



# Metropolitan Transportation Commission

Bay Area Metro Center  
375 Beale Street  
San Francisco, CA 94105

## Meeting Agenda

### Policy Advisory Council Equity & Access Subcommittee

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Wednesday, March 11, 2020

11:00 AM

Yerba Buena - 1st Floor

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This meeting will be recorded. Copies of recordings may be requested at the Metropolitan Transportation Commission (MTC) at nominal charge, or recordings may be listened to at MTC offices by appointment.

The Policy Advisory Council advises the Metropolitan Transportation Commission on transportation policies in the San Francisco Bay Area, incorporating diverse perspectives relating to the environment, the economy, and social equity.

#### 1. Welcome

*Equity & Access Subcommittee Chair*

2. [20-0298](#) Elections for 2020-2021 Policy Advisory Council Equity & Access Subcommittee Chair and Vice Chair

Election of a chair and vice chair for the 2020-2021 calendar year.

**Action:** Approval

**Presenter:** Marti Paschal, Staff Liaison

**Attachments:** [02 Subcommittee Elections.pdf](#)

3. [20-0301](#) Clipper® START Means-Based Pilot Program Update

Update on the Clipper START means-based pilot program.

**Action:** Information

**Presenter:** Lysa Hale

**Attachments:** [03 Clipper START Update.pdf](#)

4. [20-0299](#) Bay Area Express Lanes Planning

Report on the approach to develop a plan that will establish regional goals for express lanes, document the region's priorities for express lane implementation over the next fifteen years, and align with the work underway for Plan Bay Area 2050. Staff will solicit feedback on ideas to address equity deficiencies identified in Plan Bay Area's initial project assessment.

**Action:** Information

**Presenter:** Jim Macrae

**Attachments:** [04\\_Express Lanes Strategic Impl Plan.pdf](#)

5. [20-0300](#) MTC / World Institute on Transportation Resilience, Accessibility and Climate Sustainability Project

Update on the Transportation Resilience, Accessibility and Climate Sustainability Project.

**Action:** Information

**Presenter:** Drennen Shelton

**Attachments:** [05\\_MTC WID Project.pdf](#)

**6. New Business**

*Members of the subcommittee may bring up new business for discussion or addition to a future agenda.*

**7. Public Comments / Other Business**

*Note: The subcommittee will not take action on items not listed on today's agenda.*

**8. Adjournment / Next Meeting**

**The next meeting of the Policy Advisory Council Equity and Access Subcommittee will be held at a time and place to be duly noticed.**

**Public Comment:** The public is encouraged to comment on agenda items at Committee meetings by completing a request-to-speak card (available from staff) and passing it to the Committee secretary. Public comment may be limited by any of the procedures set forth in Section 3.09 of MTC's Procedures Manual (Resolution No. 1058, Revised) if, in the chair's judgment, it is necessary to maintain the orderly flow of business.

**Meeting Conduct:** If this meeting is willfully interrupted or disrupted by one or more persons rendering orderly conduct of the meeting unfeasible, the Chair may order the removal of individuals who are willfully disrupting the meeting. Such individuals may be arrested. If order cannot be restored by such removal, the members of the Committee may direct that the meeting room be cleared (except for representatives of the press or other news media not participating in the disturbance), and the session may continue.

**Record of Meeting:** Committee meetings are recorded. Copies of recordings are available at a nominal charge, or recordings may be listened to at MTC offices by appointment. Audiocasts are maintained on MTC's Web site ([mtc.ca.gov](http://mtc.ca.gov)) for public review for at least one year.

**Accessibility and Title VI:** MTC provides services/accommodations upon request to persons with disabilities and individuals who are limited-English proficient who wish to address Commission matters. For accommodations or translations assistance, please call 415.778.6757 or 415.778.6769 for TDD/TTY. We require three working days' notice to accommodate your request.

**可及性和法令第六章:** MTC 根據要求向希望來委員會討論有關事宜的殘疾人士及英語有限者提供服務/方便。需要便利設施或翻譯協助者，請致電 415.778.6757 或 415.778.6769 TDD / TTY。我們要求您在三個工作日前告知，以滿足您的要求。

**Acceso y el Título VI:** La MTC puede proveer asistencia/facilitar la comunicación a las personas discapacitadas y los individuos con conocimiento limitado del inglés quienes quieran dirigirse a la Comisión. Para solicitar asistencia, por favor llame al número 415.778.6757 o al 415.778.6769 para TDD/TTY. Requerimos que solicite asistencia con tres días hábiles de anticipación para poderle proveer asistencia.

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Attachments are sent to Committee members, key staff and others as appropriate. Copies will be available at the meeting.

All items on the agenda are subject to action and/or change by the Committee. Actions recommended by staff are subject to change by the Committee.

MTC's Chair and Vice-Chair are ex-officio voting members of all standing Committees.



# Metropolitan Transportation Commission

375 Beale Street, Suite 800  
San Francisco, CA 94105

## Legislation Details (With Text)

**File #:** 20-0298      **Version:** 1      **Name:**

**Type:** Report      **Status:** Committee Approval

**File created:** 2/3/2020      **In control:** Policy Advisory Council Equity & Access Subcommittee

**On agenda:** 3/11/2020      **Final action:**

**Title:** Elections for 2020-2021 Policy Advisory Council Equity & Access Subcommittee Chair and Vice Chair  
Election of a chair and vice chair for the 2020-2021 calendar year.

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** [02\\_Subcommittee Elections.pdf](#)

Date	Ver.	Action By	Action	Result
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**Subject:**  
Elections for 2020-2021 Policy Advisory Council Equity & Access Subcommittee Chair and Vice Chair  
Election of a chair and vice chair for the 2020-2021 calendar year.

**Presenter:**  
Marti Paschal, Staff Liaison

**Recommended Action:**  
Approval

**Attachments:**



## Biographies of the Policy Advisory Council Equity & Access Subcommittee Candidates'

### Nominees for Chair:

**Jim Blacksten** is an active member of the California Council of the Blind (San Francisco chapter, as secretary and program chair), Golden State Guide Dog Handlers, Inc., and the National Federation of the Blind (San Francisco chapter). He was recently appointed by Mayor Ed Lee to serve on the San Francisco Mayor's Disability Council, and is one of the co-chairs of the council. He also has served as the MTC Policy Advisory Council Equity and Access Subcommittee chair. He is a braille reader, and is a strong advocate of its use by blind children and adults. Mr. Blacksten also is a proficient user of computers and adaptive technology and has spent 30 years in public communication, program coordination and implementation. He is a two-time graduate of Guide Dogs for the Blind (GDB), with Madera as his second guide dog, and is a member of the GDB Speakers Bureau. Mr. Blacksten is also involved with and connected to the San Francisco Lighthouse for the Blind and Visually Impaired, and he serves as a lector at St. Patrick's Church in San Francisco.



