



Meeting Notice

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

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Joint Paratransit Advisory and Planning Committee & Paratransit Technical Advisory Committee

Monday, February 27, 2017, 2:00 p.m.

1111 Broadway, Suite 800, Oakland, CA 94607

Mission Statement

The mission of the Alameda County Transportation Commission (Alameda CTC) is to plan, fund, and deliver transportation programs and projects that expand access and improve mobility to foster a vibrant and livable Alameda County.

Public Comments

Public comments are limited to 3 minutes. Items not on the agenda are covered during the Public Comment section of the meeting, and items specific to an agenda item are covered during that agenda item discussion. If you wish to make a comment, fill out a speaker card, hand it to the clerk of the Commission, and wait until the chair calls your name. When you are summoned, come to the microphone and give your name and comment.

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Reminder

Please turn off your cell phones during the meeting. Please do not wear scented products so individuals with environmental sensitivities may attend the meeting.

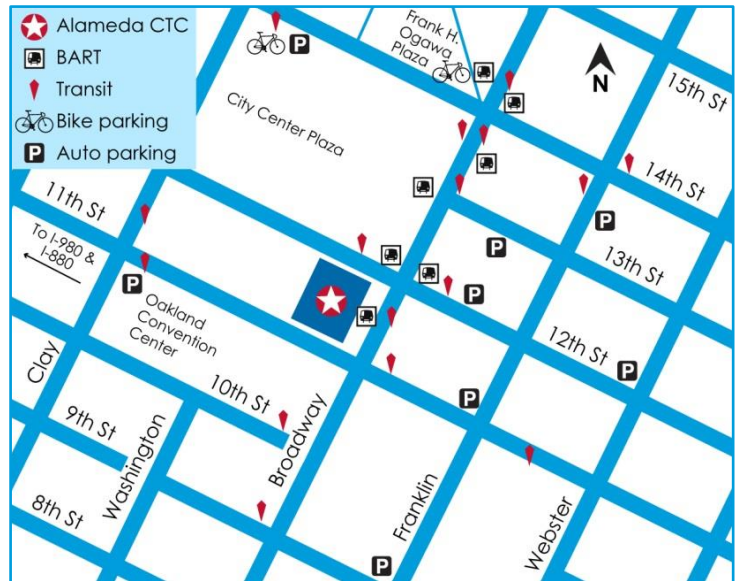
Glossary of Acronyms

A glossary that includes frequently used acronyms is available on the Alameda CTC website at www.AlamedaCTC.org/app_pages/view/8081.

Location Map

★ Alameda CTC
1111 Broadway, Suite 800
Oakland, CA 94607

Alameda CTC is accessible by multiple transportation modes. The office is conveniently located near the 12th Street/City Center BART station and many AC Transit bus lines. Bicycle parking is available on the street and in the BART station as well as in electronic lockers at 14th Street and Broadway near Frank Ogawa Plaza (requires purchase of key card from bikelink.org).



Garage parking is located beneath City Center, accessible via entrances on 14th Street between 1300 Clay Street and 505 14th Street buildings, or via 11th Street just past Clay Street. To plan your trip to Alameda CTC visit www.511.org.

Accessibility

Public meetings at Alameda CTC are wheelchair accessible under the Americans with Disabilities Act. Guide and assistance dogs are welcome. Call 510-893-3347 (Voice) or 510-834-6754 (TTD) five days in advance to request a sign-language interpreter.



Meeting Schedule

The Alameda CTC meeting calendar lists all public meetings and is available at www.AlamedaCTC.org/events/upcoming/now.

Paperless Policy

On March 28, 2013, the Alameda CTC Commission approved the implementation of paperless meeting packet distribution. Hard copies are available by request only. Agendas and all accompanying staff reports are available electronically on the Alameda CTC website at www.AlamedaCTC.org/events/month/now.

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Joint Paratransit Advisory and Planning Committee
and Paratransit Technical Advisory Committee
Meeting Agenda
Monday, February 27, 2017, 2:00 p.m.

