

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

**1:00 – 3:00 p.m.  
Thursday, January 16, 2014  
Suisun City Hall, Council Chambers  
701 Civic Center Blvd., Suisun City, CA 94585**

<u>ITEM</u>	<u>STAFF PERSON</u>
<b>1. CALL TO ORDER</b>	Edith Thomas, Chair
<b>2. APPROVAL OF AGENDA</b> (1:00 – 1:10 p.m.)	
<b>4. OPPORTUNITY FOR PUBLIC COMMENT</b> (1:10 – 1:15 p.m.)	
<b>5. COMMENTS FROM STAFF AND REPRESENTATIVES FROM ADVISORY COMMITTEES</b> (1:15 – 1:20 p.m.)	
<b>6. PRESENTATIONS</b>	
• <b>Solano Mobility Management Programs</b>	Elizabeth Richards, STA Consultant
• <b>Solano Napa Commuter Information (SNCI)</b>	Paulette Cooper, STA
(1:20 – 2:00 p.m.)	
<b>7. CONSENT CALENDAR</b>	
<u>Recommendation:</u> Approve the following consent items.	
(2:00 – 2:05 p.m.)	
<b>A. Minutes of the PCC Meeting of November 21, 2013</b>	Sheila Jones, STA
<u>Recommendation:</u>	
Approve PCC minutes of November 21, 2013	
<b>Pg. 1</b>	
<b>8. ACTION ITEMS</b>	
<b>A. 2014 PCC Draft Work Plan</b>	Anthony Adams, STA
<u>Recommendation:</u>	
After incorporating direction from PCC members; forward a recommendation to the STA Board to approve the 2014 Draft Paratransit Coordinating Council Work Plan.	
(2:05 – 2:15 p.m.)	
<b>Pg. 11</b>	

**PCC MEMBERS**

<u>Richard Burnett</u> MTC PAC Representative	<u>Curtis Cole</u> Public Agency - Health & Social Services	<u>Kyrre Helmersen</u> Transit User	<u>Judy Nash</u> Public Agency - Education	<u>Vacant</u> Social Service Provider	<u>Vacant</u> Transit User
<u>Edith Thomas</u> Social Service Provider	<u>Vacant</u> Member at Large	<u>James Williams</u> Member at Large	<u>Vacant</u> Transit User	<u>Anne Payne</u> Social Service Provider	

The complete STA PCC Meeting Packet is available on STA's Website at [www.sta.ca.gov](http://www.sta.ca.gov)

- B. 2014 PCC Draft Outreach Plan** Anthony Adams, STA  
Recommendation:  
After incorporating direction from PCC members; forward a recommendation to the STA Board to approve the 2014 Draft Paratransit Coordinating Council Outreach Plan.  
(2:15 – 2:25 p.m.)  
**Pg. 13**
- 9. INFORMATIONAL ITEMS DISCUSSION**
- A. Regional Transit Connection (RTC) Card & Senior Clipper Card** Anthony Adams, STA  
Discussion  
(2:25 – 2:30 p.m.)  
**Pg. 19**
- 10. INFORMATIONAL ITEMS NO DISCUSSION**
- A. PCC Membership Status** Anthony Adams, STA  
Informational  
(2:30 – 2:35 p.m.)  
**Pg. 25**
- B. Mobility Management Program Update** Anthony Adams, STA  
Informational  
(2:35 – 2:40 p.m.)  
**Pg. 27**
- 11. FUTURE AGENDA ITEMS AND COUNCIL COMMENTS** Group  
Discussion  
(2:40-2:50 p.m.)
- 12. TRANSIT OPERATOR UPDATES** Group
- Dixon Redit-Ride
  - Fairfield and Suisun Transit
  - Rio Vista Delta Breeze
  - SolTrans
  - Vacaville City Coach
- (2:50 – 3:00 p.m.)
- 13. ADJOURNMENT**  
The next regular meeting of the PCC is *to be determined*.

For questions regarding this agenda:

Please contact Liz Niedziela at (707) 424-3217 or [eniedziela@sta-snci.com](mailto:eniedziela@sta-snci.com)



**PCC**  
**SOLANO PARATRANSIT COORDINATING COUNCIL**  
**AGENDA**

**Draft Minutes for the meeting of**  
**November 21, 2013**

**1. CALL TO ORDER**

Liz Niedziela, STA Staff, called the meeting to order at 1:07 p.m. in the Joseph Room at the JFK Library.

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

Richard Burnett	MTC PAC Representative
Curtis Cole	Solano County Health and Social Services
Kyrre Helmersen	Vice-Chair, Transit User
Anne Payne	Area Agency on Aging
Edith Thomas	Chair, Social Service Provider
James Williams	Member at Large

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

Judy Nash	Public Agency – Education
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**Also Present: *In Alphabetical Order by Last Name***

Anthony Adams	STA Staff
Roy Berlinghoff	National Express
Lou Bordisso	Transit User
Jessica Deakayne	Solano County Transit/SolTrans
Rachel Ford	Solano County Mental Health
Vicki Jacobs	City of Dixon/Dixon Read-Ride
Sheila Jones	STA PCC Committee Clerk
Taramishia Leonard-Ragstone	Milestones
Molly Leavitt	Transit User
Frances Lewis	Transit User
Liz Niedziela	STA Staff
Carol Putnam	National Express
Elizabeth Romero	Solano County Transit/SolTrans
Debbie Whitbeck	City of Fairfield/FAST

**2. ELECTION OF PCC CHAIR AND VICE CHAIR FOR 2014**

**Recommendation:**

Elect new representatives for PCC Chair and Vice-Chair, respectively, for a two (2) year term of service.

Liz Niedziela stated that Alicia Roundtree, PCC Chair and Shannon Nelson, PCC Vice-Chair, have chosen not to renew their services on the PCC and are no longer members; therefore, STA

asked for the PCC members to make nominations for Chair and Vice-Chair. She stated that Judy Nash, Kyrre Helmersen, and Jim Williams were nominated for PCC Chair. She stated that Judy Nash declined the nomination due to her work load. She stated that Kyrre Helmersen and Edith Thomas were nominated for PCC Vice-Chair.

The nominees each provided their brief statements. Kyrre Helmersen declined the nomination for PCC Chair.

Edith Thomas nominated herself as PCC Chair. Jim Williams concurred.

By consensus, Edith Thomas was elected as PCC Chair for a two year term.

By consensus, Kyrre Helmersen was elected as PCC Vice-Chair for a two year term.

**3. APPROVAL OF AGENDA**

On a motion by Richard Burnett and a second by Anne Payne, the PCC unanimously approved the November 21, 2013 Agenda.

