



# Meeting Notice

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• [www.AlamedaCTC.org](http://www.AlamedaCTC.org)

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Supervisor Scott Haggerty, District 1

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## **Executive Director**

Arthur L. Dao

## **Paratransit Advisory and Planning Committee**

**Monday, September 28, 2015, 1:00 p.m.**

**1111 Broadway, Suite 800**

**Oakland, CA 94607**

***Please note that the Monday, September 28, 2015  
PAPCO meeting will take place from 1:00 to 3:00 p.m.  
The meeting will end 30 minutes earlier than usual.  
Please plan your transportation accordingly.***

## **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.

## **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.

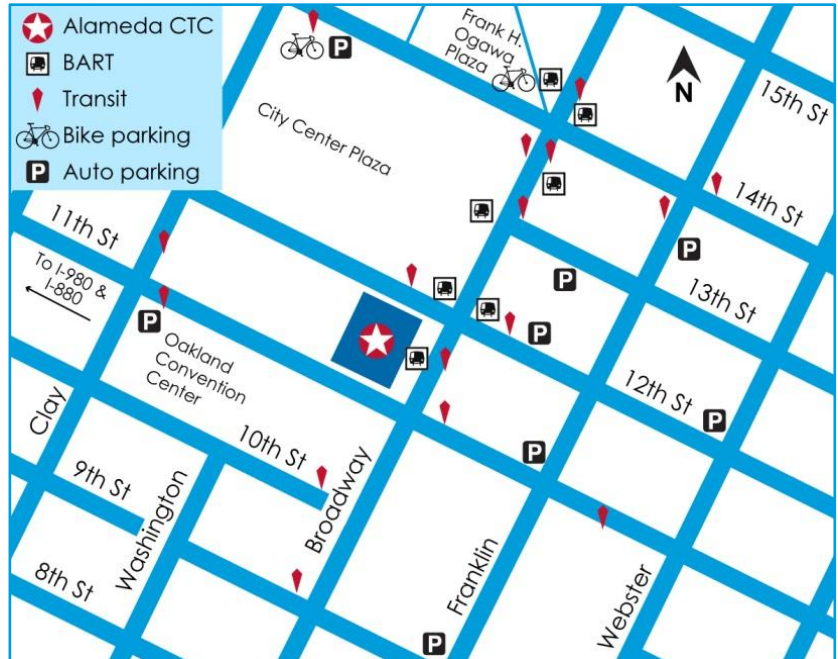
## Recording of Public Meetings

The executive director or designee may designate one or more locations from which members of the public may broadcast, photograph, video record, or tape record open and public meetings without causing a distraction. If the Commission or any committee reasonably finds that noise, illumination, or obstruction of view related to these activities would persistently disrupt the proceedings, these activities must be discontinued or restricted as determined by the Commission or such committee (CA Government Code Sections 54953.5-54953.6).

## 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](http://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](http://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](http://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](http://www.AlamedaCTC.org/events/month/now). Any other notice required or permitted to be given under these bylaws will follow the same policy. PAPCO members receive an exception to the paperless policy and will continue to receive notices via U.S. Postal Service in addition to electronic versions. Members can request to opt-out of paper notices.

## **Glossary of Terms**

A glossary of terms that includes frequently used industry terms and acronyms is available on the Alameda CTC website at [www.AlamedaCTC.org/app\\_pages/view/8081](http://www.AlamedaCTC.org/app_pages/view/8081).

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# Paratransit Advisory Planning Committee Meeting Agenda Monday, September 28, 2015, 1:00 p.m.

1111 Broadway, Suite 800, Oakland, CA 94607

510.208.7400

www.AlamedaCTC.org

**Chair:** Sylvia Stadmire

**Vice Chair:** Will Scott

**Staff Liaisons:** Naomi Armenta,  
Jacki Taylor

**Public Meeting Coordinator:**  
Krystle Pasco

1:00 – 1:12 p.m. **1. Welcome and  
Chair Introductions**

1:12 – 1:15 p.m. **2. Public Comment**  
Public

1:15 – 1:30 p.m. **3. Administration**  
Chair

**Page A/I**

**3.1.** July 27, 2015 PAPCO Meeting Minutes 1 A

Recommendation: Approve the  
July 27, 2015 PAPCO meeting  
minutes.

**3.2.** PAPCO Bylaws Update I

The Committee will receive an  
update on the PAPCO bylaws.

**3.3.** FY 2015-16 PAPCO Meeting Calendar 5 I

The Committee will receive the  
updated FY 2015-16 PAPCO  
meeting calendar.

**3.4.** PAPCO Appointments 7 I

The Committee will receive the

current PAPCO appointments.

1:30 – 1:50 p.m. PAPCO	<b>4. Quarterly Paratransit Strategic Planning Workshop Feedback</b>	9	I
	The Committee will have an opportunity to provide feedback on the quarterly paratransit strategic planning workshop that took place on July 27, 2015.		
1:50 – 2:15 p.m. Staff	<b>5. Gap Grant Cycle 5 Progress Reports (Verbal)</b>		I
	The Committee will receive an update on the Gap Grant Cycle 5 progress reports.		
2:15 – 2:30 p.m. PAPCO	<b>6. PAPCO Member Reports and Outreach Update</b>		
Krystle Pasco	<b>6.1. Paratransit Outreach Calendar</b>	21	I
2:30 – 2:45 p.m.	<b>7. Committee and Transit Reports</b>		
Herb Hastings	<b>7.1. Independent Watchdog Committee (IWC)</b>		I
Esther Waltz	<b>7.2. East Bay Paratransit Service Review Advisory Committee (SRAC)</b>	23	I
Committee Member	<b>7.3. Other ADA and Transit Advisory Committees</b>	29	I
2:45 – 3:00 p.m.	<b>8. Information Items</b>		
Staff	<b>8.1. Mobility Management – Expanding Specialized Transportation: New Opportunities under the Affordable Care Act</b>	49	I
Staff	<b>8.2. Other Staff Updates</b>		I

**9. Draft Agenda Items for November 23, 2015 PAPCO Meeting**

I

- 9.1.** Quarterly Paratransit Strategic Planning Workshop Feedback
- 9.2.** Draft Implementation Guidelines and Performance Measures Review
- 9.3.** Gap Grant Cycle 5 Program Report: Tri-City Taxi Program
- 9.4.** Gap Grant Cycle 5 Program Report: Central County Taxi Program
- 9.5.** East Bay Paratransit Report

3:00 p.m.

**10. Adjournment**

**Next Paratransit Strategic Planning Workshop (Joint PAPCO and ParaTAC Meeting):** October 26, 2015

**Next PAPCO Meeting:** November 23, 2015

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

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# Paratransit Advisory and Planning Committee Meeting Minutes Monday, July 27, 2015, 1:00 p.m.

3.1

1111 Broadway, Suite 800, Oakland, CA 94607

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## MEETING ATTENDEES

Attendance Key (A = Absent, P = Present)

### Members:

<u>P</u> Sylvia Stadmire, Chair	<u>P</u> Sandra Johnson-Simon	<u>P</u> Carmen Rivera- Hendrickson
<u>P</u> Will Scott, Vice-Chair	<u>P</u> Jonah Markowitz	<u>P</u> Michelle Rousey
<u>P</u> Larry Bunn	<u>A</u> Rev. Carolyn Orr	<u>P</u> Harriette Saunders
<u>P</u> Shawn Costello	<u>P</u> Thomas Perez	<u>P</u> Esther Waltz
<u>P</u> Herb Hastings	<u>A</u> Sharon Powers	<u>P</u> Hale Zukas
<u>A</u> Joyce Jacobson	<u>P</u> Vanessa Proee	

### Staff:

P Jacki Taylor, Program Analyst  
P Naomi Armenta, Paratransit Coordinator  
P Krystle Pasco, Paratransit Coordination Team  
P Cathleen Sullivan, Paratransit Coordination Team  
P Katie Nocon, Alameda CTC  
P Laurel Poeton, Alameda CTC

### Guests:

Angie Ayers, Alameda CTC; Ken Bukowski, Public Member; Pam Deaton, City of Pleasanton Paratransit Program; Tamara Halbritter, Alameda CTC

## MEETING MINUTES

### 1. Welcome and Introductions

Sylvia Stadmire, PAPCO Chair, called the meeting to order at 1:10 p.m. and confirmed a quorum. The meeting began with introductions and a review of the meeting outcomes.

### 2. Public Comment

There were no public comments.

