



Meeting Notice

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Arthur L. Dao

Paratransit Technical Advisory Committee

Tuesday, November 12, 2013, 9:30 a.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.


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.

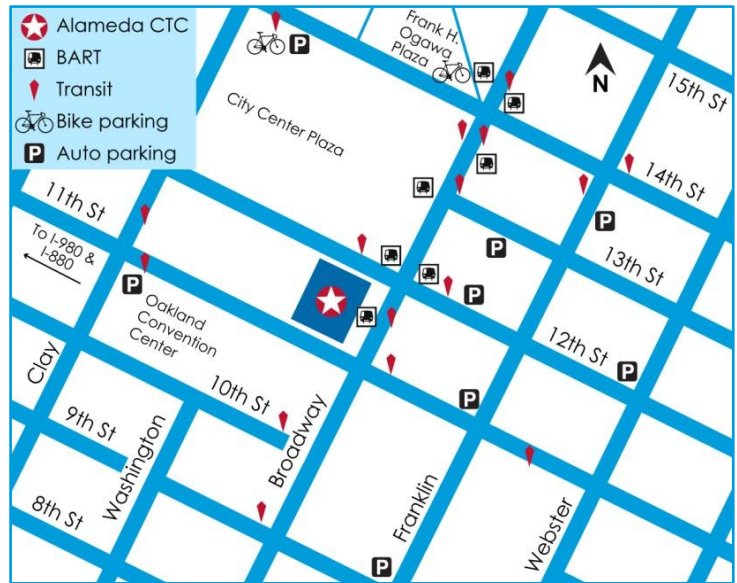
Glossary of Acronyms

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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Paratransit Technical Advisory Committee Meeting Agenda

Tuesday, November 12, 2013, 9:30 a.m.

1111 Broadway, Suite 800, Oakland, CA 94607 • PH: (510) 208-7400 • www.AlamedaCTC.org

Facilitator: Naomi Armenta, Paratransit Coordinator
Staff Liaisons: John Hemiup, Senior Transportation Engineer, Matt Todd, Principal Transportation Engineer
Public Meeting Coordinator: Krystle Pasco

9:30 – 9:35 a.m.
Naomi Armenta

1. Welcome and Introductions

9:35 – 9:40 a.m.
Public

2. Public Comment

Page A/I

9:40 – 9:45 a.m.
Staff

3. September 10, 2013 Meeting Minutes

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Review the September 10, 2013 ParaTAC meeting minutes.

9:45 – 10:10 a.m.
Staff

4. Implementation Guidelines Review

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The Committee will review the Implementation Guidelines.

10:10 – 10:40 a.m.
Staff

5. Revision to Access Alameda Guide/Website Discussion

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The Committee will discuss the revision of the Access Alameda Guide and website in relation to Mobility Management goals. ParaTAC members will have the opportunity to volunteer for a Joint Subcommittee.

10:40 – 11:00 a.m.
Guest Speakers

6. Community Based Transportation Provider Presentation – Senior Support Program of the Tri-Valley

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The Committee will receive a presentation from Senior Support Program of the Tri-Valley.

11:00 – 11:15 a.m. ParaTAC	7. Technical Exchange		
	7.1	Mobility Management	
	7.2	Preparedness	
	7.3	Ask a ParaTAC Member	
	7.4	Other Technical Exchange Items	
11:15 – 11:30 a.m. ParaTAC	8. Information Items		
	8.1.	SRAC Update	
PAPCO Chair	8.2.	PAPCO Update and Appointments	9
Staff	8.3.	Alameda CTC Staff Report	
Krystle Pasco	8.4.	Outreach Update	
ParaTAC	8.5.	ParaTAC Member Announcements	
Staff	8.6.	Other Staff Updates	
	9. Draft Agenda Items for January 14, 2014 ParaTAC Meeting		
	9.1.	Update on pass-through funding estimates	
	9.2.	Community Based Transportation Provider	
	9.3.	Update on HDTS/WSBTS	
	9.4.	Technical Exchange – Recurring Items	
11:30 a.m.	10. Adjournment		

Next Meeting: Tuesday, January 14, 2014

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



Paratransit Technical Advisory
Committee Meeting Minutes
Tuesday, September 10, 2013, 9:30 a.m.

