

## Technical Advisory Committee Meeting Agenda

Tuesday, September 14, 2010, 9:30 to 11 a.m.

### Countywide Coordination and Mobility Management Meeting to follow from 11 a.m. to 1 p.m.

**Meeting Outcomes:**

- Discuss Mobility Workshop Outcomes
- Exchange technical information
- Discuss Countywide Coordination and Mobility Management

9:30 – 9:35 a.m. Naomi Armenta	<b>1. Welcome and Introductions</b>	
9:35 – 9:40 a.m. Public	<b>2. Public Comment</b>	
9:40 – 9:45 a.m. Staff	<b>3. Approval of July 20, 2010 Minutes</b> <i><u>03 TAC Meeting Minutes 072010.pdf</u></i> – Page 1	
9:45 – 10:15 a.m. Staff	<b>4. Mobility Workshop Outcomes Report</b> <i><u>04 Mobility Workshop Survey Outcomes.pdf</u></i> – Page 5 <i><u>04A Mobility Workshop Working Session Themes.pdf</u></i> – Page 11 <i><u>04B Mobility Workshop Working Session Charts.pdf</u></i> – Page 13	
10:15 – 10:30 a.m. TAC	<b>5. Technical Exchange</b> A. Mobility Management B. Preparedness C. Ask a TAC Member D. Other Technical Exchange Items	
10:30 – 10:55 a.m. Staff PAPCO Chair TAC Tess Lengyel	<b>6. Information Items</b> A. SRAC Update B. PAPCO Update C. TAC Committee Member Announcements D. ACTIA Staff Report <i><u>06D PAPCO Vacancies.pdf</u></i> – Page 25	

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Keonnis Taylor Staff	E. Outreach F. Other Staff Updates	
10:55 – 11:00 a.m. Staff	<b>7. Draft Agenda Items for Next Meeting</b> A. Discuss over-sized wheelchairs and weight issues B. Technical Exchange	I
11:00 a.m.	<b>8. Adjournment</b>	
11 a.m.– 1 p.m.	<b>9. Countywide Coordination and Mobility Management Discussion</b>	I

*Key: A – Action Item; I – Information/Discussion Item; full packet available at [www.alamedactc.org](http://www.alamedactc.org)*

**North County Coordination and Mobility Management Meeting:**

Date: October 12, 2010  
Time: 9:30 to 11:30 a.m.  
Location: ACTIA Offices

**Next TAC Meeting:**

Date: November 9, 2010  
Time: 9:30 to 11:30 a.m.  
Location: ACTIA Offices

**Location Information:** ACTIA is located in Downtown Oakland at the intersection of 14<sup>th</sup> Street and Broadway. The office is just a few steps away from the City Center/12<sup>th</sup> Street BART station. Bicycle parking is available inside the building, and in electronic lockers at 14<sup>th</sup> and Broadway near Frank Ogawa Plaza (requires purchase of key card from [bikelink.org](http://bikelink.org)). There is garage parking for autos and bicycles in the City Center Garage (enter on 14<sup>th</sup> Street between Broadway and Clay). Visit the ACTIA website for more information on how to get to ACTIA: <http://www.actia2022.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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www.AlamedaCTC.org

**ACTIA Technical Advisory Committee Meeting Minutes**  
**Tuesday, July 20, 2010, 9:30 a.m., 1333 Broadway, Suite 300, Oakland**

Attendance Key (A = Absent, P = Present)

Members:

<u>A</u> Barry Bergman, City of Alameda	<u>A</u> Karen Hemphill, City of Emeryville	<u>A</u> Mallory Nestor, AC Transit
<u>A</u> Beverly Bolden, City of Berkeley	<u>A</u> Kim Huffman, AC Transit	<u>P</u> Joann Oliver, City of San Leandro
<u>A</u> Melinda Chinn, City of Emeryville	<u>P</u> Drew King, City of Berkeley	<u>P</u> Gail Payne City of Alameda
<u>A</u> Anne Culver, City of Hayward	<u>A</u> Jackie Krause, City of Alameda	<u>A</u> Mary Rowlands, EBP
<u>P</u> Pam Deaton, City of Pleasanton	<u>A</u> Kadri Kulm, LAVTA	<u>A</u> Mia Thibeaux, City of Oakland
<u>A</u> Louie Despeaux, City of San Leandro	<u>A</u> Kevin Laven, City of Emeryville	<u>A</u> Laura Timothy, BART
<u>A</u> Jeff Flynn, LAVTA	<u>P</u> Isabelle Leduc, City of Albany	<u>A</u> Rani Visweswaran, City of Emeryville
<u>P</u> Shawn Fong, City of Fremont	<u>P</u> Wilson Lee, City of Union City	<u>A</u> Victoria Williams City of Hayward
<u>A</u> Brendalynn Goodall, City of Oakland	<u>P</u> Hakeim McGee, City of Oakland	<u>P</u> David Zehnder, City of Newark
	<u>A</u> Cindy Montero City of Emeryville	

Staff:

<u>P</u> Tess Lengyel, Programs and Public Affairs Manager	<u>P</u> Rachel Ede, Nelson/Nygaard
<u>P</u> Naomi Armenta, Paratransit Coordinator	<u>P</u> Angie Ayers, Acumen Building Enterprise
<u>P</u> Keonnis Taylor, Programs Coordinator	

**1. Welcome and Introductions**

Naomi Armenta, Paratransit Coordinator, called the meeting to order at 9:30 a.m. The meeting began with introductions and a review of the meeting outcomes.

**Guest Present:** Sandi Soliday, Alameda County Developmental Disabilities Committee

**2. Public Comments**

There were no public comments.

**3. Approval of April 13, 2010 Minutes**

TAC members reviewed the meeting minutes from April 13, 2010 and approved them as written.