**4. OPPORTUNITY FOR PUBLIC COMMENT**

None.

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

Liz Niedziela announced that the STA launched a SolanoExpress marketing campaign and a post card was mailed out to promote new ridership.

Anthony Adams announced that Countywide ADA In-Person Eligibility Program business cards have been developed and are available for distribution in English and Spanish.

**6. PRESENTATIONS**

Elizabeth Romero deferred her presentation on the SolTrans Travel Training Pass Program for Non-Profits to a later date as the program is pending SolTrans Board approval. (Attachment A)

Anne Payne provided a presentation on the Area Agency on Aging. (Attachment B)

Anthony Adams provided a presentation on the Countywide ADA In-Person Eligibility Frequently Asked Questions. (Attachment C)

**7. CONSENT CALENDAR**

**A. Minutes of the PCC Meeting of July 18, 2013**

Recommendation:

Approve PCC minutes of July 18, 2013.

On a motion by Richard Burnett and second by James Williams, the PCC approved Consent Calendar Item A.

Anne Payne, Curtis Cole and Kyrre Helmersen abstained from the vote.

## 8. ACTION ITEMS

### A. Appoint a Paratransit Coordinating Council (PCC) representative to the Solano Seniors and People with Disabilities Transportation Advisory Committee

Anthony Adams stated that the position for Paratransit Coordinating Council (PCC) representative is currently vacant and STA staff announced that it was seeking a representative from the PCC to serve on the Solano Seniors and People with Disabilities TAC. He stated that STA staff received interest forms from Richard Burnett and Edith Thomas as the PCC representative to the Solano Seniors and People with Disabilities TAC.

#### Recommendation:

Select a representative and an alternate to represent PCC at Solano Seniors and People with Disabilities Transportation Advisory Committee. Nominees are Edith Thomas and Richard Burnett.

By consensus, the PCC nominated Edith Thomas as the primary PCC representative for the Solano Seniors and People with Disabilities Transportation Advisory Committee and Richard Burnett as the alternate.

## 9. INFORMATIONAL ITEMS

### A. 2014 PCC Draft Work Plan Discussion

Anthony Adams provided an overview of the 2014 PCC Draft Work Plan. He stated that in preparation for 2014, STA staff is presenting the 2013 PCC Work Plan for discussion. He stated that STA staff would like the Committee members to discuss, make comments, and give direction on the development of a 2014 Work Plan.

### B. 2014 PCC Draft Outreach Plan Discussion

Anthony Adams provided an overview of the 2014 PCC Draft Outreach Plan Discussion. He stated that in preparation for 2014, the STA staff is presenting the Paratransit Coordinating Council (PCC) 2013 Outreach Plan for review and discussion and is asking PCC Committee members to discuss, make comments, and give direction on the development of a 2014 Outreach Plan.

### C. PCC Membership Status and Appointment

Anthony Adams stated that the Solano Transportation Authority's Paratransit Coordination Council By-Laws stipulates that there are eleven members on the PCC. Members of the PCC include up to three transit users, two members-at-large, two public agency representatives, and four social service providers. He stated that Shannon and Alicia will not be renewing their services for another three year term on the PCC. He stated that currently, there are vacancies for two Transit Users, one vacancy for a Member at Large, and one vacancy for a Social Services Provider. He stated that STA staff will continue recruit for the four vacancies.

### D. Mobility Management Program Update

Anthony Adams provided an update on the Mobility Management Program. He stated that STA has been meeting with potential partner agencies and non-profits in order to compile a family of services matrix that identifies existing transportation gaps within the senior, people with disabilities, and low-income communities. He stated that the Mobility Guide for Seniors and People with Disabilities is in the process of being revised and updated and that comments from advisory committee members and transit operators were due November 18<sup>th</sup> in order to release the revised Mobility Transportation Guide to the public in late November.

Anthony stated that SolTrans experienced a high No Show rate for individuals who had requested the complimentary paratransit ride to the assessment location; therefore SolTrans designed a postcard outlining key service points such as the 15-minute pick-up window and 5-minute vehicle wait time so that the applicants knew when they had to be ready for their ride.

Anthony stated that the at the October's STA Board Meeting, the Countywide Travel Training scope of work was approved and a Request for Proposal for this program has been drafted and is awaiting approval from Caltrans before public release.

Anthony stated that at the September's STA Board Meeting, the Mobility Management Website scope of work was approved and a Request for Proposal (RFP) for this program has been drafted and is awaiting approval from Caltrans before public release.

Anthony stated that at the October's STA Board Meeting, the One-Stop Call Center was approved to be implemented as a 3-year pilot program and will modify and expand the existing Solano/Napa Commuter Information (SNCI) call center.

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

**A. 2013 PCC Meetings and Locations**

Sheila Jones stated that the PCC is tentatively scheduled to meet on Thursday, January 16, 2014 in the Council Chambers at Suisun City Hall. She stated that the 2014 PCC meeting locations will be discussed at the next meeting.

**11. TRANSIT OPERATOR UPDATES**

Dixon Readi-Ride:

Vicki Jacobs provided information on the Dixon Christmas Tree lighting event.

Fairfield and Suisun Transit:

Debbie Whitbeck provided an update on Fairfield and Suisun City Transit (FAST) service and promotions.

Rio Vista Delta Breeze:

Liz Niedziela provided an update on the Rio Vista Delta Breeze service and promotions.

SolTrans:

Elizabeth Romero provided brief update on SolTrans service and promotions.

Vacaville City Coach:

Liz Niedziela provided an update on the Vacaville City Coach service and promotions.

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

Liz Niedziela announced that placement of the **COUNCIL COMMENTS** item will be moved as a standing item before the **TRANSIT OPERATOR UPDATES** item.

**13. ADJOURNMENT**

The meeting adjourned at 3:18 p.m. The next meeting of the PCC is *tentatively* scheduled to meet at **1:00 p.m. on Thursday, January 16, 2013, at Suisun City Hall in the Council Chambers located at 701 Civic Center Blvd., Suisun City, CA 94585.**



**AREA AGENCY ON AGING  
SERVING NAPA AND SOLANO**  
*Assistance, Advocacy, Answers on Aging*

[www.aaans.org](http://www.aaans.org)

## *A Guide to Services for Older Adults in Napa & Solano counties*

 Find us on  
**Facebook**

[www.facebook.com/AAOANS](http://www.facebook.com/AAOANS)

### *Did you know...*

Many frail, low-income & isolated older adults in Napa & Solano counties go hungry, can't afford medical, vision or dental care, and desperately need legal services to fight elder abuse, eviction & homelessness. Call (707) 643-1797 or visit [www.aaans.org](http://www.aaans.org) to learn how you can help.

