



# 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, January 13, 2015, 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).

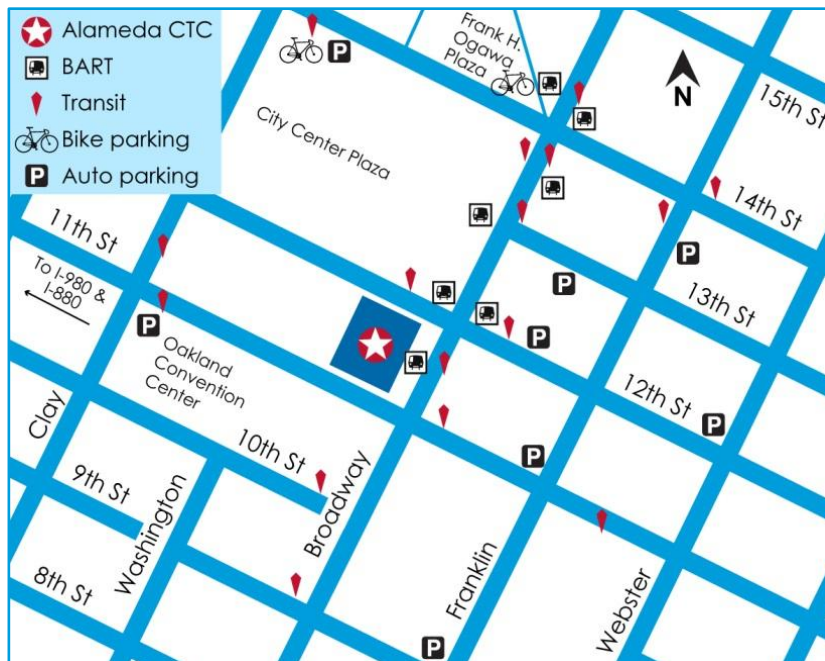
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## Location Map

- 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, January 13, 2015, 9:30 a.m.

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**Facilitator:** Naomi Armenta  
**Staff Liaison:** Jacki Taylor  
**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. Administration</b>		
	3.1. December 9, 2014 ParaTAC Meeting Minutes	1	
	The Committee will review the December 9, 2014 ParaTAC meeting minutes.		
9:45 – 10:05 a.m. Staff	<b>4. Direct Local Program Distributions FY 2015/16 Estimates (Handout)</b>		
	The Committee will receive an update on the Direct Local Program Distribution estimates for FY 2015/16 paratransit funding.		
10:05 – 10:15 a.m. Staff	<b>5. Master Program Funding Agreements (Verbal)</b>		
	The Committee will receive an update on the Master Program Funding Agreements, in relation to Measure BB.		
10:15 – 10:45 a.m. Staff	<b>6. Draft Implementation Guidelines Review and Discussion (Handout)</b>		
	The Committee will review and discuss the draft Implementation Guidelines for FY 2015/16.		
10:55 – 11:10 a.m. Staff	<b>7. Hospital Discharge Transportation Service and Wheelchair Scooter Breakdown Transportation Service Programs Update (Handout)</b>		

The Committee will receive an update on the Hospital Discharge Transportation Service and Wheelchair Scooter Breakdown Transportation Service programs.

11:10 – 11:20 a.m. ParaTAC	<b>8. Technical Exchange (Verbal)</b>		
	8.1. Mobility Management		
	8.2. Preparedness		
	8.3. Ask a ParaTAC Member		
	8.4. Other Technical Exchange Items		
11:20 – 11:30 a.m. ParaTAC	<b>9. Information Items (Verbal)</b>		
	9.1. SRAC Update		
PAPCO Chair	9.2. PAPCO Update and Appointments	5	
Staff	9.3. Outreach Update		
ParaTAC	9.4. ParaTAC Member Announcements		
Staff	9.5. Other Staff Updates		
	<b>10. Draft Agenda Items for March 10, 2015 ParaTAC Meeting</b>		
	10.1. Gap Grant Cycle 5 Extension Update		
	10.2. Program Plan Application Completion Workshop		
	10.3. Technical Exchange – Recurring Items		
11:30 a.m.	<b>11. Adjournment</b>		