#### 4. Technical Advisory Working Group (TAWG) for the CWTP-TEP Steering Committee

Tess Lengyel led a discussion on the roles and responsibilities and representation on the newly formed TAWG. ACTIA and the Alameda County Congestion Management Agency (CMA) are in the process of coordinating the update of the Countywide Transportation Plan and development of a new Transportation Expenditure Plan (CWTP-TEP) for the sales tax reauthorization, and TAWG will provide technical input. The two boards established a Steering Committee comprised of elected officials to lead these efforts. One of the actions by the Steering Committee is to create two additional groups, the CAWG and the TAWG to advise the Steering Committee. Tess informed the committee that TAWG will meet for the first time in October and again in November; then the meeting schedule will change to every other month. A consulting firm will be hired to provide professional and technical planning services to update the CWTP and develop the TEP. One of the firm's responsibilities is to create a schedule of the entire plans development process.

#### 5. Coordination and Mobility Management Planning

Rachel Ede led a discussion on the Coordination and Mobility Management Planning approach, which will include a process in each of the four planning areas to follow up on coordination and mobility management opportunities identified in the March 2010 Service Delivery Report. Rachel informed the TAC committee that the PAPCO Annual Mobility Workshop on July 30, 2010 is a kickoff for this new process. TAC members reviewed a draft meeting schedule for the different planning areas.

TAC members asked the following questions:

- Will the cities be expected to attend all the meetings? *No, staff stated that the cities are expected to attend all countywide meetings but only the meetings addressing their own Planning Areas.*
- For each planning area, will the goal be on how to coordinate better? *Rachel Ede stated that the goal is to determine what will help you work efficiently and deliver services for your area. Should we have more people at the table to coordinate with? When appropriate, others will be present for coordination support.*
- What plan for the planning area is different than in the Service Delivery Report? Are you doing a separate service delivery and recommendation for the specific planning area? *No.*
- It would be helpful to see studies done by experts. *Staff stated that more data will be at the initial countywide meeting in September.*

#### 6. Reporting Forms Revisions

Naomi Armenta announced that staff is merging the Year End report with the compliance reporting process. The separate Year End report will be eliminated. Staff will also be streamlining the mid-year reporting/process and will bring the information back to the TAC members. The following changes were discussed by staff and TAC members:

1. Remove columns A and B on the year-end report, because staff already has that information from prior reports.
2. Section 1 – All lines should remain.

3. Sections 2 and 6 – Streamline line items 13, 34, and 35 for management, customer service, and staffing costs. Staff will look at this more closely and modify if necessary. Staff stated that PAPCO looks at Section 6 more than Section 2, and these sections overlap.
4. Tess Lengyel stated that Sections 1, 2, 3, 6, and 7 on the year-end report are also on the compliance report. However, items in Section 8 are not on the compliance report. It was suggested to include Section 8 from the year-end report in the Paratransit summary of the compliance report.
5. One TAC member stated that Section 8 items 57 to 68 are considered survey data; in Section 7, items 42, 45, 46, 51, 52, and 55 depend on the nature of the service; items 43, 44, 47, 48, 53, and 58 are challenging. Staff stated that they will look at Sections 7 and 8 more closely when revising the report.

## **7. Technical Exchange**

### **A. Mobility Management**

Pam Deaton – Pleasanton and LAVTA updated their applications and clarified issues about over-sized wheelchairs on lifts. TAC asked Staff to bring information on size standards for wheelchairs to a future meeting. TAC members and staff want to share information with consumers regarding WC19-compliant mobility devices and weight limitations on lifts.

Gail Payne – The Alameda Shuttle started its pilot program. Gail will touch base with the City of Pleasanton, City of San Leandro, and the City of Emeryville for ideas on how to make the Alameda Shuttle more efficient.

### **B. Preparedness**

Shawn Fong reported that the last Regional Mobility Management Group meeting was hosted by Outreach in San Jose, and in terms of preparedness, it was fantastic. They have a database with all the vehicles in the county listed, etc. The entity is the ADA paratransit provider for Santa Clara County and is a nonprofit organization.

The Alameda CTC will host the next Regional Mobility Management Group meeting on September 15, 2010.

### **C. Ask a TAC Member**

The members did not have updates.

### **D. Other Technical Exchange Items**

The members did not have technical exchange items to discuss.

## **8. Information Items**

### **A. SRAC Update**

Due to time constraints, the committee did not cover this topic.

**B. PAPCO Update**

Due to time constraints, the committee did not cover this topic.

**C. TAC Committee Member Announcements**

Naomi Armenta announced that the Center for Independent Living (CIL) did a study on wheelchair repair issues in North County. Naomi will e-mail the summary to TAC members.

Wilson Lee announced that the City of Union City Board agreed to raise the paratransit fares. All paratransit vehicles have been converted to natural gas.

Pam Deaton announced that the City of Pleasanton adjusted the Downtown Route and added new stops.

**D. ACTIA Staff Report**

Due to time constraints, the committee did not cover this topic.

**E. Outreach – Keonnis Taylor reviewed the outreach events for August and September. She announced the launch of the new Alameda CTC website. She encouraged members to sign up for the e-newsletter.****F. Other Staff Updates****a) Update on the Merger**

Tess Lengyel stated that the Alameda CTC has been formalized and the first Board meeting is July 22, 2010. The Board will establish its chair, vice-chair, and standing committees at this meeting. The new executive director is expected to be on board in the fall.

Tess mentioned that the actual sales tax for this fiscal year will be \$94 million, higher than the \$90 million budgeted. The \$90 million will be retained as the projected budget for the fiscal year.

**9. Adjournment**

The meeting adjourned at 11:45 a.m.