*Donations may be tax-deductible.*

### **Care. Volunteer. Donate.**

Each year, the AAOA publishes a comprehensive resource guide to services, such as transportation, emergency food and clothing, medical and dental care, mental health counseling, and housing, provided by local agencies in Napa and Solano counties. The **Senior & Caregiver Resource Guides** are available in English and Spanish. To get a copy, call the AAOA at (707) 643-1797 or visit our website at [www.aaans.org](http://www.aaans.org) to view the guides.



### **Area Agency on Aging Serving Napa and Solano**

*The AAOA mission is to support the quality of life, health, independence, and dignity of older adults in Napa and Solano counties.*

**Administrative Offices**  
(707) 644-6612

**Information & Assistance Center**  
(707) 643-1797

The development and printing of this document was made possible with funding from the Older Americans Act and the California Department of Aging.

The AAOA **Information and Assistance team** is your one-stop connection to services in Napa and Solano counties for older adults.

**Get connected!** Call the Information & Assistance team at (707) 643-1797 or 1-800-510-2020 or visit [www.aaans.org](http://www.aaans.org).

**Get connected!** Call the **Information and Assistance team** at **(707) 643-1797** or **(800) 510-2020** or visit **www.aaans.org** for more information on services provided by the AAOA, *at no cost*, for older adults, and their caregivers and families, in Napa & Solano counties.

Did you know that frail, home-bound older adults can get a nutritious meal delivered to their home? Meals are also served at several senior centers through the **Senior Nutrition Program** (Monday - Friday at most sites). Meals are free but donations help serve more people in need.

Do you help care for a relative age 60 or over? Are you 55 or older & caring for a grandchild or other relative under 18? You may qualify for the **Family Caregiver Support Program**. It offers training, short-term relief from caregiving, support groups, minor home modifications to improve safety & accessibility, help with clothing & other items for minors under 18, & more.

AAOA programs offer **Friendly Visits, Telephone Calls** and **Transportation Assistance** for lonely & isolated older adults.

Older adults with depression, stress, & other mental health issues can get help from the **Healthy Minds-Healthy Aging Program** in **Napa County** and the **Prevention & Early Access for Seniors Program** in **Solano County** with mental health assessments, short-term counseling, & connection to local specialists.

**Legal Services** staff helps seniors who are facing foreclosure, eviction, debt collection agencies, elder abuse & age discrimination; get access to public benefits (i.e., Social Security, Medi-Cal); and, personal legal matters (i.e., power of attorney, advanced health care directives) & more.

Looking for a caregiver? The **Caregiver Referral Registry** lists self-employed caregivers (often less costly than going through a company) who are screened & qualified by local public agencies.

The **Multipurpose Senior Service Program** (MSSP) helps frail older people avoid moving to a care facility and remain in their homes. The MSSP serves people age 65 & over who receive Medi-Cal. Clients may get help with chores, personal care, transportation to medical visits & other services based on their needs.

Are you concerned about a relative or friend in a nursing home, or looking for a local care facility? Contact the **Long-Term Care Ombudsman** team - they work to ensure the rights & quality of care of residents in state-licensed care facilities and provide consumers with information on local care options.

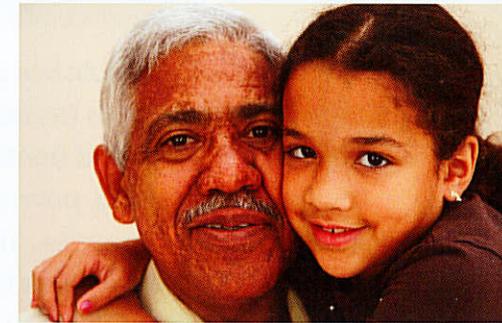
The **Chronic Disease Self-Management Program** teaches people how to manage chronic health conditions such as arthritis, diabetes, and asthma (bi-lingual in English & Spanish).

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**Assistance, Advocacy,  
Answers on Aging**

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Confused about Medicare? The **Health Insurance Counseling & Advocacy Program** (HICAP) can answer your questions on Medicare, long-term care insurance & other topics. Schedule an appointment or attend a HICAP community workshop.



Are you worried about falling and getting hurt, or know someone at risk of falling? **The StopFalls Napa Valley** program helps reduce falls by providing information on physical well-being, improving home safety, evaluating people for their risk of falling and more.

**AAOA Case Managers** provide a wide range of assistance for older adults - managing mail & bills and other paperwork, filling out applications, getting transportation, and finding housing.



# Countywide In-Person ADA Eligibility Program For Solano County

## FAQ

### Frequently Asked Questions

## ??

#### 1. Why did the new Countywide In-Person Assessment program replace the old paper-based application process?

The simplified In-Person ADA Eligibility process will result in more accurate and consistent eligibility determinations for ADA paratransit services. Instead of relying solely on written information, the new countywide In-Person ADA eligibility program will also give applicants an opportunity to explain their individual circumstances and abilities. For most applicants, the new countywide in-person ADA eligibility process will eliminate the need to obtain medical verification of their disability.

#### 2. What is the difference between the new Countywide In-Person ADA Eligibility process and the old paper-based application process?

With the old process, applicants had to complete a lengthy application and submit verification of an existing disability signed by a medical professional. The new in-person application process does not require a paper application or medical verification. Instead, applicants and current paratransit riders who want to recertify are invited to come to an assessment center in their community where a highly qualified assessment team will conduct interviews and functional assessments to determine ADA paratransit eligibility.

The new countywide in-person ADA eligibility program will ensure that quality ADA paratransit service is reserved for individuals who truly need the service in accordance with the Americans with Disabilities Act (ADA) Title 49 Part 37.123.

#### 3. How much will the In-Person assessment cost me?

The In-Person Assessment is free for all applicants seeking ADA eligibility to ride paratransit service. In addition, a complimentary ride to and from the assessment center *for the applicant and Personal Care Attendant (PCA) only* will be provided upon request.

# Frequently Asked Questions



## **4. Do I need to go through the in-person assessment if:**

- **I am currently ADA eligible to ride paratransit service and am seeking recertification?**
- **I have a permanent disability?**
- **I have medical verification of my disability?**

Yes to all of the above. All applicants and current paratransit riders who wish to recertify will participate in the new countywide in-person ADA eligibility program. For current paratransit riders, an in-person assessment will be required at the time of their eligibility expiration date.

## **5. Who will conduct the In-Person ADA Eligibility Assessments?**

The interviews and functional assessments will be conducted by C.A.R.E. Evaluators, an independent transit mobility assessment team that specializes in ADA eligibility evaluations.

