



# Meeting Notice

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

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

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Arthur L. Dao

## Paratransit Technical Advisory Committee

**Tuesday, June 10, 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 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).

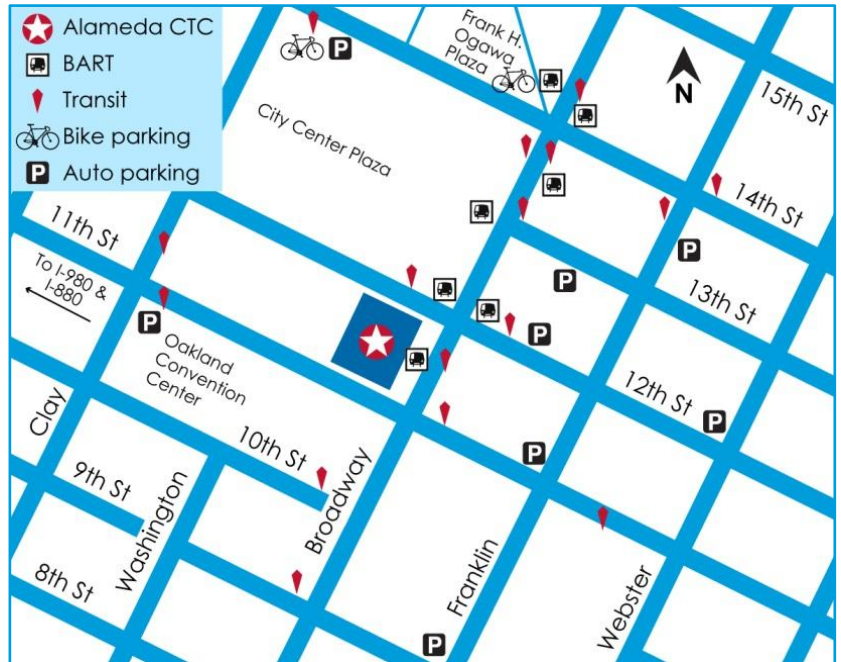
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The executive director or designee may designate one or more locations from which members of the public may broadcast, photograph, video record, or tape record open and public meetings without causing a distraction. If the Commission or any committee 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.

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# Paratransit Technical Advisory Committee Meeting Agenda

Tuesday, June 10, 2014, 9:30 a.m.

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**Facilitator:** Naomi Armenta  
**Staff Liaisons:** Jacki Taylor, Matt Todd  
**Public Meeting Coordinator:** Krystle Pasco

9:30 – 9:35 a.m. Staff	<b>1. Welcome and Introductions</b>		
9:35 – 9:40 a.m. Public	<b>2. Public Comment</b>	<b>Page</b>	<b>A/I</b>
9:40 – 9:45 a.m. Staff	<b>3. Review Prior Meeting Minutes</b>		
	<b>3.1</b> May 13, 2014 ParaTAC Meeting Minutes  The Committee will review the May 13, 2014 ParaTAC meeting minutes.	1	
9:45 – 10:15 a.m. Cathleen Sullivan	<b>4. 2-1-1 Demonstration</b>		
	The Committee will receive a demonstration of the updated transportation section of Alameda County's 2-1-1.		
10:15 – 10:40 a.m. Staff	<b>5. Hospital Discharge Transportation Service and Wheelchair Scooter Breakdown Transportation Service Program Update</b>		
	The Committee will receive a program update on the Hospital Discharge Transportation Service and Wheelchair Scooter Breakdown Transportation Service programs.		
10:40 – 11:00 a.m. ParaTAC	<b>6. Technical Exchange</b>		
	<b>6.1</b> Mobility Management		
	<b>6.2</b> Preparedness		
	<b>6.3</b> Ask a ParaTAC Member		

	<b>6.4</b>	Other Technical Exchange Items		
11:00 – 11:30 a.m.	<b>7.</b>	<b>Information Items</b>		
ParaTAC	<b>7.1</b>	SRAC Update		
PAPCO Chair	<b>7.2</b>	PAPCO Update and Appointments	5	
Krystle Pasco	<b>7.3</b>	Outreach Update		
Staff	<b>7.4</b>	Transportation Expenditure Plan Update		
ParaTAC	<b>7.5</b>	ParaTAC Member Announcements		
Staff	<b>7.6</b>	Other Staff Updates		
	<b>8.</b>	<b>Draft Agenda Items for September 9, 2014 ParaTAC Meeting</b>		
	<b>8.1</b>	Hospital Discharge Transportation Service and Wheelchair Scooter Breakdown Transportation Service Update		
	<b>8.2</b>	Community Based Transportation Provider Presentation – TBD		
	<b>8.3</b>	Technical Exchange – Recurring Items		
11:30 a.m.	<b>9.</b>	<b>Adjournment</b>		

