



Meeting Notice

1111 Broadway, Suite 800, Oakland, CA 94607

510.208.7400

www.AlamedaCTC.org

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Mayor Bill Harrison, City of Fremont

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Executive Director
Arthur L. Dao

Paratransit Technical Advisory Committee

Tuesday, September 13, 2016, 9:30 a.m.

1111 Broadway, Suite 800
Oakland, CA 94607

Please note there will be a 2018 Comprehensive Investment Plan (2018 CIP) Paratransit Program applicant workshop immediately following the ParaTAC meeting. The applicant workshop will start promptly at 10:30 a.m.

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.

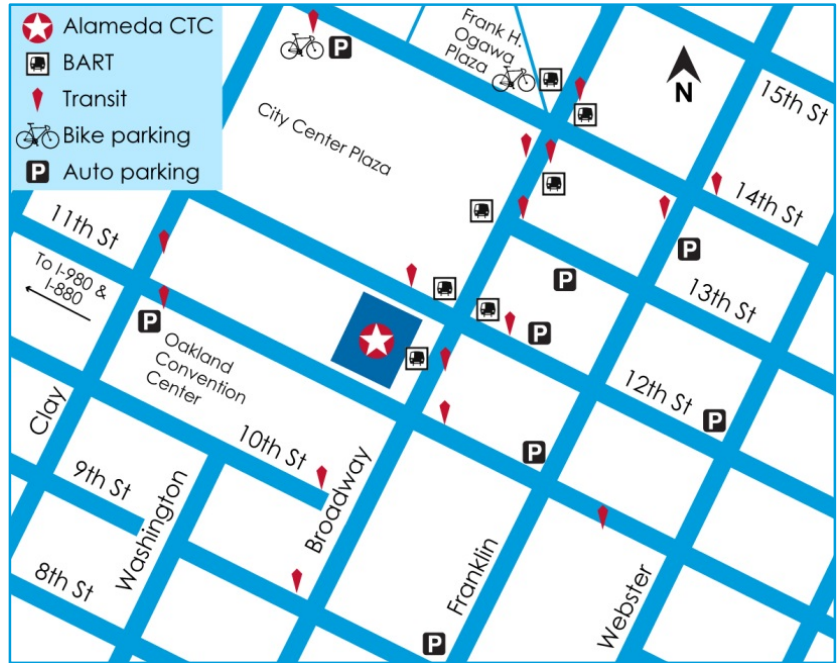
Recording of Public Meetings

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, September 13, 2016, 9:30 a.m.

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

Facilitator: Naomi Armenta

Staff Liaison: Cathleen Sullivan, Krystle Pasco

Committee Clerk: Margaret Strubel

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. June 14, 2016 ParaTAC Meeting Minutes	1	
	The Committee will review the June 14, 2016 ParaTAC meeting minutes.		
	3.2. FY 2016-17 ParaTAC Meeting Calendar	7	
	The Committee will receive the updated FY 2016-17 ParaTAC meeting calendar.		
	3.3. PAPCO Appointments	9	
	The Committee will receive the current PAPCO appointments.		
9:45 – 10:00 a.m. ParaTAC	4. FY2016-17 ParaTAC Meeting Calendar Discussion		

The Committee will have the opportunity to discuss the FY 2016-17 ParaTAC meeting calendar.

- | | | |
|--------------------------------------|---|--|
| 10:00 – 10:10 a.m.
Staff, ParaTAC | 5. Technical Exchange (Verbal) | |
| | 5.1. Mobility Management | |
| | 5.2. Preparedness | |
| | 5.3. Ask a ParaTAC Member | |
| 10:10 – 10:25 a.m. | 6. Information Items (Verbal) | |
| ParaTAC | 6.1. ADA and Transit Advisory Committee Updates | |
| PAPCO Chair | 6.2. PAPCO Update | |
| Staff | 6.3. Paratransit Outreach Update | |
| ParaTAC | 6.4. ParaTAC Member Reports | |
| Staff | 6.5. Other Staff Updates | |
| 10:25 – 10:30 a.m.
Staff | 7. Draft Agenda Items for January 10, 2017 ParaTAC Meeting | |
| | 7.1. Paratransit Direct Local Distribution (DLD) Estimates Update | |
| | 7.2. City-Based Program Application Web Form Update | |
| | 7.3. Implementation Guidelines and Performance Measures Review and Discussion | |
| | 7.4. Technical Exchange – Recurring Items | |
| 10:30 a.m. | 8. Adjournment | |

