

City of Oakland

Mayor's Commission on Persons with Disabilities (MCPD)

Monday, October 15, 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 September 17, 2018 Minutes (**Exhibit A**)
- VI. Chair Report; *Frank Sperling, Chair*
- VIII. Commissioner's Announcements
- IX. Annual Report Review (**Exhibit B**); *Frank Sperling, Chair*
- X. Telegraph-Temescal Road Diet and Bike Lanes; *Manuel Corona and Hank Phan, Great Streets Division, Oakland Department of Transportation (OakDOT)*
- XI. Reliability and Customer Service of Paratransit Systems in Oakland (**Exhibit C**); *Hakeim McGee, Senior Services Supervisor, Oakland Paratransit for the Elderly and Disabled (OPED), Human Services Department; Laura*

*Timothy, Manager of Access, Accessibility and Paratransit,
San Francisco Bay Area Rapid Transit District (BART)*

XII. Staff Updates and Announcements; *Anh Nguyen, ADA Programs Division Manager; Hoang Banh, Acting ADA Programmatic Access Coordinator*

XIII. 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

XIV. 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, September 17, 2018

Draft Minutes

- I. Call to Order at 5:45 p.m.
- II. Roll Call
 - 6 Commissioners present: Garner, Gregory, Meshack, Ryan, Sperling, Young
- III. Public Comments
 - Eva Aguillard shared concerns about East Bay Paratransit service.
 - Marjorie expressed concerns about housing displacement, affordability, and discrimination for persons with disabilities.
 - Helen Walsh expressed concerned about the short notice for a field test for Lakeside Green Streets Project proposed for later this week with ADA Programs Division and Oakland Department of Transportation (OakDOT).
 - Anh Nguyen, ADA Programs Division Manager, stated that new proposed dates will be selected, and the public will be given more notice.
- IV. Agenda Modification and Approval
 - Agenda item X was removed from the agenda. OakDOT staff must present at City Council meeting.
 - Motion to approve agenda: Gregory
Seconded by Garner
Aye - 6: Garner, Gregory, Meshack, Ryan, Sperling, Young

V. Approval of August 20, 2018 Minutes

- Motion to approve minutes: Gregory
Seconded by Young
Aye - 6: Garner, Gregory, Meshack, Ryan, Sperling,
Young

VI. Chair Report; *Frank Sperling, Chair*

- Chair Sperling noted that three new appointments to MCPD are on City Council agenda tonight for approval.
- Paratransit will be a topic at October 15 MCPD meeting.

VII. Commissioner's Announcements

- Commissioner Gregory shared the following updates:
 - Regarding Objective 1.1 of the MCPD Strategic Plan, Commissioner Gregory updated that the Bike Share Technical Advisory Committee (TAC) will be on hiatus until January or February 2019. City of Oakland and Metropolitan Transportation Commission need a few months to issue a contract to Bay Area Outreach and Recreation Program (BORP) for an accessible bike share pop up.
 - In regards to Objective 5.1, Commissioner Gregory updated that he did send the letter approved at August MCPD meeting to the Housing and Community Development Department. He is awaiting response from them on the invitation to present at November MCPD meeting.
 - Senate Bill 1376 on Transportation Network Companies Accessibility passed both the State Assembly and the Senate with two-thirds supermajority. It is now on the Governor's desk for his signature.

- California Public Utilities Commission (PUC) started a Technical Advisory Committee (TAC) on autonomous vehicles. Center for Independent Living (CIL) was invited to join the TAC.
- Housing and Urban Development (HUD) vouchers for Non-Elderly Disabled (NED) are now available. As staff at CIL, Commissioner Gregory outreached to all the housing authorities in Alameda County. However, Oakland did not respond.
- Commissioner Meshack raised the following items:
 - He inquired whether Chair Sperling met with Mallory Nestor-Brush, Accessibility Manager at AC Transit.
 - Chair Sperling confirmed that they had not met.
 - Commissioner Meshack updated that he spoke with several Oakland Police Department officers regarding scooters on sidewalks. The officers confirmed scooters are to be on streets only, but OPD is being hands off.
 - Chair Sperling stated that the new scooter share ordinance is on City Council agenda tonight.
 - Commissioner Meshack updated that he spoke with City staff about having Tuff Sheds on his property to help house the homeless. He is waiting to hear back.
 - Finally, he shared a stack of *Paraplegia News* magazines, produced by Paralyzed Veterans of America. He would like MCPD to consider subscribing to it to stay better informed.
 - Chair Sperling stated such a discussion would need to be placed on future MCPD agenda. He further suggested looking at the bigger picture of education for commissioners. This would be a good topic for Strategic Planning during December MCPD meeting.

