

APPENDIX G: Engagement Feedback

This matrix provides a list of public input received from stakeholders at existing advisory meetings. The project team attended the meetings and requested input on transportation needs. The team also reviewed a variety of local plans and summarized the input received.

Alameda County

| Comment Source | Geographies | Target Population | Date | Themes | Comments |
|------------------|-------------|----------------------|------------|---------------------------------|--|
| Alameda PAPCO | Urban | Older Adults, PWD | 10/25/2021 | Coordination and Cooperation | Is there a more linear way of organizing trips? Did they save time? How can we make trips more succinct? |

Contra Costa County

| Comment Source | Geographies | Target Population | Date | Themes | Comments |
|--|---------------------|--------------------------------------|-----------|---|---|
| Contra Costa Accessible Transportation Strategic Plan | County, Suburban | Older adults, PWD, Low- income | 2019-2021 | Healthcare Access | As a disabled veteran, I would like to see a direct bus from the Walnut Creek BART station to the VA Martinez Clinic. It is otherwise difficult to get to the clinic on public transit from the Southern part of Contra Costa. |
| | | | | Technology / Travel Training - Older Adults | It is on my 'wish list' to have someone to partner with her for travel. I want to use public transit, but it feels unsafe to do so on my own. So, it isn't travel training I am looking for, but to have someone travel with me for safety concerns. |

| Comment Source | Geographies | Target Population | Date | Themes | Comments |
|----------------|-------------|-------------------|------|-------------------------|---|
| | | | | Paratransit - Transfers | <p>I had my 83-year-old mom who lives in Pinole take the survey for feedback. She drives so doesn't use transit but would like to. Her comments: Why can't we take a bus to Walnut Creek? We (her friends) are more comfortable in small groups on small buses. Dial a ride seems more personalized—get a sense someone is keeping an eye on you. Her friends are upset at the time and hassle of having to transfer to multiple operators for medical appointments. Pinole is a bit of a transit desert because services seniors need aren't in Pinole or San Pablo or downtown Martinez, so WestCAT service isn't sufficient. Pinole residents seek Kaiser services in Richmond, Walnut Creek, and beyond. All are not easily accessible by fixed-route or dial a ride. I was surprised how informed she was, and her friends, who are transit dependent. Pinole Garden club is carpooling members to Hercules PNR to board Lynx bus to Sales Force, but they have lots of confusion about the parking eligibility at Hercules PNR. Here are seniors who know that Lynx exists and are willing to carpool to PNR (doing what we want them to do) but getting info about parking is difficult.</p> |

| Comment Source | Geographies | Target Population | Date | Themes | Comments |
|----------------|-------------|-------------------|------|-----------------------------------|--|
| | | | | Paratransit | <p>Tri Delta Dial-A-Ride (paratransit) service paratransit does not run late enough, Paratransit hours should match Tri Delta's fixed-route service hours. Draft recommendations:</p> <ol style="list-style-type: none"> 1. Prepare a Tri Delta Bus Transit Service Reliability and Improvement Strategies report to identify problematic routes and improvement strategies. Implement a dedicated paratransit shuttle to senior centers in Pittsburg and Antioch. 2. Tri Delta should build on its existing Email/Text Alerts system with a Tri Delta Mobile App. Include features such as nearby or alternative route options and departure times, map-based bus tracking, trip planning and system-wide schedules. 3. Hire additional Dial-A-Ride dedicated drivers or implement a program like Richmond's R-Transit Lyft partnership, in which Lyft technology is used to provide on demand paratransit transportation. |
| | | | | Healthcare Access | Access from the CBTP study area to medical centers in Martinez, including the VA Hospital, is inadequate and difficult for seniors |
| | | | | Paratransit - On Time Performance | Tri Delta Dial-A-Ride (paratransit) riders at both the Pittsburg and Antioch Senior Centers feel paratransit is not adequately responsive. Paratransit does not communicate with its B-2 passengers when it is going to be late, leaving riders waiting outside for more than 30 minutes at any given time. |
| | | | | Bike | After a brain injury- I couldn't drive so I started biking at age 65- please improve biking safety, including having all stop light recognize bikes and ensure safe places to park. E-bikes are great for seniors and the disabled. My husband- age 80 with cancer and heart failure still rides. |

| Comment Source | Geographies | Target Population | Date | Themes | Comments |
|---|------------------|-------------------------------|-----------|------------------------------|---|
| | | | | Temporal Gap | I am 83, live alone in an apartment at The Oaks, in Oakley. I have no car. I find it hard to get transportation to anywhere but most miss having transportation to anything in the evening, there are no 7 PM dinners or community functions for me. If I go shopping or to a doctor I have to get home early before Dial A Ride stops running for the day. |
| Contra Costa Accessible Transportation Strategic Plan | County, Suburban | Older adults, PWD, Low-income | 2019-2021 | Public Transit | Something needs to be done about transit situation. |
| | | | | Public Transit | Will there be buses on Fairview to the new Los Madonas campus? |
| | | | | Paratransit | I'd like to raise the issue of Paratransit distance limits, or the ability to find other services that are affordable to get outside of those limits, especially to our wonderful parks and recreation areas. I have a visual impairment and rely on friends and family to get out to Briones, where I can enjoy the outdoors and pursue my athletic goals as an athlete (I train in para-dressage) - I am worried about the future and affordable transportation to my hobbies as bus routes are cut and changed. Rideshare services are prohibitively expensive. Besides that, I need paratransit to accept Clipper cards so that I can use my employer transit benefit when I need to use it for work. |
| | | | | Coordination and Cooperation | Would like to know how you plan cross counties trips because sometimes it takes all day to complete? |