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## M E M O R A N D U M

**To:** ACTIA Paratransit Coordination Team  
**From:** Paul Supawanich  
**Date:** August 18, 2010  
**Subject:** ACTIA 2010 Annual Workshop Survey

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On July 30th, 2010 ACTIA held its 7th Annual Senior and Disabled Mobility Workshop at the MTC Auditorium in Oakland, CA. After the event, an online survey was distributed to approximately 70 percent of the workshop participants to garner feedback on various aspects of the event and to receive suggestions for future programs. This memorandum will summarize the results of the Senior and Disabled Mobility Workshop Survey and will provide general suggestions and comments for next year's event.

The online survey consisted of thirteen questions which asked survey participants about the workshop's presentations, Resource Fair, and Coordination Working Session. Among these thirteen questions, several provided participants opportunities for open response. Samples of common responses to certain questions will be provided as part of this memo.

### Survey Results

Among the 68 people that were contacted to take the survey, 35 provided responses, which equates to a response rate of 51%, significantly higher than the 2009 response rate of 25%. Responses were collected roughly over a two-week period after the date of the event. We believe this is due in part to our use of a web-based survey format this year. (Information about accessibility of the web-based survey tool was provided in the email inviting attendees to take the survey. No complaints were received about accessibility issues.)

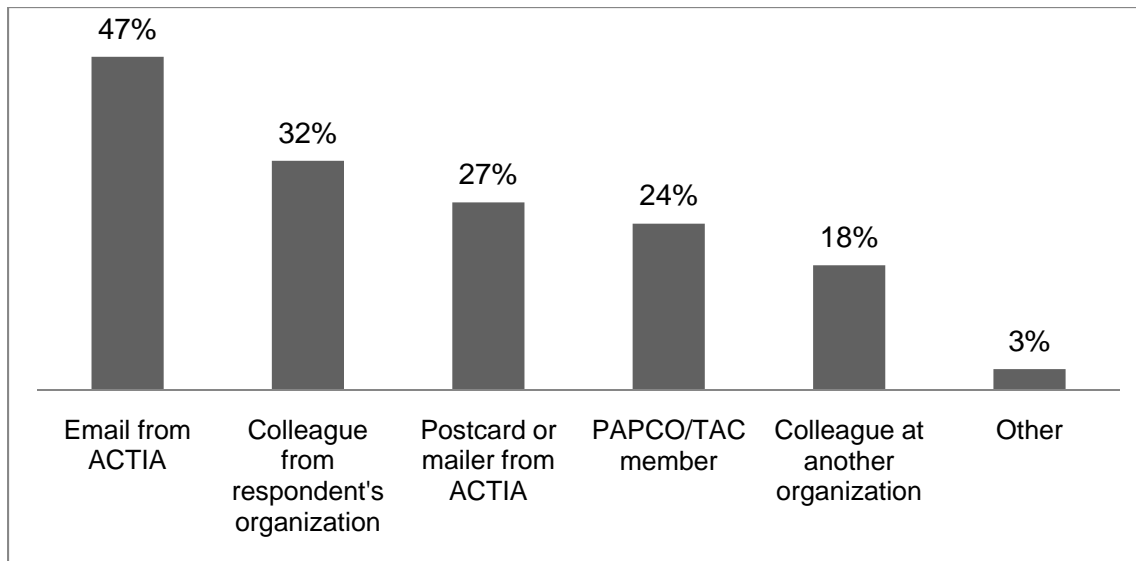
### Geographic Representation

Based on the results of the survey, it was found that the vast majority of survey respondents represented North County (35.3%, 12 respondents). 20% of respondents stated they represented countywide interests and 17.6% represented East County. The smallest representation from a geographic area came from South County (2.9%, 1 respondent).

## Knowledge of Workshop

It was revealed that nearly 50% of survey respondents had been informed of the workshop from a direct email from ACTIA. This was followed by numerous word-of-mouth means of communication and postcard/direct mail. These results can be found below in Figure 1.

**Figure 1 How Attendees Were Informed of the Mobility Workshop**

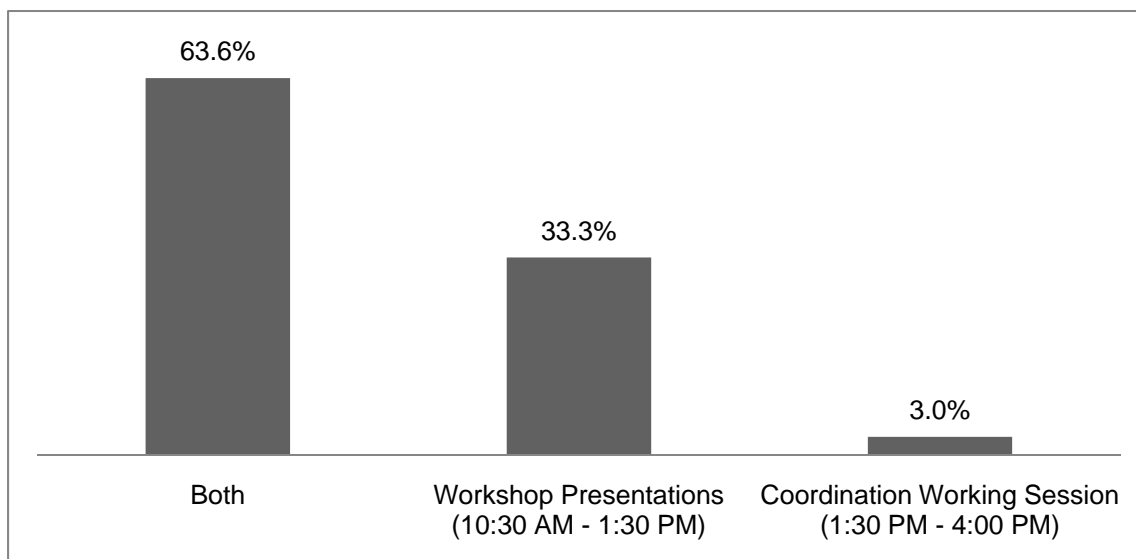


As compared to 2009, 2010 revealed a 16% increase in the number of individuals who heard about the mobility workshop through an ACTIA email and a 4% decline in the number of individuals who heard about the event through an ACTIA postcard or mailer.