Next Joint PAPCO and ParaTAC Meeting (Quarterly Paratransit Strategic Planning Workshop): October 24, 2016

Next ParaTAC Meeting: January 10, 2017

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

Please note there will be a 2018 Comprehensive Investment Plan (2018 CIP) Paratransit Program applicant workshop immediately following the ParaTAC meeting. The applicant workshop will start promptly at 10:30 a.m.

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MEETING ATTENDEES

Attendance Key (A = Absent, P = Present)

Members:

- | | | |
|----------------------------|--------------------------|---------------------------|
| <u>A</u> Diane Atienza | <u>P</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>A</u> Jessica Cutter | <u>P</u> Wilson Lee | <u>A</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>A</u> Rochelle Wheeler |
| <u>A</u> Rashida Kamara | <u>A</u> Julie Parkinson | <u>A</u> David Zehnder |
| <u>A</u> Jackie Krause | <u>A</u> Gail Payne | |
| | <u>A</u> Kim Ridgeway | |

Staff:

- P Cathleen Sullivan, Principal Planner
- P Jacki Taylor, Associate Program Analyst
- P Krystle Pasco, Assistant Program Analyst
- P Naomi Armenta, Paratransit Coordination Team
- P Terra Curtis, Paratransit Coordination Team

Guests:

Katherine Brown, South Berkeley Senior Center; Catherine Callahan, Center for Independent Living; Jendayi Santana, City of Oakland Paratransit Program

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. March 8, 2016 ParaTAC Meeting Minutes

Committee members reviewed the meeting minutes from March 8, 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. FY 2016-17 ParaTAC Meeting Calendar

Committee members received the draft FY 2016-17 ParaTAC meeting calendar.

3.4. 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 April 25, 2016. The workshop focused on Alameda CTC's Taxi Card Feasibility Study and taxi program incentives discussion. ParaTAC members had the opportunity to provide feedback on the workshop.

Questions and feedback from ParaTAC members:

- A Committee member noted that she would like to revisit the conversation around taxi program incentives. Additionally, she would like to continue the discussion regarding the accessible taxi issue and more specifically a loan program for local jurisdictions.

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

Naomi Armenta gave an update on the FY 2016-17 Measure B/BB Paratransit Program plans and funding.

Questions and feedback from ParaTAC members:

- A Committee member noted that the format of the Program Plan Review booklets were very helpful.

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

Terra Curtis reviewed the revised draft web based form for the Alameda County City-Based Paratransit application. Committee members had the opportunity to provide additional comments.

Questions and feedback from ParaTAC members:

- A Committee member noted that there should be a function where residents can apply for the specific city they live in and be directed through the web application accordingly.
- A Committee member noted that for programs that serve individuals 70 and above (as opposed to 80 and above) the application may need to be altered slightly. This may be the same case for those individuals who are already ADA certified.
- A Committee member asked if reports can be generated to show how many applications are received and from what jurisdictions. She also asked what spam filters are put in place to prevent robot-like applications.
- A Committee member recommended providing language access for the web application.

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

Krystle Pasco gave an update on the Hospital Discharge Transportation Service (HDTs) and Wheelchair Scooter Breakdown Transportation Service (WSBTS) programs. She reviewed the programs' purpose, fiscal year priorities, and ridership highlights. Naomi Armenta then gave an overview of the programs' challenges and led a discussion regarding the future of the programs and potential changes.

Questions and feedback from ParaTAC members:

- A Committee member asked how the change from the 2-hour to 1-hour window will be communicated to the participating hospitals. She noted that there may be other factors affecting timely discharges and hospital staff would know best. She

recommended that a survey be released to find out more information.

