Metropolitan Transportation Commission

Policy Advisory Council Equity and Access Subcommittee Committee

May 24, 2024   Agenda Item 4a

Draft 2024 Coordinated Public Transit-Human Services Transportation Plan

Subject:

Recommendations from the draft 2024 Coordinated Public Transit-Human Services Transportation Plan.

Background:

MTC staff have undertaken an update of the region's Coordinated Public Transit-Human Services Transportation Plan, better known as the "Coordinated Plan." This federally required planning effort establishes the region's funding priorities and coordination strategies between public transit and human services transportation providers to better serve older adults, people with disabilities, and low-income populations.

Plan Update

MTC staff convened a Technical Advisory Committee to guide the update of the plan (see Attachment A, Coordinated Public Transit-Human Services Transportation Plan Technical Advisory Committee). The update process provided opportunities for a diverse range of stakeholders, including riders, with an interest in human services and public transportation to provide input into this plan. Specifically, stakeholders were asked to identify service gaps and barriers, provide solutions most appropriate to meet these needs based on local conditions, and prioritize the needs and recommendations. Extensive outreach and public engagement with transportation disadvantaged populations, their advocates, and agencies who serve them took place between 2020 and 2023 (see Attachment B, Appendix F Needs Assessment and Appendix G, Engagement Feedback).

The draft Coordinated Plan includes the following information:

- Demographic information summary of older adults, people with disabilities, poverty, race and ethnicity, zero vehicle households, and veterans

- Regional inventory of existing transportation services and funding in the Bay Area for transportation disadvantaged populations

- Outreach and stakeholder gap identification

- Regional recommendations for MTC and partner agencies

<u>Recommendations to Address Mobility Gaps</u>

Included in the draft Coordinated Plan are eight categories of recommendations, with several recommended initiatives for MTC, transit agencies, county transportation authorities, county mobility managers, cities and counties, and community-based organizations (see Attachment C, Chapter 5, Regional Recommendations and Actions). Importantly, these recommendations built upon the recommendations presented in the previous Coordinated Plan updates and have significant overlap with the accessibility initiatives in the Transformation Action Plan (see Attachment D, Crosswalk of Coordinated Plan Recommendations and Transformation Action Plan Initiatives).

<u>Timeline and Next Steps</u>

The tentative adoption schedule for the draft Coordinated Plan is listed below:

Action	Date
Policy Advisory Council Equity and Access Subcommittee	May 24, 2024
30-day Public Comment Period	May/June 2024
Planning Committee	Late Summer/Early Fall
Commission	Late Summer/Early Fall

The draft plan will be released for a 30-day period of public review, after which staff will present the draft plan to the MTC Planning Committee and the Commission for adoption. Following adoption, staff will begin working on implementing recommendations from the plan in collaboration with partner agencies and stakeholders.

Issues:

None

Recommendations:

Information and feedback

Attachments:

- Attachment A: Coordinated Public Transit-Human Services Transportation Plan Technical Advisory Committee

- Attachment B: Appendix F Needs Assessment and Appendix G, Engagement Feedback

- Attachment C: Chapter 5, Regional Recommendations and Actions

- Attachment D: Crosswalk of Coordinated Plan Recommendations and Transformation Action Plan Initiatives

Coordinated Public Transit-Human Services Transportation Plan

Technical Advisory Committee

Name	Affiliation	Category	County
John Cunningham	Contra Costa County	County	Contra Costa
Marvin Custodio	Outreach and Escort, Inc.	Non-profit transportation provider	Santa Clara
Shawn Fong	City of Fremont	City	Alameda
Jon Gaffney	Golden Gate Transit	Transit Agency	Marin
Ana Horta	North Bay Regional Center	Regional Center	Sonoma
Debbie McQuilkin	Solano Transportation Authority	Consolidated Transportation Service Agency	Solano
Diana Meehan	Napa Valley Transportation Authority	County Transportation Authority	Napa
Tracy Repp	Sonoma County Human Services Area Agency on Aging	County	Sonoma
John Sanderson	SolTrans	Transit Agency	Solano
Rachelle Tagud	Santa Clara Valley Transportation Authority	Transit Agency	Santa Clara
Christy Wegener	SamTrans	Transit Agency	San Mateo
Michelle Wexler	Santa Clara Public Health Department	Public Health Care	Santa Clara
Annette Williams	San Francisco Municipal Transportation Agency	Transit Agency	San Francisco
Sylvia Yeh	Friends of Children with Special Needs	Non-profit Transportation Provider	Alameda

APPENDIX F
NEEDS ASSESSMENT SUMMARY
NEEDS ASSESSMENT

For the Plan update, a needs assessment was conducted with members of transportation challenged communities to better understand their experiences and improve accessibility. The assessment spanned the nine county San Francisco Bay Area. Input was gathered from different types of communities that face transportation challenges, especially people with low incomes (below 200% of the federal poverty level), older adults over the age of 65, people with disabilities, and people without vehicle access. A number of methods were used to gather information for the needs assessment: a community survey, multiple stakeholder interviews, and a review of public input. The needs assessment sought to understand how transportation challenged communities travel, where they go, where they would like to go, how they get there, and the different types of challenges they face. We also asked for their thoughts on improving transportation. Methodology details, an analysis of key findings, and common trends are included.

Findings at a Glance:

- **Mode use:** Most respondents get around by walking or driving themselves. Respondents with disabilities, with low incomes, and without vehicles tend to walk, get a ride with others, take fixed route (bus or light rail), or use paratransit.

- **Current destinations:** Most respondents travel frequently (at least a few times a week or more) to the grocery store, drug store, or other essential shops, followed by work or school; fitness centers, trails or parks; and visits with friends or family. Those with disabilities, with low incomes, and without a vehicle traveled less for essential trips than their counterparts. Respondents with disabilities and with low incomes travel more for medical appointments than those without disabilities and on high incomes.

- **Access issues:** Half of the respondents report that there are places they'd like to go, but cannot due to lack of reliable transportation. Three out of four respondents with disabilities, with low incomes, and without vehicles reported access issues.

- **Challenging destinations:** Half of respondents reported challenges getting to the following places some or most of the time: visits with friends or family; concerts, sports events, or other entertainment; non-medical appointments; restaurants; and fitness centers, trails, or parks. Compared to their counterparts, respondents with disabilities and without vehicles reported challenges getting nearly everywhere listed at greater rates.

- **Desired destinations:** Across the board, respondents desire greater access to leisure activities. In an open-ended question, respondents noted a desire to access locations in San Francisco (17%) and across the greater Bay Area into other counties (37%). They also noted their desire to visit parks and gardens (24%), entertainment (18%), and shopping and dining (12%).

- **Barriers:** Top challenges respondents face with transportation services included: "transportation services take too long to get where I want or need"; "I can't go *when* I want or need to (ex: evenings, weekends, same day)"; "I can't go *where* I want or need to"; and "I have to transfer too often". These concerns were similarly high across groups.

- **Solutions:** When asked for their thoughts on improvements to transportation, responses included: increasing fixed-route transit service coverage, improving coordination among services, increasing affordability (particularly for on-demand services), and increasing fixed-route transit frequency. Increasing accessibility, fixed-route transit reliability, and fixed-route transit travel times were also commonly cited. Top improvements were similar across groups.

METHODOLOGY

Survey Respondents

Older adults, people with disabilities, people with low incomes, people of color, and veterans within the nine-county San Francisco Bay area were invited to participate in a survey about their transportation needs. A total of 717 people completed the survey online between April 14 and May 31, 2022. The survey was offered in English, Spanish, and Cantonese. The survey sample was derived using a convenience approach, as opposed to a random approach to solicit public input. Therefore, findings may not represent the opinions of a broader population. Much of the sample resided in San Francisco, Alameda, and Sonoma County. The sample had high rates of people with low incomes (below 200% of the Federal Poverty Level), older adults (age 65+), people with disabilities, and people without vehicle access. The sample had low rates of participation from Solano and Santa Clara County residents, people of color (particularly Latinos and Asians), and limited English speakers. (See tables below for further details about survey participants.) Respondents were asked about the modes of transportation they use most frequently, where they frequently travel, transportation obstacles, and transportation improvements. Half of participants reported that they could not easily get to most places they want or need using the transportation options they have access to.

Additional comments from community members in public meetings helped gather useful feedback and concern of community members that could be used to improve accessibility. In total, comments came from 15 public meetings for groups such as Paratransit Coordinating Councils, the Regional Mobility Management Group, a committee for transportation mobility and accessibility, the region's Blue Ribbon Transit Recovery Task Force, and a community focus group.

Stakeholder interviews were conducted with community leaders from organizations whose members regularly face transportation challenges. They provided instances of specific use cases, with challenges as well as solutions that may be particularly helpful for their communities. Interviews with the following four individuals are described throughout the chapter:

- **Mary-Lim Lampe, Executive Director of Genesis,** a grassroots organization based in Alameda County, serving youth, elders, and people with disabilities, primarily in BIPOC communities.

- **Dang Pham of the Vietnamese American Service Center,** a county facility providing health and human services in a culturally competent and language-accessible manner.

- **Frank Welte, Specialist at SF LightHouse for the Blind and Visually Impaired,** an organization promoting independence, equality, and self-reliance of those who are blind or have low vision.

- **Ian Griffiths, founder of Seamless Bay Area**, a nonprofit organization advocating for unified and equitable public transit.

Key themes and takeaways are summarized below.

Table F-1 Survey participant home county

County (alphabetical order)	Count	Percent
Alameda	135	18.8%
Contra Costa	78	10.9%
Marin	32	4.5%
Napa	25	3.5%
San Francisco	162	22.6%
San Mateo	53	7.4%
Santa Clara	78	10.9%
Solano	17	2.4%
Sonoma	116	16.2%
Refused/Other	21	2.9%
Total	**717**	**100.0%**

Table F-2 Survey participant disability or mobility challenges

Do you face any transportation challenges because of a disability or mobility problem?	Count	Percent
Yes	220	30.7%
No	444	61.9%
Refused	53	7.4%
Total	**717**	**100.0%**

Table F-3 Survey participant access to vehicles

Do you own or have access to a vehicle?	Count	%
Yes	509	71.0%
No	205	28.6%
Refused	3	0.04%
Total	**717**	**100.0%**

WHAT MODES DO PEOPLE REGULARLY USE TO GET AROUND?

Survey participants were asked what modes of transport they regularly used (at least 2-3 times a month) providing options like driving, walking, taking fixed route and/or paratransit, getting a ride from someone else, using ridehail services like Lyft or Uber, etc. Overall, 71% of respondents owned or had access to a car. Most reported regularly walking (71%) or driving themselves (65%). Nearly half (40%) regularly took fixed route (bus and light rail). Only 7% used ADA paratransit regularly.

- While **older adults** walked or drove more than other modes, they walked, biked, and took fixed route at lower rates than younger people.

- Most **people with disabilities** regularly walked, got a ride, or took fixed route. They got a ride, took the bus, used paratransit, and used ridehail at greater rates than those without a disability. Likewise, they walked, biked, drove themselves, and took BART at lower rates than those without disabilities.

- **People with low incomes** got a ride and used paratransit (if eligible for services) at greater rates than populations above the poverty level. People with lower incomes also drove themselves, used ridehail, walked, and biked at lower rates than people above poverty level.

- **People without vehicles** regularly walked or took fixed route. Compared to those with a vehicle, these individuals got a ride, took fixed route, used paratransit (if eligible for services), and used ridehail at greater rates.

- **Veterans** drove or walked at greater rates than non-veterans. Likewise, they took fixed route at lower rates than non-veterans.

WHERE ARE PEOPLE GOING?

Survey respondents were asked how often they went to different types of places such as medical appointments; grocery store, drug store, or other essential shops; non-medical appointments; visits with friends or family; place of worship; recreation places such as fitness centers, trails, or parks; restaurants; and concerts, sports events, or other entertainment. Respondents could indicate if they went rarely or never, once a month or less, a few times a month, a few times a week, or nearly every day.

Overall, 60% of respondents reported going to the grocery store, drug store, or other essential shops frequently (at least a few times a week). Next, 44% reported going to work or school, 37% to fitness centers, trails, or parks, 33% reported visiting friends or family, and 22% reported going to restaurants a few times a week or more.

Respondents followed the same general pattern for top destinations; however, some nuances are described below:

- While most **older adults** report making frequent essential trips, the second most common destinations were recreation and visits with friends or family. Only about a fifth (19%) of this group frequently traveled to work or school. Compared to younger

people, **older adults** reported less frequent travel for visits with friends or family, childcare, work or school, and restaurants.

- **People with disabilities** reported more frequent travel to medical appointments and senior/community centers, with less travel for essential trips, visits with friends or family, work or school, recreation, and restaurants than those without disabilities. More than half (61%) of those with disabilities went to medical appointments a few times a month or more.

- **People with low incomes** reported less frequent travel for essential trips, visits with friends or family, childcare, work or school, and restaurants than those above the poverty level.

- **People without a vehicle** reported more frequent travel for medical appointments and less travel for essential trips, visits with friends or family, childcare, work or school, recreation, and restaurants than those with a vehicle. Of note, 51% of those without a vehicle made frequent essential trips compared to 64% of those with a vehicle. Additionally, 57% of people without a vehicle also identify as having a disability or mobility challenge.

More than half (56%) of respondents agreed when asked "are there other places you would like to go, but find it hard due to lack of reliable transportation?" This was greatest among **people with disabilities** (75%), **people with low incomes** (75%), and **people without vehicles** (75%).

> *Prioritizing transit issues for youth*
>
> *Mary Lim-Lampe, Executive Director of Genesis, a grassroots-based organization in Alameda County, highlighted two critical transit issues that impact youth: "Current fixed-route transit issues: Transit is too infrequent to make this a viable option for many. This can result in long wait times of up to an hour during off-peak hours. Transit affordability: Affording transit is another key issue for many youth. The Alameda County Student Transit Pass Program is quite valuable, but it is not available to all youth, nor is it available regionwide. The small percentage of youth who are transient or not enrolled in school may be the most dependent on a free pass. The cost of getting replacement cards can also cause financial hardship for some. A $3 charge for a replacement and long wait is enough of a deterrent for those."*

WHERE ARE PEOPLE STRUGGLING TO GO?

