

City of Oakland

Mayor's Commission on Persons with Disabilities (MCPD)

Monday, November 19, 2018

5:30 p.m. – 7:30 p.m.

Sergeant Mark Dunakin Room, First Floor

One Frank H. Ogawa Plaza (City Hall), Oakland, CA 94612

Agenda

- I. Call to Order
- II. Roll Call
- III. Public Comments*
Any person may directly address the Commission on any items within the jurisdiction of this Commission. Speakers wishing to address a specific item on the agenda may do so at the time the item is being considered.
- IV. Agenda Modification and Approval
- V. Approval of October 15, 2018 Minutes (**Exhibit A**)
- VI. Chair Report; *Frank Sperling, Chair*
- VIII. Commissioner's Announcements
- IX. Overview of Methods for Addressing Access and Functional Needs During an Emergency and Natural Disasters, *Toshia Shavies Marshall, Emergency Services Manager, Office of Emergency Services, Oakland Fire Department (OFD)*
- VII. Reliability and Customer Service of Paratransit Systems in Oakland; *Hakeim McGee, Senior Services Supervisor, Oakland Paratransit for the Elderly and Disabled (OPED), Human Services Department (Exhibit B)*

- X. Disabled Parking Spaces and Abuse of Disabled Parking Placards, *Michael Ford, Parking and Mobility Programs Manager, Oakland Department of Transportation (OakDOT)*
- XI. Staff Updates and Announcements; *Anh Nguyen, ADA Programs Division Manager; Hoang Banh, Acting ADA Programmatic Access Coordinator*
- XII. Future Agenda Items
 - A. Objective 1.1: Accessibility in the Bike Share Program
 - B. Objective 1.2: Disabled Parking Spaces and Abuse of Disabled Parking Placards
 - C. Objective 1.3: Accessibility of Fixed-Route Transit Systems in Oakland
 - D. Objective 1.4: Reliability and Customer Service of Paratransit Systems in Oakland
 - E. Objective 1.5: Wheelchair Accessible Vehicles in the Taxi Program and Transportation Network Companies
 - F. Objective 1.6: Oakland's Complete Streets Program
 - G. Objective 2.1: Oakland Police Department Crisis Intervention Training (CIT)
 - H. Objective 2.2: Oakland Fire Department, Emergency Management Services Division Overview of Methods for Addressing Access and Functional Needs During an Emergency and Natural Disasters
 - I. Objective 3.1: Update on Community Outreach
 - J. Objective 4.1: ADA Transition Plan, including Curb Ramp and Sidewalk Repair
 - K. Objective 4.2: Equitable Prioritization of Measure KK Funds for Public Infrastructure Improvements
 - L. Objective 5.1: Measure KK Funds for Home Modifications to Enhance Accessibility

M. Objective 5.2: Identify and Reduce Number of Homeless Persons with Disabilities in Oakland

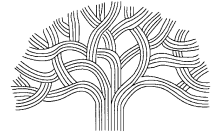
XIII. Adjournment

Note: The Commission May Take Action on Any Item on the Agenda

Public Comments: To offer public comments at this special meeting, please register with Hoang Banh, ADA Programs Division Analyst, before the start of the MCPD meeting at 5:15 p.m. Please note that the MCPD will not provide a detailed response to your comments but may schedule your issue for a future meeting. The MCPD Public Comment period is limited to 15 minutes and each individual speaker is limited to 5 minutes. If more than 3 public speakers register, however, then each speaker will be limited to 3 minutes. If more than 5 public speakers register, then each speaker will be limited to 2 minutes. Exceptions to these rules may be granted at the discretion of the Chairperson.



This meeting is wheelchair accessible. To request ASL interpreting, materials in alternative formats, captioning or assistive listening device, or any other disability related accommodation, please email adaprograms@oaklandnet.com or call (510) 238-5219 (V) or 711 (California Relay Service) at least five (5) business days before the meeting. Please refrain from wearing scented products to this meeting so persons who may experience chemical sensitivities can attend. Thank you.



City of Oakland

Mayor's Commission on Persons with Disabilities (MCPD)

Monday, October 15, 2018

Draft Minutes

I. Call to Order

II. Roll Call

- 7 Commissioners present: Garner, Gregory, Lynne, Meshack, Nakamura, Ryan, Sperling
- New Commissioners Marjorie Lynne and Karen Nakamura briefly introduced themselves.

