



Solano Transportation Authority

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Suisun City, California 94585

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PCC

SOLANO PARATRANSIT COORDINATING COUNCIL (PCC) AGENDA

Members:

- Benicia
- Dixon
- Fairfield
- Rio Vista
- Solano County
- Suisun City
- Vacaville
- Vallejo

Friday, January 18, 2008
12:00 – 2:00pm

Fairfield Community Center
1000 Kentucky Street, Vista Conference Room
Fairfield, CA 94533

<u>ITEM</u>	<u>STAFF PERSON</u>
I. CALL TO ORDER	Jim Simon, Chair
II. APPROVAL OF AGENDA (12:15–12:20pm)	
III. OPPORTUNITY FOR PUBLIC COMMENT (12:20–12:25pm)	
IV. COMMENTS FROM STAFF (12:25–12:30pm)	
V. Selection of PCC Chair and Vice Chair (12:30-12:35pm) Pg. 1	
VI. ACTION ITEMS	
A. <i>Approval of Minutes from PCC Meeting of November 16, 2007</i> <u>Action:</u> <i>Approve the minutes of the November 16, 2007 PCC meeting</i> <i>(Will be provided under separate cover)</i> (12:35-12:40pm)	Liz Niedziela

PCC MEMBERS

<u>Jim Simon-Chair</u> Member at Large	<u>Kim Barkus</u> Public Agency – Health & Human Svcs	<u>George Bartolome-Vice Chair</u> Social Service Provider	<u>Richard Burnett</u> EDAC Representative	<u>Deanna Dupont</u> Social Service Provider
<u>Catarina Evanson</u> Public Agency – Education	<u>Tom Morgan</u> Transit User	<u>Shirley Stacy</u> Member at Large	<u>Susan Rotchy</u> Social Service Provider	<u>James Williams</u> Member at Large

VI. ACTION ITEMS (Continued)

- B. 2008 PCC Draft Work Plan** Elizabeth Richards
Action:
Recommend to the STA Board to approve the 2008 PCC Work Plan.
(12:40-12:45pm)
Pg. 3
- C. Solano Paratransit Vans and Brand Identity Update** Liz Niedziela
Action:
Appoint three PCC members to a Working Group to assist the STA and FST to update the Solano Paratransit brochure.
(12:45-12:50pm)
Pg. 5

VII. INFORMATION ITEMS

- A. 2007 PCC Work Plan Accomplishments** Elizabeth Richards
Informational
(12:50-12:55pm)
Pg. 9
- B. PCC Membership Update** Liz Niedziela
Informational
(12:55-1:00pm)
Pg. 11
- C. 5310 and Coordinated Plan Update** Liz Niedziela
Informational
(1:00-1:05pm)
Pg. 15
- D. Unmet Transit Needs Process for Fiscal Year (FY) 2008-09** Liz Niedziela
Informational
(1:05-1:10pm)
Pg. 19
- E. Solano Paratransit Passenger Comment Cards** Liz Niedziela
Informational
(1:10-1:15pm)
Pg. 21
- F. Transit/Paratransit Monthly Reports and Updates** Group
Informational
 - Benicia Transit
 - Rio Vista Transit
 - Fairfield-Suisun Transit
 - Vallejo Runabout**(1:15-1:30pm)**

VIII. FUTURE AGENDA ITEMS AND COUNCIL COMMENTS

Group

Discussion

IX. ADJOURNMENT

The next regular meeting of the PCC is scheduled at **Fairfield Community Center, 12:00 p.m. on Friday, March 14, 2008.**

For questions regarding this agenda:

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

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PCC

DATE: January 9, 2008
TO: Solano Paratransit Coordinating Council
FROM: Liz Niedziela, Transit Program Manager/Analyst
RE: 2008 PCC Elections

Background:

As stated in Article VI of the Paratransit Coordination Council's (PCC) By-laws, the council must annually nominate and elect a Chair and a Vice Chair. The Chair and Vice Chair are allowed to serve a term of two (2) consecutive years. After holding an officer's position for two (2) consecutive years, a minimum of one (1) year must elapse before either of the officers can serve again.

If the Chairperson resigns his/her position, the Vice-Chairperson shall step into the vacated spot and a special nominating committee will appoint a new Vice-Chairperson. Service in this temporary position shall not bar the interim Chairperson from running in a subsequent election for Chairperson.

