

Paratransit Advisory and Planning Committee

Annual Workshop
Development Session
March 24, 2008

GOAL:

Brainstorm ideas for both theme and content of PAPCO Annual Workshop (July 2008)

- Goal(s) of workshop
- Key issues or topics to be covered
- Speakers and format

Session Agenda

- Overview of past PAPCO Workshops
- Summary of recent Alameda County needs assessments
 - Mobility issues for seniors and people with disabilities
- Small group brainstorming
- Report to large group

Why a Workshop?

- Connects PAPCO and ACTIA with others working on senior and disabled mobility
 - Innovative approaches, best practices
 - Regional/national perspectives
- Identifies large-scale trends and issues
 - Demographic shifts (e.g. aging population)
 - Emerging issues (e.g. land use planning coordination)
- Information-sharing: consumers and providers
- Feeds into PAPCO goal-setting and work plan for coming year

- 2004—Vision for the Future
 - Impact of changing demographics
 - Role of taxis in paratransit (SF Muni)
 - Coordination of ADA service with city programs (OCTA Senior Mobility Program)
 - Small group breakout session: *How should paratransit in Alameda County look in 10 years?*

- 2005—Maximizing Mobility
 - Progress report on closing gaps in services
 - King County Metro (WA) mobility programs: lessons for Alameda County
 - Priorities for 2005-06 Gap Grant Program

- 2006—Way to Go: Broadening Mobility Options for the Future
 - Planning for access throughout the transportation system (Vancouver)
 - Driving retirement—“giving up the keys” (American Society on Aging)
 - Emergency preparedness (CARD)
 - Engaging communities in planning new senior mobility options (Fremont)

- 2007—Routes to Healthy Living
 - The accessible city—walkability issues
 - Transit-oriented development—mobility benefits
 - Ed Roberts Campus—co-locating services near transit, universal design
 - Housing and mobility for older adults
 - MTC Coordinated Transportation Plan

- What have recent studies and needs assessments identified as key mobility issues for seniors and people with disabilities in Alameda County?

Documented Needs

Recent Needs Assessments

General issues for older adults

- Alameda County Area Agency on Aging (AAA) - 2005 Needs Assessment

Specific needs or gaps in services for elderly/disabled.

These gaps were summarized in the MTC Plan.

- MTC Coordinated Public Transit / Human Services Transportation Plan (2007)
- ACTIA - Removing Paratransit Gaps in Alameda County (2004)
- ACCMA – Community-Based Transportation Plans (CBTPs):
 - Central Alameda County CBTP (2004)
 - West Oakland CBTP (2006)
 - South and West Berkeley CBTP (2007)
 - Central and East Oakland CBTP (2007)

AC Transit

- Feel unsafe on bus
- Priority seating (for seniors and people with disabilities) is not enforced
- Room for improvement when it comes to customer service/sensitivity to senior needs
- New buses are difficult to negotiate

BART

- BART stations are often far from destination, requiring transfers
- Several cities are not served by BART
- Need staff at BART stations to assist with connections/transfers

AAA Needs Assessment (2005) Findings

East Bay Paratransit

- Concerns regarding being stranded or late due to scheduling problems
- Difficulty understanding difference between services (e.g., curb-to-curb, door-to-door)
 - Curb-to-curb service insufficient when injured or ill
- Travel across region difficult to arrange

Documented Needs

AAA Needs Assessment (2005) Findings

For seniors, how big of an issue is transportation?

	No Problem	Minor Problem	Serious Problem
East County	72%	20%	8%
Central County	76%	19%	6%
South County	55%	20%	26%
North County	41%	24%	35%
Countywide	52%	22%	26%

Documented Needs

AAA Needs Assessment (2005) Findings

Most critical unmet needs:

#1 Housing

#2 Transportation

#3 Health

Senior subgroups at greatest risk:

#1 Homebound/isolated

#2 Linguistically and culturally isolated

#3 Low income/near poor

AAA Needs Assessment (2005) Findings

What specific barriers prevent elders from receiving the services/support they need?

- **Transportation is:**
 - #1 barrier to spiritual/religious services
 - #1 barrier to socialization
 - #2 barrier to medical services
 - #3 barrier to nutritional services

Summary of Alameda Co. gaps from MTC Plan (2007)

Spatial and temporal gaps

- Insufficient transportation options in some areas
 - E.g. AC Transit service cuts in East Oakland hills have restricted availability of paratransit services
- Some medical facilities are not accessible by public transit/paratransit
- More frequent transit service needed in many areas
- More bus service needed on weekends, at night, and in early morning

Summary of Alameda Co. gaps from MTC Plan (2007)

Paratransit beyond ADA requirements

- Countywide, on-demand, same day service for medical return trips
- Additional capacity on city-based paratransit for non-medical trips, such as group and weekend trips
- Assistance such as help carrying groceries inside house

Summary of Alameda Co. gaps from MTC Plan (2007)

Connectivity

- Paratransit service between counties is difficult to arrange

Pedestrian access

- Better facilities for walking and wheelchair travel: sidewalks, street lighting, signals
- Better/safer access to transit stops

Summary of Alameda Co. gaps from MTC Plan (2007)

Knowledge/Information

- Improved consumer information about paratransit and other transportation options, including information in different languages

Other needs

- Lower cost BART, bus, and paratransit tickets/passes
- Increased availability of travel escorts
- Improved personal safety for riders, including safe waiting areas

What does this all mean?

- Range of gaps and needs based on:
 - Geography
 - Time of day
 - Lack of availability of certain types of services (same day, taxis)
 - Poor pedestrian access
 - Lack of information or training
 - Linguistic isolation or homebound status
 - Poor coordination of new development with key services and transportation options

What does this all mean?

- PAPCO has made headway in many of these areas...
 - Oversight of Measure B funded programs
 - Priorities for Gap Grant Program and funding for a range of services and projects
 - Members' ongoing outreach and advocacy work
 - Development of multi-lingual informational materials and support for ACTIA Mobility Coordination Program

Where do we go from here?

- PAPCO's 5th Workshop
- One-quarter of the way through the life of Measure B
- Many ongoing issues and gaps that continue to need attention
- Emerging issues and new focus areas for PAPCO members and the consumers they represent

Questions for Discussion

- What can we have at the 2008 workshop that will most assist you with what you want to accomplish as PAPCO members?
- Which issues or topics need new or continued focused attention in Alameda County?
- What should the goal of the workshop be?
- Who should attend?