



Solano Transportation Authority

... working for you!

SOLANO TRANSPORTATION AUTHORITY

Member Agencies: Benicia ♦ Dixon ♦ Fairfield ♦ Rio Vista ♦ Suisun City ♦ Vacaville ♦ Vallejo ♦ Solano County

One Harbor Center, Suite 130, Suisun City, CA 94585-2473 ♦ Telephone (707) 424-6075 / Facsimile (707) 424-6074 Email: staplan@sta-snci.com ♦ Website: solanolinks.com

PCC SOLANO PARATRANSIT COORDINATING COUNCIL (PCC) AGENDA

Thursday, July 15, 2010 1:00 – 3:00 p.m.

Alan Witt Park, Aquatics Complex 1741 West Texas Street Fairfield, CA

Table with 2 columns: ITEM and STAFF PERSON. Rows include: I. CALL TO ORDER (Jim Williams, Vice Chair); II. APPROVAL OF AGENDA (1:00 – 1:05 p.m.); III. OPPORTUNITY FOR PUBLIC COMMENT (1:05 – 1:10 p.m.); IV. COMMENTS FROM STAFF (1:10 – 1:15 p.m.); V. DISCUSSION OF VEHICLE REGISTRATION FEE (VRF) EXPENDITURE PLAN – SENIOR AND DISABLED (Daryl K. Halls); VI. PRESENTATIONS (Jennifer Brown, Matt Tuggle).

PCC MEMBERS

- George Bartolome (Social Service Provider), Richard Burnett (PAC Representative), Judy Nash (Public Agency – Education), Ted Newton (Social Service Provider), Rachel Ford (Public Agency-Solano County), Shirley Stacy (Transit User), James William – Vice Chair (Member at Large), Kurt Wellner (Transit User)

## VII. CONSENT CALENDAR

### A. Minutes from PCC Meeting

Liz Niedziela

#### Recommendation

Approve minutes of the May 20, 2010 meeting.  
(1:55 – 2:00 p.m.)

**Pg. 29**

## VIII. ACTION ITEMS

### A. FY 2010-11 TDA Claims – Cities of Dixon and Vallejo and Solano County.

Liz Niedziela

#### Recommendation:

1. Review and forward a recommendation to MTC to approve City of Dixon FY 2010-11 TDA claim for \$290,439 for transit operations;
2. Review and forward a recommendation to MTC to approve City of Vallejo FY 2010-11 TDA claim for \$176,765 for transit operations; and
3. Review and forward a recommendation to MTC to approve Solano County FY 2010-11 TDA claim for \$393,000 for transit operations and streets and roads.

(2:00-2:10 p.m.)

**Pg. 69**

### B. PCC Membership Recommendation and Update

Liz Niedziela

#### Recommendation:

1. Forward a recommendation to the STA Board to appoint Shannon Nelson to the Paratransit Coordinating Council as the representative for Member at Large; and
2. Elect a new Chair for 2010.
3. Appoint a PCC member to the Senior and Disabled Transportation Advisory Committee as the Paratransit Coordinating Council representative.

(2:10-2:20 p.m.)

**Pg. 75**

### C. Request for Statistical Paratransit Data from Transit Operators

Liz Niedziela

#### Recommendation:

Approve the STA staff to send a formal request to Solano County Transit Operator to provide statistical operating data to the PCC.

(2:20-2:30 p.m.)

**Pg. 87**

**IX. INFORMATIONAL**

- A. Discussion of PCC's Role in Addressing Paratransit Issues and Complaints** Liz Niedziela  
*Informational*  
(2:30 - 2:35 p.m.)  
**Pg. 89**
- B. Status of FY 2009 and FY 2010 Section 5310 Cycles** Liz Niedziela  
*Informational*  
(2:35 - 2:40 p.m.)  
**Pg. 91**
- C. Solano Transportation Authority Studies in Progress** Liz Niedziela  
*Informational*  
(2:40 - 2:45 p.m.)  
**Pg. 95**
- D. Transit Operator Updates**
- Benicia Breeze
  - Dixon Redit-Ride
  - Fairfield and Suisun Transit
  - Rio Vista Delta Breeze
  - Vacaville City Coach
  - Vallejo Transit
- (2:45-2:55 p.m.)

**X. FUTURE AGENDA ITEMS AND COUNCIL COMMENTS**

*Discussion*  
(2:55- 3:00 p.m.)

**XI. ADJOURNMENT**

The next regular meeting of the PCC is scheduled at the Benicia City Hall, in **Benicia at 1:00 pm, Thursday, September 16, 2010.**

*For questions regarding this agenda:*

Please contact Liz Niedziela at (707) 424-6075 or [eniedziela@sta-snci.com](mailto:eniedziela@sta-snci.com)

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# PCC

DATE: June 30, 2010  
TO: Solano Paratransit Coordinating Council  
FROM: Liz Niedziela, Transit Program Manager/Analyst  
RE: Discussion of Vehicle Registration Fee (VRF) Expenditure Plan –  
Senior and Disabled Mobility

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## **Background:**

As part of STA TAC agenda item VII.A, staff has separately agendized a discussion of proposed elements of the Expenditure Plan. At the June 15, 2010 STIA Board meeting, Bill Gray of Gray-Bowen described some of the potential options and types of projects and programs that are eligible to be funded through an SB 83 expenditure plan.

These options were focused on the three expenditure plan priorities identified by the Board:

1. Maintenance of Local Streets and Roads
2. Safe Routes to School
3. Senior and Disabled Mobility

This report discusses the third category: Senior and Disabled Mobility

## **Discussion:**

This staff report presents the three different options for the distribution of estimated \$640,000 of funding for the Senior and Disabled Mobility section (Attachment A).

### **Option 1: Population Formula to Transit Operators**

This option distributes the funds based on the share of population of seniors and disabled by city to the transit operators.

### **Option 2: Population Formula to Transit Operators with \$50,000 Minimum**

This option distributes the funding for a minimum amount of \$50,000 for each of the smaller/rural cities such as Benicia, County of Solano, Dixon, and Rio Vista and then distributed the remaining amount based on the share of population of senior and disabled by city for Fairfield, Suisun City, Vacaville, and Vallejo.

### **Option 3: Countywide Taxi Scrip and Reduced Fares**

This option will fund the intercity taxi scrip program and the reduced price senior and disabled fare program. The amounts for each of these countywide programs would be determined through an application process.

**Option 4: Countywide Taxi Scrip and Population Formula to Transit Operators**

This option will take 50% of the available funding and dedicate it to the Intercity Taxi Scrip Program and the Reduced Senior and Disabled Fare and the remaining 50% of funding will be distributed for a minimum amount of \$25,000 for each of the smaller/rural cities such as Benicia, County of Solano, Dixon, and Rio Vista and then distribute the remaining amount based on the share of population of senior and disabled by city for Fairfield, Suisun City, Vacaville, and Vallejo.

Under all four options, to qualify for the funding, the agency must be out of the Unmet Transit Needs Process. The agency will need to submit an application outlining their proposed senior and disabled project. The project must support one of the following five elements:

- Intercity and/or local subsidized taxi services for ambulatory and/or non-ambulatory passenger
- Reduced price senior and disabled fares
- Purchase of paratransit vehicles
- Senior Shuttles
- Mobility programs (public and non-profit) to assist the disabled and seniors

This source is not expected to fund 100% of project costs. Some local match is anticipated to be necessary.

**Recommendation:**

Review and provide input regarding the “Senior and Disabled Mobility” category for VRF expenditures and allocation options.

Attachment:

- A. Presentation of Poll Results
- B. Powerpoint: Expenditure Plan Categories
- C. SB 83 Senior and Disabled Mobility Options

# TELEPHONE SURVEY OF LIKELY SOLANO COUNTY NOVEMBER 2010 VOTERS

## *Presentation of Results*

Presented to:  
SOLANO TRANSPORTATION AUTHORITY  
JULY, 2010



### **EMC Research, Inc.**

436 14th Street, Suite 820  
Oakland, CA 94612  
(510) 844-0680  
EMC 10-4272



# Methodology

- ▶ Telephone Survey of likely November 2010 voters in Solano County
- ▶ 804 completed interviews
- ▶ Margin of error  $\pm 3.5$  percentage points
- ▶ Conducted May 9-13, 2010
- ▶ Interviews conducted by trained, professional interviewers

*As with any opinion research, the release of selected figures from this report without the analysis that explains their meaning would be damaging to EMC. Therefore, EMC reserves the right to correct any misleading release of this data in any medium through the release of correct data or analysis.*

*Please note that due to rounding, percentages may not add up to exactly 100%*

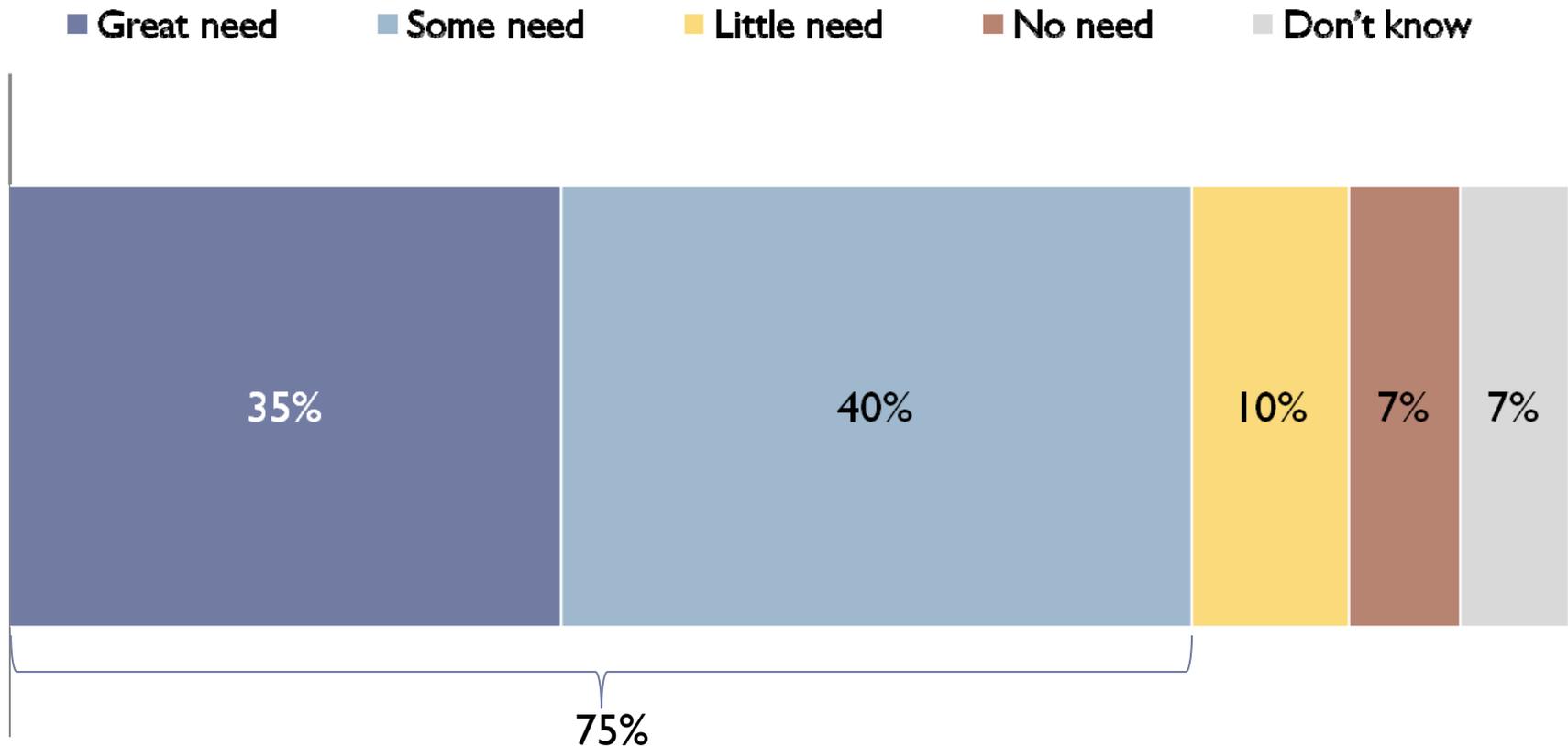
City	Number of Respondents	Margin of Error for Sub-Group
Fairfield	194 (24%)	+/-7.0%
Vallejo	185 (23%)	+/-7.2%
Vacaville	177 (22%)	+/-7.4%
Benicia	73 (9%)	+/-11.5%
Suisun	60 (7%)	+/-12.7%
Dixon	38 (5%)	+/-15.9%
Rio Vista	22 (3%)	+/-20.9%
Unincorporated	55 (7%)	+/-13.2%

# Conclusions

- ▶ **Initial vote on a \$10 vehicle registration fee ballot measure is right at 50%.**
  - ▶ Women, Democrats, and younger voters are the most supportive. The measure sees the most support in Vallejo and Fairfield.
  - ▶ Vacaville and unincorporated areas of the county are the least supportive.
- ▶ **While a 20 year sunset is not appealing to voters, reducing the fee attracts slightly more supporters.**
  - ▶ A \$5 fee boosts support slightly, to 54% in favor.
- ▶ **Creating safe routes to school for children and repairing and maintaining local streets and roads are the top transportation expenditure priorities for Solano County voters.**
  - ▶ Other programs that are supported include: fixing potholes and transportation programs for seniors and disabled persons.
- ▶ **Voters see a need for increased funding for transportation.**
  - ▶ Three out of four voters believe there is some need for transportation funding.

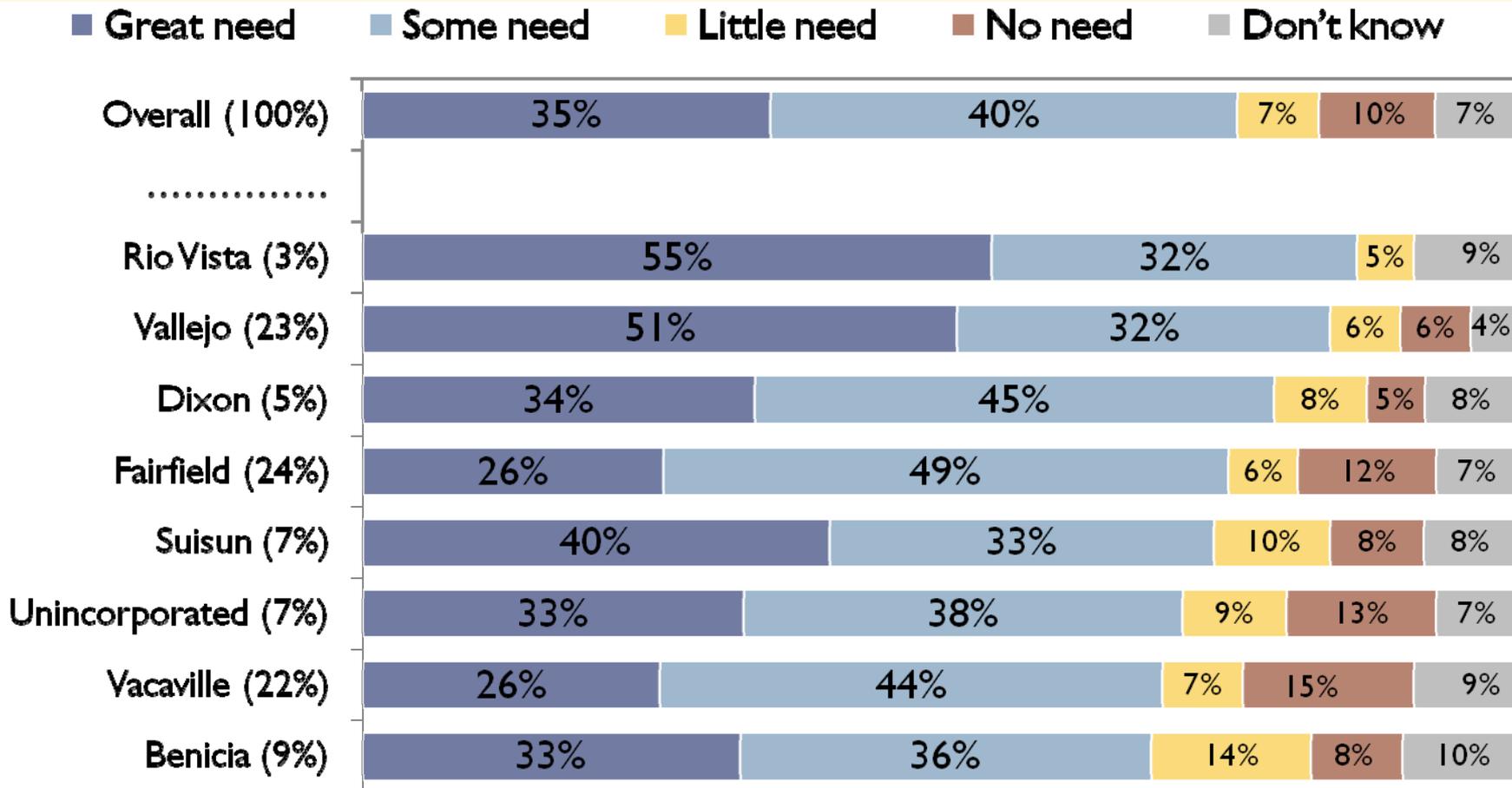
# Three-quarters think that additional transportation funding is needed in Solano County

Thinking about Solano County's transportation network, including streets, roads, and public transit, would you say that there is a great need for additional funding, some need, a little need, or no real need for additional funding? (Q14)



