



Meeting Notice

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

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Joint Paratransit Advisory and Planning Committee & Paratransit Technical Advisory Committee

Monday, February 26, 2018, 1:30 p.m.

1111 Broadway, Suite 800, Oakland, CA 94607

Mission Statement

The mission of the Alameda County Transportation Commission (Alameda CTC) is to plan, fund, and deliver transportation programs and projects that expand access and improve mobility to foster a vibrant and livable Alameda County.

Public Comments

Public comments are limited to 3 minutes. Items not on the agenda are covered during the Public Comment section of the meeting, and items specific to an agenda item are covered during that agenda item discussion. If you wish to make a comment, fill out a speaker card, hand it to the clerk of the Commission, and wait until the chair calls your name. When you are summoned, come to the microphone and give your name and comment.

Recording of Public Meetings

The executive director or designee may designate one or more locations from which members of the public may broadcast, photograph, video record, or tape record open and public meetings without causing a distraction. If the Commission or any committee reasonably finds that noise, illumination, or obstruction of view related to these activities would persistently disrupt the proceedings, these activities must be discontinued or restricted as determined by the Commission or such committee (CA Government Code Sections 54953.5-54953.6).

Reminder

Please turn off your cell phones during the meeting. Please do not wear scented products so individuals with environmental sensitivities may attend the meeting.

Glossary of Acronyms

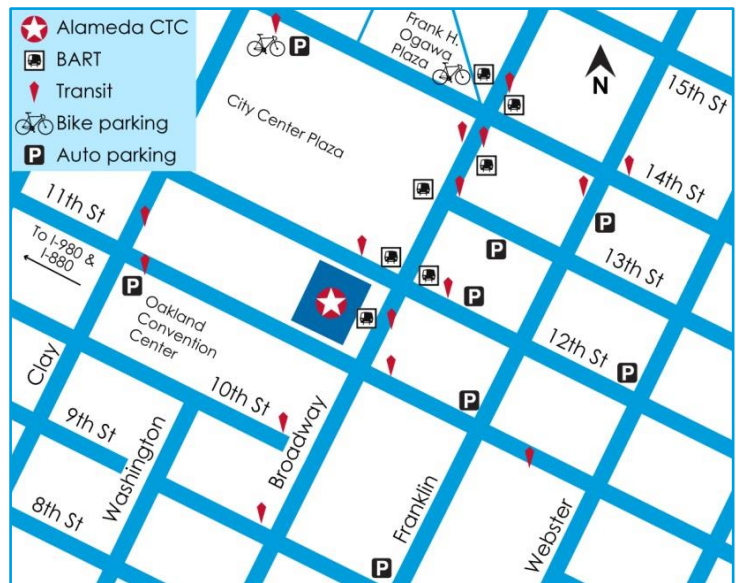
A glossary that includes frequently used acronyms is available on the Alameda CTC website at www.AlamedaCTC.org/app_pages/view/8081.

Location Map

Alameda CTC

1111 Broadway, Suite 800
Oakland, CA 94607

Alameda CTC is accessible by multiple transportation modes. The office is conveniently located near the 12th Street/City Center BART station and many AC Transit bus lines. Bicycle parking is available on the street and in the BART station as well as in electronic lockers at 14th Street and Broadway near Frank Ogawa Plaza (requires purchase of key card from bikelink.org).



Garage parking is located beneath City Center, accessible via entrances on 14th Street between 1300 Clay Street and 505 14th Street buildings, or via 11th Street just past Clay Street. To plan your trip to Alameda CTC visit www.511.org.

Accessibility

Public meetings at Alameda CTC are wheelchair accessible under the Americans with Disabilities Act. Guide and assistance dogs are welcome. Call 510-208-7450 (Voice) or 1-800-855-7100 (TTY) five days in advance to request a sign-language interpreter.



Meeting Schedule

The Alameda CTC meeting calendar lists all public meetings and is available at www.AlamedaCTC.org/events/upcoming/now.

Paperless Policy

On March 28, 2013, the Alameda CTC Commission approved the implementation of paperless meeting packet distribution. Hard copies are available by request only. Agendas and all accompanying staff reports are available electronically on the Alameda CTC website at www.AlamedaCTC.org/events/month/now.