## Workshop Event Attendance

The majority of those in attendance at this year's workshop attended both the presentations and the Coordination Working Session (63.6%). However, full-day attendance was down approximately 15% from 2009, and 8% from 2008. While specific reasons for this change are unclear, 20.7% of survey respondents did indicate that the length of the workshop was too long. Figure 2 illustrates the breakdown in attendance for the workshop presentations and Coordination Working Session. One respondent (representing three percent) attended only the afternoon Coordination Working Session.

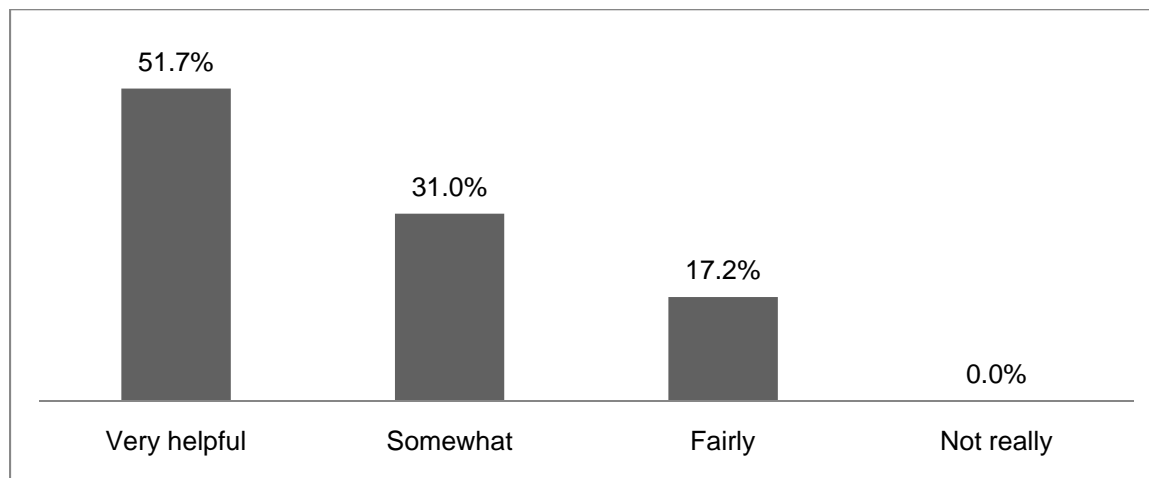
**Figure 2 Attendance at Workshop Presentations and Coordination Working Session**





Of those who attended the Resource Fair, 51.7% found it “very helpful” (compared with 73% in 2009, and 28% in 2008). 31.0% found it “somewhat helpful”. No one indicated that the Resource Fair was not helpful. While the number of individuals who found the fair “very helpful” has declined since last year, responses to this question appear to be highly variable. All respondents did note that they found some level of value in the Resource Workshop. In addition, a lack of distinction between the “somewhat” and “fairly” response options may have slightly skewed responses. The distribution of responses can be found in Figure 3.

**Figure 3 Response to “Did you find the Resource Fair helpful?”**



Several user-generated responses were submitted in response to the question “Did you find the Resource Fair helpful?” These included the following:

- “There needed to be more traffic area for wheelchair users. You could get “stuck” while trying to get from display to display.”
- “I’m already aware of the resources, but it’s always good to have the opportunity to network.”
- “Great information with relevant and helpful information.”

## Presentations

**Survey respondents provided feedback for all four presentations. However, a higher number of responses were provided for the presentations scheduled before the lunch hour. The presentation given after lunch (David Cyra) had a lower response rate than the previous three presentations. This drop in attendance after lunch is consistent with previous years.**

Figure 4 shows what percentage of respondents ranked each of the presentations between a one and a five (one being least informative and five being most informative). Darker shading represents a higher response rate to that category. *(Note: This analysis reflects 22 valid responses, including those responding N/A. Thirteen initial responses were removed due to a survey format error that was promptly corrected.)*

The majority of respondents ranked all presentations at a “3” or higher, indicating that all of the presentations were generally informative. The “State of the System” presentation was indicated to be the most informative presentation among the four with 88% of respondents ranking it as a “4” or “5”.

**Figure 4 Response to “Please rank each presentation on how informative it was”**

	Responses	1 - Least Informative	2	3	4	5 - Most Informative
State of the System - Bonnie Nelson, NelsonNygaard Consulting Associates	17	0%	0%	12%	41%	47%
Planning for Progress - Tess Lengyel, ACTIA Programs and Public Affairs Manager	19	0%	5%	16%	47%	32%
Sustainable Communities Strategy - Kenneth Kirkey, Association of Bay Area Governments	20	5%	5%	20%	30%	40%
Mobility Through Collaboration - David Cyra, United We Ride Ambassador	14	7%	0%	29%	29%	36%

Survey participants were again given the option to provide direct feedback on the presentation. Some of the responses about the workshop presentations included the following:

- “Tess and Bonnie were excellent! Interesting and useful info presented in an accessible and fun manner.”
- “It was hard to rate the presentations because they were all very good and informative. I felt that the Workshop was the best ever!”
- “The speaker from out of state could have been more interesting if he came from cities of our size. It is difficult to relate programs for small town USA with our county.”

