



Paratransit Technical Advisory Committee Meeting Agenda

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

Meeting Outcomes:

- Receive updates on PAPCO Program Plan Fiscal Year 2013-14 and Gap Cycle 5 Program
- Receive an update on HDTs/WSBTS
- Review Meals on Wheels programs practice and policies
- 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 April 9, 2013 Minutes <i><u>03 TAC Meeting Minutes 040913.pdf</u> – Page 1</i>	
9:45 – 10:05 a.m. Staff	4. PAPCO Program Plan Fiscal Year 2013-14 and Gap Cycle 5 Program Update	
10:05 – 10:25 a.m. Staff	5. Update on HDTs/WSBTS	
10:25 – 10:50 a.m. Staff	6. Review Meals on Wheels Programs Practice and Policies	
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 September 10, 2013 TAC Meeting** |
- A. Workshop outcomes report
 B. Update on HDTS/WSBTS
 C. Technical Exchange – Recurring items
- 11:30 a.m. **10. Adjournment** |

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

Annual Mobility Workshop:

Date: July 1, 2013
 Time: 9:30 a.m. to 3:30 p.m.
 Location: Ed Roberts Campus, 3075 Adeline Street, Berkeley, CA 94703

Next TAC Meeting:

Date: September 10, 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
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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.



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

Attendance Key (A = Absent, P = Present)

Members:

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

Staff:

<u>A</u> Matt Todd, Principal Transportation Engineer	<u>P</u> John Hemiup, Senior Transportation Engineer
<u>P</u> Naomi Armenta, Paratransit Coordinator	<u>A</u> John Nguyen, Hatchmott Macdonald
<u>A</u> Cathleen Sullivan, Nelson\Nygaard	<u>A</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: Jennifer Cullen, Senior Support Program of the Tri-Valley; Brandon Revada, Center for Elders' Independence

2. Public Comment

There was no public comment.

3. Review of February 12, 2013 Minutes

TAC members reviewed the meeting minutes from February 12, 2013 and by consensus approved them as written.

4. Discuss TAC Report to PAPCO at Joint Meetings

Naomi discussed the TAC reporting process to PAPCO and noted that this report originally intended to facilitate coordination between the consumers and providers. Over time this report has become more about mobility management as well.

Naomi went over the history of PAPCO and TAC and noted that consumers and providers were not always separated into two individual committees as they are today. TAC members do not make any formal actions and serve an advisory role to PAPCO. Naomi also noted that PAPCO is the only Paratransit Coordinating Council in the Bay Area that is made up solely of consumers.

Feedback from TAC members:

- A member noted coordination issues between PAPCO and TAC in the past have been resolved due in part to these TAC reports.
- What is the overall goal of the joint meetings? Staff noted the joint meetings address issues and topics that would be relevant for both PAPCO and TAC. It is not so much a working session as the topics are guided by the master calendar.
- Can we as consumers and providers move towards active discussion rather than just updates on activities that are being done? Staff stated the activity updates provide information to facilitate more active discussion between members.
- A member suggested that TAC members develop discussion topics and possible facilitate discussions at the PAPCO meetings.
- A member suggested that the TAC meeting minutes be included with the TAC agenda that is sent to PAPCO members. Staff agreed.

5. Community Based Transportation Provider

Brandon Revada, a driver with the Center of Elders' Independence (CEI), gave a presentation on CEI's available programs. He noted that CEI started out as a day center in the early 1980s, and in 1995 they became a Program of All-Inclusive Care for the Elderly (PACE). CEI started out with one room in Highland Hospital and eventually opened four other locations. They primarily serve Alameda County but also provide service to Contra Costa County residents. CEI has day centers and clinics where they provide medical services at all four locations. CEI participants are also able to see their primary doctors and schedule appointments outside of the clinics if need be.

Brandon noted that transportation is key to their agency with approximately 95% of their participants arriving to their centers through a paratransit vehicle. Many of their participants are no longer living independently and cared for at boarding care or skilled nursing facilities. Participants are able to utilize CEI's services because the agency's 33 vehicles and 28 drivers facilitate transportation for these seniors. Due to the increase in population and changes in the medical field, CEI is still looking to expand their fleet. Naomi noted that CEI applied for eight vehicles for service expansion through the 5310 grant funding process.

Questions and feedback from TAC members:

- What are your service hours and what are your peak periods? Brandon stated their centers are open from 7:30 a.m. to 5:00 p.m. Most of the CEI vans operate on a two-run system which includes a run between 8-9:45 a.m. and 10-11:30 a.m. All participants are required to be in the day center by 11:30 a.m.

- Are a majority of your participants medical needs addressed on site? Brandon confirmed most medical needs are addressed on site. However, participants who do have appointments outside of the clinics are accommodated as necessary. CEI facilities have up to seven route drivers and one designated appointment driver that can transport individuals to their medical appointments outside of the clinic. The appointment drivers serve Alameda County and will go as far as Richmond and other nearby areas in Contra Costa County.
- How is your transportation service funded? Brandon answered CEI is funded through Federal Medicare and State Medi-Cal. Federal 5310 funds help with the transportation program.
- Do clients pay to participate in your program? Brandon stated no. CEI covers all costs including home care assistance, prescriptions, transportation, etc.
- Do you take participants to dialysis? Brandon stated CEI transport individuals to and from their dialysis appointments.
- How and where does scheduling and dispatching for transportation take place? Brandon answered that the scheduling and dispatching takes place in-house at each location. The lead driver handles any dispatching and scheduling issues that may occur.
- What does your fleet look like? Brandon answered that CEI operates four minivans for outreach and general transportation, and 30 buses that have capacity for 12 passengers and two wheelchairs.
- Do you provide weekend service? Brandon responded CEI provides weekend services. The San Pablo clinic is open on Saturdays.
- Are your escorts paid staff or volunteers? Brandon noted a mixture of both. Volunteers assist at the day centers and escort participants to their appointments.
- What do you like best about your job? Brandon stated he enjoys interacting with the people.
- Which is your smallest facility? Brandon answered the Berkeley location is the smallest facility with regards to square footage. However, this location serves the second largest number of participants.
- What is your cost per trip? Brandon wasn't sure but staff noted that their productivity level is fairly high compared to other community partners.

