

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

**1:00 – 3:00 p.m.**  
**Thursday, March 19, 2015**  
**Solano Community College**  
**Faculty Staff Lounge, Bldg. 1400**  
**4000 Suisun Valley Rd., Fairfield, CA 94534**

- | <u>ITEM</u>  | <u>STAFF PERSON</u>                                  |
|--|--|
| <b>1. CALL TO ORDER</b>  | Edith Thomas, Chair                                  |
| <b>2. INTRODUCTIONS</b><br>(1:00 – 1:05 p.m.)  |  |
| <b>3. APPROVAL OF AGENDA</b><br>(1:05 – 1:10 p.m.)   |  |
| <b>4. OPPORTUNITY FOR PUBLIC COMMENT</b><br>(1:10 – 1:15 p.m.)                                   |  |
| <b>5. COMMENTS FROM STAFF AND REPRESENTATIVES FROM ADVISORY COMMITTEES</b><br>(1:15 – 1:20 p.m.) |  |
| <b>6. PRESENTATIONS</b>  |  |
| • <b>New Local Scrip Program for FAST</b>  | Nathan Atherstone, FAST                              |
| • <b>Intercity Taxi Scrip Update</b>   | Richard Weiner, Nelson\Nygaard Consulting Associates |
| (1:20 – 1:55 p.m.)   |  |
| <b>7. CONSENT CALENDAR</b>   |  |
| <u>Recommendation:</u> Approve the following consent item.                                       |  |
| (1:55 – 2:00 p.m.)   |  |
| <b>A. Minutes of the PCC Meeting of January 15, 2015</b>   | Sheila Ernst, STA                                    |
| <u>Recommendation:</u>   |  |
| Approve PCC minutes of January 15, 2015  |  |
| <b>Pg. 1</b>   |  |

PCC MEMBERS

<u>Richard Burnett</u> MTC PAC Representative	<u>Curtis Cole</u> Public Agency - Health & Social Services	<u>Lyall Abbott</u> Member at Large	<u>Judy Nash</u> Public Agency - Education	<u>Vacant</u> Social Service Provider	<u>Ernest Rogers – Vice Chair</u> Transit User
<u>Edith Thomas, Chair</u> Social Service Provider	<u>Cynthia Tanksley</u> Transit User	<u>James Williams</u> Member at Large	<u>Kenneth Grover</u> Transit User	<u>Anne Payne</u> Social Service Provider	

**8. ACTION ITEMS**

**A. 2015 PCC Draft Work Plan**

Kristina Holden,  
STA

Recommendation:

After incorporating direction from PCC members; forward a recommendation to the STA Board to approve the 2015 Draft Paratransit Coordinating Council Work Plan.

(2:00 – 2:10 p.m.)

**Pg. 23**

**B. 2015 PCC Draft Outreach Plan Discussion**

Kristina Holden,  
STA

Recommendation:

After incorporating direction from PCC members; forward a recommendation to the STA Board to approve the 2015 Draft Paratransit Coordinating Council Outreach Plan.

(2:10 – 2:20 p.m.)

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**9. INFORMATIONAL ITEMS - DISCUSSION**

**A. CTSA/Mobility Management Program Update**

Kristina Holden, STA

Discussion

(2:20 – 2:35 p.m.)

**Pg. 29**

**B. Membership Status Update**

Kristina Holden, STA

Discussion

(2:35 – 2:40 p.m.)

**Pg. 35**

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

Group

Discussion

(2:40– 2:50 p.m.)

**12. TRANSIT OPERATOR UPDATES**

Group

- A. Dixon REDI-Ride
- B. Fairfield and Suisun Transit
- C. Rio Vista Delta Breeze
- D. SolTrans
- E. Vacaville City Coach

(2:50 – 3:00 p.m.)

**13. ADJOURNMENT**

The next regular meeting of the PCC is *TENTATIVELY* scheduled to meet at **1:00 p.m., Thursday, May 21, 2015 at the City of Benicia in the Commission Room located at 250 East L St., Benicia, CA 94510.**

For questions regarding this agenda:

Please contact Kristina Holden at (707) 399-3234 or [kholden@sta-snci.com](mailto:kholden@sta-snci.com)



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

**Draft Minutes for the meeting of**  
**January 15, 2015**

**1. CALL TO ORDER**

Chair Thomas called the meeting to order at 1:15 p.m. in the Council Chambers of Suisun City Hall.

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

Richard Burnett	MTC PAC Representative
Kenneth Grover	Transit User
Edith Thomas	Chair, Social Service Provider
James Williams	Member-at-Large
Lyall Abbott	Member-at-Large
Emily Flynn	Social Service Provider - Independent Living Resources
Anne Payne	Social Service Provider - Area Agency on Aging
Ernest Rogers	Vice-Chair, Transit User

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

Judy Nash	Public Agency – Education
Curtis Cole	Public Agency - Solano County Health and Social Services

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

Sheila Ernst	STA, PCC Committee Clerk
Kristina Holden	STA
Vicki Jacobs	City of Dixon/Dixon Read-Ride
Lori Knight	Care Provider for Kenneth Grover
TJ Kumar	North Bay Transit
Debbie McQuilkin	STA
Liz Niedziela	STA
Elizabeth Romero	Solano County Transit/SolTrans
Cynthia Tanksley	Transit User
Debbie Whitbeck	City of Fairfield/FAST

**2. APPROVAL OF AGENDA**

On a motion by Richard Burnett and a second by Emily Flynn, the PCC unanimously approved the January 15, 2015 Agenda. (8 Ayes, 2 Absent)

**3. OPPORTUNITY FOR PUBLIC COMMENT**

Cynthia Tanksley had several concerns regarding SolTrans paratransit service. Elizabeth Romero, SolTrans will follow up with Ms. Tanksley regarding her concerns.

Ms. Tanksley also voiced her concerns of Yellow Cab not providing service to wheelchair bound customers.

