

**CITY OF LODI
INFORMAL INFORMATIONAL MEETING
"SHIRTSLEEVE" SESSION
CARNEGIE FORUM, 305 WEST PINE STREET
TUESDAY, NOVEMBER 13, 2007**

An Informal Informational Meeting ("Shirtsleeve" Session) of the Lodi City Council was held Tuesday, November 13, 2007, commencing at 7:01 a.m.

A. ROLL CALL

Present: Council Members – Hansen, Hitchcock, and Mayor Johnson

Absent: Council Members – Katzakian and Mounce

Also Present: City Manager King, City Attorney Schwabauer, and City Clerk Johl

B. TOPIC(S)

B-1 "Presentation on Proposed Americans with Disabilities Act Paratransit Services and Dial-A-Ride Changes for the City of Lodi"

City Manager King and Public Works Director Prima provided a brief introduction of the subject matter of Americans with Disabilities Act (ADA) paratransit services and Dial-A-Ride changes.

Transportation Manager Tiffani Fink provided a PowerPoint presentation regarding the proposed paratransit services for the City. Specific topics of discussion included what is paratransit, difference between Dial-A-Ride and paratransit, who can use paratransit, overview of the proposed paratransit services, recommended changes to Dial-A-Ride, and timeline for implementation.

In response to Council Member Hitchcock, Ms. Fink stated the qualification process for paratransit involves an application and a certification by a doctor of up to three years.

In response to Mayor Johnson, Ms. Fink stated Dal-A-Ride currently provides service to Woodbridge with a surcharge.

Discussion ensued between Council Member Hansen and Ms. Fink regarding service hours for the fixed route, paratransit, and Dial-A-Ride services and the levels of service for the same for the customers.

In response to Council Member Hansen, Ms. Fink stated permanent disability can qualify for the three-year period and temporary disability can qualify for any time period less than that.

In response to Mayor Johnson, Ms. Fink stated the possibility of abuse may exist, as is the case with any similar program, but the criteria can be made more stringent if there is a need to do so.

In response to Council Member Hitchcock, Ms. Fink stated that, from an administrative standpoint, it is far easier to start with the lower level of review. Ms. Fink stated a higher level review may be challenging based on staff time, size of the entity, and a manual system. She also stated currently the system can accommodate everyone and bumping may only occur on Grape Festival days during peak hours.

City Manager King clarified that ADA compliance with paratransit service is required, while Dial-A-Ride is an optional service.

In response to Council Member Hitchcock, Ms. Fink stated it may be possible to check with the provider to see if it would consider different review approaches on an annual basis to determine which best fits the needs of the community.

In response to Council Member Hansen, Ms. Fink stated the standardized form and cover letter that is sent to the physicians when certification is sought was created by a committee of San Joaquin Council of Governments and has specific questions so as to reduce the likelihood of abuse.

In response to Mayor Johnson, Ms. Fink stated the biggest challenge currently is response time because on any given day approximately 50% of the service is on demand and not by reservation.

In response to Mayor Johnson, Ms. Fink stated the goal is to move as many people to fixed-route service as possible and operating Dial-A-Ride on a reservation basis with same day service on a space available basis.

In response to Council Member Hitchcock, Ms. Fink stated staff encourages riders to make realistic reservations, especially with respect to medical appointments so as to allow for more effective and efficient service.

In response to Council Member Hansen, Ms. Fink stated all the customers on fixed-route service are picked up; although, the timing may vary and subscriptions can be set up for multiple days.

In response to Council Member Hitchcock, Ms. Fink stated that, to determine the percentage of riders that may qualify for the paratransit, an evaluation would need to be made on a case-by-case basis of the riders as to where they are going, when they are going, and when they are returning.

In response to Council Member Hansen, Ms. Fink stated the cost to provide service for Dial-A-Ride is eighteen dollars. She also stated that seniors and disabled individuals can ride for approximately one dollar per ride.