# Voters in Rio Vista, Vallejo, and Dixon see the greatest need for additional transportation funding

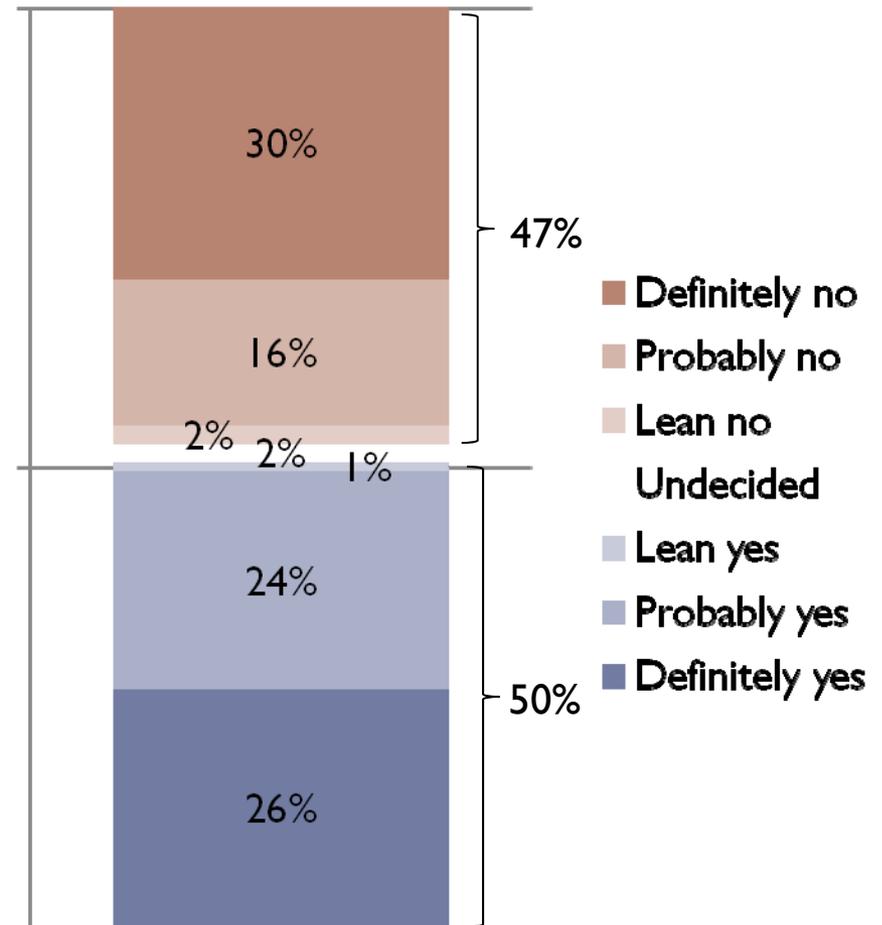
Thinking about Solano County's transportation network, including streets, roads, and public transit, would you say that there is a great need for additional funding, some need, a little need, or no real need for additional funding? (Q14)



# Initial support for the measure as asked is right at 50%

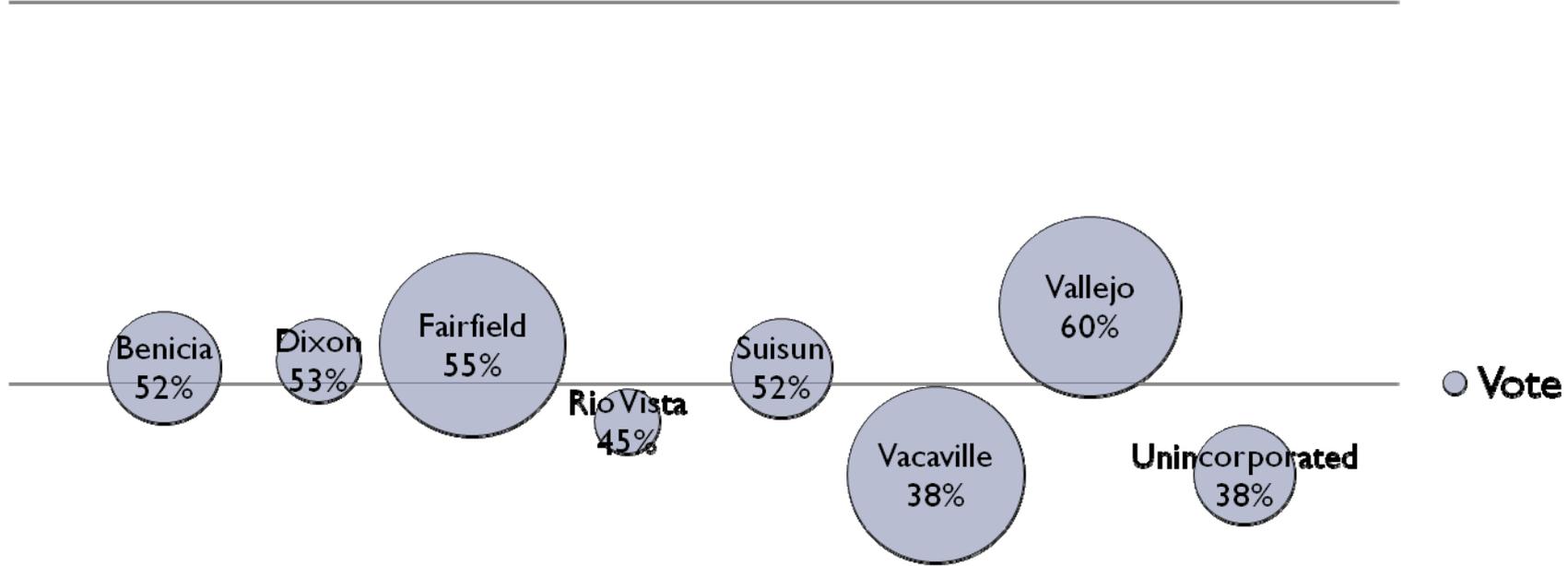
*Shall a local **vehicle registration fee of ten dollars** be established and proceeds directed to fixing potholes, providing more and easier transportation options for seniors and the disabled, and creating safe routes to school; with expenditures subject to strict monitoring and with all revenues staying in Solano County?*

*Would you vote “Yes” to approve this measure, or “No” to reject it? (Q16)*



The measure sees the highest support in Fairfield and Vallejo, and the lowest support in Vacaville and unincorporated areas

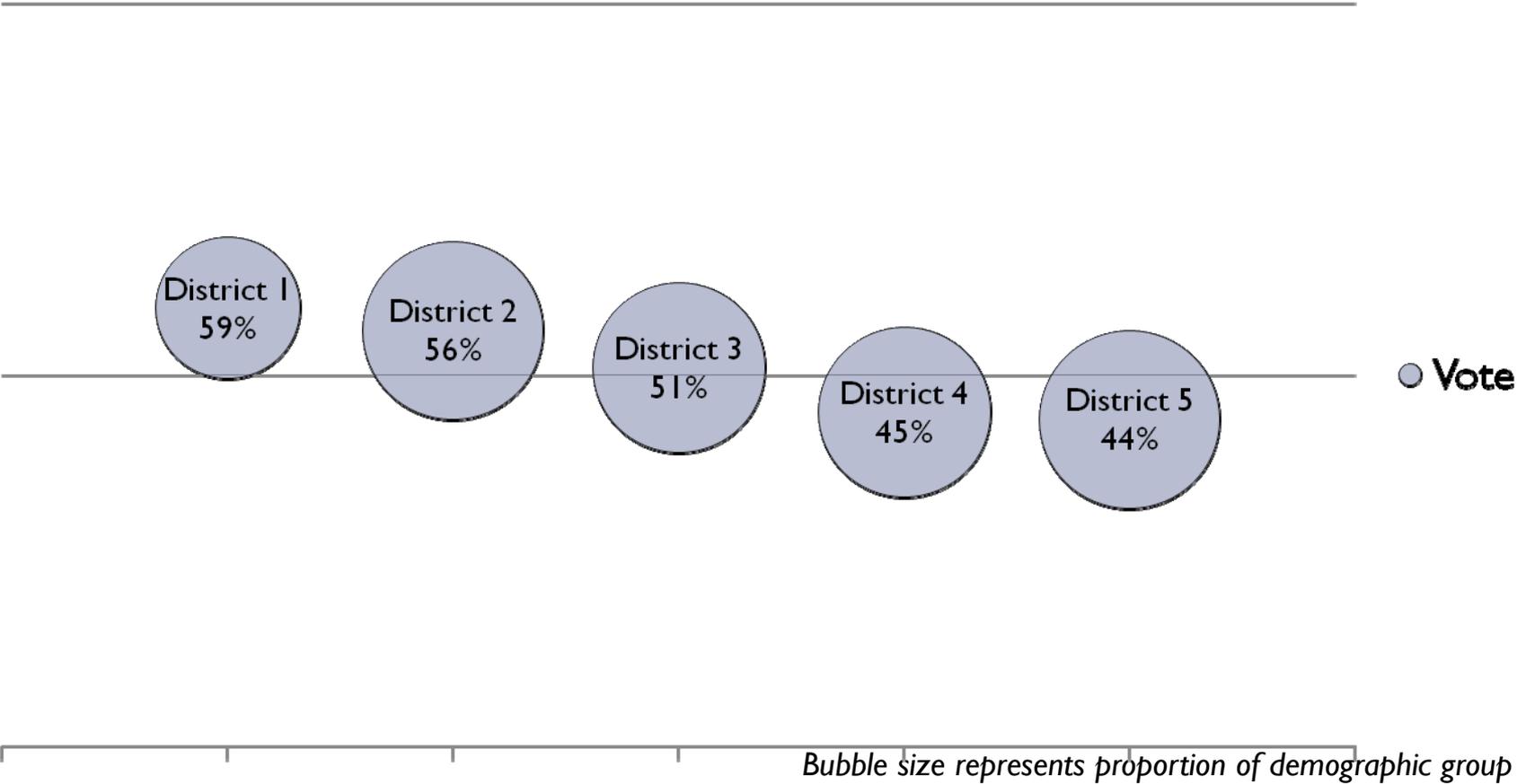
*If this measure [\$10 vehicle registration fee] were on the ballot today, would you vote "Yes" to approve this measure, or "No" to reject it? (Q16)*



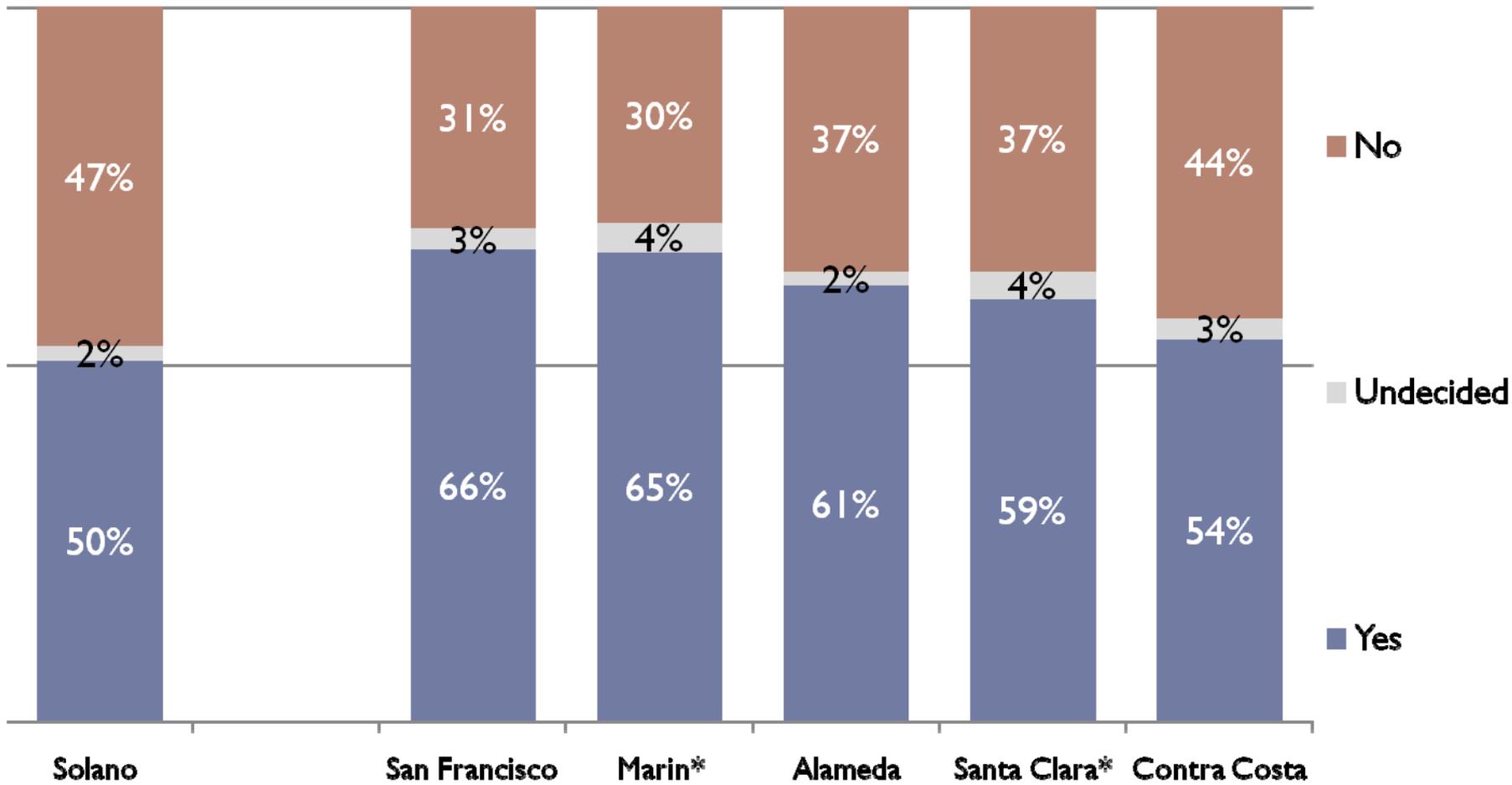
Bubble size represents proportion of demographic group

# Support for the measure is highest in Supervisorial Districts 1 and 2, and support is lowest in Districts 4 and 5

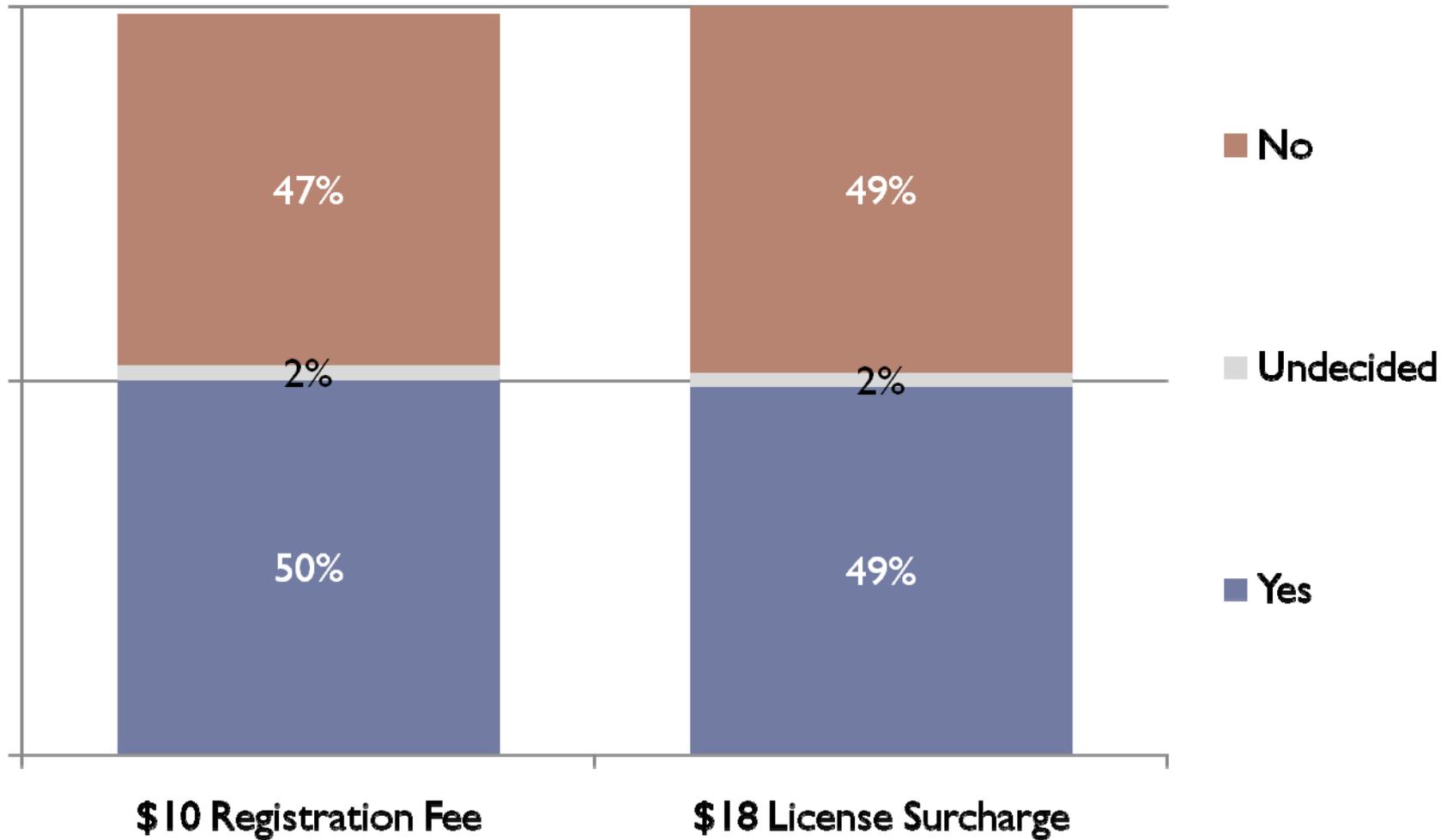
*If this measure [\$10 vehicle registration fee] were on the ballot today, would you vote “Yes” to approve this measure, or “No” to reject it? (Q16)*