- a. It shall be the duty of the chairperson to preside over all meetings of the Council, and to appoint committees as necessary.
- b. It shall be the duty of the vice-chairperson to assist the chairperson in the execution of the office and to preside at meetings in the event of the absence of the chairperson.
- c. It shall be the duty of the secretary (STA Staff) to keep a written record of all meetings of the Council and other tasks as appropriate.

Discussion:

Since Jim Simon resigned, George Bartolome is the interim chairperson. The elections are still necessary as stated in the Bylaws on an annual basis. Since George Bartolome only served one year as Vice Chair, he is eligible to be nominated for Chair or Vice Chair. Members have the opportunity for nominate themselves or each other.

Recommendation:

Elect a PCC Chair and Vice Chair for 2008.

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PCC

Date: January 9, 2008
 To: Solano Paratransit Coordinating Council
 From: Elizabeth Richards, Director of Transit and Rideshare Services
 Re: 2008 PCC Draft Work Plan

Background/Discussion:

In preparation for 2008, the STA staff has developed a draft Work Plan for review and approval by the PCC. The 2008 Work Plan continues to focus on outreach activities. The purposes of these outreach activities are to promote awareness of the PCC and its advisory function and to encourage persons with disabilities, seniors and others to take advantage of the opportunity to provide comments on the transportation system.

The following is the draft PCC Work Plan for 2008. The PCC may wish to add items to the Work Plan throughout the year, as they deem necessary. After approval by the PCC, the Work Plan will be presented to the STA Board for action.

Activity	Tasks	2008 Timeline
Administrative	Elect PCC Officers	January
Outreach	Develop a strategy to increase/maintain PCC Membership. (i.e., press releases, letters of outreach, etc.).	January – December Until vacancies are filled.
	Improve the identity of the PCC through marketing strategies.	January – December
	Outreach to Solano Community College.	January – December
	Outreach to senior centers and disabled groups.	January – December
	Update/Maintain the PCC/STA Website.	January – December
Projects	Participate in studies that impact transportation for seniors and the disabled.	January – December
Funding	Establish FTA Section 5310 application review committee.	TBA
	Review FTA Section 5310 applications.	TBA
	Review TDA Article 4/8 Claims for Cities and County of Solano.	January – December
	Monitor the MTC Unmet Transit Needs Process.	January - December

Recommendation:

Recommend to the STA Board to approve the 2008 PCC Work Plan.

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PCC

DATE: January 9, 2008
TO: Solano Paratransit Coordinating Council
FROM: Liz Niedziela, Transit Program Manager/Analyst
RE: New Solano Paratransit Vans and Brand Identity Update

Background/Discussion:

Solano Paratransit is provided by Solano Transportation Authority (STA), the countywide transportation planning agency. Since STA does not operate any transit service, it contracts with Fairfield/Suisun Transit to manage the service using wheelchair lift-equipment, handicapped accessible vans. STA has purchased two new paratransit vans to replace paratransit vans purchased in 1992. In December 2007, the two new Solano Paratransit vans were delivered to Fairfield/Suisun Transit (FST) on behalf of the STA. The two vans are lift-equipped, 12-seats with 2 wheelchair tie-downs (see Attachment A). To purchase these vans, the STA secured \$92,800 in FTA 5310 grant funding and a local match of approximately \$23,000. The two vans have been placed into operation.

Last summer, the STA had four existing Solano Paratransit vans wrapped. With the delivery of the two new vans, they were wrapped along with two more existing Solano Paratransit vans. The majority of the Solano Paratransit vehicles are now wrapped. The wraps were designed to improve the identity and branding of the Solano Paratransit service.

Another element of the new Solano Paratransit branding approved by the STA Board is the re-design of Solano Paratransit brochure with a similar theme. STA staff will be working with FST staff to update the current Solano Paratransit brochure with the new identity. This is also an opportunity to update the contents of the brochure and clarify the service's policies. To assist with this, staff is requesting three PCC members participate in a Working Group. Over the next month or two, this Working Group would assist by providing input on draft language of the brochure. This may be accomplished via a meeting, email, or other communication whichever is determined easiest and most effective for those involved.

Recommendation:

Appoint three PCC members to a Working Group to assist the STA and FST update the Solano Paratransit brochure.

Attachments:

- A. Picture of the new Solano Paratransit Van

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Solano PARATRANSIT

707-429-2400

INTERCITY DOOR-TO-DOOR TRANSPORTATION FOR PERSONS WITH DISABILITIES



Solano PARATRANSIT



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PCC

Date: January 9, 2008
To: Solano Paratransit Coordinating Council
From: Elizabeth Richards, Director of Transit and Rideshare Services
Re: 2007 PCC Work Plan Accomplishments

Background:

The PCC annually reviews and updates the PCC goals for the year. The approved 2007 PCC Work Plan is presented below followed by a summary of accomplishments.

