



Meeting Notice

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

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Commission Vice Chair

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City of Oakland

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Alameda County

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Arthur L. Dao

Paratransit Technical Advisory Committee

Tuesday, September 9, 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.

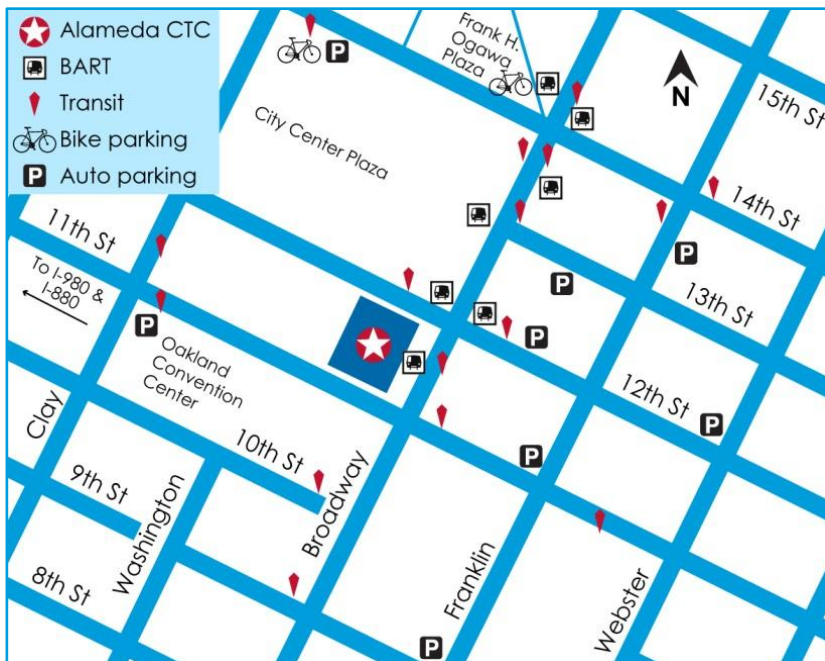
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Location Map

- 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.

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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. 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, September 9, 2014, 9:30 a.m.

1111 Broadway, Suite 800, Oakland, CA 94607 • 510.208.7400 • www.AlamedaCTC.org

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

		Page	A/I
9:30 – 9:35 a.m. Staff	1. Welcome and Introductions		
9:35 – 9:40 a.m. Public	2. Public Comment		
9:40 – 9:45 a.m. Staff	3. Administration		
	3.1. June 10, 2014 ParaTAC Meeting Minutes	1	
	The Committee will review the June 10, 2014 ParaTAC meeting minutes.		
9:45 – 10:10 a.m. Staff	4. Hospital Discharge Transportation Service and Wheelchair Scooter Breakdown Transportation Service Program Update		
	The Committee will receive a program update on the Hospital Discharge Transportation Service and Wheelchair Scooter Breakdown Transportation Service programs.		
10:10 – 10:35 a.m. Guest Speakers	5. Community Based Transportation Provider Presentation – Easy Does It		
	The Committee will receive a community based transportation provider presentation from Easy Does It.		
10:35 – 10:50 a.m. Staff	6. FTA Section 5310 Funding Update		
	The Committee will receive an update on FTA Section 5310 funding.		
10:50 – 11:10 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		
11:10 – 11:30 a.m.	8. Information Items		
ParaTAC	8.1. SRAC Update		
PAPCO Chair	8.2. PAPCO Update and Appointments	5	
Krystle Pasco	8.3. Outreach Update		
Staff	8.4. Transportation Expenditure Plan Update		
Staff	8.5. 2014 Annual Mobility Workshop Update		
ParaTAC	8.6. ParaTAC Member Announcements		
Staff	8.7. Other Staff Updates		
	9. Draft Agenda Items for November 11, 2014 ParaTAC Meeting		
	9.1. Gap Grant Funding Guidelines Discussion		
	9.2. Community Based Transportation Provider Presentation – TBD		
	9.3. Technical Exchange – Recurring Items		
11:30 a.m.	10. Adjournment		

Next Joint PAPCO/ParaTAC Meeting: Monday, October 27, 2014

Next ParaTAC Meeting: Tuesday, November 11, 2014

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



Paratransit Technical Advisory Committee Meeting Minutes

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

3.1

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MEETING ATTENDEES

Attendance Key (A = Absent, P = Present)

Members:

- | | | |
|----------------------------|-------------------------|--------------------------|
| <u>A</u> Rhianna Babka | <u>A</u> Jackie Krause | <u>A</u> Mary Rowlands |
| <u>A</u> Dana Bailey | <u>P</u> Kadri Klm | <u>A</u> Sid Schoenfeld |
| <u>A</u> Beverly Bolden | <u>P</u> Kevin Laven | <u>A</u> Leah Talley |
| <u>P</u> Pam Deaton | <u>A</u> Isabelle Leduc | <u>A</u> Laura Timothy |
| <u>P</u> Shawn Fong | <u>P</u> Wilson Lee | <u>A</u> Jonathan Torres |
| <u>A</u> Marisa Hackett | <u>A</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>A</u> Gail Payne | |
| <u>A</u> Drew King | <u>P</u> Kim Ridgeway | |

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

Guests:

Laurel Poeton, Alameda CTC; Sylvia Stadmire, 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

There were no public comments.

