



**Human Services Department**  
COUNTY OF SONOMA  
**SONOMA COUNTY AREA AGENCY ON AGING**  
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**AAA ADVISORY COUNCIL**  
**TRANSPORTATION AND MOBILITY COMMITTEE**

Thursday, February 8, 2018, 2018  
Carnelian Room, 1:00PM – 2:30PM

**DRAFT MINUTES**

**QUORUM NO PRESENT – MEETING CONTINUED UNOFFICIALLY**

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

**Absent:** Judith Eisen, Ruth Robeson, Rabon Saip, Jani Sheppard

**Guests:**

Dean Brittingham - Sebastopol Area Senior Center  
Stan Gow - Consumer  
Anna Grant - Healdsburg Senior Community Center  
Emily Heinzelman - West County Community Services  
Yuri Kolsen - City of Santa Rosa  
Dan Needham - Earle Baum  
Michele Osmon - Catholic Charities  
Joni Ransom - Town of Windsor Senior Center  
Tim Webster - Earle Baum

**Staff:** Norine Doherty

**Minutes:** Victoria Gonzalez-Allen

- 1. WELCOME & INTRODUCTIONS** (Kelley, Interim Chair) – meeting called to order at 1:06 p.m., all welcomed and introductions made. Quorum not present meeting continued unofficially.
- 2. APPROVAL OF JANUARY 11, 2018 AND NOVEMBER 9, 2017 AAA ADVISORY COUNCIL SONOMA ACCESS COORDINATED TRANSPORTATION SERVICES (SACTS) MEETING MINUTES (ACTION):** (Kelley, Interim Chair) – quorum not present approval of minutes will be deferred to the next meeting with quorum present.
- 3. ADA AND DOOR TO DOOR POLICY AND PROCEDURE DEVELOPMENT** (Kelley, Interim Chair/all)
  - Clarification of Americans with Disabilities Act (ADA), policy and procedure discussion. Volunteer drivers typically don't have ADA vehicles.
  - As a committee come up with procedures and have the Advisory Council Transportation and Mobility Committee sign-off on procedures.
  - Group discussion regarding draft provided by Doherty. Needham has concerns using fixed route transit due to client stamina, add this as a question when interviewing client; topic Strength/Endurance Level. Brittingham advised that interviews are generally done over the phone. Clients tend to underreport their ability/disability.

- Paratransit very restrictive
- There is a provider meeting during the week of February 12, draft/procedures can be discussed at that meeting.
- Volunteer drivers are being asked to take seniors and people with disabilities, but aren't allowed to assist. Sebastopol Area Senior Center (SASC) is willing to take on the liability to assist clients. SASC has a list of volunteer drivers who are physically able to provide assistance. Catholic Charities practices similar policies to assist clients and provides training.
- Free rides are provided to aids of clients, less than 10% of clients have caregivers.
- Doherty asked Volunteer in Transportation Advocacy Link (VITAL) and Regional Mobility Management Group about liability. Agencies have insurance coverage for door through door service. Each provider could potentially increase their insurance to include door through door service.

*Yuri Kolsen joined the meeting 1:26*

- Funding – discussed current Caltrans 5310 funding and next round increased funding.
- Clarification needed for one time only driver versus a paid volunteer driver.
- Add language regarding rides needed for seniors or disabled adults whose pets need veterinarian appointments. Canine Companions has suggested acceptable language to use such as “What is your animal trained to do”. There is clear guidance for transit agencies what to do with ADA agencies and non ADA. Refer to Federal Transportation Administration (FTA) ADA Circular.
- Paratransit – provide curb to curb service, client aides ride free based on physical assistance required determined from personnel eligibility assessment done via CARE; request is done during eligibility process. A restriction cannot be put on paratransit that isn't on regular service.
- Volunteer Wheels, drivers use discretion.
- Suggestion from Kolsen to look at federal guidelines for door to door/paratransit
- Providers to get feedback from Executive Directors and report back, regarding increase in insurance to cover door through door.
- FTA allows for a reasonable modification to policy; look on FTA ADA website.

#### 4. **REVIEW CALTRANS DATA REQUIREMENTS AND ASSISTED RIDES PROGRAM** (Kelley, Interim Chair/all)

- Review of Sonoma County Area Agency on Aging monthly client services for transportation and definition of terms for service units.
- Assisted Rides reporting process is simple once you are accustomed to using, Doherty to provide one on one training as requested.
- Topic for Volunteer Driver training; what is required and how it impacts providers.

#### 5. **ANNOUNCEMENTS** (Kelley, Interim Chair/all)

- Press Release for Volunteer Driver was picked up by county newsletter.
- Next round of Caltrans 5310 funding expected soon
- Transit provider's, Transit Integration Efficiency Study (TIE) overview. AAA met with all transit providers to see about combining TIE Study and AAA's application for Connected Communities Needs Assessment Study for Caltrans Sustainable Communities Grant opportunity. Caltrans study would start after TIE study. Doherty will also send out requests for letters of support.
- Doherty calls in to VITAL meeting during the last meeting there was a discussion

regarding Mobility Matters partnering with Voluntary Organizations Active in Disaster (VOAD); Elaine Welch from Mobility Matters is creating an action plan for community based non-profits on how to deal with disasters. Doherty to send VITAL contact meeting info to the committee.

- Kolsen – Park Smart had very limited service during the first month of operation. The shuttle provides service from downtown SMART to parking facilities throughout downtown Santa Rosa and shuttle service from Railroad Square to Old Courthouse Square. They operate approximately 10 buses an hour; they will operate for one more month to assess program and viability.
- Osmon reported Lindsey Hazelwood has been promoted to Parish and Community Services, providing fire relief work. Currently short staffed, has two vacancies.
- Needham – would like more funding, inquired about additional travel vouchers.
- MTC draft document/Coordinated Plan regarding Travel Training for Fixed Route: Needham commented travel training should be for any alternative, not just fixed route.
- Fried – distributed Social Action Committee postcards for movies.
- Brittingham - attended two meetings on how to get people around on busses at Burbank Heights, most attendees from Burbank. Discussion around where busses need to have extended days and times, this provided an opportunity to spread word of volunteer driver need. COWS radio spot on 2/15 from 5-6 talking about senior centers, available on- line. Parking for Senior Center is in jeopardy due to Pine Grove Square project.

*Fried exited the meeting 2:18pm*

*Kolsen exited meeting 2:21pm*

- Ransom - Town and Non-Profits are in process of meeting with other non-profits to explain study and need for volunteer driver programs. SMART administrator present at most recent community meeting. Current SMART shuttle times don't work for most coming/going to Windsor. General disappointment due to limited parking, restructure of circulator bus is needed. Town of Windsor staff coordinating group rides using town shuttles to introduce seniors to smart train.
- Heinzelman – used shuttle to train and experience SMART, but timing doesn't work.
- Grant – City of Healdsburg continuing to work on volunteer driving program with city. Have had many insurance conversations, with Redwood Empire Municipal Insurance Fund (REMIF), will present all findings and information in two weeks to Senior Advisory Commission. Launch pilot volunteer driving program to Town of Windsor and North.

## **6. OTHER**

- Executive Director (ED) vacancy at Cloverdale Senior Center; are in interview process and will make a decision by next week.

## **7. ADJOURN (Kelley) meeting adjourned at 2:37pm**