ALAMEDA County Transportation Commission
1333 Broadway, Suites 220 & 300 ▪ Oakland, CA 94612 ▪ PH: (510) 208-7400
www.AlamedaCTC.org

Paratransit Technical Advisory Committee
Meeting Agenda

Tuesday, September 13, 2011, 9:30 a.m. to 11:30 a.m.
1333 Broadway, Suite 300, Oakland, CA 94612

Meeting Outcomes:

- Receive a report on the outcomes of the 8th Annual Mobility Workshop
- Discuss the Countywide Mobility Management and Planning (CMMP) pilot programs
- Discuss draft Paratransit Program Implementation Guidelines
- Exchange technical information
- Receive updates on the Countywide Transportation Plan and Transportation Expenditure Plan (CWTP-TEP)

9:30 – 9:35 a.m. Naomi Armenta	**1. Welcome and Introductions**	
9:35 – 9:40 a.m. Public	**2. Public Comment**	I
9:40 – 9:45 a.m. Staff	**3. Review of June 21, 2011 Minutes** *03_TAC_Meeting_Minutes_062111.pdf* – **Page 1**	I
9:45 – 9:55 a.m. Naomi Armenta	**4. Mobility Workshop Outcomes Report** *04_Mobility_Workshop_Survey_Outcomes.pdf* – **Page 5** *04A_Mobility_Workshop_Working_Session_Themes.pdf* – **Page 9** *04B_Mobility_Workshop_Working_Session_Charts.pdf* – **Page 11**	I
9:55 – 10:25 a.m. Nelson\Nygaard Staff	**5. Discussion on CMMP Pilot Programs** *05_Memo_CMMP_Pilot_Programs.pdf* – (mailed under separate cover)	I
10:25 – 10:55 a.m. Nelson\Nygaard Staff	**6. Discussion on Draft Paratransit Program Implementation Guidelines** *06_Memo_Paratransit_Implementation_Guidelines.pdf* – **Page 23** *06A_Draft_Paratransit_Implementation_Guidelines.pdf* – (mailed under separate cover)	I

10:55 – 11:10 a.m. TAC	**7. Technical Exchange** A. Mobility Management B. Preparedness C. Ask a TAC Member D. Other Technical Exchange Items	I
11:10 – 11:30 a.m. Staff	**8. Information Items** A. CWTP-TEP Status Update *08A_CWTP-TEP_Overview.pdf* – **Page 27** *08A1_Regional_SCS-RTP_CWTP-TEP_Process.pdf* – **Page 29** *08A2_Memo_Fall_2012_Public_Outreach_Plan.pdf* – **Page 41**	I
Staff	B. SRAC Update	
PAPCO Chair	C. PAPCO Update	
TAC	D. TAC Committee Member Announcements	
Staff	E. Alameda CTC Staff Report *08E_PAPCO_Appointments and Vacancies.pdf* – **Page 45**	
Staff	F. Outreach	
Staff	G. Other Staff Updates *08G_TAC_Calendar.pdf* – **Page 47**	
	9. Draft Agenda Items for Next Meeting A. CWTP-TEP Input B. Discussion on Involvement of Community-based, Nonproft, Social Service Transportation Providers C. Technical Exchange – Recurring Items	I
11:30 a.m.	**10. Adjournment**	I

Key: A – Action Item; I – Information/Discussion Item; full packet available at www.alamedactc.org

Next Joint PAPCO/TAC Meeting:

Date: October 24, 2011
Time: 1 to 4 p.m.
Location: Alameda CTC, 1333 Broadway, Suite 300, Oakland, CA 94612

Next TAC Meeting:

Date: November 8, 2011
Time: 9:30 to 11:30 a.m.
Location: Alameda CTC, 1333 Broadway, Suite 300, Oakland, CA 94612

Staff Liaisons:

John Hemiup, Senior Transportation Engineer
(510) 208-7414
jhemiup@alamedactc.org

Naomi Armenta, Paratransit Coordinator
(510) 208-7469
narmenta@alamedactc.org

Location Information: Alameda CTC is located in Downtown Oakland at the intersection of 14th Street and Broadway. The office is just a few steps away from the City Center/12th Street BART station. Bicycle parking is available inside the building, and in electronic lockers at 14th and Broadway near Frank Ogawa Plaza (requires purchase of key card from bikelink.org). There is garage parking for autos and bicycles in the City Center Garage (enter on 14th Street between Broadway and Clay). Visit the Alameda CTC website for more information on how to get to the Alameda CTC: http://www.alamedactc.com/directions.html.

Public Comment: Members of the public may address the committee regarding any item, including an item not on the agenda. All items on the agenda are subject to action and/or change by the committee. The chair may change the order of items.

Accommodations/Accessibility: Meetings are wheelchair accessible. Please do not wear scented products so that individuals with environmental sensitivities may attend. Call (510) 893-3347 (Voice) or (510) 834-6754 (TTD) five days in advance to request a sign-language interpreter.

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ALAMEDA County Transportation Commission
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Alameda CTC Paratransit Technical Advisory Committee Meeting Minutes
Tuesday, June 21, 2011, 11 a.m., 1333 Broadway, Suite 300, Oakland

Attendance Key (A = Absent, P = Present)

Members:

A Beverly Bolden	P Kim Huffman	A Joann Oliver
A Melinda Chinn	A Drew King	P Gail Payne
A Anne Culver	A Jackie Krause	A Mary Rowlands
P Pam Deaton	A Kadri Kulm	A Mia Thibeaux
A Louie Despeaux	P Kevin Laven	P Laura Timothy
A Jeff Flynn	P Isabelle Leduc	A Kelly Wallace
P Shawn Fong	P Wilson Lee	A Mark Weinstein
A Brendalynn Goodall	P Hakeim McGee	A Victoria Williams
A Brad Helfenberger	A Cindy Montero	A David Zehnder
A Karen Hemphill	A Mallory Nestor	

Staff:

P Matt Todd, Manager of Programming	P Naomi Armenta, Paratransit Coordinator
A John Hemiup, Senior Transportation Engineer	P Angie Ayers, Acumen Building Enterprise, Inc.

1. **Welcome and Introductions**
   Naomi Armenta, Paratransit Coordinator, called the meeting to order at 11:20 a.m. The meeting began with introductions and a review of the meeting outcomes. Matt Todd informed the committee that he is transitioning into the position of Manager of Programming, and he and John Hemiup will be the staff liaisons for the Paratransit Technical Advisory Committee (TAC) and the Paratransit Advisory and Planning Committee (PAPCO).

2. **Public Comments**
   There were no comments.

3. **Approval of February 8, 2011 Minutes**
   TAC members reviewed the meeting minutes from February 8, 2011 and by consensus approved them as written.

4. **PAPCO Program Plan Recommendation Status Report**
   Naomi announced to the committee that the Programs and Projects Committee approved the PAPCO program plan recommendations on June 13, 2011. She informed the committee that staff will place the recommendations on the agenda for the June 23, 2011 Commission

meeting. Wilson Lee requested that Naomi send an e-mail to notify TAC members once the Commission approves the recommendations.

5. Review New PAPCO Appointment Structure and Bylaws

Naomi explained that staff restructured the PAPCO membership and updated the bylaws primarily in response to the recent merger of the Alameda County Transportation Improvement Authority (ACTIA) and the Alameda County Congestion Management Agency (ACCMA). She stated that the committee structure changed due to the new configuration of the 22-member Alameda CTC Board. Naomi explained that the new bylaws, which the Commission adopted in May, reflect the new committee structure. She explained that for PAPCO, each Commission member will appoint members as follows:

- One member per County Supervisor (five total)
- One member per City (14 total)
- One member per Transit Agency (AC, BART, LAVTA, and Union City)

Naomi explained that the previous structure for members appointed to PAPCO was:

- Two members per County Supervisor
- One member per City
- One member per Transit Agency

Naomi stated that she will put together a proposal on how to approach the appointment structure, because the PAPCO committee is changing from 28 members to 23 members.

6. New Freedom Funding

Naomi said that the Metropolitan Transportation Commission (MTC) announced its New Freedom Program Cycle 4 call for projects. She stated that ACTIA and City of Fremont were funded for Travel Training via the New Freedom Program. AC Transit has also received New Freedom Funding in the past. Naomi said that it's a really good source for mobility management funding, because it has a lower matching requirement than other programs. She stated that it would be great to see applications from Alameda County seeking funding from the New Freedom Program. Naomi informed the committee that the deadline for applications is August 5, 2011.

7. Wheelchair Scooter Breakdown Transportation Service (WSBTS)

Naomi led a discussion on the Wheelchair and Scooter Breakdown Transportation Service (WSBTS). She stated that the name changed from Emergency Wheelchair Breakdown Service to WSBTS. Naomi highlighted the new sticker and the new tri-fold pamphlet that will help people use the service. She informed the committee that Alameda CTC has not translated the materials yet, and this process will occur later. She reviewed the service manual for first responders. Naomi provided a resource list and stated that we can add resources as we go. She will send an e-mail blast to request additional resources for the list. Naomi stated that the WSBTS manual will be printed by the end of the fiscal year. She mentioned that she will provide a quarterly update on the WSBTS and the Hospital Discharge Transportation Services to TAC.

8. Technical Exchange

A. Mobility Management

None

B. Preparedness

None

C. Ask a TAC Member

None

D. Other Technical Exchange Items

Kim Huffman informed the committee that AC Transit shut down D8 services, which is their actual paratransit provider, due to costs. She said that it does not change East Bay Paratransit, except it now has three providers. Kim said that AC Transit is saving a little over $1 million from cutting this service.

Shawn Fong requested that to allow time for TAC to cover the Coordinated Mobility Management and Planning in future TAC meetings, staff can decrease the number of informational items on the agenda and provide the members with updates via e-mail on these items.