3. Review Prior Meeting Minutes

ParaTAC members reviewed the meeting minutes from May 13, 2014 and by consensus approved them as written.

4. 2-1-1 Demonstration

Cathleen Sullivan gave an update and demonstration on the transportation section of the Eden I&R website.

Questions and feedback from ParaTAC members:

- The buttons look really easy to use on the website. Great job!
- How many options are there under the "Transportation Services" button? There are nine options under this button.

- Will there be training on how to use this new website/tool? A part of AC Transit's grant includes training on how to use this new resource. Staff will follow up on when this will be available. CIL is also developing training for users on how to use 211.
- The cable car icon is a little confusing to me. This may cause some other confusion with consumers looking for transit information.

5. Hospital Discharge Transportation Service and Wheelchair Scooter Breakdown Transportation Service Program 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 program highlights. She also reviewed the list of participating hospitals for the HDTS program and a "wishlist" for hospitals to add. These include Alta Bates Summit Medical Center in Berkeley and Oakland, a new MOU for Eden Medical Center – Castro Valley Hospital which is now separate from San Leandro Hospital, Kaiser Permanente San Leandro, and John George Psychiatric Hospital in San Lorenzo.

Krystle reported on the programs' ridership highlights and noted that in March there were 23 rides for the HDTS program and in April there were 32 rides. Currently, the HDTS program has provided 258 rides (26 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 March there were 13 rides for the WSBTS program and in April there were 19 rides. Currently, the WSBTS program has provided 108 rides (11 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 information line and the AccessAlameda.org website as other resources for this program.

Lastly, Krystle noted that the contract that provides these services underwent an RFP process in April 2014 and MV Transportation was awarded the contract. She also noted that staff will continue to follow up with our contacts at Alta Bates and Summit Medical

Centers to discuss future HDTs service. Staff is also currently working on the Kaiser Hayward relocation to San Leandro.

Questions and feedback from ParaTAC members:

- How can we address the nexus between healthcare, and consequently healthcare reform, and transportation? How can we decrease hospital readmissions? Staff is planning to have a comprehensive discussion about our mobility programs and related issues in the coming months.
- How many HDTs program consumers are now enrolled in paratransit? The program does not seem to necessarily lead to paratransit enrollments. Staff did a one-time survey with East Bay Paratransit and the relevant city programs, and it did not really reflect an increase in enrollment.
- Are the hospital discharge planners aware of the local paratransit programs? Yes, this information is included in our annual in service trainings and we've invited the local paratransit program managers to attend and introduce themselves at these trainings.

6. Technical Exchange

6.1. Mobility Management

Naomi Armenta noted that staff is wrapping up the update to the Access Alameda guide and website. Staff is also almost done with the National Center for Mobility Management One Call/One Click training opportunity. The team was able to gather really helpful resources and contacts throughout the process.

6.2. Preparedness

Kim Ridgeway noted that East Bay Paratransit will be having a preparedness planning meeting with the consultant on Thursday. More information will be available at the next ParaTAC meeting.

6.3. Ask a ParaTAC Member

There was no discussion.

6.4. Other Technical Exchange Items

Kim Ridgeway noted that every second Friday of the month (beginning in May), AC Transit conducts wheelchair marking and tether strapping at CIL in Berkeley. Consumers can schedule an appointment through CIL. Kim also noted that there will be a bus demonstration, wheelchair marking and tether strapping day at BOPR on July 12th.

7. Information Items

7.1. SRAC Update

There was no SRAC update.

7.2. PAPCO Update and Appointments

Sylvia Stadmire, PAPCO Chair, noted that PAPCO met on May 19th and discussed the bylaws, officer elections and the Transportation Expenditure Plan update.

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 Castro Valley Hospital Caregivers Resource Fair on June 11th and the St. Paul's Towers Health Fair on June 13th.

7.4. Transportation Expenditure Plan Update

Laurel Poeton gave an update on the Transportation Expenditure Plan (TEP) and the agency's outreach efforts. She noted that 13 cities in Alameda County have already unanimously supported the TEP. The Board of Supervisors will be voting on the TEP at their July meeting. She reviewed the seven various TEP outreach postcards and noted that the postcards will be available in Spanish and Chinese very soon. If any of the ParaTAC members would like to receive any of these postcards, please contact Laurel. She encouraged members to further distribute the materials to their staff and communities. Laurel then 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

Kadri Klm announced that LAVTA has a new paratransit service provider which is Medical Transportation Management (MTM). A comprehensive update will be provided at the next Joint PAPCO/ParaTAC meeting.

7.6. Other Staff Updates

Jacki Taylor gave an update on the contracting information that was requested during Program Plan Review. Jacki noted that staff gave an overview presentation to the FAC and PPC Committees and additional information was requested from East Bay Paratransit. Staff will coordinate with East Bay Paratransit and a presentation is anticipated in the Fall.

8. Draft Agenda Items for September 9, 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 September 9, 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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