# ALASKA COMMUNITY AND PUBLIC TRANSPORTATION ADVISORY BOARD MEETING SUMMARY February 6, 2014

#### **PARTICIPANTS**

#### **MEMBERS**

- Bill Herman, Alaska Mental Health Trust
- Cheryl Walsh, Department of Labor and Workforce Development
- Doug Bridges, Nonprofit Organization
- Ezekiel Kaufman, Department of Health and Social Services (alternate)
- Jennifer Beckmann, Transportation Expert/Low Income
- Glenn Miller, Municipality
- Heidi Frost, Transportation Expert/Disabilities
- James Starzec, Public at Large
- Jeffrey Ottesen, Department of Transportation and Public Facilities, Chair
- Lawrence Bredeman, Tribes
- Paula Pawlowski, Denali Commission (alternate)
- Patricia Branson, Transportation Expert/Seniors, Vice Chair
- Sharon Scott, Public at Large

#### Not Present:

- Duane Mayes, Department of Human and Social Services (alternate provided)
- Susan Bell, Denali Commission (alternate provided)

#### **OTHERS**

- Lucas Linda, Alaska Mental Health Trust
- Eric Taylor, Department of Transportation and Public Facilities
- Debbi Howard, Department of Transportation and Public Facilities
- David Levy, Alaska Mobility Coalition

#### **FACILITATOR**

Marsha Bracke, Bracke and Associates, Inc.

#### **ATTACHMENTS**

### The following documents are included as attachments to this meeting summary:

- Attachment A: Flip Chart Transcript
- Attachment B: Introduction to the Mat-Su Transit Economic Impact Study
- Attachment C: PowerPoint Presentation Long Range Transportation Plan
- Attachment D: Strategic Action Plan

#### **AGENDA**

The Community and Public Transportation Advisory Board (C&PTAB) welcomed Paula Pawlowski and Lucas Lind to their first C&PTAB meeting. C&PTAB congratulated Bill Herman on his retirement, noting the substantive leadership and contribution he has provided coordinated transportation over the years.

#### **Performance Measures**

Sharon Scott initiated the group's study and discussion of performance measures by reviewing the rationale and scope of work for the Mat-Su Borough Transit Economic Impact Study. The intent is to quantify the current and potential economic impact of a comprehensive transit system in the Borough, and to be able to effectively communicate that impact to community leaders and policy–makers. Debbi Howard indicated an interest, pending the outcomes of this study, in doing one statewide.

A handout included as Attachment B provides additional detail. The study is scheduled for completion late 2014.

Mat-Su's work has particular relevance to the Performance Measures Subcommittee, in that its effort focuses on measures of 'impact' of services, rather than just cost and numbers. Bill Herman reviewed with the group previously distributed materials regarding Results Based Accountability (RBA), which directs the assessment of quantity and quality, effort and effect. The bottom line is to determine whether anyone is better off. Bill also reviewed John Martin's paper on Measuring and Reporting Individual Transit Agency and Industry-Wide Impacts—a guide describing how to assess the impact of a service and use that to tell the compelling story. These materials frame the kinds of performance measures C&PTAB wants to generate for community public transportation.

Bill distributed a matrix of customers and draft impacts and performance measures generated by the subcommittee. Subsequently the C&PTAB broke into three groups, each taking a set of customers as indicated on the matrix, and applied the RPA concepts to generate a set of draft indicators and performance measures.

#### **Subcommittee Work and Strategic Action Plan Inputs**

All three subcommittees spent a section of the day working on their respective materials.

The *Medical Transportation Subcommittee* generated a draft outline for its report, determining to have a draft report distributed late March for review and a near final draft ready for the May 6, 2014 meeting. The report will include recommendations for moving forward. In the development of that material, suggestions and considerations include:

- Doug will follow-up with Margaret Brodie, DHSS, to ensure coordination and communication with the Medicaid-specific transportation task force .
- The Centers for Medicare & Medicaid have requirements around protecting client choice; the subcommittee will want to ensure a calibration between those requirements and subcommittee recommendations.
- Brokerage providers from outside the state are coming in and proposing work to support Alaska's system; C&PTAB wants to make sure Alaska has defined the system it wants rather than let it be defined by others. Time is of the essence.