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|----------------|-------------|-------------------|------|------------------------------|--|
| | | | | Coordination and Cooperation | The paratransit application for the different providers is different with each one, with different requirements, as well. I have received complaints from families we serve about how confusing it is and how long the intake process takes. They did not feel I would support a single point of registration, with consistent criteria throughout our County as being more efficient and user friendly. supported in the process and at least a few families have given up on the process! |
| | | | | Coordination and Cooperation | Once someone is approved in one system, they have to get approval for another system, if crossing transportation boundaries. In addition, wait times when transferring is excessive and sometimes troubling. I would support coordination when going from one area to another and scheduling efficiencies when transferring. It seems that a single point of contact for scheduling and dispatching would increase efficiencies, such as improving on-time performance and making it easier to cross transportation boundaries. Our clientele already have disabilities and hardships in everyday life--I believe it is our duty to assure that communication and transportation be as seamless and efficient as possible! |
| | | | | Coordination and Cooperation | The county needs a robust affordable public transit system severing all the communities of the county. State and federal funding of such a system is woefully low and what funds that are provided are sucked up by BART, AC Transit and other large transit systems leaving communities such as San Ramon without much in the way of transit options. |

| Comment Source | Geographies | Target Population | Date | Themes | Comments |
|--|-------------------------|-------------------|-----------|---|--|
| | | | | Public Transit - Level of Service | There was a bus (#39?) that stopped both at Alcosta Blvd/ Fircrest Blvd and Fircrest/ Craydon Circle. It continued into Dublin to Village Parkway, Amador Blvd and Dublin Blvd. I am in a senior community "Sunny Glen" and there are no buses within a couple of miles from here. |
| | | | | Older Adults | Where can we go to get free transportation for seniors? |
| | | | | Emergency Preparedness | I am writing for my disabled husband. He is completely dependent on others for his care and has paralysis of most of his body. A constant worry is how to evacuate in an emergency. We have a few neighbors that will help but no place to go once we leave the house and no plan if neighbors aren't available. What services are available for evacuating someone who is so severely disabled? |
| | | | | Older Adults | Senior transportation is a serious matter! |
| Contra Costa County Paratransit Coordinating Council | County, Rural, Suburban | Older Adults, PWD | 9/21/2020 | Planning and Study | The pandemic brought up new issues. One is access to food - which is crucial to survival |
| | | | | Same-day or On-demand Transportation (TNC and Taxi) | Same day paratransit continues to be a need. |
| | | | | Public Transit - Level of Service | Using public transportation under the pandemic was very difficult. You could only take essential trips and on paratransit it needed to be scheduled in advance. It was very difficult to get essential needs met. |
| | | | | Public Transit - Level of Service | The transit agencies did a fantastic job under the pandemic. |

| Comment Source | Geographies | Target Population | Date | Themes | Comments |
|----------------|-------------|-------------------|------|---|--|
| | | | | Emergency Preparedness | Transportation was so pivotal during the pandemic. Agreements should be signed between the county emergency operations and transit agencies. There should be standardized practices and fundamental protocols to guarantee funding in a time of emergency. |
| | | | | Coordination and Cooperation | We should continue to explore the relationship between transit agencies (and their contractors or service providers) and emergency management (County Emergency Operations Centers). Some transit agencies provided assistance and some did not. |
| | | | | Emergency Preparedness | The Coordinated Plan should help to standardize and memorialize the relationship between emergency operations and public transportation, along with their contracted service providers. |
| | | | | Paratransit | The paratransit operators have been very creative, like bringing services (food) to you. |
| | | | | Public Transit - Accessibility | Some of the transportation modes are not accessible. Lots of people could get around On Uber or Lyft, but not if you have a wheelchair. People shouldn't be left out of services. |
| | | | | Same-day or On-demand Transportation (TNC and Taxi) | Paratransit should provide same day trips. |
| | | | | Paratransit - Reliability | I got called by East Bay Paratransit. They asked me how I was doing and I needed. I was having trouble getting food and the next thing I knew, they brought me food. They provided excellent service. |
| | | | | Paratransit - Level of Service | Even though the ADA rules are very rigid, the paratransit providers gave a lot of service. They get an A+. |

| Comment Source | Geographies | Target Population | Date | Themes | Comments |
|---|-------------------------|--------------------------------------|-----------|---|---|
| Contra Costa County Paratransit Coordinating Council | County, Rural, Suburban | Older Adults, PWD | 9/21/2020 | Planning and Study | How can we get around rigid rules to provide services that people need? |
| | | | | Transportation Options | Senior Mobility Action Council scheduled a meeting with someone from Uber on wheelchair accessible service. But they canceled the presentation. There are some accessible uber vehicles, but it isn't that extensive. |
| | | | | Same-day or On-demand Transportation (TNC and Taxi) | All planning going forward should encourage accessible TNC vehicles in all areas. |
| | | | | Funding | Flexibility is key for transit agencies to do things outside their charter, flexibility to try things, and flexibility on the funding sources. |
| | | | | Funding | Our funding allowed us to bring services to our client's homes, instead of bringing them to our site. Flexibility was key! |
| | | | | Public Transit - Level of Service | The 5310 program and Measure J funds should continue to be flexible and allow us to bring services to our clients. |
| | | | | Fares | Fare free transit was very helpful under the pandemic. |
| Downtown Martinez Community-Based Transportation Plan | Suburban | Older adults, PWD, Low-income, BIPOC | 2018-2020 | Pedestrian | [Sidewalks] are dangerous and often in poor condition due to lifting or holes. Most corners have curb cuts." |
| | | | | Pedestrian | Improve pedestrian crossings around local hospital and high school. Blinking pedestrian beacons are not enough. |
| | | | | Bike | "Bicycle facilities must be continuous to be useful to us." |

