



Meeting Notice

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

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City of Oakland

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Executive Director

Arthur L. Dao

Paratransit Technical Advisory Committee

Tuesday, June 14, 2016, 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.

Recording of Public Meetings

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).



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.

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.

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, June 14, 2016, 9:30 a.m.

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

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. March 8, 2016 ParaTAC Meeting Minutes

1 I

The Committee will review the March 8, 2016 ParaTAC meeting minutes.

3.2. FY 2015-16 ParaTAC Meeting Calendar

7 I

The Committee will receive the updated FY 2015-16 ParaTAC meeting calendar.

3.3. FY 2016-17 ParaTAC Meeting Calendar

11 I

The Committee will receive the draft FY 2016-17 ParaTAC meeting calendar.

3.4. PAPCO Appointments

13 I

The Committee will receive the current PAPCO appointments.

9:45 – 9:55 a.m.
ParaTAC

4. Quarterly Paratransit Strategic Planning Workshop Feedback

15 |

The Committee will have an opportunity to provide feedback on the quarterly paratransit strategic planning workshop on Alameda CTC's Taxi Card Feasibility Study and taxi program incentives discussion that took place at the Joint PAPCO and ParaTAC meeting on April 25, 2016.

9:55 – 10:00 a.m.
Staff

5. FY 2016-17 Measure B/BB Paratransit Program Plans Update (Verbal)

|

The Committee will receive a report on FY 2016-17 Measure B/BB Paratransit Program Plans and funding.

10:00 – 10:25 a.m.
Staff

6. Access Alameda Website: Alameda County City-Based Paratransit Application (Verbal)

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The Committee will have an opportunity to review a revised version of the interactive city-based paratransit application for the Access Alameda website.

10:25 – 10:50 a.m.
Staff

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

|

The Committee will receive a program update on the Hospital Discharge Transportation Service and Wheelchair

Scooter Breakdown Transportation Service programs.

10:50 – 11:05 a.m. **8. Travel Training Ambassador Program Resources Review (Verbal)** |
Staff

The Committee will receive an update on available resources for the Travel Training Ambassador Program.

11:05 – 11:15 a.m. **9. Technical Exchange (Verbal)**
ParaTAC

9.1. Mobility Management |

9.2. Preparedness |

9.3. Ask a ParaTAC Member |

11:15 – 11:25 a.m. **10. Information Items (Verbal)**

ParaTAC **10.1.** ADA and Transit Advisory Committee Updates |

PAPCO Chair **10.2.** PAPCO Update |

Staff **10.3.** Paratransit Outreach Update 21 |

ParaTAC **10.4.** ParaTAC Member Reports |

Staff **10.5.** Other Staff Updates |

11:25 – 11:30 a.m. **11. Draft Agenda Items for September 13, 2016 ParaTAC Meeting** |
Staff

11.1. Quarterly Paratransit Strategic Planning Workshop Feedback

11.2. Hospital Discharge Transportation Service and Wheelchair Scooter Breakdown Transportation Service Programs Update

**11.3. Technical Exchange – Recurring
Items**

11:30 a.m.

12. Adjournment

Next Quarterly Paratransit Strategic Planning Workshop (Joint PAPCO and ParaTAC Meeting): July 25, 2016

Next ParaTAC Meeting: September 13, 2016

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



MEETING ATTENDEES

Attendance Key (A = Absent, P = Present)

Members:

- | | | |
|----------------------------|-------------------------|---------------------------|
| <u>A</u> Diane Atienza | <u>A</u> Kadri Klm | <u>A</u> Sandra Rogers |
| <u>P</u> Dana Bailey | <u>P</u> Isabelle Leduc | <u>A</u> Sid Schoenfeld |
| <u>P</u> Jessica Cutter | <u>A</u> Wilson Lee | <u>P</u> Leah Talley |
| <u>A</u> Pam Deaton | <u>P</u> Hakeim McGee | <u>P</u> Laura Timothy |
| <u>P</u> Shawn Fong | <u>A</u> Scott Means | <u>A</u> Jonathan Torres |
| <u>A</u> Brad Helfenberger | <u>A</u> Mallory Nestor | <u>P</u> Rochelle Wheeler |
| <u>A</u> Rashida Kamara | <u>A</u> Gail Payne | <u>A</u> David Zehnder |
| <u>A</u> Jackie Krause | <u>P</u> Kim Ridgeway | |

