

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 <i>(alphabetical order)</i>	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 falling. 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.

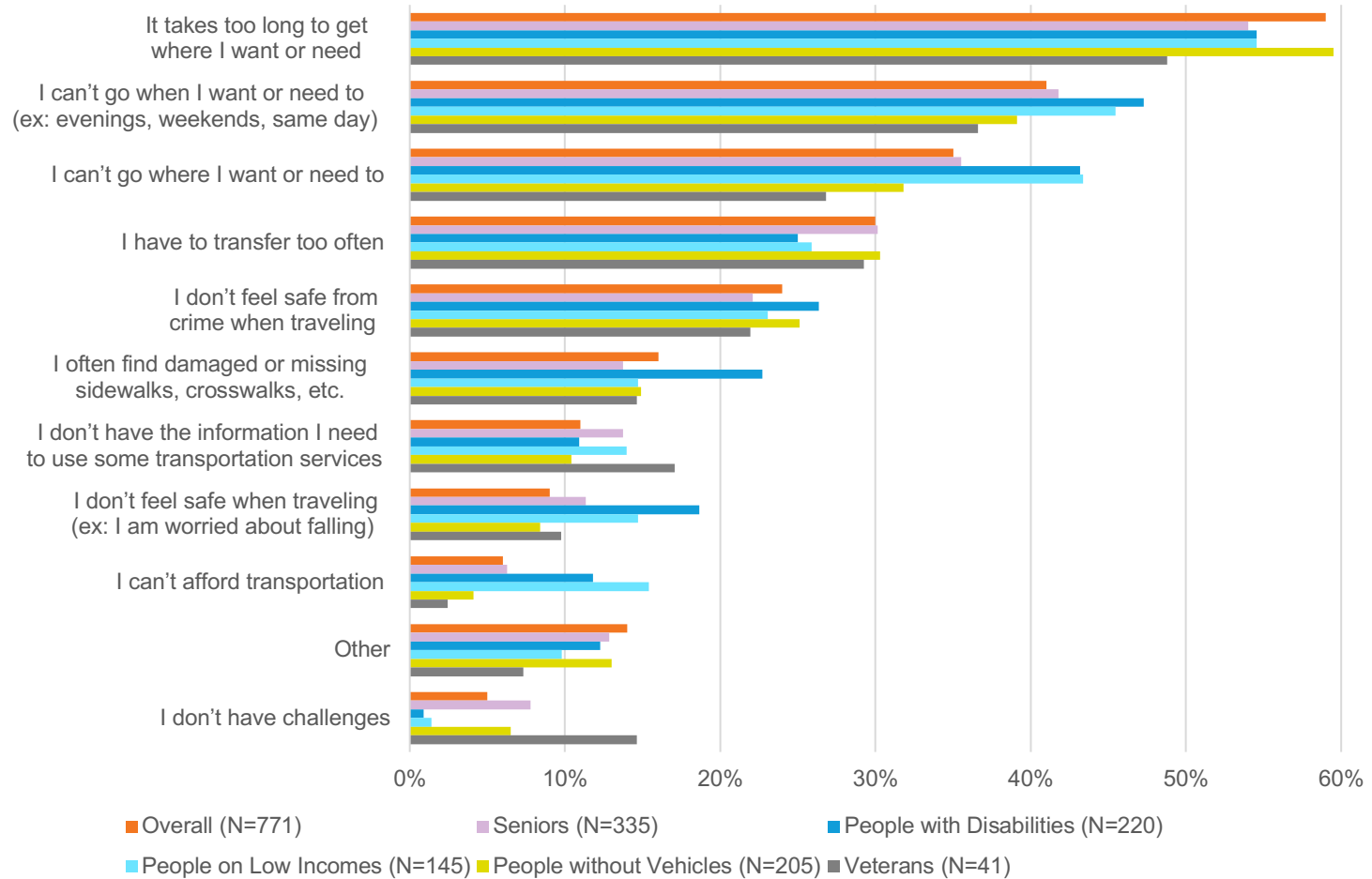
“The Essential Trip Card program (San Francisco) has helped but because I am so far away from anything I can only take one to two trips a month. UCSF or Kaiser South Beach Mission Bay is about \$35 one way depending on the route the taxi driver takes. So that leaves nothing for a grocery trip or an additional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



