



Paratransit Technical Advisory Committee Meeting Agenda

Tuesday, September 11, 2012, 9:30 to 11:30 a.m.
1333 Broadway, Suite 300, Oakland, CA 94612

Meeting Outcomes:

- Receive an update on the HDTs/WSBTS
- Receive a report on the workshop outcomes
- Begin discussion of use of existing and potential new funding
- Exchange technical information

9:30 – 9:35 a.m. Naomi Armenta	1. Welcome and Introductions	
9:35 – 9:40 a.m. Public	2. Public Comment	
9:40 – 9:45 a.m. Staff	3. Review of June 12, 2012 Minutes 03 TAC Meeting Minutes 061212.pdf – Page 1	
9:45 – 10:00 a.m. Staff	4. Update on HDTs/WSBTS	
10:00 – 10:15 a.m. Staff	5. Workshop outcomes report 05 Alameda CTC Mobility Workshop 2012 Participant Survey Memo.pdf – Page 5	
10:15 – 10:50 a.m. Staff and TAC	6. Begin discussion of use of existing and potential new funding	
10:50 – 11:10 a.m. TAC	7. Technical Exchange A. Mobility Management B. Preparedness C. Ask a TAC Member D. Other Technical Exchange Items	

- 11:10– 11:30 a.m. **8. Information Items** |
- Staff A. TEP Status Update
TAC B. SRAC Update
PAPCO Chair C. PAPCO Update
TAC D. TAC Committee Member Announcements
Staff E. Alameda CTC Staff Report
 F. Outreach
 G. Other Staff Updates
- 9. Draft Agenda Items for Next Meeting** |
- A. Discuss use of new and existing funding
 B. Technical Exchange
- 11:30 a.m. **10. Adjournment** |

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

Next TAC Meeting:

Date: October 09, 2012
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
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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.



**Alameda CTC Paratransit Technical Advisory Committee Meeting Minutes
Tuesday, June 12, 2012, 9:30 a.m., 1333 Broadway, Suite 300, Oakland**

Attendance Key (A = Absent, P = Present)

Members:

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

Staff:

<u> </u> P John Hemiup, Senior Transportation Engineer	<u> </u> P Krystle Pasco, Acumen Building Enterprise, Inc.
<u> </u> P Naomi Armenta, Paratransit Coordinator	<u> </u> P Vida LePol, Acumen Building Enterprise, Inc.
<u> </u> A Cathleen Sullivan, Nelson\Nygaard	

1. Welcome and Introductions

Paratransit Coordinator Naomi Armenta called the meeting to order at 9:36 a.m. The meeting began with introductions and a review of the meeting outcomes.

Guests Present: Heather Barber, Alameda CTC; Jennifer Cullen, Senior Support Program of the Tri Valley; Elaine Welch, Senior Helpline Services; Jeff Weiss, Bay Area Community Services

2. Public Comment

There were no public comments.

3. Review of April 10, 2012 Minutes

TAC members reviewed the meeting minutes from April 10, 2012 and by consensus approved them as written.

4. PAPCO Program Plan and Gap Grant Recommendation Status Report

Naomi Armenta reviewed the Gap Grant Extension Request handout with members. The handout describes which Alameda CTC funded projects are eligible for an extension for the next fiscal year and the supplemental funding amount requested. The Fremont Tri-City Travel Training project and the South County Taxi Pilot project have already received extension approvals in other Board actions.

Naomi stated the Alameda CTC Board approved PAPCO's recommendations yesterday. She described the base funding recommendations, the conditional funding for LAVTA and Hayward, as well as described the funding some projects will receive through the Paratransit Gap Grant Program.

Questions and feedback from members:

- What is the difference between city-based door-to-door service and wheelchair van service? Staff said some cities use the wheelchair van for door-to-door service as accessible taxis are not always available.
- A member said we should be clear on how we describe our services to the consumers. Staff said some door-to-door services (e.g. Fremont) require advance reservations, and other services are a same-day program.
- How can Alameda participate in the mobility management travel training program? Staff said some of the grant programs cover wide geographic areas, and city programs do have access to those programs. Staff said Alameda can contact USOAC.
- A member requested clarification on the city-based door-to-door service for San Leandro because the payments show as pass-through funding, but the City received a minimum service level grant. Staff said since the grant supplements the base program, Alameda CTC did not differentiate it from the pass-through funding.