## **6. How do I arrange for an In-Person ADA Eligibility Assessment?**

Please call the Paratransit Eligibility Center at (707) 541-7184 (Mon-Fri 8am-5pm) to schedule an assessment in your community. You may provide your own transportation or a customer service representative will schedule a paratransit ride to and from the assessment center if you request one.

## **7. If I request transportation to the assessment, how will that be provided?**

During your initial call to schedule an appointment for ADA eligibility, a representative will give you the date of the assessment. A few days before your assessment, you will receive another call confirming your 30 minute pick-up “window.” Please watch for the bus during the full “window,” as you are expected to meet the bus at the curb. If you need assistance from the door, please let us know. Please go to the bus as soon as it arrives, as the driver must wait no longer than 5 minutes before leaving. It is important to call if you need to cancel your ride for any reason. The number to cancel your ride is (707) 541-7184.

# Frequently Asked Questions



## **8. Where will I go for the In-Person ADA Eligibility Assessment?**

Assessment sites have been identified in each city in Solano County. Assessments will occur in most cities on a weekly basis. For the smaller communities like Rio Vista and Dixon, assessments will occur monthly or on an as-needed basis. Applicants who live in rural areas of Solano County will be assessed in the city closest to their home.

## **9. What happens on Assessment day?**

When you arrive at the assessment site, a transit mobility specialist will check you in and take your photograph for the Solano County ADA ID Card. Next, a transit evaluator will meet with you to discuss your disability and how your condition may impact your ability to access fixed route transit. At the end of the interview, a functional assessment may also be done if necessary. The functional assessment may include a short transit walk outside of the assessment facility that is similar to one that you might take to get to the bus stop close to your home. The purpose is to assess your ability to complete a trip on a bus. Please dress appropriately for the weather.

## **10. Can I bring someone with me to the In-Person ADA Eligibility Assessment?**

Yes. Applicants may bring a friend, relative, or advocate with them to the appointment. However, companions must pay the appropriate fare if they accompany the applicant to the assessment center on paratransit service. If the applicant requires a Personal Care Attendant, the attendant rides for free.

## **11. How long will the In-Person ADA Eligibility Assessment take?**

While the interview portion of the assessment typically takes no more than one hour, the total time it takes to complete the In-Person ADA Eligibility Assessment depends on how you are arriving to the assessment site. If you are providing your own transportation to the assessment, total time at the assessment site could be about one hour. If you are arriving on paratransit, you should expect the entire appointment to last between 3-4 hours, including travel time.

## **12. Do I need to bring anything to the In-Person ADA Eligibility Assessment?**

Please bring photo identification to the assessment. Applicants are welcome, but not required, to bring any relevant information (e.g., medication, medical records) that will help the assessment team better understand the disability and/or condition(s) that prevent you from accessing fixed-route transit.

## **13. What happens after the In-Person ADA Eligibility Assessment?**

Eligibility determinations will be made and sent to your mailing address within 21 days of the completed assessment. If a determination is not made within 21 days, the applicant will be deemed "presumptively" eligible for paratransit service until a determination is made.

In your determination package you will receive a letter informing you of your eligibility status and information about other transportation options in your community. If eligible for ADA paratransit service, you will also receive a Solano County ADA Eligibility ID card, and a Paratransit Rider's Guide.

## **14. What happens if I am not eligible for ADA paratransit service under the new program?**

The C.A.R.E. Evaluators assessment team will provide applicants with information about other transportation programs, such as travel training, or options in their community. Applicants may also contact their local transit operator and/or Solano Napa Commuter Information (SNCI) at 1-800-53-KMUTE for more information.

Applicants who are not satisfied with their determination may appeal the decision within 60 days from the date of the determination letter.

**If you have further questions or want to apply for  
ADA Paratransit Certification, please contact**

**C.A.R.E Evaluators at (707) 541-7184**

# PCC

Date: December 31, 2013  
To: Solano Paratransit Coordinating Council  
From: Anthony Adams, Transit Mobility Coordinator  
Re: 2014 PCC Draft Work Plan

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## **Background/Discussion:**

In preparation for 2014, STA staff presented the 2013 Paratransit Coordinating Council (PCC) Work Plan for discussion at the November 21<sup>st</sup> meeting of the PCC. STA staff requested that PCC members review the 2013 PCC Work Plan and offer suggestions on updates for the upcoming 2014 PCC Work Plan. PCC members responded with the following suggestions:

- Conduct outreach to senior centers (Work Plan #5)
- Promote/participate in development of “Phase II of Intercity Paratransit Service” (Work Plan #7 if we add the word “programs”)
- Promote/participate in upcoming Solano County Travel Ambassador program (Work Plan #7 if we add the word “programs”)

PCC members are encouraged to discuss these suggestions, and give direction to STA staff on the 2014 PCC Draft Work Plan.

The Work Plan should focus on developing expertise and understanding and conducting outreach activities of the range of transportation services for Solano seniors, people with disabilities, the economically disadvantaged and transit dependent passengers. Presentations of different transportation programs and services in Solano County will be included in 2014 PCC meetings.

## **Recommendation:**

After incorporating direction from PCC members; forward a recommendation to the STA Board to approve the 2014 Draft Paratransit Coordinating Council Work Plan.

Attachment:

- A. 2014 Draft PCC Draft Work Plan

**ATTACHMENT A**

**2014 Draft PCC Draft Work Plan**

<b>#</b>	<b>Activity</b>	<b>Tasks</b>	<b>2014 Timeline</b>
1	Administrative	Elect PCC Officers (if needed)	January 2014
2	Outreach	Develop a strategy to increase/maintain PCC Membership. (i.e., press releases letters of outreach, etc.)	January – December Until vacancies are filled.
3		Improve the identity of the PCC through marketing strategies.	January – December
4		Outreach to Solano Community College.	January - December
5		Outreach to senior centers, people with disabilities groups, low income and transit dependents.	January – December
6		Develop stronger PCC presence on the STA Website.	January – December
7	Projects	Participate in studies <b>and programs</b> that impact transportation for seniors, people with disabilities, low income, and transit dependents. (Mobility Management Program)	January – December
8		Develop expertise and understanding of the range of transportation services for Solano for seniors, people with disabilities, low income, and transit dependents.	January – December
9		Improve understanding of Americans with Disabilities Act (ADA) and how it relates to ADA Paratransit and transit services. (The ADA Topics Guide)	January – December
10	Funding	Establish FTA Section 5310 application scoring subcommittee.	TBA
11		Review and score FTA Section 5310 applications.	TBA
12		Review TDA Article 4/8 Claims for Cities and County of Solano.	January – December

# PCC

DATE: January 6, 2014  
TO: Solano Paratransit Coordinating Council  
FROM: Anthony Adams, Transit Mobility Coordinator  
RE: 2014 PCC Draft Outreach Plan