Anne Payne provided a public comment on behalf of Molly Leavitt, transit user for SolTrans. She stated that Molly scheduled a 7:00 a.m. paratransit pickup a week in advance. She stated that the dispatcher informed her that they could not arrive until 8:30 a.m. but the driver arrived at 7:00 a.m. to pick her up. Elizabeth Romero, SolTrans will look into the complaint.

Vickie Jacobs asked for clarifications on intercity and local taxi scrip.

Father Fuentes replied that if intercity taxi scrip is not an option, Faith In Action can also provide assistance if the person is over 60 years old.

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

##### **PRESENTATIONS**

- (1) Elizabeth Romero of SolTrans, provided a presentation on **Proposed/Regional Paratransit Policy** and asked for comments. (Attachment A)

Anne Payne recommended SolTrans to make follow up phone calls to people that filled out the survey.

Cynthia Tanksley commented that on fixed route, there is only room for two wheel chairs. Elizabeth Romero, SolTrans advised the committee that road supervisors may be an option to provide additional paratransit service if needed. Ms. Romero will discuss feedback with personnel.

Elizabeth Romero will look into additional signage to help designate that area for “wheelchairs only” to avoid displacement of wheelchairs.

Cynthia Tanksley commented that on the fix route buses, the lifts are unable to lift heavy people in wheelchairs.

Elizabeth Romero stated that FTA requires SolTrans to have a 600 pound minimum lift and that all buses are equipped with the required lift.

James Williams commended SolTrans personnel for their agency efforts in crafting the Paratransit Policy.

Cynthia Tanksley commented that SolTrans is limited on taxi scrip and that they run out by the end of the month. Elizabeth Romero, SolTrans will look into the complaint.

Father Fuentes recommended using the same agreement for SolTrans transfers that they currently have with Napa to avoid an extra charge for a paratransit users. Elizabeth Romero will discuss the idea with appropriate SolTrans personnel.

Elizabeth Romero will extend the survey date out in hopes to reach as many transit users as possible.

- (2) Debbie McQuilkin provided a presentation on the **Solano Mobility Call Center** services. (Attachment B)

Liz Niedziela encouraged the PCC members to call the Solano Mobility Call Center to experience the level of customer service that they provide and report back that he next PCC meeting.

**5. CONSENT CALENDAR**

**A. Minutes of the PCC Meeting of January 15, 2015.**

Recommendation:

Approve PCC minutes of January 15, 2015.

On a motion by James Williams and second Ernest Rogers, the PCC unanimously approved Consent Calendar Item A. (8 Ayes, 2 Absent)

**6. ACTION ITEMS**

**A. PCC Membership Status and Appointment**

Kristina Holden provided an overview of the PCC Membership Status and Appointment. She stated that Edith Thomas and Kyrre Helmersen have completed their three year terms of service. She stated that Kyrre Helmersen has resigned from the PCC and that Edith Thomas has accepted to serve as the PCC for another term. She stated that an interest form was submitted to the STA from Cynthia Tanksley, a resident of Vallejo whom currently utilizes the paratransit program up to 5 days a week and would like to help improve current transit service and programs by joining the committee as a transit user.

Recommendations:

1. Forward a recommendation to the STA Board to appoint Cynthia Tanksley to the Paratransit Coordinating Council for a three (3) year term as a Transit User.
2. Forward a recommendation to the STA Board to reappoint Edith Thomas as a Social Service Provider, term expiring March 2018.

On a motion by Ernest Rogers and second James Williams, the PCC unanimously approved the recommendation. (8 Ayes, 2 Absent)

**B. Election of PCC Vice-Chair**

Kristina Holden stated that Kyrre Helmersen resigned his membership as Transit User and position of Vice-Chair effective December 30, 2014. She asked that nominees make a brief statement and provide their nominations for a temporary Vice-Chair.

James Williams nominated Ernest Rogers serve as the temporary PCC Vice-Chair. By consensus of the PCC, Ernest Rogers was nominated as the new PCC Vice-Chair.

Recommendation:

STA asks PCC members to nominate a Vice Chair. This officer term is considered temporary, and will expire December 31, 2015.

On a motion by James Williams and second Kenneth Grover, the PCC unanimously approved the recommendation. (8 Ayes, 2 Absent)

**C. CTSA Advisory Committee- PCC Representative**

Kristina Holden provided the definition of a Consolidated Transportation Services Agency (CTSA). She stated that a CTSA Designation will help Solano County's ability to identify and obtain future federal, state, and Mobility Management services to support Mobility for Solano County Seniors, People with Disabilities, and Low Income.

Recommendation:

The Paratransit Coordinating Council recommends that the STA Board elect a PCC committee member to serve on the Consolidated Transportation Services Advisory Committee.

Chair Thomas recommended that Ernest Rogers serve as a PCC representative to the Consolidated Transportation Services Advisory Committee and Ernest Rogers accepted.

On a motion by James Williams and second Kenneth Grover, the PCC unanimously approved the recommendation. (8 Ayes, 2 Absent)

**D. Transportation Development Act (TDA) Matrix Revision – Intercity Taxi Scrip Program and Faith in Action**

Liz Niedziela stated that the STA agreement for a Project Manager for the intercity paratransit service in the process of being executed. She stated that with approval by the STA Board, staff will file a TDA claim for \$537,645 to fund the intercity taxi program and Faith in Action activities.

Recommendation:

Forward a recommendation to the MTC to approve the Revised FY 2014-15 Solano TDA Matrix – January 2015 as shown in Attachment A.

On a motion by Ernest Rogers and second Anne Payne, the PCC unanimously approved the recommendation. (8 Ayes, 2 Absent)

**7. INFORMATIONAL ITEMS (Discussion)**

**A. 2015 PCC Draft Work Plan**

By consensus of the PCC members, this item has been tabled to the March meeting.

In preparation for the PCC meeting in March, Liz Niedziela requested the PCC committee members to submit their comments regarding this item to Kristina Holden via email.