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Facilitator: Naomi Armenta

Staff Liaison: Krystle Pasco,
Cathleen Sullivan

Public Meeting Coordinator:
Angie Ayers

2:00 – 2:05 p.m. Staff	1. Roll Call and Introductions		
2:05 – 2:10 p.m. Public	2. Public Comment	Page	A/I
2:10 – 2:40 p.m. Staff	3. Countywide Needs Assessment Presentation	1	
2:40 – 3:25 p.m. Staff	4. Countywide Needs Assessment Discussion		
3:25 – 3:30 p.m. PAPCO and ParaTAC Staff	5. Information Items 5.1. Member Announcements 5.2. Staff Updates		
3:30 p.m. Staff	6. Draft Agenda Items for June 26, 2017 Joint PAPCO and ParaTAC Meeting 6.1. Countywide Needs Assessment Implementation Discussion 6.2. Fiscal Year Wrap Up		
3:30 p.m.	7. Adjournment		

Next ParaTAC Meeting: March 14, 2017

Next PAPCO Meeting: March 27, 2017

Next Joint PAPCO and ParaTAC Meeting: June 26, 2017

All items on the agenda are subject to action and/or change by the Committee.



Memorandum

3.0

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DATE: February 15, 2017

SUBJECT: Assessment of Mobility Needs of People with Disabilities and Seniors in Alameda County

RECOMMENDATION: Receive a presentation and provide input on the Paratransit Needs Assessment Summary of Findings

Summary

On February 27, 2017 the Paratransit Advisory and Planning Committee (PAPCO) and the Paratransit Technical Advisory Committee (ParaTAC) will receive a presentation on the findings of the Assessment of Mobility Needs of People with Disabilities and Seniors in Alameda County conducted by Nelson\Nygaard with Alameda CTC staff. Committee members and interested members of the public will have an opportunity to discuss the identified needs, potential strategies to address the needs, and next steps.

Background

The Alameda CTC has completed a number of planning efforts and data analyses over the years related to the transportation programs for seniors and people with disabilities that are funded through Measure B. Alameda CTC has also conducted a great deal of outreach with the advisory committees including meetings, events, and workshops. With the passage of Measure BB and corresponding increase of funding, Alameda CTC determined it was time to complete a full Needs Assessment of the mobility needs of seniors and people with disabilities in the County to provide further context and inform Alameda CTC and

our partners as to the best allocations of future funding. In 2016, Alameda CTC contracted with Nelson\Nygaard to complete the Needs Assessment. Outreach and analysis for the Needs Assessment was conducted in fall and winter 2016-2017 and the report will be finalized by June 2017, after getting input from PAPCO and ParaTAC.

Fiscal Impact: There is no fiscal impact.

Attachments

- A. Assessment of Mobility Needs of People with Disabilities and Seniors in Alameda County - Summary of Findings

Staff Contacts

[Cathleen Sullivan](#), Principal Planner

[Krystle Pasco](#), Assistant Program Analyst



Assessment of Mobility Needs of People with Disabilities and Seniors in Alameda County

Summary of Findings

February 2017

Assessment of Mobility Needs of People with Disabilities and Seniors in Alameda County

Summary of Findings

The Alameda County Transportation Commission (Alameda CTC) has a strong commitment to transportation for seniors and people with disabilities. Alameda CTC funds a wide variety of programs, interacts extensively with the community through advisory committees and outreach, and collects reporting data on services provided with the funding. In 2016 the Alameda CTC contracted with Nelson\Nygaard Consulting Associates to complete a Needs Assessment that would collect input from County stakeholders, analyze current data and demographics, and assess the latest industry trends. This report includes demographic profiles and description and analysis of existing services, identifies transportation needs and gaps and proposes strategies to address the identified needs and gaps.



Images from Nelson\Nygaard

Background on Alameda CTC and the Alameda County Paratransit Program

The Alameda County Transportation Program for Seniors and People with Disabilities (a.k.a. the Paratransit Program) is funded by Alameda County's transportation sales tax dollars: 10.45% of Measure B and 10% of Measure BB, authorized in 2000 and 2014 respectively. The Paratransit Advisory and Planning Committee (PAPCO), consisting of representatives of the senior and disability community, addresses funding, planning, and coordination issues regarding transportation services for seniors and persons with disabilities in Alameda County. In addition, the Paratransit Technical Advisory Committee (ParaTAC), composed primarily of city and ADA-mandated paratransit agency staff, advises PAPCO and Alameda CTC on matters related to these services. Alameda CTC contracts with a Paratransit Coordination Team to support the committees and the paratransit program (currently Nelson\Nygaard Consulting Associates).