Hakeim McGee announced that the CalACT fall conference will be held at the Claremont Hotel in September 2011. He stated that CalACT is an organization representing small, rural, and specialized transit providers. Hakeim requested that TAC members visit www.calact.org for more information on the conference and to learn more about the organization.

9. Information Items

A. CWTP-TEP Status Update

Naomi requested that members review the information in the packet for an update on the Countywide Transportation Plan and Transportation Expenditure Plan.

B. Annual Mobility Workshop Update

Naomi encouraged the TAC members to sign up for the July 12 Mobility Workshop because the enrollment is limited due to a smaller venue. She stated that Krystle will contact Kim Huffman at AC Transit, and Marion Marks and Laura Timothy at BART regarding having a table at the workshop. Naomi informed the committee that Alameda CTC and PAPCO will hold the Mobility Workshop at the Ed Roberts Campus this year instead of at MTC.

C. SRAC Update

None

D. PAPCO Update

None

E. TAC Committee Member Announcements

None

F. Alameda CTC Staff Report

None

G. Outreach

Krystle Pasco reported on the following summer outreach events:

- 06/23/11 – 5th Annual Health and Resource Fair at the North Oakland Senior Center
- 06/30/11 – Alameda County Fair at the Pleasanton Fairgrounds
- 07/07/11 – Alameda County Fair at the Pleasanton Fairgrounds
- 07/15/11 – United Seniors of Alameda County Healthy Living Festival at the Oakland Zoo
- 07/21/11 – South County Transportation Forum at the Ruggieri Senior Center in Union City
- 08/06/11 – Fremont Festival of the Arts at State Street between Capitol and Beacon Streets
- 08/07/11 – Fremont Festival of the Arts at State Street between Capitol and Beacon Streets
- 09/11/11 – Solano Avenue Stroll in Albany, CA
- 09/17/11 – Hayward Art and Wine Festival in Downtown Hayward
- 09/18/11 – Newark Days Community Information Fair at Newark Community Center

H. Other Staff Updates

None

10. Adjournment

The meeting adjourned at 12:35 p.m.

NELSON NYGAARD

M E M O R A N D U M

To: John Hemiup, Matt Todd & Jacki Taylor

From: Cathleen Sullivan & Emily Ehlers

Date: August 1, 2011

Subject: Alameda CTC Senior & Disabled Mobility Workshop Summary

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The Alameda County Transportation Commission Senior & Disabled Mobility Workshop convened at the Ed Roberts Campus in Berkeley on July 12, 2011. The Mobility Workshop included presentations in the morning and a group working session in the afternoon. Participants could visit the resource fair in the lobby throughout the day. After the workshop, attendees received an e-mail soliciting participation in an on-line survey regarding the effectiveness and utility of the workshop.

Attendance

PAPCO	20
TAC	7
Community Advisory Committee/ Community Advocate	8
Pub Sector Agency	18
Non-profit	16
TOTAL	**69**

Of the 69 attendees, 20 responded to the online evaluation. When asked how the respondent heard about the workshop, nine of the twenty, or 47%, are PAPCO/TAC members; six received an e-mail from the Alameda CTC; and three heard about the workshop by word of mouth. The majority (12) of survey respondents participated in all of the day's activities, including workshop presentations, the afternoon working session, and resource fair.

Resource Fair

By and large, the resource fair was valuable for respondents. Over 60% deemed the fair very helpful or fairly helpful. In an open-ended question regarding what other resources would have made the fair more valuable, three participants suggested that area service providers, including taxi companies and paratransit and transit providers, be better represented at the fair. A travel training class was also requested to familiarize attendees with available transportation services. One person suggested inviting operators and Ed Roberts Campus representatives.

Workshop Presentations

Survey respondents were asked to gauge how informative each of the four morning workshop presentations were. On a five point scale, the average ratings for each of the presentations were between 3.71 – 4.44, indicating overall satisfaction with the morning presentations. Bonnie Nelson's "State of the System" presentation was deemed the most informative, with 53% of respondents rating it a 5 out of 5. An additional 32% rated the "State of the System" presentation a 4 out of 5. A plurality of respondents (39%) found the "Federal Funding Context" presentation by Leslie Rogers of the FTA to also be most informative (5 out of 5). The Planning for Mobility Panel with Carolyn Clever of the MTC, Christina Verdin of the MTC, Paul Branson of Marin Transit, and Naomi Armenta of the Alameda CTC was also well-received with a plurality of respondents (37%) rating it a 4 out of 5. The majority of respondents rated the "Launch to Lunch: New Paradigms, New Realities" with representatives of the Alameda CTC, Tess Lengyel, Mayor Mark Green, and Art Dao, at least a 3 (33% rated it a 3, 22% rated it a 4, and 28% rated it a 5).

In the open-ended comments section, respondents gave very favorable and gracious reviews. One respondent said s/he felt empowered after the workshop presentations, even given the current economic climate. One asked for "more information on how they are applying Mobility Management to their consumers and on what/how they are collaborating with community organizations to access currently available options." Another respondent noted that s/he always likes to hear about funding and legislative issues at various levels of government, but asked that they be tied together with an aim toward working together at various levels of government. One respondent "would have liked to see more participation from members of PAPCO."

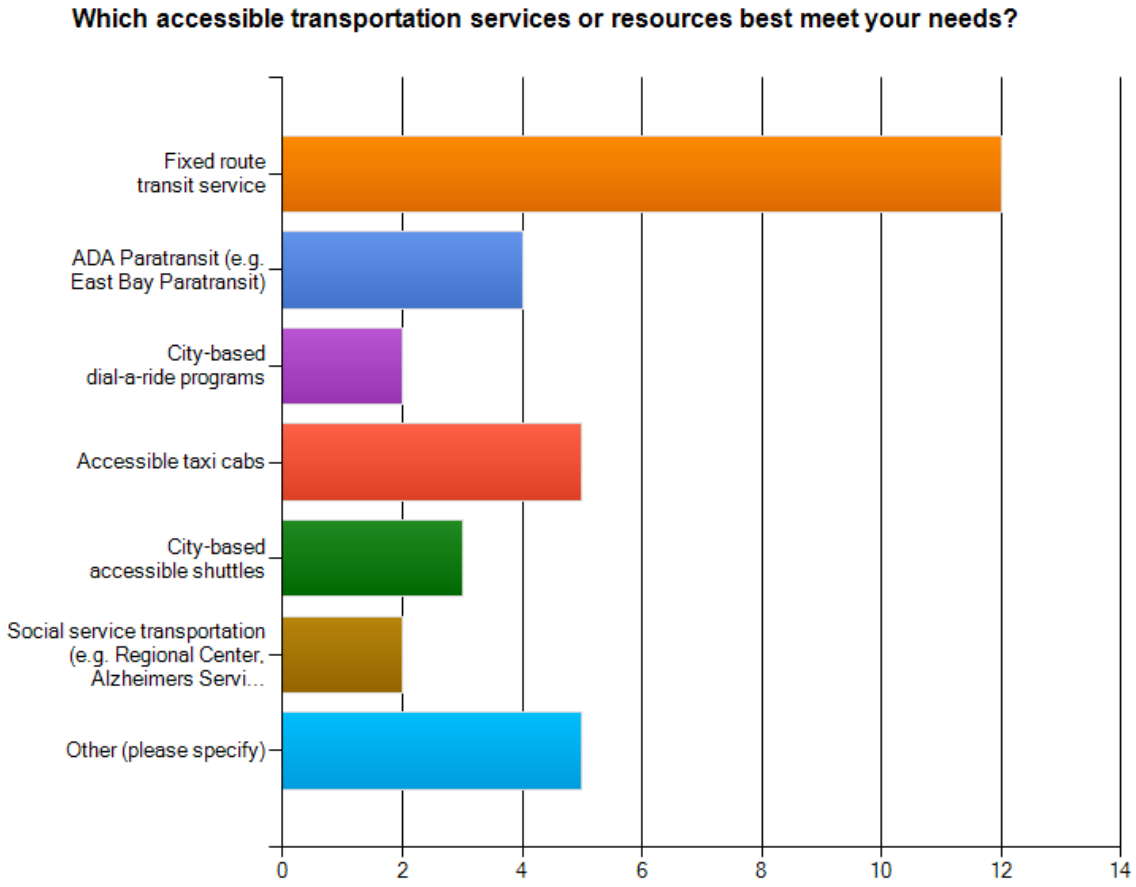
Mobility Working Session

The majority of attendees of the afternoon working session found it to be productive (nine of the 15 respondents). Two people responded that it was not productive, and four were unsure. Suggestions for improvement included:

- Pre-determining group members (with color-coded name tags) to ensure balanced groups
- Avoiding the temptation to "get stuck" on complaints instead of problem-solving
- Stronger facilitators and better time management
- Giving each group one distinct topic, as opposed to multiple topics

12 of 16 (75%) would like future workshops to include similar opportunities for small-group discussion to "allow everyone the chance to speak," to "remind participants of the issues that need to be considered when pondering what accessible transit looks like," and to "exchange personal and professional experiences."

When asked which accessible transportation services or resources best meet the respondents' needs, fixed route transit was cited most often. As shown in the figure below, the next most popular accessible transportation service was taxi cabs followed by ADA paratransit. The "Other" category included both BART and volunteer driver programs. Other resources or community services that respondents would like to see more readily available included non-emergency same day transportation to healthcare services, group trips, and accessible taxi service.



Summary

Overall, those attendees who provided feedback via the online survey found the workshop successful. Eighty-two percent said the overall length was just right. Respondents found the morning presentations and afternoon working session most helpful in equal measure. The presentations received lower average scores as the morning wore on, but most people found them informative. The mobility working session was well-received, with some suggestions for improvement.