| Comment Source | Geographies | Target Population | Date | Themes | Comments |
|----------------|-------------|-------------------|------|---|---|
| | | | | Public Transit | It is impossible to drop off children in different parts of town with public transportation. |
| | | | | Public Transit - Safety | ...people are often released from the County Hospital or Psychiatric Ward onto the streets at times of the day or night when there is no bus service, or their bus pass is not enough to get them to a safe destination” |
| | | | | Pedestrian | Crossing the street in Martinez is dangerous. Martinez Police Department does not enforce crosswalk, or any other traffic laws when it comes to pedestrians.” |
| | | | | Pedestrian | Make crosswalk signals more visible and easily seen, especially the one in front of Martinez High School and Contra Costa Regional Medical Center. It is dangerous area. Make traffic lights very visible as well, perhaps larger lamps. The crosswalk signs need to be bigger as well. Danger, danger! |
| | | | | Technology / Travel Training - Older Adults | [Smartphone training would be useful] especially for people with disabilities |
| | | | | Technology / Travel Training - Older Adults | [Trip planning information] would be helpful, [I am] embarrassed to ask for assistance |
| | | | | Paratransit - Level of Service | Increasing paratransit services is desperately needed, more connections to and from bus terminals. |

Marin County

| Comment Source | Geographies | Target Population | Date | Themes | Comments |
|------------------------------------|--------------------------------|--|------------|---|---|
| Regional Mobility Management Group | Suburban, Urban, Rural, County | Older Adults, PWD, Low-income, LEP, BIPOC, Zero Vehicle HH | 10/18/2021 | Public Transit - Accessibility | Serving rural areas, West Marin is hard for us to serve. Medical trips, particularly regional trips. We need to better support people |
| | | | | Information and Referral Service | Information and referral is an ongoing need |
| | | | | Same-day or On-demand Transportation (TNC and Taxi) | What about access to services that people with disabilities don't have access too? TNC's, taxi, same day service. They want services at the same day as people who don't have disabilities. AV's are close. We need to be testing accessibility for disabled people. We need to make sure that if TNC's are offering this it's also accessible. |
| | | | | Regulation | Vaccination requirements are a barrier |

Napa County County

| Comment Source | Geographies | Target Population | Date | Themes | Comments |
|-------------------------------|-----------------|--------------------------------------|------------|--------------------------------------|--|
| American Canyon Senior Center | Rural, Suburban | Low-income, PWD, older adults, BIPOC | 10/10/2018 | Public Transit - On Time Performance | There was some complaints about wait times for the community shuttle |
| | | | | Public Transit | Some projects listed in the 2014 Countywide Transportation Plan are obsolete, such as the Eucalyptus extension, and the Roundabout |
| | | | | Infrastructure | The Napa Junction Rd. intersection has been completed |
| | | | | Infrastructure | S. Napa Junction Rd. should be replaced with Rio Del Mar connector to Newell-Modified to Rio Del Mar as E/W connector |
| | | | | Public Transit - Infrastructure | The City is considering locations for PandR lots along the corridor |
| | | | 11/2/2018 | Public Transit - Clipper Card | Issue with clipper card reader functionality |

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|--|-----------------|--------------------------------------|------------|-----------------------------------|---|
| Free Market at Health and Human Services, Napa | Rural, Suburban | Low-income, PWD, older adults, BIPOC | 9/13/2018 | Healthcare Access | Residents discussed issues they have with accessing medical care, specifically St. Helena Hospital and Kaiser in Santa Rosa |
| Napa Senior Center | Rural, Suburban | Low-income, PWD, older adults, BIPOC | 9/28/2018 | Public Transit | People expressed appreciation for the TaxiScrip program |
| | | | 9/29/2018 | Access | Most attendees drive themselves, it's possible that those without easy access are not utilizing the Senior Center as much |
| | | | 9/26/2018 | Older Adults | Residents of the Vet's Home have their transportation needs met almost exclusively by the transportation provided by the Home, including medical transport to San Francisco |
| Napa Valley College | Rural, Suburban | Low-income, PWD, older adults, BIPOC | 10/24/2018 | Public Transit - Emergency | Most students drove and would only consider transit for emergency purposes |
| | | | | Pedestrian | One group of students sometimes walk from the Imola /Shurtleff area neighborhood to campus and remarked on how "scary" it is to walk along that corridor |
| | | | | Public Transit - Level of Service | Would like to see later hours of local routes, so that students can use transit for other errands on the way home |
| | | | | Fixed-route | Residents we spoke to did not use/need our fixed-route or Vine Go services |
| Napa Valley Transportation Authority | Rural, Suburban | Low-income, PWD, older adults, BIPOC | 11/29/2018 | Fixed-route - Infrastructure | Bus stop is too far |
| Napa Valley Support Services | Rural, Suburban | Low-income, PWD, older adults, BIPOC | 11/2/2018 | Public Transit - ADA | Difficult to board smaller buses with mobility devices |
| | | | | Infrastructure | Jefferson/Bel Aire stop and Lincoln/ Jordan Lane stops should be prioritized for shelter and seating |

| Comment Source | Geographies | Target Population | Date | Themes | Comments |
|----------------|-------------|-------------------|------|---|--|
| | | | | Public Transit - Infrastructure | Shelters and benches are a necessity for disabled customers |
| | | | | Public Transit - Level of Service | Would like see Routes 10 and 11 stop at Napa Valley College on weekends |
| | | | | Public Transit - Level of Service | Bi-directional service availability on transit routes is needed, resident informed that COA addresses this concern |
| | | | | Public Transit - Level of Service | Longer service hours into the evening |
| | | | | Public Transit - Level of Service | A stop at the Napa Bowl is needed, currently inaccessible due to construction on Soscol, but not removed |
| | | | | Fixed-route - Infrastructure | Most people can't walk or move more than a couple of blocks, so they need stops closer together |
| | | | | Same-day or On-demand Transportation (TNC and Taxi) | People want to be able to use TaxiScrip with Uber and Lyft, current taxi companies are unreliable |
| | | | | Public Transit - Infrastructure | Imperial Way and Jordan needs a stop and bus shelter/seating |
| | | | | Public Transit - Infrastructure | Drivers have not provided service to some riders in wheelchairs or driven past riders in wheelchairs |
| | | | | Pedestrian - Infrastructure | The stop along Lincoln/Jordan Lane has a slope making wheelchair access difficult. |
| | | | | Public Transit - Level of Service | The limit on three books per month are not enough for Taxi Scrip |
| | | | | Public Transit - Reliability | Real-time signage need to be more reliable and work consistently |
| | | | | Fixed-route - Affordability | Fares are too costly |
| | | | | Public Transit - ADA | Transdev drivers place ramps down on streets less than a foot away from curb, so there is no way for a wheelchair to board like that |

