



City of Oakland

Mayor's Commission on Persons with Disabilities (MCPD)

Monday, April 15, 2019

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 March 18, 2019 Minutes (**Exhibit A**)
- VI. Chair Report; *Karen Nakamura, Chair*
- VII. Commissioner's Announcements
- VIII. Reliability and Customer Service of Oakland Paratransit for the Elderly and Disabled (OPED); *Hakeim McGee, Senior Services Supervisor, OPED, Human Services Department (Exhibit B)*
- IX. East Oakland Neighborhoods Initiative, *Dylan Hamilton, Planner, Planning and Building Department (Exhibit C)*
- X. Staff Updates and Announcements; *Anh Nguyen, ADA Programs Division Manager*
- XI. 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
- XII. Adjournment

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

Public Comments: To offer public comments at this 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@oaklandca.gov 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, March 18, 2019

Draft Minutes

- I. Call to Order at 5:30 p.m.
- II. Roll Call
9 Commissioners present: Garner, Gregory, Lynne, Meu, Nakamura, Ryan, Smith, Sperling, Tevelson
- III. Public Comments
 - None
- IV. Agenda Modification and Approval
 - Motion to approve agenda without modification: Gregory
Seconded by Smith
Aye - 9: Garner, Gregory, Lynne, Meu, Nakamura, Ryan, Smith, Sperling, Tevelson
- V. Approval of March 18, 2019 Minutes
 - Motion to approve minutes without modification: Sperling
Seconded by Tevelson
Aye - 9: Garner, Gregory, Lynne, Meu, Nakamura, Ryan, Smith, Sperling, Tevelson
- VI. Chair Report; *Karen Nakamura, Chair*
 - Chair Nakamura and Vice Chair Sperling worked on the Strategic Plan to be discussed during agenda item 11.
- VII. Commissioner's Announcements

- Commissioner Gregory stated that he will attend March 19 City Council Finance and Management Committee to advocate for home modification grants for renters.
- Commissioner Meu attended Prescott Neighborhood Council meeting regarding the Paving Update by Oakland Department of Transportation (OakDOT).
 - Neighbors were concerned about condition of pavement at railroad tracks. City of Oakland can only pave up to the tracks; the railroad must pave at the tracks.
 - Neighbors also expressed concerned about accessibility of the neighborhood because CalTrans is proposing to upgrade I-80, I-580, and I-880 interchange, which would increase traffic through the neighborhood for several years.

VIII. Overview of Methods for Addressing Access and Functional Needs during Emergencies and Natural Disasters; *Toshia Shavies Marshall, Emergency Services Manager, Emergency Management Services Division, Oakland Fire Department*

- Ms. Marshall has worked in emergency management for 15 years and has been at City of Oakland for 10 months. The Emergency Management Services Division (EMSD) is budgeted for 8.5 FTEs but is currently only half staffed.
- Vision: Build a sustainable program rooted in excellence, preparing for the worst, and empowering all to be the best.
- Mission: Provide public information and warnings and coordinate mitigation, preparedness, response and recovery efforts amongst City departments, community partners, and all levels of government towards the effective management of long range consequences and

resource needs that occur as a result of threat, hazard or event to maintain continuity and provide services.

- EMSD is working diligently to comply with Assembly Bill 2311 (Access and Function Needs in Emergencies). This effort is 90 percent funded by grants. The largest grant is from Urban Areas Security Initiative (UASI), which has helped pay for a consultant to improve emergency plans in regards to Access and Functional Needs (AFN).
 - This includes evaluation of shelters for AFN at Oakland Unified School District (OUSD), Oakland Parks and Recreation (OPR), and Oakland Public Libraries (OPL). Shelter locations are made public only at time of event based on availability of specific sites.
 - AFN supplies have also been identified. The current cache is being stored at Frank Ogawa Plaza and will be moved to EMSD at 1605 Martin Luther King, Jr. Way, where it will be easier to inventory and move to shelter locations. EMSD has a \$25,000 grant to replenish AFN supplies.
 - March 23-24, EMSD will attend shelter operations and management training conducted by the Red Cross. March 28, EMSD will attend a workshop regarding active shooter and AFN.
 - EMSD has partner agencies inside and outside City of Oakland, such as Red Cross and Functional Assessment Service Teams (FAST), to assist and evaluate AFN for a range of disabilities and needs.
 - For April 13 Alameda County Emergency Preparedness Day, EMSD does not have available staff to send but will send volunteers from its

Communities of Oakland Respond to Emergencies (CORE) program.