### Coordination Working Session

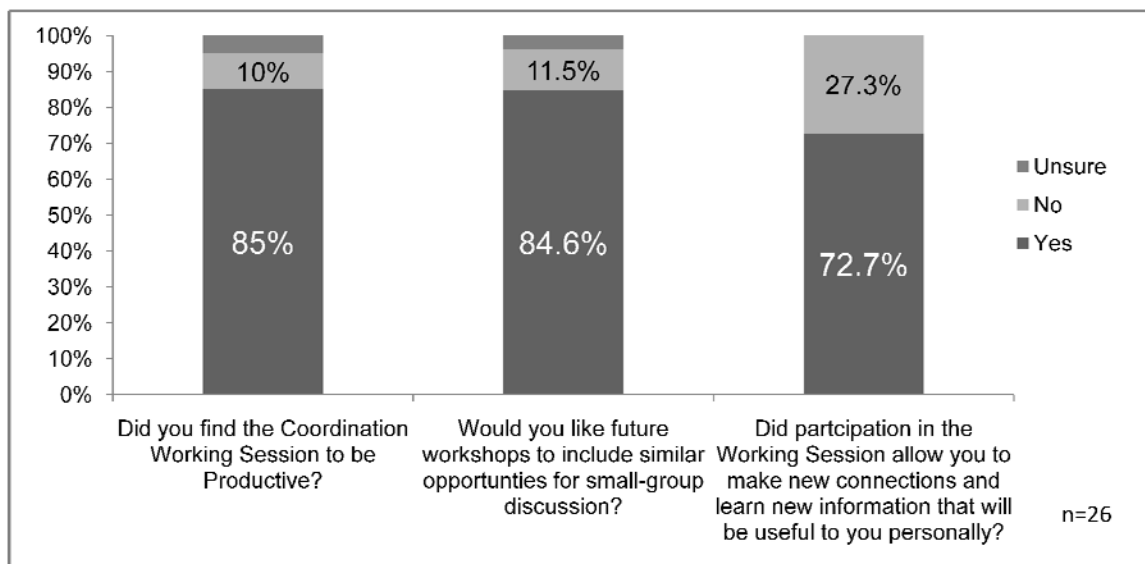
The afternoon Coordination Working Session focused on identifying next steps and priorities for improving coordination among transportation and related service providers in Alameda County and then presenting those key themes and priorities. The majority of survey respondents who attended the working session found it to be useful. In response to the question, “Did you find [the Coordination Working Session] to be productive?” 85% responded “Yes”, 10% responded “No”, and 5% responded “Unsure”. The comments responding to this question included the following:

- “Since there were only 2 of us from Alameda, the others from Oakland dominated the discussion. Plus, there was a lot of "side" discussion.”
- “Use speakers from our county or similar size counties. More involvement by participants. We lost too many people after lunch.”
- “This was my first workshop. I would have liked to talk more with other areas of the county. In East County, we’re small and we all know each other....for better or for worse!”

In addition, participants responded favorably to the small-group discussion that this year’s workshop encouraged. When asked “would you like future workshops to include similar opportunities for small-group discussion?” 84.6% of respondents said “Yes” and 11.5% said “No” with the remaining percentage responding as “Unsure”.

A summary of the responses to Coordination Working Session questions is found in Figure 5.

**Figure 5 Responses to Specific Questions on the Coordination Working Session**



### Workshop Length and Timing

When asked about the length of the workshop (10:30AM – 4:00PM), 69% of survey respondents indicated that the program length was “Just Right. Second, 20.7% indicated that the workshop was “Too Long.” Finally, 10.3% of survey respondents indicated that they felt the program was “Too Short.” This information coupled with comments received directly from participants suggests that the format and arrangement of the room worked well for most participants.

### Additional Participant Comments and Suggestions

When asked to comment on the aspects of the workshop which they found most helpful, many respondents mentioned the presenter’s presentations and the ability to network with participants from other parts of Alameda County. In response to the question “What aspect of the workshop did you find most helpful?” some of the responses included:

- “Hearing about the legislative process in transportation and the long-term impact on budgets.”
- “The group breakout discussion was very informative.”
- “The morning presentations were very informative. My afternoon session would have been more useful if more opportunity was given to talk to other areas of the county to see what they do and how it may apply to [my agency].”
- “Resource fair and lunch discussions – networking.”
- “Thinking outside the box” was encouraged.”
- “Speakers and hearing ideas about the broader picture and how programs can interact.”
- “All of it”

Similarly, survey participants were also asked “If you could change any aspect of the workshop, what would it be? Responses to this question included the following:

- “I would not pick a Friday in summer. I think attendance is less effective and people are more in a hurry to leave to beat traffic.”
- “More time for questions from the persons that came to workshop.”
- “I would have more information about what innovative programs and services that other communities are doing to better understand Paratransit options, lessons learned and what to replicate.”
- “More information about what other counties/states are doing to meet budget crises.”
- “Use county and PAPCO members more. Find a way to allow for more space between each table.”
- “It would be great to have a professional evaluate our systems and come up with an idea that would allow us to try something new.”
- “Longer workshop in the afternoon, shorter presentations.”
- “Members of PAPCO should not have sat together in the back of the room and this does not allow circuit fraternization with guest. Even with wheelchairs it could have been rearranged better. The aisles were not wide enough and non wheelchair users had to get up to often and move themselves and their chairs to let wheelchair users leave the room.”