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NELSON
NYGAARD

M E M O R A N D U M

To: Naomi Armenta & Krystle Pasco

From: Cathleen Sullivan & Emily Ehlers

Date: August 11, 2011

Subject: Alameda CTC Mobility Workshop Working Group Comments

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Participants at the 8th Annual Mobility Workshop assessed various issues related to accessible transportation services and resources in Alameda County. Five small working groups addressed the following four questions:

1. Is there an optimal "mix" of accessible transportation services/resources that should exist throughout the County?
2. Should there be more uniformity across the County in terms of service parameters?
3. How should we balance coverage and quality in an era of constrained resources and growing need?
4. What else beyond the accessible transportation program should be funded through the TEP?

While individual responses varied, general trends are highlighted in the following sections.

1. Optimal "Mix" of Accessible Transportation

Again and again, volunteer driver programs were cited as integral to an optimal mix of accessible transportation, particularly in times of fiscal constraint among transit agencies. Volunteer driver programs pair an individual driver with an accessible transportation consumer for demand-responsive, curb-to-curb trips. Volunteer driver programs were popular among nearly every group because they eliminate the hassle of transferring from flex route to fixed route service, cost the consumer less than conventional transit, and provide flexible, convenient service.

Many groups noted that fixed route service, supplemented secondarily by paratransit, flex shuttles, on-demand taxi service, and volunteer driver programs, best meet their needs. There also seems to be a general desire for more same-day service, in lieu of service that must be scheduled in advance.

Regardless of the type of service, other suggestions for improved accessible transportation centered on enhanced driver and dispatcher training on the needs of people with disabilities coupled with sensitivity training. Minimal first-aid training for drivers was also suggested. Participants also requested better real-time trip planning information, such as a more improved 511 Trip Planner service that would include a flexible search feature in addition to the current route-based search feature.

What stands out from the breakout sessions is that one type of service cannot meet the needs of all participants.

2. Countywide Uniformity

Participants cited frustration with the "wasteful balkanization" of accessible transportation systems countywide. Every group would like to see a countywide service, like that of Santa Clara County. With 19 programs/operators in Alameda County, one group cited too much duplication at the local level, which makes travel between jurisdictions unnecessarily confusing. This group suggested merging the programs/operators while guaranteeing the same coverage of the service area and the same types of service and cost of travel regardless of jurisdiction. One group suggested such a uniform, countywide agency should set a minimum baseline of service for all people in the county and uniform eligibility requirements. Another group suggested a single countywide accessible transportation agency could also provide one-stop information on mobility management and trip planning vis-à-vis a centralized dispatcher. In sum, all groups would like more countywide uniformity.

3. Stretching Resources

Utilizing individual volunteers or teaming with a non-profit to provide volunteer drivers was repeatedly cited as one way of stretching budgets in times of economic uncertainty, without sacrificing service. One participant suggested incentivizing volunteer drivers, especially family members of people with disabilities, via tax breaks. Groups also stressed prioritizing the maintenance of existing infrastructure in lieu of purchasing new buses or building new bridges.

4. TEP Funding Beyond Accessible Transportation

Participants recognized that a variety of transportation projects not specifically designated "accessible" complement accessible transportation projects and could be funded through the Transportation Expenditure Plan. Groups requested that general improvements to the pedestrian realm be funded through the TEP. Suggestions included signal improvements, including countdown lights and audible signals, sidewalk improvements, including curb cuts and maintenance, and streetlights. Participants also requested that improvements to fixed route transit be funded through the TEP, especially electronic signage that identifies broken lifts or other service problems, accessible restrooms, and AC Transit and BART service improvements. Safety enhancements were also mentioned as a potential candidate for TEP funds.

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8th Annual Mobility Workshop
Alameda County Countywide Transportation Plan and Expenditure Plan Working Session Notes
July 12, 2011

Five working groups discussed the following four questions in regard to the Countywide Transportation Plan and the Transportation Expenditure Plan:

1. **Is there an optimal "mix" of accessible transportation services/resources that should exist throughout the County?**
    a. Which services or resources best meet your needs?
    b. Are there additional services or resources that are missing? (E.g., community buses, volunteer driver programs, group trips?)
    c. Are there services/resources that are duplicative or less necessary?

2. **Should there be more uniformity across the County as far as service parameters?** (E.g., cost for consumers, eligibility?)

3. **How should we balance coverage and quality in an era of constrained resources and growing need?**

4. **What else beyond the accessible transportation program should be funded through the TEP?** (E.g., transit service or projects, pedestrian facilities, information, technology?)

Each group's responses to these and other questions follow.

Group One – Facilitator Rachel Ede

1. **Is there an optimal "mix" of accessible transportation services/resources that should exist throughout the County?**
    a. Which services or resources best meet your needs?

    [The group did not address this question.]

    b. Are there additional services or resources that are missing? (e.g., community buses, volunteer driver programs, group trips?)
    - Taxi services are not consistent in Oakland
    - Easy access to BART station and other transportation services in Emeryville -> how to preserve these services?
    - Limited transit access to certain areas such as Cherryland; on-time performance affected
    - Volunteer driving/driver (free) programs; AC Transit can be costly
    - Travel training
    - Better real-time trip planning that is practical
        - Improved 511 Trip Planner (not just route based)
        - Shorter walk to transit
        - More information for visually impaired; access to bus stop inventory
    - Look into funding structures – AC Transit vs. BART on Clipper discounts, differences, etc.
    - Need for broad range of alternative transit options

    c. Are there services/resources that are duplicative or less necessary?

    [The group did not address this question.]

2. **Should there be more uniformity across the County as far as service parameters?** (E.g., cost for consumers, eligibility?)
    - Cost of travel differs
    - Cross-jurisdictional travel (region, county)

- In-person certification costs can be used for other purposes
- Eligibility differences from city to city (cross-jurisdiction)
    - Age, income, etc.
    - Grandfather in current riders to keep eligibility
- Diversity in services addresses gaps but there is a need for outreach/education
    - High level of detail
- There should be a baseline of services, like "universal design" of services
- Multi-agency day pass
- Better connect former drivers with services they are eligible for
- Uniformity should not mean bad service

3. **How should we balance coverage and quality in an era of constrained resources and growing need?**

   [The group did not address this question.]

4. **What else beyond the accessible transportation program should be funded through the TEP?** (E.g., transit service or projects, pedestrian facilities, information, technology?)

   [The group did not address this question.]

Group Two – Facilitator Naomi Armenta

1. **Is there an optimal "mix" of accessible transportation services/resources that should exist throughout the County?**
    a. Which services or resources best meet your needs?
        - Fixed-route
        - Paratransit – City & Americans with Disabilities Act (ADA)
        - Flex shuttle

b. Are there additional services or resources that are missing? (E.g., community buses, volunteer driver programs, group trips?)
    - Oakland: Would like to see a shuttle like in Alameda
    - Senior housing vans used more
    - Emergency transport for wheelchair user to accompany ambulatory companion
    - Fill same-day gap
    - Volunteer driver programs
        - Baby Boomers as drivers
    - Paratransit outside of ADA corridor
    - More accessible taxis
    - Seamless system across cities, i.e., Oakland to SF Airport
    - Dialysis-based transportation

c. Are there services/resources that are duplicative or less necessary?

    [The group did not address this question.]

2. **Should there be more uniformity across the County as far as service parameters?** (E.g., cost for consumers, eligibility?)
    - Yes.
        - Peace of mind for consumers
        - Throughout area, not just county
        - Same cost (equity issue?)

    Suggestions:

    - Similar transfer systems
    - Scary for newbies
        - Travel training?
    - One stop for information
        - Mobility management
    - Listen to advisory bodies

    - Give some authority
    - Approve transit design by consumer groups

3. **How should we balance coverage and quality in an era of constrained resources and growing need?**
    - Best use of our funds
    - Vehicles: Cost-effective and "green" (compressed natural gas (CNG))
    - Defer to research about geographic needs and trends
        - Survey by professional firm?
    - More day service; don't cut peak hours
    - Bus shelters
    - General improvements as opposed to expensive projects
    - Retain feeder lines

4. **What else beyond the accessible transportation program should be funded through the TEP?** (E.g., transit service or projects, pedestrian facilities, information, technology?)
    - Electronic signage for fixed route service noting broken lifts or other service problems
    - Access to restrooms
    - Pedestrian improvements
        - Countdown lights
        - Audible Signals
    - Sidewalk improvements
        - Curb cuts -> decrease lip
    - Research abroad systems
    - Continue to explore volunteer driver programs (VDP)
    - Partner with local nonprofits for VDP
    - Coordinate with private transit options
        - Kaiser, Rossmore, etc.

Group Three – Facilitator Bonnie Nelson

1. **Is there an optimal "mix" of accessible transportation services/resources that should exist throughout the County?**
   a. Which services or resources best meet your needs?

      [The group did not address this question.]

   b. Are there additional services or resources that are missing? (E.g., community buses, volunteer driver programs, group trips?)

      - More on-demand taxis: AM & PM
      - Paratransit – With the understanding it's a shared-ride service
      - Feedback for service improvements
        - Complaints sometimes equal loss of programs
      - BART – Less costly than paratransit
      - More accessible taxis (only three in Oakland)
        - Avoid running out of oxygen
        - More training for drivers
      - Travel training
      - Volunteer drivers and other volunteer programs

   c. Are there services/resources that are duplicative or less necessary?

      - Consolidation of taxi services
      - Centralized complaint department
      - Taxi scrip (not sufficient dollars)

2. **Should there be more uniformity across the County as far as service parameters?** (E.g., cost for consumers, eligibility?)

   - Public needs to be accommodated vs. the other way around
   - City programs
     - Each tax program has different rules
   - Consolidation of fees for various travel means

- Cannot use cookie cutter approach; each city has different travel needs
- Shuttles great, but have to get to the shuttle

3. **How should we balance coverage and quality in an era of constrained resources and growing need?**

    - Curb-to-curb service
    - Balance clean air and senior and disabled need for travel
    - Wheelchairs using bike lanes
    - Where to recharge wheelchairs while out and about
    - If it doesn't serve all, dollars shouldn't be spent

4. **What else beyond the accessible transportation program should be funded through the TEP?** (E.g., transit service or projects, pedestrian facilities, information, technology?)

