



# Meeting Notice

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

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

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## Paratransit Technical Advisory Committee

**Tuesday, February 11, 2014, 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.

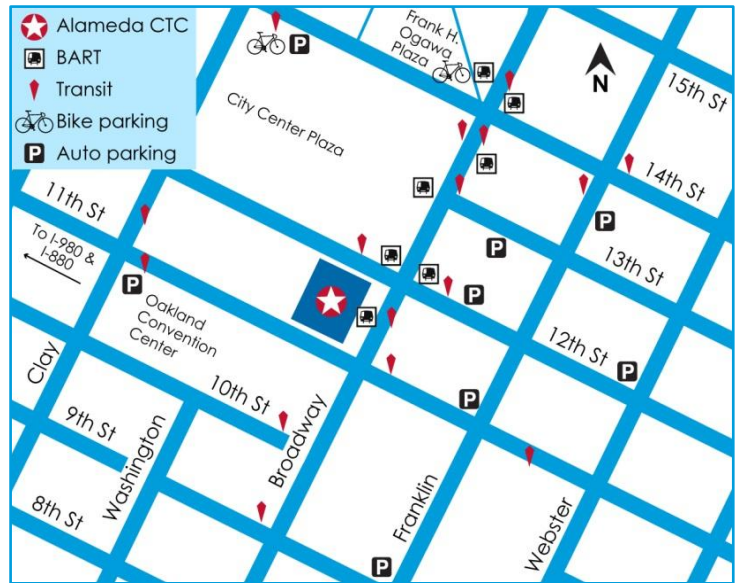
### **Glossary of Acronyms**

A glossary that includes frequently used acronyms is available on the Alameda CTC website at [www.AlamedaCTC.org/app\\_pages/view/8081](http://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](http://www.511.org).

## Accessibility

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## 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).

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# Paratransit Technical Advisory Committee Meeting Agenda

Tuesday, February 11, 2014, 9:30 a.m.

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**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.  
Staff

**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. Review Prior Meeting Minutes**

**3.1. January 14, 2014 ParaTAC Meeting Minutes**

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Review the January 14, 2014 ParaTAC meeting minutes.

9:45 – 9:55 a.m.  
Staff

**4. Direct Local Program Distribution Estimates Update**

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The Committee will receive an update on the Direct Local Program Distribution estimates.

9:55 – 10:10 a.m.  
Staff

**5. Access Alameda Revision Update**

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10:10 – 10:40 a.m.  
Staff

**6. Program Plan Application Completion Workshop**

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The Committee will receive a Program Plan application completion workshop.

10:40 – 10:55 a.m.  
Staff

**7. 2014 Annual Mobility Workshop Brainstorm**

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The Committee will brainstorm ideas for the 2014 Annual Mobility Workshop.

10:55 – 11:15 a.m.  
ParaTAC

**8. Technical Exchange**

	<b>8.1. Mobility Management</b>		
	<b>8.2. Preparedness</b>		
	<b>8.3. Ask a ParaTAC Member</b>		
	<b>8.4. Other Technical Exchange Items</b>		
11:15 – 11:30 a.m.	<b>9. Information Items</b>		
ParaTAC	<b>9.1. SRAC Update</b>		
PAPCO Chair	<b>9.2. PAPCO Update and Appointments</b>	9	
Staff	<b>9.3. Alameda CTC Staff Report</b>		
Krystle Pasco	<b>9.4. Outreach Update</b>		
ParaTAC	<b>9.5. ParaTAC Member Announcements</b>		
Staff	<b>9.6. Other Staff Updates</b>		
	<b>10. Draft Agenda Items for February 24, 2014 Joint PAPCO and ParaTAC Meeting</b>		
	<b>10.1. Convene Finance and Program Plan Review Subcommittees</b>		
	<b>10.2. Gap Grant Cycle 5 Status Update</b>		
	<b>10.3. ParaTAC Report and Discussion</b>		
	<b>10.4. 2014 Annual Mobility Workshop Brainstorm</b>		
11:30 a.m.	<b>11. Adjournment</b>		

**Next Meeting:** Tuesday, May 13, 2014

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



# Paratransit Technical Advisory Committee Meeting Minutes

Tuesday, January 14, 2014, 9:30 a.m.