| Comment Source | Geographies | Target Population | Date | Themes | Comments |
|---------------------------------------|-----------------|--------------------------------------|-----------|---|---|
| | | | | Public Transit - Infrastructure | Would like more curb space painted red, so there is better access for ADA riders to board the bus |
| Napa Valley Support Services | Rural, Suburban | Low-income, PWD, older adults, BIPOC | 10/1/2018 | Public Transit - Frequency | Received feedback that local routes don't run frequently enough for clients |
| Napa Paratransit Coordinating Council | Rural, County | Older Adults, PWD | 9/3/2020 | Funding | Fund sources for programs like Lifeline are dwindling. |
| | | | | Healthcare Access | There continues to be insufficient transportation services for reaching healthcare centers. |
| | | | | Healthcare Access | Not enough transportation options for those who don't qualify for paratransit and can't afford taxi services. |
| | | | | Same-day or On-demand Transportation (TNC and Taxi) | TNC drivers are not widely available in Napa County. |
| | | | | Same-day or On-demand Transportation (TNC and Taxi) | Taxis have to be booked ahead of time and are more expensive, but Lyft drivers are sparse. |
| | | | | Paratransit - ADA | Paratransit is a challenge because of the on time performance. It would be wonderful if those who depend on paratransit don't have to miss their classes or appointments. |
| | | | | Coordination and Cooperation | Napa County and Lake County should coordinate on transportation services so that Napa residents could have more options. |
| | | | | Older Adults | Transit is not an appropriate service for frail or older seniors. Some have a very difficult time boarding vehicles and travel training isn't a viable option. |

| Comment Source | Geographies | Target Population | Date | Themes | Comments |
|---------------------------------------|---------------|-------------------|----------|---|---|
| | | | | Volunteer Drivers | Volunteer driver programs can't accommodate people who use wheelchairs because they don't have accessible vehicles. |
| | | | | Coordination and Cooperation | NVTA should look for ways to make the Shared Vehicle Program easier for community based organizations to use available wheelchair accessible vehicles. Driver training makes it cost prohibited to use. Drivers from tour companies may be an option. |
| | | | | Coordination and Cooperation | NVTA can buy a vehicle through the Section 5310 program and make it available to community based organizations as a subrecipient. |
| Napa Paratransit Coordinating Council | Rural, County | Older Adults, PWD | 9/3/2020 | Same-day or On-demand Transportation (TNC and Taxi) | There are potential solutions by incorporating on-demand services with paratransit. |
| | | | | Spatial Gap | The Angwin community needs a three times a week shuttle service. |
| | | | | Older Adults | App-based services are a huge barrier for older adults. |
| | | | | Technology / Travel Training - Older Adults | Technology training is needed for older adults |
| | | | | Land Use | Hospital care and other services are so remote. |
| | | | | Coordination and Cooperation | Coordination and cooperation is needed from for-profit healthcare providers, like hospitals and dialysis centers. They don't currently provide transportation services for their clients. Healthcare providers are missing from the conversation. |
| | | | | Spatial Gap | More services are needed for rural communities. This issue is getting worse because people are aging in place. |

| Comment Source | Geographies | Target Population | Date | Themes | Comments |
|-----------------------------|-----------------|--------------------------------------|------------|--|--|
| Queen of the Valley, Napa | Rural, Suburban | Low-income, PWD, older adults, BIPOC | 10/2/2018 | Public Transit - Level of Service | Local routes also do not run late enough |
| | | | 10/3/2018 | Fixed-route - Affordability | Our fares are too high for some clients |
| | | | | Fixed-route | Found the younger riders on fixed-route to be rowdy, made using transit less desirable |
| Redwood Park and Ride, Napa | Rural, Suburban | Low-income, PWD, older adults, BIPOC | 11/30/2018 | Bike | Cyclists love the Vine Trail |
| | | | | Fixed-route | Rider pointed out that real time signs were incorrect and sometimes non functional |
| | | | | Amenities | A senior rider would like to see bathroom facilities at the park and ride, as there is nowhere nearby to use the restroom and sometimes there are long wait and transfer times for our buses |
| | | | | Fixed-route | Transit services for residents of Silverado Orchard |
| Rianda House, St. Helena | Rural, Suburban | Low-income, PWD, older adults, BIPOC | 10/26/2018 | Programs - Same-day or On-demand Transportation (TNC and Taxi) | Discussion about St. Helena/Lyft pilot shuttle program. All rides are coordinated through Molly's Angels. |
| | | | | Programs - Same-day or On-demand Transportation (TNC and Taxi) | One issue is lack of wheelchair access on Lyft vehicles |
| | | | | Programs - Volunteer Drivers | Issue with Molly's Angels only taking ambulatory passengers |