**Next ParaTAC Meeting:** Tuesday, March 10, 2015

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



# Paratransit Technical Advisory Committee Meeting Minutes

Tuesday, December 9, 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>P</u> Kadri Klm     | <u>A</u> Mary Rowlands   |
| <u>P</u> Dana Bailey       | <u>P</u> Isabelle Leduc | <u>A</u> Sid Schoenfeld  |
| <u>A</u> Beverly Bolden    | <u>A</u> Wilson Lee     | <u>P</u> Leah Talley     |
| <u>P</u> Pam Deaton        | <u>A</u> Hakeim McGee   | <u>P</u> Laura Timothy   |
| <u>P</u> Shawn Fong        | <u>A</u> Cindy Montero  | <u>A</u> Jonathan Torres |
| <u>A</u> Brad Helfenberger | <u>A</u> Mallory Nestor | <u>A</u> Jeff Weiss      |
| <u>A</u> Karen Hemphill    | <u>P</u> Gail Payne     | <u>A</u> David Zehnder   |
| <u>A</u> Drew King         | <u>A</u> Kim Ridgeway   |                          |
| <u>A</u> Jackie Krause     | <u>P</u> Sandra Rogers  |                          |

### Staff:

- P Jacki Taylor, Program Analyst
- P Naomi Armenta, Paratransit Coordinator
- P Krystle Pasco, Paratransit Coordination Team
- P Cathleen Sullivan, Paratransit Coordination Team

### Guests:

Tighe Boyle, Senior Helpline Services; Ken Bukowski, Public Member; Jacqui Diaz, City of San Leandro Paratransit Program; Joyce Jacobson, PAPCO/Ashby Village Representative; Elaine Welch, Senior Helpline Services

## MEETING MINUTES

### 1. Welcome and Introductions

Naomi Armenta called the meeting to order at 9:40 a.m. The meeting began with introductions and a review of the meeting outcomes.

### 2. Public Comment

There were no public comments.

### 3. Administration

ParaTAC members reviewed the meeting minutes from November 18, 2014 and by consensus approved them as written.

### 4. Implementation Guidelines Discussion

Cathleen Sullivan gave a presentation on the Implementation Guidelines taken from the Master Plan Funding Agreements. She reviewed the guidelines and discussed the potential changes regarding age criteria, taxi guidelines, and scholarship/subsidized fares. ParaTAC members had the opportunity to discuss these potential changes.

Questions and feedback from ParaTAC members:

- Members emphasized the importance of serving transitional age youth and encouraging them to use various forms of transportation. One member recommended that the Implementation Guidelines allow programs to serve minors. Staff responded that they do. She also expressed concerns about lowering the minimum age of 80 as it may encourage more people to take paratransit as opposed to public transit which would ultimately impact ridership in a negative way.
- A member suggested that 70 be the minimum age for service eligibility due to the increase in funding that the paratransit programs will be receiving.
- Is there an age minimum for travel training programs? There is no set age requirement to participate in travel training programs.
- A member expressed concern regarding changing the minimum age for service eligibility once again, regardless in the increase in resources due to Measure BB passing, as it was done fairly recently due to a decrease in resources. She encouraged members to think about the short term and long term effects of constantly changing the minimum age eligibility and its effects on the paratransit riders.
- A member noted that paratransit program managers have not conducted any modeling regarding potential impacts on trip costs and overall sustainability of paratransit programs with regards to these potential changes.
- A member noted that program managers should strive for some level of consistency amongst program eligibility requirements as to not confuse consumers as well as elected officials about service availability within the county.
- A member suggested that the Implementation Guidelines remain the same for taxi program fare subsidies which is at a minimum of 50%. This allows for as much flexibility as possible.
- Members expressed concerns regarding the timeline for reviewing the draft revisions of the Implementation Guidelines, gathering consumer outreach and input, as well as PAPCO's recommendation and Commission approval. Members also had concerns regarding the program plan review process and how it coincides with the revision process for the Implementation Guidelines.
- Members requested that staff issue FY15-16 projections at the January ParaTAC meeting. Staff will provide as much financial information as possible at that time.