    - AC Transit improvement
    - BART improvement
    - Ferry improvement
    - Sidewalks and road conditions
    - Improve bus connections
    - More sensible, local fares
    - Affordability, safety

Group Four – Facilitator Cathleen Sullivan

1. **Is there an optimal "mix" of accessible transportation services/resources that should exist throughout the County?**
    a. Which services or resources best meet your needs?

    [The group did not address this question.]

b. Are there additional services or resources that are missing? (E.g., community buses, volunteer driver programs, group trips?)
    - More wheelchair spaces on bus
    - Better driver training (scripts and paratransit)
    - Taxis not trained to accommodate visually impaired (Albany, Berkeley)
    - More information, reliability
    - On-demand taxis work best in theory. In practice, paratransit is better sans lack of traning and on-time performance
    - Transit and BART don't wait long enough
    - Van, taxi – same-day service
    - Subsidize accessible vehicle purchase for taxis
    - Lower licensing and registration fee for accessible taxis
    - Palm Springs Transit Agency regulates taxis
    - Volunteer drivers help alleviate the transfer hurdle, especially if the drivers use their own vehicle
    - Dial-a-bus: On-demand buses in Dublin are pre-paratransit

c. Are there services/resources that are duplicative or less necessary?

    [The group did not address this question.]

2. **Should there be more uniformity across the County as far as service parameters?** (E.g., cost for consumers, eligibility?)
    - Too much duplication at local level
    - Confusing to travel between cities
    - Countywide service area
    - Wasteful balkanization
    - Santa Clara has countywide service
    - Merge 19 programs/operators, guaranteeing extending service area
    - Contra Costa-wide service operator

- Alameda-wide service operator

3. **How should we balance coverage and quality in an era of constrained resources and growing need?**

   [The group did not address this question]

4. **What else beyond the accessible transportation program should be funded through the TEP?** (E.g., transit service or projects, pedestrian facilities, information, technology?)

   - Funds for BART accessible entrances
     - Beacon at ticket machines
   - Street lights and sidewalks
     - Corner audible notification of location and signal
     - Walk vs. do not walk
   - Fix bike lanes in Dublin
   - Maintenance
     - State of good repair, funding recession proof
     - Mechanics before new buses
     - Maintain existing bridges before building new
   - Online trip booking

Group Five – Facilitator Tess Lengyel

1. **Is there an optimal "mix" of accessible transportation services/resources that should exist throughout the County?**
   - Balance mix of: BART, AC Transit, etc.
     - Incorporate Altamont Commuter Express (ACE) Rail as part of accessible transportation
   - 50% same day services
     - Accessible taxis
     - Volunteer drivers

    - Accessible buses
    - Service standards
- Travel training
- Allowing conditional eligibility while using other services
- Mini-mobility management

a. Which services or resources best meet your needs?

   [The group did not address this question]

b. Are there additional services or resources that are missing? (E.g., community buses, volunteer driver programs, group trips?)
   - Better customer service and sensitivity training for dispatchers and drivers
   - Understand the specific needs of the customer
   - Minimal first-aid training for drivers

c. Are there services/resources that are duplicative or less necessary?

   [The group did not address this question.]

2. **Should there be more uniformity across the County as far as service parameters?** (E.g., cost for consumers, eligibility?)
   - More smooth inter-service County Connection
   - Better communication between agencies for service
   - Same rules across the county
     - Uniform eligibility
     - Uniform service delivery
   - Centralized dispatch across county

3. **How should we balance coverage and quality in an era of constrained resources and growing need?**
   - Better education for the general public on types of transportation benefits

- Expand resource use through volunteers
- Hard choices to retain a certain quality
- Incentivizing construction design

4. **What else beyond the accessible transportation program should be funded through the TEP?** (E.g., transit service or projects, pedestrian facilities, information, technology?)
    - Striped bicycle lanes
    - More trails to transit/expand trails to transit program
    - Coordinate carpools
        - Baby Boomers learn to carpool
        - Commuters carpool to help with special needs of people in own community
        - Guarantee Ride Home Program
    - Hospital discharge
    - Wheelchair breakdown
    - Multilingual information
    - Change tax laws to encourage families and friends to provide services

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ALAMEDA County Transportation Commission
1333 Broadway, Suites 220 & 300 ▪ Oakland, CA 94612 ▪ PH: (510) 208-7400
www.AlamedaCTC.org

MEMORANDUM

Date: September 7, 2011

To: Technical Advisory Committee (TAC) and Paratransit Advisory and Planning Committee (PAPCO)

From: Paratransit Coordination Team

Subject: Implementing Guidelines

Summary

TAC and PAPCO members are being asked at their September meetings to review and comment on a new type of policy document, "Implementing Guidelines". These Guidelines provide parameters for Measure B funded City-based programs in much more detail than in the past. They will be incorporated by reference into the new Paratransit Master Funding Agreements currently being developed.

Why do we need Implementing Guidelines?

In Fiscal Year 2006-2007, both committees worked with ACTIA staff to update the pass-through Agreements. Those Agreements are expiring in 2012. Also in 2006, PAPCO finalized and approved Minimum Service Levels (MSL's) for City-based programs. As of 2012 we will be at the mid-point of the measure and have had 10 years of experience with a variety of paratransit programs funded by pass-through and Gap funding. Staff believes that the committees and programs are well-placed to implement some "best practices" in the operation of City-based programs.

What are the intent and goals of the Implementing Guidelines?

There are a number of policy-level questions that have arisen over the course of the past few years that these implementing guidelines have sought to address, explained below. Additional background, including reference to

economic pressures, is included in the introduction to the "Implementing Guidelines" themselves.

Possible Inequity: As noted in the 2010 Service Delivery Analysis, although program diversity does allow for programs to be tailored to local circumstances, it also causes significant variations in service availability and quality across geographies. Further, the July 2000 Measure B Expenditure Plan indicates the intention "to reduce differences that might occur based on the geographic residence of any individual needing services." Are there demographic factors that should determine what mix of service types a jurisdiction should have? Should programs be evaluated in terms of percent of eligible population served? For example, if one program serves a small proportion of people very well at high cost, how does that compare to a service serving many people with a lower level of service?

Possible Redundancy: Both the 2010 Service Delivery Analysis and the FY 2010-2011 Coordination and Mobility Management Planning (CMMP) process identified potential redundancy in the services provided throughout the county. These analyses documented the potential for cost savings through the elimination of administrative overhead duplication in cases where contiguous cities and the ADA paratransit provider are each contracting separately with the same service provider. Additionally, in jurisdictions with ADA paratransit service, city-based door-to-door programs, and taxi services, do consumers have three interchangeable options for at least some of their trips? If so, is the availability of three different door-to-door services the most effective use of resources? Also, do the multiple available services cause consumer confusion as to what they "should" be using?

Gaps in Service: Despite a relatively robust level of service provided in Alameda County compared to other places, mobility gaps still exist in many parts of the county as identified in the 2010 Service Delivery Analysis. Filling these gaps in an era of declining resources will be increasingly difficult.

Mixture of Service Types: If it is determined that an optimized "suite" of programs should be made available in each planning area, how should changing the mix of service types be done? How much value should historical service have? How much value should be placed on uniqueness of localities and their needs?

These guidelines alone do not attempt to address all of these issues, but they are intended as a first step in establishing a framework to refine the Measure B programs based on our accumulated experience over the past ten years. In short, they are intended as the basis for a discussion between PAPCO, the TAC and ACTC staff. The following were the primary factors that were taken into consideration in the design of the implementing guidelines:

- Ensuring that seniors and people with disabilities throughout Alameda County have options for meeting the full spectrum of their mobility needs.
- Establishing a reasonable cost per trip for consumers.
- Minimizing redundancy between programs.
- Ensuring that each service is designed to serve the populations that most depend on that service type.

How will the Implementing Guidelines impact programs?

Incorporation of the Guidelines by reference in the Master Funding Agreements ensures that continued funding will be directly tied to compliance with the Guidelines. The Guidelines can be adjusted, with appropriate approval, without revising the actual Agreements. The Guidelines will replace the Minimum Service Levels with more detailed parameters for each type of service provided through Measure B.

Next Steps

TAC will have the first opportunity to comment on the Guidelines at their September 13th meeting. Their comments will be shared with PAPCO at their September 26th meeting. Staff will work with both committees to refine the Guidelines, and the process for implementation, in coordination with the development of the Master Funding Agreements.

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ALAMEDA County Transportation Commission
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Countywide Transportation Plan Update and Transportation Expenditure Plan Development Overview

The Alameda CTC is in the process of updating the Alameda County Countywide Transportation Plan (CWTP), a 25-year plan that lays out a strategy for addressing transportation needs for all users in Alameda County and feeds into the Regional Transportation Plan. The Alameda CTC is also developing a new Transportation Expenditure Plan (TEP) concurrently with the CWTP.

The following committees are involved in the CWTP-TEP development process:

Steering Committee: Comprised of 13 members from the Alameda CTC including representatives from the cities of Berkeley, Emeryville, Hayward, Livermore, Newark, Oakland, Pleasanton, and Union City, as well as Alameda County, BART and AC Transit. Mayor Mark Green of Union City is the chair and Councilmember Kriss Worthington of Berkeley is the vice-chair. The purpose of the Steering Committee is to lead the planning effort, which will shape the future of transportation throughout Alameda County. To view the meeting calendar, visit http://www.alamedactc.org/events/month/now.

Staff liaisons:

- Tess Lengyel, Deputy Director of Policy, Public Affairs, and Legislation, (510) 208-7428, tlengyel@alamedactc.org
- Beth Walukas, Deputy Director of Planning, (510) 208-7405, bwalukas@alamedactc.org

Technical Advisory Working Group (TAWG): Comprised of agency staff representing all areas of the County including planners and engineers from local jurisdictions, all transit operators in Alameda County, and representatives from the park districts, public health, social services, law enforcement, and education. The purpose of the Technical Advisory Working Group is to provide technical input, serve in an advisory capacity to the Steering Committee, and share information with the Community Advisory Working Group. To view the meeting calendar, visit http://www.alamedactc.org/events/month/now.