III. Public Comments

- Eva Aguillard leads a walking group in East Oakland, where they frequently run into cars and trucks parked on sidewalks. She regularly calls Parking Enforcement for assistance and is advocating for more enforcement.
- A representative from United Seniors of Oakland and Alameda County (USOAC) introduced a project called Gold Star Senior Shared Housing, 1-800-383-7813.

IV. Agenda Modification and Approval

- Motion to approve agenda: Gregory
Seconded by Garner
Aye - 7: Garner, Gregory, Lynne, Meshack, Nakamura, Ryan, Sperling

V. Approval of September 17, 2018 Minutes

- Motion to approve minutes: Ryan

Seconded by Lynne

Aye - 7: Garner, Gregory, Lynne, Meshack, Nakamura, Ryan, Sperling

VI. Chair Report; *Frank Sperling, Chair*

- None

VII. Commissioner's Announcements

- Commissioner Meshack provided contact information to encourage commissioners to subscribe to Paraplegia News: Paralyzed Veterans of America, \$26 for 1 year subscription, 602-224-0500, ext. 109
- Commissioner Gregory updated that Governor Brown signed into Senate Bill 1376 to collect a tax from Transportation Network Companies to achieve wheelchair accessibility.

VIII. Annual Report Review

- Chair Sperling requested feedback on the Annual Report before it goes to City Council Life Enrichment Committee. Commissioner Nakamura commented on ADA staffing level and a desire to advocate in the event of continued vacancy.

VIII. Telegraph-Temescal Road Diet and Bike Lanes; *Brytanee Brown and Manuel Corona, Great Streets Division, Oakland Department of Transportation (OakDOT)*

- Ms. Brown was filling in for the project manager. Based on community outreach and feedback, the proposed redesign for the Telegraph Avenue from 42nd to 52nd Street includes bike lanes buffered by parking. Survey results of approximately 1,400 people indicate 75 percent support the bike lanes.

- Additionally, there will be the following:
 - Painted safety areas will have truncated domes at both approaches.
 - Upgrade and add 25 curb ramps and converting 12 directional curb ramps.
 - Update 31 crosswalks to high visibility crosswalks.
 - There will be more accessible parking will be on these side streets at the corner of Telegraph Avenue: 42nd, 45th, 47th, 48th, 49th and 51st Streets.
- Commissioners overall disapproved of moving accessible parking to side streets for the following reasons:
 - Feeling of separate but equal
 - Safety concerns on side streets such as lighting, curb ramps, and maneuverability
 - Signage to point to accessible parking on side streets
 - May need environmental impact report (EIR) due to pushing traffic to neighborhood streets
 - Not every block has accessible parking
- Additionally, the presentation did not address concerns raised in past meetings regarding lower Telegraph buffered bike lanes:
 - Placement of bus stops and islands
 - Bike racks and other obstructions
 - Still see cars driving in bike lanes on lower Telegraph
- Dave Campbell from Bike East Bay stated he has a long background on this project and will be available to talk at the end of the meeting.

IX. Reliability and Customer Service of Paratransit Systems in Oakland; Laura Timothy, Manager of Access, Accessibility

and Paratransit, San Francisco Bay Area Rapid Transit District (BART)

- Ms. Timothy presented a detailed presentation on East Bay Paratransit (EBP), which is jointly funded by BART and AC Transit. She responded to Commissioners' questions as follows:
 - The East Bay has a fragmented transportation system compared to San Francisco which is both a city and a county with their own transit agency. It is difficult for EBP to have a taxi voucher program for riders to use when paratransit is running late.
 - However, she is watching very closely the Boston taxi on demand pilot project. She added that based on surveys, 60 percent of EBP riders have cell phones.
 - A five-minute window is required under the ADA for passengers, and EBP "No Show Clerks" follow up with riders to try not to mark against them.
 - A computer is used to calculate the ride time.
 - Some EBP vehicles have cameras that are triggered by dangerous driving conditions, so they are not always available as source to monitor driver behavior. However, the goal is to incentivize good behavior.
 - Cost per ride is approximately \$61 while the ticket cost if starts at \$4 per ride. This is an unfunded mandate with Measure BB as the only outside subsidy.
 - Many reports go to agencies such as the East Bay Regional Center rather than EBP, so survey results for EBP is missing data.
 - City Car Share Wheelchair Accessible Vehicles no longer exist and are now operated in part by CRIL in Hayward.