**B. 2015 PCC Draft Outreach Plan Discussion**

By consensus of the PCC members, this item has been tabled to the March meeting.

In preparation for the PCC meeting in March, Liz Niedziela requested the PCC committee members to submit their comments regarding this item to Kristina Holden via email.

**C. Mobility Management: Consolidated Transportation Services Agency (CTSA) Designation**

Liz Niedziela provided an update on the Consolidated Transportation Services Agency (CTSA) Designation for Mobility Management. She stated that on September 10th, MTC Programs and Allocation Committee recommended approving CTSA status to the Solano Transportation Authority until September 30, 2017.

Liz Niedziela provided a brief status update on each component of the Mobility Management Program and other coordinated transportation activities that will continue to be developed and housed under the CTSA designation. She stated that the Solano Mobility Call Center launched the Transportation Info Depot at the historic Suisun City Train Depot in November of 2014. She stated that the STA will continue countywide coordination efforts

with transit agencies and non-profits to further develop and implement programs that will benefit seniors, people with disabilities and people with low-income.

**D. Lifeline and 5310 Grant Program Update**

Liz Niedziela provided an update on the Lifeline and 5310 Grant Program. She stated that today is the deadline for the transit operators to submit their draft Prop 1B project list so that STA staff can provide a full program of projects to MTC by the March 13, 2015 deadline. She stated that the due date for JARC and STAF grant application is March 3, 2015. She stated that STA applied for two 5310 grants: (1) for the operation of the Solano Mobility Call Center and (2) on behalf of SolTrans for the development of the Countywide Travel Training Program. She stated that MTC will forward a regional prioritized list of applications with scores to Caltrans by February 2, 2015 and that Caltrans will announce successful applicants in June of 2015.

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

- **2015 PCC Draft Work Plan**
- **2015 PCC Draft Outreach Plan Discussion**

**9. TRANSIT OPERATOR UPDATES**

Dixon Redit-Ride:

Vicki Jacobs provided a brief update on Dixon Redit-Ride ridership service.

Fairfield and Suisun Transit:

Debbie Whitbeck provided an update on FAST ridership and promotions.

Rio Vista Delta Breeze:

Liz Niedziela provided brief update on Rio Vista Delta Breeze service.

SolTrans:

Elizabeth Romero provided brief update on SolTrans service and promotions.

Vacaville City Coach:

None.

**10. ADJOURNMENT**

The meeting adjourned at 3:05 p.m. The next meeting of the PCC is scheduled to meet at **1:00 p.m. on Thursday, March 19, 2015, at Solano Community College in the Faculty Staff Lounge, located at 4000 Suisun Valley Rd., Fairfield, CA 94534.**

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ATTACHMENT A

# PROPOSED SOLTRANS REGIONAL PARATRANSIT POLICY

Presented to: STA PCC  
January 15, 2015  
By: Elizabeth Romero



# PROPOSED SOLTRANS REGIONAL PARATRANSIT POLICY

1. **Group regional paratransit trips onto a limited shuttle, two-three trips per day (Solano County only)**
2. **Shift trips to the Taxi Scrip Program (Solano County only)**
3. **Provide feeder-to-fixed route time transfers (Solano, Napa Contra Costa Counties, Marin)**
  - ▶ **Exception: NapaVine direct paratransit transfers within SolTrans local service area**

# OUTREACH SCHEDULE

- ▶ Committee & Connecting Operator Meetings, 14 total
- ▶ Sent out direct mailing to 249 regional paratransit riders, with survey & meetings dates
- ▶ Posted to website under news

Meetings	Date
Connecting Operators	Fall & Winter 2014
STA Paratransit Coordinating Council	November 20, 2014 January 15, 2015
SolTrans PAC & TAC	December 8 & 9, 2014
Intercity Transit Consortium	December 16, 2014 January 26, 2015
SolTrans Regional Paratransit Rider Focus Group	January 22, 2015



# KEY COMMENT THEMES

- ▶ **Safety consideration** for ADA-certified riders on fixed route
  - ▶ Travel Training , Personal Care Attendant or companions could address this
- ▶ **Waiting with the passenger** for transfers to paratransit
  - ▶ Considering direct drop –offs on shuttle trips to Fairfield; no need for connection
  - ▶ NapaVine paratransit to SolTrans paratransit connections maintained
- ▶ **Timed safe connections** to fixed route
  - ▶ Timed paratransit transfer to fixed route at the Vallejo Transit Center, passenger expected to wait for fixed route independently or with an attendant
- ▶ **Trip coordination**
  - ▶ Passengers using fixed route transfers asked to book trips with local agency directly
  - ▶ Travel Training could instruct passengers with how to make their own reservations
- ▶ **Fare consideration** since feeder-to-fixed route is a lower level of service
  - ▶ Reduced fare option to be evaluated for regional fixed route transfers
- ▶ **Shuttle development**
  - ▶ Fixed weekday schedule with two to three trips, daily trip times to be set with rider input

# Questions? Your Thoughts?

Thank you



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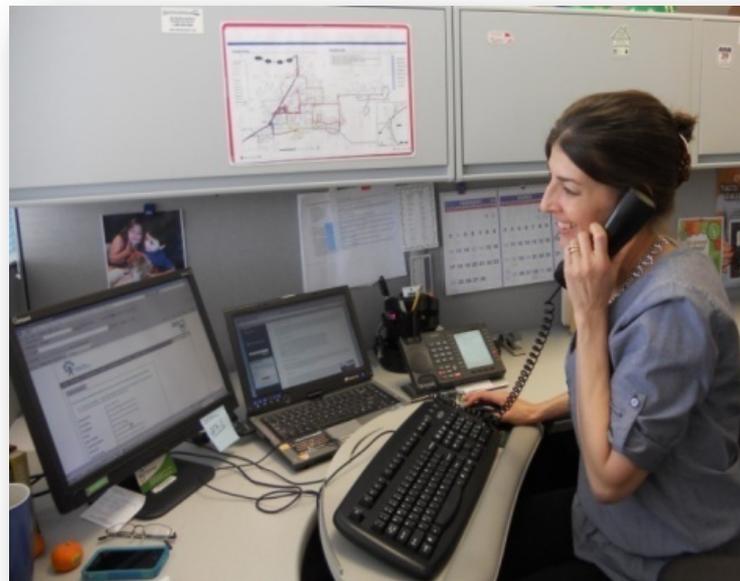
ATTACHMENT B

# Solano Napa Commuter Information (SNCI) and Solano County Mobility Services and Programs

Paratransit Coordinating Council  
January 15, 2015

# Solano Mobility Call Center

Providing you with transportation options  
in Solano County and beyond!



