

**PCC**  
**SOLANO**  
**PARATRANSIT COORDINATING COUNCIL (PCC)**  
**AGENDA**

**1:00 – 3:00 p.m.**

**Thursday, July 18, 2013**

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

**ITEM**

**STAFF PERSON**

- |   |  |
|---|--|
| <p><b>1. CALL TO ORDER</b></p> <p><b>2. APPROVAL OF AGENDA</b><br/>(1:00 – 1:05 p.m.)</p> <p><b>3. OPPORTUNITY FOR PUBLIC COMMENT</b><br/>(1:05 – 1:15 p.m.)</p> <p><b>4. COMMENTS FROM STAFF AND REPRESENTATIVES FROM ADVISORY COMMITTEES</b><br/>(1:15 – 1:20 p.m.)</p> <p><b>5. PRESENTATIONS</b></p> <ul style="list-style-type: none"> <li>• <i>Intercity Taxi Scrip Program</i></li> <li>• <i>Fairfield Senior Volunteer Driver Program</i><br/>(1:20 – 2:00 p.m.)</li> </ul> <p><b>6. CONSENT CALENDAR</b><br/><i>Recommendation: Approve the following consent items.</i><br/>(2:00 – 2:05 p.m.)</p> <p><b>A. Minutes of the PCC Meeting of May 16, 2013</b><br/><i>Recommendation:</i><br/><i>Approve PCC minutes of May 16, 2013</i><br/><b>Pg. 1</b></p> <p><b>B. Special PCC Meeting Minutes of June 5, 2013</b><br/><i>Recommendation:</i><br/><i>Approve Special PCC minutes of June 5, 2013</i><br/><b>Pg. 5</b></p> | <p>Alicia Roundtree, Chair</p> <p>Matt Tuggle, Solano County</p> <p>Debbie Whitbeck, FAST</p> <p>Sofia Recalde</p> |
|---|--|

**PCC MEMBERS**

Richard Burnett  
MTC PAC  
Representative

Vacant  
Solano County Health  
& Social Services

Kyrre Helmersen  
Transit User

Judy Nash  
Public Agency -  
Education

Alicia Roundtree-Chair  
Social Service Provider

Vacant  
Transit User

Edith Thomas  
Social Service Provider

Shannon Nelson - Vice Chair  
Member at Large

James Williams  
Member at Large

Kurt Wellner  
Transit User

Vacant  
Social Service Provider

**7. ACTION ITEMS**

**A. FY 2013-14 TDA Claims for SolTrans and the Cities of Fairfield, Dixon and Rio Vista**

Liz Niedziela

Recommendation:

1. Review and forward a recommendation to MTC to approve the SolTrans' FY 2013-14 TDA Claim for \$3,651,501 for operating costs and \$956,000 for capital projects.
2. Review and forward a recommendation to MTC to approve the City of Fairfield's FY 2013-14 TDA Claim for \$5,409,351 for operating costs and \$262,547 for capital projects.
3. Review and forward a recommendation to MTC to approve the City of Dixon FY 2013-14 TDA Claim for \$481,663 for operating costs.
4. Review and forward a recommendation to MTC to approve the City of Rio Vista's FY 2013-14 TDA Claim for \$155,000 for operating costs and \$45,000 for capital costs.

(2:05 – 2:15 p.m.)

**Pg. 25**

**B. PCC Membership Status & Appointment**

Sofia Recalde

Recommendation:

Forward a recommendation to the STA Board to appoint Curtis Cole to the Paratransit Coordinating Council as a Public Agency representative.

(2:15 – 2:25 p.m.)

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**8. INFORMATIONAL ITEMS**

**A. Mobility Management Plan Update**

Sofia Recalde

Informational

(2:25-2:45 p.m.)

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**9. TRANSIT OPERATOR UPDATES**

Group

- Dixon Redit-Ride
- Fairfield and Suisun Transit
- Rio Vista Delta Breeze
- SolTrans
- Vacaville City Coach

(2:45 – 2:55 p.m.)

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

Group

Discussion

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

**11. INFORMATIONAL ITEM – NO DISCUSSION**

Sheila Jones

- A. **2013 PCC Meetings and Locations**  
*Informational – No Discussion*  
**Pg. 41**

**12. ADJOURNMENT**

The next regular meeting of the PCC is scheduled to meet at **1:00 p.m., Thursday, September 19, 2013, at Ulatis Community Center in Room D located at 1000 Ulatis Dr. in Vacaville, CA 95687.**

*For questions regarding this agenda:*

Please contact Sofia Recalde at (707) 424-6075 or srecalde@sta-snci.com

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**PCC**  
**SOLANO PARATRANSIT COORDINATING COUNCIL**  
**AGENDA**  
**Draft Minutes for the meeting of**  
**May 16, 2013**

**1. CALL TO ORDER**

PCC Chair Alicia Roundtree, called the meeting to order at 1:10 p.m. in the Commission Room at Benicia City Hall.

**Voting Members Present: *In Alphabetical Order by Last Name***

Richard Burnett	MTC PAC Representative
Rachel Ford	Solano County Mental Health and Social Services
Alicia Roundtree	Chair, Social Service Provider
Edith Thomas	Social Service Provider
James Williams	Member at Large

**Voting Members Not Present: *In Alphabetical Order by Last Name***

Kyrre Helmersen	Transit User
Judy Nash	Public Agency – Education
Shannon Nelson	Vice-Chair, Member at Large
Kurt Wellner	Transit User

**Also Present: *In Alphabetical Order by Last Name***

Nancy Abruzzo	STA
Curtis Cole	Solano County Mental Health and Social Services
Emily Flynn	Independent Living Resource
Molly Leavitt	Vallejo Resident
David Lee	CARE Evaluators
Cassy Eastwood	CARE Evaluators
Liz Niedziela	STA
Anne Payne	Area Agency on Aging
Sofia Recalde	STA
Debbie Whitbeck	City of Fairfield/FAST
Elizabeth Romero	SolTrans

**2. APPROVAL OF AGENDA**

*On a motion by Richard Burnett and a second by Rachel Ford, the PCC unanimously approved the May 16, 2013 Agenda.*

**3. OPPORTUNITY FOR PUBLIC COMMENT**

Anne Payne announced that effective May 31, 2013, the Vallejo Senior Escort program will no longer be offered to residents due to lack of funding. Riders will be referred to the Faith in Action Ride with Pride program.

Molly Leavitt, 93, commented that the Vallejo Senior Escort program was an important program that she relies on.

**4. COMMENTS FROM STAFF AND REPRESENTATIVES FROM THE PARATRANSIT COORDINATING COUNCIL**

None.