## Summary

Overall, the vast majority of the comments received on the workshop were positive and it appeared that participants were generally pleased with the information they learned at the meeting and the opportunities they had to network with their peers. Looking forward to the 2011 Senior and Disabled Mobility Workshop, potential suggestions and improvements may include:

- Maintain format of presentations, resource fair, and working sessions
- Additional opportunities to allow and encourage networking among program participants
- Create incentives to increase participation in afternoon sessions
- Ensure space is easily accessible for wheelchair users and that wheelchair users have ample clearance to maneuver
- Increase participation from South and Central Alameda County

## 2010 ACTIA Senior and Disabled Mobility Workshop Alameda County Coordination Working Session: Major Themes

Several themes emerged from working session discussions. Participants highlighted the following needs related to delivery of accessible transportation services in Alameda County and beyond:

- Development of agreements, inter-agency collaborations, and services that provide for seamless regional travel across jurisdictions and service areas, for both paratransit and fixed-route services. Some of the specific strategies discussed were:
  - A consistent, coordinated, passenger-centered approach to transfers between ADA paratransit systems
  - Reciprocal agreements between transportation providers that enable them to complete trips without requiring passengers to transfer between systems
  - Creation of a single provider that could serve multiple agencies' regional paratransit trips, thereby eliminating the need for transfers. Medical trips—which often require passengers to travel across municipal, county, and system boundaries—were identified as a priority trip purpose to be served by a regional trips provider.
  - Use of a single ticket or payment system for all forms of transportation—e.g., integration of Alameda County city-based programs into the Clipper (formerly TransLink) system
  - Development of a regional one-stop eligibility certification process that qualifies riders for multiple services
  - Provision of travel training that specifically addresses regional, multi-system trips
  
- Availability of a spectrum of transportation services across the county, including door-to-door services, fixed-route transit, carpool and vanpools, volunteer driver programs, and accessible taxis. Several groups noted the importance of ensuring access to travel training throughout the county.
  
- Increased collaboration with the range of transportation providers operating in our communities, including non-profits, social service agencies, senior housing facilities, non-profits, faith-based institutions, and hospitals and medical facilities.
  
- Development of a single point of contact (e.g., a one-call center) for accessing transportation information, referral, and trip planning assistance. One group discussed the potential benefits of linking information available through 211 and 511.
  
- A more passenger-centered focus to service delivery, including measures to enhance paratransit service quality (through improved on-time performance, more efficient routing, and “ETA” calls), and increased training for transit and paratransit drivers in understanding the needs of older adults and people with disabilities.

- An approach to transportation planning that is linked to the needs of the complete community, recognizing that the location of jobs, housing, and services all have an important impacts on mobility for our multi-generational households. (E.g., a person who has to travel far from home for work will be less available to support the needs of an aging parent.) Improved coordination of transportation and land use planning was also discussed, with some providers expressing frustration about the ongoing siting of new development and medical facilities far from existing transit services, and the need for better engagement with city planners and planning commissions to ensure that transit access is a key consideration during development review processes.

## **7<sup>th</sup> Annual Mobility Workshop**

### **Alameda County Coordination Working Session Notes**

**July 30, 2010**

Seven working groups (three to represent North County, and one each to represent Central County, East County, South County, and Countywide/Regional) discussed the following main topics in regard to mobility management and coordination:

- 1) **Introductions:** Please briefly introduce yourself and tell us what your personal or organizational self-interest is for being at the table
  
- 2) **What is our vision for mobility in our area?**
  - What are the primary or most critical mobility concerns or coordination issues in our area?
  - What would success look like? What is the desired change or outcome?
  
- 3) **What needs to be done to get something started?**
  - What are major strategies that should be pursued/explored?
  - What are simple things that could be put in place relatively quickly?
  
- 4) **Who would be good candidates to serve in a core group to get things started?**
  - Is there a local champion in the area?
  - What connections need to be made to ensure success?
  - What resources are needed? Political, financial, public support?
  
- 5) **What can those of us at the table contribute?**

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

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## Central County

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### What is our vision for mobility in our area?

- Emergency evacuation of disabled residents if necessary
- Thinking outside of the box
- Accessible taxi
- Same-day crisis/medical transportation
- City programs blur service boundaries
- Assistance for low-income residents
- Passenger-centered focus

### What needs to get done to get something started?

- Just dictate new service and policies (controversial within group)
- City door-to-door services need to communicate (example: agree to travel one mile across border)
- Encourage countywide accessible taxi ordinance
- Coordinate purchasing service from taxi companies as a bloc
- Quarterly outreach to living facilities and consumers
- Clarify what age equals “senior”
- Outreach ideas:
  - Advertise services on public access channel
  - Put info in weekly newspapers such as the San Leandro Times and Castro Valley Forum
  - Invite local TV to core group meetings and the politicians will be willing to attend
  - Outreach at sporting events (Countywide)
  - Distribute info through realtors
  - Mailings through post office change of address records
  - How to do outreach in unincorporated areas?

### Who would be good candidates to serve in a core group to get things started?

- We need a local champion
- Community Resources for Independent Living (CRIL)



- Victoria Williams (City of Hayward) and Joann Oliver (City of San Leandro)
- Local politicians and advocates
- Elderly and disabled groups (Senior Services Foundation, Lavender Seniors, United Seniors of Oakland and Alameda County (USOAC), churches, senior centers, Hayward Area Recreation Department)
- Hayward Chamber of Commerce, San Leandro CoC, and Castro Valley CoC
- Local hospitals (Kaiser Permanente, etc.)
- Assisted-living facilities (outreach and input)
- Home owner associations (HOA)
- Neighborhood associations

**What can those of us at this table contribute?**

- Time
- Share with peer groups (Sylvia is already doing so and will continue)
- Be part of core group
- Organize others

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**East County**

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**Current coordination in East County**

- History of coordination between LAVTA and Pleasanton Paratransit
- Transfer agreement between LAVTA and Pleasanton Paratransit for Pleasanton’s Downtown Route shuttle (free transfers)
- Wheels and Pleasanton Paratransit don’t require paratransit riders to transfer between providers when crossing service area lines—each agency completes the rider’s trip
  - Have reciprocal agreement with the option to bill the other agency for the cost of that leg of the trip, but have never done so
- LAVTA participating in AC Transit-CCCTA transportation inventory
- Senior Support Services now assisting with more challenging trips using volunteer driver program (e.g., long distance medical trips)