Naomi explained the Gap Grant Extensions matrix, which shows the Board approved Gap Grant Extensions. These grants operate for fiscal year 2012-2013, and some will be eligible for the new category of mobility management Gap funding in 2013-2014. She said Alameda CTC would like to integrate the evaluation process for the pass-through funding with the grant funding.

Questions and feedback from members:

- When is the next Paratransit Gap Grant Program call for project? Staff said no date has been set yet, but it may be in February 2013.
- What will qualify under the capital matching services? Staff said projects like vehicles or dispatching software. The bulk of the money is intended for mobility management programs, but if the transportation sales tax measure passes, it will provide more money to award for other categories of the grant program.

John Hemiup said he is working on preparing the Paratransit Gap Grant extensions.

5. Discussion on SHS – Volunteer Driver Program

Elaine Welch of Senior Helpline Services (SHS) reviewed the Volunteer Driver Program with TAC members. She stated Paratransit Coordination staff worked with SHS to develop a new Coordination and Mobility Management Planning (CMMP) pilot program. SHS is a nonprofit senior services agency based in Lafayette, California and currently serves communities in Contra Costa County. As of July 1, 2012, it will start serving six areas in Alameda County.

Elaine stated SHS would launch and operate a 12-month project to offer free, one-on-one, door-to-door, escorted rides for ambulatory seniors age 60 and older residing in Albany,

Alameda, Berkeley, Emeryville, Oakland, and Piedmont who are living at home and are unable to use other transportation modes. SHS will also discuss coordinating volunteer driver resources with Senior Support Program of the Tri Valley to increase service capacity between eastern Alameda County and Central Contra Costa County.

Questions and feedback from members:

- How many drivers do you have and how are they paired with vehicles? Elaine stated 138 drivers use their own vehicles and resources and are reimbursed at 25 cents per mile. Each driver must receive California Department of Motor Vehicles clearance and attend a three hour class.
- How many rides does the program provide per month? Elaine stated about 280 to 350 rides per month.
- Where do you find volunteers? Elaine said volunteers originate from parties, Starbucks, and speaking engagements.
- How do you match rides to driver profiles? Elaine said Dave Welch takes all ride reservations and matches them.
- Do you anticipate challenges, and how do you handle them? Elaine said the biggest challenge is finding volunteers. The second challenge is finding volunteers for high-crime areas.
- Is funding for service in North County only? Elaine said we are serving North County to begin with, but hope to expand our services in future years.

6. Technical Exchange

A. Mobility Management

None

B. Preparedness

None

C. Ask a TAC Member

None

D. Other Technical Exchange Items

None

7. Information Items

A. CWTP-TEP Status Update

None

B. Workshop Update

None

C. SRAC Update

None

D. PAPCO Update

None

E. TAC Committee Member Announcements

Pam Deaton mentioned the Pleasanton City Council's support for BART going to East County (Livermore).

F. Alameda CTC Staff Report

None

G. Outreach

None

H. Other Staff Updates

None

8. Draft Agenda Items for Next Meeting

- A. Update on Hospital Discharge Transportation Service/Wheelchair and Scooter Breakdown Transportation Service
- B. Workshop Outcomes Report
- C. Technical Exchange – Mobility Management, Preparedness, Ask a TAC Member

9. Adjournment

The meeting adjourned at 11:30.



MEMORANDUM

To: John Hemiup and Matt Todd
From: Cathleen Sullivan
Date: August 10, 2012
Subject: Alameda CTC Mobility Workshop 2012 Participant Survey

Of the 80 participants at the Alameda CTC Mobility Workshop on July 16, 2012, 34 responded to the post-workshop survey. The survey is designed to allow participants to evaluate the effectiveness and utility of the program and inform the planning of future workshops.

Respondent Profile

Respondents to the survey were largely affiliated with PAPCO and the Alameda CTC. When asked how they heard about the workshop, 44.1% of respondents said they were PAPCO/TAC members and 44.1% received an e-mail from Alameda CTC. (There is some but not complete overlap between the two categories). Nine respondents heard of the workshop from word of mouth.

Attendance was highest at the morning program and resource fair (88.2% of respondents attended). Many of these attendees stayed for lunch (73.5%). Forty-four percent of respondents attended the informal lunchtime technical exchange roundtable with Karen, and 58.8% attended the afternoon program.

Morning Session

A plurality of respondents found each of the morning sessions “highly informative.” Karen Hoesch's session on “Premium Paratransit Service” had the highest average score of 4.66, while other morning sessions on the “Transit Sustainability Project Final Recommendations” and “Hot Topics in Accessible Transportation” also scored highly (4.29 and 4.54, respectively).

