

TRANSPAC TAC MEETING NOTICE AND AGENDA
THURSDAY, JANUARY 25, 2018

9:00 A.M. to 11:00 A.M.

In the LARGE COMMUNITY ROOM at City of Pleasant Hill City Hall
100 GREGORY LANE
PLEASANT HILL

1. Minutes of the November 30, 2017 Meeting

ACTION RECOMMENDATION: Approve Minutes

Attachment: TAC minutes from the November 30, 2017 meeting.

- 2. TRANSPAC Committee Appointments.** TRANSPAC has an appointed resident (i.e. non-agency staff) position on the CCTA Countywide Bicycle and Pedestrian Advisory Committee that reached the end of the two-year term December 2017. The appointee, David Favello, indicated he is not interested in continuing to serve on the CBPAC. Staff has requested that Bike Concord and Bike Walnut Creek post information on their Facebook sites regarding the position. We have received an inquiry from Tony Phillips, a resident of Walnut Creek regarding appointment to the position. Additional information on potential appointees will be available at the meeting including a status on the outreach.

ACTION RECOMMENDATION: Consider candidates to recommend for appointment to the CCTA CBPAC.

- 3. Electric Vehicle Charging / Shared Mobility Readiness Plan.** The CCTA is proposing to conduct the subject plan. The goals of the plan include providing a blueprint for future charging equipment, position Contra Costa for funding opportunities, and effect travel mode choice to improve congestion and air quality. Potential funding opportunities are envisioned to include Bay Area Air Quality Management District, PG&E, Volkswagen settlement related funds, and California Energy Commission. CCTA staff will brief TRANSPAC on the proposed goals and elements for the proposed Electric Vehicle Charging /Share Mobility Readiness plan.

ACTION RECOMMENDATION: Approval of a letter of support for CCTA sponsored Electric Vehicle Charging / Shared Mobility Readiness Plan.

Attachment: Summary of goals, elements and policy drivers of the Electric Vehicle Charging / Shared Mobility Readiness Plan

4. **680 Contra Costa Express Lanes Performance Report.** MTC staff will provide information about the 680 Express Lane facility that was opened in October 2017. The northbound express lane is from Alcosta Boulevard in San Ramon to Livorna Road just south of Walnut Creek. The southbound express lane is between Rudgear Road in Walnut Creek and Alcosta Boulevard in San Ramon. Express lanes are specially designated highway lanes. Carpools and eligible clean air vehicles can use express lanes toll free or at a reduced toll. Vanpools, transit vehicles and motorcycles can use express lanes toll-free. Solo drivers can choose to pay a toll to use the lanes. Tolls increase as traffic increases and decrease as traffic decreases. The 680 Express Lanes require a FasTrak Flex toll tag for toll-free travel. The 680 Express Lanes are available Monday through Friday from 5 A.M. to 8 P.M. At other times, these lanes are open to regular traffic. A Joint Powers Authority (JPA) between the Metropolitan Transportation Commission (MTC) and the Bay Area Toll Authority (BATA) along with the Contra Costa Transportation Authority (CCTA) lead the environmental review, design and construction of the projects. The JPA operates the lanes and makes policy and operational decisions, such as toll rates and use of revenue.

Attachment: I-680 Contra Costa Express Lanes – October – November 2017 Performance Update

5. **Street Smarts Diablo Bicycle Garden / Bicycle Playground.** Central County's Safe Routes to Schools program, Street Smarts Diablo, is working with the CCTA to create a Bicycle Playground: a permanent, hands-on bicycle training area within an existing park in Central Contra Costa County. A bicycle playground is a contained park designed like a miniature city street-scape where children ride bikes to learn the rules-of-the-road. The park could consist of small roads that weave in and around landscaped areas with smaller scaled versions of real-life traffic features such as mini signals, traffic signs, road markings, bus stops, bike lanes, train tracks, etc. The bicycle playground would be the first of its kind in the region and is expected to be completed via private-public partnership. CCTA staff to provide additional information at the meeting.
6. **Concord BART Station Modernization Project.** The Concord BART Station Modernization project is included in the projects proposed for new 2018 funding (\$13 million). In 2016, BART completed the Concord Station Modernization Plan, a long-term vision for station improvements to enhance accessibility, safety, capacity, state of good repair, appearance, and sustainability. BART staff would like to discuss next steps for implementing a project with the STIP funding with TRANSPAC, including the time frame to begin the process of revising the designs and the role of local stakeholders.

Attachment: Additional information available at: <http://www.bart.gov/about/planning/contracosta/concord>

7. **Measure J Line 20A Funds – Progress Reports for FY 2016/2017 and FY 2017/2018 Program.** The Measure J Expenditure Plan includes a program, Line 15: Transportation for Seniors & People With Disabilities.

The name generally self-describes the activities that the program funds. There is an additional program in Measure J, Line 20a: Additional Transportation Services for Seniors and People & Disabilities, which provides the TRANSPAC area an additional 0.5% for these types of services. TRANSPAC is responsible for recommendations on how the Line item 20a funds are to be used. TRANSPAC approved a two-year program of projects in 2016 for the FY 2016/2017 and FY 2017/2018 period. Sponsors are required to submit periodic progress reports. TRANSPAC is requested to review the progress reports for the FY 2016/17 information.

Attachments: Line 20a Progress Report Summary, Line 20a FY 2016/17 and 2017/18 Program Summary, Line 20a Program Progress Reports

8. Grant Funding Opportunities. This agenda item is intended to provide an opportunity to review and discuss grant opportunities.

Attachment(s):

- CCTA Local Agency Funding Opportunities Summary – Updated 12/11/17
http://ccta.granicus.com/MetaViewer.php?view_id=1&clip_id=379&meta_id=33948
- Charge! is a grant program that helps offset a portion of the cost of purchasing and installing new publicly available charging stations at qualifying facilities within the BAAQMD's jurisdiction.

This grant program is funded by the BAAQMD's Transportation Fund for Clean Air (TFCA). The deadline for receiving applications for Charge! has been extended to March 9, 2018. Applications may be submitted online after attending at least one of the pre-application workshops. Additional information available at: <http://www.baaqmd.gov/grant-funding/businesses-and-fleets/charge>

9. Committee Updates:

- a. Technical Coordinating Committee (TCC): The January 18, 2018 meeting was cancelled. The next meeting is February 15, 2018.
- b. Countywide Bicycle & Pedestrian Advisory Committee (CBPAC): The next meeting is February 5, 2018. This is not the standard meeting time and is a special meeting.
- c. Paratransit Coordinating Council (PCC): There is no meeting in February.

10. Future Agenda Items:

- **The Contra Costa Transportation Authority's Meeting Schedule** for December 2017 to March 2018 may be downloaded at:
http://ccta.granicus.com/MetaViewer.php?view_id=1&clip_id=378&meta_id=33926

11. Next Meeting: February 22, 2018

TRANSPAC Technical Advisory Commission (TAC) Meeting Summary Minutes

MEETING DATE: November 30, 2017

MEMBERS PRESENT: Nikki Foletta, BART; Ruby Horta, County Connection; Robert Sarmiento, Contra Costa County; and Andy Smith, Walnut Creek

STAFF: Matt Todd, TRANSPAC Managing Director; and Anita Tucci-Smith, TRANSPAC Clerk

GUESTS/PRESENTERS: Hisham Noeimi, Engineering Manager, Contra Costa Transportation Authority (CCTA); and Jamar Stamps, Senior Transportation Planner, Conservation and Development Department, Contra Costa County

MINUTES PREPARED BY: Anita Tucci-Smith

The meeting convened at 9:08 A.M.

1. Review/Revise Accept/Minutes of the October 26, 2017 Meeting

By consensus, the TAC accepted the minutes of the October 26, 2017 meeting, as amended by Nikki Foletta in the last two paragraphs on Page 6: *Ms. Foletta took this opportunity to distribute a promotional flyer to identify BART's partnership with Scoop to provide information on guaranteed parking at BART using a Scoop app, which is a carpool matching app; and Responding to comments from the TAC, Ms. Foletta explained that BART would be evaluating the program.*

Andy Smith also requested an amendment in the middle of Page 2 of the October 26, 2017 minutes with respect to the discussion of Measure J Line 20a funds, as follows: *Andy Smith spoke to the issue of local match and noted that the City of Walnut Creek contributed to the Senior Shuttle.*

Matt Todd modified the agenda at this time to consider Item 6.

6. I-680 / Treat Boulevard Bicycle and Pedestrian Improvements Project. County staff will provide a status report on the progress of the study.

Jamar Stamps reported that additional lane configuration alternatives for northbound I-680 onto Treat Boulevard were being evaluated to offer a better pedestrian/bicycle configuration, and additional analysis would apply vehicle turning templates for some of the proposed lane configurations to determine the geometry necessary for buses and trucks, after which staff would decide on a recommended alternative, which would have to be balanced to be able to serve as many modes of transportation as possible.

Mr. Stamps advised that the final recommendation would be presented to other bodies and ultimate adoption would be by the Contra Costa County Board of Supervisors, hopefully by the first quarter next year.

The meeting continued with the agenda, as posted.

2. **Measure J Line 20a Funds Program for FY 2018/2019 and FY 2019/2020.** The Measure J Expenditure Plan includes a program, 15: Transportation for Seniors & People With Disabilities. The name generally self-describes the activities that the program funds. There is an additional program in Measure J, 20a: Additional Transportation Services for Seniors and People & Disabilities, which provides the TRANSPAC area an additional 0.5% for these types of services. TRANSPAC is responsible for recommendations on how the Line item 20a funds are to be used. TRANSPAC last issued a call for projects process and approved a program of projects in 2016 for the FY 2016/2017 and FY 2017/2018 period. TRANSPAC TAC is requested to review the draft call for projects and application material for the Measure J Line 20a Program for the upcoming two-year period (2018/2019 and 2019/2020.) The assumption is the Measure J Line 20a funds are expected to generate about \$880,000 over the two-year programming period. Additional information regarding the fund estimate will be available at the meeting. The funds are ultimately distributed by the Contra Costa Transportation Authority (CCTA) and all project sponsors will be required to meet the requirements of the CCTA Fund Reimbursement Agreement.

Mr. Todd highlighted the status of the process to fund Line 20a programs for the next two-year programming period, and described the changes that would be made to the format of the application. Reporting that he had requested progress reports for the recipients of 2016/2017 funding allocations, he had received some progress reports at this point and was reviewing the application format again and may revise the questions based on progress report replies to ensure the receipt of better information on the specific transportation program as part of the overall program being offered by recipients to respond to the TRANSPAC Board request to have better information regarding how TRANSPAC funds were being spent. He added that he would further clarify the application process and program before resubmittal to the TRANSPAC Board.

Mr. Todd noted that there was \$1,072,802 in existing Line 20a funds available through June 30 this year, and another \$880,000 to be added, for a total of \$1,952,802. A concern is to not fund operations at a level that could not be sustained. With the assumption of funding no more than \$880,000 in ongoing programs, he explained that the TRANSPAC Board had expressed that the \$1,072,802 of unused grant funds seemed like a high amount.

To address that concern, Mr. Todd proposed to identify reserves accounts and recommended a program of three reserves, starting with a \$500,000 Cash Flow Reserve representing a year's worth of money in the bank to fund the two-year programming cycle. He recommended an Operations Programming Reserve with \$200,000, or about 20 percent of the target of operations grants level, which would address an economic downturn.

A third reserve identified as a Capital Fund Reserve with the remaining \$372,802 could focus the revenue on capital purchase needs relative to annual operations. It was noted that under the concept of the initial structure proposed, there was not a proactive method to replenish the Capital Fund Reserve as it is depleted. In the future, it would have to be addressed if additional funds were added to this component. Mr. Todd noted that there was a capital section included in the application.

Andy Smith questioned whether the \$372,802 should be called a Capital Fund as opposed to a Capital Fund Reserve, and asked about the Operations Programming Reserve and the variation in the funds between the low years and the high years.

Mr. Todd referred to information in the meeting packet to identify the allocation history of TRANSPAC's Measure J Line 20a funds from FY 2008 to the present. He explained that only \$725,000 had been funded in the last cycle.

Mr. Smith suggested some analysis of past years funding and how the operation type reserve could address economic downturns would help the TRANSPAC Board in considering reserve levels.

Hisham Noeimi clarified the fluctuations of the funds and explained that the lowest revenue could be identified as a possibility for the TRANSPAC Board's information. He could provide that information in actual and inflated dollars.

Mr. Todd explained the proposal is to release a request for applications in mid-December, due back January 19, 2018, with a draft program to be presented to the TRANSPAC TAC at the end of March 2018 and with the Board to review the draft program in April 2018, after which it could move to approval of the final program in May 2018.

The TAC expressed a desire to cushion for a two-year level of operations in the event of an economic downturn type event and approved the draft call for projects and application material, to be fine-tuned by the Managing Director, for the Measure J Line 20a Program for FY 2018/2019 and 2019/2020.

3. Innovate 680 – Request for Nominations for Policy and Technical Advisory Committees.

Innovate 680 is a program of projects that promotes an integrated approach to redefining mobility and addressing the increasing congestion on Interstate 680 (I-680) through seven key strategies that range from completing the High Occupancy Vehicle (HOV) lanes to deploying a suite of technologies to improve traffic flow. At its October 2017 meeting, the Authority programmed \$40 million in Measure J funds to begin project development work on the four projects that constitute Innovate 680. CCTA staff is proposing the formation of a Policy Advisory Committee (PAC) and Technical Advisory Committee (TAC) to ensure close coordination and help guide Innovate 680. Each jurisdiction along the corridor is proposed to be represented on the committees. The PAC will be comprised of elected officials while the TAC is proposed to be comprised of technical staff from the jurisdictions.