- A representative from The ARC shared many stories of lack of reliability of EBP resulting in lost job opportunities for ARC clients.
 - Arnold Brillinger recommended attending the next EBP Service Review Advisory Committee (SRAC) meeting on November, 6, 12:30 – 2:30 p.m. at 1750 Broadway.
 - OPED update will be rescheduled for a future meeting.
- X. Staff Updates and Announcements; *Hoang Banh, Acting ADA Programmatic Access Coordinator*
- Ms. Banh updated that Video Remote Interpretation (VRI) is now up and running at Oakland Police Department (OPD). This is the third location on a prioritized list of about 10 locations for phase one implementation of VRI. Training was conducted online. Officers have begun downloading the software onto their computers, iPads for the patrol desk, and OPD issued iPhones for the field.
 - In response to Commissioners’ questions about data and informing the public, Ms. Banh stated as follows:
 - Invoice data shows that OPD used six minutes of VRI during September.
 - ADA Division is conducting a training on ADA Effective Communications later this week with all the City’s Public Information Officers (PIOs). VRI will be included. Ms. Banh will work with the PIOs to get information out about VRI.
 - Additionally, every department should have a disability access poster at their counter or other space of public interaction.

XI. Future Agenda Items

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XII. Adjourned at 7:53 p.m.

EXHIBIT A.1 for Attachment to Minutes of Event Date
City of Oakland Mayor's Commission on Persons with Disabilities
Meeting for September 17, 2018

COMMISSIONERS
ROLL CALL

Quorum Established: Y Number Voting Members Present: 7	Present	Excused Late	Arrive Late	Leave Early	Absent	Excused	Non-voting status
Chairperson Frank Sperling	X						
Vice Chair Sarah Garner	X						
COMMISSIONERS							
Thomas Gregory	X						
Brandon Young					X		
Daryl Meshack	X						
Karina Ryan	X						
Howard Tevelson					X	X	
Marjorie Lynne	X						
Karen Nakamura	X						
Vacant							
Vacant							
Staff: Anh Nguyen, ADA Programs Manager Hoang Banh, ADA Acting Programmatic Access Coordinator							
Interpreters: none							

EXHIBIT A.2 for Attachment to Minutes of Event Date

SIGN IN SHEET

Mayor's Commission on Persons with Disabilities

Monday, October 15, 2018

**Subscribe to
MCPD Notices
(Y/N)**

Name	Agency	Email	Phone	Address	Subscribe to MCPD Notices (Y/N)
Nate Harrison,	United Seniors of Oakland and Alameda County (USOAC),	Nathaniel.harrison@yahoo.com ,			Y
Eva Aguillard,	USOAC,	evaagu@aol.com			
Kerry Ray,	Arc of Alameda County,	kerryray@arcalameda.org ,	510-932-3234		
Helen Walsh					
Andy Campbell,	BPAC,	andygc1x@gmail.com			
Laura Timothy,	BART,	Ltimothy@bart.gov ,	510-464-6446		
Cynthia Lopez,	East Bay Paratransit,	Cynthia.lopez@transdev.com			
Arnold Brillinger					
Dave Campbell,		dave.campbell62@gmail.com ,	510-701-5971		
Hakeim McGee,	Human Services Department,	hmcgee@oaklandca.gov ,	510-238-2311		
Scott Means,	Human Services Department,	smeans@oaklandca.gov ,	510-238-6137		
Naomi Armenta,	Nelson Nygaard,	narmenta@nelsonnygaard.com ,	116 New Montgomery St., #500, San Francisco, 415-281-6912		



Human Services Department, Aging & Adult Services Division
Oakland Paratransit for the Elderly and Disabled Program (OPED)
Annual Report Prepared by Hakeim McGee, OPED Supervisor
Presented to Mayor's Commission on Persons with Disabilities
Monday, November 19, 2018

OPED Program Background

The City of Oakland began operating city-based paratransit services in 1978 with State Transportation Development Act (TDA 4.5) funds to assist frail-elderly and adult persons with disabilities with public transportation access challenges. The TDA 4.5 funding was later augmented with Alameda County's half-cent sales tax Measure B funding in 1987. OPED transitioned solely to Measure B funding in 1996 in addition to half-cent sales tax Measure BB supplemental funding as of 2015. Measure B/BB funds are administered by the Alameda County Transportation Commission (Alameda CTC).

FY 2017-18 Program Services

Taxi Scrip Program – Subsidized taxi scrip books purchased quarterly and clients contacted taxi companies independently for service.

Grocery Return Improvement Program – \$5.00 tip incentive for taxi drivers for better service. Rendered at rider’s discretion.