# Comparison of \$10 VRF measures



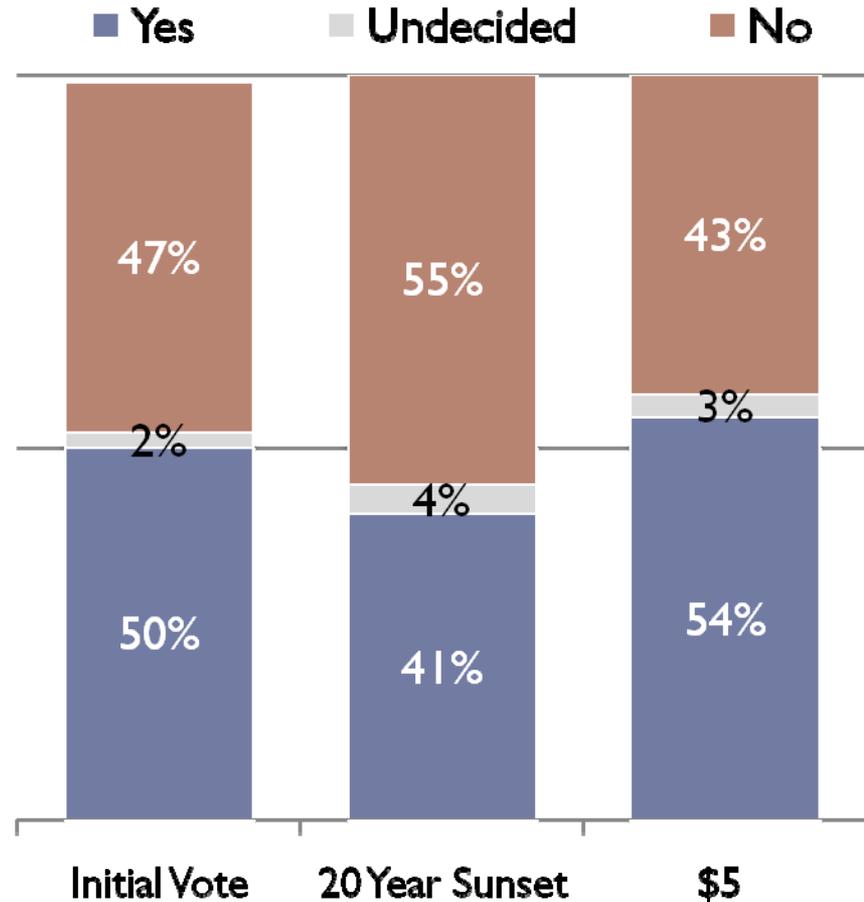
# Voter support for the \$18 parks surcharge and the \$10 registration fee is nearly identical



# The sunset provision does not attract more support, while reducing the fee to \$5 increases support only marginally

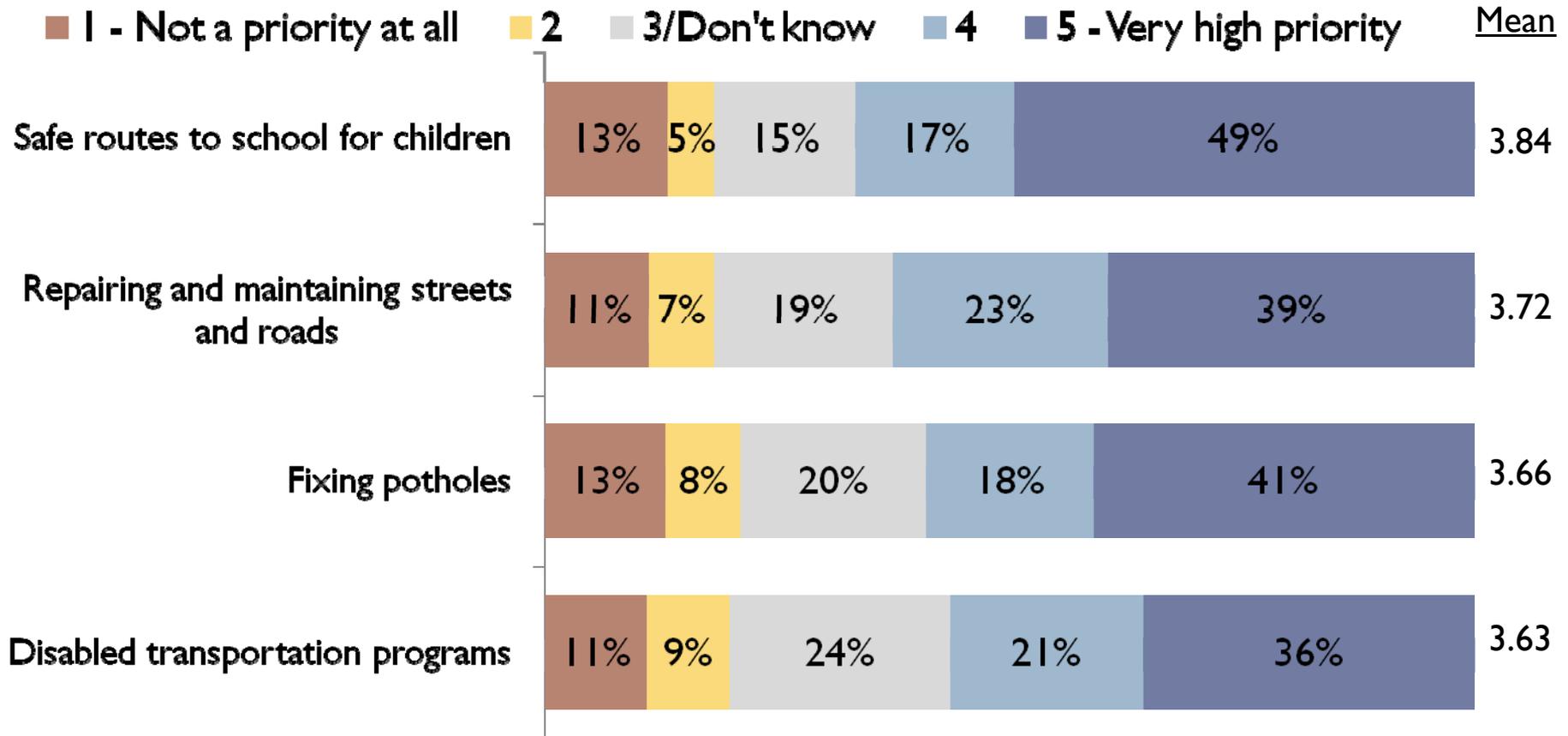
Thinking about the second measure I just read, the county vehicle registration fee measure, what if the county vehicle registration fee measure expired after twenty years and could not be continued without another vote on the fee and the expenditure plan? (Q17)

Instead of ten dollars, what if the fee was five dollars? (Q18)



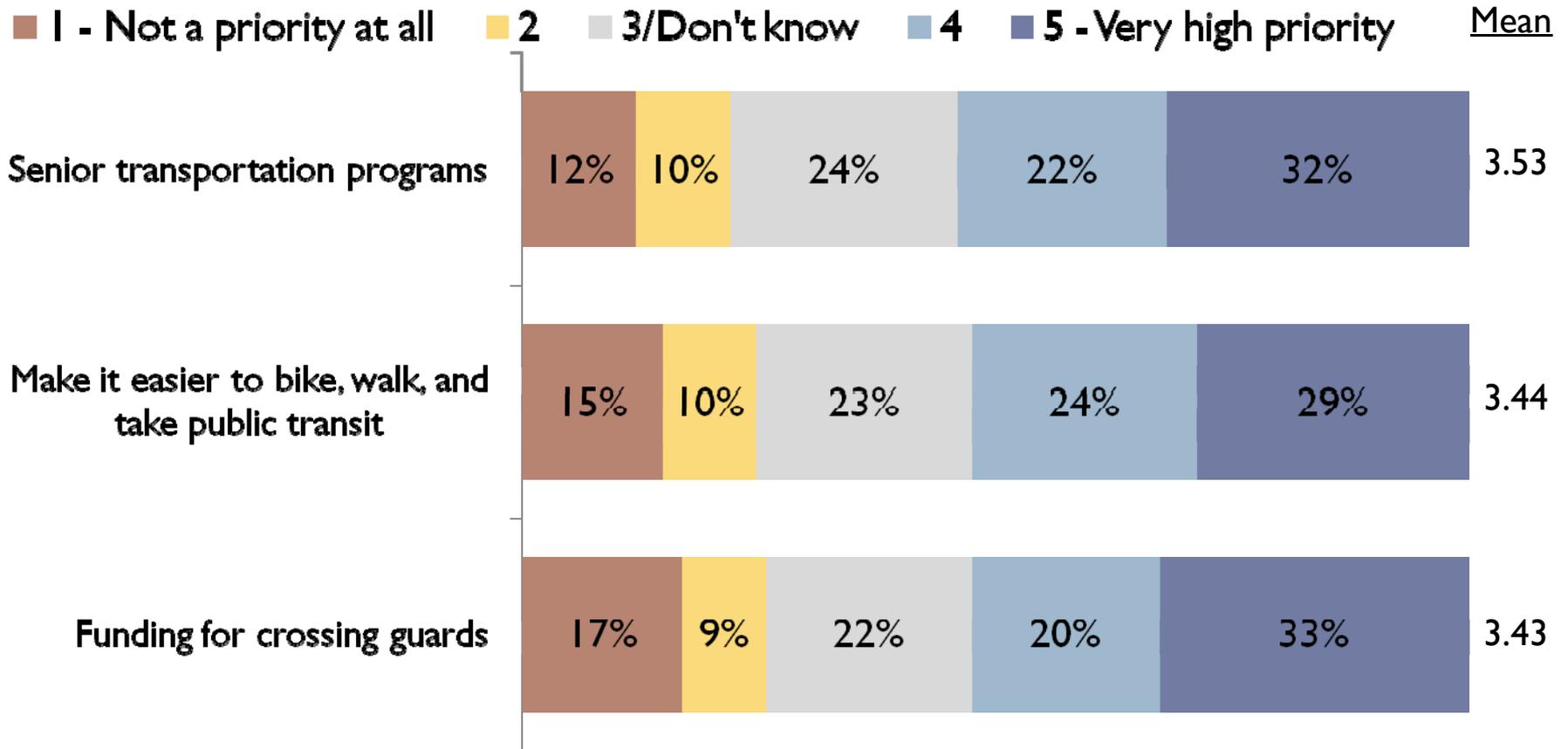
# Safe routes to school for children and repairing local streets and roads are the top expenditure priorities

*I am going to read you a list of things the [\$10 VRF] measure might pay for. For each one, please tell me how high of a priority it should be to pay for with the revenues. Please use a scale from one to five, where one means it should not be a priority at all and five means it should be a very high priority. (Q20-29)*



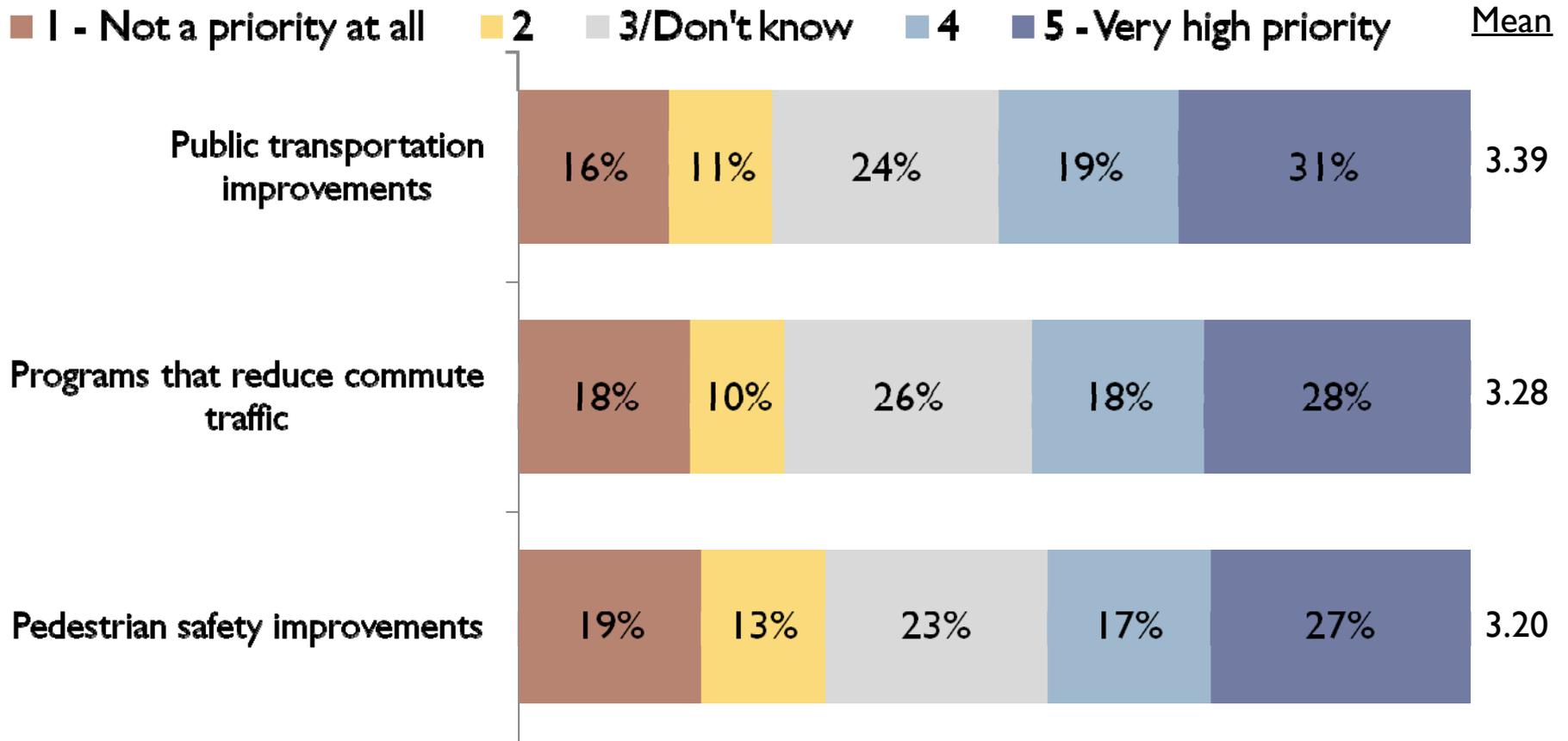
# Mid-level transportation expenditure priorities for Solano County voters

*I am going to read you a list of things the [\$10 VRF] measure might pay for. For each one, please tell me how high of a priority it should be to pay for with the revenues. Please use a scale from one to five, where one means it should not be a priority at all and five means it should be a very high priority. (Q20-29)*



# Pedestrian safety improvements and reducing commute traffic are not voter priorities

*I am going to read you a list of things the [\$10 VRF] measure might pay for. For each one, please tell me how high of a priority it should be to pay for with the revenues. Please use a scale from one to five, where one means it should not be a priority at all and five means it should be a very high priority. (Q20-29)*



# Overview of Expenditure Priorities

## *By City*

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Voter Priorities	Overall	Vallejo	Fairfield	Vacaville	Benicia	Suisun	Dixon	Rio Vista	Unincorp
Safe routes to school for children	3.84	3.90	3.95	3.71	3.82	3.95	3.95	3.81	3.58
Repairing and maintaining local streets and roads	3.72	3.98	3.82	3.43	3.55	3.81	3.51	3.81	3.63
Fixing Potholes	3.66	3.93	3.77	3.29	3.64	3.58	3.35	4.00	3.73
Disabled Transportation Programs	3.63	3.79	3.64	3.61	3.45	3.76	3.35	3.71	3.35
Senior Transportation Programs	3.53	3.55	3.59	3.51	3.40	3.69	3.55	3.38	3.38
Make it easier to bike, walk, and take public transit	3.44	3.64	3.59	3.28	3.44	3.39	3.16	3.33	3.09
Funding for crossing guards	3.43	3.47	3.46	3.41	3.37	3.59	3.51	3.45	3.15
Public transportation improvements	3.39	3.52	3.49	3.17	3.53	3.41	3.49	3.41	2.98
Reduce commute traffic	3.28	3.30	3.41	3.18	3.45	3.41	2.87	3.18	3.09
Pedestrian safety improvements	3.20	3.52	3.33	2.99	3.15	3.34	3.13	3.10	2.98

# Options for next step

	OPTION 1 \$10 Registration Fee	OPTION 2 \$10 Registration Fee	OPTION 3 \$10 Registration Fee	OPTION 4 \$5 Registration Fee	OPTION 5 \$5 Registration Fee	OPTION 6 Do not place measure on ballot
<b>Funds Generated</b>	\$3.2 Million annually	\$3.2 Million annually	\$3.2 Million annually	\$1.6 Million annually	\$1.6 Million annually	n/a
<b>Safe Routes to Schools</b> <ul style="list-style-type: none"> <li>• Crossing Guards</li> <li>• Radar speed detection signs</li> <li>• Improved bike and pedestrian paths near schools</li> <li>• Improved rail, highway, and road crossing signs near schools</li> <li>• School shuttle programs</li> <li>• Bicycle and pedestrian safety programs</li> <li>• Education and encouragement programs</li> </ul>						
<b>Senior and Disabled Transportation</b> <ul style="list-style-type: none"> <li>• Intercity and local subsidized taxi services for ambulatory and non-ambulatory transit</li> <li>• Reduced-price senior and disabled passes</li> <li>• Purchase of paratransit vehicles</li> <li>• Senior shuttles</li> <li>• Non-profit mobility programs assisting the disabled and seniors</li> </ul>						
<b>Maintenance of Local Streets and Roads</b> <ul style="list-style-type: none"> <li>• Street repaving and rehabilitation</li> <li>• Traffic signal maintenance and upgrades</li> <li>• Signing and striping on roadways</li> <li>• Fixing potholes</li> </ul>						



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# Expenditure Plan Categories