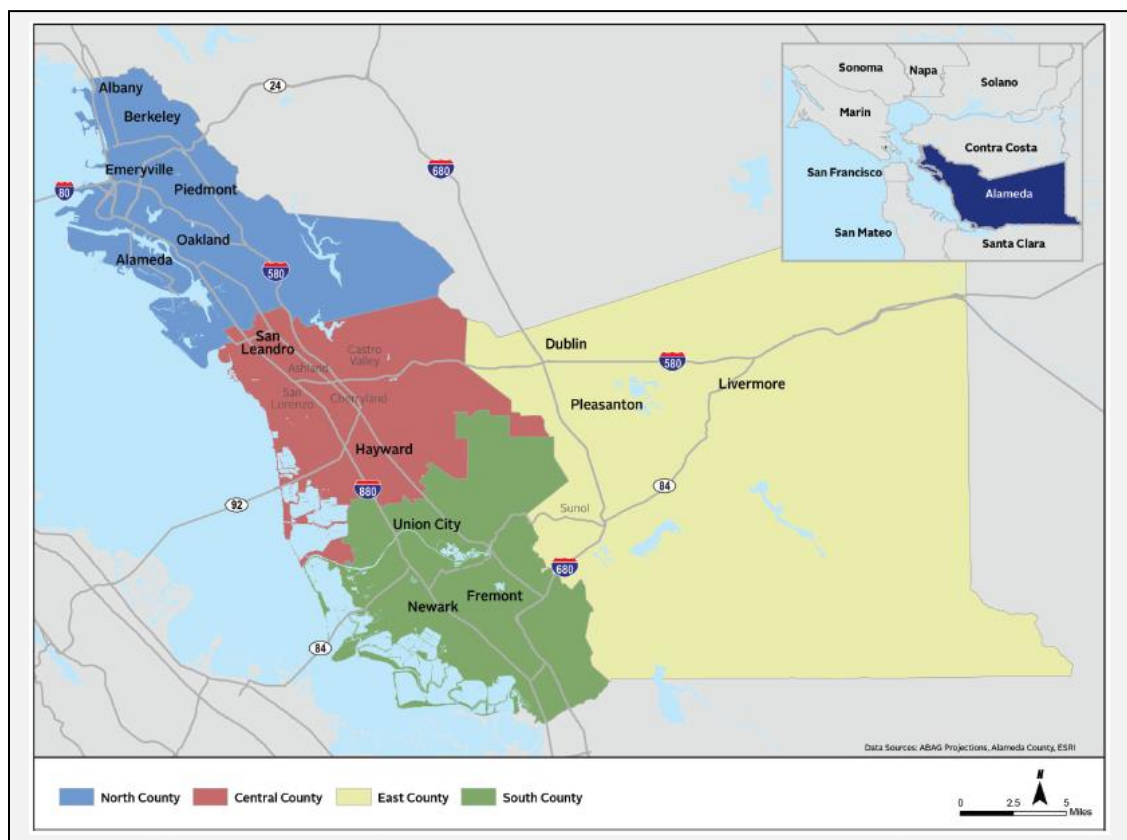
Measure B paratransit funding is allocated as follows: 5.63% to AC Transit and BART to support East Bay Paratransit, 3.39% to City-based programs, and 1.43% to discretionary programs to reduce gaps in service. Measure BB paratransit funding is allocated as follows: 6% to AC Transit and BART to support East Bay Paratransit, 3% to City-based programs, and 1% to coordination and service grants. Together Measures

B and BB generate approximately \$20 million per year for transportation for seniors and people with disabilities. ADA-mandated and city-based program funding is allocated by funding formulas determined by the Transportation Expenditure Plan (TEP) and PAPCO. These funds are provided to jurisdictions and transit agencies as Direct Local Distribution (DLD) funds. The TEP allocates funding by planning area and PAPCO's formula allocates funding within planning areas. The discretionary and grant funds are allocated based on recommendation by PAPCO.