### **What are opportunities for stronger coordination?**

- Need stronger relationships with faith-based communities (to coordinate with their services, get residents to services given limited transit services on Sundays, ensure parishioners are aware of all transportation options, potentially promote institutions sharing transportation resources with one another)
- School districts
- Dialysis and other medical clinics/providers, American Cancer Society

### Potential strategies:

- Need to identify champions within these communities/agencies/organizations
- Should engage consumers as liaisons when it's difficult to make new relationships

### **What is needed in East County**

- Preserve, potentially expand, and improve coordination with network of transportation service providers to complement and shore up ADA service area and capacity—includes Kaiser, taxis, non-profits, faith-based institutions, medical providers, etc.
- Improved coordination of land use/development planning with transportation system!
  - New dialysis center, ADHC coming online in locations that are not challenging to serve with transit
  - Need stronger role for transit staff in commenting/advising on development during municipal review processes
    - Need to engage city planners, planning commissions
  - Need more “out of the box” thinking on transportation among local planners and decision-makers
  - Siting of low-income housing also an issue
  - Consumers can assist: already active on local committees related to ADA compliance, meeting with city planners and engineers regularly

## **What is our vision for mobility in East County and the region? What role could the Alameda CTC play?**

- Alameda CTC taking the lead on mobility management implementation
  - Includes improved coordination/dissemination of transportation service information to the public/consumers
- Alameda CTC promoting more communication between all services: “too many people who know too little”
- One ticket allows riders to travel anywhere
  - City-based systems such as Pleasanton Paratransit integrated into Clipper
- Improved cross-county coordination
  - Current challenges with paratransit “meets” between agencies—need to find a better way to handle inter-jurisdictional paratransit trips
    - Reciprocal agreements/reimbursement if necessary
- Consider a regional single provider to serve all inter-jurisdictional trips on behalf of local providers (medical trips a priority)
- Countywide travel training program
- Regional one-stop certification to streamline the eligibility process that can vary widely among providers—riders can be certified for multiple services throughout the Bay Area at once (one set of criteria, one process)
  - Potentially web-based, with additional documentation provided if needed
  - Would reduce complication of being approved for trips on neighboring ADA paratransit systems
- Revisit funding allocations for Measure B pass-through funding

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## **North County**

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### **Group 1**

## **What is our vision for mobility in our area?**

- Get better info out about streets/sidewalks conditions
- Department of Public Welfare (DPW), neighborhood watch groups, city parking enforcement

### **What needs to get done to get something started?**

- East Bay Paratransit (Veolia) needs to come to meetings prepared to take action
- Get board members to ride paratransit vehicles
- Bring senior housing developments into the conversation
- Educate consumers about their legal rights to transportation
- Find existing business/agency that already does 24-hour business (work with owner-operators; set up as a co-op)
  - Include wheelchair repair, escorts, etc.
- Combine Measure B programs, reduce admin cost, integrate with hub mentioned previously (private or non-profit), but must include committee with riders
- Use vans to provide meter-less taxi program countywide (deals with problem of taxis not being able to pick up in other cities, charge same rate as taxi program but subsidize (Measure B))

### **Who would be good candidates to serve in a core group to get things started?**

- American Cancer Society, Alzheimer's Association
- East Bay Paratransit, cab companies, AC Transit, BART
- Churches, schools, senior centers, social services, medical centers
- People who lost service when AC Transit cut back, have one number to call

### **What can those of us at this table contribute?**

- Do outreach to consumers, explain to them what's available, how to be involved
- Make sure drivers can explain to riders how to get involved
- AC Transit could get rid of broker's office and contract directly with providers
- Nonprofits can survey their clients to find out their needs

## Group 2

### What is our vision for mobility in our area?

- Rides that come on time
- Rides that are more direct
- Find efficient routing
- Avoid unnecessary dispatch conversation
- Connect with community partners
- No wait for eligibility — presume eligible
- Convenient accessible bus stops
- Coordinate with DPW, etc.
- Rides not overbooked
- Coordinate consistent training
- Improve rider info -> system to make courtesy calls
- Need a door-to-door service for many
- Early isn't always better

### What needs to get done to get something started?

- Maximize consistency and uniformity
- Shuttle service open to all, focused on senior destinations, wheelchair repair, etc.
- Consistent, coordinated training
- Coordinate with disability offices of campuses and high schools
- “More intimate” information, not compass directions, etc.
- Mobility management that includes coordination with destination end as well as with customers. E.g. working with doctor's offices and dialysis centers to get people home at a reasonable time
- Right-size vehicles

### Who would be good candidates to serve in a core group to get things started?

- High schools, colleges – Disability Coordinators
- Housing Offices
- Developments/apt. complexes/senior centers

- Businesses
- Consumers – seniors, students
- Blind centers; deaf centers
- Immigrant organizations
- Hospital social workers
- Mayor’s office on disabilities
- Public health
- In-home supporter care
- Churches

**What can those of us at this table contribute?**

- Persons with disabilities can provide training and help providers understand
- Consumers can help revise and promote the riders’ guide
- Consumers can advocate for each other and teach how to complain effectively
- Use travel training to keep people on transit and maintain transit services
- Create a transit culture from youth so you aren’t trained with crisis
- Senior housing can help distribute tickets, etc.
- Agencies can link their websites to point, click, and connect to service

**Group 3**

**What is our vision for mobility in our area?**

- Better public transportation
- Better connectivity between cities, public transit specifically
- Re-do one entire transit system
- Public-transit focus on senior-related issues/health
- Have East Bay Paratransit provide flexibility in call-in reservation and oversight needed by users, real supervision needed
- Senior cab service needs additional supply of taxis to provide that service and dedicate to one service
- More taxi drop off sites in downtown Oakland

**What needs to get done to get something started?**

- Contacting/involving Alameda County city councils, stressing importance of senior and disabled needs with regards to funding
- Have a senior and disabled representative on the Alameda CTC Board
- Have senior/disabled champion to advocate and voice needs within the county
- Dedicate a day to have city council members “walk in one shoes” of a senior or disabled person