**5. PRESENTATIONS (2)**

(1) David Lee provided a presentation on the Countywide In-Person ADA Eligibility Process. He provided an overview of the step by step process and described how the in-person process acts as a convenient outreach mechanism for fixed route and ADA services. He stated that the process begins when a person calls the Solano County Paratransit Eligibility Center to make an appointment. The customer service representative will schedule an in-person appointment at one of the assessment centers and arrange a ride to and from the assessment center on paratransit. He stated that a Mobile Evaluation Unit (MEU), which consists of a Transit Evaluator and a Transit Mobility Specialist (TMS), will help that individual with the eligibility process and define candidate's skills, mental/physical capabilities, and needs. (Attachment A)

(2) Elizabeth Romero provided a presentation on the Draft SolTrans Paratransit Rider's Guide. She provided an overview of the policies, criteria and content surrounding the user friendly guide. She stated that the font will be increased to 14. (Attachment B)

Alicia Roundtree commented that the guide needs to be accessible for readers with poor vision.

Edith Thomas commented that the guide is intended specifically for people that require ADA paratransit and 60 – 75% of the readers may have challenges with reading and/or seeing the guide and that 14 font is commonly used with the elderly and physically challenged. She also added that the guide should be made accessible electronically and in other accessible for the passenger.

The group discussed the possibility of a Pet policy for passengers needing to take their pet to the vet in a contained carrier.

**6. CONSENT CALENDAR**

**A. Minutes of the PCC Meeting of March 21, 2013**

Recommendation:

Approve PCC minutes of March 21, 2013.

*On a motion by James Williams and second by Rachel Ford, the PCC approved Consent Calendar Item 6.A, Minutes of the PCC Meeting of March 21, 2013.*

**7. ACTION ITEMS**

**B. FY 2013-14 TDA Claims for Solano Transportation Authority and the City of Vacaville**

Liz Niedziela provided an overview of the FY 2013-14 TDA Claims for Solano Transportation Authority and the City of Vacaville. She stated that the TDA was enacted in 1971 and imposes a 1 ¼ sales tax on retail within each county for this purpose and is divided up amongst each city. She stated that these funds are used for public transit services.

Edith Thomas commented that she is excited about the second phase of the Intercity Taxi Scrip program and capital project.

Recommendation:

1. Review and forward a recommendation to MTC to approve the Solano Transportation Authority's FY 2013-14 TDA Claim for \$584,884 for planning and administration and passenger rail service.
2. Review and forward a recommendation to MTC to approve the City of Vacaville's FY 2013-14 TDA Claim for \$1,325,926 for operating and \$1,149,452 for capital projects.

*On a motion by James Williams and a second by Edith Thomas, the PCC unanimously approved the recommendations.*

Liz Niedziela proposed holding a Special PCC Committee lunch meeting before June 12, 2013 to discuss the TDA claims for SolTrans, the Cities of Fairfield, Dixon and Rio Vista.

**8. INFORMATIONAL ITEMS**

**A. FTA 5310 Update and Timeline**

Sofia Recalde provided an update on the FTA 5310. She stated that the 5310 sub-committee met on Tuesday, March 19 to score the grant applications, and the score summaries were forwarded to MTC for review. She concluded that MTC will be presenting the regional rankings to the Programming and Allocations Committee (PAC) for approval on May 8, 2013 and if approved by the PAC, the rankings will then be presented to the Commission for adoption on May 22, 2013. She concluded that in September, the CTC will hold a public hearing to discuss the list and adopt the prioritized list.

**B. Mobility Management Plan Update**

Sofia Recalde provided an update on the Mobility Management Plan. She stated that STA staff has been working with the transit operators and CARE Evaluators to work out the details of the ADA eligibility program and to launch a comprehensive outreach effort to provide information about the public elected officials, community partners and current and potential paratransit riders. She concluded that the Countywide In-Person ADA Eligibility program is scheduled to start July 1, 2013.

**C. PCC Brochure and Seniors and People with Disabilities Transportation Guide**

Sofia Recalde provided an overview of the Draft PCC Brochure and Draft Seniors and People with Disabilities Transportation Guide. She stated that STA produces the PCC brochure and the Solano Seniors and People with Disabilities Transportation Guide for distribution to the general public. She announced that the guide is not ready yet for public distribution and welcomed review and comment from the committee regarding the draft brochures.

**D. Research Changing PCC Meeting Date**

Sofia Recalde stated that at the March meeting, SolTrans staff requested that the STA investigate other potential PCC dates because the third Thursday of every other month falls on the same date as the SolTrans Board meeting, making it difficult for SolTrans staff to attend the meetings. She stated that after review of the STA committee calendar, it was noted that moving the PCC to the third Tuesday or Wednesday of every other month would conflict with other meetings such as the STA Board meeting; as a result, the PCC date will remain unchanged at this time.

**E. PCC Membership Status and Update**

Sofia Recalde stated that at the March meeting, there was one (1) vacancy for a Social Service provider and one (1) vacancy for a Transit User. She stated that the STA Board approved the PCC’s recommendation to reappoint Judy Nash on April 10, 2013 for three additional years. She announced that Rachel Ford will not be renewing her service for another three year term on the PCC; however, she recommended her colleague, Curtis Cole, and is encouraging him to apply.

**9. INFORMATIONAL ITEMS (No Discussion)**

**A. 2013 PCC Meetings and Locations**

**10. TRANSIT OPERATOR UPDATES**

Dixon Redit-Ride: Not present.

Fairfield and Suisun Transit: Debbie Whitbeck stated that FAST is offering their summer youth pass program at half price for \$25.00 per month. She stated that it is only available for use on local routes and hopes to sell more passes than last year.

Rio Vista Delta Breeze: Not present.

SolTrans: Elizabeth Romero stated that SolTrans will promote a “Back to School” outreach effort in late summer for Benicia and Vallejo. She stated that ridership on fixed route and dial-a-ride is increasing and paratransit has remained relatively stable.

Vacaville City Coach: Not present.

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

The committee requested to invite Matt Tuggle to a future meeting to discuss the Intercity Taxi Scrip Phase 2 Program.

**12. ADJOURNMENT**

The meeting adjourned at 3:15 p.m. The next meeting of the PCC is scheduled to meet at **1:00 p.m. on Thursday, July 18, 2013, at Fairfield Community Center in the Vista Conference Room located at 1000 Kentucky Street in Fairfield, CA 94533.**

# Solano Countywide In-Person ADA Eligibility Program



# C.A.R.E. Evaluators



➔ Leaders in the eligibility industry with passion, integrity and commitment to those we serve



➔ The ADA Paratransit is critical to our community – we protect it by keeping transit services available for those who truly need it



➔ Flexibility with Local Paratransit Plan requirements



➔ Changes with ADA interpretations by FTA and DOT



➔ We have the experience of over 300,000 evaluations



# Why In-Person with Functional Assessment?



More accurate and ADA compliant



Ensures high quality paratransit service for passengers who really need it



Proven more cost-effective - cost-savings in reduction of ADA Paratransit trip costs far exceeds the additional cost of the in-person evaluation



- Accurate determinations means less fraud
- Accurate focused decisions for Conditional and Trip by Trip eligibility
- Quality assurance reviews – on-going training



# Your interests are covered



- ➔ C.A.R.E. Evaluators has the most cost effective on time start up implementation
- ➔ We have a local team of evaluators ready in the area to perform the evaluations
- ➔ We have an in-house live call center in the region ready for business
- ➔ We have adaptable software to meet the transit operators needs



# Appointment Scheduling



- Potential clients call the Paratransit Eligibility call center to request an application and make in-person assessment appointment

- (707) 541-7184



- A ride on Paratransit to and from the assessment center will be provided upon request



- C.A.R.E sends a list of appointments to the transit agency two (2) business days before the assessment date to schedule trips



- The Transit Agency sends pick-up times to C.A.R.E. one (1) business day before evaluation



- C.A.R.E. will notify clients of their scheduled pick-up time



# Evaluation Day



- If a paratransit trip was scheduled, the client will wait at the curb for Paratransit before their appointed pick-up time.