Activity	Tasks	2007 Timeline
Administrative	Establish nomination committee for elections.	Completed
	Elect PCC Officers.	Completed
Outreach	Develop a strategy to increase/maintain PCC Membership. (i.e. press releases, letters of outreach, etc.)	January – December Until vacancies are filled.
	Continue the Solano Community College Outreach Effort.	January – December
	Develop a more extensive outreach program targeting senior centers and disabled groups.	January – December
	Update/Maintain the PCC Website.	January – December
Projects	Continue to participate in studies that impact transportation for seniors and the disabled.	January – December
Funding	Establish FTA Section 5310 application review committee	Not Applicable
	Review FTA Section 5310 applications	Completed
	Review TDA Article 4/8 Claims for Cities and County of Solano.	January – December
	Monitor the MTC Unmet Needs Hearing Process.	December

Discussion:

In 2007, the PCC experienced a number of changes while still working through its Work Plan. Several long-time members of the PCC retired from the PCC and new STA staff were introduced as the PCC liaison. Remaining PCC members are to be commended for their continued commitment to the Work Plan.

Administrative: PCC Elections were held and new officers put in place at the beginning of 2007.

Outreach: Outreach has been occurring throughout the year to recruit new PCC members via press releases, the internet, transit operators and other means. These efforts were successful and resulted in the addition of five new PCC members. The PCC website is continually reviewed and updated. As part of outreach to Solano Community College (SCC), the March 2007 PCC meeting was held at SCC.

Projects: The PCC provided input to the regional Coordinated Plan and on paratransit and fixed route services.

Funding: Due to change at the federal level and the requirement for a Regional Coordinated Plan, there was not a 5310 funding cycle in 2007. The PCC monitored the progress of the changing requirements and prepared for the next 5310 cycle by establishing a 5310 review committee. Numerous Transportation Development Act (TDA) fund applications were reviewed and approved by the PCC. The PCC also monitored the FY07-08 and the FY 08-09 Unmet Transit Needs process.

Recommendation:
Informational

PCC

DATE: January 9, 2008
TO: Solano Paratransit Coordinating Council
FROM: Liz Niedziela, Transit Program Manager/Analyst
RE: PCC Membership 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 paratransit riders. At the November 16th meeting, there were two (2) vacancies; both for Transit Users. In addition, Jim Simon had previously announced his interest to leave after the November 2007 meeting. Subsequently, Jim has indicated he will be able to continue to serve on the PCC.

Shirley Stacy attended two meetings and indicated her interest to serve on the Paratransit Coordinating Council at the PCC meeting November 16th. She was unanimously recommended for appointment by the PCC members as a potential transit user member.

Discussion:

On December 12, 2007, the STA Board approved the appointment of Shirley Stacy, a Transit User, to the PCC.

The one remaining vacancy is for Transit User. STA staff will continue to recruit for an additional PCC member and input from the committee is welcomed.

Recommendation:

Informational

Attachments:

- A. PCC Membership Status (1/08)

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PCC Membership Status (1/08)

Voting Members	Category	Agency	Appointed
Jim Simon, Chair	Member-at-Large		1/19/07*
Jim Williams	Member-at-Large		1/19/07*
Richard Burnett	MTC/EDAC Representative		1/10/07
Caterina Evanson	Public Agency, Education-related Services	Solano Community College Representative	1/19/07*
Kim Barkus	Public Agency, Dept Health and Human Services	Solano County Adult Mental Health Dept	9/12/07
George Bartolome, Vice Chair	Social Service Provider	Vallejo Transitions	1/19/07*
Susan Rotchy	Social Service Provider	Independent Living Resource Center	9/12/07
Deanna DuPont	Social Service Provider	Area 4 Developmental Disabilities Board	4/11/07
Tom Morgan	Transit User		6/13/07
Shirley Stacy	Transit User		12/12/07
Vacant - seeking 1 member	Transit User		
* By-Laws changed 1/07 to include re-appointment by STA Board. Existing members as of 12/06 will use 1/19/07 as appointment date.			

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PCC

DATE: January 9, 2008
TO: Solano Paratransit Coordinating Council
FROM: Liz Niedziela, Transit Program Manager/Analyst
RE: 5310 Update and Coordinate Plan Update

Background:

The Federal Transit Administration's 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. For California, approximately \$12 million in Federal funds is available annually, and Caltrans is the designated recipient of the funds.

