

DRAFT

Paratransit Coordination Task Force MINUTES – MEETING # 8

Wednesday, January 19, 2005, 2:00 – 5:00 pm
Santa Cruz Civic Auditorium, ABC Room

Members Present:

Michael Bradshaw
Richard Camperud
Kathleen Johnson
Clay Kempf
Paul Marcelin-Sampson
Roger McKowan
Dennis Papadopulo
Carmen Robles
Stuart Rosenstein
Ernestina Saldana
Pat Spence
Arturo Zamudio

Alternates Present (* = voting):

James Monroe
Nicole Rosa*
Andy Schiffrin*

Staff Present:

Bryant Baehr, SCMTD
Karena Pushnik, SCCRTC
Tegan Speiser, SCCRTC
Link Spooner, Community Bridges

Others/Guests Present:

Sharon Barbour, MASTF

Due to lack of a quorum, Item #7, an informational update on ADA Paratransit Implementation was discussed prior to the meeting being called to order.

7. ADA Paratransit Implementation Update

a. Transition Update

Metro - Bryant Baehr distributed results of a survey of 12 transit agencies in our area and how they handle same-day paratransit ride changes (Attachment 1.) Three allow some same-day changes (Sacramento, Muni, and Eastern Contra Costa). LA Access (8-10 providers in the LA basin that pool resources to provide service) allows changes and designed their service this way from the outset. VTA in Santa Clara County allows same-day changes, but charges riders 4 times the base fare for this flexibility. The criteria used to determine an emergency is an issue discussed by both Metro and this Task Force (TF) including concerns raised about preferential vs. discriminatory treatment.

Metro staff is asking their board to decide what type of reports on ParaCruz operational statistics they want included in agenda packets. A recommendation will go to the Metro Board in February. In the near future, Metro plans to survey the top 20-30 ride generators (ParaCruz destinations) to better understand their needs. The demonstration program with the Stroke Center and prepaid rides is going well. Metro has had a request to provide similar service to Twin Lakes Church. In response to a question about expanding prepaid service to other agencies, Metro staff responded that at this point, there do not seem to be any overly burdensome issues with the program. Some agencies such as VTA require all trips to be prepaid and a rider must have a positive balance in their account before they can book a trip. (This is not being recommended here.) Metro is starting to group more trips and using larger Goshen vehicles for these services. As requested by a member of the TF, Metro will bring a Goshen vehicle to the next TF meeting. Metro currently receives 350-400 calls a day for ParaCruz services.

A question was raised as to whether any data has been collected to determine efficient and effective service in terms of consumer satisfaction. Metro staff said that due to resource constraints, this type of survey is not conducted now even for the fixed route system. Any research that is conducted in the future would need to include riders on both fixed and paratransit systems.

Community Bridges (CB) – Link Spooner reported that the ADA paratransit service is now completely transitioned. They still receive a few calls mostly from doctor's offices. CB provides magnets to these entities with the new phone numbers and plans to follow up with a collateral piece.

In response to a question about ongoing coordination with ParaCruz for emergency ride changes or out of service area rides that then go into the service area, both agencies noted that they continue to communicate via emails and phone calls, but that there are no regularly scheduled coordination meetings. Metro staff feels that the out of area issue was resolved with a Metro bus stop change and by using TDA funds to cover two riders going to the Stroke Center.

A quorum was achieved and Andy Schiffrin called the meeting to order at 2:35pm.

1. Introductions – Attendees introduced themselves

2. Oral Communications – Bryant Baehr reported that he could bring the Goshen vehicle towards the end of the next TF meeting after Stroke Center service is finished for the day.

Pat Spence said she discovered another medical trip provider in the county: Central Coast Ambulance Services. They provide basic life transport services as opposed to advanced life transport. She provided information to RTC staff and said a representative of the ambulance company was available to make a presentation about their services to interested parties.

3. Additions or Deletions to the Agenda – None

Consent Agenda

Re: Item #6, Information on Consolidated Transportation Agencies in California, Karena Pushnik circulated information from CalACT about CTSA designations throughout the state. Staff will put this information into a matrix and provide copies at the next meeting. *This item was removed from the consent agenda and continued to the next meeting.*

Re: Item #4, the December 15, 2004 Minutes, Paul Marcelin-Sampson had these changes:

- Page 4-3 Re: accommodating oversized wheelchairs, Metro staff said they have several oversized vans that can be used for these trips, not just one.
- Pages 4-4 and 8-14 Re: the recommendation about allowing a rider to stay on a single vehicle and have the trip billed to multiple sources, Mr. Marcelin-Sampson said that he voted against the recommendation because the motion didn't include any fiscal safeguards. Therefore, he doesn't think the words "in a financially prudent manner" as stated in the minutes were part of the motion that was passed. Staff will check this fact and report back at the next meeting.

(Bradshaw/Saldana) – The consent agenda was approved as amended with one abstention.

