

# TAP Accessibility Items Update

## BAY AREA TRANSIT TRANSFORMATION **ACTION PLAN**



December 13, 2024

Regional Network Management Committee

# Accessibility Planning Background

COORDINATED PUBLIC TRANSIT-  
HUMAN SERVICES TRANSPORTATION PLAN

February 2018



The **Coordinated Plan** is a federal planning requirement that establishes regional funding priorities and coordination strategies focused on low-income populations, older adults, and people with disabilities. Includes:

- Demographic information
- Transportation Gaps and Solutions
- Recommended strategies for MTC and partners



**Transit Transformation Action Plan** identifies 27 strategic actions to improve transit customers' experience and respond to the pandemic's effects on transit ridership that address:

- Fares and Payments
- Customer Information
- Transit Network
- Funding
- Accessibility

BAY AREA TRANSIT  
TRANSFORMATION  
**ACTION PLAN**



## **TAP Accessibility Initiatives**

Five initiatives within the Action Plan focused on the efficient coordination of transit services for older adults, people with disabilities, and those with lower incomes.

# TAP Accessibility Actions

Action	Description
Action 21	Designate a Mobility Manager to coordinate rides and function as a liaison between transit agencies in each county, consistent with the 2018 Coordinated Plan
Action 22	Fund additional subregional one seat paratransit ride pilot projects and develop cost-sharing policies for cross jurisdictional paratransit trips
Action 23	Identify the next steps for the full integration of ADA-paratransit services on Clipper Next Generation
Action 24	Identify key paratransit challenges and recommend reforms through the Coordinated Plan update
Action 25	Adopt standardized eligibility practices for programs that benefit people with disabilities (ADA paratransit and Clipper RTC)

# Action 21: Designate Mobility Managers

Mobility managers provide individualized transportation assistance to older adults, people with disabilities, and people with low incomes.

Mobility managers can be:

- non-profit organizations
- transit agencies
- county transportation authorities
- other government agencies

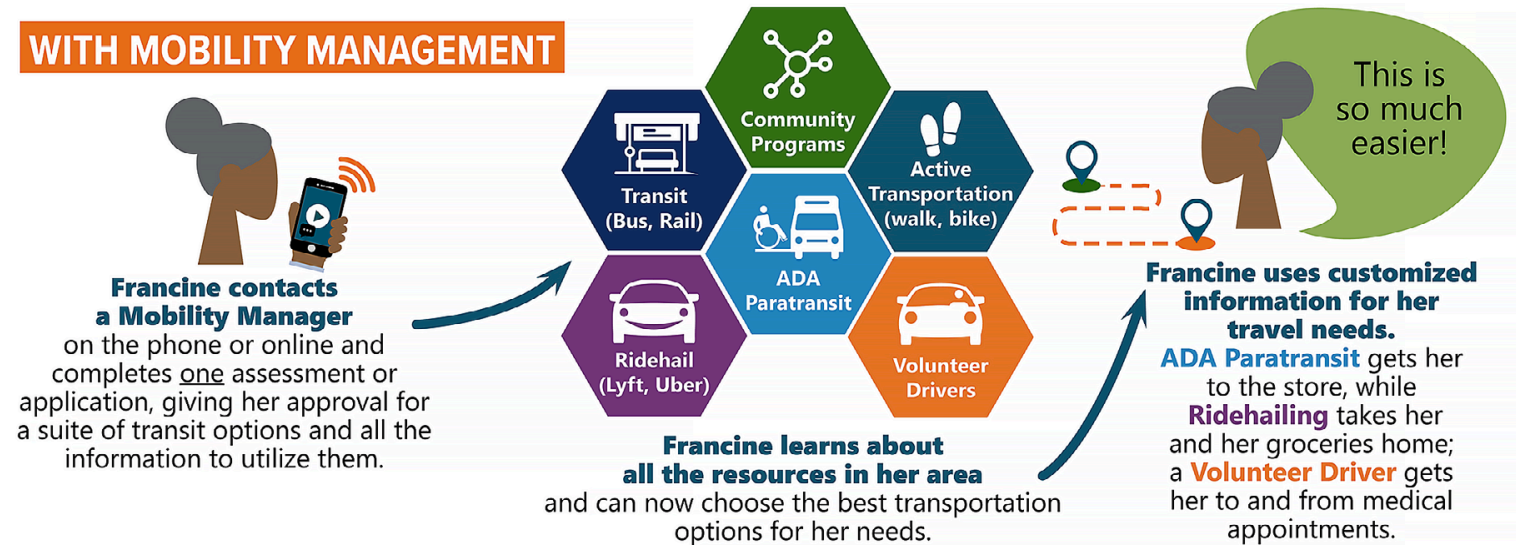
Mobility managers should provide countywide:

- Information and referral services
- Travel training
- Integrated ADA paratransit eligibility