Solano Mobility Call Center  
(800) 535-6883  
www.solanomobility.org



# Transportation Info Depot

## Suisun City Train Depot

177 Main Street Suisun City, CA 94585  
Open Weekdays, 6:30am- 2:00pm

A new addition to the Solano Mobility Call Center, the **Transportation Info Depot** offers all of the Call Center Services as well as:

- Regional Transit Connection Discount Card (RTC) application processing
- Clipper Card processing and sales
- Bike Link Locker Card sales



# SNCI Mobility Call Center Services/ Programs

Commute Services and Incentives

Transit/Travel Information

Information on Specialty Transit  
Programs

Solano Mobility Call  
Center (800) 535-6883  
[www.solanomobility.org](http://www.solanomobility.org)



SOLANO | NAPA  
COMMUTER INFO



# Commuter Services and Incentives

- Carpool/ Vanpool Ridematching
- Vanpool Formation and Support
- Commuter Bicycle Incentive
- Emergency Ride Home Program

The screenshot shows the 'Match List' section of the Solano | Napa Commuter Info website. It lists six potential matches, each with contact information and details about their commute preferences and schedules.

Name and Contact Info	Commuter Information
<b>1. NAOMI RAMOS</b> • Cell Phone: 707-230-4746 • Employer: NORTHBAY MEDICAL CENTER	• Carpool Preference: Ride or Drive • Vanpool Preference: Yes, I will ride in a vanpool • Distance from Origin: 3.6 miles • Distance from Destination: 1.4 miles • Work Schedule: 6:45 AM to 5:30 PM • Work Days: Mon., Tue., Wed., Thu., Fri.
<b>2. MARY HERNANDEZ</b> • Home Phone: 707-451-9991 • Work Phone: 707-646-5000 • Employer: NORTHBAY MEDICAL CENTER	• Carpool Preference: Ride or Drive • Vanpool Preference: Yes, I will ride in a vanpool • Distance from Origin: 4.4 miles • Distance from Destination: 1.4 miles • Work Schedule: 6:30 AM to 5:00 PM • Work Days: Mon., Tue., Wed., Thu., Fri.
<b>3. MARY HERNANDEZ</b> • Home Phone: 707-451-9991 • Work Phone: 707-646-5000 • Employer: NORTHBAY MEDICAL CENTER	• Carpool Preference: Ride or Drive • Vanpool Preference: Yes, I will ride in a vanpool • Distance from Origin: 4.4 miles • Distance from Destination: 1.4 miles • Work Schedule: 8:30 AM to 5:00 PM • Work Days: Mon., Tue., Wed., Thu., Fri.
<b>4. MELINDA SCHULTEN</b> • Home Phone: 707-646-4175 • Work Phone: 707-646-5000	• Carpool Preference: Ride or Drive • Vanpool Preference: Yes, I will ride in a vanpool • Distance from Origin: 7.0 miles • Distance from Destination: 1.4 miles • Work Schedule: 8:00 AM to 5:00 PM • Work Days: Mon., Tue., Wed., Thu., Fri.
<b>5. YONIA ARNOLD</b> • Work Phone: 707-646-3320 • Employer: NORTHBAY MEDICAL CENTER	• Carpool Preference: Ride or Drive • Vanpool Preference: Yes, I will ride in a vanpool • Distance from Origin: 6.5 miles • Distance from Destination: 1.4 miles • Work Schedule: 8:00 AM to 5:00 PM • Work Days: Mon., Tue., Wed., Thu., Fri.
<b>6. DANNI BAYDOR</b> • Work Phone: 707-646-4222 • Employer: NORTHBAY MEDICAL CENTER	• Carpool Preference: Ride Only • Vanpool Preference: Yes, I will ride in a vanpool • Distance from Origin: 9.2 miles • Distance from Destination: 1.4 miles • Work Schedule: 6:30 AM to 5:00 PM • Work Days: Mon., Tue., Wed., Thu., Fri.

Solano County  
**VANPOOL**  
 Back-up drivers  
 Start-up subsidy  
 New driver incentive

Had it with traffic?  
 Ready to relax?



Easy.  
 Simple.  
 Free!

Jump in the driver's seat and start enjoying the ride. Vanpooling is a terrific way to commute: reliable, relaxing and economical. Whether you are already in a vanpool, or thinking about joining one—why not become a back-up driver and jump in the driver's seat!

Back-up drivers make the minimal commitment of driving a few times a month and covering for your driver for vacations and illness.

As a new back-up driver, you will receive \$100 in free gas cards. Plus, back-up drivers often get reduced fares.

On days you do not drive, you can enjoy reading, working or, yes, sleeping through your commute. You can save both time and money—many vanpoolers cut their commute time in half and an average commuter who travels 60 miles round-trip alone and switches to vanpooling can save \$3,000 a year or more! Just think about how you would rather use that money.

**BECOME A NEW VANPOOL BACK-UP DRIVER AND START COLLECTING YOUR REWARDS**  
 If you are not yet in a vanpool, call Solano Commuter Information (SNCI) at 800-535-6883. A knowledgeable Commuter Consultant will help you find a vanpool going your way that is looking for a back-up driver.