- In regards to the possibility of distributing N95 masks, City of Oakland Risk Management makes the decision, especially as they are respirators and require training. Chair Nakamura suggested CORE groups help distribute masks and fittings for people with different disabilities.
- Alameda County Sheriff's Office will no longer facilitate Urban Shield. Only Yellow Command (emergency management) will continue every September.

IX. Downtown Oakland Specific Plan Update, *Joanna Winter, Planner, Planning and Building Department*

- Ms. Winter first presented to MCPD in August 2018 regarding accessibility survey results for the Downtown Oakland Specific Plan (DOSP).
- Her current update is on the preliminary draft plan recommendations, for which she is gathering feedback from community groups, boards and commissions, and other stakeholder groups. The latest update includes proposed accessibility policies for the following:
 - Racial equity framework and effort to use similar framework for persons with disabilities
 - Economic opportunity
 - Housing and affordability
 - Mobility and accessibility
 - Culture keeping
 - Community health
 - Land use and urban form

- It will move forward as an actual draft plan by August 2019. The goal is for final adoption of the DOSP by City Council in 2020. More information can be found online: <https://www.oaklandca.gov/topics/downtown-oakland-specific-plan>
- Commissioner comments included the following:
 - Mobility versus accessibility
 - Complete Street - protected bike lane projects (e.g. floating parking) that impacts accessibility for people with disabilities
 - Charging stations for wheelchairs
 - Tactile paver standards to accommodate both blind and wheelchairs
 - BART accessibility, especially elevator maintenance
 - Bus stops announcing incoming buses
 - Street crossing time
 - Home modification grants for renters
 - Emergency planning
 - Continued code enforcement after initial building inspections

X. Staff Updates and Announcements; *Anh Nguyen, ADA Programs Division Manager*

- None

XI. Strategic Planning Retreat Follow-up; *Karen Nakamura*

- Commissioners provided updates to each objective they are monitoring.
- Motion to approve strategic plan for 2019: Gregory Seconded by Sperling

Aye - 10: Garner, Gregory, Lynne, Meshack, Meu, Nakamura, Ryan, Smith, Sperling, Tevelson

XII. Future Agenda Items

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XIII. Adjourned at 7:26 p.m.

EXHIBIT A.1 for Attachment to Minutes of Event Date
City of Oakland Mayor's Commission on Persons with Disabilities
Meeting for March 18, 2019

COMMISSIONERS ROLL CALL

Quorum Established: Y							
Number Voting Members Present: 9	Present	Excused Late	Arrive Late	Leave Early	Absent	Excused	Non-voting status
Chairperson Karen Nakamura	X						
Vice Chair Frank Sperling	X						
COMMISSIONERS							
Sarah Garner	X						
Thomas Gregory	X						
Marjorie Lynne	X						
Daryl Meshack			5:35 p.m.	6:37 p.m.			
Lester Meu	X						
Karina Ryan	X						
Noah Smith	X						
Howard Tevelson	X						
Brandon Young					X		
Staff: Anh Nguyen, ADA Programs Manager Hoang Banh, ADA Program Analyst							
Interpreters: none							

EXHIBIT A.2 for Attachment to Minutes of Event Date

SIGN IN SHEET

**Mayor's Commission on Persons with Disabilities
Meeting for March 18, 2019**

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

Name Agency Email Phone Address

Arnold

Audrey Fisher, msinberkeley@gmail.com, Y

Karen M. Johnson, National MS Society, group leader in Oakland, k731leo@aol.com



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, April 15, 2019

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.

