

Countywide Mobility Coordination Project

Countywide



PROJECT BENEFITS:

- Improvement of ACTIA's outreach efforts, including increased engagement and coordination with social service agencies and community-based organizations
- Improved Web-based and printed informational and educational materials to enable easier access to transportation information for consumers and non-English speakers
- Coordination, expansion and evaluation of countywide mobility programs, through an information line

The Alameda County Transportation Improvement Authority (ACTIA) initiated the Countywide Mobility Coordination Program in response to its Paratransit Advisory and Planning Committee (PAPCO) priorities for increased education and outreach, improved coordination among agencies and mobility planning. This grant funds a second-phase Mobility Coordination Program that deepens the ACTIA and PAPCO coordination with partner agencies and organizations in Alameda County. The second phase includes expansion of ACTIA's Hospital Discharge Transportation, Paratransit Waiting Areas and Emergency Wheelchair Breakdown programs; and development of a customer-satisfaction survey.

Project Budget and Funding

TOTAL PROJECT COST	\$374,000
Funding	
ACTIA Paratransit Gap Grant Award	\$374,000
Matching Funds	\$0



PROJECT UPDATE:

ACTIA developed a Strategic Outreach Plan for its paratransit program, and completed the 2009 Customer Survey for each city-based program. The Project Sponsor also coordinated translation of *Access Alameda* into three additional languages: Farsi, Tagalog, and Vietnamese.

To find out more about the program, please contact the Project Sponsor.

PROJECT SPONSOR:

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Project Schedule

Commence ACTIA Grant (Cycle 4)	July 1, 2008
Conduct Outreach on ACTIA Programs and Mobility-related Issues at Consumer-focused Events throughout Alameda County	July 2008 (ongoing)
Provide Mobility Planning and Referral Services Utilizing Alameda County's Toll-free Paratransit Information Line	July 2008 (ongoing)
Provide Oversight and Outreach for the ACTIA Emergency Wheelchair Breakdown Service	July 2008 (ongoing)
Identify and Approach New Partner Hospitals to Secure Expanded Participation in the Hospital Discharge Transportation Program, Sign Memorandum of Understanding with at Least Two Hospitals and Initiate Hospital Discharge Transportation Service	July 2008 (ongoing)
Plan and Implement Accessibility and Content Improvements to Access Alameda Web site	August 2008
Conduct Survey of Top 10 Medical Destinations for East Bay Paratransit to Identify Facilities Most in Need of Improvements to Paratransit Waiting Areas	September 2008
Plan and Implement Materials for Semiannual "Coordination Summits" with Partner Agencies to Share Information, Foster Increased Collaboration and Strengthen Links Between ACTIA/PAPCO and Relevant External Projects and Programs in Alameda County	December 2008 (6-month intervals through June 2010)
Schedule Semiannual Meetings with Currently Participating Hospital's Discharge Staff to Review Hospital Discharge Transportation Program Procedures	December 2008 (6-month intervals through June 2010)
Translate 2008 <i>Access Alameda</i> Revision into Up to Two New Languages and Place on Web site	June 2009
Contract with Survey Firm for 2009 Customer Satisfaction Survey for City-based Programs	June 2009
Complete Grant Funding Period	June 30, 2010

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