Van Voucher Program (wheelchair van) – Subsidized van vouchers purchased quarterly and clients contacted van companies independently for service.

Senior Group Trip Program (accessible shuttle) – Subsidized group trips from senior centers and independent senior living residences traveled to community events, social activities, sporting events and other local destinations by reservation.

FY 2017-18 Program Operations & Activities

- Entered agreements with Friendly Transportation, Inc. and St. Mini Cab Corporation (dba Veterans Cab) for subsidized taxi scrip program and limited accessible lift/ramp van services.
- Entered agreement with Quality Transit, LLC as the primary subsidized dialysis accessible lift/ramp van vendor and limited other destination van services.
- Entered agreement with Bell Transit Corporation for adult day care door-to-door accessible lift/ramp van services and limited other destination van services.
- Entered agreement with Bay Area Charters, Inc. for Senior Group Trip Program accessible lift van services.
- Provided 22,793 taxi, 17,301 accessible lift/van, and 14,742 group one-way passenger trips, totaling 54,836, through the above vendors.

- Continued the Grocery Return Improvement Program (GRIP) to provide improved grocery return taxi service by providing a tip incentive.
- Continued Out of ADA transportation service for those with no or limited East Bay Paratransit service.
- Continued partnership with the Senior Companion Program's (SCP) Taxi Up & Go! (TUGO) Project to provide limited, free taxi scrip to their frail, monolingual and socially isolated seniors to travel with a SCP senior volunteer or caregiver to offer personal and destination assistance. 2,049 taxi one-way passenger trips were provided.

FY 2017-18 Notable Accomplishments

- Began full program funding of TUGO with base program Measure B funds as SCP supplemental funding sunset at the end of FY 2016-17.
- Released a Request for Interest (RFI) to identify other potential transportation providers for purposes of expansion or new transportation services.
- Program ridership increased by 9,794 one-way passenger trips in comparison to FY 2016-17.

FY 2018-19 Program Status & Actions

- All previous year's services in operation and continue to be provided by Friendly Transportation, Inc., St. Mini Cab Corporation (dba Veterans Cab), Quality Transit, LLC, Bell Transit Corporation and Bay Area Charters, Inc.

- One Access Medical Transportation was recruited through the FY 2017-18 RFI process to launch a pilot same-day and/or door-through-door accessible lift van service.
- Annual customer satisfaction survey will be conducted in May 2019.

FY 2017-18 Satisfaction Survey Overview & Results

Overview

The goal of the annual survey process is to measure consumer satisfaction regarding the transportation services offered by Oakland Paratransit for the Elderly & Disabled (OPED) and to find out about any unmet needs and suggested service improvements.

The FY 2017-18 survey was based on contracted base program services provided by Friendly Transportation, Inc., St. Mini Cab Corporation (dba Veterans Cab), Bell Transit Corporation and Quality Transit, LLC. Surveys were mailed to registered program participants during the month of May 2018 and largely returned over a two (2) month period.

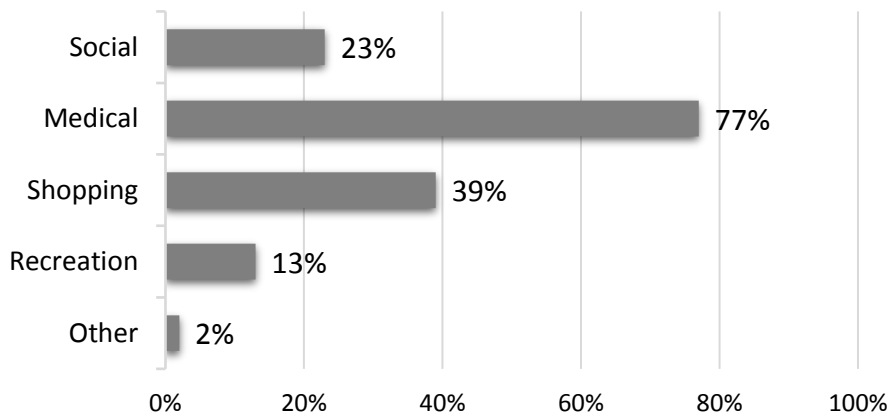
Results

The following pages contain the survey responses as summarized by staff.

