



Meeting Notice

1111 Broadway, Suite 800, Oakland, CA 94607

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Paratransit Technical Advisory Committee

Tuesday, March 10, 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.

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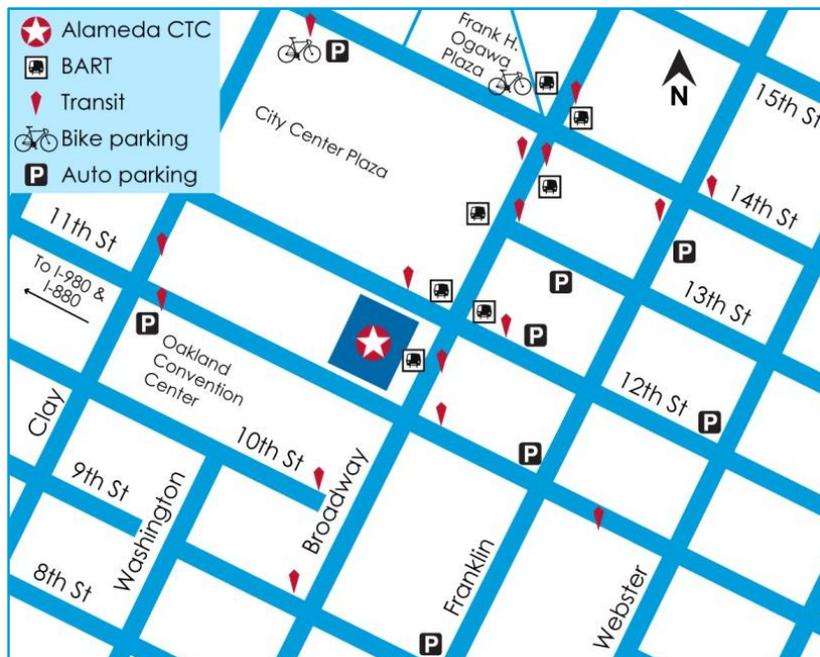
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- Alameda CTC
1111 Broadway, Suite 800
Oakland, CA 94607

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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.

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Paratransit Technical Advisory Committee Meeting Agenda

Tuesday, March 10, 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	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. Administration		
	3.1. January 13, 2015 ParaTAC Meeting Minutes	1	
	The Committee will review the January 13, 2015 ParaTAC meeting minutes.		
9:45 – 10:45 a.m. Staff	4. FY 2015/16 Program Plan Application Review	7	
	The Committee will review and receive instruction for completing the FY 2015/16 Program Plan applications.		
10:45 – 11:00 a.m. Staff	5. ParaTAC and Commission Member Communications	9	
	The Committee will discuss communications between ParaTAC members and Commission members.		
11:00 – 11:15 a.m. ParaTAC	6. Technical Exchange (Verbal)		
	6.1. Mobility Management		
	6.2. Preparedness		
	6.3. Ask a ParaTAC Member		
	6.4. Other Technical Exchange Items		

11:15 – 11:30 a.m.	7. Information Items (Verbal)		
ParaTAC	7.1. SRAC Update		
PAPCO Chair	7.2. PAPCO Update and Appointments	11	
Staff	7.3. Outreach Update		
ParaTAC	7.4. ParaTAC Member Announcements		
Staff	7.5. Other Staff Updates		
	8. Draft Agenda Items for June 9, 2015 ParaTAC Meeting		
	8.1. Dialysis Strategies Discussion		
	8.2. Community Based Transportation Provider Presentation		
	8.3. Technical Exchange – Recurring Items		
11:30 a.m.	9. Adjournment		

Next ParaTAC Meeting: Tuesday, June 9, 2015

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



Paratransit Technical Advisory Committee Meeting Minutes Tuesday, January 13, 2015, 9:30 a.m.

3.1

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MEETING ATTENDEES

Attendance Key (A = Absent, P = Present)

Members:

- List of attendees with attendance status: A (Absent), P (Present). Includes names like Rhianna Babka, Dana Bailey, Jackie Krause, etc.

Staff:

- List of staff members: Jacki Taylor, Naomi Armenta, Krystle Pasco, Cathleen Sullivan, Terra Curtis.

Guests:

Andrew Balmat, Alzheimer's Services of the East Bay; Ken Bukowski, Public Member; Catherine Callahan, Center for Independent Living; April Wick, Easy Does It

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 December 9, 2014 and by consensus approved them as written.