In addition to local jurisdictions, it is also proposed the County Connection, Wheels, and BART each have a representative on both committees. The PAC and TAC will each have 10 members representing Martinez, Concord, Pleasant Hill, Walnut Creek, County, San Ramon, Danville, County Connection, Wheels, and BART. The committees are expected to meet at least quarterly to assess progress and provide input on the various projects that make up *Innovate 680*. In addition to nominations to the PAC and TAC, CCTA is also requesting TRANSPAC to nominate one staff member to assist Authority staff in all procurement activities related to Innovate 680 program/projects. CCTA is also requesting a similar nomination from SWAT.

Mr. Noeimi advised that a TAC and a PAC would be formed to ensure close coordination and help to guide the Innovate 680 project, with the intent of having representation from all the local agencies in the project corridor, BART, County Connection, and Wheels. CCTA's goal was to solicit nominations from the RTPC's.

Mr. Todd reported that Abhishek Parikh had volunteered to represent TRANSPAC with the procurement activities.

For the PAC, Mr. Noeimi reported that CCTA would send a letter to BART to designate a BART representative. He described the role of the members of the PAC and TAC and noted that environmental studies would be done, which included engineering as well as planning. He described the projects involved and explained that a Project Study Report (PSR), a Caltrans requirement, would also be required. The TAC and PAC meetings would likely start in February 2018.

Mr. Todd stated that he would advise the TRANSPAC Board that the CCTA would reach out directly to the County and to BART; he would send an email to those TAC members who were not present to advise them of the discussion, and would also advise the Board that elected officials from Martinez, Pleasant Hill, Concord, and Walnut Creek had been requested to serve on the PAC.

4. **TRANSPAC Committee Appointments.** TRANSPAC has an appointed resident (i.e. non-agency staff) position on the CCTA Countywide Bicycle and Pedestrian Advisory Committee that will reach the end of the two-year term in December 2017. The current appointee, David Favello, has indicated he is not interested in continuing to serve on the CBPAC. Staff has contacted potential candidates and will provide a status on the outreach effort at the meeting. Additional information on potential appointees will be available at the meeting.

Mr. Todd reported that he had contacted Bike Concord and others to see if there was interest in serving on CBPAC, requested TAC members identify anyone who might be interested, and advised that the item would return in January to identify any interested party at that time.

5. **BART Station Access During Construction.** At the November TRANSPAC Board meeting, additional information was requested regarding access to the Walnut Creek and Concord BART stations, both with construction activity that impacts access.

TRANSPAC is requested to review the material detailing the access during construction and after construction is complete. Additional information regarding the Concord BART station will be available at the meeting.

Mr. Todd referred to the construction of the parking garage at the Walnut Creek BART station as part of the Walnut Creek Transit Village, reported that groundbreaking should be scheduled for January 2018, and provided information on the access and parking adjustments that would be required as a result of that construction.

The TAC discussed the need to make the access and parking details related to the Walnut Creek BART station construction as well as to construction at the Concord BART station available to the TRANSPAC Board, to be presented by BART staff familiar with those projects.

7. **CCTA Adoption of 2017 Action Plans for Routes of Regional Significance.** The CCTA adopted the 2017 Countywide Comprehensive Transportation Plan (CTP) and Final Environmental Impact Statement (FEIR) in September. The CTP included the Central County Action Plan (Action Plan) and therefore the Action Plan also received environmental clearance. The final plan is available on the web (<http://www.ccta.net/planning/view/158/4>). Local jurisdictions are required to implement the actions in their respective Action Plans to remain in compliance with the Measure J Growth Management Program. The CCTA will issue a 2017 Monitoring Report that will provide information related to regional route performance to evaluate Multimodal Transportation Service Objectives identified in the Action Plans.

Mr. Todd reported that the Action Plans had been approved, had received environmental clearance, and local jurisdictions were required to implement the actions in the Action Plans. There would be a 2017 Monitoring Report to identify the implementations, how the systems were working, and how they related to the Action Plan.

8. **Grant Funding Opportunities.** This agenda item is intended to provide an opportunity to review and discuss grant opportunities. There was no discussion at this time.

9. **Committee Updates:**

There were no Committee updates.

10. **Future Agenda Items:**

No new future agenda items were identified at this time.

11. **Adjournment**

The meeting adjourned at 10:28 A.M. to the next meeting scheduled for Thursday, January 25, 2018.

Goals:

- 1) Provide a blueprint for efficient and effective deployment of EV charging capital and equipment.
- 2) Position Contra Costa County for current and upcoming funding opportunities to leverage local funding.
- 3) Facilitate effective mode choice opportunities to improve congestion and air quality.

ELEMENTS OF THE EV CHARGING/ SHARED MOBILITY READINESS PLAN

- 1) A web-based GIS mapping document available to the general public, local jurisdictions, etc.
 - a. Current location of EV charging facilities by type, owner, access, etc.
 - b. Current personal use EV penetration though out the county.
 - c. Current land use and demographic maps which will demonstrate opportunities for Electric Vehicle Supply Equipment (EVSE) installation
- 2) Potential locations for shared mobility centers that could host electric vehicle fueling centers
- 3) Tool Box
 - a. Best practices for EV station charging port turnover (pricing strategies, parking policies, enforcement, etc.)
 - b. Developer requirements/ordinances
 - i. New and Existing multi-unit dwelling
 - ii. New and Existing commercial development
 - iii. Permit process to facilitate installations
 - c. EV Charging rates and models for Personal use EVs and Heavy Duty Vehicles / Transit to maximize cost savings and reduce demand charges
- 4) Countywide demand for electricity for EV charging and weaknesses, if any, in the distribution grid
 - a. Transit demand for electricity storage and charging to ensure supply at both bus storage facilities and en-route through an inductive charge network.
 - b. Evaluation of appropriate charging technology investments.
- 5) Operation and maintenance models and cost estimate for the network.
- 6) Identify fund sources to leverage existing and future local fund sources.

POLICY DRIVERS FOR EV SHARED MOBILITY READINESS PLAN:

- 2015 Climate Action Plan
- State policies regarding smart growth, active transportation
- County complete streets policy
- Local transit operators are moving towards electric buses and local municipality fleet conversion
- Support for disadvantaged communities

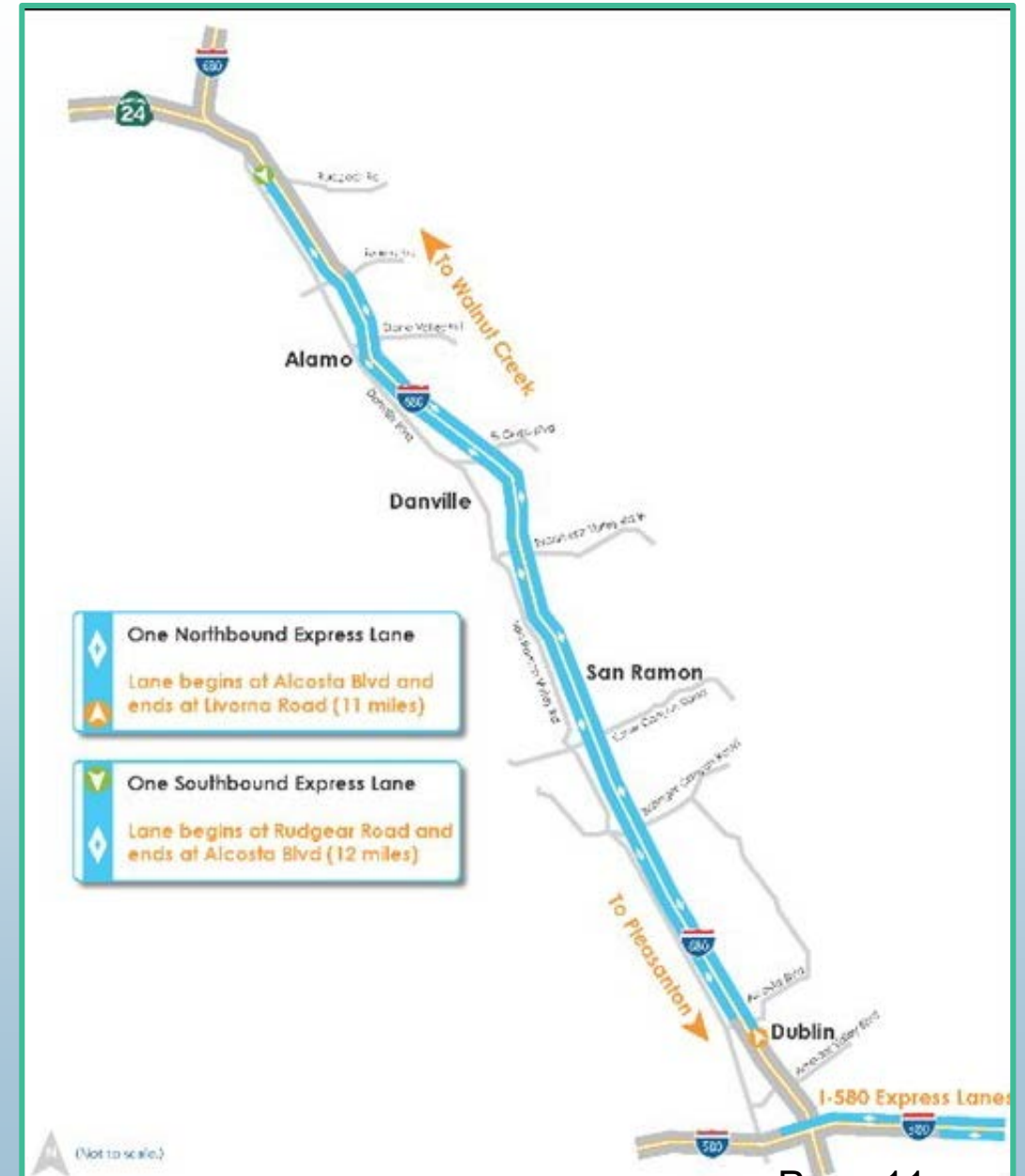
I-680 Contra Costa Express Lanes

October – November 2017 Performance Update



Rules of the Road

- Hours: 5 a.m. to 8 p.m. Monday-Friday
- FasTrak[®] required
- Carpools (2+), clean-air vehicles & motorcycles toll-free with FasTrak Flex[®]



Summary of Performance Highlights



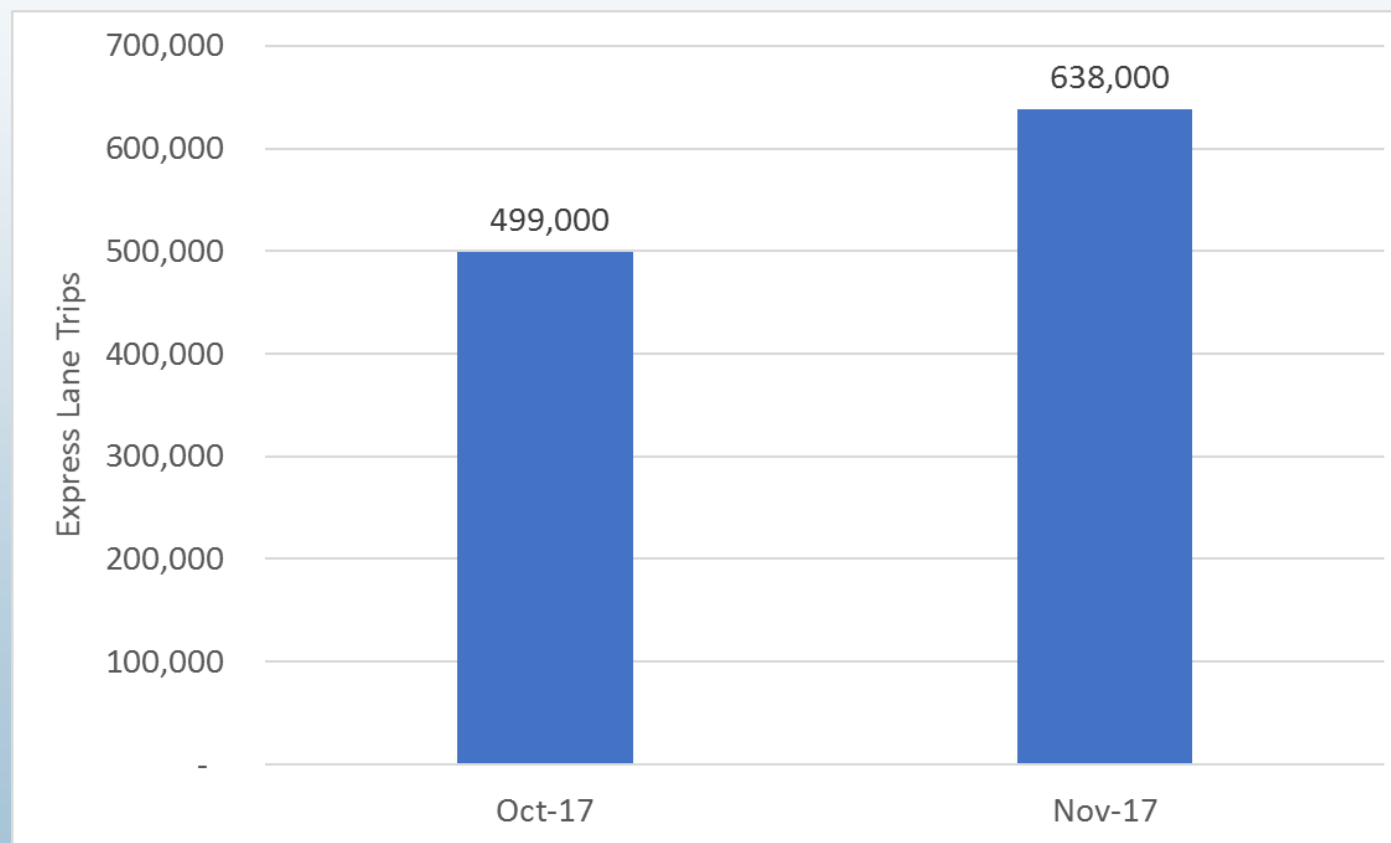
- The express lanes opened on October 9, 2017.
- There were over 1.1 million trips in the express lanes in October and November.
- In November, 30% of trips were by vehicles declared as carpools. Vehicles without FasTrak[®] accounts represented 8% of all trips.
- In the peak periods, express lane users traveled 9 to 11 miles per hour faster than the general purpose lane users, on average.