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1111 Broadway, Suite 800, Oakland, CA 94607 • PH: (510) 208-7400 • www.AlamedaCTC.org

MEETING ATTENDEES

Attendance Key (A = Absent, P = Present)

Members:

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|----------------------------|-------------------------|-------------------------|
| <u>P</u> Dana Bailey | <u>P</u> Kim Huffman | <u>A</u> Mallory Nestor |
| <u>A</u> Beverly Bolden | <u>A</u> Drew King | <u>A</u> Gail Payne |
| <u>A</u> Melinda Chinn | <u>A</u> Jackie Krause | <u>A</u> Mary Rowlands |
| <u>A</u> Pam Deaton | <u>A</u> Kadri Klm | <u>A</u> Michelle Silva |
| <u>P</u> Shawn Fong | <u>P</u> Kevin Laven | <u>A</u> Leah Talley |
| <u>A</u> Marisa Hackett | <u>A</u> Isabelle Leduc | <u>A</u> Laura Timothy |
| <u>P</u> Heather Hafer | <u>P</u> Wilson Lee | <u>A</u> Mark Weinstein |
| <u>A</u> Brad Helfenberger | <u>P</u> Hakeim McGee | <u>A</u> David Zehnder |
| <u>A</u> Karen Hemphill | <u>A</u> Cindy Montero | |

Staff:

- | | |
|--|--|
| <u>P</u> Matt Todd, Principal
Transportation Engineer | <u>P</u> Danielle Rose, Nelson\Nygaard |
| <u>P</u> Naomi Armenta,
Paratransit Coordinator | <u>P</u> Krystle Pasco, Acumen Building Enterprise, Inc. |

Guests:

Elena Nicklasson, On Lok; Sharon Powers, PAPCO Member; Sylvia Stadmire, PAPCO Member; Sylvia Yeh, Friends of Children with Special Needs

MEETING MINUTES

1. Welcome and Introductions

Paratransit Coordinator Naomi Armenta called the meeting to order at 9:30 a.m. The meeting began with introductions and a review of the meeting outcomes.

2. Public Comment

There was no public comment.

3. Review of June 11, 2013 Meeting Minutes

ParaTAC members reviewed the meeting minutes from June 11, 2013 and by consensus approved them as written.

4. Community Based Transportation Provider – Friends of Children with Special Needs

Sylvia Yeh gave a presentation on Friends of Children with Special Needs (FCSN). FCSN serves children and adults with developmental disabilities of all ethnic groups. These disabilities may include mental retardation, autism, epilepsy, cerebral palsy, and brain injury that occurred before the age of 18. FCSN is a 501(c)3 non-profit organization that was founded in 1996 by ten families. Currently, FCSN has over 800 families and over 100 staff members in the East and South Bay.

FCSN has a variety of programs including those for children (i.e. after school programs, speech therapy, and social and life skills training), adults (i.e. supported

employment/vocational training, life skills, and community integration), and family support groups. FCSN also has a wide language capacity including access to English, Spanish, Mandarin, Cantonese, Tagalog, Vietnamese, and French translators as well as ASL interpreters.

With regards to transportation, FCSN utilizes a variety of services for their youth programs including parents, school buses, and Durham Transportation or other local charter buses for group outings. FCSN uses MV Transportation (funded by the Regional Center of the East Bay), East Bay Paratransit, the City of Fremont paratransit, BART, and Durham Transportation or other local charter buses for their adult services. Some of FCSN's challenges include the inflexibility and unreliability of paratransit, lack of driver training to handle consumers with aggressive behaviors, prohibitive cost for low income consumers, language barriers, insufficient public transit service in rural areas, and overall insufficient services to meet FCSN consumers' medical, vocational, and leisure activities.

FCSN applied for two medium buses through the FTA 5310 grant process. Staff members expect the vehicles to be in use from 7:00 a.m. to 9:00 p.m. Monday through Friday and Saturdays from 3:00 p.m. to 8:00 p.m. for FCSN program participants. Collaboration with DPAC and two other local churches are also in FCSN's plans. Lastly, FCSN is also looking into vehicle maintenance shops in the City of Fremont as well as recruiting and training Class B drivers.