Figure ES-1 Alameda County Planning Areas

Planning Area	Cities and unincorporated areas
North County	Alameda, Albany, Berkeley, Emeryville, Oakland, and Piedmont
Central County	Castro Valley, Hayward, San Leandro, San Lorenzo, and other adjacent unincorporated areas
East County	Dublin, Livermore, Pleasanton, Sunol, and other adjacent unincorporated areas
South County	Fremont, Newark, Union City, and other adjacent unincorporated areas

Figure ES-2 Planning Areas



Background on Needs Assessments and Strategic Planning

Throughout the life of Measure B and BB, the Alameda CTC has worked diligently with the transit agencies, cities, PAPCO, ParaTAC, non-profit partners, and other organizations to effectively utilize these taxpayer funds. In addition to regular reporting and a rigorous annual review of program plans from fund recipients, the Alameda CTC has also led several efforts to strategically evaluate the programs provided and identify unmet needs.

- The first two years of discretionary funding (Gap Cycles 1 and 2) was distributed to the Measure B Direct Local Distribution (DLD) recipients after a thorough planning area planning process with ParaTAC to identify key gaps that were not being met by the existing services. This process resulted in several innovative ideas for grant funding, such as providing taxi medical return trips and hospital discharge trips. These services were funded as grants and were later absorbed into city-based programs or taken on by Alameda CTC.
- As part of Gap Cycles 3 and 4, consumer surveys of the city-based programs were conducted. In 2010 the Paratransit Coordination Team completed a Service Delivery Analysis which provided a detailed look at the voluminous program data collected from the programs and related demographic and industry trends.
- In 2010 the Alameda CTC also conducted a strategic planning effort focused on planning areas (North, Central, South, and East) called the Coordination and Mobility Management Planning Process (CMMP).

All of these projects were opportunities to assess the transportation needs of seniors and people with disabilities in Alameda County and in some cases develop pilots to address any identified gaps. In addition, throughout the history of the program, the Paratransit Coordination Team has engaged in robust outreach efforts, conducted research, and hosted strategic Mobility Workshops to explore trends in the industry and stay abreast of changing conditions at the county, regional, state, and national levels.

Generally, City staff have been given great latitude in designing and implementing programs to meet their individual communities' needs. Meanwhile, Alameda CTC has sought to address any identified trends and themes that have emerged and provide guidance to city-based and ADA-mandated programs while still allowing for local autonomy. Efforts have included:

- The Alameda CTC, in consultation with PAPCO, has twice offered stabilization funding during economic downturns (in 2003 and 2010). This extra funding was drawn from Gap funds and added to DLD funding to prevent cuts in service.

- Given the variety of programs offered, Alameda CTC has worked with the committees to ensure uniformity in how programs are delivered and evaluated. In order to provide greater clarity, PAPCO and ParaTAC developed minimum service levels in 2006 and staff worked with both committees in 2012 to develop the Implementation Guidelines for different modes, which replaced the minimum service levels. Recently, performance measures were added to the Guidelines. These efforts have helped to define how the programs relate to each other and the funding streams.
- In alignment with regional priorities and industry trends, the Alameda CTC has also made an effort to promote mobility management in Alameda County. Mobility management has multiple definitions but in the 2013 Coordinated Public Transit – Human Services Transportation Plan the Metropolitan Transportation Commission (MTC) described it as “a strategic, cost-effective approach to encourage the development of services and best practices in the coordination of transportation services connecting people needing transportation to available transportation resources within a community. Its focus is the person — the individual with specific needs — rather than a particular transportation mode. Through partnerships with many transportation service providers, mobility management enables individuals to use a travel method that meets their specific needs, is appropriate for their situation and trip, and is cost-efficient.”