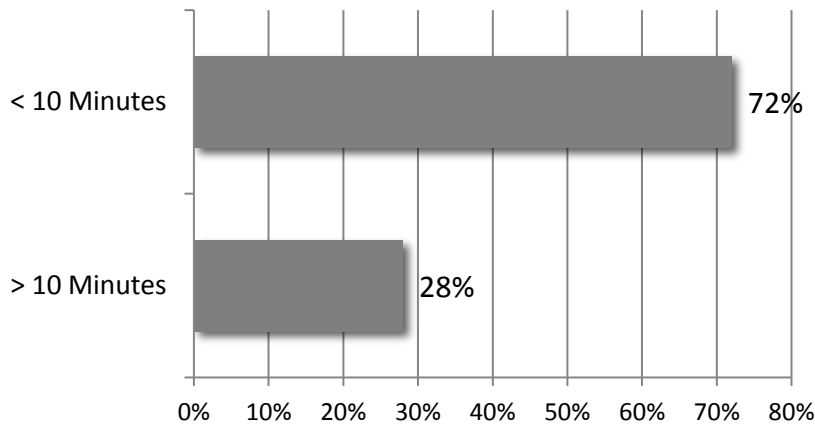
FY 2017-2018 Annual Survey Summary
Oakland Paratransit for the Elderly & Disabled Program
City of Oakland Human Services Department, Aging & Adult Services Division

SURVEY RESULTS (514 respondents)

1 TRIP PURPOSE



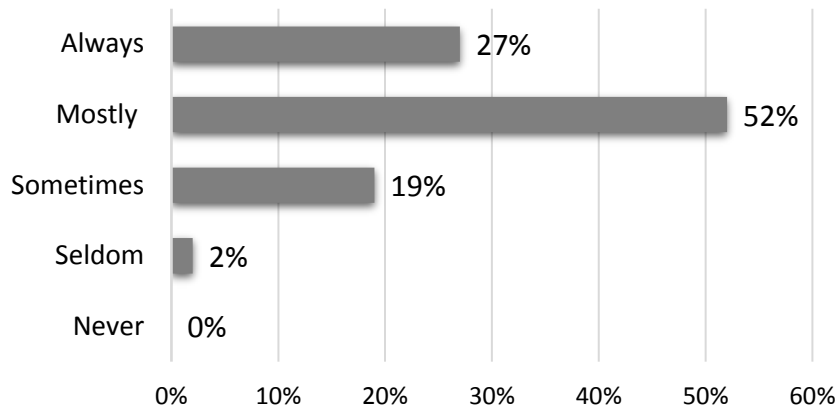
2 PHONE WAIT-TIME TO REQUEST RIDE



FY 2017-2018 Annual Survey Summary
Oakland Paratransit for the Elderly & Disabled Program
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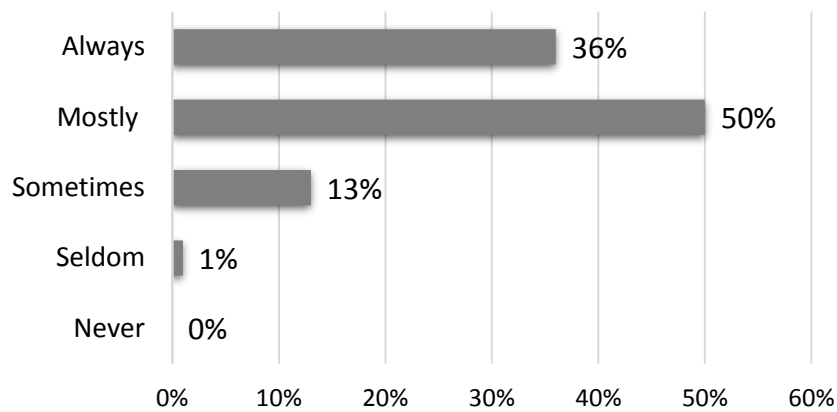
3

RIDES ON TIME



4

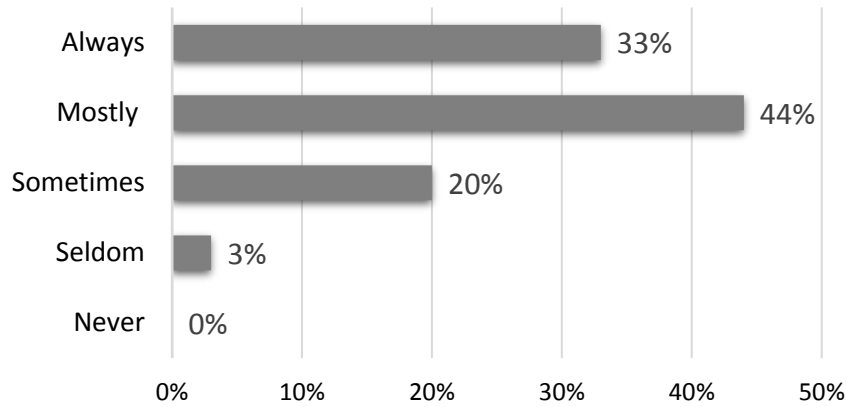
VEHICLES CLEAN & IN GOOD CONDITION



FY 2017-2018 Annual Survey Summary
Oakland Paratransit for the Elderly & Disabled Program
City of Oakland Human Services Department, Aging & Adult Services Division