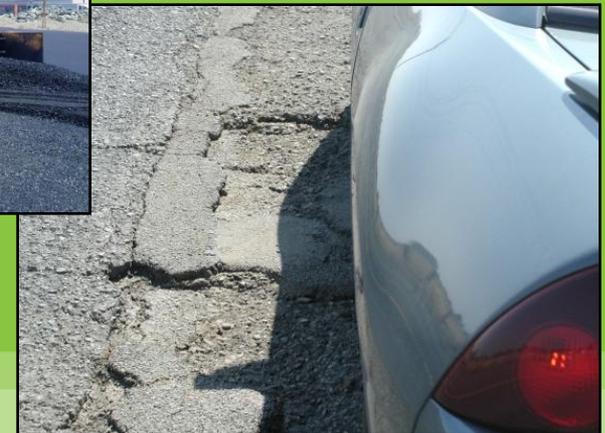
**Paratransit Coordinating Council**

**July 15, 2010**



# Maintenance of Local Streets and Roads

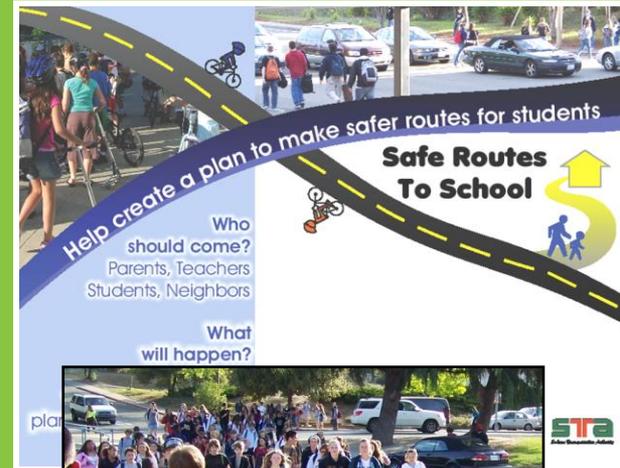
- Street repaving and rehabilitation
- Traffic signal maintenance and upgrades
- Signing and striping on roadways
- Fixing potholes



# Safe Routes to School



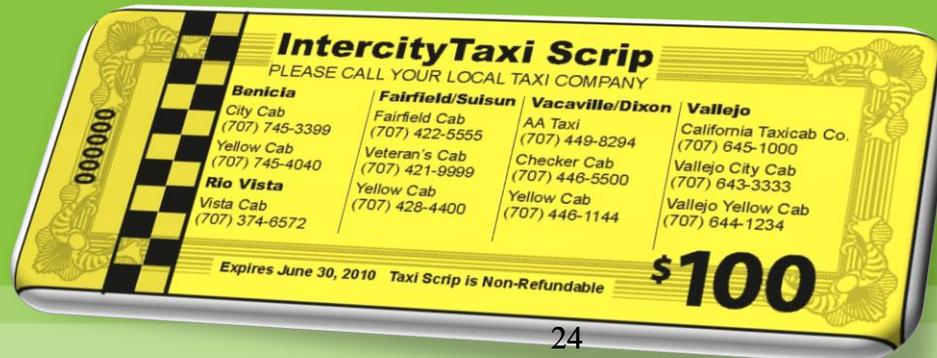
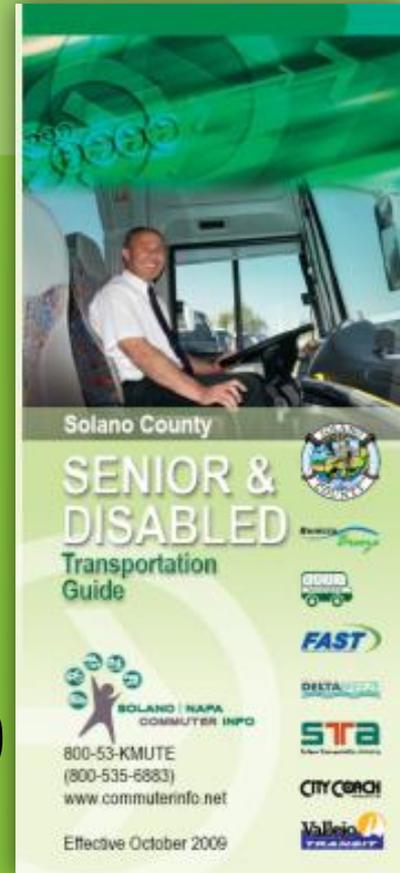
- Crossing Guards
- Radar speed detection signs
- Improved bike and pedestrian paths near schools
- Improved rail, highway, and road crossing signs near schools
- Increased traffic enforcement near schools
- Bicycle & pedestrian safety programs
- Education and encouragement programs



**Safe Routes to School** Program

# Senior and Disabled Transportation

1. Intercity and/or local subsidized taxi services for ambulatory and/or non-ambulatory transit
2. Reduced price senior and disabled fares
3. Purchase of paratransit vehicles
4. Senior shuttles
5. Mobility programs (public and non-profit) to assist the disabled and seniors



# Options

	Option 1 \$10 Fee	Option 2 \$10 Fee	Option 3 \$10 Fee	Option 4 \$5 Fee	Option 5 \$5 Fee	Option 6 No Fee
<b>Funds Generated</b>	\$3.2 M annually	\$3.2 M annually	\$3.2 M annually	\$1.6 M annually	\$1.6 M annually	\$0
Maintenance of Local Streets and Roads 						
Safe Routes to School 						
Senior and Disabled Transportation 						

# Public Input Process

June 24 Senior & Disabled Transportation Advisory Committee

June 30 STA Technical Advisory Committee

June 30 STA SolanoExpress Transit Consortium

July 8 Bicycle Advisory Committee

July 13 Countywide Safe Routes to School Advisory Committee

**July 14 STA Board Public Workshop**

July 15 Paratransit  
Coordinating Council

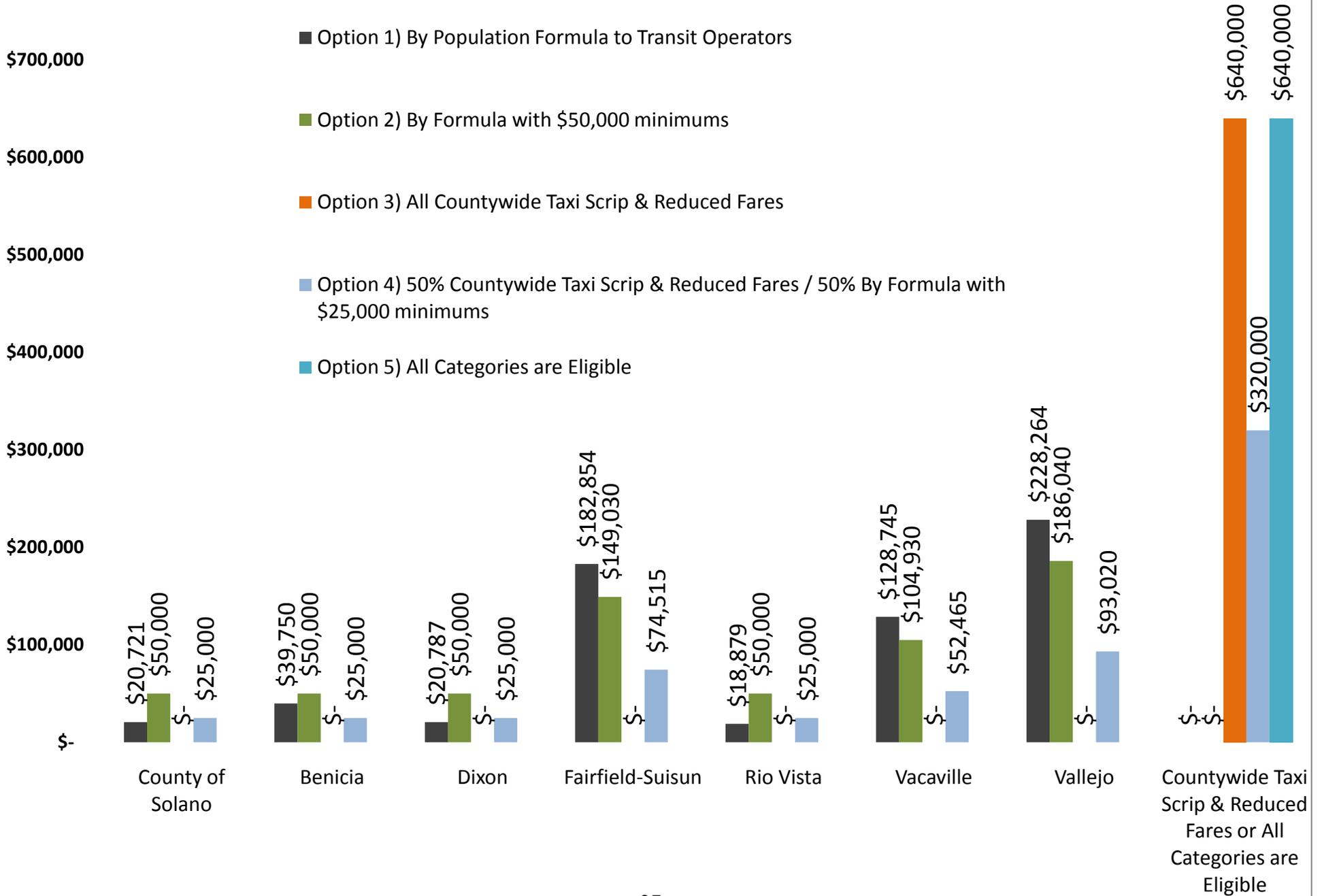
July 15 Pedestrian  
Advisory Committee

**Prior to August 6  
STA Board Action**



## SB 83, 20% for Senior and Disabled Mobility

### Five Options to distribute \$640,000



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Solano Transportation Authority

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# SOLANO TRANSPORTATION AUTHORITY

Member Agencies:  
Benicia ♦ Dixon ♦ Fairfield ♦ Rio Vista ♦ Suisun City ♦ Vacaville ♦ Vallejo ♦ Solano County

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Email: staplan@sta-snci.com ♦ Website: solanolinks.com

Agenda Item VII.A  
July 15, 2010

## PCC

### SOLANO PARATRANSIT COORDINATING COUNCIL

#### AGENDA

#### Minutes for the meeting of May 20, 2010

#### I. CALL TO ORDER

PCC Chair, Jamie Johnson, called the meeting to order at 1:10 pm in Vacaville at the Three Oaks Community Center.

#### Voting Members Present:

Jamie Johnson	Chair - Social Service Provider
James Williams	Vice-Chair, Member-at-Large
Richard Burnett	PAC Representative
Judy Nash	Public Agency - Education
Shirley Stacy	Transit User
Kurt Wellner	Transit User

#### Voting Members Not Present:

Tom Morgan	Transit User
George Bartolome	Social Service Provider

#### Also Present:

Angel Anderson	FAST
Melissa Bryan	Benicia Breeze
Jennifer Brown	MV Transportation
Rachel Ford	Solano County Mental Health Consumer Affairs Liaison
Monica Manual	MV Transportation
Brian McLean	Vacaville City Coach
Alicia Miller	Solano County Office of Education
Shannon Nelson	City of Vacaville ADA Coordinator
Ted Newton	Director of Transportation
Liz Niedziela	STA
Elizabeth Richards	STA
Debra Troxil	Solano County Office of Education

## **II. APPROVAL OF May 20, 2010 AGENDA**

On a motion by Richard Burnett and a second by Jim Williams, the PCC unanimously approved the May 20, 2010 agenda with the omission of page 17.

## **III. OPPORTUNITY FOR PUBLIC COMMENT**

Ted Newton commented on transit operators presenting statistical reports of No-Show, on-time performance, and denials so the PCC could evaluate on how the service is performing. Ted would like to see the PCC also comment on the No Show Policy.

## **IV. COMMENTS FROM STAFF**

No comments from staff.

## **V. PRESENTATIONS**

### **A. Ted Newton – Director of Transportation for Vallejo City Unified School District**

Ted Newton presented information on the Transportation for Vallejo City Unified School District.

### **B. Shannon Nelson – ADA Coordinator for the City of Vacaville**

Shannon Nelson presented information on ADA for the City of Vacaville (see Attachment A).

## **VI. CONSENT CALENDAR**

### Recommendation:

On a motion by Richard Burnett and seconded by Jim Williams, the PCC unanimously approved the Consent Calendar.

### **A. Minutes of the PCC Meeting of March 19, 2010**

## **VII. ACTION ITEMS**

### **A. FY 2009-10 TDA Claim – Solano Transportation Authority and City of Vacaville**

#### Recommendation:

On a motion by Richard Burnett and seconded by Jim Williams, the PCC unanimously approved to forward a recommendation to MTC to approve the Solano Transportation FY 2009-10 TDA claim for \$363,759 for planning and administration and City of Vacaville FY 2010-11 TDA claim for \$2,269,617 for transit operations and transit capital.

## **B. PCC Membership Recommendation and Update**

### Recommendation:

On a motion by Kurt Wellner and seconded by Judy Nash, the PCC unanimously approved to forward a recommendation to the STA Board to appoint Rachel Ford to the Paratransit Coordinating Council as the representative for the Public Agency – County Department of Health and Social Services and to modify by adding the recommendation to forward a recommendation to the STA Board to appoint Ted Newton as the representative for Social Services.

## **VIII. INFORMATION ITEMS**

### **A. Unmet Transit Needs Comments for FY2010-11**

Liz Niedziela presented Unmet Transit Needs Comments for FY2010-11. This year's Unmet Transit Needs Hearing was held on Monday, December 7, 2009 at 6:00 pm at the Solano County Administration Center (SCAC) in the Board of Supervisors Chambers. MTC Commissioner Sperring chaired the meeting. In attendance were three staff from MTC and three staff from STA. There was representation from Fairfield, Rio Vista, Vacaville, and Vallejo transit operators and two representatives from Solano County. Approximately 10 people attended the event to share their comments and concerns. Non-profit agencies also attended and offered to assist collaboratively with all agencies. The comment period closed December 18, 2009 for accepting comments, by mail, e-mail, fax, and phone.

MTC is summarizing the key issues of concern and will forward them to the STA to coordinate a response. A draft response to the Unmet Needs issues was presented at the PCC meeting.

### **B. 5310 Statewide Prioritized List FY 2009 Cycle**

Liz Niedziela presented the 5310 Statewide Prioritized List FY 2009 Cycle. The California Transportation Commission has released the FFY 2008-2009 finalized the statewide Program of Project list for the 5310 Program.

Two of the replacement buses for PACE Solano buses received a score of 90 and the other two received a score of 85, all four buses were approved for funding.

### **C. Solano Transportation Authority Studies in Progress**

Liz Niedziela presented the Solano Transportation Authority Studies in Progress. The STA is responsible for countywide transportation planning, programming transportation funds, managing and providing transportation programs and services, delivering transportation projects, and setting transportation priorities.

The STA transit staff is currently working on three studies:

1. Solano Intercity Transit Ridership Survey
2. Community-Based Transportation Plan- Vacaville.
3. Solano Senior and Disabled Transportation Study Update

**D. Transit Operator Updates**

Benicia Breeze:	Melissa presented that Benicia has seen an increase in their taxi scrip program and they had no denials or no shows.
Dixon Read-Ride:	Staff was not present.
Rio Vista Delta Breeze:	Staff was not present.
Fairfield and Suisun Transit:	Jennifer Brown presented the No Show Policies. Hand outs were provided for DART Ridership statistics and the Intercity Taxi Scrip Program.
Vacaville City Coach:	Brian McLean presented the Vacaville City Coach's ridership statistics.
Vallejo RunAbout:	Staff was not present.

**IX. FUTURE AGENDA ITEMS AND COUNCIL COMMENTS**

Judy Nash asked why three paratransit vehicles show up to pick up three students all living in the same vicinity or town.

Richard Burnett mentioned that MTC will be conducting a Sustainability Study.

Jennifer Brown from MV Transportation offered to present how the scheduling software works for DART.

Bring an agenda item forward requesting transit operator's statistical data to the PCC.

Jamie Johnson presented that she attended the Solano Senior and Disabled Transportation Advisory Committee Meeting. Jim Spering chaired the committee. There were several PowerPoint presentations. Jamie invited everyone to attend.

Shirley Stacy suggested for paratransit to stop at add an additional stop at Kaiser and an additional stop at Solano Mall. She stated that the bus was more than 20 minutes late and she did not receive a call that the bus was running late. Shirley thought the dispatch was required to call when the bus is running late.

**X. ADJOURNMENT**

The meeting adjourned at 3:05 pm. The next meeting of the PCC is scheduled at 1:00 pm on Thursday, July 15, 2010 in Vacaville at Alan Witt Park Aquatics Complex in Fairfield.



**United Spinal  
Association**



# **DISABILITY ETIQUETTE**

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**Tips On Interacting With People With Disabilities**

## **United Spinal Association**

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### **Mission Statement**

United Spinal Association is dedicated to improving the quality of life for all Americans with spinal cord injuries and disorders.

### **About Us**

For over 60 years, we have fought for veteran's rights and for the rights of all individuals with disabilities. We played a significant role in writing the Americans with Disabilities Act, and made important contributions to the Fair Housing Amendments Act and the Air Carrier Access Act.

Our initiatives in research and education, government policy and legislation, civil rights and advocacy, accessibility and architectural design, and competitive athletics ensure that veterans and all Americans with spinal cord injuries and disorders live healthier, more independent and productive lives as active members of their communities.

### **Publications**

To download any of our publications free of charge, go to [www.unitedspinal.org/publications](http://www.unitedspinal.org/publications) or call 1-800-444-0120 to order printed copies.

### **Donations**

United Spinal Association receives very little government funding of any kind. Our programs depend solely on individuals like you and your tax-deductible gifts. In fact, without generous people like you, our organization could not exist. If you would like to make a donation to support our important programs, please go to [www.unitedspinal.org/giving](http://www.unitedspinal.org/giving) or call 1-800-404-2899.