In response to Mayor Johnson, Ms. Fink stated the current dispatching system is manual and staff is looking at an electronic system to be provided by the contractor as part of the service agreement.

In response to Mayor Johnson, Ms. Fink confirmed that the City is not purchasing new vehicles to provide the ADA compliant service.

In response to Mayor Johnson, Ms. Fink stated the city of Roseville does not have a surcharge, but it provides services only on a reservation basis with a space available option.

In response to Council Member Hitchcock, Ms. Fink stated the goal is to give priority to those who really need to utilize the service and assist them in obtaining the ADA certification if they qualify.

In response to Council Member Hitchcock, Ms. Fink stated approximately 90% of all riders are either senior citizens or Medicare based.

In response to Council Member Hansen, Ms. Fink stated students use the fixed route and the proposed service does not affect the express routes, which are funded by Measure K.

In response to Mayor Johnson, Ms. Fink stated the next steps involve conducting public meetings, a public hearing at a Council meeting, and implementing the system around March 1, 2008.

In response to Mayor Johnson, Ms. Fink stated that the standardized forms walk through relevant questions so as to limit the potential for abuse and staff still retains the ability to review applicants as well.

In response to Council Member Hitchcock, Ms. Fink stated the various levels for testing functionality and certification of applicants could include everything from doctors' notes and interviews to independent testing.

In response to Mayor Johnson, Ms. Fink stated the appeals process may start with an appeal to the ADA coordinator and work its way up to a committee of professionals. Both Ms. Fink and Mr. King stated they are not aware of any relevant litigation.

In response to Myrna Wetzel, Ms. Fink stated the certification would ideally include an identification card and number.

In response to Mayor Johnson and Council Member Hansen, Ms. Fink stated the ADA compliance is a federal requirement and the City is the only local agency she is aware of that is not providing the relevant service. Ms. Fink stated there is a mandate to have the process regardless of whether anyone uses it.

In response to Mayor Johnson, Ms. Fink stated currently a driver will move onto another location if one location has been served or is not ready and then return at a later time. She stated the reservation process will allow for more coordination and effectiveness.

C. COMMENTS BY THE PUBLIC ON NON-AGENDA ITEMS

None

D. ADJOURNMENT

No action was taken by the City Council. The meeting was adjourned at 8:02 a.m.

ATTEST:

Randi Johl
City Clerk



**CITY OF LODI
COUNCIL COMMUNICATION**

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AGENDA TITLE: Presentation on Proposed ADA Paratransit Services and **Dial-A-Ride** Changes for the City of Lodi
MEETING DATE: November **13, 2007** (Shirtsleeve Session)
PREPARED BY: Public Works Director

RECOMMENDED ACTION: Review required ADA Paratransit Services for the City of Lodi and potential changes to the existing Dial-A-Ride service.

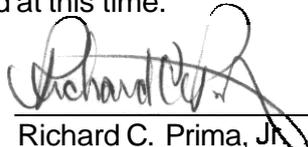
BACKGROUND INFORMATION: The City of Lodi currently provides transit service as described in Table 1 (attached). In accordance with the Americans with Disabilities Act (ADA), the City is required to offer Paratransit (Dial-A-Ride, DAR) services for those unable to access the fixed route system. While the current system serves those transit riders who are unable to ride fixed route, the system does not require riders to be certified ADA eligible (who would be given priority over other Dial-A-Ride passengers).

During the last Federal Transit Administration Triennial Review, the reviewers found that the City of Lodi needs to develop and implement an ADA Paratransit system capable of certifying ADA eligible patrons and tracking their ride requests (Attachment 1). The existing Dial-A-Ride service can be offered in addition to the ADA Paratransit service but is not required. Staff is recommending that the Dial-A-Ride service continue, however, we are recommending that the service be limited to reservations only during the hours that fixed route operates. Demand responsive service would remain after fixed route stops running.