Staff liaisons:

- Beth Walukas, Deputy Director of Planning, (510) 208-7405, bwalukas@alamedactc.org
- Saravana Suthanthira, Senior Transportation Planner, (510) 208-7426, ssuthanthira@alamedactc.org

continued

Community Advisory Working Group (CAWG): Comprised of 27 members representing diverse interests throughout Alameda County including business, civil rights, education, the environment, faith-based advocacy, health, public transit, seniors and people with disabilities, and social justice. The purpose of the Community Advisory Working Group is to provide input on the Countywide Transportation Plan and the Transportation Expenditure Plan to meet the multi-modal needs of our diverse communities and businesses in Alameda County, serve in an advisory capacity to the Steering Committee, and share information with the Technical Advisory Working Group. To view the meeting calendar, visit http://www.alamedactc.org/events/month/now.

Staff liaisons:

- Tess Lengyel, Deputy Director of Policy, Public Affairs, and Legislation, (510) 208-7428, tlengyel@alamedactc.org
- Diane Stark, Senior Transportation Planner, (510) 208-7410, dstark@alamedactc.org

Memorandum

DATE: July 18, 2011

TO: Alameda County Transportation Commission

FROM: Planning, Policy and Legislation Committee

SUBJECT: **Review of Sustainable Community Strategy (SCS)/Regional Transportation Plan (RTP) and Countywide Transportation Plan (CWTP)/ Transportation Expenditure Plan Information**

Recommendation
This item is for information only. No action is requested.

Summary
This item provides information on regional and countywide transportation planning efforts related to the updates of the Countywide Transportation Plan and Sales Tax Transportation Expenditure Plan (CWTP-TEP) as well as the Regional Transportation Plan (RTP) and the development of the Sustainable Community Strategy (SCS).

Discussion
ACTAC; the Planning, Policy and Legislation Committee (PPLC); the Alameda CTC Board; the Citizen's Watchdog Committee; the Paratransit Advisory and Planning Committee; the Citizen's Advisory Committee; and the Bicycle and Pedestrian Advisory Committee receive monthly updates on the CWTP-TEP and RTP/SCS. The purpose of this report is to keep various Committee and Working Groups updated on regional and countywide planning activities, alert Committee members about issues and opportunities requiring input in the near term, and provide an opportunity for Committee feedback in a timely manner. CWTP-TEP Committee agendas and related documents are available on the Alameda CTC website. RTP/SCS related documents are available at www.onebayarea.org.

<u>July 2011 Update:</u>
This report focuses on the month of July 2011. A summary of countywide and regional planning activities for the next three months is found in Attachment A and a three year schedule for the countywide and the regional processes is found in Attachment B and Attachment C respectively. Highlights include MTC and ABAG's alternative scenario and performance assessment and the release of Alameda CTC's first round evaluation results of the transportation investment packages.

1) MTC/ABAG Development of Alternative Land Use and Transportation Scenarios
MTC and ABAG have released draft alternative land use and transportation scenarios, which were presented to the MTC Planning and ABAG Administration Committees and the MTC Commission at their June 10 and June 22 meetings and are being presented at the July meetings. The MTC

Commission and ABAG Administrative Committee after much discussion and public comment approved five land use options and two transportation options and directed staff to bring back additional information on how social equity will be accomplished in the analysis. MTC staff will begin its performance assessment with result anticipated to be released in October.

2) RTP/SCS Work Element Proposals
MTC continues to refine their proposals and guidance for the following work elements of the RTP/SCS including:

- Releasing draft 25-year revenue projections (county budgets are not anticipated to be available until Fall 2011, but draft budgets could be available by the end of July); and
- Developing draft transit capital, local streets and roads maintenance needs, and transit operation needs estimates.

3) Upcoming Meetings Related to Countywide and Regional Planning Efforts:

Committee	**Regular Meeting Date and Time**	**Next Meeting**
CWTP-TEP Steering Committee	4th Thursday of the month, noon Location: Alameda CTC	July 28, 2011 No August Meeting September 22, 2011
CWTP-TEP Technical Advisory Working Group	2nd Thursday of the month, 1:30 p.m. Location: Alameda CTC	July 14, 2011 No August Meeting September 8, 2011
CWTP-TEP Community Advisory Working Group	1st Thursday of the month, 3:00 p.m. Location: Alameda CTC	July 7, 2011 No August Meeting September 1, 2011
SCS/RTP Regional Advisory Working Group	1st Tuesday of the month, 9:30 a.m. Location: MetroCenter,Oakland	July 5, 2011 August 2, 2011 September 6, 2011
SCS/RTP Equity Working Group	Location: MetroCenter, Oakland	July 13, 2011 August 10, 2011 September 14, 2011
SCS Housing Methodology Committee	10 a.m. Location: BCDC, 50 California St., 26th Floor, San Francisco	September 22, 2011

Fiscal Impact
None.

Attachments
Attachment A: Summary of Next Quarter Countywide and Regional Planning Activities
Attachment B: CWTP-TEP-RTP-SCS Development Implementation Schedule
Attachment C: One Bay Area SCS Planning Process

Summary of Next Quarter Countywide and Regional Planning Activities
(July through September)

Countywide Planning Efforts

The three year CWTP-TEP schedule showing countywide and regional planning milestone schedules is found in Attachment B. Major milestone dates are presented at the end of this memo. During the July through September time period, the CWTP-TEP Committees will be focusing on:

- Coordinating with ABAG and local jurisdictions to provide comments on the Initial Vision Scenario and to define the Alternative Land Use Scenarios for the Sustainable Communities Strategy;
- Evaluating transportation investment packages against a Future Land Use scenario;
- Reviewing the results of the evaluation and developing a constrained transportation network;
- Identifying a preliminary list of Transportation Expenditure Plan projects and programs;
- Developing countywide 25-year revenue projections and opportunities that are consistent and concurrent with MTC's 25-year revenue projections;
- Continuing the discussion on Transportation Expenditure Plan strategic parameters and funding scenarios;
- Developing a Locally Preferred SCS land use scenario to test with the constrained transportation network; and
- Developing a public outreach strategy for Fall 2011.

Regional Planning Efforts

Staff continues to coordinate the CWTP-TEP with planning efforts at the regional level including the Regional Transportation Plan (MTC), the Sustainable Communities Strategy (ABAG), Climate Change Bay Plan and amendments (San Francisco Bay Conservation and Development Commission (BCDC)) and CEQA Guidelines (Bay Area Air Quality Management District (BAAQMD)).

In the three month period for which this report covers, MTC and ABAG are focusing on

- Receiving input on the Initial SCS Vision Scenario released March 11, 2011;
- Developing the Alternative Land Use and Transportation Scenarios based on that input;
- Developing draft 25-year revenue projections; and
- Conducting a performance assessment.

Staff will be coordinating with the regional agencies and providing feedback on these issues, through:

- Participating on the MTC/ABAG Regional Advisory Working Group (RAWG),
- Participating on regional Sub-committees (Equity sub-committee); and
- Assisting in public outreach.

Key Dates and Opportunities for Input

The key dates shown below are indications of where input and comment are desired. The major activities and dates are highlighted below by activity:

Sustainable Communities Strategy:
Presentation of SCS information to local jurisdictions: Completed

Initial Vision Scenario Released: March 11, 2011: Completed
Alternative SCS Scenarios Released: July 2011
Preferred SCS Scenario Released/Approved: December 2011/January 2012

RHNA
RHNA Process Begins: January 2011
Draft RHNA Methodology Released: September 2011
Draft RHNA Plan released: February 2012
Final RHNA Plan released/Adopted: July 2012/October 2012

RTP
Develop Financial Forecasts and Committed Funding Policy: Completed
Call for RTP Transportation Projects: Completed
Conduct Performance Assessment: May 2011 - October 2011
Transportation Policy Investment Dialogue: October 2011 – February 2012
Prepare SCS/RTP Plan: April 2012 – October 2012
Draft RTP/SCS for Released: November 2012
Prepare EIR: December 2012 – March 2013
Adopt SCS/RTP: April 2013

CWTP-TEP
Develop Land Use Scenarios: May – September 2011
Call for Projects: Completed
Outreach: January 2011 - December 2011
Draft List of CWTP constrained Projects and Programs: July 2011
First Draft CWTP: September 2011
Preliminary TEP Program and Project list: September 2011
Draft CWTP and TEP Released: January 2012
Outreach: January 2012 – June 2012
Adopt CWTP and TEP: July 2012
TEP Submitted for Ballot: August 2012

Countywide Transportation Plan and Transportation Expenditure Plan
Preliminary Development Implementation Schedule - Updated 6/27/11

Attachment B

Calendar Year 2010

Task	January	February	March	April	May	June	Meeting July	August	Sept	Oct	Nov	Dec
	2010						FY2010-2011	2010				
Alameda CTC Committee/Public Process												
Steering Committee			Establish Steering Committee	Working meeting to establish roles/ responsibilities, community working group	RFP feedback, tech working group	Update on Transportation/ Finance Issues	Approval of Community working group and steering committee next steps	No Meetings		Feedback from Tech, comm working groups	No Meetings	Expand vision and goals for County ?
Technical Advisory Working Group								No Meetings		Roles, resp, schedule, vision discussion/ feedback	No Meetings	Education: Trans statistics, issues, financials overview
Community Advisory Working Group								No Meetings		Roles, resp, schedule, vision discussion/ feedback	No Meetings	Education: Transportation statistics, issues, financials overview
Public Participation								No Meetings			Stakeholder outreach	
Agency Public Education and Outreach	Information about upcoming CWTP Update and reauthorization											
Alameda CTC Technical Work												
Technical Studies/RFP/Work timelines: All this work will be done in relation to SCS work at the regional level						Board authorization for release of RFPs	Pre-Bid meetings	Proposals reviewed	ALF/ALC approves shortlist and interview; Board approves top ranked, auth. to negotiate or NTP	Technical Work		
Polling												
Sustainable Communities Strategy/Regional Transportation Plan												
Regional Sustainable Community Strategy Development Process - Final RTP in April 2013			Local Land Use Update P2009 begins & PDA Assessment begins						Green House Gas Target approved by CARB.	Start Vision Scenario Discussions		
											Adopt methodology for Jobs/Housing Forecast (Statutory Target)	Projections 2011 Base Case
												Adopt Voluntary Performance Targets

