



April 18, 2012

Dear PCC Member,

Please find enclosed your copy of the agenda and related staff reports for the upcoming meeting. Given its significance to the Napa community, staff has dedicated the majority of the meeting time to a presentation of the planned complete overhaul of Napa's bus system. In addition, we will provide an update on the taxi program since the changes that took effect in January 2012.

I look forward to seeing you on the 3rd of May.

Respectfully Submitted,


Tom Roberts
Manager of Public Transit

PCC

Paratransit Coordinating Council

AGENDA

Thursday, May 3, 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 January 5, 2012 | ACTION REQUIRED | 5 min |
| 7. | Update on Changes in the Taxi Program

The Council will receive an update on changes to the Taxi Program that went into effect in January. | INFORMATION | 20 min |
| 8. | Presentation on Proposed New Napa Service

Staff will provide the PCC with a presentation of the proposed service improvements to the VINE. | INFORMATION | 45 min |
| 9. | Adjournment | | |

Meeting Length Estimate: 80 mins

PCC
PARATRANSIT COORDINATING COUNCIL

Minutes
Thursday January 5, 2012

ITEMS

1. Call to Order

The meeting was called to order at 10:04 am.

2. Roll Call and Introductions

Members Present:

Beth Kahiga
Joann Busenbark
Celine Regalia
Betty Rhodes
Doug Weir

Members Absent:

Randy Kitch

3. Public Comment

None

4. Reports: Chairperson / Committee Members / Staff

Chair Busenbark updated the committee on the MTC meeting.

Chair Busenbark updated the committee on the groundbreaking at the new Transit Center, announcing a projected opening date of July 1. Also addressed changes in new facility compared to the current Transit Center.

Chair Busenbark updated the committee on changes in Paratransit and related programs.

Tom Roberts asked if everyone has seen the renderings of the new Transit Center, announced that they would be added to the March Agenda.

Tom Roberts announced that he and Chair Busenbark will bring a projected timeline for the new Transit Center in March.

5. Correspondence

Handout: Easy Lift Annual Report.

REGULAR AGENDA ITEMS

6. Approval of the minutes of November 3, 2011

Minutes of the November 3, 2011, meeting approved: Beth moved, Celine 2nd.

(Action Required)

7. Review of PCC By-Laws

Presentation by legal counsel regarding by-laws and recommended changes to Board of Directors. Beth recommended changing quorum to 4 instead of 5, voted down 4:1. Quorum remains at 5. Approval of by-laws moved by Joanne, 2nd by Beth.

(Action Required)

8. Assignment of Terms

Assigned members to representative categories. Run ads for member north of Yountville, 60+ consumer, social services provider for persons of limited means: Hispanic network, county, colleges, Betty Mahlgren, non-profit coalition. Staggered terms assigned using a drawing of business cards: Celine – 1; Beth – 3; Joanne – 2; Betty – 1; Doug – 3; Randy – 2. Moved by Beth, Joanne 2nd.

(Action Required)

9. Nomination of PCC members to serve on the VCAC

Council selected Doug and George, to be approved by VCAC. Moved by Beth, Betty 2nd.

(Action Required)

10. Napa Shuttle Application

Staff provided a sample application form and process for using the Napa Shuttle. Will bring back in March.

(Information)

11. Review of VINE Go Application process

Staff provided overview of application process and related issues. Four applications will be consolidated to one. Possible elimination of doctor certification. Tom will meet with set up meeting with Beth, Celine, and Randy to discuss.

(Information)

12. Approval of 2012 meeting schedule

Staff recommended January 5, March 8, May 3, July 12, September 6, November 1. Approval moved by Beth, Celine 2nd.

(Approve)

13. Adjournment

PCC
PARATRANSIT COORDINATING COUNCIL

Minutes
Thursday March 8, 2012

Due to lack of quorum, the meeting was for informational purposes only. Tom Roberts went through agenda items 7-10 and the following is a synopsis of the discussion.

ITEMS

1. Call to Order

Due to lack of quorum, the meeting was for informational purposes only.

2. Roll Call and Introductions

Members Present:

Celine Regalia
Betty Rhodes
Doug Weir

Members Absent:

Beth Kahiga
Joanne Busenbark
Randy Kitch

3. Public Comment

None

4. Reports: Chairperson/Committee Members/Staff

Chair Busenbark was absent. Vice Chair Doug Weir had nothing to report.

5. Correspondence

None

6. Approval of Minutes of January 5, 2012

No action due to lack of quorum.