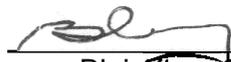
Following discussion and comments from the City Council, staff will finalize the draft procedures and policies and make them available to the public at two forums in late November/early December. Staff will return to Council at the second meeting in December for adoption of the new policies and procedures and anticipates an effective date of February 1, 2008.

FISCAL IMPACT: The total fiscal impact will be dependant upon the implementation of the ADA Paratransit service and any modifications to the existing Dial-A-Ride service.

FUNDING AVAILABLE: None required at this time.


 Richard C. Prima, Jr.
 Public Works Director

Prepared by Tiffani M. Fink, Transportation Manager
 Attachments
 RCP/TMF/pmf

APPROVED: 
 Blair King, City Manager

Existing Schedule of Services

Service Type	Weekday Operating Hours	Saturday Operating Hours	Sunday Operating Hours	Fare (General Public/ Senior-Disabled-Medicare)
Fixed Route	6:15 am-6:54 pm	7:45 am-3:09 pm	7:45 am-3:09 pm	\$1.00/ \$0.50
Dial-A-Ride (Reservations)	6:15 am-9:00 pm	7:45 am-6:00 pm	7:45 am-4:00 pm	\$5.00/ \$1.50 (\$1.00 surcharge outside of Lodi)
Dial-A-Ride (Demand)	8:00 am-9:00 pm	8:00 am-5:00 pm	8:00 am-3:00 pm	\$5.00/ \$1.50 (\$1.00 surcharge outside of Lodi)

* Reservations available the day before, no reservations taken on Holidays.

Proposed Schedule of Services

Service Type	Weekday Operating Hours	Saturday Operating Hours	Sunday Operating Hours	Fare (General Public/ Senior-Disabled-Medicare)
Fixed Route	6:15 am-6:54 pm	7:45 am-3:09 pm	7:45 am-3:09 pm	\$1.00/ \$0.50
VineLine	<i>6:15 am-7:00 pm</i>	<i>7:45 am-3:15 pm</i>	<i>7:45 am-3:15 pm</i>	<i>\$1.50 (No General Public) (\$1.00 surcharge outside of Lodi)</i>
Dial-A-Ride (Reservations)	6:15 am-9:00 pm	7:45am-6:00 pm	7:45 am-4:00 pm	\$5.00/ \$1.50 (\$1.00 surcharge outside of Lodi)
Dial-A-Ride (Demand Response)	<i>7:00 pm-9:00 pm</i>	<i>3:00 pm-5:00 pm</i>	<i>3:00 pm-4:00 pm</i>	<i>\$5.00/ \$1.50 (\$1.00 surcharge outside of Lodi)</i>

* Reservations available the day before, VineLine passengers will be able to make next day service requests on Holidays.

Note: Changes shown in bold italics.

Federal Transit Administration Review Findings for ADA

Basic Requirement: Titles II and III of the Americans with Disabilities Act of 1990 provide that no entity shall discriminate against an individual with a disability in connection with the provision of transportation service. The law sets forth specific requirements for vehicle and facility accessibility and the provision of complementary paratransit service.

Findings: During this Triennial Review of the City of Lodi, deficiencies were found with the FTA requirements for ADA.

The City of Lodi, through its third party contractor, MV Transportation, operates a Fixed Route service and Dial-A-Ride. The City's public information refers to Dial-A-Ride as an open to the general public, demand response transit system. The City does not have an eligibility process to ensure only persons who meet the regulatory criteria are regarded as ADA eligible. Further, the City has not developed an appeals process. A review of the City's public information does not contain information sufficient to describe its ADA complementary paratransit service and the requirements to determine eligibility.

Corrective Action and Schedule: Within 30 days, the City is to submit a letter to the FTA Region IX Civil Rights Officer (CRO) expressing its intent to comply with the Federal Department of Transportation's requirements to provide paratransit service.