SAFETEA introduced three primary changes to the program:

- Coordinated Planning Requirement – Project applicants must have derived projects from a locally-developed public transit-human services transportation plan (Coordinated Plan);
- Mobility Management – Funding eligibility has been extended to projects that establish coordination among existing public transportation providers and other transportation service providers for expanding the availability of service; and,
- Program Measures – Grant recipients must report on gaps in service filled and ridership changes as a result of their projects.

Discussion:

Caltrans is in the process of wrapping up revisions to the project application and evaluation criteria in accordance with the above changes. The revised application and criteria are expected to be presented to the California Transportation Commission (CTC) for adoption at their January 2008 meeting. Following CTC's adoption, Caltrans expects to issue the FY 2008 call for projects in January; hold grant application workshops from February through April. Applications will be due in the summer.

The Bay Area's Coordinated Plan was adopted by the Commission (MTC) at their December 19 meeting. The plan is available at www.mtc.ca.gov/planning/pths/. Applicants will be required to demonstrate their proposed project's consistency with the transportation needs, proposed solutions, or enhanced strategies presented in the plan, so that MTC may certify that the project was derived from the plan. In addition to the Coordinated Plan Certification requirement, other major changes include new requirements for active grant recipients to certify their federal compliance; and to provide competitive estimates for funding requests for equipment. Caltrans also decided that mobility management projects will not be eligible to receive funding until the FY 2009 call for projects.

Recommendation:

Informational

Attachments:

- A. Section 5310 Program Fact Sheet

49 U.S.C. SECTION 5310 PROGRAM FACT SHEET

PROGRAM PURPOSE

Provide capital grants for the purpose of meeting the transportation needs of elderly persons and persons with disabilities where public mass transportation services are otherwise unavailable, insufficient or inappropriate.

FUNDS AVAILABLE:

- Approximately \$12 million in Federal funds is available annually
- Applicants receive up to 88.53% in federal funds and must provide at least 11.47% in local match

ELIGIBLE APPLICANTS:

- Private, non-profit corporations
- Public agencies where no private non-profits are readily available to provide the proposed service
- Public agencies that have been approved by the State to coordinate services for elderly persons and persons with disabilities

ELIGIBLE CAPITAL EXPENSES:

- Accessible vans and buses
- Communication equipment
- Computer equipment
- Mobility Management

SERVICE ELIGIBILITY:

Services to be provided must serve the transportation needs of elderly persons and persons with disabilities.

APPLICANT ABILITY:

- Be able to document adequate financial capacity to provide local 11.47% match and operating support
- Be able to document adequate service stability to own, operate and insure equipment requested
- Be able to document knowledge of providing safe and effective transportation services

PROJECT ELIGIBILITY:

Applicant must have management oversight and control over the operations and service of the equipment. Application can provide sufficient justification and provide documentation that alternative transportation services are unavailable, insufficient or inappropriate to meet the agency's transportation needs. Vehicle(s) must provide a minimum of 20 hours of service per week. The 20 hours per week minimum can be met by the applicant alone or in coordination with another agency(ies) for eligible service. Projects must be derived from a locally-developed coordinated plan.

COORDINATED PLANNING REQUIREMENTS:

Designated recipients must certify annually that projects selected were derived from a locally developed, coordinated public transit-human services transportation plan and that the plan was developed through a process that includes representatives of public, private, and non-profit transportation and human services providers and participation by members of the public.

The required elements for the coordinated plan are:

- An assessment of available services that identifies current transportation providers
- An assessment of transportation needs for elderly and disabled persons
- Strategies, activities and/or projects to address the identified gaps in services and needs
- Priorities for implementation based on resources, time and feasibility for implementing strategies

VEHICLE REPLACEMENT ELIGIBILITY:

Vehicle(s) must be in active service. Active service is defined as a vehicle providing service throughout the agency's normal days and hours of operation. The van(s), which are proposed to be replaced will be at least four years old or will have at least 100,000 miles at the time of application. The bus(es), which is proposed to be replaced, will be at least seven years old or will have at least 200,000 miles at the time of application. If the active vehicle(s) in your fleet proposed for replacement does not meet the useful life standards stated above, you must be able to document the major component problems (excessive maintenance) at time of application.

