5 REGIONAL RECOMMENDATIONS AND ACTIONS

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

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

1. Mobility Management

Designate a Mobility Manager in every County.

The 2018 Coordinated Plan update defined mobility management as follows:

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

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

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

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

Case Studies

Case Study: Solano Mobility

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

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

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

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

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

Case Study: Alameda County Paratransit Advisory and Planning Committee

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

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

Case Study: Marin Paratransit Coordinating Council

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

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

2. Funding

Identify sustainable funding for transportation services and mobility management.

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

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

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

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

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

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

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

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

Case Studies

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

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

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

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

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

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

3. Transportation Access to Healthcare

Improve transportation access to healthcare.

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

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

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

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

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

Case Studies

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

4. Improve ADA Paratransit

Support regional and local efforts to improve ADA paratransit.

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

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

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

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

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

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

Case Studies

Case Study: Access in Los Angeles County

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

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

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

Case Study: Regional Paratransit Trip Booking Pilot Project

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

Case Study: Contra Costa One-Seat Ride Pilot

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

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

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

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

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

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

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

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

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

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

5. Shared & Future Mobility

Support the accessibility of shared and future mobility.

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

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

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

Case Studies

Expert Recommendations: Consortium for Citizens with Disabilities

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

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

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

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

Case Study: Toronto Uber Wheelchair Accessible vehicles

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

Case Study: Waymo and Cruise Testing in San Francisco

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

Case Study: SFMTA and Lyft Adaptive Bikeshare Program

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

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

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

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

Case Study: SFMTA Adaptive Scooter Share Program

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

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

6. Equity

Identify and fill equity gaps.

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

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

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

▪ The racial and ethnic makeup of the Bay Area has changed slightly over the last decade with an increase in the percent in the region that identify as Asian and a decrease in the percent that identify as white.

▪ Nearly one in ten Bay Area households lives in a household with no vehicles.

▪ About 60% of the region's population is non-white, with about a quarter of residents who are Hispanic, a quarter of whom are Asian, and the remainder of whom are Black, Native Hawaiian or other Pacific Islander, multiracial, or other races and ethnicities.

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

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

Case Studies

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

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

▪ Restrictions: Cards were limited to specific merchants, including AC Transit, Clipper®, BART, Amtrak, BayWheels, LINK, Lime, Veo, and WETA Ferry

▪ Program Funding: Alameda County Transportation Commission grant and local match from City of Oakland

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

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

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

Case Study: San Francisco School Access Plan

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

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

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

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

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

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

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

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

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

7. Infrastructure

Support infrastructure improvements to increase transportation equity and accessibility.

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

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

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

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

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

Case Studies

Case Study: USDOT Safe Streets for All

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

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

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

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

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

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

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

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

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

8. Preparedness

Support comprehensive emergency preparedness.

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

Case Studies

Case Study: East Bay Paratransit's [Emergency Action Guide]

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

Case Study: [Bay Area Urban Areas Security Initiative]

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

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

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

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

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

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

IMPLEMENTATION

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

Figure 40   Implementation Overview

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

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

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

2024 Coordinated Transportation Plan
MTC

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

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

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

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

2024 Coordinated Transportation Plan
MTC

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