When you have found a vanpool and you are ready to be a back-up driver, follow these simple steps to collect your incentive:

1. Complete the New Vanpool Back-Up Driver application online at [commuterinfo.net](http://commuterinfo.net) and return it to SNCI, or call XXXX-XXXX. We will check your driving record and you will be entered in our database.
2. You will receive two "free gas" incentive vouchers.
3. After you have completed one month of back-up driving just five times during the month, you and your main driver complete and sign the first incentive voucher and send it to SNCI.
4. We will send you a card worth \$50 of free gas.
5. When your second month of back-up driving is complete, submit your second incentive voucher and receive your second \$50 gas card.

Congratulations! you can receive \$100 worth of free gas cards!



Solano County  
**EMERGENCY Ride Home**

Need a ride home?  
 If you use alternative transportation, you can get a free ride home in an emergency!



Easy.  
 Simple.  
 Free!

Now you can use easy, alternative ways to commute—and feel secure that you'll have a ride home in case of an emergency or other unexpected event. Solano County Emergency Ride Home is a free service from Solano Napa Commuter Information (SNCI), providing vouchers for taxis or rental cars.

**WE WILL PROVIDE A FREE EMERGENCY RIDE HOME IF:**

- You have used alternative transportation to get to work on the day you use an Emergency Ride Home voucher: carpool, vanpool, train, ferry, bus, walk or bicycle (motorcycles are not considered an alternative mode); and
  - You or an immediate family member suffers an illness or severe crisis that requires your immediate attention; or
  - After the start of your shift or workday, your employer requests that you work unscheduled overtime (supervisor authorization is required); or
  - Your ridesharing vehicle breaks down or the driver has to unexpectedly stay late or leave early.
- You may make emergency-related stops on your way home.

**Easy & Free**  
**EMPLOYERS**  
 All employers with work locations in Solano County are eligible. Employer locations:

1. Submit an employer registration form, available by calling 800-535-6883 or on [commuterinfo.net](http://commuterinfo.net).
2. Appoint a contact person to help answer questions and distribute information and promote the program in the workplace, keep "instant enrollment forms" on hand and assist with an annual program evaluation.

**EMPLOYEES**  
 Employees who work in Solano County and live within 100 miles of the worksite may use the service. Employees simply:

1. Verify that your employer has registered with the program or ask us to contact your employer by calling 800-535-6883.
2. Complete and submit the employee registration form and liability waiver (available at [commuterinfo.net](http://commuterinfo.net) or call us for a registration form at 800-535-6883). We will then mail you a voucher that you can use for an emergency ride home.
3. Abide by all program rules and restrictions.

SNCI will provide ride vouchers and a list of approved taxi and rental car companies.



## Transit/ Travel Information

- Transit Trip Planning (Live Person)
- Local and Intercity Bus Information
- BART
- Ferry
- Amtrak
- Bicycle Maps
- Airport Shuttles



Solano Mobility Call Center  
(800) 535-6883  
[www.solanomobility.org](http://www.solanomobility.org)



## Information on Specialty Transit Programs

- Countywide ADA In-person Eligibility Program
  - ADA Paratransit Information
- Travel Training/Transit Ambassador Programs
- Non-profit and Private Transportation Options
- RTC (Regional Transit Connection Discount Card) application processing
- Senior Safe Driving Information
- Taxi Scrip Programs



### **Solano ADA Paratransit Eligibility**

For Information & Appointments, please call:



**(707) 541-7184**

**Monday-Friday, 8am-5pm**



### WHO CAN BE A TRANSIT AMBASSADOR?

1. Any Solano County resident who is at least (18) years old.
2. Anyone who can volunteer (12) hours per month.
3. Anyone who can commit to being a volunteer for a minimum of (6) months.

Volunteers with disabilities, seniors and bilingual riders who can inspire others to ride are welcome.

The Transit Ambassador will receive a FREE monthly pass for being an active volunteer.

Solano Mobility Call Center  
One Harbor Center, Suite 130  
Suisun City, CA 94585  
mobility@sta-snci.com

Phone: (800) 535-6883

Program information in other languages is available upon request.

The Solano Mobility Travel Training Program is funded by the Federal Transit Administration

### Transit Ambassadors Needed



Want a Rewarding  
Volunteer Experience and a  
FREE Monthly Transit Pass?



**(800) 535-6883**



*Solano Mobility Call Center  
One Harbor Center, Ste. 140  
Suisun City, CA 94585  
Monday- Friday  
8am-5pm*



*Transportation Info Depot  
177 Main Street  
Suisun City, CA 94585  
Monday- Friday  
6:30am-2pm*

Translation Services Available

# Solano Mobility Website (Coming soon...)

MOBILITY CALL CENTER 800-535-6883

TEXT SIZE A- A+

Click here to type your search request

SEARCH

## SOLANO MOBILITY

Providing you with transportation options in Solano County and beyond!

Select Language ▾

- GETTING AROUND
- TRAVEL TRAINING
- SENIOR SAFE DRIVING
- PROGRAMS & SERVICES



We can help you get around

MOBILITY CALL CENTER  
**800-535-6883**

Friendly, trained, local staff available to take your call

CLICK HERE TO LEARN MORE

HOURS OF OPERATION  
Monday - Friday  
8:00am-5:00pm

CLICK HERE FOR FREE LANGUAGE ASSISTANCE

español Pilipino 中国的 Việt



### TRAVEL TRAINING VIDEOS

Want to learn "How to Ride" transit, plan your transit trip, or get a discount card?



### FIND YOUR RIDE

Need help finding public, private or non-profit transportation options that meet your mobility needs?



### FIND MOBILITY PROGRAMS AND SERVICES

Need help finding other programs and services that meet your mobility needs?