- Clients are greeted in by C.A.R.E.'s Transit Mobility Specialist and evaluated by C.A.R.E.'s Transit Evaluator at the assessment site



- Client checks in and signs consent forms



- Interview of difficulties using fixed route transportation

- Transit functional skills evaluation



- When completed Paratransit will pick-up scheduled clients from assessment site and take them back home



# Post Evaluation



- ➔ C.A.R.E.'s Regional Manager will perform Quality Assurance review of all evaluations the day after the evaluation



- ➔ Reviewed evaluations will be sent to the Transit Agencies for review



- ➔ Approved clients' information will be input into Regional Eligibility Database (RED) and ID number created by C.A.R.E. Regional Manager



- ➔ Eligibility determination, riders' information packet, and a comment card is sent within 21 days, but usually within 10-15 days of evaluation



# Thank you!



## ➔ Proven results:

- ➔ City of Santa Rosa 2012 Triennials Passed with Excellent Results with FTA reviewers' commendations for best audited Paratransit Services
- ➔ C.A.R.E. is 100% Three Times Audit Approved ADA Compliant for Functional Transit Evaluations by Access LA, MTA, and OCTA

## ➔ Questions



# SolTrans

## Paratransit Rider's Guide



**DRAFT**

### Solano County Transit - SolTrans

311 Sacramento Street  
Vallejo, CA 94590

Effective: July 1, 2013

Paratransit Dispatch  
(707) 649-5401

California Relay  
711

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## Questions or Comments?

Feedback from you, our riders, is one of our most valuable sources of information about SolTrans Paratransit service. If you have a comment about a specific trip, please make sure to note the time and date so staff can investigate the issue.

Please share your feedback with us via:

**Mail:** Vallejo Transit Center  
311 Sacramento Street, Vallejo, CA 94590

**Web:** [www.soltransride.com](http://www.soltransride.com)  
("Leave a Comment," at bottom of our home page)

**Phone:** Paratransit Customer Service  
707-648-4668



## Subscription Service

Subscription service may be allowed for passengers who attend dialysis and have a regular weekly schedule for these medical appointments. Call Paratransit Customer Service to request an application. Subscription capacity is limited; new applicants will be waitlisted.

## Transportation Options & Resources

Other convenient and affordable transportation services may be available to you as an ADA paratransit rider. These options include:

- SolTrans personalized trip planning assistance
- Fixed-Route Bus, 50% reduced fare
- Local Taxi Scrip Program, 50% reduced fare
- Intercity Taxi Scrip Program, 85% reduced fare

**Call (707) 648-4666 for information on the options above.**

For regional trip planning assistance please contact:

- Solano Transportation Authority, Solano Napa Commuter Information 1- 800-535-6883
- MTC, 511 Trip Planning Assistance, dial 511 or access [www.511.org](http://www.511.org)

## SolTrans Paratransit

SolTrans Paratransit service is reserved for people with disabilities who cannot navigate the public bus, also known as the fixed-route bus system independently for some or all of their trips.



In accordance with the Americans with Disabilities Act (ADA) of 1990, your ADA eligibility entitles you to this origin-to-destination, shared-ride service. SolTrans Paratransit operates as a complement to fixed-route, meaning it operates the same hours and days as fixed-route, and provides you with access to the areas in Vallejo and Benicia within  $\frac{3}{4}$  of a mile of local fixed-route bus corridors. SolTrans Paratransit also provides several transfer points for riders to continue on to intercity trips with other Bay Area transit agencies.

Your eligibility entitles you to ADA paratransit service with any transit agency in the San Francisco Bay Area or the wider United States. If you are a visitor to the area and you can show your ADA eligibility from your home area, then you can use the service for up to 21 days before having to register locally.

This **Paratransit User's Guide** explains how to use this service to ensure high-quality service for all paratransit riders. The guide explains the service hours, areas and fares. It also explains how to make reservations, prepare for a ride, cancel a ride if your plans change, and avoid no-shows. The guide also lists other transportation options which may be useful to you.

## Service Hours and Area

### SolTrans Service Hours

SolTrans Paratransit bus service operates seven days a week during the same times as fixed-route service. Fixed-route hours span between 5:50 AM to 8:50 PM Monday through Friday, 6:30 AM to 7:50 PM on Saturday; and 8:30 AM to 7:50 PM on Sunday. Because hours of operation vary by fixed-route, your specific trip time availability depends on the specific hours of operation of the fixed-route service available at your origin and destination. Last trips will be scheduled to be completed *within* the hours of service.

### Limited Service Days & Holidays

SolTrans has four limited service days, and does not operate any service on seven national holidays.

Holidays and Limited Service Days	
Holidays No Service Days	New Year's Day Easter Sunday Memorial Day Independence Day Labor Day Thanksgiving Day Christmas Day
Limited Service Days (Saturday Schedule)	Martin Luther King Day Presidents Day Day After Thanksgiving Veteran's Day

ADA Paratransit No-Show Penalties	
1st Month	Passengers will receive a call and letter to review policy and exceptions
2nd Month	14 day service suspension
3rd Month and thereafter in a calendar year	Increasing penalties by one (1) week, up to a one (1) month suspension

### No-Shows beyond a passenger's control

Passengers are not responsible for no-shows resulting from sudden illness, family or personal emergency, transit connection or appointment delay, extreme weather conditions, operator error, or other unforeseen reasons for which it's not possible to call the Paratransit Dispatch line to cancel in time or take the scheduled trip. It is up to the passenger to notify SolTrans of no-shows beyond their control by calling: **Paratransit Customer Service at (707) 648-4668.**

### You can avoid a suspension by

- Writing down your 30 minute pick-up window and watching for your bus during the full window
- Boarding within 5 minutes of the arrival of the vehicle
- Cancelling your trip well in advance or as late as 2 hours before the trip
- Calling Paratransit Customer Service to document no-shows beyond your control

### Appeals

Passengers who are suspended have the right to appeal and will be sent information about the appeal process with their suspension letter.

# Timely Cancellation & No-Show Policy

## Timely Cancellations

If you know that you will not need a scheduled trip, please cancel it as early as possible to make sure scheduling is available for other passengers. Cancellations are accepted up to two (2) hours before the trip, cancellations made less than two hours before a trip are considered late, and marked as a no-show.