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## **Background/Discussion:**

In preparation for 2014, STA staff presented the 2013 Paratransit Coordinating Council (PCC) Outreach Plan for discussion at the November 21<sup>st</sup> meeting of the PCC. STA staff requested that PCC members review the 2013 PCC Outreach Plan and offer suggestions on updates for the upcoming 2014 PCC Outreach Plan. PCC members responded with the following suggestions:

- Distribute PCC brochures on “fixed-route” buses, Health & Social Services meetings, and at STA meetings
- Add Rio Vista & Dixon locations to the rotation schedule of meetings for PCC
  - Request for carpool from STA to these locations
- Hold meeting at Florence Douglas Senior Center Library for Vallejo location
- Public Transportation Support Groups

Solano-Napa Commuter Information (SCNI) currently provides schedules and brochures at 92 separate locations (Attachment B). STA staff welcomes suggestions on specific agencies who may distribute the brochures to add to the current list. Providing PCC brochures on fixed-route buses may be difficult because they have limited slots for their schedules. STA provides brochures at the Seniors and People with Disabilities Transportation Advisory Committee, at PCC meetings, and at all outreach events that STA Transit Department attends. STA encourages PCC members to distribute PCC brochures at events they attend as well.

One of the key elements of the 2014 Outreach Plan is to focus on outreach activities. The purpose of outreach activities is to promote awareness of the PCC and its advisory function, and to supply the public with information on transportation issues concerning Solano seniors, people with disabilities, the economically disadvantaged and transit dependents. Outreach activities are also meant to encourage the public and local community to take advantage of the opportunity to provide comments on the transportation system.

## **Recommendation:**

After incorporating direction from PCC members; forward a recommendation to the STA Board to approve the 2014 Draft Paratransit Coordinating Council Outreach Plan.

### Attachments:

- A. 2014 Solano Paratransit Coordinating Council Outreach Plan
- B. SNCI Brochure Locations

2014 Solano Paratransit Coordinating  
Council  
Draft Outreach Plan

Purpose:

- To increase the awareness of the Paratransit Coordinating Council and its information and advisory functions on transportation issues concerning Solano seniors, people with disabilities, the economically disadvantaged, and transit dependent riders.
  - To encourage participation in the PCC as committee members and by the public in general.
1. Update and print the Paratransit Coordinating Council Brochure as needed
  2. Distribute Paratransit Coordinating Council Brochures
    - a. Paratransit Vehicles
      - i. Make brochures available to all Paratransit providers for distribution on their vehicles
    - b. Distribute brochures at two or more locations in each city in Solano County
      - i. Vallejo
        1. Florence Senior Center
        2. Solano Employment Connection (display rack)
        3. JFK Library
      - ii. Fairfield
        1. Independent Living Center (display rack)
        2. Fairfield Senior Center
        3. Solano Community College (display rack)
        4. City Hall
      - iii. Suisun City
        1. Nelson Community Center (display rack)
        2. Suisun City Hall (display rack)
      - iv. Vacaville
        1. Vacaville Library – Ulatis Community Center (display rack)
        2. Vacaville Senior Center (display rack)
        3. City Hall
      - v. Rio Vista
        1. Rio Vista City Hall (display rack)
        2. The Family Resource Center (display rack)
        3. Rio Vista Senior Center
      - vi. Benicia
        1. Benicia Library (display rack)
        2. Benicia Senior Center
        3. City Hall

- vii. Dixon
  - 1. Dixon Chamber of Commerce (display rack)
  - 2. Dixon Senior Center (display rack)
  - 3. City Hall
- 3. Outreach Program targeting senior centers and groups
  - a. Hold a PCC meeting at a different location throughout the year
  - b. Publicize meetings
    - 1. Distribute agenda to Board Clerk at all Cities/County
    - 2. Flyers on Paratransit vehicles in the city the meeting will be held
    - 3. Senior Centers of the city where the meeting will be held
    - 4. Post on STA website
    - 5. Post in Newspaper
  - c. Improve PCC presence on the internet by linking improved STA website pages to senior and people with disabilities interest groups via weblinks.
  - d. Location of Meetings (depending on availability)
    - 1. Suisun City Hall (DART) – January
    - 2. Solano Community College – Fairfield Campus (DART/SolTrans) -March
    - 3. Ulatis Community Center (Vacaville City Coach Special Services)- May
    - 4. Fairfield Community Center (DART) July
    - 5. Benicia City Hall (SolTrans) - September
    - 6. Vallejo Joseph Room at JFK Library (SolTrans) - November

Potential Additional Meeting Locations

- 1. Dixon Multi-Use/Senior Center (Readi-Ride)
- 2. Rio Vista Trilogy Community Center (Delta Breeze)
- 3. Florence Douglas Senior Center (SolTrans)