Solano Mobility Call Center  
(800) 535-6883  
www.solanomobility.org

# Contact Information

Solano Napa Commuter  
Information:  
(707) 399-3231

Debbie McQuilkin  
Customer Services Coordinator



Solano Mobility Call Center  
(800) 535-6883  
[www.solanomobility.org](http://www.solanomobility.org)



# PCC

Date: March 10, 2015  
To: Solano Paratransit Coordinating Council  
From: Kristina Holden, Transit Mobility Coordinator  
Re: 2015 PCC Draft Work Plan Discussion

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## **Background/Discussion:**

In preparation for 2015, STA staff presented the Paratransit Coordinating Council (PCC) Work Plan for feedback via email on January 22, 2015. STA staff requested that PCC members review the PCC Draft Work Plan and offer suggestions on updates for the upcoming 2015 PCC Work Plan. PCC members responded with the following suggestions:

- Create a PCC presence on a social media platform, include PCC Meeting notifications
- Look into STA creating a smart phone app that with all various bus routes countywide

PCC members are encouraged to discuss these suggestions, and give direction to STA staff on the 2015 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 2015 PCC meetings.

## **Recommendation:**

After incorporating direction from PCC members; forward a recommendation to the STA Board to approve the 2015 Draft Paratransit Coordinating Council Work Plan.

Attachment:

- A. 2015 Draft PCC Draft Work Plan

# PCC

## 2015 DRAFT PCC Work Plan

#	Activity	Tasks	2015 Timeline
1	Administrative	Elect PCC Officers (if needed)	November 2015
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	Outreach	Improve the identity of the PCC through marketing strategies.	January – December
4	Outreach	Outreach to Solano Community College.	January - December
5	Outreach	Outreach to senior centers, people with disabilities groups, low income and transit dependents.	January – December
6	Outreach	Develop stronger PCC presence on the STA Website.	January – December
7	Projects	Participate in studies and programs that impact transportation for seniors, people with disabilities, low income, and transit dependents. (Mobility Management Program)	January – December
8	Projects	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	Projects	Improve understanding of Americans with Disabilities Act (ADA) and how it relates to ADA Paratransit and transit services.	January – December
10	Funding	Establish FTA Section 5310 application scoring subcommittee.	TBA
11	Funding	Review and score FTA Section 5310 applications.	TBA
12	Funding	Review TDA Article 4/8 Claims for Cities STA and SolTrans	January – December

# PCC

DATE: March 10, 2015  
TO: Solano Paratransit Coordinating Council  
FROM: Kristina Holden, Transit Mobility Coordinator  
RE: 2015 PCC Draft Outreach Plan Discussion

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## **Background/Discussion:**

In preparation for 2015, STA staff presented the Paratransit Coordinating Council (PCC) Outreach Plan for feedback via email on January 22, 2014. STA staff requested that PCC members review the PCC Draft Outreach Plan and offer suggestions on updates for the upcoming 2015 PCC Outreach Plan. PCC members responded with the following suggestions:

- Include PCC Meeting notifications on Social Media platforms

PCC members are encouraged to discuss these suggestions, and give direction to STA staff on the 2015 PCC Draft Outreach Plan.

One of the key elements of the 2015 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 2015 Draft Paratransit Coordinating Council Outreach Plan.

Attachment:

- A. 2015 Solano Paratransit Coordinating Council Outreach Plan

2015 DRAFT Solano Paratransit Coordinating  
Council 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)

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# PCC

DATE : March 10, 2015  
TO: Solano Paratransit Coordinating Council  
FROM: Kristina Holden, Transit Mobility Coordinator  
RE: CTSA/Mobility Management Program Update

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## **Background:**

The Solano County Mobility Management Program was developed in response to public input provided at two mobility summits held in 2009 and the Solano Transportation Study for Seniors and People with Disabilities completed in 2011. STA has been working with consultants, the Solano Transit Operators, the Paratransit Coordinating Council (PCC), and the Senior and People with Disabilities Transportation Advisory Committee since July 2012 to develop a Mobility Management Plan for Solano County. Mobility Management was identified as a priority strategy to address the transportation needs of seniors, people with disabilities, low income and transit dependent individuals in the 2011 Solano Transportation Study for Seniors and People with Disabilities. On April 9, 2014, the Solano Transportation Authority (STA) Board unanimously adopted the Solano County Mobility Management Plan.

The Solano Mobility Management Plan focuses 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. Senior Driver Safety Information
4. One Stop Transportation Call Center

This report summarizes the activities of Travel Training component of the Solano Mobility Management Plan.

## **Discussion:**

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

This update summarizes the Countywide In-Person ADA Eligibility activities of CARE Evaluators for February.

Evaluations: Between February 1<sup>st</sup> and February 28th, there were 105 completed evaluations, 39 cancellations and 17 no-shows countywide.

Scheduling Assessments: On average, the time between an applicant call to schedule an in-person assessment and the date of their assessment was approximately thirteen (13) business days. The program target is to schedule assessments within ten (10) business days of an applicant's call.

Eligibility Letters: The average duration between an applicant's assessment and receipt of the eligibility determination letter was twelve (12) days.

Paratransit Usage: On average, 50% of all applicants' utilized complementary paratransit service to and from their assessments.

Comment Cards: There were a total of 3 ADA Comment Cards received in February.

### ***Travel Training***

#### Outreach

Since January 2015, the Mobility Coordinator made three presentations to the Senior Communities providing information about transportation alternatives in which 120 people attended. Two of the presentations were in partnership with CHP Age Well Program. A presentation was also conducted at the Boys and Girls Club in Vallejo where travel training was provided to almost 40 boys and girls. Stops and bus schedules of how to get home from the club were mapped out for each child and SolTrans provided a bus and staff to assist in the travel training. STA staff also presented transportation alternatives at the Help Me Grow Solano Collaborative group last month which over 80 people attended.

On March 3rd, STA Mobility Management staff presented mobility alternative options and programs to 20 residents of Skylark Mobile Estates in Vacaville.