4. **Approved the Minutes** of the December 15, 2004 Paratransit Coordination Task Force as amended.
5. **Approved sending a letter to the RTC** requesting one additional meeting of the Paratransit Coordination Task Force to finalize the committee's recommendations.
6. **Continued this item to the next meeting:** Accept Information on Other Consolidated Transportation Service Agencies in California

Regular Agenda

7. **Discussed as an information item before the meeting was called to order - ADA** Paratransit Implementation Update
8. **Task Force Recommendations**
 - a. **Developed recommendations on remaining issues** re: Task Force Goal 1: Efficiency and Effectiveness and Goal 2: Customer Service and Satisfaction
 - b. **Continued to next meeting** - Develop preliminary recommendations on any issues not yet discussed
 - c. **Information item: Recommendations developed to date**

The Chair reminded the TF that it requested the RTC to approve one more meeting of this group. This final meeting in February will be spent finalizing recommendations. The Chair asked for the assistance of everyone present to use the remaining 2 ¼ hours of today's meeting to stay focused on getting through all the issues outlined for today.

Michael Bradshaw said that he wanted to encourage the elected officials appointed to the task force to attend the final meeting in February.

The Task Force continued the process of discussing and developing recommendations to address the final issue listed under Goal #1 and the issues listed under Goal #2. The Draft List of Preliminary Recommendations formulated so far will be distributed with the February 16, 2005 Task Force Agenda Packet. Specific issues discussed were:

- Service between counties
- Ease of use for clients
- Customer Service
- Trip quality (timeliness, safety, clean vehicles, etc...)
- Communication between drivers and riders for schedule changes
- Affordability
- Community input procedures
- Accountability and system responsiveness
- Countywide availability of accessible vehicles
- Clear transportation system understanding/expectations and community outreach

- Emergency Ride programs for paratransit and transit riders

Actions:

While there was generally consensus about the recommendations, a hand count vote was taken on six issues as noted in the actions recorded below:

- *As a long term goal, consider the creation of a single agency which would, at a minimum, administer the allocation of paratransit services and/or potentially be the provider of an integrated system of paratransit services. (Passed 7 to 4)*
- *Request Metro to consider the option of designating appropriate individuals at particular facilities to determine eligibility for ADA paratransit services using Metro's criteria and standards and operating under their supervision. (Passed 7 to 5)*
- *Members of Metro's ParaCruz Appeal Panel should be persons with disabilities who are users of the system and who have knowledge of the eligibility criteria. (Passed: 6 to 4)*
- *Provide a convenient, public forum for all paratransit agencies to get input on their services from users. (Passed: 7 to 2 vote with 1 abstention)*
- *Lobby state representatives to support requirements for all taxi vehicles to be accessible in the future (within the constraints of vehicle size); and lobby local elected officials to, through the permitting process, require local taxi operators to have a certain percentage of taxi fleets fully accessible (Passed: vote 6 to 4 with 1 abstention)*
- *Request all paratransit providers to consider adopting policies to allow same-day changes under criteria that they may adopt. (Passed: 7 to 2)*

9. No action was taken on this carryover item from December 2004 Meeting:

Example of Specialized Transportation Mobility Plan from Modoc County -
(<http://www.itsmn.org/ruralits2004/presentations/Couch.pdf>)

10. Confirmed next meeting and agenda topic:

If the Paratransit Coordination Task Force's request for an additional meeting is approved by the RTC at their February 3 meeting, the final meeting of the Task Force will be held on Wednesday, February 16, 2005 from 2:00 – 5:00p.m. in the ABC Room of the Civic Auditorium. The primary agenda topic will be to finalize all Task Force recommendations.

11. Adjourn – The meeting adjourned at 5:00 p.m.

Respectfully submitted by,

Tegan Speiser, Sr. Transportation Planner

1/19/05

Survey of Local Transit Agencies (Same day changes to pick up / drop times / locations)

Agency	Same Day Changes Allowed	Additional Fare	Notes
Monterey - Salinas Transit	NO	N/A	N/A
SamTrans - San Mateo	NO	N/A	N/A
AC Transit - Oakland	NO	N/A	N/A
San Louis Obispo Transit	NO	N/A	N/A
San Joaquin RTD - Stockton	NO	N/A	N/A
Santa Rosa CitiBus	NO	N/A	N/A
CCCTA - Concord / Walnut Creek	NO	N/A	N/A
Sacramento	Some Changes Allowed	N/A	Based on availability - minimal "same day" mostly centered on Medical Circumstances
San Francisco MUNI	Some Changes Allowed	N/A	Based on availability - minimal "same day" mostly centered on Medical Circumstances
Eastern Contra Costa Transit Authority / Pittsburg CA	Some Changes Allowed	N/A	Tries to Accommodate request
LA Access	YES	N/A	
Valley Transportation Authority	YES	4X Base Fare	Premium Service to Customers

14-5

Attachment 1