- The northbound p.m. peak period average toll paid = \$3.00.
- The southbound a.m. peak period average toll paid = \$1.80.
- Mid-day average toll paid = \$1.00.
- The highest posted toll to travel the entire corridor was \$6.25 in the p.m. peak period in the northbound direction.

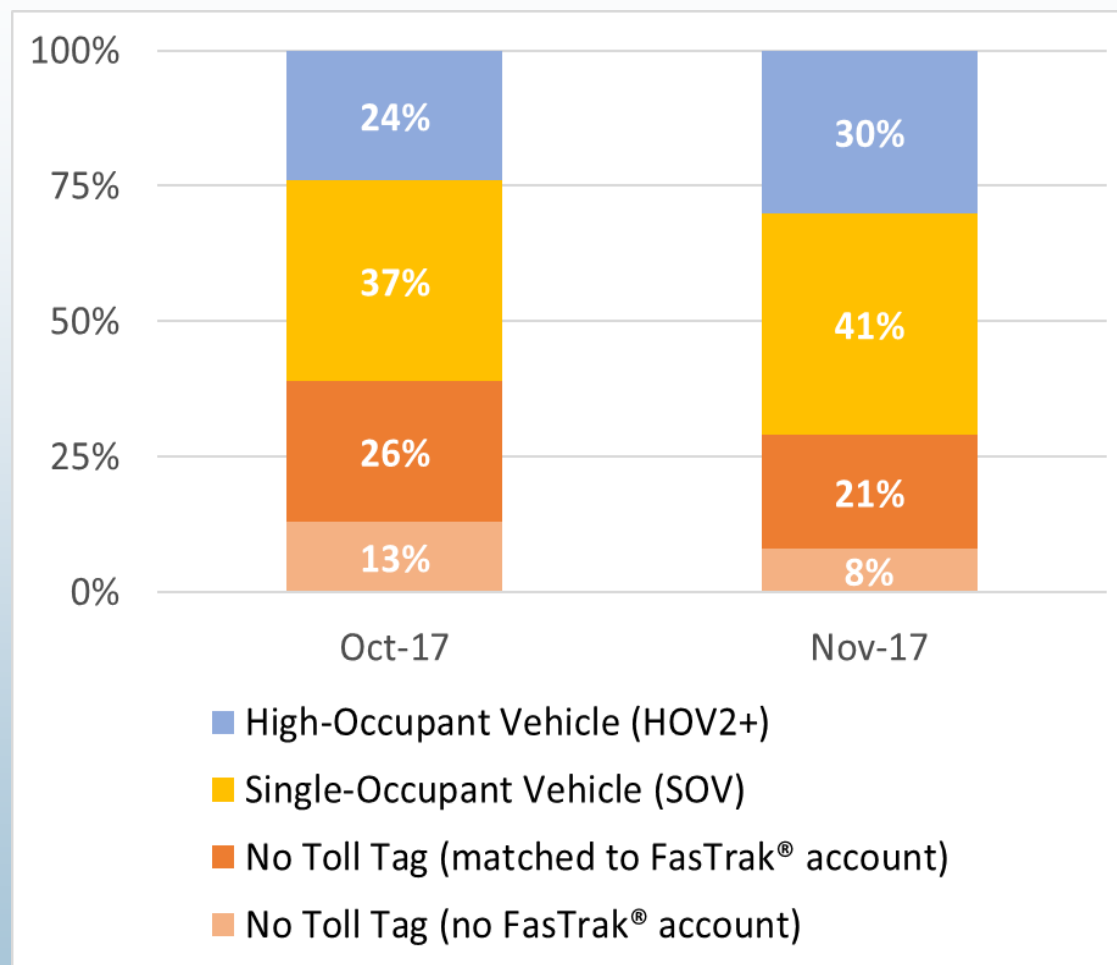
Express Lane Trips

The graph below shows trips taken in the express lanes. In total, there were over 1.1 million trips taken in the express lanes in October and November.



Includes toll-free trips, tolled trips and violators taken during express lane hours.

Express Lane Trip Types



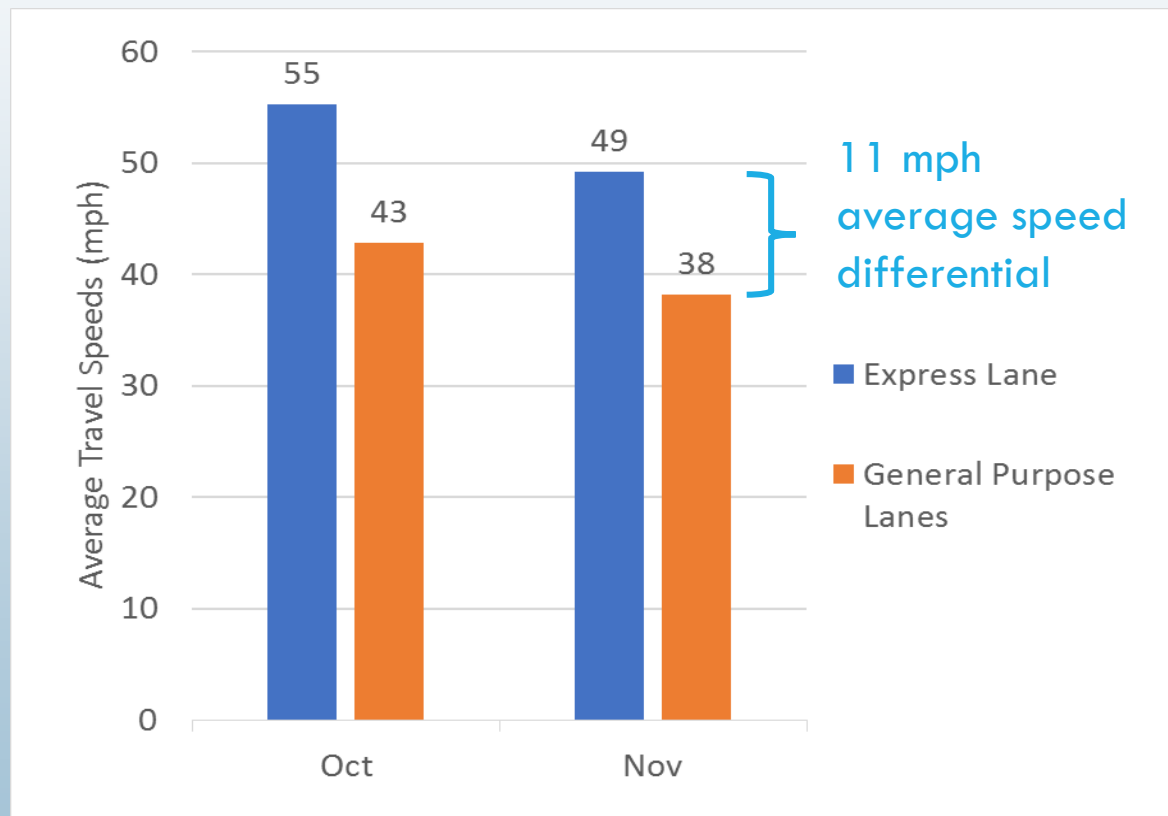
Percentages of SOVs and HOVs are based on toll tag settings detected by the toll system.

- In November, vehicles declared as carpools, including clean air vehicles eligible to use the lanes toll-free, accounted for 30% of all trips, a higher share than in October.
- The shares of carpool trips in the a.m. and p.m. peak periods run slightly higher than the overall averages shown at left. In November, the carpool share in peak periods was 31% to 33%.
- 29% of the trips taken in November were by users without a toll tag, but only 8% were by users without a FasTrak® account.

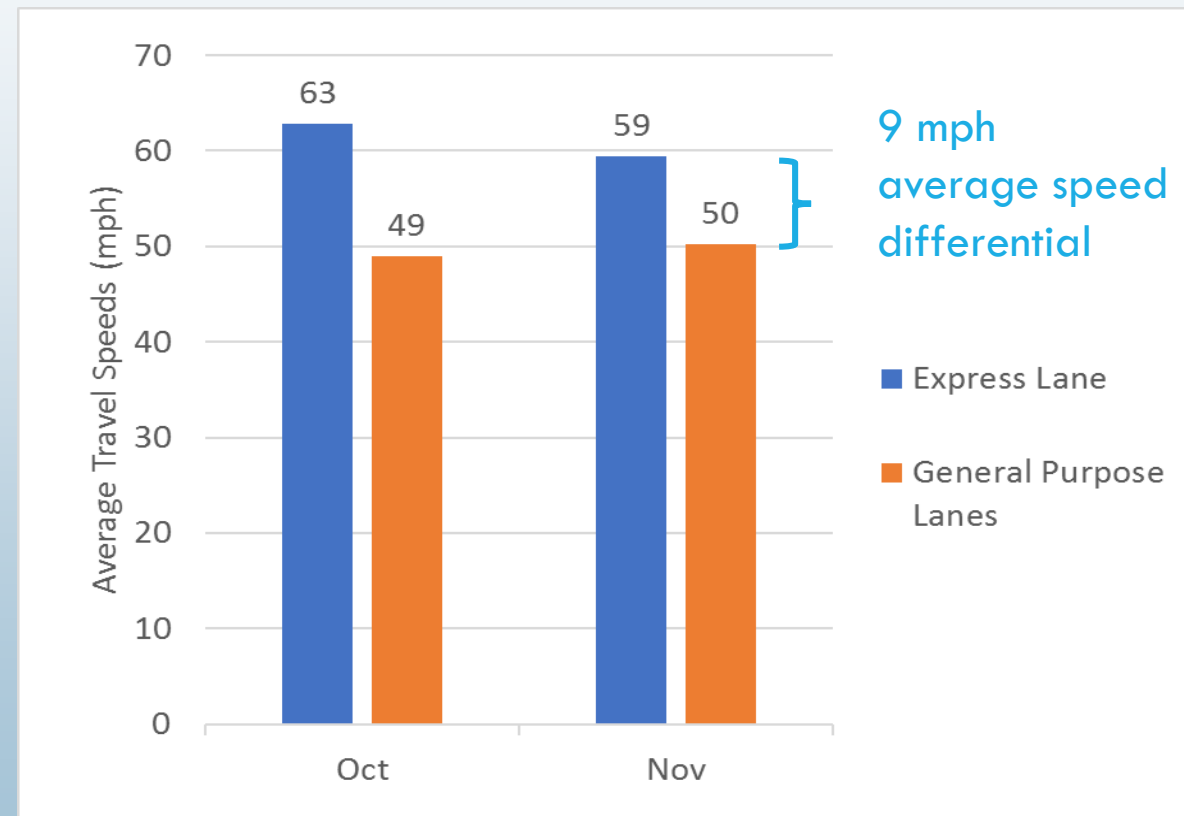
Traffic Speeds

Speeds in the express lanes were an average of 9 to 11 miles faster than those in the general purpose lanes, in November – a slightly smaller difference than in October.