Countywide Transportation Plan and Transportation Expenditure Plan
Preliminary Development Implementation Schedule - Updated 6/27/11

Calendar Year 2011

	2011						FY2011-2012	2011				
Task	**January**	**February**	**March**	**April**	**May**	**June**	**July**	**August**	**Sept**	**Oct**	**Nov**	**Dec**
Alameda CTC Committee/Public Process												
Steering Committee	Adopt vision and goals; begin discussion on performance measures, key needs	Performance measures, costs guidelines, call for projects and prioritization process, approve polling questions, initial vision scenario discussion	Review workshop outcomes, transportation issue papers, programs, finalize performance measures, land use discussion, call for projects update	Outreach and call for projects update (draft list approval), project and program packaging, county land use	Outreach update, project and program screening outcomes, call for projects final list to MTC, TEP strategic parameters, land use, financials, committed projects	No Meetings.	Project evaluation outcomes; outline of CWTP; TEP Strategies for project and program selection	No Meetings	1st Draft CWTP, TEP potential project and program packages, outreach and polling discussion		Meeting moved to December due to holiday conflict	Review 2nd draft CWTP; 1st draft TEP
Technical Advisory Working Group	Comment on vision and goals; begin discussion on performance measures, key needs	Continue discussion on performance measures, costs guidelines, call for projects, briefing book, outreach	Review workshop outcomes, transportation issue papers, programs, finalize performance measures, land use discussion, call for projects update	Outreach and call for projects update, project and program packaging, county land use	Outreach update, project and program screening outcomes, call for projects update, TEP strategic parameters, land use, financials, committed projects	No Meetings.	Project evaluation outcomes; outline of CWTP; TEP Strategies for project and program selection	No Meetings	1st Draft CWTP, TEP potential project and program packages, outreach and polling discussion		Review 2nd draft CWTP, 1st draft TEP, poll results update	No Meetings
Community Advisory Working Group	Comment on vision and goals; begin discussion on performance measures, key needs	Continue discussion on performance measures, costs guidelines, call for projects, briefing book, outreach	Review workshop outcomes, transportation issue papers, programs, finalize performance measures, land use discussion, call for projects update	Outreach and call for projects update, project and program packaging, county land use	Outreach update, project and program screening outcomes, call for projects update, TEP strategic parameters, land use, financials, committed projects	No Meetings.	Project evaluation outcomes; outline of CWTP; TEP Strategies for project and program selection	No Meetings	1st Draft CWTP, TEP potential project and program packages, outreach and polling discussion		Review 2nd draft CWTP, 1st draft TEP, poll results update	No Meetings
Public Participation	Public Workshops in two areas of County: vision and needs; Central County Transportation Forum	Public Workshops in all areas of County: vision and needs		East County Transportation Forum			South County Transportation Forum	No Meetings		2nd round of public workshops in County: feedback on CWTP,TEP; North County Transportation Forum		No Meetings
Agency Public Education and Outreach	Ongoing Education and Outreach through November 2012						Ongoing Education and Outreach through November 2012					
Alameda CTC Technical Work												
Technical Studies/RFP/Work timelines: All this work will be done in relation to SCS work at the regional level	Feedback on Technical Work, Modified Vision, Preliminary projects lists					Work with feedback on CWTP and financial scenarios	Technical work refinement and development of Expenditure plan, 2nd draft CWTP					
Polling		**Conduct baseline poll**								Polling on possible Expenditure Plan projects & programs	Polling on possible Expenditure Plan projects & programs	
Sustainable Communities Strategy/Regional Trar												
Regional Sustainable Community Strategy Development Process - Final RTP in April 2013			Release Initial Vision Scenario	Detailed SCS Scenario Development			Release Detailed SCS Scenarios	Technical Analysis of SCS Scenarios; Adoption of Regional Housing Needs Allocation Methodology		SCS Scenario Results/and funding discussions		Release Preferred SCS Scenario
	Discuss Call for Projects		Call for Transportation Projects and Project Performance Assessment		Project Evaluation		Draft Regional Housing Needs Allocation Methodoligy					
	Develop Draft 25-year Transportation Financial Forecasts and Committed Transportation Funding Policy											

Countywide Transportation Plan and Transportation Expenditure Plan
Preliminary Development Implementation Schedule - Updated 6/27/11

Calendar Year 2012

	2012						FY2011-2012				
Task	**January**	**February**	**March**	**April**	**May**	**June**	**July**	**August**	**Sept**	**Oct**	**November**
Alameda CTC Committee/Public Process											
Steering Committee	Full Draft TEP, Outcomes of outreach meetings	Finalize Plans	Meetings to be determined as needed		Adopt Draft Plans	Adopt Final Plans	Expenditure Plan on Ballot				VOTE: November 6, 2012
Technical Advisory Working Group	Full Draft TEP, Outcomes of outreach meetings	Finalize Plans	Meetings to be determined as needed								VOTE: November 6, 2012
Community Advisory Working Group	Full Draft TEP, Outcomes of outreach meetings	Finalize Plans	Meetings to be determined as needed								VOTE: November 6, 2012
Public Participation			Expenditure Plan City Council/BOS Adoption								VOTE: November 6, 2012
Agency Public Education and Outreach	Ongoing Education and Outreach Through November 2012 on this process and final plans						Ongoing Education and Outreach through November 2012 on this process and final plans				
Alameda CTC Technical Work											
Technical Studies/RFP/Work timelines: All this work will be done in relation to SCS work at the regional level	Finalize Plans										
Polling					Potential Go/No Go Poll for Expenditure Plan						
Sustainable Communities Strategy/Regional Trar											
Regional Sustainable Community Strategy Development Process - Final RTP in April 2013	Approval of Preferred SCS, Release of Regional Housing Needs Allocation Plan		Begin RTP Technical Analysis & Document Preparation	Prepare SCS/RTP Plan							Release Draft SCS/RTP for review

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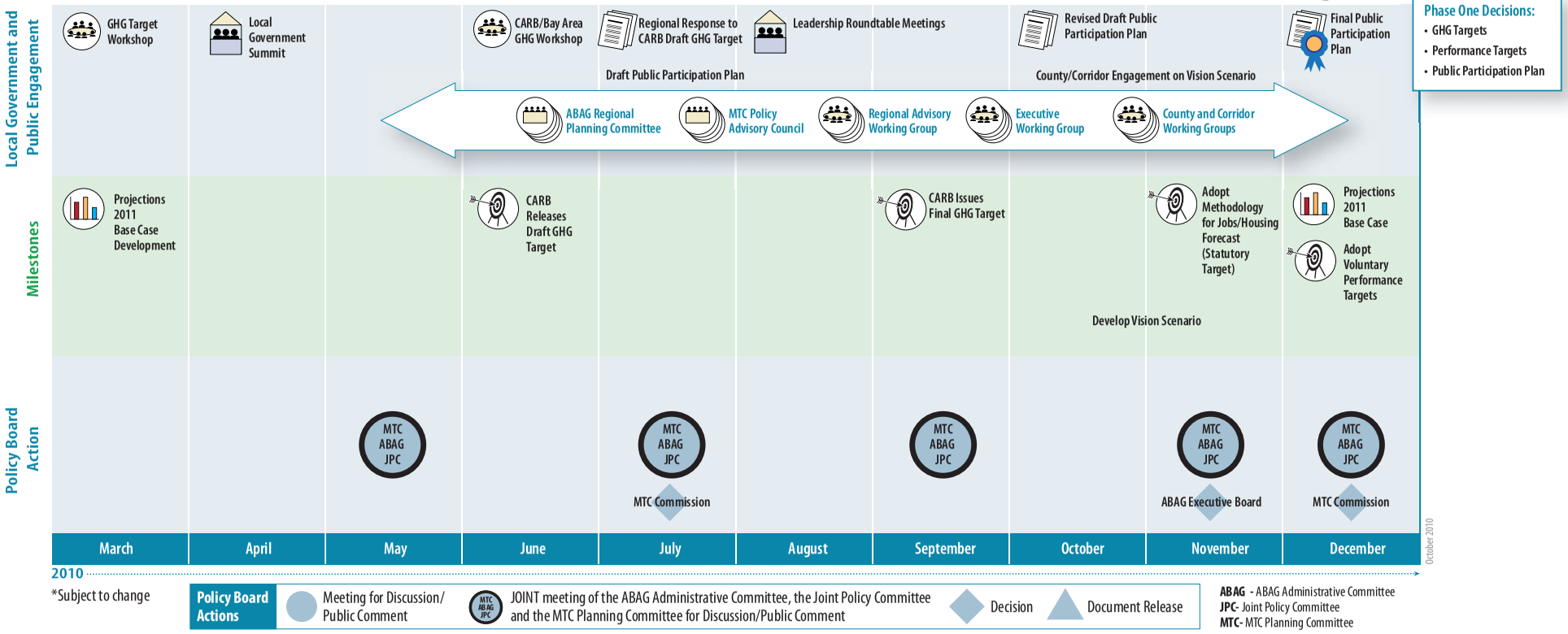
Sustainable Communities Strategy Planning Process: Phase 1 Detail for 2010*