### **3. Administration**

#### **3.1. June 22, 2015 PAPCO Meeting Minutes**

*Harriette Saunders moved to approve the June 22, 2015 PAPCO Meeting minutes as written. Esther Waltz seconded the motion. The motion passed (10-0-2; Members Larry Bunn and Carmen Rivera-Hendrickson abstained). Members Larry Bunn, Shawn Costello, Herb Hastings, Sandra Johnson-Simon, Jonah Markowitz, Tom Perez, Vanessa Proee, Carmen Rivera-Hendrickson, Harriette Saunders, Will Scott, Sylvia Stadmire and Esther Waltz were present.*

#### **3.2. FY 15-16 PAPCO Bylaws**

Tamara Halbritter and Angie Ayers reviewed the PAPCO Bylaws and members discussed the proposed amendments.

Questions and feedback from PAPCO members:

- Regarding the establishment of subcommittees, who is eligible to call for and create a PAPCO subcommittee? The verbiage regarding the establishment of subcommittees in the bylaws remains general as this allows the bylaws and the establishment of subcommittees to stay as flexible as possible. However, PAPCO's standing subcommittees, including the Fiduciary and Finance and Program Plan Review subcommittees will continue to be convened every fiscal year.
- How is PAPCO's funding different from the previous fiscal year? Why does it seem like funding is still restricted even though Measure BB was a success? According to the finance department, PAPCO's budget is really similar to last fiscal year's budget. She noted that PAPCO has a similar level of budget to do a similar level of work for this fiscal year.
- Can you clarify the term limits for PAPCO members? The membership term for PAPCO members are terms of up to two years or until the Commission appoints a successor but there are no maximum number of terms for committee members.

- A PAPCO member noted that members of the Independent Watchdog Committee (IWC) expressed concern for some of the proposed changes to their committee's bylaws and advisory scope.

Lastly, Naomi Armenta encouraged members to send in any other feedback or questions regarding the PAPCO bylaws to staff by August 3<sup>rd</sup>.

#### **4. Draft Agenda Items for September 28, 2015 PAPCO Meeting**

##### **4.1. Gap Grant Cycle 5 Progress Reports**

#### **5. Adjournment**

The meeting adjourned at 1:30 p.m. The next PAPCO meeting is scheduled for September 28, 2015 at Alameda CTC's offices located at 1111 Broadway, Suite 800, in Oakland.

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# FY 2015-16 Paratransit Advisory and Planning Committee Meeting Calendar

3.3

1111 Broadway, Suite 800, Oakland, CA 94607

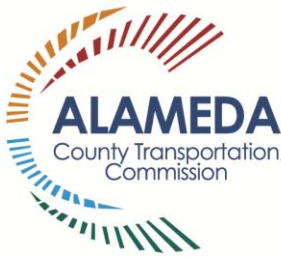
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PAPCO meetings are generally held on the fourth Monday of every month, with breaks in August and December, from 1:00 – 3:30 p.m. at the Alameda CTC. Note that meetings and items on this calendar are subject to change; refer to [www.AlamedaCTC.org](http://www.AlamedaCTC.org) for up-to-date information.

Date	Meetings
July 27, 2015	<ul style="list-style-type: none"> <li>• <b>PAPCO Meeting</b> <ul style="list-style-type: none"> <li>◦ Bylaws update</li> </ul> </li> <li>• <b>Quarterly Strategic Planning Workshop</b> <ul style="list-style-type: none"> <li>◦ Dialysis transportation challenges</li> </ul> </li> </ul>
August 2015	• <b>NO MEETINGS</b>
September 28, 2015	<ul style="list-style-type: none"> <li>• <b>PAPCO Meeting</b> <ul style="list-style-type: none"> <li>◦ Feedback on Quarterly Strategic Planning Workshop</li> <li>◦ Gap Grant Cycle 5 Progress Reports status</li> <li>◦ Bylaws update</li> </ul> </li> </ul>
October 26, 2015	<ul style="list-style-type: none"> <li>• <b>Joint Meeting/Quarterly Strategic Planning Workshop</b> <ul style="list-style-type: none"> <li>◦ Same-day on-demand accessible trips</li> </ul> </li> </ul>
November 23, 2015	<ul style="list-style-type: none"> <li>• <b>PAPCO Meeting</b> <ul style="list-style-type: none"> <li>◦ Feedback on Quarterly Strategic Planning Workshop</li> <li>◦ Draft Implementation Guidelines and Performance Measures</li> <li>◦ Gap Grant report – Tri-City Taxi Voucher Program and Central County Taxi Program</li> <li>◦ Report from EBP</li> </ul> </li> </ul>
December 2015	• <b>NO MEETINGS</b>
January 25, 2016	<ul style="list-style-type: none"> <li>• <b>PAPCO Meeting</b> <ul style="list-style-type: none"> <li>◦ Final Implementation Guidelines and Performance Measures</li> <li>◦ Presentation on Transit Plan</li> <li>◦ Outreach Summary report for 2015</li> </ul> </li> </ul>
February 22, 2016	• <b>Quarterly Strategic Planning Workshop</b>

	<ul style="list-style-type: none"> <li>◦ TBD</li> </ul>
March 28, 2016	<ul style="list-style-type: none"> <li>• <b>PAPCO Meeting</b> <ul style="list-style-type: none"> <li>◦ Convene Subcommittees</li> <li>◦ Feedback on Quarterly Strategic Planning Workshop</li> <li>◦ Gap Grant Cycle 5 Extension Progress Reports status</li> <li>◦ Report from EBP</li> </ul> </li> </ul>
April 25, 2016	<ul style="list-style-type: none"> <li>• <b>Joint Meeting/Quarterly Strategic Planning Workshop</b> <ul style="list-style-type: none"> <li>◦ Needs Assessments in Alameda County</li> </ul> </li> </ul>
May 2016 TBD	<ul style="list-style-type: none"> <li>• <b>Subcommittee Meeting</b> <ul style="list-style-type: none"> <li>◦ Program Plan Review</li> </ul> </li> </ul>
May 23, 2016	<ul style="list-style-type: none"> <li>• <b>PAPCO Meeting</b> <ul style="list-style-type: none"> <li>◦ Feedback on Quarterly Strategic Planning Workshop</li> <li>◦ Finance Subcommittee status report</li> <li>◦ Update on HDTs/WSBTS</li> <li>◦ Base Program Recommendation</li> <li>◦ Review Bylaws</li> </ul> </li> </ul>
June 27, 2016	<ul style="list-style-type: none"> <li>• <b>PAPCO Meeting</b> <ul style="list-style-type: none"> <li>◦ Elect Officers for FY 16/17 (Chair, Vice Chair, SRAC, IWC)</li> <li>◦ Approve meeting calendar</li> <li>◦ Develop and approve PAPCO work plan for FY 16-17</li> </ul> </li> </ul>



## PAPCO Appointments and Vacancies

3.4

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### Appointer

- Alameda County
  - Supervisor Scott Haggerty, D-1
  - Supervisor Richard Valle, D-2
  - Supervisor Wilma Chan, D-3
  - Supervisor Nate Miley, D-4
  - Supervisor Keith Carson, D-5
- City of Alameda
- City of Albany
- City of Berkeley
- City of Dublin
- City of Emeryville
- City of Fremont
- City of Hayward
- City of Livermore
- City of Newark
- City of Oakland
- City of Piedmont
- City of Pleasanton
- City of San Leandro
- City of Union City
- AC Transit
- BART
- LAVTA
- Union City Transit

### Member

- Herb Hastings
- Vacant
- Sylvia Stadmire
- Sandra Johnson Simon
- Will Scott
- Harriette Saunders
- Jonah Markowitz
- Vacant
- Shawn Costello
- Joyce Jacobson
- Sharon Powers
- Vanessa Proee
- Vacant
- Vacant
- Rev. Carolyn M. Orr
- Vacant
- Carmen Rivera-Hendrickson
- Vacant
- Vacant
- Hale Zukas
- Michelle Rousey
- Esther Waltz
- Larry Bunn

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## 1. Meet and Mingle

Workshop attendees had the opportunity to network with other paratransit and healthcare professionals.

## 2. Panelist Presentations and Moderated Discussion

Richard Weiner of Nelson\Nygaard Consulting Associates facilitated a panel discussion that included the following panelists:

- Steve Turitzin, MD (retired kidney doctor)
- Liza Lane, NorCal Ambulance, dialysis transportation provider
- Tasha Wilson, Dialysis Social Worker, DaVita HealthCare Partners
- Heidi Branson, Manager of Accessible Services, East Contra Costa Transit Authority
- Tom Roberts, Chief Operating Officer, Marin Senior Coordinating Council (formerly Manager of Public Transit at Napa County Transportation and Planning Agency)

Key points from panelists' presentations:

- Steve Turitzin, MD
  - Dialysis is an expensive procedure due to the increase in morbidity and usage for patients with kidney issues
  - Transportation is an important issue in getting to and from dialysis centers
  - Dialysis happens for 9-12 hours over the course of three appointments per week
  - Patients tend to be fluid overloaded since they are not creating as much urine and this can cause heart disease
  - Patients are oftentimes weak after treatments and this can affect the ability for a patient to leave the dialysis center on time. This will ultimately affect their transportation as well.
  - Patients need the maximum amount of time allotted for their appointments, as they need that time to regain equilibrium in their system. If patients arrive late then they

have less time to regain their equilibrium, which can cause them to get sick.

