



# Human Services Department

COUNTY OF SONOMA  
SONOMA COUNTY AREA AGENCY ON AGING  
3725 Westwind Blvd., Ste. 101  
Santa Rosa, CA 95403



Karen Fies  
Department Director

Diane Kaljian  
Assistant Department Director  
AAA Director

Ana P. Bagtas  
Director, Adult & Aging Services Division

## AAA ADVISORY COUNCIL TRANSPORTATION AND MOBILITY SERVICES MEETING

Thursday, September 14, 2017  
Emerald Room  
1:00 p.m. - 2:30 p.m.

### MINUTES

**Present:** Terry Kelley, Rabon Saip, Lea Black

**Guest:** Dean Brittingham (Sebastopol Area Senior Center), Michelle Swan (Vintage House), Emily Heinzelman (West County Community Services), Patricia Kearns (consumer), Lauren Garibaldi (PPSC/IRIDE), **Via Tel-Com:** Micheline Kirby (Coastal Seniors), Sean Fleming (Coastal Seniors), Elece Hempel (Petaluma People Services Center)

**Absent:** Peter Holewinski, Laurie White

**Staff:** Tracy Repp, Rhiannon Coxon

**Minutes:** Victoria Gonzalez-Allen

- 1. WELCOME & INTRODUCTIONS** (Kelley) - meeting called to order at 1:08 p.m.
- 2. APPROVAL OF JUNE 2, 2017 AAA ADVISORY COUNCIL SONOMA ACCESS COORDINATED TRANSPORTATION SERVICES CONSORTIUM (SACTS) MEETING MINUTES (ACTION):** (Kelley, Interim Chair) quorum not present, meeting continued.
  - Kelley to remain Chair Pro Tem until another person is identified
- 3. OUTREACH CAMPAIGN UPDATES:** (Kelley, Chair Pro Tem/All)
  - Repp – attended National Association of Area Agencies on Aging (n4a) Conference with Karen Fies, Human Services Department (HSD) Director, Diane Kaljian HSD Assistant Director and Ana Bagtas, HSD, Adult & Aging Services Division Director. Kaljian and Repp presented on transportation. The transportation session was well attended with high level of interest and audience engagement.
  - Volunteer Driver Program promotional flyer - Repp distributed, group reviewed. Flyer both outreaches to potential riders as well as used as a tool to recruit drivers.
    - Brittingham presented to Sutter Hospital; presentation was well received.
    - Plan for distribution of flyer will be discussed at future meeting.
    - Cloverdale has a new volunteer coordinator.
    - Suggestion to reprint the brochure trifold.
    - Flyer made accessible for low vision/vision loss; over time change the image of flyer for a more diverse audience.
    - Spanish version is on the back of the flyer.
    - Discussed the wording of “people with disabilities”; Brittingham stated Sebastopol Area Senior Center (SASC) serves only seniors that meet ADA level disability and requested

the flyer to be edited as had calls from those that had temporary disability such as broken leg.

- SASC can accommodate wheelchairs; PPSC/IRIDE can't accommodate wheelchairs. SASC - rides are supposed to be non-assisted; however drivers do assist.
- Discussed creating a "Policy & Procedure" manual to create consistency in program policy implementation and best practices for all volunteer driver programs.
- Kearns reported from the recent Paratransit Users Group (PUG) meeting that Santa Rosa Transit encourages riders to consider alternate options such as UBER. Stated many riders are no longer able to use Paratransit, due to wait times; however their laws state, no rider should be on bus for more than an hour.
- Discussed identifying other transportation providers to create inventory of available services. Brittingham advised of a group called "Women Driving Women", a for-profit program. Asked if they should attend a future meeting.

#### 4. ACCOMPLISHMENTS (Repp)

- Shared flyer with Sonoma County Transportation Authority (SCTA) to help promote and share with SCTA Board of Directors (Sup. Zane, Sup. Gorin, Sup. Rabbitt, city and town mayor, etc.)
- Doherty shared flyer and presented volunteer driver program to HSD Adult and Aging staff; link to flyer has been added to HSD website.
- Press Releases have been developed and will be sent out.
- Public Messaging and Social Media – AAA to share quarterly aggregate ride numbers to Volunteer Driver Programs; Favorite Roads Campaign – volunteer drivers to take pictures of roads they take, to attract more riders, tell their story.
- AAA met with Sup. Gorin to give program updates, shared flyer and requested support.

*Further discussion of item 3 above, recorded above under Flyer section, regarding disabilities, and paratransit before continuing to funding update*

#### 5. FUNDING UPDATES: (Repp)

- Caltrans 5310 large UZA awarded (funding specific to Sonoma County). Small UZA application (statewide competition) from West County Community Services (WCCS) was initially not scored; didn't reach scoring panel due to electronic submission glitch. Application eventually scored; although not funded initially, was finally funded, Project is to have a feeder shuttle take riders from the Russian River Senior Resource Center to central Sonoma County for medical, shopping, social trips 3 days per week.
- Mendonoma – Kirby applied for small UZA funding and was awarded. Coastal Seniors will have a shuttle/van to bring people in to Santa Rosa, would like to connect with volunteer driver programs to do local runs when Coastal clients are in the Santa Rosa area.
- Measure M, ¼% sales tax that funds transportation through SCTA. AAA met with Suzanne Smith, ED of SCTA Dana Turrey, SCTA Planner regarding Measure M and senior transportation. SCTA in process of reauthorizing Measure M for vote in November 2018. AAA to circle back with SCTA possibility of inclusion of senior transportation services in Measure M funding.
- AAA applying for Caltrans Sustainable Communities Planning grant for feasibility study for implementation of a Consolidated Transportation Services Agency (CTSA).

6. **DATA COLLECTION & ASSISTED RIDES:** (Repp & Kelley, Interim Chair)
  - Repp – Assisted Rides contract executed with AAA. Adding data of ride destinations to Assisted Rides as well as Caltrans service units. Doherty to schedule training for all.
7. **PROVIDER ROUNDTABLE:** (Kelley, Interim Chair)
  - Flyers and printing - previously discussed, item 3 above
  - Disabilities OAA - previously discussed, item 3 above
  - Brittingham – our programs may become obsolete, SCTA what happens with volunteer drivers. (related to #8 below)
8. **ANNOUNCEMENTS** (All)
  - Kelley-Economic Futurist, Joe Aaron – City of Sonoma retired FBI agent; predictions 10-12 years away from autonomous vehicles. Repp will forward to Doherty to invite Aaron to future meeting.
9. **ADJOURN:** meeting adjourned at 2:23 pm

NEXT MEETING  
***Thursday, October 12, 2017 at 1-2:30PM***  
***Adult & Aging Services Division Office***  
***Emerald Room***  
***3725 Westwind Blvd***  
***Santa Rosa, CA***