**Next Meeting:** Tuesday, September 9, 2014

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



# Paratransit Technical Advisory Committee Meeting Minutes Tuesday, May 13, 2014, 9:30 a.m.

3.1

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## MEETING ATTENDEES

Attendance Key (A = Absent, P = Present)

### Members:

A Rhianna Babka  
A Dana Bailey  
A Beverly Bolden  
P Pam Deaton  
P Shawn Fong  
A Marisa Hackett  
A Heather Hafer  
A Brad Helfenberger  
A Karen Hemphill  
A Drew King

A Jackie Krause  
A Kadri Klm  
A Kevin Laven  
P Isabelle Leduc  
A Wilson Lee  
P Hakeim McGee  
A Cindy Montero  
A Mallory Nestor  
A Gail Payne  
A Kim Ridgeway

A Mary Rowlands  
A Sid Schoenfeld  
A Leah Talley  
A Laura Timothy  
P Jonathan Torres  
A Mark Weinstein  
A Jeff Weiss  
A David Zehnder

### Staff:

P Matt Todd, Principal Transportation Engineer  
P Jacki Taylor, Program Analyst  
P Naomi Armenta, Paratransit Coordinator  
P Krystle Pasco, Paratransit Coordination Team  
P Cathleen Sullivan, Paratransit Coordination Team  
P Terra Curtis, Paratransit Coordination Team

### Guests:

Wanda Chin, On Lok Lifeways; Sharon Powers, PAPCO Member

## MEETING MINUTES

### 1. Welcome and Introductions

Naomi Armenta called the meeting to order at 9:35 a.m. The meeting began with introductions and a review of the meeting outcomes.

### 2. Public Comment

Ken Bukowski noted that the agency's microphones are directional microphones so they need to be pointed towards the speaker to adequately pick up sound. He noted that this makes the videos much more clear once they are posted onto the web. Lastly, he stated that all of Alameda CTC, MTC and ABAG's public meeting videos can be found on onebayarea.us on YouTube.

### 3. Review Prior Meeting Minutes

ParaTAC members reviewed the meeting minutes from February 11, 2014 and by consensus approved them as written.

### 4. Measure B Paratransit FY14-15 Program Plans and Funding Report

Naomi Armenta gave a Measure B Paratransit FY14-15 program plans and funding report. She noted that the program plan applications were submitted in early March and

questions were formulated at the Finance Subcommittee meeting in mid March. Program Plan Review took place in April and additional information was requested from all programs regarding their Measure B contracts. As a result, PAPCO members recommended conditional funding until the requested information was received. At PAPCO's April meeting, conditional funding was lifted and the committee supported the subcommittee's recommendation for full funding with quarterly reports from LAVTA based on their recent change in providers. The information is now being prepared for the Commission for their June meeting.

Questions and feedback from ParaTAC members:

- Can the Transportation Expenditure Plan update be an agenda item in future ParaTAC meetings? I would like to be kept abreast on the additional information regarding labor and how that relates to the Transportation Expenditure Plan moving forward. The Transportation Expenditure Plan is already on the agenda for every ParaTAC meeting. However, staff will go ahead and provide any updated information regarding labor during the staff updates section of the agenda.

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

Wanda Chin gave a community based transportation provider presentation on On Lok Lifeways. She reviewed their programs and services.

Questions and feedback from ParaTAC members:

- You mentioned the Caltrans vans that you received from the 5310 grant; do you have any other vans coming from that funding source? No, we are not receiving any more vans from 5310 at this time. However, we are looking to purchase a couple vans from our general funds. We are looking into vans with the lightning hybrid system which is a type of fuel efficiency system that you can attach to existing large vans to decrease gas usage and improve braking efficiency.
- The City of Fremont Paratransit program works with On Lok Lifeways along with the Tri-City Elder Coalition and they have an incredibly integrated transportation system.
- You mentioned that On Lok Lifeways is transporting an average of 60 participants per day for 120 one way trips. This is about 2,400 one way trips per month, is this correct? Yes, that is correct. We are providing 2,400 one way trips per month.
- The program is primarily used by folks that are Medicare and Medicaid and there is no share on the client's behalf. Individuals on Medi-Cal can also participate in the program but do have to pay a share of cost. How much is that? It is about \$3,900 per month.
- Have you looked at the cost of transportation in relation to a client's overall monthly expenses? What is the percentage? No, we have not done that data collection but we can gather that information if interested.
- Are your transportation costs covered by your capitated rate per client and does that include non-medical transportation as well? Yes, that is correct.
- What scheduling software are you using? We are currently looking into Trapeze, Ecolane and RouteMatch. We are looking to integrate our electronic health worker system so that we can pull data from those systems at once.
- What does On Lok mean? On Lok is actually two Chinese characters that mean "happy home."



