



July 1, 2012

Dear PCC Member,

Please find enclosed your copy of the agenda and related staff reports for the upcoming meeting. Committee members will have the opportunity to meet Kate Miller, our new Executive Director. In addition, staff will provide updates on ADA enrollment, VINE Go compliance, and will seek input from the Council on marketing and outreach ideas targeting seniors, persons with disabilities, and persons of limited means.

I look forward to seeing you on July 12th.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "Tom Roberts", is written over a long horizontal line that extends across the page.

Tom Roberts,
Manager of Public Transit

PCC

Paratransit Coordinating Council

AGENDA

Thursday, July 12, 2012

10:00 am

NCTPA / NVTA Board Room
707 Randolph Street, Suite 100, Napa CA 94559

General Information

All materials relating to an agenda item for an open session of a regular meeting of the PCC which are provided to a majority or all of the members of the PCC by PCC members, staff or the public within 72 hours of but prior to the meeting will be available for public inspection, on and after at the time of such distribution, in the office of the Secretary of the PCC, 707 Randolph Street, Suite 100, Napa, California 94559, Monday through Friday, between the hours of 8:00 a.m. and 5:00 p.m., except for NCTPA holidays. Materials distributed to a majority or all of the members of the PCC at the meeting will be available for public inspection at the public meeting if prepared by the members of the PCC or staff and after the public meeting if prepared by some other person. Availability of materials related to agenda items for public inspection does not include materials which are exempt from public disclosure under Government Code sections 6253.5, 6254, 6254.3, 6254.7, 6254.15, 6254.16, or 6254.22.

**** Members of the public may speak to the PCC on any item at the time the PCC is considering the item. Please complete a Speaker's Slip, which is located on the table near the entryway, and then present the slip to the PCC Staff. Also, members of the public are invited to address the PCC on any issue not on today's agenda under Public Comment. Speakers are limited to three minutes.*

This Agenda shall be made available upon request in alternate formats to persons with a disability. Persons requesting a disability-related modification or accommodation should contact Deborah Schwarzbach, PCC Staff, at (707) 259-8631 during regular business hours, at least 48 hours prior to the time of the meeting.

This Agenda may also be viewed online by visiting the NCTPA website at www.nctpa.net.

ITEMS

1. Call to Order
2. Roll Call and Introductions
3. Public Comment ***
4. Chairperson, Committee Members' Update
5. Correspondence

Time Estimates

10 Minutes



REGULAR AGENDA ITEMS**RECOMMENDATION****Time Estimates**

- | | | | |
|-----|---|-----------------|--------|
| 6. | Approval of Minutes of May 3, 2012 | ACTION REQUIRED | 5 min |
| 7. | Introduction of NCTPA's New Executive Director | INFORMATION | 10 min |
| 8. | Update From the Manager of Public Transit on Transit Projects

The Council will receive a status update from the Manager of Public Transit on various transit projects. | INFORMATION | 15 min |
| 9. | Update From the Manager of Public Transit on ADA Compliance.

The Council will receive an update on ADA compliance issues. | INFORMATION | 15 min |
| 10. | Review of ADA Enrollments

Staff will present information on ADA enrollments since January 1, 2012. | INFORMATION | 15 min |
| 11. | Plans for Marketing and Outreach

Staff will share ideas for future marketing of the VINE and seek ideas from the Council on reaching special populations. | INFORMATION | 20 min |
| 12. | Adjourn | | |

Meeting Length Estimate: 90 mins

PCC
PARATRANSIT COORDINATING COUNCIL

Minutes
Thursday May 3, 2012

ITEMS

1. Call to Order

The meeting was called to order at 10:10 pm.

2. Roll Call and Introductions

Members Present:

Joann Busenbark
Celine Regalia
Doug Weir
Betty Rhodes

Members Absent:

Randy Kitch
Beth Kahiga

3. Public Comment

None

4. Reports: Chairperson / Committee Members / Staff

Due to her injury Joann has not been able to attend meetings at MTC. Tom discussed his work with the housing authority and explained that they labeled people who ride the bus as in "crisis". He wants to get the definition fixed since all people who ride the bus are not in "crisis". Joann asked about the transit ambassadors program and how it was doing. Staff also discussed how the new ADA process was creating a need for more transit ambassadors.

5. Correspondence

None.

REGULAR AGENDA ITEMS

6. Approval of the next meeting date of July 12th, 2012

Betty motion Celine seconded carried unanimously
(No Action)

7. Update on Changes in the Taxi

NCTPA staff updated the council on changes to the Taxi Program. The statistics collected suggested that the \$12.00 cap is not too low and the majority (97%) of the trips taken had a fare under \$12.00.
(Information)

8. Presentation on Proposed New Napa Service

Staff provided a look at the proposed Napa service. The council called a vote to proclaim their support of the new system. Betty motioned, the motion was seconded by Doug, and it was then carried unanimously
(Information)

9. Adjournment.



July 12, 2012
PCC Agenda Item 8

Action Requested: INFORMATION

NAPA COUNTY TRANSPORTATION AND PLANNING AGENCY PCC Agenda Letter

TO: Paratransit Coordinating Council
FROM: Tom Roberts, Manager of Public Transit
(707) 259-8778 / Email: troberts@nctpa.net
SUBJECT: VINE Marketing

RECOMMENDATION

a) Receive an update from staff on various transit projects.

EXECUTIVE SUMMARY

Staff will provide an update to the Council on various transit projects.

FINANCIAL IMPACT

Is there a Fiscal Impact? No. This is an information only report.

BACKGROUND AND DISCUSSION

Agency staff planned an aggressive work program of transportation improvements for 2012 (next page). Staff will review the status of these projects with the Council.