We asked people how often the lack of reliable transportation prevented them from making different types of trips such as medical appointments, essential trips, meeting friends or family, going for recreational activities or events. They could indicate the degree to which each type of trip was impacted with "never or rarely," "some of the time," or "most of the time".

Increasing access to health and community services

- The Vietnamese American Service Center (VASC), located in the heart of Little Saigon in east San Jose, is the largest senior nutrition program in Santa Clara County. Other VASC services include a Behavioral Health Clinic, Valley Health Center, Dental Clinic, Pharmacy, social services, on-site child supervision, and a suite of community programming to promote wellness.

- More than 500 county residents over the age of 60, a majority of which are Vietnamese Americans, are served free meals at the center every day. More than 2,500 residents are on the VASC's waitlist to receive services.

- Most members depend on the bus to reach services at the center (VASC provides free bus vouchers). When members express concerns over bus service, it's usually about reliability—a bus that's 5-10 minutes late can cause residents to miss their meal. To counter this issue, some residents arrive one or even two hours early to pick up their meals.

- Ensuring timely transit services is key in helping senior residents access this valuable resource. While this group does not worry so much about the time spent in transit, they do prioritize predictability in reaching their desired destinations.

Approximately half the respondents reported frequent challenges getting to many places:

- Visits with friends or family
- Concerts, sports events, or other entertainment
- Non-medical appointments
- Restaurants
- Fitness centers, trails, or parks
- Grocery stores, drugstores, or other essential shops

Other locations that respondents reported challenges traveling to include:

- Medical appointments (43%)
- Senior and community centers (27%)
- Work or school (27%)
- Places of worship (19%)

- Older adults reported challenges with getting to a senior or community centers. Unsurprisingly, older adults reported challenges getting to work or school and childcare at lower rates.

- Most people with disabilities reported challenges with making essential trips, non-medical trips, visiting friends or family, getting to restaurants, and getting to medical appointments. They reported difficulty getting to each place mentioned in the survey at a greater rate than those without disabilities.

- People with low incomes reported difficulty getting to most places at greater rates than those above poverty level, apart from childcare, work, and entertainment.

  "I miss out on activities because I have to depend on the public transit, and it isn't reliable."

- Most people without vehicles reported challenges in visiting friends or family, getting to non-medical appointments, making essential trips, and getting to medical appointments. People without vehicles reported challenges getting everywhere except childcare and work or school at greater rates than people with vehicles.

  "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."

Coordination:

"Connect corridors so I can get to useful places. Bike lanes that start and stop randomly without getting me to my destination. Train lines that don't go where/when I need to go (why is getting to the airport so hard? I can get to Gilroy at 5pm to do after work activities, but then I can't get home until 6am the next day)."

"There is inadequate intercity service from Cloverdale to other cities for essential services like medical, dental, and connections to regional transit like GGT and SMART. Service is not frequent enough and connections are difficult if not impossible, especially if you have mobility issues. There is also no taxi service and very little Uber/Lyft coverage for area trips. There is no senior shuttle service north of Healdsburg serving Geyserville/Cloverdale area. Cloverdale is in desperate need of shuttle service, car service, and more frequent bus service to serve seniors, low-income working people, and students."

"Make the bus run more often and where people actually need to go. Where I live, there is no easy bus to the nearby BART station. Many people live just outside of the radius that's reasonable for walking, especially considering the hills, and the buses that go up and down the hills do not go to the BART station. So, people drive short distances and fill up the parking lot."

"One thing that's really annoying is the lack of connection between the SMART trains and Golden Gate Ferries. There should be shuttle service connecting them. At the very least, how hard would it have been to put a flight of stairs from the train platform to the overflow ferry parking lot? That would make connections a little easier."

"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."

"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 passengers when it is going to be late, leaving riders waiting outside for more than 30 minutes at any given time."

WHERE WOULD PEOPLE LIKE TO GO?

When asked where they would like to go in an open-ended format, respondents noted locations in San Francisco (17%) and across the greater Bay Area into other counties (37%). They also noted their desire to visit a variety of leisure destinations, including parks and gardens (24%), entertainment (18%), and shopping and dining (12%). These trends were similar across groups, though older adults, people with low incomes, and veterans indicated a greater desire to travel to entertainment (e.g., museums, concerts, sports events).

- **Older adults** were more likely to report wanting to go to entertainment and visits with friends or family and less likely to mention the greater Bay Area or other counties than younger people.

  "I am 83, live alone in an apartment 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."

- Compared to those without disabilities, **people with disabilities** were more likely to report a desire for entertainment, shopping or dining, and visits friends or family and less likely to report a desire for trips to San Francisco or the airport.

- A higher percentage of **people with low incomes** indicated a desire for trips to the coast or beach and shopping or dining than those above poverty level.

- **People without vehicles** were more likely than those with vehicles to report a desire for trips to community centers or libraries and less likely to mention San Francisco and the airport than those with vehicles.

WHAT BARRIERS DO PEOPLE FACE?

We asked people to indicate three challenges they commonly face with transportation services in the Bay Area from a pre-determined list. Nearly all respondents (95%) experienced one or more forms of transportation barriers in the Bay Area. About two-thirds (59%) selected "it takes too long to get where I want or need" and 41% selected "I can't go *when* I want or need to (ex: evenings, weekends, same day)." A third (35%) selected "I can't go *where* I want or need to."

These trends were similar across groups, however, several interesting findings emerged:

Older adults were more likely to report lack of information and fear of falling and less likely to report long travel times as barriers than younger people.

"Tried to use the SFMTA shopping shuttle for seniors. Schedule is not posted so I don't know when it is or where it goes. Applied twice but never heard back. Also applied for the taxi shopping program and never got a response."

"Pinole Garden Club is carpooling members to Hercules Park and Ride to board Lynx bus to Sales Force, but they have lots of confusion about the parking eligibility at the Park and Ride. Here are seniors who know that Lynx exists and are willing to carpool to the Park and Ride (doing what we want them to do) but getting info about parking is difficult."

*Overall, 99% of **people with disabilities** reported barriers to getting where they want or need to go (vs. 93% of those without disabilities). Other frequently selected barriers among this group were damaged or missing sidewalks, crosswalks, etc., and fear of failing. They were more likely to select that they cannot afford to go where they want or when they want than those without disabilities.*

"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. Ridehail
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."*

People with low incomes were more likely to report not being able to get where they want, afford
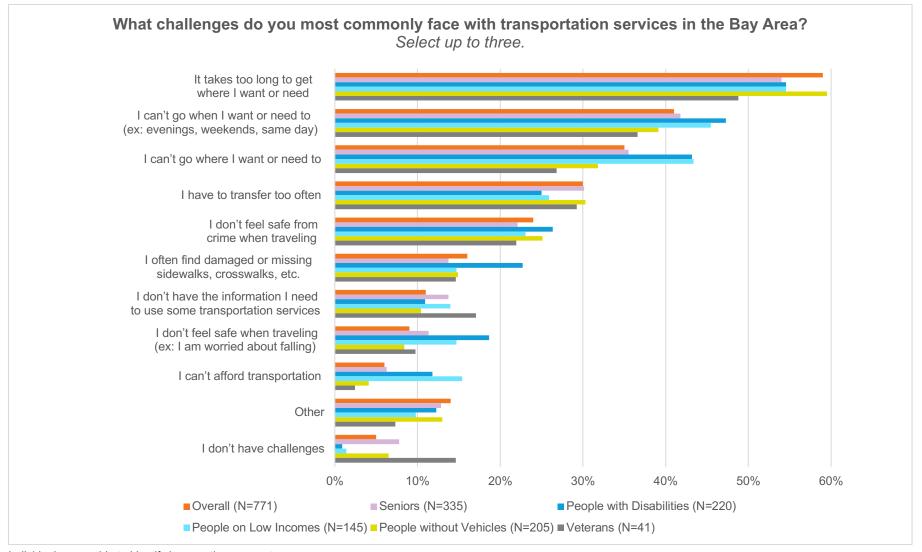transportation, and fear of falling as barriers than those above poverty level.

> *"The Essential Trip Card program (San Francisco) has helped but because I
> am so far away from anything I can only take one to two trips a month. UCSF
> or Kaiser South Beach Mission Bay is about $35 one way depending on the
> route the taxi driver takes. So that leaves nothing for a grocery trip or an
> additional hospital visit if necessary."*

> **People without vehicles** reported they cannot get where they want
> and cannot afford transportation at greater rates than those with a
> vehicle.

> *"There is a need for transportation serving the "in-between" population -
> people who don't need paratransit but need transportation with some services
> beyond fixed route."*

What challenges do you most commonly face with transportation services in the Bay Area?
Select up to three.

Legend:
- Overall (N=771)
- Seniors (N=335)
- People with Disabilities (N=220)
- People on Low Incomes (N=145)
- People without Vehicles (N=205)
- Veterans (N=41)

Challenges listed (top to bottom):
- It takes too long to get where I want or need
- I can't go when I want or need to (ex: evenings, weekends, same day)
- I can't go where I want or need to
- I have to transfer too often
- I don't feel safe from crime when traveling
- I often find damaged or missing sidewalks, crosswalks, etc.
- I don't have the information I need to use some transportation services
- I don't feel safe when traveling (ex: I am worried about falling)
- I can't afford transportation
- Other
- I don't have challenges

Individuals were able to identify in more than one category.

Transit Barriers

Travel time:

- *"The main factor that prevents me from going is the time commitment needed. I could get a ride from a friend and be there in 10 minutes, or take public transit, and get there in 45 minutes to an hour."*

- *"These transit connections are only available if I take a long circuitous route from Sonoma Valley through Marin and/or San Francisco."*

Fixed-route transit service coverage:

- *"Provide seamless "last-mile" connectivity to SMART train, including bus bridge service to Windsor, Healdsburg and Cloverdale."*

- *"Bring in a bus service! Lots of old(er) people here who desperately need a bus!"*

Frequency:

- *"During non-peak hours, do not leave the riders stranded. Have at least one bus that could run every 30 or 60 minutes during non-rush-hour. In this world of remote workers and students that can make their own schedule, people do not necessarily stay at work 9 am to 5 pm. Some go in later and some leave earlier."*

Affordability:

- *Encourage employers to pay for their employee's transportation using public transportation. Likewise, do the same with schools. Maybe there could be a deep tax write off. Public transportation has to be viewed as an equal or better transportation opportunity versus being a solo driver."*

WHAT SUPPORT SERVICES COULD PEOPLE USE?

When asked if they need greater access to or support with different activities (e.g., as same-day trips, wheelchair accessible trips, frequent trips), many respondents reported a need for greater support with evening or weekend trips (38%) and same-day trips (36%). About a fifth (19%) needed help with making frequent trips (daily or 3-4 times a week) and out-of-area medical trips (18%). Fewer reported need for support with wheelchair accessible trips (7%) and entering and exiting their home/destination (5%).

· **Older adults** were more likely to need support with out-of-area medical trips and less likely to need support with frequent trips (daily or 3-4 times a week) than younger people.

· **People with disabilities** were more likely than those without disability to need help with same-day trips; out-of-area medical trips; navigating sidewalks, curb ramps, bus stops, etc.; wheelchair accessible trips; and entering or exiting their home/destination. *"Overall trends in the blind community are towards greater use of wayfinding technology. Transit agencies still have room for improvement in making their apps more accessible. For example, Washington DC Metro has good indoor*

mapping options such as Waymaps and Goodmaps." – Frank Welte, SF LightHouse for the Blind and Visually Impaired

Using the 'Tech Transfer Model' to Transform Accessibility

- *To increase accessibility and information and to help people travel safely and comfortably, Genesis has an elder-focused travel training program. This usually involves a group accompanied by youth visiting a location such as the Oakland Museum, so has multiple benefits. Travel training provides consumers with information and hands-on training to learn how to travel safely and comfortably.*

- *Training sessions involve one-on-one, or group instruction designed to teach older adults how to travel independently on fixed-route transit. Typically, individuals receive training on how to travel to their most frequent destination (for example, to work or a medical office).*

- *Mary Lim-Lampe believes that the tech transfer model (from youth to older adults) would be a positive model to promote accessibility and information.*

- **People with low incomes** were more likely to need help with same-day trips, out-of-area medical trips, wheelchair accessible trips, entering or exiting their home/destination; and navigating sidewalks, curb ramps, bus stops, etc. than those above poverty level.

- **People without vehicles** were more likely to need support with same-day trips, out-of-area medical trips, wheelchair accessible trips; and navigating sidewalks, curb ramps, bus stops, etc. than those with cars.

  Many communities often need to travel outside of the county, and existing transportation options may only offer assistance for in-county transportation.

  "Elderly population, physically/mentally disabled populations, and those with chronic conditions frequently need more visits to specialists. We need safe, appropriate, affordable, and reliable transportation… one out of five older Americans find it particularly difficult to get around once they stop driving or have access to a vehicle. In addition, poverty contributes to access. … West Marin needs safe and reliable transportation which has been a challenge for a number of years."