Northbound P.M. Peak Hour (5 - 6pm)



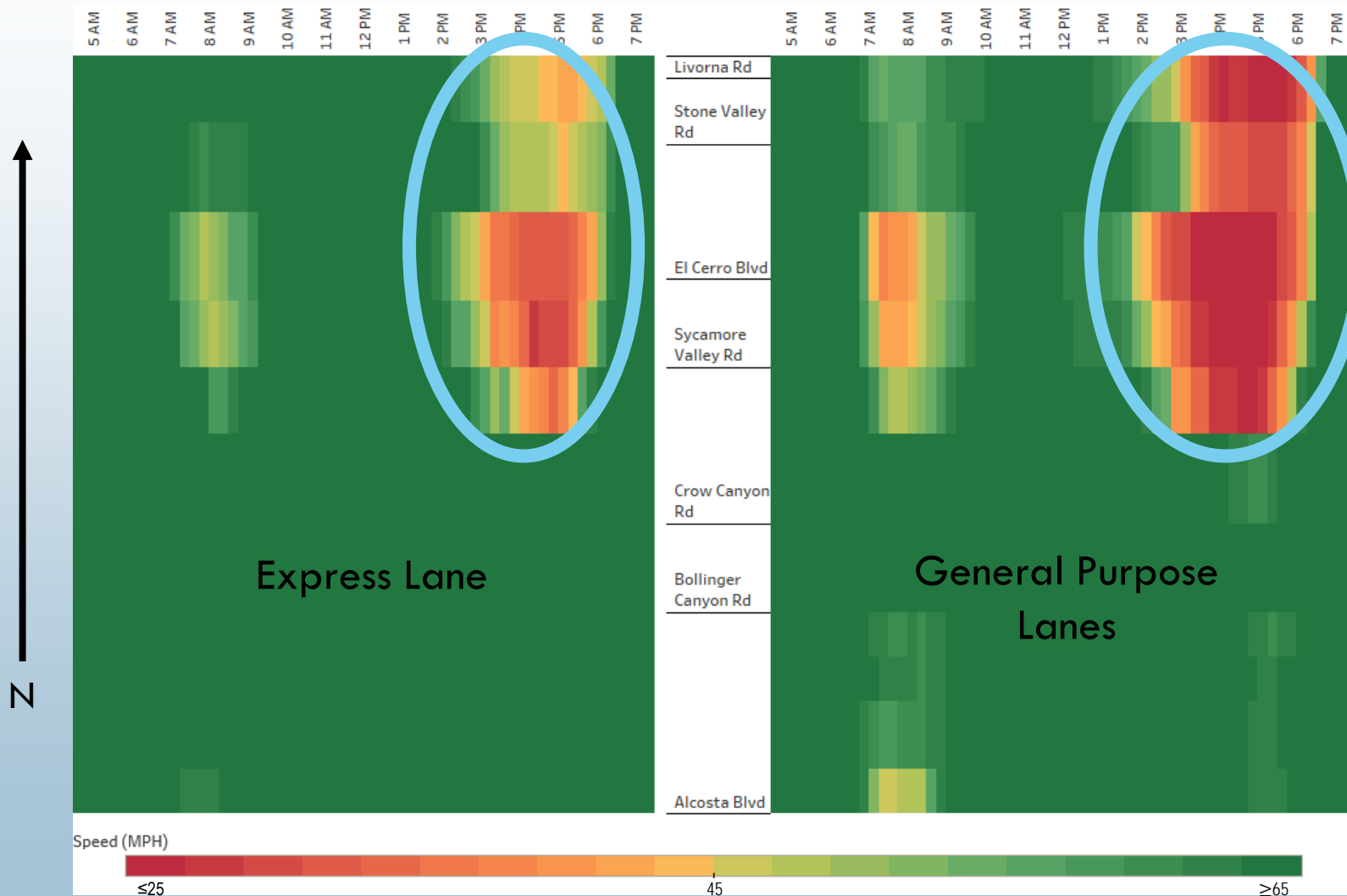
Southbound A.M. Peak Hour (8 - 9am)



Speeds are averaged over the distance of the express lane. Peak hours are defined as the hours with lowest average corridor speeds across all lanes.

Northbound Corridor Speeds

(November 1 – November 30)

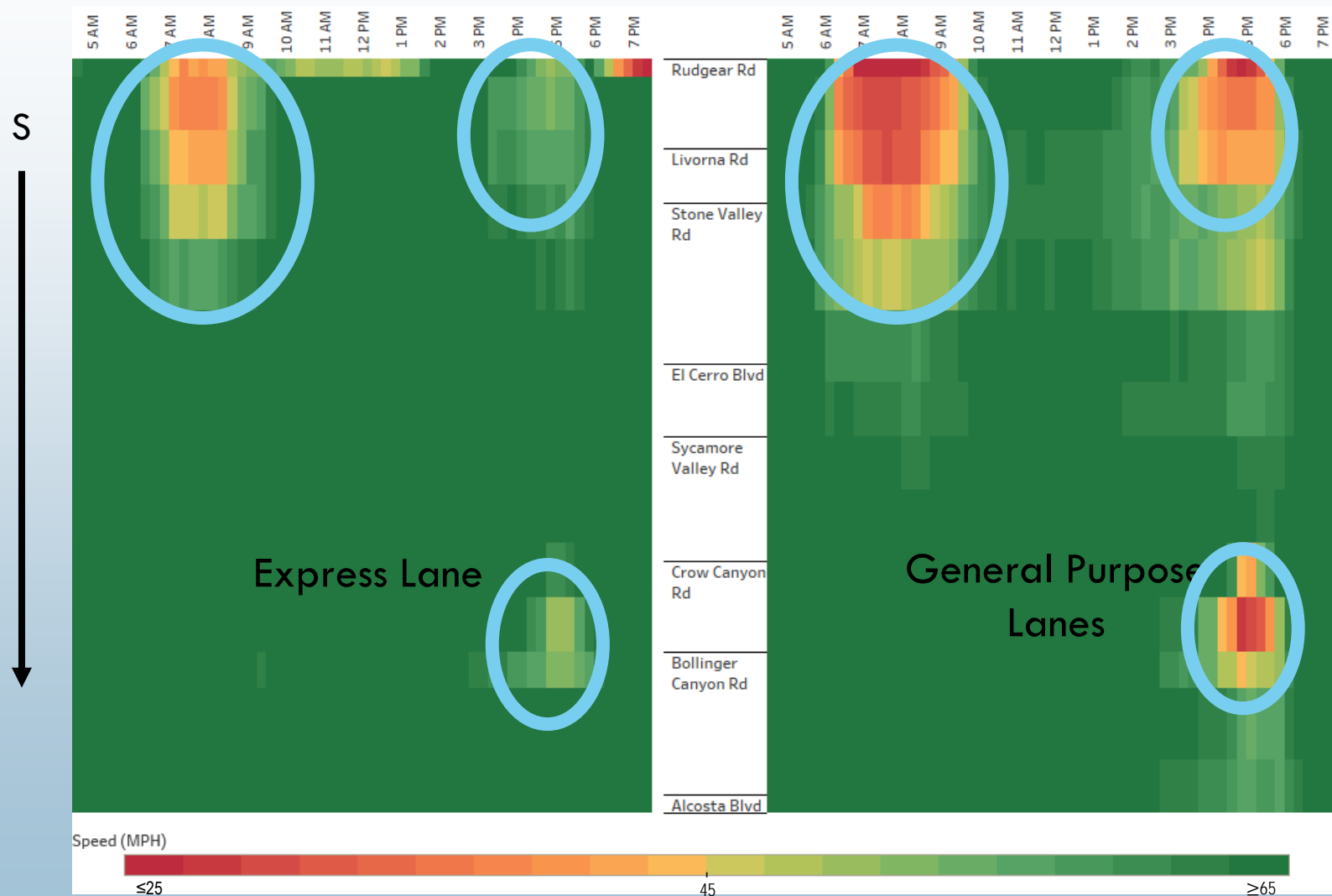


Congestion patterns were similar in October & November. Congestion originating north of the express lane regularly caused slowdowns in the general purpose lanes in the p.m. peak period.

While that congestion also affected the express lanes, express lane users were able to travel an average of 10 mph faster than vehicles in the general purpose lanes.

Southbound Corridor Speeds

(November 1 – November 30)



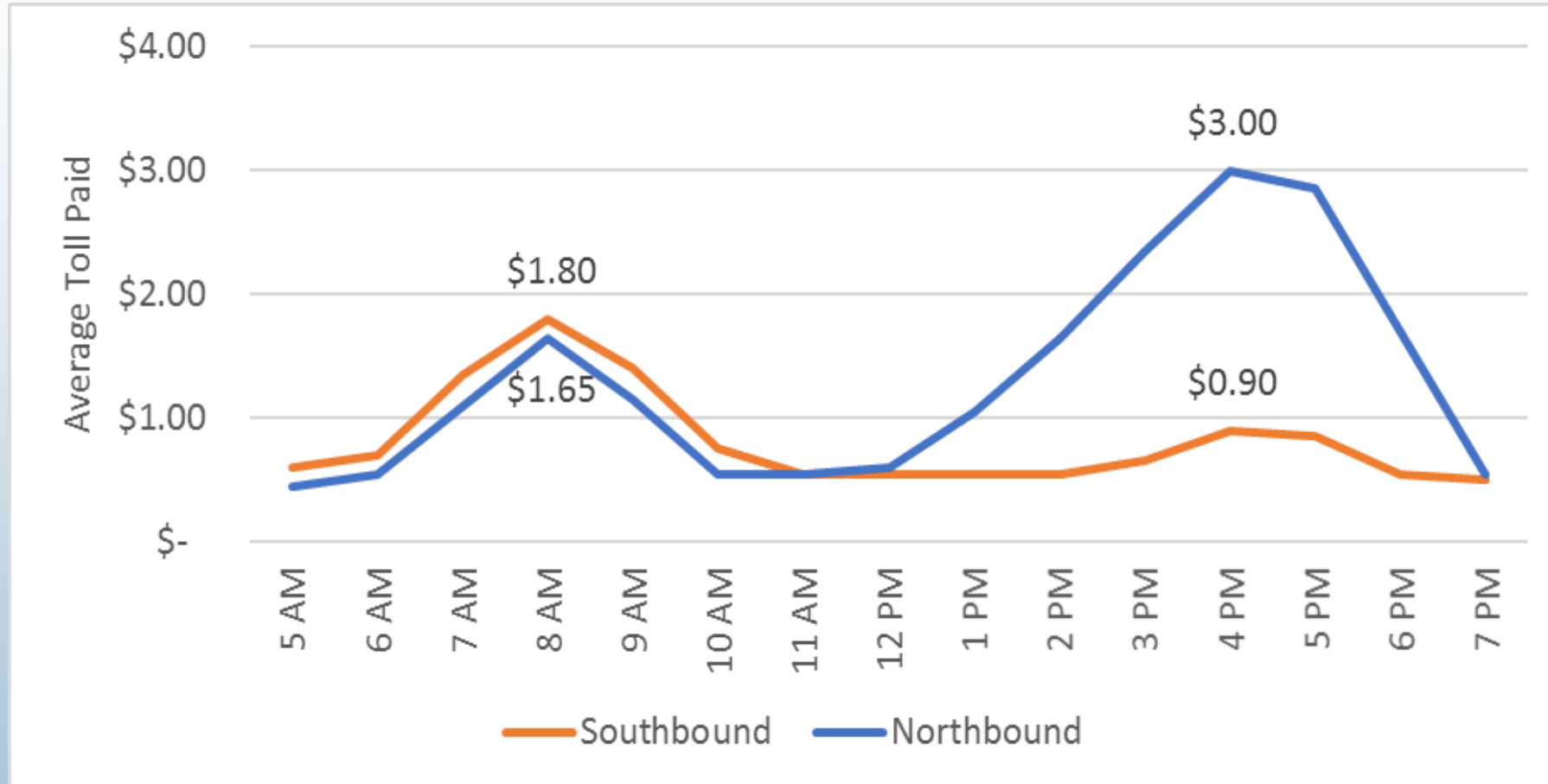
Congestion patterns were similar in October & November.

Slowdowns regularly occurred in the general purpose lanes between Rudgear Rd. and Stone Valley Rd. in both the a.m. and p.m. peak periods, and near Bollinger Canyon Rd. in the p.m. peak.

In the congested areas circled at left, express lane users were able to travel an average of 10 mph faster than vehicles in the general purpose lanes.

Average Tolls Paid

(October 12 – November 30)



(The highest tolls posted to travel the entire corridor were \$6.25 Northbound and \$4.50 Southbound.)