3.1

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## MEETING ATTENDEES

Attendance Key (A = Absent, P = Present)

### Members:

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

### Staff:

- P John Hemiup, Senior Transportation Engineer
- P Krystle Pasco, Paratransit Coordination Team
- P Cathleen Sullivan, Paratransit Coordination Team

### Guests:

Laurel Poeton, Alameda CTC; Vanessa Proee, PAPCO Member; Sylvia Stadmire, PAPCO Chair; Margaret Walker, PAPCO Member

## MEETING MINUTES

### 1. Welcome and Introductions

Cathleen Sullivan called the meeting to order at 9:35 a.m. The meeting began with introductions and a review of the meeting outcomes. Cathleen noted that Naomi will not be attending the meeting as she is in Washington D.C. receiving an award and attending a conference.

### 2. Public Comment

There was no public comment.

### 3. November 12, 2013 Meeting Minutes

ParaTAC members reviewed the meeting minutes from November 12, 2013 and by consensus approved them as written.

### 4. Direct Local Program Distribution Estimates Update

John Hemiup gave an update on the direct local program distribution estimates and noted that a handout was available with the meeting agenda packet. He stated that the revised funding formula was passed by the Commission and as a result the Finance Director generated the projections for next fiscal year based on those revised formulas. The handout reflects the Measure B sales tax funding projections for paratransit for FY14-15. This information can be used to complete the Program Plan Review applications that

will be due to Alameda CTC in March. Lastly, John noted that due to the recent improvements of the economy the projections have slightly increased however, these projections are based on a conservative forecasting of the Measure B sales tax funding.

Questions and feedback from ParaTAC members:

- Are there any updates for the funding for the current fiscal year? No, there are no end of year funding updates available for the current fiscal year. However, Alameda CTC staff will send an end-of-year update of the actual numbers.
- There was a revision of the funding projections on the website in late September. Was there an announcement made regarding that? The projections are updated monthly as staff takes into account the actual numbers. Monthly updates of actual tax revenue allocations are posted on the Alameda CTC website.
- Would it be possible for ParaTAC members to receive a mid-year revision of the current fiscal year's projections? It is helpful to have this information when thinking about and completing the Program Plan Review applications as well as assessing the current year's program sustainability and the overall paratransit program's reserves. Staff suggests that programs use their operating and/or undesignated reserves if needed to address any program funding shortfalls or adjustments made during the fiscal year.
- Could ParaTAC members make a formal request to Alameda CTC staff to get the mid-year revisions of the current fiscal year's projections? This has been done for ParaTAC members in the past. Staff will follow up with this request with the finance department and report back to ParaTAC members on the outcome.
- There may also be minor changes to the funding formula due to the new ACS data that is received every year. Although these are minor changes they may have some impacts on the projections and especially for the smaller programs.

The Program Plan Review applications will be released on February 3<sup>rd</sup> and they will be due back to Alameda CTC on March 3<sup>rd</sup>. There will also be a short workshop on best practices and completing the Program Plan Review application during the next ParaTAC meeting on February 11<sup>th</sup>.

## **5. Hospital Discharge Transportation Service and Wheelchair Scooter Breakdown Transportation Service Update**

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 same day, door-to-door transportation for individuals who have a health or disability condition that prevents their use of public transit, and who have no other resources for transportation upon discharge from the hospital. These accessible rides take individuals home or to a skilled nursing facility upon discharge from a participating hospital and is free to riders within Alameda County. 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 reviewed more of the programs' details regarding service information, rider eligibility and the reservation process. She also reviewed the list of participating hospitals for the HDTS program.

Krystle reported on the programs' ridership highlights and noted that in November there were 23 rides for the HDTS program and in October there were 22 rides. Currently, the HDTS program has provided 116 rides (23 rides on average per month) for FY13-14. This is a slight decrease from last fiscal year's average monthly 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 November there were 12 rides for the WSBS program and in October there were 14 rides. Currently, the WSBS program has provided 49 rides (10 rides on average per month) for FY13-14. This is also a slight decrease from last fiscal year's average monthly ridership.