#	ORGANIZATION NAME	ADDRESS	CITY	ST	ZIP
45	Benicia Library	150 East L. Street	Benicia	CA	94510
28	Dixon Chamber of Commerce	P.O. Box 159	Dixon	CA	95620
51	Dixon City Hall	600 East A St.	Dixon	CA	95620
9	Dixon Family Resource Center	155 N. Second Street	Dixon	CA	95610
24	Dixon Senior Center	201 S. 5th St.	Dixon	CA	95620
43	Fairfield-Suisun Chamber of Commerce	1111 Webster St.	Fairfield	CA	94533
130	Schurman Retail Group	500 Chadbourne Rd.	Fairfield	CA	94534
125	Solano Co. Dept. of Human Resources	675 Texas St., Ste. 1800	Fairfield	CA	94533
10	California Dept. of Rehab	450 Chadbourne Rd. Suite A	Fairfield	CA	94534
77	Courtyard Marriott Hotel-Fairfield	1350 Holiday Lane	Fairfield	CA	94533
113	Fairfield Library- Cordelia	5050 Business Center Dr.	Fairfield	CA	94534
66	Fairfield Library-Civic Center	1150 Kentucky St.	Fairfield	CA	94533
60	Fairfield-Suisun Adult School	900 Travis Blvd.	Fairfield	CA	94533
155	Fairfield-Suisun Community Action Council	416 Union Avenue	Fairfield	CA	94533
21	FF/SS Family Resource Center	1600 Kidder Ave.	Fairfield	CA	94533
65	Heather House	724 Ohio St	Fairfield	CA	94533
13	Independent Living Center	1545 Webster Street	Fairfield	CA	94533
139	Mission Solano-Bridge to Life Center	310 Beck Ave.	Fairfield	CA	94533
138	Mission Solano-Community Outreach Center	740 Travis Blvd.	Fairfield	CA	94533
37	Pride Industries	2339 Courage Dr. Suite D	Fairfield	CA	94533
34	Solano Community College Main Campus	4000 Suisun Valley Road	Fairfield	CA	94534
156	Solano Community College-Disability Services	Student Services Bldg 400, Room 407	Fairfield	CA	94533
114	Solano County Adult Mental Health	2101 Courage Dr.	Fairfield	CA	94534
150	Solano County HSS: Welfare to Work	275 Beck Ave. Attn: Sheri Peason (MS5-137)	Fairfield	CA	94533
18	Workforce Investment Board	320 Campus Lane	Fairfield	CA	94534
71	Rio Vista Chamber of Commerce	6 North Front Street	Rio Vista	CA	94571
26	Rio Vista City Hall	One Main St.	Rio Vista	CA	94571
22	Rio Vista Family Resource Center	125 Sacramento St.	Rio Vista	CA	94571
151	Rio Vista Library	44 South 2nd Street	Rio Vista	CA	94571
72	Rio Vista Senior Center	25 Main Street	Rio Vista	CA	94571
154	Trilogy Delta Clubhouse	990 Summerset Drive	Rio Vista	CA	94571
133	Trilogy- Front Gate	Welcome Center Front Gate	Rio Vista	CA	94571
153	Trilogy Vista Clubhouse	301 Clubhouse Drive	Rio Vista	CA	94571
27	Amtrak Station	707-399-9858/Station #	Suisun City	CA	94585
2	City of Suisun City - City Hall	701 Civic Center Blvd.	Suisun City	CA	94585
131	Hampton Inn and Suites	2 Harbor Center	Suisun City	CA	94585
29	Nelson Community Center	611 Village Dr.	Suisun City	CA	94585
134	Social Security Office	700 Main Street	Suisun City	CA	94585
36	Suisun City Library	601 Pintail Drive	Suisun City	CA	94585
11	David Grant Medical Center	60th Medical Group 101 Bodin Circle	Travis AFB	CA	94535
101	Solano College- Travis Site		Travis AFB	CA	94535
16	Travis Family Support Center	351 Travis Avenue, Suite 1	Travis AFB	CA	94535
102	Travis Library		Travis AFB	CA	94535
80	Travis Outdoor Recreation	273 Ellis Drive, Bldg. 863	Travis AFB	CA	94535
44	Travis Passenger Terminal (USO)	PO BOX 1663	Travis AFB	CA	94535
82	Westwind Inn	570 Travis Ave, BLDG 402	Travis AFB	CA	94535
115	Genentech - Rack #2-Security Office	1000 New Horizon Way	Vacaville	CA	95688
23	Genentech - Rack #1	1000 New Horizon Way	Vacaville	CA	95688
143	Kaiser Perm. Med. Ctr.-Vacaville	Health Education, MOB A, 1st Flr., 1 Quality Dr	Vacaville	CA	95688
116	Mariani Packing Co.	500 Crocker Dr.	Vacaville	CA	95688
157	Novartis Pharmaceuticals - Vacaville Site	2010 Cessna Dr.	Vacaville	CA	95688
144	State Compensation Insurance Fund (State Fund)	1010 Vaquero Cir., Bldg. A	Vacaville	CA	95688
89	Sutter Medical Foundation (Fairfield Rack #1)	770 Mason St.	Vacaville	CA	95688
140	Sutter Medical Foundation (Fairfield Rack #2)	770 Mason St.	Vacaville	CA	95688
141	Sutter Medical Foundation (Vacaville)	770 Mason St.	Vacaville	CA	95688
38	VacaValley Hospital	1000 Nut Tree Road	Vacaville	CA	95687
64	Vacaville Chamber of Commerce	300 Main St.	Vacaville	CA	95688
48	CSAA	555 Mason St. Ste 150	Vacaville	CA	95688
31	Opportunity House	712 Catherine Street	Vacaville	CA	95688
73	Pearl Izumi Store	1671 E. Monte Vista Ave. Suite N-111	Vacaville	CA	95687
39	Solano Co. Health & Soc Serv	354 Parker St.	Vacaville	CA	95688

#	ORGANIZATION NAME	ADDRESS	CITY	ST	ZIP
20	Solano College Vacaville Site	2000 N.Village Pkwy	Vacaville	CA	95688
39	Solano County Health & Social Services	345 Merchant Street	Vacaville	CA	95688
79	Summit Properties	179 Butcher Rd	Vacaville	CA	95686
118	Ulatis Cultural Center	1000 Ulatis Dr.	Vacaville	CA	95687
70	Ulatis Library-Vacaville	1020 Ulatis Dr.	Vacaville	CA	95687
99	Vacaville Conference & Visitors Bureau	1671 E. Monte Vista Ave. Suite 112	Vacaville	CA	95688
46	Vacaville Family Resource Center	312 Cernon St.	Vacaville	CA	95687
108	Vacaville Greyhound	1040 Mason St.	Vacaville	CA	95688
97	Vacaville Library	1 Townsquare Pl	Vacaville	CA	95688
47	Vacaville McBride Senior Center	91 Town Square Pl	Vacaville	CA	95688
35	Vacaville Premium Outlets	321 Nut Tree Rd. Suite 2	Vacaville	CA	95687
67	California Highway Patrol	1551 Benicia Rd	Vallejo	CA	94591
127	Center for Behavioral Health-Human Resources	525 Oregon St.	Vallejo	CA	94590
111	Kaiser Permanente Call Center-Rack #1	1617 Broadway St.	Vallejo	CA	94589
137	Kaiser Permanente Call Center-Rack #2	1617 Broadway St.	Vallejo	CA	94589
104	Six Flags Discovery Kingdom	1001 Fairgrounds Dr.	Vallejo	CA	94589
142	Sutter Solano Medical Center (Vallejo)	300 Hospital Dr.	Vallejo	CA	94589
110	Touro University- Human Resources	1310 Johnson Ln., Mare Island	Vallejo	CA	94592
103	U.S. Forest Service	1323 Club Dr., Mare Island	Vallejo	CA	94592
4	Vallejo Chamber of Commerce	427 York St.	Vallejo	CA	94590
50	City of Vallejo - Planning Dept.	555 Santa Clara, 2nd Floor	Vallejo	CA	94590
145	Solano County HHS - Black Infant Health - Rack #1	355 Tuolumne St	Vallejo	CA	94590
146	Solano County HHS - Black Infant Health - Rack #2	(for FF - but deliver/mail c/o Vjo) 355 Tuolumne	Vallejo	CA	94590
32	EDD - Vallejo Office	1440 Marin St.	Vallejo	CA	94590
17	Valcore Recycling Inc.	38 Sheridan	Vallejo	CA	94590
74	Vallejo Adult School	2833 Tennessee St.	Vallejo	CA	94591
117	Vallejo High School-Transition Partnership Program	840 Nebraska St.	Vallejo	CA	94589

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# PCC

DATE: January 6, 2014  
TO: Solano Paratransit Coordinating Council  
FROM: Anthony Adams, Transit Mobility Coordinator  
RE: Regional Transit Connection (RTC) Card & Senior Clipper Card

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## **Background/Discussion:**

Until recently, the Regional Transit Connection (RTC) Discount ID Card was available to qualified seniors and people with disabilities. The evolution of the Clipper Card has brought about changes to the RTC card. The result is that seniors will have their own discount card (Senior Clipper) and people with disabilities will have their own discount card (RTC Clipper). Applications for the Senior Clipper Card (Attachment A) and the RTC Clipper Card (Attachment B) are attached. Pictures of both cards can be found in Attachment C.