Staff is scheduled to present mobility options and programs at Heritage Commons Senior Community in Dixon on March 17<sup>th</sup> and to Mt. Calvary Baptist Church, 50+ Ministries in Fairfield on March 19<sup>th</sup>.

#### Transit Ambassador Program

STA staff has met with SolTrans and FAST staff to discuss their Transit Ambassador Programs. Timelines have been set in place for each operator and once Ambassadors are on board recruitment for Trainees will begin. Both SolTrans and FAST programs are anticipated to be up and running by April. Dixon and Rio Vista will follow shortly afterwards.

### ***Solano Mobility Call Center/Solano Mobility Website***

#### Solano Mobility Call Center

The Solano Mobility Call Center and Transportation Info Depot continue to see an increase in Mobility inquiries. In February 2015, they received a total of 47 ADA/Mobility related calls and 39 ADA/Mobility related walk ins. In February the call center processed 24 RTC Sales and had 3 Senior Clipper Sales.

#### Solano Mobility Website

The Solano Mobility website is now live and accessible to the public. The website provides a variety of resources to the community including, but not limited to local, private and non-profit transportation options, transit training information, a video library, non-profit services information and senior safety driver information.

### **Recommendation:**

Informational.

Attachments:

- A. Countywide In-Person ADA Eligibility Program February 2015 Progress Report

## Countywide In-Person ADA Eligibility Program February 2015 Progress Report

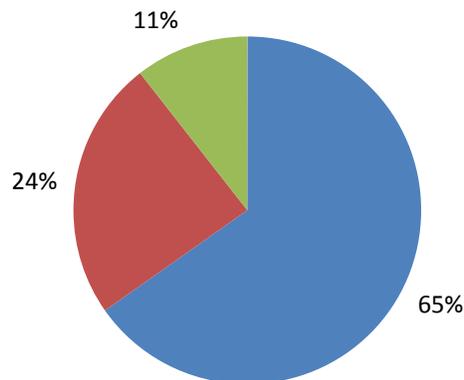
**Applicant Volume and Productivity:** Between February 1st and February 28th, the Call Center scheduled 161 appointments, and completed 105 assessments. Of the 161 scheduled appointments, 105 (65%) of the applicants appeared for their in-person assessment, 17 (11%) applicants were a no show, and 39 (24%) were cancellations. No shows and cancellations provide an incompleteness rate of 35%.

### Applicant Volume and Productivity by Location

	Countywide	Dixon Readi- Ride	FAST	Rio Vista Delta Breeze	SolTrans	Vacaville City Coach
<b>Completed</b>	105	2	32	1	48	22
<b>Cancellations</b>	39	0	11	0	21	7
<b>No-Shows</b>	17	0	8	1	8	0
<b>Incompletion Rate</b>	35%	0%	37%	50%	38%	24%

### Applicant Volume and Productivity Countywide

■ Completed   
 ■ Cancellations   
 ■ No-Shows

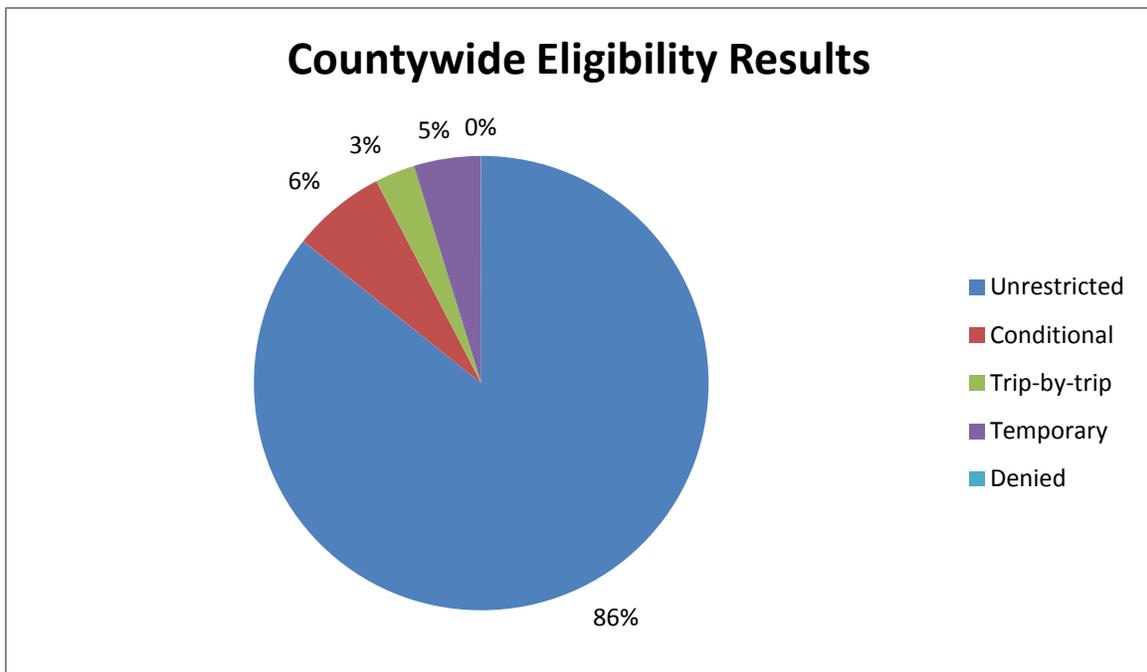


**New versus re-certification:** In February 86% of the applicants were new and 14% were applicants seeking recertification. There were no denials in either category.

Countywide Eligibility Results by Application Type					
NEW		Percentage	RECERTIFICATION		Percentage
Unrestricted	75	83%	Unrestricted	15	100%
Conditional	7	8%	Conditional	0	
Trip-by-trip	3	3%	Trip-by-trip	0	
Temporary	5	6%	Temporary	0	
Denied	0	0%	Denied	0	
<b>TOTAL</b>	<b>90</b>		<b>TOTAL</b>	<b>15</b>	

**Eligibility determinations:** Of the 105 assessments that took place in the month of February, 90 (86%) were given unrestricted eligibility, 7 (6%) were given conditional eligibility, 3 (3%) were given trip-by-trip eligibility, 5 (5%) were given temporary eligibility and none were denied.