### **Training**

United Spinal Association can customize a "Disability Etiquette" training session at a reasonable cost for your company, organization or school. Our experienced staff can plan a full day or a short lunch and learn program based on your needs. For more information please contact [info@unitedspinal.org](mailto:info@unitedspinal.org)

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## **Introduction**

The national organization on disability reports that more than 54 million Americans have a disability. This booklet is for anyone—with or without a disability—who wants to interact more effectively with people with disabilities.

The Americans with Disabilities Act (ADA) of 1990 was conceived with the goal of integrating people with disabilities into all aspects of American life, particularly the workplace and the marketplace. Sensitivity toward people with disabilities is not only in the spirit of the ADA, it makes good business sense. It can help you expand your practice, better serve your customers or develop your audience. When supervisors and co-workers use disability etiquette, employees with disabilities feel more comfortable and work more productively. Practicing disability etiquette is an easy way to make people with disabilities feel welcome.

You don't have to feel awkward when dealing with a person who has a disability. This booklet provides some basic tips for you to follow. And if you are ever unsure how to interact with a person who has a disability, just ask!

## **The Basics**

### **ASK BEFORE YOU HELP**

Just because someone has a disability, don't assume she needs help.\* If the setting is accessible, people with disabilities can usually get around fine. Adults with disabilities want to be treated as independent people. Offer assistance only if the person appears to need it. And if she does want help, ask how before you act.

### **BE SENSITIVE ABOUT PHYSICAL CONTACT**

Some people with disabilities depend on their arms for balance. Grabbing them—even if your intention is to assist—could knock them off balance. Avoid patting a person on the head or touching his wheelchair, scooter or cane. People with disabilities consider their equipment part of their personal space.



**Speak directly to a person with a disability,....**

**....not to his companion or sign language interpreter.**



### **THINK BEFORE YOU SPEAK**

Always speak directly to the person with a disability, not to his companion, aide or sign language interpreter. Making small talk with a person who has a disability is great; just talk to him as you would with anyone else. Respect his privacy. If you ask about his disability, he may feel like you are treating him as a disability, not as a human being. (However, many people with disabilities are comfortable with children's natural curiosity and do not mind if a child asks them questions.)

\* Note: We want you to think of people who have a disability as individuals—your friends, your co-workers, your neighbors—so rather than use the amorphous group term “they” for people with disabilities, we use the pronouns “he” or “she” throughout this booklet.

### **DON'T MAKE ASSUMPTIONS**

People with disabilities are the best judge of what they can or cannot do. Don't make decisions for them about participating in any activity. Depending on the situation, it could be a violation of the ADA to exclude people because of a presumption about their limitations.

### **RESPOND GRACIOUSLY TO REQUESTS**

When people who have a disability ask for an accommodation at your business, it is not a complaint. It shows they feel comfortable enough in your establishment to ask for what they need. And if they get a positive response, they will probably come back again and tell their friends about the good service they received.

## **Terminology Tips**

**PUT THE PERSON FIRST.** Say “person with a disability” rather than “disabled person.” Say “people with disabilities” rather than “the disabled.” For specific disabilities, saying “person with Tourette syndrome” or “person who has cerebral palsy” is usually a safe bet. Still, individuals do have their own preferences. If you are not sure what words to use, ask.

Avoid outdated terms like “handicapped” or “crippled.” Be aware that many people with disabilities dislike jargon, euphemistic terms like “physically challenged” and “differently abled.” Say “wheelchair user,” rather than “confined to a wheelchair” or “wheelchair bound.” The wheelchair is what enables the person to get around and participate in society; it's liberating, not confining.

With any disability, avoid negative, disempowering words, like “victim” or “sufferer.” Say “person with AIDS” instead of “AIDS victim” or “person who suffers from AIDS.”

It’s okay to use idiomatic expressions when talking to people with disabilities. For example, saying, “It was good to see you,” and “See you later,” to a person who is blind is completely acceptable; they use these expressions themselves all the time!

Many people who are Deaf communicate with sign language and consider themselves to be members of a cultural and linguistic minority group. They refer to themselves as Deaf with a capital “D,” and may be offended by the term “hearing impaired.” Others may not object to the term, but in general it is safest to refer to people who have hearing loss but who communicate in spoken language as “hard of hearing” and to people with profound hearing losses as Deaf or deaf.

## **People Who Use Wheelchairs or Have Mobility Impairments**

**PEOPLE WHO USE WHEELCHAIRS** have different disabilities and varying abilities. Some can use their arms and hands. Some can get out of their wheelchairs and even walk for short distances.

- ◆ Wheelchair users are people, not equipment. Don’t lean over someone in a wheelchair to shake another person’s hand or ask a wheelchair user to hold coats. Setting your drink on the desktop attached to someone’s wheelchair is a definite no-no.
- ◆ Don’t push or touch a person’s wheelchair; it’s part of her personal space. If you help someone down a curb without waiting for instructions, you may dump her out of the chair. You may detach the chair’s parts if you lift it by the handles or the footrest.
- ◆ Keep the ramps and wheelchair-accessible doors to your building unlocked and unblocked. Under the ADA, displays should not be in front of entrances, wastebaskets should not be in the middle of aisles and boxes should not be stored on ramps.



**Keep accessible paths of travel clear.**



- ◆ Be aware of wheelchair users' reach limits. Place as many items as possible within their grasp. And make sure that there is a clear path of travel to shelves and display racks. When talking to a wheelchair user, grab your own chair and sit at her level. If that's not possible, stand at a slight distance, so that she isn't straining her neck to make eye contact with you.
- ◆ If the service counter at your place of business is too high for a wheelchair user to see over, step around it to provide service. Have a clipboard handy if filling in forms or providing signatures is expected.
- ◆ If your building has different routes through it, be sure that signs direct wheelchair users to the most accessible ways around the facility. People who walk with a cane or crutches also need to know the easiest way to get around a place, but stairs may be easier for them than a ramp. Ensure that security guards and receptionists can answer questions about the most accessible way around the building and grounds.
- ◆ If the nearest public restroom is not accessible or is located on an inaccessible floor, allow the person in a wheelchair to use a private or employees' accessible restroom.
- ◆ People who use canes or crutches need their arms to balance themselves, so never grab them. People who have limited mobility may lean on a door for support as they open it. Pushing the door open from behind or unexpectedly opening the door may cause them to fall. Even pulling out or pushing in a chair may present a problem. Always ask before offering help.
- ◆ If you offer a seat to a person who has limited mobility, keep in mind that chairs with arms or with higher seats are easier for some people to use.
- ◆ Falls are a big problem for people who have limited mobility. Be sure to set out adequate warning signs after washing floors. Also put out mats on rainy or snowy days to keep the floors as dry as possible. (Make sure they don't bunch up and make the floor impassable for wheelchair users.)



**Don't ask a wheelchair user to hold things for you.**

**Respect her personal space.**



- ◆ People who do not have a visible disability may have needs related to their mobility. For example, a person with a respiratory or heart condition may have trouble walking long distances or walking quickly. Be sure that your museum, hotel or department store has ample benches for people to sit and rest on.
- ◆ Some people have limited use of their hands, wrists or arms. Be prepared to offer assistance with reaching for, grasping or lifting objects, opening doors and display cases, and operating vending machines and other equipment.

### **People Who Are Blind**

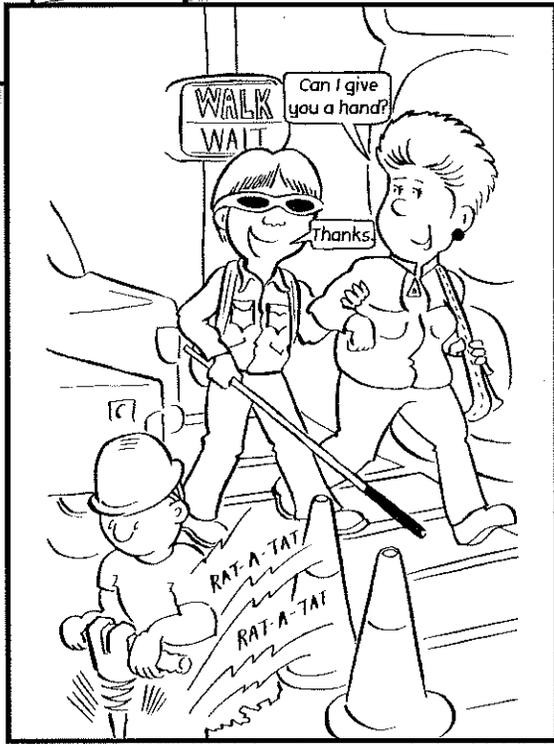
**PEOPLE WHO ARE BLIND** know how to orient themselves and get around on the street. They are competent to travel unassisted, though they may use a cane or a guide dog. A person may have a visual disability that is not obvious. Be prepared to offer assistance—for example in reading—when asked.

- ◆ Identify yourself before you make physical contact with a person who is blind. Tell him your name and your role if it's appropriate, such as security guard, usher, case worker, receptionist or fellow student. And be sure to introduce him to others who are in the group, so that he's not excluded.
- ◆ If a new customer or employee is blind or visually impaired, offer him a tour of your facility.
- ◆ If you have changed your facility (i.e., rearranged the furniture) notify your customers who are blind of the changes.
- ◆ People who are blind need their arms for balance, so offer your arm—don't take his—if he needs to be guided. (It is however appropriate to guide a blind person's hand to a banister or the back of a chair to help direct him to a stairway or a seat.)



**If a person who is blind needs to be guided**

**offer your arm—  
don't take his.**



- ◆ If the person has a guide dog, walk on the side opposite the dog. As you are walking, describe the setting, noting any obstacles, such as stairs ('up' or 'down') or a big crack in the sidewalk. Other hazards include: revolving doors, half-opened filing cabinets or doors, and objects protruding from the wall at head level such as hanging plants or lamps. If you are going to give a warning, be specific. Hollering, "Look out!" does not tell the person if he should stop, run, duck or jump.
- ◆ If you are giving directions, give specific, nonvisual information. Rather than say, "Go to your right when you reach the office supplies," which assumes the person knows where the office supplies are, say, "Walk forward to the end of this aisle and make a full right."
- ◆ If you need to leave a person who is blind, inform him first and let him know where the exit is, then leave him near a wall, table, or some other landmark. The middle of a room will seem like the middle of nowhere to him.
- ◆ Don't touch the person's cane or guide dog. The dog is working and needs to concentrate. The cane is part of the individual's personal space. If the person puts the cane down, don't move it. Let him know if it's in the way.
- ◆ Offer to read written information—such as the menu, merchandise labels or bank statements—to customers who are blind. Count out change so that they know which bills are which.
- ◆ If you serve food to a person who is blind, let him know where it is on the plate according to a clock orientation (twelve o'clock is furthest from them, six o'clock is nearest). Remove garnishes and anything that is not edible from the plate. Some patrons may ask you to cut their food; this can be done in the restaurant's kitchen before the meal is served.



**Be specific  
when giving  
directions....**

**....to people  
who are blind  
or visually  
impaired.**



## **People With Low Vision**

**A PERSON WHO HAS LOW VISION** may need written material in large print. A clear font with appropriate spacing is just as important as the type size. Labels and signs should be clearly lettered in contrasting colors. It is easiest for most people with low vision impairments to read bold white letters on black background. Avoid using all uppercase letters because it is more difficult for people with low vision to distinguish the end of a sentence.

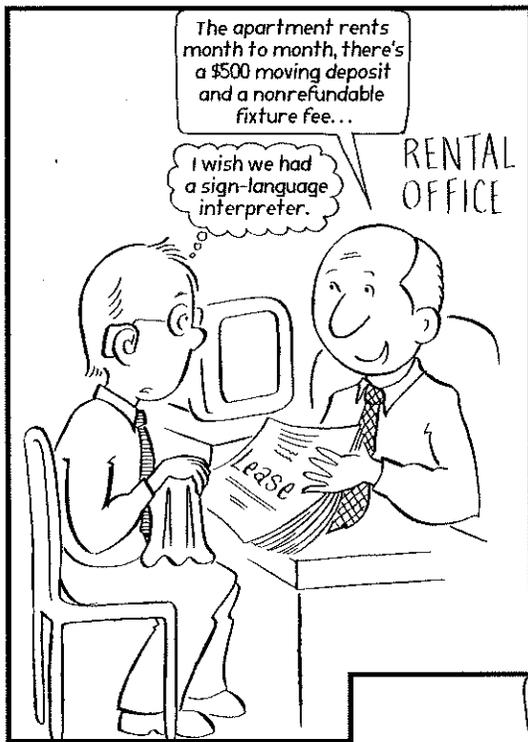
- ◆ Good lighting is important, but it shouldn't be too bright. In fact, very shiny paper or walls can produce a glare that disturbs people's eyes.
- ◆ Keep walkways clear of obstructions. If people with low vision regularly use your facility as customers or employees, inform them about any physical changes, such as rearranged furniture, equipment or other items that have been moved.

## **People Who Are Deaf or Have a Hearing Loss**

**AMERICAN SIGN LANGUAGE (ASL)** is an entirely different language from English, with a syntax all its own. Speech reading (lip reading) is difficult for people who are Deaf if their first language is ASL because the majority of sounds in English are formed inside the mouth, and it's hard to speech read a second language.

People who are hard of hearing, however, communicate in English. They use some hearing but may rely on amplification and/or seeing the speaker's lips to communicate effectively.

There is a range of communication preferences and styles among people with hearing loss that cannot be explained in this brief space. It is helpful to note that the majority of late deafened adults do not communicate with sign language, do use English and may be candidates for writing and assistive listening devices to help improve communication. People with cochlear implants, like other people with hearing loss, will usually inform you what works best for them.

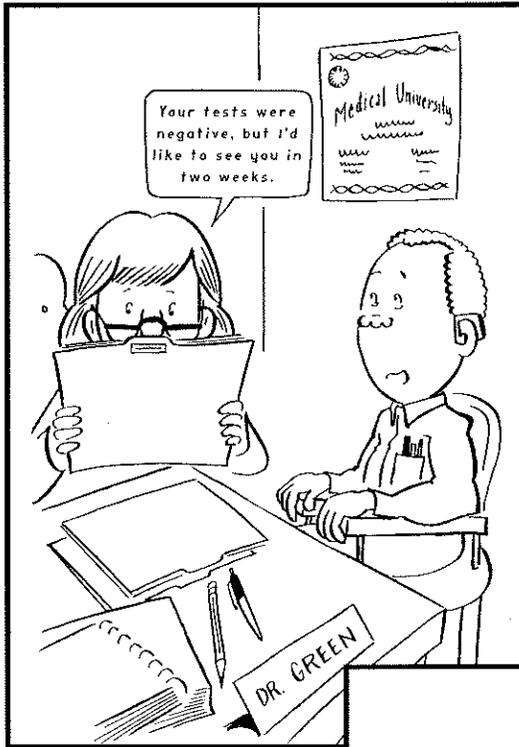


**When an exchange of information is complex, the most effective way to communicate with....**

**....a person who is Deaf is through a qualified sign language interpreter.**



- ◆ When the exchange of information is complex—such as during a job interview or doctor’s visit or when reporting a crime—the most effective way to communicate with a native signer is through a qualified sign language interpreter. For a simple interaction—such as ordering in a restaurant or registering for a hotel room—writing back and forth is usually okay.
- ◆ Follow the person’s cues to find out if she prefers sign language, gesturing, writing or speaking. If you have trouble understanding the speech of a person who is deaf or hard of hearing, let her know.
- ◆ When using a sign-language interpreter, look directly at the person who is deaf, and maintain eye contact to be polite. Talk directly to the person (‘What would you like?’), rather than to the interpreter (‘Ask her what she’d like.’).
- ◆ People who are deaf need to be included in the decision-making process for issues that affect them; don’t decide for them.
- ◆ Before speaking to a person who is deaf or hard of hearing, make sure that you get her attention. Depending on the situation, you can extend your arm and wave your hand, tap her on the shoulder or flicker the lights.
- ◆ Rephrase, rather than repeat, sentences that the person doesn’t understand.
- ◆ When talking, face the person. A quiet, well-lit room is most conducive to effective communication. If you are in front of the light source—such as a window—with your back to it, the glare may obscure your face and make it difficult for the person who is hard of hearing to speech read.
- ◆ Speak clearly. Most people who are hard of hearing count on watching people’s lips as they speak to help them understand. Avoid chewing gum, smoking or obscuring your mouth with your hand while speaking.



**Do not obscure your face when communicating with a person who is hard of hearing.**

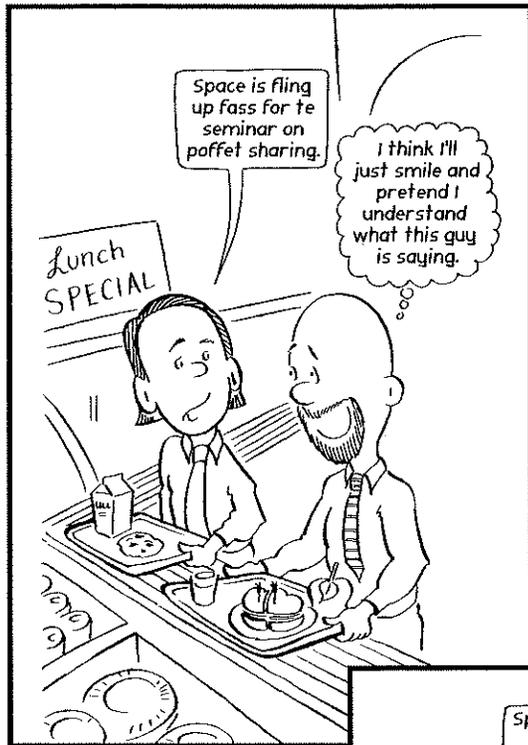


- ◆ There is no need to shout at a person who is deaf or hard of hearing. If the person uses a hearing aid, it will be calibrated to normal voice levels; your shout will just sound distorted.
- ◆ People who are deaf (and some who are hard of hearing or have speech disabilities) make and receive telephone calls with the assistance of a device called a TTY (short for teletypewriter; also called a TDD). A TTY is a small device with a keyboard, a paper printer or a visual display screen and acoustic couplers (for the telephone receiver).
- ◆ When a TTY user calls a business that does not have a TTY, she places the call through her state's relay service. Likewise, a business that does not have a TTY can reach a customer who is a TTY user through the relay service. If you receive a relay call, the operator will identify it as such. Please do not hang up; this is the way that people who are deaf are able to place an order at your pizza parlor, call your store to find out what hours you are open, or make a reservation at your restaurant.