- Dialysis units typically run four shifts a day from 6-10 a.m., 10-2 p.m., 2-6 p.m. and 6-10 p.m.
- Several staff members are assigned to each patient including a social worker that is usually responsible for coordinating the patient's transportation. Monetary grants may be available to patients who cannot afford transportation or who do not have other resources for transportation such as family members or friends.
- A majority of dialysis patients are poor and some patients have become impoverished by their illness. Kidney failure is more common amongst poor people and can be related to the lack of access to healthcare.
- Liza Lane, NorCal Ambulance
  - NorCal Ambulance is a private transportation provider for dialysis patients who need to be lying down, are bed confined or need oxygen or vital sign monitoring during transport.
  - Annually, they are conducting approximately 5,000 dialysis transfers across 11 counties.
  - Challenges include maintaining schedules and on time performance and documentation for reimbursement purposes. They strive to keep their patients qualified for these trips to and from their dialysis treatments by following up with reimbursements.
  - Even though a patient is prescribed dialysis treatments they are not necessarily covered for those treatments. Furthermore, transportation costs are not taken into consideration for coverage.
  - Medicare is the largest payer for ambulance transportation to and from dialysis treatments for their patients. However, Medicare has recently pushed patients into lower levels of service which do not cover ambulance transportation costs.
  - The cost of ambulance transportation to and from dialysis treatment two to three times per week is approximately \$300 each way. This can easily cause a financial burden for

- patients who are not covered by Medicare. As a result, patients have been known to utilize other forms of transportation that are not safe for post dialysis treatment.
- The volume of patients that need dialysis treatment is increasing and this is an issue for the ambulance industry. The reimbursement structure is also rapidly changing.
  - In 2006, Medicare reported that there were 4,700 facilities and 315,000 patients receiving some form of end stage renal disease or kidney disease reimbursement from the federal government for healthcare services totaling over \$8 billion. To further cut costs there was a proposal to Congress in 2008 to include the costs for ambulance transportation to and from dialysis in the rate that the clinic is receiving for the treatment provided. This proposal did not pass because the proposed payment was less than the ambulance would have cost and there would have been nothing left over for the actual dialysis treatment. In response, Medicare reduced the payment rate for ambulance companies by 10% specific only to patients going to and from dialysis.
  - Medicare is also now denying more patients that seemingly would be eligible for services including those that need oxygen administered en route, are bed confined, or in need of other medical assistance and monitoring. Ambulance companies, like NorCal Ambulance are transporting those patients anyways and are looking for creative solutions for reimbursement.
  - In 2016, Medicare will start preauthorizing these services so ambulance companies will know within 10 days if patients are eligible for reimbursement.
- Tasha Wilson, DaVita HealthCare Partners
    - Staff members at DaVita Health Care Partners are very aware of the paratransit services available in the Hayward area. They continuously help patients get connected to these various transportation options to get to and from their dialysis appointments. However, there are still some gaps in service including holidays and scheduling early morning, evening and Saturday appointments.

- In some facilities, patients are able to schedule their appointments around their own schedules. The only real limitation is their transportation including those that are provided by Medi-Cal.
- East Bay Paratransit has an urgent medical need form that will allow patients to be signed up for paratransit services by the next business day if needed.
- Increasing the publicity of the various paratransit forms to the community, social workers and administrative assistants can help connect patients to transportation services in their respective areas.
- Expanding the availability of purchasing East Bay Paratransit tickets at more locations would be very helpful for patients and social workers that have allocated emergency funds to purchase tickets.
- More training and clarification for Alameda Alliance's LogistiCare software would be very beneficial for social workers working with those patients.
- In the Hayward area, there is only one Medi-Cal van service, Wheelcare Express. If patients cannot use the service (e.g. have an altercation with a driver and are banned), it leaves them with very few options for transportation.
- The cost factor of transportation is unreasonable for many patients on fixed incomes, including those relying solely on SSI.
- Medicare is going to start reimbursing for end of life and palliative care discussions so that patients can be educated on their options regarding medical interventions, because sometimes patients' wishes are different from their family members' wishes.
- Heidi Branson, East Contra Costa Transit Authority
  - Tri Delta Transit serves a 250-mile radius service area and currently has six dialysis centers in that area. Approximately ten years ago the State of California allowed Tri Delta Transit to be a vendor for non-emergency medical transportation services. At that time they were able to access some funding and purchase six vehicles for this

purchase. Although this allowed Tri Delta Transit to expand their services, it has still been a challenge to provide satisfactory service to dialysis patients on a daily basis. They are currently providing approximately 400 rides a day with about 50% of those rides being dialysis trips.

- Tom Roberts, Marin Senior Coordinating Council
  - In 1989, most cities in the United States did not have formalized paratransit programs. However, during that time senior centers, adult day programs and dialysis facilities already existed and transportation to these facilities were paid for by the facilities themselves.
  - The Americans with Disabilities Act (ADA) was meant to address the lack of transportation options for people with disabilities and frail seniors who weren't affiliated with any program.
  - When the rule making process took place in 1990-1991, representatives of the transit industry expressed concern over client dumping into the ADA paratransit service from programs that were already providing transportation to individuals using their programs.
  - According to the ADA, paratransit trips cannot be prioritized based on trip purpose. This is due to the idea that the paratransit experience should be as equal as possible to the experience of someone who is not disabled using a fixed route transit system.
  - The purpose of the two-hour scheduling window is not only intended for scheduling flexibility for operators to schedule paratransit rides but also to maintain a similar experience for a paratransit rider to that of a non-paratransit rider with regards to arriving at the desired destination with the desired timeframe.
  - If a program or service is federally funded, it is not allowed to provide a charter type of service. If a program requests a transportation provider to pick up a group of people at a certain date and time, that is considered a charter type of service.
  - Subscription trips are not required of ADA paratransit services and as a matter of fact, trips taken to and from

community programs and facilities (that used to run their own transportation to and from program services) make up the majority of subscription trips.

- If an ADA paratransit service allows for subscription trips, up to 50% of their scheduled trips can be considered subscription trips. However, subscription trips are not allowed if a service has systematic capacity constraints.
- ADA paratransit was not intended to be program based social service group charter transportation.
- ADA eligibility was intended for individuals not institutions. Institutions cannot request a certain group of people to be transported to their location for services or treatment.
- Eliminating subscription trips in Napa County in 2012 made it impossible for social service agencies and private corporations to demand or take over the paratransit system. This forced key players to consider partnering on solutions to this transportation issue. Cost sharing can be a solution for capacity and demand issues. There is no ADA paratransit service in the United States that can successfully meet the demand of all its clients without a cost-sharing model in place.

### **3. Audience Participation and Q&A**

- How many people are waiting for kidney or liver transplants? There are about 120,000 people waiting for a kidney transplant and about 15,000 kidneys become available every year. The average wait time is about six years for a kidney. Sometimes patients wait so long for a transplant that they develop other medical issues that render them ineligible as surgical candidates for a kidney.
- Why are patients referred to dialysis centers outside of their communities when there are centers much closer to their neighborhoods? DaVita Dialysis has three centers in Hayward and it depends on whom the doctor is and where the patient lives that determine which center they are assigned. The patients that are assigned to a center much farther than where they live are usually the ones that have requested a particular center closer to a certain doctor. 98% of patients are assigned to

centers near where they live. It also depends on where the patient can find an open chair to dialyze. This is also a great collaborative opportunity to work with the social workers if patients are choosing to follow certain doctors and may need to rely on public transit or other transportation services.