Eligibility Results by Service Area						
	Countywide	Dixon Read-Ride	FAST	Rio Vista Delta Breeze	SolTrans	Vacaville City Coach
Unrestricted	90	2	28	1	37	22
Conditional	7	0	2	0	5	0
Trip-by-trip	3	0	0	0	3	0
Temporary	5	0	2	0	3	0
Denied	0	0	0	0	0	0
<b>Total</b>	<b>105</b>	<b>2</b>	<b>32</b>	<b>1</b>	<b>48</b>	<b>22</b>



**Impact on paratransit:** As part of the new countywide in-person assessment program, applicants are provided a complimentary trip on paratransit for the applicant and the applicant’s Personal Care Attendant (PCA) upon request. Fifty percent (50%) of all assessments requested a paratransit trip to the assessment site in February.

<b>Transportation to and from In-Person Assessment</b>						
	<b>Countywide</b>	<b>Dixon Readi-Ride</b>	<b>FAST</b>	<b>Rio Vista Delta Breeze</b>	<b>SolTrans</b>	<b>Vacaville City Coach</b>
<b>Own Transportation</b>	53	1	15	1	22	14
<b>Complementary Paratransit</b>	52	1	17	0	26	8
<b>Paratransit %</b>	50%	50%	53%	0%	54%	36%

**Type of Disability:** Applicants who complete the in-person assessment typically present more than one type of disability. The most common type of disability reported was a physical disability (74%) followed by cognitive disability (16%), visual disability (9%), and auditory disability (1%).

<b>Disability Type Countywide and by Service Area</b>						
	<b>Countywide</b>	<b>Dixon Readi-Ride</b>	<b>FAST</b>	<b>Rio Vista Delta Breeze</b>	<b>SolTrans</b>	<b>Vacaville City Coach</b>
<b>Physical</b>	99	0	29	0	45	22
<b>Cognitive</b>	21	0	10	0	10	1
<b>Visual</b>	12	0	3	0	9	0
<b>Audio</b>	2	0	0	0	2	0
<b>Total</b>	134	0	42	0	66	23

**Time to receipt of eligibility determination letter:** On average, the time between an applicant’s assessment and receipt of their eligibility determination letter was 10 days. The longest an applicant had to wait for their determination letter was 6 days. In February there were 9 applicants that had to wait more than 15 days for their determination letter. STA staff will continue to work with CARE and monitor performance in order to ensure compliance with terms of the contract.

<b>Time (Days) from Evaluation to Letter</b>						
	<b>Countywide</b>	<b>Dixon Readi-Ride</b>	<b>FAST</b>	<b>Rio Vista Delta Breeze</b>	<b>SolTrans</b>	<b>Vacaville City Coach</b>
<b>Average for Period</b>	12	14	11	13	12	10
<b>Longest</b>	16	14	15	13	16	13

**Time to scheduled assessment:** On average, the time between an applicant call to schedule an in-person assessment and the date of their assessment was approximately thirteen (13) days. The longest amount of time applicants had to wait for an appointment in was 25 calendar days. Eighty (80) applicants waited more than 10 business days for their assessment in February. The goal is for applicants to receive an appointment within 10 business days of their phone call. STA staff will continue to work with CARE and monitor performance in order to ensure applicants are receiving their appointment in a timely manner.

<b>Time (Days) from Scheduling to Appointment</b>						
	<b>Countywide</b>	<b>Dixon Read-Ride</b>	<b>FAST</b>	<b>Rio Vista Delta Breeze</b>	<b>SolTrans</b>	<b>Vacaville City Coach</b>
<b>Average for Period</b>	13	2	14	4	17	6
<b>Longest</b>	25	2	25	4	23	11
<b>Over 10 Business days</b>	80	0	30	0	49	1

**Comment Card Summary:** There were a total of 3 ADA Comment Cards received by the STA during the month of February. One comment card each was received from Fairfield, Vacaville, and Vallejo residents all being highly satisfied.

# PCC

DATE: March 12, 2015  
TO: Solano Paratransit Coordinating Council  
FROM: Kristina Holden, 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 stipulate that there are eleven members on the PCC. Members of the PCC include three (3) transit users, two (2) members-at-large, two (2) public agency representatives, and four (4) social service providers.

STA Staff was informed from Independent Living Resources that Emily Flynn has withdrawn her membership from the PCC effective February 2015. Though Emily has not submitted a letter of resignation yet, she has taken employment with an agency outside of Solano County and no longer qualifies to serve on the committee. Emily has served the PCC as a Social Services Provider since June of 2014 and her contribution throughout the past eight months is appreciated. STA staff thanks Emily for her time and the contribution she made to the committee.

Currently, there is currently one (1) vacancy for a Social Services Provider. STA staff received feedback from Independent Living Resources who will revisit with current staff to fill the Social Services Provider vacancy. As of the time of this report, STA has not received any interest forms, but will continue to recruit for a Social Service Provider and input from the Committee on recruiting new members is welcomed.

## **Recommendation:**

Informational.

Attachment:

- A. PCC Membership (March 2015)

**Solano County**  
**Paratransit Coordinating Council**  
**Membership Status**  
**March 2015**

Member	Jurisdiction	Agency	Appointed	Term Expires
Edith Thomas	Social Service Provider	Connections 4 Life	February 2015	February 2018
James Williams	Member at Large	Member at Large	December 2012	December 2015
Judy Nash	Public Agency - Education	Solano Community College	April 2013	April 2016
Cynthia Tanksley	Transit User		February 2015	February 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			
Ernest Rodgers	Transit User		June 2014	June 2017
Kenneth Grover	Transit User		June 2014	June 2017
Lyall Abbott	Member at Large		July 2014	July 2017