7. Review of Transit Projects-2012

Upon review of 2012 Transit projects, Betty Rhodes suggested that the new website be user friendly for seniors. Members of the board were pleased with the concept of two separate websites, one for Transit and one for Planning.

8. Napa Shuttle Application form

Tom went over the Napa Shuttle Application and there were no suggestions for changes.

9. VINE Go

Tom went through the revised Vine-Go application form. Celine suggested that the some changes be made in the wording in paragraph two: "Who can use Vine-Go?" The suggested change was to include cognitive disabilities along with medical disabilities and not list specific illness, but use a more generalized description.

10. Loaner Vehicle Program

Tom discussed the concept of a Loaner Vehicle Program and why it is necessary to help promote the needed changes to restore Vine-Go program to its original purpose. The PCC will be asked to support the establishment of a Loaner Vehicle Program but no formal action could be taken due to a lack of quorum.

11. Adjournment



May 3, 2012
PCC Agenda Item 7

Action Requested: INFORMATION

NAPA COUNTY TRANSPORTATION AND PLANNING AGENCY PCC Agenda Letter

TO: Paratransit Coordinating Council
FROM: Paul W. Price, Executive Director
REPORT BY: Tom Roberts, Manager of Public Transit
(707) 259-8778 / Email: troberts@nctpa.net
SUBJECT: Update on Taxi Program

RECOMMENDATION

a) Receive an update from staff regarding the NCTPA Taxi Program.

EXECUTIVE SUMMARY

In 2011, an audit of the NCTPA Taxi Program identified significant deficiencies that required correction. In January 2012, the agency implemented a host of changes to bring the program into conformity with standard industry practices. As a result, all of the deficiencies have now been addressed.

FINANCIAL IMPACT

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

BACKGROUND AND DISCUSSION

In 2011, an audit of the NCTPA Taxi Program identified significant deficiencies that required correction. These included:

- No accountability for funds.
- Significant numbers of un-enrolled and/or ineligible individuals using taxi scrip.
- The agency acting like the US Treasury Department, printing currency that was being sold at varying rates on the dollar to other agencies who, in turn, were distributing it to any number of people not enrolled in, nor eligible for, the program.
- Participants double or triple dipping by purchasing taxi scrip at multiple locations.

- Participants routinely running up cab bills for \$30 - \$50 for \$5 cab trips by having cabs wait with the meter running while they shopped.
- Participants routinely running up cab bills for \$30 - \$50 by taking cabs outside the approved service area.
- Participants routinely giving their taxi scrip to family, friends, domestic workers and others not enrolled, nor eligible for, the program.
- Participants routinely using taxi scrip to tip drivers.
- Participants doubling their money by receiving change for their taxi scrip.
- Cab companies overcharging the agency and program participants 36% - 39% per trip.

It should be noted that most of these activities (like tipping with taxi scrip, having cabs wait while you shop, etc.) were violations of long established program policies.

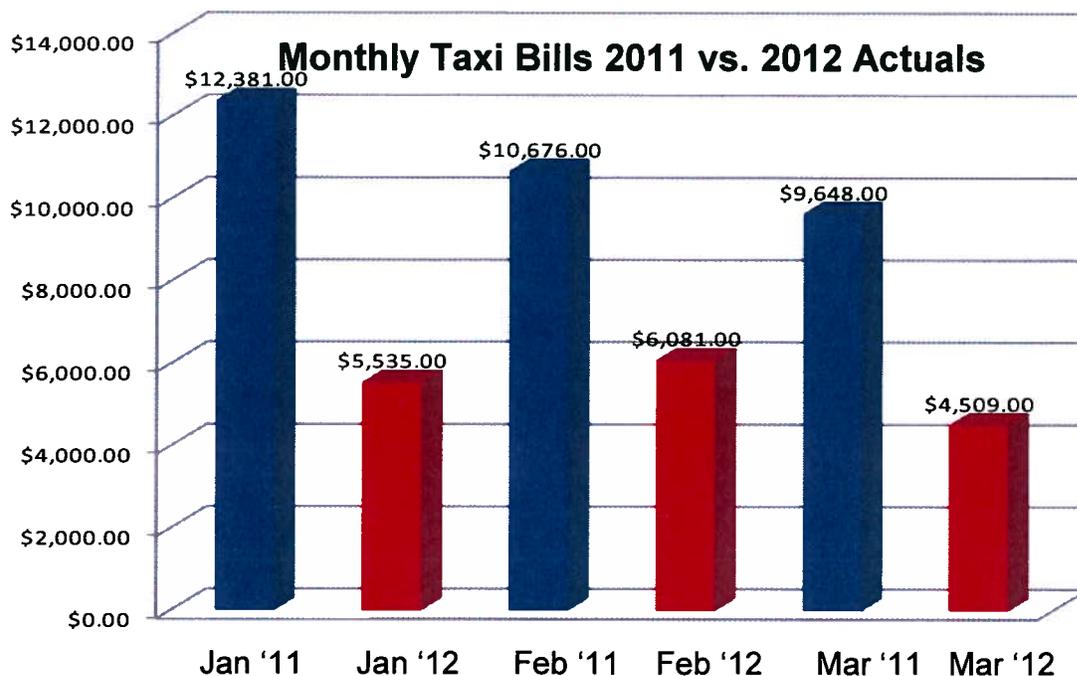
In addition to the above, because the agency had no practical way of associating a specific trip taken to an individual, monitoring abuse and taking corrective action was all but impossible. Further, because each packet of taxi scrip had identical serial numbers, anyone with access to a color Xerox machine could produce quantities of taxi scrip and likely never be detected.