Phase 1: Performance Targets and Vision Scenario

OneBayArea



Phase One Decisions:
- GHG Targets
- Performance Targets
- Public Participation Plan

*Subject to change

Policy Board Actions

Meeting for Discussion/ Public Comment

JOINT meeting of the ABAG Administrative Committee, the Joint Policy Committee and the MTC Planning Committee for Discussion/Public Comment

Decision

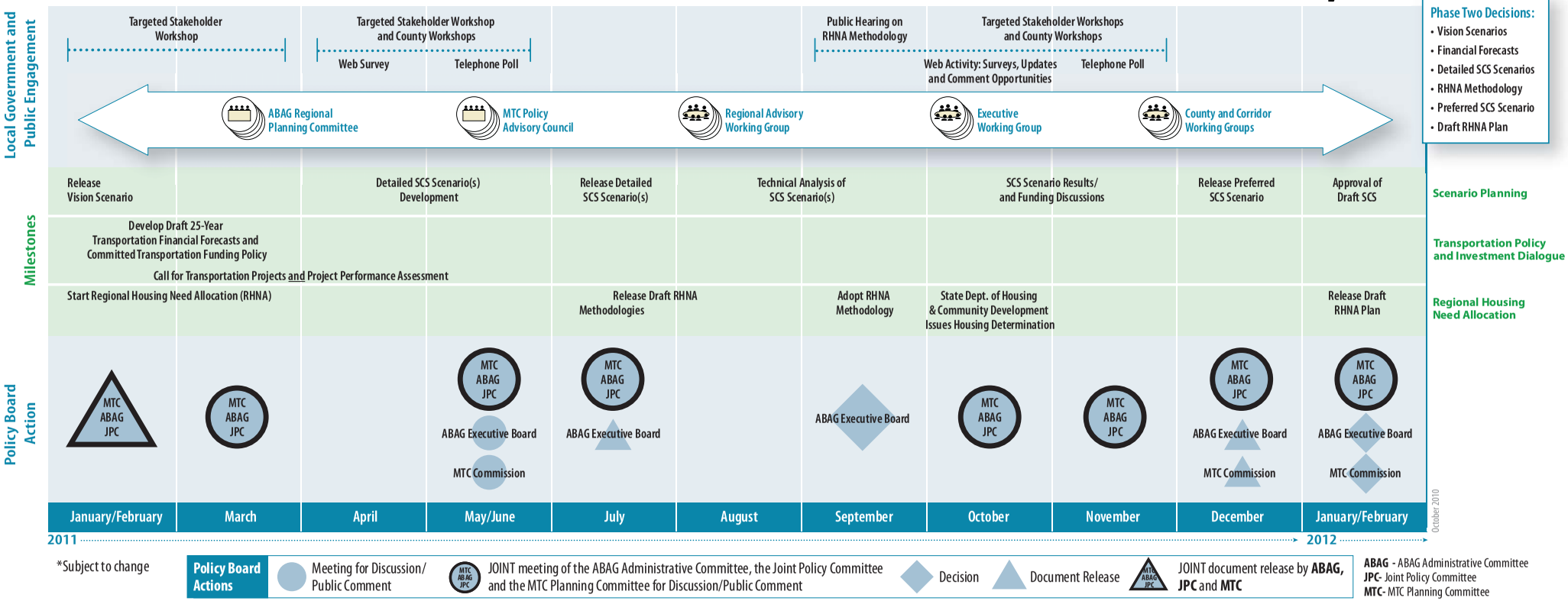
Document Release

ABAG - ABAG Administrative Committee
JPC- Joint Policy Committee
MTC- MTC Planning Committee

Sustainable Communities Strategy Planning Process: Phase 2 Detail for 2011*

Phase 2: Scenario Planning, Transportation Policy & Investment Dialogue, and Regional Housing Need Allocation

OneBayArea



*Subject to change

Policy Board Actions

- Meeting for Discussion/ Public Comment
- JOINT meeting of the ABAG Administrative Committee, the Joint Policy Committee and the MTC Planning Committee for Discussion/Public Comment
- Decision
- Document Release
- JOINT document release by **ABAG, JPC** and **MTC**

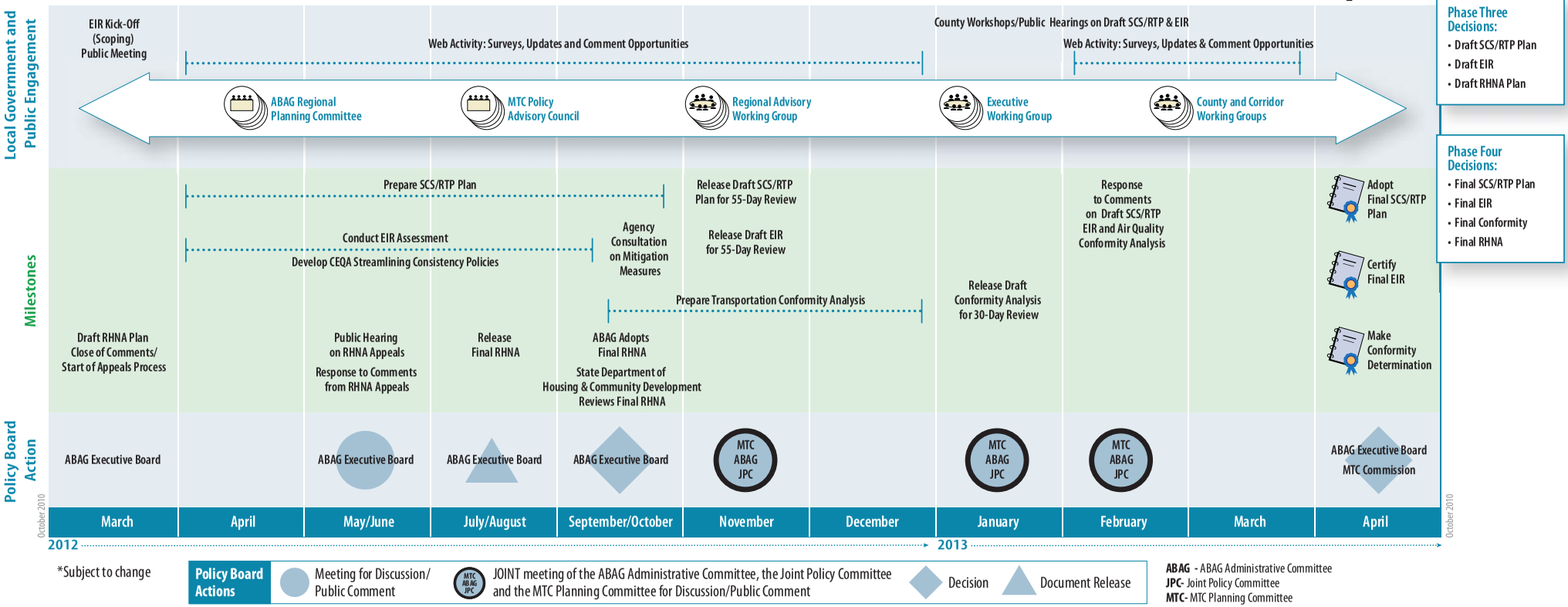
ABAG - ABAG Administrative Committee
JPC- Joint Policy Committee
MTC- MTC Planning Committee

Sustainable Communities Strategy Planning Process: Phases 3 & 4 Details for 2012–2013*

OneBayArea

Phase 3: Housing Need Allocation, Environmental/Technical Analyses and Final Plans

Phase 4: Plan Adoption



Phase Three Decisions:
- Draft SCS/RTP Plan
- Draft EIR
- Draft RHNA Plan

Phase Four Decisions:
- Final SCS/RTP Plan
- Final EIR
- Final Conformity
- Final RHNA

*Subject to change

Policy Board Actions

Meeting for Discussion/ Public Comment

JOINT meeting of the ABAG Administrative Committee, the Joint Policy Committee and the MTC Planning Committee for Discussion/Public Comment

Decision

Document Release

ABAG - ABAG Administrative Committee
JPC- Joint Policy Committee
MTC- MTC Planning Committee

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MIG

MEMORANDUM

to **Tess Lengyel, Beth Walukas and Diane Stark, Alameda CTC**

from **Joan Chaplick and Carolyn Verheyen, MIG**

re **Proposed CWTP/TEP Community Outreach Approach and Strategy: Fall 2011**

date **6/27/2011**

OVERVIEW

This memorandum describes the proposed outreach approach and strategy for the second round of community outreach for the Alameda Countywide Transportation Plan (CWTP) and Transportation Expenditure Plan (TEP).

The purpose of these outreach activities is to:

- Remind participants of the purpose of the CWTP and its relationship to the Transportation Expenditure Plan (TEP)
- Present the draft CWTP for review and comment; and
- Present preliminary TEP project, program and financial information.

Based on experience developed during the first round of outreach on the CWTP, conducted January through March 2011, the outreach team recommends that a suite of materials be developed for use in three main outreach strategies – Community Workshops, Web-based Outreach and an Outreach Toolkit. This will ensure clear and consistent messaging in multiple mediums. It will also enable the outreach team to collect comments on the draft CWTP through a variety of methods, allowing for more comprehensive data analysis.

This overarching strategy also responds to the lessons learned from the initial round of outreach done in the spring of 2011, as documented in the Summary of Public Participation Findings. In implementing these strategies, there will be an increase in coordination with stakeholder groups, with targeted outreach to Asian and Latino populations in order to achieve a level of participation representative of county demographics. There will also be an emphasis on increasing participation of residents in the central and southern planning areas of the county.

OUTREACH MATERIALS

MIG, along with Alameda CTC staff, will assemble a suite of materials that will educate the public on the key elements of the draft CWTP and enable the Alameda CTC to collect comments and feedback on the draft CWTP. These materials will also aid in explaining the TEP development process, the preliminary projects, programs and financial information and how it integrates with the CWTP process. These materials will be flexible enough to be incorporated in a number of outreach strategies, such as Community Workshops and online efforts.