- A Committee member asked how the transportation providers are responding to the changes that Alameda CTC staff are proposing to implement.
- Committee members had questions regarding how much the service costs and what monthly invoices generally look like.
- A Committee member noted that she is working with Kaiser Fremont to utilize their local subsidized taxi program for ambulatory patients in need of transportation upon discharge. Additionally, she asked if it was possible for the discharge staff to fill out the City-Based Paratransit application within the Access Alameda guide in exchange for a free voucher.
- A Committee member asked about the outreach efforts with John George Psychiatric Hospital. She offered her assistance and contacts with the hospital.

8. Travel Training Ambassador Program Resources Review (Verbal)

Naomi Armenta gave an overview of the Travel Training Ambassador Program resources.

9. Technical Exchange (Verbal)

9.1. Mobility Management

There were no Mobility Management items discussed.

9.2. Preparedness

Laura Timothy noted that BART hosted an Access Tech conference last week. Experts on accessibility design and application developers were invited. The conference was very informative. Additionally, the emergency guide that is under development will be available for distribution very soon.

9.3. Ask a ParaTAC Member

There were no Ask a ParaTAC Member items discussed.

10. Information Items (Verbal)

10.1. ADA and Transit Advisory Committee Updates

Shawn Fong and Laura Timothy gave a brief update on East Bay Paratransit's Service Review Advisory Committee (SRAC). Committee members discussed the emergency guide and the Measure B/BB program plan and received updates on the IVR system.

Kadri Klm gave an update on LAVTA's new effort to do in-person ADA eligibility assessments.

Wilson Lee gave an update on Union City Transit's new accessible ramped mini-vans.

10.2. PAPCO Update

There was no PAPCO update.

10.3. Paratransit Outreach Update

There was no paratransit outreach update.

10.4. ParaTAC Member Reports

There were no ParaTAC member reports.

10.5. Other Staff Updates

There were no other staff updates.

11. Draft Agenda Items for September 13, 2016 ParaTAC Meeting

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

12. Adjournment

The meeting adjourned at 11:30 a.m. The next Joint PAPCO and ParaTAC meeting is scheduled for July 25, 2016. The next ParaTAC meeting is scheduled for September 13, 2016. Meetings will take place at Alameda CTC's offices located at 1111 Broadway, Suite 800, in Downtown Oakland.

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FY 2016-17 Paratransit Technical Advisory Committee (ParaTAC) Meeting Calendar 3.2

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ParaTAC meetings occur on the second Tuesday of the month from 9:30-11:30 a.m. Joint PAPCO and ParaTAC meetings occur on the fourth Monday of the month from 1:30-3:00 p.m. Meetings are held at the Alameda CTC offices in downtown Oakland. Note that meetings and items on this calendar are subject to change; refer to www.AlamedaCTC.org for up-to-date information.

Categories	July 25, 2016 Joint Meeting	September 13, 2016 ParaTAC Meeting	October 24, 2016 Joint Meeting	January 10, 2017 ParaTAC Meeting	February 27, 2017 Joint Meeting	March 14, 2017 ParaTAC Meeting	June 26, 2017 Joint Meeting
Planning and Policy	<ul style="list-style-type: none"> Gap Priorities and Integration with Comprehensive Investment Plan (CIP) Discussion MTC Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan) Update and Discussion 	<ul style="list-style-type: none"> CIP Update (Applicant Workshop) 	<ul style="list-style-type: none"> Countywide Needs Assessment Discussion and Input 	<ul style="list-style-type: none"> Paratransit Direct Local Distribution (DLD) Estimates Update Implementation Guidelines and Performance Measures Review and Discussion 	<ul style="list-style-type: none"> Countywide Needs Assessment Report 	<ul style="list-style-type: none"> HDTS/WSBTS Programs and Same Day Transportation Options Update 	<ul style="list-style-type: none"> Needs Assessment Implementation Discussion Fiscal Year Wrap Up
Committee Development		<ul style="list-style-type: none"> FY 2016-17 Meeting Calendar Discussion Technical Exchange 		<ul style="list-style-type: none"> Technical Exchange 		<ul style="list-style-type: none"> Program Plan Application Workshop Technical Exchange 	
Outreach and Information			<ul style="list-style-type: none"> East Bay Paratransit Report 	<ul style="list-style-type: none"> City-Based Program Application Web Form Update 			

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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
- 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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