

Alaska Community and Public Transportation Advisory Board

Meeting Notes
June 16-17, 2015

PRESENT:

- Doug Bridges, Nonprofit Organization
- Glenn Miller, Municipality
- Heidi Frost, Disabilities
- James Starzec, Public At Large
- Joe Thomas, Department of Labor and Workforce Development Mike Vigue, Department of Transportation and Public Facilities
- Jennifer Beckmann, Low Income
- Julianne Baltar, Tribal
- Katherine Eldemar, Denali Commission
- Kelda Barstad, Department of Health and Social Services, Senior and Disability Services
- Mike Vigue, Department of Transportation and Public Facilities
- Pat Branson, Seniors

NOT PRESENT:

- Lucas Lind, Alaska Mental Health Trust

STAFF:

- Eric Taylor, DOT&PF
- Debbi Howard, DOT&PF
- Marsha Bracke, Bracke & Associates, Inc., Facilitator

STAKEHOLDER FORUM GUESTS

- Joyanna Geisler, Independent Living Centers
- Brent Hibbert, Alaska Cab
- Rebecca Strong, Kenaitze Tribe
- Christine Sheehan, Seaview
- Alisa Selden, Kenaitze Tribe
- Jane Stein, CARTS
- Jessica Schultz, CARTS

ATTACHMENTS

- A. Flip Chart Notes
- B. Public Stakeholder Presentation – Christine Sheehan
- C. Public Stakeholder Presentation – Analisa Selden
- D. Public Stakeholder Presentation – Jennifer Beckmann
- E. IWG Draft Work Plan
- F. Medical Transportation Coordination White Paper

AGENDA

Alaska Cab Company tour

C&PTAB members toured Alaska Cab Company, riding in CARTS Vans to the facility and spending an hour discussing Alaska Cab operations specific to its six accessible Cabs.

The group discussed the operation as a potential model for others, noting not all owners will share the same motivation. Advisory Board member feedback specific to the tour was recorded on Flip Chart Notes and are transcribed and attached to this Summary.

Glenn and Heidi intend to have follow-up discussions with Brent Hibbert about the business and incorporate their learning into the next iteration of the C&PTAB's accessible taxi initiative.

Public Stakeholder Forum

C&PTAB hosted a public stakeholder forum with the specific intent to learn about local stakeholders': systems, services and successes; funding sources and similarities and differences in those respective reporting requirements; linkages with other systems and their specific role in coordination; policy issues for C&PTAB consideration. Presenters included:

- Joyanna Geisler, Independent Living Centers
- Christine Sheehan, Seaview Community Center
- Analisa Selden, Kenaitze Indian Tribe
- Brent Hibbert, Alaska Cab
- Jennifer Beckmann, CARTS

Christine Sheehan, Analisa Selden and Jennifer Beckmann used PowerPoint Presentations to support their presentations. These are included as Attachments B, C and D respectively.

C&PTAB debriefed and discussed their lessons learned during the next day session. Specific comments were recorded on flip charts and are transcribed and included as Attachment A.

Issues and opportunities gleaned through that discussion summarily include:

- Coordination means different things to different people and is demonstrated in greater and lesser ways. Going to one meeting and/or signing off on a coordination plan to get funding does not necessarily mean systems and funding and services are coordinated. C&PTAB expressed concern about discussion to startup a new service when existing services exist. The tribe has transportation funding and is working to figure out how to best serve its members but a strong connection amongst all existing providers does not appear to be in place. Generating a coordination plan for which only one entity assumes responsibility and is envisioned to be the implementer of the entire plan is also not coordination. More intentional coordination requirements amongst all funding agencies are likely to help. An opportunity to embrace a shared understanding of the definition of coordination and to implement coordination in the true sense likely exists in this and other areas.
- Human service agencies continue to provide transportation services and continue to say that it is not their core business, implying that they would rather not be in the transportation business. Still, the shift in investment from one agency's client-based human service transportation resource to a coordinated service operated by others does not occur. An opportunity to bridge the transportation service to the human service need likely exists in this and other areas.

- Consistent data, including understanding the actual cost per ride, remains a challenge in being able to understand and communicate and compare services.
- There is an inherent tension and potential opportunity between the non-profit and for profit operations in terms of coordinating transportation and leveraging resources.

Other issues and opportunities are reflected in the flip chart transcript that follows. Local issues and opportunity reviewed that directly inform existing C&PTAB activities include accessible taxicabs, calculating the cost per ride, and IWG coordination requirements.

TCRP Report – Economic Benefits

C&PTAB talk about and desire to include a case for the economic benefits of human service and public transportation coordination in its historic and current materials. One resource that talks specifically to this opportunity is the TCRP Report #91, Economic Benefits of Coordinating Human Service Transportation and Transit Services. While this document has been available to the group for some time, the group took time at this meeting to review, study and discuss the findings.

The facilitator divided the report into sections and the Board into groups of 2-3, each taking and reporting back on one section specific to that sections 1) objective, 2) three most salient points, 3) how that information informs C&PTAB current work and products, and 4) potential next steps. Participants in specific C&PTAB initiatives will incorporate those salient points in their efforts. Specific flip chart notes were not maintained on this discussion, given that all material is directly available in the Report itself.

