



Paratransit Technical Advisory Committee Meeting Agenda

Tuesday, April 9, 2013, 9:30 to 11:30 a.m.
1333 Broadway, Suite 300, Oakland, CA 94612

Meeting Outcomes:

- Discuss TAC report to PAPCO at Joint Meeting
- Receive an update from a Community Based Transportation Provider
- Update on HDTS/WSBTS
- Exchange technical information

9:30 – 9:35 a.m. Naomi Armenta	1. Welcome and Introductions	
9:35 – 9:40 a.m. Public	2. Public Comment	
9:40 – 9:45 a.m. Staff	3. Review of February 12, 2013 Minutes <i><u>03 TAC Meeting Minutes 021213.pdf</u></i> – Page 1	
9:45 – 10:00 a.m. Staff	4. Discuss TAC Report to PAPCO at Joint Meetings	
10:00 – 10:30 a.m. TBD	5. Community Based Transportation Provider	
10:30 – 10:50 a.m. Staff	6. Update on HDTS/WSBTS	
10:50 – 11:10 a.m. TAC	7. Technical Exchange A. Mobility Management B. Preparedness C. Ask a TAC Member D. Other Technical Exchange Items	

- 11:10 – 11:30 a.m. **8. Information Items** |
- Staff A. SRAC Update
PAPCO Chair B. PAPCO Update
Staff C. Alameda CTC Staff Report
08 PAPCO Appointments.pdf – Page 7
Krystle Pasco D. Outreach
TAC E. TAC Committee Member Announcements
Staff F. Other Staff Updates
- 9. Draft Agenda Items for April 22, 2013 Joint PAPCO/TAC Meeting** |
- A. Base Program Recommendation
B. Paratransit Gap Grant Cycle 5 Program Recommendation
C. Quarterly Report from Livermore Amador Valley Transit Authority
D. TAC Report
E. Annual Mobility Workshop Update
F. One Bay Area Grant Program Update
- 11:30 a.m. **10. Adjournment** |

Key: A – Action Item; I – Information/Discussion Item; full packet available at www.alamedactc.org

Next Joint PAPCO/TAC Meeting:

Date: April 22, 2013
Time: 1 to 4 p.m.
Location: Alameda CTC, 1333 Broadway, Suite 300, Oakland, CA 94612

Next TAC Meeting:

Date: June 11, 2013
Time: 9:30 to 11:30 a.m.
Location: Alameda CTC, 1333 Broadway, Suite 300, Oakland, CA 94612

Staff Liaisons:

John Hemiup, Senior Transportation Engineer (510) 208-7414 jhemiup@alamedactc.org	Naomi Armenta, Paratransit Coordinator (510) 208-7469 narmenta@alamedactc.org
---	--

Location Information: Alameda CTC is located in Downtown Oakland at the intersection of 14th Street and Broadway. The office is just a few steps away from the City Center/12th Street BART station. Bicycle parking is available inside the building, and in electronic lockers at 14th and Broadway near Frank Ogawa Plaza (requires purchase of key card from bikelink.org). There is garage parking for autos and bicycles in the City Center Garage (enter on 14th Street between Broadway and Clay). Visit the Alameda CTC website for more information on how to get to the Alameda CTC: <http://www.alamedactc.com/directions.html>.

Public Comment: Members of the public may address the committee regarding any item, including an item not on the agenda. All items on the agenda are subject to action and/or change by the committee. The chair may change the order of items.

Accommodations/Accessibility: Meetings are wheelchair accessible. Please do not wear scented products so that individuals with environmental sensitivities may attend. Call (510) 893-3347 (Voice) or (510) 834-6754 (TTD) five days in advance to request a sign-language interpreter.

This page intentionally left blank



**Alameda CTC Paratransit Technical Advisory Committee Meeting Minutes
Tuesday, February 12, 2013, 9:30 a.m., 1333 Broadway, Suite 300, Oakland**

Attendance Key (A = Absent, P = Present)

Members:

<u>P</u> Dana Bailey	<u>A</u> Drew King	<u>P</u> Kimberly Overton
<u>A</u> Beverly Bolden	<u>A</u> Jackie Krause	<u>A</u> Gail Payne
<u>A</u> Melinda Chinn	<u>A</u> Kadri Kulm	<u>A</u> Mary Rowlands
<u>P</u> Pam Deaton	<u>P</u> Kevin Laven	<u>P</u> Leah Talley
<u>P</u> Shawn Fong	<u>A</u> Isabelle Leduc	<u>A</u> Mia Thibeaux
<u>A</u> Brendalynn Goodall	<u>A</u> Wilson Lee	<u>P</u> Laura Timothy
<u>A</u> Brad Helfenberger	<u>A</u> Hakeim McGee	<u>A</u> Mark Weinstein
<u>A</u> Karen Hemphill	<u>A</u> Cindy Montero	<u>A</u> David Zehnder
<u>P</u> Kim Huffman	<u>A</u> Mallory Nestor	

Staff:

<u>P</u> Matt Todd, Principal Transportation Engineer	<u>P</u> John Hemiup, Senior Transportation Engineer
<u>P</u> Naomi Armenta, Paratransit Coordinator	<u>P</u> John Nguyen, Hatchmott Macdonald
<u>A</u> Cathleen Sullivan, Nelson\Nygaard	<u>P</u> Margaret Strubel, Acumen Building
<u>P</u> Krystle Pasco, Acumen Building Enterprise, Inc	Enterprise, Inc

1. Welcome and Introductions

Paratransit Coordinator Naomi Armenta called the meeting to order at 9:35 a.m. The meeting began with introductions and a review of the meeting outcomes.