- An audience member suggested that it is apparent how costs for dialysis treatment and paratransit have increased for patients. He also noted that individuals taking paratransit after dialysis treatment might not be the appropriate mode of transportation. Lastly, he appreciated and reemphasized some of the points that Tom Roberts made in his presentation.
- The City of Hayward has a number of options for patients to access for dialysis treatment including East Bay Paratransit and subsidized taxi service. Patients are aware that East Bay Paratransit is just one of their options and they are able to exercise their options. Many times patients with recurring medical appointments will schedule their trips in advance with the shared ride service and then schedule a taxi for the return trip since they don't know how long their appointment will last and how they will feel after their dialysis treatment. Having these options has made the costs for these trips more affordable for patients and the city based paratransit program. However it is still difficult for some patients to get transportation for the early morning or late afternoon appointments. Per trip cost is approximately \$15.00 to \$22.00.
- Although clients are only paying roughly \$4.00 per trip it is still hundreds of thousands of dollars of taxpayer funds that are being used for this purpose. This is a business decision and DaVita and other dialysis services are a part of larger corporations that make profit and can seemingly afford to pay for their clients' transportation costs. The focus should be less on using public dollars and making it the clients' responsibilities and more about making the private corporation figure out their transportation issues.
- Do doctors have practice privileges at different dialysis centers? Yes, doctors may have practice privileges at more than one hospital and at several dialysis centers. It may be hectic for the doctors but it is definitely doable.

- Many other countries have a higher percentage of their patients doing home dialysis while the United States has only roughly 4%. However in other countries dialysis is only offered to those who are healthier and have a longer life span whereas in the United States dialysis is offered to anyone despite age. Home dialysis gives patients more power to take care of themselves and the outcomes are much better. It may even have a similar outcome to those with a transplant.
- Why is home dialysis not offered as an option for Medi-Cal? Home dialysis is offered as an option for all patients within the first week of dialysis. Patients denying home dialysis treatment may have been due to several factors including fear of the treatment being done without a professional, the desire to not have the equipment at home, etc. The government supports in-home dialysis because it costs \$54,000 per year per patient whereas in center dialysis costs about \$71,000.
- In other countries there may not be an abundance of dialysis centers available so patients that live too far away are forced to do in home dialysis as a result.
- Why should local taxpayers subsidize 90% of the dialysis rides that are provided by East Bay Paratransit? For many dialysis patients on a fixed income, transportation to dialysis centers is not affordable. As a social worker, it is our responsibility as a community to take care of people who are poor and disabled. However, I do not know why DaVita Dialysis is not paying for patients' transportation costs despite paying other taxes.
- Is there a process for individuals who get into altercations while using your transportation service and how many occur? There are very few instances where a patient gets kicked off their transportation service to dialysis. It is very rare.
- How can we improve transportation services to dialysis centers and other medical facilities? This question will be addressed in later discussions with PAPCO and ParaTAC members.
- The ride home from dialysis is not appropriate on paratransit or other forms of public transportation as it is a shared service and the patient needs to get home directly. Our agency in Marin County has also tried to group and schedule dialysis appointments together so that patients can be transported



together but this has not worked. There have also been instances where patients will be kept at dialysis centers overnight so that paratransit can pick them up the following morning (instead of being transported in a shuttle bus). Generally, it is tough to work with dialysis centers in Marin County.

- NorCal Ambulance does receive a lot of requests for ambulance transport post dialysis treatment because patients are so vulnerable and are not comfortable on paratransit but also because there is no assistance with stairs and getting back into the home (paratransit is curb to curb service only). Sometimes a patient will have a family member with them on the ambulance but those conditions don't necessarily qualify a patient for ambulance criteria. Home dialysis seems like a good solution.
- The Center for Elders' Independence (CEI) currently has about 1,000 participants, 10% of which are receiving dialysis treatment, which is outsourced to East Bay Paratransit and MV Transportation despite having their own vehicles for transportation to and from their programs. Is the County looking for additional transportation providers for dialysis and if so, what is the process? The Alameda County Transportation Commission is not in the business of contracting out for dialysis services; however East Bay Paratransit does have a contract to provide transportation for this purpose.
- A solution may be to contact every agency and organization in the private and nonprofit sector that has available vehicles and find out if they want to get into the dialysis transportation business. Someone has to pull these resources together and it might be helpful if the Bay Area reinstituted Consolidated Transportation Service Agencies (CTSAs).
- One of the issues is overall healthcare costs. The United States as a country has determined that dialysis treatments will be paid for by taxpayers' dollars so corporations and other private businesses should not be profiting from this industry. Why are taxpayers not only paying for the service but the transportation to that service as well? Furthermore, transportation costs should be added to the \$71,000 cost for in-center dialysis treatment so that we can see the overall taxpayer cost for this service. It should be considered a medical cost because in order to get to

that medical service, you have to have transportation. It seems like we are not providing good enough information to people who are making the decisions about costs as well as to the clients who need to make decisions about what services they need and can afford. This issue needs to be brought to a national level as it is not unique to the Bay Area.

- LAVTA recently set up a paratransit program that contracts with individual drivers and their own vehicles for rides. This program also offers accessible vehicles for individuals needing them. This is a new model for paratransit trips that is more direct and comfortable for riders.
- Tom Roberts makes a good point when we consider who is actually responsible for paying for these dialysis trips. Currently the taxpayers are paying for everything. He noted that it is okay for government agencies to purchase services from companies that make profits. However if dialysis corporations, whose shareholder's stock prices are increasing exponentially, are profiting greatly from these services, then maybe they can afford to make less profit to cover their clients' transportation costs.
- The issue around who should pay for the oldest and most disabled people in the country is very complex. However, DaVita Dialysis does have healthy profits and should pay for clients' transportation costs or be taxed accordingly. And it wouldn't be efficient if each clinic had their own vehicles providing transportation.
- The medical costs should be bundled and transportation costs should be included in the reimbursement for Medicare.
- For the people who live outside of the paratransit service area and are unable to access transportation, is it possible to involve private non-emergency medical service caregivers in the coordination of transportation to dialysis centers? These individuals need more coordination of care.
- As a non-emergency medical transportation provider, we have to have the rides preauthorized and the treatment authorization request has to be sent to Medi-Cal or Contra Costa Health Plan. That individual has to meet certain criteria to be authorized for that ride. At times there is gray area that these service providers

look for that will deem an individual ineligible for transportation even though they have been using the service for years.

- The larger issue here is centered on aging in place. In 1992, it may have been cheaper to relocate an individual and buy them a house closer to available services than to transport them to and from dialysis appointments farther away. Ideally, we would like to have individuals age and get the treatment they need in their own homes.
- This is a bigger medical issue. For example, in Pleasanton Kaiser decided to move its medical center to a whole different county. Unfortunately, paratransit is often defined by counties and this makes it harder to schedule rides for clients' regional medical trips.
- Initially after subscriptions trips in Napa County were eliminated from the local dialysis center, staff members were not happy, however, after some time Napa County representatives shared a list of other transportation providers available for transporting dialysis patients. Starting July 1<sup>st</sup> of that year, there were vans from various transportation companies parked outside the local dialysis center. It is still unknown who the new transportation providers really are, how they are being paid and ultimately how clients are making their transportation arrangements.
- A concern regarding this model is that the smaller dialysis centers with fewer patients may no longer be cost effective and may need to shut down. It is unknown whether or not this is happening.
- Due to the rigorous dialysis treatment patients receive, they may be more susceptible to getting sick from other passengers who may be riding along with them on a paratransit trip that is a shared ride. This can be a major concern. However, dialysis patients are also sitting in a room with 30+ other people while they are going through their treatment. The risk with this service is assumed.
- There are also other clients, non-dialysis patients, using paratransit that are not getting the rides that they need. This is a larger transportation capacity issue.
- Audience members expressed interest in hearing more about what happened in Napa County when subscriptions trips were

eliminated. Did clients continue scheduling paratransit trips without the convenience of subscription trips? Did the dialysis centers really contract out for that transportation service and are they paying for it? Did the dialysis centers just provide a list of transportation options to their clients and are now expecting clients to pay more out of pocket for their transportation? More information regarding cost sharing models was requested.

- Tom Roberts shared more information on what happened when subscription trips were eliminated in Santa Barbara. He noted that program based transportation providers were forced to come together to look at cost sharing solutions which allowed the taxpayer money that was intended for ADA paratransit to provide more ADA paratransit service. This prevented the paratransit service from collapsing onto itself. Furthermore, after the ADA passed in 1990 the cost for providing paratransit in Santa Barbara was only \$100,000 because a system was previously built that was almost 100% ADA compliant. This allowed for a cost sharing system to be built that was bigger than any one entity could build on their own.

#### **4. Wrap Up**

Richard Weiner thanked the panelists and audience members for attending the workshop on dialysis transportation challenges. He noted that there will be a post-workshop survey for attendees to provide feedback on any aspect of the workshop. Lastly, he noted that PAPCO and ParaTAC members will be debriefing the workshop and discussing strategies at their next respective meetings.