CHP Enforcement

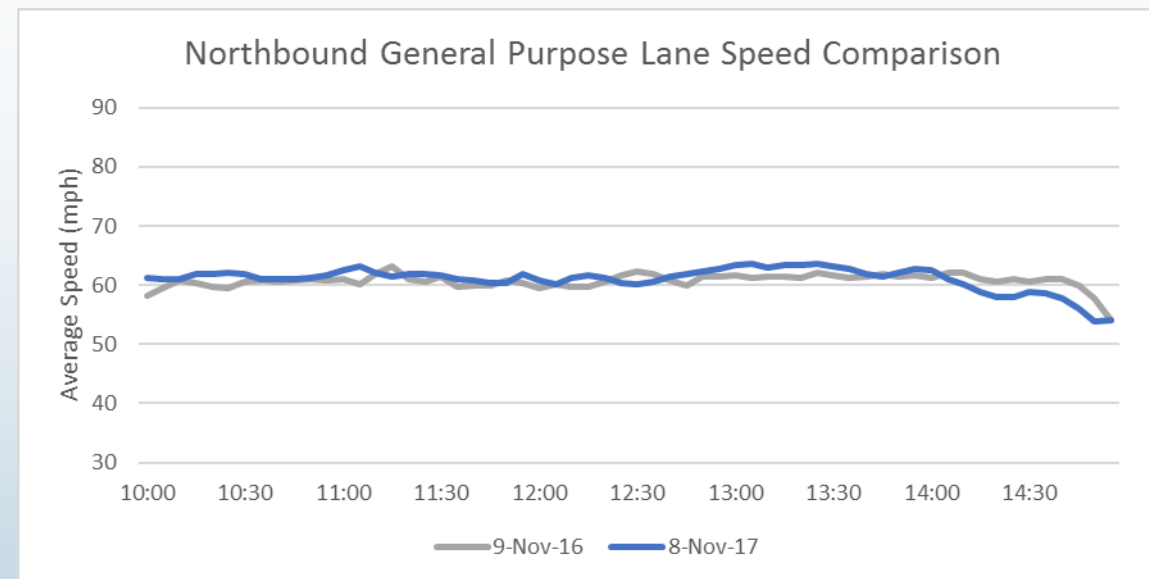
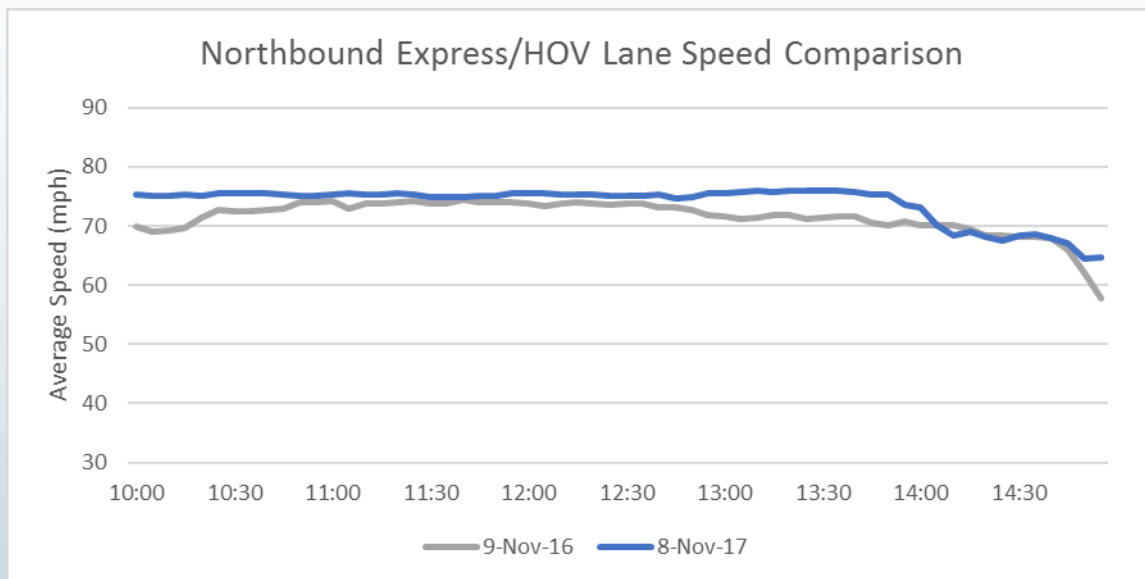
(October 9 – November 30)

- Planned for 2 officers per 5-hour shift in the a.m. and p.m. peak
- CHP staffed 452 of 740 available hours (61%); lower staffing levels during North Bay Fires.
- Made 319 contacts in October and 318 in November.
- As expected, most were verbal warnings: 87% of all contacts in October and 76% in November.
- Main reasons for verbal warnings:
 - HOV occupancy violation
 - No license plate



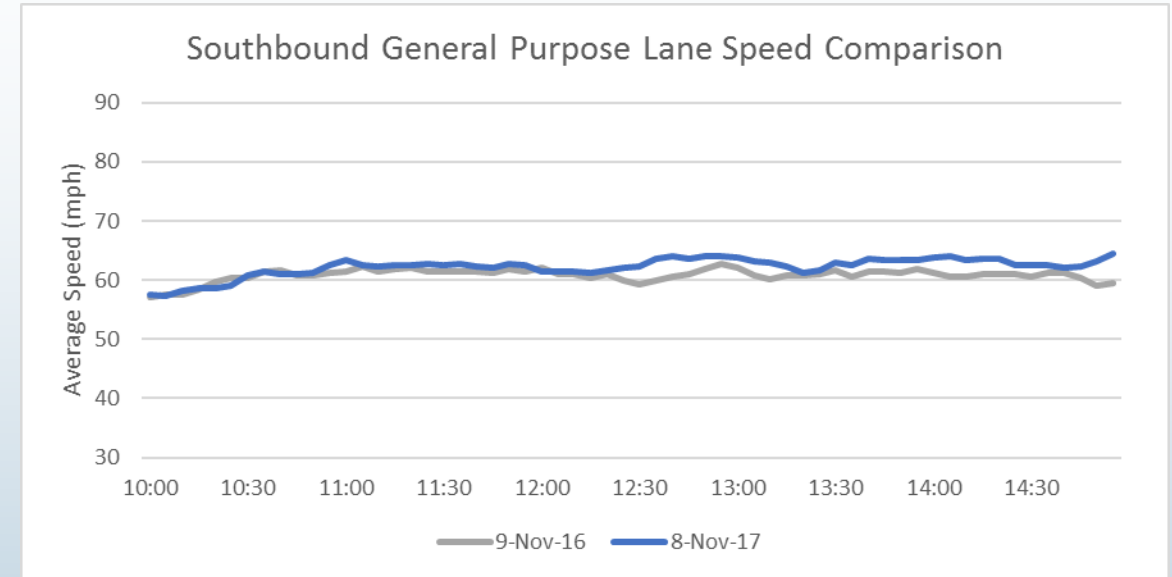
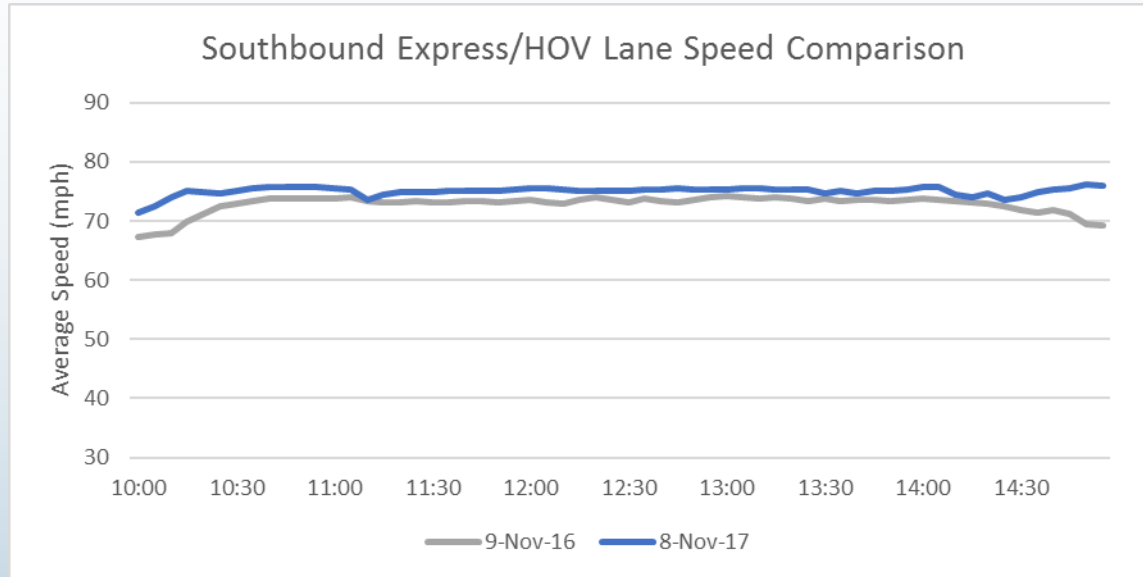
Mid-Day Operations

Northbound Speed Comparison - 2016 Vs 2017



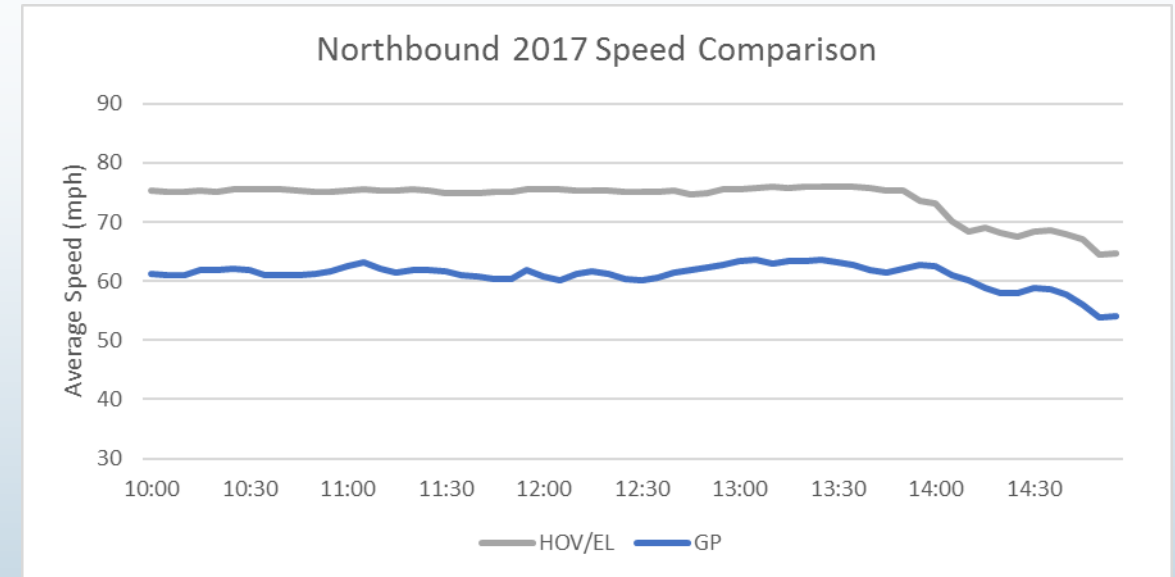
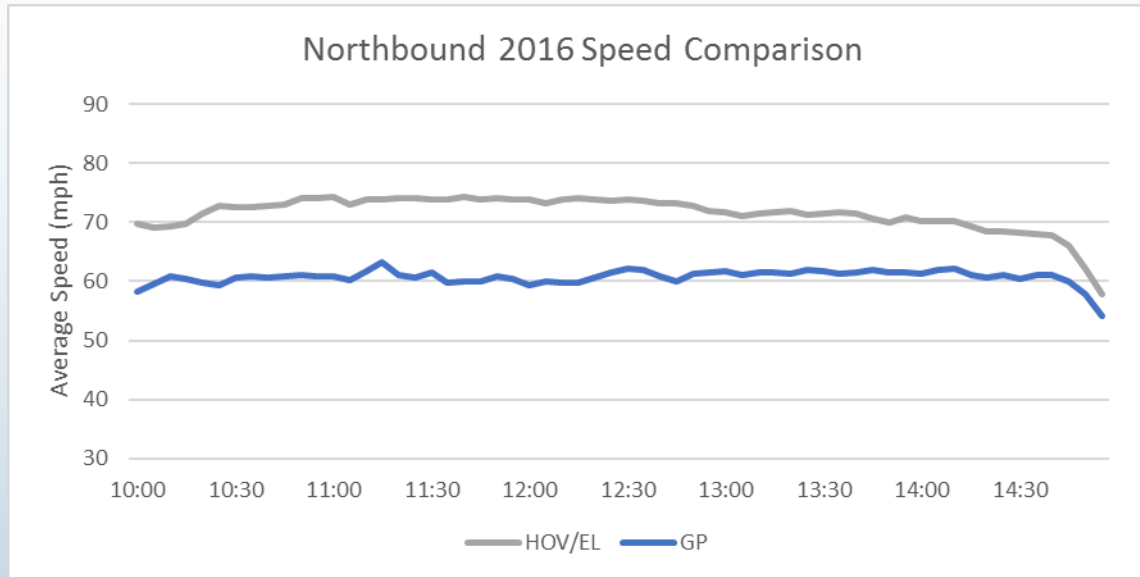
- Mid-day speeds in the HOV/express lane and the general purpose lanes were similar in November 2016 versus November 2017.
- Mid-day speeds were consistently above 45 mph. Average HOV/express lane speeds increased from 72 mph to 74 mph November 2016 to November 2017. The average general purpose lane speeds stayed at 61 mph.