**Veda Florez** is a communications consultant for the Marin County Elections Department, who works with underserved communities to inform and instruct them on how to register to vote and vote. She is heavily involved in the Marin community, regularly participating in the Marin Economic Summit, the Environmental Forum, and other events, and working with Shore-up Marin, Sustainable Novato, Impact Novato, the Marin Center for Independent Living, and the Marin Conservation League. Ms. Florez has volunteered for the Red Cross, does communications outreach for the League of Women Voters, is on the Novato Multicultural Commission, and is a member of Marin Latino leaders, among other organizations.



### Nominees for Vice-Chair

**Anne Olivia Eldred** is a community organizer with the California Nurses Association/ National Nurses United and is a delegate to the Alameda County Central Labor Council, where she is a member of the Climate & Environmental Justice Caucus. She also holds the Labor Union/Public Health seat on the Community Advisory Committee of East Bay Community Energy, a local electricity supplier in Alameda County.



**Veda Florez** is a communications consultant for the Marin County Elections Department, who works with underserved communities to inform and instruct them on how to register to vote and vote. She is heavily involved in the Marin community, regularly participating in the Marin Economic Summit, the Environmental Forum, and other events, and working with Shore-up Marin, Sustainable Novato, Impact Novato, the Marin Center for Independent Living, and the Marin Conservation League. Ms. Florez has volunteered for the Red Cross, does communications outreach for the League of Women Voters, is on the Novato Multicultural Commission, and is a member of Marin Latino leaders, among other organizations.





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## Legislation Details (With Text)

**File #:** 20-0301      **Version:** 1      **Name:**

**Type:** Report      **Status:** Informational

**File created:** 2/3/2020      **In control:** Policy Advisory Council Equity & Access Subcommittee

**On agenda:** 3/11/2020      **Final action:**

**Title:** Clipper® START Means-Based Pilot Program Update

Update on the Clipper START means-based pilot program.

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** [03\\_Clipper START Update.pdf](#)

Date	Ver.	Action By	Action	Result
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**Subject:**

Clipper® START Means-Based Pilot Program Update

Update on the Clipper START means-based pilot program.

**Presenter:**

Lysa Hale

**Recommended Action:**

Information

**Attachments:**

**Metropolitan Transportation Commission  
Policy Advisory Council Equity & Access Subcommittee**

March 11, 2020

Agenda Item 3

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**Clipper® START Means-Based Pilot Program Update**

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**Subject:** Update on the Clipper START means-based pilot program.

**Background:** For most Bay Area households, transportation is the third-largest monthly expense, trailing only the cost of housing and food. As a result of a 2015 study and in consultation with transit operators, MTC approved the launch of the Regional Means-Based Transit Fare Pilot Program in May 2018. The program has been branded Clipper START.

The Equity and Access Subcommittee has expressed support for the program in prior updates and requested an update closer to launch.

The pilot Clipper START program is scheduled to launch in April 2020 and will run for 18 months. It is designed to:

- Make transit more affordable for the Bay Area’s low-income residents;
- Establish a consistent regional standard for fare discount policies; and
- Define a transit affordability solution that is financially viable and administratively feasible and that does not adversely affect the transit system’s service levels and performance.

BART, Caltrain, Golden Gate Transit and Ferry, and SFMTA are participating in the program. MTC and the transit operators will share the cost of the discount, up to a total of 20%. Two transit operators are opting to provide a higher discount. They will pay the difference for the higher discount amount.

**Key Program Elements**

The key program elements are:

1. *Eligibility:* Adults who earn up to 200 percent of the Federal Poverty Level (approximately \$50,000 per year for a family of four) will be eligible to participate.
2. *Available on Clipper:* Clipper START participants will use Clipper cards to receive the transit fare discount, which will be granted automatically when a participant uses the card to pay a single cash value fare.
3. *Single-Ride Discount:* Clipper START participants will receive a 20 percent discount on each single-ride trip taken on BART and Caltrain and a 50 percent discount on each single-ride trip taken on Golden Gate Transit and Ferry and SFMTA.
4. *Promotion:* The program will be promoted through social service agencies, community-based organizations and the media.

Eligible individuals will apply through a website, although a paper application will also be available.

Organizations that want to help promote the pilot program to their clients, customers and constituents can do so by visiting the program website and ordering free materials, such as brochures and posters in two sizes. Print materials will be available in four languages: English, Spanish, Traditional Chinese and Filipino.

**Attachments:** Attachment A: Clipper START Update Presentation

J\_Drive/COMMITTEE/Policy Advisory Council/Subcommittees/Equity & Access Subcommittee/2020/03\_2020-Mar/03i\_Clipper START Update memo v2.docx



Attachment A:

# Clipper<sup>®</sup> START<sup>SM</sup> Means-Based Transit Fare Discount Pilot Program

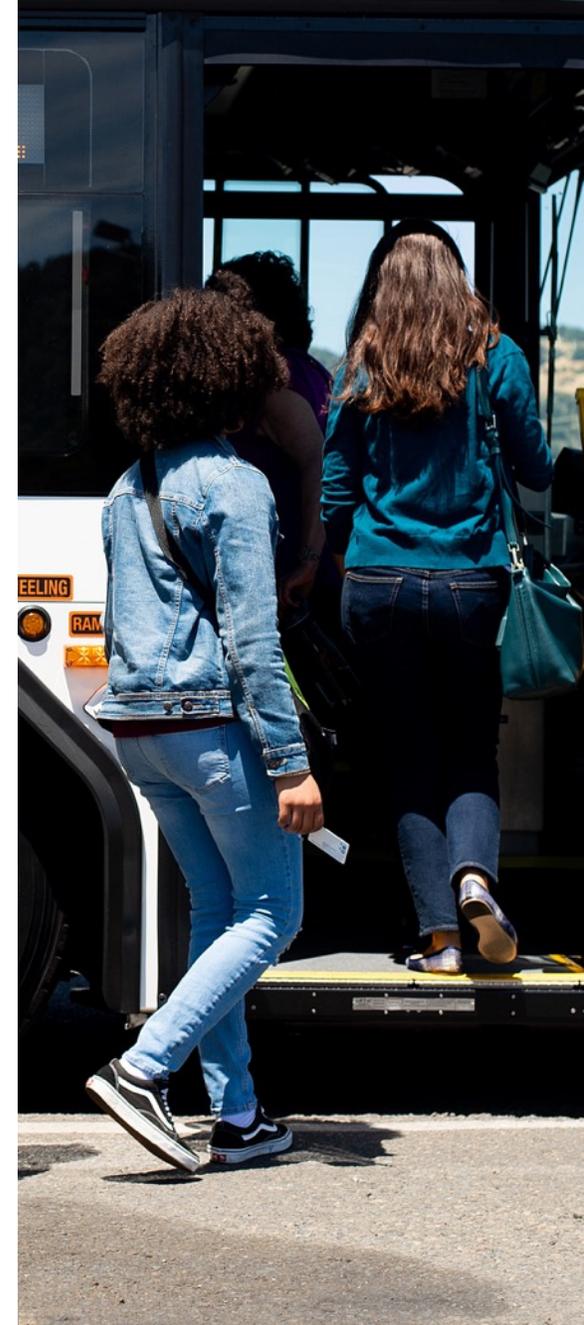
Policy Advisory Council Equity & Access Subcommittee