- Commissioner Young shared an update regarding his work with the Alameda County Fathers Corps. He is recruiting fathers with disabilities to take photos for their photobank. Additionally, there will be a celebration and resource March 16, 2019 at Merritt College in Alameda.

VIII. Creating Age-Friendly Oakland; *Scott Means, Senior Services Manager, Human Services Department*

- Mr. Means described the effort by the Commission on Aging in Creating Age-Friendly Oakland. He distributed a schedule of community forums.
 - The Commission on Aging is using the World Health Organization (WHO) definition for age-friendly communities. It includes the following eight domains:
 - Health and wellness
 - Outside space and parks (example: Accessible playground for all ages)
 - Transportation (example: increased awareness of Oakland Paratransit for the Elderly and Disabled at the Fruitvale community forum for Creating Age-Friendly Oakland has led to increase in applications to OPED)
 - Social participation and inclusion
 - Volunteering and civic engagement (example: North Oakland Village is a great source of volunteers)
 - Community information (example: getting out the word on access and function needs)
 - Employment and learning
 - Housing
 - The Commission on Aging also applied for and has been accepted into the WHO Age-Friendly Network in

coordination with the American Association of Retired Persons (AARP).

- The Commission on Aging is partnering with Center for Elders Independence for networking and marketing of Creating Age-Friendly Oakland.
- Commissioner Gregory inquired whether the Commission on Aging is working on getting the WHO designation for Oakland as an Age-Friendly City now that it has been accepted into the Age-Friendly Network. He also inquired whether they will be asking for funding from City Council in their next annual report.
- Mr. Means confirmed about the effort towards the Age-Friendly City designation. However, the Commission on Aging will continue to focus on building momentum rather than asking for funding in their next annual report. They are working with Valerie Coleman, an Oakland resident who works for City of San Francisco, to also help build that momentum. Additionally, Mr. Means is on the AAA Advisory Board for Age-Friendly Cities at the county level, where he connected with staff at City of Fremont on their model.
- Possible next step is to revive a joint Commission meeting or otherwise have MCPD become more engaged in Creating Age-Friendly Oakland.

IX. Disabled Parking Spaces and Abuse of Disabled Parking Placards; *Michael Ford, Manager, Parking and Mobility Programs Division, Oakland Department of Transportation*

- Rescheduled for November 19 meeting.

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

- Mr. Nguyen updated that a field test will be scheduled for accessible parking for the Lakeside Green Streets Project,

which includes protected bike lanes and a raised island to better manage parking.

XI. Future Agenda Items

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

XII. Adjourned at 7:17 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: 6	Present	Excused Late	Arrive Late	Leave Early	Absent	Excused	Non-voting status
Chairperson Frank Sperling	X						
Co-Vice Chair Sarah Garner	X						
Co-Vice Chair Brian Harrington					X	X	
COMMISSIONERS							
Caleb van Docto					X	X	
Brandon Young	X						
Thomas Gregory	X						
Daryl Meshack	X						
Karina Ryan	X						
Vacant							
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, September 17, 2018

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

Name Agency Email Phone Address

K. Nakamura, nasukaren@gmail.com

Scott Means, Human Services Department

Eva Aguillard, evaagu@aol.com

**Oakland Mayor's Commission on Persons with Disabilities (MCPD)
July 1, 2017 – June 30, 2018 Chair's Annual Report
September 10, 2018**

This informational report provides the City Council with a listing of the many projects and activities carried out by the MCPD. Along with the ADA Programs Division, these two groups form the basis of a comprehensive government program for inclusion of people with disabilities (PWD). Few other city governments nationally can claim this level of commitment to disability civil rights implementation. Oakland is recognized as a model city for Americans with Disabilities Act (ADA) compliance and many of our policies and programs are emulated by other cities. Moreover, the progressive work of this small division and all-volunteer commission effectively reduces the City's exposure to disability discrimination claims and provides a mechanism for amicable and cost-effective resolution of complaints that do arise.