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Joint Paratransit Advisory and Planning Committee
 and Paratransit Technical Advisory Committee
 Meeting Agenda
 Monday, February 26, 2018, 1:30 p.m.

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Facilitator: Krystle Pasco
Staff Liaison: Cathleen Sullivan
Public Meeting Coordinator:
 Angie Ayers

1:30 – 1:35 p.m. Staff	1. Roll Call and Introductions		
1:35 – 1:40 p.m. Public	2. Public Comment	Page	A/I
1:40 – 1:50 p.m. Staff	3. Mobility Management and One-Call/One-Click Overview	1	
1:50 – 2:25 p.m. Arun Prem	4. Facilitating Access to Coordinated Transportation (FACT) Presentation		
2:25 – 3:15 p.m. Guest Speakers and Staff	5. Panel and Discussion		
3:15 – 3:20 p.m. Committee Members	6. Member Reports		
3:20 – 3:25 p.m. Staff	7. Staff Reports		
3:25 – 3:30 p.m. Committee Member	8. ParaTAC Member Presentation		
3:30 p.m.	9. Adjournment		

Next ParaTAC Meeting: March 13, 2018

Next PAPCO Meeting: March 26, 2018

All items on the agenda are subject to action and/or change by the Committees.



DATE: February 20, 2018

SUBJECT: Mobility Management Overview

RECOMMENDATION: Receive information on mobility management and one-call/one-click practices

Summary

On February 26, 2018 PAPCO and ParaTAC members will meet jointly to receive information on mobility management programs. This will include a guest presentation from Arun Prem, Executive Director of San Diego FACT (Facilitating Access to Coordinated Transportation). Alameda County mobility management programs will then participate in a panel to provide information on local programs. Committee members, presenters, and guests will have the opportunity for discussion. There are two desired outcomes for this meeting. The first is to build a stronger understanding of mobility management implementation options and best practices for Committee members, and to inform outreach activities, review of progress reports from current funding recipients and review of future funding requests. The second is for program managers to receive information that can help them continue to improve operations.

Background

Mobility management programs involve transportation coordination and other strategies that lead to responsive, customer-centered transportation services. The Alameda CTC provides funding for a variety of mobility management programs; the February meeting is intended to focus on one-call/one-click type services. According to the National Center for Mobility Management “A one-call or one-click

(OC/OC) service strengthens a community's coordination of transportation services on many levels:

- 1) It provides a one-stop source of transportation information for customers on services for which they are eligible and that may be the "right fit" for their needs;
- 2) The development of a OC/OC service requires multiple community partners to coalesce around a shared vision of providing one-stop information, begins to build trust among them, and lays the foundation for additional coordination (e.g. coordinated eligibility, payment, scheduling, shared rides);
- 3) It helps communities identify gaps in services that need to be filled."

Alameda CTC has been providing funding to jurisdictions and non-profit agencies to provide mobility management programs in Alameda County since 2006. These types of programs are eligible for the agency's Direct Local Distribution (DLD) and discretionary funding and have been a priority for discretionary funding allocations since 2006. Recently, Committee members have requested further information on the different mobility management efforts in the County and best practices in the industry.

At the Joint Meeting, Arun Prem, Executive Director of San Diego FACT (Facilitating Access to Coordinated Transportation) will provide an overview of their coordinated transportation program. FACT was one of six programs highlighted in a document published by the National Center for Mobility Management in 2014 titled "Promising Practices in Mobility Management: One-Call/One-Click Transportation Information Services." FACT is presented as an example of a OC/OC service integrated with a transportation brokerage.

Alameda County providers will then participate on a panel to provide information on locally funded programs. Participants include:

- Tri-City Mobility Management, Shawn Fong
- Center for Independent Living (CIL), Rebeca Servin
- Eden I&R 2-1-1, Sharan Aminy and Rick Otto

Committee members, presenters, and guests will then have an opportunity for further discussion.

Staff Recommendation

Staff recommends that PAPCO and ParaTAC receive information on mobility management programs to better inform outreach efforts, funding decisions and oversight, and coordination between providers.

Fiscal Impact: There is no fiscal impact.

Staff Contacts

[Cathleen Sullivan](#), Principal Planner

[Krystle Pasco](#), Assistant Program Analyst

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