The materials will include:

- An Executive Summary or Summary of Key Sections from the draft CWTP, and preliminary TEP information
- A Fact Sheet explaining the CWTP/TEP process
- A Questionnaire in hard copy and web-based formats

OUTREACH STRATEGIES

1. Community Workshops (5)

Alameda CTC will host one two-hour workshop in each of the five supervisorial districts. The workshops will be held on weekday evenings, Monday through Thursday, during the months of October and early November. The outreach team will begin scheduling the workshops, and if available, host them in the same ADA and transit-accessible venues used in the first round of workshops. These potential venues include:

- Oakland City Hall
- Fremont Public Library
- Hayward City Hall
- San Leandro Library
- Dublin Public Library

Those participants who shared their email contact information during the first round of workshops will be invited via email to attend the second round of workshops. MIG will utilize existing media contacts to publicize the community workshops. MIG will also coordinate with Alameda CTC staff and advisory committee members to advertise the workshops through existing communication channels such as the Alameda CTC website, newsletters and email announcements.

The following list identifies workshop outreach methods and materials:

Workshop Outreach Method

E-Mail Announcement
Public Service Announcements
Press Release
Website Announcement
Newspaper advertisements

Workshop Materials

Agenda
Draft CWTP and preliminary TEP materials
PowerPoint Presentation
Display Boards
Workshop Handouts (CWTP Executive Summary, CWTP-TEP Process Graphic, TEP preliminary materials)
Comment Form (to include additional demographic information questions such as which planning area of the county participants live and/or work)

The E-mail announcement will do the following:

- Encourage community members to attend a workshop;
- Encourage community members to take the online web questionnaire;
- Offer to translate project materials, including the fact sheet and questionnaire, into requested languages for community members; and
- Offer to meet in-person to make a presentation on the plan and participate in a discussion with existing community groups at their regularly scheduled meetings.

2. Web-based Outreach

Website Updates

Using information taken from the suite of materials, MIG will update the Alameda CTC website appropriately. As a major communication tool, the web will be used to advertise the public meetings, as well as provide a link to an online survey where members of the public can share their opinions on the draft CWTP and preliminary TEP information.

Online Questionnaire

Using the questionnaire developed as part of the suite of materials, MIG will implement an online survey which will be hosted on the Alameda CTC website. Within this survey MIG will collect important demographic information, including which County planning area (North, Central, East or South) the participant lives and works in. The online questionnaire will also inquire as to the level of review of the draft CWTP survey participants were able to complete before commenting.

Email Blasts

Email will be an important method for both educating the public on the CWTP-TEP process and inviting them to share their opinions regarding the draft CWTP and preliminary TEP information. Emails will be used to:

- Inform members of the public about the release of the draft CWTP and preliminary TEP information;
- Direct members of the public to the online questionnaire;
- Invite members of the public to attend Community Workshops; and
- Offer opportunities for an on-site meeting to be conducted with local groups using the outreach toolkit.

3. Outreach Toolkit

During the first round of outreach, MIG developed an outreach toolkit, which was used by CAWG, TAWG, CAC, PAPCO, CWC and Commission members and other trained Alameda CTC and consultant team staff. Using the toolkit, staff and advisory group members were able to inform and receive comment from 724 community members. The outreach team recommends these relationships be strengthened with a second round of outreach efforts based on the toolkit concept.

The outreach toolkit will also be used for more concentrated outreach to under-served communities that were not fully represented in the first round of outreach.

The toolkit can also be used for a meeting in a culturally-appropriate location if requested by a community group or organization. The outreach tool will be used to help promote the five community workshops, so anyone seeking a more in-depth participation opportunity is encouraged to attend.

The outreach toolkit is anticipated to include the following:
1. Moderator Guide
2. Fact Sheet
3. Participant Questionnaire
4. Outreach Recording Template
5. Self-Addressed Stamped Envelope (SASE)

MIG will provide a second round of training to Advisory Committee members in order to familiarize them with the updated toolkit and methods for getting input on the draft plan.

TITLE VI COMPLIANCE
MIG has compiled a broad stakeholder list that identifies a variety of groups representing the ethnic and cultural diversity of Alameda County. Groups will be contacted by email with an announcement that will:

- Encourage community members to attend one of the five conveniently located workshops;
- Encourage community members to take the online web questionnaire;
- Offer to translate project materials, including the fact sheet and questionnaire into requested languages for community members; and
- Offer to meet in-person to make a presentation on the plan and participate in a discussion with existing community groups at their regularly scheduled meetings.

The Questionnaire and workshop handouts will be translated into Spanish and Mandarin, and will be available in additional languages upon request.

The outreach team will monitor the results of the toolkit to track demographic representation in the process. Should gaps in participation be identified, the outreach team will directly contact groups and organizations that represent the needed communities.

DOCUMENTATION AND PRESENTATION
MIG will fully document the results of these methods and prepare a summary report and comments database similar to that prepared for the first round of outreach. Staff and consultants will present these results at meetings of the Steering Committee, CAWG and TAWG in the late fall.

CURRENT APPOINTMENTS

Appointer	Member
• A. C. Transit	• Hale Zukas
• BART	• Harriette Saunders
• LAVTA	• Esther Waltz
• Union City Transit	• Larry Bunn
• City of Berkeley	• Aydan Aysoy
• City of Emeryville	• Joyce Jacobson
• City of Dublin	• Shawn Costello
• City of Fremont	• Sharon Powers
• City of Hayward	• Vanessa Proee
• City of Livermore	• Jane Lewis
• City of Oakland; Councilmember Rebecca Kaplan	• Rev. Carolyn M. Orr
• City of Piedmont	• Gaye Lenahan
• City of Pleasanton	• Carmen Rivera-Hendrickson
• City of Union City	• Clara Sample
• Supervisor Wilma Chan	• Sylvia Stadmire
	• Renee Wittmeier
• Supervisor Nadia Lockyer	• Herb Clayton
	• Michelle Rousey
• Supervisor Keith Carson	• Jonah Markowitz
	• Will Scott
• Supervisor Nate Miley	• Betty Mulholland
	• Sandra Johnson Simon
• Supervisor Scott Haggerty	• Herb Hastings
	• Maryanne Tracy-Baker

VACANCIES

Vacancies are on hold, pending adoption of new appointment structure.
If you have any questions, please contact Naomi at (510) 208-7469.

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TAC Calendar
Fiscal Year 2011/12

TAC meetings are generally held on the second Tuesday of the month, from 9:30 – 11:30 at the Alameda CTC.

Date	Events
July 12, 2011	• **JOINT MEETING: Annual Workshop** 10:00 – 4:00, Ed Roberts Campus
July 31, 2011	• Gap Grant Progress Reports Due for January 1, 2011 – June 30, 2011; Gap Grant Final Reports Due for ending grants
August 2011	• **NO MEETINGS**
September 13, 2011	• **Monthly TAC Meeting** o Mobility Workshop outcomes report o Coordination and Mobility Management Planning (CMMP) pilot programs o Draft Paratransit Program Implementation Guidelines o Technical Exchange – (Mobility Management, Preparedness, Ask a TAC member) o CWTP-TEP Status Update
October/November 2011	• Measure B Paratransit Programs receive input from local consumers
October 24, 2011	• **JOINT Meeting, 1:00 – 4:00** o Approve final work plan for FY 11/12 o Quarterly report from Alameda and Hayward o TAC report o Summary Report of Gap Grants o Quarterly Education and Training – Gap Grant Reports – Travel Training o CWTP-TEP Input
November 8, 2011	• **Monthly TAC Meeting** o Discuss involvement of community-based/non-profit/social service transportation providers o CWTP-TEP Input o Technical Exchange – Recurring items
December 2011	• **NO MEETINGS**
December 31, 2011	• Annual Audits and Program Compliance Reports Due including Year End Performance Data for July 1, 2010 – June 30, 2011
January 10, 2012	• **Monthly TAC Meeting** o Technical Exchange – Recurring items
January 31, 2012	• Gap Grant Progress Reports Due for July 1, 2011 – December 31, 2011
February 14, 2012	• **Monthly TAC Meeting** o Update on pass-through funding estimates o 2012 Annual Mobility Workshop Brainstorm o Technical Exchange – Recurring items

Date	Events
February 27, 2012	• **JOINT Meeting, 1:00 – 4:00** o TAC report o Quarterly Education and Training – o 2012 Annual Mobility Workshop Brainstorm
March 1, 2012	• Mid-Year Program Performance Reports Due for July 1, 2011 – December 31, 2011 ***(Date subject to change due to format revision)***
March 31, 2012	• Annual Program Claims Due, including requests for MSL grant
April 10, 2012	• **Monthly TAC Meeting** o Confirm Program Plan Review schedule o Technical Exchange – Recurring items
April 2012 *Date TBD*	• PAPCO Fiduciary Training and Finance Subcommittee Meeting *(Review Reports and Application Budgets)*
April 23, 2012	• **JOINT Meeting, 1:00 – 4:00** o FY 11/12 Coordination evaluation o FY 12/13 Coordination Contract Recommendation o Confirm Program Plan Review Subcommittee o Quarterly report from Alameda and Hayward o Annual Mobility Workshop Update o Finance Subcommittee status report o Quarterly Education and Training – LAVTA report on AmLogCo
May 2012 *Dates TBD*	• PAPCO Program Plan Review Subcommittee Meetings
May 21, 2012	• PAPCO finalizes recommendation to Alameda CTC regarding Fiscal Year 2012/13 program plans
May 31, 2012	• Measure B Recipients Governing Body approval of paratransit program plans Due to ACTC
June 12, 2012	• **Monthly TAC Meeting** o Status report on PAPCO Program Plan Review schedule o Technical Exchange – Recurring items
June 28, 2012	• Alameda CTC Recommendation regarding Fiscal Year 2012/13 paratransit program plans