The MCPD

The MCPD was established by City ordinance in 1980 to represent and address issues of people with disabilities. The commission has at least 51 percent representation by people with disabilities. The MCPD serves the following key roles in Oakland government:

- Advising the Mayor and City Council on matters affecting the disability community;
- Acting as the City's designated advisory body for ADA compliance;
- Providing advice and assistance to other City boards and commissions; and
- Participating at the local, state and national levels in the advancement of disability rights.

MCPD Membership

Commissioners are representative of the diversity of Oakland and of the disability community, and are affiliated with organizations that are directly involved in supporting the disability community. There are eleven seats on the MCPD and at least six members must be present to constitute a quorum, as per the enabling ordinance. Historically, there has been a high degree of turnover of Commissioners. As of June 30, 2018, there were three vacancies on the Commission.

MCPD Recent Achievements

In the past year, the MCPD has been able to make significant contributions the development and operation of City activities that affect persons with disabilities,

and has facilitated numerous opportunities for Oakland to connect with its citizens with disabilities despite ongoing high membership turnover and the City's continuing financial challenges. The following highlights both information received by the Commission as well as guidance and outcomes the Commission has provided to the City and the community as a whole:

Input Received

- ADA Self-Evaluation and Transition Plan Status Update
- Mayor Schaaf attendance and input
- Identify liaisons with other city boards and commissions
- Homelessness update
- Bike Share update
- Heard from Deaf Bay Area Round Table
- ADA Self Evaluation and BlueDAG Update
- Outreach ad hoc committee develops new brochures
- OakDOT update on Vision Zero
- OakDOT update on Let's Bike Oakland
- OakDOT update on Oakland Walks – Pedestrian Plan
- OakDOT update on Telegraph Avenue Complete Streets project
- OakDOT update on Wheelchair Accessible Vehicles in the Taxi program
- OakDOT update on Accessibility in the Bike Share program

Guidance and Outcomes

- Provided guidance to OakDOT regarding protected bike lanes resulting in modified plans for Lakeside Green Streets Project
- Identified street lighting blocking accessible path of travel at Lakeside Green Streets Project resulting in removal and modification of street light locations.
- Continued active participation in MTC Bike Share Technical Advisory Commission resulting in ongoing commitment by City and MTC to develop a pilot Bike Share program with accessible transportation modes.
- Provided OakDOT with input regarding dockless scooter resolution resulting in inclusion of the need for each vendor to develop an accessibility plan within 90-days of receiving license to operate.
- Participated in Allen Temple Baptist Church Faith and Disability Summit.
- Participated in MS-Walk 2018
- Participated in Aphasia Center of California Walk to Talk
- Video accessible MCPD public meetings
- Increased publication of MCPD Facebook page

MCPD Challenges

During this reporting period, the MCPD has had challenges that could reduce its effectiveness and efficiency. We believe that the Commission has met these challenges and is well positioned to move forward to serve the Mayor and the City as required and requested.

These areas of challenge include:

i) Membership on the Commission and Attendance at Meetings

We have reduced the number of meetings requiring cancellation because of lack of quorum from 2017, however reaching quorum is a monthly challenge. Recent new appointments to the MCPD positively indicates that this challenge is being mitigated.

ii) City Staff Turnover

During the reporting period, there has been 100 percent turnover in the City's ADA Programs Division.

- 1) This turnover has slowed the ability of the MCPD to address issues and obtain information requested of staff while new staff came "up to speed".
- 2) The new City staff is very capable of performing their duties and any learning curve challenges that were faced have been quickly mitigated.
- 3) Because the department is only 2/3 staffed (short 1 FTE), response to MCPD requests have, at times, been delayed. We look forward to the ADA Programs Division being fully staffed as soon as possible.