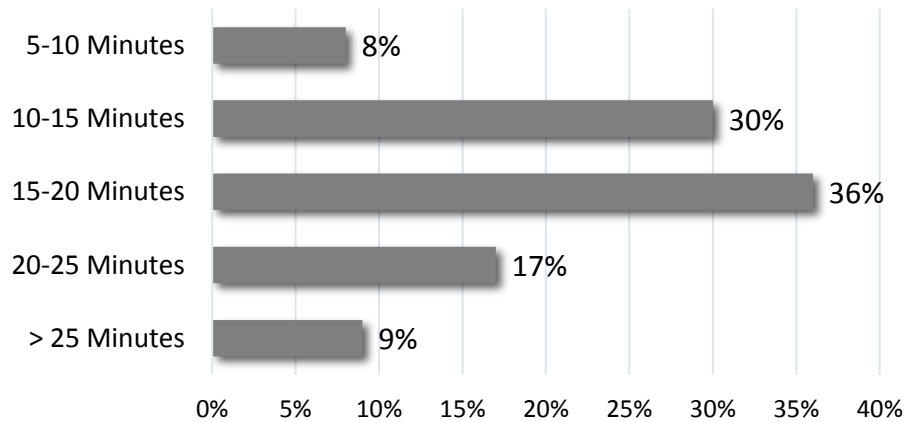
5

DRIVERS HELPFUL & FRIENDLY



6

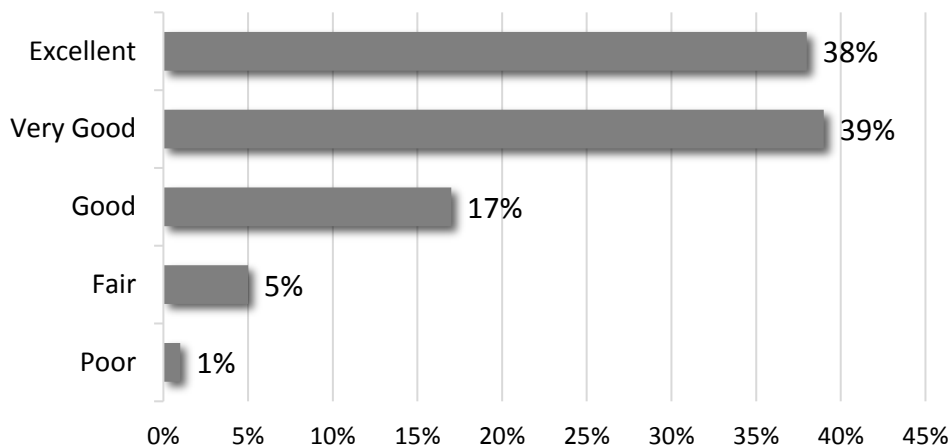
TRIPS ON AVERAGE IN MINUTES



FY 2017-2018 Annual Survey Summary
Oakland Paratransit for the Elderly & Disabled Program
City of Oakland Human Services Department, Aging & Adult Services Division

7

OVERALL SATISFACTION WITH SERVICE



NOTABLE COMMENTS

What do you like best about the taxi scrip service?

"I can afford it!!! And I can go places in the evening when I wouldn't want to use the bus and walk a long way."

What do you like least about the taxi scrip service?

"Drivers are sometimes rude and not helpful. I am 95 years old and legally blind!"

What do you like best about the van voucher service?

"Peace of mind knowing you have more than 1 choice to be sure to make your appointment on time."

What do you like least about the van voucher service?

"Sometimes service is not available on some days."

OUTCOMES / CONCLUSIONS

Summary information is shared with all participating transportation providers and the public. OPED staff discusses the outcomes with the transportation providers to brainstorm potential strategies to improve areas of concern and approaches to sustain successes. The FY2018-2019 survey results will be compiled, published and analyzed by staff in comparison to this survey's results for the same purpose of efforts sustaining quality customer service levels.