Questions and feedback from ParaTAC members:

- What rural parts of Fremont were you referring to in your presentation? We are referring to the Fremont Peralta area.
- I applaud the work that you are currently doing and we (City of Fremont) are looking forward to collaborating with FCSN more in the future including piloting our travel training program with your consumers.
- Depending on the population on the vehicles at any given time and whether they are students/youth, drivers may need to seek a special certification in order to transport these individuals. Also, if you are transporting a large amount of youth CHP may get involved. The 5310 vehicles that FCSN received will primarily be used for the adult programs; however, we may also use the vehicles for weekend trips for the youth.
- The City of Emeryville's Class B license costs about \$23 per hour. I would suggest having a combination of staff drivers and other drivers to diversify your transportation options and to work within your budget constraints.
- The City of Pleasanton also uses staff drivers for their transportation needs.
- Some cities' Parks and Recreation departments have trained Class B licensed drivers. That is a good place to look for part-time drivers. That is also the case in the City of Emeryville.

5. Update on HDTS/WSBTS

Krystle Pasco gave an update on the Hospital Discharge Transportation Service (HDTS) and the Wheelchair Scooter Breakdown Transportation Service (WSBTS) programs. She stated that the Alameda CTC administers two specialized mobility programs that are available to seniors and persons with disabilities in Alameda County. The HDTS program provides accessible rides home or to a nursing facility upon discharge from a participating hospital and is free to riders. Likewise, the WSBTS program provides rides

home or to a repair facility for stranded individuals who are experiencing a wheelchair or scooter breakdown and is also free to riders.

Krystle reported that in May there were 31 rides for the HDTs program and in June there were 27 rides. Overall, the HDTs program provided 363 rides (30 rides on average per month) for FY12-13. This is a slight decrease from last fiscal year's ridership. Krystle then reported on HDTs ridership by facility and noted the hospitals that have used the program consistently since enrollment. These facilities include Eden Medical Center – San Leandro Hospital, Kaiser Fremont, Kaiser Hayward, and St. Rose Hospital. Krystle then reported that in May there were 8 rides for the WSBTS program and in June there were 13 rides. Overall, the WSBTS program provided 161 rides (13 rides on average per month) for FY12-13. This is an increase from last fiscal year's ridership.

Lastly, Krystle reviewed the paratransit coordination team's outreach efforts to promote these specialized mobility programs within Alameda County. She also noted that the contract that provides these services will be going through an RFP process early next fiscal year. More updates will be provided soon.

Questions and feedback from ParaTAC members:

- One of our wheelchair users purchasing taxi scrips inquired about the WSBTS program. In the event that her wheelchair breaks down and the repair facility takes her chair, will she be provided a ride home? Yes, the service will take the individual home. Similar to the HDTs program, MV Transportation can provide a wheelchair to get the individual in and out of their vehicles.
- Can we see the breakdown of HDTs program ridership with regards to facility per fiscal year? Yes, staff can collect that data and present it at the next meeting update.
- Where is staff in the process with regards to enrolling the Alta Bates and Summit campuses into the HDTs program? Staff has drafted an MOU for the Alta Bates and Summit campuses. Staff is currently waiting for a response from the facilities' respective legal departments. Staff will once again follow up on the draft MOU.
- Is there a transition plan for when the new Kaiser facility is built in San Leandro? Staff does not currently have a transition plan in place for when the new Kaiser facility is built in San Leandro. Staff will check in with our program contacts in San Leandro and Hayward to establish a transition plan where necessary.
- St. Rose Hospital is also in the process of being acquired, will this program continue to operate at that facility? Staff is hopeful that the program will continue at St. Rose Hospital. Staff will follow up with this as soon as possible.
- What is the update on Washington Hospital's MOU for the HDTs program? Staff will follow up on the status of this MOU.
- There was an increase in ridership for the WSBTS program. Do you think this is due to ambulance companies using the program more? Yes, I think that our outreach efforts to local ambulance companies like Paramedics Plus are reflected in the increase in ridership for the WSBTS program. Also, staff increased our outreach efforts overall this last fiscal year due to Measure B1 being on the ballot last November. Staff will continue to monitor this trend in this next fiscal year.
- Does Alameda CTC staff conduct any surveys with the hospital staff and/or consumers for these mobility programs? The annual in service trainings function as an opportunity for the hospital staff members to express any concerns and to

provide any feedback or suggestions regarding the programs. Currently, staff does not have any established communication with the consumers outside of the interactions that MV Transportation and DirectLine have with them.

- Is it possible to use the annual in service trainings to get a better sense of how the discharge planners arrange these trips through the HDTS program? Yes, staff will invite the local paratransit managers to the annual in service trainings to get a better sense of the discharge process and to work towards more coordination with the local programs.