MCPD's 2018 Strategic Goals

At our December, 2017 meeting, we developed an aggressive set of goals, strategies, and tactics for the 2018 calendar year. These goals are divided into 5 key areas:

1. Goal Area: Transportation

Objective 1.1: MCPD will work toward enhancing Bike Share access

Objective 1.2: MCPD will work toward maintaining/advancing the availability/accessibility of Oakland's stock of disabled parking spaces and will examine/address the abuse of disabled parking placards in Oakland.

Objective 1.3: MCPD will monitor accessibility of Oakland's fixed-route transit systems (e.g., BART, AC Transit)

Objective 1.4: MCPD will work toward improving reliability and customer service within East Bay Paratransit and other paratransit systems serving the City of Oakland.

Objective 1.5: MCPD will work toward enhancing Transportation Network Companies (TNCs) ability and motivation to serve PWD.

Objective 1.6: MCPD will continue to monitor and provide input into Oakland's "Complete Streets" Program

2. Goal Area: Policing and Staffing

Objective 2.1: During calendar year 2018, MCPD will review the content and consider the adequacy of Crisis Intervention Training (CIT) provided to Oakland Police Department (OPD) officers, as it relates to individuals with disabilities, and draft a letter to the Mayor, City Council, and OPD with specific guidance or suggestions for alteration of the CIT if recommended by the MCPD.

Objective 2.2: MCPD will advocate for improved public safety services for the disability community in the event of emergencies and natural disasters.

3. Goal Area: Community Engagement

Objective 3.1: MCPD will reach out to the community to raise awareness regarding the existence and nature of MCPD.

Objective 3.2: MCPD will solicit community input regarding issues impacting PWD in Oakland.

4. Goal Area: Accessibility of City Programs/Services/Activities

Objective 4.1: MCPD will provide ongoing input to City staff regarding Oakland's ongoing development and implementation of its ADA Transition Plan.

Objective 4.2: MCPD will advocate for equitable prioritization of Measure KK funds for infrastructure improvements that serve the disabled community.

5. Goal Area: Housing

Objective 5.1: MCPD will advocate for equitable prioritization of Measure KK funds for infrastructure improvements that serve the disabled community.

Objective 5.2: Whereas the MCPD recognizes a high prevalence of homeless individuals living in Oakland are also PWD, often disconnected from services, and whereas the MCPD recognizes a responsibility to represent the voices of all PWD living in the city, the MCPD will collaborate with official activities and initiatives addressing homelessness in the city, with the objective to improve conditions for and/or reduce the number of PWD who are homeless in Oakland.

Our commissioners remain passionate about making a difference in Oakland, and we look forward to your continued support in this endeavor.

Sincerely,

Frank Sperling | Chairperson
Mayor's Commission on Persons with Disabilities
City of Oakland ADA Programs Division
One Frank H. Ogawa Plaza, 11th Floor
Oakland, CA 94612
510-238-5219 (voice)
711 (CA Relay Service)



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, October 15, 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.