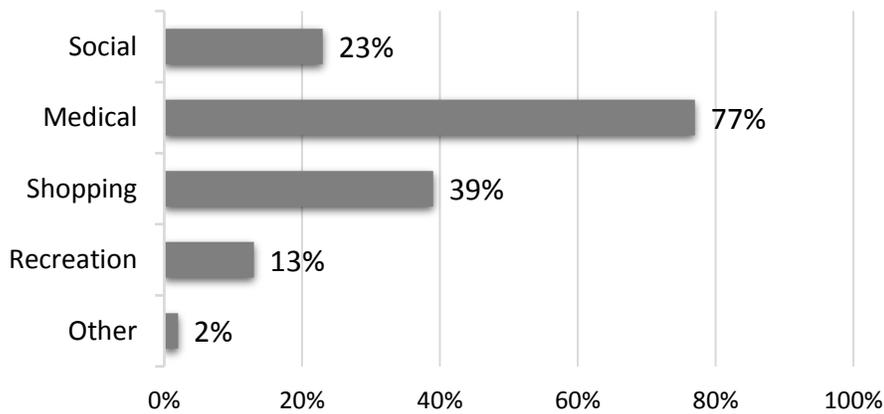
Results

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

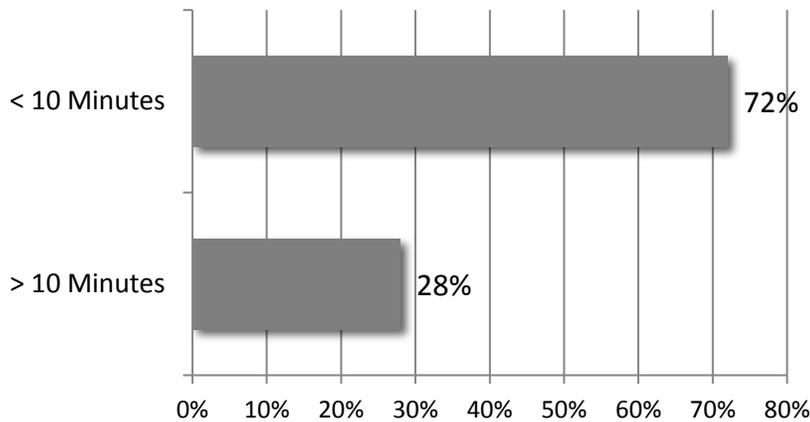
FY 2017-2018 Annual Survey Summary
Oakland Paratransit for the Elderly & Disabled Program
City of Oakland Human Services Department, Aging & Adult Services Division

SURVEY RESULTS (514 respondents)