### **People With Speech Disabilities**

**A PERSON WHO HAS HAD A STROKE**, is severely hard of hearing, uses a voice prosthesis or has a stammer or other type of speech disability may be difficult to understand.

- ◆ Give the person your full attention. Don't interrupt or finish the person's sentences. If you have trouble understanding, don't nod. Just ask him to repeat. In most cases the person won't mind and will appreciate your effort to hear what he has to say.
- ◆ If you are not sure whether you have understood, you can repeat for verification.
- ◆ If, after trying, you still cannot understand the person, ask him to write it down or to suggest another way of facilitating communication.
- ◆ A quiet environment makes communication easier.
- ◆ Don't tease or laugh at a person with a speech disability. The ability to communicate effectively and to be taken seriously is important to all of us.



**If you have trouble understanding a person with....**

**....a speech impairment, ask him to repeat.**



## Persons of Short Stature

**THERE ARE 200 DIAGNOSED TYPES OF GROWTH-RELATED DISORDERS** that can cause dwarfism and that result in the person being 4 feet 10 inches or less in height. For an adult, being treated as cute and childlike can be a tough obstacle.

- ◆ Be aware of having necessary items within the person's reach to the maximum extent possible.
- ◆ Be aware that persons of short stature count on being able to use equipment that is at their height. Be sensitive about not using lower telephones, bank counters and urinals if they are in limited supply.
- ◆ As with people who have other disabilities, never pet or kiss a person of short stature on the head.
- ◆ Communication can be easier when people are at the same level. Persons of short stature have different preferences. You might kneel to be at the person's level; stand back so you can make eye contact without the person straining her neck (this can be hard to do in a crowded room); or sit in a chair. Act natural and follow the person's cues.

## People With Cerebral Palsy

**AS A RESULT OF INJURY TO THE CENTRAL NERVOUS SYSTEM**, people with cerebral palsy (CP) have difficulty controlling their muscles. Follow the tips below for interacting with persons who have speech disabilities.

- ◆ Many people with CP have slurred speech and involuntary body movements. Your impulse may be to discount what they have to say, based on their appearance. Monitor your responses and interact with the person as you would with anyone else.
- ◆ A person who may appear to be drunk, sick or have a medical emergency might in fact have CP or another disability. Get the facts before acting on your first impression, whether the situation is business, social or law enforcement.

## **Tourette Syndrome**

**PEOPLE WITH TOURETTE SYNDROME** may make vocalizations or gestures such as tics that they cannot control. A small percentage of people with Tourette syndrome involuntarily say ethnic slurs or obscene words. An employee or other person with Tourette syndrome will benefit from the understanding and acceptance of co-workers and others.

- ◆ If a person with Tourette makes vocalizations during a conversation, simply wait for her to finish, then calmly continue.
- ◆ The more the person tries to contain these urges, the more the urges build up. It may be helpful for a person with Tourette to have the option to leave the meeting or conversation temporarily to release the build-up in a private place.

## **People Who Look Different**

**A DIFFERENT ISSUE** confronts people who may not be limited in their life activities, but who are treated as if they have a disability because of their appearance. People with facial differences, such as cleft lip or palate, cranio-facial disfigurement, or a skin condition; people who are way above or way below the average height or weight; people who may display visible effects of medication, such as a tremor—in short, people who look different—have the frequent experience of finding people staring at them, looking away or looking through them as if they are invisible.

- ◆ Everyone needs to have a positive self-image to be a fully participating member of society. Be sure that you don't contribute to stigmatizing people who look different.
- ◆ If the situation is appropriate, strike up a conversation and include the person in whatever is going on, just as you would for an "average-looking" person.

## Hidden Disabilities

**NOT ALL DISABILITIES ARE APPARENT.** A person may make a request or act in a way that seems strange to you. That request or behavior may be disability-related.

For example, you may give seemingly simple verbal directions to someone, but the person asks you to write the information down. He may have a learning disability that makes written communication easier for him. Or an apparently healthy person may ask to sit, rather than stand, in line. This person may be fatigued from a condition such as cancer, or may be feeling the effects of medication.

Even though these disabilities are hidden, they are real. Please respect the person's needs and requests whenever possible.

## Epilepsy (Seizure Disorders)

**EPILEPSY IS A NEUROLOGICAL CONDITION** characterized by seizures that happen when the electrical system of the brain malfunctions. The seizures may be convulsive, or the person may appear to be in a trance. During complex partial seizures, the person may walk or make other movements while he is, in effect, unconscious.

- ◆ If a person has a seizure, you cannot do anything to stop it. If he has fallen, be sure his head is protected and wait for the seizure to end.
- ◆ When a seizure has ended, the person may feel disoriented and embarrassed. Try to ensure that he has privacy to collect himself.
- ◆ Be aware that beepers and strobe lights can trigger seizures in some people.
- ◆ Many people with CP have slurred speech and involuntary body movements. Your impulse may be to discount what they have to say, based on their appearance. Monitor your responses and interact with the person as you would with anyone else.



**Try to avoid using sprays or other fume products when customers are in your store.**



- ◆ A person who may appear to be drunk, sick or have a medical emergency might in fact have CP or another disability. Get the facts before acting on your first impression, whether the situation is business, social or law enforcement.

## **Multiple Chemical Sensitivity (MCS) and Respiratory Disabilities**

**PEOPLE WITH MCS AND RESPIRATORY DISABILITIES** such as asthma or emphysema react to toxins in the air. Stale air, fumes from cleaning products, perfume, carpeting, air freshener or even the fumes from magic markers can trigger a severe reaction.

- ◆ Try to avoid spray-cleaning tables, windows or other surfaces while people are in your place of business. If you must use a spray product, spray or pour it closely into the cloth, not into the air. Use less-toxic products when possible. Request that staff who have contact with the public go easy on fragranced body-care products like cologne, hair spray, hand lotion, and after-shave.
- ◆ Maintaining good ventilation and overall good indoor air quality will not only benefit your customers who have MCS and respiratory disabilities, it will also help you and all of your employees stay healthier and more alert.
- ◆ Second-hand smoke can be particularly harmful to people with MCS or respiratory disabilities. Follow and enforce no-smoking regulations, including in restrooms and stairwells. Discourage smokers from congregating at the entrance to your business. If appropriate, designate a separate smoking area where the door is kept closed and the air ventilates to the outside.

## **HIV & AIDS**

**PEOPLE WITH HUMAN IMMUNODEFICIENCY VIRUS (HIV) or Autoimmune Deficiency Syndrome (AIDS) have impaired immune systems, so their bodies have trouble fighting off infections.**

- ◆ You can't catch HIV from casual contact such as shaking hands, so don't be afraid of touching or being touched by a person with AIDS.
- ◆ A person with HIV or AIDS, however, is at significant risk of picking up an airborne infection. Be conscious of not putting someone else at risk. If you have a respiratory infection or any other easily transmittable illness, be considerate of all your customers and employees and stay home, if possible.
- ◆ Many people with AIDS feel stigmatized. By simply greeting or shaking the person's hand, you are letting him know that he is accepted. It will mean a lot to him.

### **A WORD ABOUT CONFIDENTIALITY:**

**You may really care or you may just be curious about a person with a disability who is in crisis, suddenly ill, or misses work for unexplained reasons. In spite of your concern, please respect the privacy of a person with a disability. Allow him to discuss his situation if and when he feels comfortable doing so.**

## **Psychiatric Disabilities (Mental Illness)**

**PEOPLE WITH PSYCHIATRIC DISABILITIES** may at times have difficulty coping with the tasks and interactions of daily life. Their disorder may interfere with their ability to feel, think or relate to others. Most people with psychiatric disabilities are not violent. One of the main obstacles they face is the attitudes that people have about them. Because it is a hidden disability, chances are you will not even realize that the person has a mental health condition.

- ◆ Stress can affect the person's ability to function. Try to keep the pressure of the situation to a minimum.
- ◆ People who have psychiatric disabilities have varying personalities and different ways of coping with their disability. Some may have trouble picking up on social cues; others may be supersensitive. One person may be very high energy, while someone else may appear sluggish. Treat each person as an individual. Ask what will make him most comfortable and respect his needs to the maximum extent possible.
- ◆ In a crisis, stay calm and be supportive as you would with anyone. Ask how you can help, and find out if there is a support person who can be sent for. If appropriate, you might ask if the person has medication that he needs to take.



**Always  
ask before  
you help.**



## Developmental Disabilities

**PEOPLE WITH DEVELOPMENTAL DISABILITIES LEARN SLOWLY.** They have a hard time using what they have learned and applying it from one setting or situation to another.

- ◆ Speak to the person in clear sentences, using simple words and concrete—rather than abstract—concepts. Help her understand a complex idea by breaking it down into smaller parts.
- ◆ Don't use baby talk or talk down to people who have developmental disabilities. Gauge the pace, complexity, and vocabulary of your speech according to theirs.
- ◆ Remember that the person is an adult and, unless you are informed otherwise, can make her own decisions.
- ◆ People with developmental disabilities may be anxious to please. During an interview, the person may tell you what she thinks you want to hear. In certain situations, such as law enforcement or a doctor's examination, it can have grave consequences if your interview technique is not effective. Questions should be phrased in a neutral way to elicit accurate information. Verify responses by repeating each question in a different way.
- ◆ It can be difficult for people with developmental disabilities to make quick decisions. Be patient and allow the person to take their time.
- ◆ Clear signage with pictograms can help a person who has developmental disabilities to find her way around a facility.
- ◆ People with developmental disabilities often rely on routine and on the familiar to manage work and daily living. Be aware that a change in the environment or in a routine may require some attention and a period of adjustment.

## **People with Learning Disabilities**

**LEARNING DISABILITIES ARE LIFELONG DISORDERS** that interfere with a person's ability to receive, express or process information. Although they have certain limitations, most people with learning disabilities have average or above-average intelligence. You may not realize that the person has a learning disability because he functions so well. Or you may be confused about why such a high-functioning person has problems in one aspect of his work.

- ◆ People with dyslexia or other reading disabilities have trouble reading written information. Give them verbal explanations and allow extra time for reading.
- ◆ Don't be surprised if you tell someone very simple instructions and he requests that you write them down. Because spoken information gets "scrambled" as he listens, a person who has a learning disability such as auditory processing disorder may need information demonstrated or in writing.
- ◆ Ask the person how you can best relay information. Be direct in your communication. A person with a learning disability may have trouble grasping subtleties.
- ◆ It may be easier for the person to function in a quiet environment without distractions, such as a radio playing, people moving around or loudly patterned curtains.

## **People with Traumatic (or Acquired)**

### **Brain Injury**

**PEOPLE WITH TRAUMATIC BRAIN INJURY** have had damage to the brain usually as the result of trauma, such as an accident or stroke.

- ◆ Some of the factors that affect persons with learning disabilities also apply to persons with traumatic brain injury. People with brain injury may have a loss of muscle control or mobility that is not obvious. For example, a person may not be able to sign her name, even though she can move her hand.

- ◆ A person with a brain injury may have poor impulse control. The person may make inappropriate comments and may not understand social cues or “get” indications that she has offended someone. In her frustration to understand, or to get her own ideas across, she may seem pushy. All of these behaviors arise as a result of the injury.
- ◆ A person with a brain injury may be unable to follow directions due to poor short-term memory or poor directional orientation. She may ask to be accompanied, or she may use a guide dog for orientation, although she does not appear to be mobility impaired.
- ◆ If you are not sure that the person understands you, ask if she would like you to write down what you were saying.
- ◆ The person may have trouble concentrating or organizing her thoughts, especially in an overstimulating environment, like a crowded movie theater or transportation terminal. Be patient. You might suggest going somewhere with fewer distractions.

## **Service Animals**

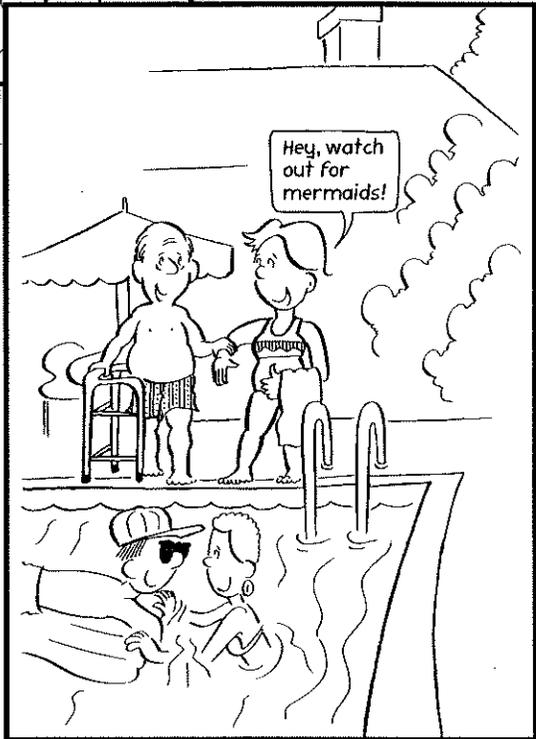
**SOME PEOPLE WHO** are Deaf, blind or have low vision, or who have traumatic brain injury, seizure disorder, or a range of other disabilities may use a service animal to assist them with daily living.

- ◆ While you may inquire whether an animal is a service animal, the person may not have information identifying it as such. This means that in general, you will need to modify a “no animals” policy to allow the person to enter with her service animal. Barring a direct threat to health and safety, this requirement of the Americans with Disabilities Act is generally thought to take precedence over any health codes, such as those for restaurants, and personal preferences, such as those of taxi drivers, prohibiting pets.
- ◆ Service animals are generally highly trained and well behaved. You may ask the person to remove the animal if she does not have the animal under her control.



**Don't make decisions for people with disabilities....**

**.... about what they can or can't do.**



## **Emergency Evacuation Procedures**

### **PEOPLE WITH DISABILITIES MUST BE CONSIDERED IN ANY FACILITY'S EVACUATION PLAN.**

- ◆ Compile a voluntary list of people with disabilities who are regulars at your facility, such as employees, students or residents. While you are compiling this list, let people know that even though they may not consider themselves to be “disabled,” they should be included if they may need help during an emergency. For example, this might apply to someone whose asthma may be triggered by stress or smoke. Keep the list updated to include people who are temporarily disabled, such as a pregnant woman or someone with a broken leg.
  
- ◆ Interview each individual on the list to plan the most effective way to assist them in case of an emergency. For example, a person with a cognitive disability may get confused and need assistance in following directions. A person who is blind, even if he knows his way around the facility, will need to be accompanied during an emergency, especially when large numbers of people are involved.
  
- ◆ Also develop a plan, including a voluntary sign-in, for an emergency that may affect people who are not attached to the facility, such as customers, theatergoers, patients or other members of the public.
  
- ◆ Practice the evacuation procedures and keep your plans up to date.

## **Conflict Management**

**SOMETIMES CONFLICTS ARISE** between people with disabilities and the places they visit for fun, work, health care or education. These conflicts are usually the result of misunderstanding or a lack of information. Sometimes conflicts develop between people with disabilities who have conflicting needs. For example, a person who is hard of hearing cannot hear the proceedings with the window open, but a person with Multiple Chemical Sensitivity needs the window open for fresh air; someone who uses a guide dog may run into a conflict with a person who has an anxiety disorder and an extreme fear of dogs.

All of these situations call for flexibility, patience, creativity, and open communication—a willingness to listen to the other guy's perspective and to learn.

Sometimes good faith efforts are not enough, and parties have difficulty working out their differences. In these cases, consider using the services of a skilled mediator

## **A Final Word**

**PEOPLE WITH DISABILITIES** are individuals with families, jobs, hobbies, likes and dislikes, and problems and joys. While the disability is an integral part of who they are, it alone does not define them. Don't make them into disability heroes or victims. Treat them as individuals.

## **Signage**

Note accessibility of your business or program by using the symbols below in advertising, on flyers, and as signage at the location of the service. Be sure to use the verbal description, along with the symbol. As signage, enlarge the symbol and place it where it will be most visible.



**WHEELCHAIR ACCESS**



**ASSISTIVE LISTENING  
FOR PEOPLE WHO ARE  
HARD OF HEARING**



**SIGN-LANGUAGE  
INTERPRETER**



**TTY/TDD**

# DISABILITY ETIQUETTE

A publication of



**United Spinal  
Association**



Illustrations by Yvette Silver

(c) 2008 United Spinal Association

United Spinal Association  
75-20 Astoria Boulevard,  
Jackson Heights, NY, 11370-1177  
718•803•3782  
[www.unitedspinal.org](http://www.unitedspinal.org)

## PCC

Date: June 28, 2010  
To: Solano Paratransit Coordinating Council  
From: Liz Niedziela, Transit Program Manager/Analyst  
RE: FY 2010-11 TDA Claims –Cities of Dixon and Vallejo and Solano County

### **Background:**

The Transportation Development Act (TDA) was enacted in 1971 by the California Legislature to ensure a continuing statewide commitment to public transportation. This law imposes a one-quarter-cent tax on retail sales within each county for this purpose. Proceeds are returned to counties based upon the amount of taxes collected, and are apportioned within the county based on population. To obtain TDA funds, local jurisdictions must submit requests to regional transportation agencies that review the claims for consistency with TDA requirements. Solano County agencies submit TDA claims to the Metropolitan Transportation Commission (MTC), the Regional Transportation Planning Agency (RTPA) for the nine Bay Area counties.