**Call Paratransit Dispatch at  
(707) 649-5401  
to cancel trip requests.**

## No-Show Policy

A No-Show is recorded each time a late cancellation is made, or when a client is not available for their pick-up during their 30 minute pick-up window.

SolTrans will enforce the SolTrans ADA Paratransit No-Show Policy for passengers who exceed 3 no-shows and 10% or more of trips no-showed within a month. We need to enforce this policy to keep the service reliable for ADA paratransit riders and minimize the cost of no-shows which can be used to provide better service.

Passengers will be notified of each no-show using a door hanger or postcard. Passengers will receive a warning after three no-shows.

If a passenger should exceed the no-show threshold, they will receive a suspension letter, proposing to suspend service within two weeks and outlining the appeals process. Penalties increase progressively up to a one (1) month suspension, and reset after a calendar year.

## SolTrans Service Area

SolTrans Paratransit service areas fall within Vallejo, and Benicia. SolTrans Paratransit coverage area meets the American with Disabilities Act requirements, operating within a 3/4 mile area on either side and at the ends of fixed-route corridors; as well as in small areas surrounded by corridors within the core service area. (This does not include commuter bus routes). SolTrans serves Benicia ADA trips with the General Public Dial-a-Ride service.

SolTrans provides some paratransit plus service going above and beyond the ADA requirements to allow passengers to make intercity trips beyond the SolTrans service area. SolTrans can take you to a transfer point to allow you to connect with another paratransit agency to complete your trip. Dispatch staff can make arrangements with the connecting agencies for you.

***Tip! Please remember you will be paying a fare on each paratransit bus you board when making intercity trips.***

## Fares

### SolTrans Paratransit Fares

Passengers are expected to pay the full fare for every trip. The Paratransit fare is \$3 for one-way trips within Vallejo or between Vallejo and Benicia, and \$5.50 for one-way intercity trips beyond the core SolTrans Service Area. The General Public Dial-a-Ride fare is \$2 one-way for trips within Benicia only.

## Current Fares

Effective July 1, 2012

<i>Cash Fare</i>		<i>10-Ride Pass</i>
<b>ADA Paratransit</b>		
Local Fare	\$3 each way	\$30
Multi-zone Fare	\$5.50 each way, to and from the transfer point	N/A
<b>General Public Dial-a-Ride</b>		
Benicia only trips	\$2 each way	\$20

Paratransit service is more costly to operate than fixed-route service. As allowed by the ADA law, the paratransit fare is higher to reflect the cost of operating premium origin-to-destination service.

If you would like to use the fixed-route for some of your trips, the reduced fare for seniors, medicare card holders, and persons with disabilities is only \$0.85 for local trips and \$2.50 for multi-zone trips.

***The fixed-route fare is half of the paratransit fare***

## Multi-Ride Pass

Customers who prefer not to carry cash for trips may purchase a SolTrans Paratransit 10-Ride Pass for \$30, or a 10-Ride General Public Dial-a-Ride Pass for \$20, for trips within Benicia only. Passes may be purchased from:

- Your driver with cash or check
- The Vallejo Transit Center: 311 Sacramento St., Vallejo
- The SolTrans Ticket Office: 1850 Broadway St., Vallejo
- By Mail: SolTrans Ticket Office  
1850 Broadway, Vallejo, CA 94589

## Seat Belts & Car Seats

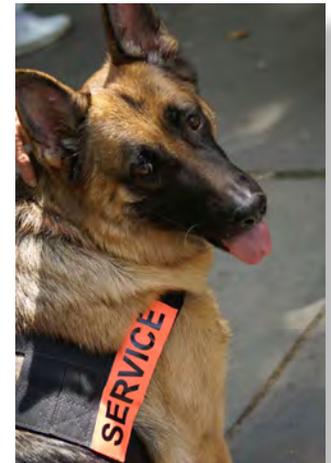
All passengers are required to wear seat belts for safety. Wheelchair passengers wear a SolTrans provided lap-belt. SolTrans Paratransit does not provide children's car seats; customers must provide their own car seat for children ages eight and under as required by state law.

## Service Animals

A service animal is defined by the ADA as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. Animals meeting this definition are considered service animals under the ADA regardless of whether they have been licensed or certified by a state or local government.

If you intend to regularly travel with your service dog, please notify Paratransit Customer Service so this can be recorded as part of your permanent record.

The service animal must stay on the floor of the vehicle and be under control and well-behaved at all times. Any service animal will be removed if it shows signs of aggression or inappropriate behavior.



## Packages & Folding Push Carts

Passengers are advised to limit their carry-on bags or packages to three (3), weighing no more than twenty (20) pounds each. Passengers should be able to manage their own packages with limited assistance.

Passengers may bring foldable shopping push carts so long as space is available at the back of the vehicle.

## Mobility Devices

Per ADA Guidelines, SolTrans vehicles and lift equipment are designed to carry standard mobility devices which are 48" long by 30" wide, and weighing 600 pounds, including the passenger. We recommend staying within the standard envelope and weight. However, we will accommodate larger mobility devices provided that they are within the limits of safe operating requirements.

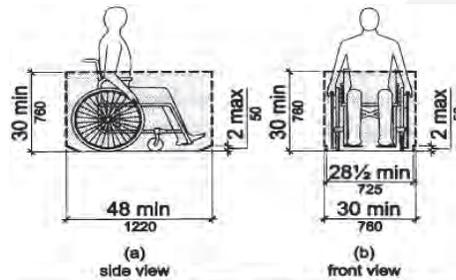


Figure 1  
Wheelchair or Mobility Aid Envelope

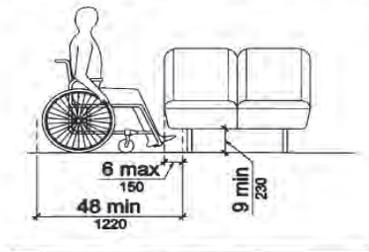


Figure 2  
Toe Clearance Under a Fixed Element

Source: CFR 49 Transportation, Figures to Part 38

Scooter passengers are encouraged to transfer from their scooter to a bus seat for their safety and comfort. Power mobility devices with leaking or dead battery units will not be allowed to board.

## Reserving your Ride

### Reservation Days and Hours

Dispatchers will take your trip requests during normal business hours between 7:00 AM - 5:00 PM, Monday through Friday, and 9:00 AM - 4:00 PM on Saturday and Sunday.

**Please call (707) 649-5401 to reserve your trips.**

Trip requests can be made between one (1) to seven (7) days in advance of the trip. If a requested trip time is not available, SolTrans Paratransit dispatch staff may offer a trip time up to one (1) hour before or one (1) hour after the requested trip time to accommodate all ride requests. Same-day requests can only be accommodated if space is available.

### When making a reservation, the dispatcher will ask:

- Your name and phone number
- Pick-up: Exact street address
- Drop-off: Exact street address
- Desired pick-up time and any appointment time you need to meet
- Desired return time
- Number of persons riding (just yourself, or a personal care attendant or companion)

Dispatch will note on your record if you have a mobility device or service animal, if you need assistance to and from the door, or any other special needs common to all



your trips so you don't have to repeat these details each time you make a reservation.