The *Performance Measures Subcommittee* folded all inputs provided by the C&PTAB into another matrix to assess high, medium and low values based on its relevance to community, proxy influence, and amount of data available. Considerations include:

- The Performance Measures Subcommittee will want to make sure to articulate the result they want to have to ensure whether a measurement is moving in that direction.
- Considerations must be given for who is going to collect, pay, and track the
  data proposed. It is intended this be a meaningful and informative process
  and structure guiding the state in the desired direction, but not an onerous
  one.
- It is anticipated the result of this process will influence the work of the Interagency Working Group as well as the Marketing Subcommittee.
- Glenn will be providing more information; James is talking to other states to see what they have. Debbi has already provided DOT&PF information and the following link to the National Transit

  Database: <a href="http://www.ntdprogram.gov/ntdprogram/data.htm">http://www.ntdprogram.gov/ntdprogram/data.htm</a>.
- The work will inform the development of a data development agenda potentially developed in draft form at the next meeting.

Marsha will transcribe subcommittee material, and the subcommittee will complete its matrix on conference calls, with the intent to focus on the data discussion at the May meeting.

The *Interagency Working Group Subcommittee* noted the Charter is complete; all agencies have signed off and they are waiting only on an acknowledgement from DHSS Commissioner Streur to move forward. Using a spreadsheet which integrated C&PTAB inputs to Charter purpose statements, the subcommittee generated a draft work plan for the IWG to study and complete at its first meeting. The subcommittee will present the membership and results of the first meeting to the C&PTAB in May.

The *Marketing Subcommittee* reported the audience to that work is policy makers and decision makers at the state and local level. The RFP hasn't been issued pending information and messages generated through work the C&PTAB has undertaken. Ultimately, the group decided to wait and revisit the issuance of the RFP at the May and/or June meeting.

After hearing all presentations, all subcommittees updated their respective sections of the Strategic Plan, as reflected in Attachment D.

#### **Long Range Transportation Plan**

One C&PTAB requirement is to provide input to the Alaska's Long Range Transportation Plan (LRTP). At a previous meeting the group was briefed on the LRTP development schedule; at this meeting Eric Taylor provided a PowerPoint presentation (included as Attachment C), presenting preliminary data findings. C&PTAB will take another look at LRTP developments at the May meeting, with the intent to generate initial draft inputs.

#### **Public Comment**

In response to a member inquiry, David Levy, Alaska Mobility Coalition, provided an overview of Anchorage's efforts to generate an accessible taxi cab ordinance, describing the ramifications of that ordinance on one provider who opted out of the service due to increased training and safety requirements. C&PTAB maintains the exploration of a model taxicab ordinance on its strategic plan.

#### **Annual Report**

Jeff Ottesen reported the C&PTAB Annual Report is with staff in the Governor's Office, but he knows nothing beyond that at this point in time. He will follow-up and try to move the document forward and solicit feedback.

#### **Next Meeting**

The next C&PTAB meeting will be held in Sitka, Alaska on May 6, 2014. The agenda will include updates from all subcommittees, additional work on the LRTP, a review of the draft Annual Funding Report, and preliminary information about the Alternative Fuels Study results. Marsha will distribute logistical information about that meeting in the next few weeks.

## ALASKA COMMUNITY AND PUBLIC TRANSPORTATION ADVISORY BOARD ATTACHMENT A: FLIP CHART TRANSCRIPTS February 6, 2014

#### **AGENDA**

- Performance Measures input on indicators and impacts
- Subcommittees:
  - o Medical draft outline and recommendations
  - o Performance Measures process inputs/prepare for data discussion
  - o Interagency Working Group generate draft work plan
- Subcommittee Reports
- Update Strategic Plan
- Discuss marketing
- Long Range Transportation Plan information Sharing
- Wrap Up
  - o Sitka
  - Self Evaluation

#### PERFORMANCE MEASURES

- Add customers
  - o Funders
  - o Service Providers
  - o Case Managers/Worker
  - o Medical Community

#### MAY 6 MEETING

- Medical Transportation: Hear Final Report
- Performance Measures: Bring existing data; discussion around data; Sharon Scott new chair
- Interagency Working Group: update on membership and meetings; present solid work plan
- Long Range Transportation Plan: Craft draft material for input
- Annual Funding Review
- Alternative Fuels Study