Staff:

- P Jacki Taylor, Program Analyst
- P Naomi Armenta, Paratransit Coordinator
- P Krystle Pasco, Paratransit Coordination Team
- P Terra Curtis, Paratransit Coordination Team

Guests:

Ken Bukowski, Public Member; Catherine Callahan, Center for Independent Living; Victoria Williams, Mobility Matters

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 comments from the public.

3. Administration

3.1. January 12, 2016 ParaTAC Meeting Minutes

Committee members reviewed the meeting minutes from January 12, 2016 and by consensus approved them as written.

3.2. FY 2015-16 ParaTAC Meeting Calendar

Committee members received the updated FY 2015-16 ParaTAC meeting calendar.

3.3. PAPCO Appointments

Committee members received the current PAPCO appointments.

4. Quarterly Paratransit Strategic Planning Workshop Feedback

Terra Curtis gave an overview of the Paratransit Strategic Planning Workshop that took place on February 22, 2016. The workshop focused on the Countywide Transit Plan and needs assessment. ParaTAC members had the opportunity to provide feedback on the workshop.

Questions and feedback from ParaTAC members:

- A Committee member asked a question regarding the next steps for the needs assessment effort. Staff responded that the discussion around needs assessment was geared towards preparing for the Paratransit Program Plan Review process and looking ahead to next year. Staff further noted that there will be a coordinated countywide needs assessment effort taking place next year which will be informed by the local needs assessment efforts.
- A Committee member noted that the discussion was useful and informative but it would have been more productive if more program managers were present.

5. FY 2016-17 Program Plan Application Review

Naomi Armenta reviewed the program plan application process. She reviewed the submittal and review process, general changes made from last year's application, the Microsoft Word and Excel portions, sample answers and tables for Measure B, BB and other funding sources.

Questions and feedback from ParaTAC members:

- A Committee member asked if information on number of current registrants should be gathered from data on December 31st or another time period. Staff responded that program managers should include the most recent information possible on their application.
- A Committee member noted the back and forth changes to the program plan application over the years and expressed agreeance with separating DLD funds and Gap Grant funds. He provided an example in which individuals participating in Oakland's Gap Grant funded programs are not registered with Oakland paratransit services therefore making it a bit challenging to continue to report the funds together. He encouraged staff to make a decision on how to report the funds moving forward.
- A Committee member asked if the paratransit reserve funds will be combined with other reserve funds like local streets and roads or if it will be separated as it has been in the past. Staff responded that the reserve funds will be combined and the new Timely Use of Funds policy will apply to those combined funds. However, the paratransit team will just be monitoring the paratransit related reserve funds for the purposes of this Committee. Also since paratransit reserve funds are lumped in with other reserve funds, issues may arise when other funds exceed the limit.
- A Committee member asked a question regarding Alameda CTC's policy around having the program plans approved by the local jurisdictions, whether it be city council or advisory committees, prior to the scheduled subcommittee meeting presentation. Staff responded that that approval process is no longer required for the program plans unless your local jurisdiction requires it.

6. Access Alameda Website: Alameda County City-Based Paratransit Application Demo and Discussion (Verbal)

Terra Curtis reviewed the draft web based form for the Alameda County City-Based Paratransit application. She provided a web demonstration for Committee members to review and discuss.