March 11, 2020

# A mean-based transit fare discount pilot

- ▶ Growing need for discounted transit fares for low-income adults.
- ▶ 2015 study determined desirability and viability of a means-based pilot
- ▶ Commitment to develop a discounted fare program making Bay Area public transit more accessible to low-income adults.

CLIPPER.  
**START** ▶▶▶  
SM



# Well-defined goals

## IMPLEMENTATION

AWARENESS



Customers aware of program

POSITIVE EXPERIENCE



Easily accessible

FINANCIAL VIABILITY



Feasible for operators and region

ADMINISTRATIVE FEASIBILITY



Management feasible

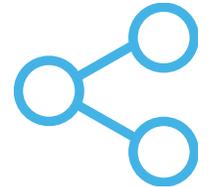
## IMPACT

AFFORDABILITY



Participants less burdened

INCREASED ACCESS



Access to opportunities

# Starting with four transit agencies

## PARTICIPATING AGENCIES

- ▶ BART (20%)
- ▶ Caltrain (20%)
- ▶ Golden Gate Transit (50%)
- ▶ SFMTA (50%)

## ELIGIBILITY

- ▶ Adults earning < 200% Federal Poverty Level (~\$50k Annual income for household of 4)

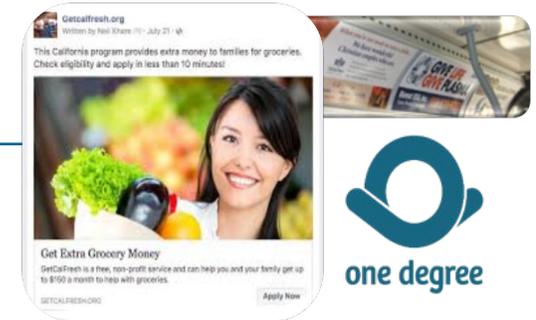
## IMPLEMENTATION

- ▶ Offered through Clipper®
- ▶ Pilot: 18 Months
- ▶ Centrally administered for the region

# Comprehensive outreach to promote the program



Social Service Agencies



Advertising



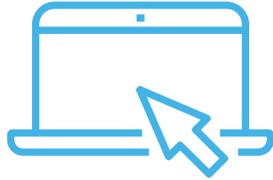
Community Based Organizations



Participating Transit Agencies

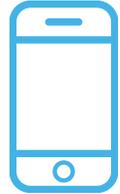


# How do individuals apply?



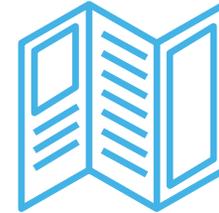
DESKTOP

OR



MOBILE

OR



BROCHURE

## Requirements



PROOF OF  
IDENTITY



PROOF OF  
INCOME



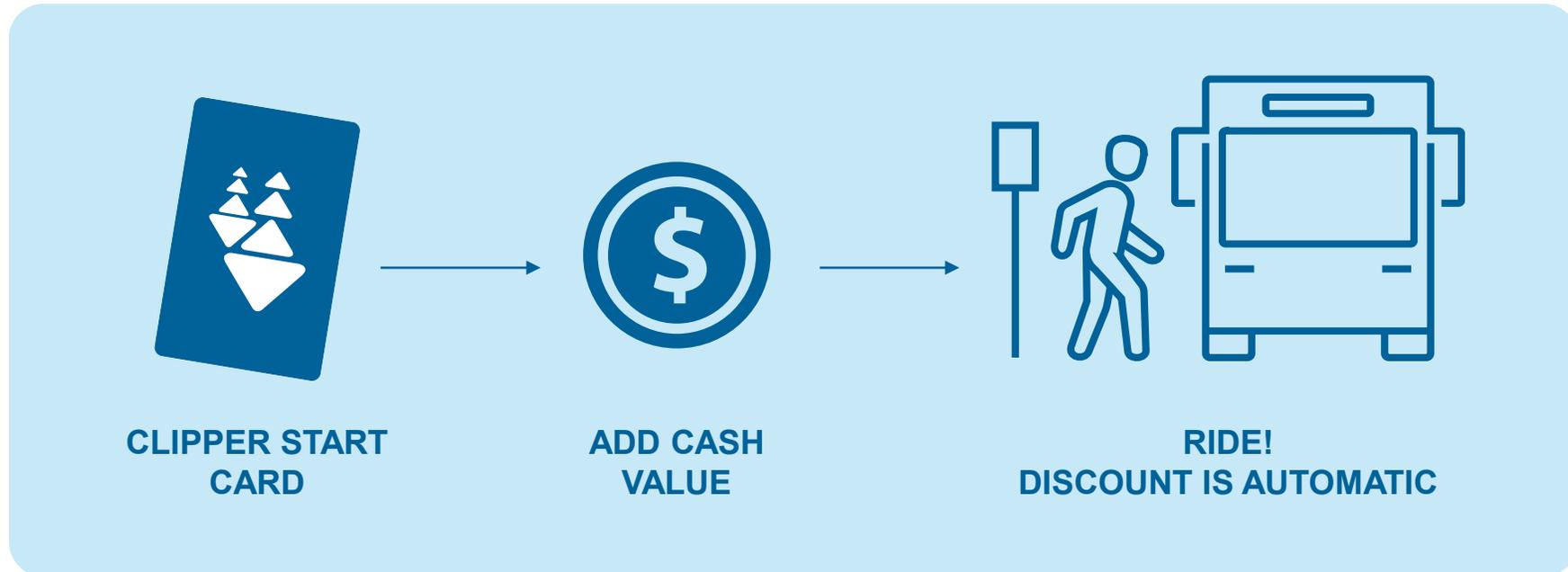
BAY AREA MAILING  
ADDRESS



ANSWER SURVEY  
QUESTIONS



# Start saving with Clipper START!



# How can you help your clients or constituents?



**GIVE US YOUR FEEDBACK!**



# Questions about the application?



Contact Clipper START Customer Service!  
[clipperstartcard.com](https://clipperstartcard.com) *(available 4//2020)*





