cloverdale.

##### *Golden Gate Transit:*

Ms. March reported that a public workshop will be held regarding the elimination of Golden Gate Transit Route 72F . Cotati service will still be provided on GGT Express Route 101. The workshop is scheduled for November 16, 6:00 to 8:00 p.m., at the Petaluma Fairgrounds.

#### 5.3. Other Entities

##### *Becoming Independent:*

Carin Lawrence noted that ridership is stable for this agency. She outlined the services provided to the developmentally disabled through this non-profit organization; these include employment, continuing education, transportation, family support and referral, and community living support.

Ms. Lawrence explained that ridership has increased over the past year by 35 riders. At one point service was reduced between

Petaluma and Santa Rosa due to lack of ridership; this has since been re-implemented.

*Disability Services and Legal Center (DSLCL):*  
Vaughn Held reported on the recent Tech Expo held October 22. Approximately 62 exhibitors participated, with approximately 500 attending. Exhibits included automated vans and various augmentative devices, California telephone access plans, and included businesses from as far away as San Jose, San Francisco, Danville, and Sacramento.

Stan Gow reported on his participation in a MTC-sponsored paratransit focus group hosted by SCTA with consultant Nelson/Nygaard, noting there was good representation among various counties and that this addressed fixed route and paratransit transportation service.

## 2. Public Comment (continued)

Ms. March introduced Gabriel Arevalo of VetConnect, who addressed the Committee with a brief explanation of the group's services (as a Vietnam veteran and one of its original co-founders). This group became part of the federal Continuum of Care, and represents an effort to consolidate all the various services and resources available to veterans through their agency, for a "one-stop shopping" approach to get various types of assistance, including employment, housing, and transportation. This includes conducting outreach to provide information about the services available, and assisting veterans to take advantage of these.

Efforts are also under way to expand this group statewide. The group's services include an interest in transit and paratransit service, particularly in helping homeless vets in Sonoma County get to the group's facility at the Santa Rosa Veterans Memorial Building to receive assistance and veterans' benefits. VetConnect is also sharing office space with DSLCL.

Particular efforts are being made to contact veterans in Sonoma County, as there is a great need.

## 6. SCTA reports:

### 6.1. TPCC Officer Elections in January --- NOTICE OF ACTION\*

Ms. March reminded the Committee of upcoming elections in January and the importance of attending in order to have a quorum. She invited nominees for Chair and Vice Chair, given former Vice Chair Larry Henzerling's retirement. Vaughn Held accepted the nomination for Vice Chair. Ms. March reported that Dennis Battenberg had previously accepted nomination for Chair.

### 6.2. Meeting Schedule for 2012 --- INFORMATION\*

Ms. March presented the proposed meeting schedule for 2012, noting that the November meeting is moved to November 13 due to the holiday.

### 6.3. Committee Membership Recruitment --- DISCUSSION

Ms. March presented an information sheet on the TPCC, outlining the duties and goals of the Committee, and membership requirements as established by Proposition 111. Bylaws were changed to include a Latino representative, announcing that Supervisor Mike McGuire may have recommendations for potential candidates for this position.

The purpose of the TPCC is to facilitate communication between transit and paratransit operators and users, reviewing proposals for TDA and FTA 5310 funds, which includes reviewing the Coordinated Claim for funding for transit and paratransit service in the County.

The Executive Committee consists of Planning staff coordinator (Ms. March); the Chair, and Vice Chair. A subcommittee is formed to score the 5310 grant applications.

Ms. March then reviewed the current Committee membership and existing vacancies. All transit and paratransit operators are members; and all County jurisdictions can appoint a member to represent them. Gabriel Arevalo confirmed his intent to attend regularly. Positions may also be appointed at the discretion of SCTA (e.g., possibly appointing Gabriel Arevalo as a veteran representative, or Jessica Jones to represent students/youth).

6.4. Countywide Transit Planning & SRTPs --- INFORMATION

Ms. March reported that MTC has set aside funds for Sonoma County for transit planning. Transit Operators agreed to add a Coordination Appendix addressing how the different transit operators and other County entities can coordinate services. Additional funding is also allocated for countywide ridership surveys, demographic analysis, and mapping. This will begin in January.

6.5. Status of Lifeline Transportation Program & FTA 5310 --- INFORMATION

Ms. March reported that FTA 5310 will not come up as a call for projects until January 2013.

A Lifeline kickoff meeting was held, but due to the many questions that came up a second kickoff meeting is scheduled for Monday, November 21.

Ms. March explained that the Lifeline program is designed to increase mobility for the low income population and is linked to the Community Based Transportation Plans (CBTPs), which were prepared for MTC identified "Communities of Concern". CMA staff appealed for more flexible funding sources; this has resulted in additional surface transportation program STP funding, as well as JARC funding. This program allows for the possibility of mobility management and

bicycle/pedestrian projects; not just transit projects.

6.6. 2011 Version of Funding Sources --- INFORMATION\* (electronic version only: mailed as separate attachment to agenda\*\*)

Ms. March referred to some of the federal funding sources (e.g., New Freedom, 5310, JARC) that come up for consideration by the Committee, and that this information can be used as a resource.

5.2 Transit/Paratransit Operators (Cont.):

Breaking News: Status of Large UA Cycle 4 New Freedom: Santa Rosa Proposal --- MTC message to Michael Ivory on Nov 2 "The Sonoma Access One Call/One Click Transportation Resource Center, will be recommended to receive federal funding in the amount of \$186,443 from the Federal Transit Administration's (FTA) New Freedom Program (Section 5317)." INFORMATION

Mr. Ivory reported on the recent New Freedom grant application to implement a regional one-call resource call center, to provide resources, information, and referral for a variety of services. This will be called *Sonoma Access* and will be linked to *Marin Access*; these two websites will mirror each other, with information specific to each respective county. Various human services agencies will be included as resources for public assistance; Mr. Ivory invited any additional referrals for this service. This will include travel training programs (e.g., helping veterans learn how to use transit to get to the Veterans Memorial Building in Santa Rosa); trip planning; volunteer driver programs; and other services.