Overall, the morning session was a great success. One person dubbed it, “the best and most informative workshop. . . I am exploring ways to implement information received.” People appreciated “time to talk with her (Karen) on a one-on-one basis about my specific program issue.” To improve the morning session, one person suggested allowing more time for Q&A, and one thought Christina's presentation “a little too technical for this group.”

Interactive Lunchtime Program

The majority (58.1%) of respondents found the vehicle show-and-tell “very useful.” Sixteen percent found it somewhat useful, and 16.1% did not attend it. As a new feature of the workshop this year, it is important to note that the lunchtime program was well received: 75.9% would like us to offer a vehicle show and tell or similar long interactive lunch session at future workshops. One person noted that this program was “great networking.” Looking ahead, respondents suggested the following improvements:

- “Open mike public hearing”

- Panel discussion with surrounding county transit programs about how they interact with Alameda County to provide seamless service
- “Incorporate local vehicles from actual providers in the area as well.”

Resource Fair

By and large, people found it very helpful (56%) and loved the location (96%), but would like us to get ERC tenants involved, especially the exercise group for arthritic persons. Also, people would like legal aid, health care, disability laws, legislators, dialysis providers, and CHP inspection information. The bingo game incentivizing participants to visit multiple booths at the fair was very well received, based on responses. However, it was suggested multiple times that the interactive show-and-tell component should be incorporated into the game.

Afternoon Session

The afternoon session, though with lower attendance, did not seem to disappoint respondents. A plurality of respondents also found the afternoon sessions “highly informative,” (“Selecting Accessible Vehicles,” 32% and “Overview of the new Transportation Expenditure Plan”, 40%). The average rating for the former was 3.95; while the average rating for the TEP presentation was 4.41. One person said s/he “came away feeling hopeful that improvements can occur over time regardless of our perceived impatience.”

Some suggestions for improving the afternoon program include:

- “More information on alternatives to ADA paratransit, such as premium paratransit, volunteer programs, etc., and related funding opportunities.”
- “It would be good to have a choice of sessions that run at the same time- especially when you are offering sessions on topics that many of the members (PAPCO & CTC) are highly familiar with - such as the expenditure plan or the MTC Sustainability project. If at the same time you could have a more in-depth topic that would be nice.”
- More on the transportation expenditure plan
- “More clarifying information regarding relationship of MTC, ABAG, cities, counties, and other transportation group influence.”
- “The afternoon program was informative but my views are that more subject matters such as new projects, contracts should be included.”
- “Didn't stay for all of Dan's info... seemed too much like a sales pitch, but maybe that was just his intro? Either way I think this could be rolled into the transportation/vehicle fair portion of the day. Anyway, since it seemed was a repeat of the info I just learned in the parking lot, I left early to head back to the office.”

Overall

All in all, the workshop was the right length. People generally liked the long lunch period with multiple activity options, but there were multiple suggestions to make the lunch period shorter. When asked what the most useful part of the workshop was, respondents noted:

Most useful part of the workshop:

- “The round table part”

- The outside vehicles
- Always Q&A
- Being able to get information from the different tables. Seeing what's new for the future and getting a copy of the 2012 Transportation Expenditure Plan.
- The presentations by Ms. Hoesch and Mr. Weiner.
- I am new to Alameda County. This was GREAT to get information and network.
- It is interesting to hear about “hot topics” in paratransit
- Hearing about innovation and partnerships
- “Morning session”

In addition, respondents to the on-line survey said that the workshop left room for improvement in the following areas:

- “The PowerPoint presentations (should be) provided in larger format. They were so small difficult to read.”
- Larger space
- Better sound just outside the room, so the resource tables could hear
- Too long lunch hour
- Reps from Lion's Club, Christian Church Homes, church org. or similar organization (should participate) for a wider discussion view point.
- Seating for the disabled could have been handled better
- Make the whole day shorter--perhaps out by 2 pm--busy people with more on their plates make it difficult to stay a whole day!
- “How information systems can benefit transportation to communicate seniors and the disable needs. However, I believe you are working on this already. It is the amount of information that may need queuing.”

It would have been interesting to ask if respondents would attend the workshop next year. Given the largely positive responses and suggestions for additional topics and resources, it appears that the the Mobility Workshop serves an important role in sharing information, providing networking opportunities, and inspiring coordination and better service provision.

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