In January 2012, the agency implemented a host of changes to bring the program into conformity with standard industry practices. Among the changes:

- ID cards were issued to all program participants to ensure only enrolled users had access to the program.
- A networked sales software program was developed to prevent double dipping.
- The agency ceased selling taxi scrip in bulk to outside agencies unwilling to register their clients in the program, adhere to the program rules and use the sales software.
- After carefully analyzing trip data from 2011, a maximum cap was established of \$12 per trip paid with taxi scrip. The amount was based on the estimation that over 90% of all trips should cost under \$12.
- Each piece of taxi scrip is now printed with a unique serial number.
- All clients received a letter explaining the program rules and changes.

An analysis of all trips taken between January and March 2011 compared with the same period in 2012, since the implementation of the service changes, has revealed the following outcomes.

- During the first week of implementation, thanks to the new sales software, several individuals were prevented from double dipping. There have been no reported incidences since.
- The average cost of a taxi ride charged the client, and billed the agency, has **decreased** by over \$2 per ride. This is a savings to the client and the taxpayers.
- The total monthly cab bills paid by the agency have **decreased** on average over \$5,500 per month.
- Discounting 12 trips taken outside the service area, **97% of ALL trips** taken between January and March 2012 cost riders **under \$12**.



Clearly, the changes implemented by the agency have achieved the goals of attaining fiscal accountability, reestablishing program integrity, preventing fraud, engendering rider responsibility, and saving seniors and taxpayers money. Beyond the initial fear of change in the early weeks of the program, the only unanticipated outcomes to date have been:

- Buzz about the changes within the senior community, enhanced by four letters to the editor in the press, resulted in a significant increase in new applications for the program in January and February.
- Several seniors reported losing their ID cards which had to be replaced. Staff is now issuing the cards in plastic sleeves, making them harder to misplace.

The NCTPA Taxi Program was created to provide critical lifeline transportation to economically disadvantaged senior citizens to ensure they have access to food, health care, pick up prescriptions, etc. Over time, through lack of accountability and control on the part of NCTPA, the program drifted far afield of its intended mission, providing opportunities for abuse, fraud, and the overcharging of senior citizens and taxpayers. As clearly indicated by the data, the institution of simple industry-wide practices has returned the program to its roots, instituted accountability, and is now saving senior citizens and taxpayers thousands of dollars a month. In addition, issues that engendered initial controversy, like the \$12 cap, proved to be non-issues for 97% of all trips. By any measure, the changes implemented should be considered a success.

SUPPORTING DOCUMENTS

None.



May 3, 2012
PCC Agenda Item 8

Action Requested: INFORMATION

NAPA COUNTY TRANSPORTATION AND PLANNING AGENCY PCC Agenda Letter

TO: Paratransit Coordinating Council
FROM: Paul W. Price, Executive Director
REPORT BY: Tom Roberts, Manager of Public Transit
(707) 259-8778 / Email: troberts@nctpa.net
SUBJECT: Review of Proposed Service Changes to Napa City Routes.

RECOMMENDATION

a) Receive a report from staff on the proposed changes to Napa City Routes.

EXECUTIVE SUMMARY

NCTPA will provide the PCC with a presentation on the planned comprehensive overhaul and service redesign for all bus routes in the City of Napa and Route 10.

FINANCIAL IMPACT

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

BACKGROUND AND DISCUSSION

NCTPA will provide the PCC with a presentation on the planned comprehensive overhaul and service redesign for all bus routes in the City of Napa and Route 10.

SUPPORTING DOCUMENTS

None