Guests Present: Elaine Welch, Senior Helpline Services; Marisa Hackett, City of Fremont; Jeff Weiss, Bay Area Community Services; Danielle Rose, Nelson\Nygaard; Vanessa Proee, PAPCO member; Sharon Powers, PAPCO member

2. Public Comment

There was no public comment.

3. Review of December 11, 2012 Minutes

TAC members reviewed the meeting minutes from December 11, 2012 and by consensus approved them as written.

4. Pass-through Funding Estimates Update

Naomi reported the pass-through funding estimates are now available on the Alameda CTC website. Staff also discussed the Program Plan Review applications as well as the compliance reporting. Naomi mentioned the compliance reporting data will be used for the Finance and Fiduciary subcommittee meeting on March 22, 2013.

Questions and feedback from TAC:

- Members had questions regarding customer service, outreach and management/overhead costs and quantifying these activities for the program plan application and the compliance report. Members recommended that staff define the various outreach activities for both the compliance and program plan application that need to be quantified. Staff stated in areas where quantifiable figures are not readily available, agencies are requested to provide a qualitative narrative description of activities that provides insight on accomplishments and deliverables.
- Members also recommended that staff provide updated projections on the Measure B revenue ahead of time and emphasized receiving mid-year projections earlier. Staff will request that mid-year projections be published for program managers as soon as possible.

5. Community Based Transportation Provider - Senior Helpline Services

Elaine Welch gave an update on Senior Helpline Services' Volunteer Driver Program. Elaine stated the program is moving forward and they are on track to meeting their goals for this year. Since July, they have worked on developing a database to match volunteer drivers with program participants more appropriately. They have also altered their system to recognize the differences between requests coming from Contra Costa County and Alameda County. They have also modified their curriculum manual for training their drivers and they have compiled a technical resource for obtaining live scans and fulfilling other requirements for prospective drivers.

Elaine mentioned there was a three-month setback due to personal medical reasons but they are still on track for scanning and recruiting 50 volunteer drivers by June 2013. Berkeley, Albany and Alameda have recruited volunteers and SHS is providing services in these areas. Volunteer recruitment flyers have also been distributed at senior centers and nursing homes. Staff is currently looking for more volunteers from the Oakland and Piedmont areas. Emeryville will possibly be the next city to recruit volunteers and launch their program. Elaine stated the program will be using volunteers for both Contra Costa County and Alameda County to cross over county lines for regional trips.

Elaine stated she is looking for another person to assist her with program implementation. She will also be attending various outreach events in the coming months. Events such as United Seniors of Alameda County's (USOAC) Annual Convention and Albany Senior Center's Resource Fair are on her schedule. This program will also be applying for Alameda CTC's Gap Grant Cycle 5 funding.

Questions and feedback from TAC:

- Are there other volunteer driver programs in Alameda County that you are partnering with? Elaine stated that in the initial program implementation, she sought out programs who were currently working in the area including other types of services available. She found a lack in escort type transportation services and came to the conclusion that it was a door through door, one-on-one, volunteer escort program that was needed.

- A member stated this program is an ideal alternative for long distance medical trips that require multiple transfers.
- Do individuals have to make a reservation in advance? Elaine stated the program offers planned transportation service and not an urgent or emergency service.

6. Planning for 2013 Annual Mobility Workshop

Naomi facilitated a brainstorm for the annual Mobility Workshop theme and planning. She also introduced Danielle Rose from Nelson\Nygaard Consulting Associates who will be assisting with the planning of the workshop this year. Naomi started with an overview of previous mobility workshop themes and highlights.