## Paratransit Outreach Calendar for September through November 2015

6.1

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• [www.AlamedaCTC.org](http://www.AlamedaCTC.org)

Date	Event Name	Location	Time
9/17/15	USOAC Healthy Living Festival	Oakland Zoo, 9777 Golf Links Road, Oakland, CA 94605	8:00 a.m. – 2:00 p.m.
10/3/15	Senior Info Fair	Dublin Senior Center, 7600 Amador Valley Boulevard, Dublin, CA 94568	10:00 a.m. – 2:00 p.m.
10/6/15	Newark Senior Center Senior Health Fair	Silliman Activity Center, 6800 Mowry Avenue, Newark, CA 94560	9:00 a.m. – 12:00 p.m.

For more information about outreach events or to sign up to attend,  
please call Krystle Pasco at (510) 208-7467.

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**EAST BAY PARATRANSIT (EBPC)  
SERVICE REVIEW ADVISORY COMMITTEE  
July 7<sup>th</sup>, 2015 MINUTES**

**1) SRAC ROLL CALL AND INTRODUCTION OF INDIVIDUALS PRESENT**

SRAC members present: Don Queen, Arnold Brillinger, Janet Abelson, Patricia Affonso, Harriette Saunders, Esther Waltz, Yvonne Dunbar, Peter Crockwell, Robert L. Kearney, Letitia Tumaneng, Mary Seib, Janet Bilbas, and Shawn Fong.

Staff present: Mallory Nestor-Brush, AC Transit; Laura Timothy, BART; Mary Rowlands; Myisha Grant, Program Coordinator's Office; Rashida Kamara; Francisco Antunez, Angel Smith, Janice Carter, and Dora Ramirez, Paratransit Broker.

Members of the public present: BART Director Robert Raburn, Krystle Pasco, President of IntelliRide/Veolia Transportation Ryan Larson, Mary Lawrence, Gary Brown, Mary Lawrence, and Nina Johnson.

**2) RECOMMENDATION FROM THE NOMINATING COMMITTEE**

**ACTION TO APPROVE AND RESEAT FIVE INCUMBENT MEMBERS AS RECOMMENDED BY THE NOMINATING COMMITTEE PLUS INTRODUCE THE NEW PAPCO REPRESENTATIVE**

**MOTION:** Queen/Seib to accept the recommendation of the Nominating Committee and seat the five incumbent members and introduce the new PAPCO representative as listed below:

- ✓ Harriette Saunders re-appointed from Northern Alameda County.
- ✓ Yvonne Dunbar re-appointed from Central Alameda County.
- ✓ Robert L. Kearney re-appointed from Western Contra Costa County.
- ✓ Patricia Affonso re-appointed from Southern Alameda County.
- ✓ Micheal Pope re-appointed for Social Service Position.
- ✓ Introduction of new PAPCO Representative Esther Waltz

The vote was unanimous.

### **3) ELECTION OF CHAIR AND VICE-CHAIR FOR FISCAL YEAR 15/16**

**MOTION:** Abelson / Seib to approve Don Queen as SRAC Chair for FY 15/16. Unanimous.

**MOTION:** Saunders / Dunbar to approve Janet Abelson as Vice- Chair for FY 15/16. Unanimous.

### **4) APPROVAL OF SRAC MINUTES FROM JUNE 5<sup>TH</sup>, 2015 MEETING**

**MOTION:** Queen / Kearny to approve minutes with the following correction to the spelling of Janet Bilbas's name, who is the Contra Costa County, Program Manager.

Affonso noted her absence at the recent Nominating Committee meeting was due to a medical appointment. Unanimous.

### **5) PUBLIC COMMENTS**

Members of the public made comments on the following topics:

- Improving the Disabled Signage at the drop-off and pick-up locations at BART stations. Signage should be bigger and include more details for where the pick-up and drop-off locations are.
- The current 5-minute rule on how long drivers are supposed to wait even though drivers are sometimes an hour late for scheduled pick-ups.
- Driver and Dispatcher courtesy calls.

### **6) ASSIGNMENT BY THE CHAIR TO PANELS AND THE NOMINATING COMMITTEE**

- Nominating Committee: Janet Abelson
- ADA Eligibility Appeals Panel: Letitia Tumaneng/Robert Kearney
- Service Suspension Appeals Panel: Mary Seib/Don Queen



## 7) BROKER REPORT

Rashida Kamara made the following comments:

Managers and staff worked 72 hours through the weekend of June 26- June 28<sup>th</sup>. The new building is still under construction, but all safety plans are in place and have been addressed.

The Service Providers were helpful during the move and took over dispatch when the system was down. In-Person Assessments appointments are currently light due to the certification department unpacking.

The parking lot in the new location is not complete because the gate entrance was not installed until the July 4<sup>th</sup> weekend.

Recent new hires are currently in training.

IVR Testing is still underway, managers and supervisors were added to the test group. Testing is going well. The goal is to have the IVR system fully operational by late September.

East Bay Paratransit fare tickets are currently available to purchase ticket at the following locations:

- AC Transit
- BART
- East Bay Paratransit

EBP is exploring offering the option of allowing riders to purchase tickets using credit cards. Kamara contacted SF Paratransit regarding their experience and process for credit cards purchases. She went on to mention she has scheduled a conference call with Bank of America to discuss how Debit/Visa Cards can be used as a means of purchasing tickets using their services. Kamara assured members the Broker's office is investigating this as an option and will provide more information at future meetings. Bilbas suggested selling tickets through senior centers because most centers have credit card terminals and accounts set up.

## **8) REPORT FROM SRAC MEMBERS**

Shawn Fong gave an update of supplemental transportation programs in the Tri-City area which include:

- Mobile Management Program
- Travel Training Program
- Volunteer Driver Program
- VIP Ride's Program
- Taxi Voucher Program
- Drivers for Survivors

Harriet Saunders gave an update on the Independent Citizen Watch Dog Committee.

Mary Seib commended Broker Road Supervisor Dora Ramirez, for following up on her complaint concerning pickups and drop-offs at the Amtrak station in Emeryville.

Arnold Brillinger said group reservations do not work because the new buses are too small.

Mallory announced Mary Rowlands is taking on a new role within the organization and will no longer attend the SRAC committee meetings. All attendees thanked Rowlands for her many years as the Program Coordinator.

## **9) SRAC ADJOURNMENT**

The SRAC adjourned at 2:00 pm. The next scheduled SRAC meeting is September 1<sup>st</sup>.

**EAST BAY PARATRANSIT**  
**Performance Report for the SRAC**  
**Systemwide**

	<b>FY 13/14</b>	<b>FY 14/15</b>
<b>Ridership Statistics</b>	<b>July - June</b>	<b>July - June</b>
Total Passengers	706,485	727,653
ADA Passengers	606,526	627,859
% Companions	1.3%	1.3%
% of Personal Care Assistants	13%	12%
Average Passengers/ Weekday	2,415	2,512
Average Pass/ Weekend & Holidays	838	853

**Scheduling Statistics**

% Rider Fault No Shows & Late Cancels	3.0%	3.3%
% of Cancellations	22.9%	22.6%
Go Backs/ Re-scheduled	9,655	11,518

**Effectiveness Indicators**

Revenue Hours	404,284	413,533
Passengers/Revenue Vehicle Hour	1.75	1.76
ADA Passengers per RVHr.	1.50	1.52
Average Trip Length (miles)	10.7	10.4
Average Ride Duration (minutes)	40.0	39.5
Total Cost	\$34,311,931	\$35,806,320
Total Cost per Passenger	\$48.53	\$49.21
Total Cost per ADA Passenger	\$56.53	\$57.03

**On-Time Performance**

Percent on-time	91.4%	90.9%
Percent 1-20 minutes past window	6.8%	7.1%
% of trips 21-59 minutes past window	1.7%	1.9%
% of trips 60 minutes past window	0.13%	0.13%

**Customer Service**

Total Complaints	3,131	3,557
Timeliness	1,178	1,484
Driver Complaints	1,160	1,198
Equipment / Vehicle	72	58
Scheduling and Other Provider Complaints	252	209
Broker Complaints	469	608
Commendations	1,464	1,128

**Safety & Maintenance**

Total accidents per 100,000 miles	4.20	4.48
Roadcalls per 100,000 miles	4.90	4.77

**Eligibility Statistics**

Total ADA Riders on Data Base	17,253	17,419
Total Certification Determinations	5,055	5,347
Initial Denials	220	246
Denials Reversed	24	11

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**ATTACHMENT 1  
DRAFT MINUTES  
REGULAR MEETING OF THE AC TRANSIT  
ACCESSIBILITY ADVISORY COMMITTEE (AAC)  
JULY 14, 2015**

The meeting came to order at 1:02 p.m.