Information:

- *"Elders (80+) do not go to public meetings or make their needs known because they do not use email or smart phone."*

- *"Sometimes planning a trip or using the schedule is confusing and never know what busses or trains are ADA accessible. It would be great to have a chat or live person to assist in a trip and ask ADA related questions."*

Preserving Connectivity and Working Collaboratively

An interview with Frank Welte of SF LightHouse for the Blind and Visually Impaired touched on ways to better support residents with disabilities: "Some transit routes need to be partially preserved during a downturn in the economy because even though not well utilized, they could mean a lifeline for people with disabilities. Instead of totally removing transit routes, they should cut frequency to at least preserve some options*." The parallel he drew is closing off certain streets to drives is the equivalent of shutting down transit routes for riders with disabilities – they suddenly lose their 'streets.'*

Welte also highlighted the need for greater collaboration. "*Policy makers should also consider the social service costs of service cuts. They should bake disability into the beginning of projects. Transit officials should rethink their domain as not just being limited to the bus door, but rather expanded to include the home front door. Improvements in bus stop shelters, path of travel elements, etc. are similar to the provision of a ramp. Pedestrian infrastructure should be considered part of a transit system, so there should be greater collaboration between transit agencies, public works departments, and the disability community.*"

WHAT IMPROVEMENTS WOULD PEOPLE MAKE TO TRANSPORTATION?

Respondents were asked "If you could improve one thing about transportation in your area, what would you do?" in an open-ended format. Their top responses included: increasing fixed-route transit service coverage (45%), improving coordination among services (24%), increasing affordability (particularly for on-demand services; 22%), and increasing fixed-route transit frequency (22%). Increasing accessibility (14%), fixed-route transit reliability (13%), and fixed-route transit travel times (13%) were also commonly cited improvements.

Enhancing mobility management services
In an interview with Ian Griffiths of Seamless Bay Area, Griffiths emphasized the value of mobility management. Mobility management services are typically limited to information and referrals; however, Griffiths wants services to expand to include trip scheduling. Currently, most mobility management services cannot patch in a program scheduler or do it themselves.

Griffiths also hopes that mobility management will one day be part of regional discussions on network management functions.

These improvements were common across all audiences; however, some issues were more pronounced for certain groups:

· **Older adults** mentioned improving healthcare access at greater rates.

> *"Have a variety of inexpensive driver services available to low-income seniors for transport to medical appointments other than paratransit."*

· While improving fixed-route transit coverage was the top improvement for **people with disabilities**, the second most cited was for improving accessibility (30%). They also mentioned improving healthcare access, information, affordability, on-demand scheduling, on-demand service coverage, and fixed-route transit amenities at greater rates than those without disabilities.

"I wish that AC Transit would communicate more clearly when there are changes in service. For example, Shattuck Ave. in downtown Berkeley was recently closed for a special event. AC's info on their website and real time was so inadequate that it took me an hour to get from Shattuck & University to Shattuck & Dwight, normally a 10-minute ride. I ended up having to take Uber. I'm disabled, and it was REALLY aggravating."

"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."

·   **People with low incomes** mentioned improving healthcare access, accessibility, information, and affordability at greater rates than those above poverty level.

"I should be able to get to medical appointments as scheduled by providers in Central Marin and Sonoma County without spending large amounts of money on private drivers."

·   **People without vehicles** were more likely to mention accessibility, information, customer service, affordability, on-demand scheduling, fixed-route transit hours, frequency, reliability, and amenities than those without vehicles.

"I wish the bus was on time. I relied on the bus to go to my community college, and I ended up having to Uber because some days the bus wouldn't be on time or show up to the bus stop at all. It's so frustrating because I needed it as a student and Ubering to school is not affordable. I also really wish there was a BART station in the Silicon Valley/Peninsula area— I think the closest one is Milpitas which would be a very long commute from somewhere like Sunnyvale or Cupertino."

·   **Veterans** mentioned housing/job access at a greater rate than non-veterans.

"[Veterans] transportation options are even less ideal than the typical paratransit client, with restrictive eligibility and limited operational times/geographies."

Prioritizing accessibility during planning
In our interview with Frank Welte of the SF LightHouse for the Blind and Visually Impaired, Welte highlighted concerns that accessibility is not being fully baked into major planning documents in the Bay Area and included later as an afterthought. For example:
•BART in the East Bay was designed with central boarding, which is very difficult for blind riders who are expected to cross traffic to reach the platform.
•The wayfinding element of the Seamless Transit Transformation Act (SB917) did not originally include any substantive references to challenges faced by blind people, and was mainly focused on branding, signage etc., which is of no use to blind people. As a result of late-in-the-game advocacy, some elements of accessibility were included in the legislation.
•The MTC Blue Ribbon Transit Recovery Task Force focused disability issues on paratransit, without considering blind riders' access to fixed-route services.

As a long-term solution, Welte suggests planning procedures and re-engineering methodologies to include accessibility early on. COVID showed policy makers how quickly it is possible to pivot if motivated to do so, for example, the proportion of employees who now work from home. Transit policy makers need to be nimbler when considering different ways of service delivery for people with disabilities.

APPENDIX G
ENGAGEMENT FEEDBACK

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 in summarized the input received.

County/Comment Source	Geographies	Target Population	Date	Themes	
Alameda County					
Alameda PAPCO	**Urban**	**Older Adults, PWD**	**10/25/2021**	**Coordination & Cooperation**	Is there a more linear way of organizin
Bay Area Counties					
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 pa
				Coordination & Cooperation	More discussion is needed around par
				Coordination & Cooperation	Seniors and disabled people are lookir
				Paratransit - ADA	MTC's Blue Ribbon paratransit recomm
				Same-day or on-demand transportation (TNC and Taxi)	I want same day paratransit service pr
Contra Costa County					
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 s difficult to get to the clinic on public tra
				Technology / Travel training - Seniors	It is on my 'wish list' to have someone So, it isn't travel training I am looking f
				Paratransit - transfers	I had my 83-year-old mom who lives ir comments: Why can't we take a bus to seems more personalized- get a sens transfer to multiple operators for medic or San Pablo or downtown Martinez, s Creek, and beyond. All are not easily a are transit dependent. Pinole Garden (of confusion about the parking eligibilit (doing what we want them to do) but g
				Paratransit	Tri Delta Dial-A-Ride (paratransit) serv service hours. Draft recommendations identify problematic routes and improv Antioch. 2. Tri Delta should build on its alternative route options and departure A-Ride dedicated drivers or implemen on demand paratransit transportation.
				Healthcare access	Access from the CBTP study area to r
				Paratransit - on time performance	Tri Delta Dial-A-Ride (paratransit) ride Paratransit does not communicate with minutes at any given time.

County/Comment Source	Geographies	Target Population	Date	Themes	
				Bike	After a brain injury- I couldn't drive so bikes and ensure safe places to park. still rides.
				Temporal gap	I am 83, live alone in an apartment at having transportation to anything in the I have to get home early before Dial A
Contra Costa Accessible Transportation Strategic Plan	*County, Suburban*	*Older adults, PWD, Low-income*	*2019-2021*	**Public Transit**	Something needs to be done about tra
				Public transit	Will there be buses on Fairview to the
				Paratransit	I'd like to raise the issue of Paratransit especially to our wonderful parks and where I can enjoy the outdoors and pu affordable transportation to my hobbie I need paratransit to accept Clipper ca
				Coordination & cooperation	Would like to know how you plan cross
				Coordination & cooperation	The paratransit application for the diffe complaints from families we serve abo single point of registration, with consis process and at least a few families hav
				Coordination & cooperation	Once someone is approved in one sys addition, wait times when transferring another and scheduling efficiencies wh increase efficiencies, such as improvin already have disabilities and hardships seamless and efficient as possible!
				Coordination & cooperation	The county needs a robust affordable a system is woefully low and what func communities such as San Ramon with
				Public Transit - level of service	There was a bus (#39?) that stopped Parkway, Amador Blvd and Dublin Blv here.
				Seniors	Where can we go to get free transport
				Emergency preparedness	I am writing for my disabled husband. constant worry is how to evacuate in a and no plan if neighbors aren't availab
				Seniors	Senior transportation is a serious matt
Contra Costa County Paratransit Coordinating Council	**County, Rural, Suburban**	**Older Adults, PWD**	**9/21/2020**	**Planning & Study**	The pandemic brought up new issues.
				Same-day or on-demand transportation (TNC and Taxi)	Same day paratransit continues to be
				Public Transit - level of service	Using public transportation under the p scheduled in advance. It was very diffi
				Public Transit - level of service	The transit agencies did a fantastic job
				Emergency preparedness	Transportation was so pivotal during th agencies. There should be standardize
				Coordination & Cooperation	We should continue to explore the rela management (County Emergency Ope

County/Comment Source	Geographies	Target Population	Date	Themes	
				Emergency preparedness	The Coordinated Plan should help to s... transportation, along with their contrac...
				Paratransit	The paratransit operators have been v...
				Public Transit - accessibility	Some of the transportation modes are... People shouldn't be left out of services...
				Same-day or on-demand transportation (TNC and Taxi)	Paratransit should provide same day t...
				Paratransit - reliability	I got called by East Bay Paratransit. T... knew, they brought me food. They pro...
				Paratransit - level of service	Even though the ADA rules are very ri...
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 p...
				Transportation options	Senior Mobility Action Council schedul... presentation. There a some accessible...
				Same-day or on-demand transportation (TNC and Taxi)	All planning going forward should enco...
				Funding	Flexibility is key for transit agencies to...
				Funding	Our funding allowed us to bring servic...
				Public Transit - level of service	The 5310 program and Measure J fun...
				Fares	Fare free transit was very helpful und...
Downtown Martinez Community-Based Transportation Plan	**Suburban**	**Older adults, PWD, Low-income, BIPOC**	**2018-2020**	**Pedestrian**	[Sidewalks] are dangerous and often i...
				Pedestrian	Improve pedestrian crossings around I...
				Bike	"Bicycle facilities must be continuous t...
				Public transit	It is impossible to drop off children in c...
				Public transit - safety	...people are often released from the C... bus service, or their bus pass is not er...
				Pedestrian	Crossing the street in Martinez is dang... comes to pedestrians."
				Pedestrian	Make crosswalk signals more visible a... Medical Center. It is dangerous area. I... as well. Danger, danger!
				Technology / Travel training - Seniors	[Smartphone training would be useful]
				Technology / Travel training - Seniors	[Trip planning information] would be he...
				Paratransit - level of service	Increasing paratransit services is desp...
Marin County					
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 har...
				Information and Referral Service	Information and referral is an ongoing...
				Same-day or on-demand transportation (TNC and Taxi)	What about access to services that pe... the same day as people who don't hav... make sure that if TNC's are offering th...
				Regulation	Vaccination requirements are a barrier...

County/Comment Source	Geographies	Target Population	Date	Themes	
Napa County					
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 wa
				Public transit	Some projects listed in the 2014 Coun
				Infrastructure	The Napa Junction Rd. intersection ha
				Infrastructure	S. Napa Junction Rd. should be replac
				Public Transit - infrastructure	The City is considering locations for P
			11/2/2018	**Public Transit - clipper card**	Issue with clipper card reader function
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
Napa Senior Center	**Rural, Suburban**	**Low-income, PWD, older adults, BIPOC**	9/28/2018	**Public transit**	People expressed appreciation for the
			9/29/2018	**Access**	Most attendees drive themselves, it's
			9/26/2018	**Seniors**	Residents of the Vet's Home have the including medical transport to San Fra
Napa Valley College	**Rural, Suburban**	**Low-income, PWD, older adults, BIPOC**	10/24/2018	**Public transit - emergency**	Most students drove and would only c
				Pedestrian	One group of students sometimes wal along that corridor
				Public Transit - level of service	Would like to see later hours of local r
				Fixed-route	Residents we spoke to did not use/nee
Napa Valley Transportation Authority	**Rural, Suburban**	**Low-income, PWD, older adults, BIPOC**	11/29/2018	**Fixed-route - bus stops**	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 m
				Infrastructure	Jefferson/Bel Aire stop and Lincoln/Jo
				Public transit - infrastructure	Shelters and benches are a necessity
				Public transit - level of service	Would like see Routes 10 and 11 stop
				Public Transit - level of service	Bi-directional service availability on tra
				Public transit - level of service	Longer service hours into the evening
				Public Transit - level of service	A stop at the Napa Bowl is needed, cu
				Fixed-route - bus stops	Most people can't walk or move more
				Same-day or on-demand transportation (TNC and Taxi)	People want to be able to use TaxiScr
				Public transit - bus stops	Imperial Way and Jordan needs a stop
				Public transit - bus stops	Drivers have not provided service to s
				Pedestrian - infrastructure	The stop along Lincoln/Jordan Lane ha
				Public transit - level of service	The limit on three books per month are
				Public transit - reliability	Real-time signage need to be more re
				Fixed-route - affordability	Fares are too costly
				Public transit - ADA	Transdev drivers place ramps down or
				Public transit - bus stops	Would like more curb space painted re
Napa Valley Support Services	**Rural, Suburban**	**Low-income, PWD, older adults, BIPOC**	10/1/2018	**Public transit - frequency**	Received feedback that local routes do
Napa Paratransit Coordinating Council	**Rural, County**	**Older Adults, PWD**	9/3/2020	**Funding**	Fund sources for programs like Lifeline
				Healthcare access	There continues to be insufficient trans
				Healthcare access	Not enough transportation options for

County/Comment Source	Geographies	Target Population	Date	Themes	
				Same-day or on-demand transportation (TNC and Taxi)	TNC drivers are not widely available in
				Same-day or on-demand transportation (TNC and Taxi)	Taxis have to be booked ahead of time
				Paratransit - ADA	Paratransit is a challenge because of t... miss their classes or appointments.
				Coordination & cooperation	Napa County and Lake County should
				Seniors	Transit is not an appropriate service fo... viable option.
				Volunteer drivers	Volunteer driver programs can't accom
				Coordination & cooperation	NVTA should look for ways to make th... accessible vehicles. Driver training ma
				Coordination & cooperation	NVTA can buy a vehicle through the S
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 incorp
				Spatial gap	The Angwin community needs a three
				Seniors	App-based services are a huge barrier
				Technology / Travel training - Seniors	Technology training is needed for olde
				Land use	Hospital care and other services are s
				Coordination & cooperation	Coordination and cooperation is neede... provide transportation services for thei
				Spatial gap	More services are needed for rural cor
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 enoug
			10/3/2018	**Fixed-route - affordability**	Our fares are too high for some clients
			9/27/2018	**Fixed-route**	Found the younger riders on fixed-rout
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 v
				Amenities	A senior rider would like to see bathro... there are long wait and transfer times
				Fixed-route	Transit services for residents of Silvera
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
				Programs - Same-day or on-demand transportation (TNC and Taxi)	One issue is lack of wheelchair access
				Programs - Volunteer drivers	Issue with Molly's Angels only taking a
				Programs - Volunteer drivers	Driver reimbursement under MRP for l... MRP form for volunteer drivers to indic
				Shuttle	Request from Angwin resident to have
				Pedestrian	Many were supportive of pedestrian in
				Information and referral	When asked how they receive informa