# Metropolitan Transportation Commission

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## Legislation Details (With Text)

**File #:** 20-0299      **Version:** 1      **Name:**

**Type:** Report      **Status:** Informational

**File created:** 2/3/2020      **In control:** Policy Advisory Council Equity & Access Subcommittee

**On agenda:** 3/11/2020      **Final action:**

**Title:** Bay Area Express Lanes Planning

Report on the approach to develop a plan that will establish regional goals for express lanes, document the region’s priorities for express lane implementation over the next fifteen years, and align with the work underway for Plan Bay Area 2050. Staff will solicit feedback on ideas to address equity deficiencies identified in Plan Bay Area’s initial project assessment.

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** [04\\_Express Lanes Strategic Impl Plan.pdf](#)

Date	Ver.	Action By	Action	Result
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**Subject:**

Bay Area Express Lanes Planning

Report on the approach to develop a plan that will establish regional goals for express lanes, document the region’s priorities for express lane implementation over the next fifteen years, and align with the work underway for Plan Bay Area 2050. Staff will solicit feedback on ideas to address equity deficiencies identified in Plan Bay Area’s initial project assessment.

**Presenter:**

Jim Macrae

**Recommended Action:**

Information

**Attachments:**

**Metropolitan Transportation Commission  
Policy Advisory Council Equity & Access Subcommittee**

March 11, 2020

Agenda Item 4

**Bay Area Express Lanes Planning**

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**Subject:** Report on the approach to develop a plan that will establish regional goals for express lanes, document the region's priorities for express lane implementation over the next fifteen years, and align with the work underway for Plan Bay Area 2050. Staff will solicit feedback on ideas to address equity deficiencies identified in Plan Bay Area's initial project assessment.

**Background:** The first express lane opened on I-680 over the Sunol Grade in 2010, nearly 10 years ago. Since then, the region has made considerable progress in building the Bay Area Express Lanes network. Today 70 miles (directional miles) of the regional network are in operation, with 140 more under construction. Collectively, that mileage represents roughly two thirds of the network presently authorized by the State. Development and operation of the network is a partnership among counties, MTC and the State. Over time, San Mateo and San Francisco counties have joined Alameda, Contra Costa, Santa Clara and Solano counties in championing Bay Area Express Lanes to manage the transportation system and increase person throughput.

Now ten years in, it is appropriate for MTC and the region to refresh the goals of the regional express lanes network and confirm our approach to implementing the next tranche of the network in the context of Plan Bay Area 2050. One key part of the vision is determining how best Express Lanes can play a role in improving social equity. Staff will present some ideas and seek input from this Subcommittee, as included in the attached presentation materials.

The Strategic Implementation Plan will affirm what the region hopes to achieve with express lanes over the course of 30 years and what it will take to get there. In the case of specific capital investments, there will be a strong focus on projects in the first half of the 30-year period.

Staff from MTC, Caltrans and the county transportation authorities began working on the Bay Area Express Lanes Strategic Implementation Plan in 2019. To date, the working group has: articulated goals for the network; identified evaluation criteria; and identified more than 40 potential future projects, some of which will remain outside the time frame of the network in Plan Bay Area 2050 (Attachment B).

Key next steps include:

- April 10 – Present to Operations Committee a status update on the Express Lanes Strategic Implementation Plan
- April 10 - Present to Policy Advisory Council a status update on the Express Lanes Strategic Implementation Plan
- Through 2020 – Staff will work on a series of white papers to analyze and address issues that will inform the final Express Lanes Strategic Plan. The topics include: equity, express bus, greenhouse gas emissions and vehicle miles traveled, bond financing, cost saving measures, consistent regional policies, and strategic funding principles.
- Late 2020 – Staff will present the final Express Lanes Strategic Plan to the Operations Committee for adoption.

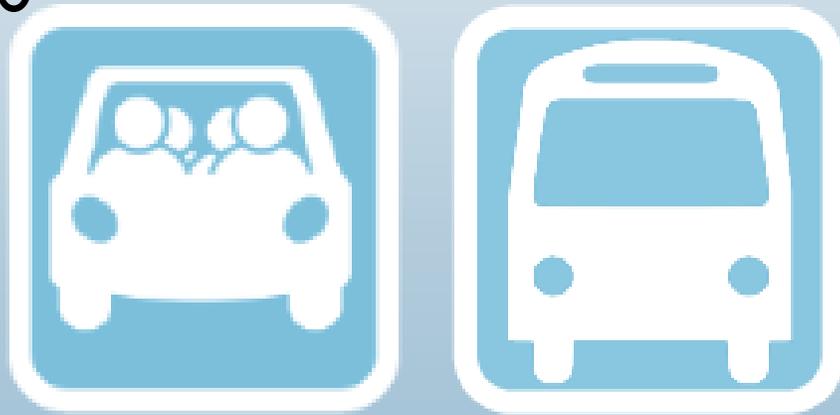
**Issues:** None identified.