## Watching for your Ride

### Your pick-up window

You should expect your ride within a 30 minute window. The SolTrans Paratransit bus is considered to be on-time if it arrives within 15 minutes of the scheduled time—either 15 minutes before or after your scheduled time. The table below shows a sample pick-up window when a passenger must be ready to leave and the corresponding scheduled time.

Pick-up Window Start	Scheduled Time	Pick-up Window End
10:00 AM	10:15 AM	10:30 AM

**Tip! Write down your pick-up time window when you make a reservation.**

Please go to the vehicle as soon as it arrives as the driver can only wait for five minutes before departing. If the SolTrans bus arrives within your pick-up window, and you are not ready, the driver will wait no longer than 5 minutes before leaving and marking you as a “No-Show.”

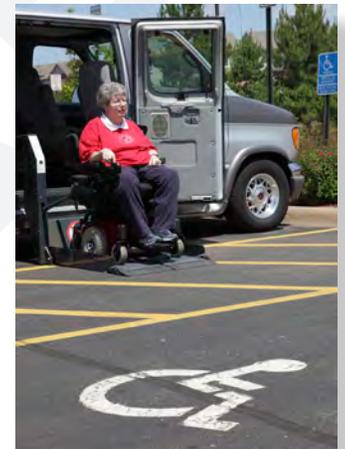
If the passenger cannot be found, dispatch will try to contact the rider as a courtesy before leaving. If contact cannot be made, the driver will be instructed to drive off.

**Tip! As a courtesy to passengers aboard, please be ready to go as soon as the vehicle arrives. This helps keep the service on-time and maintains the quality of the service for all riders.**

## Preparing for Your Trip

### Personal Care Attendants and Companions

One (1) Personal Care Attendant (PCA) may ride with you free of charge if your eligibility record shows that you have previously indicated the need for a PCA. You may also reserve a ride to bring along one companion (family, friend or individual other than your PCA). Companions pay the same fare as the ADA certified passenger. Please tell the dispatcher if your PCA and/or a companion will be riding with you.



Additional companions may be accommodated provided that space is available for them on the paratransit vehicle so as not to result in the denial of service to ADA paratransit certified passengers.

If you use fixed-route for some of your trips, personal care attendants pay the same reduced fare as the ADA certified passenger.



**PCC**  
**SOLANO PARATRANSIT COORDINATING COUNCIL**  
**SPECIAL AGENDA**  
**Draft Minutes for the meeting of**  
**June 5, 2013**

**1. CALL TO ORDER**

PCC Chair, Alicia Roundtree, called the meeting to order at 11:15 p.m. at the STA in the main conference room.

**Voting Members Present: *In Alphabetical Order by Last Name***

Richard Burnett	MTC PAC Representative
Kyrre Helmersen	Transit User (arrived at 11:20 a.m.)
Judy Nash	Public Agency – Education
Alicia Roundtree	Chair, Social Service Provider
Kurt Wellner	Transit User
James Williams	Member at Large

**Voting Members Not Present: *In Alphabetical Order by Last Name***

Rachel Ford	Solano County Health and Social Services
Edith Thomas	Social Service Provider
Shannon Nelson	Vice-Chair, Member at Large

**Also Present: *In Alphabetical Order by Last Name***

Angel Anderson	SolTrans
Sheila Jones	STA
Sofia Recalde	STA

**2. APPROVAL OF AGENDA**

*On a motion by Richard Burnett and a second by Judy Nash, the PCC unanimously approved the June 5, 2013 Agenda.*

**3. OPPORTUNITY FOR PUBLIC COMMENT**

None.

**4. COMMENTS FROM STAFF AND REPRESENTATIVES FROM THE PARATRANSIT COORDINATING COUNCIL**

Sofia announced that the STA and the local transit operators will be hosting the Solano Countywide In-Person ADA Eligibility Assessment Open Houses in each city the week of June 10<sup>th</sup>.

Kyrre Helmersen stated that his scheduled pick-up was confirmed with DART yesterday for today's PCC meeting. He stated that his pick-up was scheduled for 10:20 a.m. but the bus didn't arrive until 10:50 a.m.; therefore, he was late arriving to the PCC meeting.

Kyrre Helmerson commented that transportation passes made available to the general public would be an incentive to increase attendance at future the PCC meetings.

## 5. ACTION ITEMS

### A. FY 2013-14 TDA Claims for Solano County Transit (SolTrans) and the City of Fairfield

Sofia Recalde provided an over the FY 2013-14 TDA Claims for Solano County Transit (SolTrans) and the City of Fairfield. She stated that SolTrans is claiming \$4,607,501 in TDA funds of which \$3,651,501 will be used for operating and \$956,000 will be used for capital projects. She explained that TDA funding is used for public transit services, transportation for seniors and people with disabilities, regional transportation planning, and bicycle and pedestrian programs. She stated that the City of Fairfield is claiming \$5,671,898 in TDA funds in the amount of \$5,409,351 for operating and \$262,547 for capital projects which include maintenance miscellaneous capital.

Richard Burnett requested status of the Clipper. Angel Anderson replied that the Clipper will launch sometime in 2014.

James Williams noted a color discrepancy on the TDA Matrix. Sofia Recalde will follow up for clarification with Liz Niedziela.

#### Recommendation:

1. Review and forward a recommendation to MTC to approve the SolTrans's FY 2013-14 TDA Claim for \$3,651,501 for operating costs and \$956,000 for capital projects.

*On a motion by James Williams and a second by Richard Burnett, the PCC unanimously approved the recommendation pending any necessary revisions and/or clarifications that that are made.*

2. Review and forward a recommendation to MTC to approve the City of Fairfield's FY 2013-14 TDA Claim for \$5,409,351 for operating costs and \$262,547 for capital projects.

Richard Burnett requested further detail on the "projects" under "Capital Projects". He also requested more detail on how Fairfield is spending their money.

Chair Roundtree requested a short itemized list of projects in detail because the information provided on the TDA Matrix is unclear. The group concurred.

*On a motion by Kyrre Helmerson and a second by Kurt Wellner, the PCC unanimously approved the recommendation pending an itemized list.*

### B. PCC Membership Status and Appointment

Sofia Recalde stated at the May PCC meeting, there were two (2) vacancies on the PCC; one (1) for Transit User and one (1) for a Social Service provider. She stated that STA staff received a PCC interest form from Anne Payne who is currently an employee of Area Agency on Aging (AAoA). She stated that Anne has attended three meetings and feels that she would gain an opportunity to work with all transportation providers to assist in providing transportation services to seniors and those with disabilities and she looks forward to being a part of the PCC.

Recommendation:

- A. Forward a recommendation to the STA Board to appoint Anne Payne to the Paratransit Coordinating Council as a Social Service Provider.

*On a motion by James Williams and a second by Judy Nash, the PCC unanimously approved the recommendation.*

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

The group discussed the lack of PCC meeting attendance. James Williams commented that disbursement of free bus passes to the public and difficulty in distinguishing whether or not the person requesting the pass will use it for other traveling purposes outside of attending the PCC meetings.