Krystle reviewed the paratransit coordination team's outreach efforts to promote these specialized mobility programs within Alameda County. This includes mail outs of program materials to local senior centers and senior housing complexes and distribution at various senior, disabled and health resource fairs throughout the year. She also mentioned the paratransit hotline and the AccessAlameda.org website as other resources for this program.

Lastly, Krystle noted that the contract that provides these services will be going through an RFP process in the coming weeks. John noted that a provider will be operating by March 1<sup>st</sup>. He also noted that staff will continue to follow up with our contacts at Alta Bates and Summit Medical Centers to discuss future HDTS service. John noted that the Washington Hospital MOU has been approved by the lawyers representing both the hospital as well as Alameda CTC and is now being routed for final signature. This should be executed very soon. John also noted that Alameda CTC staff is looking into switching vendors for the WSBS dispatching service. Staff is in conversations with Eden I&R, Alameda County's social service information and referral hotline, who is familiar with providing 24/7 dispatching services and who also, has a transportation component in their overall information and referral service. One of the major benefits of this transition is that Eden I&R provides information in multiple languages. More details on this potential transition will be provided soon.

Questions and feedback from ParaTAC members:

- There will be a new Kaiser facility opening in San Leandro this year. Is Alameda CTC staff currently negotiating a contract with them? Staff is not currently negotiating a contract with the new Kaiser facility in San Leandro but staff will follow up with more information on who to contact for establishing future HDTS service.
- The City of Emeryville would be willing to share the HDTS resolution that was supported by Emeryville and Berkeley's city councils with other ParaTAC members who are interested in requesting support from their Cities to recruit their local hospitals for the HDTS program.
- How can we do more advocacy for the HDTS program? We can reach out to providers and consumers about the service.
- It is interesting that some hospitals really value the program while other hospitals feel it is more of a hassle to utilize the program.
- Perhaps Alameda CTC staff can do research on whether or not there is a local hospital management staff or healthcare providers meeting that takes place to present the program.

- Alameda CTC staff will be conducting their annual in service trainings with all of the participating hospitals' staff during the months of February and March. This timing has worked in favor of all parties included and is a new approach to see if staff can promote to other hospital staff.
- ParaTAC members are concerned about the new Kaiser facility in San Leandro and whether there is someone working on arranging their transportation needs which includes adequate paratransit waiting areas. The City of Hayward and San Leandro paratransit programs are starting to prepare for the new Kaiser facility in San Leandro and in particular, The City of San Leandro paratransit program is working on including the new facility as a stop for their FLEX Shuttle. Alameda CTC staff also worked on a paratransit waiting area project with local hospitals and other high volume paratransit pick up and drop off locations. This project may need to be revisited for the purposes of this new Kaiser facility.
- Members requested information on the number of HDTs rides per facility by fiscal year. Staff will provide this information for the next program update.

#### **6. Community Based Transportation Provider Presentation – On Lok Lifeways**

The community based transportation provider presentation will be rescheduled for a later date.

#### **7. Alameda CTC Communications Focus Group**

Laurel Poeton led a discussion regarding Alameda CTC's communication efforts around the Transportation Expenditure Plan and its response within the senior and disabled community. Laurel handed out the last TEP flyer that focused primarily on specialized transportation, or paratransit, Measure B funding. She noted that Alameda CTC is looking to put Measure B, the transportation sales tax measure, back on the ballot in November 2014 and staff is seeking input and feedback from the agency's community advisory committees, which includes ParaTAC and PAPCO.

Questions and feedback from ParaTAC members:

- The Wheelchair Scooter Breakdown Transportation Service is a popular service and should be highlighted in the new flyer.
- What are the proposed changes to paratransit funding in the new TEP? This information should be shown on the new flyer.
- The new TEP flyers will be organized and presented by Cities rather than by planning areas in the County as only Alameda CTC and City staff is familiar with the planning areas.
- If the flyer is intended for the general public and in this particular case, seniors and people with disabilities, there is too much information on this flyer. Seniors just want to know what is going on in their respective areas and how it impacts them. The flyer has to be more simplified.
- Pictures and other visual identifiers would be really helpful for people to recognize their own Cities' programs i.e. a picture of individuals riding the City of Albany shopping shuttle or familiar faces of people who operate or use the programs.
- It is helpful to identify what potential programs and services could arise on the local level as a result of the TEP passing.
- Hiring a professional photographer to take pictures of the paratransit programs "in action" would be really useful for the graphics used on these flyers.
- The flyer needs to be more senior and disabled friendly.