6. Update on HDTS/WSBTS

Krystle Pasco gave a presentation on the Hospital Discharge Transportation (HDTS) and 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 service provides accessible rides home or to a nursing facility upon discharge from a participating hospital and is free to riders. Likewise, the WSBTS service provides rides home or to a repair facility for stranded individuals who are experiencing a breakdown and is free to riders.

Krystle reported that in February there were 21 rides for the HDTS program and in January there were 40 rides. Overall, staff is anticipating an increase in ridership this fiscal year.

Krystle then reported on HDTs ridership by facility and noted that some hospitals have not used the service as regularly as other facilities like San Leandro Hospital and Kaiser Hayward. Krystle then reported that in February there were 17 rides for the WSBTS program and in January there were 16 rides. Overall, this program's ridership has stayed consistent throughout this fiscal year.

Questions and feedback from TAC members:

- Members requested contact information for their local hospitals to reach out to staff members about providing information on local paratransit services for potential follow-up appointments for their patients.
- Members requested that they be included in Alameda CTC staff's annual in-service trainings with the hospitals. Krystle will facilitate this process and include local program managers in the scheduling and training of the hospital staff.
- A member noted that some social workers, case managers or other patient care coordinators are not doing their jobs in ensuring that their patients get connected to long-term transportation services via the local paratransit programs or East Bay Paratransit.
- A member commented the HDTs ridership seemed low.
- A member suggested that Alameda CTC staff provide information on what cities rides are coming from in the county and through what channels, police/fire/paramedics or directly from the consumer. Staff will provide that information in the next update.
- What facilities are not participating in the HDTs program? Staff is currently looking into John George Medical Center, Washington Hospital and the VA Hospital in Livermore.
- Alameda CTC staff noted that the hospital staff is given an Access Alameda guide with every voucher order purchase. Krystle stated that if discharge planners do not have time to go over the paratransit application with the patient, she would be available to work one-on-one with the individual. Alameda CTC staff provides that additional support to the hospital staff when necessary.
- Alameda CTC staff stated outreach materials are available electronically, on the www.accessalameda.org website, as well as through print by request.
- Shawn Fong volunteered to facilitate a brainstorm between PAPCO and TAC members at the next joint meeting. The brainstorm will focus on how members can help get the word out on the HDTs and WSBTS programs. Staff will provide information on quarterly ridership for PAPCO as a handout.

7. Technical Exchange

A. Mobility Management

None

B. Preparedness

None

C. Ask a TAC Member

Shawn Fong mentioned a recent issue that came up with East Bay Paratransit with regards to transporting an individual in a mobility device in a reclined position. What are other programs doing to address this issue? A member responded that they do not transport that individual unless they are able to be in an upright position in their mobility device. The rationale behind this ride denial is that the driver cannot properly secure the individual onto the vehicle.

Marisa Hackett suggested a pelvic restraint option versus a regular lap belt for securing individuals who are not able to sit comfortably in a vehicle. On transit, you are not required to wear any restraint if you do not wish to; however, on paratransit everyone is required to be secured onto the vehicle by a lap belt. There are shoulder harnesses available but it is not required for the individual to use it on a paratransit vehicle.

D. Other Technical Exchange Items

None

8. Information Items

A. SRAC Update

The last SRAC meeting took place on Tuesday, March 5th. During that meeting the committee approved the Measure B pass through funding application and held ethics training. The next SRAC meeting is scheduled for Tuesday, May 7th.

B. PAPCO Update

There was no PAPCO update.

C. Alameda CTC Staff Report

None

D. Outreach

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

- 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.
- 5/1/13 – Transit Fair, Pleasanton Senior Center from 10 a.m. to 1 p.m.
- 5/2/13 – Senior Health and Wellness Resource Fair, Kenneth C. Aitken Senior and Community Center from 9 a.m. to 1 p.m.
- 5/19/13 - Asian American Heritage Festival/Older American Month Celebration, Hayward City Hall Plaza from 10 a.m. to 5 p.m.
- 6/7/13 – Four Seasons of Health Expo, Fremont Multi-Service Senior Center and Central Park from 9:30 a.m. to 1:30 p.m.
- 6/20/13 – Senior Days at the Alameda County Fair, Alameda County Fairgrounds from 12 p.m. to 5 p.m.
- 6/27/13 – Senior Days at the Alameda County Fair, Alameda County Fairgrounds from 12 p.m. to 5 p.m.

E. TAC Committee Member Announcements

None

F. Other Staff Updates

John Hemiup reported that the Alameda CTC is moving to a new location. The agency will be moving to 1111 Broadway during August and September. Staff is researching access points for East Bay Paratransit and our PAPCO members as we transition into our new space.

John also mentioned that if you would like to publish an article in the Alameda CTC newsletter the deadline is April 19, 2013 for the May newsletter. The MPFA requires that agencies publish articles on active projects and programs and the Alameda CTC is happy to publish these articles in our newsletter.

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

10. Adjournment

The meeting adjourned at 11:30 a.m.

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.

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