## **Regional Transit Connection (RTC) Clipper Card**

The Regional Transit Connection (RTC) Clipper Card is available to qualified persons with disabilities under 65 years of age. It may be used as proof of eligibility to receive 50% off discount fares on fixed-route, rail and ferry systems throughout the San Francisco Bay Area. The cost of the card is \$3.00 and expires after 5 years. The RTC Clipper Card must be applied for in person at a participating transit agency, so a picture can be taken for the card. Participating agencies in Solano County are:

1. SolTrans (Benicia & Vallejo) 1850 Broadway, Vallejo, CA 94589  
707/648-4666 TDD 707/649-5421  
Applications accepted Monday - Thursday, 11 a.m.- 4 p.m.
2. Rio Vista Delta Breeze (City of Rio Vista)  
Suisun City Train Depot, 177 Main Street, Suisun City, CA 94565  
707/ 374-2878  
Applications accepted at Amtrak Station Monday - Friday 9:30am – 5:30pm.
3. Rio Vista City Hall, 1 Main St, Rio Vista, CA 94571  
707/374-5337; TDD 711 through the California Relay Service  
Please call to schedule an appointment.

## **Senior Clipper Card**

Any senior 65 or older, may receive a Senior Clipper Card. The Senior Clipper Card offers the same features and discounts (50% off) as the RTC card, but is free and does not expire. Applications can be submitted by mail, email or fax. Cards can also be obtained immediately in-person at a Clipper Customer Service Center or participating transit partner locations. Currently participating agencies in Solano County are:

1. Rio Vista Delta Breeze (City of Rio Vista)  
Suisun City Train Depot, 177 Main Street, Suisun City, CA 94565  
707/ 374-2878  
Cards issued at Amtrak Station Monday - Friday 9:30am – 5:30pm.

2. Rio Vista City Hall, 1 Main St, Rio Vista, CA 94571  
707/374-5337; TDD 711 through the California Relay Service  
Cards issued at Rio Vista City Hall Monday & Tuesday 8am – 5pm.

Clipper is expected to be implemented in Solano County on local transit vehicles and Solano Express in Fall 2014. As soon as Clipper is implemented in Solano County, more Clipper Customer Service locations and fare machines will be made available.

**Recommendation:**

Informational.

Attachment:

- A. Senior Clipper Application
- B. RTC Clipper Application
- C. Senior Clipper & RTC Clipper Card Pictures



# CLIPPER SENIOR APPLICATION

## APPLICATION INSTRUCTIONS

Complete and submit this application to obtain a free Senior Clipper® card. All applications must be accompanied by a copy of proof-of-age documentation. Cards are available for adults 65 and older.

### Step 1: CARDHOLDER CONTACT INFORMATION

All fields in Step 1 are required except email.

First Name \_\_\_\_\_ Middle Initial \_\_\_\_\_ Last Name \_\_\_\_\_

Address \_\_\_\_\_ Apt # \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Day Phone \_\_\_\_\_ Email Address (optional) \_\_\_\_\_

### Step 2: CARDHOLDER PROOF-OF-AGE DOCUMENT

Check the one document you are submitting and write its number below. Only send photocopies. Do not send original documents.

- Birth certificate or passport
- State-issued ID card or driver's license
- Permanent resident card ("Green Card")
- Matricula consular/consular ID card
- SF City ID card
- Military ID card with date of birth
- Medical benefit card with date of birth

Your Document's Number \_\_\_\_\_

Date of Birth (MM/DD/YYYY) \_\_\_\_\_

### Step 3: CLIPPER ACCOUNT INFORMATION

In which one of the following languages would you prefer to receive your Clipper information?

- English       Spanish       Chinese

To provide an additional level of security when accessing your card information, Clipper requires you to provide an answer to one of the following:

Mother's Maiden Name \_\_\_\_\_

City of Birth \_\_\_\_\_

*Note:* You will be asked this question each time you contact Clipper Customer Service to access your card information in person or via phone or email.

### Step 4: SIGNATURE

By signing, I attest that the information on this application is true and correct.

Signature \_\_\_\_\_ Date \_\_\_\_\_

### Step 5: SUBMIT APPLICATION

**MAIL** your application form and a copy of your proof-of-age document to: Clipper Youth/Senior Applications, PO Box 318, Concord, CA 94522-0318. Do not send originals, as documents will not be returned.

Or **EMAIL** scans or photos of your application form and your proof-of-age document to seniorouthapps@clippercard.com.

Or **FAX** your application form and proof-of-age document to 877.565.3149.

**Please allow 7 business days for delivery.**

You may also apply in person at a Clipper Customer Service Center or participating transit partner location to get a card immediately. See full list of locations at **clippercard.com/discounts**.

Questions? Call Clipper Customer Service at 877.878.8883. Please view the Clipper Privacy Policy at **clippercard.com/privacy**.

OFFICE USE ONLY: Intake Date \_\_\_\_\_ Transit Agency \_\_\_\_\_ Employee Name \_\_\_\_\_



## BASIC ELIGIBILITY FORM REGIONAL TRANSIT CONNECTION DISCOUNT ID CARD

Read directions carefully before completing this form. This form is for those who are: **1.** a Disabled US Veteran, or **2.** a current disabled card holder from another transit agency, or **3.** have a valid DMV placard or have a valid registration for a permanent parking placard, or **4.** have a Medicare card. **5. All others should request a medical certification form, including those who require an attendant.** Note: it may be advantageous for DMV placard holders to use a medical form. For a complete explanation of this program please see the Regional Transit Connection Discount Card Brochure. Fraud or a misstatement of fact will disqualify the applicant from receiving the benefits of the RTC Discount Card Program.