**1. Roll Call and Introduction of Guests**

**AAC members present:**

Janet Abelson	Scott Blanks, Chair
Shirley Cressey	Pam Fadem
Steve Fort	Saleem Gilmore
Lisamaria Martinez	Don Queen
James Robson	Hale Zukas, Vice Chair

**AAC members absent:**

Jim Gonsalves (excused)	Yuli Jacobson (excused)
Will Scott	Marina Villena (excused)

**Staff:** Mallory Nestor-Brush, Accessible Services Manager  
Kim Ridgeway, Accessible Services Specialist  
Tammy Kylo, Administrative Coordinator  
Stephen Newhouse, Transportation Planner  
Claudia Burgos, Legislative Affairs & Community Relations

**Guests:** H.E. Christian Peeples, Board President  
Miguel Martinez, BRT Consultant for Community Outreach

**2. Order of Agenda**

The order of the agenda was approved.

**3. Approval of Minutes**

MOTION: Fadem/Robson approved the June 9, 2015 AAC meeting minutes. The motion carried by the following vote:

AYES – 6: Abelson, Cressey, Fadem, Fort, Queen, Robson

ABSTENTIONS – 4: Blanks, Gilmore, Martinez, Zukas

ABSENT – 4: Gonsalves, Jacobson, Scott, Villena

#### 4. AC Transit's Service Expansion Plan

Stephen Newhouse, Transportation Planner, reviewed the process for AC Transit's Service Expansion Plan (SEP). AC Transit conducted a public outreach campaign in fall 2014 for the Comprehensive Operations Analysis (COA). The next step was to develop a set of guiding principles based on that feedback, existing policies, goals and objectives, and current best practices in planning bus service. That document was the basis for the recommendations in the Routes & Schedules plan, including:

##### Destinations

- Serve Priority Development Areas and transit-oriented developments.
- Establish more improved connections to key destinations not previously served well like Union Landing Shopping Center in South County.
- Re-establish connections to key destinations eliminated with the 2010 service cuts like Line 57 to Emeryville.

##### Streets

- Serve designated transit streets as identified by the cities and counties like Fremont Boulevard.

##### Route Network

- Simplify corridor route design in places like San Pablo and MacArthur where there are three or more routes serving the corridor.
- Implement a grid network, where feasible, to increase choices of destinations.
- Establish consistent weekday and weekend routing.
- Design simpler routes, with fewer turns, to improve reliability and legibility.
- Plan for timed transfers for the grid network, BART and schools.
- Reconfigure confusing loop routes.
- Develop shorter routes to improve reliability (60-minute travel time or less).
- Implement Flex Service where warranted, beginning with the South County service area including Fremont and Newark.

##### Stop Spacing

- Change stop spacing so that it is more consistent with existing policies; remove or add stops where warranted.

##### Frequency

- Increase frequency to 30-minutes or better and only in conjunction with improving reliability.
- Replace 60 minute frequency routes with 30 minute frequency unless 60 minutes is sufficient for the route function and demand.

- Ensure 15 minute frequency or better on Major Corridors; 10 minutes or better on Trunk Lines.

#### Hours of Operation

- Develop consistent, improved service spans with 5 a.m. start times on trunk lines, 6 a.m. on other routes, and 8 p.m., 10 p.m., or 12 a.m. end times depending on service type.
- Operational Efficiency: Establish common endpoints for routes in order to access operator restroom and break facilities, streamline road supervision, and create multiple routes to major destinations.

As part of AC Transit's efforts to improve transportation in the East Bay, the agency has developed approximately 40 recommendations for new, expanded and improved routes and schedules throughout the service area. The SEP is now available for another round of community input prior to a public hearing in November and final approval from the AC Transit Board of Directors.

Comments may be submitted through July 31, 2015 in the following ways:

- Via the web at [actransit.org/sep](http://actransit.org/sep)
- Email [planning@actransit.org](mailto:planning@actransit.org)
- Call (510) 891-7293
- In person at one of the many events where you will find AC Transit staff ready to take your input

Staff will send out links to the survey to the AAC members.

#### **5. Follow-up with 25<sup>th</sup> ADA Anniversary**

Mallory Nestor-Brush, Accessible Services Manager, updated the committee on the 25th Anniversary of the ADA celebration. The Marketing Department, External Affairs and Accessible Services staff are working on the event which will be held at the new East Bay Paratransit Office, 1750 Broadway, Oakland, CA 94612.

Claudia Burgos, Legislative Affairs & Community Relations, updated the committee on the ADA resolution and the letter from the Board. The Board will use the resolution to forward to cities to engage stakeholders and other officials. Draft program includes AC/BART General Managers and Board Presidents. The team will finalize plans for the campaign and follow up with the Committee at the September 8<sup>th</sup> meeting.

#### **6. Report on the AAC/NBO Class – June 10, 2015**

Janet Abelson reported how good the classes are for the “human” experience. The July 15, 2015 class was canceled. Kim Ridgeway will send out the next few dates to get volunteers.

## **7. Review of Quarterly ADA Complaints**

Tammy Kylo, Administrative Coordinator, reviewed the 4th Quarter (April 1 – June 30) FY 13/14 and FY 14/15 Customer Relations ADA Complaints. The ADA-Conduct/Discourtesy complaints were significantly lower in FY 14/15 compared to FY 13/14. A new Reasonable Modification/Accommodation code was added to the report.

## **8. Chair's Report**

None.

## **9. Board Liaison Report**

Board President H.E. Christian Peebles reported on the following items:

- The recruitment for the new General Manager is progressing, is being narrowed down to 2-3 candidates.
- The July 8, 2014 Board of Directors Meeting agenda items included:
  - Contra-Flow lane
  - Double-decker Bus
  - September 2, 2015 Public hearing on the 46L and Late-Night Service 800, 801, and 822

## **10. Review of Lift/Ramp Road Call Report**

The report for the period of May 24–June 27, 2015, showed 24 lift/ramp road calls. Of these 24 road calls, 14 were chargeable or mechanical. Staff was informed that “Road Hazard” applies when a ramp or related system such as a flip seat or a restraint/belt is damaged by a foreign object or passenger, or when something gets stuck under or on a ramp and it renders the system or ramp inoperable.

## **11. Service Review Advisory Committee (SRAC) Report**

Janet Abelson reported that the SRAC met on July 7, 2015. Elections of Chair & Vice-Chair were held and Don Queen was elected Chair. Janet reported that this was the last meeting for Mary Rowlands who has been with the Broker Office for over 20+ years. There was also a report on the broker office move to 1750 Broadway, Oakland. The next SRAC meeting will be held on September 1, 2015.

## **12. Alameda County Transportation Commission (ACTC) PAPCO Report**

Hale Zukas reported that the committee is continuing to work on the Gap Grant funding program.

## **13. Public Comments**

None.



**14. Member Communications and Announcements**

- Pam Fadem reported that the 19th Street elevators will be out of service from July 17, 2015 through July 21, 2015.
- Scott Blanks announced that The Lighthouse will be moving in December to a location right at Civic Center entrance.

**15. Staff Communications and Announcements**

Mallory Nestor Brush, Accessible Services Manager, announced that the Joint ACT and City of Oakland Access committees will be held on September 21<sup>st</sup> at 2:00 pm at Oakland City Hall.

**16. Set Next Agenda & Meeting Date**

The next AAC Meeting will be held Tuesday, September 8, 2015 at 1750 Broadway, Oakland, CA. Agenda items include BRT Update and Follow-up on the 25<sup>th</sup> Anniversary of ADA Celebration.

**17. Adjournment**

The meeting adjourned at 2:47 p.m.

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# SAN FRANCISCO BAY AREA TRANSIT DISTRICT ACCESSIBILITY TASK FORCE

## Draft Minutes

July 23, 2015

### 1. Self-Introductions of Members, Staff and Guests

**Members present:** Janet Abelson, Randall Glock, Janice Armigo Brown, Peter Crockwell, Don Queen, Hale Zukas, Clarence Fischer, Gerry Newell, Herb Hastings, Alan Smith, Megan O'Brien, Roland Wong

**Absent:** Larry Bunn, Marina Villena, Brandon Young,

**BART Staff present:** Ike Nnaji, Bob Franklin

#### **Directors, Speaker(s), Guest Staff, and Guests of the Public:**

Director Robert Raburn, Director Nick Josefowitz, Greg Lombardi (BART), John Spangler (BBATF), Shirley Johnson (BBATF), David Favello (BBATF), Esperanza Diaz-Alvarez, Elena Vanloo, Janice Dispo (Stenographer)

### 2. Public Comments

[No public comments.]

### 3. Approval of Minutes of June 25, 2015 Meeting

A correction was made to the minutes.

No opposition to Randall Glock's motion to approve the June 25, 2015 meeting minutes, with a second by Gerry Newell and an abstention by Randall Glock.

Motion passes unanimously.