| Comment Source | Geographies | Target Population | Date | Themes | Comments |
|----------------------------------|-----------------|--------------------------------------|------------|---------------------------------|--|
| | | | | Programs - Volunteer Drivers | Driver reimbursement under MRP for Molly's Angels drivers-Drivers are prohibited from receiving reimbursement-Consider updating MRP form for volunteer drivers to indicate they are with Molly's Angels. |
| | | | | Shuttle | Request from Angwin resident to have a "one-day-a-week" shuttle down to St. Helena |
| | | | | Pedestrian | Many were supportive of pedestrian infrastructure improvements |
| | | | | Information and Referral | When asked how they receive information-many still rely on the St. Helena Star newspaper. |
| | | | | Information and Referral | Several of the senior housing developments have their own monthly newsletters for residents and requested information on transportation be included. Also requested information be made available at the offices of senior housing complexes, Library, Safeway, coffee shop etc. |
| | | | | Public Transit - Infrastructure | Students who rode the bus to NVC were generally appreciative and spoke well of the service, one rider who used the local routes stated later run times would be better, as to allow for greater flexibility |
| Silverado Creek Apartments, Napa | Rural, Suburban | Low-income, PWD, older adults, BIPOC | 11/29/2018 | Pedestrian - Infrastructure | Crossing larger intersections is difficult, would like more lighting, more crosswalks |
| | | | | Pedestrian - Safety | Speeding around school, traffic calming/enforcement needed |
| | | | | Pedestrian | Sidewalk improvements for Vintage and Bel Aire schools |
| | | | | Pedestrian | Project for bike zone from Redwood to Villa Lane (class 4) |
| | | | | Pedestrian | Traffic light or stop sign at Trancas and Valle Verde • RRFB at Jefferson/ Rubicon |

| Comment Source | Geographies | Target Population | Date | Themes | Comments |
|--|-----------------|--------------------------------------|------------|------------------------------|---|
| | | | | Pedestrian | Traffic light at Jefferson/Rubicon/ El Capitan |
| | | | | Pedestrian | Traffic light at Jefferson/ Rubicon |
| | | | | Fixed-route | Bus (public transportation) to Villa Lane • Rehab sidewalk on Villa Lane |
| | | | | Pedestrian | RRFB at Trancas/ Valle Verde |
| | | | | Fixed-route | Riders had very positive comments about the service and drivers |
| Springs Mobile Home Park, Calistoga | Rural, Suburban | Low-income, PWD, older adults, BIPOC | 9/13/2018 | Fixed-route | They asked that we evaluate the potential to revive the previous Route that connected to Santa Rosa |
| | | | | Healthcare Access | Some residents have to travel long distances for medical care out of the County, staff let them know about the Mileage Reimbursement program and how to apply |
| | | | | Shuttle | Residents expressed their view that the Calistoga shuttle seemed geared towards tourists and the long wait times made it less than ideal for residents |
| | | | | Coordination and Cooperation | Residents had complaints about lack of handicap parking at Cal-Mart, we connected them with city staff personnel to address the issue |
| | | | | Public Transit - Safety | Residents would also appreciate if drivers could let them off closer to their destination, rather than only at designated stops, staff explained that for safety reasons, we don't let drivers stop just anywhere |
| Stonebridge Apartments, St. Helena | Rural, Suburban | Low-income, PWD, older adults, BIPOC | 11/27/2018 | Pedestrian | RRFBs for all School crossings (they mentioned a school where they were already installed and said they worked well) |
| | | | | Pedestrian | Complete sidewalk on Hunt Avenue to Montevista |
| | | | | Fixed-route | Transit services to Angwin. |

| Comment Source | Geographies | Target Population | Date | Themes | Comments |
|------------------------------------|-----------------|--------------------------------------|------------|-----------------------------------|--|
| | | | | Pedestrian | Improved street lighting on Pope, Hunt (and the street where the apartments are located) |
| | | | | Pedestrian | Lack of sidewalks connecting to Pueblo Vista elementary school |
| Storehouse/ Food Bank, Napa | Rural, Suburban | Low-income, PWD, older adults, BIPOC | 9/20/2018 | Public Transit - Level of Service | Attendees were glad to know that Vine offered connections to the BART, the Ferry, and Solano County |
| | | | 9/21/2018 | Spatial Gap | Most attendees drove themselves that may be a reflection of limited access, as only Route 11 serves the location. Also may be difficult to transport groceries to/ from the bus stop |
| St. Thomas Church, Napa | Rural, Suburban | Low-income, PWD, older adults, BIPOC | 11/18/2018 | Bike | From a truck driver: Educate cyclists on riding on the inside of the bike lane |
| | | | | Pedestrian | Add a stop sign at the intersection of Hemlock and Hoover |
| | | | | Pedestrian | Put up signs requesting people not to walk down middle of the street on Homewood Ave. |
| | | | | Pedestrian | Drainage issues at Kilburn and Bryant from rainwater from Westwood Hills. |
| | | | | Fixed-route | Add a bus line that goes directly from Laurel Street on the west side of SR-29 to Napa High School |
| | | | | Fixed-route - Drivers | Appreciative of the service on St. Helena shuttle, spoke highly of the drivers |
| Veteran's Home, Yontville | Rural, Suburban | Low-income, PWD, older adults, BIPOC | 9/26/2018 | Public Transit | Some residents do use the Vine Trail and Routes 10 and 29 and appreciate that those services are available |
| | | | | Community | They love the Community Trolley and really appreciate having access to the town for dining and entertainment |
| | | | | Public Transit - Accessibility | Many of these clients drove to the pickup, as transit would not allow them to transport that many bags of groceries |