### **Transit Economic Impact Study for the Mat-Su Borough**

#### 09/12

AMC secures Easter Seals Grant to convene Mat-Su transit community partners to

-produce Mat-Su Accessible Transporation Plan

- yields community request to form a transit coalition in Mat-Su

#### 10/12

Meetings begin with MSHF, AMHTA, DOT, MSB to discuss

- opportunities for transit efficiencies in the Mat-Su Borough among providers
- strategies related to insufficient local funding commitments

#### 12/12

Mat-Su Transit Coalition (MSTC) convenes w/facilitation by MSHF

Establishes:

- 10-member steering committee w/co-chairs
  - Bylaws
- Memorandum of Agreement

#### 2013

- Funders commit \$75,000 for Transit Economic Impact Study
- Coalition assists with EIS Scope of Work and forms subcommittee to score RFPs & make recommendations
  - -CTAA selected for Mat-Su Transit EIS

#### 2013-2014

- 10/13 CTAA meets w/project funders & transit providers
- 12/13 CTAA meets with MSTC and kicks off process within the Mat-Su community

#### **Anticipated Completion – Summer 2014**

The Mat-Su Transit Coalition, Alaska Mental Health Trust Authority, State of Alaska Department of Transportation, Mat-Su Borough, and Mat-Su Health Foundation all share an interest in quantifying the current and potential economic impact of a comprehensive transit system in the Mat-Su Borough. The rate of population growth in the Mat-Su Borough is the highest in the state of Alaska. Current public transit and human services transportation options are insufficient to meet the needs of the community, have extensive levels of administrative and infrastructure duplication, and struggle with both organizational capacity and sustainability. Three separate public transit providers offer service within the Mat-Su Borough, with a fourth providing public transit to and from Anchorage. In addition to local transit provider, several social service providers maintain a fleet of more than 70 vehicles that also provide door-to-door transportation for clients. Insufficient local and state funding does not allow current providers to adequately develop routes to meet both current needs and future population growth projections. Further, the four transit providers have ongoing problems securing the required matching funds necessary to fully access DOT and federal funds, with the two largest providers struggling with ongoing cash flow issues. To better demonstrate the economic impact transit could have in the Mat-Su Borough and articulate why local funding support for transit is imperative, the interested funders, in partnership with the Mat-Su Transit Coalition, have commissioned a

Transit Economic Impact Study for the Mat-Su Borough. The contract for this study was awarded to CTAA in the fall of 2013 and is currently underway.

### <u>Scope of Work – Mat-Su Transit Economic Impact Study</u>

#### I. Quantify impact of existing public transportation services

- A. Document current levels of service for each service provider including ridership, vehicle miles, vehicle hours, and cost.
- B. Develop estimates of economic impact utilizing methodologies such as the Transit Cooperative Research Program Report 34-<u>Assessment of the Economic Impacts of Rural Public Transportation</u> for the following: employment impacts, higher education/vocational training, participation in social service programs, access to medical care, personal independence (including staying out of nursing homes, user cost efficiencies, impacts on regional expenditure patterns, local economic growth, and reduced traffic congestion.
- C. Develop estimates of economic impact utilizing peer analysis.
- D. Estimate economic impacts through direct communication with transit service beneficiaries including: employers, health/social service agencies, health care facilities, retail establishments, and transit users.
- E. Identify and determine the economic impact of transit routes to workforce destinations, retail establishments, and social services.

#### II. Quantify impact of existing human service transportation programs

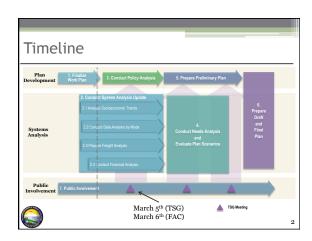
- A. Document existing human service transportation programs and extrapolate unmet need for human service transportation including ridership, vehicle miles, vehicle hours, and cost.
- B. Develop estimates of current economic impact and extrapolate potential future economic impacts utilizing methodologies such as the Transit Cooperative Research Program Report 34 <u>Assessment of the Economic Impacts of Rural Public Transportation.</u>