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

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ENGAGEMENT FEEDBACK

This matrix provides a list of public input received from stakeholders at existing advisory meetings. The project team attended the meetings and requested input. The following table summarizes 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 organizing
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 p
				Coordination & Cooperation	More discussion is needed around par
				Coordination & Cooperation	Seniors and disabled people are lookin
				Paratransit - ADA	MTC's Blue Ribbon paratransit recom
				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 in comments: Why can't we take a bus to seems more personalized- get a sense 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 c 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 implement on demand paratransit transportation.
				Healthcare access	Access from the CBTP study area to n
				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	
Contra Costa Accessible Transportation Strategic Plan	County, Suburban	Older adults, PWD, Low-income	2019-2021	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
				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 hobbies I need paratransit to accept Clipper ca
				Coordination & cooperation	Would like to know how you plan cross
				Coordination & cooperation	The paratransit application for the differ 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 improv 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 fun communities such as San Ramon with
				Public Transit - level of service	There was a bus (#39?) that stopped b 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
Contra Costa County Paratransit Coordinating Council	County, Rural, Suburban	Older Adults, PWD	9/21/2020	Seniors	Senior transportation is a serious matt
				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. Th knew, they brought me food. They pro
				Paratransit - level of service	Even though the ADA rules are very ri
<i>Contra Costa County Paratransit Coordinating Council</i>	<i>County, Rural, Suburban</i>	<i>Older Adults, PWD</i>	<i>9/21/2020</i>	Planning and Study	How can we get around rigid rules to p
				Transportation options	Senior Mobility Action Council schedu 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
Downtown Martinez Community-Based Transportation Plan	Suburban	Older adults, PWD, Low-income, BIPOC	2018-2020	Fares	Fare free transit was very helpful unde
				Pedestrian	[Sidewalks] are dangerous and often i
				Pedestrian	Improve pedestrian crossings around l
				Bike	"Bicycle facilities must be continuous t
				Public transit	It is impossible to drop off children in d
				Public transit - safety	...people are often released from the C bus service, or their bus pass is not en
				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 h
Paratransit - level of service	Increasing paratransit services is des				
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
			11/2/2018	Public Transit - infrastructure	The City is considering locations for P
Free Market at Health and Human Services, Napa	Rural, Suburban	Low-income, PWD, older adults, BIPOC	9/13/2018	Public Transit - clipper card	Issue with clipper card reader function
Napa Senior Center	Rural, Suburban	Low-income, PWD, older adults, BIPOC	9/28/2018	Healthcare access	Residents discussed issues they have
			9/29/2018	Public transit	People expressed appreciation for the
			9/26/2018	Access	Most attendees drive themselves, it's p
Napa Valley College	Rural, Suburban	Low-income, PWD, older adults, BIPOC	10/24/2018	Seniors	Residents of the Vet's Home have the
					including medical transport to San Fra
				Public transit - emergency	Most students drove and would only c
				Pedestrian	One group of students sometimes wal
Napa Valley Transportation Authority	Rural, Suburban	Low-income, PWD, older adults, BIPOC	11/29/2018		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 Support Services	Rural, Suburban	Low-income, PWD, older adults, BIPOC	11/2/2018	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
Napa Valley Support Services	Rural, Suburban	Low-income, PWD, older adults, BIPOC	10/1/2018	Public transit - ADA	Transdev drivers place ramps down on
				Public transit - bus stops	Would like more curb space painted re
				Public transit - frequency	Received feedback that local routes d
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 older
				Land use	Hospital care and other services are s
				Coordination & cooperation	Coordination and cooperation is neede provide transportation services for thei
Queen of the Valley, Napa	Rural, Suburban	Low-income, PWD, older adults, BIPOC	10/2/2018	Spatial gap	More services are needed for rural com
				Public transit - level of service	Local routes also do not run late enoug
Redwood Park and Ride, Napa	Rural, Suburban	Low-income, PWD, older adults, BIPOC	11/30/2018	Fixed-route - affordability	Our fares are too high for some clients
				Fixed-route	Found the younger riders on fixed-rout
				Bike	Cyclists love the Vine Trail
Rianda House, St. Helena	Rural, Suburban	Low-income, PWD, older adults, BIPOC	10/26/2018	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 Silver
				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	
Silverado Creek Apartments, Napa	Rural, Suburban	Low-income, PWD, older adults, BIPOC	11/29/2018	Information and referral	Several of the senior housing developers requested that transportation be included. Also requested a coffee shop etc.
				Public transit - bus stops	Students who rode the bus to NVC were late. Earlier run times would be better, as to a
				Pedestrian - infrastructure	Crossing larger intersections is difficult
				Pedestrian - safety	Speeding around school, traffic calming
				Pedestrian	Sidewalk improvements for Vintage area
				Pedestrian	Project for bike zone from Redwood to
				Pedestrian	Traffic light or stop sign at Trancas and
				Pedestrian	Traffic light at Jefferson/Rubicon/ El C
				Pedestrian	Traffic light at Jefferson/ Rubicon
				Fixed-route	Bus (public transportation) to Villa Lan
Springs Mobile Home Park, Calistoga	Rural, Suburban	Low-income, PWD, older adults, BIPOC	9/13/2018	Pedestrian	RRFB at Trancas/ Valle Verde
				Fixed-route	Riders had very positive comments abo
				Fixed-route	They asked that we evaluate the poten
				Healthcare access	Some residents have to travel long dist
				Shuttle	Some residents have to travel long dist
Stonebridge Apartments, St. Helena	Rural, Suburban	Low-income, PWD, older adults, BIPOC	11/27/2018	Shuttle	Residents expressed their view that th
				Coordination & cooperation	Residents expressed their view that th
				Public transit - safety	Residents had complaints about lack o
				Public transit - safety	Residents would also appreciate if driv
				Public transit - safety	Residents would also appreciate if driv
Storehouse/Food Bank, Napa	Rural, Suburban	Low-income, PWD, older adults, BIPOC	11/27/2018	Pedestrian	Residents would also appreciate if driv
				Pedestrian	Residents would also appreciate if driv
				Fixed-route	Residents would also appreciate if driv
				Pedestrian	Residents would also appreciate if driv
Storehouse/Food Bank, Napa	Rural, Suburban	Low-income, PWD, older adults, BIPOC	9/20/2018	Public Transit - level of service	RRFBs for all School crossings (they r
			9/21/2018	Spatial gap	Complete sidewalk on Hunt Avenue to
St. Thomas Church, Napa	Rural, Suburban	Low-income, PWD, older adults, BIPOC	11/18/2018	Public Transit - level of service	Transit services to Angwin.
				Pedestrian	Improved street lighting on Pope, Hun
				Pedestrian	Lack of sidewalks connecting to Puebl
				Pedestrian	Lack of sidewalks connecting to Puebl
				Pedestrian	Lack of sidewalks connecting to Puebl
Veteran's Home, Yontville	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
			9/21/2018	Spatial gap	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
				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
Veteran's Home, Yontville	Rural, Suburban	Low-income, PWD, older adults, BIPOC	9/26/2018	Fixed-route	Add a bus line that goes directly from
				Fixed-route - Drivers	Add a bus line that goes directly from
				Fixed-route - Drivers	Appreciative of the service on St. Hele
San Francisco County				Public transit	Some residents do use the Vine Trail a
				Public transit	Some residents do use the Vine Trail a
San Francisco County				Community	They love the Community Trolley and
				Public transit - accessibility	Many of these clients drove to the pick