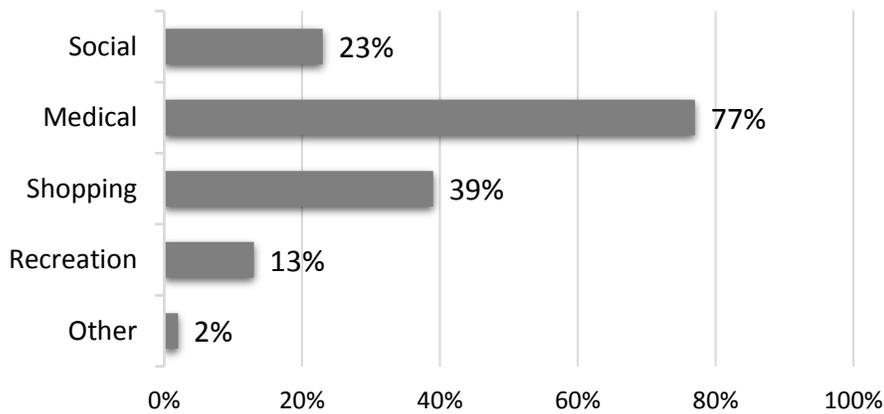
Results

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

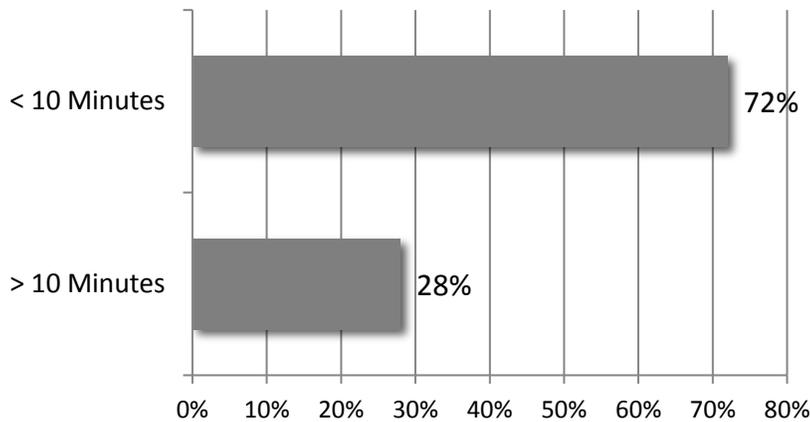
FY 2017-2018 Annual Survey Summary
Oakland Paratransit for the Elderly & Disabled Program
City of Oakland Human Services Department, Aging & Adult Services Division

SURVEY RESULTS (514 respondents)