Southbound Speed Comparison - 2016 Vs 2017



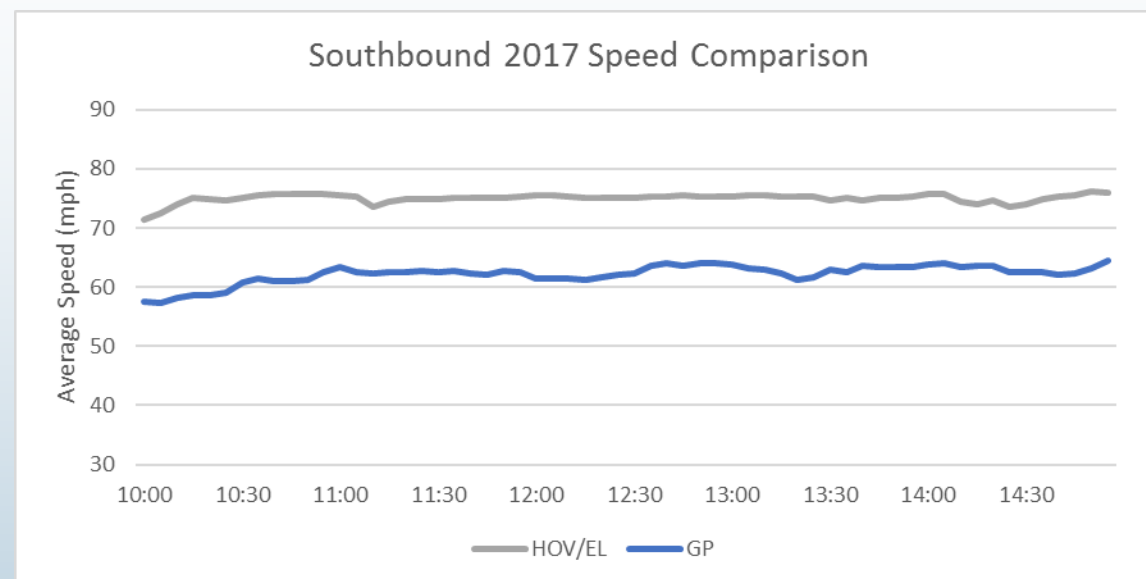
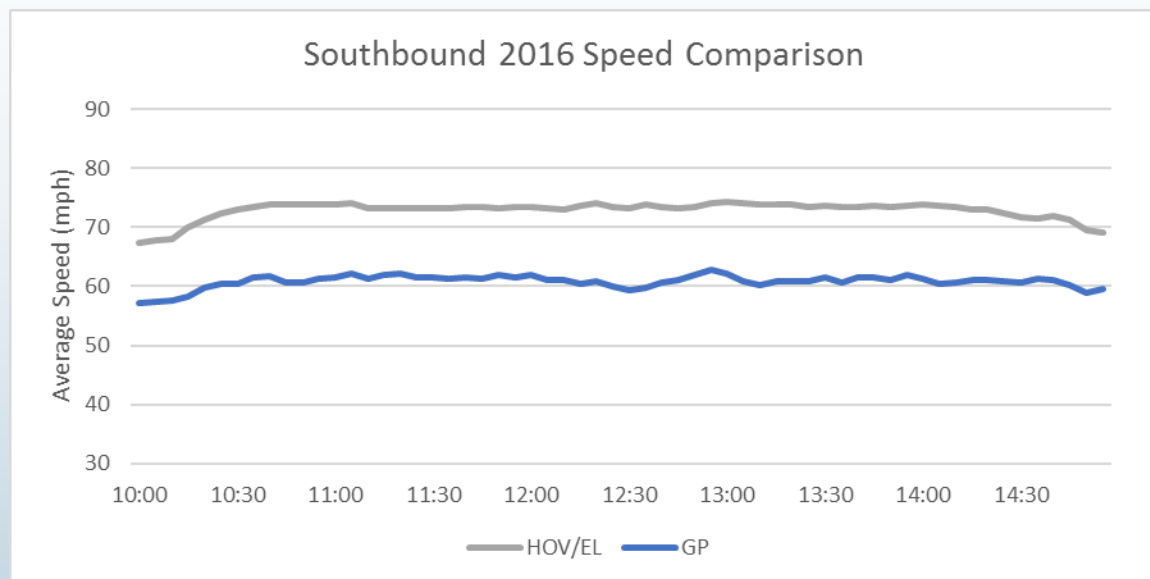
- Mid-day speeds in the HOV/express lane and the general purpose lanes were similar in November 2016 versus November 2017.
- Mid-day speeds were consistently above 45 mph. Average HOV/express lane speeds increased from 73 mph to 75 mph from November 2016 to November 2017. Average general purpose lane speeds increased from 61 mph to 62 mph.

Northbound HOV/Express Lane Vs General Purpose Lane Speed - 2016 & 2017



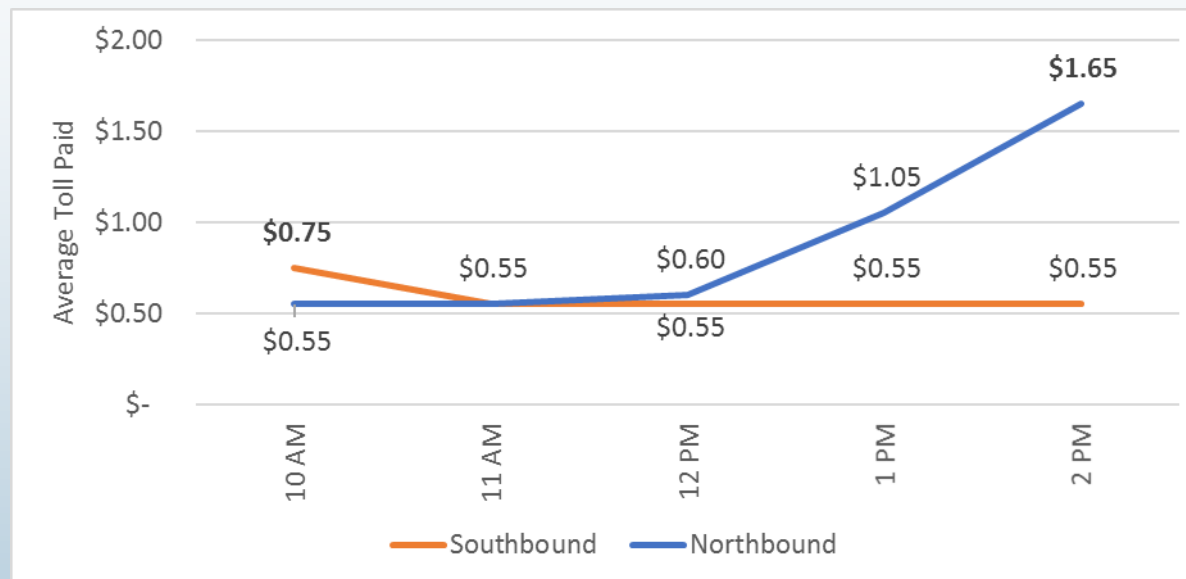
- The average HOV/express lane mid day speed increased from 72 mph to 74 mph.
- Average mid day general purpose lane mid day speed was 61 mph.
- The average speed differential was 11 mph in 2016 and 13 mph in 2017.

Southbound HOV/Express Lane Vs General Purpose Lane Speed– 2016 & 2017



- The average HOV/express lane mid day speed increased from 73 to 75 mph.
- Average general purpose lane mid day speed increased from 61 to 62 mph.
- The average speed differential was 12 mph in 2016 and 13 mph in 2017.

Average Toll Paid Mid Day (October – November 2017)



- The average toll paid mid-day (10 AM to 3 PM) range as follows:
 - Southbound direction - \$0.55 to \$0.75
 - Northbound direction - \$0.55 to \$1.65

For more information, go to: expresslanes.511.org



Measure J Line 20a
FY 2016/2017 / FY 2017/2018 Program

City of Walnut Creek	Senior Bus Operations	\$137,000
Senior Helpline Services / Mobility Matters	Volunteer Driver Program	\$190,000
Golden Rain Foundation (Rossmoor)	Bus Operations	\$125,766
John Muir Medical Foundation (Caring Hands)	Volunteer Driver Program	\$100,000
Rehabilitation Services of Northern California Choices in Aging	Bus Operations	\$ 90,000
Contra Costa ARC	Van Operations	\$ 82,340
TOTAL		\$725,106

TRANSPAC 20A Program
Summary of the 2016/2017 Progress Reports

	TRIP INFORMATION					COST INFORMATION						Notes
	TRANSPAC Area Trips	Vehicle Service Hours	Hours Per Trip (Average)	Individual Trip Provided	Shuttle Vehicle	Total Cost of TRANSPAC Transportation Service	Measure J Cost of Transportation Service	Total \$'s Per Trip	Measure J \$'s Per Trip	Total \$'s per Vehicle Service Hour	Measure J \$'s per Vehicle Service Hour	
City of Walnut Creek	4,616	2,137	0.46		X	\$ 79,329	\$ 68,500	\$ 17.19	\$ 14.84	\$ 37.12	\$ 32.05	Volunteer Drivers
Senior Helpline Services / Mobility Matters	3,063	3,490	1.14	X		\$ 189,661	\$ 95,000	\$ 61.92	\$ 31.02	\$ 54.34	\$ 27.22	All trips from residents of TRANPAC area; Volunteer Driver Program; Door through Door
Golden Rain Foundation (Rossmoor)	16,662	1,766	0.11		X	\$ 97,303	\$ 62,883	\$ 5.84	\$ 3.77	\$ 55.10	\$ 35.61	
John Muir Medical Foundation (Caring Hands)	5,860	7,685	1.31	X		\$ 257,948	\$ 50,000	\$ 44.02	\$ 8.53	\$ 33.57	\$ 6.51	Service Hours include time for rider activity; Volunteer Driver Program; Door through Door
Rehab. Services of Northern California - Choices in Aging	4,030				X	\$ 87,713	\$ 45,000	\$ 21.77	\$ 11.17			
Contra Costa ARC												Project started in October 2017
TOTAL TRIPS	50,893											
ADA LINK Service (2015/16 Data)								\$ 35.19		\$ 70.88		

Name of Agency

City of Walnut Creek

Primary Contact Name

Adriane Lee Bird

Street Address, City, State, Zip

1375 Civic Drive

Walnut Creek, CA 94596

Phone: 925.943.5876

Email: lee@walnut-creek.org

Project Funded: Walnut Creek Seniors Club Mini Bus Transportation Program

Date of Grant: September 21, 2016

Amount of Grant: \$68,500

I certify that the information contained in this report is true and complete to the best of my knowledge.

Signature of Responsible Party Adriane Lee Bird_____

Date 11/29/17_____

Reporting Data and Backup Documentation

1. Summary of activities/services/impact made possible by grant funds:

The Transpac 20A grant has made it possible to provide 4,616 rides to seniors and the developmentally disabled to access important aging resources such as the senior nutrition program, health care counseling, free legal counseling, educational workshops, attend wellness activities at Civic Park Community Center, doctor's appointments (seniors), grocery shopping (seniors), visiting friends (seniors), etc. These participants would otherwise be isolated, unable to go to doctor's visits or in some cases, unable to get a nutritious meal.

2. Cost Per Trip:

\$1 each way for the rider

3. Estimated Cost Savings per Trip Relative to LINK:

Savings for the rider is \$3 per trip.

4. Trip Characteristics:

a. Describe the provision of any services above and beyond ADA requirements?

N/A

b. Are trips eligible for ADA paratransit? Provide documentation

Some (I'm assuming Link), but we do not track that.

c. # of shared trips = 4,616 in 2016/2017

d. Common Destinations

Doctor's appointments, Civic Park Community Center, Safeway, John Muir Hospital,
Shadelands Business Park (medical), Walnut Creek Library

e. Day/Time trip breakdown: Mon-Friday? AM? PM? Weekends?

Monday through Friday – 8:15 am to 4:30 pm with the first time slot at 8:45 am and the last at 3:45

f. Trip Geography: Do trips cross transit service areas? RTPC boundaries?

All trips take place within the boundaries of Walnut Creek.

5. Program Characteristics:

a. Current capacity 3,840 as part of the regular bus schedule, but we open spots for special occasions – large events, etc.

b. Waitlist status and/or other program needs, barriers, etc.

Depending on the day or the activity there might not be enough spots to accommodate everyone. Medical appointments get priority and riders are able to book those rides 2 days in advance. Our minivan is on its last legs. We have been servicing it once a week and it's over 10 years old with very high mileage. It has been difficult to staff a regular class B driver since it is a temporary position with limited hours.

c. Fleet description

We have a 7-person minivan (Dodge Grand Caravan 2007) as well as a new 15-person van (Ford 2017 Transit Van 350).

d. Driver training description

All volunteer drivers submit their driver's record and are entered into the City's DMV Pull Notice Program. They ride shotgun and train with current drivers before taking on a shift. They are also trained on the phone and the GPS system, as well as accident/incident procedures.

6. First and Second Year Grantees, please attach drivers log or other substantiation of trips/routes. Subsequent year grantees must retain records for 3 years.

7. Please attach documentation of capital purchases.

See attached.

8. Please describe any coordination activities with other transportation providers or mobility management function.

We have referred folks to mobility matters if they additional doorway to doorway help or have wheelchairs. We have also designed a platform with Lyft to act as a concierge service to our seniors who do not have smart phones or who do not feel comfortable booking a ride themselves. We have arranged special events with Rossmore and other low income senior housing developments to transport seniors to the center since the Rossmore bus only drops off at the Leshner Center, two blocks away.

City of Walnut Creek – Follow up questions

Walnut Creek Seniors Club Mini Bus Transportation Program

Question

Want to confirm the 4,616 of share trips is also the 4,616 one way trips provided. As they are also shared, I'm assuming that means you may have had more than one passenger trip in the vehicle at a time.

Response

We actually don't have a sophisticated enough dispatch system to determine how often the trips are "literally" shared. I thought that was a general term for the number of riders in this ride share program. It just depends on where they are going, if more than one person is in the car at a time. If five people are heading to the community center and live on the same side of town, then the driver would pick up all five first, if that makes any sense.

Question

Can you clarify what the 3,840 "current capacity" represents.

Response

On a regular basis, we have 16 slots per day, but for special events, we will secure a second driver to open up more spots. This could be a wellness conference, a volunteer luncheon, the holiday sale that our crafting group does, etc.

Question

Cost to provide service in 16/17 (and amount of measure J used for 16/17 service)?

Response

Cost to provide service was: \$79,328.64. We used the \$68,500 awarded from the grant to fund the program.

Question

Provide cost per trip and cost per hour.