County/Comment Source	Geographies	Target Population	Date	Themes	
				Information and referral	Several of the senior housing developr... transportation be included. Also reque... coffee shop etc.
				Public transit - bus stops	Students who rode the bus to NVC we... later run times would be better, as to a...
Silverado Creek Apartments, Napa	Rural, Suburban	Low-income, PWD, older adults, BIPOC	11/29/2018	Pedestrian - infrastructure	Crossing larger intersections is difficul...
				Pedestrian - safety	Speeding around school, traffic calmin...
				Pedestrian	Sidewalk improvements for Vintage ar...
				Pedestrian	Project for bike zone from Redwood to...
				Pedestrian	Traffic light or stop sign at Trancas an...
				Pedestrian	Traffic light at Jefferson/Rubicon/ El Ca...
				Pedestrian	Traffic light at Jefferson/ Rubicon
				Fixed-route	Bus (public transportation) to Villa Lan...
				Pedestrian	RRFB at Trancas/ Valle Verde
				Fixed-route	Riders had very positive comments ab...
Springs Mobile Home Park, Calistoga	Rural, Suburban	Low-income, PWD, older adults, BIPOC	9/13/2018	Fixed-route	They asked that we evaluate the poten...
				Healthcare access	Some residents have to travel long dis... program and how to apply
				Shuttle	Residents expressed their view that th... for residents
				Coordination & cooperation	Residents had complaints about lack o...
				Public transit - safety	Residents would also appreciate if driv... explained that for safety reasons, we c...
Stonebridge Apartments, St. Helena	Rural, Suburban	Low-income, PWD, older adults, BIPOC	11/27/2018	Pedestrian	RRFBs for all School crossings (they n...
				Pedestrian	Complete sidewalk on Hunt Avenue to...
				Fixed-route	Transit services to Angwin.
				Pedestrian	Improved street lighting on Pope, Hun...
				Pedestrian	Lack of sidewalks connecting to Puebl...
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...
			9/21/2018	Spatial gap	Most attendees drove themselves that... transport groceries to/from the bus sto...
St. Thomas Church, Napa	Rural, Suburban	Low-income, PWD, older adults, BIPOC	11/18/2018	Bike	From a truck driver: Educate cyclists o...
				Pedestrian	Add a stop sign at the intersection of H...
				Pedestrian	Put up signs requesting people not to...
				Pedestrian	Drainage issues at Kilburn and Bryant...
				Fixed-route	Add a bus line that goes directly from...
				Fixed-route - Drivers	Appreciative of the service on St. Hele...
Veteran's Home, Yontville	Rural, Suburban	Low-income, PWD, older adults, BIPOC	9/26/2018	Public transit	Some residents do use the Vine Trail a...
				Community	They love the Community Trolley and...
				Public transit - accessibility	Many of these clients drove to the pick...
San Francisco County					

County/Comment Source	Geographies	Target Population	Date	Themes	
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
				Pedestrian Safety	At Clay & Kearny, the pedestrian signa... pedestrian phase is not active on Clay
				Pedestrian Friendly Streets	Impeded visibility of sidewalk due to pl...
				ADA & Modernization	Sidewalk pinch point due to planter an...
				ADA & Modernization	Missing direction curb ramps and cros...
Portsmouth Square Community Based Transportation Plan	*Urban*	*Older adults, PWD, Low-income, LEP, BIPOC, Zero Vehicle HH*	*2018-2020*	**ADA & Modernization**	Across the garage entrance there is a ... drive lane)
				ADA & Modernization	Cross slope greater than 2% across be...
				Curb use	Light posts create pinch points in side...
				Curb use	On Washington Street parking observe...
				Curb use	On Clay Street pick up and drop off by...
San Francisco Paratransit Coordinating Council	**Urban**	**Older Adults, PWD**	**10/6/2021**	**Access**	The use of private vehicles is not appr... accessible. All modes of transportation...
				Access	There should be emergency breakdow...
				Public transit - emergency	SF has an emergency back-up proced... service when someone is stranded wit... program.
				Access	All transportation services should have... amount of time it takes for the service.
				Access	Autonomous vehicle projects should s...
				Paratransit - reliability	Paratransit should be changed slightly... appointment, which is sometimes a lor...
				Fares	Paratransit drivers should carry cash a...
				Paratransit - level of service	Paratransit should make brief stops. T...
				Fares	Paratransit should be free. It costs $5-...
				Paratransit	Paratransit subcontracting feels like th...
				Fares	San Francisco is lucky to have low-cos...
				Access	Transportation options should be equa...
				Coordination & cooperation	There should be consistency between ...
				Access	There should be more accessible form...
				Access	I have not been able to use ridehailing...
				Paratransit - level of service	Same day paratransit services are imp...
				Access	We need more ramp taxis.
				Paratransit, Programs - Same-day or on-demand transportation (TNC and Taxi)	There should be a form of paratransit t... to the doctor with lack of same day ser...
San Mateo County					
San Mateo Paratransit Coordination Council	**Suburban, Urban**	**Older Adults, PWD**	**1/11/2022**	**Information gap**	Tina mentioned that outreach and edu...

County/Comment Source	Geographies	Target Population	Date	Themes	
				Information gap	Sandra Lang talked about the need to etc.
				Information gap	Mike suggested that there's a gap in la that Title VI staff are reviewing this and have access to the AT&T Language Li
					Ben McMullin asked about one-seat ri
			10/12/2021	Information and Referral Service	Language accessibility is important. Th
				Paratransit - non-ADA	There is a need for transportation serv transportation with some services.
				Paratransit - non-ADA	We need transportation options beyon
				Information and Referral Service	Information and referral services will c
				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.
Santa Clara County					
Santa Clara Transportation Needs Assessment	County, Rural, Suburban	Older Adults, PWD	2018-2020	Coordination & cooperation	Many communities often need to trave transportation (e.g. VTA)
				Information gap	There is low awareness in some comm
				Fares	Family members are burdened by tran
				Spatial gap	First/last-mile gaps – There is a need f
				Level of service	There is a need for expanded range of
Santa Clara Transportation Needs Assessment	County, Rural, Suburban	Older Adults, PWD	2018-2020	Public Transit - drivers (training/sensitivity)	Some focus group participants expres people with SMI
				Paratransit - eligibility	Some VTA riders are applying for para
				Public transit - bus stops	Bus stop features and amenities need
				Healthcare access	Social service offices are often located
				Healthcare access	People with serious mental illness (SM meds/services
				Healthcare access	When a client is released after 4pm, R some correctional facilities interpret re
				Youth	People under 18 cannot participate in limited access to private cars and cred
				Transportation options	Provide or support multiple transporta works.
				Fares	Reduce the costs of transportation and available resources.
				Transportation options	Increase transportation options and se
				Coordination & cooperation	Continue to increase coordination betw households.
				Coordination & cooperation	Reduce the number of trips and/or am destinations and in areas served by tra
				ADA & Modernization	Utilize technological advances to impro
				Planning and Study	Improve overall usability and customer
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-pas
				Fixed-route	Using fixed-route with route cuts is tro

County/Comment Source	Geographies	Target Population	Date	Themes	
				Spatial gap	The footprint of ADA paratransit shoul
				Low-income	Same-day paratransit service cost of $
				Public transit - affordability	The $16 surcharge to travel to the sou
				Paratransit - on time performance	Paratransit on-time performance shou
				Paratransit - ADA	Should work with staff to expand what
				Same-day or on-demand transportation (TNC and Taxi)	There is no ADA designated TNC serv
				Planning & Study	Advise VTA not to remove bus stops,
				Coordination & Cooperation	VTA and MTC should make it easier to
				Coordination & Cooperation	Policymakers should make it easier fo
				Public Transit - drivers (training/sensitivity)	My mobility device requires a lot of ba
				Public Transit - bus stops	I am experiencing being passed up by
Solano County					
Solano Paratransit Coordinating Council	**Rural, Suburban**	**Older Adults, PWD**	**7/16/2020**	**Public transit**	There should be uniform policies in ea has to be transported by ambulance fr
				Temporal gap	The roads are bumpy. The roads shou
				Pedestrian	The sidewalks in downtown Vallejo ne
				Pedestrian	In downtown Benicia there are some c
				Public transit	Transit agencies can improve their ima complexes so that children have interr on their service.
				Public transit - bus stops	SolTrans and other transit agencies so roads are so bad. Cities and counties
				Programs - Travel training	Travel training in Solano County is wo
Solano Paratransit Coordinating Council	*Rural, Suburban*	*Older Adults, PWD*	*7/16/2020*	**Information and Referral Service**	The way information and referrals are
				Paratransit	Paratransit service should be expande
Sonoma County					
Cloverdale Senior Center Transportation Focus Group	**County, Rural, Suburban**	**Older adults**	**1/9/2020**	**Temporal gap**	Evening transportation to/from Santa F
				Spatial gap	We need the SMART train to come to
				Temporal gap	Extended Saturday service is needed.
				Public transit - bus stops	SCTA bus stops are dangerous, in pa
				Same-day or On-demand Transportation	There is no cab service or Uber/Lyft in
				Public transit - bus stops	There are often no bus shelters at SC
				Temporal gap	Local service Route 68 (Cloverdale sh
				Paratransit - transfers	Paratransit transfer trips cost too much
				Paratransit - transfers	Transferring on a paratransit trip from you have to go anywhere beyond the
				Information and referral	Transportation information is hard to g
				Emergency Preparedness	Emergency evacuation transportation
				Public transit – level of service	Healdsburg gets more SCTA service t
				Public transit	SCTA schedule is not in Spanish.
				Public transit - reliability	I'm afraid to take the last bus from Sar
				Public transit - reliability	I miss out on activities because I have

County/Comment Source	Geographies	Target Population	Date	Themes	
				Emergency Preparedness	Transportation service was suspended times of emergency.
				Emergency Preparedness	Need a buddy system to help in times
				Public transit – level of service	No bus before holiday. Two days with
				Public transit – bus stops	Bus stops are not red zoned, cars parl
				Public transit - fleet	Bus fleet needs to change to accomme
				Public transit – level of service	Hamburger Ranch / behind Ray's Sup
				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. Cl
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 v
				Programs - Travel training	Transit agencies should do more to pr
				Programs - Travel training	Travel training can be taught at senior
				Programs - Information and Referral Service	There should be one website for all ag volunteer driver programs.
				Programs - Information and Referral Service	The Sonoma Access website should b should be expanded to include all mod
				Programs - Information and Referral Service	The Sonoma Access website should b information.
				Programs - Information and Referral Service	The Sonoma Access website should b
				Programs - Volunteer driver programs	Volunteer recruitment for volunteer dri
				Funding	Competitive funding programs for spec
				Programs - Travel training	Travel training should be offered in sc
				Paratransit - non-ADA	The one seat ride paratransit program
Sonoma County Transportation Authority Paratransit Coordinating Council	*County, Rural, Suburban*	*Older Adults, PWD*	*9/21/2021*	**Paratransit - ADA**	The virtual ticketing for paratransit in S
				Paratransit - eligibility	It would be great if all the Sonoma Co

5 REGIONAL RECOMMENDATIONS AND ACTIONS

The purpose of this section is to provide recommendations for action to improve the Bay Area's transportation landscape in the near-term. Each numbered high-level recommendation has a brief description, example case studies and a table of specific actions related to the recommendation. Each action includes an agency lead and timeline. Potential agency leads include MTC, county transportation authorities, transit agencies, cities, counties, and community based organizations. In actions where MTC is not named, the role should be to help agencies move toward implementation—for example, getting programs implemented by providing funding, technical assistance, and removing bureaucratic roadblocks.

These recommendations were presented to stakeholders for prioritization in Phase 2 of outreach. Recommendations were further refined after this input for the Draft Final Plan.

1. Mobility Management

Designate a Mobility Manager in every County.

The 2018 Coordinated Plan update defined mobility management as follows:

> *Mobility management is a strategic, cost-effective approach to encourage the development of services and best practices in the coordination of transportation services connecting people needing transportation to available transportation resources within a community. Its focus is the person — the individual with specific needs — rather than a particular transportation mode.*

> *Through partnerships with many transportation service providers, mobility management enables individuals to use a travel method that meets their specific needs, is appropriate for their situation and trip, and is cost-efficient.*

The first recommendation listed in the 2018 Coordinated Plan update was to establish countywide mobility management. Although progress has been made in this area, some counties still have not formally designated a countywide provider for mobility management. Given this, MTC's Transit Transformation Action Plan (TAP) includes

Action 21, stating the need to "Designate a Mobility Manager to coordinate rides and function as a go-between for transit agencies in each county, serving people with disabilities, older adults and people with low incomes." The designation process will reflect the differences between counties in organization, programs, and stakeholders. This recommendation should also be supported by Recommendation 2 to identify sustainable funding for mobility management activities, which is critical to the success of mobility management.