Questions and feedback from ParaTAC members:

- A Committee member suggested having a confirmation email sent to an applicant as well as their corresponding program contact after they complete the online application.
- Committee members suggested having contact information (phone, email and home address), city of residency, mobility device usage, living arrangements, individual income, household income, date of birth, disability information and prior ADA paratransit eligibility required entries when filling out the application. Another Committee member suggested that all questions should be required except for question 13. Staff also noted that each city program's online application can be customized somewhat to what their specific application needs are.
- A Committee member suggested having privacy information displayed on the application so that applicants know their information is confidential.
- A staff member recommended that the online application be made available in various languages. A Committee member suggested using a service called Language Link for translation purposes. Service plans are available on a monthly or per call basis.
- A Committee member also suggested using an anonymized paratransit email address for the application process.

7. Technical Exchange (Verbal)

7.1. Mobility Management

There were no Mobility Management items discussed.

7.2. Preparedness

There were no Preparedness items discussed.

7.3. Ask a ParaTAC Member

Hakeim McGee asked a question regarding contracting with wheelchair accessible van providers and what structure of payment is being used. Various Committee members responded

that payment is based on a per revenue hour, per trip per 10 miles or based on the value of vouchers used.

8. Information Items (Verbal)

8.1. ADA and Transit Advisory Committee Updates

Laura Timothy gave a brief update on East Bay Paratransit's Service Review Advisory Committee (SRAC). She noted that there will be a subcommittee appointed to discuss the outreach efforts for the emergency preparedness plan. They also discussed the customer satisfaction survey.

8.2. PAPCO Update

There was no PAPCO update.

8.3. Paratransit Outreach Update

Krystle Pasco gave a brief paratransit outreach update.

8.4. ParaTAC Member Reports

There were no ParaTAC member reports.

8.5. Other Staff Updates

There were no other staff updates.

9. Draft Agenda Items for June 14, 2016 ParaTAC Meeting

- 9.1.** Quarterly Paratransit Strategic Planning Workshop Feedback
- 9.2.** FY 2016-17 Measure B/BB Paratransit Program Plans Report
- 9.3.** Hospital Discharge Transportation Service and Wheelchair Scooter Breakdown Transportation Service Programs Update
- 9.4.** Technical Exchange – Recurring Items

10. Adjournment

The meeting adjourned at 11:30 a.m. The next Joint PAPCO and ParaTAC meeting is scheduled for April 25, 2016. The next ParaTAC meeting is scheduled for June 14, 2016. Meetings will take place at Alameda CTC's offices located at 1111 Broadway, Suite 800, in Downtown Oakland.

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ParaTAC meetings are generally held on the second Tuesday of the month, between six and eight times per year, from 9:30 – 11:30 a.m. at the Alameda CTC. Note that meetings and items on this calendar are subject to change; refer to www.AlamedaCTC.org for up-to-date information.

Date	Events
July 27, 2015	<ul style="list-style-type: none"> • Quarterly Strategic Planning Workshop <ul style="list-style-type: none"> ◦ Dialysis transportation challenges
July 31, 2015	<ul style="list-style-type: none"> • Gap Grant Progress reports due for January 1, 2015 – June 30, 2015; Gap Grant final reports due for ending grants
August 2015	<ul style="list-style-type: none"> • NO MEETINGS
September 8, 2015	<ul style="list-style-type: none"> • ParaTAC Meeting <ul style="list-style-type: none"> ◦ Feedback on Quarterly Strategic Planning Workshop ◦ Access Alameda website – Alameda County City-Based Paratransit Application ◦ Update on HDTS/WSBTS Programs ◦ Technical Exchange – (Mobility Management, Preparedness, Ask a ParaTAC member)
October/November 2015	<ul style="list-style-type: none"> • ADA and City-programs receive input from local consumers
October 26, 2015	<ul style="list-style-type: none"> • JOINT Meeting / Quarterly Strategic Planning Workshop <ul style="list-style-type: none"> ◦ Same-day on-demand accessible trips
November 10, 2015	<ul style="list-style-type: none"> • ParaTAC Meeting <ul style="list-style-type: none"> ◦ Feedback on Quarterly Strategic Planning Workshop ◦ Draft Implementation Guidelines and Performance Measures ◦ Needs Assessments ◦ Access Alameda website – Alameda County City-Based Paratransit Application ◦ Technical Exchange – Recurring items