4. Direct Local Program Distributions FY 2015/16 Estimates (Handout)

Jacki Taylor reviewed the FY 2015/16 Measure B and Measure BB projections for the Paratransit Direct Local Distribution funding. She noted that the distribution formula is based on PAPCO's recommendation which is pending approval by the Commission in February 2015. She also noted that the Measure B and Measure BB estimates will be kept separate moving forward.

Questions and feedback from ParaTAC members:

- How will the funding be broken down by planning area? Staff noted the amounts that are going to each planning area has changed from the Measure B fixed distributions to a division by population over 70 for Measure BB. From there the PAPCO recommended formula will be used to distribute paratransit funds within planning areas.
- What is the Measure BB distribution formula that PAPCO recommended? Staff responded that PAPCO recommended that a new factor for disability data (from ACS) be added and that the following factors be retained: population 70 and above, 80 and above with 1.5 weighting and low-income.
- Is the ACS disability data for all ages or just those 18 and above? Staff believes it is for all ages, but will follow up with ParaTAC members to confirm.
- What is the threshold for the income factor? The income threshold is less than \$20,000 per household.
- When is the PAPCO recommended funding formula going to the Commission for approval? The funding formula was approved by PAPCO members at their November meeting and will go to the Commission for final approval in February 2015.
- If this is the FY 2015-16 projections, does this include the months of April, May and June of this year? Staff noted that the first disbursement of funding will take place after July 2015; however, staff will follow up on the April through June accrual projections for this year.
- Is this projection based on the funding that will be earned this fiscal year or distributed? Staff will follow up with this question.

5. Master Program Funding Agreements (Verbal)

Jacki Taylor gave an update on the Master Program Funding Agreements (MPFA) and noted that staff will be moving forward with a one year interim MPFA for Measure BB funds which will reference all of the existing policies and guidelines from the Measure B MPFAs. Measure B MPFAs will be retained and will remain active. Staff will be evaluating new guidelines and performance measures for the Measure BB funds in the coming year to begin FY 2016-17. Jacki also noted that the Measure B and Measure BB funding will have to be reported separately for the Compliance Reports.

Questions and feedback from ParaTAC members:

- When will the new MPFAs be finalized? Staff noted that the draft MPFAs will be brought to the Commission in February and brought to the Cities in March for approval in April. The MPFAs should be fully executed by mid-June just in time for the first disbursement in July.
- According to the last MPFA, we were not required to request approval from our respective city councils for this funding. Will this provision be the same for the new MPFA? Yes, ParaTAC members are not required to seek approval from their respective city councils for the new Measure BB funding unless it is required by the city council to receive such funds. One member noted that funding approval is a requirement for the City of Oakland for any disbursements over \$50,000. Staff will provide more clarification later this week.

6. Draft Implementation Guidelines Review and Discussion (Handout)

Cathleen Sullivan reviewed and discussed the draft Implementation Guidelines. She noted that any substantive changes, such as age eligibility, to the guidelines will be revisited next year when the Implementation Guidelines are reviewed once again. Only minor changes were made to the Implementation Guidelines during this review process.

Questions and feedback from ParaTAC members:

- Members recommended that the guidelines for trip provision and limits follow the ADA paratransit guidelines and consumers are the best judge in determining trip need and purpose.
- Members expressed appreciation for the flexibility of being able to design their programs' guidelines according to the needs and gaps that are identified and not necessarily following the ADA guidelines.
- In the Time and Days of Service section under City-based Door-to-Door Service Guidelines, it mentions "five days per week." Is that five weekdays or any five days of the week? That means any five days of the week.
- Agents working for ADA mandated services are required to take reservations every day of the week. Is that the same for city-based paratransit services? Does this include holidays? City-based programs are not required to take reservations on holidays for the day after a holiday. Staff will make that clarification in the Implementation Guidelines.
- A member expressed interest for flexibility with regards to providing easier access to apply and be eligible for the city-based programs. The Medical Statement Form in the application may provide accessibility issues in the application process if the prospective applicant cannot get transported to their primary care provider to fill out the form. Other members suggested providing temporary eligibility status for prospective applicants while they are still applying for the city-based paratransit programs.
- A member expressed appreciation for reviewing the Implementation Guidelines on an annual basis. It is very helpful for program planning and design purposes.

7. Hospital Discharge Transportation Service and Wheelchair Scooter Breakdown Transportation Service Programs Update (Handout)

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 the list of participating hospitals and the FY14-15 priorities for the program. 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, and John George Psychiatric Hospital in San Lorenzo. Staff is also in the process of updating program guidelines to address recent challenges.