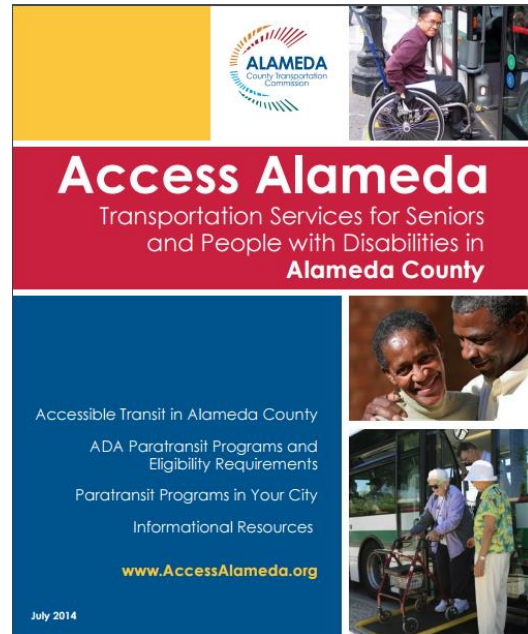
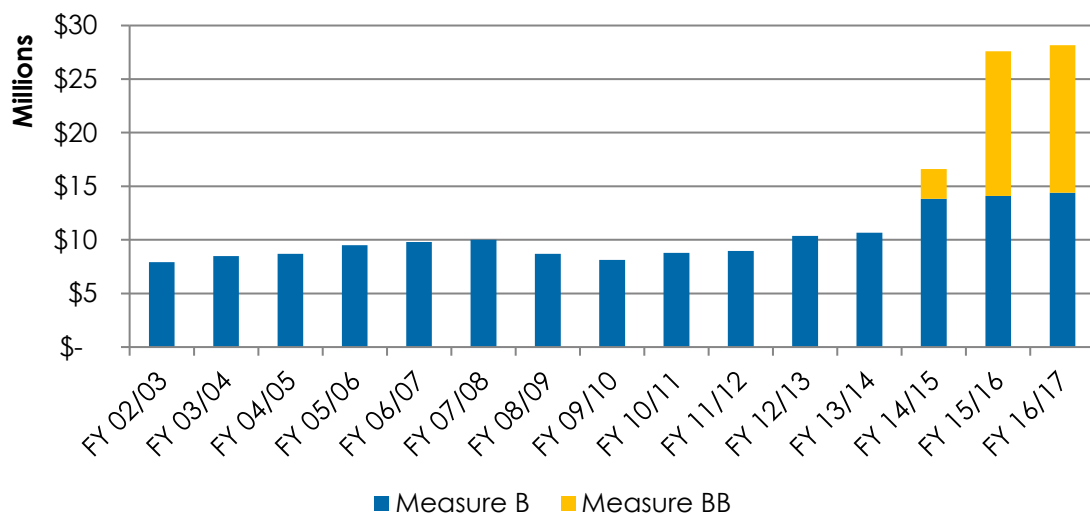


Image from www.accessalameda.org

Current Needs Assessment

Alameda CTC, in collaboration with our partners, supports a wide variety of transportation programs for seniors and people with disabilities including ADA-mandated paratransit, city-based programs, taxi programs, fixed-route shuttles, volunteer driver programs, travel training, hospital discharge transportation, wheelchair van programs, information hotlines, and more. However, needs and conditions are always evolving, and an assessment of gaps in service must be undertaken on a periodic basis to ensure funding is directed to the most critical areas. Further, with the passage of Measure BB, the funding available for transportation services for seniors and people with disabilities in Alameda County nearly doubled. While the funding for the ADA-mandated paratransit programs is fairly straightforward, this increase in funding raises questions as to the best use of city-based and discretionary funding.

Figure ES-3 DLD Annual Revenue Trends



Since prior needs assessment efforts, the transportation landscape has changed very rapidly. Use of transportation network companies like Uber and Lyft is steadily increasing and the news media frequently reports on autonomous vehicles. At the same time, the advent of new mobility services has reduced the availability of taxis, which programs have increasingly relied upon to provide reliable, low-cost, same-day transportation for these populations. As predicted, the senior population is growing, and we have better data than ever before about incidence of disability in Alameda County through the American Community Survey (ACS).

For all of these reasons, the Alameda CTC has commissioned an assessment of the mobility needs of seniors and people with disabilities in Alameda County in order to provide an up-to-date understanding of where we are today, recent trends, and future projections to inform planning efforts and funding decisions.

Methodology Overview

A variety of methodologies were utilized to prepare this report. Attendance at meetings and focus groups demonstrated that stakeholder interest was very high. Strategies included:

- Outreach
 - Stakeholder interviews
 - Attendance at scheduled meetings and events
 - Special meetings
 - Focus groups
 - Email and phone input from stakeholders not originally on interview list
- Analysis of demographics
- Review of other organizations' assessments and plans



East County stakeholders at Alameda CTC Workshop at Ed Roberts Campus.

