



**AAA ADVISORY COUNCIL  
Transportation and Mobility Committee Meeting**

Friday – September 9, 2016

Carnelian Room

1:00 p.m. - 2:30 p.m.

**MINUTES**

**Present:** Jen Arent, Lea Black, Dorothy Fried, Terry Kelley

**Providers/Public:** Michele Alba, Dean Brittingham, Richard Cowart, Lauren Gerabaldi, Lindsey Hazelwood, Elece Hempel, Laura Moore, Michelle Osmon, Diane Sullens

**Absent:** Ruth Robeson, Rabon Saip

**Staff:** Norine Doherty, Victoria Gonzalez-Allen, Tracy Repp

1. **Welcome and Introductions** (Kelley) the meeting was called to order at 1:00 p.m. All were welcomed and introductions were made.
2. **Approval of minutes from June 10, 2016** (Kelley) Fried/Black MSC; all in favor, motion carried
3. **Regional Transportation Resource Share and Updates** (Kelley/Doherty)
  - *Whistlestop (Marin County), Lyft, and Institute on Aging (IOA) partnership for ride services:*
    - Whistlestop uses Lyft's free app called Concierge to schedule rides to IOA in San Francisco and IOA pays for the rides.
    - Doherty spoke with Dan Trigub of Lyft to explore partnership for travel voucher programs.
    - Travel voucher agency can enter into an agreement directly with Lyft for use of Concierge.
    - Additional information in packets distributed and electronic information will be sent as follow up.
  - *Gogograndparents.com* – hotline connecting older adults and adults with disabilities with a ride service such as Uber, and/or Lyft. A smart phone is not necessary
    - Fried advised that gogograndparents.com does charge a fee on top of the Uber/Lyft ride fee. Gogograndparents.com will ultimately expand to include grocery delivery
  - *Outreach to medical communities* – Doherty reported on outreach to Teresa Tillman, Chief Operating Officer of Redwood Community Health Coalition and Alan Ross, Continuum of Care, Administrator at Kaiser Permanente for possible future partnership for non-emergency medical transportation (NEMT) and grant opportunities.
    - Molly's Angels received a grant from Kaiser
    - Regional Volunteer Driver (VITAL) Meeting discussion, Doherty will follow up.
    - VITAL collecting number of rides to Kaiser and transportation numbers in general. Alba suggested connecting with Kaiser corporate in the East Bay to present volunteer driver programs benefits to getting people to medical appointments.
  - *Sonoma Valley Community Health Center - Allied Transportation* partnered to provide rides to appointments.
  - The Metropolitan Transportation Commission's (MTC) Coordinated Human Services Transportation Plan:
    - Drennen Shelton, MTC, will be presenting on plan at SACTS October 14, 2016.
    - SACTS Consortium to provide feedback to be integrated into plan.
4. **Year End Wrap-Up and Celebrating our Successes** (Kelley/All)
  - Osmon (Catholic Charities) provided approximately 750 rides. Best practices put in place. Hazlewood advised they were able to provide more training for volunteer drivers. Volunteer drivers have been meeting a couple of times per year to share information with one another. Currently have approximately 12 volunteer drivers.

- Brittingham (Sebastopol Area Senior Center) provided approximately 3,200 rides. Reported how significant it is to have Catholic Charities providing rides. Sebastopol Area Senior Center has about 50 drivers. Brittingham has worked with Catholic Charities, Vintage House, and PPSC providing technical assistance for their volunteer driver program implementation.
- Alba (Vintage House) provided approximately 3,000 rides. Putting best practices in place. Has had to work on the education and training of riders (behaviors and expectations). Vintage House is learning the voucher program.
- Black (Healdsburg Senior Center) reported nothing new as far as rides; however, they do have an active advisory council in Healdsburg, and the new senior center is re-open.
- Cowart (Cloverdale Senior Center) advised Cloverdale has a huge need for rides. Cowart asked the committee how Cloverdale could best solicit drivers. Cloverdale will provide more information when their new Executive Director is hired.
- Hempel/Gerabaldi (Petaluma People Services Center) Continuing building on best practices (with guidance from Brittingham). Hempel suggested for the committee to consider working on having transportation programs added to the Upstream portfolio in order to advocate for populations served, be poised for potential funding. Kelley would like further discussion on this.

5) **Planning for Year Ahead** (Kelley/Doherty)

- *Travel Voucher Report Out and Planning*
  - Questions on when to use a voucher versus the volunteer driver.
  - Suggestion was made to promote vouchers differently, such as calling them a vacation or sick time voucher for volunteer drivers to feel free to take time off, and not be seen as a reduction in their ability to provide volunteer rides.
  - Sebastopol Area Senior Center is working on voucher implementation, in learning stage.
  - Catholic Charities purchased AC Taxi vouchers in bulk and is working in Santa Rosa.
- *Caltrans Mobility Management Activities Discussion* – Flyer and information created by Caltrans/MTC provided in agenda packet.

6) **Announcements/Public Comments** (three minutes each) (Kelley)

- Scarborough security awareness training in voucher programs, whether taxi, Lyft, Uber drivers need to complete them. Doherty advised that the Older Americans Act is not funding travel vouchers so the security training does not impact non-voucher rides.
- Suggestion was made to invite a representative from Upstream to a future T&M meeting to discuss possible inclusion of the volunteer driver program in Upstream Portfolio.

7) **Adjourn** (Kelley) Adjourned at 2:33pm

Next Meeting –**Sonoma Access Coordinated Transportation Services (SACTS)**

Friday, October 14, 2016 1:00PM to 2:30PM

Adult & Aging Services Division Office

Carnelian Room

3725 Westwind Blvd

Santa Rosa, CA

*Supplemental materials related to an item on this Agenda are available for public inspection during normal business hours at the Adult and Aging Office, 3725 Westwind Blvd., Suite 101, Santa Rosa.*