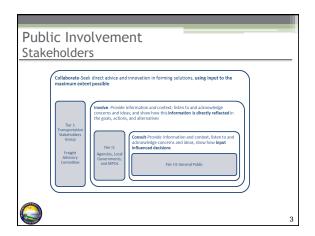
#### III. Quantify impact of future public transit services through 2034

- A. Quantify potential levels of service for each service provider including annual ridership, vehicle miles, vehicle hours, and cost.
- B. Develop estimates of future economic impact utilizing methodologies such as the Transit Cooperative Research Program Report 34
  <u>Assessment of the Economic Impacts of Rural Public Transportation</u> for the following: employment impacts, higher education/vocational training, participation in social service programs, access to medical care, personal independence (including staying out of nursing homes, user cost efficiencies, impacts on regional expenditure patterns, local economic growth, and reduced traffic congestion.

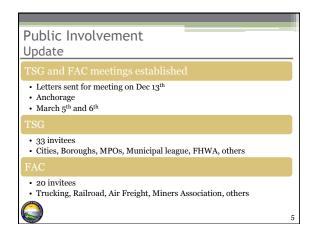
E. services.	Identify and quantify the economic impact of future transit routes for workforce destinations, retail establishments and social	

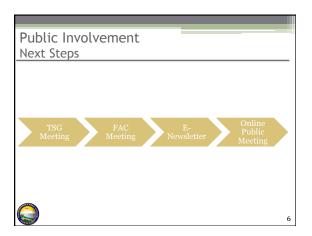




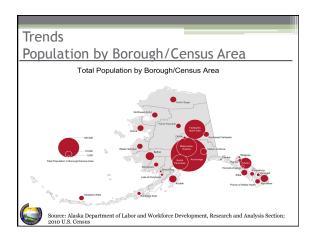


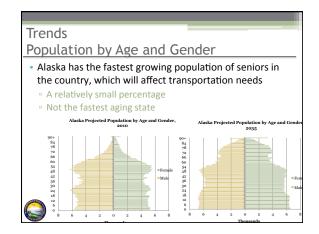


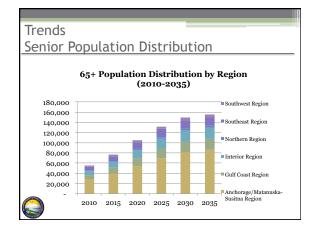


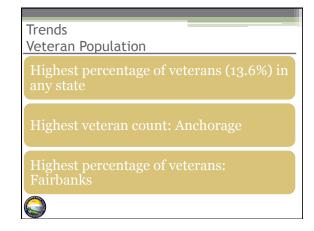


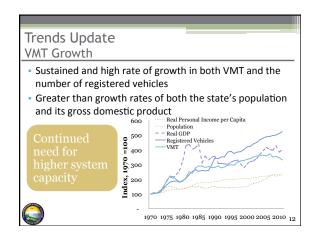


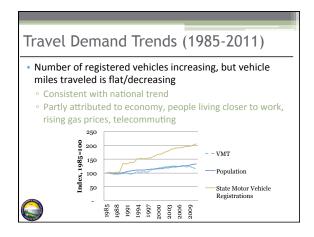


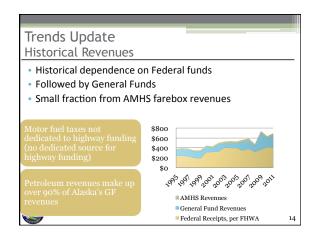


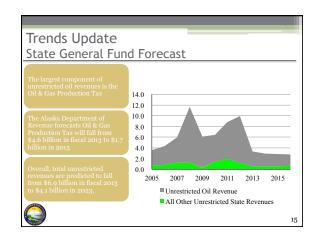


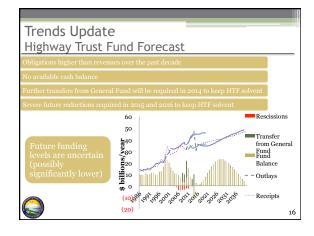




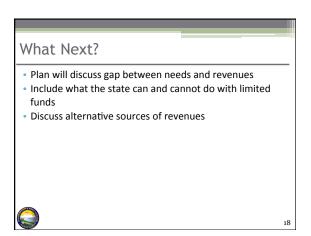














## Alaska Strategic Plan for Statewide Coordinated Community and Public Transportation: February 6, 2014 Alaska Community and Public Transportation Advisory Board