SERVICE EXPANSION ELIGIBILITY:

Applicant must be able to document that the proposed service will provide:

- transportation services to additional persons
- will expand the service area or hours
- will increase the number and/or frequency of trips

FUNDING SELECTION PROCESS:

Regional Evaluation Committees and the State Review Committee score applications using established evaluation criteria approved by the California Transportation Commission (CTC). The CTC holds public hearing and adopts a Program of Projects. Project scores are compiled to generate a single statewide list. Projects are funded in score order until all available funds are expended.

PROGRAM REQUIREMENTS:

Successful applicants enter into a project agreement with Caltrans that stipulates the terms and conditions under which the equipment must be procured and operated. The agreement remains in effect until the project is terminated and formal disposition of the equipment has been made. Equipment purchased with Section 5310 grant funds must be used only for the purpose for which it is granted. Section 5310 grantee agencies are required to furnish quarterly reports on the use of their Section 5310 equipment. Caltrans conducts biennial on-site inspections to verify the condition and appropriate use of the equipment. Grantees are responsible for the proper use and maintenance of all project equipment. All vehicles and related equipment are to be covered by insurance at all times. Grantees must be prepared to comply with the requirements of the Department of Motor Vehicle regulations enforced by the California Highway Patrol.

MOBILITY MANAGEMENT:

Mobility management techniques may enhance transportation access for populations beyond those served by one agency or organization within a community. Mobility management is intended to build coordination among existing public transportation providers and other transportation service providers with the result of expanding the availability of service. These activities may include:

- The promotion, enhancement and facilitation of access to transportation services
- Support for short term management activities to plan and implement coordinated services
- Support of State and local coordination policy boards and councils
- Operation of transportation brokerages
- The provision of coordination services, including TMO's and HSO's in relation to navigator systems
- The development and operation of one-stop transportation traveler call centers to coordinate services
- Operational planning for the acquisition of ITS tools

PROGRAM MEASURES:

The two measures established for the Section 5310 program are:

Gaps in Service Filled: Provision of transportation options that would not otherwise be available for older adults and individuals with disabilities measured in numbers of older adults and individuals with disabilities afforded mobility they would not have without program support.

Ridership: Actual or estimated number of rides as measured by one-way trips, that are provided annually for Section 5310 clients.

AVERAGE YEARLY VEHICLE MAINTENANCE COST:

Depending on size of vehicle, maintenance costs may be as low as \$3,000 to as high as \$14,000 yearly. The average cost for yearly maintenance for a vehicle is estimated at \$8,500. These costs are borne by the grant recipient.

PROGRAM HISTORY:

Since the program's inception in 1975, approximately 500 agencies have received over 5,000 vehicles statewide, serving a variety of client groups and programs ranging from small agencies with specific clientele (e.g. dialysis and AIDS patients) to large providers serving an entire community. Each year funding is requested through the Section 5310 grant program at a rate of two times the available allocation.

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PCC

DATE: January 9, 2008
TO: Paratransit Coordinating Council
FROM: Liz Niedziela, Transit Program Manager/Analyst
RE: Unmet Transit Needs Process for Fiscal Year (FY) 2008-09

Background:

Transportation Development Act (TDA) Article 4/8 funds are distributed to cities and counties based upon a population formula and are primarily intended for transit purposes. However, TDA funds may be used for streets and roads purposes in counties with a population of less than 500,000, if it is annually determined by the Regional Transportation Planning Agency (RTPA) that all reasonable unmet transit needs have been met.

Solano County is the one county in the Bay Area that has local jurisdictions using TDA funds for streets and road in FY2007-08. Four out of eight jurisdictions used TDA funds for streets and roads (Rio Vista, Suisun City, Vacaville, and the County of Solano) in FY2007-08. Annually, the Metropolitan Transportation Commission (MTC), the state designated Regional Transportation Planning Agency (RTPA) for the Bay Area, holds a public hearing to begin the process to determine if there are any transit needs not being reasonably met in Solano County. Based on comments raised at the hearing and written comments received, MTC staff will then select pertinent comments for Solano County's local transit operators to respond to. The STA coordinates with the transit operators to prepare a countywide response.

Once STA staff has collected all the responses from Solano County's transit operators, a coordinated response is forwarded to MTC. Evaluating Solano County's responses, MTC staff determines whether or not there are any potential comments that need further analysis. If there are comments that need further analysis, MTC presents them to MTC's Programming and Allocations Committee (PAC) to seek their concurrence on those issues that the STA or the specified transit operator would need to further analyze as part of the Unmet Transit Needs Plan. Making a positive finding of no reasonable transit needs allows the agencies who claim TDA for streets and roads purposes to submit those TDA Article 8 claims for FY2008-09. All TDA claims for local streets and roads are held by MTC until this process is completed.