6. Technical Exchange

6.1. Mobility Management

Naomi Armenta gave a mobility management update and noted that on September 20, 2013 the Alameda CTC will be hosting a countywide Travel Training Working Group meeting. New Freedom funding will also be discussed at this meeting as well as the AC Transit Inventory project. Staff will also be showing a travel training webinar on troubleshooting unexpected situations in the coming months.

Shawn Fong gave an update on their paratransit services. She noted that the City of Fremont will now be administering the City of Newark paratransit program. The City of Fremont officially took over provision of services for the City of Newark paratransit program on September 3rd and as a result Newark residents are gaining access to more paratransit services via a wider service area, longer service hours, and an improved in-person scheduling process. They are also working to improve their travel training and overall mobility management efforts in the area. There is currently a satellite office at the Newark Senior Center that is open once a month. That office will soon be open twice a month starting in October. They are also working with the City of Union City to open another satellite office at the Union City Senior Center. They are also looking to work with local dialysis centers for better service coordination with the local programs as well as East Bay Paratransit. Lastly, the paratransit vehicles for Fremont and Newark will be parked at the Union City maintenance lot.

6.2. Preparedness

Naomi Armenta shared that the Alameda County Public Health Department is working on a pilot program for emergency preparedness. Alameda CTC staff has established a working relationship with Donata Nilsen and has provided her with some background information on the agency's efforts. Donata will be tabling at the Mobility Workshop. Lastly, Naomi also sent out an email from ESPA regarding emergency preparedness.

6.3. Ask a ParaTAC Member

How often do you recommend having a service review meeting with your transportation provider? Members suggested at least once a month or quarterly (including site visits) with regular reporting in between meetings. Requesting these regular meetings be a part of the contract is also helpful.

When are the local programs going out to bid for transportation services? The City of Union City goes out to bid every three years. The City of Emeryville does not go out

to bid for transportation services; their contract is directly with their paratransit provider. The City of Oakland does not have an open RFP or RFQ process as they contract with all local vendors. They do, however, request specific service provisions such as capacity and service area. The City of Fremont typically does contracts for an initial two year term with an option to renew for three additional one year terms for a total of five years. AC Transit just completed their procurement process for an initial five year term with an option to renew for another five years.

Has there been any collaboration within ParaTAC with regards to preparing for a procurement process i.e. a subcommittee or working group? Staff noted that there was an attempt between the City of Fremont and the City of Hayward to procure together. Shawn noted that the key thing was to have similarly structured agencies that also provided similar services. For example, the City of Fremont created an amendment to an existing Joint Powers Agreement with the City of Newark. The City of Fremont contract with MV Transportation was then amended to include the new service provisions for the City of Newark paratransit program. In general, gathering information on other programs' procurement processes is helpful in implementing your own process. A good contract is based on a good RFP process especially with regards to performance measures and overall accountability. Also, Naomi mentioned that if there are any questions that any ParaTAC members would like to ask of the whole group, she can send it out via email. Lastly, if technical expertise is needed, Nelson\Nygaard and Alameda CTC staff is also available for consultation.

What does the service provider competition look like in the Bay Area? Currently, American Logistics, MV Transportation, Trans-National Express, and First Transit are notable transportation providers in the area. Naomi will follow up with Nelson\Nygaard and Richard Weiner for more information. The information will be shared with ParaTAC members. Kevin noted that Wendy Solvani with Solvani Transportation Consulting also has information on shuttle type services and can provide assistance as well.

The City of Fremont is working on taking over the Tri-City Taxi Voucher program and are looking to do an RFQ. Does anyone have any experience working with multiple taxi vendors? The City of Oakland uses multiple taxi vendors but has limited accessible van service. The two main parameters that are set for the taxi program – due to the fact that there are a limited amount of medallions available in the City of Oakland, are that the vendor have a minimum of five taxis at all times to accommodate for their service and 24 hour dispatching. Unfortunately, there are no metered accessible taxis in Oakland, however, by 2016, the City of Oakland will require that 10% of all taxi fleets be accessible. Currently, Friendly and Veterans are the major players in Oakland and as was mentioned earlier, they do not have an RFP or RFQ process in place. The taxi companies have the infrastructure to take the program's taxi scrips and invoice for a reimbursement. Unfortunately, every city has varying taxi policies or none at all. For example, Union City and Newark do not have taxi policies in place. In these cities, taxi companies and drivers are expected to have business licenses to operate. Although the City of Fremont does have a taxi permitting process, these differences allow for other issues to arise. Naomi also suggests talking to the City of Berkeley for information on multiple taxi vendors. The City of Berkeley is also working to increase their accessible taxi fleet.