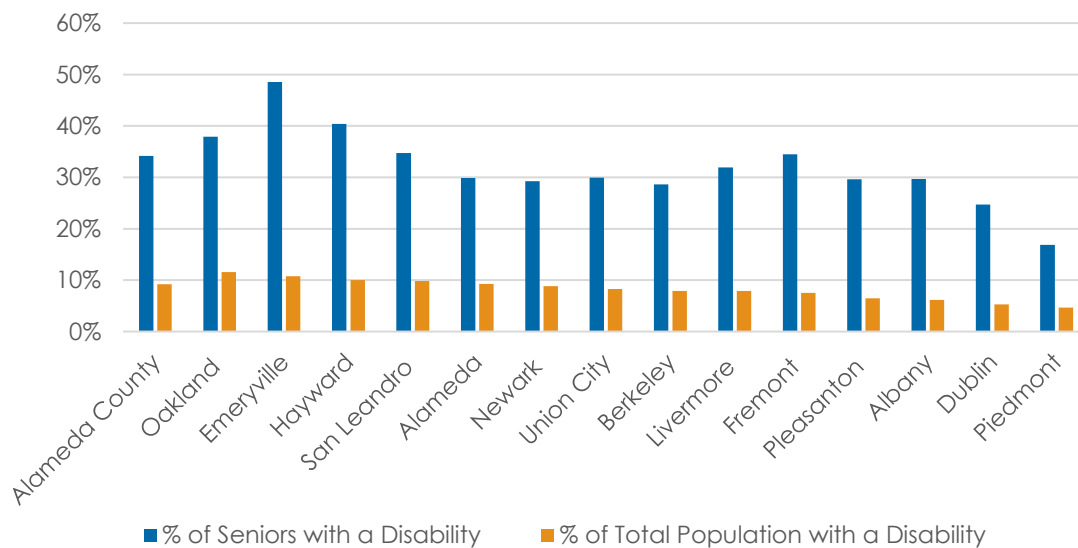
Image from Nelson\Nygaard

Summary of Key Themes

Demographic Profile

- The number of seniors in Alameda County is on the rise. Seniors made up 10% of the population in 2000 and reached 12% by 2014, just below average for the nine-county Bay Area region. More than one in five Alameda County residents is expected to be 65 or older by 2040.
- Nine percent of the total population in Alameda County is disabled, which is similar to the regional percentage. The disabled population in both the county and the region remained relatively constant between 2010 and 2014.
- Alameda County has a diversity of urban, suburban, and rural communities. Differences in population density, vehicle access, and proximity to transit play a pivotal role in determining mobility options for these populations and how best to serve seniors and disabled residents.
- One in five Alameda County residents live in poverty, higher than any other Bay Area county except Solano County. Poverty among seniors in Alameda County is on-par with that of the general population. More urban parts of the county have higher poverty rates, while more suburban areas have lower poverty rates.

Figure ES-4 Total Population with a Disability and Seniors with a Disability by City (2014)