C&PTAB Strategic Initiatives and Action Plan – 2015

Each work group member reported on the status of their respective initiative and sought feedback from the group. Subsequently, members spent a block of time in work groups refining products and articulating work scope and deliverables through the remainder of 2015. All brought back revisions to the Strategic Plan to document those commitments, and that plan has been refined and is redistributed with these meeting notes.

Summarily, the group reported the following:

IWG – Marsha is supporting the IWG’s efforts and has scheduled bi-monthly conference calls for the group through the end of the year. The IWG’s September meeting occurs concurrent with the C&PTAB so a direct dialogue between the two groups can occur at that time. Marsha distributed the IWG’s draft work plan (included as Attachment E), for which she solicited feedback from the C&PTAB as she awaits feedback from the IWG. IWG deliverables have been updated and incorporated into the existing plan, and C&PTAB will continue to be updated regarding that progress. Kelda Barstad is the new liaison between the IWG and the C&PTAB.

CALCULATING COSTS – The subcommittee has completed the comparison of the transit and human service oriented tools, and they have shared that with one human service provider as a test of its adequacy. Jennifer pointed out the intent to have a drop down box so that only those fields that apply to transit or human service providers specifically appear on the form. The next step is to distribute it to the original focus group, soliciting inputs and improvements, and then testing it. This work will be done in July for anticipated inclusion in the DOT grant application later in the year. Calculating Costs will be a subject and product to review and discuss with the IWG at the September meeting.

ACCESSIBLE TAXICABS – Glenn and Heidi revised the survey based on input collected over previous weeks, and anticipate additional tweaking to the survey after learning more about Alaska Cab services and opportunities. The survey will be distributed in September with the results reported in October. Given those results and the lessons learned at this meeting, the C&PTAB will assess its next efforts around Accessible Taxis.

MEDICAL TRANSPORTATION - Doug presented a revised version of the DOT-managed brokerage concept (included as attachment F). Kelda joined that work group, lending him DHSS perspective and experience on the paper. The two will move forward with the development of an updated version of the report to the group in July, an anticipated discussion about the concept with the IWG in September, and a final report delivered in October. Doug and Kelda will also initiate work on the waiver language and will maintain the schedule articulated in the Strategic Plan, with an initial report to the C&PTAB during its July conference call.

OUTREACH – The outreach work group, broadened now to include Pat, James, Joe, Mike, Katherine, Julie and Eric, proposed to set up and brief the DOT Commissioner by July 31, 2015, and by August 30 the Commissioners of Commerce, DHSS and Labor on C&PTAB requirements, activities and the benefits of coordinated transportation. They will seek a meeting with the Governor subsequent to those briefings, and also generate an intentional interaction with the Governor’s Tribal Task Force. They did not comment on the draft one-pager designed to communicate C&PTAB work, and will do that on a subsequent conference call.

PUBLIC COMMENT

There was no public in attendance and no public comment heard at this meeting beyond the discussion at the stakeholder forum.

NEXT MEETING

The next C&PTAB meeting is Tuesday and Wednesday, September 29-30, 2015 in Anchorage. Logistical details are forthcoming

PUBLIC STAKEHOLDER FORUM DEBRIEF

- Impressed with Alaska Cab business model/partnership
- Stakeholders – coordination issue –everyone has to participate meaningfully
- Alaska Cab –study more as workable model – will discuss more
- Alaska Cab structure based on economic realities and service to others – tapped into existing government structures
- Local coordination issues
- Everyone has opportunities – the same goal to move people – collaboration/pooling/leveraging resources are key – make use of what you have
- Time to stop talking and start doing
- Talk about why we ‘can’t – excuses
- “We coordinate because ‘we’ve been to one meeting’ – that is not coordination
- Pleasure to see clean cabs and vans
- Kenaitze has a need and opportunity
- Some capacity to utilize
- State regulations influence coordination – Behavioral Health has to promote their own transportation – own vehicles and drivers that could go to transit providers - they don’t want to be in that business
- Seems like a really coordinated system would have one source to coordinate riders – seamless to public
- Require real coordination to occur
- Coordinated dispatching throughout TCRP – one tool/big difference
- Opportunity to market the model (cab)?
- Consumer side – CARTS/Cab look like competition – cost difference
- Enough differentiation to work together
- Tribe struggles – opportunity for coordinated development
- Interesting that non-profits and human service agencies just do it – could negotiate with private – potentially save money
- Opportunity – key word
- Seaview – inability to bill for transportation – no idea of actual costs vis a vis our efforts on cost per ride – escalates cost of core function
- All human service providers looking for option without providing transportation themselves
- People have to know data to make it useful and meaningful
- Get issues on the table and solve them
- Concern about ‘start up’ in context of coordination
- Issue of tribes without lands
- None of us have enough funds to do it all –have to coordinate
- Access for funding – coordinated properly – do good things
- Need long-term commitment/multi-year grants
- No transportation authorization bill
- Opportunity to talk to Congress
- A ride is a ride
- How do we deal with what we’ve built?

- Underserved market has money
- New systems pop up – coordination not enforced
- Need verifiable, provable coordination
- Take commonalities and wield forward
- Issue of power and trust – confidence in services
- Develop trust

Future Agenda

- Marine Highways (there is a Marine Highway Board)
- Airports (Airport Board also)