## WITHOUT MOBILITY MANAGEMENT



## WITH MOBILITY MANAGEMENT



## Action 22: One-Seat Ride Pilots Underway

### Contra Costa County

Operators: County Connection, LAVTA, Tri-Delta, WestCAT

Formal; under MOU

Dedicated supplemental operator, based on miles of service provided in each service area

Started: November 2020

Evaluation: November 2024

### Sonoma County

Santa Rosa CityBus, Sonoma County Transit

Informal, started during COVID; no coordination or cost-sharing

Limited overlapping service for its own customers

Started: Spring 2021

Evaluation: Short Range Transit Plan, 2025





# Action 23: Next Generation Clipper System Paratransit Integration

## Application Programming Interface (API)

SFMTA (Pilot site 2025)

Phased rollout to the rest of the region

## Equipment-based solution for on-board tagging

Installed

Launch pending C2 transition





## Action 24: Paratransit Challenges

Using the 2024 Coordinated Plan

Identify top challenges for analysis

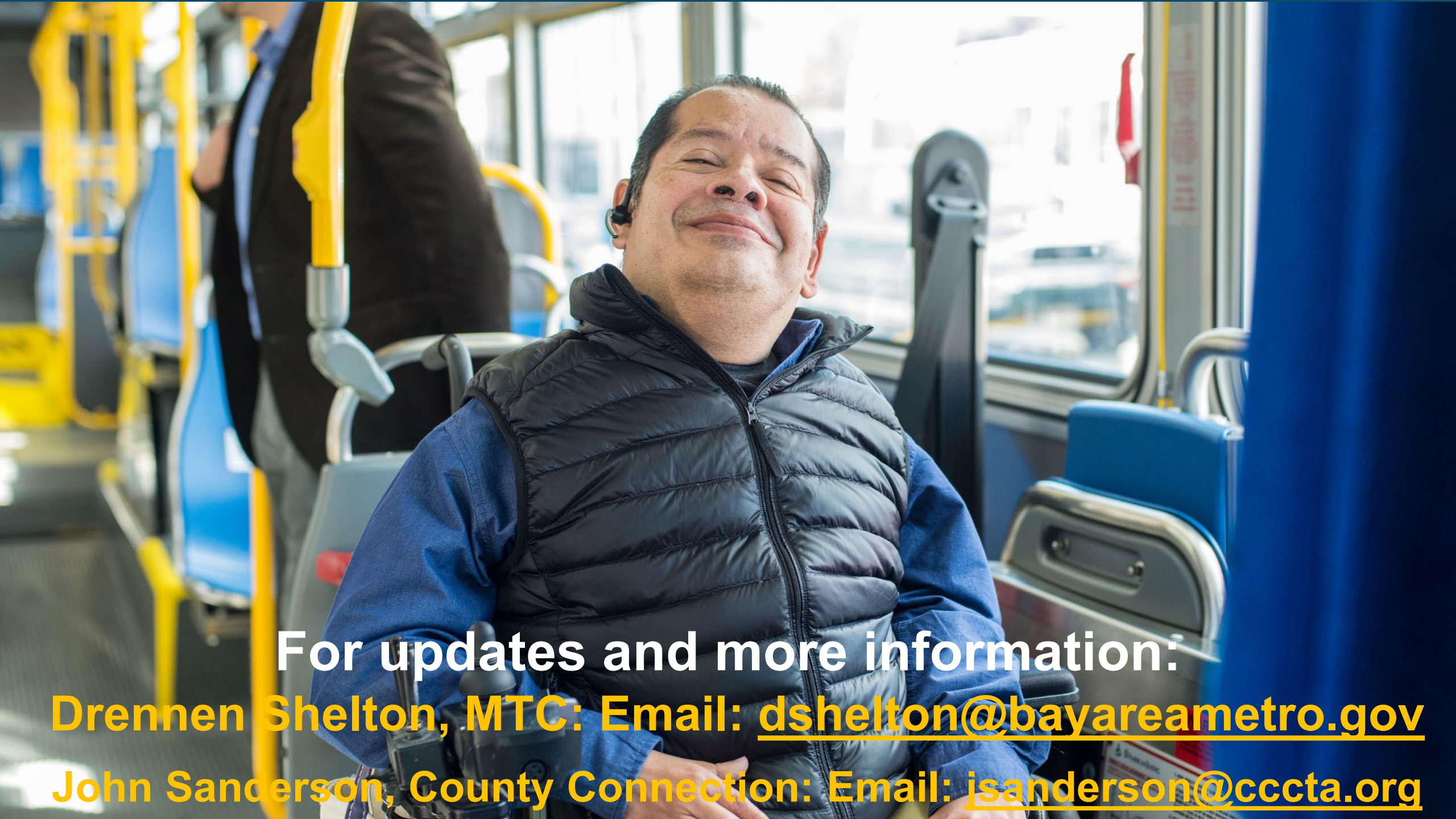
Working groups:

- Transit/paratransit staff
- Paratransit riders

Areas already identified:

- Fares
- Transfers
- Areas of service
- Times of service
- Technology solutions





**For updates and more information:**

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