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 signal pedestrian phase is not active on Clay
				Pedestrian Friendly Streets	Impeded visibility of sidewalk due to planter
				ADA & Modernization	Sidewalk pinch point due to planter and
				ADA & Modernization	Missing direction curb ramps and crosswalk
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 boulevard
				Curb use	Light posts create pinch points in sidewalk
				Curb use	On Washington Street parking observation
				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 appropriate accessible. All modes of transportation
				Access	There should be emergency breakdown
				Public transit - emergency	SF has an emergency back-up procedure service when someone is stranded with program.
				Access	All transportation services should have amount of time it takes for the service.
				Access	Autonomous vehicle projects should support
				Paratransit - reliability	Paratransit should be changed slightly appointment, which is sometimes a long
				Fares	Paratransit drivers should carry cash and
				Paratransit - level of service	Paratransit should make brief stops. The
				Fares	Paratransit should be free. It costs \$5-
				Paratransit	Paratransit subcontracting feels like the
				Fares	San Francisco is lucky to have low-cost
				Access	Transportation options should be equal
				Coordination & cooperation	There should be consistency between
				Access	There should be more accessible forms
				Access	I have not been able to use ridehailing
				Paratransit - level of service	Same day paratransit services are important
				Access	We need more ramp taxis.
				Paratransit, Programs - Same-day or on-demand transportation (TNC and Taxi)	There should be a form of paratransit to the doctor with lack of same day service
San Mateo County					
San Mateo Paratransit Coordination Council	Suburban, Urban	Older Adults, PWD	1/11/2022	Information gap	Tina mentioned that outreach and education

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 L
					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 travel 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 t
				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 locate
				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 cre
				Transportation options	Provide or support multiple transportat 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 impr
VTA- Committee for Transportation Mobility and Accessibility	Suburban, Urban, Rural, County	Older Adults, PWD	7/8/2021	Planning and Study	Improve overall usability and customer
				Paratransit- safety	Too soon for VTA paratransit multi-pa
				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 should
				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 par
				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 muc
				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 park
				Public transit - fleet	Bus fleet needs to change to accomm
				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 sch
<i>Sonoma County Transportation Authority Paratransit Coordinating Council</i>	<i>County, Rural, Suburban</i>	<i>Older Adults, PWD</i>	<i>9/21/2021</i>	Paratransit - non-ADA	The one seat ride paratransit program
				Paratransit - ADA	The virtual ticketing for paratransit in S
				Paratransit - eligibility	It would be great if all the Sonoma Co