



ACTIA Countywide Mobility Coordination Program Gap Cycle 4 Overview

PAPCO

October 27, 2008

Grant Overview

- “Second generation” Mobility Coordination Program, building on Gap Cycle 3
- Activities in three areas:
 - Deepen reach of ACTIA outreach efforts, including increased coordination with social service agencies and CBOs
 - Broaden scope and reach of web-based and print informational and educational materials
 - Coordinate, expand, and evaluate countywide mobility programs

Grant Overview

- Includes funding for:
 - ACTIA Education and Outreach Coordinator (Robert Washington)
 - Needs assessment for paratransit waiting areas at EBP frequent destinations and capital match for improvements
 - *Access Alameda* website improvements
 - Creation and reproduction of informational materials
 - Customer satisfaction survey for city-based programs

Goal #1: Deepen reach of ACTIA outreach efforts

- Identify new partnership and collaboration opportunities throughout the county
- Hold semiannual “coordination summits” with partner agencies to share information and strengthen collaboration
- Continue to expand Education and Outreach Coordinator’s outreach to consumers

Goal #2: Broaden scope and reach of information

- *Access Alameda* brochure translated into two new languages
- Accessibility and content improvements to *Access Alameda* website (www.accessalameda.org)
 - New structure and expanded information
- New informational materials, including “fact sheets” on key issues
 - Advocacy tools for PAPCO members

Goal #3: Coordinate and Expand Countywide Mobility Programs

- Ongoing mobility planning and referral through Alameda County Paratransit Information Line
- Emergency Wheelchair Breakdown Service
- Hospital Discharge Transportation Program
- Improvements to paratransit waiting areas at key destinations
- South County Taxi Program performance monitoring
- 2009 Customer Satisfaction Survey for ACTIA-funded city-based paratransit programs

What's Coming Up?

- Ongoing outreach to paratransit consumers
- Ongoing management, monitoring, and expansion of countywide mobility programs
- Inventory of existing partnerships and new collaboration opportunities (social service agencies, CBOs)
- Improvements to *Access Alameda* website
- Paratransit Waiting Areas needs assessment
- First “coordination summit”

Questions?

For more information, contact

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