- These flyers should be produced in various languages, especially English, Spanish and Chinese. If possible, the flyer should be made available in Braille as well.
- The WSPTS and HDTS programs should be featured in the TEP flyers.
- Include information that makes the press and media feel guilty for going against the TEP in 2012.
- The proposed measure will have a sunset clause.
- BART to Livermore is still a project within the TEP.
- The size of the flyer will be reduced to 5.5" x 8" but the font will remain at 14 point.
- There should be more active language in the content for the flyer.

## **8. Technical Exchange**

### **8.1. Mobility Management**

Cathleen provided a quick update on the AC Transit Mobility Management project and noted that the website is nearing completion. The AC Transit Mobility Resources TAC will be reviewing the website's functionality and other features once it is ready. Although the timeline is uncertain, more details will be provided soon.

### **8.2. Preparedness**

Hakeim McGee gave a quick update on the East Bay Paratransit (EBP) emergency preparedness workshop and noted that it was a great turnout with over 50 people. The workshop included group discussions that focused on potential disaster scenarios and information regarding resources was shared. It was a great learning experience and exercise for individuals who work with seniors and people with disabilities within Alameda County. Shawn Fong noted that there was also a lot of discussion around the emphasis of EBP's Emergency Operations Plan (EOP) for both small and large incidents. The recent BART strike caused EBP staff to evaluate the effectiveness of their action plan in a potential strike in the future. This also caused the city based paratransit program managers, in particular the City of Alameda, to field calls from individuals who were not able to use EBP due to the strike. There was also a discussion regarding the connection between agencies that have several contracts and multiple service providers that have transportation vehicles, and how there can be better coordination with those agencies and a more productive use of those vehicles. In the event of an emergency, it is always assumed that those vehicles may be available for use but that might not be the case in that particular situation (i.e. they may be booked for dialysis trips or transporting individuals with developmental disabilities to adult day cares). The structure for the EOP will be developed and more table top exercises will be incorporated into the plan throughout the course of this year. Lastly, the consultant, Nusura, who is working on this plan, is nationally known for their work on emergency preparedness so they are bringing in a lot of expertise into this plan.

### **8.3. Ask a ParaTAC Member**

The City of Emeryville paratransit is currently going through a transition in which they are charging for their door-to-door paratransit shuttle as of January 1<sup>st</sup>. They are currently seeing some drop off in their ridership but they are hoping that this will be resolved in the coming months. They are also currently reaching out to the local senior centers to do outreach regarding this change. Do other ParaTAC members have any advice regarding making this transition smoother?

Questions and feedback from ParaTAC members:

- The City of Oakland paratransit program operated a similar shuttle and noticed the funding generated after several years. Charging about \$2.00 a ride should not be too big of a problem.
- Does the City of Emeryville paratransit have a fee assistance or scholarship program? For some, the added fee may be a problem but having a fee assistance or scholarship program can help with that issue. Yes, the City of Emeryville paratransit has a fee assistance and scholarship program but it is not currently being used for this purpose. We are also looking at a model similar to East Bay Paratransit wherein if an individual falls in the 30% API category they can qualify for discounted EBP tickets.
- Have you received any feedback from consumers regarding the implementation of the new fares? This feedback can also give you information regarding marketing the service and its changes as well as analyzing whether or not consumers decide to use other services like AC Transit over the community shuttle due to the increase in fare. This may also allow you to understand how consumers value your services when they do not necessarily see the value in actual dollars because the fare could be paid at the senior center at the beginning of the year and not with the shuttle driver per each ride. Cathleen noted that in most research, findings on financial incentives show that a sub cost per year incentivizes ridership, whereas a per trip cost disincentivizes ridership.
- The City of Albany does a \$20.00 fee per year to use the community shuttle which is easy and affordable for consumers. The staff time associated with administering this is also manageable. We have also added a \$4.00 admin fee for our day trips that goes towards maintenance for the bus.
- Emery-Go-Round is still free and is meant for commuters. It is a fixed route service that stops at certain destinations within Emeryville and does not include the senior center or other senior housing complexes. Recently, the Emery-Go-Round service was discontinued to the Watergate housing complex which primarily houses seniors. This is currently a hot topic in the City of Emeryville.

