Alameda County TNC Working Group
Meeting Notes
Wednesday, February 10, 2022, 3:00 p.m.

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

Agenda:

- Welcome and Introductions
- Technical Exchange (the items below were offered as prompts if necessary)
  - General discussion
  - Parameters
  - Concierge partners
  - Data collection
  - Wheelchair Accessible Vehicles (WAVs)
- Next steps

1. **Welcome and Introductions**

- Krystle Pasco – Alameda CTC
- Naomi Armenta – Nelson\Nygaard
- Marvin Ranaldson – Nelson Nygaard
- Richard Weiner – Nelson\Nygaard
- Alejo Alvarado – Nelson\Nygaard
- Donato Perez – Nelson\Nygaard
- Steve Adams – Union City Transit/Paratransit
- Kim Burrowes – City of Emeryville
- Mallory Nestor-Brush – AC Transit and East Bay Paratransit
- Ana Cisneros – East Bay Paratransit
- Susan Criswell – City of San Leandro
- Lizbeth Escobar – City of San Leandro
- Shawn Fong – City of Fremont Ride On Tri-City program
- Carol Lee – City Hayward
- Keenan McCarron – City of Albany
- Hakeim McGee – City of Oakland
- Scott Means – City of Oakland Aging and Civil Services

- Laura Timothy – BART and East Bay Paratransit

2. **Technical Exchange**

   A. **General Questions**

   The working group meeting began with asking members if there were any general questions that they would like to pose to the group.

      i. Mary Triston/Berkeley: I'm interested in knowing more about WAVs for Uber and Lyft
   1. Naomi: Tower WAV is an LLC and contracts for Uber in the Bay Area. I don't have any info other than that. For Lyft, you need to change your Lyft profile to say you need a WAV. If I open it in the East Bay, it tells me it's unavailable. Uber WAV is accessible on the app unless there are none in your area.
   2. Mary: With Uber it's Bay Area-wide, not just San Francisco?
   3. Naomi: Yes
   4. Richard: I think Uber WAV is being a lot more proactive now about appearing to take accessibility seriously. There is an issue related to SB 1376 (TNC Access for All Act). Uber and Lyft want to record response time for WAV trips provided. Whereas SFMTA and representatives of people with disabilities say not all people are counted in that, what happens when people are denied a ride?
     ii. Naomi gave a summary of Alameda CTC's SB 1376/WAV memo.
    iii. Shawn Fong/Fremont: We're pursuing a contract with Lyft. Is it feasible to have a WAV on Lyft for our programs specifically?
    iv. Liz Escobar/San Leandro: Regarding the Program Plan application - How are you measuring on-time performance with Transportation Network Companies (TNCs)?
   1. Naomi: Maybe looking at wait time until trip arrives? Is there a goal set for that? Do any of you have that standard, the TNC ride should arrive within so and so minutes?
   2. Shawn: We haven't put in a performance measure for that yet. We were going to say in our report that we don't track that info.
   3. Naomi: With taxis it's always been impossible, so we've said to not enter data.
   4. Mary: We've been sending out surveys that have a question about response times. That's been helpful.

   B. **Concierge Partners / Data Collection / Parameters**

      i. Steve Adams/Union City Transit/Paratransit: Have there been complaints about rides being cancelled?

    ii. Mallory Nestor-Brush/EBP: If you have a contract, did you ask for the data? Can they ask for it in advance?
1. Naomi: It depends on how the contract is setup.
2. Carol Lee/Hayward: We're able to get that info, our contractor Eden I&R will ask Uber for the data that we need.
3. Liz: GoGo Grandparent (GGG) has been great about reaching out to Uber directly if there's an issue. I checked our data, and it shows cancellations.
4. Hakeim McGee/City of Oakland: Our GGG contract is still a pilot. When GGG invoices us, they give us a spreadsheet.
    iii. Steve: What's the % of non-English speakers we are encountering on concierge services? How are we accommodating other languages?
1. Eden I&R has translation resources within their own network. Both people who run the program also speak a second language.
    iv. Steve: Does everyone have a scope of services for concierge? How many of us are considering pilots? What are the service hours?
1. Susan Criswell/San Leandro: During our pilot, we matched the hours of our existing service. We found that there was confusion that the subsidy was limited but GGG was open 24/7. Aren't we supposed to do 24/7?
2. Naomi noted that it's only if the provider can offer that.
    v. Mallory: I think it would be useful to have some high-level Key Performance Indicators that everybody collects so that there is some ability to compare programs going forward and there would be some consistency in the data collection.

C. Wheelchair Accessible Vehicles (WAVs)

    i. Discussion of WAVs happened earlier in the meeting.

3. Next Steps

A. Attendees agreed that an updated and comprehensive table of all TNC programs would be helpful.