July 12, 2012
PCC Agenda Item 9

Action Requested: INFORMATION

NAPA COUNTY TRANSPORTATION AND PLANNING AGENCY PCC Agenda Letter

TO: Paratransit Coordinating Council
FROM: Tom Roberts, Manager of Public Transit
(707) 259-8778 / Email: troberts@nctpa.net
SUBJECT: Update on ADA Compliance

RECOMMENDATION

a) Receive an update from staff regarding ADA Compliance.

EXECUTIVE SUMMARY

Staff will give an update to the Council on various ADA compliance issues.

FINANCIAL IMPACT

Is there a Fiscal Impact? No. This is an information only report.

BACKGROUND AND DISCUSSION

Since late 2011, the agency has been reviewing and adjusting some practices to assure VINE Go is in full ADA compliance. The Council will receive an update on those efforts.

SUPPORTING DOCUMENTS

None.



July 12, 2012
PCC Agenda Item 10

Action Requested: INFORMATION

NAPA COUNTY TRANSPORTATION AND PLANNING AGENCY PCC Agenda Letter

TO: Paratransit Coordinating Council
FROM: Tom Roberts, Manager of Public Transit
(707) 259-8778 / Email: troberts@nctpa.net
SUBJECT: Update on ADA Enrollments

RECOMMENDATION

a) Receive an update from staff regarding ADA Enrollments.

EXECUTIVE SUMMARY

In late 2011 various deficiencies were identified in the ADA enrollment application and process. Working with the PCC, a new application form was instituted in early 2012. This report provides some statistical information regarding applications received and processed over the six month period between January 1, 2012 and June 25, 2012.

FINANCIAL IMPACT

Is there a Fiscal Impact? No. This is an information only report.

BACKGROUND AND DISCUSSION

In late 2011, various deficiencies were identified in the ADA enrollment application and process. Working with the PCC, a new application form was instituted in early 2012.

ADA applications are available at the Pearl Street Transit Center, may be downloaded from the NCTPA web site, or will be mailed to individuals requesting an application by phone. Some facilities and programs in the Valley make applications available to their clients.

Once an application is received, it is date stamped. While the agency has 21 days to respond, since November 2012, it is has been standard practice to process all applications received on Friday of each week. There have been a handful of occasions where, due to workload conflicts or vacations, processing was pushed to the following Monday.

A processing form is affixed to the application to document such items as confirmation that the applicant lives in the service area, conversations with the applicant, and record relevant comments by the reviewer.

The primary criteria for determining eligibility for VINE Go is the applicant's ability to ride a regular fixed route bus. This standard is clearly stated in the application so as to calibrate the expectations of the applicant.

NCTPA may find the applicant to be fully eligible, conditionally eligible, temporarily eligible, or ineligible to use paratransit.

- **Fully eligible** riders may take paratransit trips at any time the service is available.
- **Conditionally eligible** riders may take paratransit for some trips, but may be required to take fixed route transit for other trips.
- **Temporarily eligible** riders are given eligibility for the period of time their disability is expected to prevent them from using regular public transportation.

If the applicant is **denied eligibility** they may appeal the decision through a formal process which is communicated to them in their denial letter.

In reviewing the applications, 57% of the time the applicant or their advocate/care provider is contacted to gain additional information and/or clarity regarding statements made on the application before a determination is made. What follows are some statistics regarding applications received between January 1, 2012 and June 25, 2012.

Applied	127	
Withdrawn	5	4%
Denied	23	18%
Approved	99	78%

Of those approved:

Full Eligibility*	78
Temporary*	21
Conditional*	18
*Some people are in more than one category	

Ambulatory	18%
Cane/Walker	39%
Chair/Scooter	43%

AGE

Over 65	71%
Over 75	55%
Over 80	44%
Over 90	11%

As is evidenced by the demographic information, we see a service in which 88% of riders are using some form of mobility device and over 70% are senior citizens. Notably, 44% of applicants are 80 years of age or older. We often refer to this latter client base as "frail-elderly."

Of those denied:

Out of Service Area	22%
Incomplete Application	30%
Can Ride Bus Service	48%

Of the 23 denials issued between January 1, 2012 and June 25, 2012, nearly half could clearly use, or were already riding, fixed-route transit. All denials in this category are offered travel training.

Denials for an incomplete application occur usually after multiple unsuccessful attempts have been made to reach the applicant by phone to gather the missing information.

In the cases where applications have been denied due to "out of service area" the applicants were in other cities (Fairfield, Vallejo) or in rural areas way beyond the service boundaries.

NCTPA provides ever improving bus services in the communities of the Napa Valley. VINE Go is for individuals who, due to a physical or cognitive impairment, cannot ride a fixed route bus. Adherence to a consistent, timely, and fair eligibility process is essential in meeting federal requirements. But as importantly, it is paramount in making sure the service is available to those truly in need.

SUPPORTING DOCUMENTS

None.



July 12, 2012
PCC Agenda Item 11

Action Requested: INFORMATION

NAPA COUNTY TRANSPORTATION AND PLANNING AGENCY PCC Agenda Letter

TO: Paratransit Coordinating Council
FROM: Tom Roberts, Manager of Public Transit
(707) 259-8778 / Email: troberts@nctpa.net
SUBJECT: VINE Marketing

RECOMMENDATION

a) Share with staff ideas for reaching special needs populations.

EXECUTIVE SUMMARY

Staff will solicit ideas from the Council on outreach to special needs populations.

FINANCIAL IMPACT

Is there a Fiscal Impact? No. This is an information only report.

BACKGROUND AND DISCUSSION

In the coming months the agency will implement significant changes to bus service in Napa. Staff would like to share initial thoughts with the Council on marketing plans and solicit feedback and ideas on reaching special needs populations.

SUPPORTING DOCUMENTS

None.