Alicia Roundtree stated that due to concerns within in the disability service program, advocacy and outreach, the Independent Living Resource agency is planning to hold meetings at their facility. She will provide further details to the committee at the next scheduled PCC meeting.

**7. ADJOURNMENT**

The meeting adjourned at 12:15 p.m. The next meeting of the PCC is scheduled to meet at **1:00 p.m. on Thursday, July 18, 2013 at the Fairfield Community Center in the Vista Conference Room located at 1000 Kentucky Street, Fairfield, CA 94533.**

DRAFT

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# PCC

Date: June 28, 2013  
To: Solano Paratransit Coordinating Council  
From: Liz Niedziela, Transit Program Manager  
RE: FY 2013-14 TDA Claims for SolTrans and the Cities of Fairfield, Dixon and Rio Vista

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## **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 seniors and people with disabilities, 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:**

TDA funds are shared among agencies to fund joint services such as intercity bus routes and Intercity Taxi Scrip Program. 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 TDA for the FY 2013-14 matrix will be submitted to the STA Board for approval July 10, 2013 (Attachment A).

During the PCC Special Meeting hosted by STA on June 5, 2013, the PCC members amended and approved the following recommendations:

- 1) SolTrans: Review and forward a recommendation to MTC to approve the SolTrans' FY 2013-14 TDA Claim for \$3,651,501 for operating costs and \$956,000 for capital projects, pending clarification of the TDA Matrix that that appears to claim \$39,996 from Solano County for both Local Transit and Intercity Transit.

STA Response: SolTrans will be claiming \$39,996 against Solano County TDA as shown in the TDA matrix under SolTrans intercity Sub Totals. SolTrans will not be rebating Solano County any funding. STA removed the double entry of SolTrans claim against the Solano County on the TDA Matrix. This revision does not affect SolTrans TDA Claim but changes Solano County balance to reflect the accurate amount.

- 2) City of Fairfield: Review and forward a recommendation to MTC to approve the City of Fairfield's FY 2013-14 TDA Claim for \$5,409,351 for operating costs and \$262,547 for capital projects, pending receipt of a short, itemized list of what "maintenance miscellaneous" capital includes.

STA Response: The \$262,000 amount is budgeted for maintenance miscellaneous capital. This amount is a line item budget that will be used to keep the maintenance of the capital in good repair. The amount is based upon previous budgets. This budget allows the operator to repair and maintain their capital facilities and equipment as equipment breaks down and needs to be replaced or rehabilitated. For example, if a bus lift breaks down at their Maintenance Facility, the operator will have funding in its budget to quickly replace the bus lift. If the funding is not completely utilized by the end of the year, it is returned and can be reclaimed the following year for operating or capital costs.

The City of Dixon and the City of Rio Vista recently submitted their FY 2013-14 TDA claims to the STA.

City of Dixon

The City of Dixon is claiming \$481,663 in TDA funds. TDA funds in the amount of \$481,663 will be used for operations.

City of Rio Vista

City of Rio Vista is claiming \$200,000 in TDA funds. TDA funds in the amount of \$155,000 will be used for operating and the amount of \$45,000 will be used for capital projects. Rio Vista's capital projects include cameras and automatic vehicle locators.

**Recommendation:**

1. Review and forward a recommendation to MTC to approve the SolTrans' FY 2013-14 TDA Claim for \$3,651,501 for operating costs and \$956,000 for capital projects.
2. Review and forward a recommendation to MTC to approve the City of Fairfield's FY 2013-14 TDA Claim for \$5,409,351 for operating costs and \$262,547 for capital projects.
3. Review and forward a recommendation to MTC to approve the City Dixon FY 2013-14 TDA Claim for \$481,663 for operating costs.
4. Review and forward a recommendation to MTC to approve the City of Rio Vista's FY 2013-14 TDA Claim for \$155,000 for operating costs and \$45,000 for capital costs.

Attachments:

- A. Draft TDA Matrix for July



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# PCC

DATE: July 2, 2013  
TO: Solano Paratransit Coordinating Council  
FROM: Sofia Recalde, Transit Mobility Coordinator  
RE: PCC Membership Status and Appointment

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## **Background/Discussion:**

The Solano Transportation Authority's (STA) Paratransit Coordination Council (PCC) By-Laws stipulates that there are eleven members on the PCC. Members of the PCC include up to three (3) transit users, two (2) members-at-large, two (2) public agency representatives, and four (4) social service providers. At the June 5<sup>th</sup> Special Meeting, there were three (3) vacancies on the PCC; one (1) for Transit User, one (1) for a Social Service provider, and one (1) for a Public Agency representative (Attachment A).

At the June 5<sup>th</sup> Special Meeting, the PCC forwarded a recommendation to the STA Board to appoint Anne Payne to a three (3) year term on the PCC. The STA Board will take action on the recommendation at the July 10 STA Board meeting.

STA staff received a PCC interest form from Curtis Cole (Attachment B). Curtis is an employee of Solano County Health and Social Services and has been working with mental health clients for the past 8 years. He is looking forward to joining the PCC and representing the Solano County mental health community. Curtis has attended meetings and is eligible for appointment to the PCC.

STA staff also received a PCC interest form from Ernest Rogers (Attachment C). Ernest has a history of working with the residents of Vallejo, including people with health issues, and is interested in joining the PCC in order to engage in a dialogue about paratransit service and the needs of people with disabilities. Ernest will be eligible for appointment to the PCC after he has attended two PCC meetings. The PCC encourages potential new council members to attend a PCC meeting before staff presents a recommendation.

Currently, there are vacancies for two (2) Transit Users. STA staff will continue recruit for the two (2) vacancies. Input from the Committee is welcomed.

## **Recommendation:**

Forward a recommendation to the STA Board to appoint Curtis Cole to the Paratransit Coordinating Council for a three (3) year term as a Public Agency representative.

## Attachments:

- A. PCC Membership (July 2013)
- B. Curtis Cole's PCC Interest Form
- C. Ernest Rogers's PCC Interest Form

**Solano County**  
**Paratransit Coordinating Council**  
**Membership Status**  
**July 2013**

Member	Jurisdiction	Agency	Appointed	Term Expires
Alicia Roundtree	Social Service Provider	Independent Living Resource Center	October 2010	October 2013
Edith Thomas	Social Service Provider	Connections 4 Life	March 2012	March 2015
James Williams	Member at Large	Member at Large	December 2012	December 2015
Kurt Wellner	Transit User	Transit User	September 2012	September 2015
Judy Nash	Public Agency - Education	Solano Community College	April 2013	April 2016
Kyrre Helmersen	Transit User	Independent Living Resource Center	April 2012	April 2015
Richard Burnett	MTC PAC Representative	SolTrans PAC Representative	December 2012	December 2015
Shannon Nelson	Member at Large	ADA Coordinator for Vacaville	September 2010	September 2013
Anne Payne	Social Service Provider	Area Agency on Aging	June 2013	June 2016
Vacant	Transit User			
Vacant	Public Agency			

# Paratransit Coordinating Council Interest



## Contact Information

Name	CURTIS J. COLE, MHS I
Street Address	275 BECK AVENUE
City ST ZIP Code	FAIRFIELD CA, 94533
Home Phone	707-400-3409
Work Phone	707-784-8072
E-Mail Address	Cjcole@solanocounty.com

I would like to fill the following position:

- Transit User (3)
- Public Agency (2)
- Member-at-Large (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:

I have been chosen to represent Solano County H&SS Mental Health Division by my Manager. I have been working with Mental Health clients for the last eight years. I am excited to represent then needs of the consumers of SCMH.