Date	Events
December 8, 2015	<ul style="list-style-type: none"> • ParaTAC Meeting <ul style="list-style-type: none"> ◦ Draft Implementation Guidelines and Performance Measures ◦ Technical Exchange – Recurring items
December 28/31, 2015	<ul style="list-style-type: none"> • Annual Audits (28th) and Program Compliance Reports (31st) due
January 12, 2016	<ul style="list-style-type: none"> • ParaTAC Meeting <ul style="list-style-type: none"> ◦ Update on direct local program distribution estimates ◦ Final Implementation Guidelines and Performance Measures ◦ Update on HDTS/WSBTS and discussion on potential changes ◦ FTA guidelines impact ◦ Technical Exchange – Recurring items
January 31, 2016	<ul style="list-style-type: none"> • Gap Grant Progress reports due for July 1, 2015 – December 31, 2015 for extended grants
February 22, 2016	<ul style="list-style-type: none"> • JOINT Meeting / Quarterly Strategic Planning Workshop <ul style="list-style-type: none"> ◦ Presentation on Countywide Transit Plan ◦ Needs Assessment
March 8, 2016	<ul style="list-style-type: none"> • ParaTAC Meeting <ul style="list-style-type: none"> ◦ Feedback on Quarterly Strategic Planning Workshop ◦ Program Plan Application completion mini-workshop ◦ Access Alameda website – Alameda County City-Based Paratransit Application ◦ Technical Exchange – Recurring items
March 25, 2016	<ul style="list-style-type: none"> • Annual Program Plans and Gap extension requests due
April 25, 2016	<ul style="list-style-type: none"> • JOINT Meeting / Quarterly Strategic Planning Workshop <ul style="list-style-type: none"> ◦ Taxi Card Implementation Plan ◦ Taxi incentives
May 12-13, 2016	<ul style="list-style-type: none"> • PAPCO Program Plan Review Subcommittee Meetings

Date	Events
May 23, 2016	<ul style="list-style-type: none"> • PAPCO finalizes recommendation to Alameda CTC regarding Fiscal Year 2016/17 program plans and Gap extension requests
June 14, 2016	<ul style="list-style-type: none"> • ParaTAC Meeting <ul style="list-style-type: none"> ○ Feedback on Quarterly Strategic Planning Workshop ○ Status report on PAPCO Program Plan funding ○ Access Alameda website – Alameda County City-Based Paratransit Application ○ Update on HDTs/WSBTS ○ Travel Training Ambassador Program Resources Review <ul style="list-style-type: none"> ○ Technical Exchange – Recurring items

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Date	Events
July 25, 2016	<ul style="list-style-type: none"> • Quarterly Strategic Planning Workshop <ul style="list-style-type: none"> ◦ TBD
July 29, 2016	<ul style="list-style-type: none"> • Gap Grant Progress reports due for January 1, 2016 – June 30, 2016
August 2016	<ul style="list-style-type: none"> • NO MEETINGS
September 13, 2016	<ul style="list-style-type: none"> • ParaTAC Meeting <ul style="list-style-type: none"> ◦ Feedback on Quarterly Strategic Planning Workshop ◦ Gap Grant Cycle 6 Update ◦ Update on HDTs/WSBTS Programs ◦ Technical Exchange – (Mobility Management, Preparedness, Ask a ParaTAC member)
October/November 2016	<ul style="list-style-type: none"> • ADA and City-programs receive input from local consumers
October 24, 2016	<ul style="list-style-type: none"> • JOINT Meeting / Quarterly Strategic Planning Workshop <ul style="list-style-type: none"> ◦ TBD
November 8, 2016	<ul style="list-style-type: none"> • ParaTAC Meeting <ul style="list-style-type: none"> ◦ Feedback on Quarterly Strategic Planning Workshop ◦ Draft Implementation Guidelines and Performance Measures ◦ Gap Grant Cycle 6 ◦ Taxi Feasibility Study check-in ◦ Technical Exchange – Recurring items
December 2016	<ul style="list-style-type: none"> • NO MEETINGS

