

final

Paratransit Coordination Task Force MINUTES – MEETING # 7

Wednesday, December 15, 2004, 2:15 – 5:00 pm
Louden Nelson Community Center, Senior Dining Room

Members Present:

Caroline Bliss-Isburg
Michael Bradshaw
Richard Camperud
Kathleen Johnson
Clay Kempf
Paul Marcelin-Sampson
Eileen Pavlik
Dennis Papadopulo
Carmen Robles
Stuart Rosenstein
Ernestina Saldana
Ellen Timberlake
Adam Tomaszewski
Arturo Zamudio

Staff Present:

Bryant Baehr, SCMTD
Pat Dellin, SCCRTC
Mark Dorfman, SCMTD
Karena Pushnik, SCCRTC
Tegan Speiser, SCCRTC
Link Spooner, Community Bridges

Others/Guests Present:

Sharon Barbour, MASTF
Michael Molesky, E&DTAC & CCAH

Alternates Present (* = voting):

Kirk Ance *
Michael Keogh*
James Monroe
Andy Schiffrin*

Andy Schiffrin called the meeting to order and thanked attendees for their flexibility about the meeting location change necessary due to another function at the Civic Center.

1. **Introductions** – Attendees introduced themselves
2. **Oral Communications** – Sharon Barbour announced that she was reelected as chair of the Metro Accessible Services Transit Forum (MASTF) and that the group will be taking a recess until November 2005. MASTF could meet in the interim should there be a need.
3. **Additions or Deletions to the Agenda** – Tegan Speiser requested that attendees provide their current email addresses on the sign-in sheet.

Consent Agenda

Item # 5 was pulled by Paul Marcelin-Sampson to be discussed as Item # 7.1 if time permits.

(Robles/Flynn) – The consent agenda was unanimously approved without item # 5.

4. **Approved the Minutes** of the November 17, 2004 Paratransit Coordination Task Force.

5. **This item will be discussed at a future meeting:** Example of Specialized Transportation Mobility Plan from Modoc County (see materials at this web site: <http://www.itsmn.org/ruralits2004/presentations/Couch.pdf>)

Regular Agenda

6. ADA Paratransit Implementation Update

Bryant Baehr announced that things are going smoothly with ParaCruz. In the January/February 2005 time frame, staff will bring the Metro Board suggestions for operational parameters – such as on time performance, call waiting time, etc. – to be included in the monthly reports.

Katherine Johnson noted that she has been conducting discussions with people living in assisted living and skilled nursing facilities about their transportation needs. She will forward comments to the appropriate transportation service providers.

a. Same Day/Emergency Destination Changes in Service

Bryant discussed the direction from the November Task Force meeting to develop solutions for the issue of changing the ride destination. In the case of rides to/from the Dialysis Center, Bryant noted that they know of only one person who has needed to be transported to Dominican when their shunt closed and they couldn't proceed with dialysis. The situation was not a medical emergency. Link Spooner said that if the person was eligible for the Medical Voucher program, Lift Line could provide the ride.

Bryant also noted that it is infeasible to open up the ADA Paratransit program to provide same-day service, and that it seemed unnecessary to design a policy/procedure for just one person. Metro staff has talked internally about the issue with their legal staff. Discussion ensued about a situation such as the Task Force meeting where, due to a situation beyond the control of the rider, the location changed. At least one Task Force member was unable to attend the meeting due to this. Bryant asked for guidance from the Task Force on the matter.

Emily Reilly suggested that criteria be proposed for the Metro Board to consider that would be flexible to accommodate critical needs without opening up the program.

Jim Monroe volunteered that private taxi operators can provide on-demand rides for \$7.50 (from Dialysis to Dominican).

Additional comments on the subject included the following:

- Recommendation to perform a costs/equity analysis
- Caution against using trip purpose to define priority, as this is prohibited for ADA Paratransit rides
- Support for a customer service orientation and further analysis about how/whether these needs can be met
- Support for a perspective that is fiscally responsible, fair and satisfies legal requirements

- Frustration was expressed about the lack of solutions proposed by the Metro and the request for a new recommendation from the Task Force
- Recommendation to find out which service providers are able to offer solutions, what payment mechanisms are available to pay for the rides, who is willing to be cooperative and what would be the process
- Medi-Cal has flexibility and is committed to making sure customers medical trip needs are met
- Reference made to the 1992 Paratransit Implementation Plan policy to hold a public hearing if changes are made to Plan (ADA Paratransit Service)
- Same Day/Emergency Destination Change rides could be added to the Unmet Needs list

Actions:

- 1) Metro staff agreed to prepare a summary for the January Task Force meeting of what is being done for similar situations around the state, particularly for similar sized service operators. If possible, the matrix will include what local providers can offer; and,**
- 2) Copies of relevant pages from the 1992 Paratransit Implementation Plan will be provided with the January Task Force packet to consider revisions.**

Regarding the accommodation of large reclining wheelchairs on ParaCruz, Bryant Baehr noted that a person in a prone position (over 15 degrees) can not effectively be secured. For liability reasons, Metro has been advised not to carry these trips. Metro does have oversized vans that are available on a first come, first served basis for large wheelchairs including semi-reclining passengers (less than 15 degrees). As the minivans need to be replaced, Metro will consider vehicles that offer more flexibility. Other considerations include light weight wheelchairs that can not be secured without violating the warranty.

Kathleen Johnson asked whether people were being turned down if they did not have their identification card with them. Bryant answered that that is not the case.

Link Spooner reported that the ADA Paratransit calls to Community Bridges have diminished and that Lift Line operations are running smoothly.

7. Discuss Remainder of Task Force Goal 1: Funding Effectiveness and Efficiency, and Discuss Goal 2: Customer Service and Satisfaction

The Task Force continued the process of discussing and developing recommendations to address the second half of issues listed under Goal #1. The Draft List of Preliminary Recommendations formulated so far will be distributed with the January Task Force Agenda Packet. Specific issues discussed were:

- Entity/Role of the CTSA
- Co-mingling rides
- Coordination with land use (infrastructure, development, etc.)
- Encourage transit ridership
- Fair funding allocations

- Encourage multi-modal transportation
- Proximity of residences and urban services
- Process for determining unmet needs
- Duplication of services
- Specialized transportation needs outside the ADA criteria
- Service between counties

Generally there was consensus about both the short and long term recommendations. However, there were two issues on which the Task Force members were requested to vote. These are noted below in the actions recorded below.

Actions:

- ***RTC staff will research Consolidated Transportation Services Agency roles and duties around the state and provide a summary with the next packet.***
- ***The Task Force recommends that Metro look into free bus passes for ADA Paratransit conditionally eligible riders (Passed: 10 to 5 vote with hand count)***
- ***The Task Force recommends that Metro and other service providers develop administrative mechanisms to the billing challenges that allow clients to use one vehicle for one trip. (Passed: 12 to 3 vote with hand count)***

8. Confirm next meeting and agenda topics:

The next meeting was confirmed for Wednesday, January 19, 2005 from 2:00 – 5:00p.m. at the ABC Room of the Civic Auditorium. Agenda topics will be to continue discussion and developing recommendations for Goal 2: Customer Service and Satisfaction. It is anticipated that a meeting will be held on February 17, 2005 to finalize recommendations.

9. Adjourn – The meeting adjourned at 5:05 p.m.

Respectfully submitted by,

Karena Pushnik
Sr. Transportation Planner

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