1 TRIP PURPOSE



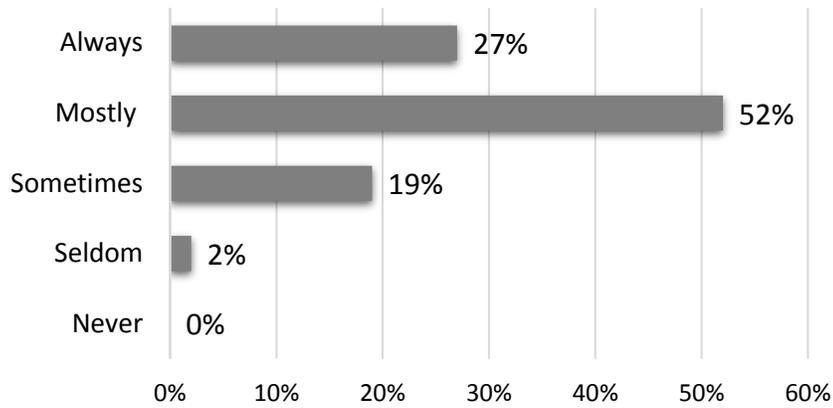
2 PHONE WAIT-TIME TO REQUEST RIDE



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

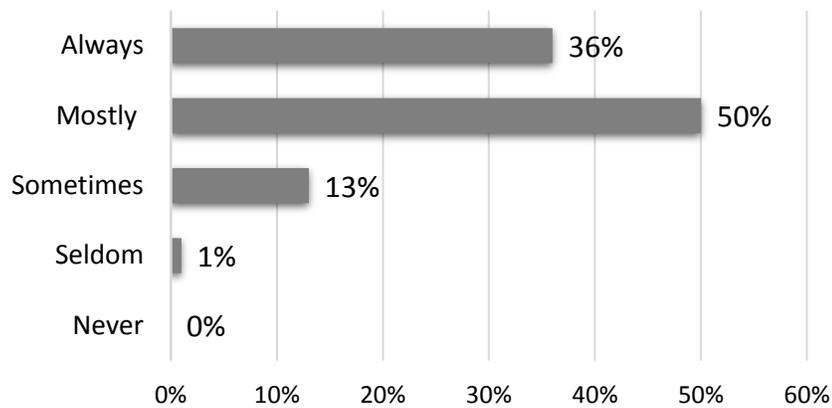
3

RIDES ON TIME



4

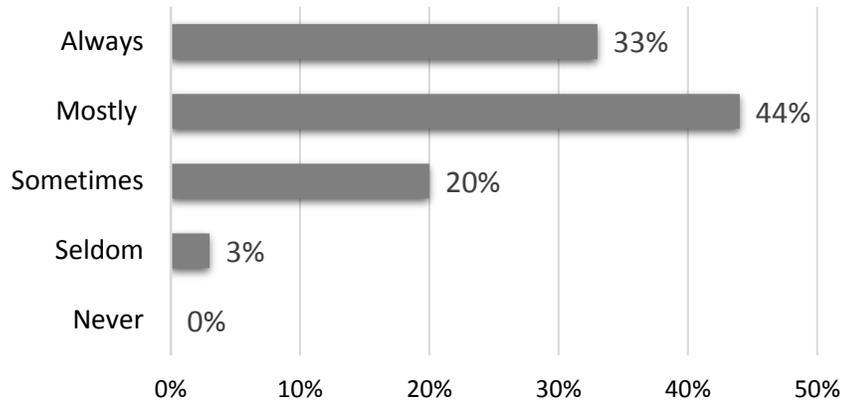
VEHICLES CLEAN & IN GOOD CONDITION



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

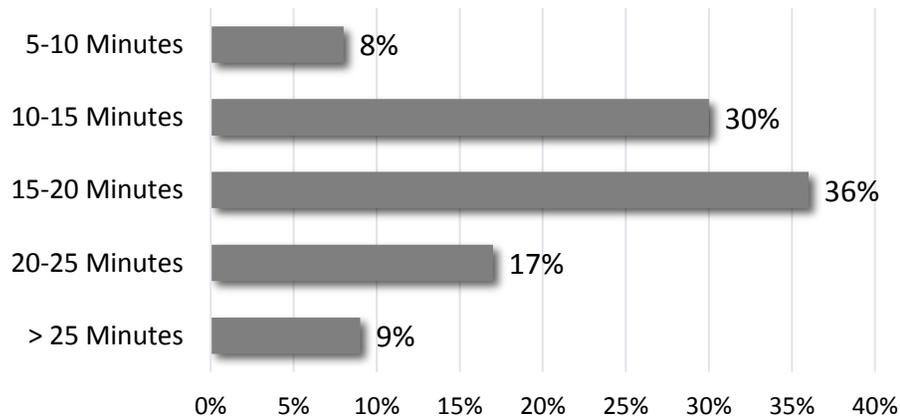
5

DRIVERS HELPFUL & FRIENDLY



6

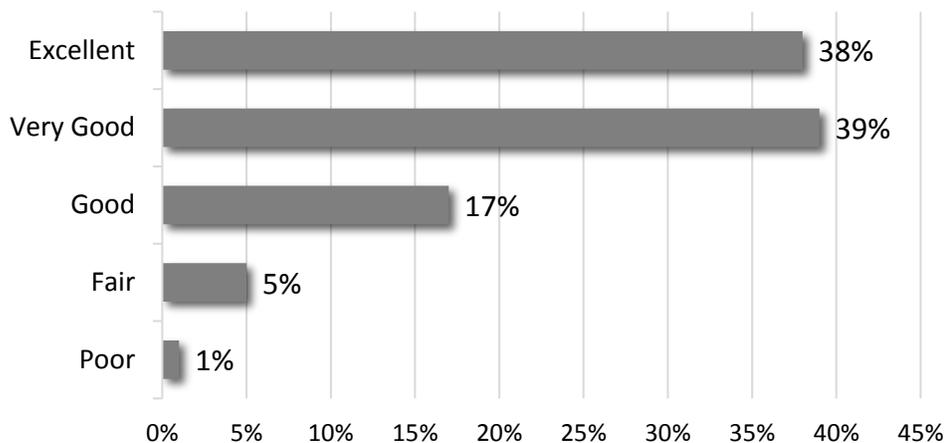
TRIPS ON AVERAGE IN MINUTES



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?