Case Studies

Case Study: Solano Mobility

Sponsored by the Solano Transportation Authority, the Solano Mobility Call Center provides information to callers to help them navigate public transportation, use ridehail programs, and plan pedestrian and bike trips. The Call Center provides live, personalized assistance to older adults, people with disabilities, low-income residents, transit-dependent individuals, and commuters. They have expertise across a broad range of transportation options, including bus, rail, ferry, shared ride, airporters, taxis, paratransit, private and non-profit transportation, and bikes. Both the Call Center and website (https://www.solanomobility.org/) consolidate a wide range of resources related not only to transportation, but to other kinds of assistance available through human services agencies, non-profits, and the private sector.

- Program Funding: Section 5310, State Transit Assistance Funds (STAF) and Federal Highway Administration One Bay Area Grant 3 (OBAG 3) funds
- Program Costs: The proposed budget in FY 20/21 included $128,945 for CTSA/Mobility Management Program and $307,046 for One Stop Transportation Call Center Program

Case Study: Denver Regional Mobility & Access Council Information & Assistance Center

Denver Regional Mobility & Access Council (DRMAC), the Regional Coordinating Council for the greater Denver metro area, manages the Informational & Assistance (I&A) Center, which is the "go-to" transportation resource for nine counties in the region. Individuals can contact the I&A Center to receive live consultation regarding all transportation options across the region, instead of having to navigate multiple agencies in search of a ride. In addition to the I&A Center, DRMAC produces a regional "Getting There" guide which contains information about paratransit, public/private transportation, ridehail options, and volunteer transportation. To promote language access, the guide and corresponding phone app have been translated to Spanish, Arabic, Russian, and Somali.

- Program Funding: Federal funds through the State DOT and donations

Case Study: Alameda County Paratransit Advisory and Planning Committee

The Paratransit Advisory and Planning Committee (PAPCO) provides recommendations to the Alameda County Transportation Commission with support from the Paratransit

Technical Advisory Committee. PAPCO hosts an annual workshop for regional partners to share information and collaborate on topics such as transportation to vaccine appointments, emerging mobilities, and mobility management. PAPCO is unique from other coordinating councils since its membership is made up fully by consumers and offers compensation for its members' time.

Case Study: [Marin Paratransit Coordinating Council](#)

The Marin PCC is an advisory council that provides feedback on the local and regional paratransit service provided by Marin Access. Among the responsibilities of Marin PCC, members review funding recommendations and expenditures, including funds from the Transportation Development Act (TDA). TDA funds, a cornerstone of state transit funding, allow each county to establish a quarter-cent sales tax to finance a variety of transportation projects including special transit services for riders with disabilities. When MTC passed Resolution 1209 in December 1982, it required that transit agencies receiving TDA Article 4.5 and TDA Article 8 funding must participate in PCCs and that those PCCs should develop spending priorities for those two funding sources. While these rules are established by MTC resolution, in practice only some regional PCCs follow them.

Action	Lead	Timeline
Meet with agencies, organizations, and interested parties in each County to discuss the current status of mobility management and find consensus on which entity should lead mobility management functions (TAP Action 21)	MTC	12 months
Monitor countywide transportation services through Paratransit Coordinating Councils	MTC/Transit Agencies/County Transportation Authorities/County Mobility Managers	Ongoing
Investigate becoming a Consolidated Transportation Service Agency (CTSA)	County Mobility Managers	Ongoing

2. Funding

Identify sustainable funding for transportation services and mobility management.

Transportation services for older adults, people with disabilities, and low-income communities remain a patchwork partially because the funding to support the services is also a patchwork. Agencies currently rely on a variety of funding sources, none of which are consistent or sustainable:

- The Section 5310 program has an onerous application and grants management process, and not guaranteed for sustainable services. MTC's priority is a balance of mobility management, operations, and vehicle replacement projects.

Generally, Caltrans funding awards do not reflect the priorities of the region, and do not support a county-based coordinated application approach that support local goals and fill the most urgent gaps. MTC continues to advocate for a joint MPO/Caltrans decision-making approach to funding decisions that will take into account local conditions and priorities.

- Agencies that obtain designation as a CTSA are eligible for State Transportation Development Act (TDA) funding and receive funding in other parts of California, but not in the Bay Area.

- Although SB 1376, the TNC Access for All (AFA) Act, was passed in 2018, the funding remains unavailable to most counties simply because there is not a fund administrator to oversee the program. Two counties in the Bay Area have opted to become fund administrators (Contra Costa and Solano) but the rest of the counties are waiting for the California Public Utilities Commission to appoint a statewide fund administrator.

- Regional fund sources, such as the One Bay Area Grant Program (OBAG), do not currently set aside a portion of funding for accessible transportation or funds that are consistently committed through policy.

- On a local level, most counties in the Bay Area have a transportation sales tax, but not all have succeeded in passing or reauthorizing them. Also, different counties have different approaches to what proportion of that funding should be assigned to transportation for older adults, people with disabilities, and low-income riders.

A funding source should be identified or developed for mobility management activities (Recommendation 1) that does not detract from funding for existing services, such as transit.

Case Studies

Case Study: Past Cycles of Coordinated Approach to Section 5310 Funding in Contra Costa County

In two previous cycles, Contra Costa County met to discuss county priorities and funding needs weighed against available funding. These meetings resulted in extraordinary cooperation amongst potential funding recipients instead of competing against one another. During one cycle, one community based organization took the lead in submitting one application with all the funding needs. In the other cycle, each agency applied for the agreed upon amount. A coordinated approach saves time, administrative burden, and takes a local approach to determining funding priorities.

Case Study: [Assembly Bill 540 – Senior and Disabled Transportation](#)

In February 2023, Assemblymember Buffy Wicks introduced AB 540 to re-empower Consolidated Transportation Service Agencies (CTSAs) by establishing a CTSA in every California county. In California, the designations of CTSAs are the main method of dealing with the problem of inefficient and duplicative transportation programs serving transportation disadvantaged populations and to better coordinated social service

transportation services with existing public transit. The bill expands the authority of CTSAs to facilitate integrating the needs of older adults and people with disabilities into public policy and investment processes like capital improvement programs, general plan development, and transit stop access plans. AB 540 will also rely on local Coordinated Public Transit Human Services Transportations Plans to ensure that investments are adequate and appropriate for local conditions. The bill also provides an ongoing funding source, a transportation improvement fee of $10.00 per vehicle, with the revenues being provided to County designated CTSAs. AB 540 was withdrawn from committee by the author and backers are planning to regroup and resubmit.

Action	Lead	Timeline
Research other sources of funding, such as sales taxes sponsored by a county or a non-profit organization instead of the transportation authority, or other sources of tax funds such as vehicle registration fees or property taxes	County Transportation Authorities/County Mobility Managers	Ongoing
Advocate for committed sustainable funding for transportation services for older adults, people with disabilities, and low-income communities in regional and statewide funding efforts	MTC/Transit Agencies/County Transportation Authorities	Ongoing
Become a TNC Access for All Access Fund Administrator and/or provide guidance to counties and transit agencies on how to do so, or how to allocate funding	MTC	12-24 months
Develop Bay Area strategies and policies for sustainable funding, e.g., for CTSAs, TNC Access for All funds, countywide Section 5310 application coordination, funding set asides for OBAG, etc.	MTC/Transit Agencies/County Transportation Authorities/County Mobility Managers	24 months

3. Transportation Access to Healthcare

Improve transportation access to healthcare.

Community outreach for this plan identified access to healthcare and medical trips as a continued critical need for the populations included in this plan. Some specific recommendations for this area include further exploration of commingling of paratransit and Medi-Cal funded trips to health care, further support of volunteer driver programs, and making better use of ridehail (like Uber and Lyft) trips to healthcare appointments -- such as providing escorts. Different geographies require different approaches, for instance some rural areas do not have ridehail service available.

ADA paratransit is often utilized by individuals and medical organizations for trips to medical appointments because paratransit fares are lower than the cost of non-emergency medical transportation. Most transit providers are unable to obtain MediCal reimbursement for eligible trips due to obstacles "commingling" these trips with other

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MTC

paratransit trips. Assembly Bill 719[38] in 2023 and Assembly Bill 2043[39] are examples of legislation attempts to address this challenge. Though vetoed by the governor in October 2023,[40] AB 719 would have required the Department of Health Care Services to require managed care plans to contract with public transit operators for the purpose of establishing reimbursement rates for nonmedical and nonemergency medical transportation trips provided by a public transit operator. Further, the bill would have required the rates reimbursed by the managed care plan to the public transit operator to be based on the department's fee-for-service rates for nonmedical and nonemergency medical transportation service. This bill has been reintroduced in 2024 as AB 2043.

Volunteer driver programs can be extremely helpful in providing healthcare related trips for low-income populations, older adults, and people with disabilities, particularly if they provide door-through-door service. Traditional volunteer driver program models are where an organization will recruit drivers and assign trips. However, organizations are also using the reimbursement model, where the traveler identifies the volunteer (which could be family or friend) and mileage-based reimbursement is provided by the agency to the volunteer. These programs are generally easier to administer and address the difficulty in finding insurance companies willing to write policies for traditional volunteer driver programs.

Ridehail services can also provide increased access to healthcare trips, particularly when trips can be scheduled and/or subsidized by healthcare providers, caregivers, etc. Volunteers can also assist individuals on these critical trips through an escorted program, without needing to use their private vehicle. A concierge option can also be implemented to schedule these trips.

Case Studies

Case Study: Independent Living Partnership's TRIP Volunteer Driver Program

Started in 1993, the Independent Living Partnership (ILP) TRIP volunteer driver program in Riverside County provides over 10,000 trips per month to older adults and people with disabilities.[41] TRIP was originally a collaborative partnership between ILP, the local Area Agency on Aging, and the Riverside County Transportation Commission. Riders generally recruit their own volunteer drivers and schedule directly with them, which lowers coordination costs for the TRIP program. Riders submit a mileage reimbursement request to TRIP and receive payments directly which they distribute to their volunteer

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[38] AB-719 Medi-Cal: nonmedical and nonemergency medical transportation, https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202320240AB719 (accessed 9/25/2023)

[39] https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202320240AB2043 (accessed 4/18/2024)

[40] Office of the Governor veto letter, https://www.gov.ca.gov/wp-content/uploads/2023/10/AB-719-Veto.pdf (accessed 10/26/2023)

[41] Independent Living Partnership Riverside TRIP History https://ilpconnect.org/trip-riverside/history/ (accessed 2/15/2024)

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drivers. The minimum insurance needed for a TRIP model service program are commercial liability insurance and non-owned auto coverage.

- Cost for riders: Free
- Average cost of an individual one-way trip: $5.89
- Program operation cost in October 2022: $72,927
- Program Funding: TRIP receives funds from the Riverside County Transportation Commission, the Riverside County Office on Aging, federal transportation grants, foundations, and cities

Case Study: Drivers Assisting Seniors in Healdsburg (DASH) and Assisted Rides

The City of Healdsburg launched its DASH program in 2019, a volunteer driver program which offers rides to medical appointments, shopping, or social activities for residents aged 60 and older. The program uses Assisted Rides, a scheduling and data management software to match drivers with riders.[42] Unlike traditional volunteer programs in which drivers use their personal vehicles, the city owns three electric vehicles for volunteers to drive. These city-owned and maintained vehicles are key to the program's success in recruiting and retaining volunteers, especially during periods of rising gas prices. The program is funded by the city's Transient Occupancy Tax (TOT) and a Caltrans grant administered through Sonoma County, which together cover the cost of the vehicles, a paid ride coordinator, insurance, vehicle maintenance, and the Assisted Rides scheduling software.[43]

Case Study: Solano Older Adults Medical Trips Concierge Services with GoGoGrandparent

The Solano County Older Adults Medical Trip Concierge Service Program works in partnership with GoGoGrandparent, a concierge service that connects riders who use flip phones, landlines, or smartphones to a Lyft or Uber driver.[44] Through its use of GoGoGuardian technology, the program arranges rides for users without requiring them to speak with an operator. Since drivers are not trained to help people who require physical assistance into cars, GoGoGrandparent asks that riders be able to enter and exit vehicles independently. Rides scheduled through the Solano Older Adults Medical Trips Concierge Service are subsidized by 60-80% for older adults and low-income individuals. (Note: This program is offered through Solano Mobility, described in the Mobility Management section above.)

Case Study: Rides2Wellness in Ada County, ID[45]

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[42] Assisted Rides website, https://assistedrides.com/ (accessed 2/15/2024)

[43] City of Healdsburg, DASH Volunteer Driving Program, https://www.ci.healdsburg.ca.us/904/DASH-Volunteer-Driving-Program (accessed 2/15/2024)

[44] GoGo, https://gogograndparent.com/ (accessed 2/15/2024)

[45] Valley Regional Transit, Rides2Wellness Ada County, https://www.valleyregionaltransit.org/services/ride2wellness/#:~:text=You%20qualify%20for%20Rides2Wellness%2C%20if,call%20to%20schedule%20your%20appointment (accessed 2/15/2024)

Valley Regional Transit (VRT) partners with three regional medical systems to provide free rides for participants who are not eligible for Medicaid transportation. The program, called Rides2Wellness, launched in 2016 using grant funds from St. Luke's Medical Group and matching funds from FTA. To get assistance, participants must have an appointment at a participating clinic and pre-arrange rides at least two days in advance.

- Service Hours: Monday-Friday, 7am-6pm
- Cost for Riders: None
- Eligibility: Riders must not be eligible for Medicaid transportation; live in Boise, Meridian, Garden City, Eagle, or Star; have an appointment at a participating clinic; and have no other means of transportation to get to their appointment
- Program Funding: Grant funds from participating hospitals and clinics with matching funds from FTA

Action	Lead	Timeline
Support legislation that allows ADA paratransit providers to obtain Medi-Cal reimbursement for eligible trips, e.g., Assembly Bill 2043[46]	MTC/Transit Agencies/County Transportation Authorities	12-36 months
Pilot a regional medical trip door-through-door volunteer driver program using the reimbursement model	County Transportation Authorities/County Mobility Managers/Community Based Organizations	12-36 months
Provide more ridehail medical trip programs	County Transportation Authorities/County Mobility Managers/Community Based Organizations	Ongoing

4. Improve ADA Paratransit

Support regional and local efforts to improve ADA paratransit.