Date	Events
End of December 2016	<ul style="list-style-type: none"> • Annual Audits and Program Compliance Reports due
January 10, 2017	<ul style="list-style-type: none"> • ParaTAC Meeting <ul style="list-style-type: none"> ◦ Update on direct local program distribution estimates ◦ Final Implementation Guidelines and Performance Measures ◦ Gap Grant Cycle 6 ◦ Update on HDTs/WSBTS ◦ Technical Exchange – Recurring items
January 31, 2017	<ul style="list-style-type: none"> • Gap Grant Progress reports due for July 1, 2016 – December 31, 2016 for extended grants
February 27, 2017	<ul style="list-style-type: none"> • JOINT Meeting / Quarterly Strategic Planning Workshop <ul style="list-style-type: none"> ◦ TBD
March 14, 2017	<ul style="list-style-type: none"> • ParaTAC Meeting <ul style="list-style-type: none"> ◦ Feedback on Quarterly Strategic Planning Workshop ◦ Program Plan Application completion mini-workshop ◦ Taxi Feasibility Study check-in ◦ Technical Exchange – Recurring items
March 2017	<ul style="list-style-type: none"> • Annual Program Plans due
April 24, 2017	<ul style="list-style-type: none"> • JOINT Meeting / Quarterly Strategic Planning Workshop <ul style="list-style-type: none"> ◦ TBD
May 2017	<ul style="list-style-type: none"> • PAPCO Program Plan Review Subcommittee Meetings
May 22, 2017	<ul style="list-style-type: none"> • PAPCO finalizes recommendation to Alameda CTC regarding Fiscal Year 2017/18 program plans and Gap extension requests
June 13, 2017	<ul style="list-style-type: none"> • ParaTAC Meeting <ul style="list-style-type: none"> ◦ Feedback on Quarterly Strategic Planning Workshop ◦ Status report on PAPCO Program Plan funding ◦ Update on HDTs/WSBTS ◦ Technical Exchange – Recurring items



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 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
- Vacant
- Sylvia Stadmire
- Sandra Johnson Simon
- Will Scott
- Harriette Saunders
- Jonah Markowitz
- Linda Smith
- Shawn Costello
- Joyce Jacobson
- Kevin Barranti
- Vanessa Proee
- Vacant
- Vacant
- Rev. Carolyn M. Orr
- Vacant
- Carmen Rivera-Hendrickson
- Cimberly Tamura
- Elizarah Escalante
- Hale Zukas
- Michelle Rousey
- Esther Waltz
- Larry Bunn

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MEETING ATTENDEES

Attendance Key (A = Absent, P = Present)

PAPCO Members:

- | | | |
|------------------------------------|----------------------------------|--|
| <u>P</u> Sylvia Stadmire,
Chair | <u>A</u> Joyce
Jacobson | <u>P</u> Carmen Rivera-
Hendrickson |
| <u>A</u> Will Scott,
Vice-Chair | <u>P</u> Sandra
Johnson-Simon | <u>P</u> Michelle Rousey |
| <u>P</u> Kevin Barranti | <u>P</u> Jonah Markowitz | <u>A</u> Harriette
Saunders |
| <u>P</u> Larry Bunn | <u>A</u> Rev. Carolyn Orr | <u>P</u> Cimberly Tamura |
| <u>P</u> Shawn Costello | <u>A</u> Vanessa Proee | <u>P</u> Esther Waltz |
| <u>P</u> Herb Hastings | | <u>P</u> Hale Zukas |