**Who would be good candidates to serve in a core group to get things started?**

- Organizations such as businesses that serve disabled communities, for example, Open Sesame (San Leandro) – door accessories to help mobility, seniors and people with disabilities; Commission on Aging – city and county
- United Cerebral Palsy
- Bay Area Commission on Aging (BACS – nonprofit)
- United Seniors (nonprofit)
- Senior centers
- Cancer Society
- Unity Council, Family Bridges (nonprofits)
- (Question 4B) Need buy in for all organizations, businesses listed
- Engage news/media to inform seniors/disabled about meetings, location/time of meeting, etc.
- (Question 4C) Public Support — Senior centers, faith-based communities (for example, churches), community colleges, libraries, Youth Speaks (radio and TV program), caregivers’ (can unite as a support group) cooperation to post meetings about issues
- Have public make sure that government websites post public meetings to engage elderly/disabled in conversation

**What can those of us at this table contribute?**

- Speak out
- Keep people moving
- Be involved
- Be visible

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## South County

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### What is our vision for mobility in our area?

- Transportation must address needs of multigenerational/multilingual households: Jobs and housing connection also support those homes
- Anybody and everybody can access a single focal point to address needs
- Solutions accommodate the **total community** (not just one sector)

### What needs to get done to get something started?

- Cities need to create and support policies that encourage good development and housing to make communities attractive, with job creation
- Create effective mechanisms for community input to elected and agency leaders that will be considered, responded to, so that solutions are potentially funded or planned (and vice versa)
- Connect 211 and 511 information lines
  - Educate people on what these centers do

### Who would be good candidates to serve in a core group to get things started?

- Planning commission
- Human relations commission
- Find community champions who can be spokespersons for issues and ideas
- Ensure “Livability Principles” are included in city charters and city commission charters and general plans
- High-level political leaders
- Businesses
  - They can contribute to mobility options for people
  - Bring dollars and create jobs
  - Offer incentives for seniors/disabled to get to businesses
  - Business choices can affect the connection between transport and housing and jobs

### What can those of us at this table contribute?

- Raise a stink



- Keep talking to people
- Help people understand how these efforts affect them — Share the relevance
- Get information to people who couldn't show up

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## **Countywide/Regional**

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This working group combined countywide and regional insight, looked at gaps in different regions, and brainstormed solutions. Both Marin County and Santa Clara County are already developing mobility management centers that will provide countywide guidance. Other solutions follow.

### **Regional Center of the East Bay Perspective on Alameda County and East/West Contra-Costa County**

#### **Gaps:**

- No weekend service or service after 6 p.m.
- Too many paratransit transfers (need seamless travel across county lines)

#### **Solutions:**

- Create Memorandum of Understandings (MOUs) between service providers to pay for extended trips across county lines
- Enhance driver training with consumers

### **Developmental Disabilities Council Perspective on Alameda County**

#### **Gaps:**

- Driver education
- Jurisdictional boundaries are preventing trips across lines
- On fixed routes, strollers and other mobility devices compete with wheelchairs and devices for people with disabilities

#### **Solutions:**

- Develop written policy and hold driver training
- Report issues to service providers

## **Santa Clara County**

### **Gaps:**

- BART train from San Francisco to San Jose

### **Solutions:**

- Hold joint travel training sessions with AC Transit and Santa Clara County for crossing jurisdictions

## **Lions Center for the Blind Perspective on Alameda County, Contra Costa County, and Solano County**

### **Gaps:**

- Paratransit hand-off; sometimes need to transfer to three service providers, which is cost-prohibitive on a one-way trip
- Fixed-route gaps in service; also need to transfer to several service providers to get from one location to the next
- Service quality (the service providers are often late)

### **Solutions:**

- Establish carpools and vanpools
- Work with all agencies to develop seamless regional travel (in a timely fashion)

## **Marin County**

### **Gaps:**

- Homebound seniors without access to transportation

### **Solutions:**

- Develop a Countywide Volunteer Driver Program to help seniors and people with disabilities get to essential destinations (ensure drivers get training and are insured under an “umbrella” policy)

## CURRENT APPOINTMENTS

### Appointer

- A. C. Transit
- BART
- LAVTA
- Union City Transit
- City of Alameda
- City of Berkeley
- City of Emeryville
- City of Fremont
- City of Hayward
- City of Livermore
- City of Oakland; Councilmember  
Rebecca Kaplan
- City of Pleasanton
- City of Union City
- Supervisor Alice Lai-Bitker
  
- Supervisor Gail Steele
  
- Supervisor Keith Carson
  
- Supervisor Nate Miley
- Supervisor Scott Haggerty

### Member

- Hale Zukas
- Harriette Saunders
- Shawn Costello
- Larry Bunn
- Audrey Lord-Hausman
- Aydan Aysoy
- Joyce Jacobson
- Sharon Powers
- Vanessa Proee
- Jane Lewis
- Rev. Carolyn M. Orr
  
- Carmen Rivera-Hendrickson
- Clara Sample
- Sylvia Stadmire
- Renee Wittmeier
- Herb Clayton
- Michelle Rousey
- Jonah Markowitz
- Will Scott
- Betty Mulholland
- Herb Hastings
- Maryanne Tracy-Baker

## VACANCIES

### Appointer

- City of Albany
- City of Dublin
- City of Newark
- City of Piedmont
- City of San Leandro
- Supervisor Nate Miley (District 4 - East Oakland, Oakland Hills,  
Castro Valley, Ashland, Cherryland, Fairview and Dublin)

## **Current PAPCO Appointments and Vacancies**

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Please keep these vacancies in mind when you speak with community members. If you know of an interested candidate, please have them contact Naomi at (510) 267-6118 and we will put them in contact with the Appointer.