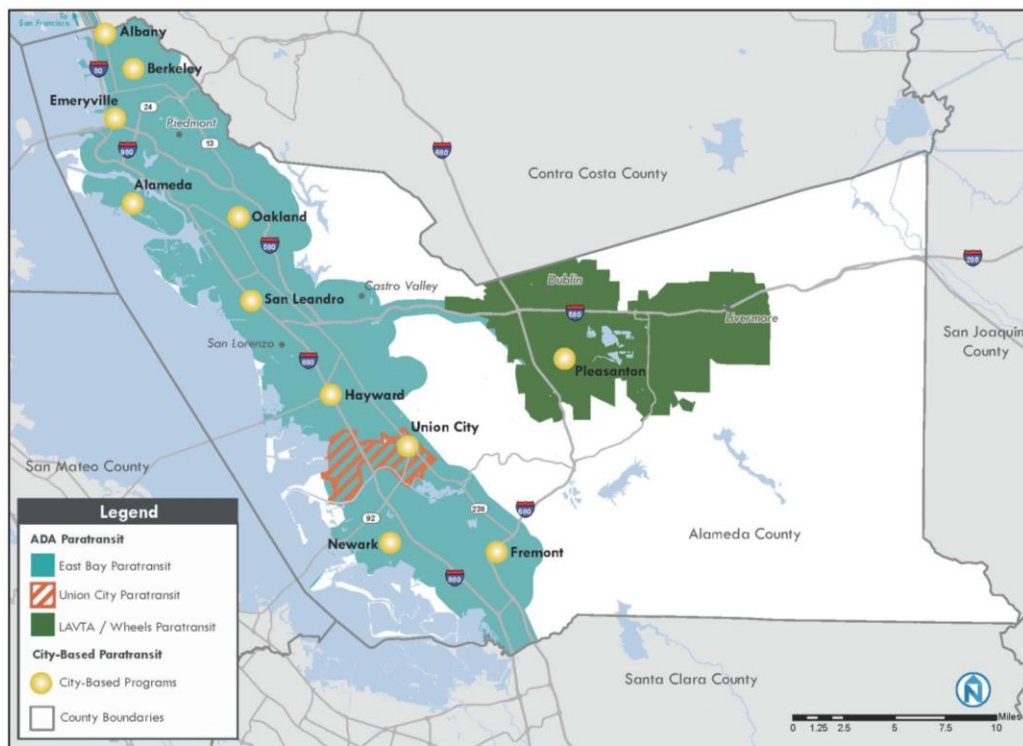
Source: American Community Survey 5-Year Estimates 2010-2014

Existing Services

Transportation resources for seniors and people with disabilities in Alameda County include:

- Fixed-Route Transit / ADA-mandated paratransit
- City-Based Paratransit Services
- Alameda CTC Countywide Programs – Hospital Discharge Transportation Service and Wheelchair Scooter Breakdown Transportation Service
- Community-Based Shuttles
 - Services Provided by Jurisdictions
 - Services Provided in Relation to Healthcare/Social Services
 - Services Provided by Non-Profit Organizations
- Private Transportation
- Subsidized Fare Programs/Voucher Programs
- Volunteer Driver Programs
- Information & Referral
- Travel Training
- Mobility Management Services

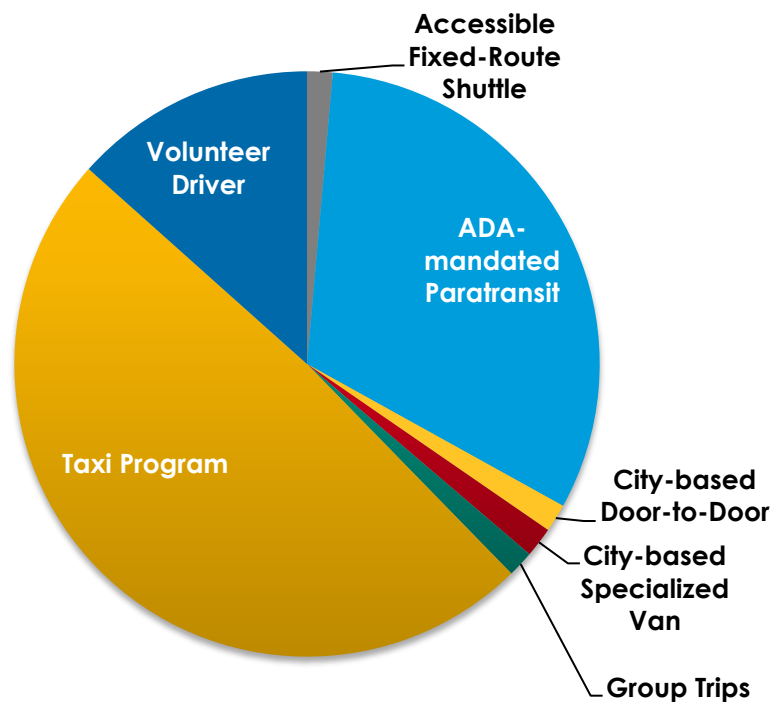
Figure ES-5 ADA-Mandated Paratransit and City-Based Programs in Alameda County



A review of program data reveals some interesting trends.