**Recommendation:** Information

**Attachments:** Attachment A: Presentation on Bay Area Express Lane Planning  
Attachment B: Bay Area Express Lane Projects Map (Unconstrained)

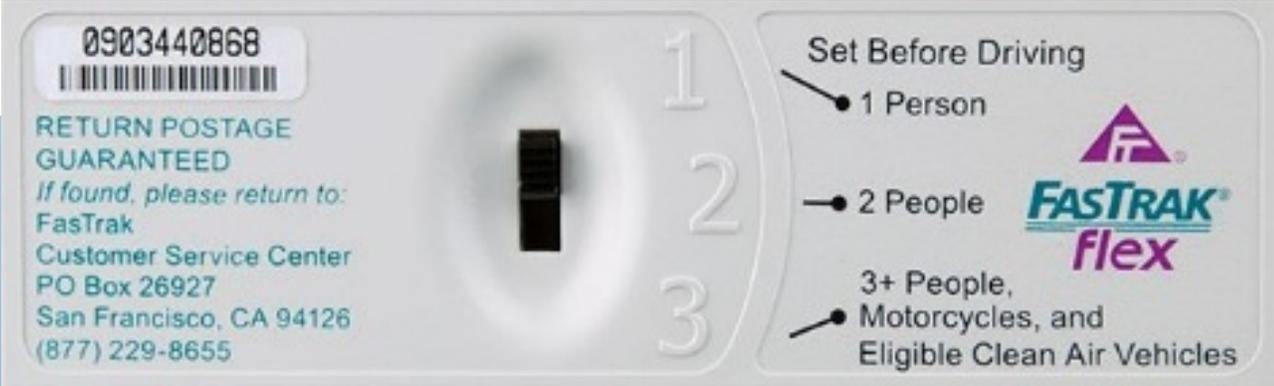
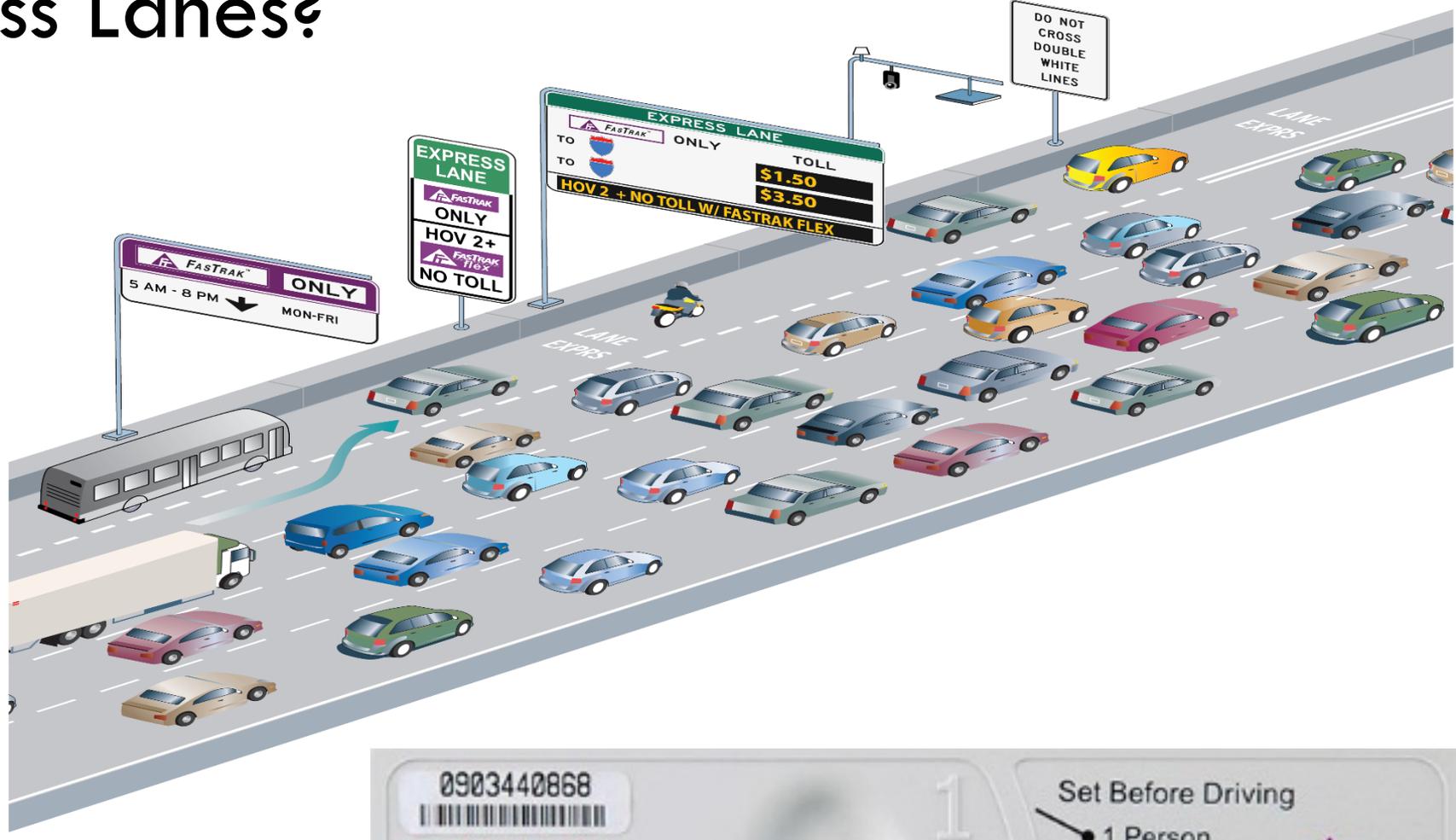
# Bay Area Express Lanes Planning

Policy Advisory Council  
Equity and Access Subcommittee  
March 11, 2020



# What are Express Lanes?

- ▶ High-occupancy vehicle (HOV) with toll option
- ▶ Carpools, buses, & eligible clean air vehicles are toll-exempt
- ▶ Solo drivers can choose to pay
- ▶ Tolls change with congestion
- ▶ FasTrak® tolling



# Current Express Lanes Plan Largely unchanged since 2011

- Improve HOV lane performance to offer better service to carpools and buses
- Offer a more reliable trip for everyone
- Move more people with existing capacity
- Expand network for carpools and buses



# Continuum of Work

## Express Lanes Vision

Long-term  
No funding constraint  
Equitable  
Fully multi-modal

## Plan Bay Area 2050

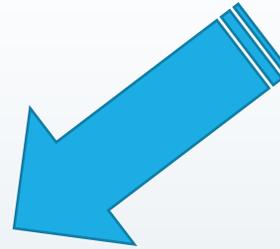
Framed by parameters  
30-years  
Financially constrained  
Greenhouse gas reduction target  
Equitable  
Complementary multi-modal investments