Krystle reported on the programs' ridership highlights and noted that in September and October there were 42 rides for the HDTS program. Currently, the HDTS program has provided 90 rides (23 rides on average per month) for FY14-15. 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 San Leandro Hospital, Kaiser Fremont, Kaiser Hayward (now Kaiser San Leandro), and St. Rose Hospital. Krystle then reported that in September there were 11 rides for the WSBTS program and in October there were 5 rides. Currently, the WSBTS program has provided 37 rides (9 rides on average per month) for FY14-15. This is also a slight decrease from last fiscal year's average monthly ridership.

Krystle reviewed the paratransit coordination team's FY14-15 priorities for the WSBTS program and noted the WSBTS program stickers will be available in the coming months.

Questions and feedback from ParaTAC members:

- A member stated that Valley Care Medical Center will soon be transitioning to Stanford ownership. Transitioning of the program administration should be made a priority towards the end of the fiscal year. There is currently no timeline for the transition.
- A member noted that his staff is receiving calls regarding individuals needing transportation from a hospital after eye surgery. Can that individual use the HDTS program if they are being discharged from one of the participating hospitals? Yes, they can use the program to receive transportation after their surgery if they are being discharged from one of the participating hospitals and not a specialty facility.
- Has staff considered bringing a staff member from one of the hospitals that is currently using the program a lot to a presentation with the hospitals that have been more resistant? Yes, staff has tried that strategy with the contacts from San Leandro Hospital and unfortunately due to changes in management and staffing it did not work in staff's favor.
- Is there a way we can look more into the demand of the HDTS program, especially from the Central County hospitals that are highly utilizing the program? Staff will be looking more into the demand of this program and the issue of accessible same day trips in general this fiscal year. More information will be provided soon.
- How was the transition between Kaiser Hayward and Kaiser San Leandro? The transition was very seamless as the staff members from Kaiser Hayward are now fully transitioned at Kaiser San Leandro. Our staff is currently working with two different departments, the Patient Care Coordinators and the Medical Social Workers.
- Are you tracking where the WSBTS rides are coming from in Alameda County? Staff is not currently tracking this level of information but the requests are coming from all over the county with possibly a majority of them coming from the northern part of the county.
- What are your outreach efforts for these programs? Our program materials, including brochures, flyers and stickers, are distributed at all community and business events attended by the agency. We are also sending materials to senior centers, senior housing facilities, and partner agencies on a quarterly basis. We also distribute materials upon request.

8. Technical Exchange

8.1. Mobility Management

Naomi Armenta reported that the Access Alameda guides are now available in several languages both in hard copy form and online on the www.AccessAlameda.org website. For any requests, please contact Krystle Pasco.

8.2. Preparedness

Laura Timothy reported that East Bay Paratransit is moving into the final stages of the emergency preparedness plan. Staffs members are currently in the process of creating grab and go, and short form instructions for what to do in an emergency. This resource is based on the FTA plan. Laura also shared some of the instructions and roles of East Bay Paratransit staff members, including the drivers of the various transportation providers, dispatchers and other staff members.

8.3. Ask a ParaTAC Member

Hakeim McGee reported that he was approached by the Housing Assistance Program Coordinator regarding emergency transportation for homeless seniors and people with disabilities who are transitioning between facilities in the community and are not registered with a city-based paratransit program. Does anyone have any experience with this type of transportation? Dana Bailey shared that Alameda County provides taxi vouchers for homeless seniors and people with disabilities who are in need of transportation services. Shawn Fong shared that City of Fremont staff members have met with the local homeless shelters to coordinate getting expedited applications processed for the local paratransit program so that homeless seniors and people with disabilities may have access to transportation services when needed. The City of Fremont also has a warming center for homeless people when the weather poses extra challenges. City of Fremont staff was able to use taxi vouchers to transport an individual to the warming center and have also helped others get to other specialized centers when needed. Shawn also noted that some of the challenges in working with homeless seniors and people with disabilities which includes handing off applications and other program materials since there is no set address to send materials to. Hakeim also noted that other challenges include requests to transport not only the individual but their belongings as well. Currently this is at drivers' discretion.

8.4. Other Technical Exchange Items

Pam Deaton asked a question regarding funding reserves with the new Measure BB funds. Staff will be discussing this topic internally and will report back to ParaTAC members as soon as possible.

9. Information Items

9.1. SRAC Update

Shawn Fong gave an update on the last SRAC meeting. She noted that emergency preparedness, as was discussed earlier in this meeting, was a large topic of discussion at the last SRAC meeting as well as the office relocation which will be happening at the end of the fiscal year. She also noted that Rashida Kamara gave

an update on the Interactive Voice Response (IVR) system which is currently undergoing testing. Lastly, East Bay Paratransit's quarterly ridership data and customer satisfaction information was reported.