### Section 1. APPLICANT INFORMATION (Please print legibly)

Name \_\_\_\_\_ M  F  Date of Birth \_\_\_\_ / \_\_\_\_ / \_\_\_\_  
 Mailing Address \_\_\_\_\_ Apt # \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ Phone No. \_\_\_\_\_

### Section 2. CERTIFICATION of ELIGIBILITY

Please mark your eligibility category below. Check **ONLY ONE** category. Applicants are required to present a valid photo ID card in addition to the documents listed below.

- Disabled Veteran** VA Claim Number \_\_\_\_\_  
 Applicant must show documented VA Claim number to transit staff. Accepted documentation includes card and original letter on VA letterhead. I authorize the RTC Discount Card Program to confirm my name and disability rating through the Veteran's Administration
- Certified by Another Transit Agency** Name of Issuing Transit Agency \_\_\_\_\_  
 City and State of Issuer \_\_\_\_\_  
 Certification Expiration Date \_\_\_\_\_  
 Applicant must show the current valid card to transit operator staff. Please see the program brochure for important information regarding renewal. This option is considered a temporary courtesy card.
- DMV Disabled Eligibility** Disabled Placard or Registration Number \_\_\_\_\_  
 Applicant must show a valid DMV placard and a valid registration for a permanent disabled license plate or parking placard to transit staff. I authorize the Discount Card Program to confirm the placard ownership and expiration date through the DMV.
- Medicare Recipient** Medicare Claim Number (not Medi-Cal) \_\_\_\_\_  
 Applicant must show Medicare card to transit staff

I attest that the information on this application is true and correct.

Signature of Applicant \_\_\_\_\_ Date \_\_\_\_\_

#### OFFICE USE ONLY

Intake Date: \_\_\_\_\_ Client ID \_\_\_\_\_ Transit Agency \_\_\_\_\_ Fee: \$ \_\_\_\_\_  
 New  Other \_\_\_\_\_  Change \_\_\_\_\_  GGT Mail  
 Application Complete  Confirm Primary ID \_\_\_\_\_  Frame No: \_\_\_\_\_  **Send Card to Agency**

Senior Clipper Card and Regular Clipper Card



Regional Transit Connection (RTC) Clipper Card



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# PCC

DATE: January 6, 2014  
TO: Solano Paratransit Coordinating Council  
FROM: Anthony Adams, Transit Mobility Coordinator  
RE: PCC Membership Status

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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 November 21<sup>st</sup> meeting, there were four (4) vacancies on the PCC; one (2) for Transit Users, one (1) vacancy for a Member at Large, and one (1) vacancy for Social Services Provider.

Currently, there are still four (4) vacancies, two for (2) Transit Users, one (1) vacancy for a Member at Large, and one (1) vacancy for Social Services Provider. STA staff has been contacted by citizens who have shown interest in membership with the PCC and has distributed interest forms to those individuals. STA staff has followed up with interested parties by email and emailed interest forms again. As of the time of this report, STA has not received any interest forms for these open positions. STA staff will continue recruit for the four (4) vacancies. Input from the Committee on recruiting new members is welcomed.

**Recommendation:**

Informational.

Attachment:

- A. PCC Membership (January 2014)

**Solano County**  
**Paratransit Coordinating Council**  
**Membership Status**  
**January 2014**

Member	Jurisdiction	Agency	Appointed	Term Expires
Edith Thomas	Social Service Provider	Connections 4 Life	March 2012	March 2015
James Williams	Member at Large	Member at Large	December 2012	December 2015
Judy Nash	Public Agency - Education	Solano Community College	April 2013	April 2016
Kyrre Helmersen	Transit User		April 2012	April 2015
Richard Burnett	MTC PAC Representative		December 2012	December 2015
Anne Payne	Social Service Provider	Area Agency on Aging	June 2013	June 2016
Curtis Cole	Public Agency – Health and Social Services	Solano County Mental Health	September 2013	September 2016
Vacant	Social Service Provider			
Vacant	Member at Large			
Vacant	Transit User			
Vacant	Transit User			

# PCC

DATE: December 27, 2013  
TO: Solano Paratransit Coordinating Council  
FROM: Anthony Adams, Transit Mobility Coordinator  
RE: Mobility Management Program Update

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## **Background:**

Since July 2012, STA has been working with consultants, the Solano Transit Operators, and the Senior and People with Disabilities Advisory Committee 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:**

### ***Mobility Transportation Guide Update***

The Mobility Guide for Seniors and People with Disabilities has recently been revised with input from of the Paratransit Coordinating Council, Senior and People with Disabilities Transportation Advisory Committee, and Intercity Transit Consortium. Updates to the guide include updated content, layout and color scheme, and the addition of a 4<sup>th</sup> panel with more information on transportation programs & non-profit transportation.

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

During the first five months of the program, there were successes and setbacks for the Solano Countywide ADA In-Person Eligibility Program. While CARE Evaluators received positive comment cards and saw improvement in the time from the call to scheduling an appointment, there were 12 violations of the 21 day ADA determination letter policy between July 1<sup>st</sup> and Oct 31<sup>st</sup>. STA staff and several of the transit operators worked with CARE Evaluators to identify the issues that caused the violations and discuss corrective actions CARE would be taking. STA sent a corrective action letter to CARE Evaluators assessing a fine for the violations per the contract. CARE Evaluators assured STA that there would be no more violations during the remainder of the contract. CARE Evaluators Chief Executive Officer,

David Lee, also met with transit operators who were affected by the 21 day violations to explain what steps were being taken to correct the problem and address any other concerns.

Since identifying the issue in late October, STA staff has been monitoring CARE Evaluators performance daily to ensure compliance with contract requirements. As of the date of this report, during the month of November, there were no violations of the 21 day policy. The corrective actions taken by CARE Evaluators has resulted in an improvement in the number of days applicants are waiting for their determination letter with averages decreasing from 19 days in October to 13 days in November. STA staff will continue to monitor CARE Evaluators performance on a daily and weekly basis in future months to ensure satisfactory customer service.

***Countywide Travel Training***

The Request for Proposal (RFP) was approved by Caltrans and was released in early December. Proposals are due on January 15, 2014. The project is scheduled to commence in February 2014 and is expected to be implemented by May 2014.

***Mobility Management Website***

The Request for Proposal (RFP) was approved by Caltrans and was released in early December. Proposals are due on January 9, 2014. The project is scheduled to commence by February 2014 and is expected to be implemented by April 2014.

***One-Stop Call Center***

At the October's STA Board Meeting, the One-Stop Call Center was approved to be implemented as a 3-year pilot program. The call center will be a modification and expansion of the existing Solano/Napa Commuter Information (SNCI) call center.

**Recommendation:**

Informational.