STRATEGIC DIRECTION		Mar-14	Apr-14	May-14	Jun-15	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Resources	TEAM MEMBERS
Developing common definitions/criteria/terminology	•		_				_	-				COMPLETE	
a DEFINITION COMPLETE												COMPLETE	
2. Exploring solutions used by other states and municipalities (including Medicaid medical transport	ation and cre	eating templa	ates and for s	state and locals	use)	•	•	•	•	•			
2.1 Medical Transportation					•							Teleconference line	
a Continue to communicate with other states on best practices for NEMT												12 hours of meetings	
b Determine the areas of interest to highlight (e.g., services covered, brokerage model, etc.)												288 hours of research	Doug Bridges
c Review State of Alaska Agencies agencies and if they could participate (perhaps goes to group 4)												24 hours of writing	Heidi Frost
d Write report on medical transportation practices available to Alaska		14-Mar Draft		14-May Final								3	Cheryl Walsh
2.2 Accessible Taxi												report Printing costs Online	David Levy
e Continue to review ordinances, enforcement, trainings, vehicle standards												· · · · ·	
f Write draft ordinance												place to store reports	
g Write report on accessible taxis													
3. Establishing interagency (state) working group													
a CHARTER COMPLETE													
b Gain Commissioner-level support/Designation		14-Mar											Duane Mayes
c Convene first meeting of interagency working group			15-Apr										Paula
d Complete Work Plan 2014-2015 (see Draft Februray 6, 2014)				6-May									Pawlowski/
e Inventory Regulations and Funding Streams												Paula Pawlowski	Susan Bell
Incorporate the following activates into work plan per C&PTAB inquiry: Check out service categories of state													Jon Sherwood
gencies related to transportation (DOL, HSS), Research definitions related to transportation; Collect/inventory													Ezekiel Kaufman
existing RFP requirement; report on analysis of definitions and RFP requirements; integrate performance													
measures)									44.0.1		44.5		
d Meet every two months 4. Educating audiences about transportation options, relevance, benefits and role of coordination as	annronriato	l .			1Jun		1-Aua		14-Oct		14-Dec		
	арргорнасе	1	ı			1	1	ı	1			Time: Pat Branson	Pat Branson
a Invite state agencies to attend state transit conference (incentivize as appropriate)					1-Jun		45.4					Jeff Ottesen	Jeff Ottesen
b Get on Alaska Municipal League fall conference meeting agenda - COMPLETE 2013/Repeat 2014							15-Aug	20.0					
c Present benefits of coordination to state agency audience at transit conference d Present benefits of coordination to Alaska Municipal League attendees e Generate RFP to select marketing consultant to develop communication plan								30-Sep		30-Nov		DOT web/graphics staff Funding for marketing	DOT graphic/ web staff DOT transit staff
				6-May assess	25-June assess					30-1100			
				0-ividy assess	20-Julie assess			29-Sep tent				consultant \$100K	DOT transit stail
f Complete marketing outline, launch coordinated transportation website (with loco)								29-Sep tent					
5. Preparing performance measures for tracking results (C&PTAB, transit community, unmet needs)	ı	_	ı					1					
a Collect multiyear data currently being collected by DOT&PF, State, Federal, Tribes, Municipalities				6-May									Bill Herman
b Develop "idealized" measures we want to collect (data development agenda)				6-May								Time	Sharon Scott
c From "definition of coordination" group, establish a scale of coordination and apply to coordination systems around				6-May								C&PTAB members	Glenn Miller
d Integrate results with IWG work					30-Jun							Cal 1710 Illellibers	Larry Bredeman
e Integrate results with Marketing effort							15-Aug						James Starzec
f Conduct monthly conference calls	Х	Х	Х	Х	Х	Х	Х	Х	Х	Х	Х		
6. Establishing a transportation ombudsmen													
C&PTAB DELIVERABLES	Meet 2/6 Anchorage	Review and comment on Alternative Fuels Findings	Review and comment on DOT&PF LRTP	Meet 5/6 Sitka	Meet 6/25 Mat-Su			Meet 9/29 Anchorage					Chair, Board, Staff