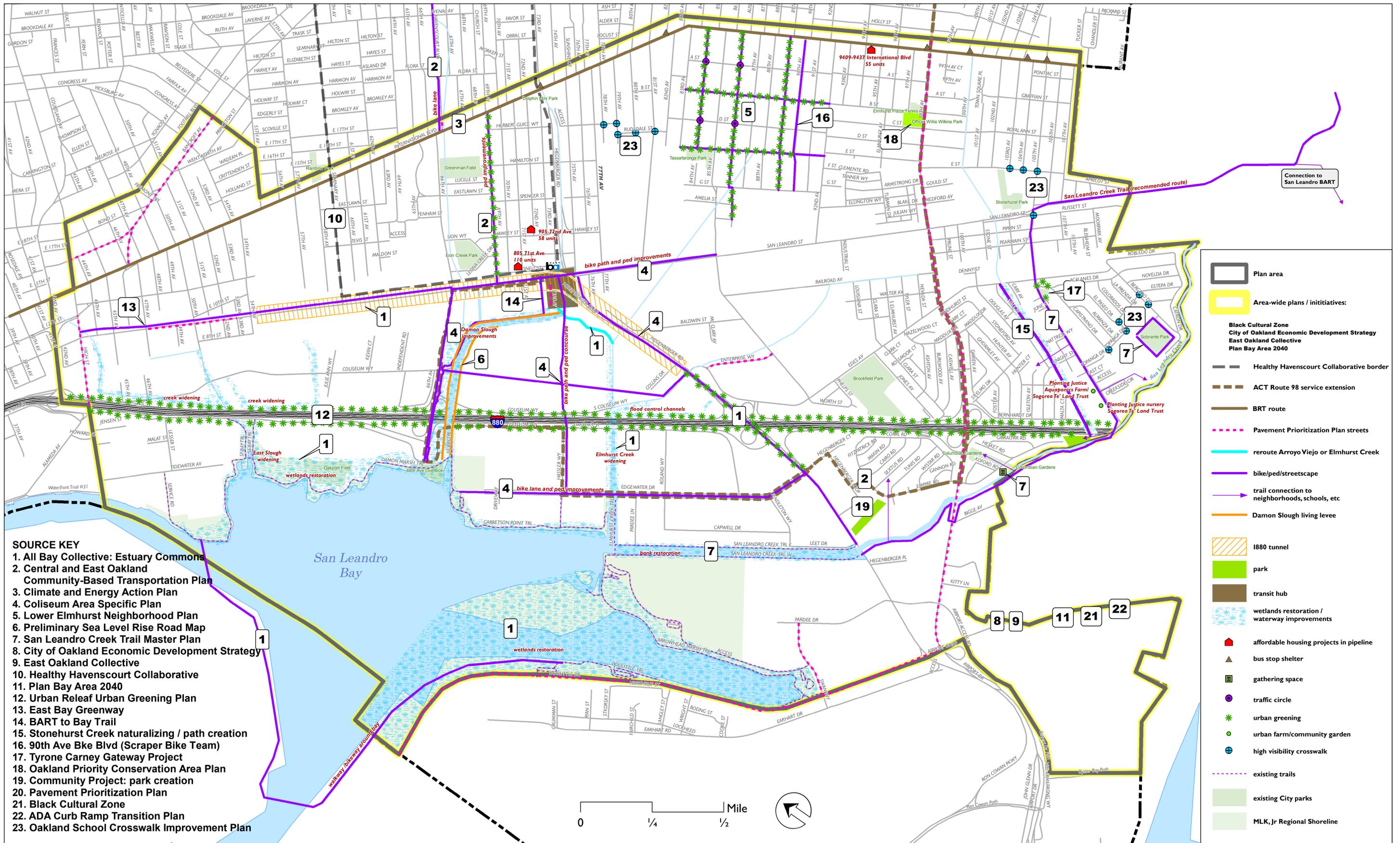
"Peace of mind knowing you have more than 1 choice to be sure to make your appointment on time."

What do you like least about the van voucher service?

"Sometimes service is not available on some days."