### 4. Transbay Tube Shutdown Planning

Bob Franklin reminded members of BART's plan to suspend service through the Transbay Tube on the weekend of August 1<sup>st</sup> and 2<sup>nd</sup>, 2015, and Labor Day weekend, September 5<sup>th</sup> to September 7<sup>th</sup>, 2015.

Riders will need to transfer to a bus bridge that will be in place while crews conduct their work inside the tube.

This shutdown will allow crews to perform critical track repairs that cannot be done in the overnight hours alone.

After a short presentation given by Bob Franklin, members were allowed to ask questions and/or share any concerns they had.

## **5. Joint BBATF/BATF Meeting**

John Spangler, Shirley Johnson, and David Favello from the BBATF (BART Bicycle Task Force) were in attendance, where many common-interest topics were discussed. These items will be included in a joint letter to the Board.

The first topic of discussion was wide fare gates.

Some of the items discussed with regard to fare gates:

- Wide fare gates at each entrance
- directional arrow on fare gate that is more visible
- sound alert or chime for visually impaired
- gate stays open for a sufficient amount of time
- sensor to detect when a person has already passed through so as to deter fare evasion

No opposition to Herb Hastings' motion that these items be included in the letter to the Board, with a second by Gerry Newell.

The BBATF representatives voted unanimously in favor of the motion.

Motion passes with one abstention by Randall Glock.

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The next topic of discussion was elevators.

Some of the items discussed with regard to elevators:

- cleaner elevators
- wayfinding signs to better direct riders to elevators; and the wayfinding signs are not obstructing any paths of travel
- elevators within paid areas
- courtesy campaign to emphasize priority on elevators
- speed of elevators

No opposition to Clarence Fischer's motion that these items be included in the letter to the Board, with a second by Gerry Newell.

The BBATF representatives voted unanimously in favor of the motion.

Motion passes with one abstention by Randall Glock.

---o0o---

Some of the other items in the discussion that followed:

- ramps to walk bikes through stations
- better signage, including directional signs at center of platform
- lighting to indicate elevator locations
- wider stairways
- consistency among stations with signage, elevator location, and wide fare gates
- sufficient number of stairways and elevators to handle increased ridership

No opposition to Randall Glock's motion that these items be included in the letter to the Board, with a second by Herb Hastings.

The BBATF representatives voted unanimously in favor of the motion.

Motion passes unanimously.

## **6. New Staff Introduction**

Gregory Lombardi, BART's assistant chief maintenance & engineering officer, introduced himself to members.

Members were then allowed to ask questions and/or share any concerns they had.

## **7. New Member Application**

No opposition to Randall Glock's motion to approve Esperanza Diaz-Alvarez's application, with a second by Peter Crockwell.

Motion passes unanimously.

## **8. Capital Project Status Reports**

### El Cerrito Del Norte

An outreach event was held on Wednesday, July 8<sup>th</sup> from 4:00 p.m. to 7:00 p.m. Alan Smith was in attendance and shared his thoughts with members.

### Richmond Intermodal Project

Work will be completed in September, 2015.

### eBART

Staff is looking into making payphones and TTY phones available.

### Fleet of the Future

Aaron Weinstein is expected to attend a future meeting to give an update presentation and to address certain questions in the questionnaire.

### **No updates were given for the following projects:**

- Oakland Airport Connector
- Union City Station Remodel
- Warm Springs Station
- Phase 2 – San Jose Downtown
- Civic Center Station Upgrade
- Montgomery Station Upgrade
- San Bruno Path of Travel
- Track Maintenance
- Station Hearing Loop
- Entrance Canopies
- Berkeley Station Upgrade
- Stair Tread Color Contrast
- Berryessa/Milpitas Stations
- Powell Street Station Upgrade
- Embarcadero Station Upgrade
- West Dublin Path of Travel
- Concord Station Upgrade
- Dublin/Pleasanton Project
- 

## **9. Chairperson Announcements**

The BATF Holiday Reception will be held on Wednesday, December 9, 2015 at 300 Lakeside Drive, 15<sup>th</sup> Floor, Oakland, California.

Alan Smith told members about the Pit Stop, which is a project operated by San Francisco Public Works.

A Pit Stop toilet will be coming to BART's 16<sup>th</sup> Street Plaza.

Alan Smith hopes that staff can get in touch with Clipper personnel in order to improve usability, and to make web navigation more efficient.

Randall Glock reminded members that any changes to their Clipper card information need to be shared with him as soon as possible in order for members to receive travel reimbursement.

## **10. Staff Announcements**

[No staff announcements.]

## **11. Member Announcements**

Peter Crockwell shared that he will not be able to attend the next BATF meeting due to a scheduled medical procedure.

## **12. Future Agenda Topics**

- Fleet of the Future update

## **13. Adjournment**

The meeting adjourned to the next regularly scheduled meeting of **Thursday, August 27, 2015, at 2:00 p.m., at 101 8<sup>th</sup> Street in Oakland, California.**

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**LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY**  
**1362 Rutan Court, Suite 100**  
**Livermore, CA 94551**

**WHEELS Accessible Advisory Committee**

**DATE:** Wednesday, May 6, 2015

**PLACE:** Diana Lauterbach Room LAVTA Offices  
 1362 Rutan Court, Suite 100, Livermore, CA

**TIME:** 3:30 p.m.

**Draft MINUTES**

**1. Call to Order**

The Chair Carmen Rivera-Hendrickson called the meeting to order at 3:30 pm.

**Members Present:**

Herb Hasting	Alameda County
Sue Tuite	Alameda County – Alternate
Connie Mack	City of Dublin
Shawn Costello	City of Dublin
Esther Waltz	City of Livermore
Nancy Barr	City of Livermore – Alternate
Carmen Rivera-Hendrickson	City of Pleasanton
Shirley Maltby	City of Pleasanton
Amy Mauldin	Social Services Member

**Staff Present:**

Michael Tree	LAVTA
Kadri Kulm	LAVTA
Bertha (Ally) Macias	MTM
Gregg Eisenberg	MV Transit

**Members of the Public:**

Mary Anna Ramos	Wheels rider
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2. **Citizens' Forum: An opportunity for members of the audience to comment on a subject not listed on the agenda (under state law, no action may be taken at this meeting)**

None.

4. **Minutes of the March 4, 2015 Meeting of the Committee**

Approved.

Costello/Mack

Hastings abstained.

5. **Fixed Route Operational Issues – Suggestions for Changes**

Sue Tuite reported that there are trees scratching the top of the buses on Owens by Walmart in Pleasanton.

Connie Mack said that there is a bus stop on Dublin Blvd, which gets dark and her client's granddaughter is afraid to use it when it gets dark. Connie will follow up with the exact location so that staff can follow up.

Shawn Costello said he had a problem with Route 10 coming back from the Valley Care. The driver wanted to drop him off at the Pleasanton side and not where he wanted to get off.

7. **Dial-A-Ride Operations 3<sup>rd</sup> Quarter Update**

Staff gave a report on MTM's performance analysis for the FY 2015 third quarter that covers the months of January, February and March, 2015. The third quarter on-time performance in the current fiscal year was 98.1% compared to 95.1% for the same quarter during the previous fiscal year. The ridership has increased close to 10% compared to these three months the year prior. During the January to March 2015 timeframe there was only one valid complaint total made regarding the paratransit service.

8. **Dial-A-Ride Operational Issues – Suggestions for Changes**

None reported.

9. **WAAC Recruitment**

WAAC reviewed the applications received for the FY16 membership. Staff received the most applications for the City of Livermore representative positions. WAAC members thought that the current alternate members already serving on the committee should be preferred for regular member positions over applicants who have never served on the committee.

WAAC recommended that the WAAC bylaws be changed to add an additional position to the committee – LAVTA's representative to ACTC's Paratransit Advisory Committee (PAPCO). LAVTA's current representative for PAPCO is currently also a City of Livermore representative at WAAC. If the bylaws would be changed and the current PAPCO representative and Livermore resident would become the PAPCO representative at WAAC all three Livermore applicants would be able to serve in the committee.

Approved.

Hastings/Costello

**10. USDOT Reasonable Modification Rule Procedures/Policies Development**

Tabled for the next meeting.

**11. Wheels Signage at the BART Station for the Upcoming Pleasanton Fairground Events**

The committee discussed the potential signage at the BART station for the upcoming Pleasanton Fairgrounds events and offered their feedback and recommendations.

**12. PAPCO Report**

Esther Waltz gave an update on the latest PAPCO/ParaTAC joint meeting, which included the new BART fleet review and LAVTA quarterly report as well as discussion on providing paratransit services to dialysis centers.