The committee received public comment. Ken Bukowski, a member of the public, suggested that Uber's services be considered and incorporated into these paratransit program guidelines. He stated that taxi services may eventually phase out so members should encourage the development of a simple smartphone that various users, including seniors and people with disabilities, could utilize for these purposes.

## 5. Gap Grant Discussion

Cathleen Sullivan gave an update on the Gap Grant Cycle 5 programs. She also gave an update on Gap Grant Cycle 6 and noted that staff will be releasing the Cycle 6 call for projects in the next year instead of this year, and will be moving forward with program extensions for Cycle 5. There will be a simple recipient application for extending Cycle 5 programs which will be released in the spring. Cathleen also noted that the three additional sources of funding: capital matching, grant matching and Implementation Guidelines assistance, will still be available for next year and may be combined into one as-needed source of funding. However, staff is recommending removing the



Implementation Guidelines assistance option due to the increased amount of funding each program will receive from Measure BB. There will essentially be no need for this funding.

Questions and feedback from ParaTAC members:

- Who will be reviewing the applications for extending Gap Grant Cycle 5 programs' funding? Staff will be doing initial review and will forward to PAPCO for review and recommendation.
- Will this be a one year extension? Yes, Cycle 5 programs that are approved for an extension will receive an additional year of funding.

Staff plans to meet with each paratransit program individually to discuss program plans and technical assistance needs. Staff will be following up with program managers in the next week to schedule these meetings.

## **6. Technical Exchange**

### **6.1. Mobility Management**

Naomi Armenta reported that the Regional Mobility Management Group is meeting on Thursday, December 11<sup>th</sup> to discuss various regional projects and the transition in leadership. She also noted that the translated Access Alameda guides will be available as soon as tomorrow. Please check in with Krystle Pasco for requests.

### **6.2. Preparedness**

Laura Timothy reported that East Bay Paratransit completed training their drivers, SRAC members and broker's staff and provided each person with a personalized emergency preparedness kit. Supplies have also been purchased for all vehicles and office locations. The next phase includes reaching out to and educating consumers on East Bay Paratransit's preparedness plan and completing the preparedness guide.

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

Dana Bailey requested information on working with consumers who take frequent trips to dialysis, as well as providers who provide these types of services. She requested specific strategies to control high service demand with these types of trips and how to address consumers' expectations. Other members echoed Dana's request for more information and assistance on addressing these trips, operationally and financially. More data would also be very helpful in addressing this issue. Elaine Welch also noted that volunteer driver programs are also providing consumers with trips to dialysis and the need has increased dramatically. Shawn Fong suggested placing a cap on the number of trips a consumer can take through their respective paratransit program for a certain amount of time (i.e. one month, one year, etc.). This forces the consumer to budget their allowable city based paratransit trips for that given amount of time.

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

There were no other technical exchange items.

## **7. Information Items**

**7.1. SRAC Update**

There was no SRAC update. The next meeting is scheduled for Tuesday, January 6, 2015.

**7.2. PAPCO Update and Appointments**

There was no PAPCO update. The next meeting is scheduled for Monday, January 26, 2015.

**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 event which will be the Transition Information Night at the Fremont Teen Center on Feb. 4<sup>th</sup> of next year.

**7.4. ParaTAC Member Announcements**

There were no ParaTAC member announcements.

**7.5. Other Staff Updates**

There were no other staff updates.

**8. Draft Agenda Items for January 13, 2015 ParaTAC Meeting**

**8.1.** Direct Local Program Distribution Update

**8.2.** Draft Implementation Guidelines Review and Discussion

**8.3.** Gap Grant Cycle 5 Extension Update

**8.4.** Hospital Discharge Transportation Service and Wheelchair Scooter Breakdown  
Transportation Service Programs Update

**8.5.** Technical Exchange – Recurring Items

**9. Adjournment**

The meeting adjourned at 11:30 a.m. The next ParaTAC meeting is scheduled for January 13, 2015 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
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- City of Pleasanton
- City of San Leandro
- City of Union City
- AC Transit
- BART
- LAVTA
- Union City Transit

## Member

- Herb Hastings
- Tom Perez
- 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
- Suzanne Ortt
- Hale Zukas
- Michelle Rousey
- Esther Waltz
- Larry Bunn

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