ParaTAC Members:

- | | | |
|-------------------------------|-------------------------|------------------------------|
| <u>P</u> Diane Atienza | <u>A</u> Kadri Klm | <u>A</u> Sandra Rogers |
| <u>P</u> Dana Bailey | <u>A</u> Isabelle Leduc | <u>A</u> Sid Schoenfeld |
| <u>P</u> Jessica Cutter | <u>A</u> Wilson Lee | <u>A</u> Leah Talley |
| <u>A</u> Pam Deaton | <u>P</u> Hakeim McGee | <u>A</u> Laura Timothy |
| <u>P</u> Shawn Fong | <u>A</u> Scott Means | <u>A</u> Jonathan Torres |
| <u>A</u> Brad
Helfenberger | <u>A</u> Mallory Nestor | <u>A</u> Rochelle
Wheeler |
| <u>A</u> Rashida Kamara | <u>A</u> Gail Payne | <u>A</u> David Zehnder |
| <u>A</u> Jackie Krause | <u>P</u> Kim Ridgeway | |

Staff:

- P Jacki Taylor, Program Analyst
- P Naomi Armenta, Paratransit Coordinator
- P Terra Curtis, Paratransit Coordination Team
- P Krystle Pasco, Paratransit Coordination Team
- P Richard Weiner, Paratransit Coordination Team
- P David Koffman, Paratransit Coordination Team
- P Dora Royster, Project Controls Team

Guests:

Ken Bukowski, Public Member; Monica Davis, City of Hayward; Sara Escalante, Public Member; Jon Gaffney, Marin Transit; Kevin Ito, Friendly Transportation; John Sanderson, SamTrans; Rebeca Servin, Center for Independent Living (CIL); Victoria Williams, Mobility Matters; Greg Jurin, City of Piedmont

MEETING MINUTES

1. Welcome and Introductions

Naomi Armenta, Paratransit Coordinator, called the meeting to order at 1:05 p.m. and confirmed a quorum. The meeting began with introductions and a review of the meeting outcomes.

2. Public Comment

There were no comments from the public.

3. Taxi Card Feasibility Study Update and Discussion

Terra Curtis and David Koffman gave a presentation on the taxi card feasibility study. PAPCO, ParaTAC and members of the public had the opportunity to discuss the feasibility study and provide input.

Dana Bailey, Shawn Fong, and Hakeim McGee provided additional information regarding their programs and next steps. The Paratransit Coordination Team provided an update for Berkeley.

Questions and feedback from PAPCO, ParaTAC and members of the public:

- A Committee member recommended using the Clipper Card system to pay for paratransit related taxi trips. Staff noted that they researched that option and using the Clipper Card is not feasible at the moment, as that system is still working on other technological issues including identifying what Clipper 2.0 may look like. Also since paratransit vehicles have lower capacities than buses it may be difficult to justify the higher costs for installing the equipment necessary to use the Clipper Card than another card system altogether.

- A Committee member noted that the debit card system is better for those with dexterity issues than paying with vouchers and scrips. Staff agreed with this comment.
- A Committee member and study participant noted that the group that came together to explore this payment option intended for this effort to start out as a pilot project that would then expand to other areas in the County.
- A member of the public asked if any of the debit card systems that were a part of the study reflected any of the same problems that Clipper users sometimes experience. Staff responded that there were certainly similar complaints with other debit card systems that were a part of the study and beyond.
- A member of the public asked a question regarding the impact on cost estimates and decision making given that technology that is rapidly changing. Staff responded that mobile applications and technology in general is certainly changing rapidly. A new pilot program has the potential to be cost-effective if the card and taxi companies continue to be in business for the long term (at least five years), even as technology evolves.
- A Committee member asked who will be covering the surcharge that is usually included in these types of payments. Staff responded that usually the drivers are the ones that take on this surcharge.
- A Committee member noted that senior and disabled consumers are not all using smartphones, which the planning committee is taking into consideration.
- A Committee member recommended that a phone line be created for consumers who don't have smartphones and who would rather call in for a ride request.
- A Committee member recommended that the new cards contain the smart chip technology to avoid fraud.
- A Committee member noted that there is a bill currently in Sacramento to implement a single transportation card for use in the state of California.