RFPs will be released to fill positions for Sonoma Access call center operators; the objective is to not have to hire additional staff for these positions but to train and utilize

existing staff in various dispatch centers to man telephones at the call center. Mr. Ivory announced that Sonoma County Transit has offered to provide the needed training for these positions. Then there is design and implementation of the comprehensive website itself, to which call center operators will refer for a variety of resources for the public.

The City of Santa Rosa will be conducting intense public outreach, including visits to senior centers, sending fliers, posting billboards, etc.

Efforts will continue to establish sustainable funding following the current two-year funding period.

Each agency will be responsible to have staff maintain the accuracy of their information on the website and to keep it current.

Ms. March pointed out that benefits of this project include cost savings; improved efficiency and reduced duplication of services; no empty vehicles, and reduction of GHG emissions, as well as greater service to those in need.

Mr. Ivory announced that this effort represents a precursor to mobility management. RFPs will likely be released after the first of the year; with training and education of dispatch operators to be conducted by himself and Jim Wagner.

Mr. Ivory thanked those who had assisted with the application.

In response to questions from the Committee, Mr. Ivory noted that the website will link to 511. He noted issues in trying to link to 211; their operators are all very part-time volunteers, and they have limited resources being in being able to address all the services

offered through the regional call center. Therefore, the website will refer to 211 for information, but will not be directly linked to this agency.

Ms. March reported on an opportunity for funding for supporting transportation for veterans; however, it had a very short timeline, and the possibility that this could perhaps coordinate with the Sonoma Access regional call center effort.

Mr. Arevalo addressed the need for the Veterans Administration to work with other agencies so that veterans are aware of, and can take advantage of, available benefits, and the need to ensure that benefits meant for veterans go to veterans. He suggested the need to transfer the Veterans Administration from the Department of Defense. Mr. Ivory explained that the Federal Department of Transportation implemented the 5309 program for veterans, and concurred that the VA needs to coordinate with these agencies.

#### 7. Articles of Possible Interest:

7.1. Read article at: [Giving the elderly a lift](#) regarding Sebastopol's Volunteer Driver Program

Ms. March referred to this report on the volunteer driver program in Sebastopol.

7.2. [Group wants crosswalks to be safer for the blind](#) By Jamie Hansen, Argus-Courier, Wednesday October 19, 2011 11:48 am, Activists (including Beryl Brown) for the blind take city officials (including Curt Bates) on a walking tour of some dangerous crosswalks

Ms. March referred to recent activities encouraging greater safety at crosswalks for people with impaired vision, noting that this had positive resolution.

Mr. Battenberg joined the meeting and assumed the chair for the remainder of the meeting.

At Ms. March's request, first-time attendees to the meeting re-introduced themselves (Jessica Jones and Gabriel Arevalo).

**8. Other Business / Comments / Announcements**

Ms. March announced that the next Board meeting is scheduled for December 12, at which time projects for the RTP will be considered. A special meeting of the Technical Advisory Committee meeting is scheduled for November 17, which will consider these projects. The next meeting of the TPCC will be January 17, at which time the election of officers will take place.

Mr. Battenberg invited any attendees to suggest or request agenda items, or if they wish, they can briefly address their concerns or observations in the meeting.

Mr. Battenberg noted that Vaughn Held is a knowledgeable resource for information regarding any kind of technology questions. Carin Lawrence added that she would appreciate learning about some of the new equipment and devices being installed in buses.

**9. Adjourn**  
3:23 p.m.

## Staff Report

**To:** Transit Paratransit Coordinating Committee  
**From:** Lynne March, Transportation Planner  
**Item:** Election of TPCC Officers for 2012 --- ACTION  
**Date:** January 17, 2012

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**Issue:**

Who shall be elected Chair and Vice Chair of the Transit Paratransit Coordinating Committee (TPCC) for 2012?

**Background:**

The committee's purpose is to advise the Sonoma County Transportation Authority (SCTA) on the transit needs of people with special needs, including some who are elderly, disabled, and/or with low incomes. The committee has an interest in both paratransit and fixed route transit issues.

The TPCC facilitates communications between transit and paratransit users and the operators of such services. The TPCC reviews transit proposals involving Transportation Development Act (TDA) and Federal Transit Administration (FTA) 5310, and other funds. TDA funds are available for various types of transportation projects including the provision of transit and paratransit services.

The TPCC is also involved in raising awareness of the many issues faced in both using and providing transit and paratransit services.

**Officers:**

SCTA's Ordinance No.3 requires that a Chair and Vice Chair be elected at the first meeting of the year to lead the TPCC during the calendar year. Dennis Battenberg served as Chair and Larry Henzerling as Vice-Chair during 2011, and for many prior years. Larry retired from public service at the end of July 2011. Dennis has graciously agreed to be a candidate for Chair for service again in 2012. Vaughn Held has consented to be a candidate for Vice Chair. Nominations for Chair shall be limited to members having attended six (6) or more meetings in the preceding three (3) years.

**Meetings:**

The TPCC normally meets the 3<sup>rd</sup> Tuesday of every other month at 2 p.m. Meetings are held in SCTA's conference room.

**Actions Requested:**

1. TPCC Members are requested to elect a Chair & Vice Chair for service in 2012.
2. Attendance on January 17, 2012 is requested. A quorum of voting members is required for the election.