TDA funding is used for public transit services, transportation for elderly and disabled persons, regional transportation planning, and bicycle and pedestrian programs. In the Bay Area's less populous northern counties (such as Solano) TDA funds also may be used for streets and roads, provided there are no unmet public transit needs that are reasonable to meet.

MTC requires agencies to have public review of the TDA Article 4 & 8 claims by the Paratransit Coordinating Council (PCC) before they can be approved. However, MTC is not obligated to the recommendations made by the PCC.

### **Discussion:**

Each of the seven cities and the County of Solano are eligible to receive TDA funding each year. Six of the seven Solano cities operate transit and TDA is a key funding source. In addition, TDA funds are shared among agencies to fund joint services such as intercity bus routes. To clarify how the TDA funds are to be allocated each year among the local agencies and to identify the purpose of the funds, the STA works with the transit operators and prepares an annual TDA matrix. The TDA matrix is approved by the STA Board and submitted to MTC to provide MTC guidance when reviewing individual TDA claims. The claims must be consistent with the TDA matrix; each jurisdiction may not claim more from another agency than has been approved. At this time, the latest TDA for FY 2010-11 matrix was submitted to the STA Board for approval July 14, 2010 (see Attachment A).

As required by MTC Resolution 1209, the Cities of Dixon and Vallejo and Solano County are submitting their FY 2010-11 Transportation Development Act (TDA) Article 4 and 8 claims for consideration by the PCC. The Cities of Dixon and Vallejo do not use their TDA for streets and roads. The Solano County uses their TDA for streets and roads but their claim represents the first year of a three year phase out plan for the use of TDA funds for streets and road purposes.

### City of Dixon

The City of Dixon is requesting \$290,439 in TDA funds (Attachment B). TDA funds in the amount of \$290,439 will be used for transit operation. The claim is consistent with the current TDA matrix.

The City of Dixon staff will be in attendance to answer questions from the PCC.

### City of Vallejo

The City of Vallejo is requesting \$176,765 in TDA funds (Attachment C). TDA funds in the amount of \$176,765 will be used to operate transit. The City of Vallejo's TDA funds will be claimed by other agencies for local and intercity services and transit planning. The claim is consistent with the current TDA matrix.

The City of Vallejo staff will be in attendance to answer questions from the PCC.

### Solano County

The Solano County is requesting \$393,000 in TDA funds (Attachment D). TDA funds in the amount of \$65,000 will be used to operate transit and \$328,000 will be used for streets and roads. The Solano County's TDA funds will be claimed by other agencies for local and intercity services and transit planning. The claim is consistent with the current TDA matrix.

The Solano County staff will be in attendance to answer questions from the PCC.

### **Recommendation:**

1. Review and forward a recommendation to MTC to approve the City of Dixon FY 2010-11 TDA Claim for \$290,439 for transit operation.
2. Review and forward a recommendation to MTC to approve the City of Vallejo FY 2010-11 TDA Claim for \$176,759 for transit operations.
3. Review and forward a recommendation to MTC to approve the Solano County FY 2010-11 TDA Claim for \$393,000 for transit operations and streets and roads.

### Attachments:

- A. July 2010 Solano TDA Article 4/8 Matrix for FY 2010-11 (An enlarged colored version of this attachment has been provided to the PCC Committee Members under separate enclosure. To obtain a copy, please contact the STA at (707) 424-6075.
- B. City of Dixon TDA Claim Summary
- C. City of Vallejo TDA Claim Summary
- D. Solano County TDA Claim Summary







**SOLANO COUNTY**  
**Department of Resource Management**  
 Public Works Engineering  
 675 Texas Street, Suite 5500  
 Fairfield, CA 94533  
 www.solanocounty.com

Telephone No.: (707) 784-6765  
 Fax No.: (707) 784-2894

Cliff Covey, Interim Director

June 17, 2010

Metropolitan Transportation Commission  
 Attn: Bob Bates  
 101 Eighth Street  
 Oakland, CA 94607-4700

Re: FY 2010-2011 TDA Article 8 Claim

Dear Mr. Bates:

Attached is a summary of Solano County's TDA Article 8 application for FY 10-11. The amount of the claim was determined as follows:

<u>Description</u>	<u>Amount</u>
TDA estimate from MTC	\$616,798
Plus projected carryover	\$467,143
Less adjustments for FY 10 claims allocated after 12/31/09	<u>(\$539,101)</u>
Total Solano County funds available	\$544,840
 Less Solano County funds authorized to be claimed by others (FY 10-11)	
City of Vacaville                      ADA Intercity Taxi Service	(\$7,650)
Fairfield – Suisun Transit              Routes 20, 30, 40 and 90	(\$80,096)
Vallejo Transit                              Route 78, 80 and 85	(\$45,749)
Solano Transportation Authority      STA Planning	<u>(\$17,203)</u>
Total Solano County funds authorized to be claimed:	(\$150,698)
 <b>Funds claimed by Solano County</b>	
<b>Paratransit Services</b>	<b>(\$25,000)</b>
<b>Transit Coordination</b>	<b>(\$40,000)</b>
<b>Streets and Roads (TDA Article 8, Section 99400(a))</b>	<b><u>(\$328,000)</u></b>
<b>Total funds claimed by Solano County</b>	<b>(\$393,000)</b>
 Unclaimed balance	 \$1,142

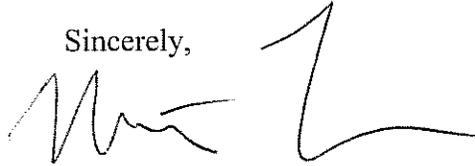
Building & Safety David Cliche Chief Building Official	Planning Services Mike Yankovich Program Manager	Environmental Health Terry Schmidbauer Program Manager	Administrative Services Suganthi Krishnan Sr. Staff Analyst	Public Works Engineering Paul Wiese Engineering Manager	Public Works Operations Wayne Spencer Operations Manager
---	--	--	--	--	---

Please do not approve any claims against Solano County funds that exceed the amounts shown.

Solano County's claim represents the first year of a three year phase out plan for the use of TDA Article 8 funds for Streets and Roads purposes during Cycle 1 and Cycle 2 (FY 2010-11 through FY 2014-15).

Feel free to call me at (707) 784-6072 if you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read 'Paul Wiese', with a long horizontal stroke extending to the right.

For Paul Wiese  
Engineering Manager

R:\PWENG\USERS\PWIESE\Data\Word\TDA Article 8 Claim\FY 10-11\Claim cover letter.doc

cc: Elizabeth Richards, STA

# PCC

DATE: June 28, 2010  
TO: Solano Paratransit Coordinating Council  
FROM: Liz Niedziela, Transit Program Manager/Analyst  
RE: PCC Membership Recommendation and Update

## **Background:**

The Solano Transportation Authority's (STA) Paratransit Coordination Council (PCC) By-Laws stipulates that there are eleven members on the PCC. Many of the positions are to be filled by specific types of organizations or transit riders. At the March meeting, there were four (4) vacancies: two (2) for Public Agency, and one (1) for Social Service Provider and one (1) for Members at Large.

## **Discussion:**

At the Solano Transportation Authority (STA) Board meeting on June 9, the STA Board appointed Rachel Ford for a three year term as Public Agency – Solano County of Health and Social Services and Ted Newton for a three year term as Social Service Provider. As of June 2010, Tom Morgan's three year term has expired. Lastly, Jamie Johnson has resigned from the PCC due to her acceptance of a job out of town, she will not be able to commit to the necessary hours that are needed (see attachment A).

The following are the three (3) positions currently available: (see Attachment B)

- Social Service Provider (1)
- Members at Large (1)
- Transit User (1)

The STA staff received an application from Shannon Nelson (Attachment C), who also attended May's PCC meeting. Shannon also presented to the PCC at the May's meeting, the role as Vacaville's ADA Coordinator. Shannon Nelson is applying for the Members at Large position. The first recommendation is to forward a recommendation to the STA Board to appoint Shannon Nelson to the PCC.

With Jamie Johnson resignation, this leaves the Chair position vacant. Usually, the Vice Chair the vacant Chair position. However, Jim Williams has served on the PCC for many years and has held the Chair and Vice Chair positions numerous times. Jim has stated on many occasions that he would like to see other PCC members gain the vast experience of these positions. Jim William would like to continue as Vice Chair for the duration of his term. Richard Burnett was Vice Chair last year, he lost the opportunity to run for Chair since his position at the EDAC was in the process of being dissolved and it was uncertain at that time if he could continue as a PCC member. At this time, PCC members may elect themselves or others to serve as the Chair for PCC. The second recommendation is to appoint a Chair for the PCC.

The last recommendation is to appoint a PCC member to the Senior and Disabled Transportation Advisory Committee as the PCC representative. Jamie Johnson attended both of the Senior and Disabled summits making her an ideal candidate to represent the PCC. Since Jamie Johnson has resigned, the PCC representation needs to be replaced. The STA staff received interest forms from Ted Newton, Shirley Stacy, and Kurt Wellner (see Attachment D). At both Senior and Disabled Transportation summits, there was interest expressed and concerns raised about how to continue the dialogue and partnerships' exhibits at the two summits. Supervisor Spering proposed the development of a new STA Board Advisory Committee consisting of a variety of stakeholders in the senior and disabled community. The Committee's purpose would be to provide a countywide forum for coordination and funding of senior and disabled transportation services.

**Recommendation:**

1. Forward a recommendation to the STA Board to appoint Shannon Nelson to the Paratransit Coordinating Council as the representative for the Members at Large.
2. Elect a new Chair for 2010.
3. Appoint a PCC member to the Senior and Disabled Transportation Advisory Committee as the Paratransit Coordinating Council representative.

**Attachments:**

- A. Resignation Letter from Jamie Johnson
- B. PCC Membership Status (07/10)
- C. Paratransit Coordinating Council Interest Form submitted by Shannon Nelson
- D. Solano Senior and Disabled Advisory Committee Interest form from Ted Newton, Shirley Stacy, and Kurt Wellner.

Jamie Johnson  
5109 Julmar Court  
Fairfield, CA 94534  
707-337-3279  
jamiejohnson09@yahoo.com

May 24, 2010

Liz Niedziela  
Solano Transportation Authority  
Transit Program Manager/Analyst  
One Harbor Center, Ste. 130  
Suisun City, CA 94585

Dear Ms. Niedziela:

I have thoroughly enjoyed being on the Paratransit Coordinating Council, but I wanted to let you know that I do not plan to continue to serve on the council effective immediately.

Due to my acceptance of a job out of town, I will not be able to commit to the necessary hours that are needed.

I am sorry if this causes any inconvenience. Again, I appreciate the opportunity you have provided me. I learned a lot, and thoroughly enjoyed the experience, as well.

Sincerely,

*Jamie C. Johnson*

Jamie Johnson

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PCC Membership Status (07/10)

Attachment B

<b>Voting Members</b>	<b>Category</b>	<b>Agency</b>	<b>Appointed</b>	<b>Chair/Vice</b>
<b>Jim Williams -Vice Chair</b>	Member-at-Large		<b>1/13/10</b>	<b>1/13/2010</b>
<b>George Bartolome</b>	Social Service Provider	Vallejo Transitions	<b>1/13/10</b>	<b>1/18/2008</b>
<b>Richard Burnett</b>	MTC/PAC Representative		<b>1/13/10</b>	
<b>Rachel Ford</b>	Public Agency, Solano County Health and Social Services		<b>6/9/10</b>	
<b>Judy Nash</b>	Public Agency, Education-related Services	Solano Community College	<b>4/14/10</b>	
<b>Ted Newton</b>	Social Service Provider	Vallejo Unified School District	<b>6/9/10</b>	
<b>Shirley Stacy</b>	Transit User		<b>1/18/08</b>	
<b>Kurt Wellner</b>	Transit User		<b>10/14/09</b>	
Vacant - seeking 1 member	Member-at-Large			
Vacant - seeking 1 member	Transit User			
Vacant - seeking 1 member	Social Service Provider			

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MAY - 7 2010

SOLANO TRANSPORTATION  
AUTHORITY

what is the paratransit coordinating council?

The Solano Paratransit Coordinating Council (PCC), is a citizen's advisory committee to the Solano Transportation Authority that represents the seniors and disabled residents of Solano County. The members of the PCC are volunteers from the local community and local social service agencies. The PCC provides input and guidance on the development and implementation of transportation programs to serve the senior and disabled community. They also make policy and funding recommendations to the Solano Transportation Authority and the Metropolitan Transportation Commission.

Some specific functions may include:

- Advising policy-makers about the allocation of resources, services, and funding necessary to meet demand for resources, services, and funding necessary to meet demand for paratransit services.
- Reviewing applications for paratransit funding and making recommendations on funding guidelines and amounts.
- Participating in the development of plans to increase and improve paratransit and other mobility services and programs for seniors and the disabled in Solano County.
- Educating the community, persons with disabilities and seniors, Solano County transit agencies, the STA, and PCC members about paratransit needs, fixed-route accessibility, and other mobility needs and services of seniors and the disabled.

cut and tape closed, this side interior

paratransit coordinating council interest **STA**  
Solano Transportation Authority

CONTACT INFORMATION

name Shannon Nelson  
 street address 650 Merchant ST.  
 city, state, zip Vacaville CA 95688  
 home phone 592-0464 work phone 449-5409  
 email address snelson@cityofvacaville.com

I WOULD LIKE TO FILL THE FOLLOWING POSITION

transit user (3)     
  member-at-large (2)     
  public agency (2)     
  social service provider (4)

LETTER OF INTENT/INTEREST TO SERVE ON THE STA'S PARATRANSIT COORDINATING COUNCIL

Summarize the reason you would like to participate in the STA's Paratransit Coordinating Council. Include what experience (work or otherwise) qualifies you:

As the City of Vacaville's ADA Coordinator and a disabled resident, I believe my personal and professional skills will help make the STA Para Transit Coordinating Council increasingly effective.

AGREEMENT AND SIGNATURE

By submitting this application, I affirm that the facts set forth in it are true and complete. I understand that if I am accepted as a volunteer, any false statements, omissions, or other misrepresentations made by me on this application may result in my immediate dismissal.

name (printed) Shannon Nelson  
 signature Shannon Nelson date \_\_\_\_\_

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Solano Transportation Authority

... working for you!

# SOLANO TRANSPORTATION AUTHORITY

Member Agencies: Benicia • Dixon • Fairfield • Rio Vista • Suisun City • Vacaville • Vallejo • Solano County

One Harbor Center, Suite 130, Suisun City, CA 94585-2473 • Telephone (707) 424-6075 / Facsimile (707) 424-6074  
Email: staplan@sta-sncl.com • Website: solanolinks.com

## Senior and Disabled Transportation Advisory Committee Interest Form

**Purpose:** To Provide a Countywide Advocacy for Coordination and Funding of Senior and Disabled Transportation Services

Provide Forum for Senior and Disabled Transportation Issues;

- Identify and advise STA, County of Solano, Cities and Senior Coalition on transportation issues for seniors and the disabled;
- Provide forum for coordination of Senior and Disabled Transit Services and funding for transit providers and non-profits;
- Develop funding priorities for Senior and Disabled transportation issues to the STA and serve as Advisory Committee for update on Senior and Disability Mobility Study; and
- Development of short term and long term funding strategy for seniors and disabled transportation.

### Contact Information

Name Ted Newton  
 Street Address 2100 W. Texas St Apt 52  
 City, State, & Zip Fairfield, CA 94583  
 Home Phone (707) 860-3156 Work Phone (707) 556-8886  
 Email Address TNewton@comcast.net

I would like to fill the following position

County of Solano     Non-Profits     Taxi Provider     Solano Community College  
 Medical Providers     Members at Large     Paratransit Coordinating Council Rep     Senior Coalition

### Letter of Intent/Interest to Serve on This Committee

Summarize the reason you would like to participate in the Senior and Disabled Transportation Advisory Committee. Include what experience (work or otherwise) qualifies you:

I am very knowledgeable of the ADA rules and regulations regarding para transit delivery of service. I served as Director of Paratransit operations in Portland, OR. I am currently Director of Transportation for the Vallejo City Unified School District. I would like to utilize my education, experience and management skills to help

### Agreement and Signature

By submitting this application, I affirm that the facts set forth are true and complete. I understand that if I am accepted as a volunteer, any statements, omissions, or other misrepresentation made by me on this application may result in my immediate dismissal.

Signature Ted Newton Date 3-24-2010

For questions or more information, please contact Liz Niedziela at (707) 399-3217 or by email at eniedziela@sta-sncl.com

enhance PART.



Solano Transportation Authority

# SOLANO TRANSPORTATION AUTHORITY

Member Agencies:  
Benicia ♦ Dixon ♦ Fairfield ♦ Rio Vista ♦ Suisun City ♦ Vacaville ♦ Vallejo ♦ Solano County

... working for you!

One Harbor Center, Suite 130, Suisun City, CA 94585-2473 ♦ Telephone (707) 424-6075 / Facsimile (707) 424-6074  
Email: staplan@sta-snci.com ♦ Website: solanolinks.com

RECEIVED

## Senior and Disabled Transportation Advisory Committee Interest Form

MAR 10 2010

**Purpose:** To Provide a Countywide Advocacy for Coordination and Funding of Senior and Disabled Transportation Services

Provide Forum for Senior and Disabled Transportation Issues;

- Identify and advise STA, County of Solano, Cities and Senior Coalition on transportation issues for seniors and the disabled;
- Provide forum for coordination of Senior and Disabled Transit Services and funding for transit providers and non-profits;
- Develop funding priorities for Senior and Disabled transportation issues to the STA and serve as Advisory Committee for update on Senior and Disability Mobility Study ; and
- Development of short term and long term funding strategy for seniors and disabled transportation.