ADA paratransit remains the largest source of rides for many people with disabilities and some older adults in the Bay Area. The multiple transit agencies responsible for providing ADA paratransit in the Bay Area face high costs in providing these trips. Riders, often without other options, also face high costs, in the form of long travel times, the lack of spontaneous travel options, and high fares compared to fixed-route transit. Improving paratransit has long been a goal in the region, but little has been done to

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[46] AB-719 Medi-Cal: nonmedical and nonemergency medical transportation, https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202320240AB2043 (accessed 4/18/2024)

expand public transit options for people with disabilities. Paratransit has not kept pace with improvements seen with other transportation services and has remained largely unchanged since its inception in the 1990's. Paratransit is now a main focus of the region's Transit Transformation Action Plan (TAP).

Aspects of Actions 23 and 25 focus on reducing paratransit costs through enabling paratransit fare payments through Clipper (reducing cost to deal with cash and the printing, selling and mailing of tickets), standardizing ADA paratransit eligibility to improve accuracy of assessments (thereby potentially reducing costs and safeguarding the service for those who truly need it), and increasing fixed-route transit for paratransit riders (providing cheaper travel options). The TAP also goes further towards improving services for ADA paratransit riders. Actions 21, 22, and 24 focus on creating mobility management to better coordinate services for disabled people, pilot options to eliminate transfers between agencies for riders taking regional trips, propose changes to ADA paratransit, and develop new services beyond the ADA to better serve the travel needs of disabled riders.

In September 2023, the Federal Transit Administration issued a guidance letter[47] to support the use of federal transportation funds for the development of a more equitable public transit system for people with disabilities. The letter urged public transit agencies to provide more flexible paratransit services that include same day service, providing intermediate stops, and to use technology to provide more real-time service, particularly for return trips from medical appointments or stops at pharmacies.

MTC and its partners across the region have been and will continue to work on these issues over the coming years. Items likely to be grappled with during this planning effort are proposals to maintain core hours and areas of paratransit service, reducing paratransit fares, providing free fares on fixed-route, ensuring Clipper payment is available to paratransit riders, developing same-day paratransit service, transitioning ownership to MTC and upgrading the paratransit regional eligibility database, and developing new methods of delivering cross jurisdictional trips.

Case Studies

Case Study: Access in Los Angeles County

Access is a curb-to-curb, shared-ride paratransit service that is available for county residents who live within ¾ mile of fixed-route bus or rail service in Los Angeles County. Its service area covers almost all 88 jurisdictions in the county and extends to surrounding San Bernardino, Orange, and Ventura counties. Except for trips to and from Santa Clarita or the Antelope Valley, riders can stay in the same vehicle with no need to transfer. Access enters and administers federally funded regional contracts with independent, private transit providers to staff positions including drivers, customer service representatives, and dispatchers.

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[47] FTA Dear Colleague Letter, www.transit.dot.gov/sites/fta.dot.gov/files/2023-09/Dear-Colleague-Letter-FTA-Highlights-Grant-Programs-that-Support-Real-time-ADA-Paratransit-Service.pdf (accessed 9/15/2023)

- Service Hours: 4:00 am-12:00 am, 7 days a week
- Cost for Riders: $2.00-$3.50 for one-way trip
- Eligibility: An in-person evaluation to determine a person's ability to use accessible buses and trains in the county. Eligibility is not solely based on disability, age, or medical diagnosis.
- Program Funding: Los Angeles County MTA funds, Section 5310, Section 5312, passenger revenues
- Program Costs: In FY 2020/21, the cost per trip was $75.96, cost per passenger was $60.90, and the cost per Contract Revenue Mile was $7.33. The total operating and capital expenses budgeted for FY 2022/23 is $251,874,890.

Case Study: Regional Paratransit Trip Booking Pilot Project

MTC, AC Transit, BART, and the Santa Clara Valley Transportation Authority have partnered together to pilot a demonstration project to streamline communication between transit agencies when booking paratransit trips that cross jurisdictional boundaries and require a transfer. The pilot will create a backend software platform for transit agencies and will facilitate the discovery of paratransit service information through the 511 system. This project will improve the experience and efficiencies for transit agencies and also increase available data about cross-jurisdictional paratransit trips. The pilot is underway and will conclude in 2025.

Case Study: Contra Costa One-Seat Ride Pilot

The Contra Costa OSR is piloted by County Connection, Tri-Delta Transit, LAVTA Wheels, and WestCAT. After a lengthy period of development and planning, the OSR pilot operation start date was accelerated amid concern about the spread of COVID-19 and began in November 2020.[48] The pilot provides approximately 700 one-way trips per month. The program has some operational disadvantages and inefficiencies related to deadhead costs (traveling without a passenger) and demand response, but these issues, as well as results from the pilot, are still being evaluated.

- Service Hours: Same as the ADA paratransit service in each area
- Cost for Riders: Paratransit fare of trip origin
- Eligibility: Must be currently certified eligible with participating agencies' paratransit programs
- Program Funding: Transit operating funds; potentially Measure X in the future, which levies a ½ cent sales tax in Contra Costa County[49]

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[48] County Connection Interoffice Memo, https://countyconnection.com/wp-content/uploads/2020/12/8.-One-Seat-Ride-Update.pdf (accessed 2/15/2024)

[49] Measure X Program Allocation Summary, https://www.contracosta.ca.gov/DocumentCenter/View/74239/Measure-X-Recommendation-Summary-Chart- (accessed 2/15/2024)

- Program Costs: Estimated operating expense in 2021 was $32,000. Estimated operating expense in 2022 was $50,000.[50]

Case study: Tri Delta Transit's Means-Based Paratransit Fare Program

The East County Means-Based Paratransit Fare Program was a partnership between Tri Delta Transit, the Contra Costa Transportation Authority, and the Contra Costa Crisis Center. Extremely low-income Tri Delta Transit registered paratransit ADA passengers can receive up to ten free paratransit rides per month as part of the program.

- Service hours: Same as Tri Delta Transit's ADA paratransit service
- Cost for Riders: None
- Eligibility: Must be a current registered Tri Delta Transit ADA paratransit rider and meet the household income eligible of less than 30% of area median income
- Funding: Measure X, which levies a ½ cent sales tax in Contra Costa County
- Program Costs: $100,000 in Measure X funding

Action	Lead	Timeline
Implement listening sessions and other engagement strategies to identify key paratransit challenges and recommend improvements (TAP Action 24)	MTC/Transit Agencies	12-24 months
Implement a more standard approach to determining paratransit eligibility around the region (TAP Action 25)	MTC/Transit Agencies	24 months
Fund one seat paratransit ride pilots and develop cost sharing policies for paratransit trips that require multiple transit agencies (TAP Action 22)	MTC/Transit Agencies	24 months
Enable riders to pay for paratransit rides with Clipper (TAP Action 23)	MTC/Transit Agencies	12-36 months
Continue to support the Regional Paratransit Trip Booking Pilot Project to increase efficiencies for cross-jurisdictional paratransit rides	MTC/Transit Agencies	24 months
Transition the Regional Eligibility Database (RED) ownership to MTC and upgrade/modernize the database	MTC/Transit Agencies	24-36 months

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[50] County Connection Fiscal Year 2022 Proposed Budget and Forecast Update, https://countyconnection.com/wp-content/uploads/2021/06/FY-2022-Budget.pdf (accessed 2/15/2024)

5. Shared & Future Mobility

Support the accessibility of shared and future mobility.

The Bay Area continues to be the birthplace or proving ground of a number of innovative transportation options including new ridehail options, micromobility, and autonomous vehicles. However, ensuring these new modal options are accessible and inclusive to older adults, people with disabilities, and low-income communities remains a challenge.

Autonomous vehicles are a newer modal option for older adults, people with disabilities, and low-income communities. Ongoing challenges include safety and accessibility concerns – currently, neither the federal government nor any state requires autonomous vehicles to be accessible for people with disabilities. In San Francisco, test autonomous vehicles often pick up and drop off passengers in travel lanes, a safety issue and accessibility issue for older adults and people with disabilities who may need curb to curb or door to door service. Autonomous vehicles in San Francisco have also hindered first responders responding to emergencies and have seen increased crash rates. Citing safety reasons, the California Department of Motor Vehicles has suspended one autonomous vehicle company.[51] Shared autonomous ride programs can also cost more per ride than traditional paratransit rides and have similar ongoing challenges to ridehail trips. Ongoing challenges with ridehailing include very limited access to wheelchair accessible vehicles, and a need for concierge programs for individuals without smartphones or without the tech savvy to use the applications.

Ongoing challenges with micromobility include accessibility and safety. Traditional types of micromobility include bikeshare and scootershare, both of which are often inaccessible or unsafe for older adults and people with disabilities, or in rural or low-income areas. There are several examples of equity-focused pilots that have focused on expanding access to micromobility for low-income riders, but few micromobility companies have created accessible devices. Some cities are piloting adaptive bikeshare and scootershare, like San Francisco, which piloted an adaptive bike-share program and an adaptive scooter pilot program. These scooters often include a seat of some kind, so riders do not have to stand. Beyond the accessibility of devices, concerns have been raised about riders riding and parking on sidewalks and blocking sidewalks for older adults and people with disabilities.

Case Studies

Expert Recommendations: Consortium for Citizens with Disabilities

The Consortium for Constituents with Disabilities (CCD) is a coalition of national organizations working together to advocate for public policy that ensures self-determination, independence, empowerment, integration, and inclusion of people with disabilities in all aspects of society. In recognition of the potential for autonomous

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[51] DMV Statement on Cruise LLC Suspension, https://www.dmv.ca.gov/portal/news-and-media/dmv-statement-on-cruise-llc-suspension/ (accessed 10/25/2023)

vehicles to drastically improve access for people with disabilities, CCD's Transportation Task Force released a set of policy recommendations in March 2020. Recommendations include:

- Prohibit discrimination based on disability status in licensing and insurance processes.
- Establish an autonomous vehicle advisory committee with an accessibility subcommittee that includes cross-disability representation.
- Incentivize and prioritize research, testing, and deployment of accessible passenger autonomous vehicles.

Case Study: Toronto Uber Wheelchair Accessible vehicles

Regulatory environments for wheelchair accessible vehicles in ridehailing fleets vary by location. In Toronto, ridehail company regulations for wheelchair accessibility is stricter with higher and more equitable standards when compared to other large North American cities. Toronto requires ridehailing companies to provide all customers with the option to request a wheelchair accessible ride and for wait times for wheelchair accessible rides to be comparable to the average wait time for non-accessible taxicab services in the city. Additionally, drivers of wheelchair accessible vehicles are required to complete a training program and comply with vehicle inspections every six months.

Case Study: Waymo and Cruise Testing in San Francisco

Autonomous vehicle manufacturers Waymo and Cruse have extensive testing programs within San Francisco. Waymo has included wheelchair users and accessible vehicles as part of its "Waymo One Trusted Tester" program, a research program for select Waymo employees to test autonomous ridehailing and give feedback on the latest technology. Waymo provides an equivalent level of service for accessible vehicles as it does its autonomous vehicle sedans. Cruise, another autonomous vehicle company testing in San Francisco, is developing a wheelchair-accessible autonomous vehicle but the vehicle has not been deployed for testing yet. Cruise has provided fare-free rides as part of a pilot program since 2022. In August 2023, the California Public Utilities Commission voted to allow Waymo and Cruise to begin 24/7 commercial operations, including fare charges, immediately.[52] And while the California DMV suspended Cruise's autonomous vehicle deployment and driverless testing permits,[53] Waymo continues to operate.

Case Study: SFMTA and Lyft Adaptive Bikeshare Program

San Francisco's Adaptive Cycling Program is a partnership between SMFTA, San Francisco Recreation and Parks, and the Bay Area Outreach and Recreation Program. In the free program, people with disabilities can reserve an adaptive bicycle in Golden Gate Park on Saturdays from October to April. Bay Area Outreach and Recreation

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[52] California Public Utilities Commission news release, https://www.cpuc.ca.gov/news-and-updates/all-news/cpuc-approves-permits-for-cruise-and-waymo-to-charge-fares-for-passenger-service-in-sf-2023 (accessed 9/16/2023)

[53] DMV Statement on Cruise LLC Suspension https://www.dmv.ca.gov/portal/news-and-media/dmv-statement-on-cruise-llc-suspension/ (accessed 10/25/2023)

Program staff fit participants to adaptive bikes and help transfer them from their mobility device when necessary. In the 2021 pilot, seventy-eight percent of participants were new adaptive bikeshare riders, and the vast majority of participants surveyed (94%) said they would like to use bikeshare again. The program was popular across age groups: participants had an average age of 38, ranging from 14 to 82 years old.[54]

Case Study: SFMTA Adaptive Scooter Share Program

As part of the Powered Scooter Share Permit Program, SFMTA requires that adaptive devices must comprise at least 5% of the on-street scooter fleet of any provider who has a permit to operate in San Francisco. Current permit holders Lime and Spin each offer adaptive scooters with seats to provide more comfort and stability. These scooters can be rented through the app like other scooters. Spin and Lime also provide additional adaptive devices free of charge through SFMTA's Complementary Adaptive Program.

Action	Lead	Timeline
Leverage TNC Access for All Act funding to provide accessible on-demand trips	MTC/County Transportation Authorities/County Mobility Managers	12-24 months
Partner with private companies on pilots for programs such as bikeshare, carshare, and autonomous vehicles that include or focus on older adults, people with disabilities, and low-income communities	MTC/County Transportation Authorities/Community Based Organizations	Ongoing
Model recommendations similar to those from the Consortium for Citizens with Disabilities for accessibility of new technologies and modes	MTC	Ongoing

6. Equity

Identify and fill equity gaps.