**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)	Curtis J. COLE
Signature	
Date	6-4-2013

**Our Purpose**

- 1) The PCC shall serve as an advocate for improved availability of transit services for the elderly, disabled, minorities, economically disadvantaged and other transit dependent persons.
- 2) The PCC shall advise the STA, the MTC, and other appropriate funding agencies in the expenditure of all available paratransit revenues.
- 3) The PCC shall serve as a forum to bring together the diverse perspectives of those individuals and groups seeking to provide the best possible transportation services for the above designated transit dependent individuals.

Thank you for your interest in sitting on the Paratransit Coordinating Council.



## Paratransit Coordinating Council Interest

### Contact Information

Name	Ernest Rogers
Street Address	53 Winslow Ave.
City ST ZIP Code	Vallejo, CA 94590
Home Phone	707-654-7220
Cell Phone	707-654-7219
E-Mail Address	Ernestrogers1973@gmail.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:

My purpose for wishing to be a participant on the STA Paratransit Coordinating Council is that for the past few years I have lived and worked with the people of this community. Being a disable member has help me to realize the important of a collaboration between both the Paratransit System and the community that they serve.

As a member of the disable community it is difficult to find the correct service that you need. There is a difficulty that exist when people who are not disable attempt to fill a need they see but have not experienced. However, by opening up a dialogue between both parties and meeting to discuss these needs will make it were both parties will perhaps listen and work to make this happen.

My employment history covers a wide verity of job positions. I have worked with Vallejo's diverse population and assisted many residents with issues that involved the community. I have been working with people who have health issues for over 40 years. My experience includes working with Vocational Rehabilitation, with business in and around Vallejo to become more ADA friendly.

## 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)	Ernest Rogers
Signature	
Date	June 19, 2013

## Our Purpose

- 1) The PCC shall serve as an advocate for improved availability of transit services for the elderly, disabled, minorities, economically disadvantaged and other transit dependent persons.
- 2) The PCC shall advise the STA, the MTC, and other appropriate funding agencies in the expenditure of all available paratransit revenues.
- 3) The PCC shall serve as a forum to bring together the diverse perspectives of those individuals and groups seeking to provide the best possible transportation services for the above designated transit dependent individuals.

Thank you for your interest in sitting on the Paratransit Coordinating Council.

# PCC

DATE: July 2, 2013  
TO: SolanoExpress Intercity Transit Consortium  
FROM: Sofia Recalde, Transit Mobility Coordinator  
Elizabeth Richards, Mobility Management Project Manager  
RE: Mobility Management Plan Update

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## **Background:**

Since July 2012, STA has been working with consultants and the Solano Transit Operators to develop a Mobility Management Plan for Solano County. The development of a Mobility Management Plan was identified in the 2011 Solano Transportation Study for Seniors and People with Disabilities as a priority strategy to assist seniors, people with disabilities, low income and transit dependent individuals with their transportation needs. The Solano Mobility Management Plan is gathering information about existing services and programs, exploring potential partnerships, and analyzing how to address mobility needs in Solano County in a cost effective manner.

The Solano Mobility Management Plan proposes to focus on four key elements that were also identified as strategies in the Solano Transportation Study for Seniors and People with Disabilities:

1. Countywide In-Person American Disability Act (ADA) Eligibility and Certification Program
2. Travel Training
3. Older Driver Safety Information
4. One Stop Transportation Call Center

## **Discussion:**

### ***Countywide In-Person ADA Eligibility Program Update***

STA worked with the transit operators to schedule Open Houses at each of the seven (7) in-person assessment sites June 10 – 12. Flyers advertising the Open Houses were sent to local officials, community partners, committee members, social service and health providers, and current ADA certified individuals whose eligibility will expire in the next 6 months. STA also issued a press release advertising the Open Houses in each city. Local officials and members of the public, including paratransit riders and social and health providers, attended the Open Houses to learn more about the new program and to view the in-person assessment locations. C.A.R.E. Evaluators, STA, and local transit agency staff were present to answer questions.

In addition, each city hosted at least one community outreach meeting where C.A.R.E. Evaluators gave a presentation on the new Countywide In-Person ADA Eligibility Program for a total of seventeen (17) community meetings in May and June.

On June 17, the Solano Paratransit Eligibility Center, staffed by C.A.R.E. Evaluators, started answering phone calls to schedule in-person assessments. As of July 1, fifty-eight (58) appointments have been scheduled in six out of the seven cities in Solano County for the first

two weeks of July. In-person assessments will begin July 2 with 13 scheduled assessments in Vacaville and 2 scheduled assessment in Dixon. A brief update on the ADA In-Person assessments will be given at the PCC meeting.

### ***Countywide Travel Training***

In response to the draft Mobility Management Plan that was circulated a few months ago, one operator expressed an interest in maintaining their existing Travel Training program (Vacaville City Coach) and two operators were interested in starting their own similar to Vacaville's (SolTrans and FAST). Two operators would prefer STA develop a centralized program to handle all their residents' travel training needs (Dixon and Rio Vista). This was supported by the Board at their March Board Workshop as well as several committee members who reviewed the draft plan. Like the other Mobility Management Plan elements, Travel Training is proposed to begin as a pilot program and be evaluated at the end of the pilot period to determine if and how the program would be continued.

To delve into the details of how the various elements of the pilot Travel Training programs would be handled by the various transit operators and STA. A meeting was held in late May among the transit operators and the STA staff. A general consensus was reached on how a 'countywide' Travel Training program could be developed with various elements being handled by multiple agencies.