- In spite of projections, ADA-mandated and city paratransit registration does not show a consistent increase. Like registration, the number of rides also does not show a consistent increase.
- Nearly half of trips are for medical appointments.
- ADA-mandated paratransit programs receive a much higher proportion of funding than their proportion of projected rides in the County.
- Volunteer driver programs receive a low proportion of funding compared to rides provided.

Figure ES-6 Projected Trips by Program Type



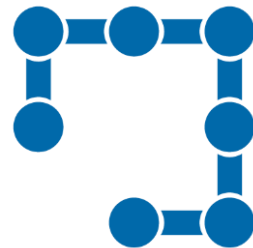
Identification of Transportation Needs and Gaps

The following key points rose to the top in the outreach process:

- **Stakeholders were more focused on fixed-route transit issues** than the previous focus on ADA-mandated paratransit.
- **There was a strong emphasis on customer service and sensitivity issues** for both transit and paratransit employees
- **There was concern about the high cost of transit and paratransit fares**, the impact of shared mobility companies like Lyft and Uber, and cross-jurisdictional travel (particularly for medical appointments).

Overall needs were grouped as follows:

- **Seniors and people with disabilities face barriers in using fixed-route transit due to disrepair and infrastructure issues**, including broken BART elevators and escalators, buses unable to kneel, transit stops placed far apart or inconveniently, and bus stops without shelter or a bench.
 - Stakeholders also feel that customer service quality needs to be improved in relation to accommodating their needs, such as ensuring safe boarding and seating.
 - Seniors and people with disabilities also report insufficient capacity of service for them to ride, primarily due to crowding during work and school “rush hours”
- **ADA-mandated paratransit riders and their service providers report continued problems with on-time performance** and long rides.
 - ADA-mandated paratransit stakeholders also report concerns with customer service quality, and also include the staff that take their reservations and dispatch their rides.
 - Stakeholders also noted that ADA-mandated paratransit cannot meet the needs of seniors and people with disabilities who need “escorting” or door through door service.



- **Many stakeholders raised affordability concerns** due to the high cost of transit and paratransit fares. According to the Alameda County 2-1-1 provider (Eden I&R) many people have to choose between housing and transportation.



- Riders with disabilities report difficulty in obtaining a Regional Transit Connection (RTC) Card for discount transit fares.

- **Seniors and people with disabilities continue to have concerns and needs related to same day transportation service.**

- Subsidized taxis provide the second most trips for seniors and people with disabilities, after ADA-mandated paratransit. However, riders still express a need to have more subsidized rides available.
- Stakeholders have mixed feelings towards Transportation Network Companies (TNCs) like Lyft and Uber.



- Many stakeholders are concerned about limited availability of accessible taxis and non-availability of accessible vehicles on TNCs and carshare. There was general concern about ensuring equitable access for people with wheelchairs to new modes of transportation such as TNCs, autonomous vehicles, and even bikeshare programs.

- **Numerous stakeholders felt medical transportation needs were not being adequately met.**

- As hospitals consolidate and specialize, many riders run into barriers traveling and/or transferring between cities, counties, and transportation providers.
- Dialysis transportation poses continued challenges, due to riders requiring multiple round trips per week, the uncertain length of treatment time, and riders feeling very weak when they are released. Standard ADA-mandated paratransit vehicles can also cause additional discomfort due to suspension/bumpiness issues.
- Staff affiliated with medical providers expressed concern and confusion about non-emergency medical transportation (NEMT) providers and Medi-Cal limitations, and how to choose and arrange the best transportation option for riders.
- A number of obstacles were reported related to Alameda CTC's Hospital Discharge Transportation Service (HDS) including lack of information,



receiving vague or inaccurate time information when calling to request a trip, not having enough warning to have time to get the patient ready, or conversely having the trip not show up at all or not being called back until the next day.

- **Stakeholders appreciated the opportunity to provide feedback through the Needs Assessment** and highlighted areas where information sharing could be improved.
 - Some seniors and people with disabilities have barriers to accessing information for due to cognitive impairments.
 - Many residents in the County see a lack of information in multiple languages.
 - Many stakeholders expressed concern about the necessity to be tech-savvy to access information and service. Some seniors and people with disabilities find cost and knowledge/comfort barriers to using computers or smartphones.



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