4. Taxi Program Incentives Discussion

Naomi Armenta and Terra Curtis gave a presentation on taxi program incentives. PAPCO, ParaTAC and members of the public had the opportunity to discuss these potential taxi program incentives.

Questions and feedback from PAPCO, ParaTAC and members of the public:

- A Committee member expressed his concern about the potential incentives and their effects on fares. Staff noted that any incentives should be paid for by the local jurisdictions and not through fares to consumers.
- A member of the public shared information regarding these taxi program incentives and how much they cost in their respective County. They shared their experiences surrounding the severe lack of accessible taxis and the overall effects on consumers' abilities to access same day taxi services. Staff noted that the issue of accessible taxis is a national issue that has yet to be resolved.
- A Committee member recommended using the same company/provider for ADA and taxi trips so that consumers can travel on a regional level with less transfers.
- A Committee member shared that their local taxi ordinance requires local taxi companies to have accessible vehicles when they reach a certain number of vehicles. Unfortunately, no local taxi companies have enough vehicles to reach that requirement. The City of Fremont is hoping that the local taxi companies continue to grow and provide one another competition for better overall customer service and availability of accessible vehicles. They are also looking for ways to incentivize short distance trips so that consumers are not stranded.
- A member of the public shared his recommendation for pairing high level incentives with service delivery incentives for taxi programs. He noted that the more immediate you can make the incentives for the drivers the better the response that is received. Longer term incentives are not as appealing or successful. Also, auditing or verifying your incentives when they are cash based or cash equivalent can be a larger issue as time goes on. Self-reporting versus customer based reporting can generate different reporting compliance. He also questioned whether the

agency purchasing vehicles directly changed anything from a risk management perspective if an incident were to occur in the field. Does the agency get exposed to the liability? Staff expressed similar concerns regarding liability and will provide more information on this issue as it becomes available. Staff also noted that in order to implement a robust incentives program, more information regarding day-to-day operations would need to be provided. A card system, as discussed in the previous agenda item, can provide that.

5. Information Items

5.1. Member Announcements

Member announcements were heard from Jonah Markowitz, Sylvia Stadmire, Herb Hastings and Shawn Fong.

5.2. Staff Updates

There were no staff updates.

6. Draft Agenda Items for May 23, 2016 PAPCO Meeting

6.1. Quarterly Paratransit Strategic Planning Workshop Feedback

6.2. Paratransit Direct Local Distribution (DLD) FY 2016-17 Program Plans Recommendation

6.3. Cycle 5 Gap Grant FY 2016-17 Extension Recommendation

7. Adjournment

The meeting adjourned at 3:00 p.m. The next PAPCO meeting is scheduled for May 23, 2016. The next ParaTAC meeting is scheduled for June 14, 2016. Both meetings will take place at Alameda CTC's offices located at 1111 Broadway, Suite 800, in Oakland.

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Paratransit Outreach Calendar for June through August 2016

10.3

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

Date	Event Name	Location	Time
6/3/16	Four Seasons of Health Expo	Fremont Senior Center, 40086 Paseo Padre Parkway, Fremont, CA 94538	9:00 a.m. – 1:00 p.m.
6/30/16	Senior Day at the Alameda County Fair	Alameda County Fairgrounds, 4501 Pleasanton Avenue, Pleasanton, CA 94566	12:00 p.m. – 5:00 p.m.

For more information about outreach events or to sign up to attend, please call Krystle Pasco at (510) 208-7467.

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