Feedback from TAC members:

- Incorporate the Ed Roberts Campus partners into the workshop
- Interactive activities
- Presentation on universal design/integration of seniors and people with disabilities into society
- Independent living
- Tour of the Ed Roberts Campus and BART station – two sessions
- Mobility device show and tell
- Overview of Alameda CTC Gap Grant Cycle 5 recipients
- MAP-21 update
- Resources for creative outreach and education including social media, language outreach (Title VI regulations), door-to-door outreach, creative partnerships, smart phones and using the internet; How can we better promote our services beyond fairs and events?
- Vehicle show and tell (including vehicles that are being used by our community partners i.e. taxis, shuttle buses, vans, etc.); information on consumer reports on repairs
- Invite a representative from Santa Clara County's Outreach to speak on their services including their open source database software. Outreach has a wide range of services that are flexible and have been well established and maintained. They are known for their early mobility management program in the region.
- Travel training demonstration
- Hot topics session and roundtable discussion
- Invite 511 and ask if there is information on paratransit in their referral service
- New transportation methods for the general public i.e. Lyft, ride/car sharing; ride sharing for paratransit; San Luis Obispo has a model to look into
- Peer-to-peer information for June meeting; implications for taxi companies and service impacts; industry changes due to accommodation of other needs
- Information on differences in companies for urban and suburban areas, technology integration, securement methods, and wheelchair accessibility for these new methods of transportation

7. Technical Exchange

A. Mobility Management

Naomi gave an update on the Alameda County Travel Training Working Group. Staff is currently working on putting together a resource document that will bring information together on current travel training programs in the county. The next meeting will take place on February 20, 2013 at the Alameda CTC offices.

Shawn Fong also updated members on their new partnership with BART. They have launched a pilot project to distribute senior Clipper cards in the Tri-City area. From December 20th to the end of January, Fremont's Human Services department issued 470 senior Clipper cards to individuals in the southern part of the County. Fremont staff will be conducting outreach to senior housing complexes and senior centers to further publicize the pilot project. Fremont staff has also successfully incorporated the senior Clipper card into their travel trainings.

B. Preparedness

City of Berkeley staff members are participating in the Alameda County Functional Assessment Service Team (FAST) training and City of Fremont staff members are also participating in emergency preparedness trainings.

C. Ask a TAC Member

One of the local community health centers called regarding a youth with a disability who was having issues with paratransit, what is the best program to refer this individual to? Through the Looking Glass, an organization located at the Ed Roberts Campus, works with parents of children with disabilities or parents with disabilities on various issues.

Where can I refer an individual who is interested in travel training but has a language barrier? Transit agencies have multiple language speakers that can help with travel assistance via telephone service through their call centers.

Learn BART! booklets will be translated in two new languages, Spanish and Chinese. If additional copies are needed please print in-house through the PDF that is available online.

D. Other Technical Exchange Items

None

8. Information Items

A. SRAC Update

Shawn Fong gave an update on the SRAC meeting. She noted the update from Alameda CTC regarding Measure B1 and the dialogue that took place around the Police Departments' awareness on how to deal with people with disabilities, especially those with cognitive or physical disabilities, and to not assume that they are not being cooperative. Officer Crystal Raine was introduced as the new Police Department representative. Naomi and Krystle have also talked with Officer Raine and shared

information on their countywide mobility programs, in particular the Wheelchair Scooter Breakdown Transportation Service (WSBTS). Shawn also mentioned the release of the Request for Proposals (RFP) for the East Bay Paratransit broker contract. EBP staff also reported on the update to the scheduling software and the implementation of the new automated call reminders. Veolia Transportation also reported ridership has dropped by 200 riders per weekday. Budget cuts to social service centers and other financial issues have likely accounted for this regional change in ridership.

B. PAPCO Update

None

C. Alameda CTC Staff Report

Margaret Strubel will be taking over Claudia's responsibilities for PAPCO and TAC moving forward.

D. Outreach

Krystle Pasco gave an update on the following upcoming outreach events:

- 3/16/13 – Transition Information Fair, College of Alameda from 9:30 a.m. to 3 p.m.
- 3/21/13 – USOAC Annual Convention, Oakland Zoo from 9 a.m. to 4 p.m.
- 4/23/13 – North Berkeley Senior Center Health Fair, North Berkeley Senior Center from 1 p.m. to 4 p.m.
- 4/25/13 – Albany Senior Center Senior Resource Fair, Albany Senior Center from 10 a.m. to 1 p.m.

E. TAC Committee Member Announcements

None

F. Other Staff Updates

None

9. Draft Agenda Items for Next TAC Meeting – April 9, 2013

- A. Community Based Transportation Provider
- B. Update on HDTS/WSBTS
- C. Technical Exchange – Recurring items

10. Adjournment

The meeting adjourned at 11:21 a.m.

This page intentionally left blank

CURRENT PAPCO APPOINTMENTS**Appointer**

- AC Transit
- 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
- BART
- LAVTA
- 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
- Union City Transit

Member

- Hale Zukas
- Herb Hastings
- Michelle Rousey
- Sylvia Stadmire
- Vacant
- Will Scott
- Sandra Johnson-Simon
- Esther Waltz
- Harriette Saunders
- Jonah Markowitz
- Aydan Aysoy
- Shawn Costello
- Joyce Jacobson
- Sharon Powers
- Vanessa Proee
- Jane Lewis
- Vacant
- Rev. Carolyn M. Orr
- Gaye Lenahan
- Carmen Rivera-Hendrickson
- Vacant
- Suzanne Ortt
- Larry Bunn

If you have any questions, please contact Naomi at (510) 208-7469.

This page intentionally left blank