**13. LAVTA's Annual Submittal for ACTC's Measure B and Measure BB**

LAVTA staff shared and discussed with the committee the Annual program plan, which was presented to and approved by PAPCO Finance Subcommittee on April 29, 2015. The projected Measures B and BB combined revenues for paratransit for the next fiscal year (2015/2016) is \$442,073 per year, which is 24% of LAVTA's total annual paratransit budget.

**14. Clipper Implementation**

The staff updated the committee that LAVTA is scheduled to become part of the Clipper system as of Fall, 2015. During the months of March and April the site work was completed in the Tri-Valley area. Additionally, modeling of the business rules was completed using Clipper equipment. The next step is the hardware installation from May through September.

**15. Wheels Fixed Route Comprehensive Operational Analysis (COA) Update**

For the first time in many years, LAVTA has hired a consultant to perform a Comprehensive Operational Analysis (COA) of LAVTA's fixed route system. The COA will develop service alternatives and the public's response to those

recommendations. At the conclusion of the planning efforts, a preferred alternative will be presented to the agency policy makers for approval and implementation. March and April have been months of study review and data collection. A passenger survey has been conducted onboard fixed route buses. Next will come an existing conditions review, a service standards review and market research. In July the first round of meetings will be held to review the consultant's findings and take input from the public. The specific dates for the meetings in July are being set in early May. The second round of meetings for the public to review service alternatives is scheduled to take place in November.

**16. WAAC Meeting Schedule**

WAAC discussed whether or not to consider meeting schedule change for next FY.

**17. Adjourn**

The meeting was adjourned at 5:00 pm.

**LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY**  
**1362 Rutan Court, Suite 100**  
**Livermore, CA 94551**

**WHEELS Accessible Advisory Committee**

**DATE:** Wednesday, July 1, 2015

**PLACE:** Diana Lauterbach Room LAVTA Offices  
 1362 Rutan Court, Suite 100, Livermore, CA

**TIME:** 3:30 p.m.

**Draft MINUTES**

**1. Call to Order**

The Chair Carmen Rivera-Hendrickson called the meeting to order at 3:30 pm.

**Members Present:**

Herb Hasting	Alameda County
Sue Tuite	Alameda County – Alternate
Connie Mack	City of Dublin
Shawn Costello	City of Dublin
Carmen Rivera-Hendrickson	City of Pleasanton
Glenn Hage	City of Pleasanton – Alternate
Russ Riley	City of Livermore
Nancy Barr	City of Livermore
Mary Anna Ramos	City of Livermore – Alternate
Pam Deaton	Social Services Member
Amy Mauldin	Social Services Member

**Staff Present:**

Michael Tree	LAVTA
Kadri Kulm	LAVTA
Juana Lopez	MTM
Gregg Eisenberg	MV Transit

**Members of the Public:**

Esther Waltz	PAPCO Representative
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2. **Citizens' Forum: An opportunity for members of the audience to comment on a subject not listed on the agenda (under state law, no action may be taken at this meeting)**

None.

3. **Welcoming New Members and the Review of By-Laws/Committee Members' Responsibilities**

The committee and staff welcomed the new members Glenn Hage, the City of Pleasanton Alternate, and Mary-Anna Ramos, the City of Livermore alternate, to the committee. Staff reviewed the committee bylaws and the committee members' responsibilities.

4. **Electing the Chair and Vice Chair**

Carmen Rivera-Hendrickson was re-elected for the Committee Chair position, and Herb Hastings was re-elected for the Vice Chair position for FY 2016.

5. **Minutes of the May 6, 2015 Meeting of the Committee**

Approved.

Costello/Mack

6. **USDOT Reasonable Modification Rule Procedures/Policies Development**

The committee reviewed the policies and procedures the staff had developed to comply with the federal "Reasonable Modification" rule going into effect on July 13, 2015.

7. **Establishing Meeting Times for FY16**

The following meeting times were established:

September 2, 2015

November 4, 2015

January 6, 2016

March 2, 2016

May 4, 2016

July 6, 2016

8. **Dial-A-Ride Operational Issues – Suggestions for Changes**

Mary-Anna Ramos reported that she does not like back ramp vehicles as she has fear when backing up out of the vehicle.

Shawn Costello said that on the way to the WAAC meeting he did not have enough space to rotate his wheelchair. He was seated on the front passenger seat.

Herb Hasting reported that on the way to the WAAC meeting he had to go back to Pleasanton to pick someone else up. He was wondering who did the routing.

**9. Fixed Route Operational Issues – Suggestions for Changes**

Shawn Costello reported he was declined a ride on route number 10 (bus number 0332).

**10. PAPCO Report**

Esther Waltz reported on the latest PAPCO meeting.

**11. Adjourn**

The meeting was adjourned at 5:00 pm.

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## Expanding Specialized Transportation: New Opportunities under the Affordable Care Act

Wendy Fox-Grage and Jana Lynott  
AARP Public Policy Institute

**The Affordable Care Act (ACA) provides new but limited opportunities to promote or fund specialized transportation services—such as door-to-door paratransit or escorts into doctors’ offices—for older people and adults with disabilities. However, relatively few states are currently taking advantage of these opportunities for low-income people with mobility limitations. Even among the states with transportation benefits, the ACA programs are small and specialized, and transportation services are restricted.**

Transportation is vital to helping people live as independently as possible. Many older people and adults with physical disabilities need specialized transportation that can be provided upon request by van, small bus, or taxi. Specialized transportation is especially critical for high-risk, low-income populations who do not drive and have difficulty taking public transportation because of disability, age-related conditions, or income constraints.

Specialized transportation can help states and communities achieve the ACA’s goals. Transportation is an important element for states balancing their Medicaid programs toward home- and community-based services (HCBS). Transportation enables people to access preventative care, improves health outcomes, and avoids unnecessary hospital readmissions. The following ACA initiatives offer incentives to states to expand specialized transportation.

### Money Follows the Person (MFP)

- MFP is a grant program for states to shift Medicaid funds toward HCBS and to identify and transition Medicaid beneficiaries who are

living in an institution and want to return to the community.

- Forty-four states plus the District of Columbia receive an enhanced federal match for the services provided to Medicaid participants for the first 12 months after the beneficiary’s transition back into the community.
- More than 40,000 people have moved from institutions to the community.
- MFP participants from 16 states—out of 25 that provided service expenditure data—utilized transportation during 2012.

### Community First Choice

- This new optional Medicaid benefit allows consumers to direct much of their own care.
- Four states receive an enhanced federal match of 6 percentage points for “participant-directed” services.
- Montana and Oregon specifically provide Community Transportation as a permissible service under this option.

## Balancing Incentive Program

- This grant encourages states to balance their Medicaid spending toward HCBS.
- Twenty-one states are using this grant to make structural changes and to spend more on HCBS by October 2015.
- Connecticut is using the grant for strategic planning that includes transportation.

## Section 1915(i) State Option

- This option allows states to provide Medicaid HCBS to individuals who do not meet the more stringent institutional level of care requirements to qualify for HCBS without waivers.
- Services must be offered statewide, and enrollment cannot be capped.
- Twelve states have this option, but mostly for people with mental illness.
- Connecticut specifies community transportation for older people or adults with physical disabilities.

## Duals Demonstrations

- These demo projects seek to improve care for people who are “dually eligible” for both Medicare and Medicaid, who are typically sicker, use more health care, and have higher costs.
- Twelve states have signed memoranda of understanding to participate in the demos.
- Most demos are testing risk-based, capitated, managed care models.
- States do not have to expand transportation in these demos beyond what is currently covered in the Medicaid program, but California and Massachusetts are doing so.
- Care coordinators who help dual eligibles in the demos can also ensure access to transportation by scheduling trips for treatment and follow-up.

## Care Transition Programs

- Several ACA initiatives seek to improve care transitions when patients move between one care setting or provider to another.
- Better care transitions can prevent costly hospital admissions and readmissions, particularly for people who are at high risk and who often have multiple chronic conditions.
- Many sites (102) are participating in the Community-based Care Transitions Program (CCTP) to reduce 30-day hospital readmissions.
- Atlanta is providing supplemental transportation through its CCTP.

## Conclusion

This paper highlights opportunities to expand transportation and tap new funds within the ACA. Although new funding for transportation in the ACA is restricted and often targeted to specific low-income populations with mobility needs, states can expand transportation benefits through these ACA initiatives.

For a more complete description and to read the case studies that describe how the Atlanta region and the state of Connecticut are using the ACA options to expand specialized transportation, see the AARP Public Policy Institute’s *Insight on the Issues* #99.

In Brief IB 220, January 2015

A synopsis of the AARP Public Policy Institute *Insight on the Issues* 99, of the same title.

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