Response

Trip cost for the City is \$17.19 per one way trip or \$37.12 per hour. (this does not include the purchase of the new van)

Question

Cost of any vehicle purchase (and amount of measure J used for purchase).

Response

Vehicle purchase was: \$43,071.54 – we did not use measure J funds to purchase, as we were told not to.

Name of Agency: **Choice in Aging**

Primary Contact Name: **Michael Whalen**

Street Address, City, State, Zip: **490 Golf Club Road, Pleasant Hill, CA 94523**

Phone: **925 682 6330**

Email: **mwhalen@choiceinaging.org**

Project Funded: Mt. Diablo Mobilizer (ADHC and Shopping Shuttle)

Date of Grant: 07/01/16

Amount of Grant: \$45,000

I certify that the information contained in this report is true and complete to the best of my knowledge.

Signature of Responsible Party

Debbie Zoller

Date

12/6/17

Reporting Data and Backup Documentation

1. Summary of activities/services/impact made possible by grant funds:

Continuing transportation of participants 5 days a week to and from Choice in Aging's Mt. Diablo Center for Adult Day Health Care, allowing 12 participants to attend and thrive independently in the community because of:

- In depth medical case management by nurses, social workers, physical, speech and occupational therapists, and psychological services as needed
- Age/disability appropriate exercise, recreational and educational activities, discussions, current events, dancing, gardening and more!
- Games, live entertainment, music, art, crafts and horticulture therapy
- Socialization and engagement
- A nutritious meal
- Holiday and themed event celebrations
- Increased independence, well being, and FUN!
- Respite for caregivers

In addition, Choice in Aging provides a daily afternoon shopping shuttle to the low-income senior residents of Heritage Senior Housing and Carlton Senior Living facilities in Concord. This service drives seniors to local shopping centers to purchase essential food and personal items.

2. Cost Per Trip:

Participant transportation budget - \$66,000

Vehicle Maintenance budget - + \$21,713

= \$87,713

4,030 trips / year (*includes all AM Bus, afternoon shuttles, PM bus trips*)

$\$87,713 / 4,030 = \21.77

3. Estimated Cost Savings per Trip Relative to LINK:

It is our understanding the Link experiences an average cost of \$35.50 per ride. When multiplied by 4,030 rides, it equals \$143,065, a cost \$55,352 higher than our annual cost. It should be noted that we may calculate our cost per trip differently as there is no standardization for this between ADA and social service providers.

4. Trip Characteristics:

a. Describe the provision of any services above and beyond ADA requirements?

All rides are door through door trips, a service Link cannot provide. With the ADHC rides, assistance is provided to riders who have difficulty managing independently on the LINK for a variety of reasons from late-stage dementia to limited continence control (longer trip times).

The shopping shuttle provides services that public transportation services do not, including helping residents with their shopping bags, providing assistance door through door, and a driver with experience in providing care for riders with dementia, resulting in extra guidance, understanding, and assistance to residents with cognitive difficulties.

b. Are trips eligible for ADA paratransit? Provide documentation

The trip riders are eligible for ADA paratransit. Choice in Aging ensures all clients are enrolled in LINK as a back-up option.

c. # of shared trips

All of the 4,030 trips are shared.

d. Common Destinations

Our Adult Day Health Care participants share three common destinations:

- **180 La Casa Via, Walnut Creek,**
- **1485 Casa Montego, Walnut Creek**
- **2150 Tice Valley Blvd, Walnut Creek**

Our afternoon shopping shuttle takes all daily riders to the same shopping locations.

e. Day/Time trip breakdown: Mon-Friday? AM? PM? Weekends?

Transportation is provided Monday – Friday, from 7:30AM – 4:00PM.

f. Trip Geography: Do trips cross transit service areas? RTPC boundaries?

Choice in Aging serves Central Contra Costa County and the City of Concord.

5. Program Characteristics:

a. Current capacity

12 participants for a 12 seat passenger bus.

b. Waitlist status and/or other program needs, barriers, etc.

There is no current wait list, but participants of the Mt. Diablo Center are eligible for space on the bus based on location and need, as determined by the Adult Day Health Care Center's Interdisciplinary Team.

c. Fleet description

2008 Ford E-450 Super Duty van (12 passenger)

2007 Chevrolet Uplander (4 passenger)

d. Driver training description

- **1.5 hour safety training with program Physical Therapist to learn how to safely work with the frail participants we serve.**
- **2 days training in the field, including driving of program vehicle, dry runs of planned routes, and observation by Program Director.**
- **Experience and training on serving persons with dementia.**
- **The Bus Driver must have a valid Class B Commercial Drivers License with passenger endorsement.**
- **Obtain California Vehicles for Developmentally Disabled Persons (VDDP) certification.**
- **Must pass DOJ fingerprint clearance, CHP / DOT medical and examination and TB clearance.**
- **Must pass drug and alcohol testing throughout employment.**
- **Must be First Aid and CPR certified**

6. First and Second Year Grantees, please attach drivers log or other substantiation of trips/routes. Subsequent year grantees must retain records for 3 years.

Please see attached for driver's log and substantiation of trips/routes.

7. Please attach documentation of capital purchases.

No capital purchases to report.

8. Please describe any coordination activities with other transportation providers or mobility management function.

The Choice in Aging President & CEO serves on the Paratransit Coordinating Council, volunteers on the Senior Mobility Action Council and is very involved in advocating for and promoting accessible transportation for people with disabilities and frail elders. She works closely with other providers to ensure riders are connected with the types of rides they need. She educates Choice in Aging staff on navigating the various different services and how to make appropriate referrals. She has provided community education through presentations and health fairs as well.

Choice in Aging program staff, including Program Director, Social Workers and other care providers, work daily with LINK staff to coordinate rides.

Name of Agency: **Contra Costa ARC**

Primary Contact Name: **Carol Anne McCrary**

Street Address, City, State, Zip: **1340 Arnold Drive, Suite 127,**

Martinez, CA 94553

Phone: **925-595-0115**

Email: **cmccrary@arcofcc.org**

Project Funded: **Van Operations**

Date of Grant: **Awarded 7/15/16**

Amount of Grant: **\$82, 340 over 2 years**

I certify that the information contained in this report is true and complete to the best of my knowledge.

Signature of Responsible Party Carol Anne McCrary, Co-Executive Director

Date 12/4/17

Reporting Data and Backup Documentation

1. Summary of activities/services/impact made possible by grant funds:

Unfortunately, we were unable to hire for a bus driver for this project during this fiscal year.

- **With our pay and benefits offerings, Contra Costa ARC's staff vacancy rate is currently at 10.6%; this is the highest it has been in the last 10 years, and while recruitment efforts have doubled, hiring has been difficult.**
- **Unsuccessful bus driver applicants did not pass the required criminal background check and/or drug screen, thus did not meet minimum standards, as per regulatory requirements.**
- **We had 2 bus driver openings at the same time and both were hired in Oct/Nov 2017 (outside of this reporting period).**
- **The project began operating in October 2017, again, outside of this reporting period.**

2. Cost Per Trip: **N/A**

3. Estimated Cost Savings per Trip Relative to LINK: **N/A**

4. Trip Characteristics: **N/A, project began in October 2017, outside of this reporting period.**

a. Describe the provision of any services above and beyond ADA requirements?

b. Are trips eligible for ADA paratransit? Provide documentation:

c. # of shared trips:

d. Common Destinations: To/From the George Miller Center-Concord

e. Day/Time trip breakdown: Mon-Friday? AM? PM? Weekends?

f. Trip Geography: Do trips cross transit service areas? RTPC boundaries?

5. Program Characteristics: **N/A, project began in October 2017, outside of this reporting period.**
 - a. Current capacity
 - b. Waitlist status and/or other program needs, barriers, etc.
 - c. Fleet description
 - d. Driver training description
6. First and Second Year Grantees, please attach drivers log or other substantiation of trips/routes. Subsequent year grantees must retain records for 3 years.
7. Please attach documentation of capital purchases. **None---received accessible vehicle through the 5310 Federal grant program. Vehicle is currently being used for day program purposes.**
8. Please describe any coordination activities with other transportation providers or mobility management function.

Golden Rain Foundation

Jeffrey Matheson, Director Resident Services
800 Rockview Drive, Walnut Creek, CA 94563

925.988.7628
JMatheson@rossmoor.com

Project Funded: Golden Rain Foundation – Rossmoor ***Green Line Route***

Date of Grant: 2016-2017 Grant

Amount of Grant: \$62,883 Annually

I certify that the information contained in this report is true and complete to the best of my knowledge.

Signature of Responsible Party _____
Jeff Matheson, Director Resident Services

Date November 29, 2017

Reporting Data and Backup Documentation

1. Summary of activities/services/impact made possible by grant funds:

- **Green Line / Downtown Walnut Creek Service (Line 20A Grant Funded)**

The Green Line was implemented as a dedicated route in 2011, the grant funds have made it possible for Rossmoor residents to have access to a section of downtown Walnut Creek, between BART and Kaiser/Newell. The Green Line is the only fixed route that travels to downtown Walnut Creek, departing Gateway Clubhouse bus shelter several times per day.

- The Green Line service as a whole has given just over 16,900 rides in 2016 and 13,244 rides to date in 2017 on our weekday service.

- **Rossmoor Bus Services:** In addition to the Green Line, Downtown Walnut Creek Route, Rossmoor offers bus service weekdays from 6:00am to 8:30pm and on Saturday, Sunday and Holiday's from 9:00am to 8:30pm. On weekdays, buses operate on a color-coded fixed loop routes all day inside the Rossmoor valley and the adjacent community where the Rossmoor Shipping Center and Medical Clinics are located. Rossmoor operates a Dial-a-Bus "gap service" weekdays; weekday mornings 6:00am to 9:00am and evenings service 5:30pm to 8:30pm. Dial-a-Bus is our Saturday, Sunday and Holiday's service.

- **Paratransit**

Paratransit service has the same hours as all other services. Rossmoor's paratransit bus will go anywhere the regular Rossmoor buses go. To qualify for the Rossmoor Paratransit service, a resident must be physically unable to use the regular Rossmoor bus. Paratransit riders typically use wheelchairs, heavy walkers or they might live where they are unable to access the bus stop safely. Paratransit riders may be combined with other riders on the Green Line and on Dial-a-Bus.

2. Cost Per Trip:

- The Green Line cost per trip - \$5.53

3. Estimated Cost Savings per Trip Relative to LINK:

- \$31.47

4. Trip Characteristics:

a. Describe the provision of any services above and beyond ADA requirements?

- We exceed ADA requirements to get onto our paratransit system, as our requirement is having difficulty getting to the street or difficult/slow to board the bus
- The Green line provides paratransit rides for Rossmoor residents that might not qualify for County LINK, they are unable to use the regular fixed bus due to mobility, vision and

- or accommodate uncommon mobility equipment in order to go to destinations in the Downtown Walnut Creek area and Kaiser.
 - We can offer a same day service when requested, where and when the fixed route service does not operate
 - Our paratransit service takes our paratransit residents to the dialysis facility on Rossmoor Parkway and saves the LINK funds for this short distance trip
- b. Are trips eligible for ADA paratransit? Provide documentation
- Yes, see attached report
- c. # of shared trips
- See attached report
- d. Common Destinations
- Green Line (Grant Funded): BART, Target, Leshner Center for the Arts, Locust Street, S. California Street/CVS/Genova Deli, Kaiser, S. Main Street (access to Macy's), S. Broadway (access to Safeway, Nordstroms and Broadway Plaza) Trader Joe's, Botelho/Locust (Shops, Restaurants and Cinemark Theater)
- e. Day/Time trip breakdown: Mon-Friday? AM? PM? Weekends?
- Green Line: Monday – Friday 8 fixed schedule trips, beginning at 9:50am, 10:50am, 12:05pm, 12:45pm, 1:35pm, 2:35pm, 3:45pm and 4:50pm
 - AM weekday: 6:15am, 7:00am, 8:00am and 9:00am
 - PM weekday: 7:00pm and 8:20pm
 - Weekends and Holiday's: 7 scheduled trips, beginning 9:30am, 11:30am, 1:30pm, 3:30pm, 5:00pm, 7:00pm and 8:20pm
- f. Trip Geography: Do trips cross transit service areas? RTPC boundaries?
- The Green Line grant bus fills the gap created by the discontinuation of the CCTA Route 101 by providing Rossmoor's senior residents, both ambulatory and disabled access to and from the downtown Walnut Creek commuting, and shopping, medical, civil service and entertainment destinations. By including Paratransit riders along with the ambulatory riders we are giving disabled persons access to these destinations more efficiently and at a lower cost than what the locally available paratransit services offer
5. Program Characteristics:
- a. Current capacity
- Monday – Friday: Green Line (Line 20A Grant Funded) 16-18 passengers per trip at 8 trips per line
 - Weekends/Holiday's: 3 to 4 buses, 12-16 passengers per trip. This is an on demand type service with trips to the downtown Walnut Creek area that is covered by the Green Line on weekdays.