## **6. Technical Exchange**

### **6.1 Mobility Management**

Naomi Armenta noted that staff is diligently working on updating the Access Alameda guide and website. She also noted that the National Center for Mobility Management offered a One Call/One Click training opportunity and teams were chosen from around the world including a team comprised of representatives from AC Transit, Alameda CTC, Eden I&R, BART and Veolia Transportation. The team is focused on better matching riders with services, reducing service costs, and improving transportation access for riders. More information will be provided soon.

Cathleen also noted that staff is making progress on checking the data for the 211 inventory and website. Members of the technical advisory committee are providing feedback on the inventory and website. More information will be provided soon and members may be asked to review the website on various devices for additional quality assurance.

### **6.2 Preparedness**

There was no discussion regarding preparedness.

### **6.3 Ask a ParaTAC Member**

There was no discussion.

### **6.4 Other Technical Exchange Items**

Shawn Fong suggested that an agenda item or technical exchange topic around healthcare and healthcare plan reform and how service provisions do include or do not include transportation costs be added to a future meeting.

## **7. Information Items**

### **7.1 SRAC Update**

Shawn Fong gave an update on the last SRAC Meeting that took place on May 6<sup>th</sup>. She noted that there was a presentation by United Dispatch on the activation of the Interactive Voice Response system and members were able to discuss and ask questions regarding the system. There was also a presentation regarding operations from East Bay Paratransit's Rashida Kamara regarding staff training around complaints, drivers, vehicle inspections and certification. East Bay Paratransit's ridership and performance was also discussed and trends were identified. They will also be conducting their annual consumer satisfaction survey very soon. Members also discussed the lack of addresses at UC Berkeley's campus that can be geocoded. East Bay Paratransit staff also noted that there were 42 consumers that were tagged as requiring sedans. As a result of the recent transition to an all lift equipped van fleet a survey was conducted to locate alternative pick up locations that were agreeable to the rider and accessible without a sedan. The results of the survey indicated that all 42 consumers agreed to the new pick up locations or resolved the situation in another way.

## **7.2 PAPCO Update and Appointments**

The next PAPCO meeting will take place on Monday, May 19<sup>th</sup>, the third Monday of the month, due to the Memorial Day holiday. Members will also have a PAPCO meeting in July since the Mobility Workshop will now be on Friday, October 17<sup>th</sup>.

## **7.3 Outreach Update**

Krystle Pasco gave an update on PAPCO's outreach activities. She noted that staff is looking forward to the next outreach events which include the Four Seasons of Health Expo at the Fremont Multi-Service Senior Center on June 6<sup>th</sup> and the Alameda County Fair Senior Days on June 19<sup>th</sup>, June 26<sup>th</sup> and July 3<sup>rd</sup>.

## **7.4 Transportation Expenditure Plan Update**

Laurel Poeton gave an update on the Transportation Expenditure Plan (TEP) and outreach efforts. She reviewed the seven various TEP outreach postcards and encouraged members to further distribute the materials to their staff and communities. She also noted that 12 cities in Alameda County have already unanimously supported the TEP. Laurel also reviewed the general outreach events that Alameda CTC staff and consultants will be attending in the community in the coming months.

## **7.5 ParaTAC Member Announcements**

There were no ParaTAC member announcements.

## **7.6 Other Staff Updates**

There were no other staff updates.

## **8. Draft Agenda Items for June 10, 2014 ParaTAC Meeting**

**8.1** Hospital Discharge Transportation Service and Wheelchair Scooter Breakdown Transportation Service Update

**8.2** Community Based Transportation Provider Presentation – TBD

**8.3** Technical Exchange – Recurring Items

## **9. Adjournment**

The meeting adjourned at 11:30 a.m. The next ParaTAC meeting is scheduled for June 10, 2014 at Alameda CTC's offices located at 1111 Broadway, Suite 800, in Downtown Oakland.



## **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
- Tom Perez
- Sylvia Stadmirer
- Sandra Johnson Simon
- Will Scott
- Harriette Saunders
- Jonah Markowitz
- Aydan Aysoy
- Shawn Costello
- Joyce Jacobson
- Sharon Powers
- Vanessa Proee
- Vacant
- Vacant
- Rev. Carolyn M. Orr
- Vacant
- Carmen Rivera-Hendrickson
- Margaret Walker
- Suzanne Ortt
- Hale Zukas
- Michelle Rousey
- Esther Waltz
- Larry Bunn

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