Discussion:

This year's annual Unmet Transit Needs public hearing for FY2008-09 was held on December 4th at the Solano County Administration Center (SCAC) in Fairfield. STA staff worked with MTC and local transit operators to outreach to the public. This included a mailing to several hundred individuals. MTC produced the flyer that announced the public hearing and it was provided to transit operators to post on their buses and at other locations. Transit operators were encouraged to attend.

The turnout for this year's Unmet Need hearing was one of the most well attended hearings in many years. Fourteen members of the community presented comments. In previous Unmet Needs hearings, the average public speakers have been five to ten. There were also three MTC staff, two STA staff, and three representatives from transit agencies along with two MTC Commissioners.

MTC has begun to summarize the key issues of concern and will forward them to the STA in January to coordinate a response. In general, comments ranged from concerns with paratransit services to local and intercity express services.

Although four local jurisdictions have used TDA funds for streets and roads in FY2007-08 (Rio Vista, Suisun City, Vacaville, and the County of Solano), Suisun City and Vacaville have committed in writing that they will no longer use TDA funds for Street and Roads after this fiscal year. The City of Rio Vista and the County of Solano presently have no plan to phase out the use of TDA funds for streets and roads purposes. All eight jurisdictions are subject to the Unmet Transit Needs process.

Recommendation:
Informational.

PCC

DATE: January 9, 2008
TO: Solano Paratransit Coordinating Council
FROM: Liz Niedziela, Transit Program Manager/Analyst
RE: Solano Paratransit Passenger Comment Cards

Background:

Solano Paratransit is an intercity paratransit service funded by, and providing service to, Dixon, Vacaville, Fairfield, Rio Vista, Suisun City, and the County of Solano. Solano Paratransit is provided and managed by the Solano Transportation Authority (STA) on behalf of the five funding partners. Fairfield/Suisun Transit (FST) operates the service for the STA. FST operates Solano Paratransit along with their own local paratransit service (DART). To maximize efficiency, these services are operated as a seamless service. Solano Paratransit passengers are transported on DART vehicles and vice versa. In the past six months, the STA updated the Solano Passenger comment cards (see Attachment A). Comment cards are provided on all of Solano Paratransit and DART Paratransit vehicles. The comment cards welcome riders to voice their comments, compliments, and/or concerns.

Discussion:

Solano Transportation Authority and Fairfield/Suisun Transit strive to provide an effective and efficient paratransit service. When comment cards are received by STA staff concerning Solano Paratransit, the comments are recorded and passed along to Fairfield/Suisun Transit. Out of the eight comments cards received, there were five positive comments, three negative comments, and two suggestions.

Recommendation:

Informational

Attachments:

- A. Sample of Solano Paratransit Comments Card
- B. Summary of Comments

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We welcome your comments!



Name _____ Date _____
 Phone _____ City of Residence _____
 Mailing Address (optional) _____

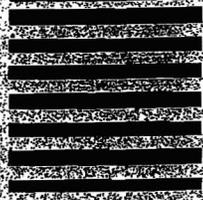
If you would like to discuss your issue at the Paratransit Coordinating Council or with staff, please call (707) 424-6075 or e-mail paratransit@STA-SNCL.com.



Solano Paratransit is provided by Solano Transportation Authority and operated by Fairfield/Suisun Transit.



NO POSTAGE
NECESSARY IF
MAILED IN THE
UNITED STATES



BUSINESS REPLY MAIL
 FIRST-CLASS MAIL PERMIT NO. 100 SUISUN CA

POSTAGE WILL BE PAID BY ADDRESSEE

**SOLANO PARATRANSIT
 SOLANO TRANSPORTATION AUTHORITY
 1 HARBOR CENTER STE 130
 SUISUN CITY CA 94585-9899**



Solano Paratransit Passenger Comments
 October 2007 - December 2007

Attachment B

Compliment	Concern	Suggestion	Date	Comments
	x	x	10/13/2007	To receive a pick up time the same day scheduled. It is a hassle to keep calling.
x	x		10/15/2007	Compliments one dispatcher and complains about another.
x			10/15/2007	Appointment was made and the ride was great.
x			10/17/2007	Compliments drivers and phone operators.
x			10/19/2007	Compliments a specific driver.
		x	10/23/2007	Request assistance to their door.
		x	10/25/2007	Suggestion to remind riders of prices regularly.
x			12/4/2007	My husband uses the services 2x a week which I am grateful.