Within 60 days, the City is to provide the CRO with a draft management plan on how it will come into compliance with the DOT requirements for paratransit service. At a minimum, the plan should address how the City will:

- Implement eligibility and appeals processes
- Communicate to the public its paratransit and eligibility requirements
- Develop internal management controls to ensure the provision of service, service area, response time, fares, days and hours of service, trip purpose and subscription service are in accordance with the ADA Complementary Paratransit service requirements
- Develop procedures to ensure the City has adequate capacity to meet demand
- Develop procedures to ensure the City has adequate oversight of the contracted paratransit services

Within 120 days, the City is to submit to the CRO evidence of its eligibility and appeals processes, public information and management procedures.

Proposed Paratransit Services for the City of Lodi and Dial-A-Ride service changes

Paratransit is....

A requirement under the Americans with Disabilities Act (ADA) that anyone who operates public Fixed Route services also provide a service for those passengers who have been certified unable to ride Fixed Route by their physician

How is Dial-A-Ride different than Paratransit?

- The City of Lodi's current Dial-A-Ride system is open to anyone.
- Priority is not given to any passenger in accordance with the regulations restricting trip preference.
- The City of Lodi's Dial-A-Ride service goes above and beyond the basic requirements of the ADA and has extended hours over Fixed Route service.

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Who can use Paratransit?

- A passenger must be certified to use the paratransit system.
- The service area for paratransit is $\frac{3}{4}$ mile surrounding any Fixed Routes operated by the City of Lodi
- Paratransit services are only required to be provided during the hours that Fixed Route operates (which is less than Dial-A-Ride's hours).
- Services are provided on a reservation only basis.

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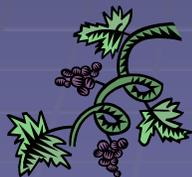
Overview of the Proposed Paratransit Services for the City of Lodi

- Existing Dial-A-Ride services remain (with some changes to the service request process).
- Staff is recommending the implementation of a paratransit system that would operate within $\frac{3}{4}$ mile of a Fixed Route or the City limit - whichever is farther.
- Due to the similarity in services to the existing Dial-A-Ride system offered by the GrapeLine, staff is recommending a new name and logo be given to these services.

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Overview of the Proposed Paratransit Services for the City of Lodi

- Staff is proposing the name VineLine and the following logo to appear on all of the Complementary Paratransit brochures and applications. Rides would be provided using existing vehicles.



VineLine
Paratransit Services

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Overview of the Proposed Paratransit Services for the City of Lodi

- VineLine certified passengers will receive priority over Dial-A-Ride requests.
- The VineLine would be a reservations based system requiring one day advance reservations.
- Passengers wishing to utilize the VineLine will be required to complete an Application and provide a Physician's Verification form.
- Once approved, passengers eligibility will remain active for three years unless otherwise restricted at issuance (factors may include temporary disability, etc)

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Recommended Changes to Dial-A-Ride

- Staff is recommending to the City Council limiting service Dial-A-Ride service to a reservations based system during fixed route hours. Demand response service would still be available after fixed route ends.
- This would allow the trips to be better linked and should result in faster trip times and increased capacity.
- Passengers would need to call in at least a day prior to schedule their trips. Passengers calling the day they travel would be on a space available list and granted a trip if a cancellation or no-show occurs.

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Recommended Changes to Dial-A-Ride

- The proposed service change still leaves the City with an increased level of Dial-A-Ride service as compared to the rest of the County.
- Other systems offer:
 - San Joaquin RTD: ADA service only
 - City of Manteca: Reservations and space available
 - City of Tracy: Reservations and \$0.50 same day surcharge.

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Timeline for Implementation

- November 13- City Council Shirtsleeve Meeting
- Late November- 1st Public Meeting
- Early December- 2nd Public Meeting
- December 19- Presentation to Council for Adoption of Paratransit Policies and Procedures
- March 1- New service begins

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