## Express Lanes Strategic Plan

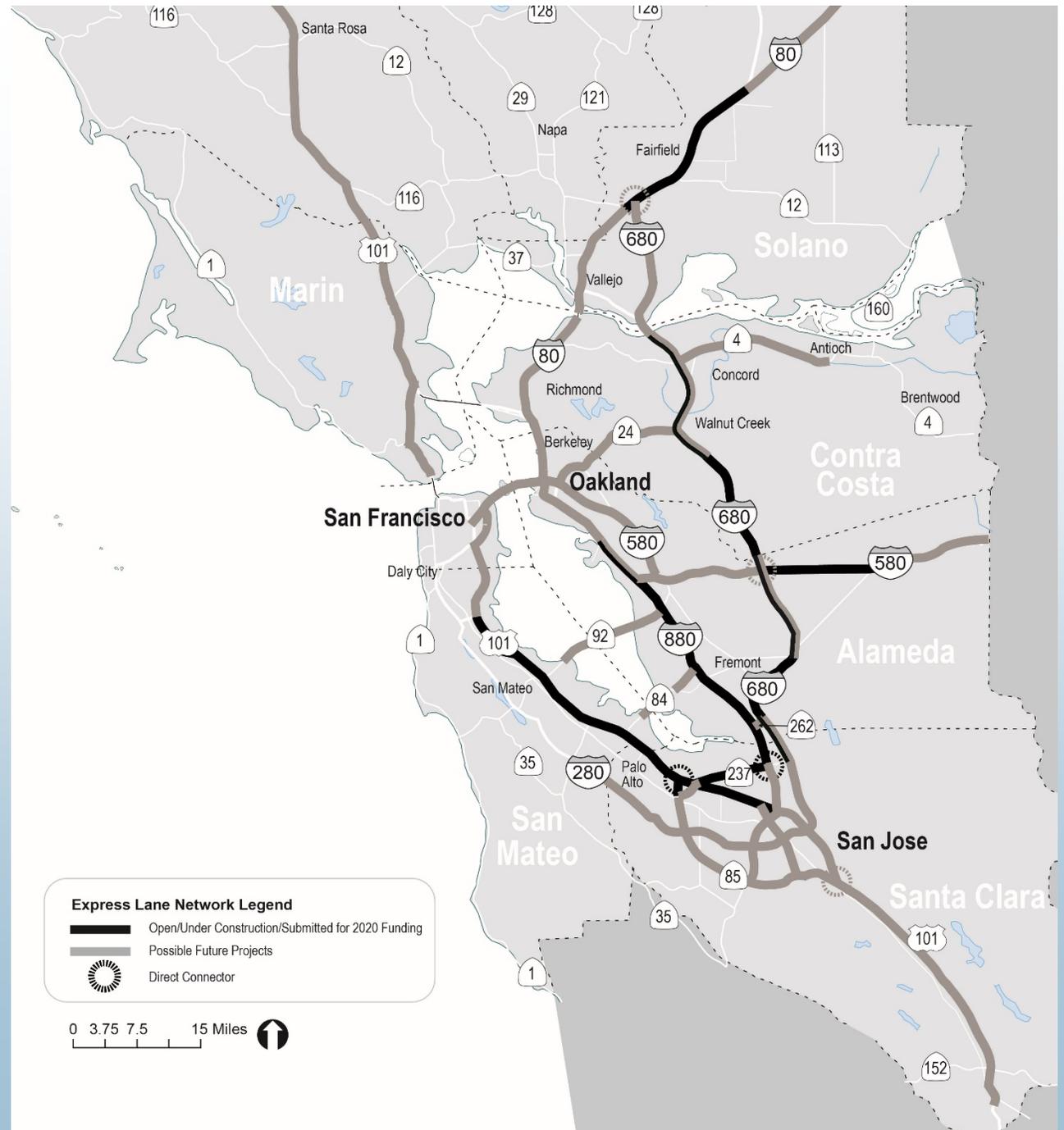
- Define Express lane network goals
- Define network
  - 0 to 15 years
  - 16 to 30 years
- Consider policy issues

## Express Lanes Current Operations

Projects opening in 2020  
2020 funding opportunities



# Vision: Robust Regional Network that Serves Carpools and Buses



# Plan Bay Area 2050

## Express Lane Network Scenarios

1. Support regional express bus network
2. Minimize greenhouse gas emissions and vehicle miles traveled
3. Complete existing investment and close network gaps
4. Include mega-region considerations

All scenarios must consider Plan Bay Area financial constraints



# Strategic Plan Research – Inform Network Definitions and Policy Commitments

Equity

Express Bus



GHG & VMT

Bond Financing

Cost Saving Measures

Consistent Policies

Strategic Funding Principles

# Ideas to Address Equity in Plan Bay Area 2050 for Express Lanes

## Possible Policies

## Equity

1. Means-based tolls
2. Targeted incentives (e.g., toll credit for transit use)
3. Complementary bus service
4. Fund projects with express lanes toll revenue
5. Origin-destination connections to jobs

# Next Steps and Significant Dates for 2020



- Planning: PBA 2050
- **Operations: Express Lane Network Scenarios and Strategic Plan Update**
- **Policy Advisory Committee: Express Lane Network Scenarios and Strategic Plan Update**