Communities of color, and other underrepresented groups, have a substantial overlap with the populations identified for this Plan – older adults, people with disabilities, and low-income communities. This intersectionality cannot be ignored and should be addressed first by rigorous and thorough data collection and analysis of all programs and populations served. The Demographic Profile completed for this Coordinated Plan update notes the following:

- The proportion of people in the Bay Area living in poverty in the past decade has slightly decreased but is projected to increase regionwide in the coming decades due to increased cost of living.

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[54] SFMTA Adaptive Bikeshare Program, https://www.sfmta.com/blog/permanent-adaptive-cycling-program-unveiled-golden-gate-park (accessed 2/15/2024)

- The racial and ethnic makeup of the Bay Area has changed slightly over the last decade with an increase in the percent in the region that identify as Asian and a decrease in the percent that identify as white.
- Nearly one in ten Bay Area households lives in a household with no vehicles.
- About 60% of the region's population is non-white, with about a quarter of residents who are Hispanic, a quarter of whom are Asian, and the remainder of whom are Black, Native Hawaiian or other Pacific Islander, multiracial, or other races and ethnicities.

Programs need to be evaluated throughout their operation to determine if their reach into the community matches the demographics of that community. If it is found that a community is underserved, or services are disproportionate to the demographic make-up or distribution within the community, program administrators should employ recommendations to increase outreach to underrepresented communities. MTC models some of this through equity analyses of funding but needs to demonstrate equity evaluations throughout entire processes and require the same from all organizations that receive funding.

In addition to the recommendations listed elsewhere, communities of color can benefit from a number of recommendations developed for low-income communities.

Case Studies

Case Study: Universal Basic Mobility (UBM) Pilot in Oakland

From November 2021 to November 2022, the City of Oakland offered 500 participants restricted prepaid debit cards with which they could purchase trips or passes on public transit, bikeshare, and e-scooters. The goal of the pilot was to assess whether UBM would (1) increase transit use, walking, biking, and shared mobility trips and (2) reduce single-occupancy vehicle trips near the city's bus rapid transit corridor. Each debit card was loaded with $300 (through 2 disbursements of $150) and distributed through the mail. Data from the program's evaluation showed it was successful in reaching low-income participants who identify as Hispanic/Latino or Black/African American. A mid-program survey found that participants rode transit more and drove less often for their commute than they did previously, measuring a 6% reduction in commutes by car. Another 23% of participants reported driving alone less frequently. The city sees potential for long-term implementation of a similar program and is exploring ways to fund future UBM efforts.

- Restrictions: Cards were limited to specific merchants, including AC Transit, Clipper®, BART, Amtrak, BayWheels, LINK, Lime, Veo, and WETA Ferry
- Program Funding: Alameda County Transportation Commission grant and local match from City of Oakland

Case Study: Government Alliance on Race & Equity (GARE) Racial Equity Toolkit

GARE is a national network of governments working to achieve racial equity and advance opportunities for all. Its Racial Equity Toolkit guides government agencies to

consider racial equity in decisions, including policies, practices, programs, and budgets, by asking a specific set of questions about an agency's decision-making process. It then articulates strategies around racial equity, implicit and explicit bias, and individual, institutional, and structural racism.

Case Study: San Francisco School Access Plan

The school commute in San Francisco is difficult for students and caregivers, especially for young students and their families. Like many cities around the country, yellow school bus service in San Francisco is limited. Most parents and caregivers must arrange their own transportation to school and aftercare programs. The San Francisco County Transportation Authority's 2016 Child Transportation Survey found that caregivers are interested in alternatives to their current transportation options and that parents across all areas of the city and all demographic groups strongly believe the City should help improve school commutes. At the direction of former SFCTA Commissioner Gordon Mar, the SFCTA developed the San Francisco School Access Plan to recommend strategies that the City and County of San Francisco pursue to improve sustainable transportation options for kindergarten through 5th grade students. The Plan compliments San Francisco's existing Safe Routes to Schools Program by focusing on caregivers and students who have trips to school and aftercare activities which are longer than a young child could reasonably walk or bike. The plan was funded through a Caltrans Sustainable Communities Planning Grant with matching local funds from former Commissioner Mar's office.

Research Based Recommendations: Census Transportation Planning Products (CTPP) Brief: Commuting in America for People with Disabilities[55]

This study used three publicly available national datasets: the American Community Survey, National Household Transportation Survey, and the American Time Use Survey to identify key trends and factors that differentiate travel behavior between people with disabilities and people without disabilities. Key findings include:

- Public transportation use by people with disabilities has declined over time.
- Most people with disabilities use a personal vehicle for transportation, regardless of disability status.
- People with disabilities report lower internet use and access and lower computer and smartphone ownership than people without disabilities. Such technologies can lower barriers that people with disabilities encounter when traveling.

Equity and Rider-Centered Performance: KPIs for public transport: The shift from asset-focused to rider-oriented approaches[56]

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[55] McKernan, G., Dicianno, B.E., et al., CTPP Issue Brief: Commuting in America for People with Disabilities.

[56] Caltrans Mobility Newsletter Research & Reporting from California, the U.S., and Around The World, October 17, 2023, https://caltransitdashboard.net/wp-content/uploads/2023/10/Caltrans-Mobility-Newsletter-October-17th-Deep-Dive.pdf (accessed 10/20/2023)

Transportation agencies and organizations tend to evaluate success through key performance indicators (KPIs) based on how well vehicles are performing, for instance, percentage of on-time performance, time frequency or vehicle headways. These KPIs are important, but do not tell the entire story of how well a transportation service is working for the riders of the service. Agencies and organizations should also include rider focused KPIs such as average transit journey compared to other modes for the same trip, average wait time for transfers, and the percentage of riders arriving within the set scheduled time. Including equity and rider focused KPIs will provide a fuller picture of how service is performing and will incentive service planning around passenger experience.

Action	Lead	Timeline
Implement equity-focused pilots, including better promotion of Clipper START and leverage of other means-based programs, low-income car share pilots, vehicle loan programs, access to inclusive banking, school access programs, and other programs to improve access to jobs	MTC/Transit Agencies/County Transportation Authorities/County Mobility Managers/Cities and Counties/Community Based Organizations	12-24 months
Continue to use MTC's Equity Platform to prioritize investments and embed equity across decision-making, project design, community engagement, delivery, and evaluation	MTC	Ongoing
Study changes and standardization to income thresholds to increase access for low-income populations for MTC means-based programs	MTC	12-24 months
Create Equity KPIs (e.g., percent of riders picked up or dropped off, or paratransit wait times, in an Equity Priority Community) and require disaggregation and cross-tabulation of data	MTC/Transit Agencies/County Transportation Authorities/County Mobility Managers/Cities and Counties/Community Based Organizations	12-24 months

7. Infrastructure

Support infrastructure improvements to increase transportation equity and accessibility.

The Americans with Disabilities Act (ADA) was signed into law in 1990, and its requirements address a range of situations for public agencies. It is commonly

understood among consumers that that the ADA should be the entry point for accessibility policies, and not the end ("a floor, not a ceiling"). This is less understood at public agencies. In recognition of this, MTC, cities, counties, transit agencies, and county transportation authorities should ensure that projects, policies, and assistance provided helps their residents and customers navigate the Bay Area as independently as possible.

For years Bay Area communities have adopted Complete Streets Plans, which are an acknowledgement that transportation programs cannot exist separately from the physical spaces that they occupy. In recent years, MTC required jurisdictions to adopt Complete Streets Plans to be eligible for certain categories of funding.

The Department of Justice is beginning to take on a bigger role in enforcement of the ADA, and one part of that is an increased look at ADA Transition Plans, which are meant to provide public agencies with a "punch list" of accessibility improvements that need to be made. Updated ADA Transition Plans can be used as a condition of funding for transit and infrastructure programs. For instance, one of the greatest challenges for people with disabilities using transit is encountering bus stops that technically meet ADA guidelines, but in practice are not accessible because there is a lack of sidewalks, curb cuts, seating, etc. Bus stops and the surrounding infrastructure can be owned by a variety of institutions, including cities, counties, Caltrans, transit agencies, and private industry, which has led to variability and inconsistency in design and accessibility. Bus stops may lack shelter, seats, information, and even sidewalks and curb ramps to lead to them. Public agencies in the Bay Area should begin prioritizing projects listed in updated ADA Transition Plans.

Many accessibility improvements are needed to allow people with disabilities and others to travel more independently throughout our region. These things include providing real-time availability of accessible spaces on buses and the ability to plan and book paratransit trips through web and smartphone apps.

Case Studies

Case Study: USDOT Safe Streets for All

USDOT has announced the availability of one billion dollars in funding in the current fiscal year in the Safe Streets for All program. The program assumes implementation of "Complete Streets" principles, which means that projects would include "sidewalks, curb ramps, bike lanes (or wide paved shoulders), special bus lanes, accessible public transportation stops, safe and accommodating crossing options, median islands, pedestrian signals, curb extensions, narrower travel lanes, and roundabouts." The funding announcement was published in the May 24, 2022, issue of the Federal Register.

Case Study: Fort Collins, CO ADA Bus Stops Upgrade Program

Fort Collins, Colorado's Bus Stop Improvements Program provides funding to make Transfort, the local transit service, bus stops ADA compliant. Transfort's accompanying Bus Stop Design Standards and Guidelines were adopted in 2015 and serve as the

guiding document for establishing ADA bus stops and accessible connections. The program is funded through FTA funding and local Community Capital Improvement program funds. Transfort plans to upgrade 90 stops in 2023 and 2024. The goal is for all Transfort bus stops to be ADA compliant by 2026.

Research-Based Recommendation: [Code of Federal Regulations, Title 49, Subtitle A, Part 37 Transportation Services for Individuals with Disabilities](#)

Title 49, Subtitle A, Part 37 of the Code of Federal Regulations includes regulations for transportation services for individuals with disabilities. These regulations can be resources for transit agencies to use as starting points for implementing accessibility. Part 37 includes information on general standards, applicability, transportation facilities, acquisition of accessible vehicles by public entities and private entities, paratransit as a complement to fixed-route service, provision of service, and over-the-road buses.

Research-Based Recommendation: [Code of Federal Regulations, Title 49, Subtitle A, Part 38 Americans with Disabilities Act Accessibility Specifications for Transportation Vehicles](#)

Title 49, Subtitle A, Part 38 of the Code of Federal Regulations includes ADA accessibility specifications for transportation vehicles. These regulations can be resources for transit agencies to use as starting points for implementing accessibility. Part 38 includes general regulations; buses, vans, and systems; rapid rail vehicles and systems; light rail vehicles and systems; commuter rail cars and systems; intercity rail cars and systems; over-the-road buses and systems; and other vehicles and systems.

Action	Lead	Timeline
Explore the possibility of a consistently administered and funded bus stop accessibility program and streetscape accessibility data that provides accurate accessibility information to the public	MTC/Transit Agencies/County Transportation Authorities/Cities and Counties	24 months
Partner with and compensate local centers for independent living, and other expert stakeholders, to provide disability and other training to project managers, transit staff, and planners for transportation planning and policy development	MTC/Transit Agencies/County Transportation Authorities/Cities and Counties	Ongoing
Begin creating transportation accessibility standards for the region that include best practices and pilots for testing new technologies that improve accessibility	MTC	24 months
Pilot web and smartphone apps for paratransit and assist transit agencies with providing real-time wheelchair space availability on buses through 511	MTC/Transit Agencies	24 months
Notify jurisdictions to update ADA Transition Plans and add requirements related to them for funding	MTC/County Transportation Authorities	24 months

8. Preparedness

Support comprehensive emergency preparedness.

The Bay Area Urban Areas Security Initiatives (UASI) and other agencies have long planned for earthquakes, wildfires, and other California-based emergencies. COVID and the recent winter floods are examples of emergencies that the Bay Area must continue to prepare flexible responses for. These plans must include the unique needs of older adults, people with disabilities, and low-income communities.

Case Studies

Case Study: East Bay Paratransit's Emergency Action Guide

East Bay Paratransit created the Emergency Action Guide to share emergency protocols with their riders, their caregivers, and families. All paratransit vehicles have emergency kits, water, and supplies. In the event of an emergency, the central office acts as an Emergency Control Center. The colorful, compelling guide is a resource for riders and family members in the event of an emergency.

Case Study: Bay Area Urban Areas Security Initiative

The federally funded Bay Area Urban Areas Security Initiative (UASI) is made up of twelve counties working to sustain and improve regional capacity to prevent, protect against, mitigate, respond to, and recover from catastrophic disasters. In 2019, a working group of MTC and Bay Area transit agencies, collaborated with UASI to discuss local paratransit's capacity to respond and coordinate in case of emergency. The discussions produced a summary of improvement recommendations for paratransit providers, including:

- Transit agencies need ongoing emergency preparedness education.
- Transit agencies need to have an emergency operations plan that includes paratransit. Plans between districts and their jurisdictions should be consistent and updated routinely.
- Transit agencies must incorporate their paratransit service contracts into their emergency plans. Contracted paratransit staff and drivers do not fall under California Disaster Service Worker designation so transit agencies should incorporate emergency roles and responsibilities into service contracts.

Research Based Recommendations: Integrated Evacuation Planning for Jurisdictions and Individuals with Access and Functional Needs

CAL OES (California Office of Emergency Services) issued "Integrated Evacuation Planning for Jurisdictions and Individuals with Access and Functional Needs." Emergency managers and individuals with access and functional needs (AFN) continue to face challenges associated with developing integrated, accessible evacuation plans. The guide is designed to empower local jurisdictions and individuals with access and functional needs with information to develop comprehensive, inclusive emergency evacuation plans that benefit the whole community. Cal OES developed the guide in

partnership with community stakeholders, local jurisdictions, community based organizations, and subject matter experts. It provides a scalable, forward leaning, and comprehensive approach that highlights inclusive practices and procedures jurisdictions and individuals should implement for successful evacuation operations before, during, and after emergencies.