### Contact Information

Name Shirley Stacy  
 Street Address 201 E. Alaska Ave. #101  
 City, State, & Zip Fairfield, CA 94533  
 Home Phone (707) 427-2425 (2) Work Phone ( ) 707-816-8179  
 Email Address \_\_\_\_\_

### I would like to fill the following position

County of Solano     Non-Profits     Taxi Provider     Solano Community College  
 Medical Providers     Members at Large     Paratransit Coordinating Council Rep     Senior Coalition

### Letter of Intent/Interest to Serve on This Committee

Summarize the reason you would like to participate in the Senior and Disabled Transportation Advisory Committee.

Include what experience (work or otherwise) qualifies you:

*I am on the PCC Rep, I am a "people person" and am a strong advocate for seniors, disabled and ones that can not fend for themselves; many years experience working with adults children (job with SUFFL School District advisory committee) For the Public Authority In-home Supportive Services for 8 1/2 years.*

### Agreement and Signature

By submitting this application, I affirm that the facts set forth are true and complete. I understand that if I am accepted as a volunteer, any statements, omissions, or other misrepresentation made by me on this application may result in my immediate dismissal.

Signature Shirley Stacy Date 3/6/10

For questions or more information, please contact Liz Niedziela at (707) 399-3217 or by email at eniedziela@sta-snci.com

**Senior and Disabled Transportation Advisory Committee  
Interest Form**

**Purpose: To Provide a Countywide Advocacy for Coordination and Funding of Senior and Disabled Transportation Services**

Provide Forum for Senior and Disabled Transportation Issues;

- Identify and advise STA, County of Solano, Cities and Senior Coalition on transportation issues for seniors and the disabled;
- Provide forum for coordination of Senior and Disabled Transit Services and funding for transit providers and non-profits;
- Develop funding priorities for Senior and Disabled transportation issues to the STA and serve as Advisory Committee for update on Senior and Disability Mobility Study ; and
- Development of short term and long term funding strategy for seniors and disabled transportation.

**Contact Information**

Name Joseph Wellner  
Street Address 2800 Claymont RD # 201  
City, State, & Zip Fairfield CA 94533  
Home Phone (707) 425-7237 Cell (707) 439-6373 Work Phone (707) 439-6373  
Email Address jwellner@shellpeople.com

**I would like to fill the following position**

County of Solano     Non-Profits     Taxi Provider     Solano Community College  
 Medical Providers     Members at Large     Paratransit Coordinating Council Rep     Senior Coalition

**Letter of Intent/Interest to Serve on This Committee**

Summarize the reason you would like to participate in the Senior and Disabled Transportation Advisory Committee. Include what experience (work or otherwise) qualifies you:

I think I have a unique outlook on Public Transportation  
not a senior but not a student (mid 40's with kids)

**Agreement and Signature**

By submitting this application, I affirm that the facts set forth are true and complete. I understand that if I am accepted as a volunteer, any statements, omissions, or other misrepresentation made by me on this application may result in my immediate dismissal.

Signature Joseph Wellner Date 3-19-10

For questions or more information, please contact Liz Niedziela at (707) 399-3217 or by email at eniedziela@sta-snci.com

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# PCC

Date: June 29, 2010  
To: Solano Paratransit Coordinating Council  
From: Liz Niedziela, Transit Program Manager/Analyst  
Re: Request for Statistical Paratransit Operating Data from Transit Operators

## **Background:**

The PCC provides input and guidance on the development and implementation of transportation programs to serve the senior and disabled community. They also make policy and funding recommendations to the Solano Transportation Authority and the Metropolitan Transportation Commission. Some specific functions may include:

- 
- Advising policy-makers about the allocation of resources, services, and funding necessary to meet demand for resources, services, and funding necessary to meet demand for paratransit services.
- Reviewing applications for paratransit funding and making recommendations on funding guidelines and amounts.
- Participating in the development of plans to increase and improve paratransit and other mobility services and programs for seniors and the disabled in Solano County.
- Educating the community, persons with disabilities and seniors, Solano County transit agencies, the STA, and PCC members about paratransit needs, fixed-route accessibility, and other mobility needs and services of seniors and the disabled.

In order for the PCC member to become knowledgeable of the paratransit and senior mobility services in Solano County, Transit Operators Updates were included each month of the PCC agenda. The transit operators distributed handouts to the PCC with updates on the paratransit ridership, service miles and hours, no shows, denials, on time performance, etc.

## **Discussion:**

Over the past year, these Transit Operators Updates have not much less frequent. Fairfield and Suisun Transit (FAST) and Vacaville City Coach have been the only operators that have submitted statistical information as hand outs in the past year but even those have not been on a regular basis. The PCC committee members have asked for this information with little success. The STA staff is asking for direction on sending a formal request to the Solano County Transit Operators to provide statistical data on paratransit and senior mobility programs to the PCC.

## **Recommendation:**

Direct the STA staff to send a formal request to Solano County Transit Operators to provide statistical paratransit and senior mobility programs data to the PCC.

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# PCC

DATE: July 30, 2010  
TO: Solano Paratransit Coordinating Council  
FROM: Liz Niedziela, Transit Program Manager  
RE: Discussion of PCC's Role in Addressing Paratransit Issues and Complaints

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## **Background:**

The Solano Transportation Authority (STA) works on a wide spectrum of transportation issues. These include mobility for senior citizens and disabled persons. The STA Board-appointed Paratransit Coordinating Council (PCC) is responsible for reviewing and provides input to the STA Board on transportation studies concerning seniors, the disabled, and paratransit services and makes recommendations on the funding priorities of paratransit capital grants. The SolanoExpress Intercity Transit Consortium is comprised of Solano County's six transit operators, Solano County and STA and coordinates on a variety of transit plans, services, and issues including senior and disabled transit services.

County Supervisor Jim Sperring requested and received support from the STA Board to have STA assist in organizing a countywide public forum specifically on the topic of Senior and Disabled Transportation. The STA staff took the co-lead on organizing this event in partnership with the Metropolitan Transportation Commission (MTC), the County of Solano and the Senior Coalition of Solano County. Two summits were held at the Joseph Nelson Community Center in Suisun City on June 26, 2009 and October 30, 2009.

At both summits, there was interest expressed and concerns raised about how to continue the dialogue and partnerships' exhibits at the two summits. Supervisor Sperring proposed the development of a new STA Board Advisory Committee consisting of a variety of stakeholders in the senior and disabled community. The Committee's purpose would be to provide a countywide forum for coordination and funding of senior and disabled transportation services.

On December 9, 2009, the STA Board acted to authorize and approve the establishment of purpose and membership categories of the new committee. The first meeting of the Solano Senior and Disabled Transportation Advisory Committee was held May 18, 2010. The meeting was well attended with over 50 people.

## **Discussion:**

There were issues and questions concerning the taxi, fixed route, and paratransit services presented, which were basically the same ones expressed during both summits and also at the other meetings. These issues and questions were summarized and will be forwarded to the appropriate agency.

During the Solano Senior and Disabled Advisory Committee Planning meeting, it was suggested that the PCC committee should be working with the transit operators to address these questions and issues.

The PCC members are not “experts” in Americans with Disabilities Act (ADA) but they have become more knowledgeable over the past year through various presentations. Additionally, according to DART Paratransit Missed Trips and Appeals Policy, the Review Panel representatives are to be selected from a pool of candidates coordinated through STA’s PCC.

The STA staff would like to open these topics for further discussion. How does the PCC perceive working with the transit operators addressing paratransit issues and concerns? What steps can be taken to further educate the PCC members on ADA compliant issues.

**Recommendation:**

Informational.

## PCC

Date: June 28, 2010  
To: Solano Paratransit Coordinating Council  
From: Liz Niedziela, Transit Program Manager/Analyst  
Re: Status of FY 2009 and FY 2010 Section 5310 Cycles

### **Background:**

The Federal Transit Administration's (FTA) Elderly Individuals and Individuals with Disabilities Program (Section 5310) provides capital grants for the purpose of meeting the transportation needs of elderly persons and persons with disabilities where mass public transportation services are otherwise unavailable, insufficient, or inappropriate. Caltrans is the designated recipient of the funds.

The Metropolitan Transportation Commission (MTC), the regional transportation planning organization for the nine Bay Area counties, requires that each county's Paratransit Coordinating Council (PCC) score FTA Section 5310 applications from their respective county before MTC formally reviews the applications. To fulfill this obligation, the Solano PCC establishes a three-person subcommittee each year to review and score Solano County FTA Section 5310 applications and recommends its findings for MTC to review before submittal to Caltrans.

Applicants submit their applications to the appropriate County Paratransit Coordinating Council (PCC). The PCC Scoring Subcommittee evaluates and scores the applications, and then forwards both the applications and scores to MTC. MTC compiles the County PCC scores and develops draft regional scores and rankings for review by the PCCs, and hears applicant appeals if necessary. MTC then transmits the applications and final regional rankings to Caltrans. When all applications throughout the state have been submitted to Caltrans, a statewide review committee develops a draft statewide prioritized list based on the scores provided by each region, and determines the minimum score for projects to be recommended for funding. The statewide review committee holds a staff level hearing for all stakeholders to discuss the statewide-prioritized list and hear any appeals on technical issues. The statewide evaluation committee submits a final statewide-prioritized list to the California Transportation Commission (CTC). The CTC holds a public hearing to discuss the prioritized list, overall program policy and adopts the prioritized list.

The Call for Projects for the FY 2009 FTA Section 5310 Program was announced in March 2009. The FY09 application, scoring criteria, and instructions were posted on the Caltrans website and on STA website. MTC mailed a program announcement to Bay Area stakeholders and STA staff mailed more detailed information to Solano County Stakeholders. The STA staff also made an announcement for the FTA 5310 Call for Project at the Senior Coalition Meeting and Senior Coalition staff sent out the Call for Project announcement to their extensive e-mail list. Caltrans anticipated that there would be approximately \$12.6 million in funding available statewide in the FY09 cycle. The STA received only one application from PACE Solano to replace four (4) buses for \$286,000.

The FY09 Section 5310 program of projects was adopted by the California Transportation Commission on April 8<sup>th</sup>. PACE Solano four (4) replacement buses will be funded for a sum of \$286,000. The following is the estimated timeline for future activities related to the FY09 Cycle:

- May/June 2010: "Successful Applicant" Workshops for those applicants who have been awarded FY09 funds
- August 2010: Caltrans submits grant application to FTA

In May, it was presented that Caltrans announced that the State vehicle purchase contract has been canceled indefinitely. This means that all FY09 Section 5310 recipients must procure their 5310 vehicles themselves through the Vehicle Purchasing Cooperative or through another Caltrans-approved "piggybacking", and then be reimbursed by the State. Caltrans recognizes that this may be especially difficult for smaller nonprofits that do not have the cash flow needed to purchase their 5310 vehicle(s) and wait approximately 90 days for the reimbursement process.

**Discussion:**

In recognition of these challenges, Caltrans is trying to find ways to (1) expedite the reimbursement process and (2) continue to purchase vehicles for nonprofits who cannot purchase the vehicles themselves. Caltrans said that they will work with each individual 5310 recipient to help them with the new procurement process.

Caltrans has made considerable progress in working with the Department of General Services for procurement of vehicles through a state purchase agreement process. This process allows Caltrans to procure vehicles on behalf of 5310 agencies until a new state vehicle contract is executed later this year. The Caltrans 5310 Program staff will be contacting agencies next week to provide them with instructions on how to procure vehicles through this new process (see Attachment A).

FY10 Section 5310 Call for Projects Caltrans has also determined that they will need additional time to implement these interim purchasing procedures and will need to delay the next cycle until at least November/December. The Caltrans 5310 website (<http://www.dot.ca.gov/hq/MassTrans/5310.html>) will be updated when the call for projects is released.

In August 2010, the STA staff will be requesting the PCC to make three appointments to PCC Scoring Subcommittee. The PCC Scoring Subcommittee evaluates and scores the applications, and then forwards both the applications and scores to MTC for the FTA 5310 program.

**Recommendation:**

Informational.

Attachments:

- A. Caltrans Division of Mass Transportation Elderly and Disabled Specialized Transit, FTA Section 5310 Grant-funded Purchasing Process for Non-Profit Agencies.

Caltrans Division of Mass Transportation  
Elderly and Disabled Specialized Transit, FTA Section 5310  
Grant-funded Purchasing Process for Non-Profit Agencies

**I. Ordering Process:**

- 1) Contact Caltrans, Procurement and Grants Management Branch, Robert Jackson at (916) 654-8631 to begin the Purchase Agreement (PA) and floor plan development process.
- 2) The itemized PA should include the following:
  - ◆ All appropriate fees required DMV costs, etc.
  - ◆ Ensure the non-taxable ADA amount is correct and the appropriate sales tax rate for your area is used.
  - ◆ Contain the reference, “requires Caltrans inspection.”
  - ◆ Identify the lienholder as:
    - California Department of Transportation
    - Mass Transportation 5310 Program
    - P.O. Box 942874 – MS39
    - Sacramento, CA 94274-0001
- 3) The agency signs and dates the finalized PA and floor plan and submits them to Robert Jackson.
- 4) Caltrans procurement branch will work with Caltrans 5310 grant staff to verify the following:
  - ◆ The total amount of grant dollars awarded and available to your agency.
  - ◆ The local share amount required from the agency deposited in the designated Bank of America account, instructions provided by Caltrans.
  - ◆ Grant staff must work with procurement staff to ensure DGS fees will be covered in the grant amount.
  - ◆ If a Standard Agreement (SA) amendment is required; the amendment shall be completed prior to purchase document submission to the vendor.

Note: Vehicles will not be ordered until the entire local share has been deposited. If the vehicle exceeds the grant amount as identified in the grant SA (grant amount plus local share), the agency must deposit the additional funds with the Bank of America.

- 5) Once the finalized PA and floor plan have been reviewed and approved by the agency, and step 4 is completed, Caltrans will sign and forward to the dealer.

Note: It is critical that the PA's are completed correctly, since this could result in payment, delivery, or reimbursement delays when the bus arrives at the dealer.

- 6) Caltrans purchasing office will then generate a purchase order to the vendor for the vehicles

## **II. Delivery and Inspections**

- 1) All vehicles purchased with federal funds must have an inspection prior to the agency's acceptance. After the bus has been built and delivered to the dealer, the dealer will contact Caltrans for inspection services.
- 2) Caltrans must be listed as lienholder on all purchases.
- 3) In accordance with the terms of the SA, the agency must provide proof of insurance to the dealer prior to the agency receiving the vehicle.
- 4) For all deliveries, the agency must also inspect the vehicle before vehicle acceptance. The agency should request assistance/training from the dealer's staff regarding any bus feature with which the agency is unfamiliar.
- 5) The agency is responsible to check the loose items, such as tie down restraints, spare tire, torso pad, and any additional loose equipment, which was ordered with the bus to ensure all items have been included and received.

# PCC

Date: March 6, 2010  
To: Solano Paratransit Coordinating Council  
From: Liz Niedziela, Transit Program Manager/Analyst  
Re: Solano Transportation Studies in Progress

## **Background:**

The Solano Transportation Authority (STA) was created in 1990 through a Joint Powers Agreement between the cities of Benicia, Dixon, Fairfield, Rio Vista, Suisun City, Vacaville, Vallejo and the County of Solano to serve as the Congestion Management Agency for Solano. As the Congestion Management Agency (CMA) for the Solano area, the STA partners with various transportation and planning agencies, such as the Metropolitan Transportation Commission (MTC) and Caltrans District 4.

The STA is responsible for countywide transportation planning, programming transportation funds, managing and providing transportation programs and services, delivering transportation projects, and setting transportation priorities.

## **Discussion:**

The STA transit staff is currently working on two studies:

1. Community-Based Transportation Plan-Vacaville.
2. Solano Senior and Disabled Transportation Study Update

### **Solano Community-Based Transportation Plan – Vacaville**

The Metropolitan Transportation Commission (MTC) established the Community-Based Planning (CBTP) program to identify transit needs in economically disadvantaged communities and recommended community-based transportation planning as the first step to address them. MTC identifies the communities to be studied and provides STA with the funds to complete these studies. The STA has completed studies for Dixon, Vallejo, and Fairfield/Cordelia CBTPs. The next one to be conducted is for Vacaville.

A consultant team was selected and the study effort is underway. They finished the draft on the existing conditions of Vacaville and the community outreach strategies. The first stakeholder's meeting was held June 15<sup>th</sup> at the Ulatis Cultural Center. Over 30 stakeholders participated in this meeting. The next stakeholders' meeting is scheduled for the last week of July. The consultant will work closely with Vacaville City Coach Transit staff, the STA staff, stakeholders and the SolanoExpress Intercity Transit Consortium on this study.

### **Solano Senior and Disabled Transportation Study Update**

The STA's initial Comprehensive Transportation Plan (CTP) Transit Element, completed and adopted by the STA Board on May 8, 2002, recommended a further study to focus on new or updated senior and disabled transportation services. The purpose of the study was to develop a

concept or vision for future senior and disabled service through extensive public outreach, data collection, projected service demand, and projected funding needed for service providers. The current Senior and Disabled Transportation Study was completed and approved by the STA Board in June 2004.

The CTP is currently being updated. Transportation services for seniors and the disabled have changed, and will continue to change, since the completion of the last Senior and Disabled Transportation Study six years ago. The large public response to the two Senior Summits held in 2009 further indicates it is an increasingly important transportation mobility issue and an update to the Senior and Disabled Transportation Study would be timely.

The STA Board has approved funding, a scope of work for this study, project schedule incorporating time for an extensive public outreach, authorized the release of an RFP and a selection of a consultant. The RFP was issued in March and a consultant was selected. The final report should be completed by June 2011.

**Recommendation:**

Informational.