9.2. PAPCO Update and Appointments

Naomi Armenta noted that the next PAPCO meeting is on Monday, January 26, 2015.

9.3. 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. 4th.

9.4. ParaTAC Member Announcements

Wilson Lee announced that Union City Transit will finally be available on the Clipper system. Staff is anticipating service in one year.

Laura Timothy announced that FTA released a circular regarding an amendment to the ADA. This will affect paratransit as well as fixed route transit operations. This amendment will include best practices and guidance regarding transportation operations. Transit agencies expressed concern regarding the lack of input sought from transit agencies on these best practices. Several local transit agencies in Alameda County are starting a letter writing campaign to voice out some concerns regarding these best practices. All comments are due on February 11th.

9.5. Other Staff Updates

Naomi Armenta noted that all Alameda County applicants received either full or partial funding from the Section 5310 funding process.

10. Draft Agenda Items for March 10, 2015 ParaTAC Meeting

10.1. Gap Grant Cycle 5 Extension Update

10.2. Program Plan Application Completion Workshop

10.3. Technical Exchange – Recurring Items

11. Adjournment

The meeting adjourned at 11:30 a.m. The next ParaTAC meeting is scheduled for March 10, 2015 at Alameda CTC's offices located at 1111 Broadway, Suite 800, in Downtown Oakland.



DATE: March 10, 2015

SUBJECT: Program Plan Application Review for FY 2015/16

RECOMMENDATION: Receive an update on completing the FY 2015/16 Program Plan applications.

Summary

The 2000 Transportation Expenditure Plan (TEP) allocates 10.45 percent of net revenues to special transportation for seniors and people with disabilities and the 2014 TEP allocates 10 percent of net revenues to paratransit. These revenues fund operations for Americans with Disabilities Act (ADA)-mandated services and city-based paratransit programs. Each year, agencies that receive direct local distribution funds for paratransit programs are required to submit a program plan and budget of the services to be provided for the forthcoming fiscal year. The Alameda CTC's Paratransit Advisory and Planning Committee (PAPCO) encourages coordinated and cost-effective services and consumer input by reviewing the annual plans and providing comments and recommendations to the Commission. On January 13, 2015, members of the Paratransit Technical Advisory Committee (ParaTAC) were given estimates of Measure B and BB paratransit funding for FY 2015-16.

Background

Program Plan Application Submittal Process

On January 13, 2015, members of the ParaTAC were given estimates of Measure B and BB paratransit funding for FY 2015-16. On March 2, 2015, Alameda CTC staff distributed the Program Plan Application forms for FY 2015-16. The distribution consisted of:

- Paratransit Program Plan Application (MS Word)
- Paratransit Program Plan Budget including: Tables A, B, and C (MS Excel)
- FY 2015-16 Implementation Guidelines (PDF)

On March 10, 2015, ParaTAC members will meet and have the opportunity to review the forms and receive an update on completing the form clearly and effectively.

Members are required to submit both files via email by April 3, 2015 to Naomi Armenta at narmenta@alamedactc.org. Hard copies are not required. Members should clearly label

both documents with their agency name and date in the file name (e.g., Albany_FY15-16_Paratransit_Program_Application.doc).

Next Steps

In mid-April, Alameda CTC staff and PAPCO will hold the Finance Subcommittee. The Finance Subcommittee reviews Compliance reports and Program Plan Applications to address a number of issues including fiduciary responsibilities, unspent fund balances, and notable trends in revenues and expenditures. The primary focus of the subcommittee will be to review staff summary reports and identify issues for correction or clarification during Program Plan Review.

In early May, Alameda CTC staff and PAPCO will hold the Program Plan Review Subcommittees. Each program will be scheduled for at least a 45-minute time slot on one of the review dates. During that slot, program managers will provide a 10-minute presentation of their program, followed by a brief staff report on programmatic issues, financials (including questions identified through the Finance Subcommittee), program compliance and dramatic changes to any operating statistics. Members will then have an opportunity to ask questions of each of the program managers. PAPCO will determine their final recommendations on May 18, 2015.

A summary of the FY 2015-16 Paratransit Program Plans along with PAPCO's comments and recommendations will be forwarded to the Programs and Projects Committee and Alameda CTC Commission in May or June 2015.

Fiscal Impact

There is no fiscal impact. The FY 2015-16 Paratransit direct local distribution funding is included in the FY 0215-16 Alameda CTC budget.

Staff Contact

[Naomi Armenta](#), Paratransit Coordinator

[Jacki Taylor](#), Program Analyst



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