Action	Lead	Timeline
Work with counties and appropriate regional, state, and federal agencies to ensure that their emergency plans include vulnerable populations, and confirm that these plans are consistent with internal plans	Transit Agencies/County Transportation Authorities	Ongoing
Amend current paratransit contracts to include Disaster Service Worker duties as a requirement for privately contracted paratransit drivers and essential staff, and include these requirements in future paratransit contracts	Transit Agencies	12 to 36 months

IMPLEMENTATION

The purpose of this section is to provide an overview of implementation for the actions in the Coordinated Plan update, organized by priority and timeline. Each Action also includes a high-level cost estimate.

Figure 40   Implementation Overview

Action	Recommendations	Lead						Priority	Timeline	Cost
		MTC	Transit Agencies	County Transportation Authorities	County Mobility Managers	Cities and Counties	Community Based Organizations			
Meet with agencies, organizations, and interested parties in each County to discuss the current status of mobility management and find consensus on which entity should lead mobility management functions (TAP Action 21)	Mobility Management	❖						High	12 months	Low
Monitor countywide transportation services through Paratransit Coordinating Councils	Mobility Management	❖	❖	❖	❖			Medium	Ongoing	Low
Investigate becoming a Consolidated Transportation Service Agency (CTSA)	Mobility Management				❖			Medium	Ongoing	Medium

Action	Recommendations	Lead						Priority	Timeline	Cost
		MTC	Transit Agencies	County Transportation Authorities	County Mobility Managers	Cities and Counties	Community Based Organizations			
Research other sources of funding, such as sales taxes sponsored by a county or a non-profit organization instead of the transportation authority, or other sources of tax funds such as vehicle registration fees or property taxes	Funding			❖	❖			Medium	Ongoing	Low
Advocate for committed sustainable funding for transportation services for older adults, people with disabilities, and low-income communities in regional and statewide funding efforts	Funding	❖	❖	❖				High	Ongoing	Low
Become a TNC Access for All Access Fund Administrator and/or provide guidance to counties and transit agencies on how to do so, or how to allocate funding	Funding	❖		❖				Medium	12-24 months	Medium
Develop Bay Area strategies and policies for sustainable funding, e.g., for CTSAs, TNC Access for All funds, countywide Section 5310 application	Funding	❖	❖	❖	❖			Low	24 months	Medium

Action	Recommendations	Lead						Priority	Timeline	Cost
		MTC	Transit Agencies	County Transportation Authorities	County Mobility Managers	Cities and Counties	Community Based Organizations			
coordination, funding set asides for OBAG, etc.										
Support legislation that allows ADA paratransit providers to obtain Medi-Cal reimbursement for eligible trips, e.g., Assembly Bill 719	Transportation Access to Healthcare	❖	❖	❖				High	12-36 months	Low
Pilot a regional medical trip door-through-door volunteer driver program using the reimbursement model	Transportation Access to Healthcare		❖	❖	❖		❖	Medium	12-36 months	High
Provide more ridehail medical trip programs	Transportation Access to Healthcare		❖	❖	❖		❖	Medium	Ongoing	High
Implement listening sessions and other engagement strategies to identify key paratransit challenges and recommend improvements (TAP Action 24)	Improve ADA Paratransit	❖	❖					High	12-24 months	Low
Implement a more standard approach to determining paratransit eligibility around the region (TAP Action 25)	Improve ADA Paratransit	❖	❖					High	24 months	Medium

Action	Recommendations	Lead						Priority	Timeline	Cost
		MTC	Transit Agencies	County Transportation Authorities	County Mobility Managers	Cities and Counties	Community Based Organizations			
Fund one seat paratransit ride pilots and develop cost sharing policies for paratransit trips that require multiple transit agencies (TAP Action 22)	Improve ADA Paratransit	❖	❖					Medium	24 months	High
Enable riders to pay for paratransit rides with Clipper (TAP Action 23)	Improve ADA Paratransit	❖	❖					High	12-36 months	High
Continue to support the Regional Paratransit Trip Booking Pilot Project to increase efficiencies for cross-jurisdictional paratransit rides	Improve ADA Paratransit	❖	❖					Low	24 months	Medium
Transition the Regional Eligibility Database (RED) ownership to MTC and upgrade/modernize the database	Improve ADA Paratransit	❖	❖					Low	24-36 months	High
Leverage TNC Access for All Act funding to provide accessible on-demand trips	Shared & Future Mobility		❖	❖	❖			High	12-24 months	Medium

2024 Coordinated Transportation Plan
MTC

Action	Recommendations	Lead						Priority	Timeline	Cost
		MTC	Transit Agencies	County Transportation Authorities	County Mobility Managers	Cities and Counties	Community Based Organizations			
Partner with private companies on pilots for programs such as bike share, carshare, and autonomous vehicles that include or focus on older adults, people with disabilities, and low-income communities	Shared & Future Mobility	❖	❖	❖			❖	High	Ongoing	Medium
Model recommendations similar to those from the Consortium for Citizens with Disabilities for accessibility of new technologies and modes	Shared & Future Mobility	❖						Medium	Ongoing	Medium
Implement equity-focused pilots, including better promotion of Clipper START and leverage of other means-based programs, low-income car share pilots, vehicle loan programs, access to inclusive banking, school access programs, and other programs to improve access to jobs	Equity	❖	❖	❖	❖	❖	❖	High	12-24 months	High

Action	Recommendations	Lead						Priority	Timeline	Cost
		MTC	Transit Agencies	County Transportation Authorities	County Mobility Managers	Cities and Counties	Community Based Organizations			
Continue to use MTC's Equity Platform to prioritize investments and embed equity across decision-making, project design, community engagement, delivery, and evaluation	Equity	❖						Medium	Ongoing	Medium
Study changes and standardization to income thresholds to increase access for low-income populations for MTC means-based programs	Equity	❖						High	12-24 months	Medium
Create Equity KPIs (e.g., percent of riders picked up or dropped off, or paratransit wait times, in an equity priority community) and require disaggregation and cross-tabulation of data	Equity	❖	❖	❖	❖	❖	❖	Medium	12-24 months	Medium
Explore the possibility of a consistently administered and funded bus stop accessibility program and streetscape accessibility data that provides accurate accessibility information to the public	Infrastructure	❖	❖	❖			❖	Medium	24 months	High

Action	Recommendations	Lead						Priority	Timeline	Cost
		MTC	Transit Agencies	County Transportation Authorities	County Mobility Managers	Cities and Counties	Community Based Organizations			
Partner with and compensate local centers for independent living, and other expert stakeholders, to provide disability and other training to project managers, transit staff, and planners for transportation planning and policy development	Infrastructure	❖	❖	❖		❖		Medium	Ongoing	Medium
Begin creating transportation accessibility standards for the region that include best practices and pilots for testing new technologies that improve accessibility	Infrastructure	❖	❖					High	36 months	Medium
Pilot web and smartphone apps for paratransit and assist transit agencies with providing real-time wheelchair space availability on buses through 511	Infrastructure	❖	❖					Medium	36 months	Low
Notify jurisdictions to update ADA Transition Plans and add requirements related to them for funding	Infrastructure	❖		❖				High	24 months	Low

2024 Coordinated Transportation Plan
MTC

| Action | Recommendations | Lead | | | | | | Priority | Timeline | Cost |
		MTC	Transit Agencies	County Transportation Authorities	County Mobility Managers	Cities and Counties	Community Based Organizations			
Work with counties and appropriate regional, state, and federal agencies to ensure that their emergency plans include vulnerable populations, and confirm that these plans are consistent with internal plans	Preparedness	❖	❖	❖				High	Ongoing	Low
Amend current paratransit contracts to include Disaster Service Workers duties as a requirement for privately contracted paratransit drivers and essential staff and include these requirements in future paratransit contracts	Preparedness		❖					High	12-36 months	Medium

Crosswalk of Coordinated Plan Recommendations and

Transformation Action Plan Accessibility Initiatives

<u>Coordinated Plan Recommendation</u>	<u>Transformation Action Plan Accessibility Initiatives</u>
Coordinated Plan #1: Designate a mobility manager in every county	**Action Plan #21:** Designate a Mobility Manager to coordinate rides and function as a liaison between transit agencies in each county, consistent with the Coordinated Plan
Coordinated Plan #2: Identify sustainable funding for transportation services and mobility management	N/A
Coordinated Plan #3: Improve access to healthcare	**Action Plan #24**: Identify key paratransit challenges and recommend reforms
Coordinated Plan #4: Support regional and local efforts to improve ADA paratransit	**Action Plan #22**: Fund additional subregional one-seat paratransit ride pilots and develop cost-sharing policies for cross jurisdictional paratransit trips **Action Plan #23**: Integration of ADA-paratransit services on Clipper Next Generation **Action Plan #24**: Identify key paratransit challenges and recommend reforms **Action Plan #25**: Adopt standardized eligibility practices for programs that benefit people with disabilities
Coordinated Plan #5: Support the accessibility of shared and future mobility	N/A
Coordinated Plan #6: Identify and fill equity gaps	**Action Plan #24**: Identify key paratransit challenges and recommend reforms

Policy Advisory Council Equity and Access Subcommittee   **Attachment D**
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Coordinated Plan Recommendation	Transformation Action Plan Accessibility Initiatives
Coordinated Plan #7: Support infrastructure improvements to increase transportation equity and accessibility	N/A
Coordinated Plan #8: Support comprehensive emergency preparedness	**Action Plan #24**: Identify key paratransit challenges and recommend reforms

Draft 2024 Coordinated Public Transit-Human Services Transportation Plan

May 2024

Coordinated Plan: Near-Term Planning

- Federal coordinated planning requirement
- Updated every four years
- Focus on low-income populations, older adults, and people with disabilities
- Sets regional funding priorities and coordination strategies
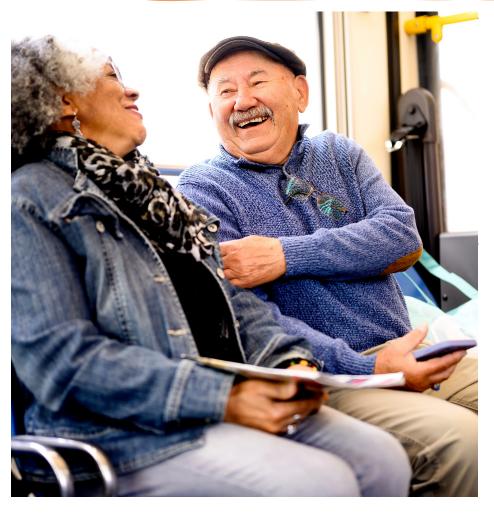- In keeping with MTC's Equity Platform

2

What is in the Coordinated Plan?

Through extensive engagement and research:

- Demographic information

- Transportation Resource Inventory and Funding Summary

- Outreach summary and transportation gaps

- Recommended strategies and implementation for MTC and partners

Summary Demographics and Findings

Demographics

- Bay Area population with disability: **11%;** Ambulatory difficulty: **5.1%**

- People aged 18 to 64 with disabilities **use local transit for a higher share of trips** than people without disabilities

- Marin, Sonoma, Napa: **Least populated with highest proportion of older adults**

Findings

- Disabled transit users **cite lack of reliable transportation** as top issue

- Older adult transit users cite **lack of information** and **fear of using transit**

- All populations **desire greater access to leisure activities**

- Transit support is essential for **mobility management success**

- **Improving bus stops accessibility** is crucial to expanding transit use

- Funding remains a critical barrier for improving mobility

Recommended Regional Strategies

1. Designate a Mobility Manager in every county ⏱

   - Build on current county-based mobility management efforts around the region

2. Identify sustainable funding for service and mobility management ⏱

   - MTC administer TNC Access for All programs

   - Develop new funding policies for regionwide fund sources

3. Improve transportation access to healthcare ⏱

   - Support Medi-Cal transportation legislation to increase transit funding and non-emergency medical trip pilots

   - Develop new funding policies for regionwide fund sources

⏱ *Recommended in previous Coordinated Plans*

Recommended Regional Strategies

4. Support paratransit improvements ⟳

- Continue accessibility efforts of the Transformation Action Plan and administer new RED for transit agencies

5. Support accessibility of shared and future mobility ⟳

- Leverage funding to provide accessible on-demand trips and partner with jurisdictions and private companies to serve transportation disadvantaged

6. Identify and fill equity gaps ⟳

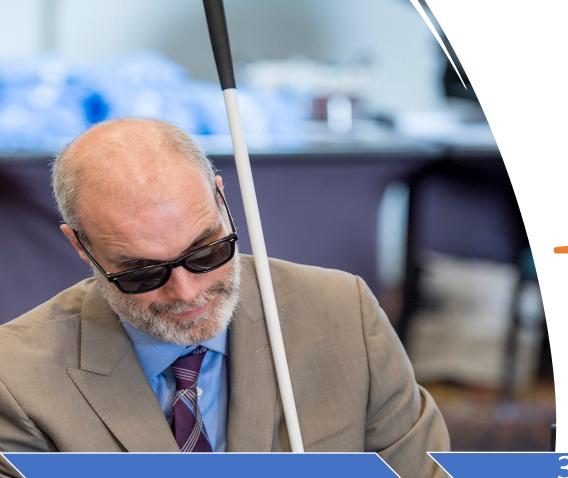- Implement equity-focused pilots; create equity KPIs; and explore increasing means-based programs

⟳ *Recommended in previous Coordinated Plans*

Recommended Regional Strategies

7. Support infrastructure improvements to increase transportation equity and accessibility

- Bus stop improvement programs and streetscape data

- Create regional accessibility standards

- Pilot web and smartphone apps for paratransit

- Increase accessibility requirements for funding programs

8. Support emergency preparedness efforts

- Continuing cooperative planning with jurisdictions

- Extend disaster service worker credentials to paratransit staff

Next Steps

Spring 2024
Draft plan release

30-Day Public comment period

Late Summer
Planning Committee Commission