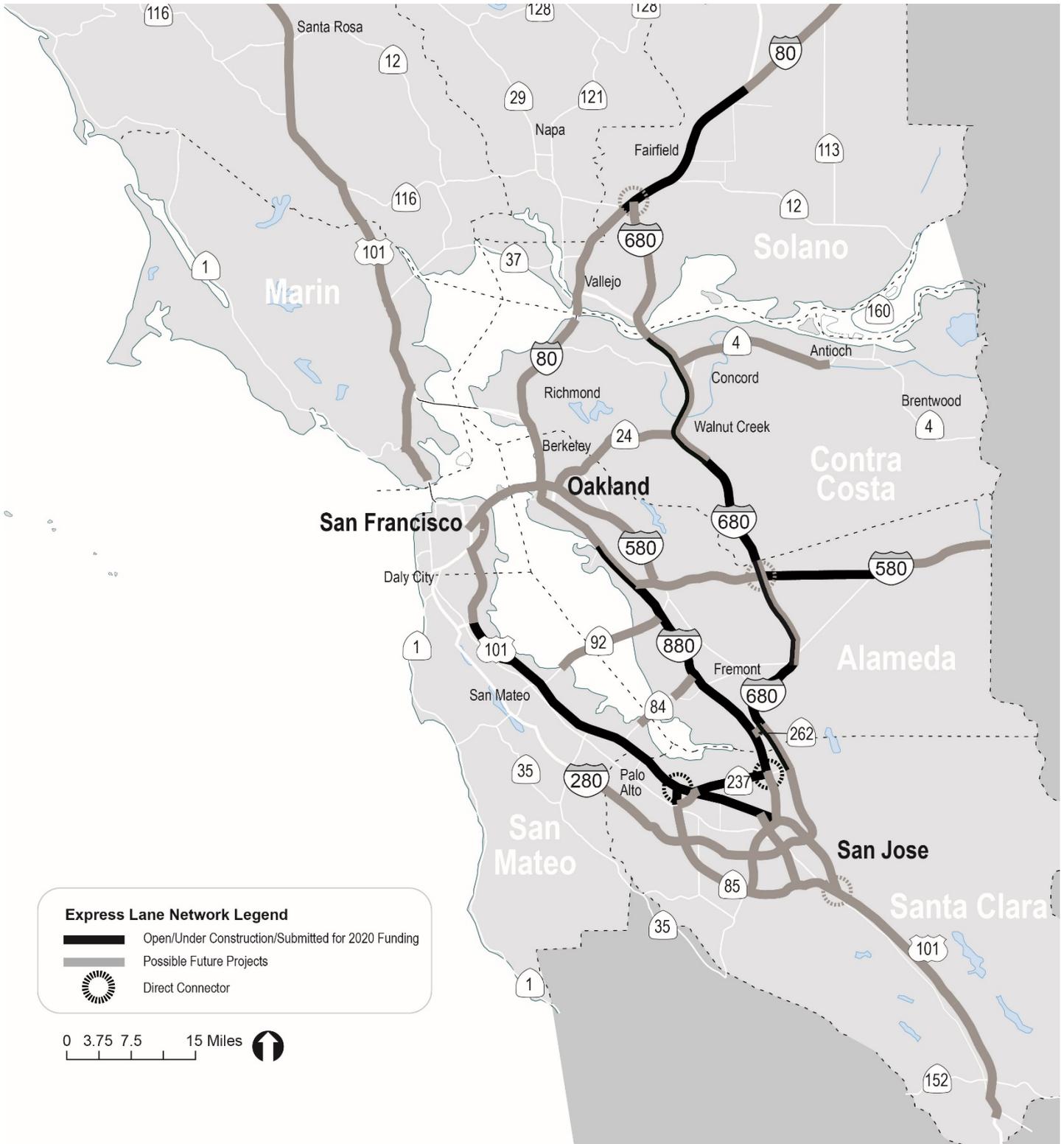
- Finalize express lane network for Plan Bay Area 2050
- Address policy commitments (equity, GHG)

- I-880 Express Lanes Open

- **Operations: Strategic Plan Adoption**



### Unconstrained Initial Project Groupings for Bay Area Express Lanes Planning





# Metropolitan Transportation Commission

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## Legislation Details (With Text)

**File #:** 20-0300      **Version:** 1      **Name:**

**Type:** Report      **Status:** Informational

**File created:** 2/3/2020      **In control:** Policy Advisory Council Equity & Access Subcommittee

**On agenda:** 3/11/2020      **Final action:**

**Title:** MTC / World Institute on Transportation Resilience, Accessibility and Climate Sustainability Project  
Update on the Transportation Resilience, Accessibility and Climate Sustainability Project.

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** [05\\_MTC WID Project.pdf](#)

Date	Ver.	Action By	Action	Result
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**Subject:**  
MTC / World Institute on Transportation Resilience, Accessibility and Climate Sustainability Project  
Update on the Transportation Resilience, Accessibility and Climate Sustainability Project.

**Presenter:**  
Drennen Shelton

**Recommended Action:**  
Information

**Attachments:**

**Metropolitan Transportation Commission**  
**Policy Advisory Council Equity & Access Subcommittee**

March 11, 2020

Agenda Item 5

**MTC / World Institute on Transportation Resilience, Accessibility and  
Climate Sustainability Project**

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**Subject:** Update on the Transportation Resilience, Accessibility and Climate Sustainability Project.

**Background:** In 2018, Caltrans awarded a Senate Bill 1 Planning Grant to MTC and the World Institute on Disability (WID) for the Sustainable Communities and Climate Resilience for People with Disabilities project. WID staff is taking the lead on the project, with support from MTC and a Policy Advisory Group.

People with disabilities are disproportionately low-income, transit-dependent, and more vulnerable to natural disasters. Transit agencies, planners, and others lack sufficient data and insight into travel needs, preferred modes of transportation, and vulnerabilities. The project will present recommendations that are relevant to transit and transportation agencies, county congestion management agencies, MTC, people with disabilities and their advocates. The project aims to establish a new model of collaboration in which the disability community and transportation planners establish long-term partnerships.

**Project Update**

Attached you will find a summary of project activities. Since the last report to the Equity and Access Subcommittee, the project team has made significant progress. With oversight from the project's policy advisory group, WID completed an assessment of the Bay Area's public transportation landscape for people with disabilities. Using a variety of methods for outreach, WID and MTC have completed all of the outreach under Task 3 for this project, including reaching out to the groups suggested by Equity and Access Subcommittee members. The project is scheduled to be completed in early 2021. A summary of outreach is attached.

Staff will continue to report back to the Equity and Access Subcommittee periodically.

**Issues:** None identified.

**Recommendation:** Information

**Attachments:** Attachment A: Project Milestone Schedule and Progress  
Attachment B: Summary of Stakeholder Engagement Activities

**Transportation Resilience, Accessibility and Climate Sustainability (TRACS) Project  
 Project Milestones and Schedule**

<b>Task</b>	<b>Task Description</b>	<b>Work Products</b>	<b>Start Date</b>	<b>End Date</b>
1	Project Management and Coordination	COMPLETED: Final project score of work, timeline, and budget  ONGOING: Quarterly progress reports; summary memos	October 2018	March 2021
2	Demographic and Travel Data Analysis	COMPLETED: Methodology memo for collecting data and conducting analysis; database of disability organizations and groups; regional profile of Bay Area transportation systems for people with disabilities	October 2018	January 2020
3	Community Engagement and Needs Assessment	COMPLETED: Stakeholder engagement plan; interviews; focus groups; stakeholder workshops; survey  ONGOING: Meetings with Policy Advisory Group	January 2019	March 2021
4	Policy Recommendations / Implementation Actions	ONGOING: Summary of key findings; policy framework and implementing actions; Action Plan	January 2020	April 2020
5	Education and Communication Materials	Educational materials and resource book; meeting materials and summary notes; educational materials and resource book	June 2020	November 2020
6	Policy Toolkit / Training for Transportation Agencies	Policy toolkit and collateral materials; workshop materials and summary notes	July 2020	February 2021

## **Transportation Resilience, Accessibility, and Climate Sustainability (TRACS) Project Task 3 – Summary of Stakeholder Engagement Activities**

### **Background**

People with disabilities (PWDs) are disproportionately low-income, transit-dependent, and more vulnerable to climate change and natural disasters, and transit agencies, planners, and first responders lack sufficient data and insight into their travel and evacuation needs, preferred modes of transportation, and vulnerabilities. The project seeks to understand the transportation needs of PWDs, and present recommendations that are relevant to transit agencies, metropolitan planning organizations, and county congestion management agencies, and establish a new model of collaboration in which the disability community, transportation planners, service providers, emergency management agencies and partners work together to find creative and innovative solutions and establish long-term partnerships.