Shawn Fong noted the increasing trend in metered taxi companies and private non-metered accessible vehicle services being owned by the same company. If your agency is contracted with one entity, presumably with the taxi company, how does that conflict with the private business? The City of Oakland is contracted with the corporation that runs the overall business which allows for a different fare structure. If they wanted to also work with that corporation's private business, that would require a separate contract.

How are programs handling the issue of standing orders? The ADA does have a cap on the operator of standing orders. The operator cannot have more than 50% standing orders if they are making ride denials. The City of Hayward paratransit program was also dealing with a large amount of standing orders. However, once the taxi program was launched in Central County, they found that their consumers were using paratransit to get to their doctor's appointments and using the taxi program for their return trip. The City of Fremont is requesting any written policies or other information regarding trip limits or other issues around standing orders.

6.4. Other Technical Exchange Items

There was no discussion.

7. Information Items

7.1. SRAC Update

The last SRAC Meeting took place on September 3rd. The officer elections took place as well as the broker's report which included information on the decrease in ridership, and as a result, productivity, from last fiscal year. Ride denials and eligibility were also discussed during the meeting. There was also an update on the AC Transit Mobility Management Inventory which will be wrapping up in the coming weeks. More information will be provided soon. A summary of the East Bay Paratransit customer satisfaction survey was also shared. The telephone survey results were very similar to prior year's surveys. The survey results will be available upon request from East Bay Paratransit. Lastly, with regards to the broker RFP process there was a component in the RFP process that involved emergency planning. The broker has contracted with a subconsultant to map out an emergency plan process for East Bay Paratransit. More information on that will be provided soon.

7.2. PAPCO Update and Appointments

Sylvia Stadmire noted that at the last PAPCO meeting on June 24th, members elected the officers for Chair, Vice Chair, SRAC representative, and CWC representative. She also noted that they are looking forward to their next meeting on September 23rd.

7.3. Alameda CTC Staff Report

Matt Todd noted that the Compliance Workshop is on September 17th from 10-12 p.m. at the Alameda CTC offices.

Danielle Rose gave an update on the Mobility Workshop which will take place on October 7th at the Ed Roberts Campus in Berkeley. The program agenda will be the

same as was originally planned in July and the Workshop invitations were mailed out this week.

7.4. Outreach

Krystle Pasco gave an update on PAPCO's outreach activities. She noted that staff will be attending the E.E. Cleveland Manor's Health Screening and Resource Fair on September 12th as well as the San Leandro Senior Resource Fair on September 13th.

7.5. ParaTAC Committee Member Announcements

Heather Hafer noted that she will also be helping out at the San Leandro Senior Resource Fair at the San Leandro Senior and Community Center on Friday, September 13th.

Wilson Lee noted that the City of Union City will be implementing their bus route changes on Saturday, October 12th. These changes will not have any effect on paratransit services but fares will be increasing.

Kim Ridgeway noted there will be AC Transit service changes to the South County service area in December. Those changes are still unknown.

7.6. Other Staff Updates

There were no other staff updates.

8. Draft Agenda Items for November 12, 2013 ParaTAC Meeting

- 8.1. Workshop Outcomes Report
- 8.2. Discuss Amendments to Implementation Guidelines
- 8.3. Community Based Transportation Provider
- 8.4. Technical Exchange – Recurring Items

9. Adjournment

The meeting adjourned at 11:30 a.m. The next meeting is scheduled for November 12, 2013 at Alameda CTC's new offices located at 1111 Broadway, Suite 800, in Downtown Oakland.

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Appointer

- AC Transit
- 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
- BART
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- City of Hayward
- City of Livermore
- City of Newark
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- City of Piedmont
- City of Pleasanton
- City of San Leandro
- City of Union City
- Union City Transit

Member

- Hale Zukas
- Herb Hastings
- Michelle Rousey
- Sylvia Stadmire
- Vacant
- Will Scott
- Sandra Johnson Simon
- Esther Waltz
- Harriette Saunders
- Jonah Markowitz
- Aydan Aysoy
- Shawn Costello
- Joyce Jacobson
- Sharon Powers
- Vanessa Proee
- Jane Lewis
- Dianne Richards-Reiss
- Rev. Carolyn M. Orr
- Gaye Lenahan
- Carmen Rivera-Hendrickson
- Margaret Walker
- Suzanne Ortt
- Larry Bunn

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