OUTCOMES / CONCLUSIONS

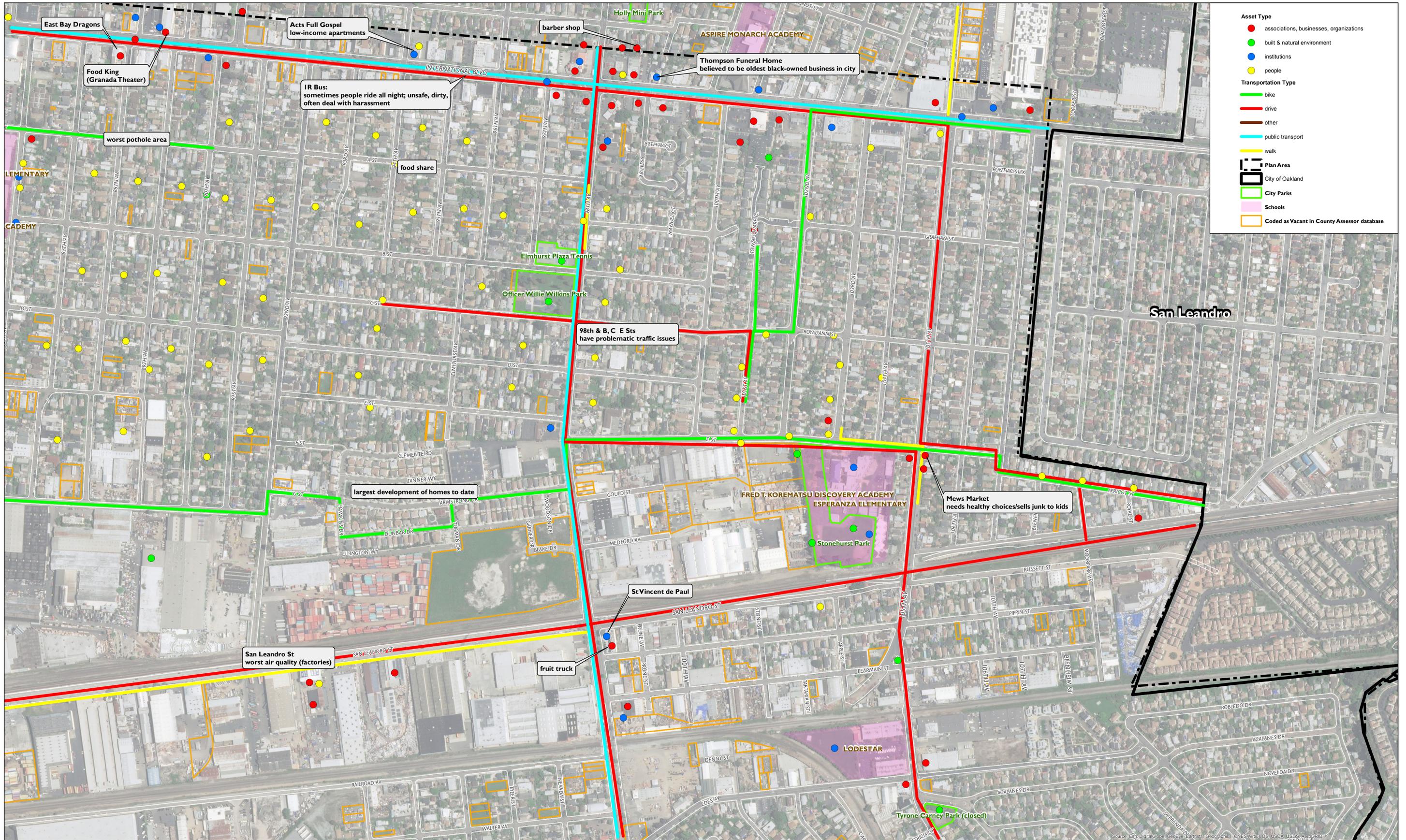
Summary information is shared with all participating transportation providers and the public. OPED staff discusses the outcomes with the transportation providers to brainstorm potential strategies to improve areas of concern and approaches to sustain successes. The FY2018-2019 survey results will be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



Existing Plans & Initiatives in East Oakland

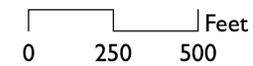
Transformative Climate Communities Planning Grant 2018/2019

Planning & Building Department
March 2019



Stonehurst

Transformative Climate Communities 2018/2019



Planning & Building Department
February 2019