1 TRIP PURPOSE



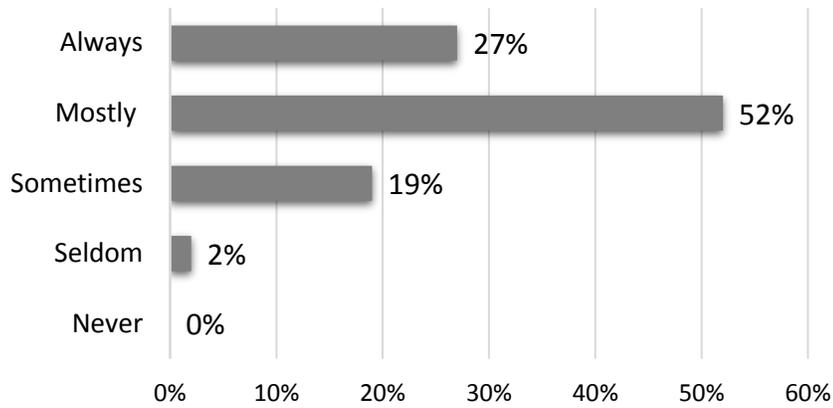
2 PHONE WAIT-TIME TO REQUEST RIDE



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

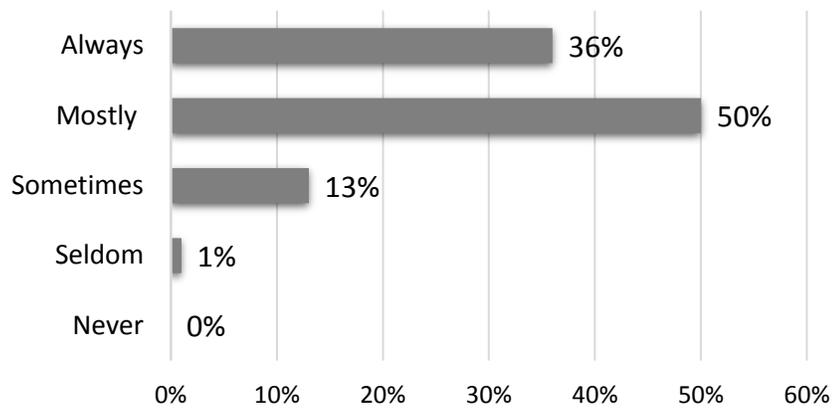
3

RIDES ON TIME



4

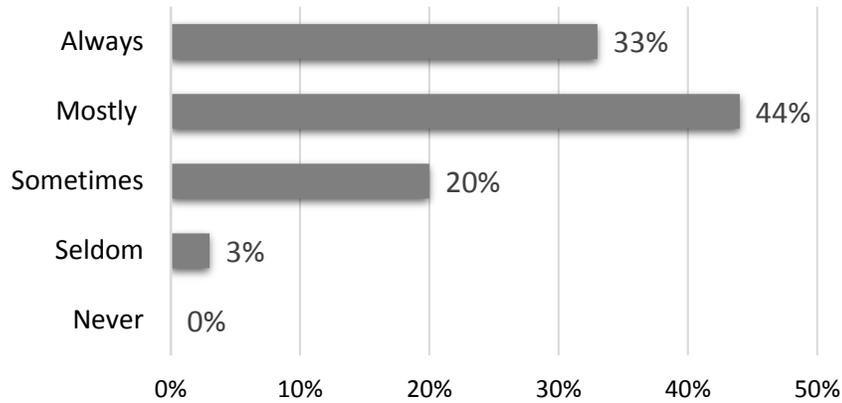
VEHICLES CLEAN & IN GOOD CONDITION



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

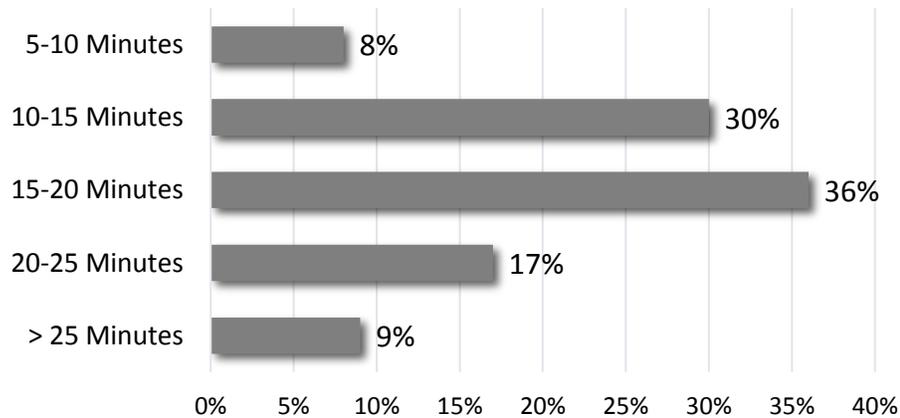
5

DRIVERS HELPFUL & FRIENDLY



6

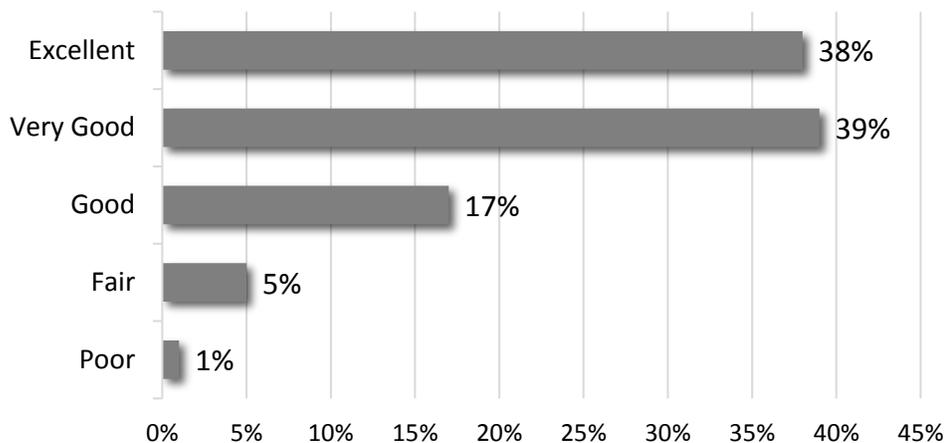
TRIPS ON AVERAGE IN MINUTES



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.