San Francisco County

| Comment Source | Geographies | Target Population | Date | Themes | Comments |
|---|-------------|--|-----------|-----------------------|---|
| Portsmouth Square Community Based Transportation Plan | Urban | Older adults, PWD, Low-income, LEP, BIPOC, Zero Vehicle HH | 2018-2020 | Pedestrian Safety | Needs by Category |
| | | | | Pedestrian Safety | Double threat pedestrian/auto conflicts at the entrance of garage |
| | | | | Pedestrian Safety | At Clay and Kearny, the pedestrian signal is active during the scramble phase, but a two-stage crossing is not possible because the pedestrian phase is not active on Clay during the eastbound vehicle phase |
| | | | | Pedestrian Safety | Impeded visibility of sidewalk due to plaza wing wall. Exiting vehicles hidden by shadows |
| | | | | ADA and Modernization | Sidewalk pinch point due to planter and changeable message sign cabinet. |
| | | | | ADA and Modernization | Missing direction curb ramps and cross-slopes greater than 2% across Washington Street |
| Portsmouth Square Community Based Transportation Plan | Urban | Older adults, PWD, Low-income, LEP, BIPOC, Zero Vehicle HH | 2018-2020 | ADA and Modernization | Across the garage entrance there is a cross-slope of approximately 6% in the crosswalk; approximately 4.5% east of the crosswalk (in drive lane) |
| | | | | ADA and Modernization | Cross slope greater than 2% across both Clay and Washington Streets |
| | | | | Curb Use | Light posts create pinch points in sidewalks on Water U Lum Place (not ADA compliant) |
| | | | | Curb Use | On Washington Street parking observed on sidewalk by law enforcement and maintenance vehicles |

| Comment Source | Geographies | Target Population | Date | Themes | Comments |
|--|-------------|-------------------|-----------|--------------------------------|--|
| | | | | Curb Use | On Clay Street pick up and drop off by several casino shuttles during travel lane hours (7am – 9am and 3pm – 6pm) |
| San Francisco Paratransit Coordinating Council | Urban | Older Adults, PWD | 10/6/2021 | Access | The use of private vehicles is not appropriate. First mile/last mile projects like Uber are not appropriate because these cars are not accessible. All modes of transportation should be accessible. |
| | | | | Access | There should be emergency breakdown services for people who use powerchairs that break. |
| | | | | Public Transit - Emergency | SF has an emergency back-up procedure anytime a wheelchair user is stranded. Police, fire or MUNI can call for emergency backup service when someone is stranded with a wheelchair. It is separate from the paratransit program but it is run through the paratransit program. |
| | | | | Access | All transportation services should have an accessible equivalent service available. Service should be comparable in service and in the amount of time it takes for the service. |
| | | | | Access | Autonomous vehicle projects should start out accessible so they may serve everyone. |
| | | | | Paratransit - Reliability | Paratransit should be changed slightly to allow for appointments to run late. If my appointment runs late I am put on an "on call" appointment, which is sometimes a long wait - up to two hours long. |
| | | | | Fares | Paratransit drivers should carry cash and make change. It is difficult to maintain the right amount of money for each trip, |
| | | | | Paratransit - Level of Service | Paratransit should make brief stops. This would allow me to drop my books off at the library without making two different trips. |

| Comment Source | Geographies | Target Population | Date | Themes | Comments |
|----------------|-------------|-------------------|------|---|--|
| | | | | Fares | Paratransit should be free. It costs \$5-10 when I want to go somewhere. |
| | | | | Paratransit | Paratransit subcontracting feels like the transit agencies can't be bothered to care about this service. It also introduces a profit motive. |
| | | | | Fares | San Francisco is lucky to have low-cost paratransit. |
| | | | | Access | Transportation options should be equally accessible. All modes should be accessible, including scooters and bikeshare. |
| | | | | Coordination and Cooperation | There should be consistency between jurisdictions. The policies should be the same everyone in the region. |
| | | | | Access | There should be more accessible forms of transportation. This will help people get out of their cars. |
| | | | | Access | I have not been able to use ridehailing because it is not accessible. |
| | | | | Paratransit - Level of Service | Same day paratransit services are important. In SF we have same day service using paratransit discounted taxis. This is very useful. |
| | | | | Access | We need more ramp taxis. |
| | | | | Paratransit, Programs - Same-day or On-demand Transportation (TNC and Taxi) | There should be a form of paratransit that allows someone to go to a non-emergency but urgent medical appointment. It is difficult to get to the doctor with lack of same day service. This would serve urgent needs and spontaneous appointments. |

San Mateo County

| Comment Source | Geographies | Target Population | Date | Themes | Comments |
|--|-----------------|-------------------|------------|----------------------------------|--|
| San Mateo Paratransit Coordination Council | Suburban, Urban | Older Adults, PWD | 1/11/2022 | Information Gap | Tina mentioned that outreach and education will continue to be important. |
| | | | | Information Gap | Sandra Lang talked about the need to consider the digital divide to ensure maximum access for people without access to computers, etc. |
| | | | | Information Gap | Mike suggested that there's a gap in language offerings, and outreach efforts need to expand beyond Spanish and Chinese. Tina said that Title VI staff are reviewing this and it's important to reach people who speak any language. The Redi-Wheels reservationists do have access to the ATandT Language Line as needed. |
| | | | | blank | We'd like to see one-seat rides for inter-county riders for paratransit. |
| | | | 10/12/2021 | Information and Referral Service | Language accessibility is important. There might be people who can't access paratransit because of language barriers. |
| | | | | Paratransit - Non-ADA | There is a need for transportation serving the "in-between" population - people who don't need paratransit, but need some kind of transportation with some services. |
| | | | | Paratransit - Non-ADA | We need transportation options beyond transit, Uber and Lyft. |
| | | | | Information and Referral Service | Information and referral services will continue to be a need. |
| | | | | Paratransit - Non-ADA | One-seat rides continue to be a need. |
| San Mateo Paratransit Coordinating Council | Urban | Older Adults, PWD | 10/18/2021 | Funding | Casa Alegra applies for 5310 grants. Your coordinated plan is critical for us being able to apply |