In summary, the ultimate countywide Travel Training program is proposed to consist of the following:

1. Vacaville City Coach would continue its existing Travel Training and Travel Ambassador programs primarily for local and some intercity Travel Training/bus familiarization, group meetings, existing training guide and training video. They would continue their local outreach. Longer and time-consuming Travel Training sessions (i.e. inter-county or extensive inter-city) may be referred to a central Travel Training program. This would be the case also for training people with developmental disabilities who would require multiple sessions. To date, there has not been a demand for these latter services.
2. SolTrans and FAST would like to develop Travel Training/Transit Ambassador programs similar to City Coach's with assistance from City Coach and the STA. City Coach has offered to provide advice and is willing to share their materials' designs for replication in other locations. STA has been asked to provide resources to develop a training guide and video for SolTrans and FAST as well as support the set-up of Travel Training/Transit Ambassador programs, but these programs would be identified as locally operated. Like City Coach, the local Travel Training programs would focus on local and some inter-city trips, but would also like to be able to refer more extensive Travel Training to a centralized program.
3. STA would manage a centralized Travel Training program through contracted services. Dixon Redit-Ride and Rio Vista Delta Breeze would refer interested individuals to the STA Travel Training program. STA would develop a training guide and video for these locations. The STA Travel Training would also handle Travel Training for people with developmental disabilities countywide as well as more extensive travel training referred by local operators (i.e. inter-city, inter-county, travel on transit services not based in Solano County). STA would also provide time and resources to assist SolTrans and FAST set-up Travel Training programs of their own as well as to outreach to the community to promote these new Travel Training programs.
4. Agencies receiving funding from STA for Travel Training would track and report activity to conform with grant reporting requirements as well as to evaluate the

programs at the conclusion of the pilot period. STA would compile and share the performance data.

A draft Scope of Work has been prepared (Attachment A) to identify the responsibilities of a STA Travel Training contractor consistent with the above. The scope of work was presented to and approved by the Consortium and TAC, and will be presented to the STA Board for approval on July 10. If an RFP can be released this summer, a contractor could be secured and available to begin implementing a Travel Training program in the Fall of 2013.

**Fiscal Impact:**

In June 2012, the STA Board approved \$289,343 in Regional Paratransit State Transit Assistance funds (STAF) for Mobility Management Program Implementation. In addition a Jobs Access Reverse Commute (JARC) grant was secured for Mobility Management programs implementation. These two fund sources will cover the costs associated with the establishment and implementation of a two-year County Travel Training Program.

**Recommendation:**

1. Informational.

Attachments:

- A. Draft Travel Training Scope of Work

## Travel Training

### Draft Scope of services

#### Task 1: Administer Travel Training/Transit Ambassador programs:

##### A. Dixon, Rio Vista and unincorporated area residents

- Primary target market: Travel Training for Seniors, People with Disabilities, and Low-Income
- Initiate new Travel Training/Travel Ambassador programs
- To include in-field one-one one and group in-service training, bus familiarization sessions, and presentations
- Conduct travel training directly and/or recruit volunteers
- Maximize coverage, flexibility, and resources with use of volunteers. Recruitment to be conducted in collaboration with STA, Dixon, and Rio Vista.
- Train and manage volunteers.
- Work with STA in developing policies and procedures of the program
- Coordinate with transit operators and social service agencies.
- Travel train residents for travel within above jurisdictions and to locations outside Dixon and Rio Vista which could include not only locations in Solano County bus also outside the county. Depending upon clients' needs, Travel Training may be on locally operated public transit buses, but would also include on public transit connecting to these services (such as Yolobus, FAST, South County Transit, Tri-Delta, etc.) This could also include Travel Training on intercity ADA paratransit services.
- Work with STA on the development of an outreach plan
- Produce promotional collateral
- Assist with program outreach
- Work with STA to develop a customer service evaluation system
- Track activity and compile performance data to report at least monthly to STA

##### B. Support SolTrans, FAST and Vacaville City Coach local Travel Training programs

SolTrans and FAST will be initiating new Travel Training programs while Vacaville City Coach has a Travel Training program in place.

- Primary target market: Travel Training for Seniors, People with Disabilities, and Low-Income
- Initiate new Travel Training/Travel Ambassador programs at SolTrans and FAST
- To include in-field one-one one and group in-service training, bus familiarization sessions, and presentations
- Work with SolTrans, FAST, and STA in developing policies and procedures of the program
- Coordinate with SolTrans and FAST and social service agencies in their areas
- Assist SolTrans and FAST recruit, train and manage volunteer Travel Trainers
- Travel Train SolTrans, FAST, and City Coach clients who desire longer distance training such as intercity and intercounty trips as referred by these entities. This could involve travel on locally operated systems, connecting transit systems, and/or travel on local public transit services operated by others (Capitol Corridor, San Francisco Bay Ferry, Napa VINE, etc.)
- Work with SolTrans, FAST, and STA on development of an outreach plan and assist with program outreach
- Travel Training/Transit Ambassador program to be consistent with Transit Training video and Transit Rider Guide
- Track activity and compile performance data to report at least monthly to SolTrans, FAST, and STA.

### **Task 2: Produce 3-5 transit training videos**

- Length of each video: approximately 5 minutes
- Primary target markets are seniors, people with disabilities, and low-income populations
- Create scripts structured similar to existing Vacaville City Coach training video
- Shoot and edit footage to produce videos specific to SolTrans, FAST, and balance of county transit services
- Work collaboratively with STA, SolTrans, and FAST in producing videos
- Narrate videos as needed and edit audio specifically for each transit system
- Produce for on-line viewing as well as DVD distribution directly to individuals as well as for group training purposes
- Video to be consistent and complementary with Travel Training/Ambassador program and Transit Rider Guide

### **Task 3: Design and print 3-5 full color Transit Rider Guides**

- Size and design to be similar to Vacaville City Coach's current Rider Guide brochure
- Design to be easy to read especially for target market of seniors, people with disabilities and low-income
- Work collaboratively with STA, SolTrans, and FAST in design and printing of brochures specific to SolTrans, FAST, and balance of county
- Handle all aspects of print production
- Transit Rider Guide to be consistent and complementary with Travel Training/Ambassador program and Training Video
- Initial print-run of at least 5,000 of each brochure

**Task 4: Administer Travel Training program for people with developmental disabilities**

- Service is to be available countywide
- This is intended to be an intensive travel training program in which multiple training sessions are likely to be needed for each client. Process to include an initial assessment of rider's abilities to determine the course of the training.
- Preparations for training and the training itself may include some, or all, of the following: trip planning, path of travel review, route and scout, modeling, role playing, shadowing, fading, bus riding and navigation skills,
- Demand for service anticipated to be small initially. Contractor needs to have ability to adjust to increase and be flexible depending upon demand for service.
- Trainers to be experienced in working with people with developmental disabilities and transit with strong interpersonal skills
- Work with STA, transit operators, and social service agencies to promote Travel Training for people with developmental disabilities through the creation of an Outreach Plan
- Produce collateral materials for promotion of program.
- Program is to track activities, compile data and report to STA and transit operators on a monthly basis.

# PCC

DATE: June 28, 2013  
TO: Solano Paratransit Coordinating Council  
FROM: Sheila Jones, Administrative Assistant  
RE: 2013 PCC Meetings and Locations

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## **A. 2013 PCC Meetings and Locations:**

### Ulatis Community Center, Room D (Confirmed)

Thursday, September 19, 2013

1:00 – 3:00 p.m.

1000 Ulatis Dr.

Vacaville, CA 95687

(707) 469-4000

### John F. Kennedy Library, Joseph Room (Confirmed)

Thursday, November 21, 2013

1:00 – 3:00 p.m.

505 Santa Clara St.

Vallejo, CA 94590

(866) 572-7587