#### **8.4. Other Technical Exchange Items**

There were no other technical exchange items discussed.

### **9. Information Items**

#### **9.1. SRAC Update**

Shawn Fong gave an update on the last SRAC meeting that took place on November 5<sup>th</sup>. She noted that there was a presentation by Nusura, who is the consultant facilitating the development of East Bay Paratransit's Emergency Operations Plan (EOP). There was also a regular East Bay Paratransit service report wherein the increased number of complaints was highlighted. This is related to the issues that they are experiencing with the recent update in software. The IVR systems are currently on hold until further notice. Lastly, the Call Center Manager did a presentation at the SRAC meeting and discussed the changes to the call center. Shawn noted that consumers are calling in to book their reservations as well as to

inquire about ETAs and other issues that come up. Call center staff is noticing that consumers are able to get to an individual quicker through the call center if they call during non-peak hours. EBP staff will also be conducting in service trainings for their call center staff based on trends that they are seeing and unlike other call centers that have seen high turnover in staff, EBP has staff members that have been employed for a number of years.

## **9.2. PAPCO Update and Appointments**

Sylvia Stadmire gave a PAPCO update and noted that the first meeting of the year will take place on Monday, January 27<sup>th</sup>. She also noted that there are two PAPCO vacancies; one for Supervisor Valle and the other for the City of Piedmont. She also reported that a Joint PAPCO and ParaTAC Access Alameda Revision Subcommittee was convened and the first subcommittee meeting took place on December 16<sup>th</sup>. There will be three more scheduled meetings for this joint subcommittee and more details will be shared once information becomes available.

## **9.3. Alameda CTC Staff Report**

John Hemiup gave a staff update and noted that during the Gap Grant Cycle 5 process there was some funding set aside for grant and capital matching purposes. Alameda CTC staff received two requests for this funding. The first request was from Bay Area Outreach and Recreation Program (BORP) through the 5310 process to provide a capital match in funds to obtain a new vehicle. This item will be presented at the next PAPCO meeting. The second request came from AC Transit for a grant match to pursue a New Freedom grant for mobility management. They are looking to take the information that they collected for the inventory and work with Eden I&R to establish a one call, one click service. Alameda CTC staff is recommending that PAPCO members approve the funding for both of these requests.

## **9.4. Outreach Update**

Krystle Pasco gave an update on PAPCO's outreach activities. She noted that staff is looking forward to the next outreach on February 5, 2014 at the Fremont Teen Center.

## **9.5. ParaTAC Member Announcements**

There were no other ParaTAC member announcements.

## **9.6. Other Staff Updates**

There were no other staff updates.

## **10. Draft Agenda Items for February 11, 2014 ParaTAC Meeting**

- 10.1. Direct Local Program Distribution Estimates Update
- 10.2. Program Plan Application Completion Workshop
- 10.3. Community Based Transportation Provider Presentation
- 10.4. 2014 Annual Mobility Workshop Brainstorm
- 10.5. Technical Exchange – Recurring Items

## **11. Adjournment**

The meeting adjourned at 11:30 a.m. The next meeting is scheduled for February 11, 2014 at Alameda CTC's **new** offices located at 1111 Broadway, Suite 800, in Downtown Oakland.



## **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
- LAVTA
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- 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
- Union City Transit

## **Member**

- Hale Zukas
- Herb Hastings
- Vacant
- Sylvia Stadmirer
- Sandra Johnson Simon
- Will Scott
- Michelle Rousey
- 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
- Vacant
- Carmen Rivera-Hendrickson
- Margaret Walker
- Suzanne Ortt
- Larry Bunn

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