Santa Clara County

| Comment Source | Geographies | Target Population | Date | Themes | Comments |
|---|-------------------------|-------------------|-----------|--|--|
| Santa Clara Transportation Needs Assessment | County, Rural, Suburban | Older Adults, PWD | 2018-2020 | Coordination and Cooperation | Many communities often need to travel outside of the County, and existing transportation options may only offer assistance for County transportation (e.g. VTA) |
| | | | | Information Gap | There is low awareness in some communities of how to get transit passes |
| | | | | Fares | Family members are burdened by transportation costs incurred by caring for key populations |
| | | | | Spatial Gap | First/last-mile gaps – There is a need for better local connections to transit hubs, especially for people with limited mobility |
| | | | | Level of Service | There is a need for expanded range of transportation options for victims of crime |
| Santa Clara Transportation Needs Assessment | County, Rural, Suburban | Older Adults, PWD | 2018-2020 | Public Transit - Drivers (Training/ Sensitivity) | Some focus group participants expressed a need for updated VTA driver training related to working with people with disabilities and people with SMI |
| | | | | Paratransit - Eligibility | Some VTA riders are applying for paratransit eligibility just to get a free transit pass |
| | | | | Public Transit - Infrastructure | Bus stop features and amenities need improvement in many locations |
| | | | | Healthcare Access | Social service offices are often located in “transit deserts” |
| | | | | Healthcare Access | People with serious mental illness (SMI) upon release from jail are released without sufficient information to get needed transportation for meds/services |
| | | | | Healthcare Access | When a client is released after 4pm, Reentry Resource Centers are closed and they have to rely on community based organizations – some correctional facilities interpret release times literally |

| Comment Source | Geographies | Target Population | Date | Themes | Comments |
|---|--------------------------------|-------------------|----------|------------------------------|---|
| | | | | Youth | People under 18 cannot participate in many mobility options due to age restrictions (e.g. Uber/Lyft, bike share), and they typically have limited access to private cars and credit/debit cards |
| | | | | Transportation Options | Provide or support multiple transportation resource options and allow some flexibility because there is no “one-size-fits-all” approach that works. |
| | | | | Fares | Reduce the costs of transportation and/or increase available transportation resources or support, including by increasing awareness of available resources. |
| | | | | Transportation Options | Increase transportation options and service areas, including by expanding routes and/or frequency. |
| | | | | Coordination and Cooperation | Continue to increase coordination between County departments and agencies that serve the same clients/ patients or the same households. |
| | | | | Coordination and Cooperation | Reduce the number of trips and/or amount of effort needed for trips (when possible)—including by locating services near other key destinations and in areas served by transit. |
| | | | | ADA and Modernization | Utilize technological advances to improve transportation. For |
| | | | | Planning and Study | Improve overall usability and customer orientation of transportation services |
| VTA-Committee for Transportation Mobility and Accessibility | Suburban, Urban, Rural, County | Older Adults, PWD | 7/8/2021 | Paratransit - Safety | Too soon for VTA paratransit multi-passenger rides |
| | | | | Fixed-route | Using fixed-route with route cuts is troubling/difficult |
| | | | | Spatial Gap | The footprint of ADA paratransit should be expanded to include other areas |

| Comment Source | Geographies | Target Population | Date | Themes | Comments |
|----------------|-------------|-------------------|------|---|--|
| | | | | Low-income | Same-day paratransit service cost of \$16 one way, is too high for low incomes |
| | | | | Public Transit - Affordability | The \$16 surcharge to travel to the south part of the county is too high |
| | | | | Paratransit - On Time Performance | Paratransit on-time performance should be improved |
| | | | | Paratransit - ADA | Should work with staff to expand what ADA paratransit offers to improve passenger experience |
| | | | | Same-day or On-demand Transportation (TNC and Taxi) | There is no ADA designated TNC service |
| | | | | Planning and Study | Advise VTA not to remove bus stops, this causes hardships for those with mobility issues and shrinks the ADA footprint |
| | | | | Coordination and Cooperation | VTA and MTC should make it easier to get small nonprofits into the business of providing paratransit services |
| | | | | Coordination and Cooperation | Policymakers should make it easier for nonprofits to access funding |
| | | | | Public Transit - Drivers (Training/ Sensitivity) | My mobility device requires a lot of baggage, this has been an issue with drivers when given rides |
| | | | | Public Transit - Infrastructure | I am experiencing being passed up by the bus |

Solano County

| Comment Source | Geographies | Target Population | Date | Themes | Comments |
|---|-----------------|-------------------|-----------|----------------------------------|---|
| Solano Paratransit Coordinating Council | Rural, Suburban | Older Adults, PWD | 7/16/2020 | Public Transit | There should be uniform policies in each county for how the police and paramedics deal with wheelchairs when a person with disabilities has to be transported by ambulance from a public transit vehicle. |
| | | | | Temporal Gap | The roads are bumpy. The roads should be repaved. |
| | | | | Pedestrian | The sidewalks in downtown Vallejo need improvement. |
| | | | | Pedestrian | In downtown Benicia there are some curbcuts that are too deep. It makes it very difficult to navigate in a wheelchair. |
| | | | | Public Transit | Transit agencies can improve their image and reach out to the community by parking their WiFi buses near low-income housing complexes so that children have internet access. Transit agencies can also use this as an opportunity to do outreach to the community on their service. |
| | | | | Public Transit - Infrastructure | SolTrans and other transit agencies sometimes cannot have bus stops or expand accessibility of bus stops because the sidewalks and roads are so bad. Cities and counties should target these areas for improvement. |
| | | | | Programs - Travel Training | Travel training in Solano County is working and is important. |
| Solano Paratransit Coordinating Council | Rural, Suburban | Older Adults, PWD | 7/16/2020 | Information and Referral Service | The way information and referrals are being done in Solano County is really great. |
| | | | | Paratransit | Paratransit service should be expanded on weekends. |