In addition to engaging a Policy Advisory Group of key experts, consumers, advocates and other stakeholders to guide this project, the staff from the World Institute on Disability, with support from Metropolitan Transportation Commission staff conducted a number of stakeholder engagement events for this project. Events included stakeholder interviews, focus groups and workshops, as well as an online survey. This qualitative research sought anecdotal information in the form of comments and stories, termed “participatory action research.”

Outreach for this qualitative research began with posting of fliers and emails to our networks and locales around the Bay Area. Invitations to participate in the focus groups were generally open, though we made a targeted effort to reach a culturally- and disability-diverse group of participants. Interested participants were encouraged to join our scheduled focus groups.

The population of participants were diverse with respect to disability, age, income levels, race, and geography. Types of disability included mobility impairments, such as wheelchair users, cane and crutch users; hearing impairments and deafness; vision impairments and blindness; chronic illness and pain; and autism. Intersectional categories with respect to disability included people with multiple disabilities; disabled parents; parents of disabled children; and seniors with a wide range of age-related impairments. The age of participants ranged from 22 to 81 years. The participant population came close to reflecting that of the greater San Francisco Bay Area, including approximately 40% people of color, and five participants spoke languages other than English. Participants were from a range of income levels and live throughout the Bay Area.

### **Goals for Stakeholder Engagement**

- Gather key transportation-related themes in the lives of PWDs that affect their lives in all arenas of daily life, with respect to opportunities for employment, housing, medical needs, and socializing.
- Understand the travel needs, patterns, gaps, and barriers of the broad population of PWDs in the Bay Area.

### Engagement Strategy #1: Policy Advisory Group

**Objective:** Establish Policy Advisory Group of key experts to provide overall guidance to the project

Established at the outset of the project, the Policy Advisory Group has provided guidance and input for this project. The Policy Advisory Group has reviewed project deliverables, helped to identify agencies, individuals and geographic regions for outreach, participated in outreach events, and reviewed findings. The Policy Advisory Group will continue to oversee this effort and provide feedback on consumer education materials and seminars, and policy toolkits and trainings for transportation providers. Below is a list of the members.

#### TRACS Policy Advisory Group Members

Name	Affiliation	Category
Debra Kaplan	Independent (lawyer/activist)	Advocate
Lewis Kraus	Pacific ADA Center	Advocate
John Cunningham	Contra Costa County	Coordination Partners
Kathleen Cortez	Sonoma County	Coordination Partners
Vance Taylor	Governor's Office of Emergency Services	Emergency Services
Christina Fitzgerald	Silicon Valley Independent Living Center	Independent Living Center
Thomas Gregory	The Center for Independent Living, Berkeley	Independent Living Center
Nikki Brown-Booker	Easy Does It Emergency Services	Transportation Provider
Gwen Buckley	SamTrans	Transportation Provider
Rashida Kamara	County Connection	Transportation Provider
John Sanderson	Solano Transit	Transportation Provider
Laura Timothy	BART	Transportation Provider
Annette Williams	SFMTA	Transportation Provider

## **Engagement Strategy #2: Stakeholder Interviews**

### **Objective: Conduct ten (10) stakeholder interviews with PWDs**

WID staff conducted a total of thirteen (13) interviews with stakeholders. The interviews were conducted one-to-one, in a semi-private setting. This allowed interviewees to give personal, anecdotal information on their transportation experiences. This information provided early input on further data to be collected from experts and practitioners. Eleven (11) of the interviews were conducted with PWDs and two (2) were conducted with transportation providers.

## **Engagement Strategy #3: Stakeholder Focus Groups**

### **Objective: Conduct three (3) focus groups with PWDs**

WID and MTC staff conducted a total of four (4) focus groups around the region. These meetings consisted of small group meetings with PWDs, as well as a few caregivers, disability experts, and transportation providers. Qualitative data on key destinations, time of travel, service needs and gaps, physical and information barriers, etc., was collected during the focus groups. The small group atmosphere allowed participants to give personal, anecdotal information on their transportation experiences, and allowed participants to build upon each other's stories and ideas for improvement. While all of the focus groups included participants with varying types of disabilities, one of the focus groups was made mainly of individuals with visual impairments.

#### Focus Groups

<u>Date</u>	<u>Location</u>	<u>City</u>
April 29, 2019	Ed Roberts Campus	Berkeley
July 18, 2019	Silicon Valley Independent Living Center	San Jose
July 25, 2019	Independent Living Resource Center	San Francisco
August 26, 2019	LightHouse for the Blind and Visually Impaired	San Francisco
November 18, 2019	Veterans Memorial Building	Santa Rosa

## **Engagement Strategy #4: Stakeholder Workshops**

### **Objective: Host two (2) workshops to engage stakeholders on project findings**

Based on the transportation analysis completed in a previous task for this project, as well as information gathered through interviews and focus groups, two workshops were held to engage project stakeholders on barriers within the existing transportation landscape and how best to make changes. Both workshops were held at the Ed Roberts Campus. The audience for workshop #1 focused on transportation professionals: those involved in making decisions about, designing and/or operating transportation systems. The audience for workshop #2 focused on PWDs, disability advocates, and those who represent the disability community.

### Stakeholder Workshops

<u>Date</u>	<u>Audience Focus</u>
October 7, 2019	Transportation professionals
November 15, 2019	PWD and advocates

### **Engagement Strategy #5: Online Survey**

#### **Objective: Develop and distribute online survey**

WID developed and distributed an accessible, online survey intended to reach a broader range of stakeholders in the region. There were a total of 375 respondents, and we had respondents from every county in the Bay Area. Respondents were asked about disability type, vehicle access, use of transportation modes, and factors in choosing transportation mode. Additionally, respondents were asked about specific factors related to their use of fixed-route transit and paratransit.

#### Survey Respondents by County

<u>County</u>	<u>Response by Percentage</u>
Alameda	25%
Contra Costa	13%
Marin	4%
Napa	1%
San Francisco	17%
San Mateo	7%
Santa Clara	17%
Solano	4%
Sonoma	12%