- b. Waitlist status and/or other program needs, barriers, etc.
 - Currently no waitlist status
 - c. Fleet description
 - Green Line (Line 20A Grant Funded) bus: 1 bus at 18 passenger capacity
 - Our current fleet - 12 buses: 9 buses at 16 passenger capacity, 2 buses at 12 passenger capacity and 1 bus at 18 passenger
 - 12 drivers, 1 bus foreman, 1 evening dispatch, 1 weekend dispatch, 1 paratransit dispatch
 - d. Driver training description
 - Our drivers are hired with the requirement of having a Class B Passenger Endorsement driver's license.
 - Our drivers have a one-on-one training for the routes we service and a 6 month probation period
6. First and Second Year Grantees, please attach drivers log or other substantiation of trips/routes. Subsequent year grantees must retain records for 3 years.
 - n/a
7. Please attach documentation of capital purchases.
 - No capital was purchased with Line 20A Grant Funds
8. Please describe any coordination activities with other transportation providers or mobility management function.
 - We try to coordinate drop off and pick up locations using CCCTA stops and coordinating schedules

Name of Agency: Caring Hands Volunteer Caregivers Program

Primary Contact Name: Maria Amadea, Manager

Street Address, City, State, Zip:

2855 Mitchell Drive, Suite 100

Walnut Creek, CA 94598

Phone: 925-952-2999


Email: maria.amadea@johnmuirhealth.com

Project Funded: Caring Hands Volunteer Caregivers Program - Transportation
Provided to Seniors in TRANSPAC Cities

Date of Grant: 2016-2018

Amount of Grant: \$100,000.00

I certify that the information contained in this report is true and complete to the best of my knowledge.

Signature of Responsible Party: 

Date 11/28/2017

Reporting Data and Backup Documentation

1. Summary of activities/services/impact made possible by grant funds:

Caring Hands provides **free** transportation to seniors over the age of 60, who still live independently, yet need assistance with transportation for them to age in place and remain in their own homes. Currently, the average age of the independent senior we serve is 83 years old. Rides are provided on either a regular, weekly schedule to seniors who participate in our One-to-One match program or on an occasional, as-needed basis to those who participate in our Senior Transportation Program.

The purpose of providing transportation is to allow seniors to age in place, remain in their own homes and maintaining their independence and freedom to continue activities of daily living. By providing transportation, Caring Hands is able to help hundreds of seniors postpone the need to move into costly assisted living or nursing homes due to no longer being able to drive.

Caring Hands provides door-through-door, wait-at-the-destination transportation services based on the needs of the particular senior who is being driven by a volunteer.

The transportation is either provided as an occasional service so a senior in the program may receive a ride to a physician's appointment and back home again. The other transportation services provided are to those seniors who receive a regular, weekly visit from a volunteer who transports them to any number of destinations including but not limited to the doctor, pharmacy, grocery, hairdresser, shopping mall, and church in order to maintain daily living. All transportation services are free of charge.

2. Cost Per Trip:

All of Caring Hands' services are free of charge, so there is no cost to the senior for the trips we provide. However, the estimated cost for the same level of personalized, private door-through-door, wait-at-the-destination transportation in our area is a minimum \$50 per round-trip.

3. Estimated Cost Savings per Trip Relative to LINK:

Cost savings for each senior participating in the program is 100%. Our program provides free transportation, so any ride provided by Caring Hands saves the senior the full cost of any cost provided by LINK.

4. Trip Characteristics:

a. Describe the provision of any services above and beyond ADA requirements?

Many of our volunteers are able and willing to accommodate a senior who uses a wheelchair or walker, however, since they are generally driving regular vehicles that are not specially designed for ADA accessible transport, each volunteer's ability to accommodate seniors with more advanced disabilities is limited.

Our target program participant is a senior who still lives independently, yet needs some assistance with transportation helping them to age in place and remain in their own homes. Therefore, we do not routinely provide care or transportation for seniors with significant disabilities.

b. Are trips eligible for ADA paratransit? Provide documentation?

Not applicable

c. # of shared trips

Each senior is driven to their destination by their regular volunteer, therefore seniors participating in our program do not share trips with other seniors.

Caring Hands provides approximately 489 one-way rides each month to seniors within the TRANSPAC area. This translates to more than 5,860 one-way rides per year to seniors living within the TRANSPAC area.

Of note, the program serves the greater Contra Costa County beyond the TRANSPAC area and in the same period of July 1, 2016 through June 30, 2017, Caring Hands volunteers provided a total of 7,956 one-way rides and 10,434 hours of service.

d. Common Destinations

The most common destinations of the trips include: physician's office; grocery store; pharmacy; hairdresser; dentist; shopping stores such as Target, Walmart, Macy's; exercise classes; restaurants to share a meal; church; bank; professional advisor's office such as attorney, financial planner; and other location as requested by the senior.

e. Day/Time trip breakdown: Mon-Friday? AM? PM? Weekends?

The majority of our trips are completed Monday through Friday during regular business hours, 8am – 6pm. There are occasional rides provided on weekends if that's the arrangement with the volunteer matched to a particular senior.

All occasional transportation is provided exclusively Monday through Friday during regular business hours.

f. Trip Geography: Do trips cross transit service areas? RTPC boundaries?

Caring Hands service area includes ALL areas within TRANSPAC Central Contra Costa County and beyond.

Our service area transcends the boundaries of TRANSPAC to the east and south as Caring Hands serves TRANSPLAN and SWAT-LaMorinda and SWAT - Tri-Valley. Our service stops at the boundary between TRANSPAC and WCCTAC, as we do not serve West Contra Costa County.

5. Program Characteristics:

a. Current capacity

Caring Hands allows 264 seniors who no longer drive to remain independent and continue living in their own homes within TRANSPAC cities. Caring Hands transportation helps these seniors to continue to enjoy the same quality of life as when they could drive and helps them continue activities of daily living. There is a significant positive financial impact for individuals and the community. The transportation Caring Hands provides postpones the need to move into costly assisted living or institutionalized settings. The fact that Caring Hands trips are free, it makes it priceless to the senior & and their family.

b. Waitlist status and/or other program needs, barriers, etc.

Currently, there are 17 seniors (living in TRANSPAC cities) who are waiting to be matched with a regular volunteer caregiver who can provide transportation for the senior.

One of the barriers to our providing more services and transportation is the recruitment of additional volunteers who can serve as drivers.

c. Fleet description

The transportation is provided in the private vehicles owned and operated by our program volunteers. John Muir Health requires all volunteers to carry appropriate automobile insurance, and verifies it is current on an annual basis.

d. Driver training description

All potential volunteer drivers must pass an initial interview, attend a full day mandatory training and provide three letters of reference prior to being certified as a Caring Hands Volunteer Caregiver and driver. Additionally, all candidates MUST pass a background screening and DMV check to verify their safety track record ensuring that ONLY safe drivers are entered into our program and eligible to drive our seniors.

6. First and Second Year Grantees, please attach drivers log or other substantiation of trips/routes. Subsequent year grantees must retain records for 3 years.

See attached documentation.

7. Please attach documentation of capital purchases.

Caring Hands has not made any capital purchases with this grant funding.

8. Please describe any coordination activities with other transportation providers or mobility management function.

Caring Hands coordinates services and resources by having the Manager regularly attend and participate in the monthly Area Agency on Aging – Contra Costa County Senior Mobility Action Council (SMAC) where several other transportation providers participate.

In addition, the Caring Hands social workers collaborate with staff at other non-profit agencies, such as Mobility Matters, Senior Outreach Services, and LaMorinda Spirit Van to best assist our senior population. Collaboration includes, but is not limited to, referring seniors to any of these agencies if it better serves their needs.

SUPPLEMENTAL INFORMATION

Caring Hands Volunteer Caregivers Program

- Can you confirm how you define the service hours (i.e. the total trip time (including the trip purpose) or the time required for the transportation component).

Our volunteers report their hours to the program on a monthly basis via a "Time sheet" report. These reports are entered afterwards into our database. Volunteers have been advised to count their hours from the time they pick up a senior at their home till the time they bring that senior back to their home after having spent time with them for example, taking them to an appointment, waiting for them, potentially also stopping on the way to pick up a medication or food etc etc and then dropping them back at their home. That is how "total trip time" is counted. Our volunteers usually report that time as "Transportation with the senior" and give us the number of hours they have spent taking them around and back to home.

- Hours of service for your entire program are included in the material. Can you provide the number of vehicle service hours for the TRANSPAC area trips. Can you specify if this is from specific trip information or another method.

Our database records each trip provided as "transportation with the senior" and it has associated with it the number of hours the volunteer reported that she/he has spent on that trip.

In particular 10,434 hours were given to provide 7,956 trips program wide. This means that on average 1.311463 hours were given for each trip. If you take that time and multiply it by the number of total trips given to seniors in Transpac cities (which is 5,860) we come out with a total of 7,685 hours that were given by our volunteers in providing transportation services to seniors in Transpac cities.

- Cost per trip – Please provide. This should be the total cost of your program divided by the total number of one way trips provided.

The Caring Hands Annual Budget is \$557,179. Our Volunteers and staff provide more services than just transportation services to our senior population. The total number of volunteer hours provided and reported from July 1, 2016 till June 30, 2017 is 16,600 hours. Of that number, 10,434 hours represent hours given involving transportation services, so that is 62.85%. Furthermore, 62.85% of our budget is \$350,187. If we divide \$350,187 by 7,956 which is the total number of rides provided program wide, we come out with \$44.01 as the cost per ride.

Name of Agency Mobility Matters

Primary Contact Name Elaine Welch

Street Address, City, State, Zip 1035A Carol Lane Lafayette, CA 94549

Phone: (925) 284-6699

Email: elaine@mobilitymatterscc.com

Project Funded: Volunteer driver programs

Date of Grant: for FY 16-17 and FY 17-18

Amount of Grant: \$190,000

I certify that the information contained in this report is true and complete to the best of my knowledge.

Signature of Responsible Party _____

Date 12/04/17

Reporting Data and Backup Documentation

1. Summary of activities/services/impact made possible by grant funds:

In FY 16-17: 282 screened, trained volunteer drivers provided 3,068 one-on-one, escorted, door-through-door rides for 388 seniors residing in Contra Costa County, primarily for medical and dental care and basic necessity shopping, donating 3,490 hours and driving 38,579 miles. Of these trips, 1,493 were provided to senior residents of the TRANSPAC area.

These are all seniors who are trying to age in place and cannot access any other form of transportation because of the need for door-through-door assistance.

2. Cost Per Trip: \$61.92 (varies depending on the number of rides given and cost of staff that year)

3. Estimated Cost Savings per Trip Relative to LINK:

Clients in our volunteer driver programs, even though many are qualified for paratransit, cannot take it because of their need for one-one-one, door-through-door assistance which paratransit does not provide. None of them can afford a caregiver who can escort them on paratransit. We are not an alternative to paratransit, but are a highly specialized form of transportation for disabled seniors who cannot take paratransit. Our programs would be cost prohibitive if we had to use paid drivers instead of utilizing volunteers. We refer seniors who need our level of assisted rides, but have financial resources, to fee-for-service providers, like home care agencies or private pay transportation companies that offer door-through-door escort.

4. Trip Characteristics:

a. Describe the provision of any services above and beyond ADA requirements?

Free, door-through-door, one-on-one, escorted rides, including post anesthesia for same day procedures and surgeries.

b. Are trips eligible for ADA paratransit? Provide documentation

As stated above, almost all our clients are ADA qualified but cannot use paratransit because of the escort factor.

c. # of shared trips: None

d. Common Destinations

Usually doctor offices, outpatient departments, including same day surgery centers, dental offices, and grocery stores.

e. Day/Time trip breakdown: Mon-Friday? AM? PM? Weekends?

We provide rides Monday through Saturday from 7am - 5pm, and will take a client to church on Sunday, if we have a driver who is willing and able.

f. Trip Geography: Do trips cross transit service areas? RTPC boundaries?

We cover all of Contra Costa County, and cross over to Alameda County from West and Central County for medical appointments, but all clients must reside in Contra Costa County.

NOTE: For this grant, all clients must reside in the TRANSPAC area, but we will take them anywhere in Contra Costa County, and even some medical trips to Alameda County.

5. Program Characteristics:

a. Current capacity

For every newly trained volunteer, we can take on 1-3 clients depending on the area and frequency of need.

b. Waitlist status and/or other program needs, barriers, etc.

We have a short waitlist for those without immediate needs, and do not enroll more clients than we can accommodate. Most of the clients we enroll have a desperate need for the services we provide and cannot wait very long.

c. Fleet description

Volunteers drive their own cars.

d. Driver training description

Our basic driver training course is a mandatory three hour session presented by our CEO, who is an RN who specialized in geriatrics and rehab. It not only orients drivers to the program policies and procedures, but provides specific geriatric sensitivity and safety training re physiological and psychological changes as we age, fall prevention, escort techniques, handling durable medical equipment, etc.

6. First and Second Year Grantees, please attach drivers log or other substantiation of trips/routes. Subsequent year grantees must retain records for 3 years.

We turn these in monthly to CCTA with our invoice.

7. Please attach documentation of capital purchases. None
8. Please describe any coordination activities with other transportation providers or mobility management function.

In addition to our two volunteer driver programs: Rides for Seniors and Rides 4 Veterans, we work with public and private transportation providers all over Contra Costa County, and surrounding counties, as well.

Some of our most important mobility management activities include: publishing an accessible transportation guide called "Way To Go Contra Costa!" that is also on line and translatable into numerous languages, providing a toll free countywide Transportation Information & Referrals Helpline to match riders with providers, and chair and participate on key committees and task forces that address accessible transportation issues in Contra Costa County. We also provide consultation to senior villages in the 9 Bay Area counties to help them set up transportation programs and do training for their volunteer drivers.