Sonoma County

| Comment Source | Geographies | Target Population | Date | Themes | Comments |
|---|-------------------------|-------------------|----------|--------------------------------------|--|
| Cloverdale Senior Center Transportation Focus Group | County, Rural, Suburban | Older adults | 1/9/2020 | Temporal Gap | Evening transportation to/from Santa Rosa is needed. |
| | | | | Spatial Gap | We need the SMART train to come to Cloverdale. This would enable a trip from Northern Sonoma County to San Francisco, via the ferry. |
| | | | | Temporal Gap | Extended Saturday service is needed. |
| | | | | Public Transit - Infrastructure | SCTA bus stops are dangerous, in particular for youth. |
| | | | | Same-day or On-demand Transportation | There is no cab service or Uber/Lyft in Cloverdale. |
| | | | | Public Transit - Infrastructure | There are often no bus shelters at SCTA stops. |
| | | | | Temporal Gap | Local service Route 68 (Cloverdale shuttle) ends at 430pm, which is too early. |
| | | | | Paratransit - Transfers | Paratransit transfer trips cost too much. |
| | | | | Paratransit - Transfers | Transferring on a paratransit trip from Cloverdale to Santa Rosa is difficult and expensive. A second payment and a transfer is required if you have to go anywhere beyond the YMCA transfer location. |
| | | | | Information and Referral | Transportation information is hard to get. It would be good to distribute information to residents via the water bill. |
| | | | | Emergency Preparedness | Emergency evacuation transportation is needed. |
| | | | | Public Transit – Level of Service | Healdsburg gets more SCTA service than Cloverdale. |
| | | | | Public Transit | SCTA schedule is not in Spanish. |

| Comment Source | Geographies | Target Population | Date | Themes | Comments |
|---|-------------------------|-------------------|-----------|-----------------------------------|--|
| | | | | Public Transit - Reliability | I'm afraid to take the last bus from Santa Rosa because I don't want to get stranded. |
| | | | | Public Transit - Reliability | I miss out on activities because I have to depend on the public transit and it isn't reliable. |
| | | | | Emergency Preparedness | Transportation service was suspended during fires last year, even though there were no fires or evacuations. We need transportation in times of emergency. |
| | | | | Emergency Preparedness | Need a buddy system to help in times of emergency, because no one is coming to get you. |
| | | | | Public Transit – Level of Service | No bus before holiday. Two days with no public transit. |
| | | | | Public Transit – Bus Stops | Bus stops are not red zoned, cars park there. |
| | | | | Public Transit - Fleet | Bus fleet needs to change to accommodate more mobility devices and wheelchairs. |
| | | | | Public Transit – Level of Service | Hamburger Ranch / behind Ray's Supermarket plaza new development would be a great deviated route destination. |
| | | | | Public Transit - Affordability | We love the free service. |
| | | | | Public Transit – Drivers | The drivers are really great. |
| | | | | Community | Other passengers are very friendly. |
| | | | | Public Transit – Drivers | Bruce is the best driver – Route 68. Chris is also great. |
| Sonoma County Transportation Authority Paratransit Coordinating Council | County, Rural, Suburban | Older Adults, PWD | 9/21/2021 | Programs - Travel Training | We need an assessment of agencies who offers travel training and who doesn't. |

| Comment Source | Geographies | Target Population | Date | Themes | Comments |
|----------------|-------------|-------------------|------|---|---|
| | | | | Programs - Travel Training | Transit agencies should do more to promote travel training programs. |
| | | | | Programs - Travel Training | Travel training can be taught at senior centers. |
| | | | | Programs - Information and Referral Service | There should be one website for all agencies in the county that lists all the transportation programs available, including travel training and volunteer driver programs. |
| | | | | Programs - Information and Referral Service | The Sonoma Access website should be expanded to include transportation options for all disadvantaged groups, not just seniors. It should be expanded to include all modes of transportation, including travel training and SMART information. |
| | | | | Programs - Information and Referral Service | The Sonoma Access website should be publicized so that everyone in Sonoma County knows that's where you go for transportation information. |
| | | | | Programs - Information and Referral Service | The Sonoma Access website should be updated more often and it should include changes under COVID. |
| | | | | Programs - Volunteer Driver Programs | Volunteer recruitment for volunteer driver programs is really hard. Local gas stations can subsidize volunteer drivers. |
| | | | | Funding | Competitive funding programs for specialized transportation are difficult to administer. The funding is also unstable. |
| | | | | Programs - Travel Training | Travel training should be offered in schools to teach people how to use public transportation. |
| | | | | Paratransit - Non-ADA | The one seat ride paratransit program in Sonoma County should be kept after COVID. |

| Comment Source | Geographies | Target Population | Date | Themes | Comments |
|---|-------------------------|-------------------|-----------|---------------------------|---|
| Sonoma County Transportation Authority Paratransit Coordinating Council | County, Rural, Suburban | Older Adults, PWD | 9/21/2021 | Paratransit - ADA | The virtual ticketing for paratransit in Sonoma County should be kept after COVID. |
| | | | | Paratransit - Eligibility | It would be great if all the Sonoma County transit agencies had the same eligibility process for paratransit. |

Regional

| Comment Source | Geographies | Target Population | Date | Themes | Comments |
|---|--------------------------------|--|-----------|---|---|
| Blue Ribbon Transit Recovery Task Force | Suburban, Urban, Rural, County | Older adults, PWD, Low-income, LEP, BIPOC, Zero Vehicle HH | 6/28/2021 | Paratransit - ADA | There needs to be accountability for paratransit services at a regional scale. |
| | | | | Coordination and Cooperation | More discussion is needed around paratransit. We need more representation of the disabled community who is transit dependent. |
| | | | | Coordination and Cooperation | Seniors and disabled people are looking for more opportunities to weigh in on policy recommendations. |
| | | | | Paratransit - ADA | MTC's Blue Ribbon paratransit recommendations do not go far enough. |
| | | | | Same-day or On-demand Transportation (TNC and Taxi) | I want same day paratransit service provided. |